

September 2019 Service Revisions

Final Recommendation

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

Final

2/28/2019

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Executive Summary

Spokane Transit Authority (STA) is in the third year of implementing a ten-year plan known as *STA Moving Forward* that includes more than 25 projects to provide more and better transit service throughout the region. The Final Recommendation of service revisions embodied in this report are part of implementing this regionally-endorsed plan.

The service revisions planned for September 2019 are central to implementing the *STA Moving Forward* plan or related to its implementation. STA proposes to connect Airway Heights to the West Plains Transit Center, a service investment accelerated by the advancement of the Exit 272 improvements by WSDOT and by the growth in jobs and housing on the West Plains. The continued construction of new passenger facilities driving many of these September service revisions include the Spokane Falls Station at Spokane Falls Community College (SFCC), the Spokane Community College (SCC) Transit Center and the Moran Station Park and Ride. The latter is a component of the introduction of High Performance Transit (HPT) elements on a corridor that is the aggregation of several existing routes and has been referred to as the Monroe-Regal Line. This HPT line will offer frequent service, enhanced stops and stations, and operate seven days a week. Based on existing ridership, this route will be one of the busiest routes that STA operates.

Other service revisions in this Final Recommendation are incidental to the primary factors described above including routing revisions and service headway adjustments to optimize service delivery and effectiveness, particularly existing routes that serve the South Hill Park and Ride and the Community Colleges of Spokane campuses. In addition, the Final Recommendation also addresses revisions to previously implemented route revisions in order to respond to public feedback and ridership trends. A key element of the *STA Moving Forward* plan is “Optimize bus service in response to continuing customer feedback.” This is addressed by this Final Recommendation and by the Transit Development Plan developed annually.

This report describes how the Final Recommendation was developed, the nature of public outreach, a summary of public input, and outlines of recommended changes. The report also addresses STA’s responsibility for meeting the US Civil Rights Act. The appendix includes a compilation of written public feedback received during the Draft Recommendation consultation period.

Development of the Final Recommendation

The *STA Moving Forward* plan, as amended, and the board-adopted 2018 Transit Development Plan (TDP) identify a number of service revisions and improvements planned for implementation in 2019. These service revisions require approval by the STA Board of Directors after conducting public outreach.

Fixed-route service design requires a robust examination of opportunities, feedback and consideration of policies and design principles. This final Recommendation has been developed in accordance with the principles and policies of *Connect Spokane*, STA's comprehensive plan for public transportation, while also meeting the commitments set forth in the *STA Moving Forward* plan. While these are rigorous requirements and policies, they still provide for ample room for public input, discussion and technical considerations. Indeed, transit planning has both elements of art and science with a heavy dosage of constraints introduced by the built environment. Given this, virtually every improvement in the *STA Moving Forward* plan will have an appropriately scaled public input process that precedes the implementation of the service or when specific design considerations are under evaluation. Voters' approval of the funding for *STA Moving Forward* represents more of a beginning to public input rather than the final decision.

Spokane Transit's typical approach for revising bus service is to begin with a Preliminary Proposal and seek public feedback on the proposal. Given the breadth of possible changes, staff began to reach out to neighborhood and community groups in May and June 2018 in order to obtain feedback and understand initial priorities. This was followed up by the Preliminary Proposal for the September 2019 Service Revisions that was presented to the STA Board of Directors in July 2018. Most of the public outreach on the proposal was conducted in late September through the end of November 2018. STA staff then prepared a Draft Recommendation, dated January 10, 2019 and presented at the January 17, 2019 meeting of the STA Board of Directors and to the STA Performance and External Relations Committee on February 6, 2019. The Draft Recommendation for service revisions was based on STA's established policies and principles, internal STA staff technical analysis, and public feedback on service revisions within the Preliminary Proposal. An email notice of the Draft Recommendation and a follow-up survey was sent to those that submitted their email address through an online survey on the preliminary proposal. The Board of Directors held a public hearing on the Draft Recommendation on February 21, 2019. The Board received no comments at the public hearing; however, four written comments were received and 93 responses were submitted to the online follow-up survey and are included in the appendix of this report. The

Final Recommendation represents the culmination of the evaluation and public input on the proposed service revisions. A summary of the outreach efforts and findings is in the next section of this report.

Staff from STA's Planning, Operations, Customer Service, Communications, and Training Departments make up STA's internal Service Improvement Committee. This committee meets bi-monthly in order to discuss ideas, resolve route safety issues, and review proposed changes to STA's bus system. This committee was instrumental in the preparation of this recommendation.

Summary of Public Outreach

STA solicited input from the public on the proposed service revisions listed in the Preliminary Proposal through an online survey and outreach at multiple community meetings. Outreach to interested parties continued after the Draft Recommendation was published. All public input received during the Preliminary Proposal consultation period is documented in the Draft Recommendation A general summary of the public outreach methods is below:

- STA informed the community of the Preliminary Proposal and the opportunity to provide feedback:
 - For over a month, automated audible announcements were made on-board buses during each trip of the impacted routes inviting passengers to review the preliminary proposal and complete the online survey.
 - Notices of the proposed changes were posted on bus stops along impacted routes and on-board all coaches.
 - The October 2018 *STA Moving Forward* Newsletter was sent via email to people interested in the transit improvements and encouraged people to take the survey.
 - The survey was promoted via STA's social media accounts.
 - The Preliminary Proposal was available on the STA website or in hard copy by request.
- STA staff presented to neighborhood councils to advise residents of the Preliminary Proposal and to encourage input:
 - Audubon/Downriver: 10/18/2018
 - Cliff/Cannon: 10/2/2018
 - Comstock: 10/17/2018, 12/11/2018

- East Central: 10/16/2018
- Emerson/Garfield: 10/10/2018
- Lincoln Heights: 7/17/2018, 9/18/2018
- Manito/Cannon Hill: 10/11/18
- North Hill: 10/11/2018
- Northwest: 10/17/2018
- Peaceful Valley: 10/10/2018
- Rockwood: 11/6/2018
- Southgate: 10/3/2018
- West Central: 10/10/2018
- STA staff presented at other community events and committees:
 - South Perry Business & Neighborhood Association: 10/9/2018
 - City of Spokane Community Assembly Pedestrian Transportation and Traffic Committee: 10/23/2018
 - Garland Street Fair: 10/27/2018
 - Cliff/Cannon Block Party: 9/15/2018
- STA mailed letters to property owners along 17th Avenue and Alberta Street who could be impacted by proposed service revisions and associated bus stop installations.
- The Preliminary Proposal report was presented at the following STA Public Meetings in July 2018:
 - Performance Monitoring & External Relations Committee
 - Citizen Advisory Committee
 - STA Board of Directors
- A total of 1,004 responses to the online survey on the Preliminary Proposal were submitted. Paper surveys were provided upon request and the responses were entered manually.
- 20 emails and/or calls were received related to specific aspects of the Preliminary Proposal
- Notice of the Draft Recommendation and a follow-up survey was also sent to those that submitted their email address through an online survey on the preliminary proposal and to the Neighborhood Council contacts that staff presented to at their meetings.
- Notice of the public hearing was posted and follow-up survey was posted in Spokesman-Review on 2/3/2019.
- 93 responses to the follow-up online survey and emails were submitted.
- Duly noticed public hearing was held 2/21/2019 at the Board of Directors meeting.

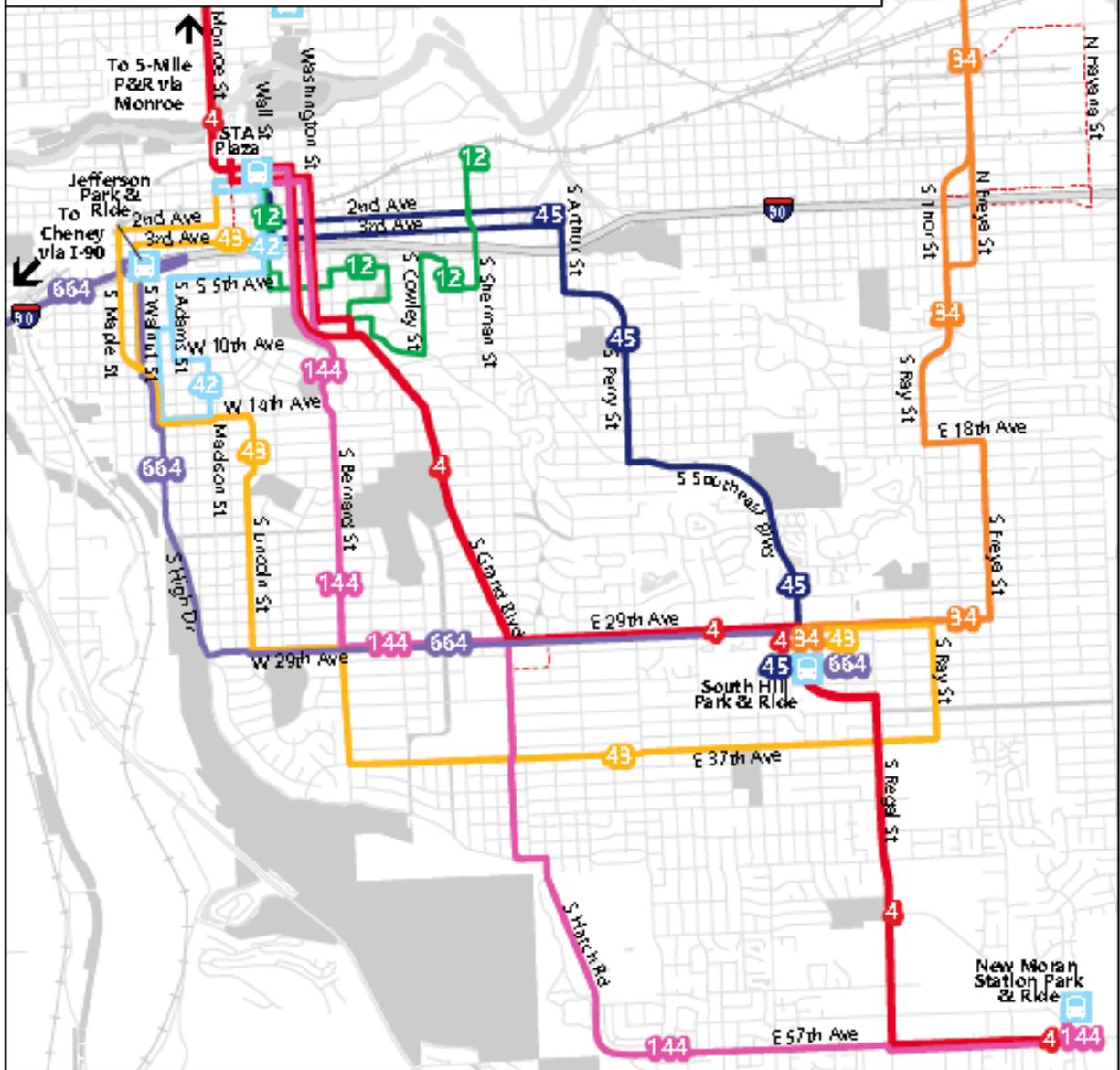
Recommended Service Revisions

Monroe-Regal Line, South Commuter Express, and South Spokane Network

STA Moving Forward includes the implementation of Monroe-Regal Line, the Moran Station Park & Ride (P&R), the South Commuter Express, and an expanded and relocated transit center at Spokane Community College in 2019. These improvements necessitate some redesign of the south Spokane bus network and afforded the opportunity to review the changing operating conditions in south Spokane. A discussion of the recommended changes to each route is provided below along with a map of the recommended changes. It should be noted that there are no recommended changes to the current routing of routes 12, 42, and 664. Service on 17th Ave was considered in one alternative included in the Preliminary Proposal but is not recommended to be implemented in 2019. It may be included in the proposal for September 2021 when more resources are available to fully implement a bidirectional pattern with service operating daily.

South Spokane Recommendation

- 4 Monroe-Regal HPT
 - 12 Southside Medical Shuttle
 - 34 Freya
 - 42 South Adams
 - 43 Lincoln / 37th Ave
 - 45 Perry/Southeast Blvd.
 - 144 South Commuter Express
 - 664 Cheney EWU Express
- Routing Proposed to be Discontinued
 - Transit Center or Park & Ride
- Note: North, east, and west routes are not shown on this map in order to improve legibility.*



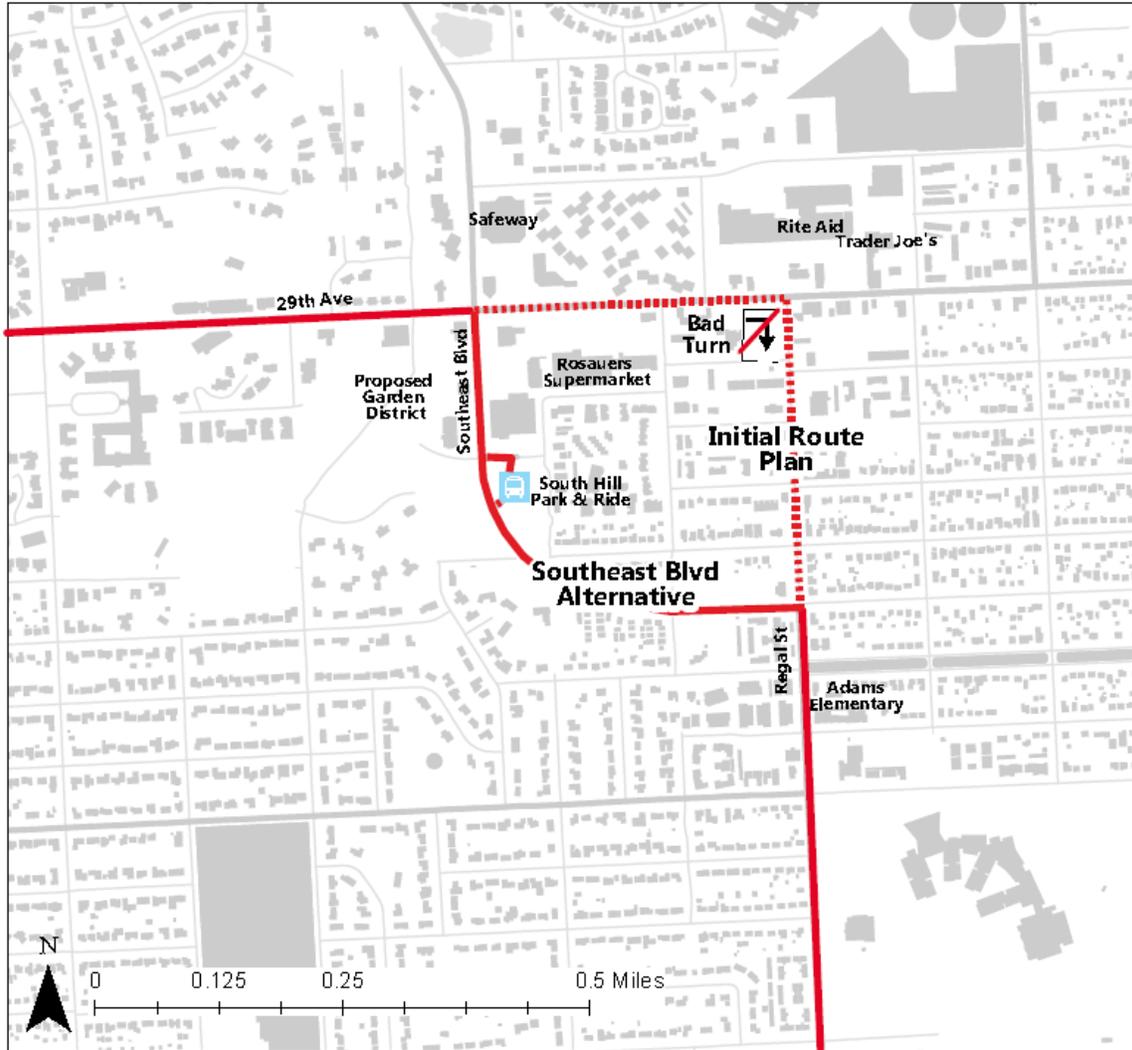
NEW Line 4 Monroe-Regal

Change the planned alignment from Regal St to Southeast Blvd on the section between E 29th Ave and E 34th thereby serving the South Hill P&R in order to avoid the unpassable southbound right turn at 29th and Regal.

In September 2019 the routes 24 Monroe and 44 29th Ave and the southern portion of the Route 45 Regal are programmed in *STA Moving Forward* to be interlined into one line providing many HPT elements and meeting or exceeding commitments made in the *STA Moving Forward* plan. The line is referred to herein the Line 4 Monroe-Regal, or Monroe-Regal Line. The line will provide service every 15 minutes on weekdays and every 30 minutes on nights and weekends. Unlike the current Route 44, the Monroe-Regal Line will operate on Grand Blvd between downtown Spokane and E 29th Ave as opposed to alternating between Grand Blvd and Bernard St. The line will also operate on the current Regal St segment of Route 45 between the South Hill P&R and 57th Ave before terminating at the new Moran Station P&R.

It is important to note that the permanent pattern of inbound Line 4 traveling from Moran Station P&R to downtown Spokane will not travel behind the Manito Shopping Center via Garfield St and E 31st Ave as Route 44 does today.

The routing of the Monroe Regal HPT Line was developed with the help of a Corridor Advisory Panel in 2012 and 2013. The Corridor Advisory Panel routing assumes that a right-hand turn would be made possible from eastbound 29th Ave to southbound Regal St near the Lincoln Heights commercial center that currently cannot be performed in a 40-foot-long bus due to a tight turning radius. Additional right-of-way is required in order to improve the turning radius. The property owner has indicated that he is unwilling to sell the needed property. It could be acquired when a permit application for the adjoining property is submitted or through condemnation. Staff recommends an alternative routing on Southeast Blvd be utilized when the line is implemented in September. The routing, shown on the map below, could be reconsidered should the right-of-way to make the turning improvements at 29th Ave and Regal St become available.



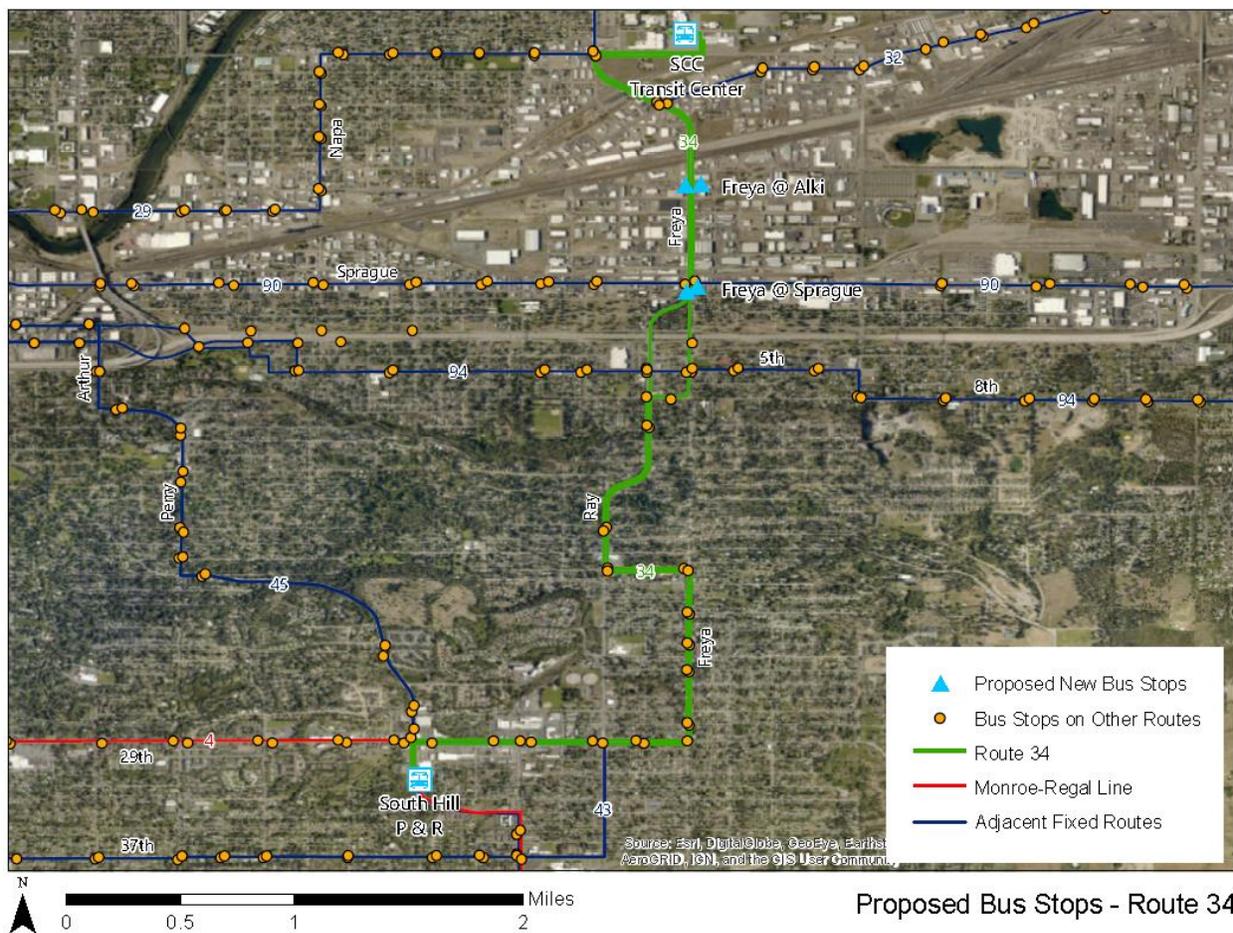
Route 34 Freya

Modify routing to reduce out-of-direction travel and reduce weekday frequency.

Ridership on segments of the route does not justify the 15 minute all weekday frequency that it operates at today. In 2017 the boardings per revenue hour for the route was 11.82. Other routes with 15-minute weekday frequency are in the range of 30 to 40 boardings per revenue hour; however, the route does take on layover for many of the other City Loop routes that the route is interlined with. The route has not met STA's adopted standard for energy or fares since the route was implemented. Staff recommends the frequency of the route be reduced to 30 minutes on during the majority of the weekday span of service. At a minimum, the frequency on the segment between Spokane Community College and 5th Ave (Fred Meyer) is recommended to be augmented during the peak travel period.

Additionally, the route is proposed to operate on Thor/Freya St from E 3rd/2nd Ave to E Broadway Ave instead of deviating over to Havana St as it does today. This will provide faster and more direct trips; however, the pattern will discontinue service to the Spokane County Fair and Expo Center on Havana Street. The Route 34 has always been detoured during the Spokane Interstate Fair because vehicle lines for the fair parking lot prevent buses from getting through. The Fairgrounds stop experiences an uptick in passenger boardings and alightings during a handful of events throughout the year. These events could be more cost effectively served by a Fairgrounds shuttle that only operates during high ridership events, similar to the shuttle operated during Valleyfest. The Fairgrounds shuttle routing will likely connect the SCC Transit Center to the Spokane County Fair and Expo Center and is currently under development in cooperation with Spokane County staff.

Below is a map of the proposed Route 34 routing along with the proposed new bus stops on the new route segment (stop locations subject to change pending further consultation the City of Spokane).



Route 43 Lincoln/37th Ave

Extend the route to operate on Ray St and 29th Ave east of Regal St before terminating at the South Hill Park & Ride.

The online survey found that maintaining frequency of service to the Lincoln Heights Commercial District is important to the respondents. Current ridership in the commercial district is also strong. Since the Monroe-Regal Line is not proposed to travel east of Southeast Blvd. and frequency is proposed to be reduced on the Route 34 to 30 minutes, the Route 43 is proposed to be extended in order to maintain frequency through a schedule offset (two 30 minute routes) with Route 34 through the Lincoln Heights Commercial District. The extension will also improve access to Ferris High School.

Route 44 29th

Discontinue and replace with the Route 4 Monroe-Regal HPT and the Route 144 South Express.

As stated earlier, the Route 4 Monroe-Regal HPT will serve the Grand Blvd and 29th Ave east of Grand Blvd segment of Route 44 and Route 144 would serve the Bernard St and 29th Ave west of Grand Blvd portion of Route 44.

Route 45 Regal

Modify routing to terminate at the South Hill Park & Ride.

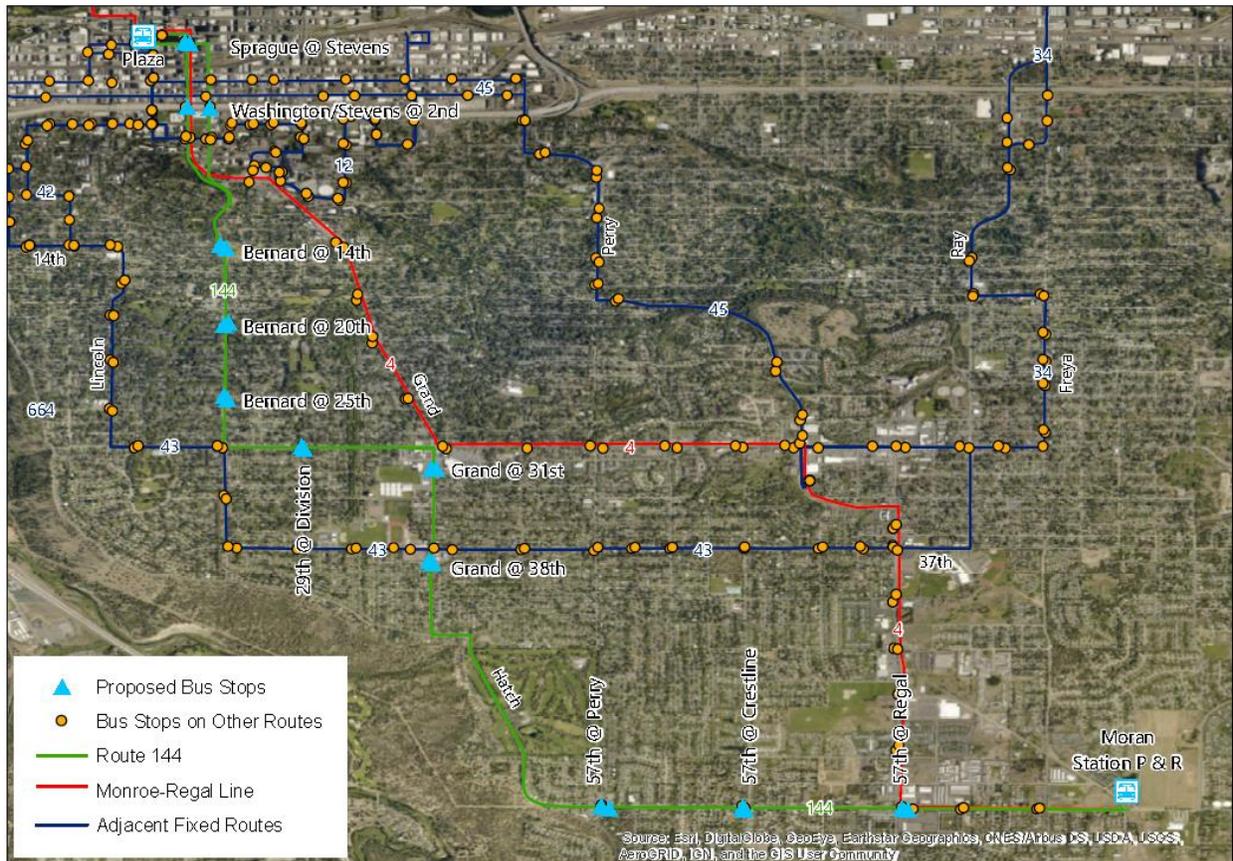
The Route 4 Monroe-Regal HPT will serve Regal St and 57th Ave beyond the South Hill Park & Ride and provide more frequent service than the Route 45 currently provides. The frequency of the modified Route 45 is recommended to be augmented through the Perry District during the peak periods similar to current service levels.

New Route 144 South Commuter Express

Operate new route between Moran Station Park & Ride and downtown via 57th Ave, Hatch Rd, Grand Blvd, 29th Ave, and Bernard St.

The recommended routing provides a fast trip between downtown Spokane and the new Moran Prairie Park & Ride while serving some stops that will no longer be served by the Bernard pattern of the Route 44. The route will provide service every 15 minutes during peak period (approximately 5:20 AM- 9:00 AM and 2:30 PM-7:00 PM) on weekdays only. This will be

more frequent than the 30-minute service currently provided by the Route 44 Bernard pattern. Unlike the Route 44, the new Route 144 express route will not operate during the mid-day. Stops on 29th Ave between Bernard St and Grand Blvd and on Bernard St north of 29th and on 57th Ave (currently served by the Route 45 P) are proposed to be consolidated to facilitate faster service. Below is a map of the proposed new route along with the proposed bus stops (stop location subject to change pending consultation with the City of Spokane and Spokane County).



Proposed Bus Stops - Route 144

Associated Bus Stop Revisions

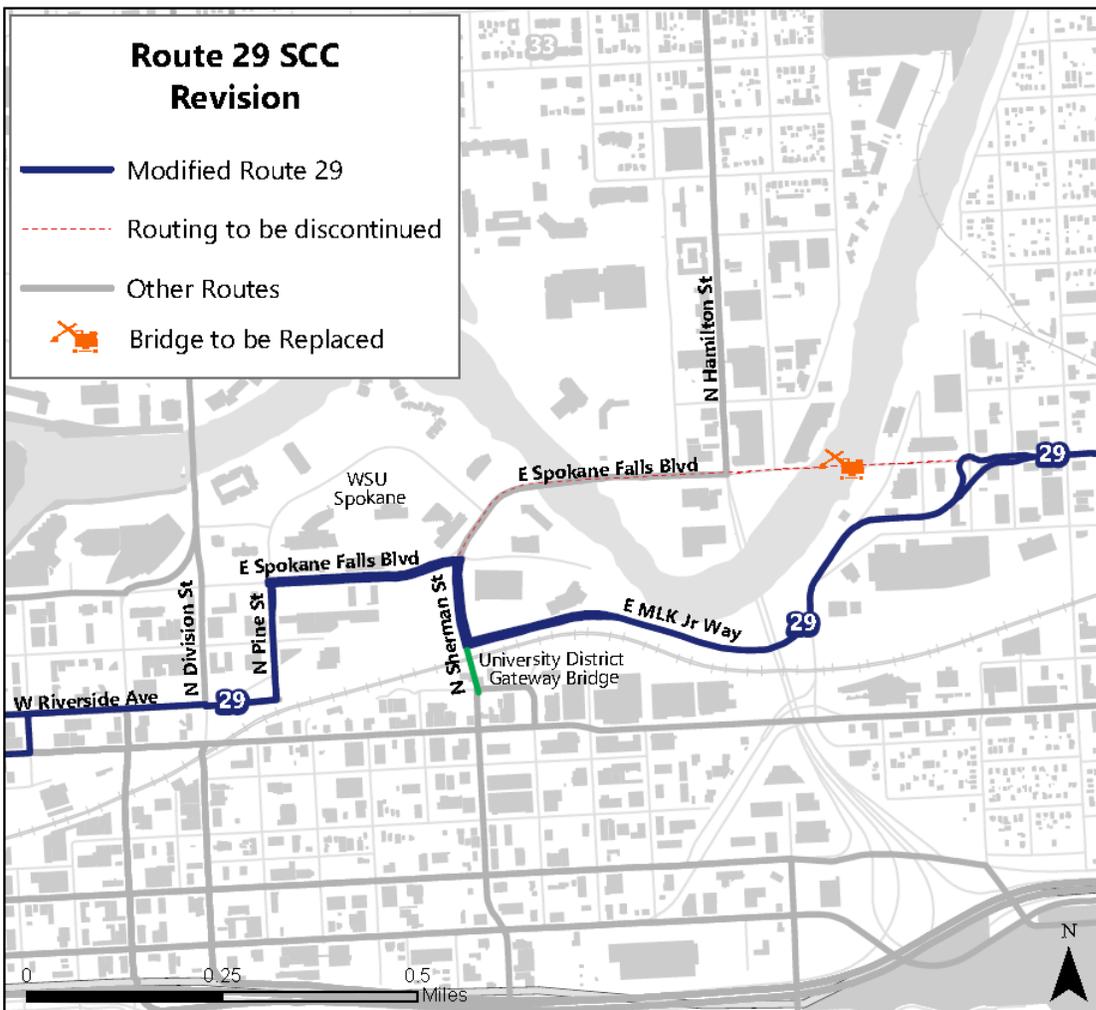
The implementation of the South Spokane route changes reviewed above will result in the addition of new bus stops and the closure of other stops. The table below depicts the 2017 average daily boardings (Ons)/alightings (Offs) by bus stop and direction (outbound/inbound), closest alternate stops to stops that may be discontinued, and walking distance to the general location of the closest alternate stop.

Discontinued Stop	Rt	Direction	Ons	Offs	Closest Alternate Stop	Alternate Stop Served by Route(s)	Walking Distance Within
57th @ Cook	45P	Outbound	0	0	57th @ Regal	4, 144	1/4 Mile
57th @ Cook	45P	Inbound	0	0	57th @ Regal	4,144	1/4 Mile
57th @ Pittsburg	45P	Outbound	0	0	57th @ Perry	144	1/2 Mile
57th @ Pittsburg	45P	Inbound	0	0	57th @ Perry	144	1/2 Mile
29th @ Latawah	44B	Inbound	13	4	29th @ Grand	4	1/4 Mile
29th @ Latawah	44B	Outbound	1	12	29th @ Grand	4	1/4 Mile
29th @ Manito	44B	Outbound	0	0	29th @ Division	144	1/4 Mile
29th @ Manito	44B	Inbound	7	2	29th @ Division	144	1/4 Mile
29th @ Bernard	44B	Inbound	6	0	Bernard @ 25th	144	1/4 Mile
29th @ Bernard	44B	Outbound	1	8	Bernard @ 25th	144	1/4 Mile
Bernard @ 21st	44B	Inbound	6	0	Bernard @ 20th	144	1/2 Mile
Bernard @ 21st	44B	Outbound	0	4	Bernard @ 20th	144	1/2 Mile
Bernard @ 18th	44B	Inbound	7	0	Bernard @ 14th	144	1/4 Mile
Bernard @ 16th	44B	Inbound	6	0	Bernard @ 14th	144	1/4 Mile
Grove @ 12th	44B	Outbound	1	3	Bernard @ 14th	144	1/4 Mile
Grove @ Sumner	44B	Inbound	4	4	Bernard @ 14th	144	1/4 Mile
3rd @ Myrtle	34	Northbound	0	1	Freya @ 3rd	34	1/4 Mile
Havana @ 2nd	34	Northbound	6	4	Sprague @ Havana	34, 90	1/4 Mile
Havana @ 2nd	34	Southbound	8	0	Sprague @ Havana	34, 90	1/4 Mile
Havana @ Sprague	34	Northbound	45	51	Sprague @ Havana	90	1/4 Mile
Havana @ Sprague	34	Southbound	104	2	Sprague @ Havana	90	1/4 Mile
Havana @ Ferry	34	Northbound	12	1	Sprague @ Havana	90	1/2 Mile
Havana @ Ferry	34	Southbound	0	2	Sprague @ Havana	90	1/2 Mile
Havana @ Alki	34	Northbound	3	0	Sprague @ Havana	90	1/2 Mile
Havana @ Alki	34	Southbound	2	8	Sprague @ Havana	90	1/2 Mile
Broadway @ Havana	34	Northbound	1	3	Sprague @ Havana	90	1/2 Mile
Alki @ Alki Way	34	Northbound	4	0	Sprague @ Freya	90	1/2 Mile
Alki @ Alki Way	34	Southbound	2	12	Sprague @ Freya	90	1/2 Mile
Total			239	121			

Route 29 SCC

Modify the route to operate on Martin Luther King Jr Way between N Sherman St and Trent Ave.

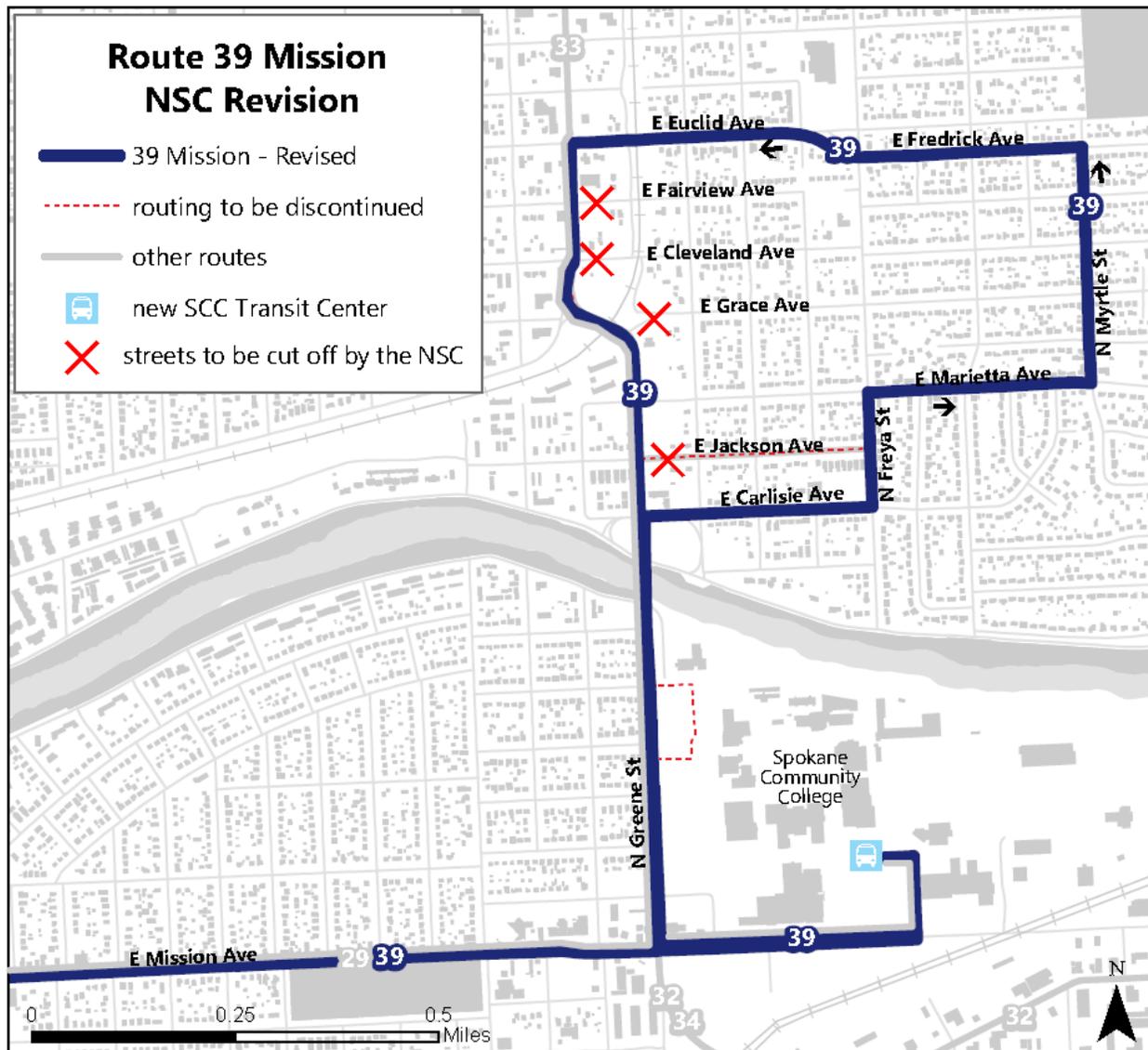
The Washington State Department of Transportation (WSDOT) will be replacing the E Trent Bridge located between Hamilton St and N Iron Ct that Route 29 currently operates on. Construction will last two years. The City of Spokane recently completed the final section of E Martin Luther King Jr (MLK) Way. It is recommended that Route 29 be modified to operate on MLK Way beginning with the closure of reconstruction of Trent Bridge to provide access to future development along MLK Way and to improve reliability by avoiding the intersection with Hamilton Street. Once the bridge project is completed the route will not return to current routing along Spokane Falls Blvd and Trent Ave between N Sherman St and N Iron Ct.



Route 39 Mission

Modify the route to operate on E Carlisle Ave instead of E Jackson Ave.

The Route 39 currently serves the Minnehaha neighborhood with a one-way loop that travels east from N Greene St onto E Jackson Ave. Due to the construction of the North Spokane Corridor (NSC), E Jackson Ave will no longer connect to N Greene St.



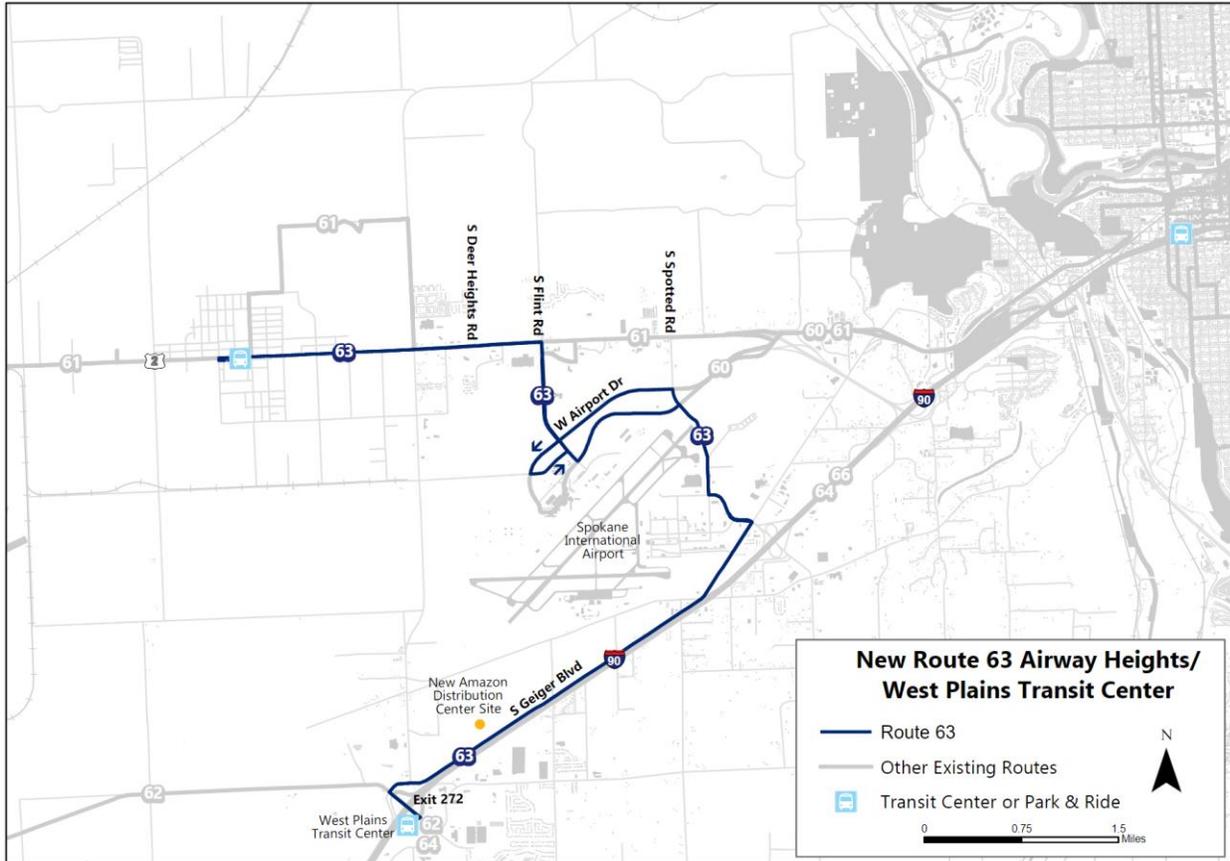
New Route 63 Airway Heights

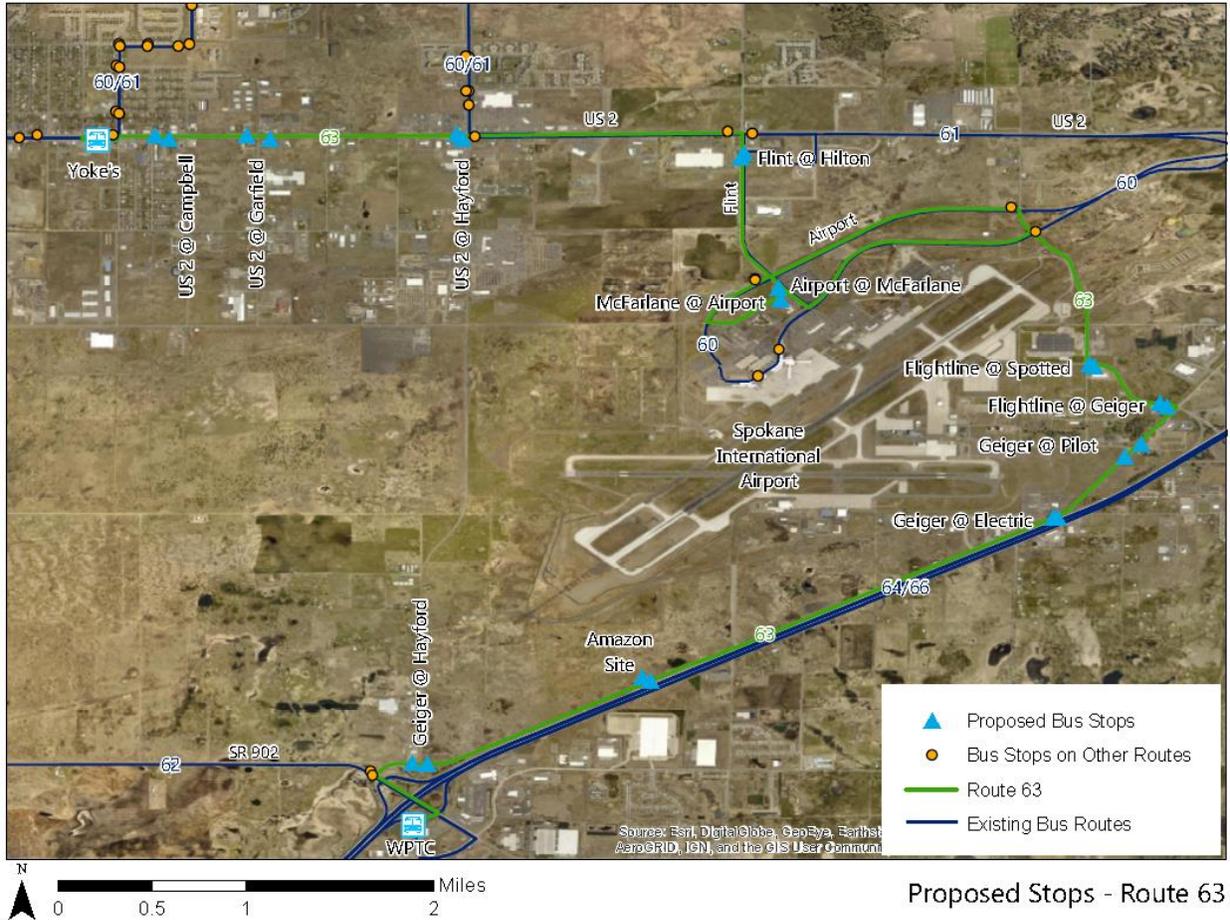
Begin service between Airway Heights and the West Plains Transit Center in 2019 instead of 2020.

Service between Medical Lake and Airway Heights via the West Plains Transit Center is programmed in *STA Moving Forward* in conjunction with the Washington State Department of Transportation (WSDOT) completion of improvements at I-90 Exit 272. The WSDOT improvements will allow faster ingress and egress from the West Plains Transit Center and were anticipated to be complete in 2020 or 2021. Construction is underway for an Amazon Fulfillment center on Geiger Blvd just northeast of Exit 272. It is expected to have over 2,200 year-round employees and is scheduled to be open in the fall of 2019. WSDOT has indicated they will accelerate the completion of the planned improvements at I-90 Exit 272. The new Route 63 between the West Plains Transit Center and Airway Heights via Geiger Blvd is recommended to begin service in September 2019. Additional improvements to Airway Heights service are programmed for 2021.

The route will provide hourly service augmented with additional trips to address demand from shift changes at the new Amazon Fulfillment center and other job centers on the route.

The recommended route provides access close to the airport terminal on Flint Road near the intersection with Airport Drive, then extends into Airway Heights along Hwy 2, terminating at the Airway Heights Park & Ride at Yoke's Fresh Market. This routing provides access to many Airway Heights destinations. While the route would not provide "front door service" to the SIA passenger terminal, the proposed stop locations are within a 5-10 minute walk to the terminals. The maps below show the proposed route along with the proposed bus stop locations. The routing plan may be detoured initially in order to compensate for delays during construction of the new Medical Lake Interchange at Exit 272.





Cheney Service Revisions

Spokane Transit has observed an unanticipated negative ridership trend on the Route 68 Cheney Local following the September 2018 service change. Average weekday ridership in October of 2018 compared to October 2017 was down approximately 33%. A small portion of the ridership has shifted to routes 64 and 66. We cannot know if riders would choose to ride the route 68 over the routes 64 and 66 if route 68 continued to operate in the same way. However, the increase in ridership for the other routes serving Cheney does not make up the difference in collective ridership lost. Additionally, negative feedback has been greater than typical for a service change of this magnitude.

STA has coordinated with the City of Cheney and Eastern Washington University (EWU) to identify opportunities to improve the local service. A separate online survey and outreach process was conducted to collect feedback on draft concepts for improvement. Notice of the

survey was provided via the City of Cheney website, social media, audible announcements on-board buses, signs posted at bus stops, flyers distributed to Eagle Point apartment residents, and outreach to students and staff at the EWU Pence Union Building (PUB) and Spokane Campus. The outreach results identified that it is important to customers that the local bus service stop at the EWU PUB, and Safeway on Betz Rd. These are locations the Route 68 Cheney Local served prior to the September 2018 change. Survey respondents also liked the old Route 68 departed from the PUB every 15 minutes. Many were willing to ride either the clockwise or counter-clockwise route even if it took them out of the direction their destination. Due to the size of the City of Cheney, travel times are relatively short even if you are traveling out of direction in a loop. At the same time, a smaller group of customers would like to continue local service to the Salnave area of Cheney which was added to the route after the recent change.

Based on the collected feedback, policy guidance and technical analysis, service revisions are recommended involving the routes 64 and 68. These changes, which involve creating a new route operating when EWU is in session, are being accelerated for implementation on May 19, 2019. These revisions are considered minor revisions and as such may be authorized by STA's Chief Executive Officer. The description of the revisions is included in this report for documentation purposes. The following map illustrates the recommendations.

Route 64 Cheney/West Plains

Serve the Presley/Salnave loop in one direction during peak travel times

Weekdays during peak morning travel times inbound trips are recommended to serve W 1st St (Hwy 904), S Presley Dr, and Salnave Rd prior to resuming regular routing to EWU along Washington St, the West Plains Transit Center (WPTC) and Spokane. On weekdays during the peak evening travel times, outbound trips from Spokane and the WPTC are recommended to serve Salnave Rd, S Presley Dr, and W 1st St (Hwy 904) prior to proceeding to K Street Station.

NEW Route 67 Swoop Loop

Create a new local Cheney route that operates when EWU is in session on weekdays to better serve popular Cheney destinations in coordination with revisions to the Route 68.

The Swoop Loop will return service to lower campus and will provide service every 30 minutes on weekdays when EWU is in regular session. The route will operate in a counter-clockwise loop starting from the EWU PUB on Elm St to serve lower campus similar to the previous route 165 (via C St, 5th St, F St, 6th St, G St, and 7th St), Washington St, K Street Station, 1st St (904), Simpson Parkway/McKeehan Way and Washington St returning to the EWU PUB.

Route 68 Cheney Loop

Modify the route to start and end at the EWU PUB, return service to Betz Rd in north Cheney, and continue to serve the Presley/Salnave loop area.

The Cheney Loop will provide service every 30 minutes 7-days a week in a clockwise loop starting from the EWU PUB on Elm St to 6th St, McKeehan Way, Washington St, Betz Rd, 1st St (904), S Presley Dr, Salnave Rd and Washington St returning to the EWU PUB. In conjunction with the new 67 Swoop Loop through a schedule offset, a bus will depart the EWU PUB every 15 minutes on school weekdays. On nights and weekends the loop will continue to operate every 30 minutes providing consistent local service to Cheney.

Budget Considerations

The Final Recommendation is generally consistent with the vehicle requirements of *STA Moving Forward* planned for 2019, with an estimated increase of six total vehicles in the AM peak period and five total vehicles in the PM peak over current requirements. Factoring in extra unscheduled service offered to the community (i.e. Bloomsday, Hoopfest, etc.) the September 2019 service change hours are tracking within the budgeted revenue hours for 2019. The

below table documents the budgeted hours and vehicles of service. It is important to note that detailed scheduling work still needs to be completed and service operationalized for budgeted hours become actual hours of service.

<i>Budget Elements</i>	2019 Budgeted Hours
Revenue Hours	453,009
Platform Hours	476,878
	Proposed Vehicles
Weekday AM Peak Vehicles	123
Weekday PM Peak Vehicles	121

Public Process and Implementation Timeline

Although these concepts listed in this Draft Recommendation have been outlined in the *STA Moving Forward* plan and 2018 TDP, the ideas for the September 2019 service change were brought forward through the public process (Preliminary Proposal and Draft Recommendation) to receive public input before service can begin. A public hearing took place on February 21, 2019 in order to receive public input on the Draft Recommendation.

The following chart shows how this phase fits into the decision-making and implementation process.



Title VI Implications

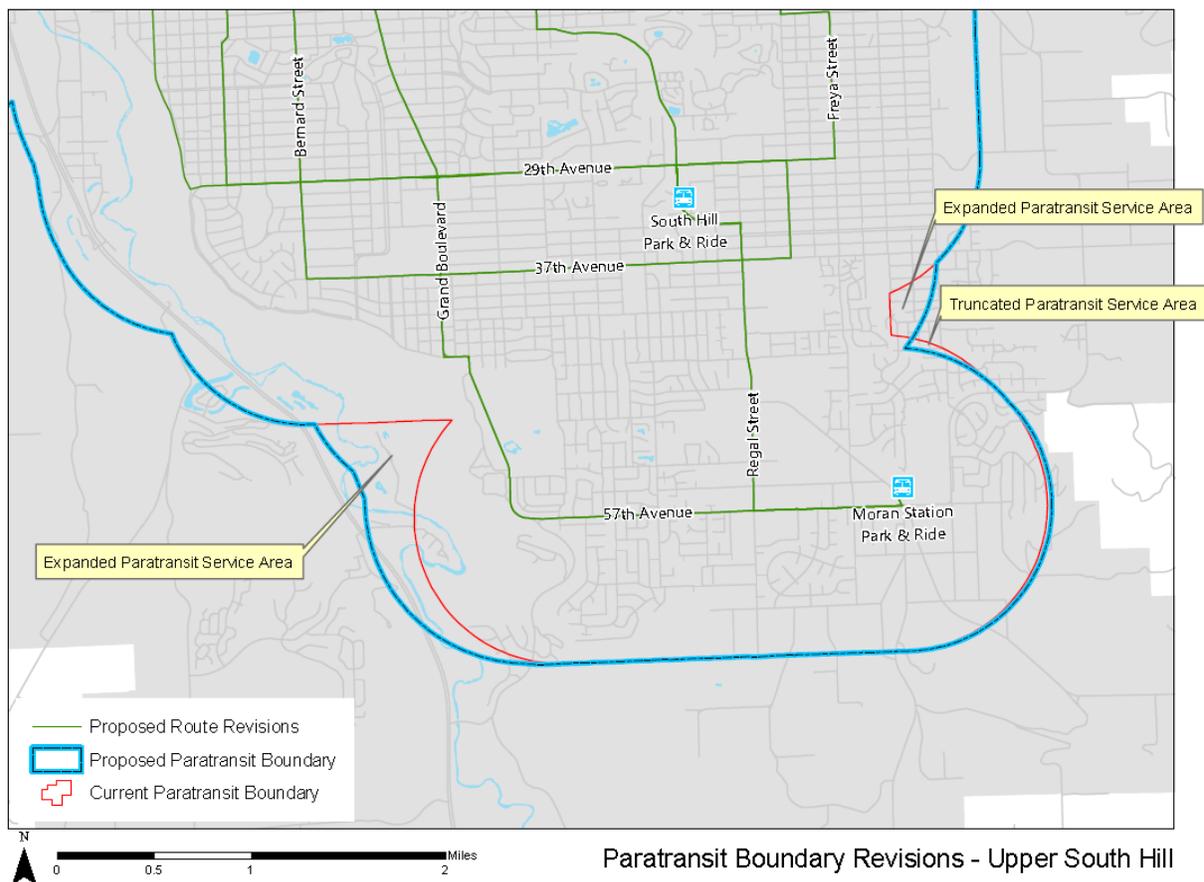
In compliance with Title VI of the Civil Rights Act of 1964, the Spokane Transit September 2019 Service Revisions includes a statement of the impacts of the proposed service changes on minority and low-income transit users. Section 601 of Title VI of the Civil Rights Act of 1964 states:

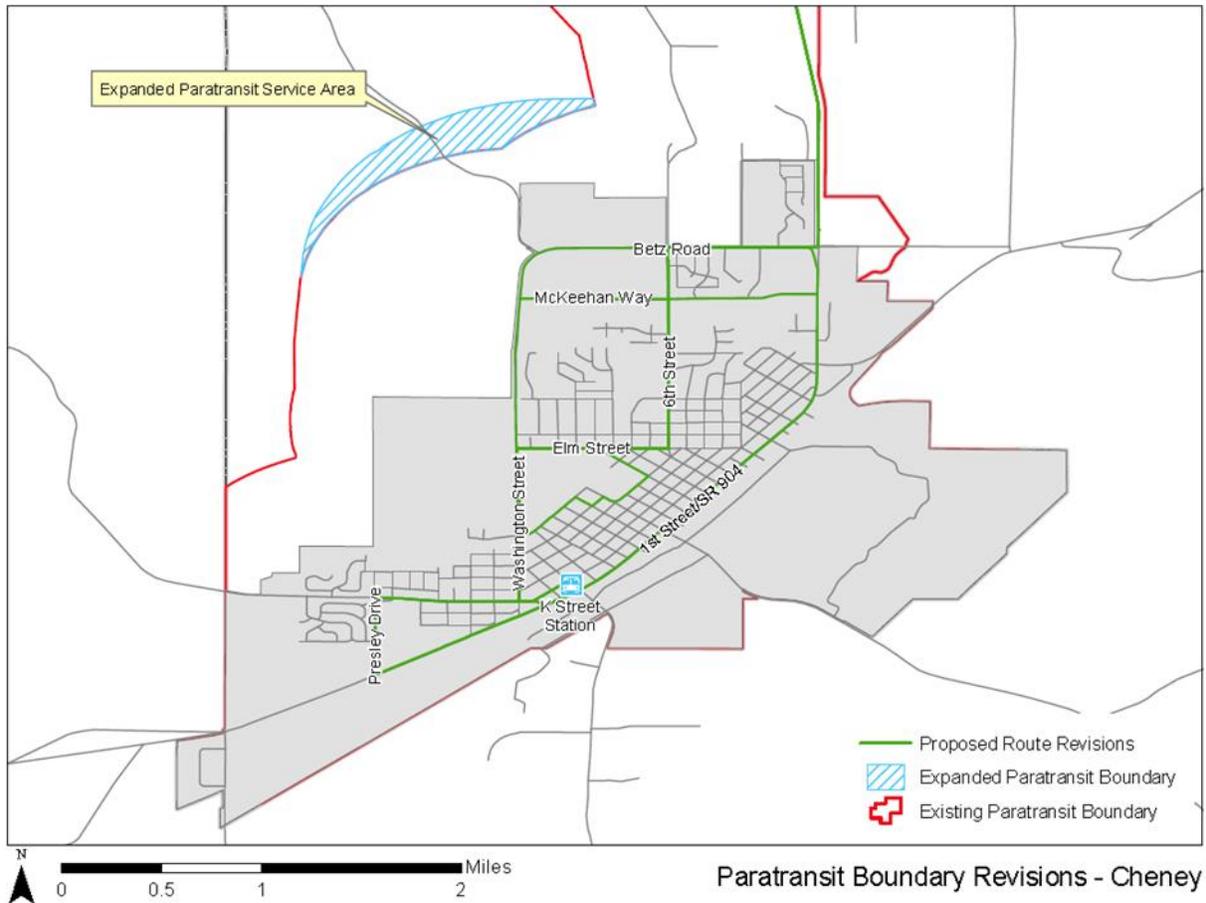
No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

STA’s proposed September 2019 service change is classified as a moderate service change because the proposed system-wide growth between 1% and 10% of STA’s total revenue hours and not a reduction of hours. Since the service change is not considered major, a Title VI report is not required per Annex 2 listed in *Connect Spokane: A Comprehensive Plan for Public Transportation*.

Paratransit Boundary Implications

Paratransit service is provided to persons whose disability precludes them from accessing or traveling on fixed-route bus service. As a requirement of the Americans with Disabilities Act that it is complementary of fixed-route service, Spokane Transit adheres to the mandate to provide the service within $\frac{3}{4}$ of a mile of each fixed-route. Paratransit Policy 1.2 of the Comprehensive Plan for Public Transportation states that Spokane Transit will “adhere to a consistent boundary for Paratransit service availability relative to the maximum fixed-route service footprint and span provided.” Where there are exceptions, this policy makes it relatively simple to identify most locations that will be impacted by changes in routes that affect the Paratransit boundary. The map below shows the Paratransit Service Area impacts for the recommended revisions for south Spokane and Cheney. The other recommended changes do not impact paratransit service.





Complete List of Proposed Changes

This section provides a complete list of the proposed changes to bus routes in the system. The chart below summarizes the proposed changes for each route. It is important to note that scheduling changes will likely occur to other routes not listed below.

Route	Proposed Changes	Rationale
New Line 4 Monroe-Regal	Implement a Line operating from Five-Mile Park & Ride, through downtown, to the new Moran Station Park & Ride, providing service every 15 minutes weekdays and every 30 minutes nights and weekends and other elements of High Performance Transit (HPT)	<i>STA Moving Forward</i> improvement
20 SFCC	Modify the route to serve the new off-street station at SFCC.	Improve customer experience and safety
24 Monroe	Replace with new Line 4 Monroe-Regal	<i>STA Moving Forward</i> improvement
29 SCC	Modify to operate on the recently completed Martin Luther King Blvd between Sherman St and Trent Ave instead of E Spokane Falls Blvd. Serve the relocated and expanded transit center at SCC.	The replacement of the E Trent Bridge between Hamilton St and N Iron Ct requires a detour (route will not return to current routing after project completion); Provide access to future development on MLK Blvd; The current transit center is at capacity and must be relocated per SCC's campus master plan.
32 Trent/Montgomery	Modify the route to serve the relocated and expanded transit center at SCC.	The current transit center is at capacity and must be relocated per SCC's campus master plan.
33 Wellesley	Modify the route to serve the new off-street station at SFCC relocated and expanded transit center at SCC. The "City Loop" interline with Routes 34 and 44 will be discontinued. Route will continue to be interlined with Route 20 due to sharing the same 15 minute frequency.	Improve customer experience and safety at SFCC; The current transit center at SCC is at capacity and must be relocated per SCC's campus master plan; Route 44 will now be a part of the Route 4 HPT Line.

Route	Proposed Changes	Rationale
34 Freya	Modify the route to reduce out of direction travel and reduce weekday frequency from every 15 minutes to every 30 minutes. The “City Loop” interline with Routes 33 and 44 will be discontinued.	Facilitate faster travel times; Current ridership does not warrant 15-minute frequency; Route 44 will now be a part of the new Line 4 and Route 34 does would not share the same frequency as Route 33.
39 Mission	Revise the routing to serve the new and expanded transit center at SCC and use E Carlisle Ave instead of E Jackson Ave to serve the Minnehaha neighborhood.	The current transit center is at capacity and must be relocated per SCC’s campus master plan; Other routing changes are necessary to continue serving the Minnehaha neighborhood once the next phase of the North Spokane Corridor construction begins in the area.
43 Lincoln/37th	Extend route east of Regal St along 37 th Ave to Ray St and 29 th Ave through the Lincoln Heights Commercial District. The route will still end at South Hill P&R as it does today.	Improve connections and maintain frequency (in conjunction with Route 34) in the heart of the Lincoln Heights Commercial District.
44 29th Ave	Discontinue and replace with new Monroe-Regal Line on Grand Blvd and 29 th Ave. Route 144 South Express would serve the Bernard St portion during weekday peak periods	Superseded by <i>STA Moving Forward</i> improvements
45 Regal	Modify route to terminate at the South Hill Park & Ride. Continue augmented frequency through Perry District.	The new Monroe-Regal Line will serve Regal St south of the park & ride with more frequent service than the Route 45 provides today.

Route	Proposed Changes	Rationale
New Route 63 Airway Heights	Begin service on a new route connecting Airway Heights to the West Plains Transit Center via Geiger Blvd, Spotted Rd, Airport Dr and Flint Rd. Service to SIA terminal contingent on Exit 272 interchange improvements and anticipated reductions in travel time	<i>STA Moving Forward</i> improvement accelerated to meet anticipated demand at the new Amazon Fulfillment center.
64 Cheney/ West Plains	Serve the Presley/Salnave loop in one direction during peak weekday travel times	Augment service provided by the route 68 and provide these commuters with a one-seat ride to and from Spokane.
New Route 67 Swoop Loop	Begin service on a new route serving Cheney and EWU during EWU school days only.	Better serve popular Cheney destinations including lower campus.
68 Cheney Loop (formerly called Cheney Local)	Modify route to layover at the EWU PUB and operate on 6 th St and Betz Rd returning service to upper Eagle Point and Cheney Plaza Shopping Center. Route will continue to serve the Presley/Salnave loop in one direction.	Better serve popular Cheney destinations and provide consistent 7-days a week, 30 minute service.
New Route 144 South Express	Implement a new commuter line that operates between Moran Station Park & Ride and Downtown Spokane serving commuters during the weekday peak period	<i>STA Moving Forward</i> improvement; Replaces Bernard St service due to Route 4 only serving Grand Blvd.

Appendix

Submitted Comments

From: Dennis Anderson

Sent: Wednesday, January 23, 2019 1:48:06 PM

To: Bowers, Stacia

Cc: Kamp, Brian; Howell, Charlie; Denenny, Dick; Lapidus, Larry; Luton, Larry; Leonard, Madison; Rasmussen, Michelle; Rapez-Betty, Brandon; Lori Kinnear; Otterstrom, Karl; Weinand, Kathleen

Subject: Route 4 and Route 144 Express

[EXTERNAL EMAIL] This email originated from outside Spokane Transit. Do not click links or open attachments unless you recognize the sender and know the content is safe. Please report suspicious emails to the IS Help Desk.

Re: The proposed changes implemented by the addition of routes 4 and 144

There are numerous concerns regarding the proposed changes that I and members of the Manito/Cannon Neighborhood Council and members of the Comstock Neighborhood Council share.

1. The proposed changes would eliminate all-day service on the Bernard portion of the existing 44 route. While the 144 Express is designed to provide limited service on the 44 Bernard route, there would be only one stop between 29th and Grand and Bernard and 29th (Division & 29th) and it would only operate during peak hours. Currently about 30% of the riders on the 44 Route (both Grand and Bernard) use the stops between Grand and Bernard on 29th. Eliminating popular stops along this portion creates an additional hardship to the riders.

2. Currently the 44 alternates between Grand and Bernard serving the heart of the South Hill. The proposed changes would significantly reduce service on the Bernard portion. Using the data provided by STA regarding the average weekday boardings, the existing Bernard leg of the 44 accounts for 52% of the ridership on this route. Why discontinue a route that is well utilized and what is the rationale for eliminating all-day service?

Solution:

Given these concerns we propose that Route 4 continue to alternate between Bernard and Grand and the 144 Express be routed down Grand. This would result in improved coverage within a central portion of the South Hill while maintaining the goals of the HPT

I hope to discuss this idea further in the next CAC meeting.

Respectfully,

Dennis Anderson

3 West 27th Avenue

Spokane, WA 99203

From: Otterstrom, Karl

Sent: Thursday, February 21, 6:07 PM

Subject: Re: Cheney bus service

To: Jenny Stettler

Good news is the 68 will run 7 days a week, always every 30 minutes with the same consistent schedule. The 67 runs only when EWU is in regular session. You can either catch the 64 during peak or take the 68 to either the 66 or 64 at the PUB depending on time of day. Then on the return to Cheney you can take the 64 at peak all the way home or at other times, take the 66 or 64 and transfer at Safeway, 6th and McKeehan and in the case of 64, at K Street.

Get [Outlook for Android](#)

From: Jenny Stettler

Sent: Thursday, February 21, 2019 6:02:54 PM

To: Otterstrom, Karl

Subject: Re: Cheney bus service

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Karl,

I like this better. I hope that would mean 30 service during peak hours to the Salnave area. I assume one could catch the 66 either at the pub or Safeway. This is a big help.

Subject: Re: Cheney bus service

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Karl,

Thank you for getting back to me on this. I am a little confused. The last proposal I saw did not have the 68 serving Salnave. Is there a new plan?

Thanks,

Jenny :o)

From: Otterstrom, Karl

Sent: Tuesday, February 19, 2019 6:22 PM

To: Jenny Stettler

Subject: Re: Cheney bus service

It hasn't been made, but is readying for decision in May. The 68 will continue to serve Salnave and Presley seven days a week but just in one direction. The 64 will serve the area at peak periods. Yes, we are hoping to bring the changes to Cheney in May.

Karl

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From: Jenny Stettler

Sent: Tuesday, February 19, 2019 5:50:55 PM

To: Otterstrom, Karl

Subject: Re: Cheney bus service

[EXTERNAL EMAIL] This email originated from outside Spokane Transit. Do not click links or open attachments unless you recognize the sender and know the content is safe. Please report suspicious emails to the IS Help Desk.

Hi Karl,

I am hearing people on the bus saying the decision on the Cheney bus routes has been made and will take effect in May. Can you tell me the status of this decision?

Thank you,

Jenny :o)

From: Otterstrom, Karl
Sent: Monday, January 28, 2019 7:30 AM
To: Jenny Stettler
Cc: Weinand, Kathleen
Subject: RE: Cheney bus service

Hi Jennifer,

Thank you for your email. I am thankful the current schedule worked out for you, with adjustments. Do you typically connect to the 66 or 64 when traveling downtown? If the 64, it will be very much like today, but without the extra wait time, thus saving you a few minutes. The 64 is expected to still travel on an hourly basis, but only during the morning commute times (likely up until 9am) and with service in the PM after around 3pm.

We are still gathering feedback. We have received a lot of positive comments about the changes and improvements in service in the Salnave area. However, these improvements came at the cost of negatively impacting ridership in most other parts of Cheney. We are hoping to strike a more effective balance.

Sincerely,

Karl Otterstrom, AICP

Director of Planning & Development

Spokane Transit



To opt-in to receive regular updates from STA, sign up at spokanetransit.com/opt-in.

From: Jenny Stettler
Sent: Monday, January 28, 2019 5:48 AM
To: Otterstrom, Karl
Subject: Cheney bus service

Good morning Karl,

My name is Jennifer Stettler and I live in the Salnave area of Cheney. I have been riding the bus as a daily commuter for 25 years. I would like to evaluate the new route ideas, however, it is impossible to assess these routes without knowing the timing and frequency. Do you know the frequency and length of trip of the 64 to the Salnave area in the mornings and evenings under these two new proposals?

I have been able to adjust to the system now in place. I am am concerned that the proposed changes will create more problems for daily commuters.

Please let me know if you can provide more details on frequency and length of trip.

Thank you,

Jennifer Stettler

-----Original Message-----

From: christopher.lopes
Sent: Monday, January 28, 2019 3:53 PM
To: Otterstrom, Karl
Cc: STA Questions <STAQuestions@spokanetransit.com>; Weinand, Kathleen
Subject: RE: New Route 144 South Commuter Express

[EXTERNAL EMAIL] This email originated from outside Spokane Transit. Do not click links or open attachments unless you recognize the sender and know the content is safe. Please report suspicious emails to the IS Help Desk.

Thank you for your reply. My typical commute times are catching the inbound 44 on Bernard at 7:13AM and then from the Plaza catching the 74 directly to Liberty Lake. Coming back from Liberty Lake I would catch the outbound 44 up Bernard which departs at 6:50PM. As you can see it's a longer day for me and so I would not be excited to walk an extra 3/4 mile from Grand.

Thank you for your consideration, Christopher

----- Original Message -----

On Monday, January 28, 2019 7:26 AM, Otterstrom, Karl wrote:

> Hi Christopher,
>

> Thanks for your email and for being a regular commuter on STA's bus service. The recommended schedule for the new 144 express is not final and we are still seeking input. Can you share with me the typical times of your commute?

>

> Thanks,

>

> Karl Otterstrom, AICP

> Director of Planning & Development

> Spokane Transit

>

>

> To opt-in to receive regular updates from STA, sign up at spokanetransit.com/opt-in.

>

> -----Original Message-----

> From: STA Questions

> Sent: Monday, January 28, 2019 7:19 AM

> To:

> Cc: STA Questions STAQuestions@spokanetransit.com; Otterstrom, Karl

>; STA Questions Reply

> STAQuestionsReply@spokanetransit.com

> Subject: Re: New Route 144 South Commuter Express

>

> Dear Mr. Lopes,

>

> Thank you for contacting Spokane Transit. I appreciate you taking the time to express your concerns and will share your feedback with our Director of Planning and Development for consideration.

>

> Sincerely,

>

> Dustin E Hall

> Communications Specialist

>

>

> On 1/25/19, 8:25 PM, staquestions@spokanetransit.com wrote:

>

> [EXTERNAL EMAIL] This email originated from outside Spokane Transit. Do not click links or open attachments unless you recognize the sender and know the content is safe. Please report suspicious emails to the IS Help Desk.

>

> Questions and Comments Form

> -----

>

> Sender:

> Email:

> Subject: New Route 144 South Commuter Express

>

> Question or Comment:

> Hello, I've been a consistent rider of STA for the past decade,

> primarily to commute for work but otherwise occasionally. Over this period I've experienced several changes which have impacted me, sometimes making it more convenient and other times less so. I live off of Bernard between 29th and 14th. The current proposed changes are making me nervous. Without seeing schedules I'm not sure to what extent I will be impacted. I know I will have to walk a couple extra blocks when on Bernard, this is not significant. What is significant is that I'm not sure I will be able to catch the bus on Bernard during my commute times. Conversations are being had by people who use the bus during the times I commute. Word is that the bus will only travel Bernard during peak times, and so most likely will no longer travel Bernard when I am commuting. I have heard that the public has submitted a proposal to continue to alternate trips between Grand and Bernard. I am writing to express that I am in favor of this proposal.

>

> Thank you,

> Christopher Lopes

Online Survey Questions, Results, and Feedback

Q1 Where do you reside? (Which neighborhood or geographical area?)

Answered: 87 Skipped: 6

#	RESPONSES	DATE
1	Near Manito Park and 25th Ave	2/13/2019 7:47 PM
2	Cheney Washington	2/10/2019 9:00 PM
3	Cannon Hill	2/9/2019 1:10 PM
4	Manito Park	2/8/2019 8:00 PM
5	E. 26th @ Grand	2/8/2019 6:38 PM
6	South Hill	2/8/2019 6:08 PM
7	Manito/Cannon Hill	2/8/2019 4:53 PM
8	Manito/Cannon Hill	2/8/2019 8:15 AM
9	Cannon Hill Park/Manito	2/8/2019 8:13 AM
10	28 and Bernard	2/8/2019 7:49 AM
11	Chief Garry	2/7/2019 8:40 PM
12	Manito	2/7/2019 5:47 PM
13	Cheney	2/7/2019 10:37 AM
14	Cheney	2/6/2019 9:05 AM
15	Audubon-Downriver	2/5/2019 8:54 AM
16	Cheney area	2/1/2019 2:10 PM
17	South Hill - Comstock	2/1/2019 10:34 AM
18	Rockwood neighborhood	1/31/2019 6:41 PM
19	Salnave cheney	1/31/2019 6:42 AM
20	Spokane	1/30/2019 11:45 AM
21	Rockwood	1/29/2019 6:30 PM
22	Rockwood neighborhood	1/29/2019 1:37 PM
23	cataldo and napa	1/28/2019 4:47 PM
24	Spangle - Cheney	1/28/2019 4:42 PM
25	Comstock/Manito	1/28/2019 3:04 PM
26	Lincoln Heights	1/28/2019 2:56 PM
27	Cheney	1/28/2019 2:23 PM
28	Cheney	1/28/2019 1:54 PM
29	Cheney	1/28/2019 11:30 AM
30	Cliff cannon	1/28/2019 10:40 AM
31	Bernard and 37th	1/27/2019 4:29 PM
32	Center of downtown	1/27/2019 1:56 PM
33	Comstock along Grand	1/27/2019 12:38 PM
34	Perry District	1/27/2019 10:42 AM
35	West plains, just off of exit 272 of the I90.	1/26/2019 1:10 PM

2019 Service Change Follow-Up Survey

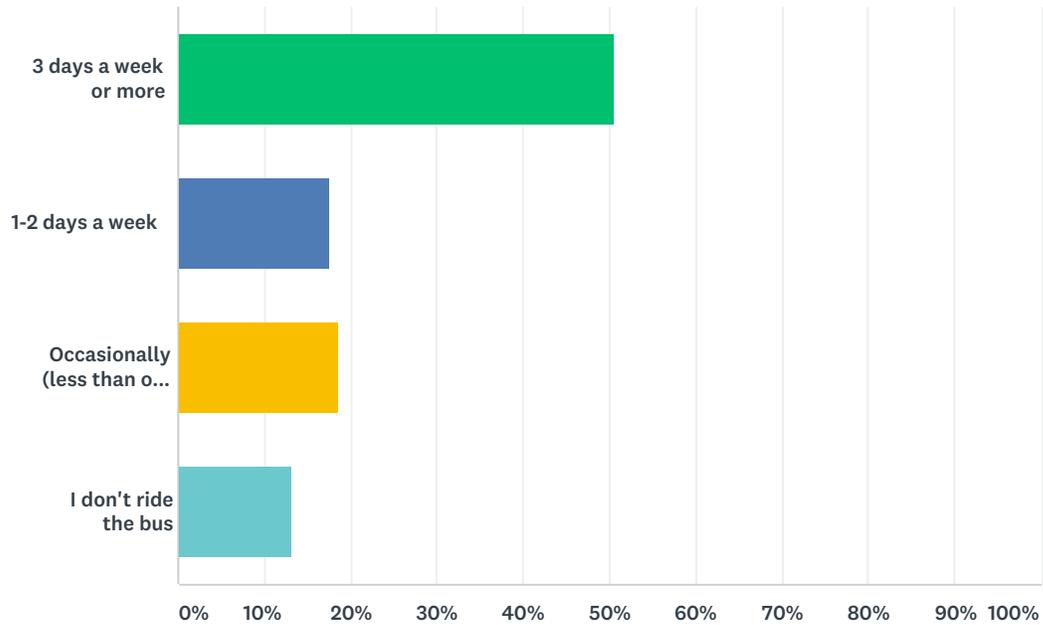
36	Cliff Cannon	1/26/2019 11:30 AM
37	Cheney	1/25/2019 11:35 PM
38	Spokane Valley Ponderosa Area	1/25/2019 8:49 AM
39	South Perry	1/25/2019 6:49 AM
40	Peaceful Valley	1/24/2019 8:32 PM
41	Montgomery and Argonne	1/24/2019 6:50 PM
42	Southgate	1/24/2019 6:29 PM
43	Jefferson @ Kiernan (North Hill)	1/24/2019 5:20 PM
44	Perry District	1/24/2019 4:57 PM
45	Cannon Hill	1/24/2019 3:59 PM
46	Greenacres	1/24/2019 3:18 PM
47	Mead	1/24/2019 3:13 PM
48	Comstock Addition	1/24/2019 12:33 PM
49	Westwood/Windsor area - West Plains	1/24/2019 9:19 AM
50	South Hill	1/23/2019 9:11 PM
51	Spokane Valley just outside Millwood	1/23/2019 3:50 PM
52	south hill	1/23/2019 10:32 AM
53	Corbin Park	1/23/2019 8:41 AM
54	South Hill/Lincoln Hts	1/23/2019 12:31 AM
55	Manito Park area	1/22/2019 10:50 PM
56	Minnehaha	1/22/2019 4:31 PM
57	Spokane Valley	1/22/2019 3:09 PM
58	South Hill / Cliff Cannon	1/22/2019 2:51 PM
59	Lincoln Heights	1/22/2019 2:44 PM
60	Post Falls, Idaho	1/22/2019 1:54 PM
61	Spokane Valley	1/22/2019 12:56 PM
62	South hill	1/22/2019 12:56 PM
63	Audubon Park	1/22/2019 12:32 PM
64	Nine Mile Falls WA	1/22/2019 12:20 PM
65	Spokane Valley	1/22/2019 12:15 PM
66	Spokane Valley	1/22/2019 12:09 PM
67	Three blocks from Indian Trail Library. Route 23, in other words.	1/22/2019 12:06 PM
68	Perry District	1/22/2019 11:16 AM
69	Cannon Hill/Manito	1/22/2019 10:45 AM
70	Lincoln heights/17th	1/22/2019 10:35 AM
71	Greenacres	1/22/2019 9:19 AM
72	14th and Bernard	1/22/2019 9:10 AM
73	Lincoln Heights are	1/22/2019 4:41 AM
74	south hill	1/21/2019 11:37 PM
75	Spokane county north of Millwood	1/21/2019 10:40 PM
76	99212	1/21/2019 9:24 PM

2019 Service Change Follow-Up Survey

77	North side of town.	1/21/2019 8:05 PM
78	south hill	1/21/2019 7:16 PM
79	29th and Bernard	1/21/2019 7:08 PM
80	Lincoln heights	1/21/2019 7:07 PM
81	Spokane Valley	1/21/2019 7:01 PM
82	Lincoln heights	1/21/2019 7:00 PM
83	West Hills	1/21/2019 6:52 PM
84	Comstock	1/21/2019 6:40 PM
85	South Hill near downtown.	1/21/2019 5:38 PM
86	South hill, by wilson elementary	1/21/2019 5:22 PM
87	Bemiss/North Spokane	1/21/2019 5:15 PM

Q2 How often do you ride the bus?

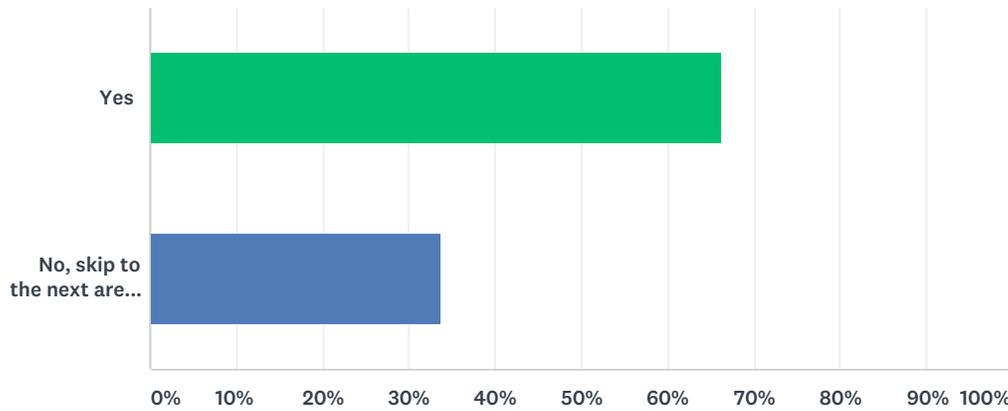
Answered: 91 Skipped: 2



ANSWER CHOICES	RESPONSES	
3 days a week or more	50.55%	46
1-2 days a week	17.58%	16
Occasionally (less than once a week)	18.68%	17
I don't ride the bus	13.19%	12
TOTAL		91

Q3 Are you interested in answering questions about the recommendation for routes on the South Hill?

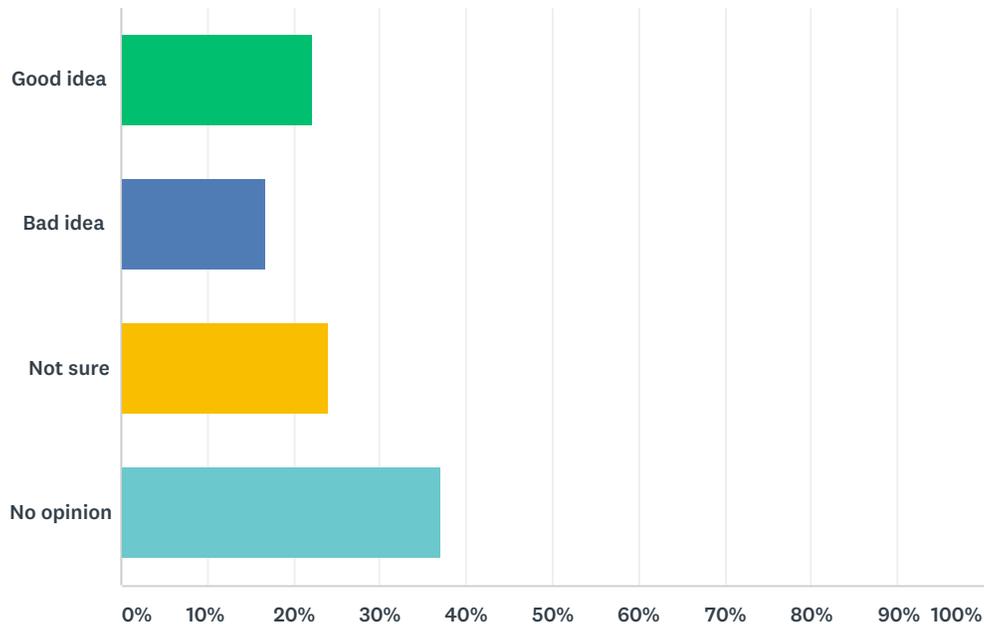
Answered: 89 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	66.29%	59
No, skip to the next area of interest.	33.71%	30
TOTAL		89

Q4 What do you think about the recommendation to reduce the frequency of Route 34 Freya to 30 minutes during weekdays?

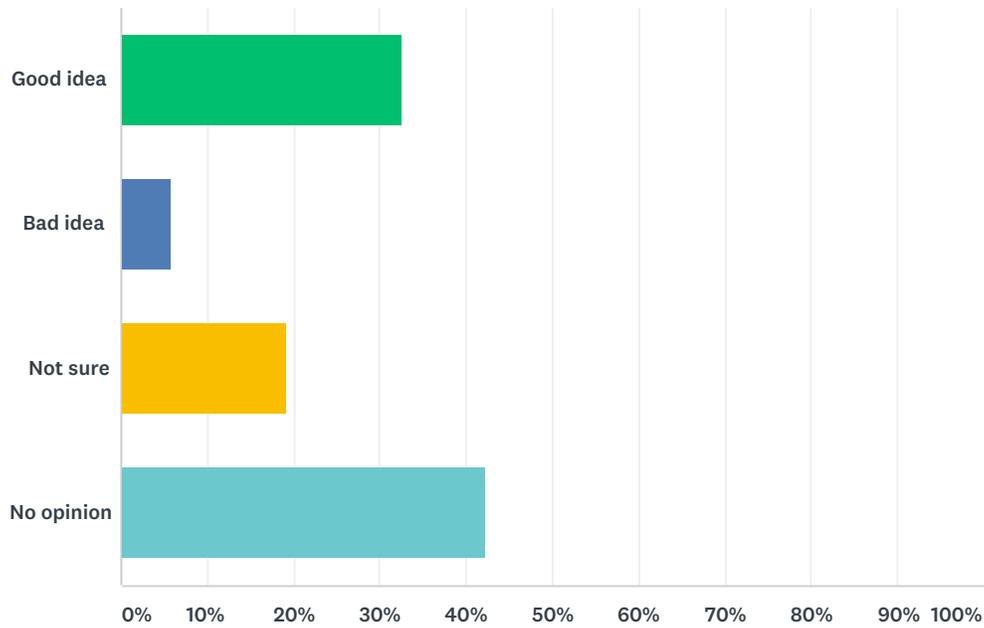
Answered: 54 Skipped: 39



ANSWER CHOICES	RESPONSES	
Good idea	22.22%	12
Bad idea	16.67%	9
Not sure	24.07%	13
No opinion	37.04%	20
TOTAL		54

Q5 What do you think about the recommended change to the routing from Havana St to Freya St to reduce out of direction travel?

Answered: 52 Skipped: 41



ANSWER CHOICES	RESPONSES	
Good idea	32.69%	17
Bad idea	5.77%	3
Not sure	19.23%	10
No opinion	42.31%	22
TOTAL		52

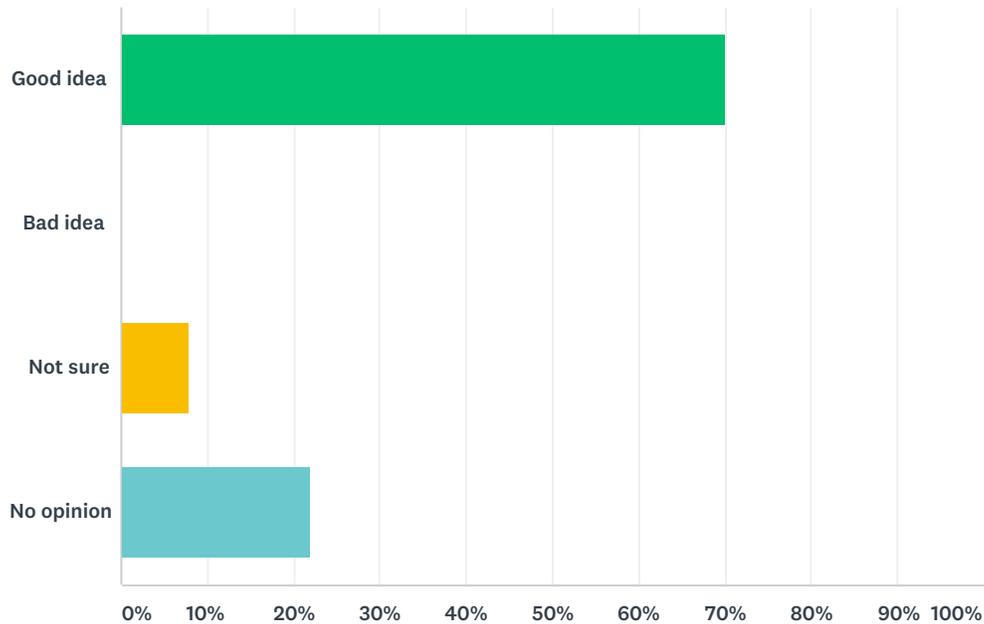
Q6 How would the recommended route modifications for Route 34 Freya impact you or someone you know?

Answered: 22 Skipped: 71

#	RESPONSES	DATE
1	No impact.	2/13/2019 7:49 PM
2	Keep it the same	2/7/2019 8:45 PM
3	None that I know of	2/7/2019 5:50 PM
4	One of my frequent trips on the bus (1-2x week), especially during winter months when I don't drive, is to the Lincoln Heights area for shopping. Right now I can do this every 15 minutes, with the Bernard/Grand 44s. Reducing this would be a hardship, especially when having to wait in the cold for 30 minutes for a bus (it's hard enough 15 minutes when you just miss one now).	2/1/2019 10:42 AM
5	Keep everything as it is now.	1/28/2019 2:57 PM
6	This does not affect me	1/28/2019 10:42 AM
7	Not sure	1/27/2019 12:42 PM
8	Hard enuff to wait, especially when weather and health is bad.	1/27/2019 10:44 AM
9	My friend would have to walk from fraya to work but not all bad.	1/26/2019 12:06 AM
10	Forced wait or transfer to another bus at Sprague and Havana southbound is killing this route. I've heard that every transfer costs half the potential patronage. Even if it's only a walk to a bus ahead. I understand this is a driver layover thing; why can't the driver get off and take a layover while a driver who just had his layover gets on? Nobody has to get off, there's no wait and STA would possibly save a bus. As to the rerouting, there are events at the Fairgrounds that I attend. Having to transfer to the 90 at Sprague, then walk along Havana to the fairgrounds, then walk through the fairgrounds, will be a deal-breaker for me.	1/24/2019 5:05 PM
11	Take that route when I want to go East	1/24/2019 2:20 PM
12	I use the 34 to go to the Lincoln Heights area. It's frequency makes it easier to catch 43 to get home. I see you take the 43 to Lincoln Heights but not sure I like that. I also use the #34 to go to Fred & Meyer.	1/24/2019 12:46 PM
13	No effect	1/23/2019 9:16 PM
14	I take 34 at 24th/Freya to P&R. Would have a direct effect on my commute.	1/23/2019 12:38 AM
15	doesn't impact me	1/22/2019 10:53 PM
16	The alternative of having a shuttle to the fairgrounds is fine IF it is actually implemented at the same time as the reduction in service / alternative route recommendation is implemented. Shuttle service will have to be clearly announced and the stops for the shuttle should be obvious to all passengers.	1/22/2019 2:56 PM
17	Wait longer for a bus	1/22/2019 12:57 PM
18	I would need to adjust my leaving time from home, especially in winter	1/22/2019 10:38 AM
19	This would hurt me badly since I live on Freya & 32nd & the nearest stop to me is Freya & 29th.	1/22/2019 4:55 AM
20	If I can still connect with # 90 to go to the Valley I guess it will be ok.	1/21/2019 11:55 PM
21	Liked the no transfer to go to rainbow foods.	1/21/2019 7:02 PM
22	Would make the commute a lot more smoother and more time efficient for those who take the 34 bus.	1/21/2019 5:15 PM

Q7 What do you think about extending Route 43 Lincoln / 37th Ave in order to maintain frequency and to effectively serve the Lincoln Heights Commercial District?

Answered: 50 Skipped: 43



ANSWER CHOICES	RESPONSES	
Good idea	70.00%	35
Bad idea	0.00%	0
Not sure	8.00%	4
No opinion	22.00%	11
TOTAL		50

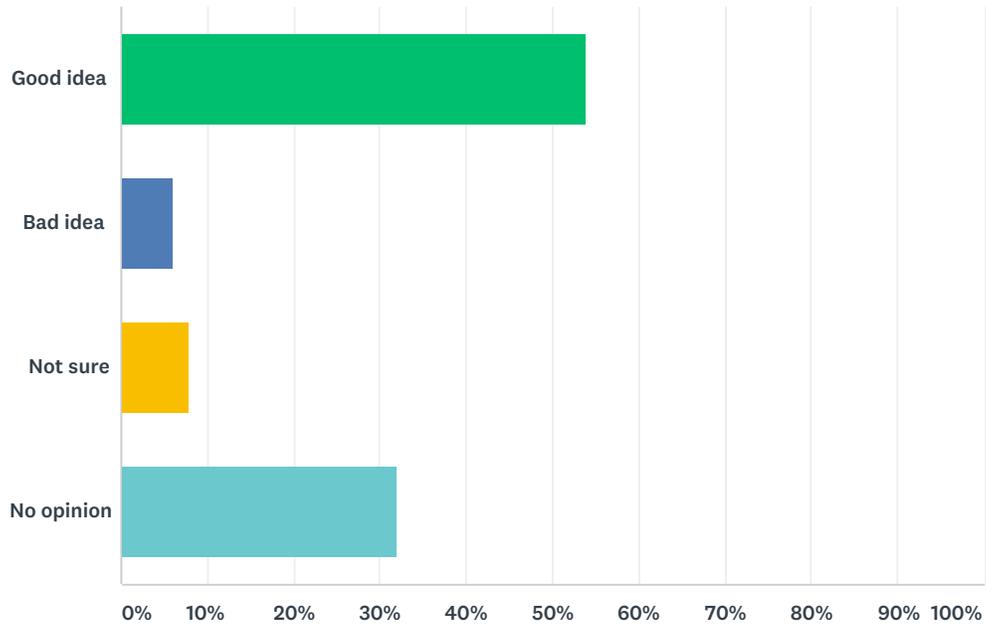
Q8 How would the extension of Route 43 Lincoln / 37th Ave impact you or someone you know?

Answered: 27 Skipped: 66

#	RESPONSES	DATE
1	No impact.	2/13/2019 7:50 PM
2	It would be very useful for me personally.	2/8/2019 8:19 AM
3	none	2/7/2019 5:51 PM
4	more convenient to use	2/5/2019 8:57 AM
5	It's at least an option to the proposed reduction of service to Lincoln Heights, although it all depends on where the bus stops are from Lincoln Heights - during the winter, the sidewalks etc. are not kept up well, so if the stops are moved to increase walking, that's a problem. Also the stops and streets are not great coming off of 37th, but this option is better than nothing.	2/1/2019 10:44 AM
6	I might be more inclined to take the 43 to run errands rather than using our car.	1/28/2019 3:07 PM
7	I live a block west of 30th & Ray. That would make it easier to catch the 43, which I take to go see my Dad & Step-mon (over by Hart Field).	1/28/2019 2:59 PM
8	Does not	1/28/2019 10:43 AM
9	Increase access to commercial district area	1/27/2019 12:44 PM
10	Riding the bus is not the difficult part..	1/27/2019 10:45 AM
11	It would helpfull so they can get to the library and grocery store.	1/26/2019 12:11 AM
12	More access to shopping centerr	1/25/2019 6:52 AM
13	I don't know.	1/24/2019 6:32 PM
14	15-minute frequency along 29th for what, five blocks? Piffle.	1/24/2019 5:06 PM
15	Not really impact me alot	1/24/2019 2:21 PM
16	I use Lincoln Heights area a lot. I would then have to lug my heavy cart off to go to Safeway, and the stop is pretty far from safeway. Then walk to rosauers etc. easier than waiting for bus again to get to south hill park and ride. Not good.	1/24/2019 12:52 PM
17	No affect	1/23/2019 9:18 PM
18	No impact	1/23/2019 12:39 AM
19	no impact	1/22/2019 10:54 PM
20	It would allow better access to Lincoln Heights	1/22/2019 2:58 PM
21	I would use this route	1/22/2019 12:58 PM
22	It would help offset the loss of service to the 34 line	1/22/2019 4:58 AM
23	Do not ride # 43...maybe in the future.	1/21/2019 11:57 PM
24	Don't know	1/21/2019 7:11 PM
25	It would much needed conveniences to the riders.	1/21/2019 7:07 PM
26	No real impact	1/21/2019 7:03 PM
27	As far as I know, no impact.	1/21/2019 5:16 PM

Q9 What do you think about the recommendations for Route 45 Regal?

Answered: 50 Skipped: 43



ANSWER CHOICES	RESPONSES	
Good idea	54.00%	27
Bad idea	6.00%	3
Not sure	8.00%	4
No opinion	32.00%	16
TOTAL		50

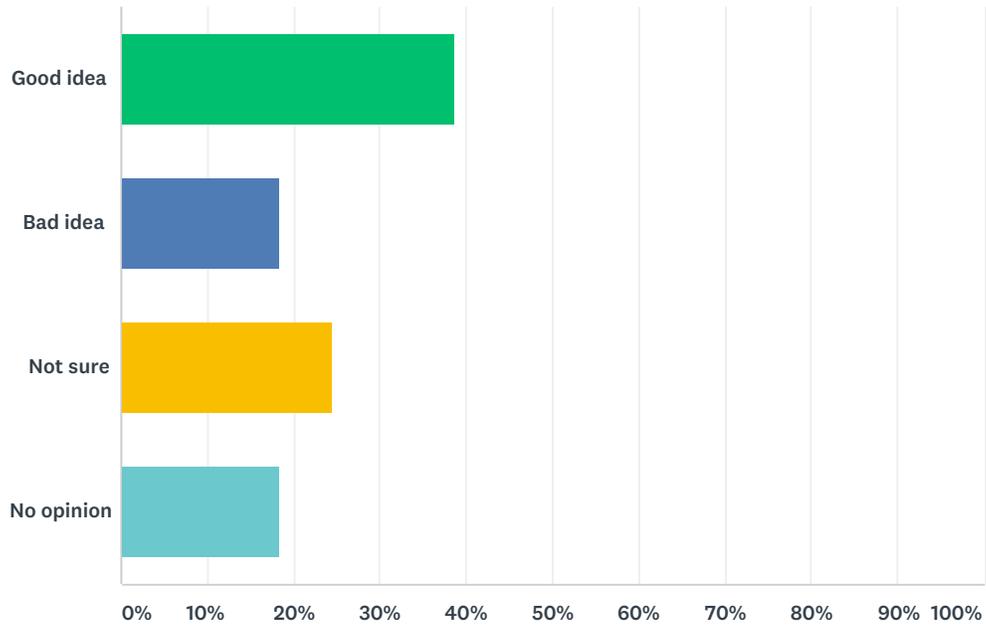
Q10 How would the recommendation for Route 45 Regal impact you or someone you know?

Answered: 19 Skipped: 74

#	RESPONSES	DATE
1	No impact.	2/13/2019 7:51 PM
2	none	2/7/2019 5:51 PM
3	Better service to downtown and north side connections	2/5/2019 9:00 AM
4	I do use the route during winter (bus, no car) for shopping, but it doesn't affect me as often as the 44 changes. If there were better bus service to Perry district from Comstock, I would go there more often for their businesses.	2/1/2019 10:46 AM
5	I know several people who live on Regal south of Target, as well as other people on the South Hill that regularly go to Ace Hardware, Verizon, Target, etc.	1/28/2019 3:00 PM
6	Does not	1/28/2019 10:43 AM
7	Unknown	1/27/2019 12:48 PM
8	I don't see how it would effect me in a negative way.	1/27/2019 10:46 AM
9	As long as the kids can get to the water park that they put up on 57th. Thanks so much for all your help and support to ridership.	1/26/2019 12:18 AM
10	I would be taking the #4.	1/24/2019 6:33 PM
11	Don't understand the proposal. "Augmented" means added to. Are you saying that 15" PPPD service will continue? If so, say so.	1/24/2019 5:09 PM
12	I live on 37th, and catch bus to south or to L.H.	1/24/2019 2:24 PM
13	You continually make it harder for established riders to accomodate those moving further out. Take care of people who have supported you for years!!!	1/24/2019 12:54 PM
14	I commute to downtown so it would affect me directly	1/23/2019 12:41 AM
15	no impact	1/22/2019 10:55 PM
16	I would recommend that the STA look into running the 45 east on 29th to Regal before circling back to the Park & Ride in order to service the Lincoln Heights shopping center for Perry Street riders. It is a long walk from the P&R to Lincoln Heights, but the 45 could relieve that by turning east on 29th (when southbound) and then turning south on Regal and then turning west on Southeast Blvd back to the P&R (and vice versa when downtown bound).	1/22/2019 10:55 AM
17	???	1/22/2019 5:00 AM
18	Don't know	1/21/2019 7:11 PM
19	Would make my Aunt's commute to work a bit easier and smoother.	1/21/2019 5:16 PM

Q11 What do you think about the NEW Route 144 South Express?

Answered: 49 Skipped: 44



ANSWER CHOICES	RESPONSES	
Good idea	38.78%	19
Bad idea	18.37%	9
Not sure	24.49%	12
No opinion	18.37%	9
TOTAL		49

Q12 How will the NEW Route 144 South Express impact you or someone you know?

Answered: 28 Skipped: 65

#	RESPONSES	DATE
1	I wish the new 144 would operate during the mid-day, as well. I live close to Bernard and 25th, and my wife takes the bus during the mid-day several times per week. She'll have to trek over to Grand if these changes go into effect.	2/13/2019 7:53 PM
2	Fewer options for taking 144 from Bernard downtown and back.	2/9/2019 1:14 PM
3	We'd have less frequent stops on Grand, which is closest to our house by far...	2/8/2019 8:06 PM
4	I've often wanted more frequent service traveling down Bernard, and I'm happy to see that happen for the peak hours. However, I'm very concerned that there will be no midday service on Bernard. Can you run a shortened 144 during the midday, perhaps going only from 57th or South Hill P&R to downtown? I mostly use the bus during peak hours, but I wouldn't be able to get to appointments and school on some days without midday bus times. It's concerning to see such a large swath of the city be without bus service for a portion of daylight hours. If the bus were more frequent, I would ride it more. I sometimes use get rides instead of taking the bus because I know if I miss it, it I will arrive late by an hour (because frequency is only 2x per hour right now). I'm also wondering if you can add a stop between Bernard & 14th and Washington & 2nd. 12 blocks is a long way for someone to walk to get on the bus. Maybe keep the stop at Washington & 5th?	2/8/2019 7:15 PM
5	I live at Bernard and 24th. This proposal looks like I will have NO mid-day or weekend bus service anymore. Is that correct? Yes, I can walk up to 29th or over to Lincoln, but I actually count on the 44 running past my block.	2/8/2019 8:23 AM
6	Less frequent buses to shop	2/8/2019 7:53 AM
7	This would eliminate all day service on 29th between Grand and Bernard and eliminate all day service on Bernard to Grove. This would significantly affect many core riders	2/7/2019 5:53 PM
8	Faster to downtown	2/5/2019 9:01 AM
9	Well, since I catch 44 at Manito Center, now every 15 minutes (Bernard or Grand), the stop at 31 and Grand is ok, not great - no shelter, like at Manito, and the businesses along Grand don't clear the sidewalks & access to the sidewalks well, plus one can't walk in the street in Grand like one can on the side streets (because of sidewalks/access to sidewalks not being available in winter). So I still have safety concerns about accessing buses going to downtown around Grand and 29th - either crossing 29th to catch the new express or crossing Grand with the 144. Both streets are busy, cars don't stop or look for pedestrians, even in cross-walks. The Manito loop is ideal because it lets you off on a non-major road, so safety is much better. Try crossing 29th or Grand at night during rush hour on icy and snowy roads, and even at the light you have to stare cars down to not run over you... This is a big concern for me.	2/1/2019 10:55 AM
10	We are starting to commute somewhat regularly by bus using the current route on Bernard to get to the northside. We commute with our young daughter and the change in bus stop would likely make us rethink this commute mode as it's a longer walk than we can have her do that early in the morning. I'm also concerned about impact on students who use this route for getting to and from school.	1/28/2019 3:11 PM
11	I drive down 29th from Grand Boulevard all the way to High Drive some days, Lincoln other days, and Bernard other days. Usually between noon and 3 PM. Pretty much every day except Sunday. There are about 8 or 9 junior high kids from Sacajaweah getting on the downtown headed 44 route every afternoon. I almost always see people standing at various bus stops on the 44 route that they want to eliminate. There are 3 elderly/disabled people on 29th west of Grand that I routinely see waiting for the bus, and I also regularly see 2 elderly people and a person in a wheelchair getting on/off stops on Bernard. Once again, to maximize the profits of the STA board of directors, they want to eliminate "less profitable" routes. This directly & negatively affects the most vulnerable in our city - the elderly, disabled people, & teens/pre-teens. Way to go, STA! Once again you've shoved a hot poker up the bum of your core clientele. Well done.	1/28/2019 3:00 PM

2019 Service Change Follow-Up Survey

12	I live on Sumner, between grand and Bernard. What bus would I be taking to and from downtown?	1/28/2019 10:46 AM
13	Less service	1/27/2019 4:35 PM
14	I will use this route to connect to work every day.	1/27/2019 12:50 PM
15	N/a to me.	1/27/2019 10:47 AM
16	I trust that ridership potential on Bernard for midday, nights and weekends does not exist. It seems the introduction of some non-peak service on Bernard would fill a geographic gap in current service.	1/26/2019 11:44 AM
17	Don't completely understand	1/24/2019 2:25 PM
18	stop!!!	1/24/2019 12:55 PM
19	Somewhat	1/23/2019 12:42 AM
20	It will strongly discourage me from taking the bus to downtown because the bus will no longer stop mid day along Bernard and I would have to walk farther to get to a bus stop. This is a worsening of service for me and my neighbors. I had hoped to be able to use the bus more on Bernard now that I am retired.	1/22/2019 11:01 PM
21	The location of bus stops near the Manito Shopping Center is unclear	1/22/2019 3:01 PM
22	It will significantly increase speeds for me since I live near Bernard. I'm concerned about not having any mid-day service on Bernard.	1/22/2019 10:58 AM
23	My guaranteed bus travel is at lunch. If 144 will not run at lunch time, then I will need to decide if it is worth walking 3/4 of a mile to/from nearest bus stop. But 15 minute service at end of day would give much more flexibility to get home.	1/22/2019 9:16 AM
24	Doesn't serve the area I live in.	1/22/2019 5:01 AM
25	It will impact it positively with more frequency and maintaining the stop at 29th and division.	1/21/2019 7:16 PM
26	It is a good idea, but it would be great if it also ran on Weekends and evenings	1/21/2019 7:10 PM
27	I am very disappointed midday service during the week along Bernard/29th between 14th and Grand (44 Bernard) will be discontinued. When I voted to support service enhancements a few years ago, I did not expect that service along my preferred route would actually go down. I would like to see Route 4 alternate between Grand and Bernard like the current 44 bus.	1/21/2019 6:56 PM
28	N/A	1/21/2019 5:17 PM

Q13 How will Route 4 Monroe-Regal HPT and Route 144 South Express replacing Route 44 29th impact you or someone you know?

Answered: 32 Skipped: 61

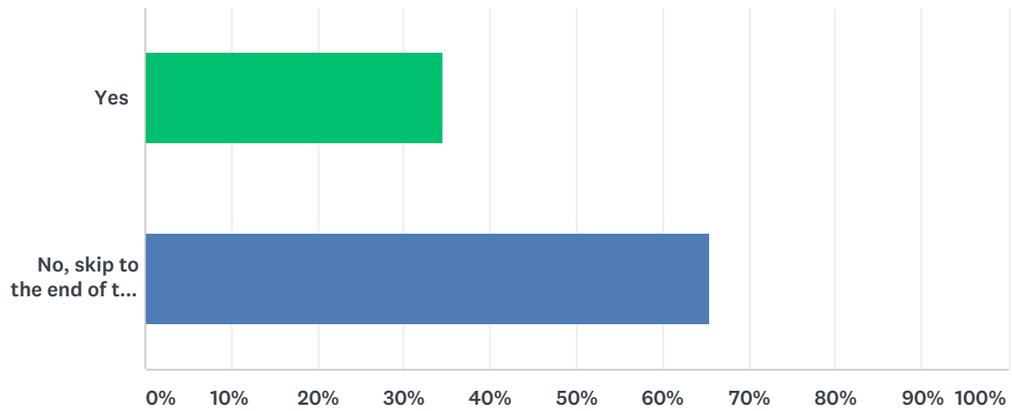
#	RESPONSES	DATE
1	The proposed changes will be great for me. I live on 25th and I work north of downtown on Monroe, so I could stay on the same bus all the way to my job. STA needs more routes that go north-south without having to change buses at the downtown plaza.	2/13/2019 7:57 PM
2	This would eliminate options for catching the bus on Bernard.	2/9/2019 1:16 PM
3	Oh, this seems better than the current 44 that alternates...	2/8/2019 8:08 PM
4	I see that service will be frequent on Grand, and I would like to request more frequent service on Bernard. Could you alternate this line between Grand and Bernard during the midday time period?	2/8/2019 7:19 PM
5	Bad idea. 44 is the route I most use and like that it alternates between Grand and Bernard.	2/8/2019 8:26 AM
6	I live near Bernard/24th, so removing all service on Bernard (except rush hour express via the new bus) is a very unwelcome proposal. I mostly use the bus on weekends.	2/8/2019 8:26 AM
7	Again it would severely limit service on 29th between Grand and Bernard and on Bernard to Grove	2/7/2019 5:55 PM
8	Better connections to downtown	2/5/2019 9:02 AM
9	Daily - not just going to work, but on weekends getting to Lincoln Heights or downtown. While I like the idea of being able to ride a bus more frequently than 1 hour after 6:30ish (or even earlier on weekends) - if this is part of the plan - I worry about the ability to get to and from the bus safely around 29th and Grand. Right now I have the rare (for Spokane) option of taking the bus to work & from downtown every 15 minutes at the Manito Shopping Center. I understand that it may be possible to stagger the routes and do a similar route by taking the 4 or 144 (if I am reading these correctly). But the main concern I have is getting to the bus or from the bus near the Manito Shopping Center safely during winter months when heading downtown (4) or returning from downtown (144). Both 29th and Grand are awful to cross in the icy winter darkness, even at the light or crosswalks. And the businesses along the route have been better, but still not great at not only clearing sidewalks, but at clearing access to sidewalks (you can see a beautifully clear sidewalk blocked by berms or mini-lakes of icy snow), and walking in the street (which I only started doing when I moved to Spokane, out of sheer necessity) is not safe along 29th or Grand. Please see if there is some way to retain the loop around the Manito Shopping Center. Regarding Lincoln Heights with the 2 routes along 29th or 37th, this isn't ideal (again, worried a bit about streets and walking and safety during winter) but since it's not a daily thing, just a 1-2x week thing, and I can always just not go shopping at Lincoln Heights during the winter (I don't drive), so it's something I give up if I have to. But I can't give up going to work via downtown...	2/1/2019 11:05 AM
10	So does the comstock park area get any service? Would people with disabilities in the newly underserved areas get better consideration for paratransit?	1/29/2019 6:37 PM
11	We would likely ride the bus less as the walk associated with the new bus stops on our route would make it difficult to do with our young daughter. That's disappointing as we were starting to use the bus more regularly having recently moved and discovering how convenient it was to use from our home.	1/28/2019 3:13 PM
12	I drive down 29th from Grand Boulevard all the way to High Drive some days, Lincoln other days, and Bernard other days. Usually between noon and 3 PM. Pretty much every day except Sunday. There are about 8 or 9 junior high kids from Sacajaweah getting on the downtown headed 44 route every afternoon. I almost always see people standing at various bus stops on the 44 route that they want to eliminate. There are 3 elderly/disabled people on 29th west of Grand that I routinely see waiting for the bus, and I also regularly see 2 elderly people and a person in a wheelchair getting on/off stops on Bernard. Once again, to maximize the profits of the STA board of directors, they want to eliminate "less profitable" routes. This directly & negatively affects the most vulnerable in our city - the elderly, disabled people, & teens/pre-teens. Way to go, STA! Once again you've shoved a hot poker up the bum of your core clientele. Well done.	1/28/2019 3:01 PM

2019 Service Change Follow-Up Survey

13	inconvenient	1/27/2019 4:36 PM
14	Unknown	1/27/2019 12:51 PM
15	Not.	1/27/2019 10:48 AM
16	Thanks for letting us know about the neighborhood.	1/26/2019 12:24 AM
17	Will not impact me.	1/24/2019 6:35 PM
18	Any service reduction impacts somebody, both today and into the future. 15" service on Grand is nice but no service on Bernard is not, particularly since the South Hill has only four full-time routes: 43, 4, 45, 34.	1/24/2019 5:13 PM
19	Not sure	1/24/2019 2:26 PM
20	Directly impact my commute	1/23/2019 12:42 AM
21	I like that there would be more frequent service on evenings and weekends along Grand. However, I preferred the #44 routing on Bernard, because I feel unsafe walking thru Manito Park when it is dark.	1/22/2019 11:05 PM
22	It should have a positive impact, depending on the location of bus stops near the Manito shopping center	1/22/2019 3:03 PM
23	not sure	1/22/2019 1:26 PM
24	I'm unsure but I think I will benefit from this change	1/22/2019 1:01 PM
25	I like the HPT route. I'm concerned about losing mid-day service on Bernard, but the high frequency on Grand is a good idea.	1/22/2019 10:59 AM
26	Increase need to change buses in cold weather	1/22/2019 10:41 AM
27	This line operates further from my house than the 44 does so it hurts me.	1/22/2019 5:04 AM
28	I hope in a good way.	1/22/2019 12:02 AM
29	Somewhat but not much	1/21/2019 7:16 PM
30	I think it would be a great idea.	1/21/2019 7:11 PM
31	Positively	1/21/2019 7:06 PM
32	Taking away 44 Bernard reduces my off peak options and doubles the length of my off peak walk to and from bus stop.	1/21/2019 7:00 PM

Q14 Are you interested in answering questions about the West Plains/Cheney area?

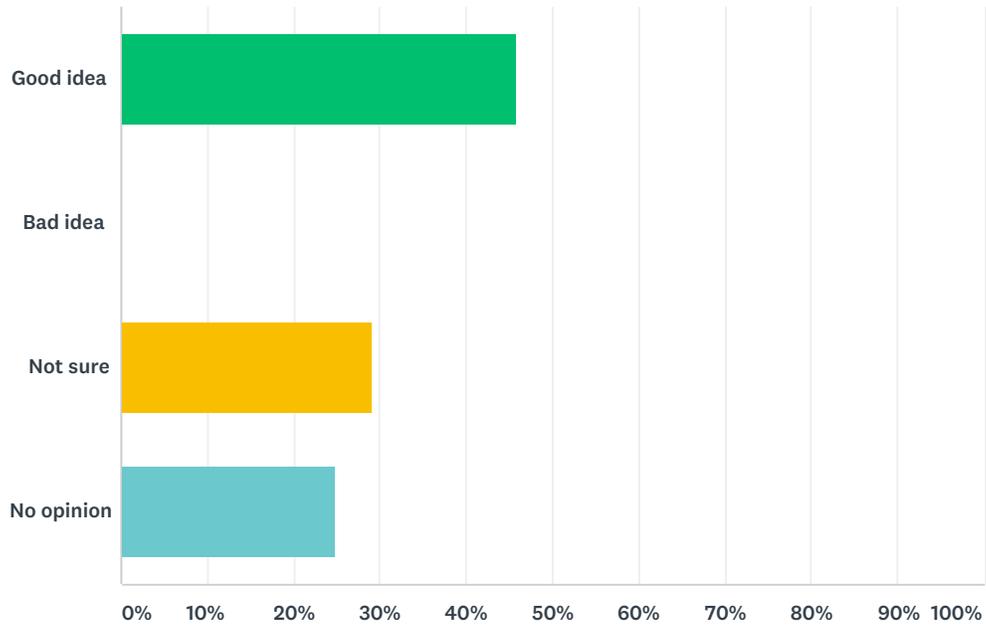
Answered: 81 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	34.57%	28
No, skip to the end of the survey.	65.43%	53
TOTAL		81

Q15 What do you think about the recommendation for the new Route 63?

Answered: 24 Skipped: 69



ANSWER CHOICES	RESPONSES	
Good idea	45.83%	11
Bad idea	0.00%	0
Not sure	29.17%	7
No opinion	25.00%	6
TOTAL		24

Q16 Specifically, how would the new Route 63 recommendation impact you or someone you know?

Answered: 13 Skipped: 80

#	RESPONSES	DATE
1	No impact.	2/13/2019 7:58 PM
2	Seems like the airport connection would be helpful for quite a few people.	2/9/2019 1:17 PM
3	I hope they keep the students in mind who use the transit to get to EWU in the bad weather	2/6/2019 9:07 AM
4	Not much demand for this route	2/5/2019 9:04 AM
5	We would be more likely to use to get to airport.	1/29/2019 6:38 PM
6	Na	1/28/2019 4:43 PM
7	It would make it easier for my friends in Airway Heights to get to/from Cheney and Petro/Iron Skillet & the LDS church out there.	1/28/2019 3:03 PM
8	That would help the people working at the recycle center at the waste-to-energy plant and help. Geiger corrections their are people that are working on work release.	1/26/2019 12:41 AM
9	route 60 is the best option adding in drop off at the Airport	1/25/2019 8:53 AM
10	NOBODY is going to transfer from 63 to 60 just to get to the airport. NOBODY.	1/24/2019 5:16 PM
11	Doesn't impact me or anyone I know, but it does make perfect sense to me.	1/24/2019 9:23 AM
12	You should run the new Route 63 through the airport, not just near it.	1/22/2019 11:02 AM
13	No impact.	1/21/2019 5:17 PM

Q17 Do you have any other comments you would like to share?

Answered: 35 Skipped: 58

#	RESPONSES	DATE
1	Please keep more regular service on Bernard! I would like to use the bus more (I currently only use it for school/work 5 days a week), but sometimes I don't because frequency is low. We have seen constant eliminations of stops on Bernard and lower frequency than other lines. I believe this contributes to lower ridership. Can you remove the time limit on stored value smart cards? Some riders might want to use the bus less regularly, but the deactivation that occurs after 60 days is very inconvenient. The 60 day time limit discourages ridership because it doesn't allow for people who ride the bus only for special events or like times when their car may be in the shop, etc. Simple fix but it would make a difference! Please give us a bus system worth using! I appreciate the opportunity to give feedback.	2/8/2019 7:30 PM
2	I understand the need to look at the big picture...ridership levels, funding, fuel usage, etc. when planning routes and schedules. But for me personally, the proposed changes to the 44 will be very unhelpful if they come to pass. I will have no bus service at the times I typically need to travel.	2/8/2019 8:29 AM
3	Please keep everything the same you change too much	2/7/2019 8:46 PM
4	It appears that STA is getting spread thin trying to provide service to lightly populated or low demand routes and losing sight of improvements to Northside and Valley Routes	2/5/2019 9:08 AM
5	I appreciate that you are trying to make bus service more frequent (I hope). I come from the rest of the country where public transportation is fast and reliable (4-6 minute wait during most of the day, 10-15 minutes off-peak, and available early in morning or late at night for airport, evening events, etc.), so believe me, I really appreciate your efforts to begin to reduce the 1 hour waits and maybe, at some point, public transport to the airport. I would hate to lose my current frequent status (44 from Manito Shopping Center), with the pedestrian safety I currently have in accessing the bus with the Manito loop. It still seems ironic that your changes to improve service would mean reducing my current level of service and safety in using the bus. I hope you may be able to find some way to make the access safer during the winter months. Thank you for your consideration.	2/1/2019 11:12 AM
6	Privatize the transit system in Spokane to reduce cost and drive innovation.	1/29/2019 1:41 PM
7	Stop changing things. You just keep making things more difficult & confusing for elderly & disabled riders.	1/28/2019 3:04 PM
8	Appreciate polite drivers.	1/27/2019 10:49 AM
9	The connection from S Hill and the Amazon facility is important. What are the proposed stops for the new express route that follows Cedar? Also how would one make other connections from the lower S Hill to the Amazon center?	1/26/2019 11:50 AM
10	I would like to see some of the planners and management rides the bus so that they could see firsthand. I would like to see more Security on the bus which means someone in a Transit security uniform. The drivers cannot do it all on the 27 route the 25 route and the 61 route. Durham has help on their school buses that ride along. Security could ride the bus Park Lane get off go across the street catch the other bus going the other way to have more presents. PS like to see Thank you First Responders on the bus deck signs. There is no sign that I see for community colleges like all the other schools that say go eagles go pirates go WSU, Go Huskies nothing for the large ridership for the community college. Go Sasquatch	1/26/2019 12:53 AM
11	Our area valley route now end at 32nd and Bowdish, it would be nice to have the route extended further south to Dishman Mic and Bowdish Rd.	1/25/2019 8:56 AM
12	Great work STA!	1/25/2019 6:53 AM
13	No	1/24/2019 6:35 PM
14	Not at this time	1/24/2019 2:27 PM
15	I would love to have a bus or park/ride option that worked for me. There are no busses serving my area and the Transit Center is backwards for me.	1/24/2019 9:24 AM

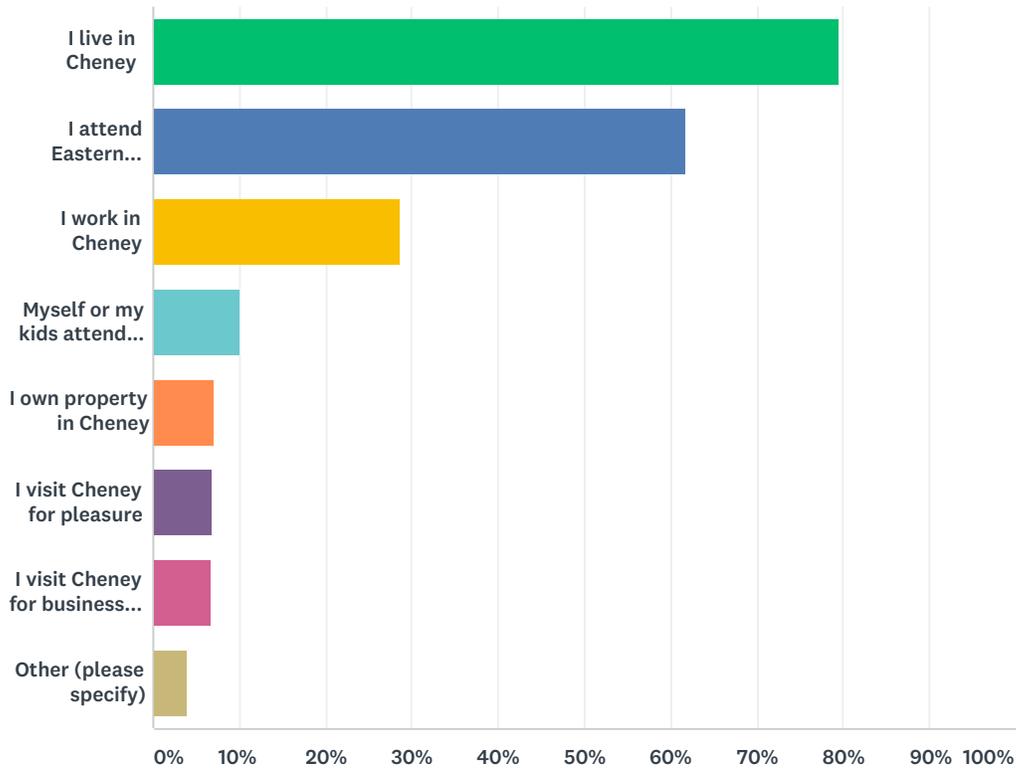
2019 Service Change Follow-Up Survey

16	Tacoma has bus stops that alert bus someone is at stop. Very good idea when shelter is not beside the bus stop or in very dark winter's.	1/23/2019 12:45 AM
17	I liked the idea of a bus going across 14th Ave in a previous proposal. I'm sorry to lose the current #44 Bernard service; however I understand I'm in the minority.	1/22/2019 11:12 PM
18	Please install seats with more cushioning	1/22/2019 1:26 PM
19	No	1/22/2019 12:56 PM
20	Improve on MV	1/22/2019 12:33 PM
21	No	1/22/2019 12:20 PM
22	Yes, STA implemented Route 190 that supposedly was going to benefit Valley riders. So far, the route has never coincided with my schedule, nor have I heard good things. I have heard when you have a large volume of drivers calling in sick, the 190 does not even show up. There was a electronic reader board put up at the Valley Transit Center which for some reason did not indicate to riders that the bus was not showing up; other issues with that route have been the drivers do not know the route, i.e., take Sprague all the way in instead of getting on freeway at Fancher; or take Division street exit instead of Lincoln. It seems to me the 190 route has caused more problems than not. The 173 was not having ridership problems (except we were full a lot), however, not sure why we trying to "fix" something that was never broken.	1/22/2019 12:12 PM
23	Perhaps some time schedule changes that more accurately reflect travel by the bus on route 23. Some times of the day it is behind schedule, particularly heading north.	1/22/2019 12:08 PM
24	love riding the bus!	1/22/2019 9:20 AM
25	I am very glad you decided not to run a bus line up 14th street hill.	1/22/2019 9:17 AM
26	I'm going to have to sell my house & buy one closer to the South Hill Park & Ride because of these changes.	1/22/2019 5:06 AM
27	Thank you for all your services and good work!	1/22/2019 12:07 AM
28	I ride the PARA TRANSIT Excellent service	1/21/2019 10:42 PM
29	Question 13 uses route 5 instead of Route 4	1/21/2019 9:38 PM
30	For sheltered areas on route 25. Esp. Far northside of town on Hawthorne.	1/21/2019 8:07 PM
31	I did not notice the frequency of the 144 going from Downtown to the south hill.	1/21/2019 7:17 PM
32	I really want the route down 17th/Perry.	1/21/2019 7:10 PM
33	Looking forward to new route.	1/21/2019 7:07 PM
34	No	1/21/2019 6:53 PM
35	No.	1/21/2019 5:18 PM

Cheney Bus Service Adjustments

Q1 What is your connection to Cheney? (select all that apply)

Answered: 377 Skipped: 1



ANSWER CHOICES	RESPONSES
I live in Cheney	79.58% 300
I attend Eastern Washington University	61.80% 233
I work in Cheney	28.65% 108
Myself or my kids attend another school in Cheney	10.08% 38
I own property in Cheney	7.16% 27
I visit Cheney for pleasure	6.90% 26
I visit Cheney for business or services	6.63% 25
Other (please specify)	3.98% 15
Total Respondents: 377	

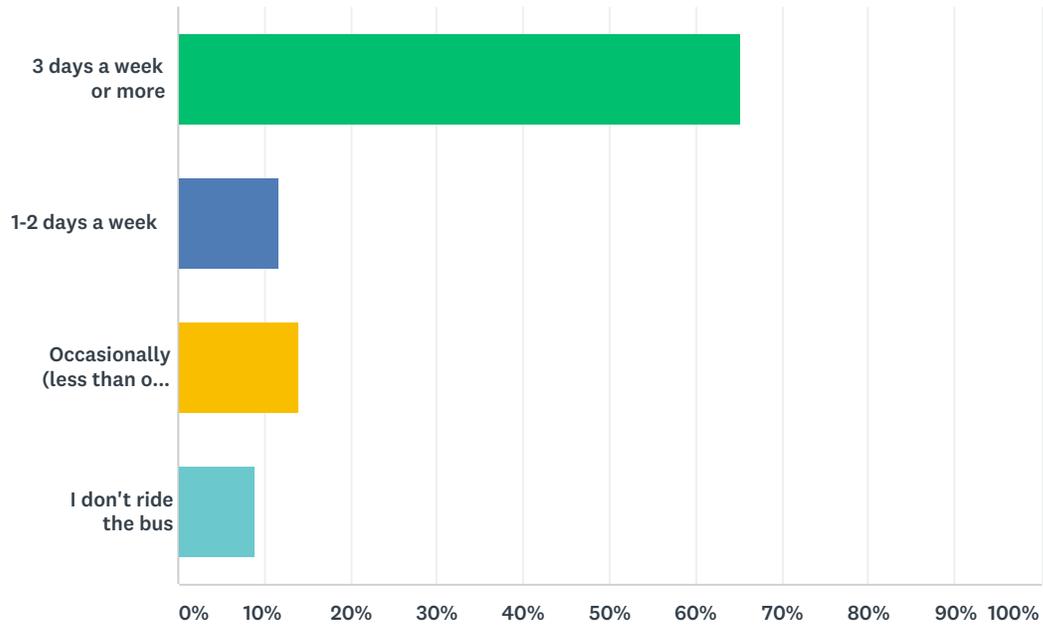
#	OTHER (PLEASE SPECIFY)	DATE
1	Spokane	2/6/2019 5:58 PM
2	Teach in Cheney	2/5/2019 2:48 PM
3	Work at Cheney High School and use 68 to take kids to work	2/1/2019 9:50 AM
4	spouce works at Eastern Washington University	1/29/2019 9:26 PM
5	Catch bus in cheney to go to work in spokane	1/29/2019 4:41 PM
6	STA is the only means of transport I can use.	1/26/2019 3:59 PM

Cheney Bus Service Adjustments

7	Work at ewu	1/23/2019 6:16 PM
8	Work at ewu	1/23/2019 5:57 PM
9	Grandsons attend EWU	1/23/2019 9:19 AM
10	I work at EWU	1/22/2019 9:39 PM
11	It goes by my apartment now	1/22/2019 7:22 PM
12	For Eagles Pub	1/22/2019 3:56 PM
13	Shop in Cheney	1/22/2019 2:08 PM
14	I work in Eastern Washington University	1/22/2019 12:54 PM
15	I rarely go to Cheney but when i do i only visit	1/19/2019 3:21 PM

Q2 How often do you ride the bus?

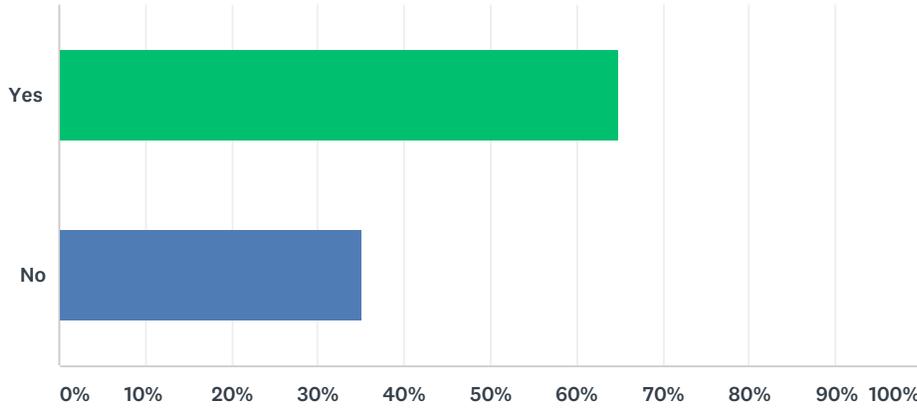
Answered: 377 Skipped: 1



ANSWER CHOICES	RESPONSES	
3 days a week or more	65.25%	246
1-2 days a week	11.67%	44
Occasionally (less than once a week)	14.06%	53
I don't ride the bus	9.02%	34
TOTAL		377

Q3 Did you ride the Route 68 Cheney Local prior to September 16, 2018?

Answered: 376 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	64.89%	244
No	35.11%	132
TOTAL		376

Cheney Bus Service Adjustments

Q4 What did you like about Route 68 BEFORE it changed?

Answered: 196 Skipped: 182

#	RESPONSES	DATE
1	you could get on the bus ,1 bus and go shopping and bring your stuff, home , now the bus, is now where near your house , so you have to walk forever ,get on the bus , which goes to k- street station, and goes on break, if you stay on that bus it's going to take you right back to where you just came from, so you get off the bus, go to other 68 and they are on break ,or lunch, so then you continue down 1 st street, then you do your shopping , and get on the bus, where it's going to dump you off at the football field, and you have to walk ,with all your stuff, to your home which is nowhere near the football field, so your better off walking, to go shopping ,which is what i do .I use to ride that bus line 2 to 3 times a day, you ruined it made it unridable.	2/9/2019 6:53 AM
2	The route would go around the campus	2/8/2019 1:11 AM
3	That it went down betz by barrington apartments and safeway.	2/7/2019 5:19 PM
4	It got me to Spokane.	2/7/2019 3:50 PM
5	I liked how you could easily go down first street without having to get off at K Street and wait for another bus. I loves how the bus went through the campus and not around it like it does now.	2/7/2019 7:20 AM
6	I liked the fact that there were more busses around Cheney. I rely on the bus system to get to and from work everyday.	2/7/2019 7:13 AM
7	I didn't know it was changed	2/6/2019 5:58 PM
8	was bigger route and made more sense (a route)	2/6/2019 5:46 PM
9	shorter	2/6/2019 5:38 PM
10	Easy to get to and from	2/6/2019 5:24 PM
11	I loved it	2/6/2019 5:19 PM
12	Didn't take it	2/6/2019 4:29 PM
13	The route picked up and dropped off directly in front of my apartment.	2/6/2019 2:24 PM
14	I liked that it dropped us off on elm street as it put you in the middle of campus. I also liked being picked up on elm as it was quicker to get to at all parts of campus.	2/6/2019 9:32 AM
15	It always seemed on time and it felt like the buses were more frequent.	2/6/2019 8:29 AM
16	As a teacher with students who do not drive and need an opportunity to safely and successfully ridership of the bus; our work program relied on a two way bus system for 68, having access every 30 minutes.	2/5/2019 2:51 PM
17	hi?	2/5/2019 2:25 PM
18	I like catching the bus at Cheney High School because it was safe location for me to catch and depart the bus. It also took me to places that I needed to go locally here in Cheney.	2/5/2019 2:18 PM
19	I like when bus 68 went by the high school and I like that I was able to catch the bus to go to work in Cheney.	2/5/2019 2:16 PM
20	I used to go to work experience and back to Yoke's from Cheney High School.	2/5/2019 2:14 PM
21	I appreciated the Cheney High School was a part of the route, making it easy to get to the Spokane area.	2/5/2019 2:13 PM
22	It went by the High School	2/5/2019 1:54 PM
23	It was always on time	2/4/2019 11:38 AM
24	It serviced the important parts of Cheney, all the medical facilities, financial institutions, schools, and grocery stores	2/2/2019 3:51 PM
25	It was a fine route. I had no problems with it, and I liked the stop at 5th Street and College St.	2/2/2019 3:46 PM

Cheney Bus Service Adjustments

26	I liked that the 68 had a stop near the now remodeled PUB. I also liked that the 68's route serviced the whole city. The old 68 schedule was more convenient.	2/2/2019 3:36 PM
27	I didn't!!! Since the change the bus stops more frequently at my apartment complex (salnave glenn) and it is easier to get to spokane	2/2/2019 3:33 PM
28	I think it's important for that bus to go to Barrington Apartments because that's where Safeway is and it's far for people to walk from 6th and McKeehan (by the LDS church). Another note, the 64 should run by eaglepoint due to the inconvenience of the apartment complex.	2/2/2019 2:00 PM
29	I liked how it stopped near the Pence Union Building and picked up outside Isle Hall. That made getting to it when my classes ended a lot easier.	2/1/2019 8:39 PM
30	I liked that it had a stop at the EWU campus to allow for greater opportunities to catch the 66 but to Spokane. However, having the drop off a considerable distance away from boarding the 66 created difficulties because the 68 local was almost always late. But I did like it stopping at EWU where there are shelters. I REALLY liked that the 68 stopped near Safeway on Betz road. The buses coming and leaving Cheney cross the railroad tracks so it seemed odd that the 68 route would be changed to avoid the tracks. The Safeway stop has a shelter and it allows for easy access to all the stores surrounding Safeway. The old 68 allowed for taking the bus to the Cheney Rockwood Clinic also. I don't like the current stop at Elm and Washington because it is a distance to the EWU bus and to the Clinic as well as being on a steep road that can be difficult to walk during icy and snowy conditions. I am vision impaired and rely on the STA and the old 68 route served my needs better,	2/1/2019 6:55 PM
31	It was nice to have a reliable way to get around most of the town.	2/1/2019 11:51 AM
32	It went everywhere in Cheney and it went by the High School which was great for us	2/1/2019 9:51 AM
33	Easy to understand transfer	2/1/2019 8:28 AM
34	The timing of the route was more convenient in the morning for me to get from my apartment at the Salnave and Presley stop to my work on first Street	2/1/2019 6:43 AM
35	I like that it serviced Barrington near Safeway. It allowed me to connect to the 66 there.	1/31/2019 9:24 PM
36	More frequent rounds, connecting to 68 was not as much of a pain as before	1/31/2019 2:47 PM
37	I don't ride the bus often and haven't ridden it since the route changed!	1/31/2019 1:13 PM
38	That it went on Betz Road	1/31/2019 11:47 AM
39	I enjoyed the loop route around Cheney.	1/30/2019 6:43 PM
40	I liked that the bus stop was convenient to my classes and was sheltered.	1/30/2019 1:34 PM
41	Quick, straight forward	1/30/2019 1:20 PM
42	I haven't ridden the new route so I don't know what it was like (to compare it to)	1/30/2019 1:17 PM
43	Went by Safeway, most places in Cheney accessible	1/30/2019 1:10 PM
44	Convenient stops	1/30/2019 12:36 PM
45	It went through campus and was much easier to get to classes across campus	1/30/2019 12:11 PM
46	It was easy to find	1/30/2019 12:10 PM
47	Near my house	1/30/2019 12:05 PM
48	Eagle point had more stops. Especially around Washington st.	1/30/2019 11:59 AM
49	Eagle point had more stops.	1/30/2019 11:59 AM
50	How quick it was	1/30/2019 11:55 AM
51	I like that it went down Elm. I didn't have to get off at the top of the hill when going to EWU. With the PUB open, it would be nice for the bus to stop at the stop near the pub.	1/30/2019 11:49 AM
52	It went to various points in Cheney and was reliable	1/30/2019 11:42 AM
53	Frequency and availability of times.	1/30/2019 11:41 AM
54	Nothing	1/30/2019 11:38 AM
55	More inside coverage	1/30/2019 11:37 AM

Cheney Bus Service Adjustments

56	Being local without going to Spokane	1/30/2019 11:31 AM
57	It went all the way around Cheney and stopped everywhere	1/30/2019 11:27 AM
58	Speed	1/30/2019 11:21 AM
59	Being able to get lunch in Cheney between classes	1/30/2019 11:17 AM
60	Didn't use	1/30/2019 11:17 AM
61	It brings me directly to the store center. With the Safeway	1/30/2019 11:09 AM
62	Connection with 66	1/30/2019 11:02 AM
63	The multiple stops around eaglepoint and how it was both directions	1/30/2019 11:01 AM
64	I like that it goes by the school and it is easy to get to Eagle point apartments. Getting to Safeway easily from ewu is also very nice	1/30/2019 11:01 AM
65	It went past Safeway and next to EWU	1/30/2019 10:58 AM
66	Timing	1/30/2019 10:56 AM
67	Went all the way around cheney	1/30/2019 10:53 AM
68	It worked	1/30/2019 10:44 AM
69	Clockwise/counterclockwise names	1/30/2019 10:25 AM
70	I liked that it stopped by safeway and the apartments near by.	1/30/2019 8:50 AM
71	it actually serviced the town with somewhat convenient bus stop locations, such as multiple stops around campus and one near safeway	1/30/2019 7:28 AM
72	1) it conveniently connected with the #66 2) it covered nearly all the local businesses and EWU	1/29/2019 9:28 PM
73	It's convenience (pick up right outside my neighborhood) and take me right to EWU	1/29/2019 4:15 PM
74	I wasn't aware that it changed, but I like that it's the closest bus that goes by Thr Grove apartments, which is where I live.	1/29/2019 1:47 PM
75	That it went down Betz Road and N 6th Rd so I could go to and from Safeway.	1/29/2019 12:44 PM
76	The proximity of the busstop from my home	1/29/2019 9:28 AM
77	It's pick up and drop of locations were extremely convenient for me and my family.	1/28/2019 8:45 PM
78	I actually like the new changes now since my apartment complex has a bus stop. Before it wouldn't go there and now it does.	1/28/2019 5:39 PM
79	I was able to get to class before it started	1/28/2019 4:59 PM
80	It stopped at a great location from my home. It also had a great location to get to the Betz Rd. to catch the 66 into town. Now I have to walk to that location, and being disabled is a challenge.	1/28/2019 10:47 AM
81	It went by Showalter Hall. Wish the 66 would go by Showalter, but if the 68 starts going by Showalter again, at least I can transfer buses if I need to. It is dangerous walking the few blocks to Showalter in the ice & snow.	1/28/2019 8:57 AM
82	The drivers were nice people; most other details were inconvenient.	1/26/2019 4:01 PM
83	It was easier to catch a bus into and from spokane on the weekends and now we cannot without waiting over an hour at the plaza. There are so many students that get stranded	1/26/2019 3:16 PM
84	That you could catch with the 66 or 64 now, on the north of Cheney at Betz and 904. Before it went by eagle point and the new baseball fields. The bus that went clockwise did not have to cross the train tracks. I do not see the danger love crossing tracks 64 and the 66 across the tracks and turn north to go on 904. The Cheney School district buses don't stop at the tracks, they have a waiver they have to stop so it must not be too dangerous. This track is utilize very little it's for trains that go the grain silos.	1/26/2019 9:46 AM
85	Hit some of the major areas and close to work in school	1/25/2019 8:23 PM
86	It provided more access to businesses etc. and a better schedule.	1/25/2019 3:55 PM

Cheney Bus Service Adjustments

87	I loved it as the 165 business loop actually. But right now I like the convenience of being able to get anywhere in town without having to walk a mile to the first bus stop! You take this away I'm walking a mile again.	1/25/2019 1:41 PM
88	Route 68 served EWU campus all around campus from Isle to Kingston to Daycare. It also had service to the Post Office in town and to Safeway.	1/25/2019 12:08 PM
89	It stopped at closer apartments	1/25/2019 9:43 AM
90	The start and end of Route 68 was at the actual PUB and not just on Washington Street; it had a number of stops within the campus; and it was easier to connect with buses going to Spokane.	1/25/2019 8:53 AM
91	The multiple stops servicing the EWU campus.	1/24/2019 5:11 PM
92	It drove around Cheney, which is good.	1/24/2019 2:47 PM
93	It used to serve many more stops on campus and it used to serve more stops around town that I wished to access, like Betz Rd and by the Safeway.	1/24/2019 2:12 PM
94	n/a	1/24/2019 8:07 AM
95	Salnave	1/24/2019 6:46 AM
96	I rode the bus all the time with our CHS students before the route change.	1/24/2019 6:21 AM
97	It was right next to my house and I could take it after class from eastern and get dropped off at home.	1/24/2019 1:19 AM
98	The times and where it dropped us off near campus	1/24/2019 12:34 AM
99	Very convenient	1/23/2019 7:47 PM
100	Convenience to local destinations on the bus like downtown cheney and the cheney library	1/23/2019 6:23 PM
101	Consistency.	1/23/2019 4:17 PM
102	It stopped in several places that I needed to go.	1/23/2019 3:37 PM
103	The bus route was directly next to Rockwood Clinic, now it is not. If I have to go to the doctor I have to take two buses or walk 5 blocks down steep hills. Also Before this change I could I could run errands and still catch the other bus. Now the bus runs once an hour so I can only take bus one way.	1/23/2019 3:32 PM
104	It would stop by Safeway, Verizon, Great Clips, etc. that make up what can be considered a city center while the current route only goes with in a few blocks.	1/23/2019 2:49 PM
105	I liked that it went on Betz Road rather than Simpson Parkway. Myself and many people I know used the stops on Betz road daily. It is very inconvenient and almost not worth using the stops on Simpson parkway. Also everyone at Eagle Point Apartments now has no easily accessible stop to ride the local transit.	1/23/2019 2:44 PM
106	The amount of bus stops and bus pick ups around the eagle points area.	1/23/2019 1:58 PM
107	It stopped right by my apartment (next to Safeway). And at EWU, it stopped where all the other busses did, the 66, and now, the 64.	1/23/2019 1:23 PM
108	Not much, it's closest stop was 6 blocks from my apartment.	1/23/2019 11:59 AM
109	That there was at least one bus route from Cheney to Spokane.	1/23/2019 11:51 AM
110	The stop first stop eagle point in the front.	1/23/2019 11:30 AM
111	NOTHING!!! I had to walk over a mile one way from my house to catch it for work or shopping. Not good!!!	1/23/2019 10:10 AM
112	Frequency	1/23/2019 9:19 AM
113	Salnave routes	1/23/2019 9:05 AM
114	I liked that it went through Mike Mckeehan Way which was closer to the "back" of Eagle point.	1/23/2019 8:32 AM
115	Before it changed I was always wishing they would extend the route to more areas of cheney cuz I would always have to walk quite a ways to get to a bus stop to even get to the 68 so I like the route better now	1/23/2019 6:11 AM
116	More frequent service	1/23/2019 4:50 AM

Cheney Bus Service Adjustments

117	I was able to catch it at EWU and get off at the stop by my place at 1st and g and now I can't do that anymore. I either have to walk from the school which is a mile to my place or get off at k street and have to walk to my place which is on cheney spangle rd.	1/22/2019 11:14 PM
118	It left EWU at least once an hour, making it easy to catch when needed	1/22/2019 9:48 PM
119	That it offers regular trips into Spokane and back and does so regularly.	1/22/2019 9:39 PM
120	It got me to certain areas of Cheney	1/22/2019 7:45 PM
121	Not much	1/22/2019 7:22 PM
122	Convenient drop-off location close to EWU PUB. Convenient pick up location near Betz Rd. Concurrent route in areas with route 66 to help with catching bus within Cheney to get to EWU	1/22/2019 6:57 PM
123	I liked that it would take you right from eagle point to eastern	1/22/2019 6:43 PM
124	That it's stopped at Barrington apartments, where I live. Also, the route would drop me off closer to classes which I really value during fall/winter quarter the most since walking in slick conditions can be dangerous. Another major thing is I have to walk 10 minutes now in order to catch it and get to the businesses downtown, so I have hardly been to downtown Cheney anymore. I REALLY do miss the old route. So happy for this survey and hopeful change back.	1/22/2019 6:00 PM
125	Route that took me straight to campus no matter where I'm coming from	1/22/2019 5:54 PM
126	Convenient pick up times, more frequent than 64/66	1/22/2019 5:45 PM
127	It went by Barrington apartments and it was not as packed as Spokane buses	1/22/2019 5:32 PM
128	The bus stop/pickup for Eagle Point on Betz road, its convenient pickup/ drop off times at that location and also locations on campus at EWU.	1/22/2019 5:16 PM
129	I live at Barrington Apartments and its pick up and drop off areas worked really well for me. I also really liked how much less busy it was than the Spokane buses	1/22/2019 4:46 PM
130	It picked up right in front of my apartment complex, Barrington Place.	1/22/2019 4:25 PM
131	It was easy to memorize the route of the bus and can take you anywhere	1/22/2019 4:08 PM
132	Easy access to where I needed to go	1/22/2019 4:07 PM
133	N/A	1/22/2019 3:56 PM
134	It picked me up right outside my apartment complex and I was one of the last stops on the way to campus so the times worked out real well with arriving on time for class.	1/22/2019 2:22 PM
135	The stops made it easier to get around in Cheney. The new stops just go around Cheney, and it's difficult as a resident to ride because the time spent walking to a stop, is usually as long as walking to my destination.	1/22/2019 2:21 PM
136	It would drive close to the University and around it, along with stopping near the other bus route of Route 66.	1/22/2019 2:13 PM
137	It served EWU and had convenient bus stops right next to various spots on campus. People who work at EWU didn't have to go across campus to get to work or catch the bus home.	1/22/2019 2:09 PM
138	It stopped on Betz road at Barrington place apartments	1/22/2019 2:06 PM
139	It went along Betz road and had a bus stop just outside Harvest Bluff (Hayden Homes), where I live. I do not have to cross the busy and dangerous Betz road and 6th Street. It was convenient to take no.68 to go downtown to get groceries.	1/22/2019 12:56 PM
140	The busses came on a more frequent basis	1/22/2019 12:19 PM
141	Easy to get to the main streets of Cheney from EWU.	1/22/2019 12:17 PM
142	The stop at Safeway.	1/22/2019 12:04 PM
143	I just happened to get lucky and catch it a couple of times.	1/22/2019 11:49 AM
144	I liked that it came frequently and that generally speaking it went past important destinations in Cheney.	1/22/2019 11:48 AM
145	Very friendly and went around campus	1/22/2019 11:48 AM

Cheney Bus Service Adjustments

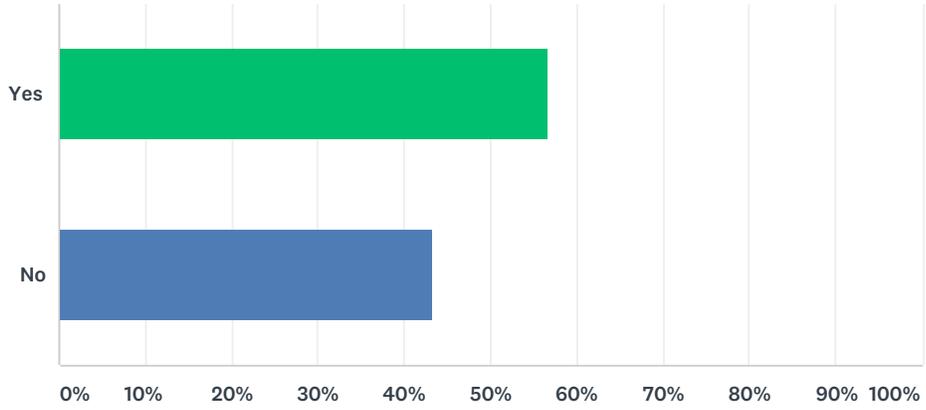
146	I liked the easy access it provided to the grocery store from EWU campus, without having to fight my way to the front on the 66 just to get off. The 68 local was perfect the way it was and a lot less crowded for those just going around town (Cheney).	1/22/2019 11:03 AM
147	that i could catch a bus from campus at lunchtime and go to travel to specific parts of downtown Cheney not serviced by the 66	1/22/2019 10:54 AM
148	We could be picked up and dropped off by the PUB at EWU.	1/22/2019 10:53 AM
149	You could get off the 66 at the first stop arriving in Cheney, cross the street and catch the 68 at the Starbucks and continue down First Street. Also you could shop at the Safeway and catch the 68 at the Starbucks bus stop	1/22/2019 10:38 AM
150	1 route that accessed more of cheney. The new left right rotations don't hit most of town. No longer servicing the pub is also frustrating since washington is a busy street and can sometimes be hard to cross. Just go back to the old routes prior to the change, those were great	1/22/2019 10:36 AM
151	It didn't come often enough to work with the 66 through the MIDDLE of Cheney and ewu	1/22/2019 10:31 AM
152	It was convenient and I like the counterclockwise and clockwise names for the bus	1/22/2019 10:23 AM
153	Convient for campus now by the football field and Mike Mc way does not make sense bring back the old 68	1/22/2019 10:20 AM
154	It passed by and stopped at eagle point apartments.	1/22/2019 10:14 AM
155	Like before	1/21/2019 11:13 PM
156	It was less of a hassle to time it correctly for when I needed to leave	1/21/2019 3:57 PM
157	I like it now, better	1/21/2019 3:30 PM
158	It went from Eagle Point apartments straight to EWU and got there before each hour so I could make it to a class right on time	1/21/2019 12:26 AM
159	It was stop in eagle point but now no	1/20/2019 8:32 PM
160	More busses and fast route	1/20/2019 8:12 PM
161	It was come more frequently than now. The stop was near my area	1/20/2019 7:30 PM
162	It was stopped next to my home and take us to the nearest bus stop next to EWU	1/20/2019 7:19 PM
163	Change it like 2017	1/20/2019 6:48 PM
164	The way it goes and the time	1/20/2019 6:12 PM
165	Eagle point access 3 times an hour	1/20/2019 6:01 PM
166	I can ride a bus near to my apartment	1/20/2019 5:58 PM
167	Easy to find and fast	1/20/2019 5:56 PM
168	I can not ride the bus all the time	1/20/2019 5:49 PM
169	I used to live at Rock Springs abd I loved the bus. However, now I live at Eagle Point and I'm confused.	1/20/2019 5:47 PM
170	I started using it this quarter idk how it was	1/20/2019 5:43 PM
171	It had many stops around EWU campus.	1/20/2019 4:28 PM
172	It was close to my home I don't have to walk 15 minutes to get bus 66.	1/20/2019 4:15 PM
173	I typically go between four places: Safeway, Eagle Point, a house near the high school, and EWU campus. It was easy to get to a bus stop (within a block or two) and get to where I needed to go on time. The buses ran frequently enough to be able to get errands done or make it to school without difficulties.	1/20/2019 11:44 AM
174	Consistency with schedule, full coverage of cheney, better stop locations, easier to understand the route	1/20/2019 2:02 AM
175	I like it. This help me and work for me	1/20/2019 1:46 AM
176	68 could take you to school, downtown, to the store; if you need needed to get somewhere in Cheney, it was how you got there.	1/19/2019 11:38 PM

Cheney Bus Service Adjustments

177	It was so easy for my children and grandchildren to reach their schools with out any problems. Appreciated	1/19/2019 8:55 PM
178	It had better access around the full apartment complex, it's a very large complex so it's hard to catch the bus now	1/19/2019 8:49 PM
179	It was reliable	1/19/2019 6:44 PM
180	I could get on and off at the same place as those riding on the 66, which made me feel safer because it meant there would be more people around later in the day when I'm waiting for the bus since there would be more students around who ride the 66 than 68... I also liked that I could wait in the rain shelters, and the bus picked up and let out in a very good spot, in front of Isle Hall, in a good CENTRAL location ON campus. I really liked being around the 66 riders.	1/19/2019 6:33 PM
181	Yeah it was good	1/19/2019 6:10 PM
182	It went on inner streets, not just skirting around town, and it stopped closer to EWUs campus, not on the perimeter	1/19/2019 6:08 PM
183	I live at Eagle Point Apartments and I liked the stop that use to be called Betz and Washington. It was close to my apartment and the times were very convenient for getting on campus about 15 minutes before class and then the bus leaving campus about 10 after the hour because I work on the EWU campus and I get off right on the hour. I also liked that the bus had a stop that was in the heart of campus and was close to many major buildings.	1/19/2019 6:04 PM
184	It came past the Eaglepoint Apartments in an easier way to get home that is now far away from me and not great for accessibility	1/19/2019 6:02 PM
185	Multiple stops around Eagle Point Apartments on Washington	1/19/2019 5:45 PM
186	The stop was right outside my apartment it was simple I got on got dropped off quick and then it was a simple ride home to eagle point	1/19/2019 5:39 PM
187	I liked the stops closer to the EWU school center	1/19/2019 5:21 PM
188	That it used stop by eagle point west betz rd before the elementary school.	1/19/2019 5:17 PM
189	I liked it because it is going to eagle point apartments and everywhere in Cheney	1/19/2019 5:06 PM
190	there was a stop right next to my apartment	1/19/2019 4:24 PM
191	The departure times were consistent and easy to remember, looping every half hour and at the top of the hour. Many drop off spots located around the ewu campus was excellent.	1/19/2019 4:20 PM
192	It was available to ride, but now we walk instead of taking the bus because there's just one bus working around Cheney and it take long time to come!	1/19/2019 4:17 PM
193	That both 66 and 68 came to eagle point apartments. I also preferred the original stop locations	1/19/2019 4:15 PM
194	It picked you up right by the PUB. The PUB is about middle of campus so it's hard to ride that bus if your class is all the way on the other side of campus.	1/19/2019 4:14 PM
195	It used to have a stop on betz rd	1/19/2019 4:14 PM
196	dsfasdfas	1/19/2019 4:06 PM

Q5 Have you ridden Route 68 Cheney Local since September 16, 2018 when the changes went into effect?

Answered: 362 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	56.63%	205
No	43.37%	157
TOTAL		362

Cheney Bus Service Adjustments

Q6 What do you like about the new Route 68?

Answered: 161 Skipped: 217

#	RESPONSES	DATE
1	I like that it provides service to the Salnave area. This service had been provided by the 165 prior to the changes. Many daily commuters live in this residential neighborhood and would take the bus daily to and from work.	2/10/2019 9:06 PM
2	nothing your better off walking,	2/9/2019 6:54 AM
3	Its a close walk to a stop from where I live, And there is a stop right in front of both my work and where my classes are at eastern.	2/8/2019 9:20 AM
4	Hate the confusing time-lapse and it only loops small part of Cheney	2/8/2019 1:12 AM
5	That it goes to the salnave area.	2/7/2019 5:20 PM
6	I like to service to my neighborhood in Salnave and having 2 options to get across town or to Spokane.	2/7/2019 3:52 PM
7	I love the left and right loops of the same route. It makes commuting to school very simple, and there is a stop right near my apartment building.	2/7/2019 3:38 PM
8	it has more routes that are by salnave apartments and before it didn't so now it has bus schedules that go on 1st and salnave and it works with my schedule for school and work	2/7/2019 10:39 AM
9	it goes to Salnave area.	2/7/2019 7:21 AM
10	I like how there is the right and left loop and it's a little easier to get around cheney.	2/7/2019 7:14 AM
11	Faster	2/6/2019 6:02 PM
12	There's nothing about the new route that I liked more or was more useful/convenient than the old route.	2/6/2019 2:24 PM
13	It seems the same to me except for a slight time schedule variation.	2/6/2019 9:32 AM
14	There are stops right outside my complex so I don't have to go out 15 minutes early to catch the bus.	2/6/2019 8:30 AM
15	I do not like the new route. It does not serve the community of Cheney. Cheney is growing by leap and bounds - this city needs reliable alternatives to get around our town. Our city and EWU deserve a comprehensive route to serve the need of our community. It feels like the new route 68 was not a priority to serve our growing community.	2/5/2019 2:55 PM
16	not	2/5/2019 2:26 PM
17	I do not like the new route. The driver are nice.	2/5/2019 2:20 PM
18	Nothing	2/5/2019 1:55 PM
19	It serves downtown and serves many apartment complexes that serve students	2/4/2019 5:49 PM
20	I like that it is right outside my apartment at 800 W One. It makes getting to school easier for me	2/4/2019 2:23 PM
21	When I catching either the left or right loop it was always on time. The right loop always to my daughter's place and I was never late or when I road the left loop I got to where I was going please don't change anything.	2/4/2019 11:43 AM
22	I like it better than the previous route. The stop at 1st and C Street is close to my apartment.	2/2/2019 3:47 PM
23	Everything	2/2/2019 3:33 PM
24	6th street access	2/2/2019 8:35 AM
25	It picks up across the street from where I live which makes it a lot easier to get to when the weather is bad.	2/1/2019 8:40 PM

Cheney Bus Service Adjustments

26	I do not use the new 68 route much because it does not serve well my needs. It no longer serves that areas I need to reach. I mostly use it to go to downtown Cheney to go to the pharmacy or the bank. I can't even get to the campus easily anymore. For me the new route 68 is pretty useless and I really don't have much positive to say about it.	2/1/2019 6:58 PM
27	I like it a lot more, I'm glad it serves more outlying areas.	2/1/2019 11:52 AM
28	Nothing	2/1/2019 9:52 AM
29	I dont	2/1/2019 8:29 AM
30	I find that the times are fairly convenient for me personally when I have to ride the bus for reasons other than work, such as to go to the grocery store, the pharmacy, etc.	2/1/2019 6:44 AM
31	It goes by my house now	1/31/2019 2:48 PM
32	That it stops right next to campus	1/31/2019 11:48 AM
33	I enjoy the new service it has become more convenient for my commute.	1/30/2019 6:44 PM
34	Goes by the boulder apartments	1/30/2019 1:11 PM
35	It's coo. I just would like extended hours on Sundays.	1/30/2019 1:03 PM
36	Not really relevant	1/30/2019 12:20 PM
37	I like that it comes near my home now	1/30/2019 12:11 PM
38	Haven't noticed	1/30/2019 12:11 PM
39	Frequent service	1/30/2019 12:01 PM
40	Nothing	1/30/2019 11:59 AM
41	Nothing	1/30/2019 11:59 AM
42	I don't.	1/30/2019 11:49 AM
43	That it doesn't go into the heart of cheney	1/30/2019 11:38 AM
44	More efficient	1/30/2019 11:38 AM
45	It's not as good	1/30/2019 11:27 AM
46	I think it covers Cheney pretty well	1/30/2019 11:25 AM
47	The new stop behind EWU	1/30/2019 11:03 AM
48	Nothing	1/30/2019 11:02 AM
49	The close bus stop by eagle point apartments	1/30/2019 11:01 AM
50	It's okay	1/30/2019 10:58 AM
51	Timing	1/30/2019 10:57 AM
52	Convenient stop by my residence hall	1/30/2019 10:55 AM
53	I love it	1/30/2019 10:54 AM
54	Pretty stops	1/30/2019 10:45 AM
55	Confusing	1/30/2019 10:25 AM
56	I don't ride it too often	1/30/2019 10:07 AM
57	I like that it still stops near safeway and that it stops near the boulder and eagle point apartments.	1/30/2019 8:51 AM
58	NOTHING	1/30/2019 7:28 AM
59	There is a new stop closer to where I live.	1/29/2019 9:29 PM
60	I like that it picks me up right from the Eagle Point Apartment Complex.	1/29/2019 2:39 PM
61	I didn't know that there was a new route.	1/29/2019 1:47 PM
62	It's fast and not a lot of people take it so there are always seats	1/29/2019 1:11 PM
63	I don't know the difference since I just started riding it but it works well for my commute	1/29/2019 8:21 AM

Cheney Bus Service Adjustments

64	Nothing.	1/28/2019 8:46 PM
65	I like that it reaches my apartment complex (800 W. 1st) since the bus route wasn't like that last school year. I am able to go to school and back from home without any trouble and has many options that work for me and many students. I also like that it is right in front of my apartment complex. I prefer the changes implemented it works well for me.	1/28/2019 5:41 PM
66	Picks me up in front of my apartment every morning and gets me to school on time for all my classes.	1/28/2019 5:38 PM
67	There is a stop right by my house	1/28/2019 4:59 PM
68	I like that it goes past my apartment complex and gets me to school at a decent time	1/28/2019 3:34 PM
69	Nothing really.	1/28/2019 10:48 AM
70	Everything! Wonderful drivers; stops and layovers are in places that suit me very well. And the drivers are still nice!	1/26/2019 4:03 PM
71	I love that it now comes in front of my house	1/26/2019 3:16 PM
72	I like the part that goes over to Presley drive on the 68 which goes by Salnave school more often	1/26/2019 10:05 AM
73	NOTHING!	1/25/2019 3:55 PM
74	I'm not sure, I have never taken the bus previously before the change.	1/25/2019 3:43 PM
75	I don't have to walk a mile to get to the first available bus stop. From my house by salanave to k street is a complete mile. I'm old and that's a long way especially in the winter	1/25/2019 1:42 PM
76	I like that it includes Presley Drive and more of Salnave Road.	1/25/2019 8:55 AM
77	It's pretty easy to get to most places in town reasonably fast. The route is surprisingly effecient for a small town.	1/25/2019 8:55 AM
78	Honestly, the new times and drop offs make it difficult for me to catch the bus. Often I'm forced to walk to work or catch a ride with a colleague, but would prefer to take the bus.	1/24/2019 5:14 PM
79	It gets closer to my house now so I dinner have to walk as far with my child.	1/24/2019 2:48 PM
80	I don't. There aren't even any legitimate bus stops with benches or shelters in the TWO places it stops on campus. Very poor planning if you ask me.	1/24/2019 2:15 PM
81	The new Presley loop is such a great addition! I am a student and I do not think we should deny people out Salnave a ride to work, grocery store.. just in order to have 68 drop in front of the EWU PUB. I actually think the new stop right on Washington is more convenient for the driver and is more, or just as, convenient for students.	1/24/2019 8:09 AM
82	It's just ok	1/24/2019 1:19 AM
83	I like the times	1/24/2019 12:34 AM
84	It was extended to the Salnave Presley area even though I personally didn't go there	1/23/2019 6:25 PM
85	It services the salnave Presley area to ewu all day	1/23/2019 6:17 PM
86	Having a stop near salnave area has made me start riding the bus. That area was not serviced well in the past when living there and going to EWU campus	1/23/2019 6:00 PM
87	Covers most of the Cheney area.	1/23/2019 4:21 PM
88	The route comes out to our house by Prestley and we dont have to walk to the station.	1/23/2019 4:18 PM
89	I preferred the old routes	1/23/2019 3:37 PM
90	It's close to most of the major apartments that eastern students live in. It's also very fast and convenient for when our classes start and when they end.	1/23/2019 2:51 PM
91	Nothing.	1/23/2019 2:44 PM
92	Nothing, I hate that in order to ride the bus I have an 8 am class I have to walk all the way across the eaglepoint apartments to get to my bus stop	1/23/2019 1:59 PM
93	At least it still exists. Doesn't stop right by my apartment anymore though.	1/23/2019 1:24 PM
94	I live at 800 west 1st and it goes right by my apartment.	1/23/2019 12:00 PM

Cheney Bus Service Adjustments

95	I don't	1/23/2019 11:31 AM
96	I LOVE that it gets right near my house near Salnave Elementary I ride more often now	1/23/2019 10:11 AM
97	Nearer to my home	1/23/2019 9:20 AM
98	Nothing	1/23/2019 9:06 AM
99	I'm not sure.	1/23/2019 9:01 AM
100	Nothing	1/23/2019 9:00 AM
101	I really liked that takes you down Salnave Rd. and 1st Street, because I live in 800 West 1st Apartment so its easy to take Route 68 and take me to 1st St and walk to my apartment. This is helpful when I'm done with school, or carry groceries instead of it dropping me off at Moos Field before. That took longer to get home.	1/23/2019 8:35 AM
102	Like that it now serves my street. Before I had one option, which was the 165. Now, I actually have the opportunity to ride the bus throughout town, rather than just commuting to Spokane in the morning and evening.	1/23/2019 7:01 AM
103	It provides options throughout the day to get across town.	1/23/2019 6:30 AM
104	I like the fact that it comes over to salnave area I dont have to walk all the way down to the grocery store to catch the bus anymore there is a bus stop conventionally right outside my apartment	1/23/2019 6:12 AM
105	N/A	1/23/2019 4:51 AM
106	don't know how to old route was, but i appreciate a bus coming every 30 minutes. it is very very useful for me as a student, it helps me get to class on time as well as get home at a decent time, without having to be at school an hour early or wait an hour to go home.	1/23/2019 12:50 AM
107	Idk the difference. Could come more often I suppose. If I miss the bus I have to wait 30 mins again to get back on track.	1/23/2019 12:50 AM
108	I dont know what the change was	1/23/2019 12:05 AM
109	Nothing I like the old route better	1/22/2019 11:14 PM
110	Regular service from Salnave/Presley to EWU where I work has been excellent. Before this change there was no reasonable way to get from this side of Cheney to the rest of town. I only wish I had known about it sooner, I'd have ridden all fall quarter. But I'm taking it almost every day now - please don't take it away!!	1/22/2019 11:13 PM
111	Before the change the closest bus stop to take me to work (now I get on at Presley & Salnave), was almost a mile walk. Far too long to walk and especially in the winter and in the dark. Lots of people go to Salnave and there are many EWU faculty, staff, and seniors in the Salnave neighborhood that need bus service. This new stop has increased my bus usage significantly! It is also nice to be able to go to EWU from Salnave Elementary before 3pm and to and from Spokane on weekends.	1/22/2019 9:44 PM
112	It goes by my apartment	1/22/2019 7:23 PM
113	Friendly drivers and clean space to ride in. Also the timing is perfect for my classes and work times.	1/22/2019 5:56 PM
114	It drops of right in front of Roos Field, where all my class are & where I work.	1/22/2019 4:28 PM
115	locations	1/22/2019 2:47 PM
116	I appreciate that it serves the areas near Salnave, but it doesn't do well with going towards Safeway or EWU Campus where there's actual buildings that I utilize.	1/22/2019 2:13 PM
117	It serves first street all the way to Presley Drive. Other than that, I don't like the new route.	1/22/2019 2:10 PM
118	The bus goes up down Washington street and to Presley salnave	1/22/2019 12:20 PM
119	The new route is improved, for me -- it extends more fully into the growing neighborhood at the southwest end of Cheney where I live and my daughter will be going to kindergarten this fall. It still runs past the important destinations that I need to get to when we ride the bus together, and as a one-car family, we may not use the bus a lot, but when we do it's usually out of necessity.	1/22/2019 11:49 AM
120	Not very effective I feel	1/22/2019 11:48 AM
121	It drops me off/can pick me up closer to my apartment.	1/22/2019 10:54 AM

Cheney Bus Service Adjustments

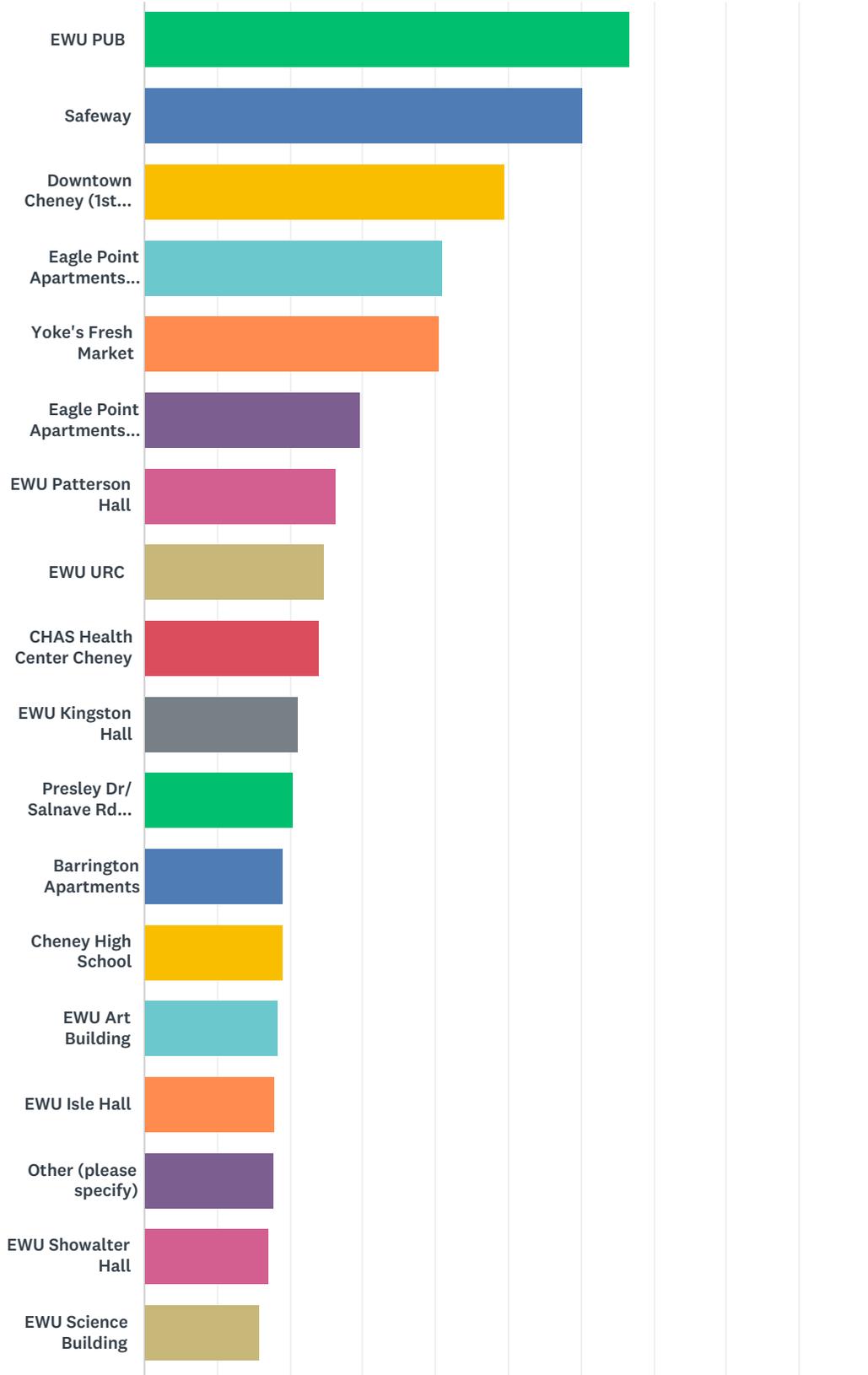
122	I like how there is now a bus stop near the Taco Bell and Napa on Simpson Parkway, it is close to where I live	1/22/2019 10:39 AM
123	I dont	1/22/2019 10:36 AM
124	How late it goes.	1/22/2019 10:32 AM
125	Too confusinf	1/22/2019 10:23 AM
126	Nothin . Except Dave the driver he is great	1/22/2019 10:21 AM
127	O don't like it's not useful	1/21/2019 11:15 PM
128	It simpler, and quicker	1/21/2019 3:30 PM
129	Goes through major apartment complexes	1/21/2019 9:51 AM
130	Nothing	1/21/2019 12:26 AM
131	Nothing	1/20/2019 8:14 PM
132	Slow route and less busses recently	1/20/2019 8:14 PM
133	Nothing	1/20/2019 8:12 PM
134	I don't like it	1/20/2019 7:31 PM
135	I don't like it at all, it's no longer stop next my house	1/20/2019 7:20 PM
136	.	1/20/2019 6:02 PM
137	It hard to me to get my apartment I walk a lot	1/20/2019 5:58 PM
138	Hard to find and it takes to long waiting	1/20/2019 5:57 PM
139	I haven't seen new thing about Route 68	1/20/2019 5:49 PM
140	I don't like the new route at all. The times aren't as frequent and it only has one stop on EWU campus.	1/20/2019 4:29 PM
141	The EWU drop off is next to the science building and that's where my classes are.	1/20/2019 11:45 AM
142	Not really anything	1/20/2019 2:02 AM
143	It takes me directly to campus, no stops between, or it takes me directly home.	1/19/2019 11:40 PM
144	It's a quick route to school	1/19/2019 8:49 PM
145	Comes by my apartment eagle point often during the week and at good times.	1/19/2019 8:46 PM
146	I like that it picks up outside my apartment.	1/19/2019 7:02 PM
147	Nothing. I even abandoned my apartment in eagle point to live with my family in Spokane soley because of the bus changes, I now ride the 66. The last time I rode the new 68, I walked up the hill in the hot sun with plastic bags with extremely heavy textbooks for the new quarter, the plastic bags broke and I fell over, and then I missed the bus. The road the bus comes on (by the football stadium) is also very busy, and it's hard to cross the street there when I'm arrivig on campus. I always missed my class when I rode the new 68, and I'd get home later despite eagle point being the next stop after EWU. For students with health problems, this was a terrible route. Can't emphasize enough. There is nothing good about it.	1/19/2019 6:37 PM
148	It's quicker	1/19/2019 6:11 PM
149	I dont like it	1/19/2019 6:05 PM
150	I don't like the new Route 68.	1/19/2019 6:04 PM
151	NOTHING. Every time I've tried to use the bus I end up having to drive anyways because the bus has no clear stops, is never on time, and the website is no help in regard to figuring out which stops are active.	1/19/2019 5:51 PM
152	I like nothing it's awful and I want the original route back	1/19/2019 5:39 PM
153	Nothing specifically	1/19/2019 5:22 PM
154	For me it's the same	1/19/2019 5:07 PM
155	That it picks up and drops off at the top of campus so you can go anywhere with a short walk.	1/19/2019 4:48 PM

Cheney Bus Service Adjustments

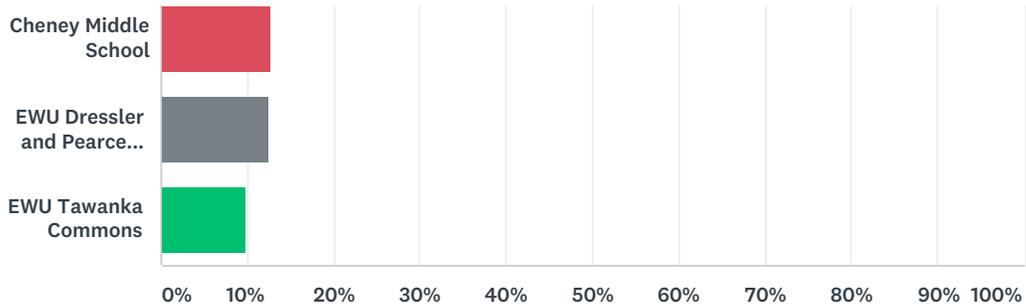
156	For me, it is better due to the path leading directly to EWU for school where I live at Eaglepoint. It is convenient taking the bus when it is too late to walk to school.	1/19/2019 4:42 PM
157	i don't	1/19/2019 4:25 PM
158	Its at least still here.	1/19/2019 4:20 PM
159	Picks up right outside my apartment	1/19/2019 4:14 PM
160	it gets me to campus, and takes me back to my apartment complex	1/19/2019 4:13 PM
161	asdfsdg	1/19/2019 4:06 PM

Q7 What destinations would you like to go to on the Route 68 Cheney Local (select all that apply)?

Answered: 327 Skipped: 51



Cheney Bus Service Adjustments



ANSWER CHOICES	RESPONSES	
EWU PUB	66.67%	218
Safeway	60.24%	197
Downtown Cheney (1st Street)	49.54%	162
Eagle Point Apartments (Betz Rd side)	40.98%	134
Yoke's Fresh Market	40.67%	133
Eagle Point Apartments (McKeenhan Way side)	29.66%	97
EWU Patterson Hall	26.30%	86
EWU URC	24.77%	81
CHAS Health Center Cheney	24.16%	79
EWU Kingston Hall	21.10%	69
Presley Dr/ Salnave Rd Neighborhood	20.49%	67
Barrington Apartments	18.96%	62
Cheney High School	18.96%	62
EWU Art Building	18.35%	60
EWU Isle Hall	18.04%	59
Other (please specify)	17.74%	58
EWU Showalter Hall	17.13%	56
EWU Science Building	15.90%	52
Cheney Middle School	12.84%	42
EWU Dressler and Pearce Halls	12.54%	41
EWU Tawanka Commons	9.79%	32
Total Respondents: 327		

#	OTHER (PLEASE SPECIFY)	DATE
1	easy connection to route 66 direct to and from Spokane	2/10/2019 9:08 PM
2	needs to connect at betz ,safeway to 66 and 64	2/9/2019 6:56 AM
3	Bimart	2/8/2019 4:34 PM
4	Mitchell's, all the parks in town that are kid friendly, pool, Rockwood medical and on on Sunday all the churches in town.	2/8/2019 9:17 AM

Cheney Bus Service Adjustments

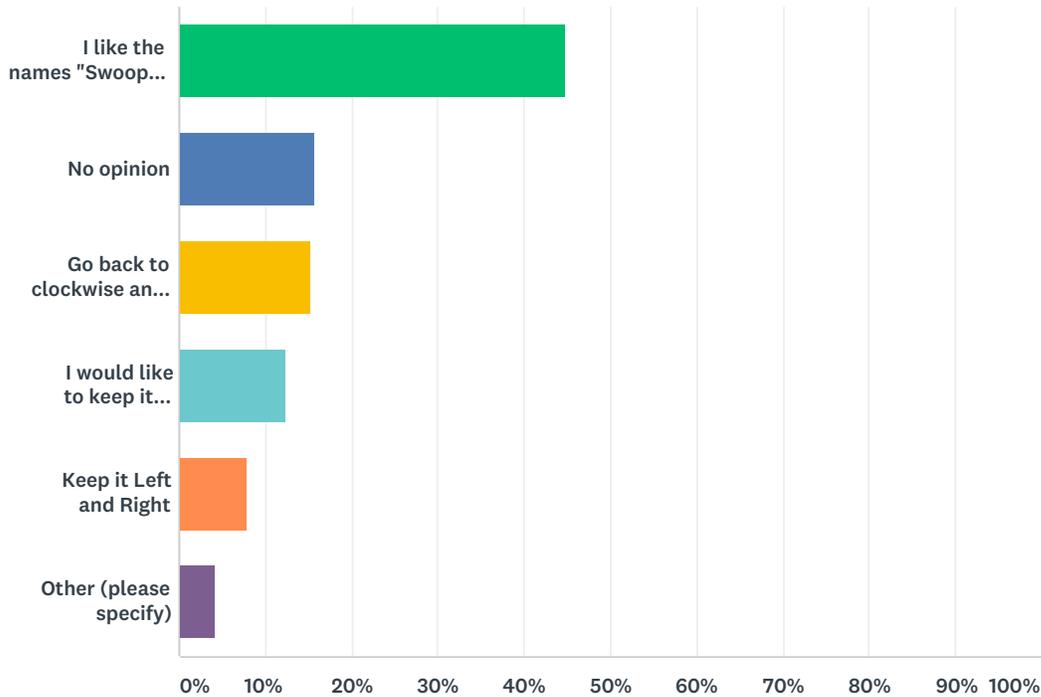
5	Mitchell's	2/7/2019 5:22 PM
6	City Hall	2/7/2019 4:24 PM
7	Boulder apartments (Simpson and al Ogden way)	2/7/2019 3:39 PM
8	Sutton Park	2/7/2019 2:02 PM
9	800 West 1st ST.	2/7/2019 10:39 AM
10	phase building	2/6/2019 5:40 PM
11	No	2/6/2019 5:37 PM
12	Yokes on Cheney Spokane road.	2/5/2019 2:55 PM
13	Yoke's on Cheney-Spokane Road	2/5/2019 2:27 PM
14	Yoke's on Cheney-Spokane Road	2/5/2019 2:26 PM
15	Yokes on the Cheney Spokane highway	2/5/2019 2:24 PM
16	Rockwood Clinic	2/2/2019 3:52 PM
17	Mitchell's Harvest Foods	2/2/2019 3:39 PM
18	Salnave!	2/2/2019 8:35 AM
19	The St. Rose of Lima Catholic Church on 6th st.	2/1/2019 7:01 PM
20	More connection to K Street Station	2/1/2019 8:54 AM
21	K station.	1/30/2019 11:50 AM
22	The mason jar	1/30/2019 11:25 AM
23	Taco Bell/Fast Food	1/30/2019 11:18 AM
24	Boulder apartments	1/30/2019 10:59 AM
25	800 w apartments	1/30/2019 10:59 AM
26	Boulder apartments	1/30/2019 8:53 AM
27	The Grove Apartments	1/30/2019 7:29 AM
28	800 w. 1st ST. Apartment complex	1/28/2019 5:42 PM
29	800 w 1st street	1/28/2019 5:39 PM
30	800 West One	1/28/2019 3:53 PM
31	Mitchell's	1/26/2019 4:04 PM
32	Starbucks	1/26/2019 10:07 AM
33	Salnave area	1/26/2019 8:28 AM
34	Elm @ C Street Bus Stop, Mitchell's Harvest Foods, etc.	1/25/2019 4:01 PM
35	It could be one continual route instead of half one way half the other. Should just be a huge circle thru town but don't drop salanave!	1/25/2019 1:44 PM
36	cheney Library	1/23/2019 6:27 PM
37	None	1/23/2019 5:04 PM
38	Rockwood Clinic Cheney	1/23/2019 3:34 PM
39	BiMart	1/23/2019 9:20 AM
40	800 West 1st Apartments	1/23/2019 8:36 AM
41	EWU Library	1/23/2019 6:31 AM
42	Grove apartments	1/23/2019 4:51 AM
43	EWU Hargreaves Hall	1/22/2019 11:14 PM
44	Boulder apartments	1/22/2019 9:49 PM

Cheney Bus Service Adjustments

45	I think MANY students would take the bus vs uber if you offered a later Spokane to Cheney route on Fridays & Saturdays. It's been 10pm since 1999. Midnight would be a lot better and would allow students to see movies, go out to bars, etc. It is way too early for the large college demographic that would otherwise use your service.	1/22/2019 9:47 PM
46	I don't care for the 68 local, never have	1/22/2019 7:02 PM
47	Grove Apartments	1/22/2019 1:11 PM
48	Les Schwab, Papa Murphy	1/22/2019 1:00 PM
49	Parks like Salnave and Sutton	1/22/2019 11:51 AM
50	The Boulder Apartments (I like the stop being there but would really like to be dropped off by the pub rather than by the football field)	1/22/2019 10:56 AM
51	library	1/22/2019 10:40 AM
52	Subway in cheney in the Safeway parking lot	1/22/2019 10:33 AM
53	Old route with some from the new route	1/22/2019 10:16 AM
54	EWU Sutton Hall	1/20/2019 6:23 PM
55	Tires Les schwab	1/20/2019 5:41 PM
56	Owl pharmacy	1/19/2019 8:20 PM
57	EWU Children's Center (Sutton Park bus stop)	1/19/2019 7:04 PM
58	EWU Computer and Engineering Building	1/19/2019 4:43 PM

Q8 In order to reach most Cheney locations requested, Concept 1 proposes two separate routes which will go opposite directions with different stops; Route 67 and Route 68. To ease confusion between the two routes, we are proposing to rename the routes the "67 Swoop Loop" and "68 Eag Loop" to celebrate the EWU Mascot and communicate that the routes are loops. What do think about renaming the 68 Cheney Local the "67 Swoop Loop" and "68 Eag Loop?"

Answered: 293 Skipped: 85



ANSWER CHOICES	RESPONSES	
I like the names "Swoop Loop" and "Eag Loop"	44.71%	131
No opinion	15.70%	46
Go back to clockwise and counter-clockwise	15.36%	45
I would like to keep it named the "Cheney Local"	12.29%	36
Keep it Left and Right	7.85%	23
Other (please specify)	4.10%	12
TOTAL		293

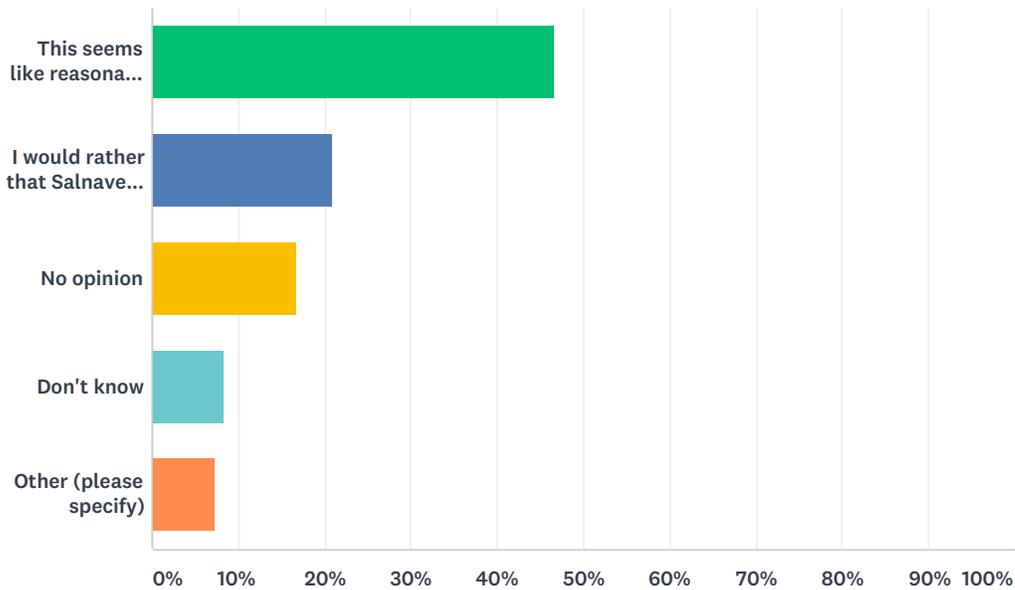
#	OTHER (PLEASE SPECIFY)	DATE
1	I don't care what you call it, but what's the difference the 66 and 64 both cross the railroad tracks????,so why can't the 68	2/9/2019 7:10 AM
2	PLEASE use EAGLE if you go that route. CHENEY LOCAL is my pick....you don't just want EWU students	2/8/2019 9:31 AM

Cheney Bus Service Adjustments

3	This is to serve the Cheney community and EWU - a combination of both name need to be Incorporated into our Cheney route 68.	2/5/2019 3:03 PM
4	It doesn't matter me.	1/30/2019 1:11 PM
5	Cheney is not Pullman it's not all abt the college! Cheney local is the right name	1/25/2019 1:53 PM
6	67 cheney local counter clockwise....and 68 cheney local clockwise loop	1/23/2019 7:22 PM
7	Give it a name but keep Right and left in the name	1/23/2019 9:28 AM
8	Cheney is not all about EWU. I live in Salnave/Presley area and dislike that STA keeps attempting to do away with it, or limit that service.	1/22/2019 7:20 PM
9	I think swoop loop and eag loop are cheesy and I prefer clockwise and counterclockwise, but then again, the routes are clearly different and it would be nice to differentiate. Maybe something with Betz/N6 and Simpson Pkwy/Wash.	1/22/2019 12:31 PM
10	isn't it confusing already and your cute names are childish get the bean counters out of the offices and ride with these drivers	1/22/2019 10:26 AM
11	Swoop Loop & Eagle Loop	1/20/2019 6:34 PM
12	Maybe another name besides "Eag" so that it's not all about EWU. Like Swoop loop and Willow Springs loop or something I don't know. 67 and 68 would be fine with Cheney local. Ppl would know what number went what direction eventually.	1/19/2019 7:22 PM

Q9 As shown in the map of Concept 1 above and later below in Concept 2, both draft concepts propose that the Route 68 would no longer serve the Salnave Rd/Presley Dr area in southwest Cheney. The Route 64 Cheney/West Plains would be extended to serve this area in one direction during peak periods on weekdays only. This also allows the routes 67 Swoop Loop and 68 Eag Loop to serve other destinations in Cheney such as returning service to the southeast side of campus which was eliminated in September 2018. Service to the southeast side of campus along 5th, 6th, and 7th streets would return but only served in a one-way direction. What do you think of this idea?

Answered: 287 Skipped: 91



ANSWER CHOICES	RESPONSES
This seems like reasonable trade off	46.69% 134
I would rather that Salnave Rd/Presely Dr area have all day service on a local route than a one-seat ride to Spokane	20.91% 60
No opinion	16.72% 48
Don't know	8.36% 24
Other (please specify)	7.32% 21
TOTAL	287

#	OTHER (PLEASE SPECIFY)	DATE
1	the bus needs to go to the pub,nobody wants to be dumped yes i mean dumped off at the football field.	2/9/2019 7:10 AM

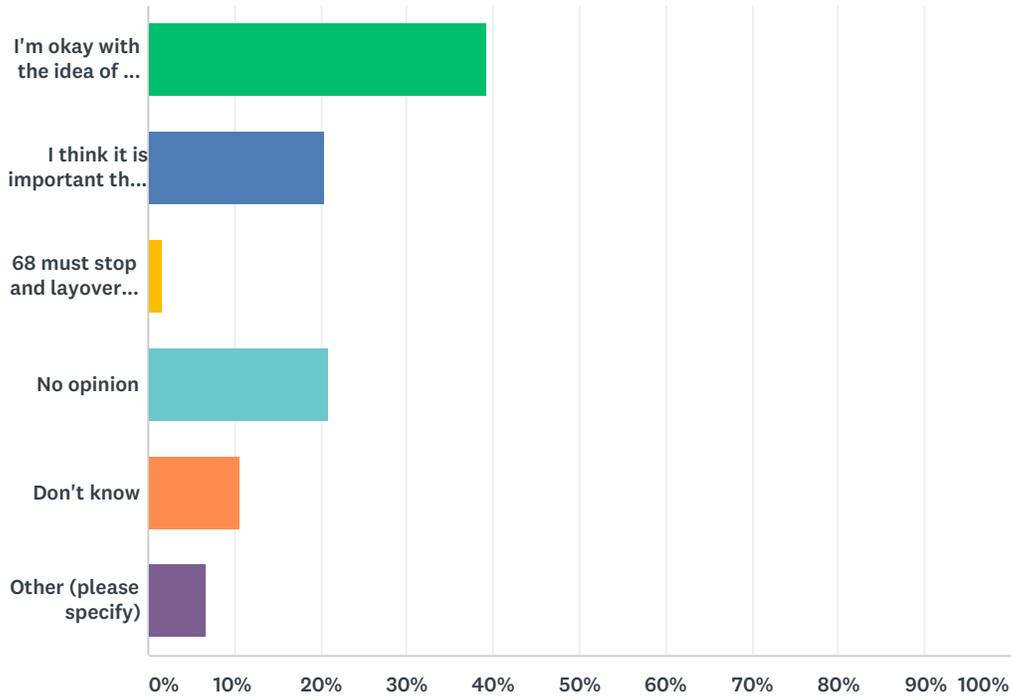
Cheney Bus Service Adjustments

2	Do yo realize how many working people would ride the bus if you had earlier and more frequent trips to Spokane? I have 3 young adults in my family that work and could really use a reliable ride to and from work. I wanted to ride in for a class downtown but I would have had to catch the bus at 6:45 am for an 8 am class I didn't bother to see how long I would have to wait for a ride home.	2/8/2019 9:31 AM
3	I like the 67 route idea, but I would prefer the 68 stay how it is now.	2/7/2019 3:48 PM
4	We need a route 68 that serves the needs of the Cheney and the EWU community. Our Cheney community and EWU combined houses up to 25,000 people.	2/5/2019 3:03 PM
5	I love this idea. I do need access to Salnave but having cheney local run on 6th street is extremely helpful.	2/2/2019 8:49 AM
6	I would like a route to Spokane that went to salnave more frequently. Walking two miles to catch the next bus to Spokane is a pain	1/31/2019 2:51 PM
7	Once again, it don't matter to me.	1/30/2019 1:11 PM
8	Why can't service still go to Salnave all day, instead of making disabled people walk blocks to catch the bus.	1/28/2019 11:00 AM
9	Since salanave is your business pple. If 64 had the same schedule 165 had I'd be perfectly happy with it. Looks like you already changed the name of 68 why ask for our opinions	1/25/2019 1:53 PM
10	3	1/24/2019 12:21 AM
11	route 64 could do Counter clockwise around Salnave Presley Loop in morning hours on route 64 inbound and switch to Clockwise around Presley Salnave loop on the oubound trips in afternoon hours	1/23/2019 7:22 PM
12	Just looking at the above map, I feel like it wouldn't be that big of a change to just have the "Eag Loop" service the Salnave portion on the map. This way they have consistent access to the bus and route 64 wouldn't have to change.	1/23/2019 3:02 PM
13	As long as there's more than one bus stop at eagle point I'm happy	1/23/2019 2:01 PM
14	Salnave elementary is important to have on the loop.	1/23/2019 12:08 PM
15	The routes need to continue to travel farther down 1st. There are two many Apts and complexes to cut off this area again.	1/23/2019 9:28 AM
16	I would rather salnave/presely get service through 68 as well, but if it cuts down my Transit time (currently 60 minutes+) I'm okay with that	1/23/2019 7:12 AM
17	It's really not acceptable to cut off the Salnave side of Cheney again. This back and forth is ridiculous.	1/22/2019 11:27 PM
18	Please keep all day service to Presley/Salnave area! If you stop offering this you are cutting off and alienating many seniors, EWU faculty, staff and students by proposing only one stop per day- please don't do this! For many seniors and disabled people this is their only way to get around Cheney and to Spokane!	1/22/2019 10:05 PM
19	I want the 68 to go the opposite direction.	1/22/2019 5:34 PM
20	I don't know, I don't go by Salnave so either option wouldn't effect me but it may someone else.	1/22/2019 11:11 AM
21	I prefer to reurn back the service same beo	1/19/2019 9:17 PM

Q10 As shown in detail above, Concept 1 proposes that the routes 67 Swoop and 68 Eag would layover on Elm St in front of the EWU PUB. Layover is time built into the schedule between the arrival of one trip of a route and the departure of the next trip. It is used to recover any schedule delays allowing the next trip to start on time. It also gives the operators a break. Layover must take place at a location that is safe for the bus to be left unattended by the operator. It must also have a restroom that is accessible to the operator. Since these routes would be laying over there, passengers would have enough time to see the bus from inside the PUB and walk down to board it. The routes 64 and 66 which are coming from an offsite layover and are only stopping at the PUB stop long enough to board passengers, and there is not enough time to walk from the inside of the PUB to the bus stop. The Route 66 uses bigger buses than the routes 67 and 68 would. There is not enough room for the Route 66 buses to layover on Elm St due to the quantity and size of the buses. In Concept 1 routes 64 and 66 would board on Elm St at Erie St (by the 3 shelters) until 2021 when STA has money available to build a new High Performance Station at 9th St and Elm St for the routes 64 and 66. The new High Performance Station will have deluxe passenger amenities such as level boarding, digital info displays, and heated shelters. What do you think of this idea?

Answered: 282 Skipped: 96

Cheney Bus Service Adjustments



ANSWER CHOICES	RESPONSES
I'm okay with the idea of NOT boarding Route 66 directly in front of the PUB if it means Route 67 and 68 can layover there	39.36% 111
I think it is important the Route 66 stop directly in front of PUB, even if it means that the 67 and 68 have to stop and layover somewhere else	20.57% 58
68 must stop and layover elsewhere	1.77% 5
No opinion	20.92% 59
Don't know	10.64% 30
Other (please specify)	6.74% 19
TOTAL	282

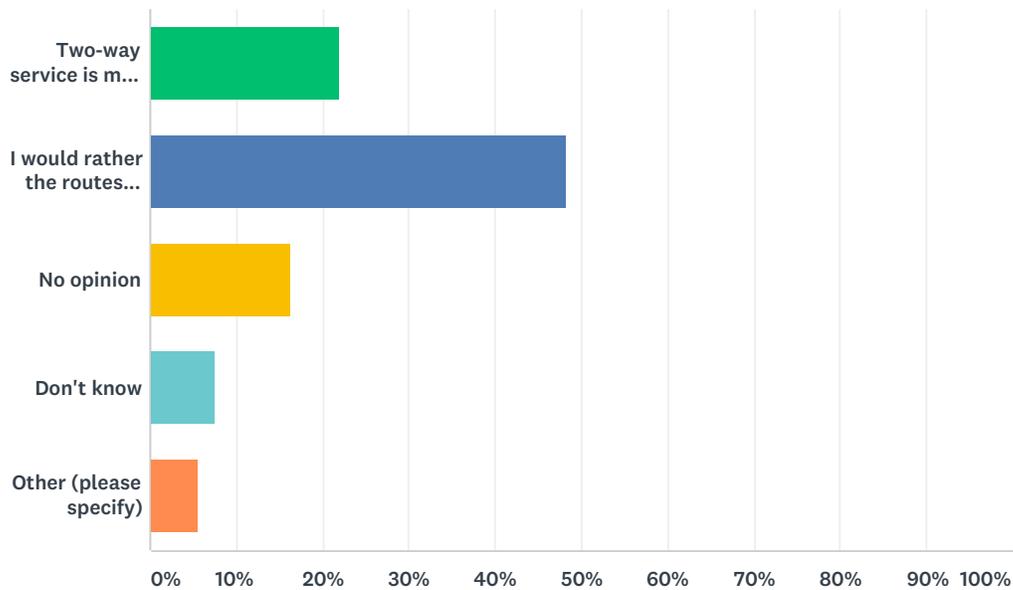
#	OTHER (PLEASE SPECIFY)	DATE
1	I dont know who ever came up with this mess never rides the bus,you guys have created a screwed up mess.	2/9/2019 7:10 AM
2	Can't you time the lay overs between times that 66 is in? Maybe 67 and 68 can lay over every other time around town.	2/8/2019 9:31 AM
3	I think it is really important for the needs of everyone to be able to find a way for all routes in cheney adequate time for boarding, especially during the colder months. Students should have enough time to walk from inside the pub to their bus without the fear of missing it.	2/7/2019 5:35 PM
4	We need all 3 buses there since it wouldn't be fair to students from Spokane to have to change a ton of buses to go home.	2/6/2019 8:36 AM
5	The lines for route 66 in the weekday mornings even when routes 66/64 are running every 15 minutes. Its not uncommon for every seat to be full, so if we switch to smaller busses it could bring about new problems. But overall I like the idea and the pub is a great place for a layover.	2/2/2019 8:49 AM
6	I think the 68 should serve all residents of Cheney, not just EWU.	2/1/2019 12:01 PM
7	This is amazing! This is the move!	1/30/2019 1:11 PM
8	66, 67, 68 Should be at the same stop for Transfer reasons	1/30/2019 11:34 AM

Cheney Bus Service Adjustments

9	You need a layover! As it stands I can't make the 66 from the 68. I have to run to make the connection and 2 knee replacements that doesn't work. And I can't walk the hill to get there from the other stop to stand and wait for a standing room only	1/25/2019 1:53 PM
10	This is a confusing, and pointless change. The walk from the PUB stop to Washington street pick up is 2 min. Making the L/R routes differ will just make things to confusing, even if you rename them. I think leaving the routes the same is the most convenient.	1/24/2019 8:19 AM
11	L	1/23/2019 2:01 PM
12	Why is cutting off service for Presley and 1st in all these plans?	1/23/2019 12:08 PM
13	The Spokane bus should pick up and drop off at The PUB. This is the most popular route and makes the most sense for students, faculty and staff.	1/22/2019 10:05 PM
14	Some people like me can take no.66 and no.68 whichever comes first. It is important that these buses can layover at the same stop, whether it is outside the pub or not.	1/22/2019 1:19 PM
15	i prefer to board the 66 in front of Isle Hall where the 3 shelters are	1/22/2019 10:57 AM
16	They seemed to do fine sharing isle hall last year, and the pub before that, why cant they all stop at the pub? If not splitting between the pub and isle hall would probably work	1/22/2019 10:44 AM
17	I'm already confused	1/22/2019 10:26 AM
18	Thank	1/20/2019 1:51 AM
19	66 should stop in front of the pub, and 67/68 should get the shelters in front of Isle Hall. I think that will be fine.	1/19/2019 6:48 PM

Q11 As shown in the map above, Concept 2 proposes the 67 Swoop Loop and 68 Eag Loop would operate on the same streets together providing two-way service. The tradeoff for two-way service is that the routes would not serve as many destinations as they do in Concept 1. What do you think about this aspect of Concept 2?

Answered: 281 Skipped: 97



ANSWER CHOICES	RESPONSES
Two-way service is more important than serving more destinations	22.06% 62
I would rather the routes serve more destinations than have two-way service	48.40% 136
No opinion	16.37% 46
Don't know	7.47% 21
Other (please specify)	5.69% 16
TOTAL	281

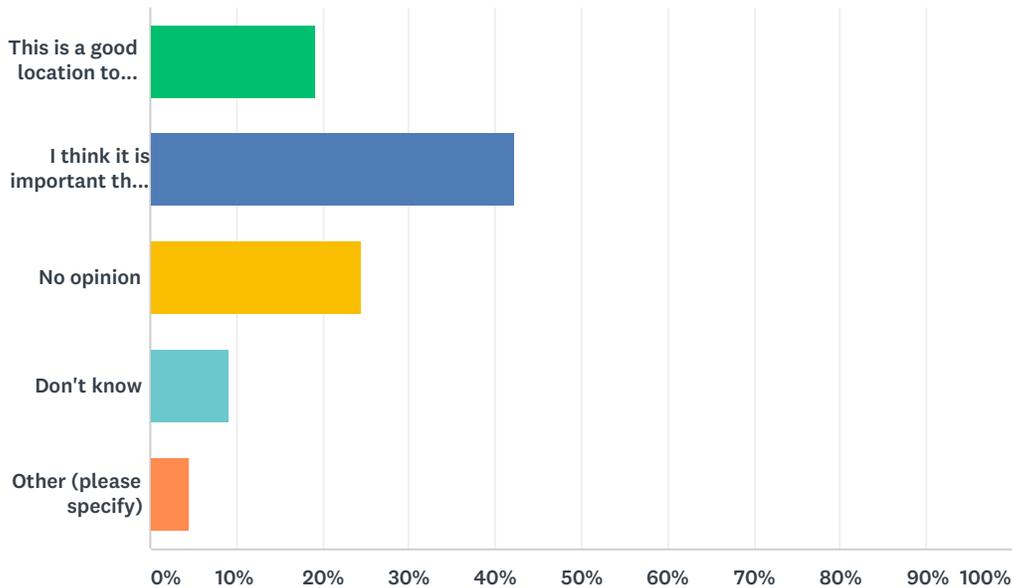
#	OTHER (PLEASE SPECIFY)	DATE
1	I don't see either option as an improvement over the current route servicing the Salnave area.	2/10/2019 9:23 PM
2	Hate EAG must be Eagle and why can't they rotate going to Salnave every other time through town? Your missing Salnave Glenn and all the other apt along there. And a major grade school. This is where young families can afford to buy houses.	2/8/2019 9:31 AM
3	Cheney live on salnave and would rather have all day bus service to get to and from work.	2/7/2019 7:27 AM
4	Two-way service and serving the Salnave are are a priority. This is a growing community - we should be able to expect STA bus service as an alternative to driving.	2/5/2019 3:03 PM
5	I like concept 1 much better. Access to 6th street is important for commuters and in concept 1 that is available while also providing an option for everyone on betz road.	2/2/2019 8:49 AM
6	I would like to see the Salnave Rd / Presley Dr area remain in Service.	1/30/2019 7:36 PM

Cheney Bus Service Adjustments

7	Maybe both?	1/30/2019 1:11 PM
8	I would like the bus to continue serving the Salnave rd/Presley Dr area	1/24/2019 2:55 PM
9	The 2 way identical service including the Presley loop serves the most people. 68 is for Cheney locals who need that bus. Class schedules change every quarter. Changing 68 and eliminating stops makes no sense just to serve lower campus.	1/24/2019 8:19 AM
10	Omitting salnave Presley area to ewu will not work	1/23/2019 6:22 PM
11	Add more bus stops at eagle point	1/23/2019 2:01 PM
12	I need service more often near Salnave	1/23/2019 10:17 AM
13	Two-way service and KEEP Salnave/Presley on the 68!	1/22/2019 11:27 PM
14	The main and most popular window for classtimes at EWU is 9am-1pm and staff start work at 8am. Research should look at what are your most popular stops and times to determine this answer. The PUB is a good central spot and wheelchair accessible and weather protected so those are also good factors to consider.	1/22/2019 10:05 PM
15	I would like it if at least one of the Cheney local buses stopped in front of the football stadium like they do now	1/22/2019 11:12 AM
16	I don't mind this route.	1/19/2019 6:48 PM

Q12 Concept 2 proposes that both the 67 Swoop Loop and 68 Eag Loop would begin, end, and layover near EWU Kingston Hall on C St. What do you think about this aspect of Concept 2?

Answered: 281 Skipped: 97



ANSWER CHOICES	RESPONSES	
This is a good location to start and end the Swoop and Eag Loops	19.22%	54
I think it is important that the Loops start and end near the EWU PUB	42.35%	119
No opinion	24.56%	69
Don't know	9.25%	26
Other (please specify)	4.63%	13
TOTAL		281

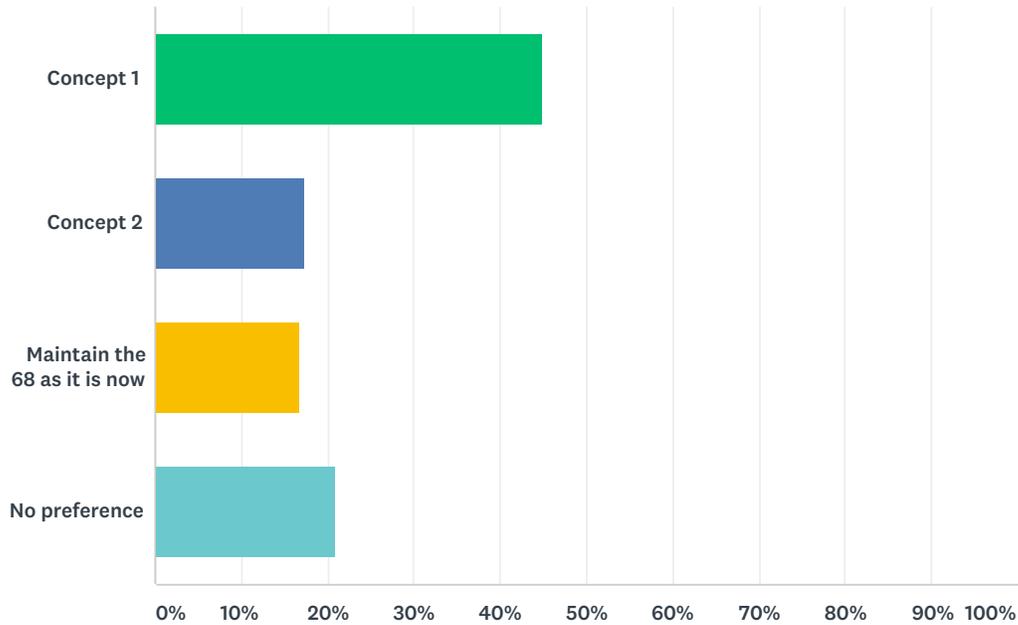
#	OTHER (PLEASE SPECIFY)	DATE
1	I like having the layover at K Street Station.	2/2/2019 3:54 PM
2	Concept 1 is much better.	2/2/2019 8:49 AM
3	Again, serving the Presley/Salnave area is important and should not be eliminated from this route.	2/1/2019 12:01 PM
4	Sure!	1/30/2019 1:11 PM
5	Why can't 66 connect at k street like it used too?	1/25/2019 1:53 PM
6	There are so many other busses passing through elm. The Washington stop is perfect for students and cheney locals. C street would be better opposed to stopping right on elm where it is crowded with people waiting for 66.	1/24/2019 8:19 AM
7	This location at least serves more of the campus than just the PUB area.	1/23/2019 9:28 AM
8	I think the salnave area needs to still be serviced	1/23/2019 6:19 AM
9	Kingston is too far from the PUB	1/22/2019 11:27 PM
10	Use K Street park and ride and cover more of Cheney	1/22/2019 7:20 PM

Cheney Bus Service Adjustments

11	There is a bus lounge in the Pub and digital display of bus schedules.	1/22/2019 1:19 PM
12	Don't like this plan.	1/22/2019 12:01 PM
13	I like the first draft because it went to the other side of eagle point	1/21/2019 3:34 PM

Q13 Which Cheney Concept do you prefer?

Answered: 282 Skipped: 96



ANSWER CHOICES	RESPONSES	
Concept 1	45.04%	127
Concept 2	17.38%	49
Maintain the 68 as it is now	16.67%	47
No preference	20.92%	59
TOTAL		282

Cheney Bus Service Adjustments

Q14 Please explain your preference.

Answered: 155 Skipped: 223

#	RESPONSES	DATE
1	Hourly service during peak hours to Salnave on the longest (number of minutes) from start to finish will make it to difficult for daily commuters. A 30 minute service is a must and all year. These are working people 12 months a year. Otherwise, leave it the way it is.	2/10/2019 9:23 PM
2	Concept 2 creates a consistent, simple structure. Anywhere in the city, I can walk to the nearest Loop bus stop and get reasonably close to my destination quickly. This simplicity and speed means I'm more likely to use the service.	2/8/2019 4:46 PM
3	The First concept offers more stops to important areas that I personally need access to. the direction the bus goes to get there is not a concern of mine as long as i am able to get from one place to the other, and concept 1 has all the locations I would need for my daily routine.Thank you.	2/8/2019 9:34 AM
4	I think you are not thinking about the community as a whole only EWU. But if you made more of an effort for a community you would find a lot more people including the Seniors trying to age in place that will ride the bus... it is not convenient for any one who works or worships in town as it is now.	2/8/2019 9:31 AM
5	I think if the layover at kingston allows the 66 to layover at the pub, I think it is a good tradeoff. And also allows people to have a warm place to wait while they wait for their bus. I am worried about kingston not having the space to accommodate students waiting for their bus there though.	2/7/2019 5:35 PM
6	I just really want to be able to take the bus from Nine Mile Falls into downtown Cheney and be dropped off by City Hall so I don't have to drive everyday to work. I'd also like the route to do the same going back to Nine Mile Falls in the evening.	2/7/2019 4:31 PM
7	While I like Concept 2, I hate that you are whacking off my neighborhood at Salnave. That was one of the attractive things about living here is that we could catch the bus to Spokane without having to walk a mile to the bus.	2/7/2019 3:58 PM
8	I'd prefer it stay the same, or move to concept 2	2/7/2019 3:48 PM
9	I like serving more routes	2/7/2019 2:11 PM
10	Neither of the schedules would have bus routes on Presely and 1st and my apartment is located there. Many students ride the bus from 1st and presely to EWU so it would be unfair to take away our only method of transportation. Keep 68 as it is.	2/7/2019 10:42 AM
11	My mother and many others live over in the Salnave area and work at Eastern. A bus thay goes through campus has been missing and concept 2 layover is right in front of her office. She will be so happy to not have to walk through campus daily to get to work. it does suck that we will be losing Salnave buses for heavy shopping days but we have adjusted to that from the many years before.	2/7/2019 7:37 AM
12	It would mess over passengers who live out by salnave. I have an ankle injury that will be with me the rest of my life so walking almost 2 hours sometimes more from salnave isn't an option for me. I enjoy that I can access the bus from out there and lessen the pain I'll be in the rest of the day since I work from early morning to later in the day. I also know many people out there who rely on the two 68 busses to get from salnave to the Safeway all day. So changing the 68 busses wouldn't be beneficial to serve the passengers out near salnave.	2/7/2019 7:27 AM
13	1 stops at more places Dont need a two way bus since cheney is so small, i've literally walked across it before, adding ten minutes isnt an issue for someone leaving on time	2/6/2019 6:09 PM
14	Goes to EWU pub plus it's two way	2/6/2019 6:04 PM
15	more destinations	2/6/2019 5:49 PM
16	Easy on and off	2/6/2019 5:25 PM
17	I like that it is more direct, and seems to go by more destinations.	2/6/2019 4:55 PM
18	I prefer concept 1 because of the convenient pick-up and drop-off in front of my apartment, as well as the ease of getting on and off at the PUB.	2/6/2019 2:31 PM

Cheney Bus Service Adjustments

19	I think the PUB is the best neutral location to start and end routes. I also think for buses transporting majority students, that it is important they visit more stops around Cheney.	2/6/2019 9:40 AM
20	I feel that it's more important that people can be reached.	2/6/2019 8:36 AM
21	Incorporate Salnave area into a two way route.	2/5/2019 3:03 PM
22	We have a viable work program at Cheney High School that is dependent on the use of bus 68 for our students to get to and from job daily.	2/5/2019 2:37 PM
23	It goes by Yoke's and Cheney High School.	2/5/2019 2:36 PM
24	Includes Yoke's and Cheney High School	2/5/2019 2:20 PM
25	Concept 1 is essential and is exactly how I would have said the route should go in order to serve locations, with one exception. You need to serve the Salnave/Presley area as part of at least the proposed 67 or 68 loop if not both. Also while I do love the "Swoop" loop and "Eag" loop concept (Eagle loop would be better), I think it is important to state clockwise or counter clockwise after the route name so people know which is which.	2/5/2019 8:58 AM
26	Concept 1 is better because I believe it to have safer alternatives for pick-ups and drop offs plus it will give students the opportunity to get groceries and downtown easier. Also, I would also like to see 68 serve the Presley/Salnave area 7 days a week in one direction rather than a limited 64 service	2/4/2019 6:09 PM
27	I like the 68 coming to my apartment instead of me walking a mile	2/4/2019 2:26 PM
28	I like the 68 just as it is now	2/4/2019 11:47 AM
29	Concept 1 serves more area like it had previously	2/2/2019 3:55 PM
30	It serves the Safeway area. The only complaint I have with the 68 as it stands now is that it doesn't serve the Safeway area well.	2/2/2019 3:54 PM
31	Being a student that lives in Cheney, concept 1 is more convenient for student life without transportation (car).	2/2/2019 3:50 PM
32	I think at least one of the local busses needs to go to barrington. I think at least one bus should serve Presley/Salnave locally unless no one rides it.	2/2/2019 2:40 PM
33	Concept 1 introduces many different options for riders that will certainly change my every day commute in a positive way. When 64/66 leaves ewu sometimes up to a half of the riders are getting off before the bus even leaves cheney. That is because no one wants to walk to the top of the hill by Pearce just to get on the 68 that doesnt even go to 6th street. The new loops would help even that out and make routes 67/68 the actually cheney local rather than piggy backing off of 64/66. Thankyou!	2/2/2019 8:49 AM
34	I like how Routes 67 and 68 layover at the PUB because that would make it so much easier to get to the bus on time instead of my current situation where I have to board 68 near the Red Barn to go home which is very far away from where my classes are.	2/1/2019 8:59 PM
35	I like that Concept 1 stops at Safeway, stops at EWU to allow taking the 66 into Spokane, has a stop near the Rockwood Clinic, and serves more destinations in town.	2/1/2019 7:18 PM
36	Cutting out the Presley/Salnave area from everyday service to the entire town, especially as it continues to be built up, creates unnecessary hardship for people who do not drive. The weekday-only service in one direction is not sufficient. Please do not make this change.	2/1/2019 12:01 PM
37	It goes by the high school and every business we frequent	2/1/2019 10:03 AM
38	I live in the Salnave area and I would not be able to get to work if you change the route as proposed. I have a disability that prevents me from driving, and I chose my apartment because it was served by the Cheeney local. I really have no idea what I would do if I couldn't ride the bus on weekends at all to get groceries, etc. I am actually crying writing this because it would so negatively effect my entire life if the proposed plans went through and I am afraid they will because the students are seen as more important than the residents of Cheney by the STA.	2/1/2019 6:50 AM
39	I prefer to have a bus go to Barrington. That way I'm able to take a bus to Barrington, then grab the 66 to Spokane.	1/31/2019 9:28 PM
40	I like this because it is much easier to get to my area by salnave if I connect from the 66.	1/31/2019 2:51 PM

Cheney Bus Service Adjustments

41	I think that it is easier to have the routes reflect each other so that people don't have to worry about what route they are taking and just hop on the bus in the correct direction!	1/31/2019 1:18 PM
42	I live at the 800 W 1st Apt. and I feel that the service helps accommodate my commute to school in Spokane as I am currently serviced by 68 and selfishly would like my service to remain	1/30/2019 7:36 PM
43	The layover at the pub is more convenient to the people that live in Cheney, well not being inconvenient to the commuters from Spokane for the 66 and the 64. It also allows for more stops to be made, which makes using the bus to get over Cheney more convenient.	1/30/2019 1:47 PM
44	I think it would be the most efficient!	1/30/2019 1:23 PM
45	I live on Betz road	1/30/2019 1:20 PM
46	Which ever one pleases the crowd more.	1/30/2019 1:11 PM
47	I like that more area is covered	1/30/2019 12:45 PM
48	More easy personally	1/30/2019 12:39 PM
49	Route 66 more frequent	1/30/2019 11:31 AM
50	EWU is the center of Cheney so it should start here	1/30/2019 11:30 AM
51	I prefer having the 66 stop in front of the 3 shelters	1/30/2019 11:26 AM
52	Most familiar	1/30/2019 11:20 AM
53	It would take me to more places I would need to go in Cheney	1/30/2019 11:14 AM
54	I like that the 68 goes by Safeway and that it has a stop at the front of eagle point apartments as well	1/30/2019 11:07 AM
55	I live at boulder apartments and like to get on and off at the pub	1/30/2019 11:02 AM
56	Having bus routes that reach more parts of the EWU campus would be very convenient. The 66 and 64 already go to Cheney Highschool, so it seems unnecessary to add more routes in that area	1/30/2019 10:50 AM
57	None	1/30/2019 10:45 AM
58	It's neat	1/30/2019 10:09 AM
59	Just give us back decent bus service	1/30/2019 7:32 AM
60	I ride the 64 and extending route would make more commute time for me. However, if it has to be done, then Concept 1 is better than 2.	1/30/2019 7:05 AM
61	My priorities are, in order, connecting easily with the #66, variety in service across Cheney, and service to the Presley/Salnave area,	1/29/2019 9:42 PM
62	Put service on Betz rRd back so I can ride the bus again!	1/29/2019 4:21 PM
63	Most convenient	1/29/2019 1:55 PM
64	I live on N 6th so concept 1 would allow me to reach more destinations in Cheney without having to catch the 66 or the 64 and transfer to the 67/68.	1/29/2019 12:50 PM
65	I have lived in Cheney for multiple years bc I attend EWU. For all of these years I have utilized the bus system, specifically the 68. I find it extremely inconvenient for the bus to pick up and drop off at an oddball location on campus when the previous pick up and drop off locations at the 3 bus shelters on Elm were perfectly fine not only for me but also for my roommates and neighbors who also take the 68.	1/28/2019 9:04 PM
66	Neither of the concepts have bus routes to Salnave /Preseley which is a problem for me because that is the current bus route I take along with many other students. I can't drive my car given that the parking permit is TOO expensive and there aren't even enough parking spots. Maintain 68 as it is now since a majority of the students who ride the bus are from Presley/Salnave. I pay my tuition and it is unfair to take away my method of transportation to get to school and home. NONE of those concepts gives us a route from our apartment complex. Maintain 68 as it is now.	1/28/2019 5:51 PM
67	I like to be picked up in front of my apartment, 800 w 1st street, and not having to walk a mile to another bus stop to get to school on time for all my classes.	1/28/2019 5:42 PM
68	I live near the salnave rd stop, and not being serviced most of the day is incredibly inconvenient	1/28/2019 5:31 PM

Cheney Bus Service Adjustments

69	I would like to be picked up in front of my apartment complex instead of having to walk a mile to the nearest bus stop. I know at least 5 other people who also use this bus stop to get to and from class not during the peak hours. Please don't get rid of our bus stop or morning rides to school. Please.	1/28/2019 4:23 PM
70	Cheney has needed and deserved service to more areas of the city for years.	1/28/2019 11:00 AM
71	During inclement weather, or during times I have difficulty walking, I would want to catch the 67 or 68 by Showalter to get to the 66 the quickest way. If there is only one way service past Showalter, it would take longer to get to the other bus. Plus I would want to catch the 67 or 68 close to the PUB when I get off the 66, and go to Showalter.	1/28/2019 9:10 AM
72	The #68R turns Right out of K-Street station; #68L turns Left. Both arrive at stops near my trailer court driveway; the timing is wonderful and K-Street / Mitchell's allow for operator and passenger breaks.	1/26/2019 4:31 PM
73	If the bus moves to either concept 1 or 2 hundreds of students will have to walk 15 minutes to the closest bus stop and it is not well lit. If any one has groceries or a disability they would not be able to get done with what they need to. I find the route now to be fine. The issues lies within the 64 from Spokane to Cheney not the local buses.	1/26/2019 3:26 PM
74	Concept one covers Safeway and other neighborhoods on Betzs and eagle point and the Starbucks.	1/26/2019 10:24 AM
75	With the Salnave area not getting service, that is about 25% of Cheney. That's not fair. I don't even live over there.	1/26/2019 8:35 AM
76	I am disabled and need to have access to ALL of the grocery stores, etc. in Cheney and need to be able to catch the bus at Elm & C Streets.	1/25/2019 4:11 PM
77	I would want a direct loop to Eagle Point Apartments.	1/25/2019 3:46 PM
78	Go back to having 165 route but it could be the 64 route And do one continual loop right loop in am left loop in pm for all of Cheney salnave included 66 connects at k street again too	1/25/2019 1:53 PM
79	I don't like the layover option at Kingston, keep at PUB or Isle Hall.	1/25/2019 12:17 PM
80	Concept 1 includes at least one of the "local" buses covering the Safeway shopping area as well as both Cheney High School and Cheney Middle School in the route	1/25/2019 9:14 AM
81	I think serving more locations is important for the people that live in Cheney and concept 2 seems incredibly limited.	1/25/2019 9:03 AM
82	I feel concept 2 will accommodate both types of riders. Those travelling in Cheney and those travelling to Spokane/West Plains Transit Station.	1/24/2019 5:24 PM
83	I really like that the bus now serves the Salnave Rd/Prestley Dr area.	1/24/2019 2:55 PM
84	You need to restore service to all of Betz rd.	1/24/2019 2:33 PM
85	Explained in the "other" options above. The 68 route now is simple and serves more people.	1/24/2019 8:19 AM
86	This would help go to some places that have been missing.	1/24/2019 6:33 AM
87	I like that it goes to Safeway and that it's another option to get there besides the bus that is leaving Cheney.	1/24/2019 1:28 AM
88	I prefer concept one....But I think it would be important to continue all day service to the Salnave & Presley area, even if it is the route 64.. Route 64 will get the students back and forth who live in the Salnave and Presley area to EWU and back and also the safeway area.	1/23/2019 7:22 PM
89	Salnave Presley to ewu all day is why I ride the bus.	1/23/2019 6:22 PM
90	The only reason I ride the bus now is that it services the salnave presely area to EWU.	1/23/2019 6:04 PM
91	The bus service needs to go back to the way it was before the change. STA tried a different route like 8 or so years ago didn't work then and doesn't now. Cheney is not being served with accessible bus service.	1/23/2019 3:41 PM
92	I like the idea of concept 1 more because more destinations are being added in that should be included on the local transit route. I do think there should be a way to add in the Salnave area into the route. Concept 1 just seems way more practical and convenient for more people.	1/23/2019 3:02 PM
93	It's easier because it's near majority of the apartments where college students live ag	1/23/2019 2:55 PM
94	Add more bus stops at eagle point	1/23/2019 2:01 PM

Cheney Bus Service Adjustments

95	I dislike both concept 1 and 2. Just revert back to what it was.	1/23/2019 1:28 PM
96	I can not walk over one mile one way just to ride a bus I depend on for work, running errands, and shopping. I live near Salnave and as I see it there are plenty of buses that serve the EWU campus. The 68 needs to serve the locals and I think that does that now as is.	1/23/2019 10:17 AM
97	I think you need to make changes to either so 1st, Presley and Salnave have more service AND stop/start/ layover at Kingston Hall to serve more of the Campus.	1/23/2019 9:28 AM
98	Many students live at eagle point and need to get to many destinations on/near campus. I believe it is important for there to be access to busses near eagle point to these destinations.	1/23/2019 9:00 AM
99	I like that there will be more stops around EWU but I would like 64 to continue having more hours to go to Salnave and 1st St, then just a couple.	1/23/2019 8:45 AM
100	If my route changes to the 64, I will no longer be able to ride the 68 therefore don't have a strong preference. When I did ride the 68 connecting from 66 or 64, the only issue I had was that it didn't come often enough and didn't line up with connections vey well.	1/23/2019 7:12 AM
101	The 66 and 64 should not have multiple stops at the PUB and Isle Hall, so 68 can use it. Having the 2 stops so close together slows down bus times during heavy boardings.	1/23/2019 6:28 AM
102	So many ppl that I know take the 68 over by salnave to get to and from work takeing the route away would mean further walk times in weather conditions and being late to work	1/23/2019 6:19 AM
103	I like being able to have access to more of town using different bus routes. Seems reasonable to me as a Cheney local.	1/23/2019 12:55 AM
104	I dont know the routes enough to understand all the changes. All I know is there needs to be a better bus service to get around Cheney besides just going to the college. Also maybe more busses coming from Spokane, they are always standing room only by the time they get to Cheney.	1/23/2019 12:21 AM
105	I have spoken to several neighbors and coworkers who didn't realize that the 68 had even changed in September, but are or want to use it to get to EWU now from Presley/Salnave. I don't think you should change it now if too little effort was made to inform us we could use it before. I had to drive home behind a bus to realize something had changed. Some sort of local neighborhood outreach should happen to inform people when these changes are made in order to judge proper potential use.	1/22/2019 11:27 PM
106	I want more destinations and 68 to get passengers back at EWU again	1/22/2019 11:19 PM
107	Kingston Hall isn't widely used by faculty to hold classes and isn't near residence halls, or easy for people to find. The EWU Pub is very convenient and easy for people to find the bus and wait comfortably which increases STA's chances of getting people to ride it. Please keep the current Salnave stop, or at least do Salnave Elementary all day so residents on that side of town have bus access to get to work and school. Before this new route there was no way to get to work, or class. A mile is too long to walk for seniors, the disabled, pregnant women, families with small children and the average college student carrying heavy backbacks with books.	1/22/2019 10:05 PM
108	Serves more of Cheney	1/22/2019 7:57 PM
109	Need Salnave/Presley loop. This end of town is growing. There is the elementary school, fire station, parks, homes, mobile parks, and several new apartments. I know there are others in the area who ride the bus besides me, and I've been riding for 14+ years.	1/22/2019 7:20 PM
110	I think it's very important to provide more stops because it would be unfortunate not to have a bus route by the football field classrooms, as well as for the art building classrooms, so Concept 1 seems to provide routes for everyone to better reach their classes and still be able to go downtown and to the apartments by Barrington.	1/22/2019 6:16 PM
111	Concept two is easier to understand	1/22/2019 5:58 PM
112	It reaches the people on Betz road	1/22/2019 5:34 PM
113	I like the destinations offered in Concept 1, especially on Betz rd near Eagle Point Apartments. The layover/ stop makes the most sense in front of the PUB since it is a nice brand new destination.	1/22/2019 5:25 PM
114	Really think it's great the bus stops in front of Roos Field, great for students who have class or want to catch a basketball or football game.	1/22/2019 4:58 PM

Cheney Bus Service Adjustments

115	Concept 2 best serves me; however, concept 1 might be better for the students as a whole. Both are better than the current routes in my opinion, and you should definitely change the names from left and right because that's confusing	1/22/2019 4:55 PM
116	We like 1 better because it goes to more locations.	1/22/2019 4:09 PM
117	I like the idea of having two routes, and this allows service for Betz road. The Swoop loop and Eag loop is interesting, but just naming 67 & 68 should be fine in my opinion.	1/22/2019 2:33 PM
118	This concept is more convenient to get around town and it provides a close stop to where I live	1/22/2019 2:26 PM
119	works much better for our students, the directions are more relateable with the swoop and eag names, it needs to stop at the pub, that is the main transportaion area.	1/22/2019 1:32 PM
120	Concept 1 at least provides one bus route going along Betz road, serving the northern part of Cheney. I live in Harvest Bluff (North of Cheney), and I took the bus to and from work (EWU) every day before the September change. Now I seldom take any buses, but drive instead if I can. The bus company cannot expect passengers living in Betz road to walk 4 blocks to the bus stop in McKinze Road.	1/22/2019 1:19 PM
121	I use Google Maps a lot for STA service, so as long as Maps tells me to get on the right direction/67 vs 68, I'd be fine. I prefer more locations.	1/22/2019 12:31 PM
122	The original would be nice	1/22/2019 12:03 PM
123	Returning service to a larger part of Cheney is very important. Please return the stop in historic downtown that was near 101 F street.	1/22/2019 12:01 PM
124	The current 68 route works more effectively for my families, and for families in the Salnave/Presley neighborhood. I don't understand how cutting that neighborhood out of the route benefits anyone else, and I am frankly pleased that the 68 isn't weaving along the streets east of campus where cars parked along the road make it hard for the bus to access stops and where it can be difficult for drivers to see waiting passengers who are standing behind parked vehicles.	1/22/2019 11:56 AM
125	My boyfriend lives very close to Salnave and Presley and we would both like to see the Cheney local bus still go there. I like how Concept 1 goes by the Safeway & Starbucks but I would prefer that my boyfriend still have easy bus access and that I could be dropped off closer to his house. I do not like Concept 2.	1/22/2019 11:12 AM
126	More access to town	1/22/2019 10:44 AM
127	It would serve my work, high school, university, and home all without having to change busses.	1/22/2019 10:39 AM
128	It has the old route with a new route as well. With it stoppingat eagle point where many students live.	1/22/2019 10:25 AM
129	simplicity	1/21/2019 10:03 AM
130	It gets you more places using the bus, which I find better.	1/21/2019 12:30 AM
131	Easy, fast, route	1/20/2019 8:18 PM
132	I like that you can ride to the PUB and switch to Route 66 if you are going to Spokane or get off at the PUB/campus. I like that I can ride from EaglePoint to the area of Sutton Hall.	1/20/2019 6:34 PM
133	More destinations	1/20/2019 6:19 PM
134	Access to housing near high school and Safeway. 1-way kind of sucks but it's doable if I have extra time during the day to do nothing and sit on a bus.	1/20/2019 11:55 AM
135	I like concept 2s layout but just not the starting point	1/20/2019 2:12 AM
136	I want 68 went same last system	1/20/2019 1:51 AM
137	Allows students to easily get to the buildings across campus from the science hall	1/19/2019 11:55 PM
138	It will be easier to keep track of the bus routes and schedules this way. I will add to make sure that the buses leave on or near the hour; most classes end ten minutes till, which currently doesn't leave enough time to get to potentially the opposite corner of campus before the bus leaves.	1/19/2019 11:50 PM
139	I live on the Betz side of the Eagle Point Apartments. I would love the idea of having a bus stop closer to home. I ride the 66 Monday-Friday into Spokane for class. I walk 10 minutes everyday to get to the closest bus stop, which isn't bad, but it would be nice to have a closer option in the winter time.	1/19/2019 11:20 PM

Cheney Bus Service Adjustments

140	I like that concept 1 covers more of Cheney	1/19/2019 9:38 PM
141	I prefer strongly that that the BUS pass infront of the eagle Point appartment same as before.	1/19/2019 9:17 PM
142	This has better access to different EWU buildings which is nice	1/19/2019 8:59 PM
143	Concept 1 allows for more destinations and makes more sense stop wise.	1/19/2019 8:51 PM
144	I like one because it serves more destinations which ultimately is best for those who have limited mobility. I like that the buses will be able to layover at the PUB for the drivers. It seems like the best option to try.	1/19/2019 7:22 PM
145	Concept 1 OR 2 would be fine for me. It is only important for the bus to go by Isle Hall/PUB and Eagle Point (McKeenan Way). Please just DON'T maintain the 68 as it is right now, it's awful.	1/19/2019 6:48 PM
146	I travel from eaglepoint to EWU and back most often and both options get me there and back so I personally am good there. The first option allows more destinations which I feel might be better for others who need it and is stop on EWU campus is more central than option 2 which I like.	1/19/2019 6:19 PM
147	Concept 1 has a bus stopping on the Betz Road side of Eagle Points Apartment which is one of the most important things to me. Although I would prefer the 68 to go left (counter-clockwise) and 67 to go right (clockwise), I think Concept 1 will work fine.	1/19/2019 6:16 PM
148	It will be easier for more people to use the bus stop	1/19/2019 5:45 PM
149	I only use the bus to get to EWU, and I live at Eagle Point. Concept 2 is better for me.	1/19/2019 5:40 PM
150	Personally I think it covers a wider range of important stops	1/19/2019 5:30 PM
151	I live in eagle point and I used to take the bus that stops on betz rd every day to school but after the new schedule. I see it as the same to walk or take the bus because it is only 4 minutes different	1/19/2019 5:23 PM
152	Personally for me it works great. Easy to walk where you need to go. Some what centralized. Second best choice would be concept 2.	1/19/2019 4:53 PM
153	Concept 1 offers full coverage of ewu campus perimeter.	1/19/2019 4:37 PM
154	I think concept 2 would serve the majority of EWU students very well while still allowing people to go downtown.	1/19/2019 4:35 PM
155	I just want route 68 to serve more and not made us walk in the cold winter and hot summer!! Make it serve near to Eagle point apartment	1/19/2019 4:25 PM

Cheney Bus Service Adjustments

Q15 Do you have any other comments you would like to share?

Answered: 105 Skipped: 273

#	RESPONSES	DATE
1	The focus of STA in Cheney is only on the students not the common working people. The challenge you face is getting people out of their single occupancy car. This takes trust and consistency not constant upheaval. If you would like to talk to my about this Jennifer Stettler 235-5262.	2/10/2019 9:26 PM
2	you need to put it back to how it was, you kicked off 500 + riders to pick up what 25 i never see anymore than 1 or 2 people riding at a time , before sometimes during school time it would be full, the buss driver told me the old route she would be about 2 minutes late, during her route, but not she is early , i told her ya thats beacuse the bus is empty, all the time, she told me that some people have to be inconvenienced,thats just the way it is , i will tell you nobody wants to hike up a hill to the football feild, to catch the bus, or be dumped off at the football field.please fix it.	2/9/2019 7:20 AM
3	Especially with the Amazons and other big employers on the west plains you need to find out their schedules and cater trips from Cheney, West Terrace, Medical Lake and Airway Heights to their schedules and if you bus to work you have to be able to bus from work. So maybe a mid shift single bus to pick up any one sent home sick or injured and the strays that work part time. This is your chance to show the West Plains and your other routes that you are worth the taxes we pay and that by making it easier to ride you will save people from needing to buy a car and that saves the environment. I also suggest cleaning the buses the main complaint I hear is that buses stink. I know you can't avoid some of the BO but you can spray fabreeze during those potty break lay overs. On last thing if you have routes to the Airport please let the public know. Another thing to look into if you don't they have a growing parking issue and that would help them immensely but again when do they open... employees and when do they close and when are the flights.	2/8/2019 9:46 AM
4	NA	2/8/2019 9:35 AM
5	It is extremely important to me that the Cheney local goes to the Salnave area. As someone that lives in Cheney, and doesn't drive and relies heavily on public transportation, it is extremely difficult going to that part of town without a bus route that goes there regularly. I think it is important to provide service there full time, not just during peak week hours.	2/7/2019 5:38 PM
6	I wish you would remember that more than just students ride the bus in Cheney. We voted for funding STA not just for a temporary increase in service, but because you promised us better service.	2/7/2019 4:00 PM
7	I would like to see 64 have a stop at CHS because Airway Heights kids go to CHS would help serve that community better if a kid misses the bus and stop at CHAS clinic. I see more Airway Heights and Medical Lake communities using the quicker route because of the transfer station to use the services offered there.	2/7/2019 2:11 PM
8	if there was any way for you to extend the bus route times a bit so the concept 2 loops managed to hit Salnave neighborhood, you would win the hearts of everyone in Cheney. we would be more than okay with longer time spent on the bus if the loops were extended to hit that area.	2/7/2019 7:39 AM
9	Nope	2/6/2019 6:04 PM
10	since the cost of riding went up should increase the time instead of 2 hours to 2.5 hours	2/6/2019 5:49 PM
11	No	2/6/2019 5:20 PM
12	no	2/6/2019 5:19 PM
13	If I lived in Cheney or went to the Cheney campus, I would have more of an opinion on these matters.	2/6/2019 4:58 PM
14	Great commute and driver service	2/6/2019 4:32 PM
15	The main complaint I have is that because the routes changed and I have to take the 64 or 66 to my apartment, I often have to get on a completely full bus for a 5 minute bus ride which makes it difficult and inconvenient to get on and off the bus quickly and easily.	2/6/2019 2:32 PM

Cheney Bus Service Adjustments

16	N/A	2/6/2019 9:40 AM
17	We use STA mobility trainer to help our special needs students learn to ride the bus efficiency and safely. Our program in particular needs a bus route that stops at the high school. We are training our students to be safe and independent. Waiting at bus stop and walking any distance is not possible for the safety and welfare of many of this particular group of students. I	2/5/2019 3:06 PM
18	Please bring bus 68 to pass by Cheney High School. We depend on this bus to get to and from our work and shopping destinations.	2/5/2019 2:40 PM
19	I liked the old bus routes best.	2/5/2019 2:21 PM
20	I don't believe I have ever used the local route, because I either drive or walk around Cheney, but I can see the purpose it serves for many others. I would possibly use it if the routes served more locations such as your 1st proposal or if hours were extended, however I do understand, extending hours may not be financially viable due to low passenger numbers.	2/5/2019 9:02 AM
21	Please don't change anything about the times and route for 68 and 64	2/4/2019 11:49 AM
22	no	2/2/2019 3:55 PM
23	64 should go to Eagle Point	2/2/2019 2:41 PM
24	No	2/1/2019 9:00 PM
25	First, thank you for listening to the needs of Cheney residents. Please keep in mind that while EWU is an important part of Cheney, also consider the needs of the residents who make Cheney their home. Some times I feel like Cheney full-time residents are treated like second class citizens and the EWU campus needs are given preference over Cheney residents. We are not just passing through--this is our home 365 days a year.	2/1/2019 7:22 PM
26	No, other than asking to not make the change.	2/1/2019 12:01 PM
27	Consider town use, not just college use	2/1/2019 8:31 AM
28	N/A	1/31/2019 1:18 PM
29	When will the service through the Eastern's Pub resume back to its service of the glory day of servicing student accommodations met by the STA. I miss the route and would like to receive an update whenever possible.	1/30/2019 7:40 PM
30	N/a	1/30/2019 1:23 PM
31	I appreciate the bus system. Real talk!	1/30/2019 1:12 PM
32	No	1/30/2019 12:59 PM
33	Need at least one bus that goes trough downtown cheney	1/30/2019 12:23 PM
34	Nope	1/30/2019 11:40 AM
35	N/a	1/30/2019 11:39 AM
36	No	1/30/2019 11:35 AM
37	Make the Route 66 more frequent and more in the morning from Spokane to EWU pUB	1/30/2019 11:31 AM
38	Enforce bus rules so people don't abuse seats	1/30/2019 11:20 AM
39	NA	1/30/2019 11:14 AM
40	N/A	1/30/2019 11:07 AM
41	I reall miss the bus looping through the pub and stopping behind the building	1/30/2019 11:06 AM
42	No	1/30/2019 11:03 AM
43	No	1/30/2019 10:45 AM
44	No	1/30/2019 10:09 AM
45	It would be nice to have a route that goes from the Plaza to K street station in Cheney without stopping at West Plains Transit.	1/30/2019 7:06 AM
46	Maintain 68 as it is now or create routes that will serve the whole student body here at EWU and not just a few or take away routes that are the only methods of transportation for many students.	1/28/2019 5:53 PM

Cheney Bus Service Adjustments

47	Please sir don't take our bus stop away.	1/28/2019 5:45 PM
48	While I like the stopping near the pub, and the separate route names, I believe that the 67 should either also serve the Salnave and w 1st st, or that the 64 should be able to drop people off at the pub so we can attend classes on time	1/28/2019 5:33 PM
49	I really like how you have some times set up to correspond with the time classes get out. For example, I get out of class at 3:50 and I can catch the 3:59 bus to go home.	1/28/2019 4:26 PM
50	Not that you want to hear.	1/28/2019 11:01 AM
51	Love transit center in west plains	1/28/2019 7:43 AM
52	I am so glad to have a stop nearer than K-Street, it makes it possible for me to achieve more, make more stops and starts: more bus rides and more local commerce visited and more Cheney money stays in Cheney.	1/26/2019 4:37 PM
53	I have lived in Cheney for over 40 years and seen this area grow it's nice to see the transit grow with the city. PS I am also Spokane Transit employee.	1/26/2019 10:27 AM
54	I like it the way is was before the changes.	1/25/2019 4:12 PM
55	See the prior	1/25/2019 1:54 PM
56	Please add service to Safeway and Rockwood Clinic and the PUB.	1/25/2019 12:17 PM
57	None	1/25/2019 9:15 AM
58	There are a lot of people who live in the apartments around the Salnave, Presley, and West 1st Street area. Please don't cut off service to us.	1/25/2019 9:04 AM
59	The drivers on route 68 are very nice. There is one in particular, I forget his name, an older gentleman with white hair and a slender build, he really is fantastic in his professionalism and friendly demeanor. They all deserve praise for the work they do.	1/24/2019 2:37 PM
60	Thanks for listening and putting very well thought out proposals on the table.	1/23/2019 7:24 PM
61	Ewu to salnave Presley area is why I ride the bus now	1/23/2019 6:22 PM
62	Please do not revise the salnave to EWU routes and turn it back to Spokane one way	1/23/2019 6:05 PM
63	Please change bus service make it more accessible to all of Cheney, it was fine before it got changed.	1/23/2019 3:42 PM
64	No	1/23/2019 3:03 PM
65	Add more bus stops to eagle point it's unfair that we have to walk all the way across the parking lots and other 10 buildings to get to one bus stop	1/23/2019 2:01 PM
66	Have the 68 run later.	1/23/2019 12:08 PM
67	I think you need to make more adjustments to serve 1st, Presley and Salnave and start/stop/layover at Kingston Hall to serve more of the campus	1/23/2019 9:29 AM
68	Having the 68 bus stop at the top of the hill when it's snowing is ridiculous	1/23/2019 9:06 AM
69	N/a	1/23/2019 9:01 AM
70	I'm happy with both concepts, but I'm more concerned about 64 giving more times to get to Salnave and 1st St. I'm fine with it being part of the Spokane route.	1/23/2019 8:46 AM
71	Swoop loop and eag loop don't do a good job of telling passengers where they are going. It's only going to confuse people. Using the left loop and right loop is fine and defines which way the bus is going.	1/23/2019 12:56 AM
72	Better communication on the stops and which ones are better to take like if they are overfilled maybe a way to communicate that	1/23/2019 12:22 AM
73	Please don't cut off one side of Cheney from the other again.	1/22/2019 11:28 PM
74	I live in the Salnave area (Salnave and Presley is my closest stop). I would be happy to get signatures from neighborhood residents if it would help to show there is a need and keep all day service. It had made a very positive difference to many people in our neighborhood.	1/22/2019 10:08 PM
75	None	1/22/2019 7:58 PM

Cheney Bus Service Adjustments

76	So many people and personal friends don't like the change, I'm happy something else is being worked out soon!	1/22/2019 6:17 PM
77	As of right now, some of the pickup/ drop off times are difficult to reach. For example, most classes at EWU end at 10 minutes till the hour, so like 10:50, but usually a Bus headed towards Eagle Point makes a stop in front of Pearce hall at 20 till the hour, so like 10:40 in this case. Which does not make much sense for students since they get out of class 10 minutes after a bus has come and gone at the nearest stop.	1/22/2019 5:29 PM
78	N/A	1/22/2019 4:59 PM
79	If changes can be done before summer that would be great. It's nice to rely on the STA even when school is not in session.	1/22/2019 2:34 PM
80	I liked the express from Spokane that went through Cheney earlier in the morning and evening, people who work in Spokane depended on that route. Some people need to be at work at 6:00 am.	1/22/2019 2:17 PM
81	no	1/22/2019 1:32 PM
82	There has to be a local bus route to serve local people living along Betz road in the northern part of Cheney. I live in Harvest bluff, Hayden homes, right on Betz road, across the street from Avalon residential area and Eagle Point Apartment complex. The Hayden Homes developer is going to build several hundred houses in Harvest Bluff this year. Now the new route 68 is not going along Betz road, but will turn into Mckenzie before Safeway. The nearest bus stop is 4 blocks away from Betz road. I am a local resident. I cannot use the local bus no.68 to buy grocery down town, or go to and from work to EWU on bus no.68, because the bus stop is too far away. I have to drive, or take 66/64 to take up space and seat from people who are actually going to Spokane. The original reason for not going to Betz road is that they want to avoid the railway crossing so as not to be late, and make the route simple and straight. Well, when there is a train, the cars line up so long that the bus has to stop and wait for the train and all the cars before the bus to go away before the bus can turn into Mckenzie. The buses are late as usual. So there is no advantage avoiding the railway track. For the reason to have a straight and simple bus route, the management has forgotten that the bus has to go to where people live to pick up passengers, and not to have passengers to walk 4 blocks to the bus stop, because we would not! There is no reason not to serve the northern part of Cheney, when there are residential areas and apartment complexes.	1/22/2019 1:26 PM
83	Thank you for taking community input into account -- but please also continue to make decisions with the future of Cheney in mind, as populations in different ends of town continue to expand and need service. Sometimes the most important voices for you to listen to are the ones that aren't here to speak yet.	1/22/2019 12:49 PM
84	There wasn't anything wrong with the old 68 and for the railroad crossings your buses are going across RR crossings in the valley. That's why you have professional drivers. You guys are good and we do appreciate the service.	1/22/2019 12:05 PM
85	We need to have extended service on Sunday. It is so aggravating to not be able to go to functions and be a part of things because you don't run buses on the weekend late enough to go to a show, or take part in other social events.	1/22/2019 12:03 PM
86	Please change the 64 bus that leaves the Plaza and goes to the West Plains and does NOT go to Cheney to the Medical Lake bus or something else. My son got stuck at the West plains for an hour because he got on the bus thinking it went to Cheney and instead it was going to Medical Lake. It is misleading to passengers to say it is a Cheney bus when it is not.	1/22/2019 11:15 AM
87	nothing at this time	1/22/2019 11:11 AM
88	i am highly dissapointed that in the evening ALL of the buses to from Cheney to Spokane are routing through Airway Heights. In fact, there are far too many of the Cheney to Spokane buses (and vice versa) that now take longer because they route through Airway Heights. In the evenings the buses I have taken that have routed through Airway Heights have NEVER dropped off or picked up a single patron in Airway Heights.	1/22/2019 11:00 AM
89	Can't think of anything	1/22/2019 10:47 AM
90	I think the loops have only gotten better, but this would be the best and most effective change in my opinion.	1/22/2019 10:39 AM
91	I like and enjoy the service but the locals were use to the old 68	1/22/2019 10:27 AM
92	If possible I would the the times to be easier to remember. Such as 10:10 or 12:00. Its hard to remember things like 10:04	1/21/2019 3:35 PM

Cheney Bus Service Adjustments

93	Make the buses arrive at EWU at the 50 minute mark of the hour(like 1:50 or 12:50) so people are getting to class without waiting a long time on campus	1/21/2019 12:32 AM
94	The more complicated this project becomes and the more changes that are implemented into the bus routes, the more stressed students are going to be trying to figure out how to use it every time it changes.	1/20/2019 11:57 AM
95	I ride the 66 Monday-Friday in and out of Spokane. I would love a direct route that goes from EWU/Cheney to the EWU Spokane campus. Having to switch busses at the plaza is time consuming, a hassle, and dreaded in the cold winter days.	1/19/2019 11:23 PM
96	No , many thanks for giving the opportunity to share you our needs .	1/19/2019 9:21 PM
97	Thank you for servicing Cheney. I know it's small and a lot of people can walk where they want to go in a short period of time but in inclement weather and for those who have trouble getting around, it's a huge help. It is also a great convenience for those of us who don't want to drive to campus.	1/19/2019 7:25 PM
98	Thank you so much for doing something about this and for responding to people's concerns.	1/19/2019 6:49 PM
99	I like the idea of Concept 1 the best. If a stop were to be put back on Betz Road, I would go back to riding the bus everyday. I am concerned with what the stop times will be for Concept 1's 68 route since it will be going clockwise at Eagle Point Apartments and the stop times at Eastern Washington University. No matter what, I will be satisfied if the stop is put back onto Betz Road by Eagle Point.	1/19/2019 6:22 PM
100	No	1/19/2019 5:47 PM
101	No	1/19/2019 5:30 PM
102	Make the bus stop on betz rd again	1/19/2019 5:24 PM
103	Eag and Swoop loop names are great in that they immediately convey that they serve ewu for students looking for a bus route. But since they are also very similar it would be very helpful to know which direction which one goes in the name. So perhaps, Eag Right and Eag Left would be better names.	1/19/2019 4:39 PM
104	i like having a stop on the other side of eagle point instead of 3 by McKeehan	1/19/2019 4:29 PM
105	The old route back	1/19/2019 4:18 PM