

Spokane Transit Authority
1230 West Boone Avenue
Spokane, WA 99201-2686
(509) 325-6000

SPECIAL BOARD MEETING

Wednesday, September 28, 2022, 12:30 p.m.

Spokane Transit Authority, Via Webex Virtual Conference

AGENDA

Estimated Meeting Time: 30 Minutes

1. Call to Order and Roll Call
2. Amendment to Tariff Policy – Approval (*Meyer*)
3. Adjourn

Board Members join here:

<https://spokanetransit.webex.com/spokanetransit/onstage/g.php?MTID=e8aee9d883fee09f5a80f77b1fb56bceb>

Guests may join using the link below or via phone in: at 1-408-418-9388; Event # 2489 048 1459, Password: 2022 (*if asked*):

<https://spokanetransit.webex.com/spokanetransit/onstage/g.php?MTID=ef63c6f26fbc5a41126c482063589d97>

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate.

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SPOKANE TRANSIT AUTHORITY

SPECIAL BOARD MEETING OF

September 28, 2022

AGENDA ITEM 2 : AMENDMENT TO TARIFF POLICY

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
Karl Otterstrom, Chief Planning and Development Officer

SUMMARY: On July 21, 2022, the STA Board of Directors adopted Resolution 799-22 revising the STA Tariff Policy and Procedures to incorporate a zero-fare policy for youth ages 18 and younger to be effective October 1, 2022. This allowed STA access to transit support grant funding available under the Move Ahead Washington Transportation Funding Package approved by the legislature this year. After its adoption, STA submitted the updated Tariff policy to the Washington State Department of Transportation (WSDOT) as required by law to qualify for the new grant. WSDOT reviewed the policy and identified an issue with language concerning children under the age of six that in their view would disqualify STA from receiving grant funding.

Staff are proposing a revision to the policy language regarding children under the age of six, specifically dropping a limitation on the number of children who may ride with a youth, student, reduced fare, or paratransit passenger. WSDOT is satisfied the proposed language will meet the statutory requirements and ensure STA qualifies for the new Transit Support Grant. Staff view this minor amendment as consistent with the Board's original intent when they adopted Resolution 799-22 and therefore propose to incorporate the original outreach and Title VI analysis from that policy adoption by reference in the attached resolution that will supersede the earlier action.

RECOMMENDATION TO BOARD: Adopt, by Resolution 801-22, Tariff Policy and Procedures minor amendment.

RESOLUTION NO. 801-22

A RESOLUTION FOR THE PURPOSE OF REVISING THE SPOKANE TRANSIT AUTHORITY TARIFF POLICY AND PROCEDURES FOR FIXED ROUTE AND PARATRANSIT; RESCINDING RESOLUTION NUMBER 799-22; AND OTHER MATTERS RELATED THERETO.

SPOKANE TRANSIT AUTHORITY

Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and the laws of the state of Washington, pursuant to RCW Title 36, Chapter 57.A, Public Transportation Benefit Area; and

WHEREAS, the Washington State Legislature passed the Move Ahead Washington transportation package on March 10, 2022, and it was signed into law by Governor Inslee on March 25, 2022; and

WHEREAS, the Move Ahead Washington legislation package included \$33.6 million in grant funding for the 2021-2023 biennium available to public transportation benefit areas under Chapter 36.57A RCW contingent on a transit agency adopting and implementing a zero-fare policy for people 18 and under by Oct. 1, 2022 and annually certifying that it has maintained its local sales tax authority for transit at or above Jan. 1, 2022 levels

WHEREAS, on January 21, 2022, the STA Board of Directors adopted Resolution No. 791-22, approving the current STA Tariff Policy, and

WHEREAS, the STA Board of Directors desires to update its Tariff Policy and revise the fare structure for riders ages 18 and younger to access available grant funding made available through the Move Ahead Washington legislation; and

WHEREAS, STA has conducted extensive public outreach to provide awareness and receive input on proposed updates to its Tariff Policy; and

WHEREAS, STA has conducted an equity analysis of the fare policy changes resulting from an update to its Tariff Policy pursuant to Title VI of the Civil Rights Act, guidance promulgated by the Federal Transit Administration, related policies within *Connect Spokane* and STA's current Title VI Plan; and

WHEREAS, STA finds that the fare policy changes do not pose a disparate impact or disproportionate burden on populations identified in the above-referenced statutes, guidance and policies; and

WHEREAS, the STA Board of Directors adopted Resolution No. 799-22 on July 21, 2022 with the intent to amend STA's tariff policy to incorporate a zero-fare policy for people ages 18 and younger effective October 1, 2022, and held a public hearing on the same prior to its adoption; and

WHEREAS, Washington State has determined the policy as adopted in Resolution No. 799-22 as it relates specifically to children under the age of six does not fully comply with the statutory requirements set forth in the Move Ahead Washington legislation; and

WHEREAS a revision to the tariff policy to comply with the statutory requirements and legislative intent is necessary, and is consistent with the intent of STA's zero-fare policy and all appropriate analyses as required under federal regulation or policy of the STA Board of Directors.

NOW, THEREFORE BE IT RESOLVED by the STA Board of Directors as follows:

- Section 1. The STA Board of Directors hereby revises the rates, tolls, and fares identified in the Fixed Route and Paratransit Fares, Vanpool Fares, and Special Event Fares (effective with fare collection system implementation), a copy of which is attached hereto and incorporated herein as "Exhibit A."
- Section 2. The Public Outreach Summary, Zero-Fare for Youth dated June 2022 is incorporated for reference herein as "Exhibit B."
- Section 3. Resolution No. 799-22, and all amendments thereto, is hereby revoked, rescinded, and superseded by this Resolution as of its effective date.
- Section 4. This Resolution shall become effective upon its date of adoption and shall remain in full force and in effect until revised by Board resolution; provided, the Chief Executive Officer is hereby authorized to implement the effective date of the rates, tolls, and fares identified in Exhibit A as "Fixed Route and Paratransit Fares (effective with fare collection system implementation)" as of October 1, 2022.

ADOPTED by STA at a special meeting thereof held on the 28th day of September 2022.

ATTEST:

SPOKANE TRANSIT AUTHORITY:

Dana Infalt
Clerk of the Authority

Chris Grover
Board Chair

Approved as to form:

Megan Clark
Legal Counsel

Fixed Route and Paratransit Fares (currently in effect)

GENERAL PUBLIC Fare Type	Adult (1)	Reduced Fare (2)			Paratransit (3)
		Youth (Ages 6-18)	Student	Reduced Fare	
Two-Hour Pass / Cash	\$ 2.00	\$ 2.00	\$ 2.00	\$ 1.00	\$ 2.00
Day Pass	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00	N/A
7-day Rolling Pass	\$ 17.00	\$ 17.00	\$ 17.00	\$ 17.00	N/A
31-day Rolling Pass	\$ 60.00	\$ 40.00	N/A	\$ 30.00	N/A
Monthly Pass (4)	N/A	N/A	\$ 52.00	N/A	N/A
Paratransit Monthly Pass	N/A	N/A	N/A	N/A	\$ 60.00
Summer Youth Pass (5)	N/A	\$ 60.00	N/A	N/A	N/A
Shuttle Park (6)	\$ 40.00	N/A	N/A	N/A	N/A

(1) Up to three children under age six ride free with an adult, youth, student, reduced fare or paratransit passenger - children under age six are not permitted to ride unaccompanied

(2) Reduced Fare programs require verification of eligibility.

(3) Personal Care Assistant (PCA) rides free on Paratransit or Fixed Route with paid paratransit rider (needs no identification, however, the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)

(4) Monthly Student Pass is priced as a 31-day adult pass with discount applied, subject to enrollment and verification by STA in accredited educational program

(5) Three-month youth pass valid June through August (currently piloted at no cost to rider)

(6) Includes parking at a designated parking lot, as stipulated in the Shuttle Park pass agreement

Fixed Route and Paratransit Fares (effective October 1, 2022)

GENERAL PUBLIC Fare Type	Standard Fare (1)	Reduced Fare (2)					Paratransit (3)
		Rider's License: Category A (Ages 6-12)	Rider's License: Category B (Ages 13-18) (7)	Student	Honored Rider	Stars & Stripes	
One Ride (4)	\$ 2.00	Zero Fare	Zero Fare	\$ 2.00	\$ 1.00	\$ 1.00	\$ 2.00
Farecapping - Daily (5)	\$ 4.00	N/A	Zero Fare	\$ 4.00	\$ 2.00	\$ 2.00	\$ 4.00
Farecapping - Monthly (6)	\$ 60.00	N/A	Zero Fare	\$ 48.00	\$ 30.00	\$ 30.00	\$ 60.00
7-day Rolling Pass	\$ 17.00	N/A	N/A	N/A	N/A	N/A	N/A
Summer Youth Pass (7)	N/A	N/A	Zero Fare	N/A	N/A	N/A	N/A
Shuttle Park (8)	\$ 40.00	N/A	N/A	N/A	N/A	N/A	N/A

GROUP SALES (9)			
Fare Type	Standard Fare (1)	Reduced Fare (2)	Paratransit (3)
Two-Hour Pass	\$ 2.00	\$ 1.00	\$ 2.00
Day Pass	\$ 4.00	\$ 2.00	\$ 4.00
7-day Rolling Pass	\$ 17.00	N/A	N/A
Monthly Pass	N/A	N/A	\$ 60.00
31-day Rolling Pass	\$ 60.00	\$ 30.00	N/A

- (1) Children under age six ride free and must be accompanied by an adult, youth, student reduced fare or paratransit passenger
- (2) Reduced Fare programs require verification of eligibility
- (3) Personal Care Assistant (PCA) rides free on Paratransit or Fixed Route with paid paratransit rider (needs no identification, however, the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)
- (4) Allows for travel up to two (2) consecutive hours after initial validation
- (5) Maximum fare charged per day when paid with a smart card or mobile app
- (6) Maximum fare charged per calendar month when paid with a smart card or mobile app
- (7) Through the Washington State Transit Support Grant, all Youth Fares to Age 18 will be at no-cost to rider so long as the Transit Support Grant is in place. If the Transit Support Grant is rescinded or not renewed, Youth Fares will be reinstated at their previously approved levels
- (8) Includes parking at a designated parking lot, as stipulated in the Shuttle Park agreement
- (9) Limited use fare types available for quantity purchases only and not available to the general public

Public Outreach Summary

Zero-Fare for Youth

Final

6/22/2022



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Section I: Introduction

The Washington State legislature passed the nearly \$17 billion *Move Ahead Washington* transportation package on March 10, 2022; and it was signed into law by Governor Inslee on March 25, 2022. The *Move Ahead Washington* package included \$33.6 million in grant funding for the 2021-2023 biennium. Eligible transit agencies include public transportation benefit areas under Chapter 36.57A RCW.

To be eligible for transit support grants, transit agencies must:

- Adopt and implement a zero-fare policy for people 18 and under by Oct. 1, 2022. Agencies that adopt and implement a zero-fare policy after Oct. 1, 2022 will not receive 2021-2023 supplemental budget funds and will be eligible for funds beginning in the 2025-2027 biennium.
- Certify annually that the agency has maintained its local sales tax authority for transit at or above Jan. 1, 2022 levels

This became the question to the STA Board of Directors – does STA adopt a zero-fare policy for people 18 and under to be eligible for a share of the \$33.6 million in grant funding?

This report documents STA’s outreach efforts with regards to that question, to help inform the Board of Directors decision. The outreach was designed to engage the general public through a public survey.

Section II. Public Outreach

Public Outreach Objectives

The public outreach and engagement provided the public, community groups, and project stakeholders the ability to learn about the proposed policy revisions and provide input to help inform the policy and its implementation.

The outreach objectives included:

- Providing context for the proposed policy revisions
- Being inclusive
- Seeking feedback on the proposed policy revisions

Public Outreach Strategy

STA developed a multi-pronged strategy to solicit public input and feedback on the proposed fare policy revisions.

The strategy included:

- A Fare Policy Survey
- Targeted outreach to area school districts
- A launch page on the STA website
- Social media campaign
- Public Hearing

Details for each strategic effort can be found in the following sections.

Fare Policy Survey

The primary tool in soliciting feedback on the proposed Zero-Fare for youth was the fare policy survey. The survey was an online instrument only. The survey had 558 respondents. The survey was open from May 12, 2022 to June 20, 2022. It could be accessed at <https://www.spokanetransit.com/news/zero-fare-for-youth/>.

School District Outreach

STA contacted several school districts in the region, asking for assistance in distributing information about the proposed Zero-Fare for youth policy change and a link to the survey. Several of the school districts complied, including Spokane Public Schools, East Valley School District, and Mead School District.

Fare Policy Update Webpage

The STA Communications Department created a launch page on the STA website, <https://www.spokanetransit.com/news/zero-fare-for-youth/>, to provide a consolidated location for those seeking information on the fare policy update. The launch page included links to:

- A link to the Fare Policy survey
- A pdf of a slide deck that provided:
 - Background information
 - Answers to FAQs

Media Campaign

Along with the creation of the zero-fare for Youth webpage, the STA Communications department promoted the survey in several different ways. Highlights included:

- Promotion
 - STA Moving Forward stories
- Spokanetransit.com
 - Website banners
 - Survey landing page
- Advertising: Targeted
 - School district newsletters

Public Outreach Results

Survey Results

The survey had fifteen (15) questions, along with seven (7) demographic questions. Not all respondents were shown all fifteen questions, as some questions were relational to previous answers. Among the fifteen questions, there were four opportunities for the respondent to write-in their response.

Some notes on the survey and survey analysis:

- For every question, results are provided for all respondents. The 'n' values are noted in the tables.
- All questions were optional, so some respondents may have not answered every question, or answered some of them incompletely.
- Nearly 42% of respondents took the time to write-in a response to the final open-ended question "Is there anything else you wish to tell STA?".

The survey results are shown below.

Question 1: Do you have anyone 18 and younger living with you in your household currently?

All Respondents (n= 558)	
Yes	72.2%
No	27.8%

For those who answered “Yes”, they were taken to Question 2. For those who answered “No”, they were taken to Question 10.

Question 2: What age range are the children/youth in your household? (Mark all that apply)

Note that for this question, n (the total number of respondents) is based on the total number of people who answered YES to the previous question.

All Respondents (n=400)	
0-5 years old	19.5% (78)
6-12 years old	56.3% (225)
13-18 years old	69.8% (279)

Question 3: Did someone in your household use the Summer Youth Pass, a zero fare pass that was offered by STA in the Summer of 2021?

All Respondents (n= 400)	
Yes	38.5%
No	61.5%

Question 4: How many in your household are between 0-5 years of age?

All Respondents (n=77)	
1	75.3%
2	20.8%
3	3.9%
4	0%
5	0%
More than 5	0%

Note that this question was only shown to those respondents who indicated they had a 0-5 year old living in their household in Question 2.

Question 5: What challenges or obstacles do you face to riding the bus with your children? (Please choose all that apply).

	All Respondents (n=71)
Never tried it	25.4%
I am concerned with making connections	31%
Service doesn't come often enough	31%
I am concerned about my children's behavior with waiting or riding the bus.	21.1%
I am concerned with my young children riding without an adult	46.5%
Other	21.1%

Of the 15 responses in the "Other" category, the most common responses (a) focused on the inconvenient nature and/or travel time required and (b) lingering concerns about COVID.

Question 6: How many in your household are between 6-12 years of age?

	All Respondents (n=216)
1	58.3%
2	34.7%
3	5.6%
4	1.4%
5	0%
More than 5	0%

Note that this question was only shown to those respondents who indicated they had a 6-12 year old living in their household in Question 2.

Question 7: Given this new "Rider in Training" card, will your child/children be:

	All Respondents (n=216)
Riding the bus alone	16.7%
Riding the bus with friends or older siblings	50.9%
Riding the bus with a parent or adult	73.6%
Probably not riding the bus	13.9%
Other	2.3%

Question 8: How many in your household are between 13-18 years of age?

All Respondents (n=270)	
1	62.2%
2	30%
3	7.4%
4	0%
5	0%
More than 5	0.4%

Note that this question was only shown to those respondents who indicated they had a 13-18 year old living in their household in Question 2.

Question 9: For those 13- 18 in your household, what trips would they use the bus for that they wouldn't otherwise make, or might make using a different mode? Please mark all that apply.

All Respondents (n=71)	
Going to school	75.3%
Meeting up with friends	78%
Going to/from after school activities (including sports)	68.8%
Going to a job	57.8%
Visiting family members	39.5%
Other	14.1%

Question 10: What type of impact will zero fare for youth have on your household?

All Respondents (n=522)	
Positive	70.9%
Neutral	25.7%
Negative	3.5%

Question 11: With a zero fare for youth, do you think your household will ride the bus:

All Respondents (n=521)	
More than today	68%
Less than today	2.1%
Same as today	29.9%

Question 12: STA is seeking to understand community sentiment about zero fare programs for youth. Please carefully review all statements below and select the one that most closely aligns with your personal opinion.

	All Respondents (n=521)
STA should provide zero fare opportunities for youth when other funding is available to cover the costs	14.6%
STA should provide zero fare opportunities only for youth who are low income or face other financial difficulties	6.7%
STA should provide zero fare opportunities for youth in all situations, without considering income or replacement funding	72.6%
STA should provide discounts for youth, but fare should not be discounted to zero cost to the rider	3.8%
STA should not offer any new fare discounts	2.3%

Question 13: In the past 30 days, have you ridden an STA bus route?

	All Respondents (n= 524)
Yes	47.5%
No	52.5%

Question 14: For those who answered YES to the previous question, please consider how you currently ride the bus and pay your fare when you board. Below is a list of ways you may pay today. Please check all that apply for your bus trips taken over the past 30 days.

Note that for this question, n (the total number of respondents) is based on the total number of people who answered YES to the previous question.

	All Respondents (n=247)
I paid with cash and /or coin at the farebox	50.2%
I used a two-hour pass or day pass	32.4%
I swiped/validated my 7-day or 31-day rolling pass	25.1%
I used an STA Smart Card to deduct/validate my fare	14.2%
I swiped or tapped my university/employee ID card	13.4%
I used a reduced fare ID to pay for or use a reduced fare pass	6.9%
I purchased a ticket from a ticket vending machine	0.8%
I did not pay my fare due to lack of change, missing pass, or other reason	3.2%

Question 15: Is there anything else you wish to tell STA?

This was an open-ended question, allowing survey respondents to let STA know what was on their mind.

42% of total survey respondents provided some text for this question (234). All percentages below are based on the total number of responses to this question, and not to the total number of survey respondents.

68% of the respondents who provided comments on this question wanted to add their support for the zero fare for youth policy revision. Some sample quotes (*all quotes verbatim from the survey*)

Respondent A

" I grew up off of the Monroe bus route in Spokane and depended on the bus route from 8th grade on to get places. Without the bus I would never have been able to go to ballet class or babysit and earn income or get math tutoring. We were low income and I lived with just my mom who worked long hours. Thankfully we could afford the bus. I think busses are an essential lifeline to many youth and would love to see kids use it more again."

Respondent B

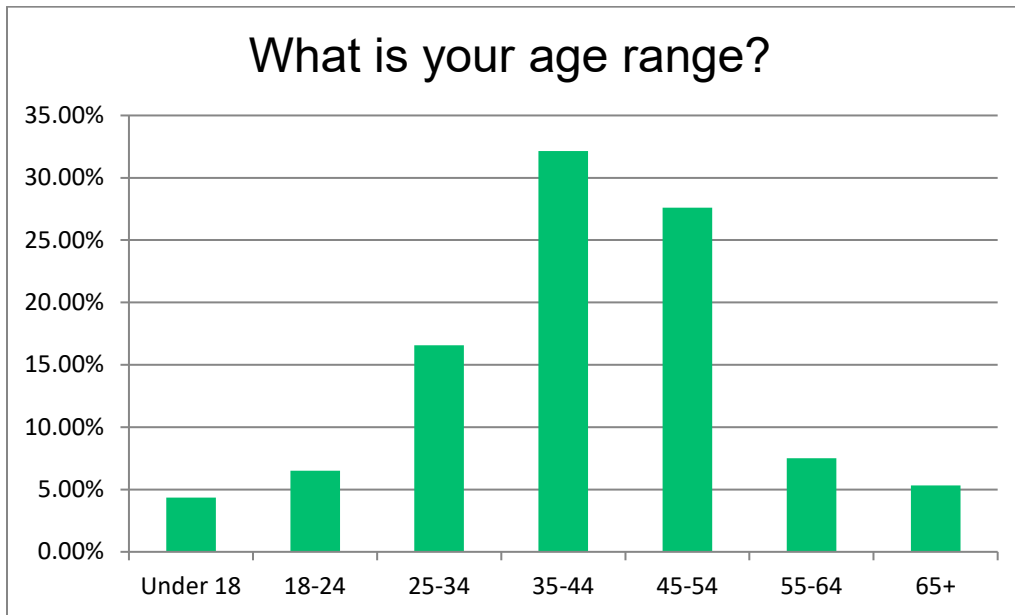
" i just want to put my input as i'm recently 18 and moved out and my little cousin lives with my parents now and it would've been so so incredibly helpful to be offered this when i was young. my cousin would be able to get a job and work if she could get around on the bus. i think it would be so so positive."

The next most common theme of the comments was a desire to see the zero fare (or low fare) expanded to more ridership groups (13%).

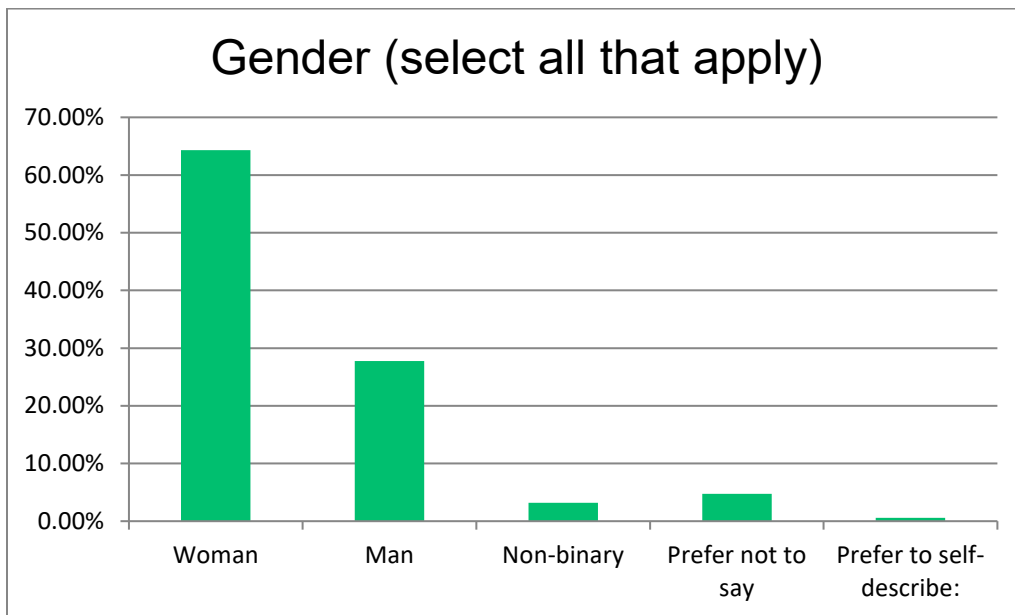
No other theme emerged at a rate greater than 10% of the total comments.

Demographics

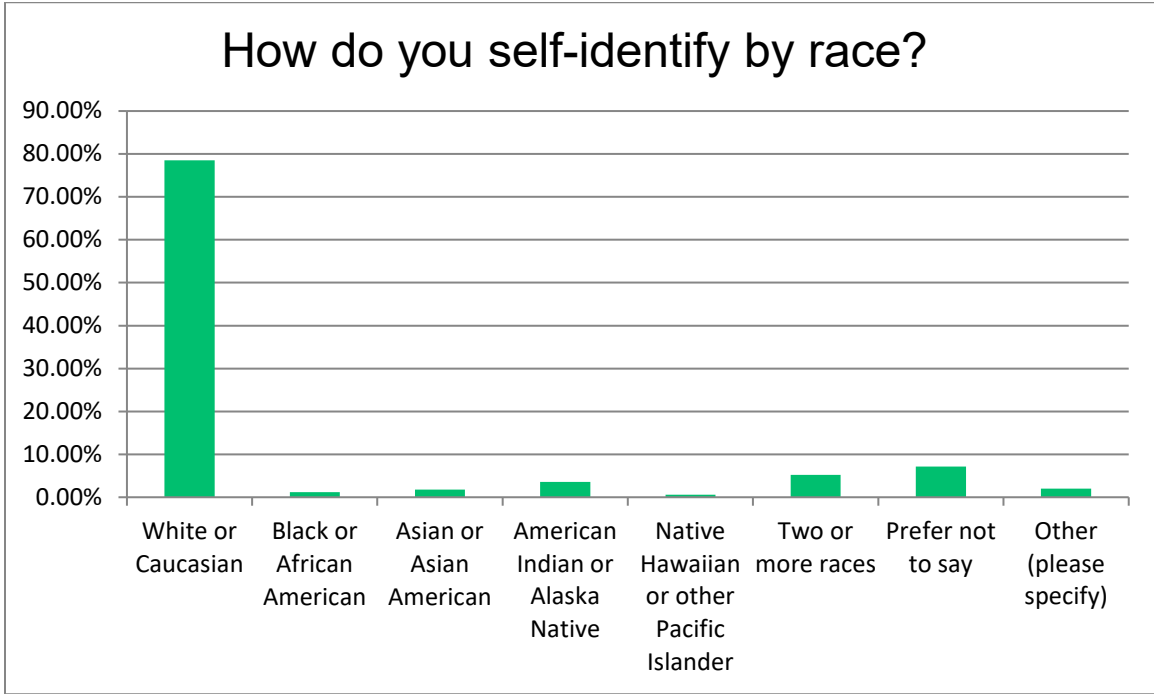
Age Range (n=507)



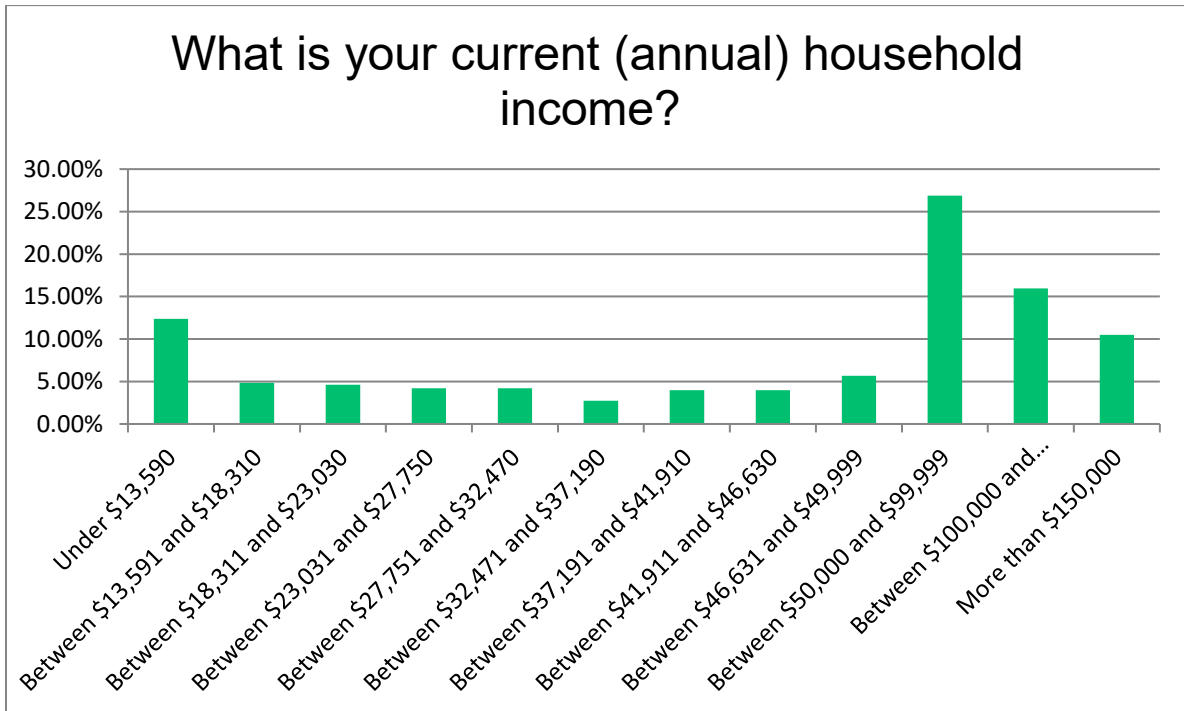
Gender (n=504)



Self-identify by Race (n=502)



What is your current (annual) household income? (n=476)



Appendix A: Survey Instrument

Zero-Fare For Youth

STA is exploring policy changes to allow youth 18 and under to ride with a zero fare. Recent state law changes provide grants to transit agencies if the agency introduces a zero fare program for youths.

STA wants to know about you and your household, and the impacts a zero-fare policy for those 18 and younger would have on you and your household.

If information is needed in another language, contact (509) 325-6094.

Si necesita información en otro idioma, comuníquese al (509) 325-6094.

Для получения информации на другом языке звоните по тел. (509) 325-6094.

Nếu quý vị cần thông tin bằng một ngôn ngữ khác, xin vui lòng gọi số (509) 325-6094.

1. Do you have anyone 18 and younger living with you in your household currently? YES/NO

2. [THIS QUESTION IS FOR THOSE ANSWERING YES TO #1]

What age range are the children/youth in your household? (Please mark all that apply)

- 0-5
- 6-12
- 13-18

3. Did someone in your household use the Summer Youth Pass, a zero fare pass that was offered by STA in the Summer of 2021? YES/NO

Youth 0-5 years of age

4. How many in your household are between 0-5 years of age?

- 1
- 2
- 3
- 4
- 5
- More than 5

5. What challenges or obstacles do you face to riding the bus with your children ages 5 or younger?

- Never tried it
- I am concerned with making connections
- Service doesn't come often enough
- I am concerned about my children's behavior while waiting or riding the bus
- Other (please explain)

Youth 6-12 years of age

6. How many in your household are between 6-12 years of age?

- 1
- 2
- 3
- 4
- 5
- More than 5

7. STA recently approved a new fare program to allow children ages 6-12 with a valid "Rider in Training" card to ride at no cost after registering for the program online or at the STA Plaza. This is planned to go into effect in October 2022.

Given this new "Rider in Training" card, will your child/children:

- Riding the bus alone,
- Riding the bus with friends or with older siblings
- Riding the bus with a parent or adult
- Probably not ride the bus
- Other (please explain)

Youth 13-18 years of age

STA recently approved a discount program for ages 13-18 called a "Rider's License" that would be offered at a 50% discount to the regular fare beginning October 2022 after registering for the program online or at the STA Plaza. STA is now proposing to offer this program at 100% discount (zero fare) to the regular fare.

8. How many in your household are between 13-18 years of age?

- 1
- 2
- 3
- 4
- 5
- More than 5

9. For those 13- 18 in your household, what trips would they use the bus for that they wouldn't otherwise make, or might make using a different mode? Please mark all that apply.

- Going to school
- Meeting up with friends
- Going to/from afterschool activities (including sports)
- Going to a job
- Visiting family members
- Other – please explain

10. What type of impact will zero youth fare have on your household?

Positive	Neutral	Negative
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11. With a zero fare for youth, do you think your household will ride the bus:

More than today	Less than today	Same as today
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12. STA is seeking to understand community sentiment about zero fare programs for youth. Please carefully review all statements below and select the one that most closely aligns with your personal opinion.

- STA should provide zero fare opportunities when other funding is available to cover the costs
- STA should provide zero fare opportunities only for youth who are low income or face other financial difficulties
- STA should provide zero fare opportunities for youth in all situations, without considering income or replacement funding
- STA should provide discounts for youth, but fare should not be discounted to zero cost to the rider
- STA should not discount fares for youth any more than it does today.

Travel

13. In the past 30 days, have you ridden an STA bus route? YES/NO

14. [THIS QUESTION FOR THOSE ANSWERING YES ABOVE]

For this question, please consider how you currently ride the bus and pay your fare when you board. Below is a list of ways you may pay today. Please check all that apply for your bus trips taken over the past 30 days.

- I paid with cash and/or coin at the farebox
- I used a two-hour pass or day pass
- I swiped/validated my 7-day or 31-day rolling pass
- I used an STA Smart Card to deduct/validate my fare
- I swiped or tapped my university/employee ID card
- I used a reduced fare ID to pay for or use a reduced fare pass
- I purchased a ticket from a ticket vending machine
- I did not pay my fare due to lack of change, missing pass, or other reason

5. Is there anything else you wish to tell STA?

And now, about you...

What is your age?

- Under 18
- 18 to 21
- 22 to 34
- 35 to 44
- 45 to 59
- 60 or over

Gender (select all that apply):

- Woman
- Man
- Non-binary
- Prefer to self-describe: _____
- Prefer not to say

How do you self-identify by race?

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

Are you Hispanic or Latino/Latina?

- Yes
- No

What is the primary language spoken in the household?

- English
- Spanish
- Vietnamese
- Russian
- Chinese
- Other

Including yourself, how many people are there in your household? _____

What is your current (annual) household income?

- Under \$13,590
- Between \$13,591 and \$18,310
- Between \$18,311 and \$23,030
- Between \$23,031 and \$27,750
- Between \$27,751 and \$32,470
- Between \$32,471 and \$37,190
- Between \$37,191 and \$41,910
- Between \$41,911 and \$46,630
- Between \$46,631 and \$49,999
- Between \$50,000 and \$99,999
- Between \$100,000 and \$150,000
- More than \$150,000

Appendix B: Public Comment & Survey Responses

This section includes the responses to the “Other” category from Questions 5, 7, 9 and the open-ended question number 15.

5. What challenges or obstacles do you face to riding the bus with your children? (please choose all that apply)
Other (please specify)
I've been concerned with Covid so I haven't chosen the bus during the pandemic but I've taken our kids on public transport all over the world prior. I'm Spokane many places we go to don't have easy routes.
Not concerned.
It's hard to have to break down the stroller for my son when I get on the bus
Plaza bathrooms are full of "drug addicts"
Takes a long time
For the last few years I've been concerned about Covid safety on buses with children, although that is starting to abate.
Coach operators don't provide a safe atmosphere. Most of the time they don't care about what is happening to do something about it.
Cost sometimes outweighs the convenience
Price
We've been reluctant to use public transit during COVID
COVID related concerns
need routes during school year that coordinates with local high school start and stop times
All the creeps that ride the bus
Having to pay fair for them too
My child really doesn't pay attention to which bus goes where she has little knowledge of directions and where bus lines will lead to

7. Given this new "Rider in Training" card, will your child/children be:
Other (please specify)
Riding the bus with a parent only at first. If that goes well may consider letting them ride with only older siblings.
All of the above
Likely riding the bus to high school in 2 years
I would need more details as to what the program entails
No service where we live. Grandview area.

9. For those 13- 18 in your household, what trips would they use the bus for that they wouldn't otherwise make, or might make using a different mode? Please mark all that apply.
Other (please specify)
Getting to summer programs
Non-school related learning opportunities, attending sports and entertainment events, shopping
Dining out with family
Errands
Parks and pools
Doctor's appointments, grocery shopping, community events
Church
Gym
Going to the pool or library
Appointments with parents
Going shopping
going downtown or to Northtown mall with friends
Seeing the city
Going to medical appointments
Hanging out
Library, swimming pool
Social events
Shopping, Dr, errands
Gym
Going to community events
I
Shopping and hobbies
Appointments
Grocery shopping
Accessing mental health services, gym, library, community activities
Going to appointments
Doctors appointments
None
Going to Library
Exploring parks, activities in spokane
Medical appts
Shopping - evenets
Learning the value And the appreciation. Life Lessons.
Getting home from school
Doctor appointments
Summer activities
Hiking library etc

15. Is there anything else you wish to tell STA?
Open-Ended Response
Summer only routes to locations traditionally not serviced by STA. (Pattison's North, Spashdown, Boulder Beach)
Free fare for youth accustoms the next generation to transit, which will increase use, and reduce the need for more vehicles on the road. Now if we can just increase operating hours early morning, evenings & weekends, along with 15 minute headways in the evenings and on weekends.
Zero fare for youth is awesome!!!
I grew up off of the Monroe bus route in Spokane and depended on the bus route from 8th grade on to get places. Without the bus I would never have been able to go to ballet class or babysit and earn income or get math tutoring. We were low income and I lived with just my mom who worked long hours. Thankfully we could afford the bus. I think busses are an essential lifeline to many youth and would love to see kids use it more again.
More routes in the valley along Trent would be helpful, also up and down pines. With all the apartments going I'm sure there is a need.
More busses on the weekends please!
Why just youth?
My household only uses the STA reducing or removing the cost for children and teens to ride the bus would increase our ridership significantly.
Anything you can do to de-stigmatize riding public transport, we need a growing youth populaces both rich and poor who value public transport. Honestly giving your product away to minors is the best method to ensure advocates and riders into the future! Thanks for all you do, the bus is awesome in spokane and the bus + bike is unstoppable!
Thank you for what you do for the community!
Why is this a question? Let the kids ride for free. The past couple of years have been hard enough on them, can't we at least give them a free bus ride?
I believe zero fare for people under 18 could be so helpful. Kids who have jobs but no other wag of transportation. Parents who want to get out with kids but are low income. The positive impacts heavily outweigh the cost. And the bus will be running that route regardless. Help the kids.
I think zero-fare for youth is terrific!
There should be the same program for senior citizens.
The summer youth pass is lovely and I would love to see something similar implemented year round. It may also be helpful to make some "riding the bus" type of classes or videos for younger riders, because it can be a little confusing and overwhelming at times
Any youth should never be stranded because of lack of transportation. I truly hope this program is passed for all ages
Keep masks in place
Use proof of student Id for students to use the bus for free
Youth riders become adult riders.
We need a route that goes across the maple st bridge stops on both sides.

15. Is there anything else you wish to tell STA?
I really appreciate the opportunity my high school student has had to use STA this year while the Durham bus routes were in -- well, I'll say it -- chaos. His STA route was 90% on time (that's just a guess) and always got him home faster than riding the yellow school bus. I wish there were better ways to get across town than going to downtown and transferring, but I understand it's a complicated system. Just wish it could be better. In some cases, it's faster to walk 3 miles than to grab the bus. As the city grows I would like to see a larger evaluation of routes and more direct access. Thanks for providing an option for people to get around town!!
I support any change that encourages the use of public transportation and lowers the number of cars on the road.
Zero fare for all youth will give them agency and their families good options for transport to schools/extracurriculars! It is such a good idea!
STA should provide zero fare opportunities for youth in all situations when replacement funding is available. STA should always provide zero fare opportunities for low-income youth AND adults without regardless of replacement funding availability. Qualifying households should be identified and contacted by STA in order to limit administrative hurdles for riders.
I have two special needs children with appts four days a week and free bus fare would make it so much easier to make all appts and not have to worry about how to pay for it or waiting for SMS to send bus passes that always arrive late and cause us to miss the first week of appts or have to find a way to pay out of pocket with our already strict budget
No
Make the bus stop, in the plaza, blind accessible. Something as simple as rugs or non-skid floor tape that leads from the doors to the main counter. I keep getting tangled in the straps on the posts used to make a cattle-run.
N/A
You're driving the buses whether kids are there or not, and access to school and other things for kids can be essential. When the routes are there for the benefit of the community, it just makes sense for kids to be able to take them at no charge regardless of circumstance.
i just want to put my input as i'm recently 18 and moved out and my little cousin lives with my parents now and it would've been so so incredibly helpful to be offered this when i was young. my cousin would be able to get a job and work if she could get around on the bus. i think it would be so so positive
Great idea. This will alleviate gas prices and useage.
Have lower fares for people who are on limited budget not just social Security
I believe children shouldn't have to worry about the cost of transportation when it comes to school or a job or just a fun activity especially with all the other costs of living. I believe that children should be able to use public transportation outside of school buses to utilize the parks and other amazing scenery we have to offer with no cost of riding the bus no matter their home financial situation is
Lower the fair for adults
No.
I think to many adults will try to take advantage of the youth free fare and claim they are 18 when they aren't just like they do by using youth bus passes. It will become too much on the driver and cause a conflict between the driver and passenger.
No
Have a cash free system for regular riders
Nope

15. Is there anything else you wish to tell STA?
add trains!
Having come from other countries with robust public transportation I would LOVE to ride the bus more often. However the times/routes are often unreliable. I hope Spokane can expand their public transit to make us a better city!
I teach high school, and most of my students ride the bus to get around in general, as well as to get to school. Let's do the right thing for them & their families, for schools, and for addressing climate change by making public transportation the norm.
I really think zero fare should implemented until 21
A lot of kids go to school outside of their designated boundary and free bus fare would really help! Also, kids that get familiar with buses are more likely to use them as adults.
My family and I were avid bus riders for 10+ years, it would of made such an impact to have this when my kids were little and find were tight. I think it will help kids get around and enjoy life more and take the stress of of already stressed out parents.
N/A
I think zero fare for youth is a great policy even though I don't have kids. I support my tax dollars going to this community asset.
I think this program will positively affect this children who cannot afford a bus pass not only in the sum.er time but also during their school year, especially as they become independent in their younger years this program will be a terrific oppportunity for our youth community to move about and stay in touch with friends and family.
You should allow pennies
I think the opportunity for STA to join forces with the school district to help provide transit for students is crucial. It is a public service that is greatly needed with the current bus shortage. It would help students who want to sign up for Zero Hour classes get to class. To date, the school system does not provide buses for Zero Hour classes, therefore those classes were really only available to students whose parents have the luxury to drive them, who have their own car (also a luxury) or who were close enough to school to walk. Providing free public transit to all students would help resolve a discrepancy in which students can and cannot attend Zero Hour. Also, you will be growing a new generation of public transit users.
If you implemented this I will not be riding the buses anymore. Reason 1 is I pay for my ride they should to. Reason 2 if you let them on without paying I will not feel safe. You provide NO security for the passengers, and there are way to many 18 and under who will abuse this program. It will become a free for all and trouble will be on these buses. Also how do you really plan to enforce this. Anyone can say that they are 18 and under. It will be just like you summer youth passes and the old guy is riding with it. You do not currently enforce your policies NOW. That is why I will not be riding. Will not feel SAFE.
Advertising discounts for 18 and under and low income people and seniors would be helpful too!
I am very uncomfortable with my teen daughter riding the bus because the bus stops by LCHS are not in safe area. I would feel better knowing that someone is providing security at those stops from 7-9 am and 2-4 pm (even if that's SPS SROs). I'm also nervous about the Plaza, I hope you have good security there. Security is going to make me more likely to let my kids ride, not free fare. Safety is the deal breaker.
Buses are very important and have helped our family a lot.
This would help a lot of people!!
I think zero fare for youth is a great idea! It won't affect me but it will be great for others.
Thank you for the opportunity to provide our input!

15. Is there anything else you wish to tell STA?
As a single parent, it is difficult to get my son to various places. The summer bus pass was great, it would be helpful to have this year around.
This would be helpful.
We went to the plaza downtown to buy my 14 yr old daughter a bus pass.. drug addicts were doing drugs in the bathrooms and on the benches while 5 “transit officers” all stood in a circle socializing with each other. Totally makes me feel safe letting my daughter ride the bus alone (sarcasm). Do better.
no
I want public transportation to be a viable option for youth in Spokane. In order for that to be the case, safety MUST be the highest priority. Also, providing zero fare to all youth, regardless of income, may help to break down stigma around riding buses rather than taking a private vehicle.
Thanks for working on this!
I believe this zero fare implementation would be incredibly positive and I think rider numbers would go up
We drove our daughter to and from school every week day from September 2021 to May 2022 because her bus route arrived two hours' late and dropped her off two hours' late due to a lack of drivers. I am still getting emails from SPS stating a school bus route has been changed. There is an STA bus stop outside our apartment. The route takes passengers to Ferris making commuting to school convenient, but we didn't use it because we would have had to purchase a bus pass for her, increasing our costs. My husband uses his Gonzaga U ID card to commute to work and travel to other parts of the city for meetings. The STA app makes things easy. Our oldest son (age 20 and a GU student) just used his bus pass today to go to a coffee shop on the other side of the city. He started using the bus as a college student because the bus pass is free with his GU ID. STA is so reliable that I know what time to expect my husband when he takes the bus to come home. It would be great if school students could use their student ID cards as a free bus pass to commute to school. We can't count on the school buses, but we know we can count on STA.
This program will be beneficial for my household. My daughter has been riding the City bus to and from school this entire school year by herself.
If the Zero fare, I would suggest just only do the New Years Eve for everyone once a year would be more fair. If you want more youth to ride the bus. I would suggest make a Winter pass like Summer pass
My boys are 13, and are moreso allowed to go places independently so public buses add endless opportunities. I work in public schools, and some students are homeless. Let's give everyone PASS so there is NO differentiation between humans
I believe this is the best thing ever I think it will offer more opportunities for kids over the year to be able to get to and from places other wise they can't do them because of single parent house holds, this will help keep kids busy and out of trouble.
This would be such a great opportunity for my children and gives them the feeling of independence and self-reliance children and youth need!
I think using STA for high school bus transport in SPS is a fantastic idea!
We don't use the bus but would support zero fare for those who do
There are MANY youth in Spokane whose latent s to not have the means, car nor income, to drive them to school, work or elsewhere. Zero fare for youth would make a big positive impact on our community
Love the summer free passes!
Something the survey did not ask about, but I hope the city is considering, is that there is a goal to have more ppl using clean, public transportation rather than personal vehicles. A program like this could normalize public transportation for an entire new generation.

15. Is there anything else you wish to tell STA?
I think free fare for youth is a great program - I got a pass during high school and it allowed me to get to and from school each day without stress. And giving youths mobility is just a good thing to do.
My daughter will be attending The Community School next year which does not have school buses so she will need this to get to/from school.
It would be an amazing asset for so many in these difficult times
Train your coach operators to care about their passengers. A lot of them are fairly rude and when something is wrong on the bus, ex..other passengers breaking the rules, absolutely nothing is done.
Not all children come from families able or willing to pay for transportation. When I needed the public bus system as a child I experienced both. Not being able to afford the fare forced me to walk through dangerous areas at bad times. I don't want others to go through my same experiences. Even if I have to pay more, I wish to make it easier for kids to use the bus.
Having zero fare for the youth would cut back on car trips, and enable them to go to library and such on own. And make it affordable for parents to transport younger children with them.
I'm 75 and the bus is essential to me and I appreciate it immensely
Overall, I think the idea of zero fair bus privileges is a good idea for youth. It was one of my favorite things growing up and gave me a lot of freedom in the summer. However in our community, to get anywhere on the buses takes her horrendous amount of time and is not really practical (Spokane south hill). This is too bad. I would love for our kids to use the bus more and I'm always looking at more environmental ways to travel
Thank you for your service
Thank you for all you do & for asking for input :-)
I work as a homeless liaison at a local school district. We do provide passes to teens but I would like to see it expanded to adults who are without transport or low income.
This year will be by sons first time using the bus for transportation and the bus fare will be an additional expense we aren't ready for.
My current 18 year old used the free STA pass benefit a few summers ago. If the pass hadn't been available, I would have given him the money for the bus rides.
N/A
I think this is a wonderful program that will make access to services more accessible to kids and families
in addition to providing safe transportation we are teaching our youth to use public transit - an environmental necessity for the future
My kids rode public transit to school from 7th grade on. It was an important step towards independence and I endorse efforts to do so in Spokane.
Thank you to the drivers for always making mw feel safe on the bus, especially in downtown after work traffic. They deserve more love and recognition, many take them fro granted and I appreciate them being so great at their jobs, and being friendly and reliable transportation. I prefer taking the bus to and from work, its less stressful and cheaper then paying of parking
Implement zero fares for all, let's grow STA!
This is a great opportunity to support youth access to their communities.
My son has a disability and would benefit from zero fare to increase his independence.
Safety and ease of navigation are important considerations to engaging more youth/families to utilize zero fare. Families and youth may choose other methods or simply stay home if they feel unsafe or if routes are too difficult for youth to navigate.
Great job working towards a better city!

15. Is there anything else you wish to tell STA?
Let's just make it zero fare for everyone. It's public transit. It should be free for the public.
This is wonderful!
This is a great way to expand STA services.
I am a single mom of two! So I am grateful and thankful. It helps me and my kids who are special needs!!! Thank you. Keep up the good work!!! God bless
I live at a house on 25th and bernard with commuter stop 144 at my house. We ride the bus, but other rich kids don't due to a stigma. My daughter rides the 43 or 4 to ferris even though we live in LC. She is treated as if she is poor. Make taking the bus downtown a life skill! For all income levels!
Zero fare for everyone
Zero fare for youth will help prevent isolation for youth who don't have access to other transportation. Also it will be essential for many students who will depend on STA for transportation to school.
Thank you to the ones who help when people are short.
This would be fantastic, my daughter loves taking the bus to the park work me!
We should make public transportation free for everyone but especially for youth and we should find it by charging car drivers a fee. They are making our cities dangerous and wrecking our rides. They should subsidize our public transportation.
This will create incredible access for our teens. Larger cities have successful zero fare programs and Spokane should be added to that list!
Loved the Bloomsday Shuttle from Ferris!
Bus passes for those on fixed incomes should be reduced also
All youth need access to have the freedom to work, live and play. Please create a no fare program for all teens.
no-cost fares can equal freedom and opportunity for kids - I'm all for it!
With bus driver shortages in district 81, kid had to take the bus on several occasions while the dist only provided 2 months of passes. This would help our family tremendously
Thank you for your service.
Thanks for all you do!!
Thank you for the important work you do for our community.
Having free access to public transit is a safety enhancement for our children, allowing kids who need to leave a dangerous/unhealthy situation more opportunity and freedom to do so.
This would positively impact the homeless youth and low income families the most.
Zero fare youth programs create riders for life.
I'm a single mother on disability. Hard to pay for fees
I love the independence that bus-riding can promote in young children! Plus, riding public transportation helps us lessen the environmental impacts of our transportation choices and reminds us that the world is not a scary place.
Being a single mother I cant afford the bus fare everyday for all of my children and myself so it gets complicated trying to get everyone around let alone myself
I think teaching youth the importance of and using mass transit is so important and think zero fare (esp for low income) is great! Thank you!
My daughter used it to get to and from LC as a freshman. My next will need it next year!
We don't need STA in Spokane.
Even though my family and I may not use the bus, I think that it should be free for all students aged 0 to 18.

15. Is there anything else you wish to tell STA?
Zero cost would allow youth to travel the city without limits. I believe this would have a negative impact on communities because the younger population isn't mature enough to make good decisions. Having a fare at least sets some boundaries on how far/often they can travel.
Keep up the always improving service that you provide to our community! ♡
Our children have to ride the bus regularly for school since we are outside SPS attendance boundaries. This adds up quickly for three teenagers and has been surprisingly expensive up til now.
I work for a local school district. There are a significant number of unaccompanied homeless youth in our county who would be positively impacted by a zero fare policy. Your routes need to provide access to school buildings in all school districts especially Middle and High Schools.
Hi!
Even though no one in this household rides the bus, I think this is an excellent idea.
Thank you for considering this program. It will help so many families.
Busing has been a mess this year for school. Having STA available for the older kids would be very helpful!
We love the service you provide. Hubby buses to/from work, one child bused to/from high school, the other would like to. Thank you!
Expand. More routes More frequent runs
This is great for kids who have been in quarantine last summer to finally get out and explore the city and be social.
No one should have to pay to use public transit the way no one has to pay to use the library or parks.
This is a good idea
The free summer pass really helped us out a lot!! I barley make enough to pay the bills
All youth should ride for free.
please make it easier for middle school and high school students to ride for free so we dont have to wait so long for school buses
I never have cash and this makes is complicated. Honestly I bike commute and I use the bus sometimes to come up the hill, but there isn't always a direct route from downtown to the South Hill...when I am in a hurry.
We believe that the school district should contribute to the cost of bus passes for students, considering that the Durham bus schedule—at least this year—was completely inadequate and didn't get students to school in a timely or predictable manner.
The problems with the school busses this year have been severe. This would have been a wonderful solution when we were working around them being 4 hours late every Monday morning.
It would be a good idea for adults with kids to have free summer passes to depending on financial situation or on SSI
Please consider some safeguard in your mentor programs for young riders. Currently I do not feel safe allowing my young daughter (8) to ride alone or with our au pair. We have had issues with men following them off of the bus and harassing them on the bus.
Having youth riders promotes future ridership as kids are comfortable with the bus now and will use in the future.
If it were possible I would wish for public transit via city bus to be free to all AND run 24/7. Socialism benefits everyone.

15. Is there anything else you wish to tell STA?
I tend to walk or bike everywhere and use the car only for long-distance trips or hauling; otherwise I'd take the bus. My children walk to and from school and/or carpool and/or ride the school bus. Zero fare would encourage them to use the bus more for extracurriculars and recreation. A citywide zero fare for *all* youth would also help cultivate a new generation of riders who don't stigmatize the bus and learn to see it as a viable choice for transportation, not just something for those with no other options. This city desperately needs to be weaned off its single-passenger car habits.
My son rides the bus every day to school and it would be awesome to have this.
I would feel safer about having my younger (11 &13) kids ride the bus if I knew that there would be safety protocols regarding homeless people
Please offer all youth the opportunity to use public transit for free.
This change will help our youth to both be more independent and to learn that public transportation is a more sustainable option for our world. My oldest child used the bus all the time. It was crucial for them.
With the bus shortages in the school district, this would replace the school bus and we would no longer have to pay to get our child to school on time
Keep on doing a EXCELLENT job!
Start a zero fare policy for seniors AND improve your service in the Valley
My family is older now, I am thinking about the younger families, this can be huge for them.
Good
As a parent with 5 children, it makes no sense to pay \$24 or whatever for a round trip bus ride for all of us when we have a vehicle available, but if the children were free it would definitely make it worth it to pay for my own bus fare in order to drive less. So maybe you would have more parents riding the bus and actually collect more fare?
Keep doing what you're doing!!
My children go to alternative schools where the school bus is not an option. We depend on STA to get the older ones to and from school, activities and appointments. The impact of them having zero fare would greatly benefit our family.
Implementation of zero-fare for youth will massively cut into STA's long term plans to expand routes to the east including Stateline, Post Falls, and Coeur d'Alene.
I pay to take my daughter back and forth to Dr. Appointments and it starts to get hard with the wallet
Good for kids I am 100% on board for this program
I don't drive and heavily rely on the bus to get me to and from work Monday-Friday. As summer approaches my children will need/want the freedom to go places alone and with me. If the bus fare is reduced or zero for youth more opportunities will be available to us as a family.
I am curious if there will be any upgrades to Service? Right now it's impossible to get out of my neighborhood of Linclon Heights, to any destination on time. The #34 is always late, now the route is chopped that would take me from Lincoln Heights to Grocery Outlet on 3rd took 3 hours & \$2🙄 Please reinstate that City Loop you took out. That was a poor decision. You could catch a bus anywhere & grab a connecting bus, now it's Stop, Wait, Wait Some More... I couldn't make it from Lincoln Heights to Division Y for a eye appointment on time... The 33 pulls out as the 34 pulls in🙄 I don't understand...
The government has no role in funding public transportation. If it cannot survive as a private enterprise, the government needs to stop losing money on it every year.

15. Is there anything else you wish to tell STA?
Please don't add this to the list of things only very low income children can have. If there is an income cutoff, make it more than the federal poverty level. So many families are above the cutoff for low income programs, but are struggling due to increased housing and food expenses. I am a grandparent raising a grandchild. I am slightly above the income cutoff for things like free and reduced price lunches, but as a senior citizen, rising costs for rent and food are making things difficult, yet we don't qualify for any help. I don't have a car, so we depend on the bus, and sometimes there is no money for bus fare. Please, let the kids ride free. You will be teaching future riders that the bus is a great source of transportation.
Children need a safe and efficient way to get around. If the state is going to cover the cost (and then some) this seems like a win-win. There might be some people older than 18 that attempt to abuse it, but I have seen your drivers handle tough situations like this in the past. They always do a good job. Please move forward with this program for the summer and the future years to come. I truly believe it would benefit the Spokane area, create future bus riders, and help families who are financially burdened.
Paying 2dollar is a little spendy when not having any income. Also I believe when paying for the bus ride you receive a 2hr pass but it actually should be an all day pass. N if not paying fair then should be a one way trip
Nope
I'm a single G-ma raising a teenage boy w/ no car living in Airway Heights. We moved here in 2016. We used to do a lot more free activities when we lived in Seattle...like going to visit family & friends, the library, the park, farmers markets, museums, swimming, & exploring the city in summer. We are very limited now do to cost, because there are not a lot of low-income programs available to help for social purposes. So we don't go out a lot & walk where we can. When I lived in Seattle I had a disabled pass. I wasn't able to get it transferred here so I have to pay full fare. So transportation is a hardship for us.
Many children in the community would have more opportunities to participate in community events, activities, educational, social, work opportunities to e better themselves and the community
Please make this program as simple as possible, without means testing, so that all young people in our city know they can ride the bus free of cost & there's no further complexity for them or their families to dive into. Ensuring that young people aren't dependent on driving will be good for traffic safety and making sure kids can get around on their own. Let's keep it simple and maximally accessible. Also: please don't get rid of the cash farebox! Not everyone has a smartphone at hand. The cash option is still very important for our seniors and low-income neighbors.
This would help low-income families be able to get out of house together
I'm am employee and although my child rides free her extended family and friends do not. This will increase the opportunities for her to socialize and learn about navigation with her friends.
Yes . . . raise all fares sufficient to cover the full costs of the system, including capital costs. The people who ride the bus ought to be paying for it.
I am not a bus rider, but know many people who are. Transportation can be such a barrier for services that I'd be happy to see as many free and reduced fares as possible and I'm happy for my taxes to help.
Zero fare will provide expanded travel opportunities for kids and will increase support for STA over time as more people in the community become familiar with the service (it's a long range benefit to STA).
I don't think kids should get used to something for nothing. Have them pay something!
No
Zero fare for everyone, including youth

15. Is there anything else you wish to tell STA?
It is critically important to encourage youth to ride the bus in any way possible. Without doing this, they may never consider it a viable option, and be tied to a car. The national park service provides free entrance to 4th graders so they are able to connect to the parks. This connection is vital, be it parks or transit.
I'm 100% in support of providing zero fare accessibility to young folks in our community.
Bring on the bus 38 route. I'm super excited for that.
GET MORE NEWFLYERS!
Anyone using state benefits should also qualify for a discount. Bus passes have gone up and I'm afraid of them going up again. It's hard enough saving for a car.
Larger buses are needed Sunday morning mostly on rts 90 & 61
Implement digital ticketing inside the bus.
Paired with good routes to schools, this could help alleviate school bus shortages to help families reduce traffic on school days
Should implement in the 'zero fare for youth' bylaws that is no Such act into stroking their ego in entitlement, but rather essential values thats ethical, that teaches morals that 'if you dont work you dont eat. That where community that cares one way is, showing them that is providing free fare, for the youth that is productive(School work volunteer cultrul/spiritual/religion the want). And for the youth that That don't fall into the above mentioned. esp Entitless Active wanna be criminals the not sures esp 10 dollar monthly pass. Take the opportunity for what we talk about How our kids should be How our kids should be This way we can show them. Because if the youth don't know then They won't have the proper know how.
Please add more direct routes from 5 mile to the Valley/Liberty Lake please!
I am in the process of teaching my youth how to ride the bus because being able to do so will give him a better sense of independence and freedom to participate in events in our city, which he is not able to do now since I work full-time. It would be a big stress reliever for me to know that this would not be an extra cost burden for me, if the pass was of no charge.
Make the buses run later to serve those commuters who work late at restaurants and bars or other entrainment jobs.
I think it would be a good idea for youths to show some form of identity to prove they can ride the bus for free
Off topic, but 24 hour bus service, more routes, and more frequent timetables would be my ideal. I do also like the new suggested fare schedule where people are automatically rolled to day passes after spending \$4 on fares in a single day.
Great program.
Kids have jobs but not a driver's license. With gas prices what they are it is very difficult & they would love to take the bus
Good bus :)
Keep up the great work
I believe 0-12 years of age should pay \$0, but kids 13-18 should pay a reduced fare (\$1 or similar).
We love you guys! Thanks for all you do!
Youth fare should be free! It will encourage community and more spending in the downtown sector
This would be very beneficial for all of my current students. Getting to school, getting to work and helping to take care of their families (grocery shopping, dr's appt's, multiple households, etc) Every fall, I dream of being able to tell my students they will get this wonderful opportunity.

15. Is there anything else you wish to tell STA?
STA routes should be widened across the city to provide reliable transportation for all residents to/from all areas of the city. Youth should be able to access these routes free of charge, especially considering most of the youth that access these routes are trying to get to/from school and do not have alternative options.
I work for Spokane Public Schools and I spend a lot of time searching for Bus Passes to get kids opportunities to events outside of school. If Zero-Fare was a possibility- more of my at-risk students who don't have transportation, might attend events that would get them excited about learning.
Ya'll ever thought of usin dem fancy pods like Morgantown?
please provide free bus transportation for all students who need to get to school - high school and college
I cannot wait until STA is viewed as more than just transportation for "low income people" and commuters to/from work. Making public transportation accessible for all will help us improve the view of this important service. Public Transportation for All!!!
PLEASE do zero fare transportation for SPS students!!!
If you are going to discontinue fare for youth , you might as well discontinue fare for all. How are kids supposed to learn responsibility with money and the value of a dollar when getting to and from work ? What happens when the child turns 19 and has to start paying fare when they have getting a free ride their entire childhood ? This is a bad idea all around and will have a huge negative impact in the long run .
I think zero fare should eventually be for everyone.
While I don't disagree with providing discounted or free fares to youth, my concern is that if it is free, does the transit system and its vehicles become a place to youth to loiter? If there can be some sort of program/public messaging effort to emphasize that "free fares" are a privilege and an investment in our youth (to get them to jobs, friends, other responsible obligations, etc.) and to please respect the privilege, then I'm all for providing free fares.
STA should provide discounted fare for low income people, no matter their age.
I think it will crowd the bus system & more troubled youth will be taking advantage of STA
If kids can get around easier workout burdening families that's a net positive. My neighbors have toddlers & at least one family is a single-car household with two parents, this would be great for them. I'd like to live in a place where older kids have free safe ways to get around independently and younger kids can easily go on errands with their families. Free child fare for everyone seems like a pretty easy way to make that happen. Oh! And new moms, who are at risk for post-partum depression & anxiety, which is worsened by physical & social isolation? This could help them get out of the house more without wrestling car seats! If STA can afford this I am ALL for making it happen.
I think youth should be allowed to ride the transit free!
It would be a boon to Spokane. It costs alot for my family to take the bus together.
I recently learned that fares make up like 6% of STAs entire budget. I imagine youth fares are a miniscule component of that already small number, this should be a no brainer. I advocate for all rides to be free, but youth being free is a great way to encourage life long transit users.
The most limiting factor for youth getting jobs, accessing services, and getting to school in Spokane is access to STA. I work with homeless youth at SPS and even they don't always qualify for free bus service. This limits their ability to access free supports and job access. Please! Free bussing for youth! A game changer for our most vulnerable and needy population. Thank you STA!
I won't be able to take my kids out as much when they're too old to ride free, I can't afford 3 monthly passes.
What are you doing about the drug use on buses? It's not safe for my kids to ride public transport if the drivers are being assaulted and drugs are being used on the bus

15. Is there anything else you wish to tell STA?
Fares should be free for all.
Great idea! I think free with adult is necessary.
This is a great idea. We need to do everything we can as a society to increase mobility for young adults.
I know kids in my neighborhood who use STA to get to school and school events. Zero fare in these hard times would be a welcome relief.
Start a \$3 daily pass day pay. \$4 does not make sense when \$2 per trip each way past 2 hours.
Thanks for considering this. Our lack of participation in recent programs and transit use in general are due to the ongoing pandemic.
As a single, low-income mom, I wish I could get assistance with a pass so our whole family could go places together.
Please pass this! Currently to go anywhere via bus for a day pass its 16 bucks I'm a single mom on a very tight budget that's alot to pay fir kids for just one day...this will help my family alot!!!!
I work at a youth center and zero fare for youth would make the city so much more accessible for young folks!
No