

July 2023 Service Revisions

Final Recommendation

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

2/23/2023



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I. Executive Summary

Introduction

This report embodies the final recommendation for service improvements and revisions for July 2023. It is informed by past decisions by the Spokane Transit Authority (STA) Board of Directors, while addressing in a conservative manner the current workforce challenges described below, in addition to responding to community feedback and system performance reviews. The foregoing recommendations represent the result of board, customer, and community input.

Background

In May 2021 the STA Board of Directors approved a package of major service revisions that were planned to take effect May 2022 with the launch of the City Line and other key service improvements identified in the *STA Moving Forward* plan. Later the same year, the Board identified and approved additional service improvements to support regional growth as part of a package of Near-Term Investments (Resolution No. 790-21). These improvements were envisioned to be implemented over several years beginning in 2022.

In October 2021 the CEO reported to the board on disruptions to the supply chain for City Line station shelters that resulted in shifting the project launch date to July 2023. Instead of shifting all service improvements to this new date, staff planned for a phased implementation of the approved May 2022 Service Revisions and Near-Term Investments with the first tranche representing an approximate 3.6% growth in service going into effect August 2022. A second and final phase was contemplated for July 2023 and identified in the board-approved Transit Development Plan: 2023-2028 (TDP).

Throughout 2022, STA's services have been impacted by staffing challenges. These are not unique to STA or the transit industry and have been reported to the STA Board of Directors in multiple instances beginning in March 2022. Service growth requires more operators and STA continues to recruit and grow the workforce. As a mitigating tactic in response to ongoing disruptions in the labor market, STA now proposes to present and seek approval on recommended service revisions that align service growth relative to projected workforce availability. Additionally, staff are proposing revisions to respond to customer feedback and ridership changes that have been received or observed since the service revisions and Near-Term Investments were approved in 2021.

In aggregate, these recommended service revisions and investments represent a 6.3% overall increase in annual revenue service hours, as shown Table 1 below. Service growth from an annualized 477,900 revenue service hours to approximately 508,000 for an increase of 30,100 hours over August 2022 service levels. This is approximately 30,000 fewer annual revenue hours than planned in the TDP. This

measured approach will ensure greater service reliability and position STA to add service in measured actions beyond July 2023.

Table 1 – Comparison of Annualized Revenue Service Hours

August 2022 Existing Conditions	July 2023 TDP Planned	July 2023 Draft Recommendation	Change from Planned	Change from Existing Conditions
477,900	538,000	508,000	-30,000	+30,100

Note: values are approximate

Summary of Revisions

The following is a complete list of the recommended changes to the STA fixed route network, summarized in the table below. Please note “defer” in the recommendations below refers to service changes or improvements previously approved but are now recommended to occur later than 2023. It is important to note that minor scheduling changes will likely occur to other routes not listed below. Section III of this Final Recommendation Report provides additional details of each recommended change, including their relationship to the *STA Moving Forward* plan, changes from existing service, changes from the TDP and whether the recommendations impact any near-term investments approved in December 2021. Deferred improvements will have new target dates set and published in the 2024-2026 Service Improvement Program (SIP).

Table 2 – List of Recommended Changes by Route

Route	Recommendation
City Line (Route 1)	<ul style="list-style-type: none"> Launch City Line with 15-minute service most hours of the day, 7-days a week. Implement planned higher frequency service and longer service span by May 2024 Service Change.
11 Plaza / Arena Shuttle	<ul style="list-style-type: none"> Revise routing to serve the planned Spokane Public Facilities District (PFD) parking lot and layover facility at Howard Street and Boone Avenue. Revise downtown routing to travel from Washington Street to Spokane Falls Boulevard, Wall Street, and Main Avenue in the inbound direction. Route 11 will no longer serve the Plaza directly. Defer planned weeknight and weekend service to the future.
12 Southside Medical Shuttle	<ul style="list-style-type: none"> Reduce weekday frequency from 20 to 30 minutes. Add supplemental trips in the afternoon to allow for 15-minute frequency at peak.

Route	Recommendation
14 South Adams / Napa	<ul style="list-style-type: none"> Implement new route to serve South Adams Street, North Napa Street as previously approved.
26 Lidgerwood	<ul style="list-style-type: none"> Revise route to travel along Washington Street and Mission Avenue between downtown and Hamilton Street to maintain service along Mission Avenue.
27 Crestline	<ul style="list-style-type: none"> Increase frequency to 30 minutes on Sundays/Holidays. Defer planned increase in weekday peak frequency to the future.
28 Nevada	<ul style="list-style-type: none"> Revise route to travel along Washington Street and Mission Avenue between downtown and Hamilton Street to maintain service along Mission Avenue.
29 SCC	<ul style="list-style-type: none"> Discontinue route as previously approved. See City Line and Route 14 South Adams / Napa.
34 Freya	<ul style="list-style-type: none"> Discontinue supplemental peak-direction, peak-period trips. See Route 247 Lincoln Park / Ferris.
38 Upriver / Argonne	<ul style="list-style-type: none"> Defer planned creation of route to the future.
39 Mission	<ul style="list-style-type: none"> Retain routing between SCC and Minnehaha while discontinuing remainder of the route as previously approved. See City Line and routes 26 Lidgerwood and 28 Nevada.
42 South Adams	<ul style="list-style-type: none"> Discontinue as previously approved. See Route 14 South Adams / Napa.
60 Airport	<ul style="list-style-type: none"> Discontinue routing in Browne's Addition as previously approved. See City Line. Discontinue night and weekend pattern to Airway Heights as previously approved. See 61 Hwy 2. Defer planned extension to West Plains Transit Center to the future. See 63 Airway Heights / West Plains.
61 Hwy 2	<ul style="list-style-type: none"> Discontinue routing in Browne's Addition as previously approved. See City Line. Adjust routing in Airway Heights, subject to planned street improvements. Increase night and weekend frequency to 30 minutes.
63 Airway Heights / West Plains	<ul style="list-style-type: none"> Defer planned routing adjustments to the future.
67 Swoop Loop	<ul style="list-style-type: none"> Reduce service span to end weekday afternoon service at approximately 2:00 PM.
94 East Central / Millwood	<ul style="list-style-type: none"> Retain existing route pattern, deferring planned night and weekend frequency improvement to the future.
95 Mid-Valley	<ul style="list-style-type: none"> Retain route.

Route	Recommendation
247 Lincoln Park / Ferris	<ul style="list-style-type: none"> • Create a new targeted route connecting the Plaza, Perry District, and South Hill Park and Ride via Lincoln Park and Ferris High School.
631 Hayford/McFarlane Shuttle	<ul style="list-style-type: none"> • Defer planned creation of the route to the future.

II. Development of the Final Recommendation

Changes and addition to service embodied in the July 2023 Service Revisions are grounded in multiple board-adopted documents, are responsive to customer input, and seek to address operational constraints. STA's Service Development department works collaboratively with other workgroups inside STA in planning and implementing changes to fixed-route service. This includes work through an internal working group known as the Service Improvement Committee (SIC). The information below identifies the varying inputs that have informed the work of the Service Development Department and the Service Improvement Committee in preparing the recommended elements of the July 2023 Service Revisions as published.

Operational Constraints

The primary operational constraint is a staffing challenge that will likely limit the number of coach operators available to deliver service, even after accounting for recruitment and retention efforts. Throughout this report, route improvements and changes are noted as deferred due to staffing challenges. In aggregate, STA is deploying 30,000 fewer hours of revenue service than previously expected, approximately 18 fewer full time coach operators than what would have been required for the service levels called for in the TDP. As STA continues to recruit and expand the workforce, service will be added over 2024 and 2025. A timeline for these improvements will be developed as part of the 2024-2029 Transit Development Plan.

A secondary and less significant constraint is known curb space limitations at STA that, if not addressed, could disrupt the reliable operation of the City Line and other routes.

Adopted Plans and Programs

Connect Spokane

Adopted in 2010, *Connect Spokane: A Comprehensive Plan for Public Transportation* is Spokane Transit's plan that sets forth a vision and policy framework, guiding decisions that will further Spokane Transit's mission and vision. This includes principles and policies informing the design of fixed route service, including the attributes of route pathways, frequency, and span. *Connect Spokane* also articulates a vision for High Performance Transit, along with corresponding principles and policies, that have informed all stages of route planning.

STA Moving Forward

STA Moving Forward is a 10-year plan to increase transit service, maintain the existing infrastructure, and expand transit coverage to new areas. *STA Moving Forward* focuses on four main strategies: design and deliver core infrastructure, advance and implement high performance transit (HPT), improve

customer service, and look into the future. Central in the *STA Moving Forward* plan is the introduction of the City Line. Its launch in July 2023 is a major pillar in the service revisions, influencing much of the scope of changes identified in this document. Section III of this report identifies any connections to *STA Moving Forward* a particular route revision may have.

2023-2028 Transit Development Plan

The [2023-2028 Transit Development Plan](#) (TDP) outlines mid-range guidance over a six-year period. It includes the 2023-2025 Service Improvement Program which provides a timeline for all anticipated service changes, including both approved and planned changes. Section III of this report acknowledges the alignment with or departure from the TDP a particular route revision may represent. The TDP incorporated service changes and improvements approved by the board, including the May 2022 Service Revisions and the Near-Term Investments resolution.

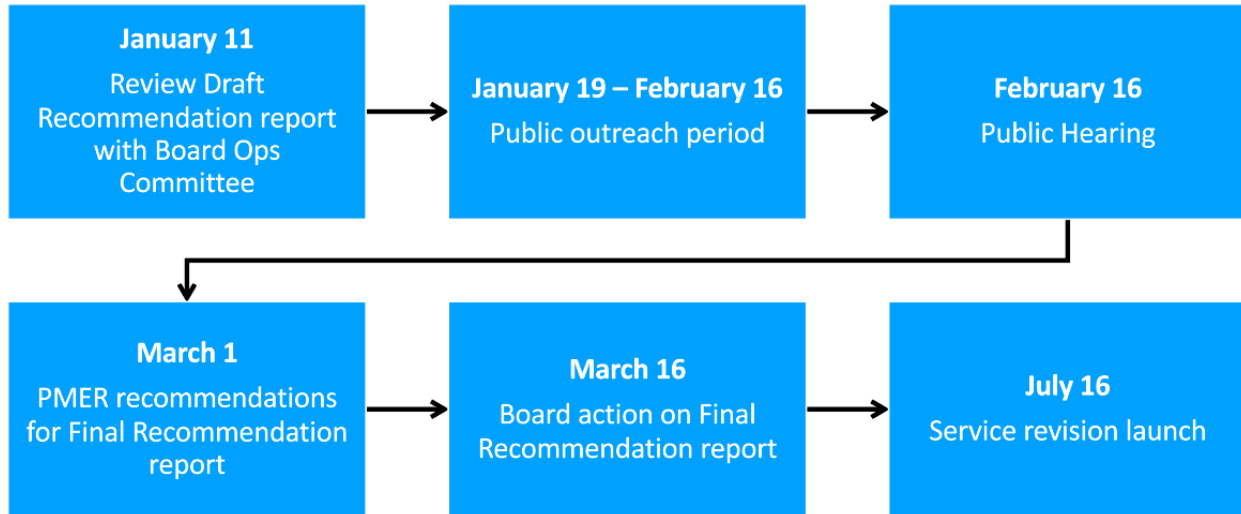
The May 2022 Service Revisions were directly informed by the 2021-2026 TDP, which identified key system improvements that would go into effect in 2022 to implement *STA Moving Forward*. Revisions included in the May 2022 plan included Sunday span of service improvements, network adjustments (the original launch of the City Line, improved frequency to Hillyard and Northeast Spokane), and adjustments to routes and schedules for service in in Spokane Valley/Millwood/Liberty Lake and Airway Heights/West Plains.

The 2021 Near-Term Investments (NTI) report as adopted by Resolution 790-21 outlines a list of projects and programs that augment planned improvements. This included service enhancements, such as longer hours of service, extension of service to new places and increased night and weekend frequency.

Summary of Stakeholder Feedback and Public Outreach

Consistent with the adopted outreach plan prior to the development of this Recommendation, STA reached out to various stakeholders to explore opportunities and vet the goals for the service change.

Figure 1 - July 2023 Service Change Revisions Outreach and Implementation Timeline



Following the review of the Draft Recommendation with the Board Operations Committee on January 11 and in preparation for the outreach period, various public outreach materials were created. These materials consisted of an online survey, a public facing online interactive system map, social media posts, rider notices at select bus stops, and STA ads for video monitors at the plaza and throughout the STA system. In an effort to reach non-English speaking populations in Spokane County, the rider notices had statements in English, Spanish, Russian and Vietnamese instructing riders to contact STA to receive materials in another language if needed. Ukrainian was added to the STA website translation module, allowing users to browse the website in the Ukrainian language, among many others. Finally, notice of the revisions and public hearing were published in local Spanish and Russian newspapers, *La Prensa Bilingüe* and *Slavic Spokane*, respectfully.

The outreach process began by notifying local community organizations and soliciting their feedback, as well as asking them to share the outreach materials listed above. A copy of the Draft Report, notice of online open house and question and answer session, and notice of Public Hearing was also provided. STA was unable to attend any Neighborhood Council meetings, as the outreach period was outside most of their meeting dates, and many meetings already had full agendas at the time they were contacted. Based on where revisions would impact residents most, the following community organizations were contacted:

Neighborhood Councils:

- Browne’s Addition
- Chief Garry
- East Central
- Lincoln Heights
- Logan
- Minnehaha
- Riverside

Community Centers:

- Carl Maxey Center
- West Central
- MLK Family Outreach

Other Groups:

- SCC Community Outreach Coordinator

STA held an online open house in the evening of February 7, 2023 on Facebook live via Zoom. During the open house the revisions outline in the Draft Recommendation Report were presented to the public, and questions were answered by STA staff. At the conclusion of the event, the full recording was made available as a post on the STA Facebook page. As of the Public Hearing on February 16, there had been over 260 views of the recorded presentation.

The July 2023 Service Revisions online survey received 329 responses between January 19 and February 16. A paper survey was made available upon request as well as during in-person tabling at the Plaza.

Appendix B – Survey Results Summary contains the full results of the survey.

A public hearing was held February 16 during the regular scheduled STA Board Meeting where STA staff presented a summary of the Draft Recommendation. The public was made aware of the Public Hearing in advance via the STA website, STA social media channels, notices handed out during in-person tabling at the Plaza, and a notice in the January 29 edition of *The Spokesman Review*. There were no comments from the public, and the Board commended the outreach efforts that were conducted. The Board highlighted the importance of Route 12 as a connection to the Thrive Center, an organization that provides temporary housing service for refugees relocating to Spokane.

Based on comments received through social media, the online open house, online survey, and Public Hearing, several major themes emerged. Stakeholders had concerns with the City Line launching with revised 15-minute frequency, the reduced frequency from 20 minutes to 30 minutes on Route 12, the deferral of the extension of Route 60 to the WPTC, the deferral of weekday peak 15-minute frequency on Route 27, and the truncation of Route 39 to only run between Minnehaha and SCC. However, the anticipated launch of the City Line was well received, as was the creation of the new Route 247, the increased frequency on nights and weekends on Route 61, and the increased frequency on Sundays and holidays on Route 27.

Finally, the feedback and major themes gathered were presented to SIC February 20 to solicit input. Upon review, SIC noted the key themes and suggested adjusting the frequency of Route 12 during the afternoon peak.

The Service Development Department has taken all feedback received into consideration and adjusted the final recommendations in this report as resources allowed. Such adjustments from the Draft Recommendation include are listed below. As mentioned in Section I, deferred improvements will have new target dates which are to be set and published in the 2024-2026 SIP, and thus are not included in this list.

- Confirming May 2024 as the time by which the City Line will operate on the service levels STA committed to as part of the Bus Rapid Transit (BRT) project;
- Adjusting the Route 11 Plaza/Arena Shuttle's downtown stops to minimize scheduling conflicts with the City Line; and,
- Adding trips to Route 12 Southside Medical Shuttle during times of higher ridership in the mid-afternoon.

III. Recommended Revisions

Each route that is recommended for service revisions, either from existing service or from approved and/or planning changes listed in the TDP, are listed below. Each route includes a table detailing the recommended changes, their relationship to *STA Moving Forward*, existing service, the TDP and “Near-Term Investments.” A discussion follows to enhance the understanding of the recommendation. A map is also included where the route is new or where the route pattern is adjusted from existing service.

City Line (Route I)

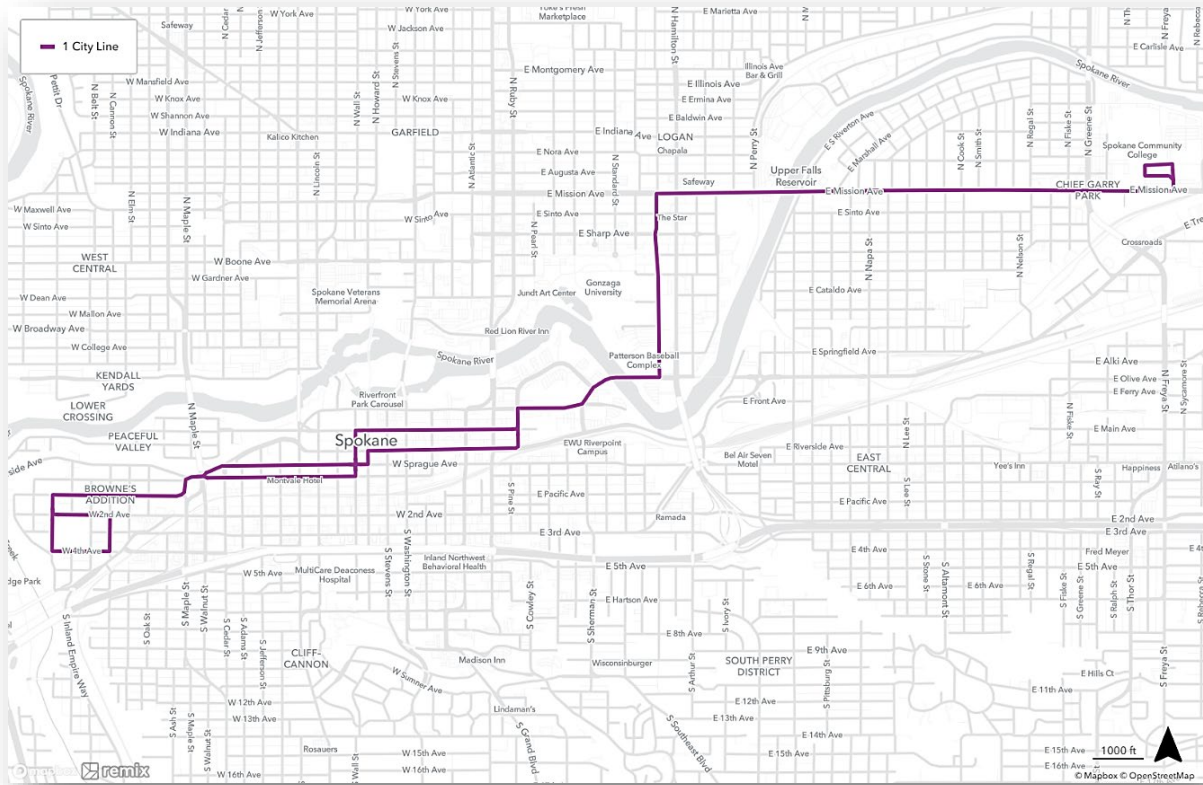
Recommendation	<ul style="list-style-type: none"> • Launch City Line with 15-minute service most hours of the day, 7-days a week. • Implemented planned higher frequency service and longer service span by May 2024 Service Change.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> • The City Line is a key element of <i>STA Moving Forward</i> and the central impetus of July 2023 service revisions.
Changes From Existing Service	<ul style="list-style-type: none"> • New and improve service, superseding portions of routes 29, 39, 60 and 61.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> • Higher peak and mid-day frequency, along with extended weeknight and Saturday night span will occur at a future date. • Align span within current operational capabilities.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> • N/A

The City Line BRT route will follow its approved routing from Browne’s Addition to Spokane Community College via Gonzaga University. Staff recommend launching service with 15-minute frequencies for most hours of the day to ensure service can be reliably provided within projected workforce resources. These changes deviate from the approved plan, where the frequency at peak was 7.5 minutes, and span of service on weekdays and Saturdays was until 1:00AM. Table 3 depicts key service frequency and span characteristics recommended for launch by the Single Year Grant Agreement (SYGA) as compared to future plans that meet or exceed the original approved plans.

Table 3 - City Line Service Details

Time Span	FTA SYGA Times in Service	FTA SYGA Frequency	July 2023 Recommendation Frequency	May 2024 Frequency
Early-bird Morning Weekday	5:00 am - 6:00 am	30 minutes	30 minutes	30 minutes
Early Weekdays	6:00 am - 7:00 am	15 minutes	15 minutes	15 minutes
Weekday AM Peak	7:00 am - 9:00 am	7.5 minutes	15 minutes	7.5 minutes
Weekday Midday	9:00 am - 3:00 pm	10 minutes	15 minutes	10 minutes
Weekday PM Peak	3:00 pm - 6:00 pm	7.5 minutes	15 minutes	7.5 minutes
Weekday Evening	6:00 pm - 11:00 pm	15 minutes	15 minutes (6:00 pm - 10:00 pm)	15 minutes
			30 minutes (10:00pm - 11:00 pm)	
Weekday Nights	11:00 pm - 1:15 am	30 minutes	30 minutes (11:00pm – 12:15am)	30 minutes
Saturday	6:00 am - 11:00 pm	15 minutes	15 minutes (6:00 am - 10:00 pm)	15 minutes
			30 minutes (10:00 pm – 11:00 pm)	
	11:00 pm - 1:00 am	30 minutes	30 minutes (11:00 pm - 12:15 am)	30 minutes
Sunday	7:45 am - 8:30 pm	15 minutes	30 minutes (6:00 am - 10:00 pm)	15 minutes

Figure 2 - City Line (Route 1)

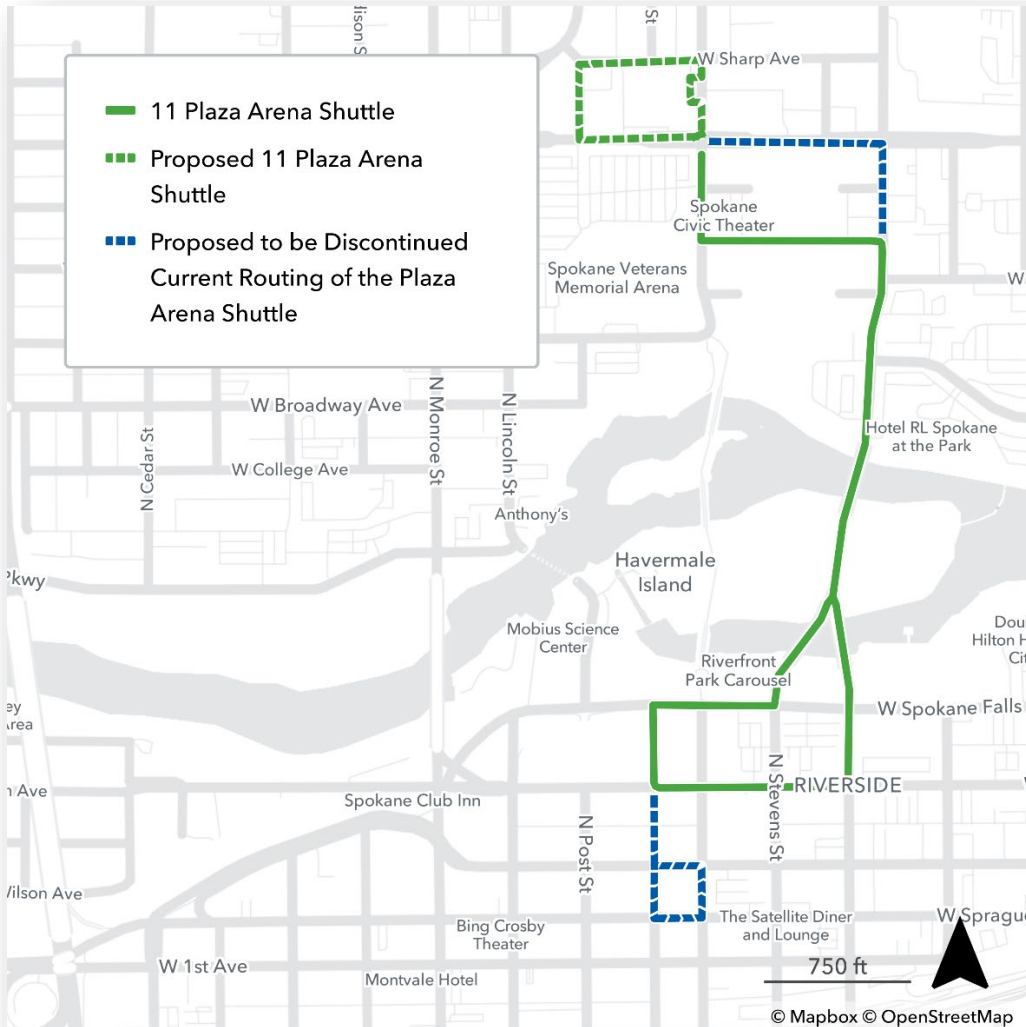


Route 11 Plaza / Arena Shuttle

Recommendation	<ul style="list-style-type: none"> • Revise routing to serve the planned Spokane Public Facilities District (PFD) parking lot and layover facility at Howard Street and Boone Avenue. • Revise downtown routing to travel from Washington Street to Spokane Falls Boulevard, Wall Street, and Main Avenue in the inbound direction. Route 11 will no longer serve the Plaza directly. • Defer planned weeknight and weekend service to the future.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> • N/A
Changes From Existing Service	<ul style="list-style-type: none"> • Altered routing near Howard and Boone as a result of the construction of the new Spokane Public Schools Stadium and the Spokane PFD parking lot on the northwest corner of Howard Street and Boone Avenue. • Will no longer serve the STA Plaza directly.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> • Defers weeknight and weekend service to the future planned for in the TDP.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> • Supports project S-20: Implement Improvements to Plaza/Arena Service.

Route 11 maintains much of its current routing. However, due to the launch of the City Line and Plaza zone congestion on Wall Street the line is now disconnected from being anchored at the STA Plaza Bay 9, as Bay 9 is a future City Line station. The route retains 10-minute peak frequency. Mid-day frequency will be retained at 20-minutes subject to plans for a restroom facility at the new layover location on the west side of Howard Street, north of the corner of Howard Street and Boone Ave. Disconnecting this route from the Plaza and its current interline with Route 12 provides flexibility for scheduling frequency and bus usage. The routing downtown inbound from Washington Street will proceed onto west onto Spokane Falls Boulevard, south on Wall Street, and east on Main Avenue. Downtown outbound routing will proceed east on Main Avenue, then north on Washington Street. To the north of the river, the outbound routing will follow Washington Street, then west on Dean Avenue, north on Howard Street, west on Boone Avenue, north on Post Street, east on Sharp Avenue, and then south on Howard Street. Inbound routing will proceed south on Howard Street, east on Dean Avenue, and then south on Washington Street.

Figure 3 - Route 11 Plaza / Arena Shuttle



Route 12 Southside Medical Shuttle

Recommendation	<ul style="list-style-type: none"> • Reduce weekday frequency from 20 to 30 minutes. • Add supplemental trips in the afternoon to allow for 15-minute frequency at peak.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> • N/A
Changes From Existing Service	<ul style="list-style-type: none"> • No longer interlined with Route 11. • Reduced frequency on weekdays. • Addition of 15-minute frequency during afternoon peak.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> • The TDP did not plan for changes on Route 12.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> • This route was not included in the Near-Term Investments plan.

Due to a trend of declining ridership, lack of operator availability, and reducing Plaza operational constraints, Route 12 frequency will be reduced from 20-minute frequency to 30-minute frequency. Additionally, to address feedback from the public and Board gathered during public outreach and the February 16 Public Hearing, 15-minute service will be added during the afternoon peak.

A change in frequency eases congestion at the Plaza by having the bus depart at departure times that fit within the Plaza’s operations. This is particularly important with the deployment of the City Line, which will be running in a 15-minute frequency at peak. City Line operations run along Wall St. and Sprague Ave, so any opportunity to reduce traffic on those roadways is imperative to ensuring smooth operations and avoiding potential delays.

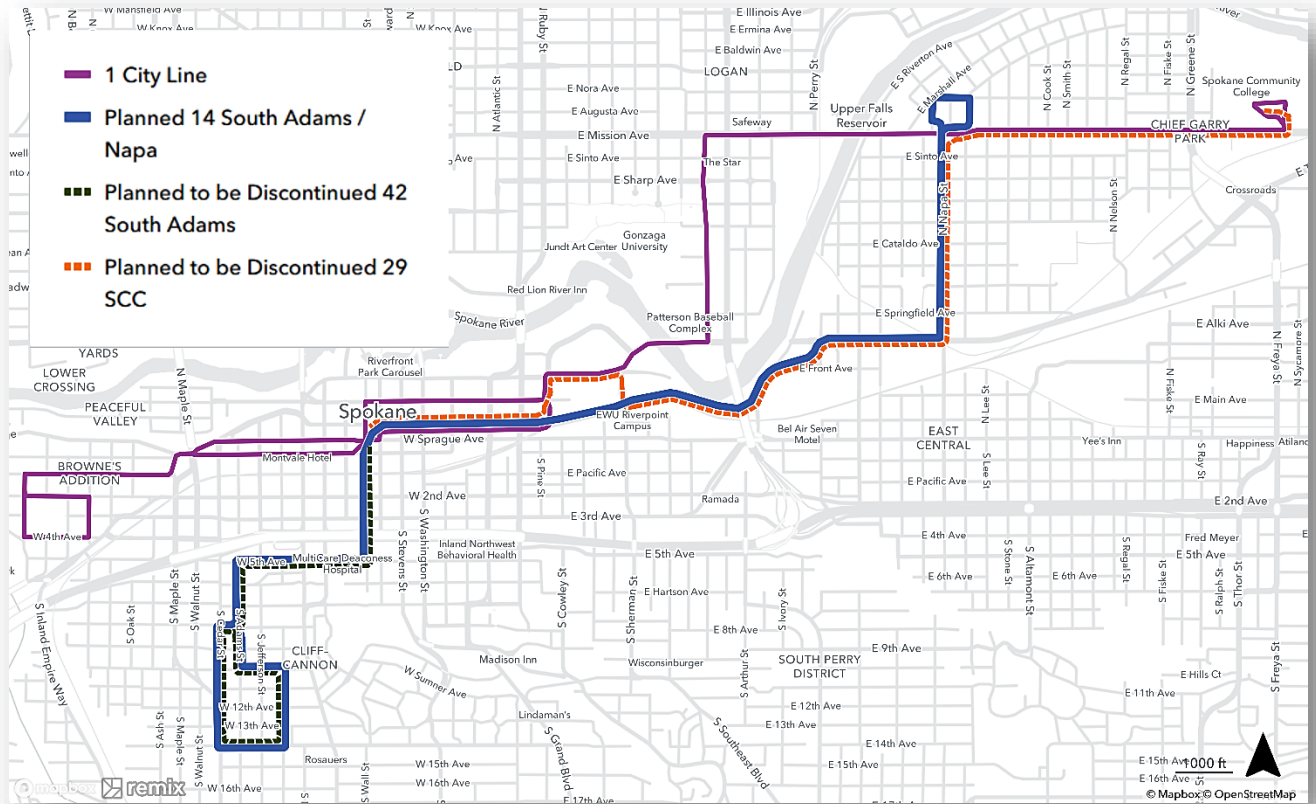
Route 12 has seen a multi-year decline in ridership dating back to at least 2018, two years before the COVID-19 Pandemic, likely resulting in part by improved service to Sacred Heart Medical Center on Route 4 Monroe-Regal, instituted in 2019. Like most routes, ridership on Route 12 bottomed-out in 2021 and has increased as the restrictions of the COVID-19 Pandemic subsided. However, while system-wide ridership increased by 25% in 2022, Route 12’s ridership grew at half the rate (12.5%). Standardizing the frequency to 30 minutes instead of 20 minutes will improve scheduling of Plaza bays and simplify transfers between routes.

Route 14 South Adams / Napa

Recommendation	<ul style="list-style-type: none"> Implement new route to serve South Adams Street, North Napa Street as previously approved.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> Supports STA Moving Forward implementation.
Changes From Existing Service	<ul style="list-style-type: none"> New route.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> No changes.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> This route was not included in the Near-Term Investments plan.

This new route replaces a portion of the existing Route 29 SCC and the entire Cannon Hill routing of the Route 42 South Adams. Both Routes 29 and 42 are to be discontinued with the launch of the City Line. The eastern segment of Route 29 will be redundant with the frequent service offered by the new City Line through the University District. There is no change to this route from the TDP (originally envisioned as Route 13 in the TDP).

Figure 4 - Route 14 South Adams / Napa



Route 26 Lidgerwood

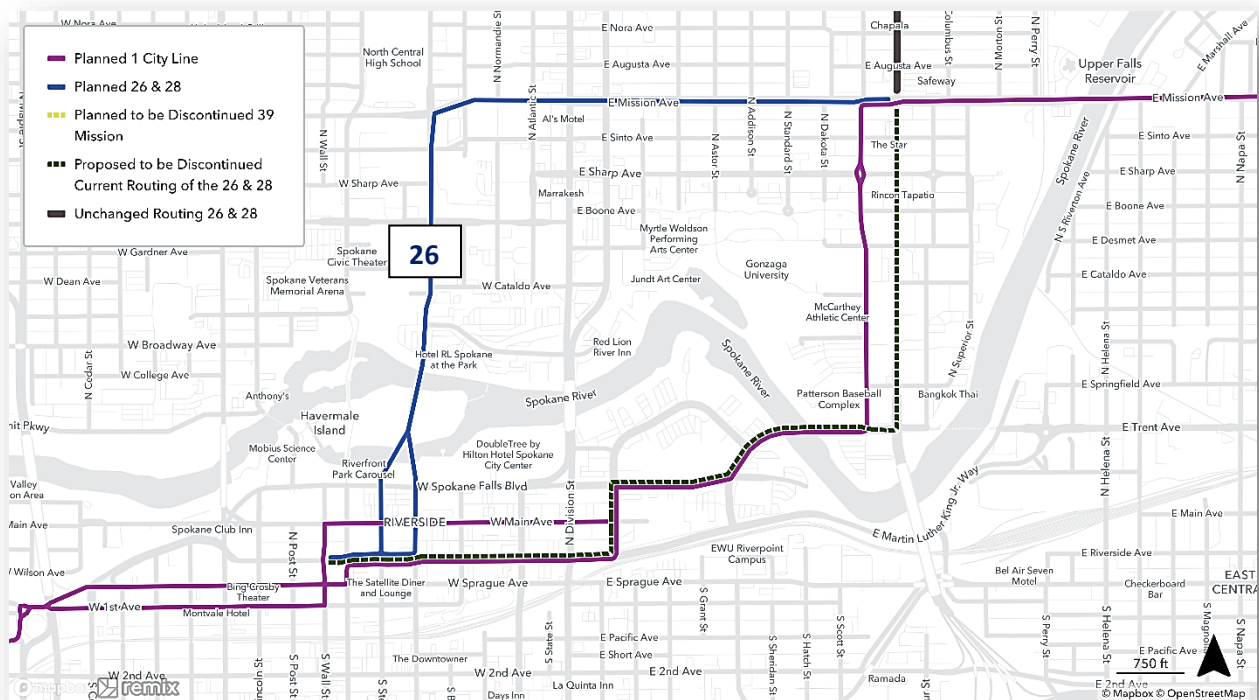
Recommendation	<ul style="list-style-type: none"> • Revise route to travel along Washington Street and Mission Avenue between downtown and Hamilton Street to maintain service along Mission Avenue.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> • N/A
Changes From Existing Service	<ul style="list-style-type: none"> • Routing change that avoids duplication with the City Line in the University District.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> • The TDP did not plan for changes on Route 26 in 2023.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> • This route was not included in the Near-Term Investments plan.

Since the outreach that culminated in the May 2022 Service Revisions final recommendation report, several factors have arisen to prompt a reconsideration of the routing routes 26 and 28, which travel in a consolidated pattern between downtown Spokane and Nevada St at Empire Ave. These factors are as follows:

- Concerns from residents living along Mission Ave about the planned removal of bus service west of Hamilton St; and,
- High school assignment boundary changes, coupled with an increase in secondary students taking transit that has increased service demand between North Central High School and neighborhoods to the east.

While the University District has been an important destination for routes 26 and 28, the introduction of the City Line to the same area would include overlapping service. While beneficial to the University District, it wouldn't sustain and enhance east-west connectivity already afforded on Mission Ave. Shifting the routes to serve Mission Ave will support existing ridership. Figure 6 depicts the revised routing. Maintaining a consolidated route pattern will allow for greater frequency of service along Mission Ave and into downtown Spokane on Washington St.

Figure 5 - Route 26 Lidgerwood



Route 27 Crestline

Recommendation	<ul style="list-style-type: none"> • Increase frequency to 30 minutes on Sundays/Holidays. • Defer planned increase in weekday peak frequency to the future.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> • An element of the <i>STA Moving Forward</i> project of improved routes and frequency to Hillyard / Northeast Spokane.
Changes From Existing Service	<ul style="list-style-type: none"> • Increase frequency to 30 minutes on Sundays/Holidays.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> • The TDP planned for an increase in weekday peak frequency to every 15 minutes.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> • This route was not included in the Near-Term Investments plan.

There is no change to the initially proposed routing. This routing was put into service with the August 2022 service change. Changing from the earlier proposal is the frequency of service during weekday peaks. Instead of being increased to every 15 minutes during weekday morning and evening peaks, Route 27 will retain its current weekday frequency. Thirty-minute service on Saturdays is retained and will be extended to Sunday/Holiday service as well. These changes support the *STA Moving Forward* goal of improved routes and frequency to Hillyard and Northeast Spokane.

Route 28 Nevada

Recommendation	<ul style="list-style-type: none"> • Revise route to travel along Washington Street and Mission Avenue between downtown and Hamilton Street to maintain service along Mission Avenue.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> • N/A
Changes From Existing Service	<ul style="list-style-type: none"> • Routing change.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> • The TDP did not plan for changes on Route 28 in 2023.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> • This route was not included in the Near-Term Investments plan.

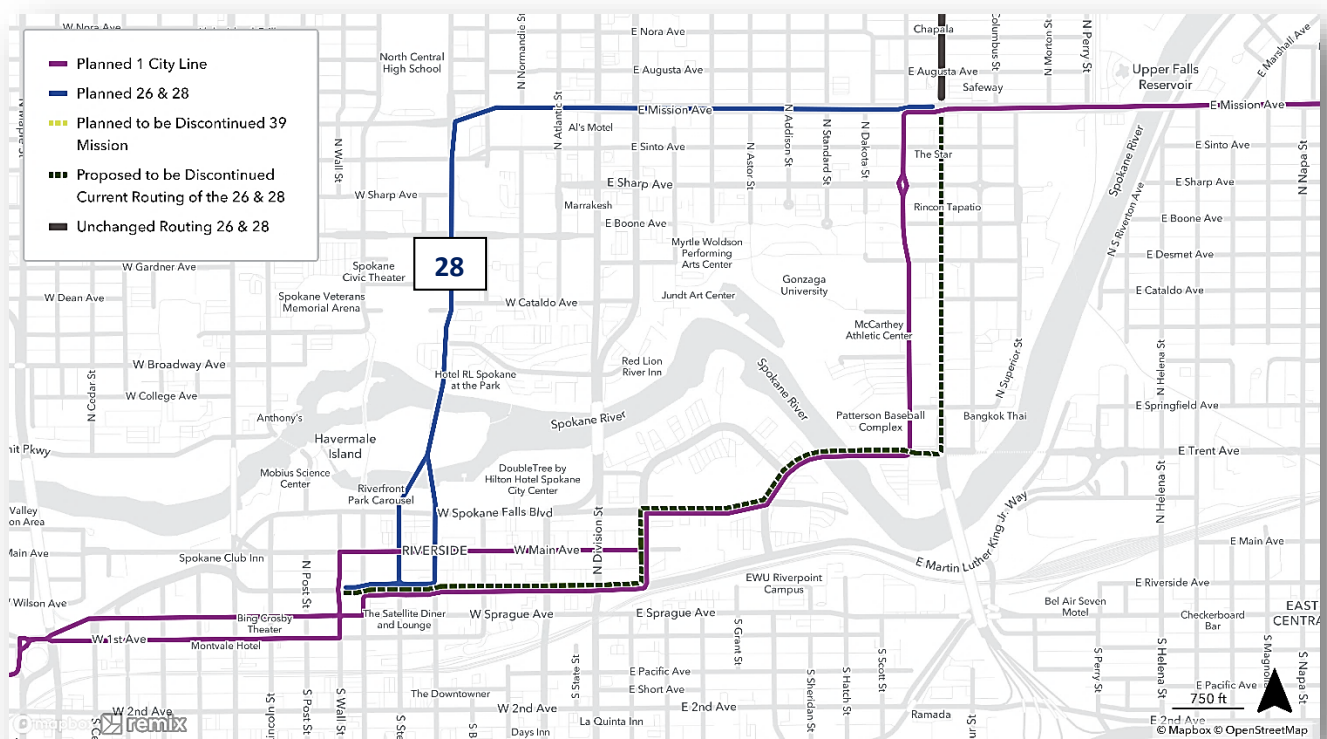
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a consolidated pattern between downtown Spokane and Nevada St at Empire Ave. These factors are as follows:

- Concerns from residents living along Mission Ave about the planned removal of bus service west of Hamilton St; and,
- High school assignment boundary changes, coupled with an increase in secondary students taking transit that has increased service demand between North Central High School and neighborhoods to the east.

While the University District has been an important destination for routes 26 and 28, the introduction of the City Line to the same area would include overlapping service. While beneficial to the University District, it wouldn't sustain and enhance east-west connectivity already afforded on Mission Ave. Shifting the routes to serve Mission Ave will support existing ridership. Figure 5 depicts the revised routing. Maintaining a consolidated route pattern will allow for greater frequency of service along Mission Ave and into downtown Spokane on Washington St.

Figure 6 - Route 28 Nevada

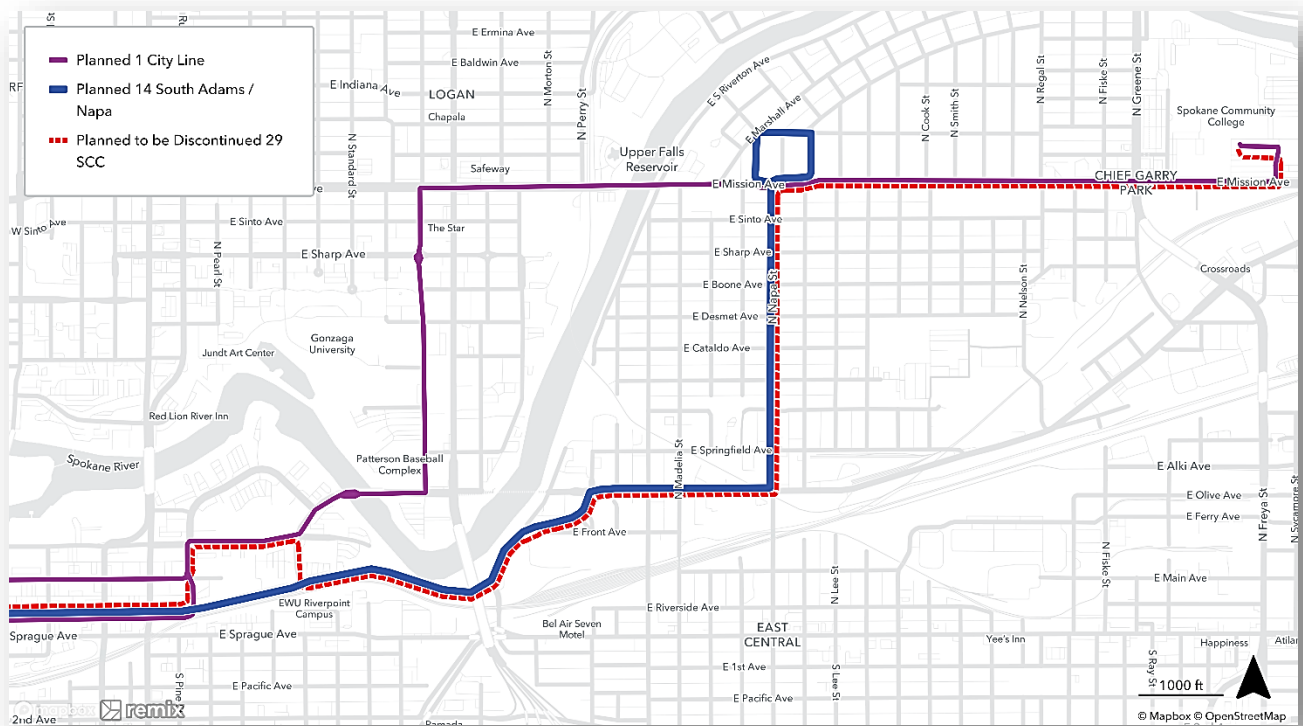


Route 29 SCC

Recommendation	<ul style="list-style-type: none"> Discontinue route as previously approved. See City Line and Route 14 South Adams / Napa.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> N/A
Changes From Existing Service	<ul style="list-style-type: none"> Route discontinued.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> No changes.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> This route was not included in the Near-Term Investments plan.

No change to the original proposal to discontinue this line with the launch of the City Line. Service through the University District to SCC via Mission Ave is redundant with the new City Line service. To retain service on the lost portion of this route from Downtown Spokane to Napa Street, the new Route 14 is proposed to continue service on this section of the discontinued route.

Figure 7 - Discontinued Route 29 SCC



Route 34 Freya

Recommendation	<ul style="list-style-type: none"> Discontinue supplemental peak-direction, peak-period trips. See Route 247 Lincoln Park / Ferris.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> N/A
Changes From Existing Service	<ul style="list-style-type: none"> Peak trips that continue to/from Route 45 Perry are recommended to be discontinued.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> The TDP did not plan for any changes to the 34.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> This route was not included in the Near-Term Investments plan.

In 2019, Route 34 was reduced in weekday frequency from every 30 minutes to every 15 minutes, due to low ridership, and in favor of frequency investments elsewhere. To ameliorate these changes, added service during the peak period in the peak direction was instituted, primarily for passengers boarding the bus along South Freya. Recent ridership shifts have increased demand for traveling to Ferris High School. See recommended Route 247 for additional information.

Route 38 Upriver / Argonne

Recommendation	<ul style="list-style-type: none"> Defer planned creation of route to the future.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> Would have supported the goal of improved routes and frequency to Hillyard / Northeast Spokane.
Changes From Existing Service	<ul style="list-style-type: none"> This route currently does not operate.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> Deferred implementation.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> This route was not included in the Near-Term Investments plan.

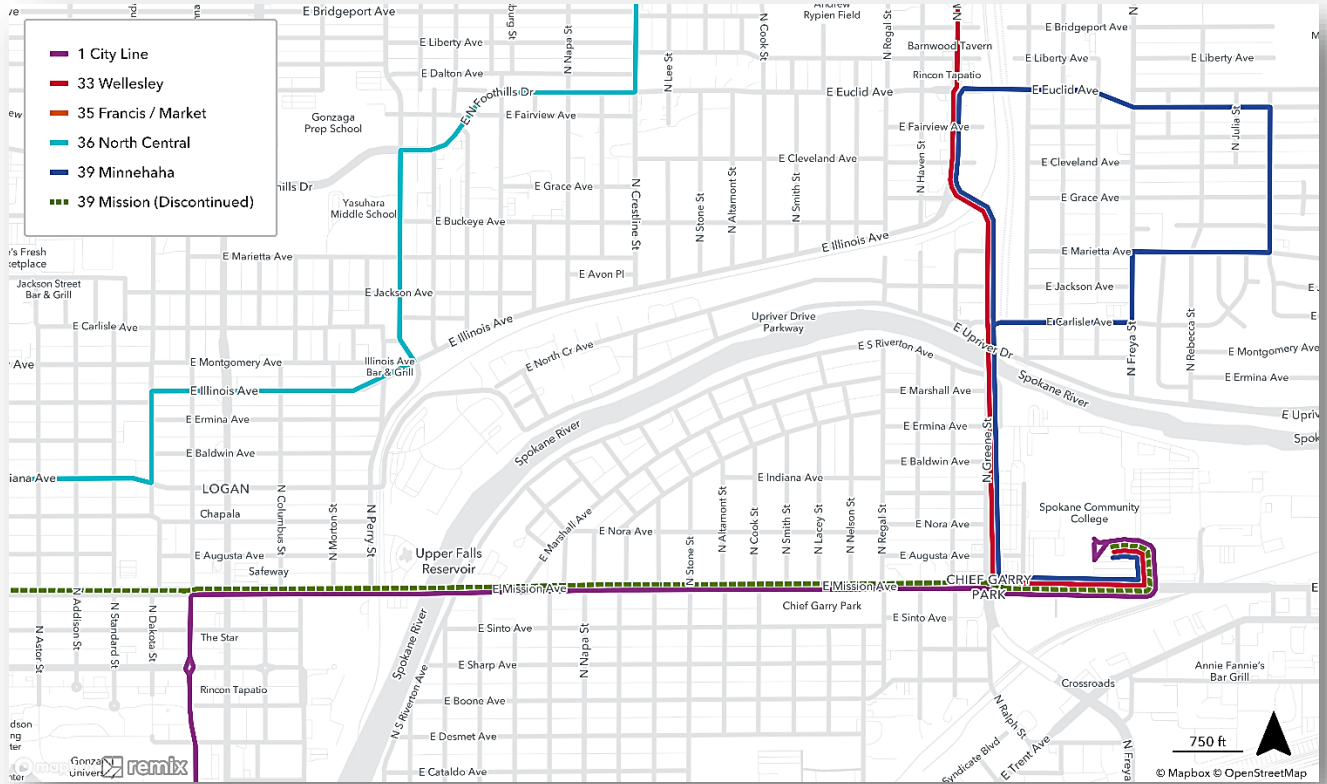
This new route was originally envisioned to provide service between Spokane Community College to the Valley Transit Center via Upriver Drive and Argonne/Mullan roads to expand coverage and improve connectivity. This new route is recommended to be deferred to the future.

Route 39 Mission

Recommendation	<ul style="list-style-type: none"> Retain routing between SCC and Minnehaha while discontinuing remainder of the route as previously approved. See City Line and routes 26 Lidgerwood and 28 Nevada.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> STA Moving Forward contemplated superseding Route 39 with the City Line.
Changes From Existing Service	<ul style="list-style-type: none"> Routing from Plaza to SCC discontinued and replaced by the City Line and other service. Segment from SCC to Minnehaha retained.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> Segment from SCC to Minnehaha retained as Route 39 instead of creating Route 38 Upriver / Argonne.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> This route was not included in the Near-Term Investments plan.

Route 39 will be replaced by the City Line and the discontinued Mission Ave segment replaced by modified routing on Routes 26 and 28. As Route 38 will not be implemented during this service change, Route 39 will continue to run between SCC and the Minnehaha neighborhood only. This modification will keep residents of the Minnehaha neighborhood well connected to the City Line at the SCC Transit Center. The City Line will provide service on the east portion of the current route on E Mission Ave, from N. Cincinnati St to Spokane Community College. Public comment received noted the segmentation of service between the truncated 39, the City Line and other service west of Hamilton Street would introduce multiple transfers for select trips that are done on a single bus. The introduction of Route 38 in the future provides an opportunity to reconsider routing and interline that could reduce the number of transfers required, beginning first with the 2024-2026 Service Improvement Program (SIP).

Figure 8 - Route 39 Mission (Minnehaha Segment)



Route 42 South Adams

Recommendation	<ul style="list-style-type: none"> Discontinue as previously approved. See Route 14 South Adams / Napa.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> N/A
Changes From Existing Service	<ul style="list-style-type: none"> Route discontinued.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> No changes.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> This route was not included in the Near-Term Investments plan.

No change to the prior proposal. Route 42 is recommended to be replaced by the new Route 14 described above. The new Route 14 is preliminarily expected to follow the previously implemented direct path to the lower South Hill from the STA Plaza which was put into service on Route 42 in August 2022 in the outbound direction.

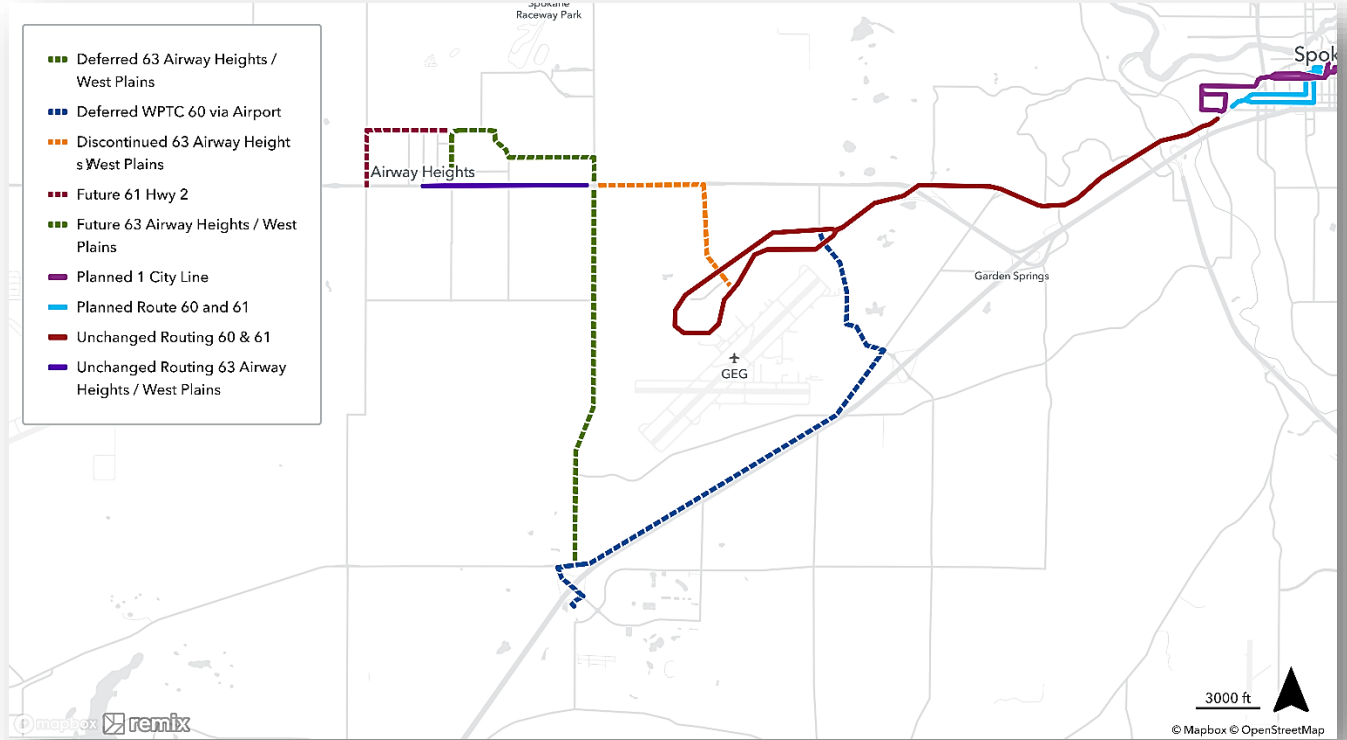
Route 60 Airport

Recommendation	<ul style="list-style-type: none"> Discontinue routing in Browne’s Addition as previously approved. See City Line. Discontinue night and weekend pattern to Airway Heights as previously approved. See 61 Hwy 2. Defer planned extension to West Plains Transit Center to the future. See 63 Airway Heights / West Plains.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> Service to the Airport will eventually be integrated into the I-90/Valley High Performance Transit corridor.
Changes From Existing Service	<ul style="list-style-type: none"> Routing changes.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> Route extension to West Plains Transit Center deferred.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> This route was not included in the Near-Term Investments plan.

As previously planned, service through the Browne’s Addition neighborhood will be discontinued, and the route will operate on W Sunset Blvd due to the City Line serving the Browne’s Addition

neighborhood. The extension to the West Plains Transit Center is deferred to the future and all trips will terminate at the Spokane Airport.

Figure 9 - Route 60 Airport

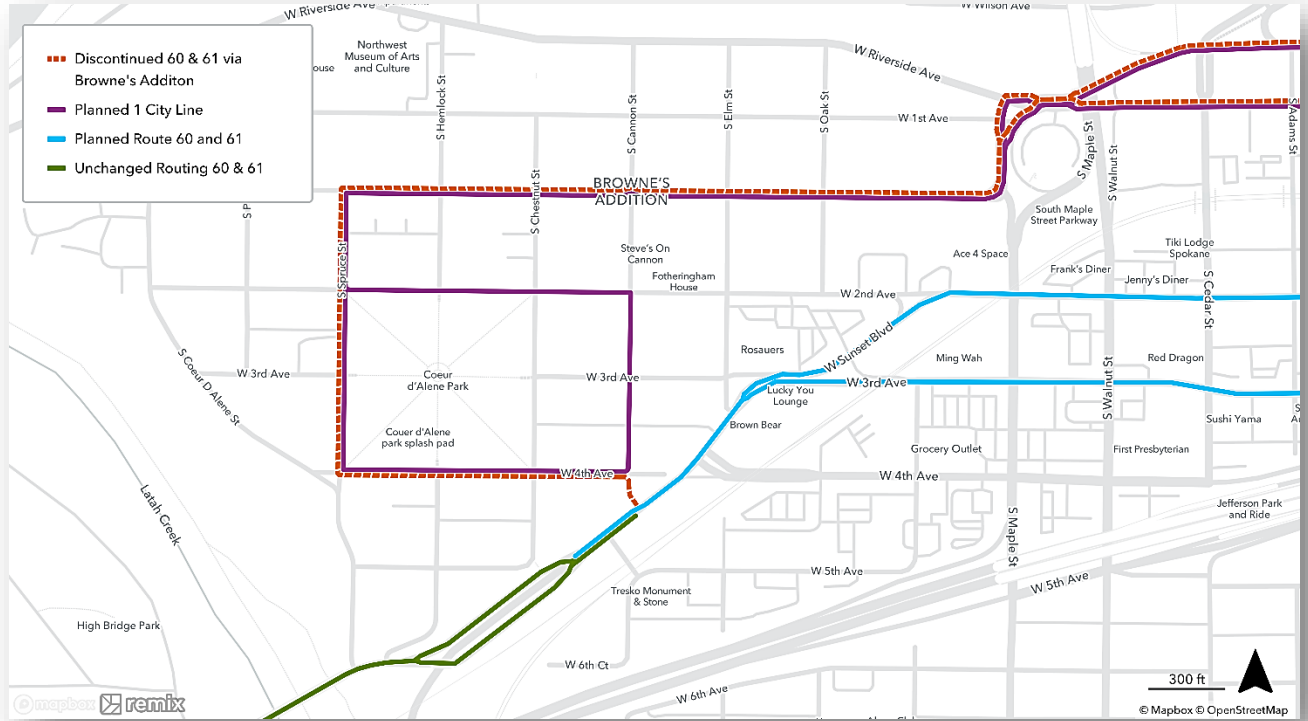


Route 61 Hwy 2

Recommendation	<ul style="list-style-type: none"> Discontinue routing in Browne’s Addition as previously approved. See City Line. Adjust routing in Airway Heights, subject to planned street improvements. Increase night and weekend frequency to 30 minutes.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> Implements <i>STA Moving Forward</i> project to increase service to Airway Heights.
Changes From Existing Service	<ul style="list-style-type: none"> Routing and frequency adjustments
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> The TDP called for route changes in northwest Airway Heights that will be possible once 6th Avenue is extended to Craig Road.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> Route 61 is expected to extend to northwest Airway Heights once 6th Avenue is extended, which is funded in part by project S-14.01 in the Near-Term Investments plan.

Route 61 will provide a more direct routing to Airway Heights with the launch of the City Line, as approved plans call for Route 61 to no longer travel in Browne’s Addition. As previously approved, service frequency will increase from hourly to 30-minutes to maintain 30-minute frequency to Airway Heights nights and weekends. The new routing for Route 60 no longer serves Airway Heights nights and weekends, so increased frequency maintains service levels for riders along the corridor. Multiple road improvements in Airway Heights will allow for improved access to transit for residents in the future, especially in northwest Airway Heights. These improvements are not anticipated to be completed in 2023. STA will continue to coordinate with Airway Heights and expects preparing future routing changes that could be implemented as early as 2024.

Figure 10 - Route 61 Hwy 2



Route 63 Airway Heights / West Plains

Recommendation	<ul style="list-style-type: none"> Defer planned routing adjustments to the future.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> N/A
Changes From Existing Service	<ul style="list-style-type: none"> No changes,
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> The TDP planned for revising the route to travel along Hayford Road between Geiger Boulevard and US 2.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> This route was not included in the Near-Term Investments plan.

Approved routing adjustments to Route 63, including introducing service along Hayford Road between Geiger Boulevard and US 2, are deferred to the future in line with roadway improvements in Airway Heights to allow for new routing possibilities and improved access to transit.

Route 67 Swoop Loop

Recommendation	<ul style="list-style-type: none"> Reduce service span to end weekday afternoon service at approximately 2:00 PM.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> <i>STA Moving Forward</i> calls for optimize the transit network.
Changes From Existing Service	<ul style="list-style-type: none"> Span of service reduced.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> The TDP contemplated no changes on this route for 2023.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> This route was not included in the Near-Term Investments plan.

Four weekday trips are proposed to be discontinued after 2:00PM. These trips currently run after most students have already attended school for the day and hence experience lower ridership than trips earlier in the day. Route 68 will still provide all-day service in Cheney and to EWU. The proposed change on this route allows avoids the need for a shift change in Cheney, as the span of service will fit within a typical work period for one operator.

Route 94 East Central / Millwood

Recommendation	<ul style="list-style-type: none"> Retain existing route pattern, deferring planned night and weekend frequency improvement to the future.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> <i>STA Moving Forward</i> calls for optimize the transit network.
Changes From Existing Service	<ul style="list-style-type: none"> No changes.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> The recommendation does not include routing changes and increasing night and weekend frequency as planned in the TDP.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> Defer improved night and weekend frequency identified as S-17 in the Near-Term Investments plan.

As approved in May 2021, service on Route 94 to Millwood and along Argonne Rd was planned to be replaced by Route 38. This would enable Route 94 to continue east. The plan reflected in the approved TDP called for assimilating the routing of 95 Mid-Valley from Broadway Ave at University Rd to the east into the new route pattern. This routing requires for evaluation and time to ensure proper operator restroom facilities.

Route 95 Mid-Valley

Recommendation	<ul style="list-style-type: none"> Retain route.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> Route 95 was created early in the implementation of <i>STA Moving Forward</i> to provide service in developing areas of Spokane Valley.
Changes From Existing Service	<ul style="list-style-type: none"> No changes.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> The TDP called for absorption into Route 94, extending Route 94 east on Broadway Ave from Argonne Rd and continuing to the current end of Route 95 on Garland Ave near Barker Rd.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> Route 95 was extended to northeast Spokane Valley as project S-08 in the Near-Term Investments plan.

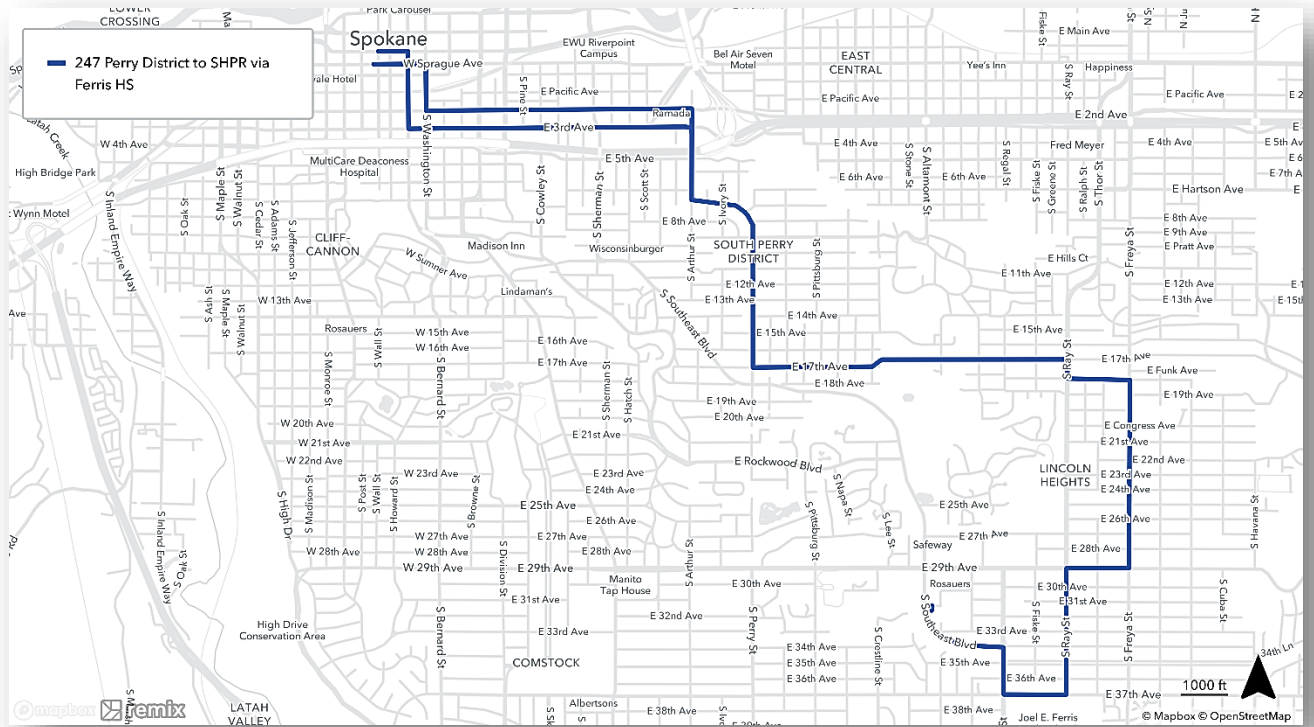
Route 95 was planned to be discontinued due to plans to extend Route 94 which would have covered Route 95's service area and made it redundant. Now that Route 94 is not to be extended, Route 95 will be retained with no changes.

Route 247 Lincoln Park / Ferris HS

Recommendation	<ul style="list-style-type: none"> • Create a new targeted route connecting the Plaza, Perry District, and South Hill Park and Ride via Lincoln Park and Ferris High School.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> • <i>STA Moving Forward</i> seeks to connect people to jobs, education, and services.
Changes From Existing Service	<ul style="list-style-type: none"> • New route, replacing adding peak-direction, peak-only trips on Route 34.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> • This route was not anticipated in the TDP
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> • This route was not included in the Near-Term Investments plan.

Route 247 is proposed as a new targeted route which would utilize current resources deployed on Route 34 during peak periods in the peak direction. The proposed route would operate in a one-way fashion: southbound in the mornings and northbound in the afternoon. The route would enable better access for riders traveling from the Perry District and Lincoln Park to Ferris High School and the South Hill Park and Ride. Its routing would partially overlap Route 34 Freya to offer the ability to serve commuters traveling to downtown a connection at South Hill Park and Ride. This route is created from the combination of current peak-only trips from Routes 34 and 45 which are to be discontinued and instead combined to create Route 247.

Figure 11 - Route 247 Perry District to SHPR via Ferris HS



Route 631 Hayford / McFarlane Shuttle

Recommendation	<ul style="list-style-type: none"> Defer planned creation of the route to the future.
Relationship to STA Moving Forward	<ul style="list-style-type: none"> N/A
Changes From Existing Service	<ul style="list-style-type: none"> No change.
Changes from 2023-2028 TDP	<ul style="list-style-type: none"> The route was planned to be created in 2023 according to the TDP.
2021 Near-Term Investments Plan	<ul style="list-style-type: none"> Implemented project S-19 in the Near-Term Investments plan.

Route 631 is planned as part of a near term investment to provide service between West Plains Transit Center and the new Amazon facility located on Hayford Rd. Due to the current operator shortage and

the fact the Amazon facilities on Hayford and McFarlane roads are not yet fully operational, the creation of this route is recommended to be deferred until a later date.

Routes with Minor Schedule Adjustments

The following routes are expected to have minor schedule adjustments as part of these service revisions to enhance on-time performance and reliability.

- Route 22 – NW Blvd
- Route 23 – Maple/Ash
- Route 43 – Lincoln/37th Ave
- Route 74 – Mirabeau/Liberty Lake

Special Considerations

Title VI Implications

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

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

STA's proposed July 2023 service change is classified as a moderate service change because the proposed system-wide growth is between 1% and 10% of STA's total revenue hours and not a reduction of hours. The July 2023 revisions reduce the projected systemwide growth by approximately 6.3%. Since the service change is not considered major, a Title VI report is not required per Annex 2 listed in *Connect Spokane: A Comprehensive Plan for Public Transportation*.

While a Title VI report is not required, it is still important to show our commitment to serving the underserved in our community. The table below shows statistics based on percentage of low income and minority residents served within 0.25 miles of a new or modified STA route that was not in the original July 2023 service plan. Of the population within a quarter mile of a new or modified route, an average of 27% are in poverty, and 22% are people of color.

Table 4 – Population within 0.25 Miles of a New or Modified STA Route, July 2023

Route	Population within 0.25 mi (approximate)	% of People in Poverty	% of People of Color
1	11,300	34%	24%
11	2,000	47%	24%
14	10,000	27%	29%
26	23,000	28%	24%
28	22,500	29%	20%
35	18,000	18%	16%
60	5,000	19%	23%
94	15,100	23%	20%
247	13,800	21%	21%

Source: Remix, Census 2020 Data

Paratransit Impacts

Paratransit service is provided to persons whose disability precludes them from accessing or traveling on fixed-route bus service. As a requirement of the Americans with Disabilities Act that it is complementary of fixed-route service, Spokane Transit adheres to the mandate to provide the service within $\frac{3}{4}$ of a mile of each fixed-route. Paratransit Policy 1.2 of the Comprehensive Plan for Public Transportation states that Spokane Transit will “adhere to a consistent boundary for Paratransit service availability relative to the maximum fixed-route service footprint and span provided.” Where there are exceptions, this policy makes it relatively simple to identify most locations that will be impacted by changes in routes that affect the Paratransit boundary. As a result, there are no impacts to the existing Paratransit service area.

Appendix A – Impacted Routes Summary

Table 5 – Impacted Routes Summary

Route	July 2023 TDP Planned	July 2023 Final Recommendation	Net Change
City Line (Route 1)	41,032	28,697	(12,335)
11 - Plaza/Area	8,548	4,722	(3,826)
12 - Southside Medical Shuttle	10,055	9,240	(815)
14 - South Adams / Napa	9,395	9,340	(55)
26 - Lidgerwood	13,466	13,674	208
27 - Crestline	22,417	16,769	(5,648)
28 - Nevada	13,279	13,299	20
29 - SCC	-	-	-
34 - Freya	10,355	9,149	(1,206)
38 - Upriver Drive	13,871	0	(13,871)
39 - Minnehaha	0	4,759	4,759
42 – South Adams	0	0	0
60 - Airport	13,857	9,137	(4,720)
61 - Hwy 2	16,047	20,392	4,345
63 - Airway Heights / West Plains	6,086	6,058	(28)
67 - Swoop Loop	1,753	1,288	(465)
94 - East Central/Millwood	25,870	15,675	(10,195)
95 - Mid-Valley	-	9,421	9,421
247 - Lincoln Park/Ferris HS	-	2,540	2,540
631 - Hayford McFarlane Shuttle	1,852	-	(1,852)
All Other Routes	330,117	333,840	3,723
Total	538,000	508,000	(30,000)

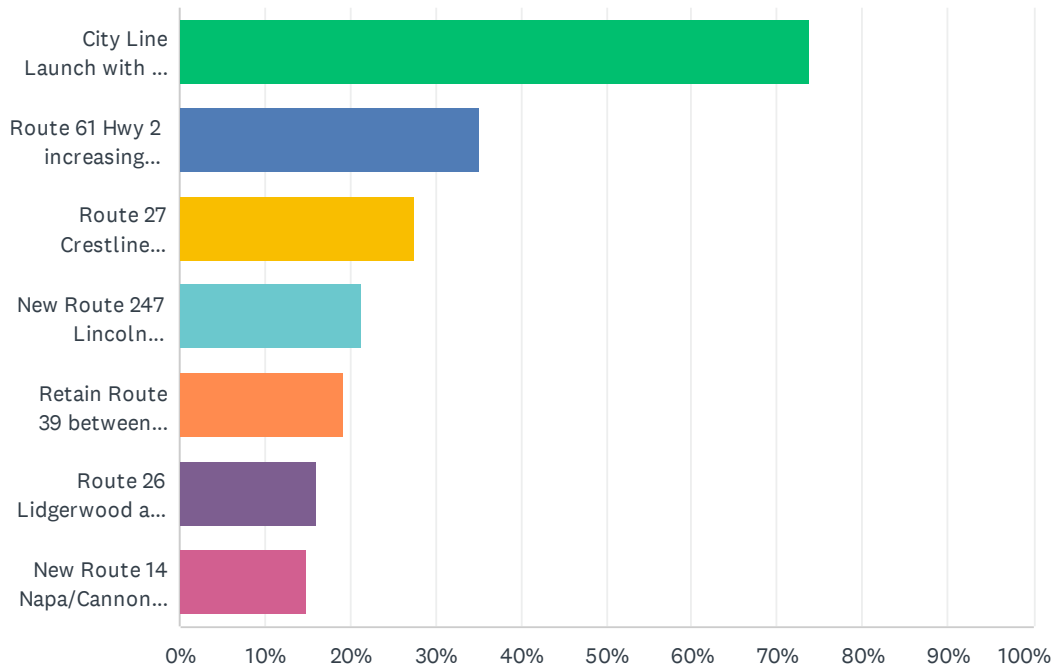
Note: Numbers represent planning level schedule estimates and will not necessarily match actuals due to interlines, deadhead operations, etc.

Appendix B – Survey Results Summary

The following pages summarize feedback gathered through the online survey conducted January 19, 2023, to February 16, 2023. Results of the survey provide insight into the preferences and needs of current customers and other community members but are not a scientific measure of the relative importance of varying opinions.

Q1 What recommended new routes or changes to routes are you looking forward to? Check all the apply. Link to Draft Report (Summary on Page 5) Link to interactive July 2023 Draft Revisions Map

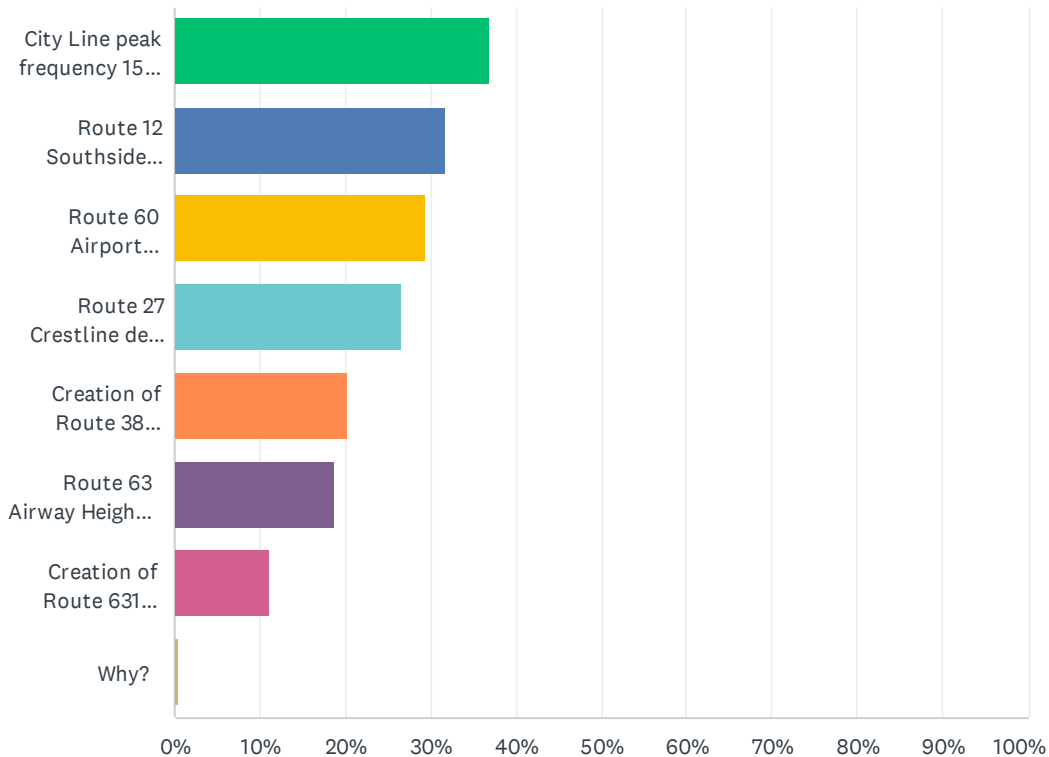
Answered: 301 Skipped: 28



ANSWER CHOICES	RESPONSES	
City Line Launch with 15 minute frequency seven days a week for most hours of operation	73.75%	222
Route 61 Hwy 2 increasing frequency to 30 minutes on nights and weekends	35.22%	106
Route 27 Crestline increased frequency to 30 minutes on Sundays/Holidays	27.57%	83
New Route 247 Lincoln Park/Ferris HS between the Plaza and South Hill Park and Ride via Lincoln Park	21.26%	64
Retain Route 39 between Minnehaha and SCC	19.27%	58
Route 26 Lidgerwood and Route 28 Nevada revised routing along Mission and Washington	15.95%	48
New Route 14 Napa/Cannon Hill to replace the 42 South Adams and portions of Route 29 SCC	14.95%	45
Total Respondents: 301		

Q2 What recommended discontinued, new, or changed routes are you concerned about? Check all the apply. Link to Draft Report (Summary on Page 5) Link to interactive July 2023 Draft Revisions Map

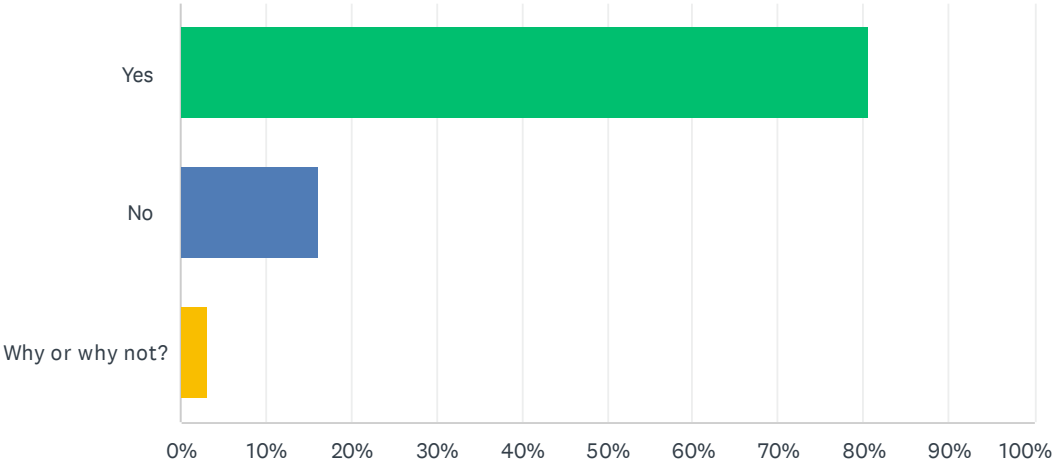
Answered: 271 Skipped: 58



ANSWER CHOICES	RESPONSES	
City Line peak frequency 15 minutes instead of 7.5 minutes, to be increased in the future	36.90%	100
Route 12 Southside Medical Shuttle frequency reduced to 30 minutes from 20 minutes	31.73%	86
Route 60 Airport extension to West Plains Transit Center deferred to future	29.52%	80
Route 27 Crestline defer planned increase in weekday peak 15 minute frequency to the future	26.57%	72
Creation of Route 38 Upriver / Argonne deferred to future	20.30%	55
Route 63 Airway Heights / West Plains routing along Hayford Rd deferred to future	18.82%	51
Creation of Route 631 Hayford / McFarlane Shuttle deferred to future	11.07%	30
Why?	0.37%	1
Total Respondents: 271		

Q3 Routes 26 and 28 New Routing The 26 and 28 are proposed to travel on Mission and Washington to reach the STA Plaza and no longer serve WSU, which will be instead served by the City Line. Do you approve of this new routing?

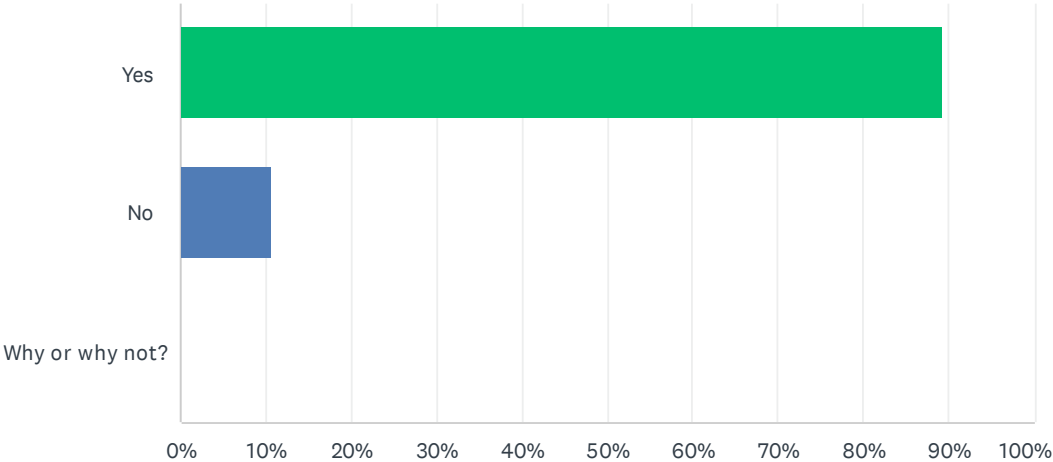
Answered: 303 Skipped: 26



ANSWER CHOICES	RESPONSES	
Yes	80.53%	244
No	16.17%	49
Why or why not?	3.30%	10
TOTAL		303

Q4 Route 247 Lincoln Park/Ferris HS By reallocating peak-only trips on Route 34 Freya, STA will be able to improve connectivity to the South Hill and Ferris High School during peak periods. Do you approve of this new route?

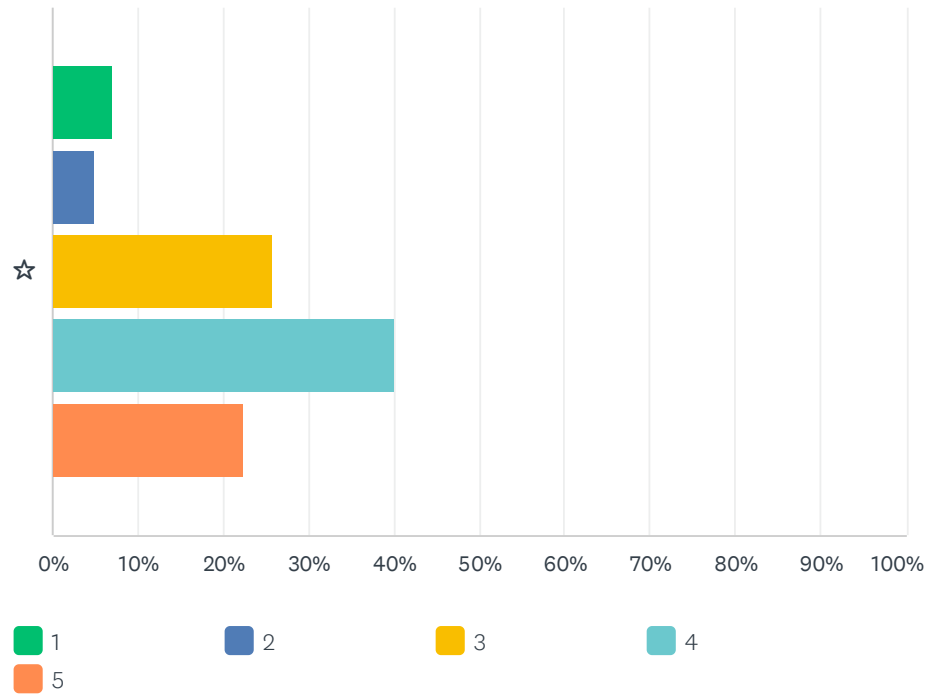
Answered: 298 Skipped: 31



ANSWER CHOICES	RESPONSES	
Yes	89.26%	266
No	10.74%	32
Why or why not?	0.00%	0
TOTAL		298

Q5 Link to interactive July 2023 Draft Revisions Map After reviewing the map rate your overall approval of the proposed draft bus network for July 2023. Consider the information in the previous questions.

Answered: 245 Skipped: 84



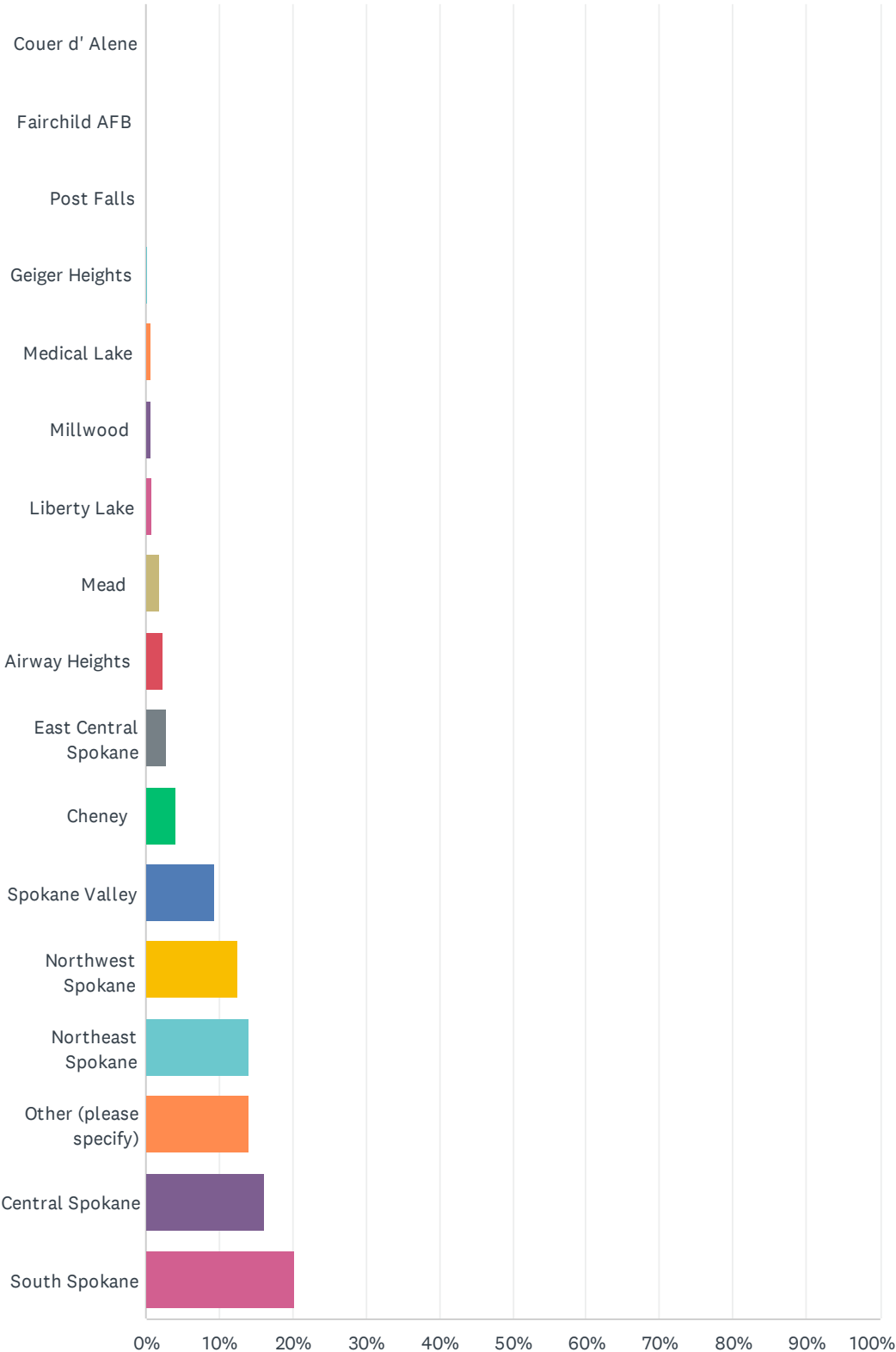
	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	6.94% 17	4.90% 12	25.71% 63	40.00% 98	22.45% 55	245	3.66

Q6 Is there anything else you would like to share about the proposed July 2023 bus route changes?

Answered: 189 Skipped: 140

Q7 Where do you live?

Answered: 327 Skipped: 2



July 2023 Service Revisions - Draft Recommendation

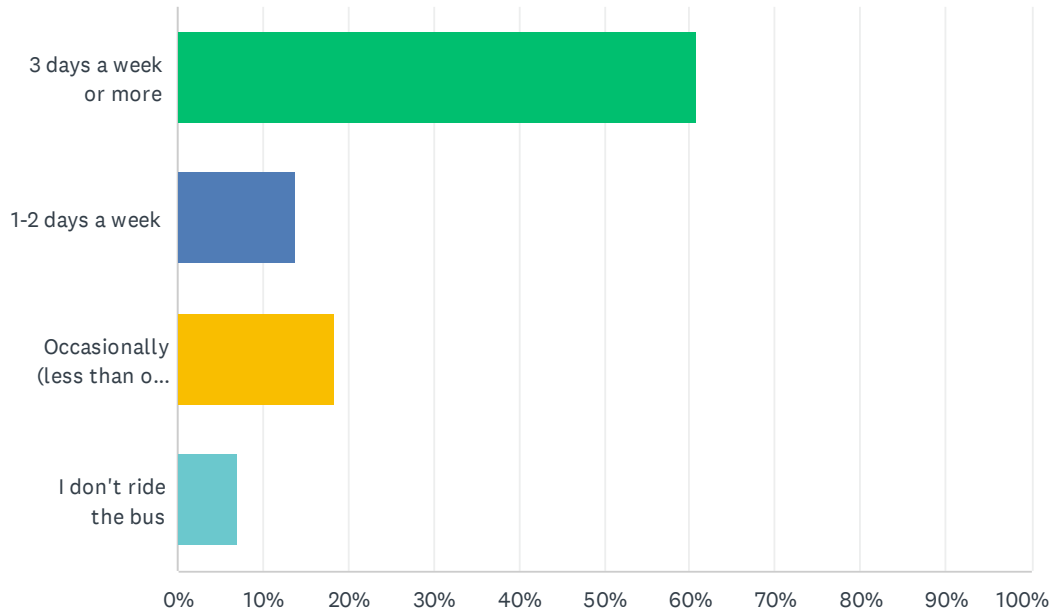
ANSWER CHOICES	RESPONSES	
Couer d' Alene	0.00%	0
Fairchild AFB	0.00%	0
Post Falls	0.00%	0
Geiger Heights	0.31%	1
Medical Lake	0.61%	2
Millwood	0.61%	2
Liberty Lake	0.92%	3
Mead	1.83%	6
Airway Heights	2.45%	8
East Central Spokane	2.75%	9
Cheney	3.98%	13
Spokane Valley	9.48%	31
Northwest Spokane	12.54%	41
Northeast Spokane	14.07%	46
Other (please specify)	14.07%	46
Central Spokane	16.21%	53
South Spokane	20.18%	66
TOTAL		327

Q8 What is your ZIP code?

Answered: 322 Skipped: 7

Q9 How often do you ride the bus?

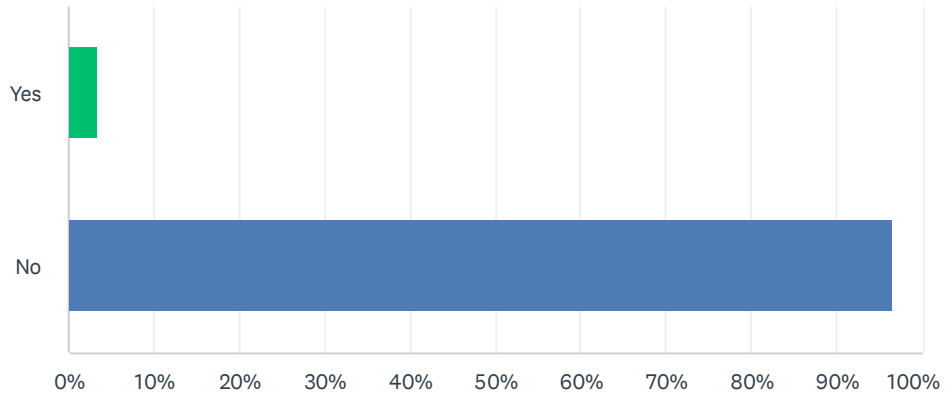
Answered: 323 Skipped: 6



ANSWER CHOICES	RESPONSES	
3 days a week or more	60.68%	196
1-2 days a week	13.93%	45
Occasionally (less than once a week)	18.27%	59
I don't ride the bus	7.12%	23
TOTAL		323

Q10 Do you use paratransit service?

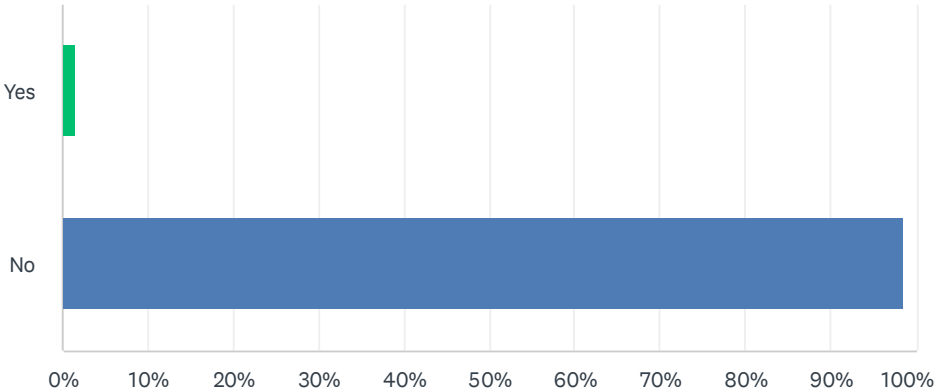
Answered: 323 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	3.41%	11
No	96.59%	312
TOTAL		323

Q11 Do you use vanpool service?

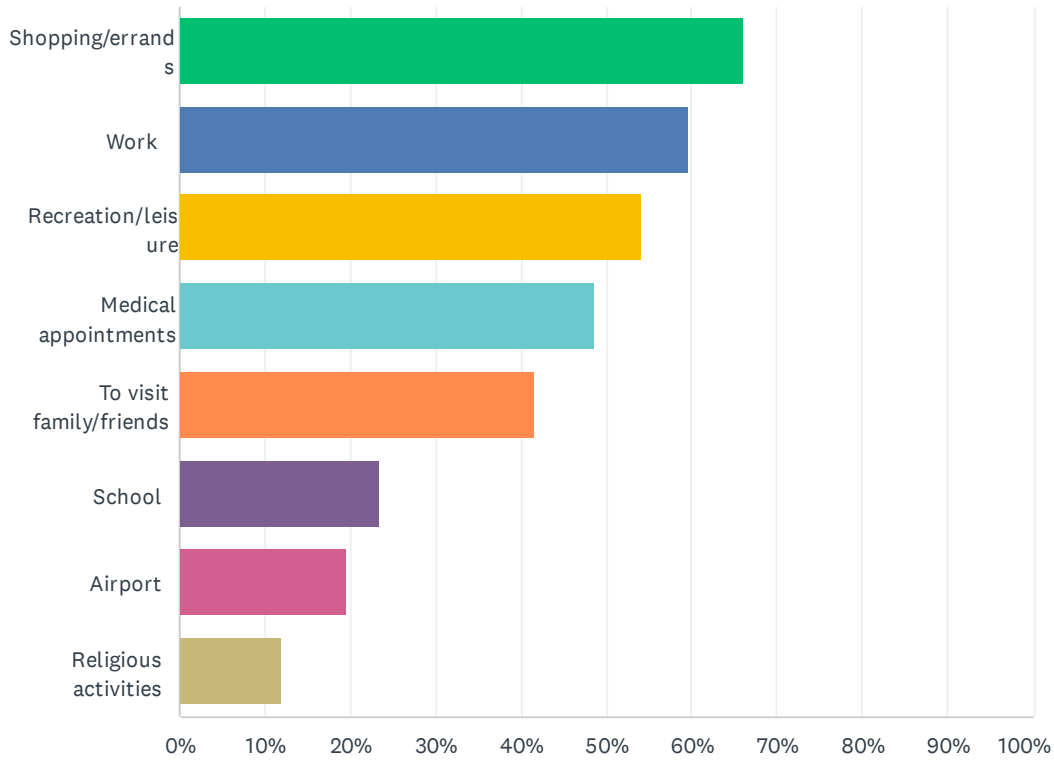
Answered: 322 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	1.55%	5
No	98.45%	317
TOTAL		322

Q12 Where do you go when you use STA services? Check all that apply

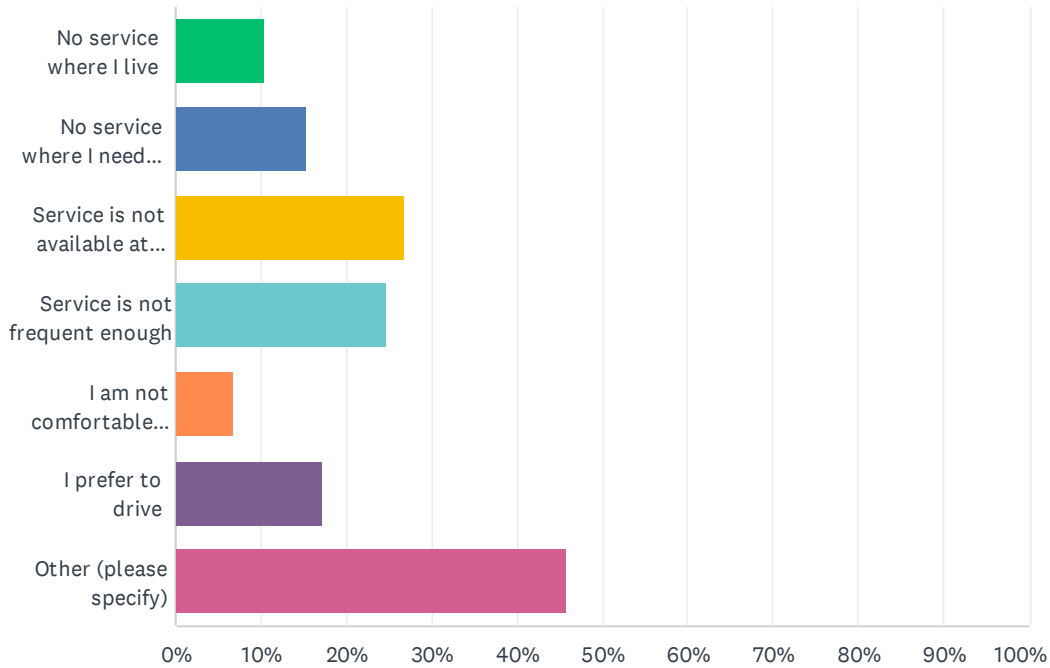
Answered: 312 Skipped: 17



ANSWER CHOICES	RESPONSES	
Shopping/errands	66.03%	206
Work	59.62%	186
Recreation/leisure	54.17%	169
Medical appointments	48.72%	152
To visit family/friends	41.67%	130
School	23.40%	73
Airport	19.55%	61
Religious activities	11.86%	37
Total Respondents: 312		

Q13 if you don't use STA services, why not?

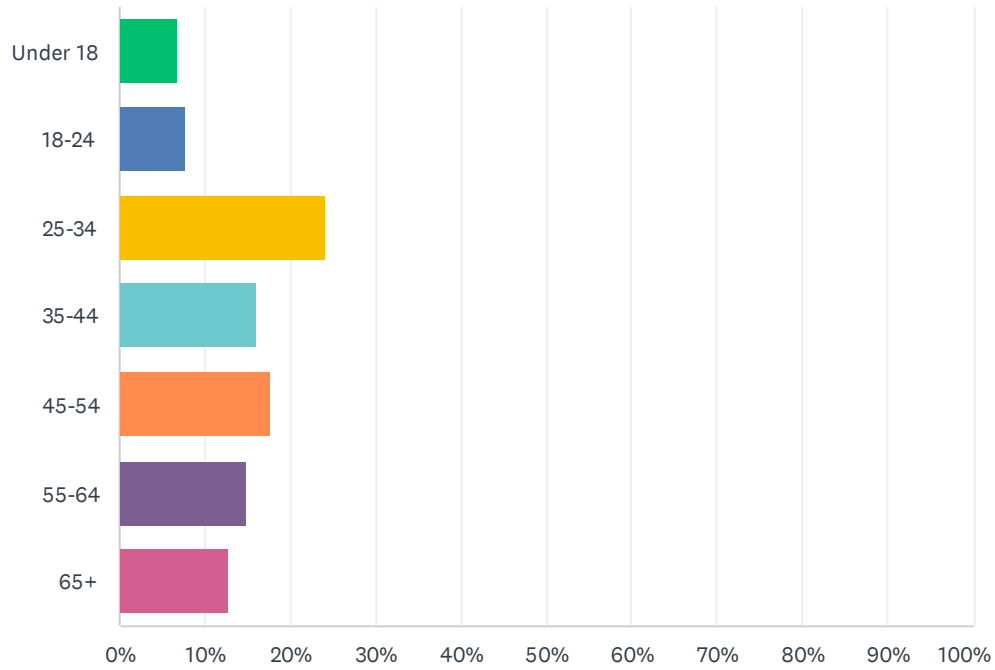
Answered: 190 Skipped: 139



ANSWER CHOICES	RESPONSES	
No service where I live	10.53%	20
No service where I need to go	15.26%	29
Service is not available at the time I need it	26.84%	51
Service is not frequent enough	24.74%	47
I am not comfortable using transit	6.84%	13
I prefer to drive	17.37%	33
Other (please specify)	45.79%	87
Total Respondents: 190		

Q14 What is your age?

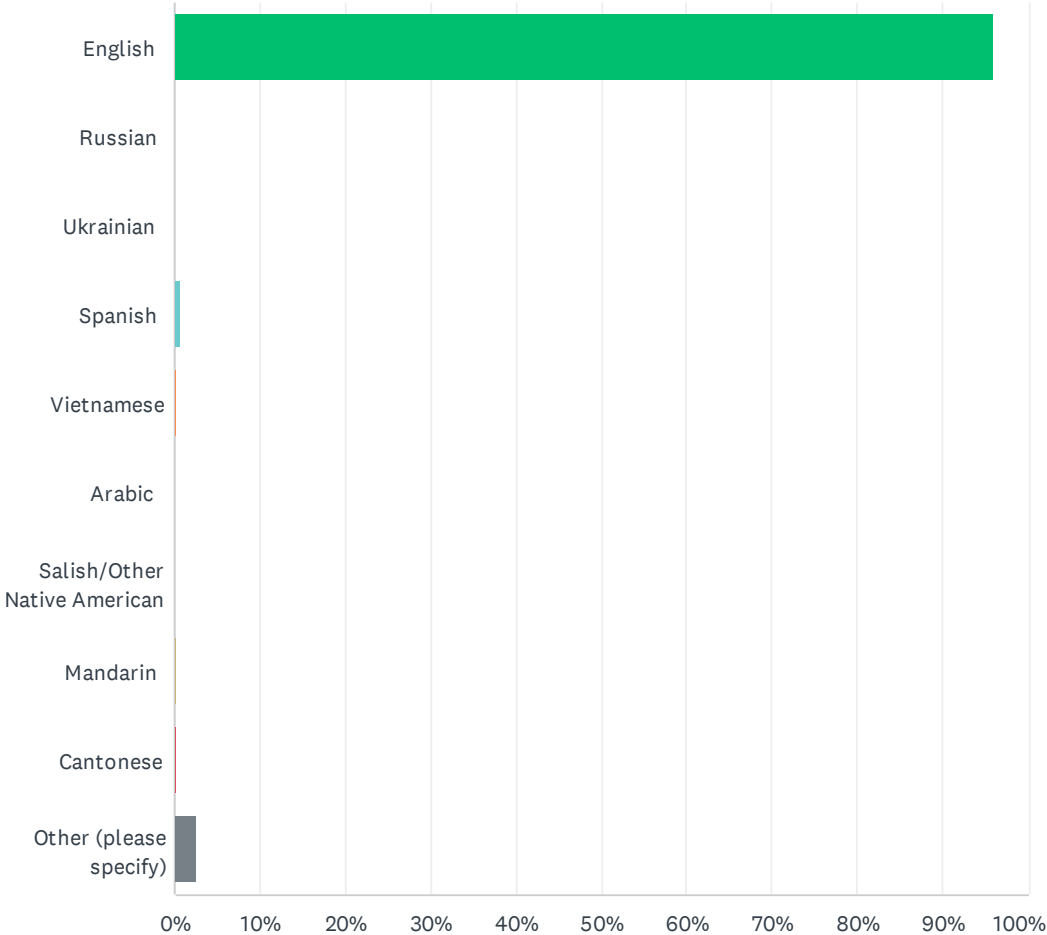
Answered: 327 Skipped: 2



ANSWER CHOICES	RESPONSES	
Under 18	6.73%	22
18-24	7.65%	25
25-34	24.16%	79
35-44	15.90%	52
45-54	17.74%	58
55-64	14.98%	49
65+	12.84%	42
TOTAL		327

Q15 What languages are spoken in your home?

Answered: 326 Skipped: 3

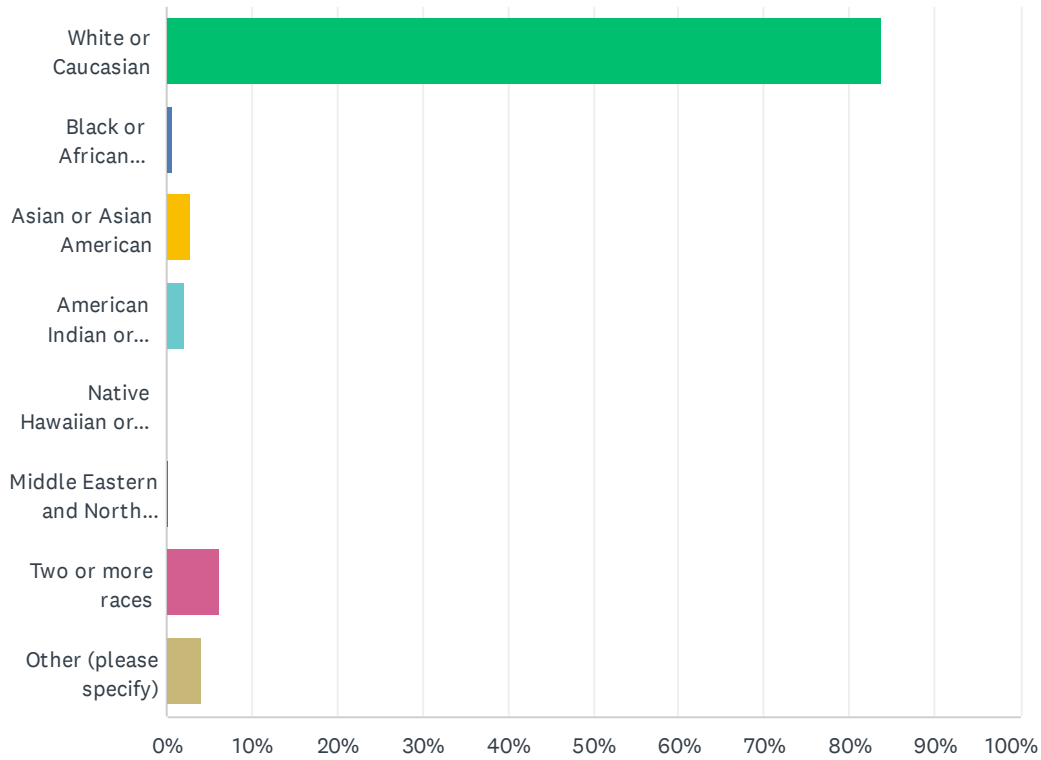


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ANSWER CHOICES	RESPONSES	
English	96.01%	313
Russian	0.00%	0
Ukrainian	0.00%	0
Spanish	0.61%	2
Vietnamese	0.31%	1
Arabic	0.00%	0
Salish/Other Native American	0.00%	0
Mandarin	0.31%	1
Cantonese	0.31%	1
Other (please specify)	2.45%	8
TOTAL		326

Q16 How do you self-identify by race?

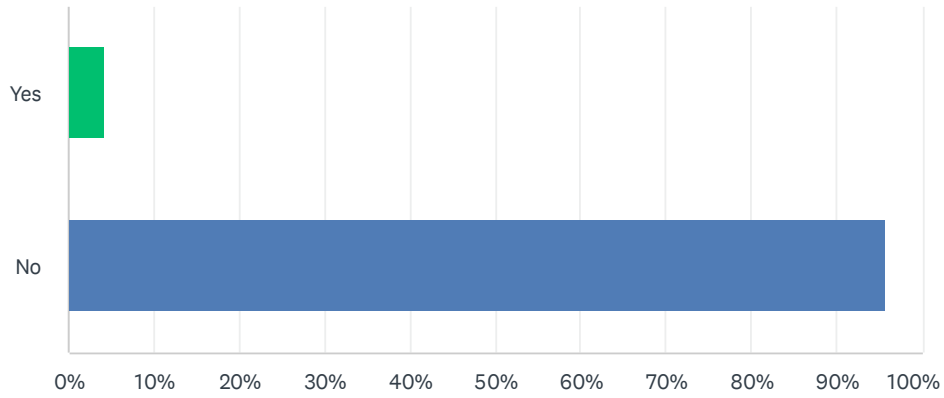
Answered: 322 Skipped: 7



ANSWER CHOICES	RESPONSES	
White or Caucasian	83.85%	270
Black or African American	0.62%	2
Asian or Asian American	2.80%	9
American Indian or Alaska Native	2.17%	7
Native Hawaiian or other Pacific Islander	0.00%	0
Middle Eastern and North African (MENA)	0.31%	1
Two or more races	6.21%	20
Other (please specify)	4.04%	13
TOTAL		322

Q17 Do you identify as Hispanic or Latino?

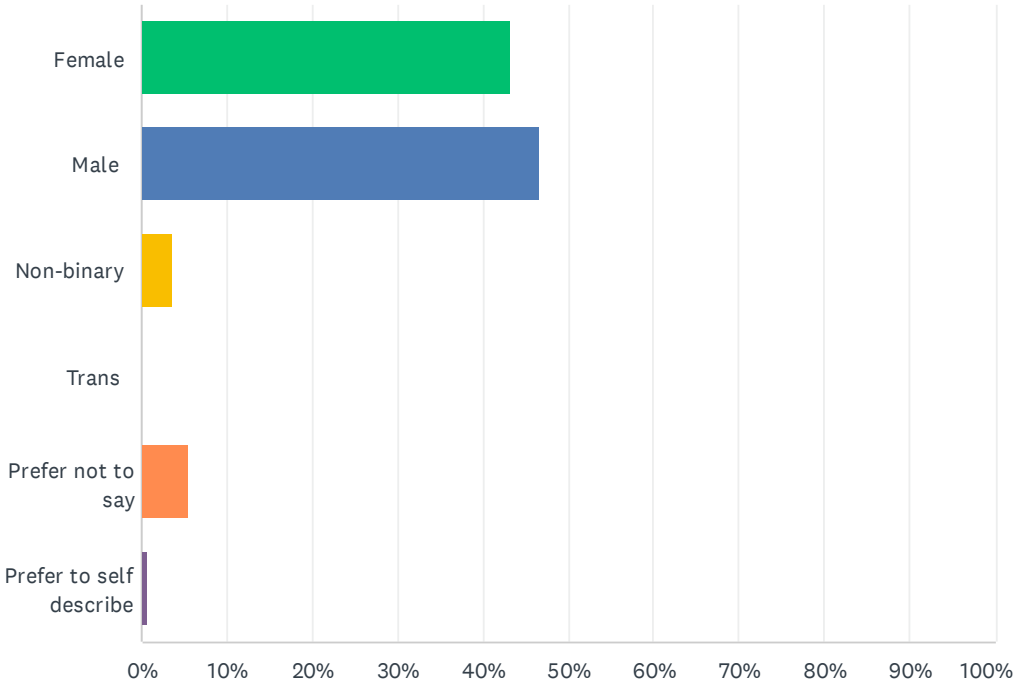
Answered: 322 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	4.35%	14
No	95.65%	308
TOTAL		322

Q18 Gender

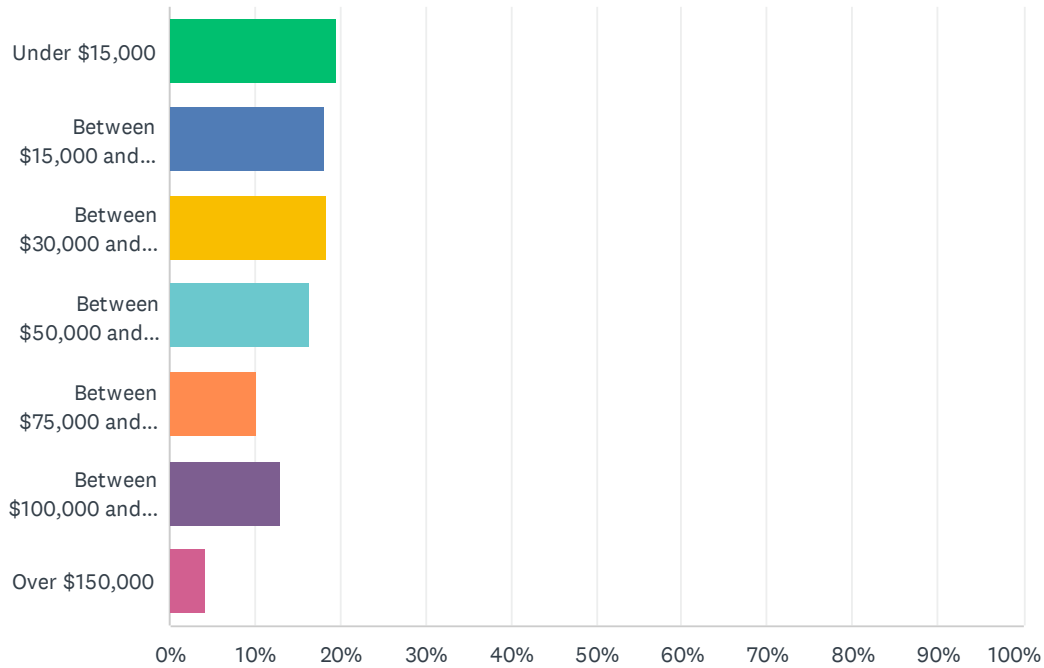
Answered: 323 Skipped: 6



ANSWER CHOICES	RESPONSES	
Female	43.34%	140
Male	46.75%	151
Non-binary	3.72%	12
Trans	0.00%	0
Prefer not to say	5.57%	18
Prefer to self describe	0.62%	2
TOTAL		323

Q19 Household income

Answered: 310 Skipped: 19



ANSWER CHOICES	RESPONSES	
Under \$15,000	19.68%	61
Between \$15,000 and \$29,999	18.06%	56
Between \$30,000 and \$49,999	18.39%	57
Between \$50,000 and \$74,999	16.45%	51
Between \$75,000 and \$99,999	10.32%	32
Between \$100,000 and \$150,000	12.90%	40
Over \$150,000	4.19%	13
TOTAL		310