



CRITICAL DATA STRATEGIES, LLC

Spokane Transit Authority

Community Perception Survey Findings

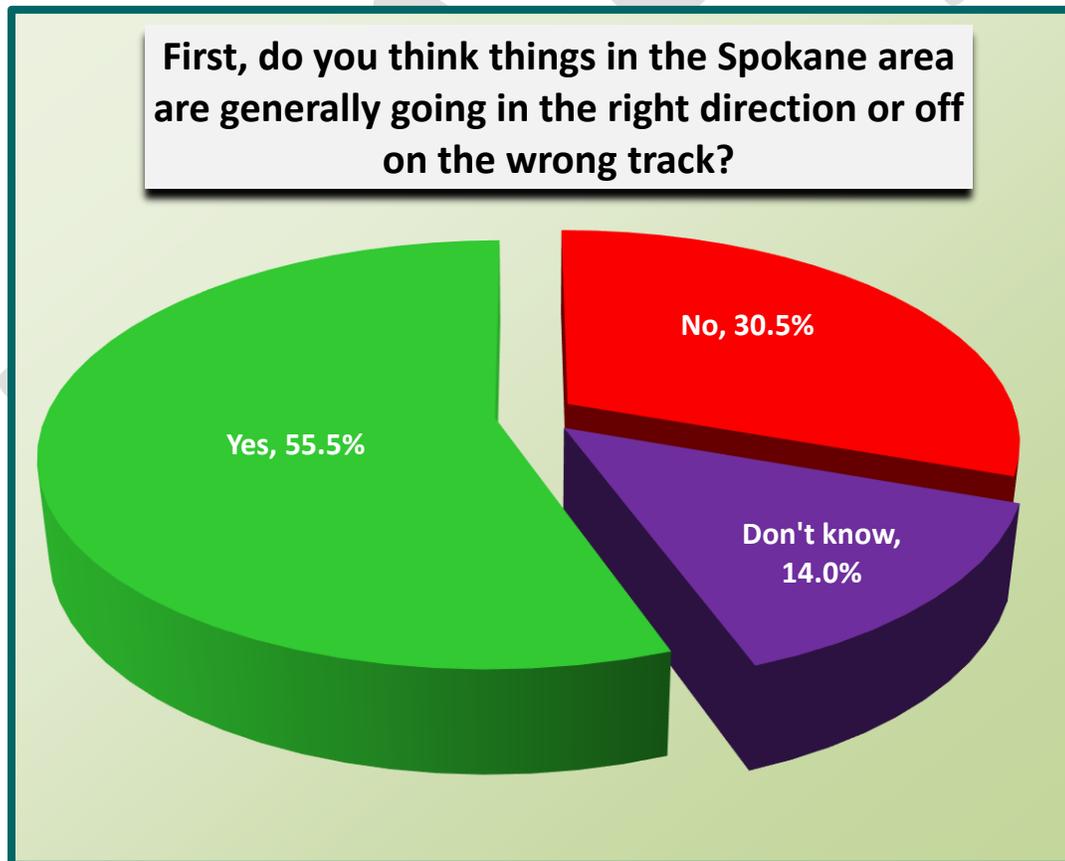
November 2021 – January 2022

SPOKANE TRANSIT AUTHORITY COMMUNITY PERCEPTION SURVEY FINDINGS

Please note, some of the questions in this document allow for more than one response. The tables of percentages pertaining to these questions are based on the number of people who responded to the relative question, not the number of responses received.

- 1). First, do you think things in the Spokane area are generally going in the right direction, or do you feel things have gotten off on the wrong track?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Right direction	222	55.5%
Wrong track	122	30.5%
Don't know/Refused	56	14.0%
TOTAL	400	100%

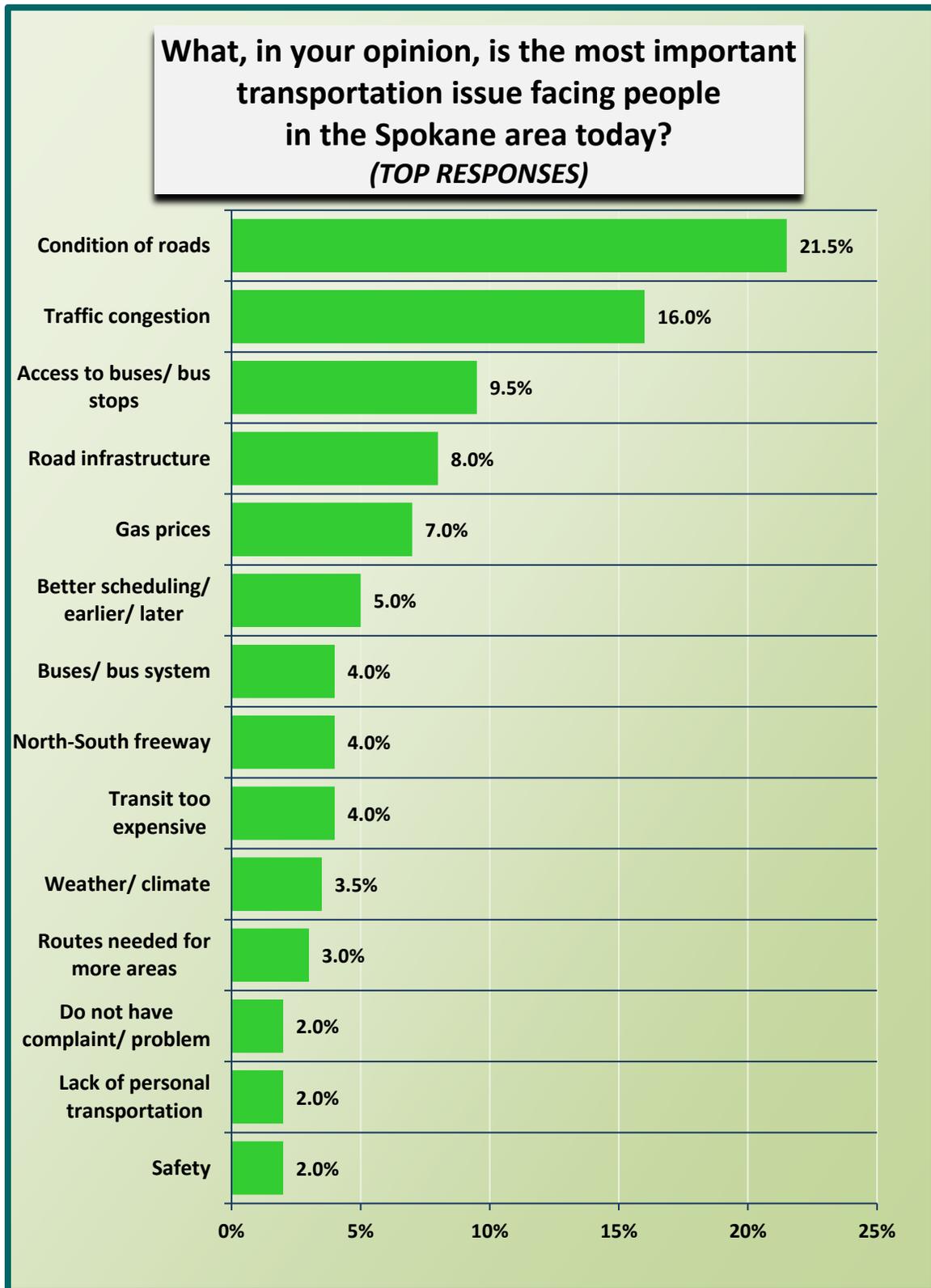


2). What, in your opinion, is the most important transportation issue facing people in the Spokane area today?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Condition of roads	86	21.5%
Traffic congestion	64	16.0%
Access to buses/ bus stops	38	9.5%
Road infrastructure	32	8.0%
Gas prices	28	7.0%
Better scheduling/ earlier/ later	20	5.0%
Buses/ bus system	16	4.0%
North-South freeway	16	4.0%
Transit too expensive	16	4.0%
Weather/ climate	14	3.5%
Routes needed for more areas	12	3.0%
Do not have complaint/ problem	8	2.0%
Lack of personal transportation	8	2.0%
Safety	8	2.0%
Need more buses	6	1.5%
Bad drivers	4	1.0%
Empty buses	4	1.0%
Light rail expansion	4	1.0%
Parking	4	1.0%
Transportation for the disabled	4	1.0%
Bike lanes	2	0.5%
Construction	2	0.5%
Lane reduction projects	2	0.5%
Rude bus passengers	2	0.5%
TOTAL	400	100%



(Question 2 continued, "What, in your opinion, is the most important transportation issue facing people in the Spokane area today?")



(Question 2 continued, “What, in your opinion, is the most important transportation issue facing people in the Spokane area today?”)

ADDITIONAL COMMENTS

COMMENT
Accurate times on picking people up. I used to use STA, every connecting bus stop, especially on Sullivan and Indiana. I almost got hit by the bus, but the next bus kept driving. I was late for work.
Affordability of both public transit and gas prices.
Affordability of transportation in general.
Affordable buses and cabs. Some people are homeless trying to get downtown and have no money.
Affordable parking downtown and buses taking up parking in downtown spaces.
Availability and cost.
Bus passes keep going up. We haven't ridden the bus in a while for that reason.
Bus service is pretty good.
Bus times.
Bus timing. The bus was almost always late or five-minutes early, which makes it hard to time when you are supposed to be there.
Buses being consistently on time.
Convenience and efficiency, reliability.
Empty buses pre-COVID.
Finish all the roads that you have started or don't work on it at all and just stop construction.
Finish the North-South freeway. It would help with the traffic.
Getting buses out to Cheney, as they cut back on the morning transit out to Cheney and that affects my kids.
Good variety of transportation.
Had to sign up through paratransit because bus stops are not close enough.
Having accessibility to bus schedules and routes with an app.
Having personal transportation.
I don't use the bus because I'm handicapped. I used the bus for many years.
I guess traffic, but it's just the way things are, so I really am not complaining. Maybe they could sync the traffic lights better?
I take Francis and there are no other options for me where I live. It gets backed up with traffic.
I'm not sure how efficient it all is. We are more widespread, so it's tough for someone on the north side to get somewhere on a bus. I know there are buses that run because I tried to navigate this last year and felt it was inefficient.
Ice on the roads in the winter.
If the bus gets there at 10:55am but is supposed to get there at 11:00am, they are not waiting long enough to pick up people. There needs to be some consistency.
If you can't get to a park and ride, it's an issue.
Increasing thoroughfare to get from one place to another, such as narrowing Monroe. Making sure people can get around town with not a lot of logjams.

Table Continued



(Question 2 continued, “What, in your opinion, is the most important transportation issue facing people in the Spokane area today?”)

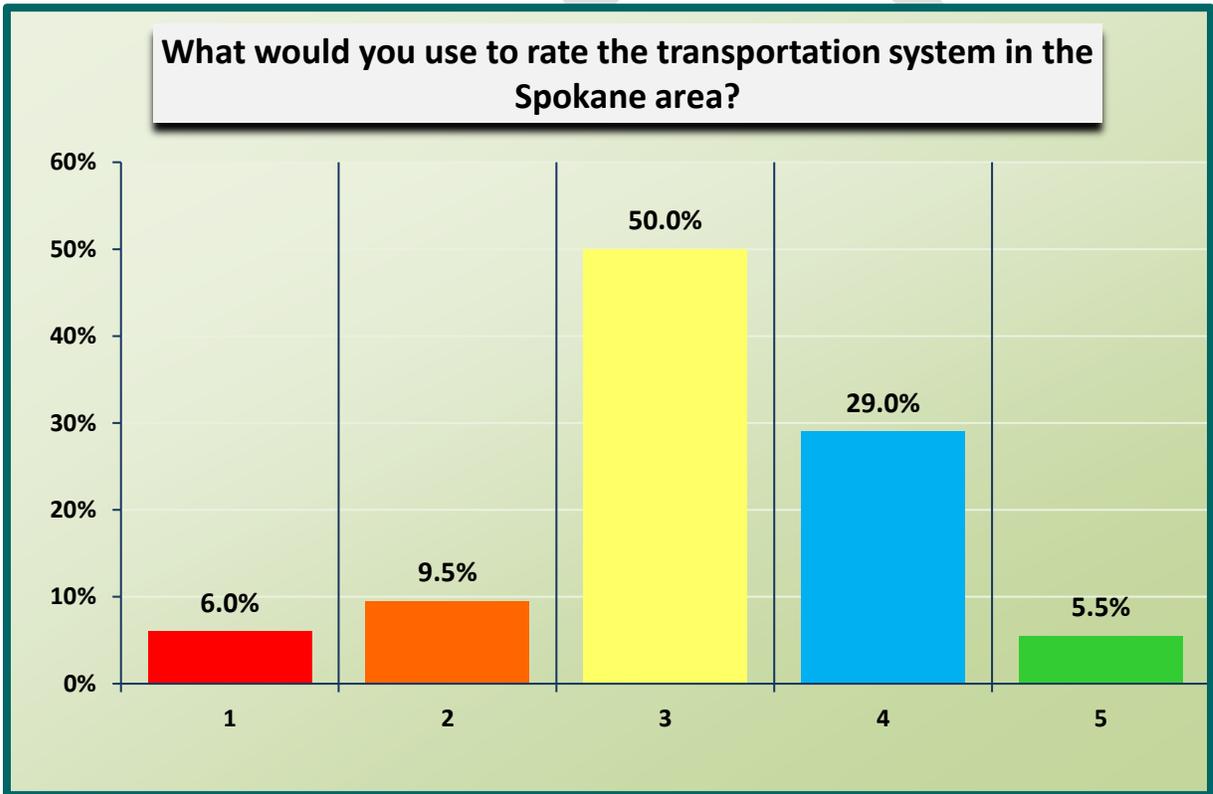
TABLE CONTINUED

COMMENT
It would be nice if the north-south freeway could be finished.
It's expensive to have a car.
It's bad on the roads.
Just getting people access to low-cost transit.
Lack of a major highway system.
Lack of law enforcement patrol on the roadways.
Lack of usable public transportation.
Lack of walkable and safe pathways.
Need more mass transit.
North-south freeway as well, very bad roads.
Parking in downtown Spokane.
People feeling comfortable and safe taking public transit.
People need to start taking the bus more. I always took it and found out the bus goes on Perry Street, so I took the bus to downtown and back.
Poor system of public transportation.
Public transit being utilized.
Public transportation affordability.
STA has removed bus stops. People are expected to get to another one, with a park and ride. There was a lady bus driver who was mean and passed us and said the bus stop had changed.
STA is a great company, but there are a lot of weirdos on the bus.
The bike trails are not safe.
The highway system isn't keeping pace with the amount of use.
The narrowing of roads from four lanes to two lanes.
The railroad crossings are horrible. Sometimes you're stuck for over an hour.
They need to plow the roads when it snows.
Transportation for people with disabilities. People with disabilities need more options as far as wait times. Paratransit might be overworked and maybe they need more buses to do that.
Urban sprawl makes it hard to get around without a vehicle.
Used car prices high and there's a lack of available used vehicles.
We need more buses and more accessibility to buses. think STA is going in that direction.
We need routes in more areas of Spokane.
With expansion, the merger from 195 onto I-90 causes a lot of congestion and there's also lots of congestion heading out I-90 towards Coeur d'Alene during busy times of day.



3). On a five-point scale, where five is excellent and one is poor, what number between five and one would you use to rate the transportation system in the Spokane area, by that I mean the entire system – roads, transit, sidewalks, bike ways and transportation services in general?

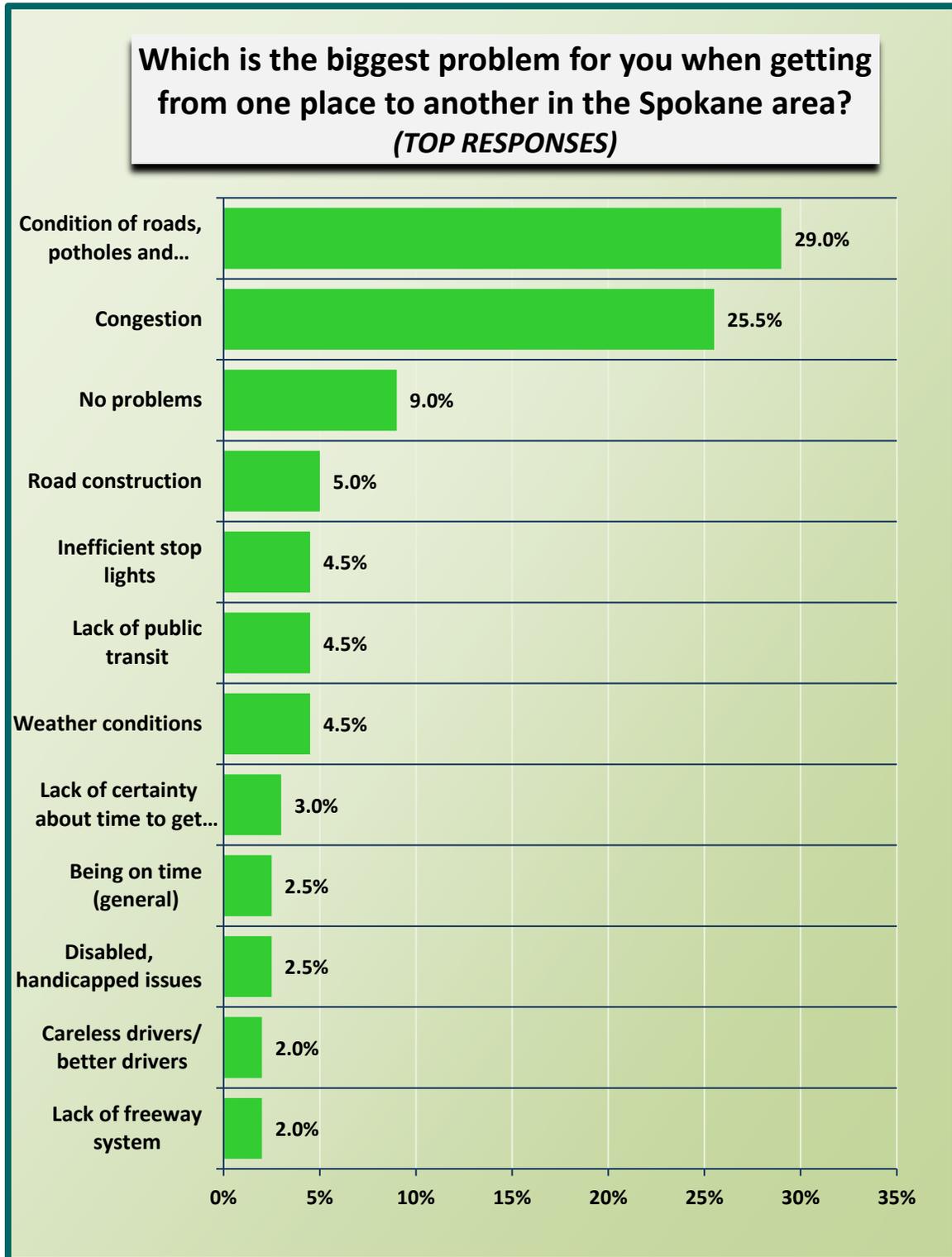
RESPONSE	TIMES MENTIONED	PERCENTAGES
1 – Poor	24	6.0%
2	38	9.5%
3	200	50.0%
4	116	29.0%
5 – Excellent	22	5.5%
AVERAGE	3.19	
TOTAL	400	100%



4). Thinking now from a personal standpoint, which one of the following is the biggest problem for you when getting from one place to another in the Spokane area?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Condition of roads, potholes and dangerous roads	116	29.0%
Congestion	102	25.5%
No problems	36	9.0%
Road construction	20	5.0%
Inefficient stop lights	18	4.5%
Lack of public transit	18	4.5%
Weather conditions	18	4.5%
Lack of certainty about time to get there by car	12	3.0%
Being on time (general)	10	2.5%
Disabled, handicapped issues	10	2.5%
Careless drivers/ better drivers	8	2.0%
Lack of freeway system	8	2.0%
Don't know/ Refused	6	1.5%
Train delays	6	1.5%
Connecting bike trails	4	1.0%
Gas prices	4	1.0%
Safety issues	4	1.0%
TOTAL	400	100%

(Question 4 continued, "Thinking now from a personal standpoint, which one of the following is the biggest problem for you when getting from one place to another in the Spokane area?")



(Question 4 continued, "Thinking now from a personal standpoint, which one of the following is the biggest problem for you when getting from one place to another in the Spokane area?")

ADDITIONAL COMMENTS

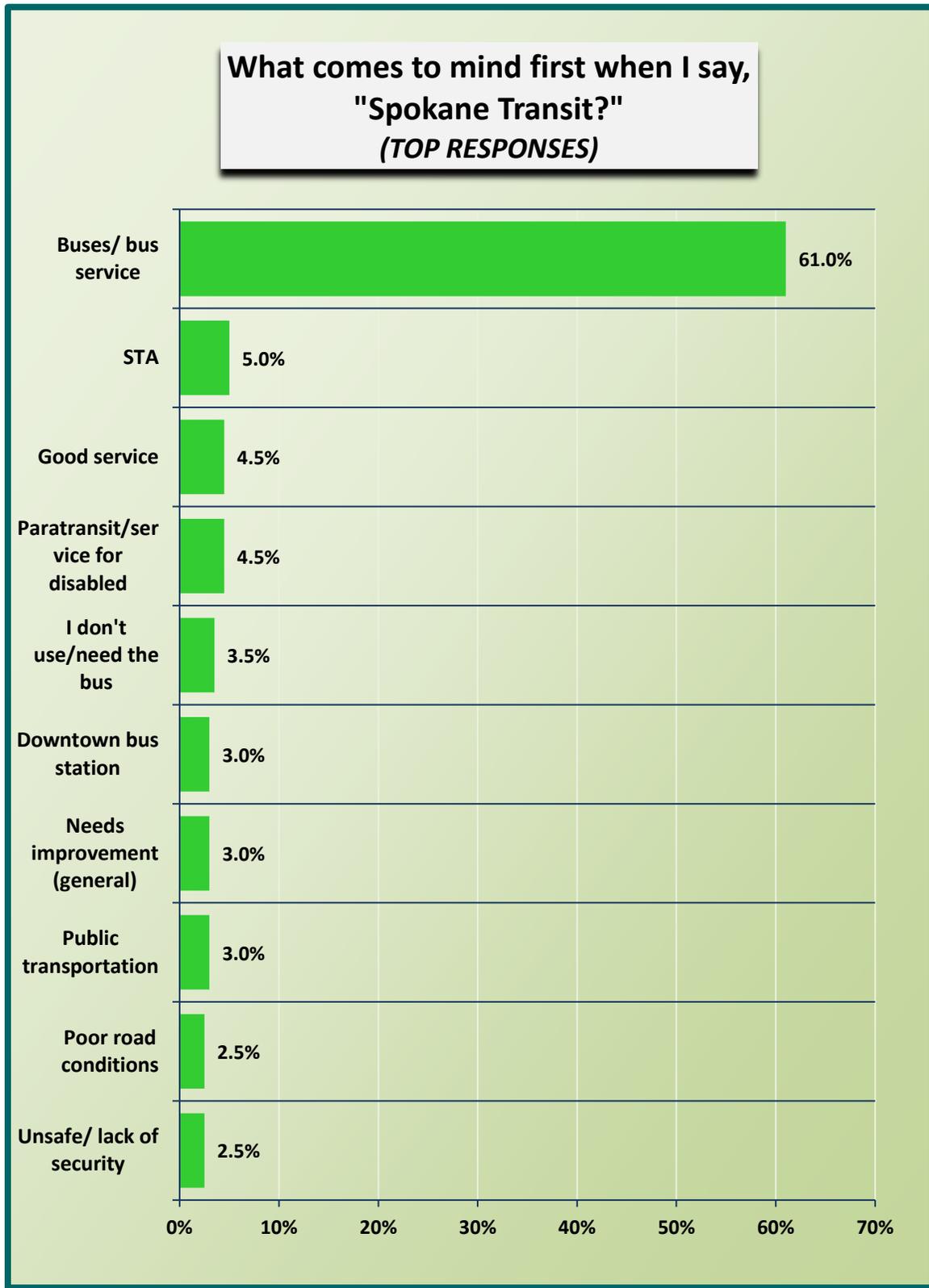
COMMENT
Accidents and people not getting out if the way for people who need to get to accidents.
Buses come every hour instead of every couple minutes.
Cars not respecting bikes and we need more bike paths.
Congestion in the downtown area.
Congestion on I-90.
Division is the main issue. It is a mess, and they need an alternative.
Finding a bus stop.
Getting around the downtown area.
Going from north to south. Traversing the city takes too long.
How long the bus takes.
I keep losing my driver's license.
I take side roads because the freeway is too congested.
I take the bus on occasion and enjoy it, but I am also in love with my car, so I don't use the bus very often.
I would like to avoid and bypass downtown completely with all the traffic.
Inconvenient bus schedules.
Lack of bus stops near our house. We live five-minutes away from the bus stop.
Late buses.
Main streets that have been reduced to one lane each way
Merging traffic on the freeway.
Not enough sidewalks or accessible type areas, if there are, they are really poorly kept.
Paratransit helps, now that I can do that.
People need to have more bus stops. Not enough room on the road, especially if you have a wheelchair, that takes time. I wish there was a proper lane for the bus to use.
Poor surfacing on Market north of Francis.
Road maintenance being done during the day instead of at night.
Sections of Centennial Trails have no sidewalks, and it would be really nice to have 24-hour bus service.
Some of the roads are confusing, especially on Monroe.
The light at 195 to I-90 is a good idea, but a longer access area would be better.
Traffic calming roads.
Traffic is slow-going on Sullivan at rush hour.
Try to go into Spokane when it's not busy.
Unplowed or poorly plowed roads and pedestrians walking in the road.
Waiting for the train at Freya and Sprague.
We don't have close enough access to public transportation.
Worrying about my car breaking down.



5). What comes to mind first when I say, "Spokane Transit?"

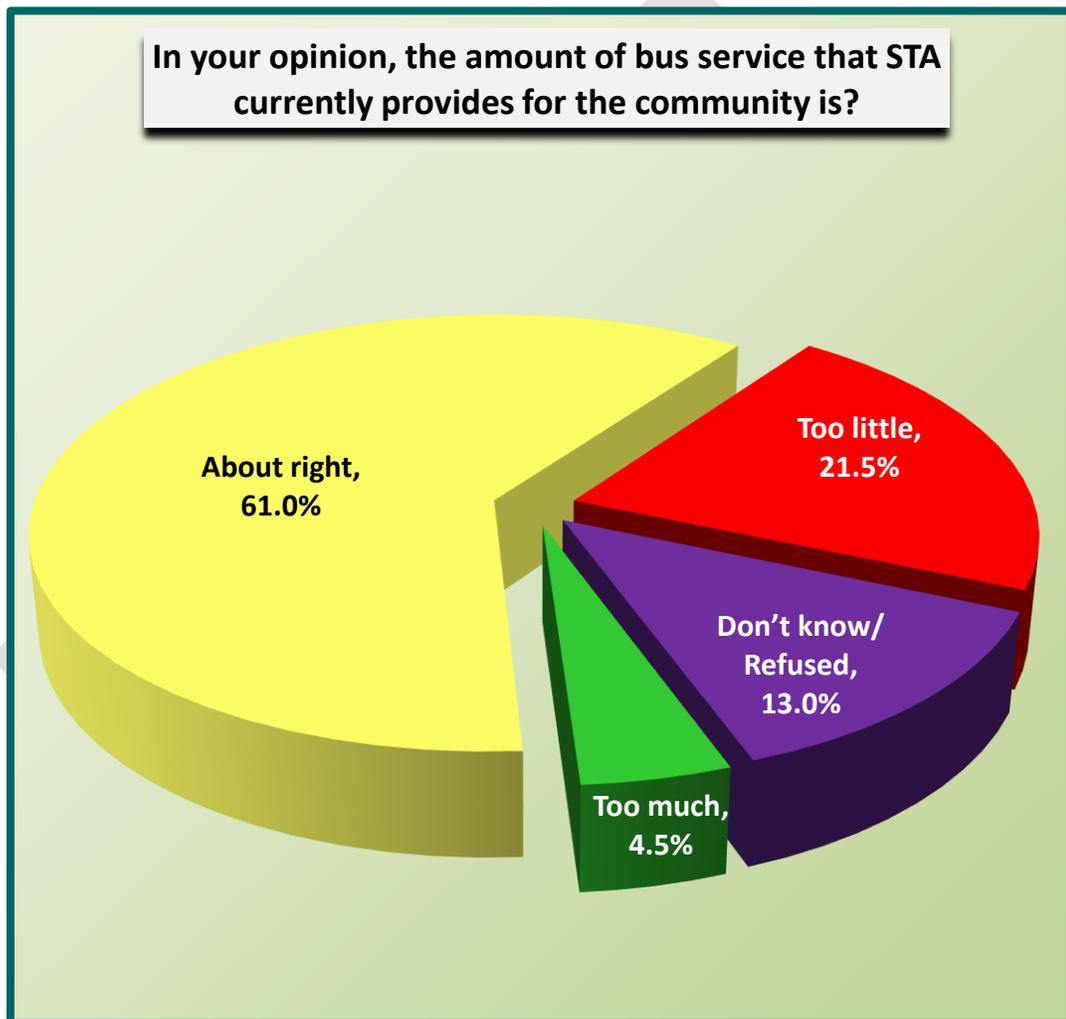
RESPONSE	TIMES MENTIONED	PERCENTAGES
Buses/ bus service	244	61.0%
STA	20	5.0%
Good service	18	4.5%
Paratransit/service for disabled	18	4.5%
I don't use/need the bus	14	3.5%
Downtown bus station	12	3.0%
Needs improvement (general)	12	3.0%
Public transportation	12	3.0%
Poor road conditions	10	2.5%
Unsafe/ lack of security	10	2.5%
Bad service	6	1.5%
Bus not used enough (general)/ empty buses	4	1.0%
Convenience	4	1.0%
Not enough service/ service cuts	4	1.0%
Reliable service	4	1.0%
Expensive/ high prices	2	0.5%
Inconvenient	2	0.5%
Needs to extend routes	2	0.5%
Waste of money	2	0.5%
TOTAL	400	100%

(Question 5 continued, "What comes to mind first when I say, "Spokane Transit?")



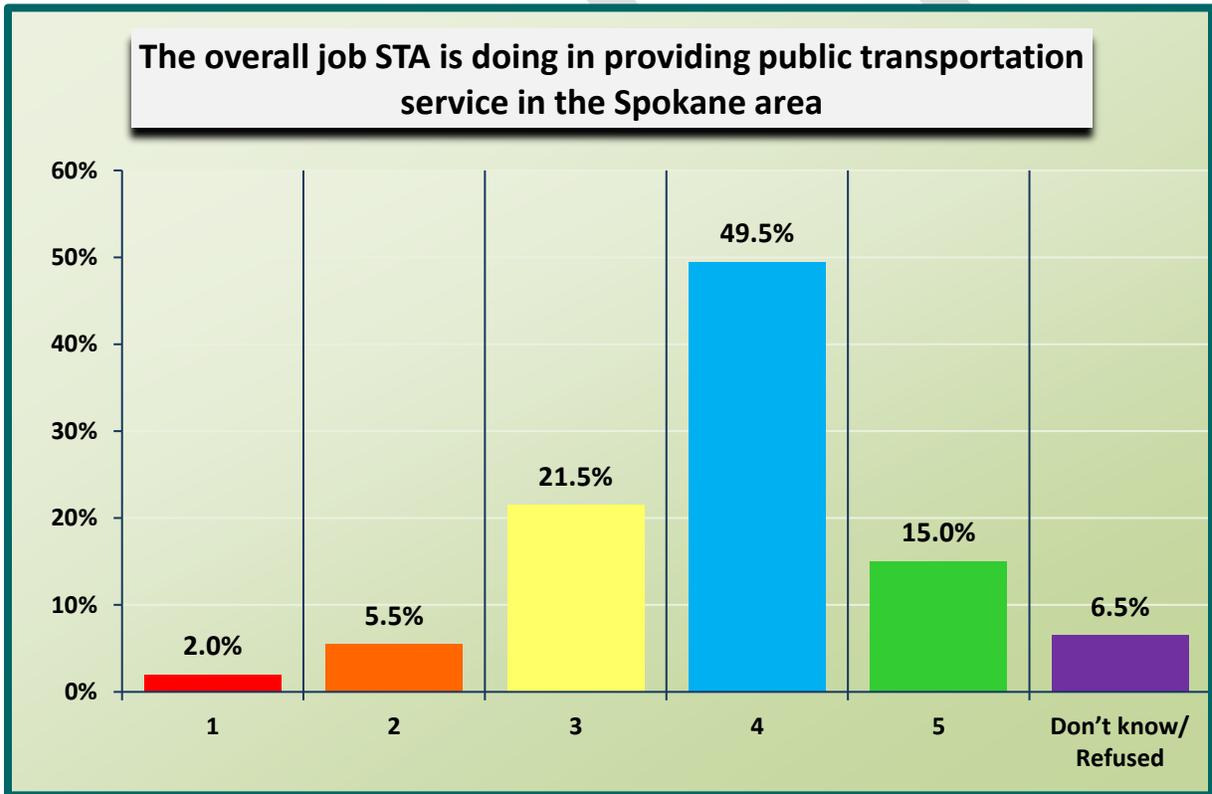
6). In your opinion, the amount of bus service that Spokane Transit currently provides for the community is:

RESPONSE	TIMES MENTIONED	PERCENTAGES
Too much	18	4.5%
About right	244	61.0%
Too little	86	21.5%
Don't know/Refused	52	13.0%
TOTAL	400	100%



7). Based on your personal experience or anything you may have seen, read or heard, on a scale from 1 to 5, again where five is excellent and one is poor, what number would you use to rate the overall job you think Spokane Transit is doing in providing public transit service in the Spokane area?

RESPONSE	TIMES MENTIONED	PERCENTAGES
1 – Poor	8	2.0%
2	22	5.5%
3	86	21.5%
4	198	49.5%
5 – Excellent	60	15.0%
Don't know/Refused	26	6.5%
AVERAGE	3.75	
TOTAL	400	100%



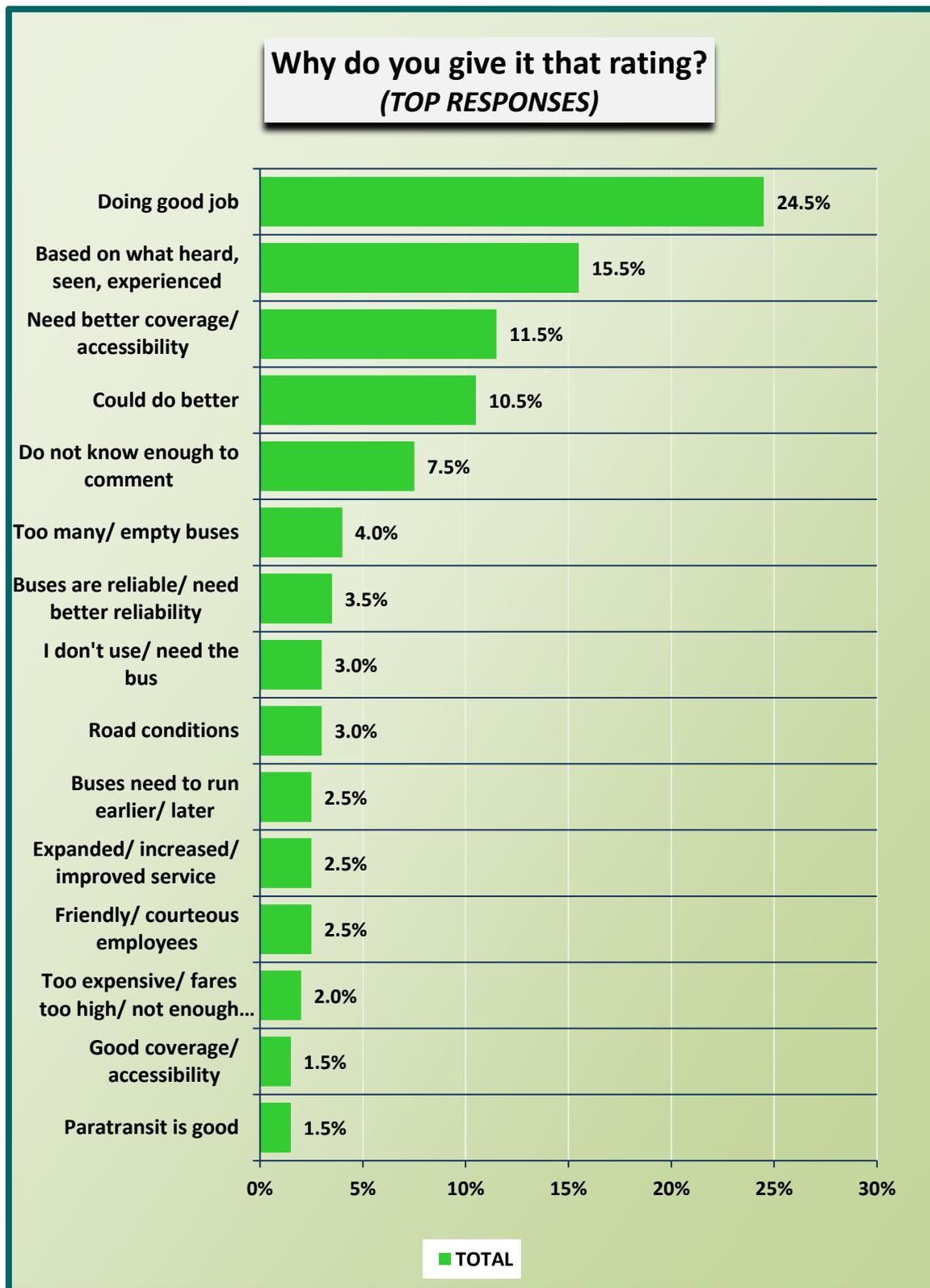
(Question 7 continued, “What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?”)

7a). Why do you give it that rating?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Doing good job	98	24.5%
Based on what heard, seen, experienced	62	15.5%
Need better coverage/ accessibility	46	11.5%
Could do better	42	10.5%
Do not know enough to comment	30	7.5%
Too many/ empty buses	16	4.0%
Buses are reliable/ need better reliability	14	3.5%
I don't use/ need the bus	12	3.0%
Road conditions	12	3.0%
Buses need to run earlier/ later	10	2.5%
Expanded/ increased/ improved service	10	2.5%
Friendly/ courteous employees	10	2.5%
Too expensive/ fares too high/ not enough funding	8	2.0%
Good coverage/ accessibility	6	1.5%
Paratransit is good	6	1.5%
Paratransit needs improvement	4	1.0%
Reduce crime/ increase public safety	4	1.0%
STA cut bus stops/ have to walk too far	4	1.0%
More frequency	2	0.5%
Need train/ light rail	2	0.5%
Rude bus drivers/ employees	2	0.5%
TOTAL	400	100%



(Question 7 continued, "What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?")



(Question 7 continued, “What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?”)

TIMES MENTIONED

RESPONSE	1 – Poor	2	3	4	5 – Excellent	Don’t know	TOTAL
Doing good job	0	0	6	60	32	0	98
Based on what heard, seen, experienced	0	2	8	36	16	0	62
Need better coverage/ accessibility	0	6	20	20	0	0	46
Could do better	2	2	14	24	0	0	42
Do not know enough to comment	0	0	2	2	0	26	30
Too many/ empty buses	0	4	2	10	0	0	16
Buses are reliable/ need better reliability	2	0	8	4	0	0	14
I don’t use/ need the bus	0	0	4	8	0	0	12
Road conditions	0	0	8	4	0	0	12
Buses need to run earlier/ later	0	0	2	8	0	0	10
Expanded/ increased/ improved service	0	0	4	4	2	0	10
Friendly/ courteous employees	0	0	0	4	6	0	10
Too expensive/ fares too high/ not enough funding	2	4	2	0	0	0	8
Good coverage/ accessibility	0	0	0	6	0	0	6
Paratransit is good	0	0	0	2	4	0	6
Paratransit needs improvement	0	2	0	2	0	0	4
Reduce crime/ increase public safety	2	0	2	0	0	0	4
STA cut bus stops/ have to walk too far	0	2	2	0	0	0	4
More frequency	0	0	0	2	0	0	2
Need train/ light rail	0	0	2	0	0	0	2
Rude bus drivers/ employees	0	0	0	2	0	0	2
TOTAL	8	22	86	198	60	26	400



(Question 7 continued, “What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?”)

PERCENTAGES

RESPONSE	1 – Poor	2	3	4	5 – Excellent	Don't know	TOTAL
Doing good job	0.0%	0.0%	7.0%	30.3%	53.3%	0.0%	24.5%
Based on what heard, seen, experienced	0.0%	9.1%	9.3%	18.2%	26.7%	0.0%	15.5%
Need better coverage/ accessibility	0.0%	27.3%	23.3%	10.1%	0.0%	0.0%	11.5%
Could do better	25.0%	9.1%	16.3%	12.1%	0.0%	0.0%	10.5%
Do not know enough to comment	0.0%	0.0%	2.3%	1.0%	0.0%	100%	7.5%
Too many/ empty buses	0.0%	18.2%	2.3%	5.1%	0.0%	0.0%	4.0%
Buses are reliable/ need better reliability	25.0%	0.0%	9.3%	2.0%	0.0%	0.0%	3.5%
I don't use/ need the bus	0.0%	0.0%	4.7%	4.0%	0.0%	0.0%	3.0%
Road conditions	0.0%	0.0%	9.3%	2.0%	0.0%	0.0%	3.0%
Buses need to run earlier/ later	0.0%	0.0%	2.3%	4.0%	0.0%	0.0%	2.5%
Expanded/ increased/ improved service	0.0%	0.0%	4.7%	2.0%	3.3%	0.0%	2.5%
Friendly/ courteous employees	0.0%	0.0%	0.0%	2.0%	10.0%	0.0%	2.5%
Too expensive/ fares too high/ not enough funding	25.0%	18.2%	2.3%	0.0%	0.0%	0.0%	2.0%
Good coverage/ accessibility	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	1.5%
Paratransit is good	0.0%	0.0%	0.0%	1.0%	6.7%	0.0%	1.5%
Paratransit needs improvement	0.0%	9.1%	0.0%	1.0%	0.0%	0.0%	1.0%
Reduce crime/ increase public safety	25.0%	0.0%	2.3%	0.0%	0.0%	0.0%	1.0%
STA cut bus stops/ have to walk too far	0.0%	9.1%	2.3%	0.0%	0.0%	0.0%	1.0%
More frequency	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.5%
Need train/ light rail	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.5%
Rude bus drivers/ employees	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.5%
TOTAL	100%	100%	100%	100%	100%	100%	100%



(Question 7 continued, “What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?”)

ADDITIONAL COMMENTS

Q7 RESPONSE	COMMENT
1	It doesn't seem safe.
1	It takes a long time to get places and it sucks.
1	It's a horrible service.
1	No one can afford to ride the bus most of the time.
1	Their prices are too high.
1	They need to advertise it more.
1	They need to make it safer for younger people and people of color.
2	I don't believe in using taxpayer dollars for public transit.
2	I just from what I've seen and what I've heard.
2	I see a lot of empty buses.
2	I see a lot of money coming into that system with little accountability.
2	I think it could be good and do good for many people, but they need to get it together.
2	I think several reasons, number of riders is so small, yet large pieces of equipment are driven that create traffic hazards for passenger cars and other trucks.
2	I would like to take a bus now and again, but I can't because of the lack of service.
2	It works for some people, but they shouldn't try to get people to give up their cars.
2	Not enough bus stops. I live on the south hill and bus stops are a few blocks away. Now you have to go six to eight blocks to get a bus when it used to be a block or two up.
2	There are not enough paratransit buses.
2	There needs to be a lot better/more service in the valley. It's difficult getting into the city from the valley, so I drive.
2	They are not organized, and they waste money.
2	They are not reaching out with routes to areas such as Elk.
2	We don't have bus service where we live.
3	Considering the resources, they have I give them a '3.'
3	From the people I know who take it, routes don't go far enough out in the city.
3	I don't have any reason to go one way or the other.
3	I don't know a whole lot about it, but it seems to be fine.
3	I don't know about the public service, but I do know that the roads, congestion and all the potholes, all of it is blowing up around us. Nothing gets finished.
3	I don't know anything about the transit service, but just driving around, it looks like it's doing okay.
3	I don't take it very often.
3	I don't think it's bad, but it's not necessarily good.

Table Continued

(Question 7 continued, “What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?”)

TABLE CONTINUED

Q7 RESPONSE	COMMENT
3	I don't think they are doing a great job, by no means, but I don't think they are doing a horrible job. Improvement is definitely needed.
3	I don't use it and that is a neutral rating.
3	I don't use it, but I see it all over, so I assume they are doing a good job.
3	I know a couple of guys that use that to make it to and from work using the bus.
3	I know people who say they don't have enough bus stops or eliminated bus stops where now you have to walk eight blocks.
3	I see a fair amount of transit in the downtown areas, but not much in the outlying areas.
3	I think it's pretty good but definitely needs to aim to serve people who use it the most.
3	I think more could be done regarding the potholes and with the bus station.
3	I think Spokane Transit is trying to get better. They build up the public transportation and are trying to do something with the roads, but the public officials are not helping them much. The government needs to step up.
3	I think that sometimes the service is limited where people need to go.
3	I think the transit authority is doing a pretty good job with providing services what they can do.
3	I think there's always room for improvement.
3	I think they do okay and on a par with other cities.
3	I think they do okay but could do better.
3	I used to work for them and there is so much political stuff. They don't listen enough to the public about where routes need to go.
3	I would ride the bus every once in a while, just to go shopping and for a change, but the bus station is very frightening with all the homeless tents, etc.
3	I've heard a lot of people complaining about pick up times and wait times, and it's a big deal when they want to go grocery shopping. They have to wait a whole day to schedule.
3	If Spokane keeps growing, we will need some other alternative solutions like light rail.
3	In some areas there are no routes available.
3	It doesn't go far enough into the county and that needs to be addressed.
3	It goes to most areas, but some areas don't have access to public transportation.
3	It is hard when you barely miss a bus when the weather is so cold.
3	It seems like you have long wait times for the buses, so not many people use it.
3	It's not bad, but there's always room for improvement.
3	I've heard people complaining about buses being so late.
3	Just because my son rides it, and everything is usually on time for him. He usually doesn't have a problem getting from place to place. Just try to keep people from sitting at bus stops too long, especially in the winter months.

Table Continued



(Question 7 continued, “What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?”)

TABLE CONTINUED

Q7 RESPONSE	COMMENT
3	More bus stops are needed on Trent, so riders don't have to walk so far to catch the bus.
3	More needs to be done but I would be interested in what the employees say.
3	More people would use the bus if there was more availability and more bus stops.
3	Not everyone has cars to get around, so the buses need to go more places.
3	People are using the buses, so I guess it's just fine.
3	Road conditions and training could be better.
3	Road conditions are poor.
3	Scheduling is not convenient, but I like riding the bus.
3	The accessibility of information using apps could be improved.
3	The bus locations and routes are not always convenient for some people.
3	The bus service does not reach far enough to be useful in a lot of scenarios. We have teens who are not able to get to where they want to go because of this.
3	The paratransit bus system is great.
3	The roads are horrible with so many potholes that I've had to buy another set of tires.
3	The service doesn't run often enough.
3	The transit system suffers when they don't get sufficient funding or a good pool of candidates for employment.
3	There are bus times, but there are route issues. Sometimes buses won't even come and there is no way to alert riders. It's definitely in need of improvement.
3	There should be a north/south light rail system.
3	There should be more routes in suburban areas.
3	They are meeting the minimum, and nobody rides it anyway.
3	They do a decent job but could be better.
3	They have gotten better and need to expand routes out north because Spokane is spreading that direction.
3	They need a bus lane or carpool lane to allow cars to move more quickly past buses.
3	They need to run 24-hours a day because people work 24-hours a day.
3	They started the freeway but didn't finish it.
3	When I drive around buses, I don't see many people using them.
4	A few times I've used it and it was easy to use.
4	A lot of times I use it and it is somewhat good.
4	Accessibility needs improvement and I think they are trying to do that.
4	Always room for improvement.
4	Availability is the only thing drawing it back. If taking a bus or car, it's important to be available.

Table Continued



(Question 7 continued, “What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?”)

TABLE CONTINUED

Q7 RESPONSE	COMMENT
4	Based on my experience, there is room for improvement.
4	Buses are clean and come often and you can usually get about anywhere in Spokane on the bus.
4	Buses are clean and drivers are on-time.
4	Buses are often running with very few people riding.
4	Every time I have needed to use it, it has been there for me. I just look up the schedule, walk a few blocks and catch the bus.
4	For the most part, if I try to go somewhere I can get somewhere.
4	Having bus schedules and bus routes available.
4	I do not hear people complaining about STA.
4	I don't have any stark good reason for not riding the bus, I don't like some of the roads.
4	I don't know a lot about it, but from what I can tell it is good.
4	I don't know about the rest of your services, but I use paratransit, and it is wonderful.
4	I don't know enough to really make a good judgement.
4	I don't ride the bus, so I hate to knock them down too much.
4	I don't ride, and I'm trying to think of what friends commented. I've not heard negative things.
4	I don't use it, but I know a lot of people who do.
4	I don't use the buses, but I see them around, and it seems like they are never totally full.
4	I guess it's okay.
4	I guess there are enough buses, and they seem to be doing an okay kind of job.
4	I guess they are doing an okay job.
4	I have a hard time figuring out routes.
4	I have a lot of friends who use public transport.
4	I haven't heard anything negative. I have no personal experience with it.
4	I just constantly see city buses.
4	I just haven't had any problems, from my perspective.
4	I know my clients use it a lot and there are programs to help them use it.
4	I know people who are on a bus line and offer free and reduced bus fares for people in need. That is good.
4	I know people who use it regularly and it seems to work for them.
4	I know the bus system has some good things but some challenges as well.
4	I lived in North Spokane, and bus coverage was sparse up there.
4	I rode the bus for a while and always got to where I needed to go.
4	I rode the bus for a while and felt it was safe, reliable and interesting.

Table Continued

(Question 7 continued, “What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?”)

TABLE CONTINUED

Q7 RESPONSE	COMMENT
4	I see a lot of buses moving around so it seems like they offer a lot of options.
4	I see buses all over the place.
4	I see plenty of buses and bus stops and range from where you can get on a bus, so that is my opinion. I don't use the bus.
4	I see the buses moving.
4	I see them all the time. It's rare that buses not active. They are pretty reliable.
4	I think it's gotten better from past years.
4	I think it's great and you can go a lot of places, but there are some boundaries.
4	I think it's pretty good about the number of buses and pickups.
4	I think it's pretty well done.
4	I think more can be done.
4	I think that if it's about right, then there is room for them to improve their service.
4	I think that people get off work late at night and I don't know if the buses are running then, but maybe some routes need to run then.
4	I think their service is adequate.
4	I think they are doing okay, but since I don't ride the buses, I can't be certain.
4	I think they are doing okay.
4	I think they are doing pretty good, but obviously they think they need to improve.
4	I think they are doing pretty well.
4	I think they are doing well in keeping up with everything.
4	I think they are doing well.
4	I think they are pretty good.
4	I think they are trying.
4	I think they could do more as far as getting to smaller towns, like Airway Heights, Medical Lake.
4	I think they do a good job, but I see too many empty buses.
4	I used to work as security guard at the plaza and the routes they offer are pretty decent.
4	I used to work for a company which was contracted with STA. When we met STA drivers, they ruled their buses. I don't like that. They have a job because of the community, be thankful and treat people with respect.
4	I would like to see an expanded schedule with buses running earlier and later for people who work other shifts.
4	I would like to see more paratransit in the outskirts.
4	I'm sure they could find something they have not done.
4	In outlying areas, buses come every hour or so. You either get to where you are going extremely early, or you are late.
4	It just seems to be there's an ample amount of public transportation for those that need it.

Table Continued



(Question 7 continued, “What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?”)

TABLE CONTINUED

Q7 RESPONSE	COMMENT
4	It seems like it's available.
4	It seems to be adequate and moves people.
4	It should hit outlying areas.
4	It would be nice if it had service later.
4	It's not overly impressive.
4	It's not perfect.
4	It's a fair rating.
4	It's never going to be perfect, especially when it comes to the community.
4	It's nice and easy to use.
4	It's not bad but I don't use it much.
4	It's not just buses. I live in a neighborhood where there's an adult home. I see the buses working and paratransit providing transportation. It's pretty darn good.
4	It's obvious they are trying and doing a decent job keeping buses on time but could be more extensive in their coverage.
4	It's pretty good, but it could be better.
4	I've seen bus stops everywhere, there's a bus stop in every corner in Spokane.
4	I've seen some comments on how things could be improved. I've not heard a lot of negative information.
4	Just on what I hear.
4	More efficient schedules are needed.
4	My son's dad uses the bus to get around and he seems to be able to get anywhere he needs to.
4	Need more pull ups for buses.
4	No one riding the buses.
4	Not enough people are using it.
4	Nothing is perfect but there service is good.
4	People have to wait longer for buses on weekends.
4	Sometimes buses are near empty.
4	STA has cut routes that they should put back.
4	Streets are bad and there is not enough warning when they are closing streets.
4	Students go to Cheney, that's a good park and ride which helps college students and those who go to work.
4	The feedback I get from other people is good.
4	The one time I took the bus, it was exactly what I needed.
4	The people I know who ride it have very few complaints.
4	The Perry Street bus goes to park and ride on south hill, and I like that.
4	The problem I'm having is with STA drivers. I've had complaints from clients that the drivers are not handling rude people well enough.

Table Continued



(Question 7 continued, “What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?”)

TABLE CONTINUED

Q7 RESPONSE	COMMENT
4	The schedules could vary a little more.
4	The timelines is always bad.
4	There are a lot of dead zones in the routing system and housing areas that are not covered.
4	There are all kinds of issues. A lot of buses are empty, and they do not know how to fix it. When looked into busing, they do not go as far as they used to go.
4	There are always ways to improve.
4	There are timing issues, and the lack of stops is also an issue.
4	There could be more options for ride share and more buses in outlying areas.
4	There is always room for improvement.
4	There is always room to improve.
4	There was a full year where I took buses multiple times a day. Buses were clean and drivers were smiling.
4	There's lots of availability to find a bus stop.
4	There's always overcrowding, sometimes on certain buses, but they do the best job they can.
4	There's always room for improvement.
4	They are doing a good job with the resources they are given.
4	They are doing a pretty good job but there is room for improvement.
4	They are doing the best they can with the cutbacks of routes and taking away routes.
4	They are doing the best they can.
4	They are doing their job.
4	They are trying to make it better with innovative ways in a confined budget.
4	They are trying.
4	They can only do so much.
4	They could change runs and be a little more accommodating to the college students.
4	They do a pretty good job.
4	They do have a lot of routes and it comes every 15 minutes.
4	They don't come to my area.
4	They don't seem to have any complaints.
4	They have made a lot of effort to expand services outside the core of the city, to Amazon centers, etc.
4	They need more connections. Outlying towns need more buses as it limits people there.
4	They seem to be doing a good job.
4	They've got good routes to SFCC, and SCC and a lot of college students take it.

Table Continued



(Question 7 continued, “What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?”)

TABLE CONTINUED

Q7 RESPONSE	COMMENT
4	We are not a large metropolitan area, but people use the transit system well.
4	What's inconvenient, is it stops too early at night. My daughter left work late and couldn't get the bus to take her home, because of when it came and how often it came.
4	When COVID first hit they were keeping things clean and sanitizing really well.
4	When I did ride the bus, the drivers were very nice and courteous and kept order on the bus.
4	When I ride a bus, the stops are not close enough for me to go anywhere.
4	When you travel the roads, you see the transit buses and they look busy.
4	With my lack of knowledge of public transit, I would hesitate to give it a '5.'
4	You are doing a good job with having many buses.
4	You can get to a lot of places with it. It has a big area it covers.
4	You can go to the transit center and transfer buses. They come there frequently.
4	You do provide a lot of public transport, it's just not on time.
5	As far as I know. I see buses going and coming all the time.
5	Bus drivers are nice, and I've always had a good experience.
5	Buses seem to be running mostly empty.
5	For the simple fact that there is the STA with buses.
5	I don't hear any complaints. If the wheel isn't squeaky. I assume it's going okay.
5	I don't think there is anyone not trying to do the best they can with what they have.
5	I have coworkers who used it and always got to work on time, and they provide transport for people without cars to be able to get to a job.
5	I haven't heard anything negative.
5	I like that they are giving bike riders and wheelchairs access.
5	I love the friendliness of drivers and the availability of routes.
5	I rode the bus years ago, and I have family members that ride the bus now.
5	I see buses.
5	I see lots of buses so I think they must be doing a good job.
5	I think it's just a really well-run system.
5	I think they are doing a good job now, but I don't think they will keep up with progress.
5	I think they are doing a good job.
5	I think they are doing a good job.
5	I used to take the buses a lot.
5	I've been able to get to the places I've needed.
5	If the people aren't there, I understand the cost of fuel has got to be enormous, to pick up one person.
5	It looks to me like they are doing a good job.

Table Continued



(Question 7 continued, “What number between five and one would you use to rate the overall job you think Spokane Transit is doing in providing public transportation service in the Spokane area?”)

TABLE CONTINUED

Q7 RESPONSE	COMMENT
5	It's a pretty good program.
5	It's pretty good and they do a good job.
5	I've never seen or heard any issues in my life.
5	My dad worked for STA for 24 years and I used to take the bus a lot and never had issues.
5	Senior service is great. We used the senior service bus for my aunt, and it was just wonderful.
5	Service in the Spokane area seems to be pretty good.
5	The bus services are doing a good job.
5	The way the bus drivers are. They are really friendly, and people oriented and help people with passes understand what they need to do when they get on the bus.
5	There always seems to be buses around.
5	There are enough buses and it's not hard to ride buses because they are easy to ride. I used to use it in college. It's great.
5	They are amazing and a good experience every time.
5	They are doing their job, getting people where they need to go.
5	They are trying their best, especially during the winter.
5	They do a good job, except for the weekend. I mean, it's not that bad, but there are less buses on the weekend, so you have to wait a lot longer.
5	They have the routes, so they need to get the number of people up to support the bus.
5	They seem to be doing a really good job.
5	When I used the bus service there was a bus everywhere I needed one and I didn't have to wait for very long. The paratransit buses are also great, and the drivers are so helpful to the riders.
5	Without it I would be stuck.
5	You guys are doing your hubs, central line and all that stuff.
Don't know/ Refused	I don't know anything about the buses.
Don't know/ Refused	I don't pay attention to the public transportation system. I drive everywhere and have no need for bus service.
Don't know/ Refused	I don't ride the bus and don't know anything about it.
Don't know/ Refused	I don't take buses so I would not know if their service is good.
Don't know/ Refused	I have never been on a bus in my entire life.
Don't know/ Refused	I really don't know, I don't ride the buses, but it looks like they are doing alright. I see people on the buses and the buses are moving along, so that is all I can say.

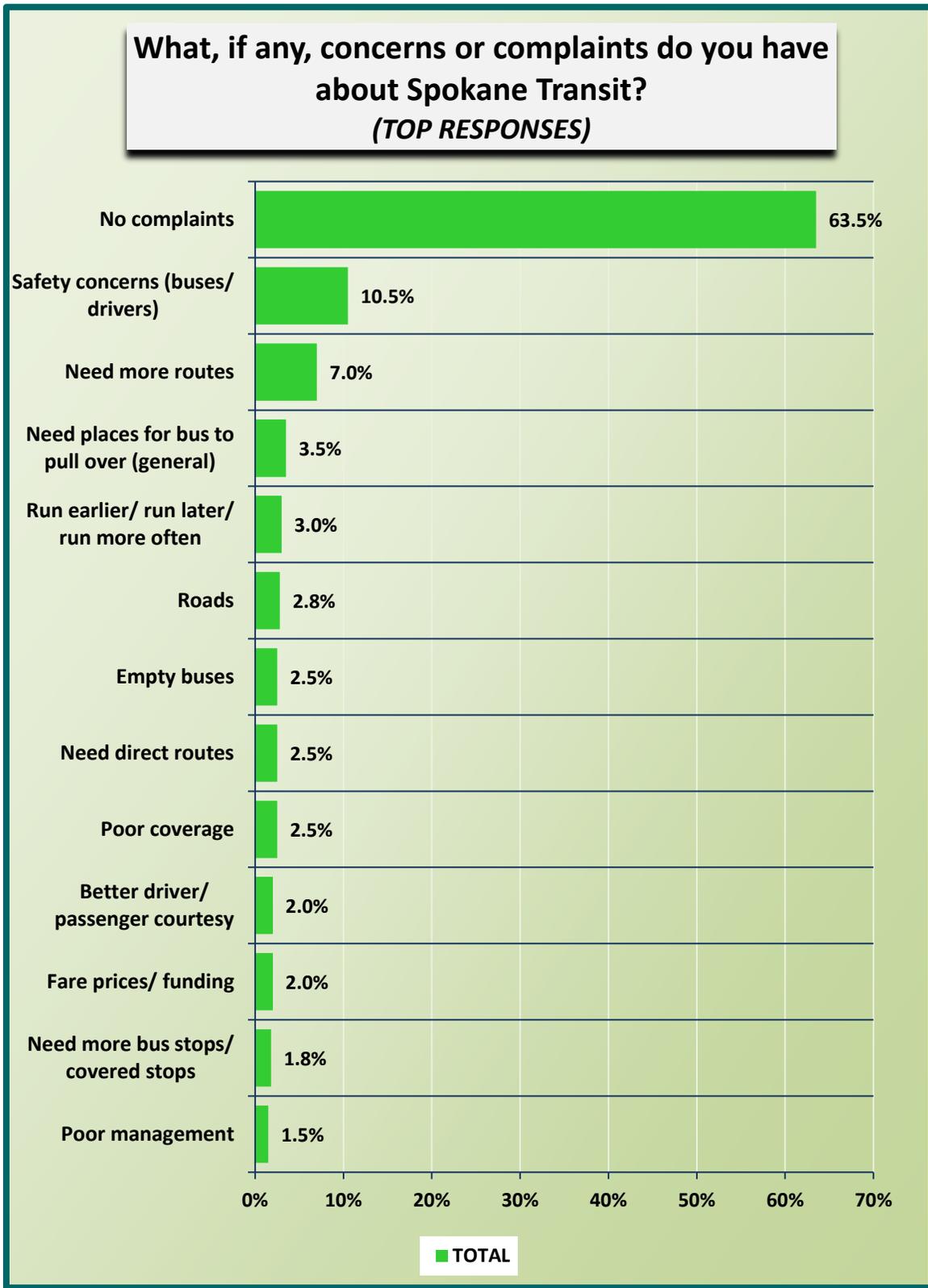


8). What, if any, concerns or complaints do you have about Spokane Transit?

RESPONSE	TIMES MENTIONED	PERCENTAGES
No complaints	254	63.5%
Safety concerns (buses/ drivers)	42	10.5%
Need more routes	28	7.0%
Need places for bus to pull over (general)	14	3.5%
Run earlier/ run later/ run more often	12	3.0%
Roads	11	2.8%
Empty buses	10	2.5%
Need direct routes	10	2.5%
Poor coverage	10	2.5%
Better driver/ passenger courtesy	8	2.0%
Fare prices/ funding	8	2.0%
Need more bus stops/ covered stops	7	1.8%
Poor management	6	1.5%
Acknowledge passengers' needs	4	1.0%
Centralized bus service	4	1.0%
Too many transfers	4	1.0%
Wasteful spending	4	1.0%
Bad bus drivers	2	0.5%
Being more environmentally friendly	2	0.5%
Bus leaves too early/ comes too late	2	0.5%
Disabled, handicapped (general)/ need more service	2	0.5%
Inefficient (general)	2	0.5%
Road construction	1	0.3%
Smaller buses	1	0.3%

**400 responded to this question
Question allowed for more than one response
Percentages based on number of respondents*

(Question 8 continued, "What, if any, concerns or complaints do you have about Spokane Transit?")



(Question 8 continued, "What, if any, concerns or complaints do you have about Spokane Transit?")

ADDITIONAL COMMENTS

COMMENT
Access to more bus stops.
Better access for walkers on University Road to the big bus stop.
Buses are impeded by slower traffic and the transit center downtown is a nuisance.
Buses go on a lot of streets not meant for single axle use, so the streets get torn up.
Buses running with very few riders.
Buses that are sitting around a lot with no one getting on or off them.
Crowd control around the bus plaza and providing space inside to wait for the bus.
Dirty needles by plaza.
Downtown becoming designed to avoid things in chaos, rather than reduce chaos. The system is set up for slower drivers, slower town, and slower speed at which the city moves is almost promoting bad driving and accidents.
Drivers don't watch what they are doing. Especially the accordion buses. They don't pay attention to where they drive and there's not enough buses going towards Mead. Nothing for them.
Driving behind a bus when it just stops and sits there.
Fix the biking and walking areas, and make better ways to end, except onto a busy road.
Homeless and drug addicts using the bus.
Horrible service.
I don't have concerns about the bus service since I don't know anything about it.
I don't like the new paratransit vans, which is my only complaint.
I don't ride the bus so I can't have any complaints.
I don't think our roads our built to be driven safely and don't promote people to drive them safely.
I live in Browne's Addition. STA has bullied their way through everything from removing different stops, adding stops, rerouting, adjusting roadways, putting up medians and taking away historic rider stations that have been there for 35-40 years.
I rode the bus before, but not now because I drive for a living.
I wish they came further north to Mead.
I wonder about the hub downtown. I wonder if you were a teenager and needed to get from one place to another, if it's safe there.
Insufficient warning of street closures and inconvenient street closures without appropriate detours.
Intimidating riders and not enough security on buses.
It is not safe at the downtown bus station.
It is very unsafe at the STA plaza because of the homeless and the mentally disturbed.
It's annoying to have buses stop in front of me.
Lack of accessibility to routes and schedules.
Lower cost for people coming from rural towns.
Maybe work with Idaho and their transit system since people from Idaho come to Spokane to work.
More efficient routing of buses.
More funding.

Table Continued



(Question 8 continued, "What, if any, concerns or complaints do you have about Spokane Transit?")

TABLE CONTINUED

COMMENT
My base concern is the downtown area. The plaza itself is the main reason we don't use it.
Need a bus to route through Camelot housing area and a stop by Costco.
Need direct routes.
Need more stops in areas where there are more people. We live in area with several apartment complexes. It would be good if there was one up in that area.
Need service to more outlying areas. Population is expanding outward, but bus service is not.
Need to extend coverage further out of town.
No complaints personally but I see a lot of empty buses. Maybe it has to do with safety concerns with crime and assaults.
No routes in Otis Orchards.
Not familiar with it. I don't use it.
Not well managed.
Overwhelming costs because of using fossil fuels
People who don't cross at the intersection and don't wear reflective wear when crossing the street in the dark by the big bus building on Boone.
Poor bus connections.
Poor bus driver courtesy to other drivers in traffic.
Poor roads.
Provide a product to customers that they want, not the STA board or management.
Rider safety needs upgrading.
Road conditions are poor with lots of potholes
Rudeness of lady bus driver at 57th. Bench is still there for a bus stop, but the lady passed people at the bus stop and rudely yelled at them.
Sketchy people who ride the bus make it feel unsafe.
Some streets have potholes.
Somehow those buses keep running, no matter what the weather.
Switching buses from gas to electric.
Take care of the downtown transit center. I know it's a tough thing with the homeless situation, while providing service to people, but it is out of control.
The buses have gotten wider than they used to be, downtown lanes, they don't fit in the lanes.
The downtown area is a difficult place to go.
The downtown plaza area needs to be cleaned up, too much vagrancy.
The main bus depot in downtown has a chaotic environment that often doesn't feel safe.
They don't follow the law of the road. What we were told is that officers or patrols look the other way when it comes to STA drivers. I saw a bus today, clearly by the time he hit the pedestrian intersection, that light was already red, barreled through it with people inside. Do you have cameras outside watching that? We had cameras. I don't know about you guys. They knew when we ran a light and were disrespectful. People should be treated with respect. Not their fault you need to help people with wheelchairs. Someone is not watching or paying attention. If it was a busy intersection, I don't know how many people would have been hurt.

Table Continued



(Question 8 continued, "What, if any, concerns or complaints do you have about Spokane Transit?")

TABLE CONTINUED

COMMENT
They need better advertising to increase awareness.
They need better route management.
They need more roundabouts at busy intersections.
Time. If buses could show up on time, it's hard to do back and forth to work and school, late to classes or work. It's frustrating.
We need designated bus lanes.
We're getting bigger here, since everyone wants to move here. Airplanes have air marshals to stop disruptions, so you do not see a whole lot of security issues in case people act up. STA needs something similar.
With the safety concerns we do not let our kids and teens use it.

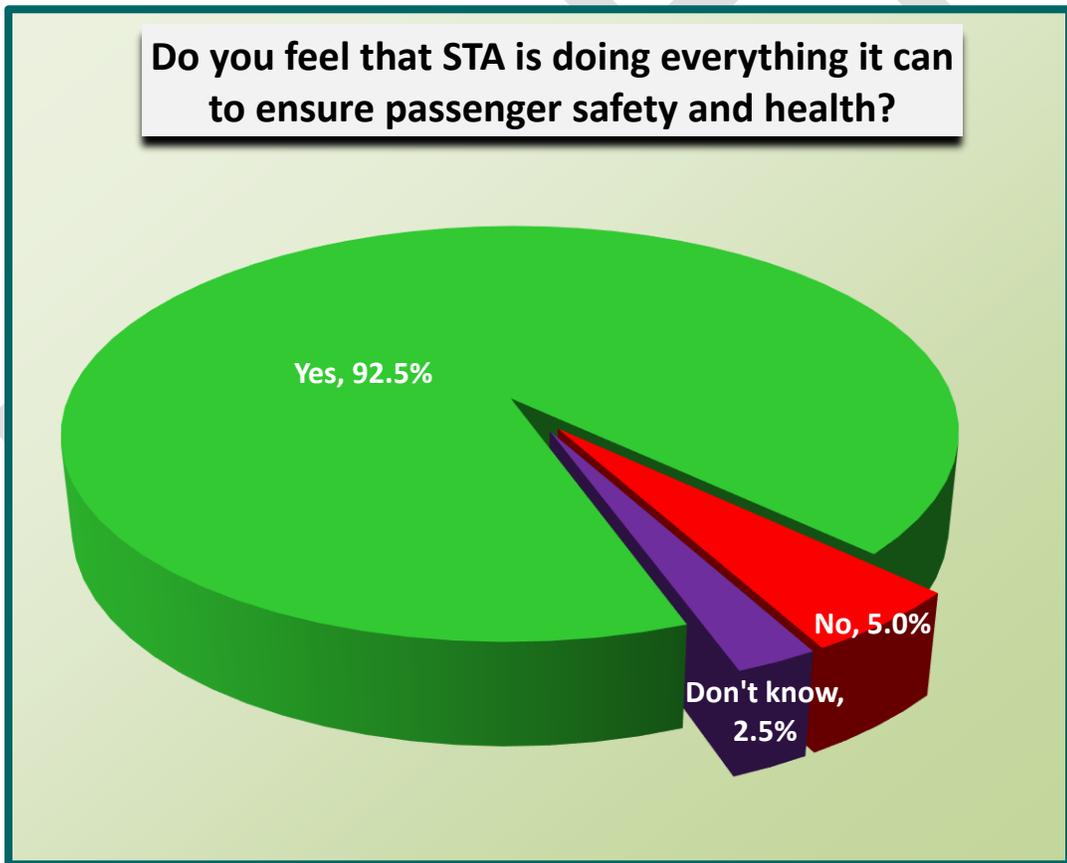
DRAFT

9). Spokane Transit has directly responded to COVID-19 concerns from its riders and has implemented a number of measures to ensure passenger health and safety. Some of these include:

- Masks required and provided on board
- Onboard signage and safety announcements
- Plexiglass barrier between operator and riders
- Heightened disinfectant of each bus twice daily
- Adjusted ventilation control to maximize air exchange

With these measures, do you feel that STA is doing everything it can to ensure passenger safety and health?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Yes	370	92.5%
No	20	5.0%
Don't know/Refused	10	2.5%
TOTAL	400	100%



(Question 9 continued, "Do you feel that STA is doing everything it can to ensure passenger safety and health?")

9a). If 'No,' What else could STA do?

Q9 RESPONSE	Q9A RESPONSE
No	Clean and sanitize the bus more frequently.
No	COVID-19 is a big fraud.
No	Drivers need to wear their masks consistently.
No	I have seen drivers not wearing a mask.
No	I think going back to what people are using it for, daily use verses special use during COVID and quarantine times if used by those who are sick, or those using if for work and school should be set up differently. If using it for healthcare, that is different.
No	I think the precautions are all a waste.
No	I wish they actually did the cleanliness part. I got bedbugs two weeks ago from the bus.
No	I wish they would clean the bus more.
No	I've seen a lot of sick people on the bus lately.
No	If the windows can be opened, or just fans running, that would be better, except for the winter.
No	Maybe crack the windows or at night when the buses are parked, they could get some cold air in there to kill off the bacteria.
No	Need to sterilize areas people touch every hour.
No	People need to wear their masks more consistently.
No	Provide hand sanitizer on the bus.
No	Sanitize the bus more than twice a day.
No	Some drivers wear their mask on their chins but not over their mouth and nose.
No	They need to enforce the masks for drivers and riders.
No	They should have a vaccine mandate for the drivers. I thought they did, they don't I think they should.
No	They should have a vaccine mandate to ride the bus.
No	You can't control a virus.

*20 total responded to this question

(Question 9 continued, "Do you feel that STA is doing everything it can to ensure passenger safety and health?")

ADDITIONAL COMMENTS

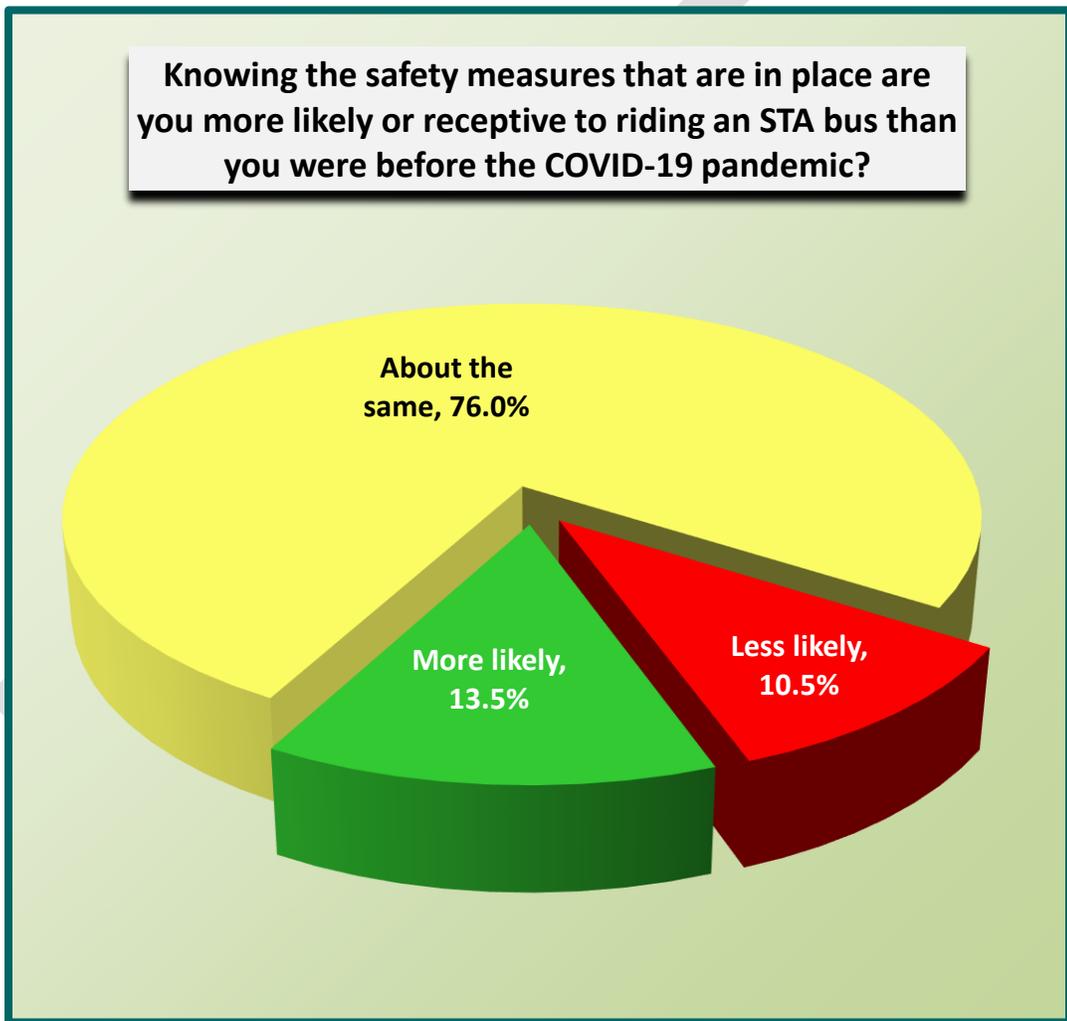
Q9 RESPONSE	COMMENT
Yes	I don't ride the bus, so I don't know about that part.
Yes	I know that in Europe, when you ride the buses, most countries have an enclosed operator, even before COVID.
Yes	I would prefer they stay out of our lives, let us make our own decisions like the adults we are. My body my right.
Yes	It should be ride at your own risk.
Yes	Most people aren't inclined to wear masks, which causes issues between riders and drivers.
Yes	My son rides and says they are doing well on there. Just need buses in more areas of town.
Yes	When getting on the bus, they said I needed a mask, and that was really good.
Yes	When on it, I noticed the plastic door to protect the driver, too.

DRAFT



10). Knowing the safety measures that are in place are you more likely or receptive to riding an STA bus than you were before the COVID-19 pandemic?

RESPONSE	TIMES MENTIONED	PERCENTAGES
More likely	54	13.5%
About the same	304	76.0%
Less likely	42	10.5%
TOTAL	400	100%

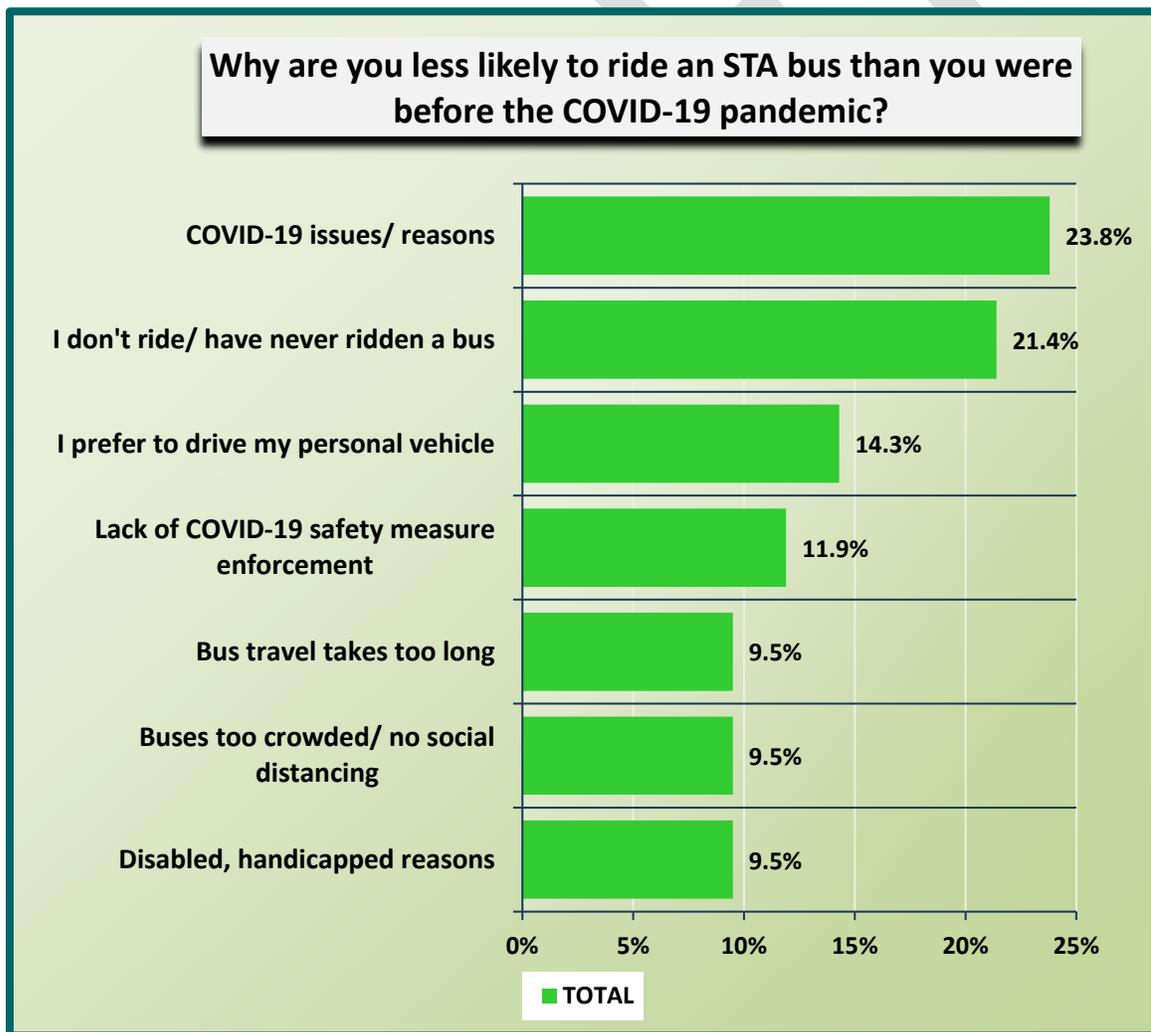


(Question 10 continued, “Are in place are you more likely or receptive to riding an STA bus than you were before the COVID-19 pandemic?”)

10a). If ‘Less likely,’ Why?

RESPONSE	TIMES MENTIONED	PERCENTAGES
COVID-19 issues/ reasons	10	23.8%
I don't ride/ have never ridden a bus	9	21.4%
I prefer to drive my personal vehicle	6	14.3%
Lack of COVID-19 safety measure enforcement	5	11.9%
Bus travel takes too long	4	9.5%
Buses too crowded/ no social distancing	4	9.5%
Disabled, handicapped reasons	4	9.5%
TOTAL	42	100%

*42 total responded to this question
 Question allowed for more than one response
 Percentages based on number of respondents



(Question 10 continued, “Are in place are you more likely or receptive to riding an STA bus than you were before the COVID-19 pandemic?”)

Q11A RESPONSES

Q11 RESPONSE	Q11A RESPONSE
Less likely	I am concerned about COVID.
Less likely	I am not comfortable with that level of exposure to the public right now.
Less likely	I am self-employed and I try to stay away from any type of group gatherings during the pandemic.
Less likely	I am still a little nervous about contracting COVID.
Less likely	I can drive in my car without the potential for COVID exposure.
Less likely	I can't wear a mask because I'm asthmatic.
Less likely	I do not comfortable riding a bus right now.
Less likely	I do not know where other riders have been.
Less likely	I don't know on the bus which people are healthy or sick.
Less likely	I don't like wearing masks.
Less likely	I don't plan to start riding the bus.
Less likely	I don't ride the bus.
Less likely	I don't have access to the bus.
Less likely	I don't like the bus system in general.
Less likely	I don't need paratransit any longer.
Less likely	I don't see a reason to take the bus.
Less likely	I don't take the bus because it takes too long.
Less likely	I don't use STA because I use my car.
Less likely	I drive by myself in my car.
Less likely	I haven't ridden buses.
Less likely	I still will not ride a bus.
Less likely	I still wouldn't ride one.
Less likely	I used to ride paratransit bus when I needed it.
Less likely	I will drive my car instead of riding a bus.
Less likely	I will never ride a bus.
Less likely	I would rather not take a bus during COVID.
Less likely	I would rather walk.
Less likely	I would recommend people drive their cars during COVID.
Less likely	I'm afraid of getting sick.
Less likely	I'm disabled and taking the bus takes too much effort.
Less likely	I'm still not going to ride.
Less likely	I'm apprehensive about riding with other people.
Less likely	I'm older, I don't trust people.
Less likely	It is still in public and seems unsanitary.
Less likely	It takes forever to get somewhere on the bus.

Table Continued



(Question 10 continued, “Are in place are you more likely or receptive to riding an STA bus than you were before the COVID-19 pandemic?”)

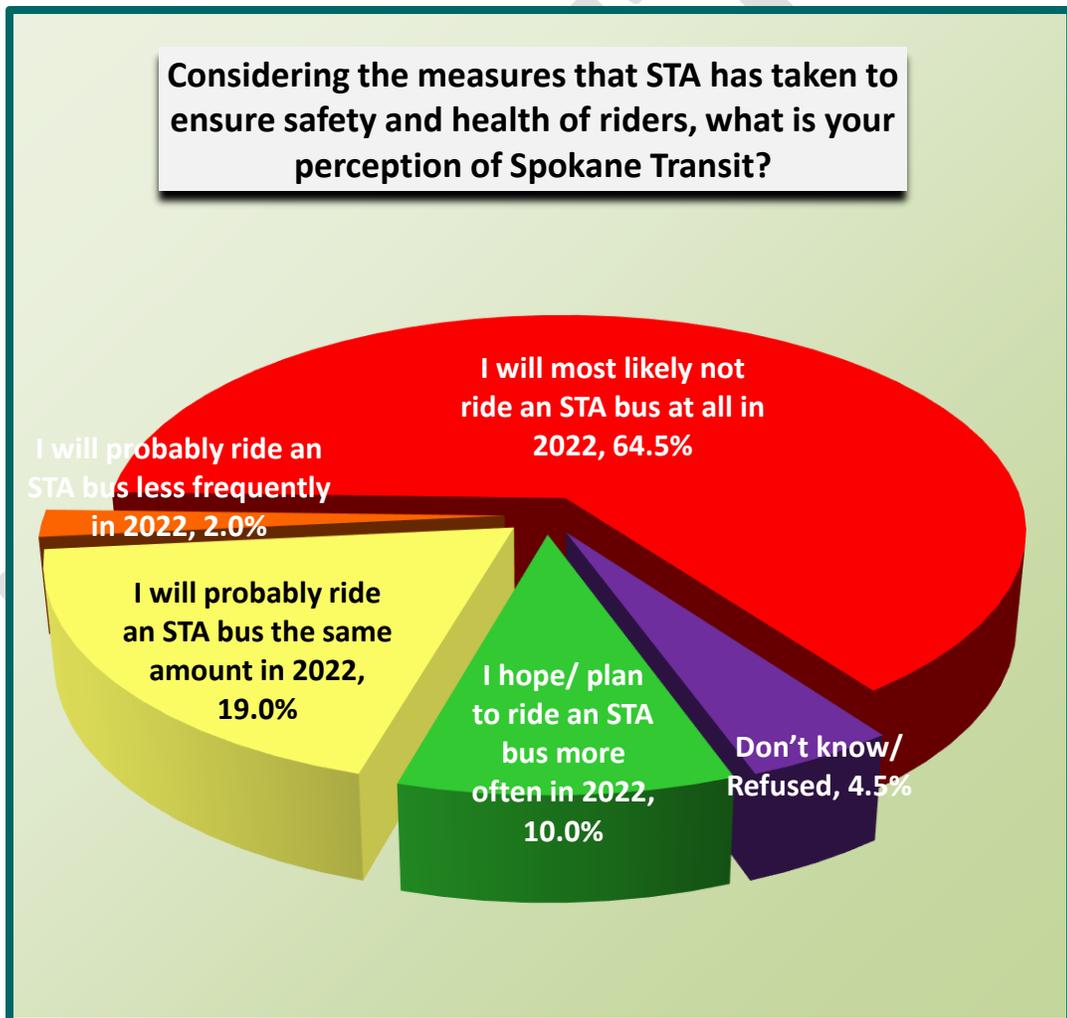
TABLE CONTINUED

Q11 RESPONSE	Q11A RESPONSE
Less likely	Just being in a close space around people with the windows closed.
Less likely	Lots of people touching surfaces every 10-15 minutes.
Less likely	Not likely. I try to avoid that as much as possible.
Less likely	Our daughter used to ride the paratransit bus, but not anymore.
Less likely	The routes and connection times are off.
Less likely	Well, I drive everywhere I want to go so I don't think I'll be taking the bus.
Less likely	When I see all the masks it makes me nervous and makes me think the people are sick.

DRAFT

11). Looking ahead to 2022, which of these statements best describes your plans to ride an STA bus?

RESPONSE	TIMES MENTIONED	PERCENTAGES
I hope/plan to ride an STA bus/ride more often in 2022	40	10.0%
I will probably ride an STA bus the same amount in 2022	76	19.0%
I will probably ride an STA bus less frequently in 2022	8	2.0%
I will most likely not ride an STA bus at all in 2022	258	64.5%
Don't know/ Refused	18	4.5%
TOTAL	400	100%



(Question 11 continued, “Looking ahead to 2022, which of these statements best describes your plans to ride an STA bus?”)

11a). What will you primarily ride for?

**TIMES MENTIONED*

RESPONSE	RIDE MORE OFTEN	RIDE SAME AMOUNT	TOTAL
Work or School	10	30	40
Personal or other	29	45	74
Don't know/Refused	1	1	2
TOTAL	40	76	116

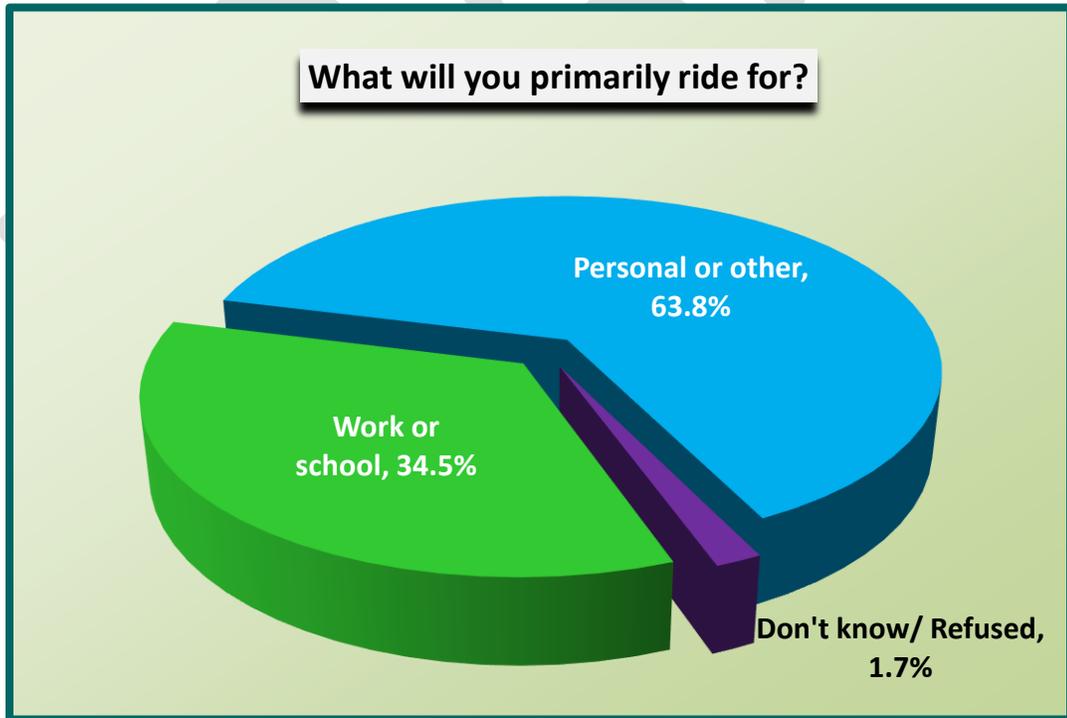
**116 total responded to this question: 40-I hope/plan to ride an STA bus/ride more often in 2022 and 76-I will probably ride an STA bus the same amount in 2022*

**PERCENTAGES*

RESPONSE	RIDE MORE OFTEN	RIDE SAME AMOUNT	TOTAL
Work or School	25.0%	39.5%	34.5%
Personal or other	72.5%	59.2%	63.8%
Don't know/Refused	2.5%	1.3%	1.7%
TOTAL	100%	100%	100%

**116 total responded to this question: 40-I hope/plan to ride an STA bus/ride more often in 2022 and 76-I will probably ride an STA bus the same amount in 2022*

Percentages based on number of respondents



(Question 11 continued, “Looking ahead to 2022, which of these statements best describes your plans to ride an STA bus?”)

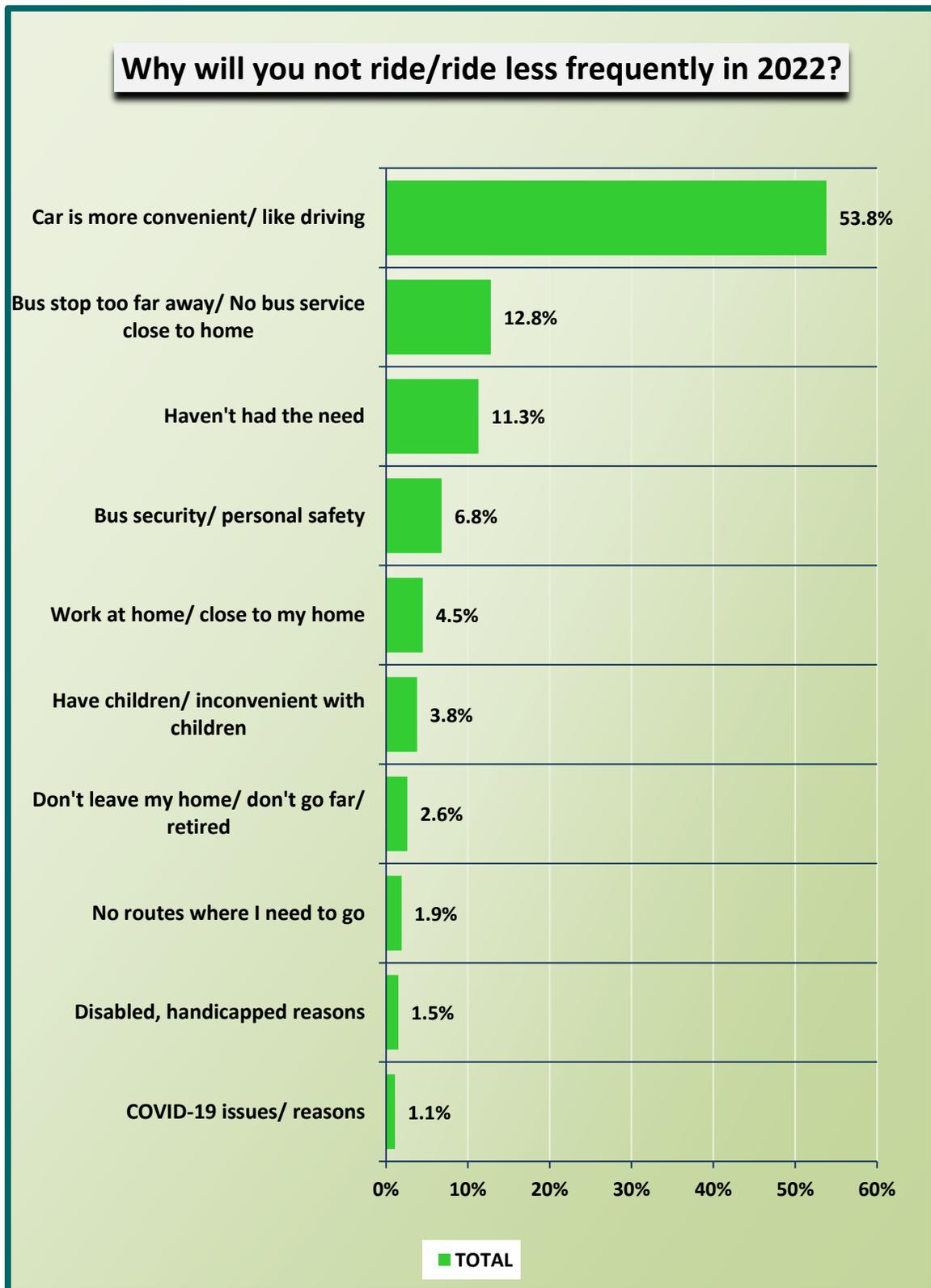
11b1). Why will you not ride/ride less frequently in 2022?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Car is more convenient/ like driving	143	53.8%
Bus stop too far away/ No bus service close to home	34	12.8%
Haven't had the need	30	11.3%
Bus security/ personal safety	18	6.8%
Work at home/ close to my home	12	4.5%
Have children/ inconvenient with children	10	3.8%
Don't leave my home/ don't go far/ retired	7	2.6%
No routes where I need to go	5	1.9%
Disabled, handicapped reasons	4	1.5%
COVID-19 issues/ reasons	3	1.1%
TOTAL	266	100%

**266 total responded to this question: 8-I will probably ride an STA bus less frequently in 2022 and 258-I will most likely not ride an STA bus at all in 2022
Percentages based on number of respondents*



(Question 11 continued, "Looking ahead to 2022, which of these statements best describes your plans to ride an STA bus?")



(Question 11 continued, “Looking ahead to 2022, which of these statements best describes your plans to ride an STA bus?”)

11b2). What can STA do that you motivate you to ride a bus/ride a bus more often?

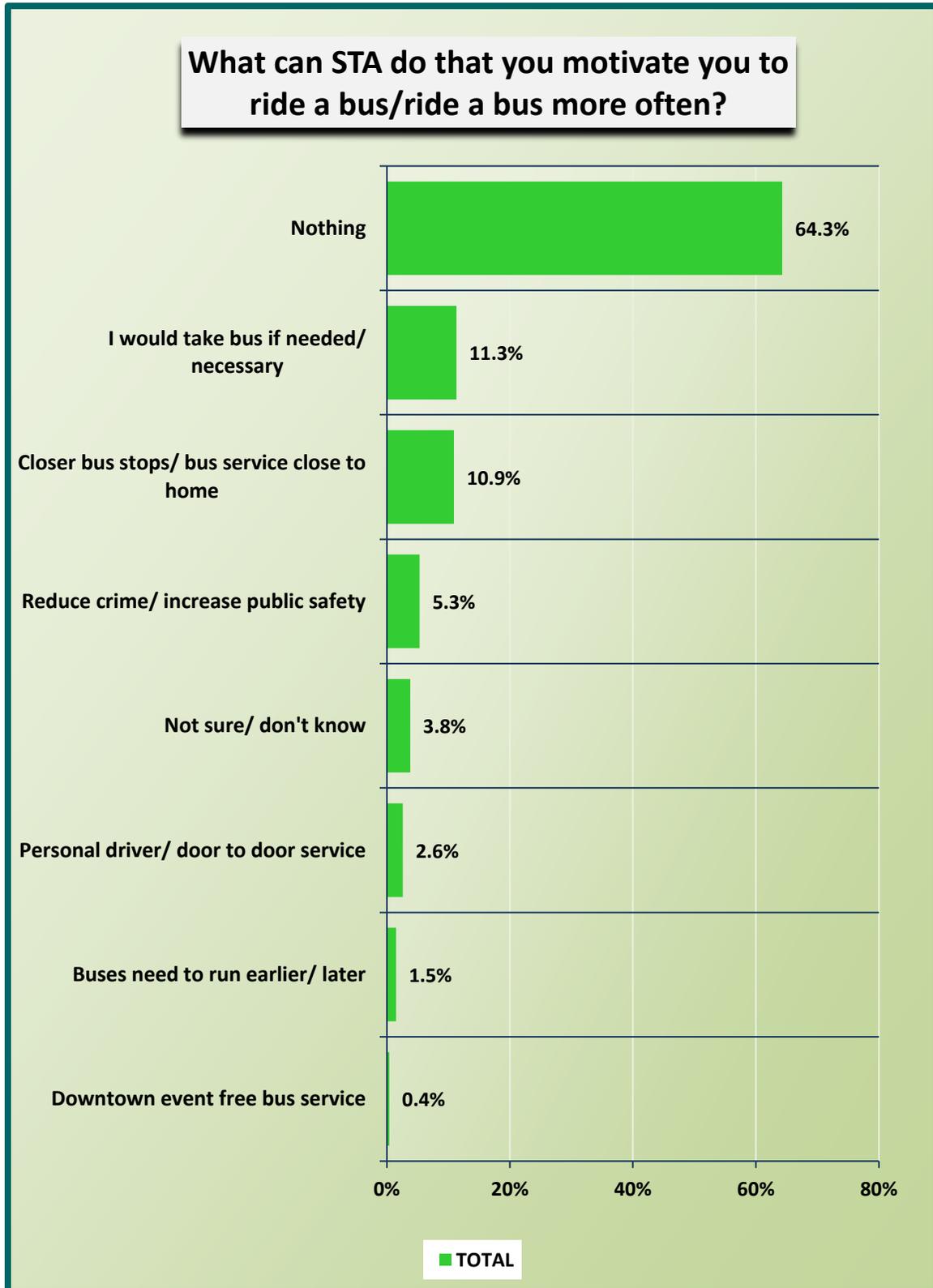
RESPONSE	TIMES MENTIONED	PERCENTAGES
Nothing	171	64.3%
I would take bus if needed/ necessary	30	11.3%
Closer bus stops/ bus service close to home	29	10.9%
Reduce crime/ increase public safety	14	5.3%
Not sure/ don't know	10	3.8%
Personal driver/ door to door service	7	2.6%
Buses need to run earlier/ later	4	1.5%
Downtown event free bus service	1	0.4%
TOTAL	266	100%

**266 total responded to this question: 8-I will probably ride an STA bus less frequently in 2022 and 258-I will most likely not ride an STA bus at all in 2022
Percentages based on number of respondents*

DRAFT



(Question 11 continued, "Looking ahead to 2022, which of these statements best describes your plans to ride an STA bus?")



(Question 11 continued, “Looking ahead to 2022, which of these statements best describes your plans to ride an STA bus?”)

ADDITIONAL COMMENTS

COMMENT
A bus route is right here, and I only have to go a half a block so there’s nothing they could do. Absolutely nothing they could do would motivate me to ride.
Change their hours of operation. I work in Airway Heights and the last bus is at 10:45pm and we get off at 11:00pm so we can't ride the bus.
Clean up the bus plaza.
Create more routes in the city and further out.
Do something about the homeless and make it more family friendly.
Extend the service to outlying areas like Eagle Ridge/Latah Valley.
Extension of bus routes. I have to park my car to ride the bus, if I have to drive to get on the bus, I might as well keep driving.
Have 24-hour service.
Have a bus stop in front of my house.
Honestly, I don't know how they can motivate me as I've never ridden the bus.
I am able to drive so I have no need for public transportation.
I am an Uber driver so riding a bus is not practical for me.
I am retired and prefer to drive, so nothing could be done.
I am working primarily from home.
I can drive. I don't have to go too far for anything.
I don't anticipate needing anything other than my car or bicycle.
I don't know that any change would get me on the bus more frequently.
I don't need to ride the bus and have my own car.
I don't need to ride the bus because I work from home.
I don't need to use it because I have my own transportation
I don't ride because I don't like having to go on a schedule and the timeframe it takes to get somewhere. There are too many other people on the bus and the undesirable clientele who ride the bus.
I don't work anymore and everything I do is near my home.
I drive a car. My independence would be impacted by having to wait for a bus.
I drive for a living.
I drive my own vehicle, and if it snows really hard, I walk to work or to the store.
I drive to and from work and shopping, but I might take the bus if I plan on going to a club or bar.
I get carsick if I don't drive.
I have a car and my work is in an inconvenient place for riding a bus there.
I have a car and my work isn't anywhere on the bus routes.
I have a car and too many kids to take on a bus.
I have a driver.
I have a lot of friends who drive and are willing to take me places.

Table Continued



(Question 11 continued, “Looking ahead to 2022, which of these statements best describes your plans to ride an STA bus?”)

TABLE CONTINUED

COMMENT
I have a vehicle and don't need to ride public transit. I need my vehicle for work.
I have anxiety from being with a lot of people in a closed space.
I have five kids.
I have my own mode of transportation.
I have my own transportation and as a young woman I don't like the sketchy riders who are on some of the buses.
I have my own vehicle and need it for my work as a mobile mechanic.
I have no reason to ride the bus, however, my children would love to ride the bus.
I have safety concerns and the length of time it takes to get somewhere on the bus is a problem for me.
I have six kids and I need to drive them around.
I have two vehicles and a lot of kids, and they should help me if I need a ride.
I have very unpredictable destinations and it is easier to use a car.
I haven't ridden a bus in a few years.
I haven't ridden one, but my daughter does.
I hope to always have my own car and when my kids take my car away from me, I won't go anywhere.
I just don't go out much and prefer to take my truck since I usually need it for the errand I am running.
I just don't have a need for it. I am a stay-at-home grandma.
I just might ride the bus if I have car trouble.
I like my car and I like the quiet of my car.
I live really close to work, so I commute on a bicycle or drive and am also going to move out to where there is no bus service.
I might take a car if my car breaks down or if I didn't have a vehicle.
I must have my vehicle to get to my work.
I need my car to get to work and back.
I need to drive to several destinations for work; therefore, I need a car.
I never will ride the bus.
I only ride the bus when I need to.
I only work three miles away, so it's not very practical for me to ride the bus.
I own a vehicle and prefer to drive. Also, I work swing shift and buses don't run after 11:30pm.
I own my own business and have to travel from one job site to another.
I pay \$550 to lease a Toyota Venza.
I prefer to drive because I take children to day care.
I teach in the Valley and the bus would not assist in my commute to the valley.
I think the area around the station is dangerous.
I use my car for work and have too much product to carry on a bus.

Table Continued



(Question 11 continued, “Looking ahead to 2022, which of these statements best describes your plans to ride an STA bus?”)

TABLE CONTINUED

COMMENT
I want to be able to go and come when I want, and not wait for someone else.
I will not park my car to ride somewhere.
I will not ride a bus unless something happens where I don't have any other choice.
I will not ride on the bus ever.
I work from home.
I work from home, and it would be a general inconvenience to use the bus for shopping.
I would have to drive to the nearest bus stop which does not make any sense to me at all.
I would ride one if I needed to but there is really nothing STA could do.
I wouldn't take the kids on the bus.
I'm disabled and need paratransit.
if I felt like I did need it, I would look to find a separate mode of transportation.
If I needed to, I wouldn't hesitate to use STA.
If I would have need for the service, I would use it.
If it's a necessity. The bus personally is my last resort. If there was an emergency and I needed to go somewhere that would be my main reason.
If something happens to my car, I would take the bus if I had to go somewhere.
If there is an event and I don't want to park downtown.
If there was a reason for me to take the bus I definitely would.
I'm a nurse at Sacred Heart on night shift. I drive to work at 11pm. I don't think I'd want to take it that late. I have two kids under two. It's more ecofriendly to ride the bus verses driving a car.
I'm a single mom of five kids.
I'm just too old for riding the bus.
I'm not able to take the bus by myself.
I'm not going to support a system that is part of a massive plan to put us in cages and go with the flow.
I'm not going to walk six blocks to get home.
I'm retired and I like to drive.
I'm retired so I don't go many places, and I enjoy driving my own vehicle.
It is unsafe.
It takes so much time to get from one place to another.
It takes too long to get to where I live. The bus stop is too far from my home.
It would make my travel time to get there longer.
It's been five years. Where I live, I don't have a bus. I have to drive everywhere I go. It doesn't work with my commute. I'm not near a park and ride. It would take me as long to drive to a park and ride as it does for me to get to work.
It's more convenient for me to drive my car but in inclement weather I may try it again.
It's more practical for me to drive.
It's much easier for me to drive myself and my partner.

Table Continued



(Question 11 continued, “Looking ahead to 2022, which of these statements best describes your plans to ride an STA bus?”)

TABLE CONTINUED

COMMENT
It's not convenient for me. I have a car and a 12-minute commute. Easier to take the car.
It's not necessary I don't need it. I have a car. I don't go downtown that often. There's no reason for me to take the bus.
Just from our standpoint, it's just a safety issues, the plaza downtown, the location, the safety issues, not COVID-wise, but safety issues on the bus not having officers or in controlled environment if anything happens along those lines.
Maybe if they expanded the number of buses, they would have better schedules and expanded service areas.
Maybe if they provide bus service for special events like Bloomsday I would ride.
More and easier bus routes would help as well as better maps to read and navigate.
Most of my transportation needs I can meet myself.
Motivation will not help me get to work and back.
My husband doesn't think the buses are safe. I rode for a year with no problems, so I think his perception is BS.
My husband is protective of me and doesn't want me to ride.
My partner doesn't have a car, so he rides the bus more frequently than I do. He will ride the bus two to three times a month. We live in between Cheney and Medical Lake and there is a new transit system that goes out to Amazon, into Airway Heights, which is convenient
My personal transportation is more dependable this year.
My work used to give me a free bus pass. It just isn't where I need to be. There's nothing wrong with STA, buses down the road, a few miles to get there.
No, not unless they can carry all my tools from job to job.
Nothing short of giving me a personal driver.
Nothing STA could do would motivate me to ride.
Only if I didn't have transportation.
Possibly, if there was situation that I needed it. I used to ride as a kid, when we wanted to swim at Shadle Pool.
Provide a bus route out to Otis Orchards where I work.
Provide service closer to Elk.
Since COVID-19, I take my own vehicle, and ride my bike.
STA removed the bus stop on 57th Ave near Starbucks, Revel Coffee, and the dentist. I wish they would bring it bac. If they did, I'd ride more frequently. Why did they close it? They could easily stop if somebody was standing there.
The bus is not a viable option to get to Mead.
There is no benefit to STA for me personally.
There is no service where I live.
There is not much they could do for me because everything is quicker with my car. It could benefit my kids for bus stops to be closer along Trent.
There is nothing I can think of that they could do.

Table Continued



(Question 11 continued, “Looking ahead to 2022, which of these statements best describes your plans to ride an STA bus?”)

TABLE CONTINUED

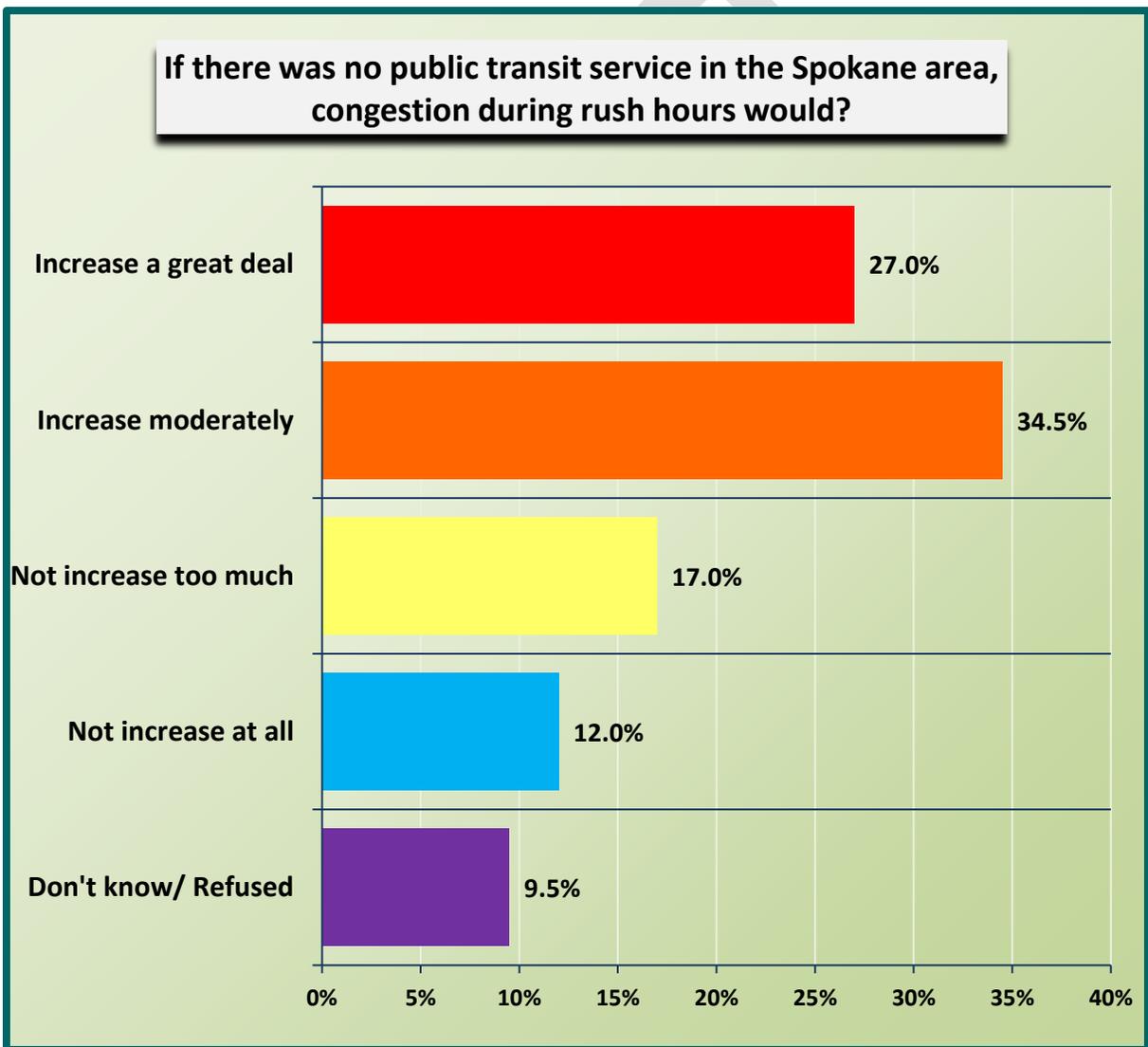
COMMENT
There is nothing they could really do because they can't screen riders who want to ride the bus.
There is only one bus I can catch, and it only goes downtown, and I'd have to transfer to go places. It's not really convenient.
They can't motivate me to ride a bus. I've ridden before. I'd have to be homeless to ride a bus. It's not easy enough.
They could pick me up at my house.
They could run buses after 11:30pm.
They moved the bus stop from near my house.
Upgrade the buses and make buses safer.
We have our own means of transit.
You usually have to go through downtown and transfer where it is so dirty.

DRAFT



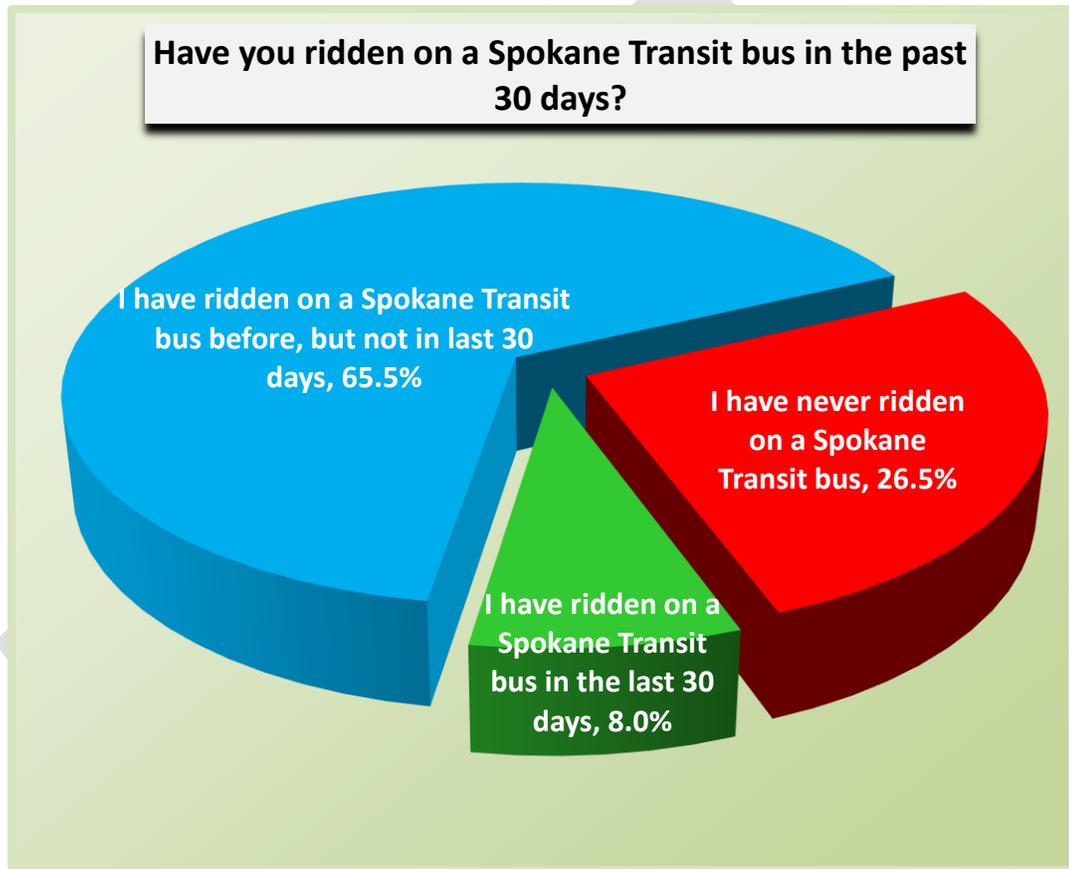
12). In your opinion, if there was no public transit service in the Spokane area, would congestion during rush hours:

RESPONSE	TIMES MENTIONED	PERCENTAGES
Increase a great deal	108	27.0%
Increase moderately	138	34.5%
Not increase too much	68	17.0%
Not increase at all	48	12.0%
Don't know/Refused	38	9.5%
TOTAL	400	100%



13). Which best describes you?

RESPONSE	TIMES MENTIONED	PERCENTAGES
I have ridden on a Spokane Transit bus in the last 30 days	32	8.0%
I have ridden on a Spokane Transit bus before, but not in last 30 days	262	65.5%
I have never ridden on a Spokane Transit bus	106	26.5%
TOTAL	400	100%



(Question 13 continued, “Which best describes you?”)

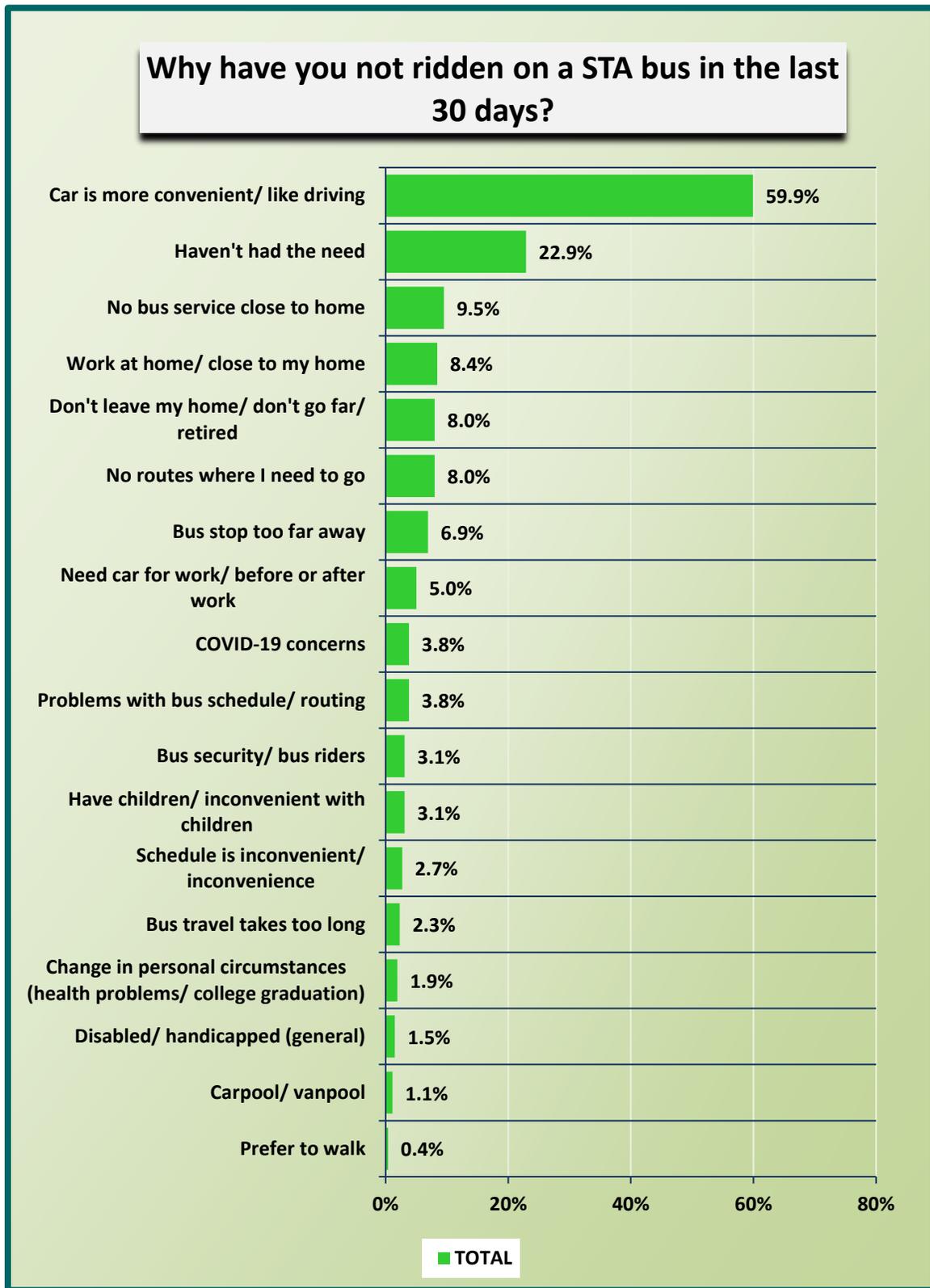
13a). If ‘I have ridden on a Spokane Transit bus before, but not in last 30 days,’ Why?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Car is more convenient/ like driving	157	59.9%
Haven't had the need	60	22.9%
No bus service close to home	25	9.5%
Work at home/ close to my home	22	8.4%
Don't leave my home/ don't go far/ retired	21	8.0%
No routes where I need to go	21	8.0%
Bus stop too far away	18	6.9%
Need car for work/ before or after work	13	5.0%
COVID-19 concerns	10	3.8%
Problems with bus schedule/ routing	10	3.8%
Bus security/ bus riders	8	3.1%
Have children/ inconvenient with children	8	3.1%
Schedule is inconvenient/ inconvenience	7	2.7%
Bus travel takes too long	6	2.3%
Change in personal circumstances (health problems/ college graduation)	5	1.9%
Disabled/ handicapped (general)	4	1.5%
Carpool/ vanpool	3	1.1%
Prefer to walk	1	0.4%

*262 responded to this question
 Question allowed for more than one response
 Percentages based on number of respondents



(Question 13 continued, "Which best describes you?")



(Question 13 continued, "Which best describes you?")

13b). If 'I have never ridden on a Spokane Transit bus,' Why?

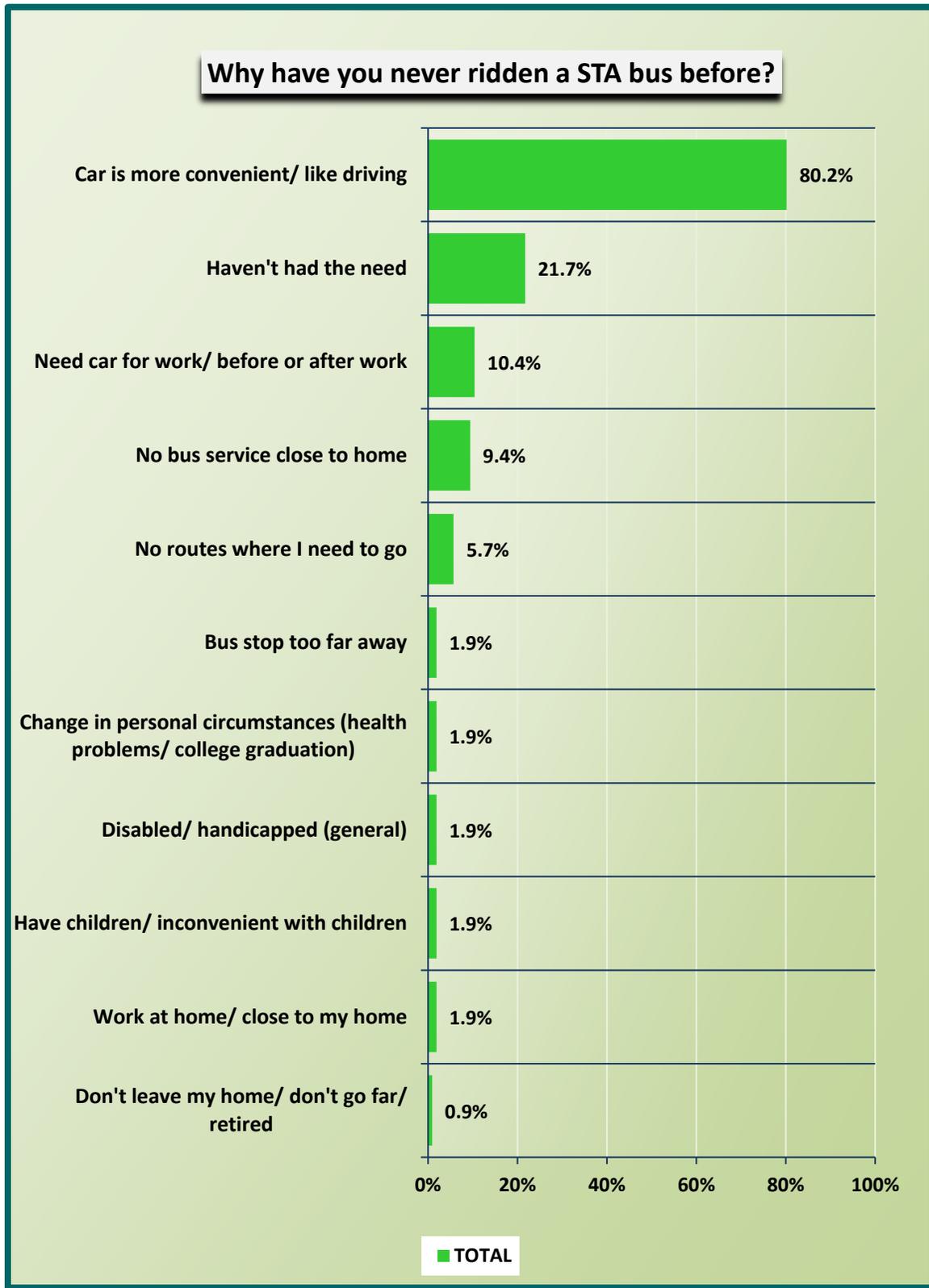
RESPONSE	TIMES MENTIONED	PERCENTAGES
Car is more convenient/ like driving	85	80.2%
Haven't had the need	23	21.7%
Need car for work/ before or after work	11	10.4%
No bus service close to home	10	9.4%
No routes where I need to go	6	5.7%
Bus stop too far away	2	1.9%
Change in personal circumstances (health problems/ college graduation)	2	1.9%
Disabled/ handicapped (general)	2	1.9%
Have children/ inconvenient with children	2	1.9%
Work at home/ close to my home	2	1.9%
Don't leave my home/ don't go far/ retired	1	0.9%

*106 responded to this question

Question allowed for more than one response

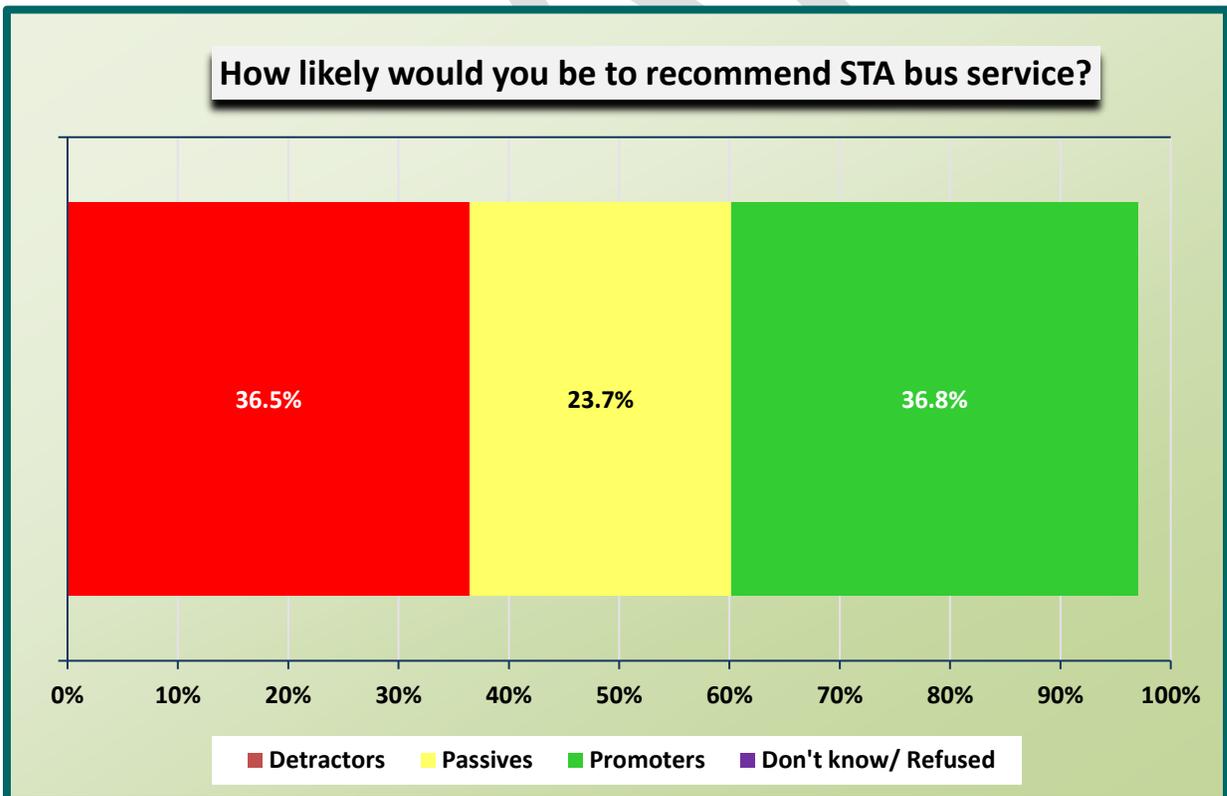
Percentages based on number of respondents

(Question 13 continued, "Which best describes you?")



14). How likely would you be to recommend STA bus service to a friend, colleague, or family member? This time using a 10-point scale, where 10 means very likely, and one means not likely at all?

RESPONSE	TIMES MENTIONED	PERCENTAGES
1 – Not likely at all	32	8.0%
2	18	4.5%
3	18	4.5%
4	12	3.0%
5	34	8.5%
6	32	8.0%
7	39	9.8%
8	56	14.0%
9	15	3.7%
10 – Very likely	132	33.0%
Don't know/Refused	12	3.0%
AVERAGES	6.98	
NET PROMOTER SCORE	+ 0.3%	
TOTAL	400	100%

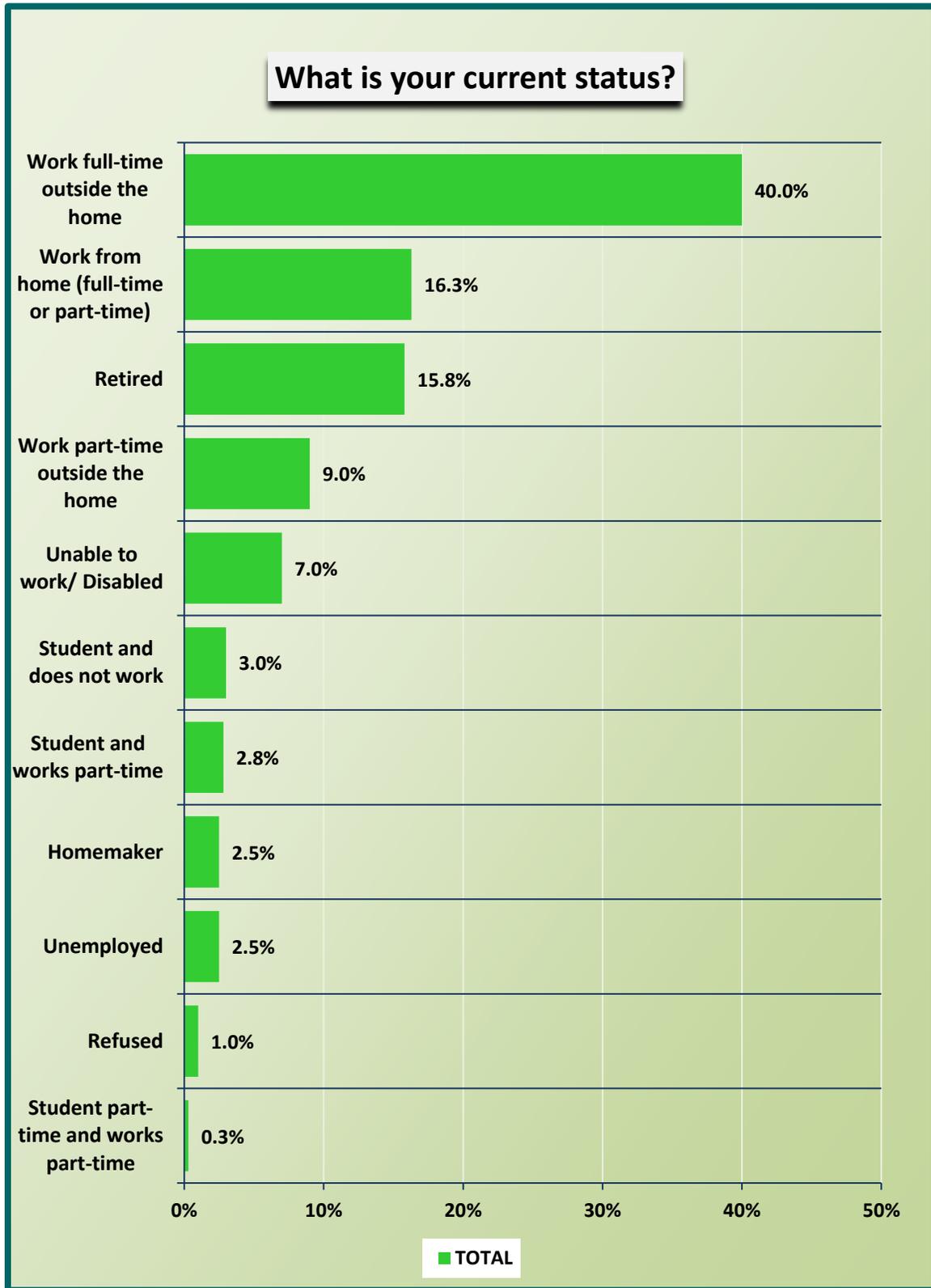


15). What is your current employment status?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Work full-time outside the home	160	40.0%
Work from home (full-time or part-time)	65	16.3%
Retired	63	15.8%
Work part-time outside the home	36	9.0%
Unable to work/ Disabled	28	7.0%
Student and does not work	12	3.0%
Student and works part-time	11	2.8%
Homemaker	10	2.5%
Unemployed	10	2.5%
Refused	4	1.0%
Student part-time and works part-time	1	0.3%
TOTAL	400	100%

DRAFT

(Question 15 continued, "What is your current status?")

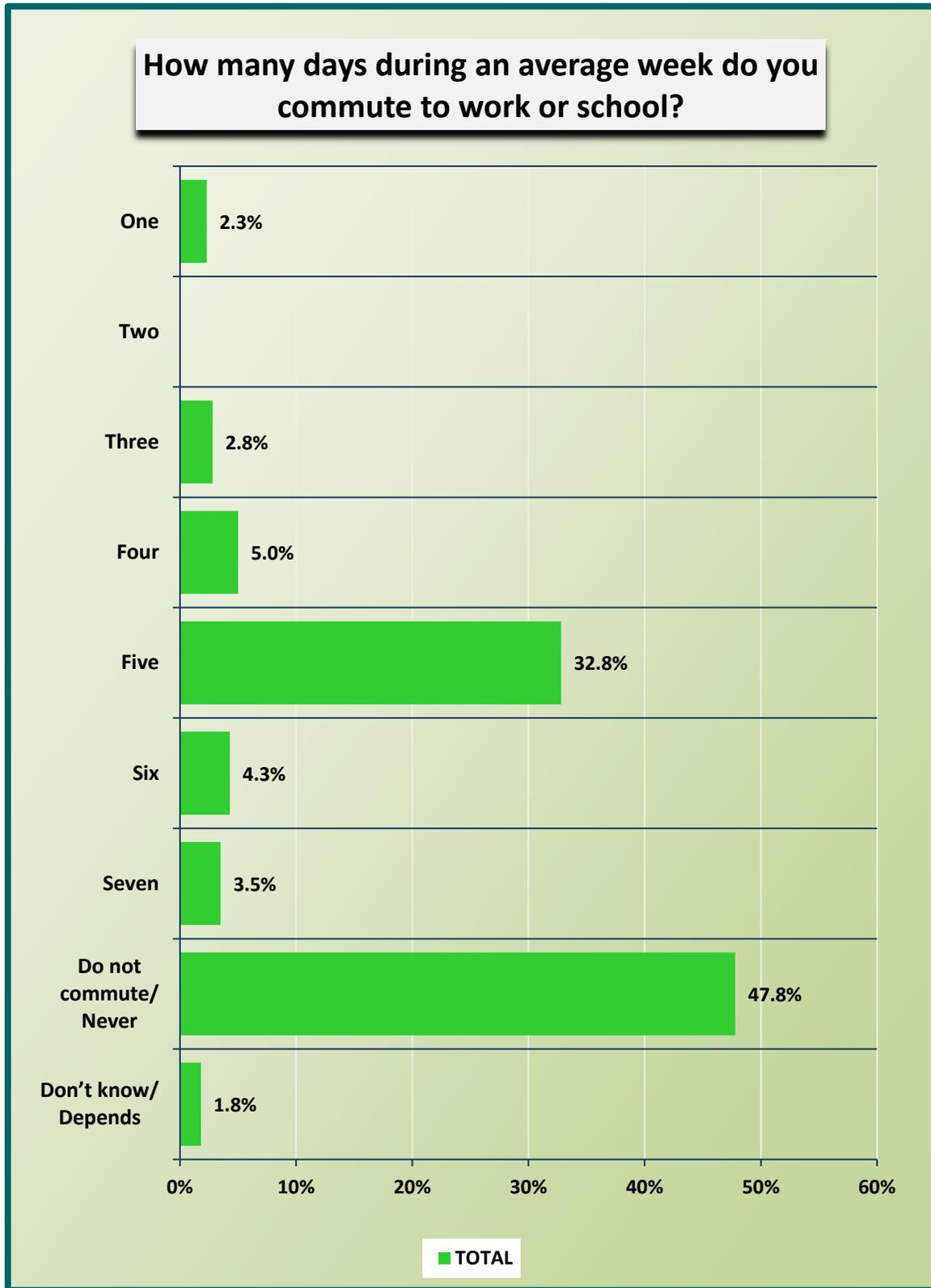


16). How many days during an average week do you commute to work or school?

RESPONSE	TIMES MENTIONED	PERCENTAGES
One	9	2.3%
Two	0	0.0%
Three	11	2.8%
Four	20	5.0%
Five	131	32.8%
Six	17	4.3%
Seven	14	3.5%
Do not commute/Never	191	47.8%
Don't know/ Depends	7	1.8%
TOTAL	400	100%

DRAFT

(Question 16 continued, "How many days during an average week do you commute to work or school?")



17). If 'Work Full/Part-Time Outside the Home' and/or "4 to 7' days a week:

a). How many miles, one-way, do you travel from home to work or school?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Less than 2 miles	12	5.8%
2 – 4 miles	26	12.5%
5 – 14 miles	84	40.4%
15 – 24 miles	39	18.8%
25 miles or more	23	11.1%
Don't know/Refused	24	11.5%
TOTAL	208	100%

**208 responded to this question
Percentages based on number of respondents*

b). About how long does that take you one way?

RESPONSE	TIMES MENTIONED	PERCENTAGES
10 minutes or less	21	10.1%
11 – 20 minutes	83	39.9%
21 – 30 minutes	47	22.6%
31 or more minutes	32	15.4%
Don't know/Refused	25	12.0%
TOTAL	208	100%

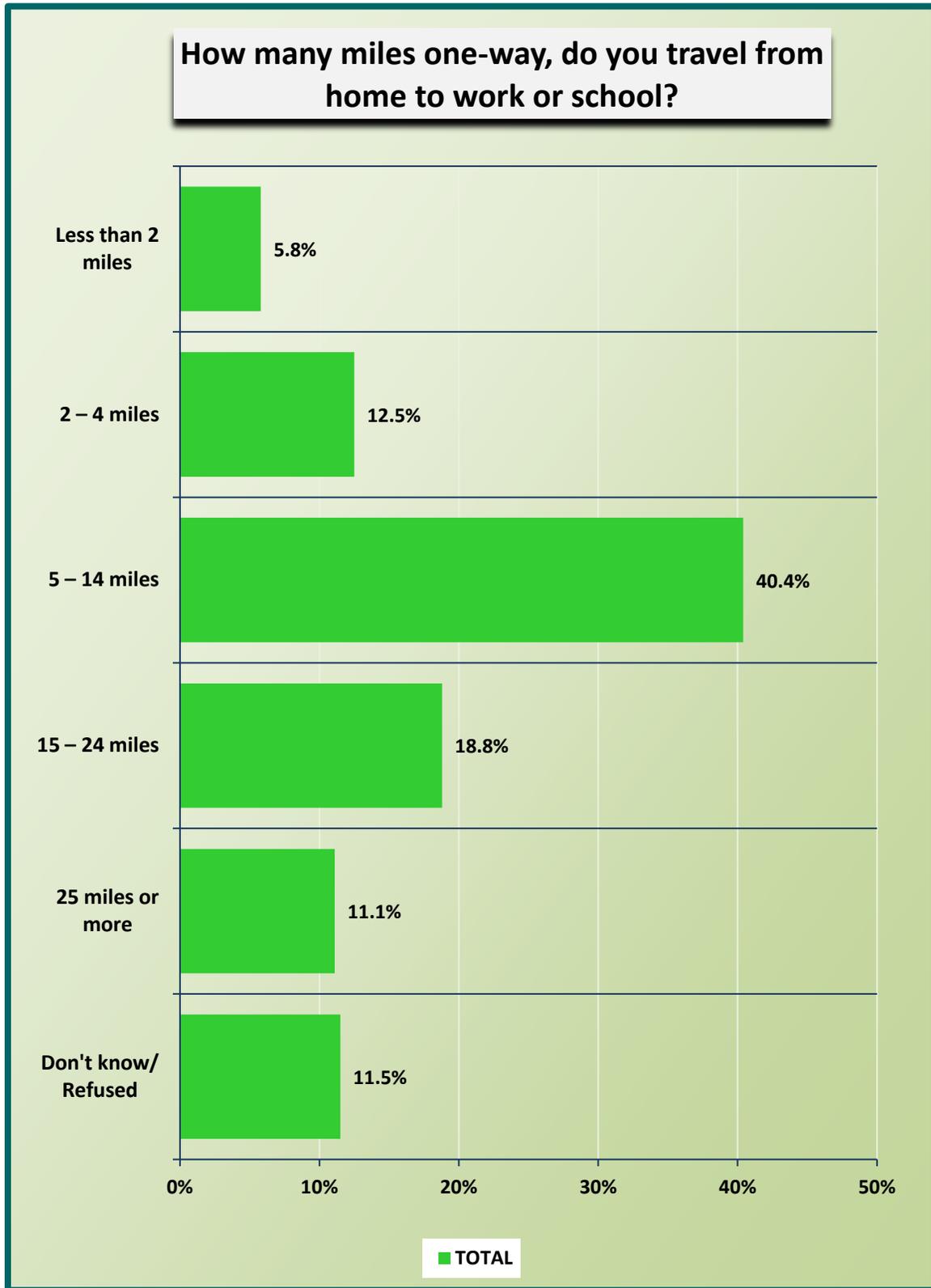
**208 responded to this question
Percentages based on number of respondents*

c). How do you usually get to and from work or school?

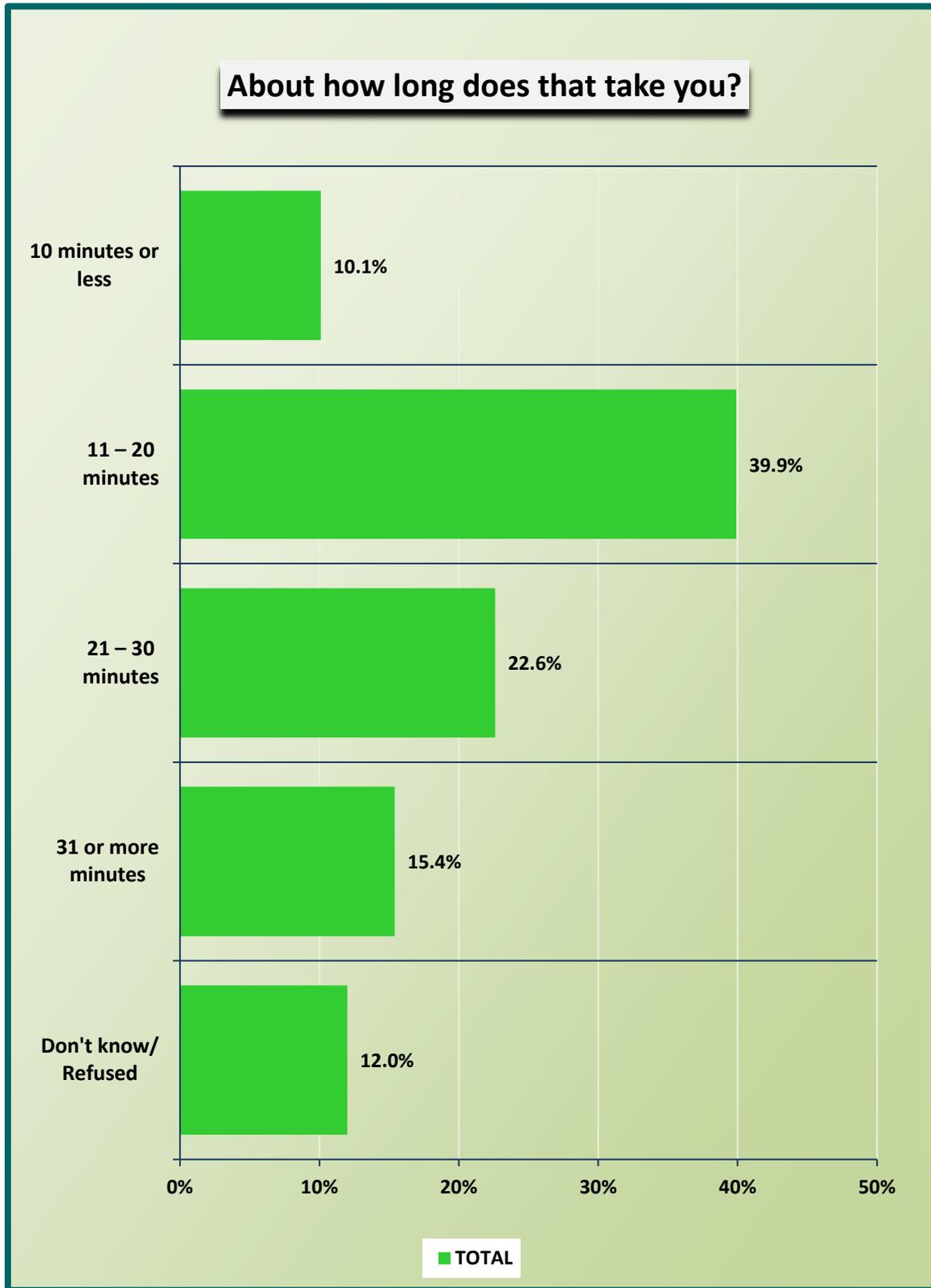
RESPONSE	TIMES MENTIONED	PERCENTAGES
Drive alone in your vehicle	183	88.0%
Ride a Spokane Transit bus	8	3.8%
Carpool with family members	6	2.9%
Carpool with non-family members	6	2.9%
Walk	4	1.9%
Don't know/ Refused	1	0.5%
TOTAL	208	100%

**208 responded to this question
Percentages based on number of respondents*

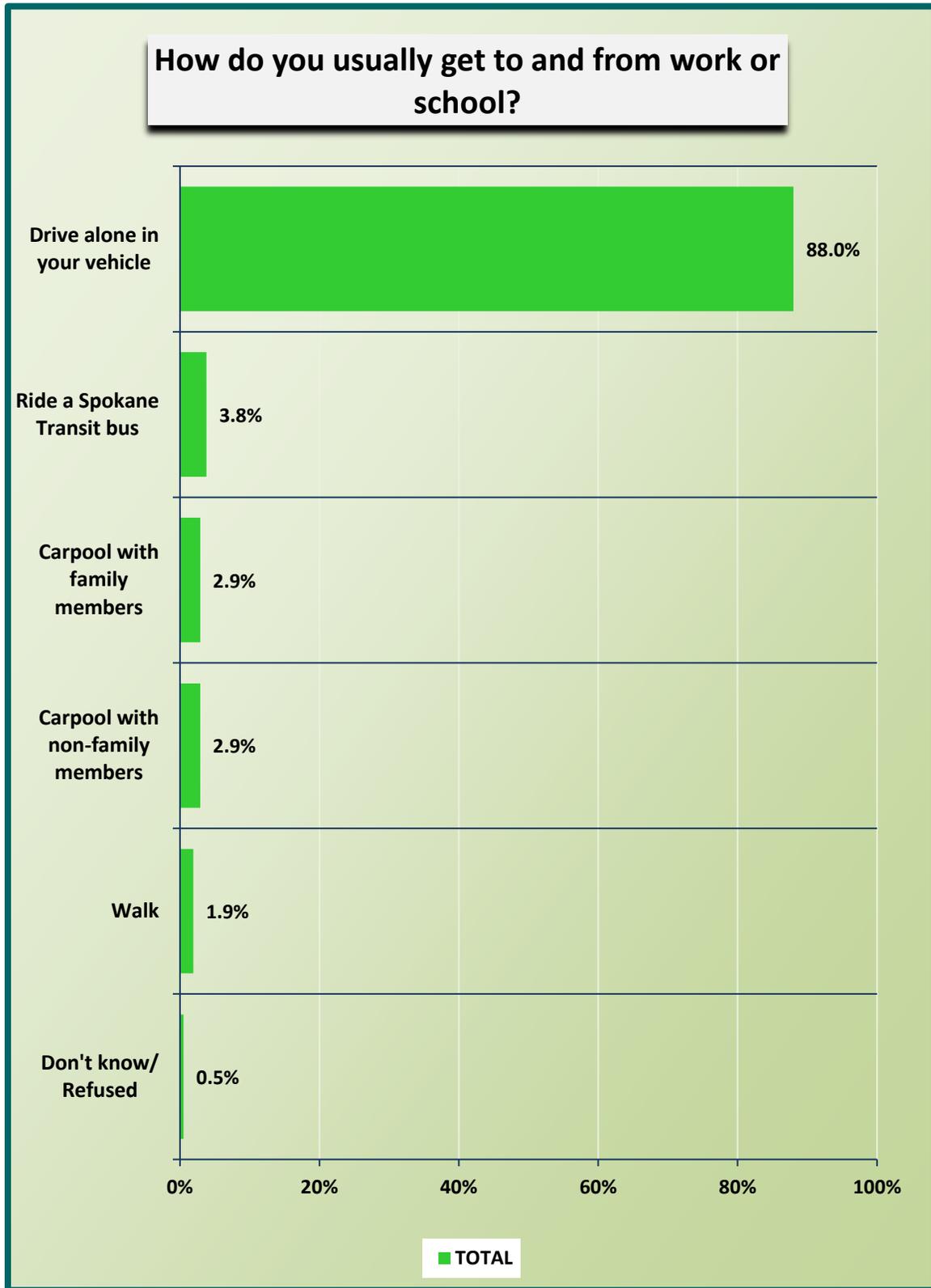
(Question 17 continued, "If 'Work Full/Part Time' and/or "4 to 7' days a week:")



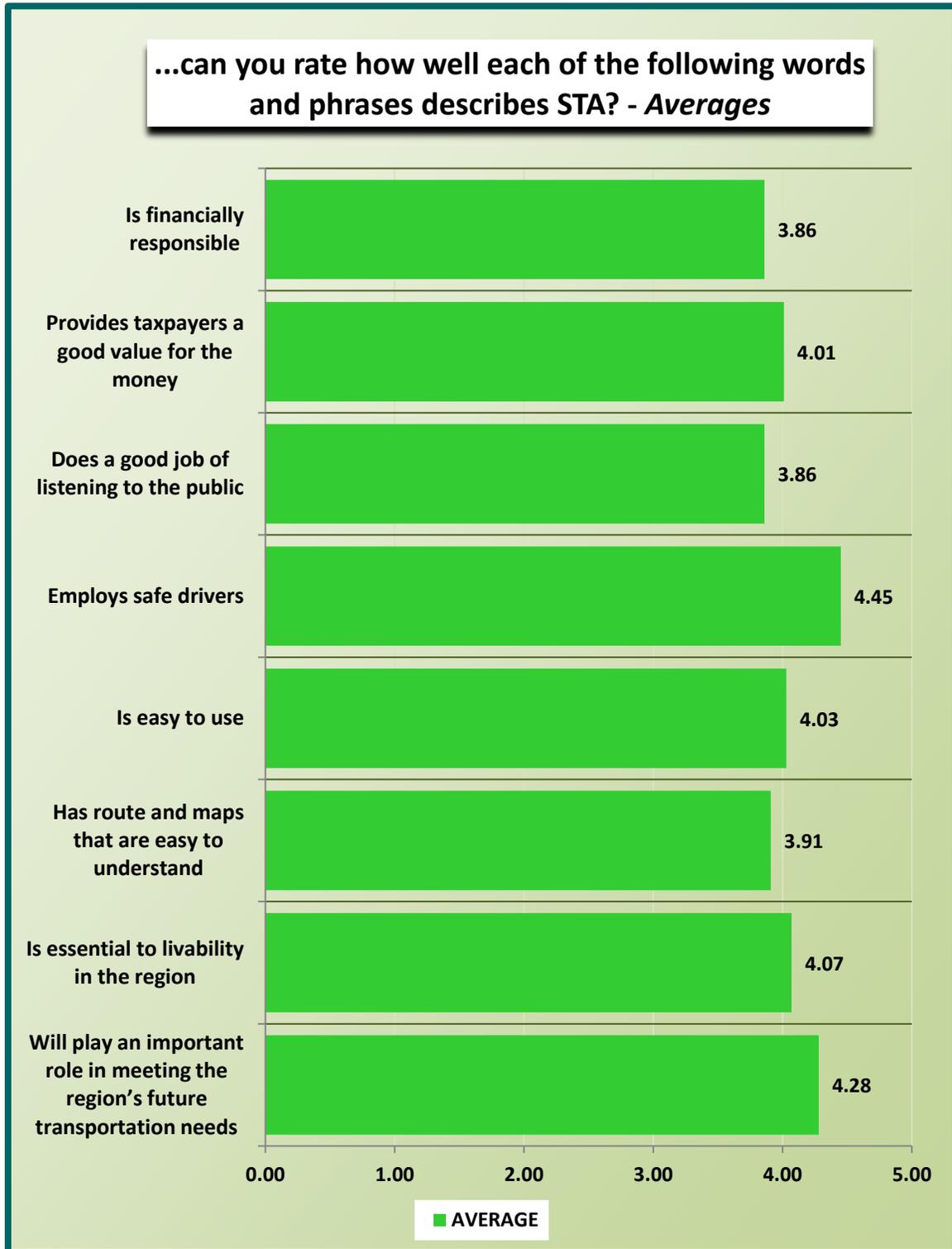
(Question 17 continued, "If 'Work Full/Part Time' and/or "4 to 7' days a week:")



(Question 17 continued, "If 'Work Full/Part Time' and/or "4 to 7' days a week:")



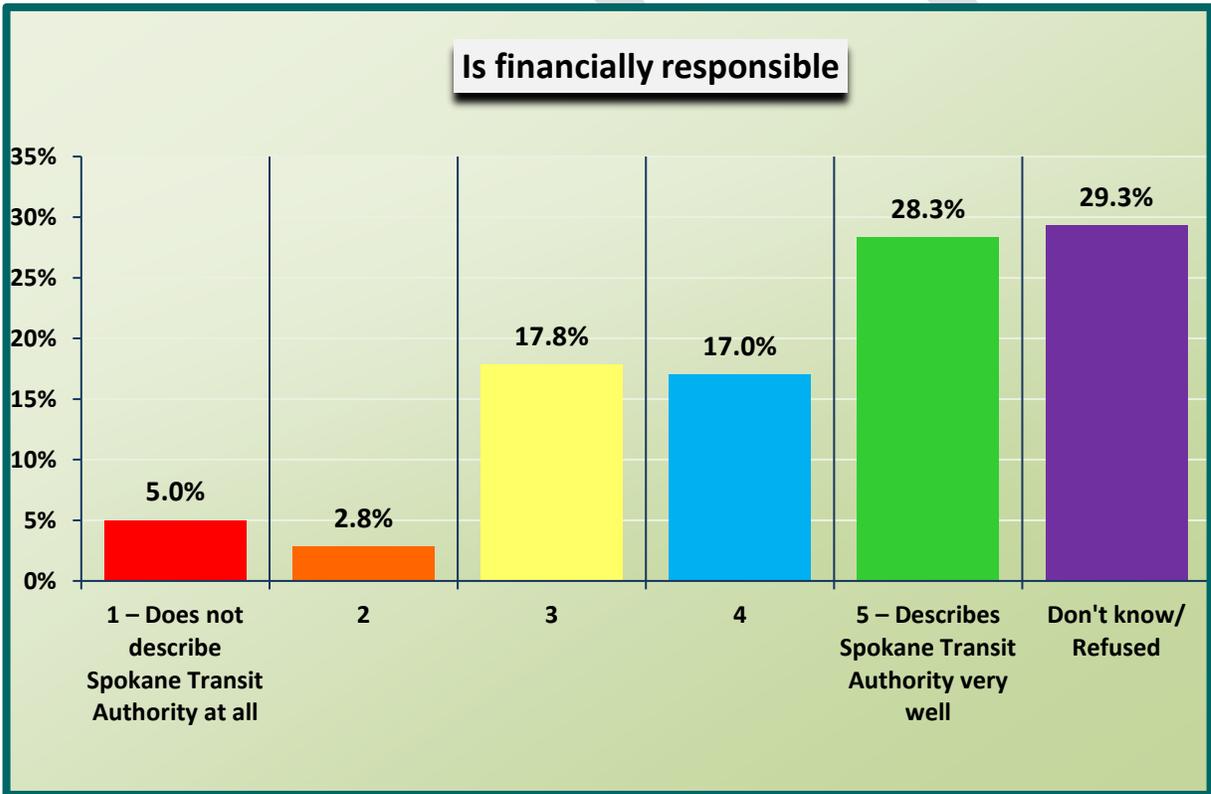
18). From what you know or have heard, please tell me how well each of the following words and phrases describes Spokane Transit Authority, using a five-point scale, where fives describes Spokane Transit Authority very well, and one does not describe Spokane Transit Authority at all. You can use a five or one or some number in between five and one.



(Question 18 continued, "...please tell me how well each of the following words and phrases describes Spokane Transit Authority?")

A) IS FINANCIALLY RESPONSIBLE

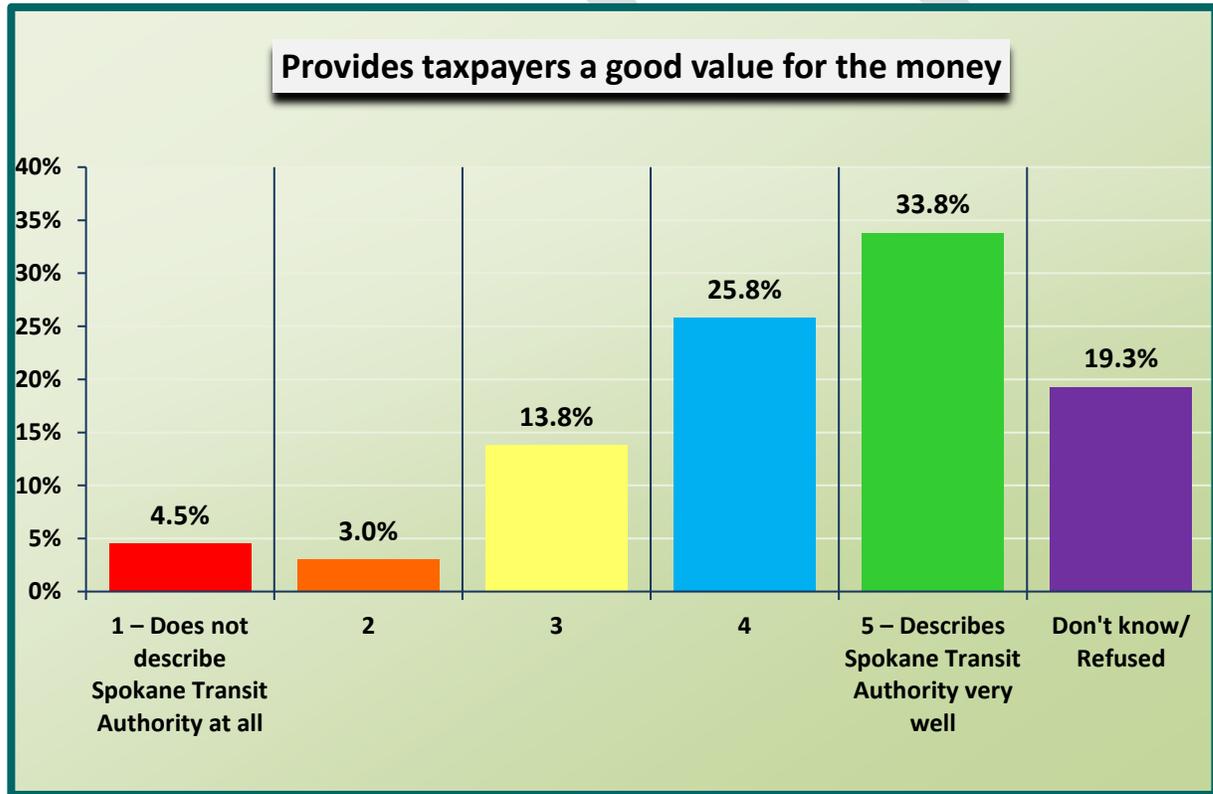
RESPONSE	TIMES MENTIONED	PERCENTAGES
1 – Does not describe Spokane Transit Authority at all	20	5.0%
2	11	2.8%
3	71	17.8%
4	68	17.0%
5 – Describes Spokane Transit Authority very well	113	28.3%
Don't know/Refused	117	29.3%
AVERAGE		3.86
TOTAL	400	100%



(Question 18 continued, "...please tell me how well each of the following words and phrases describes Spokane Transit Authority?")

B) PROVIDES TAXPAYERS A GOOD VALUE FOR THE MONEY

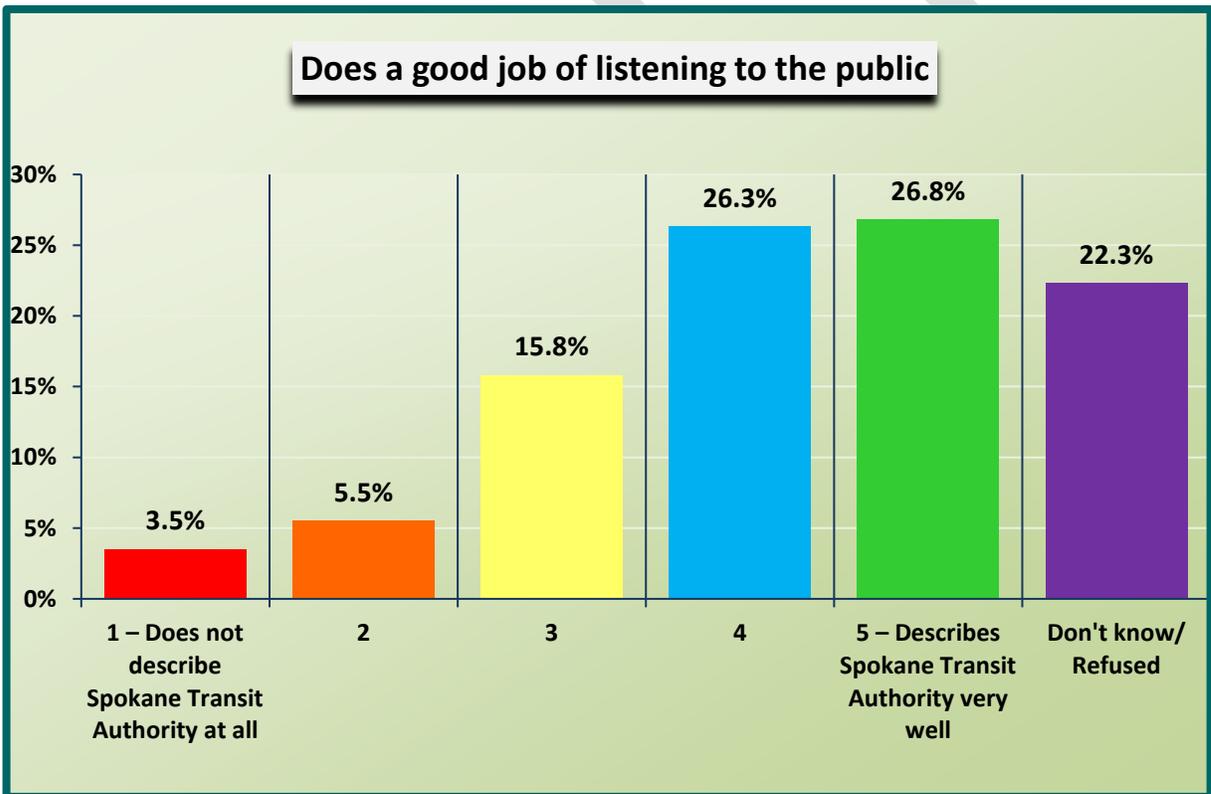
RESPONSE	TIMES MENTIONED	PERCENTAGES
1 – Does not describe Spokane Transit Authority at all	18	4.5%
2	12	3.0%
3	55	13.8%
4	103	25.8%
5 – Describes Spokane Transit Authority very well	135	33.8%
Don't know/Refused	77	19.3%
AVERAGE		4.01
TOTAL	400	100%



(Question 18 continued, "...please tell me how well each of the following words and phrases describes Spokane Transit Authority?")

C) DOES A GOOD JOB OF LISTENING TO THE PUBLIC

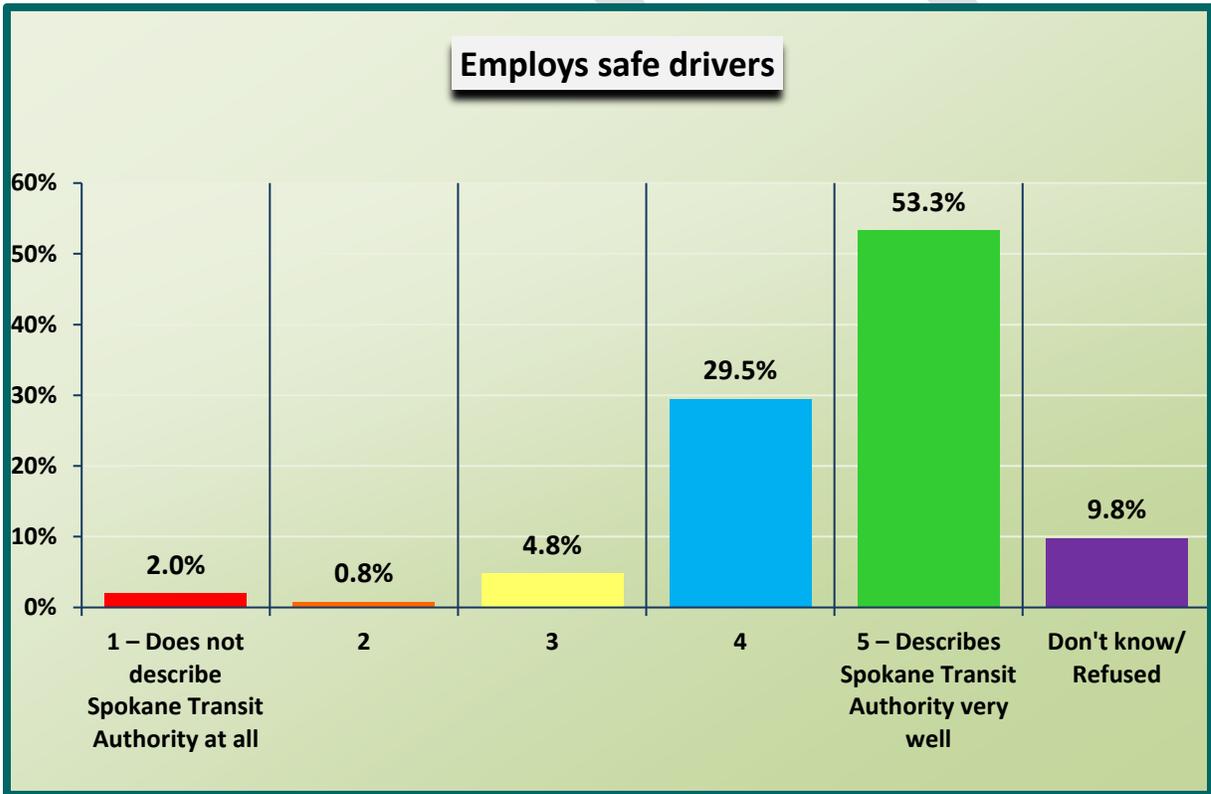
RESPONSE	TIMES MENTIONED	PERCENTAGES
1 – Does not describe Spokane Transit Authority at all	14	3.5%
2	22	5.5%
3	63	15.8%
4	105	26.3%
5 – Describes Spokane Transit Authority very well	107	26.8%
Don't know/Refused	89	22.3%
AVERAGE		3.86
TOTAL	400	100%



(Question 18 continued, "...please tell me how well each of the following words and phrases describes Spokane Transit Authority?")

D) EMPLOYS SAFE DRIVERS

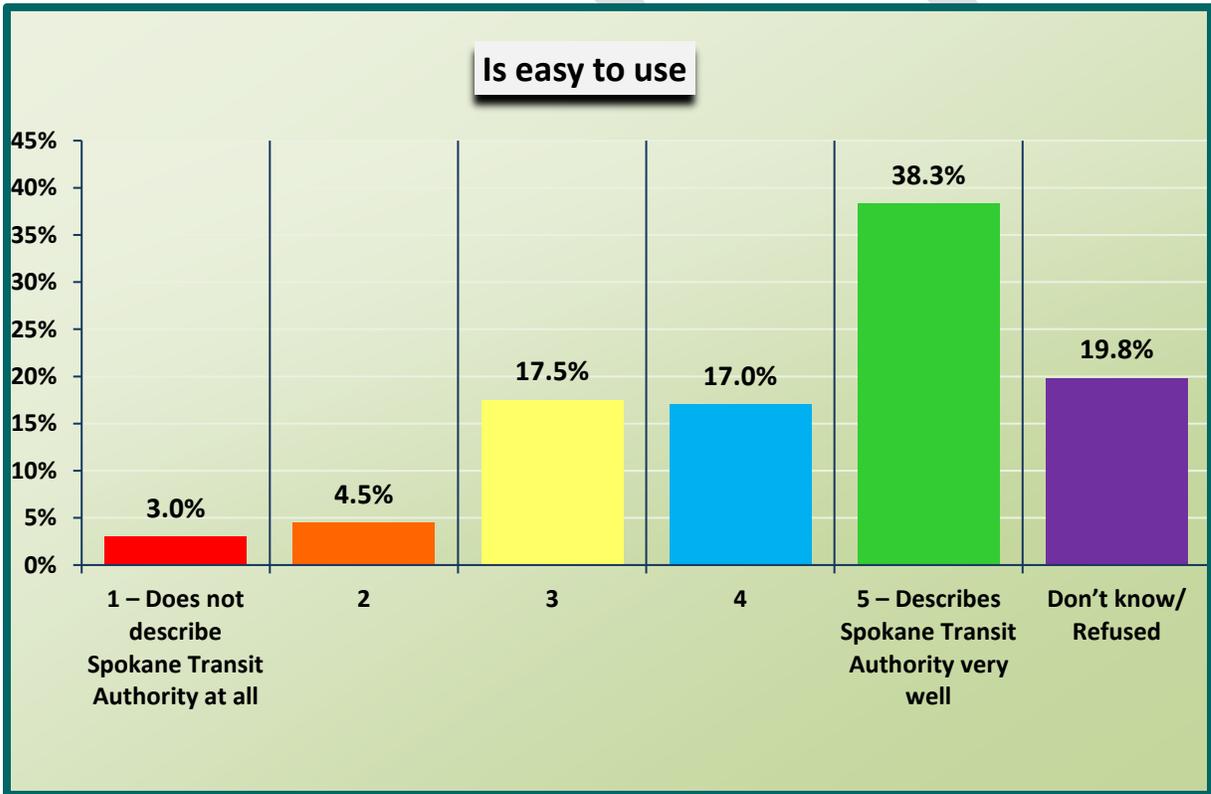
RESPONSE	TIMES MENTIONED	PERCENTAGES
1 – Does not describe Spokane Transit Authority at all	8	2.0%
2	3	0.8%
3	19	4.8%
4	118	29.5%
5 – Describes Spokane Transit Authority very well	213	53.3%
Don't know/Refused	39	9.8%
AVERAGE		4.45
TOTAL	400	100%



(Question 18 continued, "...please tell me how well each of the following words and phrases describes Spokane Transit Authority?")

E) IS EASY TO USE

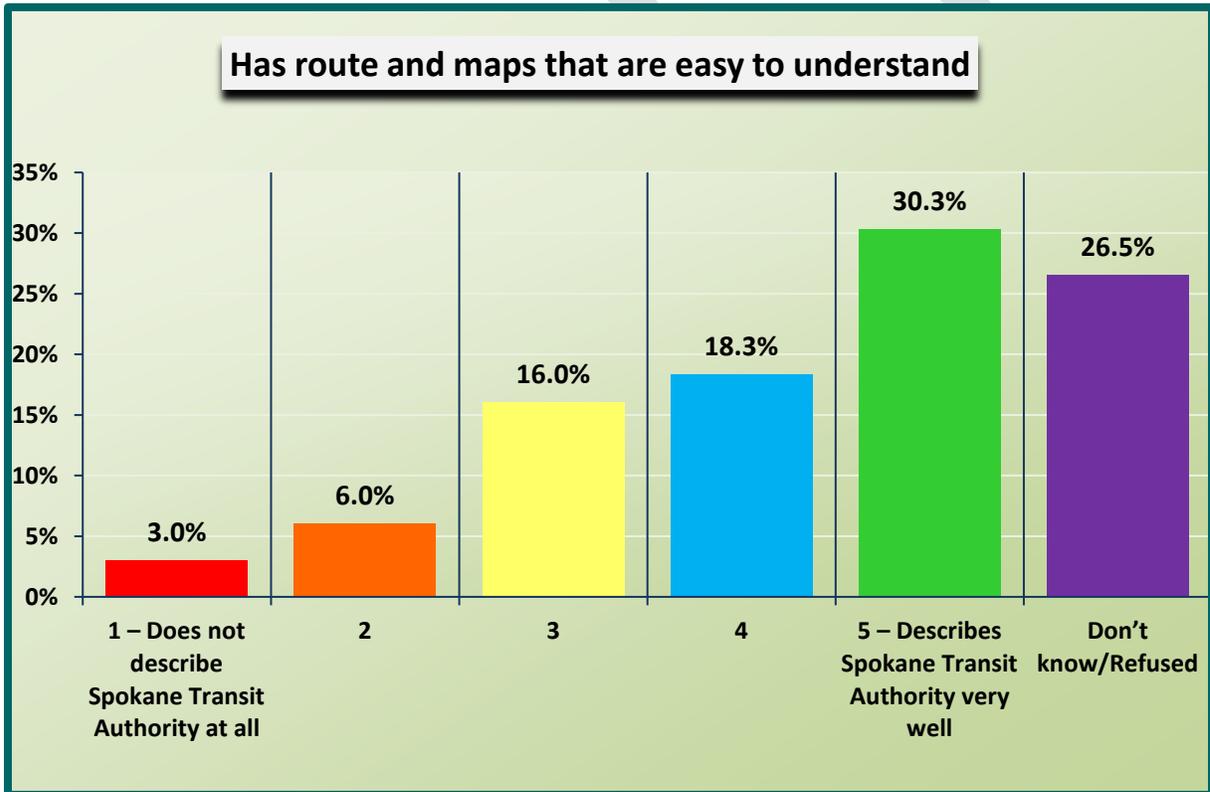
RESPONSE	TIMES MENTIONED	PERCENTAGES
1 – Does not describe Spokane Transit Authority at all	12	3.0%
2	18	4.5%
3	70	17.5%
4	68	17.0%
5 – Describes Spokane Transit Authority very well	153	38.3%
Don't know/Refused	79	19.8%
AVERAGE		4.03
TOTAL	400	100%



(Question 18 continued, "...please tell me how well each of the following words and phrases describes Spokane Transit Authority?")

F) HAS ROUTE AND MAPS THAT ARE EASY TO UNDERSTAND

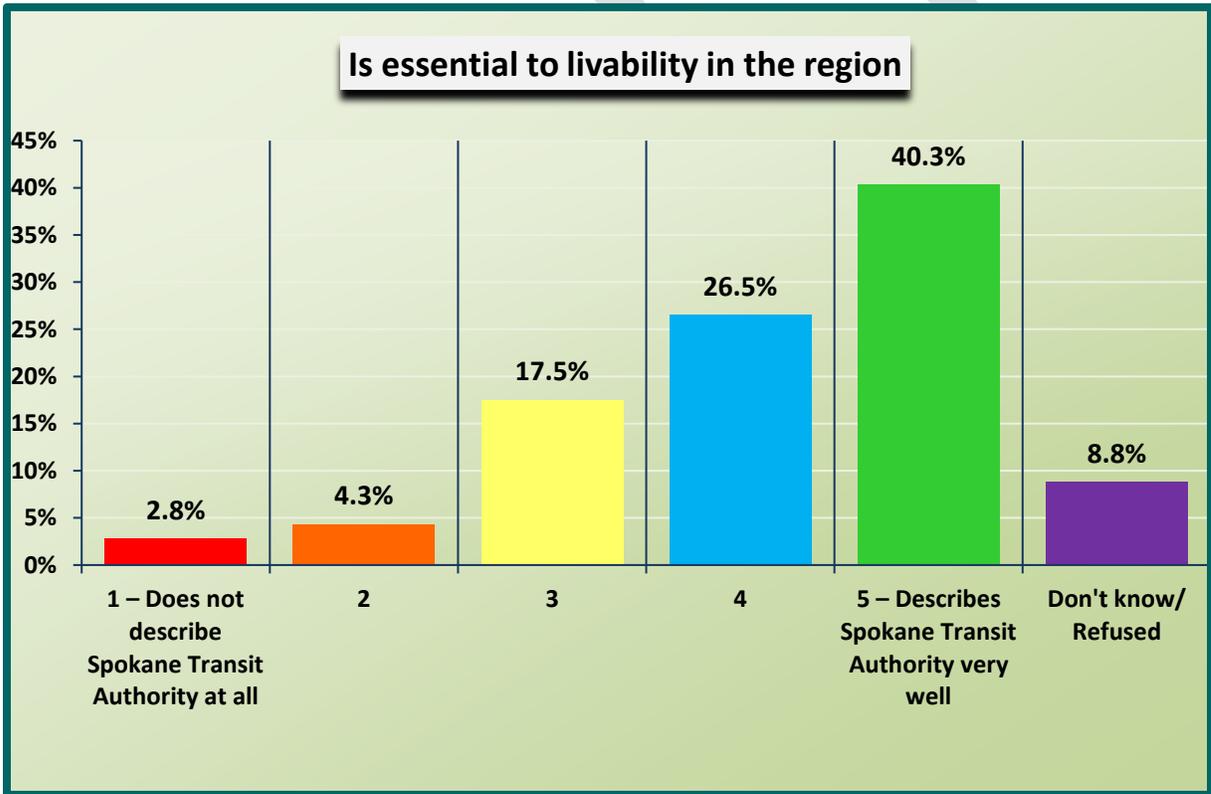
RESPONSE	TIMES MENTIONED	PERCENTAGES
1 – Does not describe Spokane Transit Authority at all	12	3.0%
2	24	6.0%
3	64	16.0%
4	73	18.3%
5 – Describes Spokane Transit Authority very well	121	30.3%
Don't know/Refused	106	26.5%
AVERAGE		3.91
TOTAL	400	100%



(Question 18 continued, "...please tell me how well each of the following words and phrases describes Spokane Transit Authority?")

G) IS ESSENTIAL TO LIVABILITY IN THE REGION

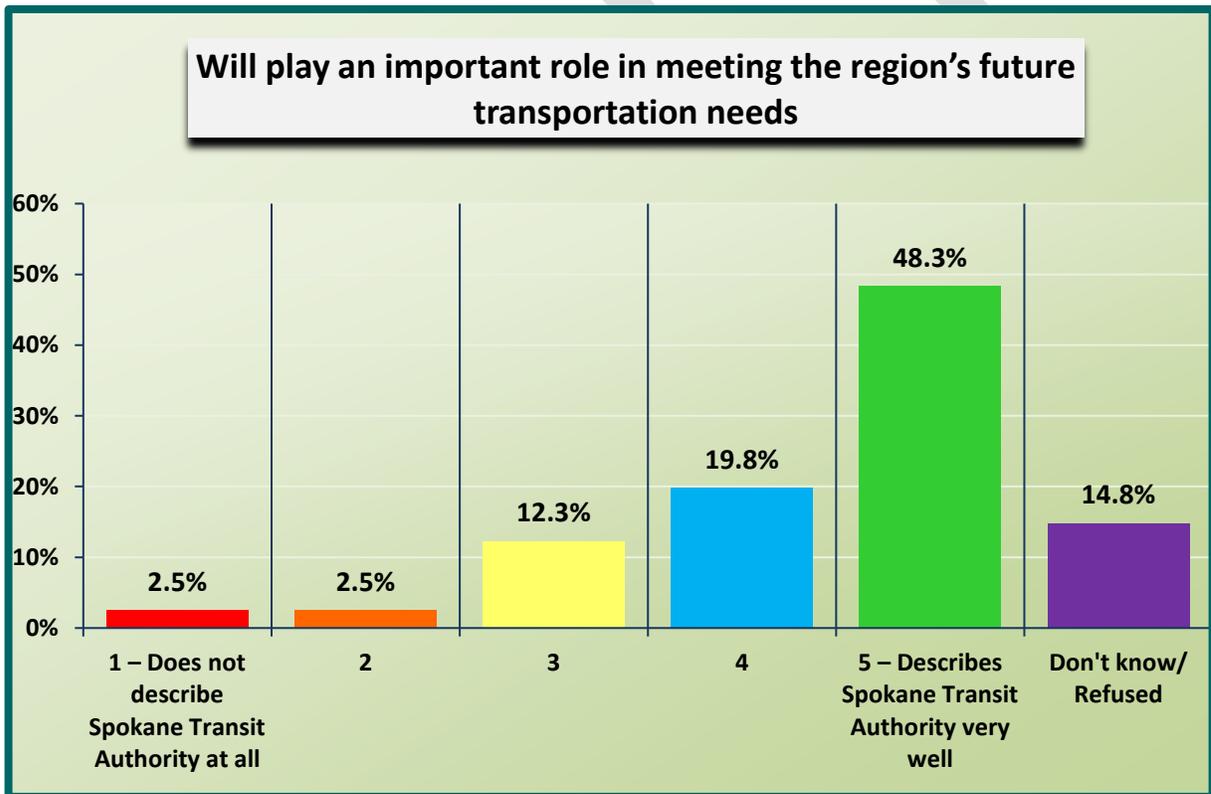
RESPONSE	TIMES MENTIONED	PERCENTAGES
1 – Does not describe Spokane Transit Authority at all	11	2.8%
2	17	4.3%
3	70	17.5%
4	106	26.5%
5 – Describes Spokane Transit Authority very well	161	40.3%
Don't know/Refused	35	8.8%
AVERAGE	4.07	
TOTAL	400	100%



(Question 18 continued, "...please tell me how well each of the following words and phrases describes Spokane Transit Authority?")

H) WILL PLAY AN IMPORTANT ROLE IN MEETING THE REGION'S FUTURE TRANSPORTATION NEEDS

RESPONSE	TIMES MENTIONED	PERCENTAGES
1 – Does not describe Spokane Transit Authority at all	10	2.5%
2	10	2.5%
3	49	12.3%
4	79	19.8%
5 – Describes Spokane Transit Authority very well	193	48.3%
Don't know/Refused	59	14.8%
AVERAGE	4.28	
TOTAL	400	100%



19). If you needed information about Spokane Transit services, where would you go to get that information?

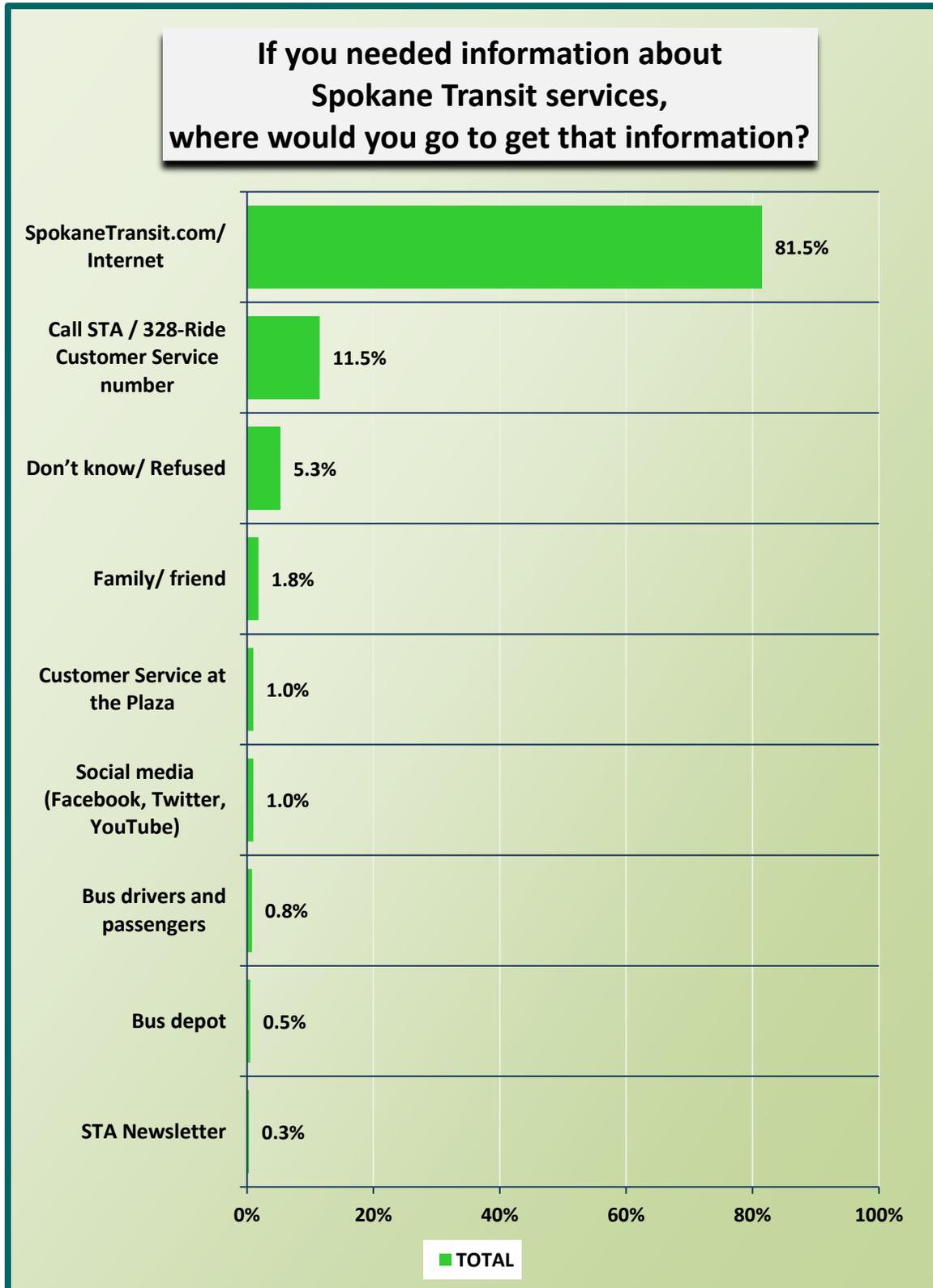
RESPONSE	TIMES MENTIONED	PERCENTAGES
SpokaneTransit.com/ Internet	326	81.5%
Call STA / 328-Ride Customer Service number	46	11.5%
Don't know/ Refused	21	5.3%
Family/ friend	7	1.8%
Customer Service at the Plaza	4	1.0%
Social media (Facebook, Twitter, YouTube)	4	1.0%
Bus drivers and passengers	3	0.8%
Bus depot	2	0.5%
STA Newsletter	1	0.3%

*400 responded to this question
 Question allowed for more than one response
 Percentages based on number of respondents

DRAFT



(Question 19 continued, "If you needed information about Spokane Transit services, where would you go to get that information?")

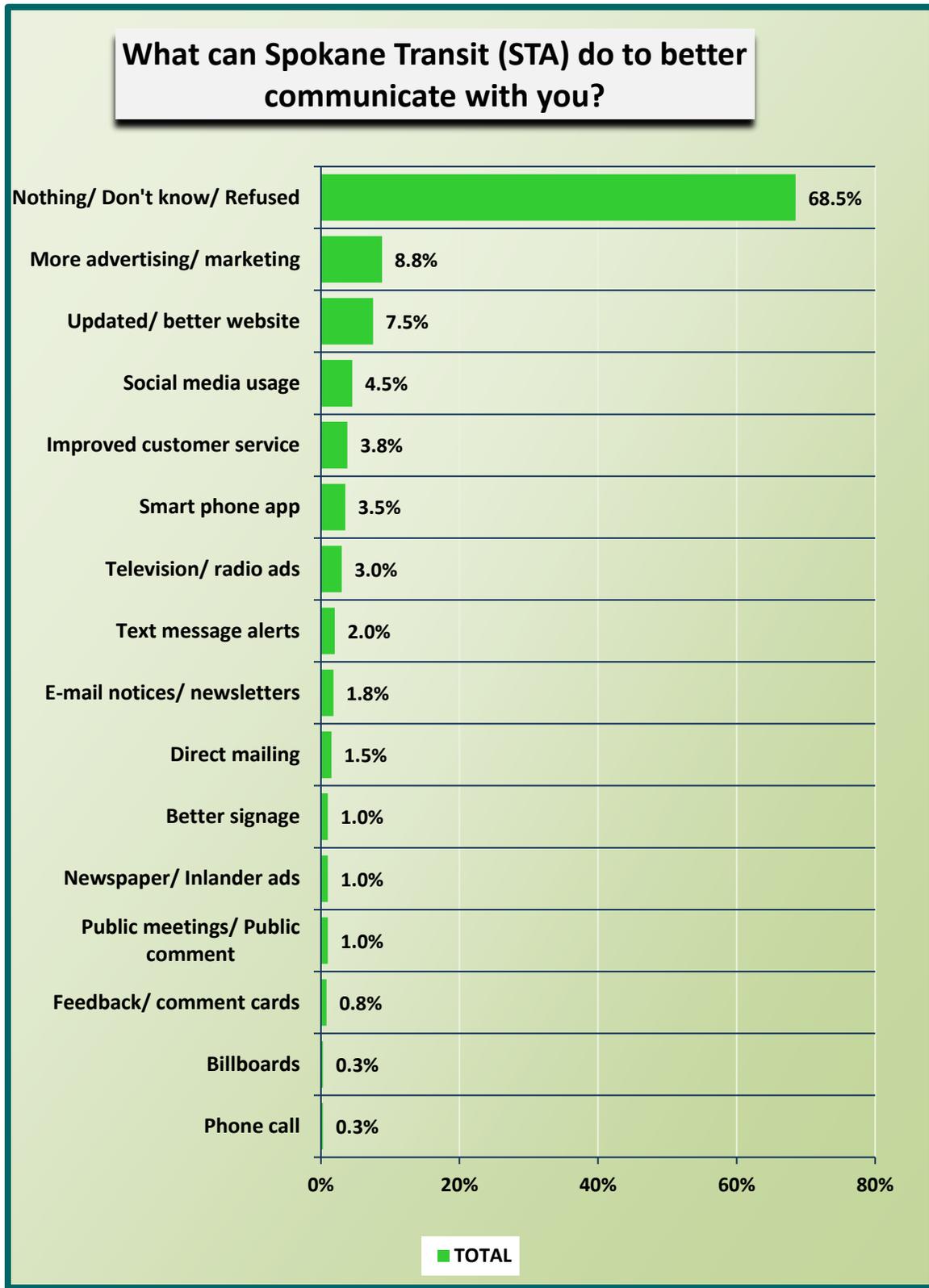


20). What can Spokane Transit (STA) do to better communicate with you?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Nothing/ Don't know/ Refused	274	68.5%
More advertising/ marketing	35	8.8%
Updated/ better website	30	7.5%
Social media usage	18	4.5%
Improved customer service	15	3.8%
Smart phone app	14	3.5%
Television/ radio ads	12	3.0%
Text message alerts	8	2.0%
E-mail notices/ newsletters	7	1.8%
Direct mailing	6	1.5%
Better signage	4	1.0%
Newspaper/ Inlander ads	4	1.0%
Public meetings/ Public comment	4	1.0%
Feedback/ comment cards	3	0.8%
Billboards	1	0.3%
Phone call	1	0.3%

**400 responded to this question
 Question allowed for more than one response
 Percentages based on number of respondents*

(Question 20 continued, "What can Spokane Transit (STA) do to better communicate with you?")



(Question 20 continued, “What can Spokane Transit (STA) do to better communicate with you?”)

ADDITIONAL COMMENTS

COMMENT
An advertising slogan that cuts right to the heart of the matter.
As far as I'm concerned, they are where they should be.
Call me like this survey.
Comments section on the website.
Get right information online. Getting on phone is hard.
I can see STA buses out my front window.
I don't use the system. It's easy to look online to see the bus routes or have people answer the phone when you call.
I take my children to daycare in two different places depending on the day of the week. I can't use the bus and I don't need any communication with the bus company.
I think they should have forums where people like me can have a say.
If people knew we had electric buses, that would be helpful for people to know.
It's easy to find a route. I put in where I was starting and wanted to go. It was pretty helpful.
Keep reader boards up to date
Mail out information just to keep people aware that STA is a transit option.
Maybe a marketing person could find a way to remind people that it's fun to ride the bus. You know, sit back, relax, and let our wonderful drivers take you where you want to go. You can use the gas money you save on a nice dinner.
More buses to different routes. Don't take away routes that are important to areas. I know they have park and rides, but some people can't do that because they don't have cars. They need better routes.
More information out there.
My neighborhood committee works with STA on a regular basis, but STA has their own agenda that has nothing to do with our neighborhood.
Praise for what they do. It would be helpful for their message to show that they are trying. Put accomplishments from the past five to ten years, such as ridership is up. They should look at doing this in the future.
Printed maps and routes in public areas
Provide better maps and schedules and provide better routes/coverage, as well.
Provide more online information about special events routing
Send information out through the mail
STA is doing a good job.
Text messages for frequent users.
Their communication is adequate.
There are lots of problems with online. Things have changed so much, but the website is not updated enough.
They do a good job.

Table Continued



(Question 20 continued, “What can Spokane Transit (STA) do to better communicate with you?”)

TABLE CONTINUED

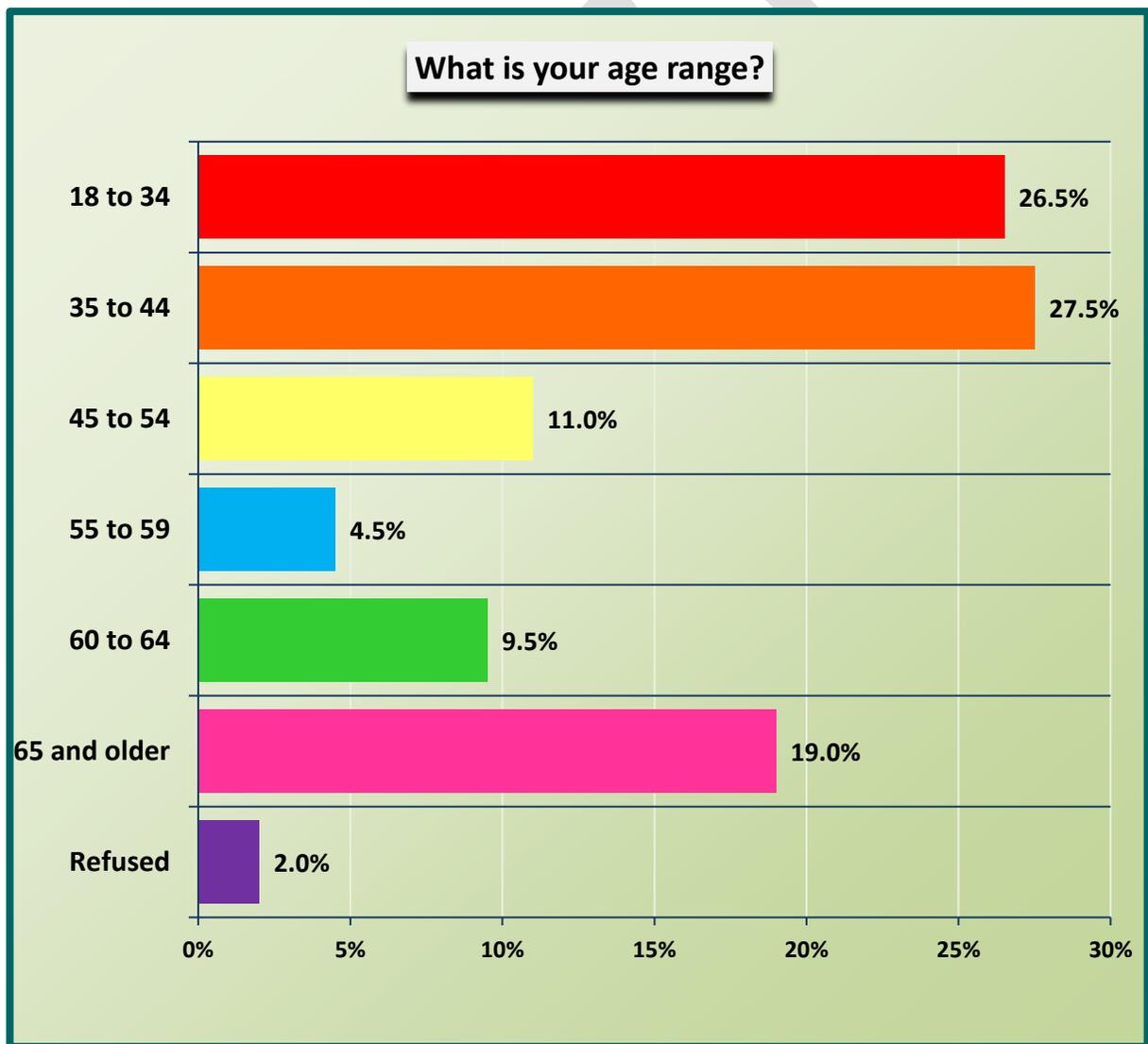
COMMENT
They seem be doing a pretty good job.
Use texts rather than emails.
When buses are running late, make it easy for passengers at stops to know when the buses will arrive.
When I've had questions and called, they've answered.
You guys do a great job.

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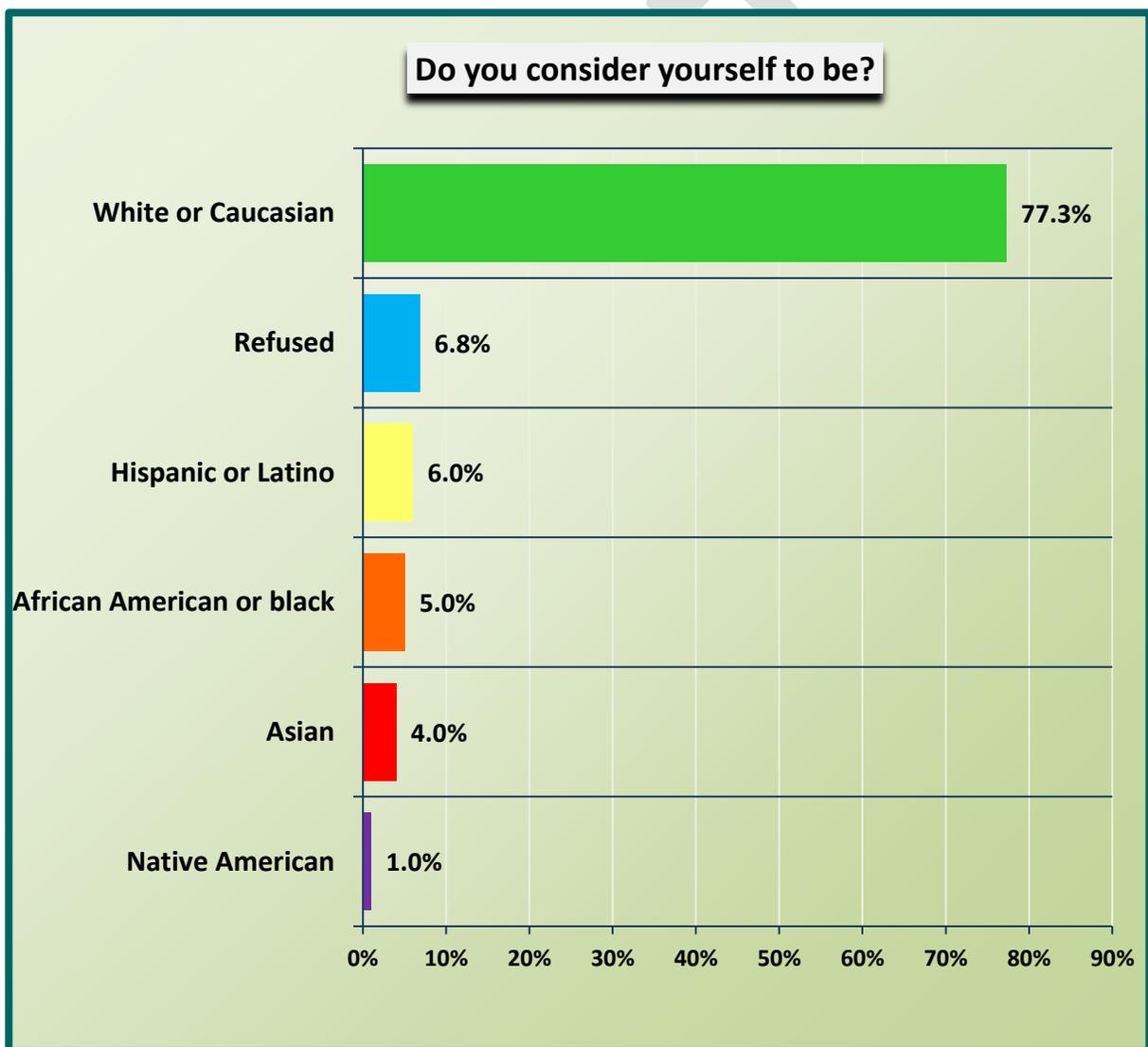
21). What is your age range?

RESPONSE	TIMES MENTIONED	PERCENTAGES
18 to 34	106	26.5%
35 to 44	110	27.5%
45 to 54	44	11.0%
55 to 59	18	4.5%
60 to 64	38	9.5%
65 and older	76	19.0%
Refused	8	2.0%
TOTAL	400	100%



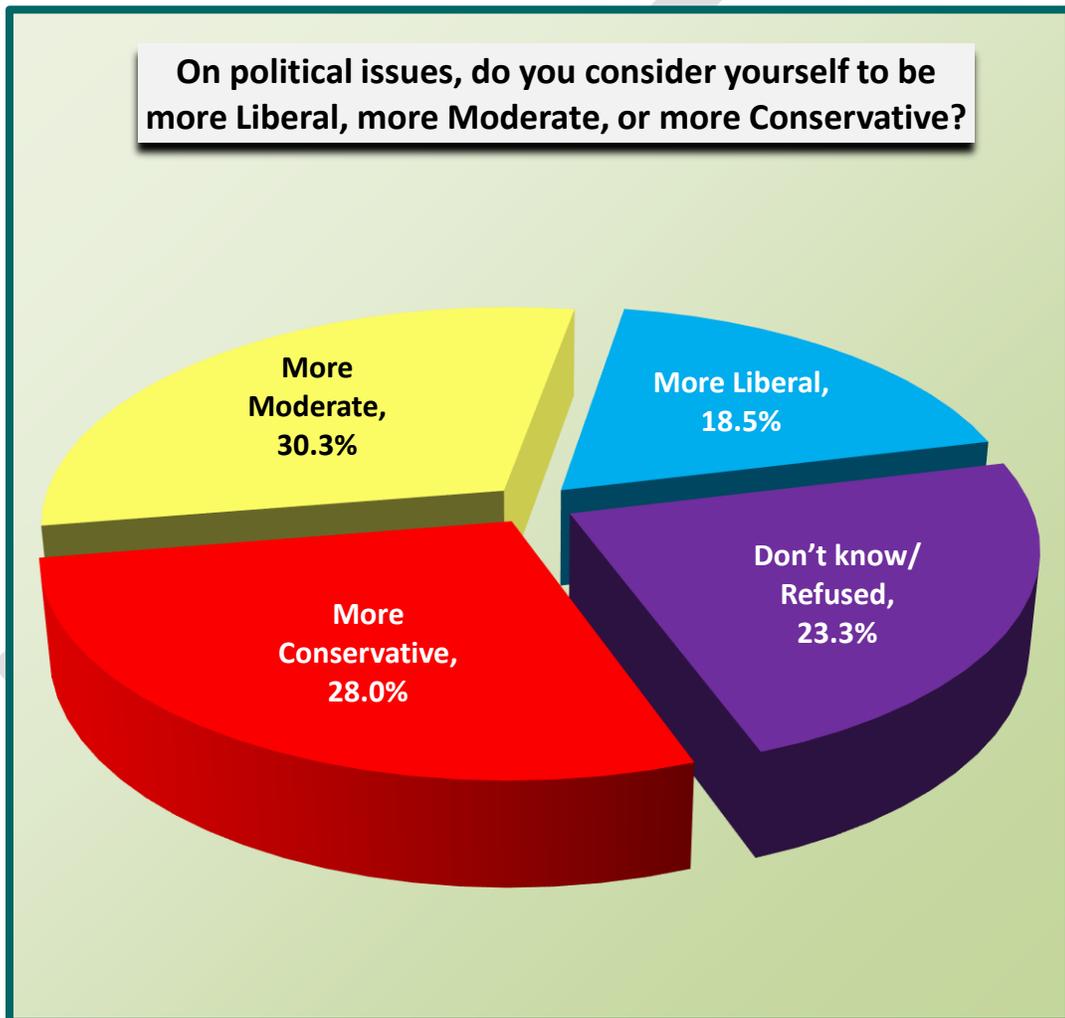
22). Do you consider yourself to be?

RESPONSE	TIMES MENTIONED	PERCENTAGES
White or Caucasian	309	77.3%
Refused	27	6.8%
Hispanic or Latino	24	6.0%
African American or black	20	5.0%
Asian	16	4.0%
Native American	4	1.0%
TOTAL	400	100%



23). On political issues, do you consider yourself to be more Liberal, more Moderate, or more Conservative?

RESPONSE	TIMES MENTIONED	PERCENTAGES
More Conservative	112	28.0%
More Moderate	121	30.3%
More Liberal	74	18.5%
Don't know/Refused	93	23.3%
TOTAL	400	100%

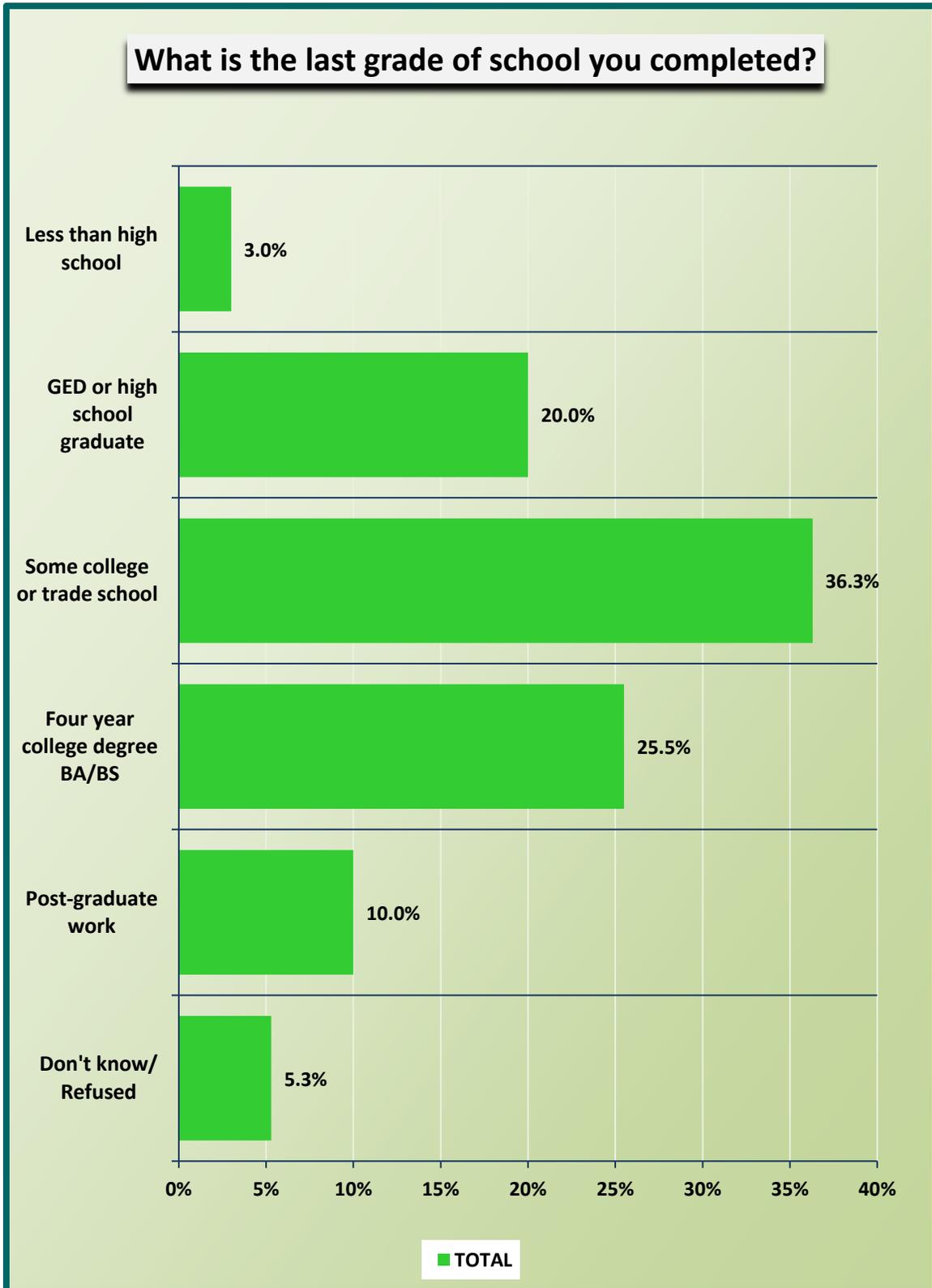


24). What is the last grade of school you completed?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Less than high school (0-11 years)	12	3.0%
GED or high school graduate (12 years)	80	20.0%
Some college or trade school (13-15 years)	145	36.3%
Four-year college degree BA/BS (16 years)	102	25.5%
Post-graduate work (17 years or more)	40	10.0%
Don't know/Refused	21	5.3%
TOTAL	400	100%

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(Question 24 continued, "Thinking now from a personal standpoint, which one of the following is the biggest problem for you when getting from one place to another in the Spokane area?")

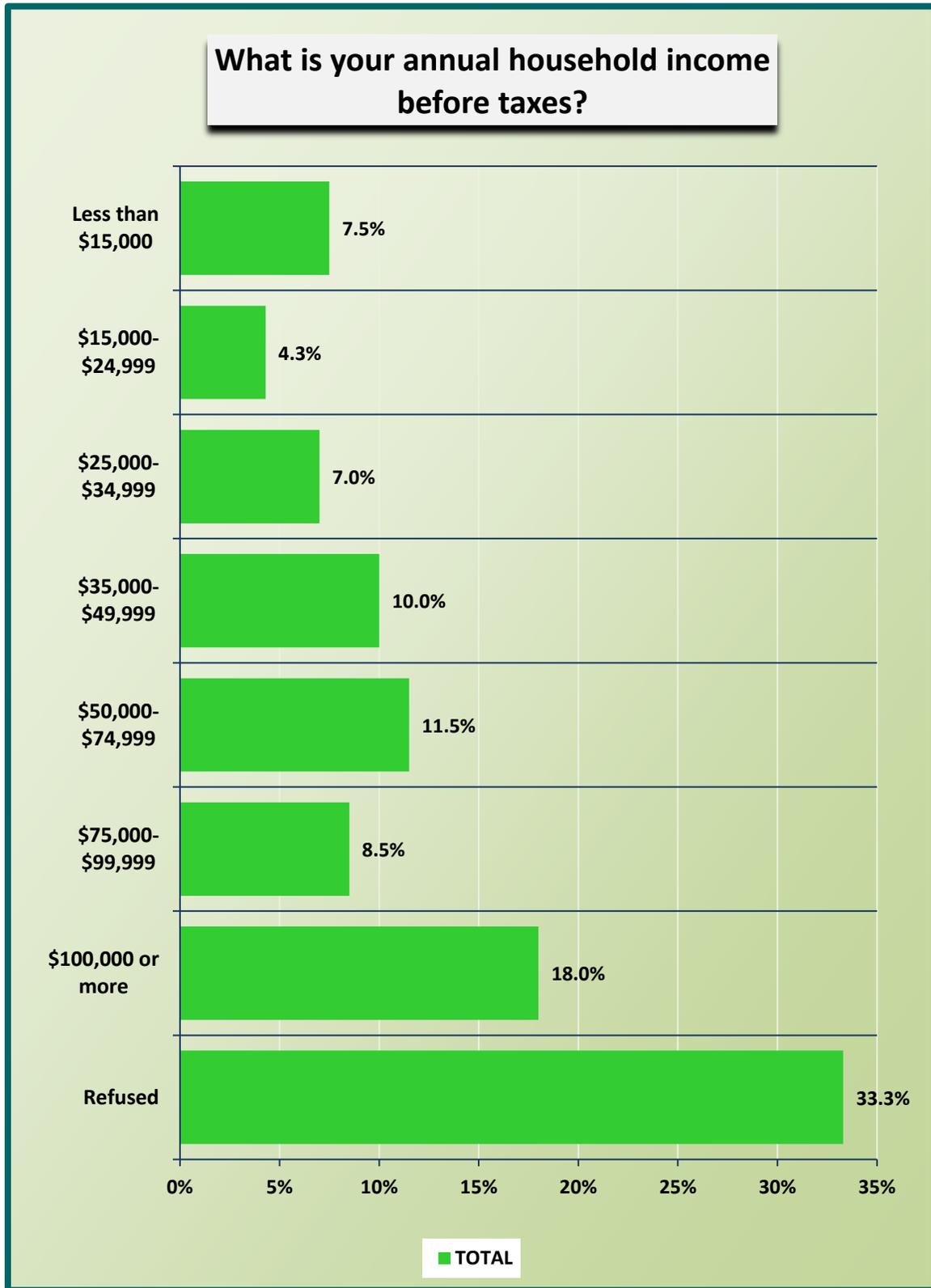


25). What is your annual household income before taxes?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Less than \$15,000	30	7.5%
\$15,000-\$24,999	17	4.3%
\$25,000-\$34,999	28	7.0%
\$35,000-\$49,999	40	10.0%
\$50,000-\$74,999	46	11.5%
\$75,000-\$99,999	34	8.5%
\$100,000 or more	72	18.0%
Refused	133	33.3%
TOTAL	400	100%

DRAFT

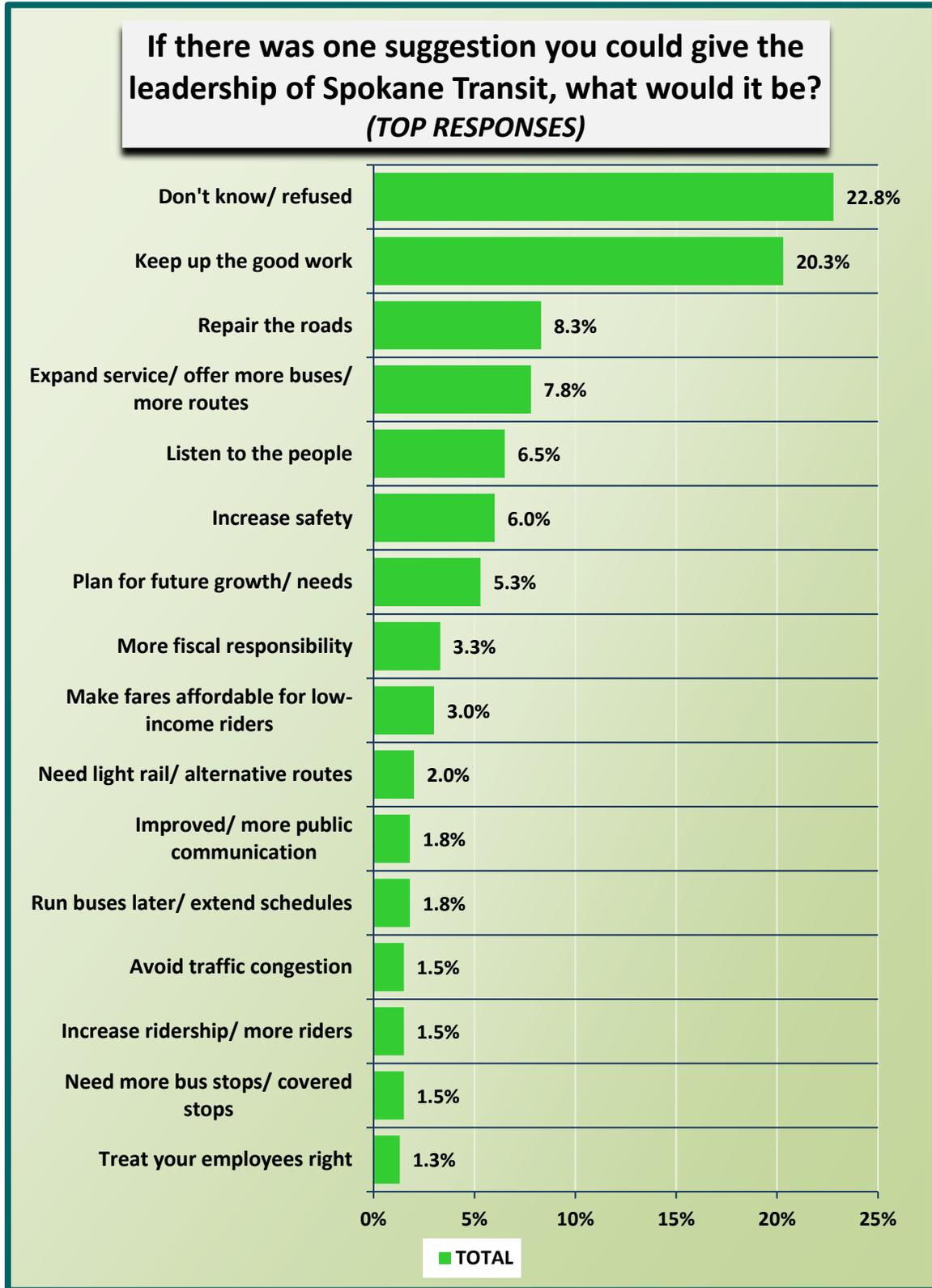
(Question 25 continued, "What is your annual household income before taxes?")



26). If there was one suggestion you could give the leadership of Spokane Transit, what would it be?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Don't know/ refused	91	22.8%
Keep up the good work	81	20.3%
Repair the roads	33	8.3%
Expand service/ offer more buses/ more routes	31	7.8%
Listen to the people	26	6.5%
Increase safety	24	6.0%
Plan for future growth/ needs	21	5.3%
More fiscal responsibility	13	3.3%
Make fares affordable for low-income riders	12	3.0%
Need light rail/ alternative routes	8	2.0%
Improved/ more public communication	7	1.8%
Run buses later/ extend schedules	7	1.8%
Avoid traffic congestion	6	1.5%
Increase ridership/ more riders	6	1.5%
Need more bus stops/ covered stops	6	1.5%
Treat your employees right	5	1.3%
COVID-19 issues	4	1.0%
Improve service	4	1.0%
Use smaller buses	4	1.0%
Clean up the Plaza	3	0.8%
Stop raising taxes/ looking for more tax revenue	3	0.8%
More service/better service/routes for disabled	2	0.5%
Better fares/ more "ride free" days	1	0.3%
More electric buses	1	0.3%
Resign/ quit	1	0.3%
TOTAL	400	100%

(Question 26 continued, "If there was one suggestion you could give the leadership of Spokane Transit, what would it be?")



(Question 26 continued, "If there was one suggestion you could give the leadership of Spokane Transit, what would it be?")

ADDITIONAL COMMENTS

COMMENT
Allocate funds in the most efficient way possible.
As a mobile mechanic, I need my vehicle for work. However, I have children who ride the bus and would do so more frequently if there were more bus stops.
Be kind and loving to everyone.
Be more transparent.
Biggest problem is that people can't get a bus after 10pm, they go downtown and there is no bus running. If they could run later until midnight, it was more convenient for people to get downtown, rather than getting stuck.
Build more roads that let us bypass going through downtown.
Bus access in the outlying areas is limited.
Clean up the downtown and plaza area
Connect outlying communities.
Create an app.
Create bus lanes to help move traffic more effectively.
Do something better with the money you have.
Don't get mad about politics.
Enforce and work on security for passengers on the buses.
Even though I rode a bus for a time into San Francisco from an outlying town, I prefer to drive a car and have just never been mentally conditioned to riding a bus.
Find ways to keep pedestrians safe so they don't walk into traffic.
Fix the streets and not have it take a year for road block-offs.
Follow through on community suggestions and try some new things, even if they end up not working out.
Get smaller buses since they are not used anyway so they are easier to take care of and cheaper to run
Good job on the central and northern lines you have put in.
Good luck.
Heard so many things. Can you do better?
Help people to get wherever they are going. Reach out to the community now about your services.
Hire more responsible bus drivers and train your personnel better.
How much does it cost to ride the bus?
I am a driving instructor and talk to my students about alternatives to driving their own vehicle and recommend STA to my students.
I am blind and primarily uses the paratransit services. I feel like the narrow streets cause buses to hold up traffic and in turn causes buses to run late. I think the security needs to be upgraded on buses because of the increase in people with behavior issues riding the buses.
I am concerned that there is not a bus route to the new Amazon Center and would ride more often if one was available.

Table Continued



(Question 26 continued, "If there was one suggestion you could give the leadership of Spokane Transit, what would it be?")

TABLE CONTINUED

COMMENT
I do not ride the bus because it's too difficult getting from the valley to downtown.
I do not use STA, but my children do use it all the time.
I don't like paying taxes on transit.
I feel like STA should have more connections for the people outside the city limits into the county.
I generally use the bus only to ride from downtown to the airport and wish there was more bus service to the airport.
I have been a rider in the past but just doesn't feel safe because of some of the other riders.
I have never needed the service but feel that STA is doing a wonderful job and I have had clients who are very happy with STA.
I have never used the bus but have friends who depend on it and really like using the service.
I have some serious concerns about the homeless all around the area.
I just love the Spokane Transit bus service.
I live on South Altamont, when growing up, we used the bus all the time, near Lincoln Park, mom used it as main transportation because she didn't ride. Last year I started using the bus again. I'd park on Perry Street and come back on it. It does a lot of good because it's hard to pay for and find parking downtown. I'm all for the bus.
I really don't know anything about the bus service since I don't use it. I feel like it is a waste.
I rode the buses for a long tie and had a good experience
I see the bus service as part of a plan to pressure people to give up their cars and rely on public services.
I think if I were to see more advertisements, it would remind me to consider this option of transportation. I don't think I have ever seen an advertisement for their services.
I use paratransit and it is very good. The drivers are very nice, very polite, and very helpful.
I use the bus daily and for many things, both personal and work-related.
I use the paratransit bus almost every day.
I use the paratransit bus and am happy with the service.
I used to ride the buses a lot before I had my own car. I also used to ride for events like Hoopfest but since those events have not taken place in the last couple years, I haven't ridden for those reasons either.
I used to work for STA.
I work for Providence and use the bus pass that is provided for me through Providence.
I worked for 50 years for Rosauers. In front of every location where I worked, which varied all over town. I know you need bus stops, there location where the bus stops. In intersections, in nearly every location I worked, there was a bus stop just past the intersection and bus would stop just past intersection and would tie up traffic around lunch and rush hour. I think you asked question about congestion, if buses weren't there would it add to traffic congestion, I said it would add moderately. If possible, location of bus stops next to intersections is terrible, causes problems for businesses, traffic flow and safety. I made that call to transit office multiple times in my career. It was a concern. It was, because my customers complained to me about it. I worked for Rosauers, managing stores all over Spokane for years. Traffic congestion buses caused at peak traffic times was horrible. When I talked to a gal, she agreed, and passed it onto and someone came and checked it out. No easy fix. Instead of beginning of intersection, it should be a block down.

Table Continued



(Question 26 continued, "If there was one suggestion you could give the leadership of Spokane Transit, what would it be?")

TABLE CONTINUED

COMMENT
I would like to see more places where buses can pull over out of traffic, so they don't hold up the flow of traffic so much. I think that Spokane is changing, and they should consider a different location for the plaza. The downtown area is not really the core where people are going as much as they used to.
I would like to see the speed limit increased on several Spokane streets to increase traffic flow, and less traffic calming done to main streets.
I would like to take the children on a bus ride to the movies, but it's not safe at the downtown bus station because of all the homeless. It's not safe but I wish you could do something about that and make it more family friendly.
I'm especially concerned about the City Line.
I'm concerned about picking up bedbugs on the bus.
I'm handicapped and love paratransit. I would be lost and stuck if I could not use the STA Paratransit system.
It is difficult to access the bus because the park and ride is as far as my work.
It sucks and they spend way too much money on something that nobody uses.
It's vital to people who can't drive and can't afford to. I now people who rely on it.
Keep getting more electric buses. Keep that process going.
Keep hiring bus drivers that care.
Keep improving the good services you already provide.
Keep it affordable and make it easy.
Keep putting benches and covers for people who are waiting at the bus stop, which is a safer way to wait for the bus.
Keeps asking questions of the public.
Learn to spend the funds more effectively.
Listen to low income and middle-income customers.
Look into more progressive forms of transportation and utilize technology.
Lower prices for some of the low-income riders.
Make more routes for people in outlying areas, like Mead. You need buses for those who live on Market so they can get where they need to go. In the trailer parks, a lot of people can't get the bus because the buses don't go down there.
Make sure everything is clean and listen to the riders.
Make sure it's a safe environment for anyone at any age. If I told my grandkids to ride, I'd want to know it was safe. Is there a safety report, such as incidents that happen on the bus? What does the driver do if someone gets on the bus that is unruly or a less than safe feeling? Safety on the bus, not driver's ability, but the atmosphere.
Maybe have something like Uber, but with the bus on the weekend, and also, when I worked the midnight shift, there was no way to get bus service.
More bus stops.
More frequent and better job of evaluating traffic lights for efficiency.
More highways are needed.
More routes in the north past Hastings.

Table Continued



(Question 26 continued, "If there was one suggestion you could give the leadership of Spokane Transit, what would it be?")

TABLE CONTINUED

COMMENT
More routes to more outlying areas so it would be more utilized.
Move bus stops so they do not hinder traffic in any way, especially for commerce.
Need to clean up the bus depot downtown and make it an environment that feels safe for all people.
Open some bus ways in rural areas.
Pay more attention to your drivers' status.
Pivot more.
Plow the roads in the winter. I drive for a living and that would be very helpful.
Provide service out to Otis Orchards.
Put hand sanitizer on the buses.
Question about whether you are requiring vaccines for employees, passengers. You shouldn't.
Quit now.
Quit wasting money on the train system right now. The need will be in the future.
Regarding the park and ride, I feel like there should be more. The parking lots are very big, but sometimes they run out of parking, or if you are late and miss the bus, then I'd have to drive all the way downtown, or drive to Country Homes.
Review the bike and walking trails and upgrade safety and repair. Also, repair, replace or install sidewalks.
Security on buses needs to be increased if you want more riders.
Send more buses out to the outlying areas more frequently.
Smaller buses are necessary
Sometimes see long buses with hardly any riders, I know people use them, but if they have buses out there, and people are not using them. Have more bus stops to make it more convenient for people. Only bus stop near my house is eight blocks away. Walking that far in the winter is no fun, not that I expect them to come to my door to get me. It would not be convenient. I would consider myself lucky to live near a bus route. I've seen transit system opening up parking areas, which is convenient so people don't have to drive downtown, but if in your car, might as well drive to your destination. I don't know how much it costs to ride a bus now. It makes sense to pay to ride a bus as you are going to use the gas anyway. Last time I rode a bus was 50 years ago, when bus wouldn't go to the Valley. I'd walk five miles. It's been a long time. Even for me to see it in the Valley, I'm like yeah.
Spend the time and money cleaning up the downtown bus station. More people might ride the bus, but they are afraid.
Spend time cleaning up the city and less time calling me.
STA is essential for economic and climate issues moving forward and for people to get around. A growing thing that our government will need to focus on.
Take a look at your bus schedule and occupancy of buses when they are running.
Taxpayer dollars should not be used to fund public transportation.
Thank you.
The buses are so underutilized. I would love for my daughter to take the bus from Liberty Lake to EWU, but I'm concerned for her safety.

Table Continued



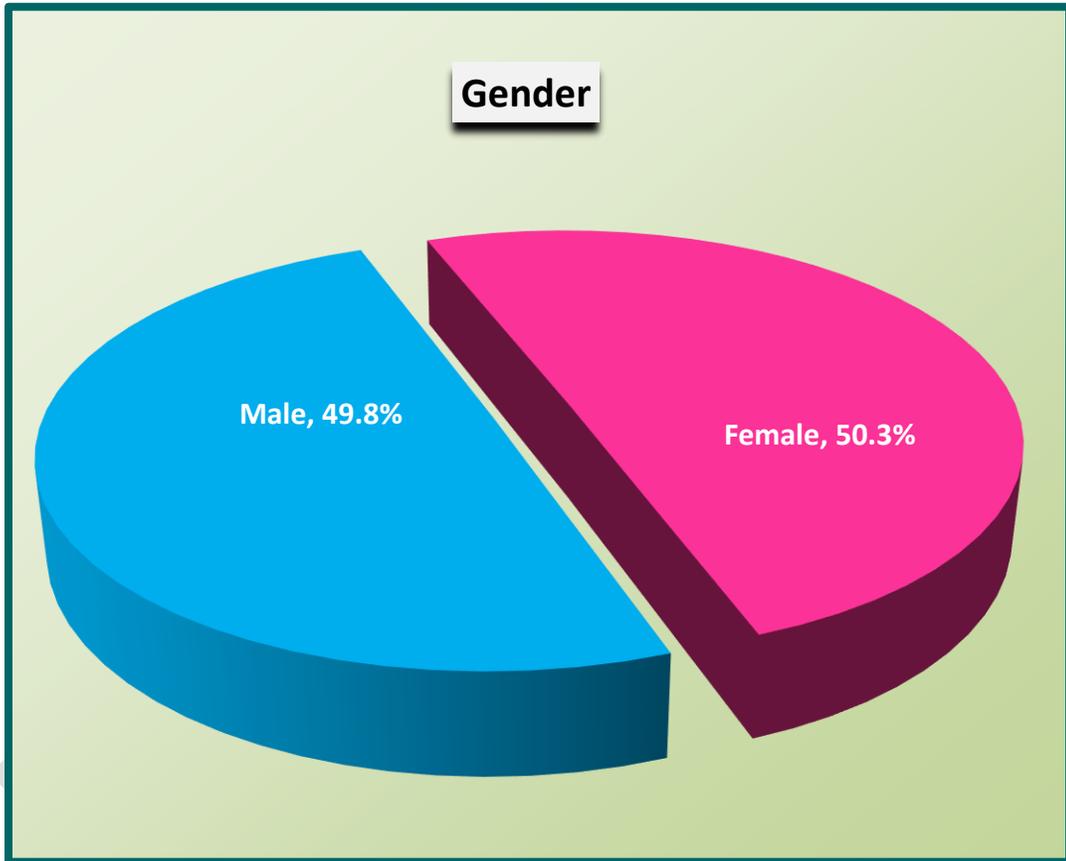
(Question 26 continued, "If there was one suggestion you could give the leadership of Spokane Transit, what would it be?")

TABLE CONTINUED

COMMENT
The homeless use the bus for free and I think they should be more liberal with that.
There is no bus service for night shift people, which is needed, so maybe something like Uber but the bus, and try to find a way to remind people that they really need to try using the bus again.
They do a fairly good job in providing transportation.
Try to be creative about the transit situation in Spokane. Look for a lot of different options. Include outlying areas in the plan.
Try to do something with the homeless and the crime.
When I rode the bus a lot as a teenager the service was good, but things have gone downhill, and drivers don't seem to know how to control the passengers and it doesn't seem safe anymore. There needs to be more training on how to keep the bus environment safe for riders.
When I've ridden the bus on Sprague, need a security guard on the us, for those who are panhandling in the Valley. A woman might be uncomfortable.
When you have good people working for you make sure you keep them.
While I have not been on public transportation in a long time, I think the transit company is really trying to accommodate everyone who does use the system and is really trying to improve.
With paratransit, that's been helpful. So, I'm glad that's an option.
Work on getting service to the suburbs/outskirts. I know people can get to work, such as Wandermere, nothing north of Hawthorne. They need to go out further in the outskirts.
You are doing a good job with the resources you have been given.

27). Would you be willing to report your gender for demographic purposes?

RESPONSE	TIMES MENTIONED	PERCENTAGES
Male	199	49.8%
Female	201	50.3%
TOTAL	400	100%



28). Zip code?

RESPONSE	TIMES MENTIONED	PERCENTAGES
99208	40	10.0%
99205	36	9.0%
99207	32	8.0%
99224	28	7.0%
99212	26	6.5%
99206	24	6.0%
99217	24	6.0%
99203	23	5.8%
99216	22	5.5%
99202	21	5.3%
99223	18	4.5%
99016	17	4.3%
99004	12	3.0%
99218	12	3.0%
99201	11	2.8%
99021	10	2.5%
99037	10	2.5%
99005	8	2.0%
99019	8	2.0%
99022	6	1.5%
99001	2	0.5%
99204	2	0.5%
99026	1	0.3%
99027	1	0.3%
Refused	6	1.5%
TOTAL	400	100%

(Question 28 continued, "Zip code?")

