

# 2024 Service Revisions

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## Draft Recommendation

*For Public Comment*

*December 5, 2023*



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# 1.0 Executive Summary

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## 1.1 Introduction

This report outlines the draft recommendation for service improvements and revisions in 2024, broken down into three focus areas: Airway Heights/West Plains, Northeast Spokane/Hillyard and the North Bank/Downtown. Northeast Spokane/Hillyard was initially presented with two options. A modified version of Northeast Spokane Option B from the preliminary is recommended to go forward. This draft recommendation is informed by the approved 2024-2029 Transit Development Plan (TDP), July 2023 Service Revisions Final Recommendation Report, past decisions by the Spokane Transit Authority (STA) Board of Directors, and a response to passenger and stakeholder feedback. This recommendation aims to address in a conservative manner current and future resource availability, in addition to responding to community feedback and system performance reviews. The recommendation presented here will be presented to the STA Performance Monitoring and External Relations (PMER) Committee to initiate the public comment period, which will run up through a formal public hearing, to be held before the STA Board of Directors in January 2024. Subject to all input received, a final recommendation report will be prepared for action by the STA Board of Directors in February 2024.

## 1.2 Background

Since 2017, STA has been investing in more and better bus service across the Spokane region in line with the *STA Moving Forward* plan first adopted in 2014 and predicated on funding approved by voters in November 2016. The plan identified more than two dozen projects that expand the extent of public transportation in the region, as well as invest in six corridors recognized in the Agency's comprehensive plan, *Connect Spokane*, as High-Performance Transit (HPT) corridors. With each phase of implementation, STA has adjusted its Fixed Route network, fulfilling commitments in the plan while also addressing community input and operational considerations as practicable.

The sequencing and scale of investments described above have been influenced by external factors, especially over the past three years. In 2020, the STA Board of Directors adopted amendments to the *STA Moving Forward* plan to adjust implementation phasing to reflect the impacts of the COVID 19 Pandemic on financial forecasts, ridership demands and other project-specific considerations. In 2021, COVID relief packages and better-than-expected sales tax revenue presented an opportunity to plan for future transit growth while addressing a smaller set of what were identified as Near Term Investments (Board Resolution No. 790-21) to

complement projects within the *STA Moving Forward* plan. Major service investments accomplished since 2021 include the launch of STA’s first bus rapid transit (BRT) line, the City Line, extended Sunday service on frequent routes, new cross-town service and other changes to streamline and enhance service.

Planning decisions and actions, such as those described above, inform the annual preparation of the Service Improvement Program (SIP), a section of the state-required Transit Development Plan (TDP), and provide a timeline and program for service changes and adjustments for a three-year period. The most recent TDP includes the 2024-2026 SIP. That plan called for additional service increases and changes in 2024 including the following:

- Increase City Line frequency to 7.5-minutes at peak and 10-minutes midday, with other night and weekend improvements, as previously approved to be implemented by May 2024.
- Increase service span on Route 11 Arena / Downtown Shuttle to run on nights and weekends.
- Increase and revise service in Northeast Spokane and Hillyard, with new connectivity between Hillyard and Millwood by way of Minnehaha and Upriver Drive.
- More service to the West Plains, including more direct service between Airway Heights and the West Plains Transit Center.

In preparing this recommendation, staff revisited longstanding concerns with service design in Northeast Spokane. Routes 26 Lidgerwood and 28 Nevada are among several pairs of routes in the system which operate in harmony to provide frequent service. This service design technique allows for service to provide greater frequency in areas closer to major hubs (in most cases, the STA Plaza) while providing coverage to outlying areas. Routes 60 and 61, 22 and 23, and 96 and 98 perform similarly elsewhere in the region. The Draft Recommendation proposes to detach this longstanding routing technique in favor of frequent service on Nevada Street, while introducing a new route on Lidgerwood Street. This new route (31) will also provide enhanced connectivity with the Bemiss and Minnehaha neighborhoods to destinations in Northeast Spokane and will be explored in greater detail later in this report.

The Fixed Route network in current operation represents an investment of 508,000 annual revenue hours. In aggregate, these proposed service revisions and investments represent an approximate range of 5.5%-5.7% as compared with existing service, as shown Table 1 below. This is approximately 2,000 to 3,000 fewer annual revenue hours than planned in the TDP, and 28,000 to 29,000 more hours than existing conditions. This measured approach will ensure greater service reliability and position STA to add service beyond September 2024.

Table 1 – Comparison of Annualized Revenue Service Hours (rounded)

| September 2023<br>Existing Conditions | 2024 TDP Planned | 2024 Preliminary<br>Proposal (Option B) | 2024 Draft<br>Recommendation |
|---------------------------------------|------------------|---|------------------------------|
| 508,000                               | 539,000          | 536,800                                 | 536,500                      |

Note: values are approximate

### 1.3 Summary of Recommended Revisions

The following tables provide a complete list of the proposed revisions to the 2024 STA Fixed Route network, as compared with existing conditions. Table 2 below presents all routes identified for revision in this draft recommendation. It is important to note that minor scheduling changes will likely occur to other routes not listed below. Section 3 of this Preliminary Proposal Report provides additional details for each proposed change, including their relationship to the *STA Moving Forward* plan, changes from existing service, and whether the recommendations impact any near-term investments. Unless otherwise noted, proposed revisions are proposed to be implemented in September 2024.

Table 2 – List of Proposed Revisions by Route

| Route                              | 2024 Preliminary Proposal   | 2024 Draft Recommendation   |
|------------------------------------|---|---|
| <b>1 City Line</b>                 | Increase City Line frequency to meet committed levels in January and May 2024.  | Recommended as proposed.  |
| <b>11 Arena / Downtown Shuttle</b> | Increase Route 11 Arena/Downtown Shuttle to run on nights and weekends in May 2024. The route will provide 20-minute service evenings and weekends.   | Discontinue service after approximately 6pm on weekdays. Later service will be provided by a new Route 13. to run on nights and weekends commencing in May 2024.  |
| <b>13 New Route</b>                | Proposed in section 4 of the preliminary proposal, Route 13 would work in tandem with Route 11 to support the goal of expanded night and weekend North Bank service to include hotel and event venue locations around downtown Spokane. | New shuttle route to run on nights and weekends in May 2024 connecting the North Bank entertainment venues with destinations in the downtown core. The route will provide 20-minute service evenings and weekends. Options for routing will be presented for further input. |

| <b>Route</b>         | <b>2024 Preliminary Proposal</b>  | <b>2024 Draft Recommendation</b>  |
|----------------------|---|---|
| <b>26 Lidgerwood</b> | <p>Option A: No change.</p> <p>Option B: Supersede Route 26 with new Route 31, which would follow much of Route 26's existing routing terminating around Cozza Dr on the north end of the route. Route would utilize Empire Ave to Market St to connect to Spokane Community College (SCC) Transit Center at the southern terminus.</p> | Discontinue Route 26. To be superseded by new Route 31 that connects Spokane Community College with the current Route 26 end of line in the Northpointe area via Minnehaha.                                   |
| <b>27 Crestline</b>  | <p>Option A: Increase frequency to 15-minutes weekday peaks.</p> <p>Option B: Increase frequency to 30-minutes weeknights and Saturday nights and add two trips to weekday evening peak service.</p>  | Option B is recommended as proposed.  |
| <b>28 Nevada</b>     | <p>Option A: No change</p> <p>Option B: Increase service frequency on Route 28 Nevada to 15-minutes during weekday peaks and weekday midday, and 30-minutes on nights and weekends.</p>   | Option B is recommended with the additional idea of an extended span of service on Sundays to better align with other frequent corridors.   |
| <b>31 New Route</b>  | <p>Option A: Not proposed.</p> <p>Option B: Supersede Route 26 with new Route 31, which would follow much of Route 26's existing terminating around Cozza Dr on the north end of the route and would utilize Empire Ave to Market St to connect to Spokane Community College (SCC) Transit Center on the south end of the route.</p>    | New route superseding much of the existing Route 26 Lidgerwood and Route 39 Minnehaha connecting Northpointe to SCC Transit Center. Includes new service between Nevada St and Crestline St along Empire Ave. |
| <b>39 Minnehaha</b>  | <p>Option A: Discontinue route 39.</p> <p>Option B: Modify route to connect to the Garland Ave and Regal St layover via Euclid Ave, Crestline St, and Empire/Garland Ave. Discontinue connection to SCC Transit Center.</p>   | Discontinue Route 39. To be superseded by new Route 31 that connects Spokane Community College with the current Route 26 end of line in the Northpointe area via Minnehaha.                                   |
| <b>60 Airport</b>    | Revise routing to follow Flint Rd instead of the current routing on Airport Dr.   | Recommended as proposed   |

| Route                            | 2024 Preliminary Proposal   | 2024 Draft Recommendation            |
|----------------------------------|---|--------------------------------------|
| <b>63 Geiger</b>                 | Introduce a revised Route 63 Geiger that connects Spokane International Airport with the West Plains Transit Center (WPTC). This route will supersede Route 633 Geiger Shuttle on weekdays. | Recommended as proposed.             |
| <b>65 New Route</b>              | Implement a new Route 65 operating between the WPTC and Northern Quest and Spokane Tribe casinos, like Route 63 Airway Heights / West Plains as outlined in the 2024-2029 TDP.              | Recommended as proposed.             |
| <b>633 Geiger Shuttle</b>        | Discontinue weekday trips on Route 633 Geiger Shuttle (to be covered by the revised Route 63 Geiger).   | Recommended as proposed.             |
| <b>94 East Central/ Millwood</b> | Option A: Routing change in Millwood to interline with a new Route 92.<br><br>Option B: Increase frequency to 30-minutes on weekday evenings and midday on Saturdays.                       | Option B is recommended as proposed. |

### 1.4 Public Outreach Activities

STA solicited input from the public on the proposed service revisions listed in the Preliminary Proposal through an online survey and outreach at multiple community meetings. A general summary of the public outreach methods is below:

- A “2024 Service Revisions” web page was published on STA’s website at <https://spokanetransit.com/2024service>, which included a copy of the preliminary proposal report for viewing and printing, as well an online survey for collecting input.
- For over a month, automated audible announcements were made on regular time intervals on the impacted routes inviting passengers to review the preliminary proposal and complete the online survey.
- Notices of the proposed changes were posted on approximately 450 bus stops along impacted routes and on-board all coaches. Signage included the URL and QR code for the 2024 Service Revisions webpage.
- The survey was promoted via STA’s social media accounts multiple times.
- The Preliminary Proposal was available on the STA website or by request.
- STA staff presented to several neighborhood councils to advise residents of the Preliminary Proposal and encourage input.
  - West Hills (10/10/2023)



- Nevada Heights (10/11/2023)
- East Central (10/17/2023)
- Shiloh Hills (10/19/2023, 11/16/2023)
- Emerson/Garfield (11/08/2023)
- Bemiss/Hillyard/Whitman (11/09/2023)
- Minnehaha (11/09/2023)
- North Hill (11/09/2023)
- Logan (11/14/2023)
- Chief Gary (11/15/2023)
- STA staff held a virtual open house on 10/25/2023 on Facebook and Zoom.
- Direct contact with Lighthouse for the Blind, including an in-person meeting (11/30/2023).
- The Preliminary Proposal report was presented at the following STA open public meetings:
  - Performance Monitoring & External Relations Committee (10/04/20223)
  - Citizen Advisory Committee (11/08/2023)

## 1.5 Feedback Received from Targeted Outreach Efforts

### Summary of Neighborhood Council Feedback

While each neighborhood council shared distinct feedback and questions, common themes and requests did emerge from the sessions. Generally, communities expressed support for proposed increased frequency in service across all three focus areas and requested additional increased frequency on existing fixed route service. Also, feedback to extend the proposed Route 31 further north to Walmart and WinCo (mirroring current Route 26 service) was prevalent, particularly in neighborhoods that otherwise supported Option B in Northeast Spokane and Hillyard but expressed a negative impact by discontinuing Route 26.

Neighborhoods in the Northeast Spokane and Hillyard focus area expressed repeated requests for additional service coverage, in particular service to areas east of the North Spokane Corridor (NSC) in Hillyard. Requests for the addition of shelters at current stops, for example: bus stops surrounding the Hillyard Community campus located on N Cook St and E Empire Ave, and requests for new bus stops at popular outdoor locations such as Boulder Beach were also common.

The Minnehaha Neighborhood Council expressed concerns with both options presented in the Preliminary Proposal in which service in the neighborhood would not directly connect to the SCC Transit Center. While they appreciated the value of new connections, they wished to see an option that would preserve existing connectivity.

## **Lighthouse for the Blind Feedback**

Feedback from Lighthouse for the Blind heavily centered around proposed changes to Route 26, the primary route that services bus stops in front of the facility. Discontinuation of Route 26, reflected in Option B for Northeast Spokane and Hillyard, would cause additional transfer requirements for patrons and employees traveling to and from work at Lighthouse for the Blind. If additional transfers are required, riders requested that transfer locations are in transit centers versus street transfer situations. Patrons and employees also supported increased frequency generally and specifically expressed support for increased frequency on Route 28 and Route 1 City line. Unique from other stakeholder feedback, employees at Lighthouse for the Blind requested service frequency that aligns more closely with shift start and end times. STA planners are continuing to work closely with Lighthouse for the Blind for service options across several categories based on the distinctive needs of this population.

## **1.6 Summary of Online Survey Feedback**

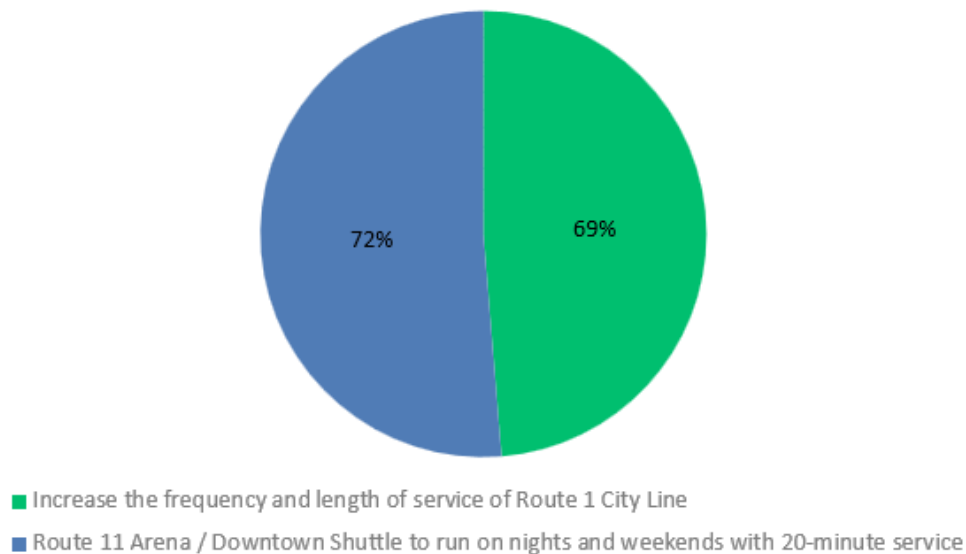
STA received 336 responses to the online survey. The survey contained 38 questions, including questions asking respondents if they were interested in specific geographical areas or routes. Based on responses to the questions regarding their interest the survey allowed respondents to skip questions about areas they were not interested in. Responses were received from people all over the greater Spokane geographical area and even outside the STA's Public Transportation Benefit Area (PTBA) and at various levels of ridership. 86% of respondents use STA fixed route services. Of those 60% ride three days a week or more, 13% ride the bus one to two days a week, and the remaining 13% ride once a week or less.

It should be noted that while the online survey is an important tool for feedback from stakeholders across the PTBA, the survey does not meet statistical thresholds to make general assumptions about all stakeholders affected by the proposed changes. There are multiple ways for the public to influence decision making regarding service revisions. As described above, STA staff met with communities and neighborhood groups in person and virtually. Direct communication with STA staff through calls and emails was also available. STA's planning principles and policies as well as professional analysis from staff that make up STA's internal Service Improvement Committee also informed and influenced the process.

The overarching theme from the survey reflected greater interest in service frequency across all areas. Positive responses regarding increased frequency of service and requests for additional increase of service frequency in existing and proposed routes were pervasive in respondent comments and enumerated questions. An underlying theme of coverage or access was also high in the Airway Heights and Minnehaha areas. Each focus area is explained in further detail below.

## North Bank/Downtown

Survey information for this area proposed increased frequency for Route 1 City Line that are in line with High Performance Transit standards and purposed increase service hours and frequency for Route 11 Arena/Downtown shuttle on nights and weekends. Respondents were able to select multiple responses to this question. Preference to either option was split almost equally at 72% favorable responses for Route 11 changes and 69% for Route 1. This even split and high percentage indicates a high desire for increased public transit in the Downtown Spokane area.



Respondent comments in this area were positive and expressed some excitement about options either proposal would create for mobility downtown.

*“It gives more bus times throughout the day and night to ride the bus and commute to different areas.”*

*“The increased frequency and connection to the North Bank makes for a more enjoyable ride and easier to connect to”*

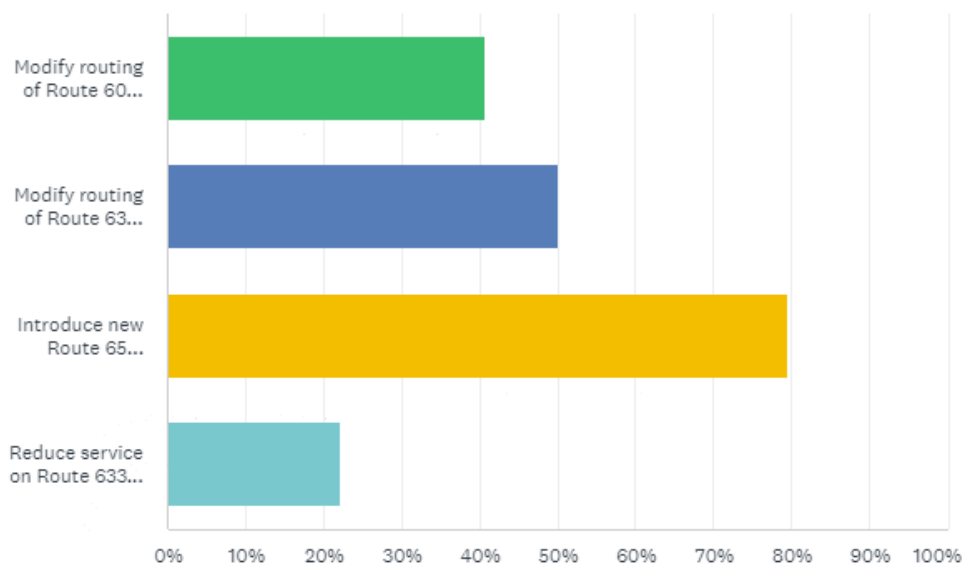
The survey then asked how these options would affect the proposed bus network. Overwhelmingly 81% of respondents expressed a positive or neutral impact, with 63% expressing an increase in places patrons can independently travel to in the proposed fixed route network; 68% expressed they would be able to travel faster. Full results of the survey and verbatim comments are in the Appendix.

## West Plains/Airway Heights

STA presented four options for service changes, all of which increased service coverage and/or frequency in Airway Heights. Maps were displayed to visualize the coverage expansion and options are not an “either or” choice, all proposals could be implemented with refinement and approval. The proposals are as follows:

- Modify routing of Route 60 Airport to operate on Flint Rd instead of Airport Dr.
- Modify routing of Route 63 Geiger to operate between the West Plains Transit Center (WPTC) and Spokane International Airport and increase frequency to 30 minutes on weekdays. Route 63 will no longer connect to Airway Heights.
- Introduce new Route 65 Hayford, operating between Airway Heights and the WPTC via Hayford Rd.
- Reduce service on Route 633 Geiger Shuttle to operate only on weekends. The discontinued weekday trips are to be covered by new Route 63 Geiger. Weekend service on Route 633 is maintained to provide early morning connection and increased frequency during commute times together with Route 63.

At 80% respondents in this survey category overwhelmingly supported option 3; introduction of Route 65 operating between the WPTC and Airway Heights via Hayford Rd. Options 1 and 2 received almost equal support by respondents; option 2 (modifying Route 63) 50%, option 1 (modifying Route 60) 41%. The reduction of Route 633, option 4, received 22%. These responses indicate a high desire for fixed route service on Hayford Rd.



The survey then asked respondents in this category how these proposed changes would affect patrons' ability to go to more places in the service network and get to places faster. Less than 10% of respondents in each question had a negative response to the proposed changes; 8%

expressed the service would go to fewer places they want to go and 8% expressed that service would be slower.

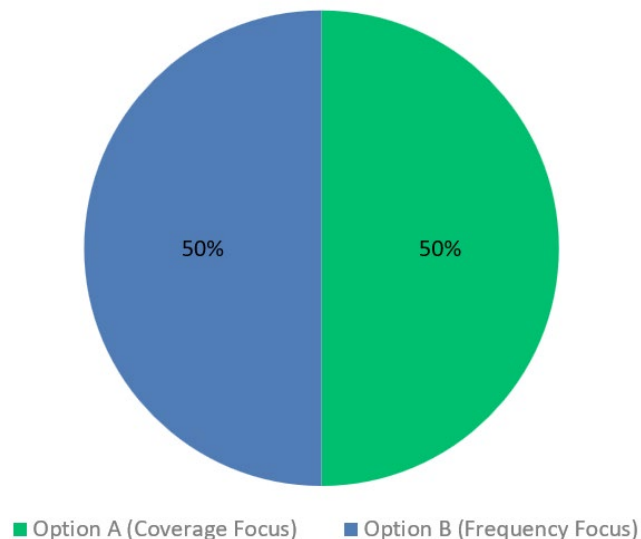
Respondent comments in this category highlighted a desire for fixed route service to increase further, adding bus service on Garfield Rd, providing access to the new Yoke’s grocery store.

*“It would be nice if route 65 could extend to Garfield Road, as this is where I work, and they will soon be building a new Yokes there as well.”*

This feedback is being considered for future service changes beyond September 2024.

### **Northeast Spokane/Hillyard**

In this area of the survey, STA presented two options for service changes with accompanying maps. STA asked respondents to preference one option over the other as well as the opportunity for respondents to provide feedback on both options. After reviewing each option, respondents were asked how the proposed changes would impact where riders are able to go, how quickly riders could get to places they want to go, and which of the changes under each option riders supported. It is important to note that the survey results showed a 50% split between both options and neither option gained remarkable support in the following sub-categories (expanded locations or speed of travel). These results show that frequency and coverage are equally important in Northeast Spokane and Hillyard.



Option A – Coverage Focus includes the following:

- Increased frequency on Route 27 Crestline to 15-minute frequency at weekday peaks
- Route 39 Minnehaha to be discontinued and replaced by Route 92 Upriver/Argonne

- Introduce new Route 92 Upriver/Argonne between Millwood and the Hillyard Community Campus
- Minor routing changes on Route 94 East Central/Millwood

For option A, 36% expressed feedback that riders would be able to get to more places, 48% were neutral, and 17% felt riders would be able to go fewer places. Similarly, 39% answered that riders would be able to get to places faster with the proposed changes, 39% were neutral, and 22% responded that it would be slower for riders to get to places by bus.

Increased frequency on Route 27 Crestline showed the most support from respondents in this option at 64% followed by the introduction of Route 92 Upriver/Argonne and discontinuation of Route 39 Minnehaha at 48%, and minor changes to Route 94 East Central/Millwood at 19%.

Option B - (Frequency Focus) includes the following:

- Route 27 Crestline frequency increased weeknights and Saturday nights to 30 minutes
- Route 28 Nevada upgraded to new Frequent Route with 15-minute service weekday peaks and weekday midday and 30 minutes nights and weekends
- Introduce new Route 31 Lidgerwood/Empire between SCC Transit Center and Shiloh Hills Neighborhood, replacing Route 26
- Route 39 Minnehaha revised to serve Hillyard Community Campus and connect to Route 27 Crestline, discontinuing service to SCC Transit Center
- Route 94 East Central/Millwood frequency increased to 30 minutes on weekday evenings and most hours on Saturdays

For option B, 43% expressed feedback that riders would be able to get to more places, 35% were neutral, and 22% felt riders would be able to go fewer places. For rider speed, 41% answered that riders would be able to get to places faster with the proposed changes, 34% were neutral, and 26% responded that it would be slower for riders to get to places by bus.

Increased frequency on Route 28 Nevada upgraded frequency showed the most support from respondents in this option at 60% followed by Route 27 Crestline frequency at 40%. The three remaining options reflected support at 33% or lower.

Respondent comments in this section of the survey negatively centered around proposed changes to Route 26 Lidgerwood and the discontinuation of Route 39 Minnehaha.

*“The changes to Route 39 regardless of which one result in people who live in the Minnehaha neighborhood being cut-off from where they work, receive healthcare, and access other community based resources.”*

*“Please leave A with #26 available for lots of young people and senior citizens”*

This focus from the comments and all other feedback is important for STA transit planners and is being considered for refinements to the proposed service changes. The survey results and verbatim comments are in the Appendix.

## 2.0 Development of Draft Recommendation

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Changes and addition to service embodied in the 2024 Draft Recommendation 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 SIC in preparing the recommended elements of the Draft Recommendation of 2024 Service Revisions as published.

### 2.1 Focus Areas

The proposed revisions for 2024 can be broadly categorized to fall within three geographic areas:

- West Plains/Airway Heights
- North Bank/Downtown
- Northeast Spokane/Hillyard

These changes and improvements around the region reflect ongoing customer feedback, system performance and community needs.

### 2.2 Service Planning Timeline

The service planning process for the 2024 Service Change Revisions started in August of 2023, when Service Development staff conducted inventory of resources, investigated opportunities for changes, and established and vetted goals. This phase culminated in an internal workshop in September where the framework for the focus areas, scenarios and changes as presented in this report were established. A presentation of the Preliminary Proposal was given to the Service Improvement Committee, as well as the STA Executive Team. Starting in October, STA gathered input on the Preliminary Proposal via an online survey. Staff also engaged with neighborhood groups and other stakeholders to ensure meaningful feedback was received (see section 1.4 above).

Table 3 below outlines the remaining milestones for public input and finalization of the 2024 Service Revisions.

**Table 3 – Key Activities for 2024 Service Revisions Schedule**

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|  |    |                                   |
|--|----|-----------------------------------|
| 2024 Service Revisions<br>For Public Comment | 12 | Draft Recommendation<br>12/5/2023 |
|--|----|-----------------------------------|

| Service Revisions Activity                                  | Estimated Date               |
|---|------------------------------|
| PMER Committee Review of Draft Recommendation               | December 6, 2023             |
| Public Input on Draft Recommendation                        | December 2023 – January 2024 |
| Public Hearing on Draft Recommendation                      | January 18, 2024             |
| PMER Committee review of and action on Final Recommendation | January 31, 2024             |
| Board action on Final Recommendation                        | February 15, 2024            |

## 2.3 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, which 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. One of the goals outlined in the plan is to improve routes and frequency to Hillyard and Northeast Spokane, which these proposed revisions would support. Section III of this report identifies any connections to *STA Moving Forward* a particular route revision may have.

### 2024-2029 Transit Development Plan

The [2024-2029 Transit Development Plan](#) (TDP) outlines mid-range guidance over a six-year period. It includes the 2024-2026 Service Improvement Program (SIP) which provides a timeline for all anticipated service changes, including both approved and planned changes. Section III of this report acknowledges the proposed revisions alignment with or departure from the TDP on a route-by-route basis. The TDP incorporated service changes and improvements approved by the Board, including the July 2023 Service Revisions and the Near-Term Investments resolution.

The July 2023 Service Revisions were directly informed by the 2023-2028 TDP, which identified key system improvements that would go into effect in 2023 to implement *STA Moving Forward*. Revisions included in the July 2023 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.

## 3.0 Recommended Revisions

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In this section the proposed revisions are presented in greater detail by geographic area. Section 3.1 covers West Plains/Airway Heights, Section 3.2 covers the North Bank/Downtown, and Section 3.3 covers Northeast Spokane/Hillyard. Each route that is considered for proposed service revisions, either from existing service or from approved and/or planning changes listed in the TDP, are listed in their respective sections. Each route includes a table detailing the recommended changes, their relationship to *STA Moving Forward*, existing service, the TDP and “Near-Term Investments.” A brief discussion follows to enhance the understanding of the proposed revision. A map is also included where the route is new or where the route pattern is adjusted from existing service.

### Service Frequency Characteristics

The table on the following page outlines the proposed frequency of service for each of the new and modified routes discussed in the Draft Recommendation. This table is intended to provide planning level assumptions and the final schedules will be developed prior to the service change. Underlined routes are new. Minutes in **bold** represent frequency changed from existing conditions. Maps and a guide to existing service frequency can be found online for additional comparisons: <https://www.spokanetransit.com/routes-schedules/sta-system-map>

Table 4 – Proposed Approximate Frequency

| <b>Recommended Approximate Frequency (Minutes)</b> |                                |                         |                                |                            |                   |                                     |                               |
|--|--------------------------------|-------------------------|--------------------------------|----------------------------|-------------------|-------------------------------------|-------------------------------|
| <b>Route</b>                                       | <b>AM<br/>Weekday<br/>Peak</b> | <b>Mid-<br/>Weekday</b> | <b>PM<br/>Weekday<br/>Peak</b> | <b>Weekday<br/>Evening</b> | <b>Saturdays</b>  | <b>Sundays<br/>and<br/>Holidays</b> | <b>Early AM<br/>/ Late PM</b> |
| <b>1</b>   | <b>7.5</b>                     | <b>10</b>               | <b>7.5</b>                     | 15                         | 15                | <b>15</b>                           | 30                            |
| <b>11</b>  | 10                             | 20                      | 10                             | <b>N/A</b>                 | N/A               | N/A                                 | N/A                           |
| <b><u>13</u></b>                                   | N/A                            | N/A                     | N/A                            | <b>20</b>                  | <b>20</b>         | <b>20</b>                           | <b>20</b>                     |
| <b>27</b>  | 30                             | 30                      | 30                             | <b>30</b>                  | 30                | 30                                  | 30                            |
| <b>28</b>  | <b>15</b>                      | <b>15</b>               | <b>15</b>                      | <b>30</b>                  | <b>30</b>         | <b>30</b>                           | <b>30</b>                     |
| <b><u>31</u></b>                                   | <b>30</b>                      | <b>30</b>               | <b>30</b>                      | <b>60</b>                  | <b>60</b>         | <b>60</b>                           | <b>60</b>                     |
| <b>60</b>  | 30                             | 30                      | 30                             | 60                         | 60                | 60                                  | 60                            |
| <b>63</b>  | 30                             | 30                      | 30                             | 60                         | 60                | 60                                  | 60                            |
| <b><u>65</u></b>                                   | <b>60</b>                      | <b>60</b>               | <b>60</b>                      | <b>60</b>                  | <b>60</b>         | <b>60</b>                           | <b>60</b>                     |
| <b>94</b>  | 30                             | 30                      | 30                             | <b>30</b>                  | <b>30</b>         | 60                                  | 60                            |
| <b>633</b>   | --                             | --                      | --                             | --                         | Targeted<br>Trips | Targeted<br>Trips                   | Targeted<br>Trips             |

### 3.1 Focus Area – West Plains/Airway Heights

#### Overview

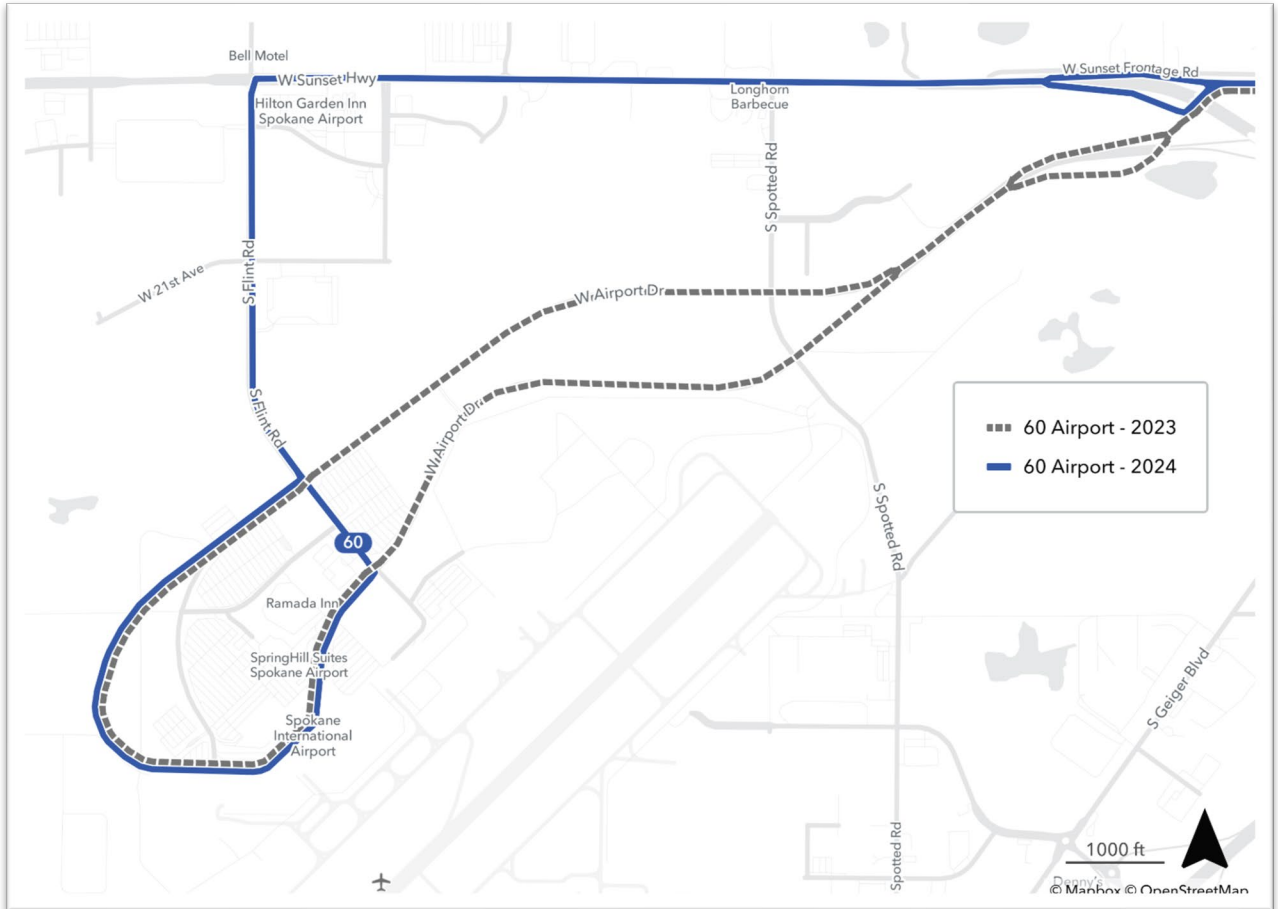
Proposed changes in Airway Heights/West Plains include the rerouting of Route 60 to the Spokane International Airport via US 2 and Flint Road instead of on its current routing on Airport Road, the rerouting of Route 63 between West Plains Transit Center (WPTC) and the Spokane International Airport, and the introduction of Route 65 between Airway Heights and the WPTC via Hayford Rd. Additionally, the Introduction of the modified Route 63 would eliminate the need for Route 633 Geiger Shuttle trips on weekdays.

#### Route 60 Airport

|   |  |
|---|--|
| <b>Recommended Revision</b>               | Operate on Flint Rd. from US 2 instead of Sunset Highway to Airport Dr.  |
| <b>Relationship to STA Moving Forward</b> | Service to the Airport will eventually be integrated into the I-90/Valley High Performance Transit corridor.   |
| <b>Changes From Existing Service</b>      | Routing changes to retain service on Flint Road with truncated Route 63.   |
| <b>Changes from 2024-2029 TDP</b>         | TDP planned for extension of Route 60 to the WPTC, and did not call for Route 60 to run on Flint Rd. These changes will still provide connectivity to the WPTC by interlining Route 60 with the modified Route 63. |
| <b>2021 Near-Term Investments Plan</b>    | This route was not included in the Near-Term Investments plan.   |

With the proposed truncation of Route 63 to run between operation of Route 65 on Hayford Road between West Plains Transit Center and Airway Heights, service would be lost on Flint Road between the Spokane International Airport and US Highway 2. This proposed change to Route 60 would retain service on Flint Road. Today, service for STA customers from downtown Spokane to businesses on Flint Road only exists via a transfer at West Plains Transit Center. This modification would provide direct access from downtown Spokane while retaining the West Plains Transit Center connection via a proposed interline with Route 63. No current stops on Route 60 would be lost with the proposed route pattern.

Figure 1 - Route 60 Airport



## Route 63 Geiger

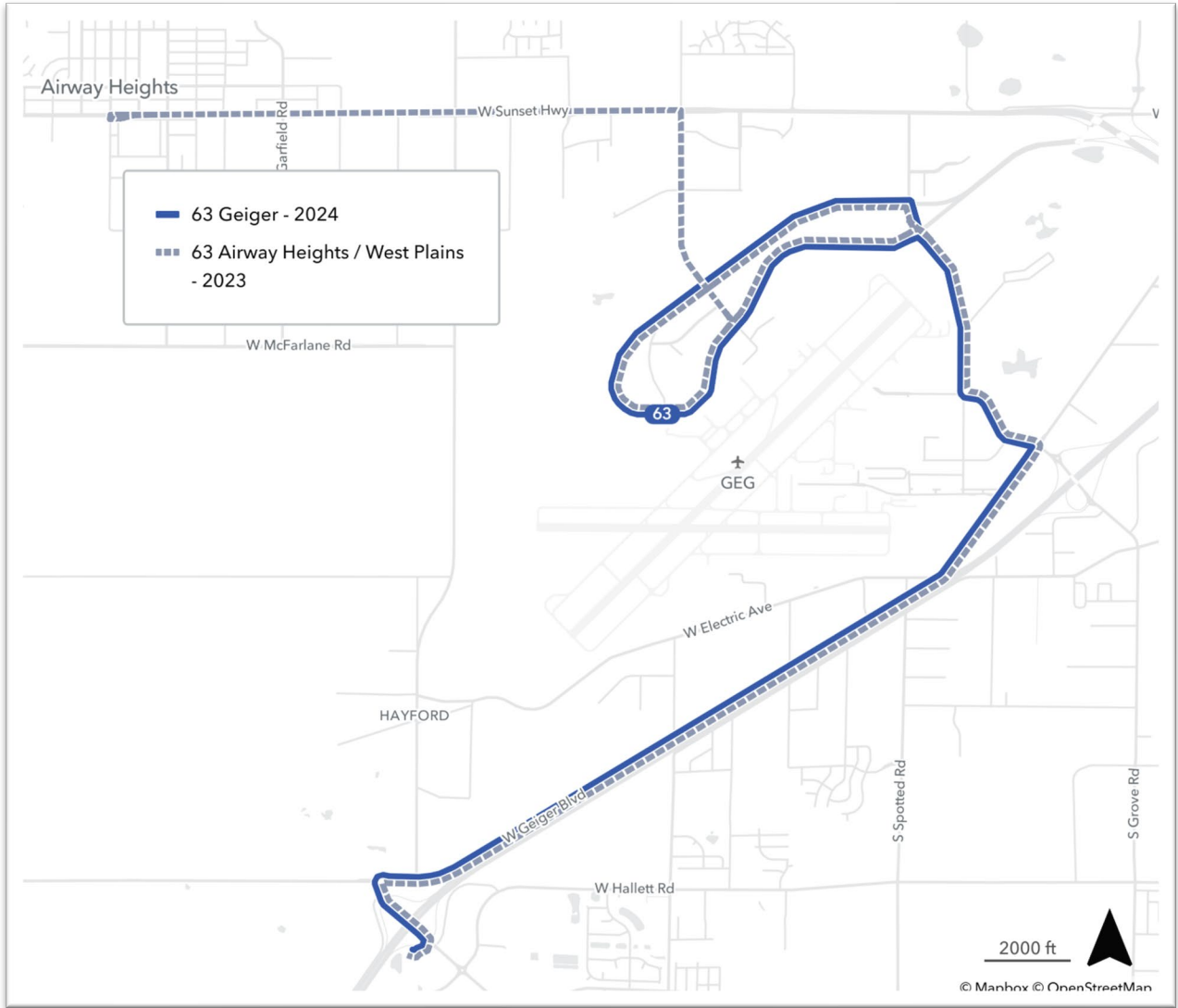
|   |   |
|---|---|
| <b>Recommended Revision</b>               | Revise Route 63 to operate primarily on Geiger Boulevard between the Spokane International Airport and the West Plains Transit Center with increased weekday frequency.   |
| <b>Relationship to STA Moving Forward</b> | Further enhances connectivity on the West Plains by way of the West Plains Transit Center.  |
| <b>Changes From Existing Service</b>      | Truncates route between Spokane International Airport and WPTC, eliminating segment between Airway Heights and Spokane International Airport.   |
| <b>Changes from 2024-2029 TDP</b>         | Route was originally planned to be re-routed on Hayford Road, with Route 60 Airport superseding the 63. The Preliminary Proposal introduces a new Route 65 on Hayford Road while retaining the Route 63 for service legibility. |
| <b>2021 Near-Term Investments Plan</b>    | This route was not included in the Near-Term Investments plan.  |

This proposed route takes the place of the previously proposed southern portion of Route 60 between Spokane International Airport and the West Plains Transit Center. Due to one-way traffic on Airport Drive, passengers at the airport may have a difficult time determining the direction of Route 60 if they want to travel toward downtown Spokane versus West Plains Transit Center. By splitting Route 60 at the airport, passengers then are given independent route numbers to travel in opposite directions. This is especially beneficial for out-of-town passengers. This expanded service to the Amazon Fulfillment Center on Geiger Boulevard to West Plains Transit Center would no longer necessitate the need for Route 633 on weekdays. Stops discontinued by this proposal would be limited to three stops between Lawson St and Hayford Rd, with all other stops covered by existing, new, or modified routes, as shown below, with 2022 average weekday ridership provided along with alternate stop locations.

Table 5 – Route 63 Discontinued Stops

| Discontinued Stop                    | Rt | Ons | Offs | Closest Alternate Stop       | Alternate Stop Served by Route(s) | Walking Distance Within |
|--------------------------------------|----|-----|------|------------------------------|-----------------------------------|-------------------------|
| <b>US 2 @ Hayford (EB Near Side)</b> | 63 | 0   | 0    | US 2 @ Hayford (EB Far Side) | 61 & 65                           | 1/8 Mile                |
| <b>US 2 @ Campbell (EB)</b>          | 63 | 2   | 0    | US 2 @ Lawson (EB)           | 61 & 65                           | 1/4 Mile                |
| <b>US 2 @ Campbell (WB)</b>          | 63 | 0   | 2    | US 2 @ Lawson (WB)           | 61 & 65                           | 1/4 Mile                |

Figure 2 - Route 63 Geiger



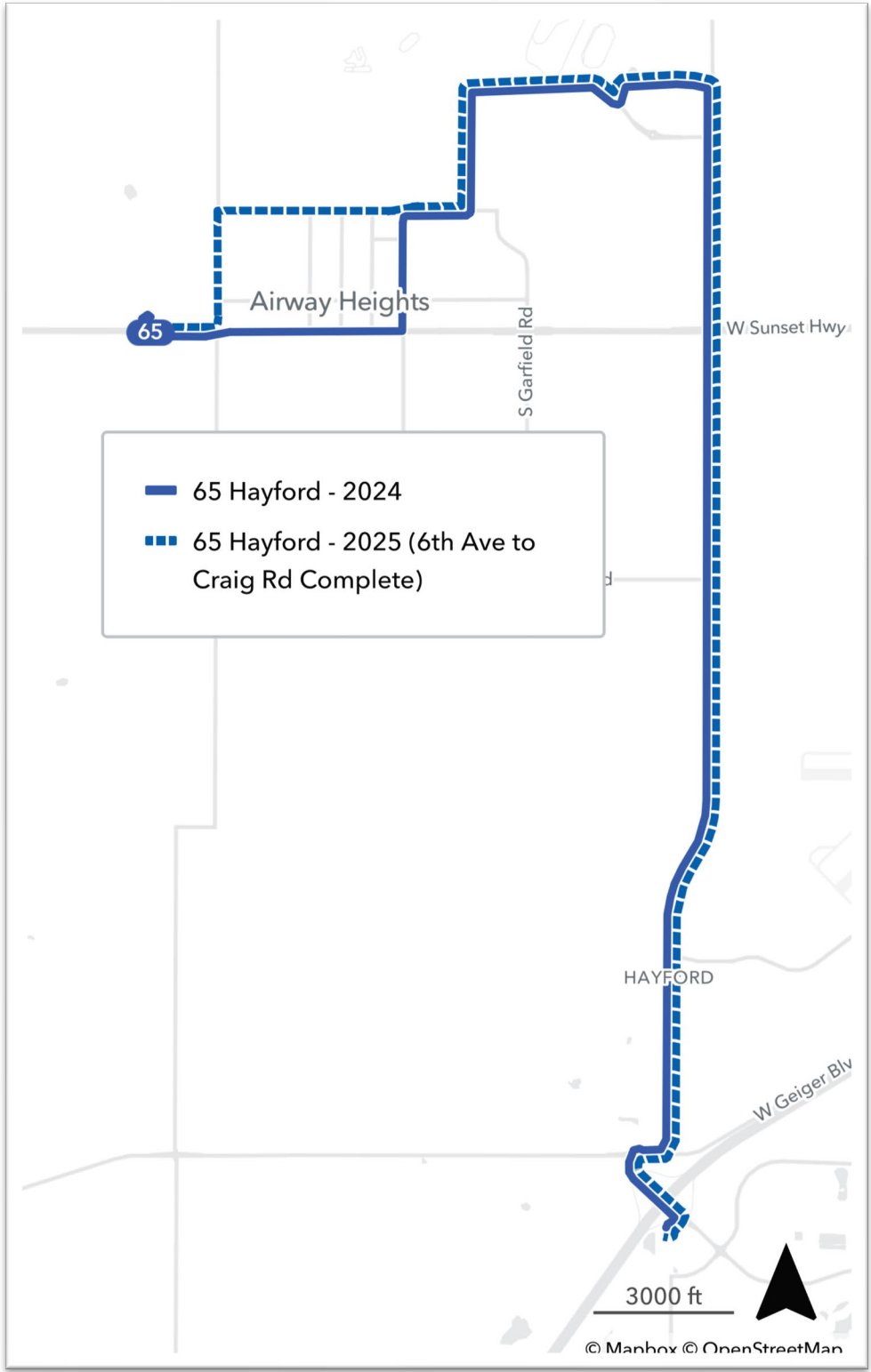
## Route 65 Hayford

|   |  |
|---|--|
| <b>Proposed Revision</b>                  | The implementation of a new Route 65 Hayford, operating between the West Plains Transit Center and Northern Quest and Spokane Tribe casinos is like Route 63 Airway Heights / West Plains concept outlined in the 2024-2029 TDP. |
| <b>Relationship to STA Moving Forward</b> | N/A  |
| <b>Changes From Existing Service</b>      | Would introduce service on Hayford Road between US 2 and Geiger Blvd.  |
| <b>Changes from 2024-2029 TDP</b>         | Renamed Route 65 from Route 63. This route would fill the planned role of Route 63 in September 2024.  |
| <b>2021 Near-Term Investments Plan</b>    | Will serve 6 <sup>th</sup> Ave subject to completion of Near Term Investment S-14.01.  |

Route 65 would follow what is included in the 2024-2029 TDP as Route 63, which utilizes the current routing of Route 61 with service to Northern Quest Casino, Airway Heights Corrections Center, and Spokane Tribe Casino. This supports STA's goal of providing more service to the West Plains, including more direct service between Airway Heights and the West Plains Transit Center. Route 65 would shift to run along 6<sup>th</sup> Ave and Craig Rd between US 2 and Lawson St once the arterial network supports the routing, anticipated by early 2025.



Figure 3 - Route 65 Hayford



### Route 633 Geiger Shuttle

|   |   |
|---|---|
| <b>Proposed Revision</b>                  | Eliminate weekday trips, Route 63 will supersede weekday service. Maintain weekend service. |
| <b>Relationship to STA Moving Forward</b> | N/A   |
| <b>Changes From Existing Service</b>      | Reduced and superseded service.   |
| <b>Changes from 2024-2029 TDP</b>         | Not in TDP.   |
| <b>2021 Near-Term Investments Plan</b>    | N/A   |

In this proposal, Route 63 is proposed to provide 30-minute service weekdays on Geiger Blvd. This level of service would make Route 633 redundant on weekdays. It is proposed to eliminate weekday trips but maintain targeted weekend trips to serve customers employed at the Amazon GEG1 center.

### 3.2 Focus Area – North Bank / Downtown

#### Overview

The proposed changes in this focus area explore service enhancements to better connect North Bank venues to downtown attractions by introducing a new Route 13 on weeknights and all day on Saturday and Sunday. Additionally, City Line would be ramped up to its full service level.

#### Route 1 City Line

|   |   |
|---|---|
| <b>Proposed Revision</b>                  | Increase in January to 7.5-minute weekday peak service.<br>Increase in May to 10-minute midday weekdays.<br>Increase in May to 15-minute midday Sundays.<br>Increase late night span by approximately 45 minutes to 1AM |
| <b>Relationship to STA Moving Forward</b> | The City Line is a key element of <i>STA Moving Forward</i> and a phased implementation was the central impetus of July 2023 service revisions.   |
| <b>Changes From Existing Service</b>      | Increased service frequency.  |
| <b>Changes from 2024-2029 TDP</b>         | Sunday service revised from earlier assumptions, ensuring alignment with the Single Year Grant Agreement (SYGA), which was predicated on 15-minute service midday   |
| <b>2021 Near-Term Investments Plan</b>    | N/A   |

As part of the adopted July 2023 Service Revisions, the City Line was launched with 15-minute frequencies for most hours of the day. The 2024-2029 TDP planned for peak frequency to increase to every 7.5 minutes beginning January 2024. This improvement will take place prior to the conclusion of the 2024 Service Revisions public input process, and on its own, does not require Board approval. However, it is discussed in this proposal as a component of improvements in 2024, helping inform the public what the proposed network will look like by the end of the year. Service improvements in May 2024 will implement the remaining service investments to match the expectations reflected in STA’s original application for rating of the City Line as well as the Single Year Grant Agreement executed in January 2020. This includes 10-minute service midday on weekdays, 15-minute service midday Sundays, and later night service, weekdays, and Saturday.

### Route 11 Arena/Downtown Shuttle

|   |   |
|---|---|
| <b>Proposed Revision</b>                  | Supersede weekday evening service with new Route 13 in May 2024. Route 13 will provide night and weekend service. |
| <b>Relationship to STA Moving Forward</b> | N/A   |
| <b>Changes From Existing Service</b>      | Elimination of trips after approximately 6pm.   |
| <b>Changes from 2024-2029 TDP</b>         | No changes from 2024-2029 TDP.  |
| <b>2021 Near-Term Investments Plan</b>    | N/A   |

To better provide night and weekend service from downtown Spokane to the Spokane Arena/One Spokane Stadium, staff propose superseding weekday evening service on Route 11 with a newly introduced Route 13.

### New Route 13 North Bank Shuttle

|   |  |
|---|--|
| <b>Proposed Revision</b>                  | Introduce service on nights and weekends in May 2024.  |
| <b>Relationship to STA Moving Forward</b> | This route was not specifically included in STA Moving Forward but supports the goal of improved Saturday night service. |
| <b>Changes From Existing Service</b>      | N/A  |
| <b>Changes from 2024-2029 TDP</b>         | No changes from 2024-2029 TDP.   |
| <b>2021 Near-Term Investments Plan</b>    | Improve service on nights and weekends.  |

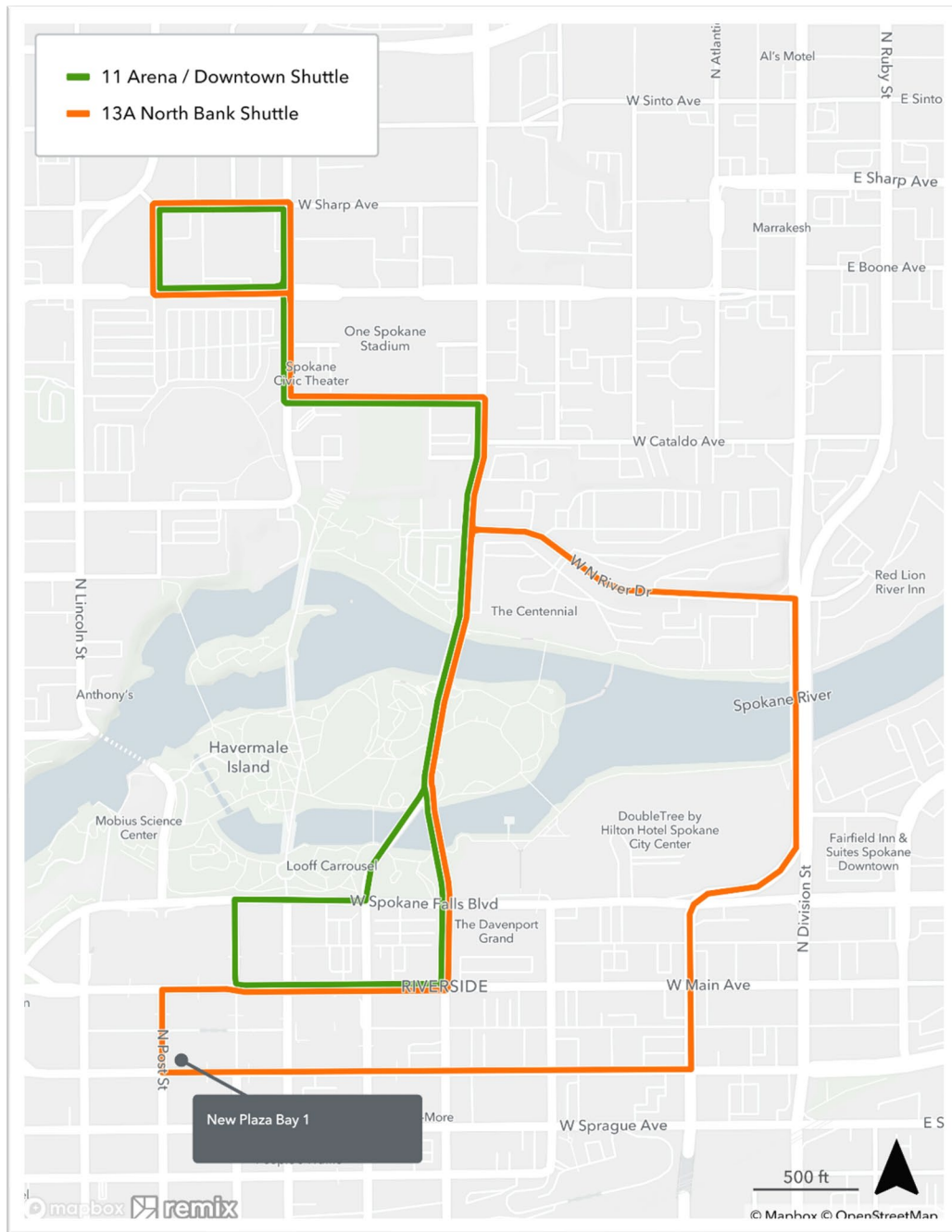
A new Route 13 shuttle is recommended as an alternative to extending Route 11 to run on nights and weekends. The new route will provide 20-minute service evenings and weekends. This proposed change supports the goal of increased service to the North Bank and addresses the growing need for event-oriented service. It is proposed that Route 13 serve the STA Plaza at a newly constructed Plaza Bay 1 at the northeast corner of Riverside Avenue and Post Street.

Two options for Route 13 are presented in this Draft Recommendation for further input and discussion before a decision is made in the Final Recommendation.

## Route 13 Option A

From the Arena Parking lot, Route 13 Option A routing uses Joe Albi Way to Washington Street southbound. The bus travels east on North River Drive, completing a clockwise loop on Division Street, Riverside Avenue, and Washington Street with a deviation to serve the new Plaza Bay 1.

Figure 4 - Route 13 Option A





### 3.3 Focus Area – Northeast Spokane / Hillyard

#### Overview

The *STA Moving Forward* plan commits to “improve routes and frequency to Hillyard / Northeast Spokane.” Originally, this was planned to be implemented in 2021, but later moved to 2022. In 2022, STA introduced two new crosstown routes that serve Hillyard (routes 35 & 36), while improving Saturday frequency on the 27 Crestline, which was streamlined and extended to serve important retail destinations and new multifamily residential areas in north Spokane. In July 2023, Sunday service was improved on Route 27. Additional routes and frequency investments have been anticipated and were deferred last year due to workforce challenges. With an additional year of ridership and development trends, as well as community feedback, staff developed two options for Northeast Spokane/Hillyard. Staff gathered additional input and conducted further analyses before developing the recommendation for this focus area. The concepts here in the Draft Recommendation closely follow what was placed before the public in Option B of the Preliminary Proposal with some modification. This recommendation focuses on enhancing frequency of service in the north/south corridor of the area and optimizing/modifying routes to serve high demand areas while enabling STA to invest in service along Route 94 East Central/Millwood earlier than otherwise feasible.

#### Route 26 Lidgerwood

|   |  |
|---|--|
| <b>Proposed Revision</b>                  | Discontinue and replace with Route 31.   |
| <b>Relationship to STA Moving Forward</b> | Prioritize improved frequency on Nevada Street (Route 28) for improved frequency to Northeast Spokane.                                 |
| <b>Changes From Existing Service</b>      | Route replaced by Route 31, no longer serves STA Plaza, instead route will also serve Minnehaha and be anchored at SCC Transit Center. |
| <b>Changes from 2024-2029 TDP</b>         | N/A  |
| <b>2021 Near-Term Investments Plan</b>    | This route was not included in the Near-Term Investments plan.   |

Route 26 Lidgerwood is recommended to be superseded by a new Route 31. Routing north of Empire Ave would remain unchanged from that of Route 26. The route would be discontinued due to route naming numbering and naming procedure. The procedure identifies 30s routes as “East-west routes, especially those related to SCC Transit Center.” As the new routing will originate at SCC Transit Center and travel more east-west than the current routing, the proposed Route 31 is a more suitable number in line with STA’s standards.

The question was asked as to why STA cannot retain Route 26 *and* operate Route 28 at 15-minute frequency? Two of the main reasons for this not being recommended are bay constraints at the STA Plaza and what would be duplicitous service south of Empire Avenue.

Currently both routes 26 and 28 operate out of the STA Plaza twice an hour on weekdays for four total outbound trips. A total of six trips would need to depart hourly from the STA Plaza if Route 26 were to operate as it currently does (two trips) coupled with increased frequency (four trips) on Route 28. This in turn would create two trips an hour that would not have a departure bay at the Plaza without major reconfiguration of, and disruption to, other routes.

Also, routes 26 and 28 currently work in tandem south of Empire Avenue on Nevada/Hamilton Streets. This creates a pattern of 15-minute service between the Logan neighborhood to downtown Spokane on Hamilton Street with Route 26 and Route 28 running half-hourly, offset from one another. In proposing 15-minute service on the entirety of Route 28, the offset of half-hourly service provided by Route 26 becomes redundant and no longer necessary.

**Route 27 Crestline**

|   |  |
|---|--|
| <b>Proposed Revision</b>                  | Increase frequency to 30-minutes weeknights and Saturday nights and add two trips to weekday evening peak service. |
| <b>Relationship to STA Moving Forward</b> | Supports the goal of improved routes and frequency to Hillyard / Northeast Spokane.                                |
| <b>Changes From Existing Service</b>      | Increased frequency.   |
| <b>Changes from 2024-2029 TDP</b>         | The TDP planned for an increase in weekday peak frequency to every 15 minutes in 2023.                             |
| <b>2021 Near-Term Investments Plan</b>    | This route was not included in the Near-Term Investments plan.   |

Currently, two morning trips help augment the 30-minute service on this route to provide limited 15-minute service. Resources that were initially planned for this would help to implement 15-minute service on Route 28 and the creation of Route 31. These improvements would help meet the expectations of improved routes and frequency to Northeast Spokane.



## Route 28 Nevada

|   |  |
|---|--|
| <b>Proposed Revision</b>                  | Increase service frequency to 15 minutes during weekday peaks and weekday midday, and 30 minutes on nights and weekends. |
| <b>Relationship to STA Moving Forward</b> | Supports the goal of improved routes and frequency to Hillyard / Northeast Spokane.                                      |
| <b>Changes From Existing Service</b>      | Increased frequency.   |
| <b>Changes from 2024-2029 TDP</b>         | The TDP did not plan for changes on Route 28.  |
| <b>2021 Near-Term Investments Plan</b>    | This route was not included in the Near-Term Investments plan.   |

Currently, Routes 26 and 28 work together to provide 15-minute service to downtown south of Empire Ave. Due to the current splitting of Routes 26 and 28 north of Empire Ave, transfers to and from Route 33 on Wellesley Ave can be tricky for passengers. The proposed modifications of Route 26 to Route 31 requires continuing the 15-minute service in the Hamilton/Nevada St corridor. This added service to Route 28 would simplify potential issues with transfers to and from Route 33 at Wellesley Ave and retain the current 15-minute service south of Empire Ave while providing more frequent and direct service north of Empire Ave. The recommendation also calls for increased night and weekend frequency, which greatly enhances mobility in Northeast Spokane. Notably, the Nevada Street corridor has long been identified as a future High Performance Transit (HPT) corridor. Focusing frequent service in the corridor will introduce opportunities for future investment in enhanced amenities, such as what is found on Route 4 Monroe/Regal.

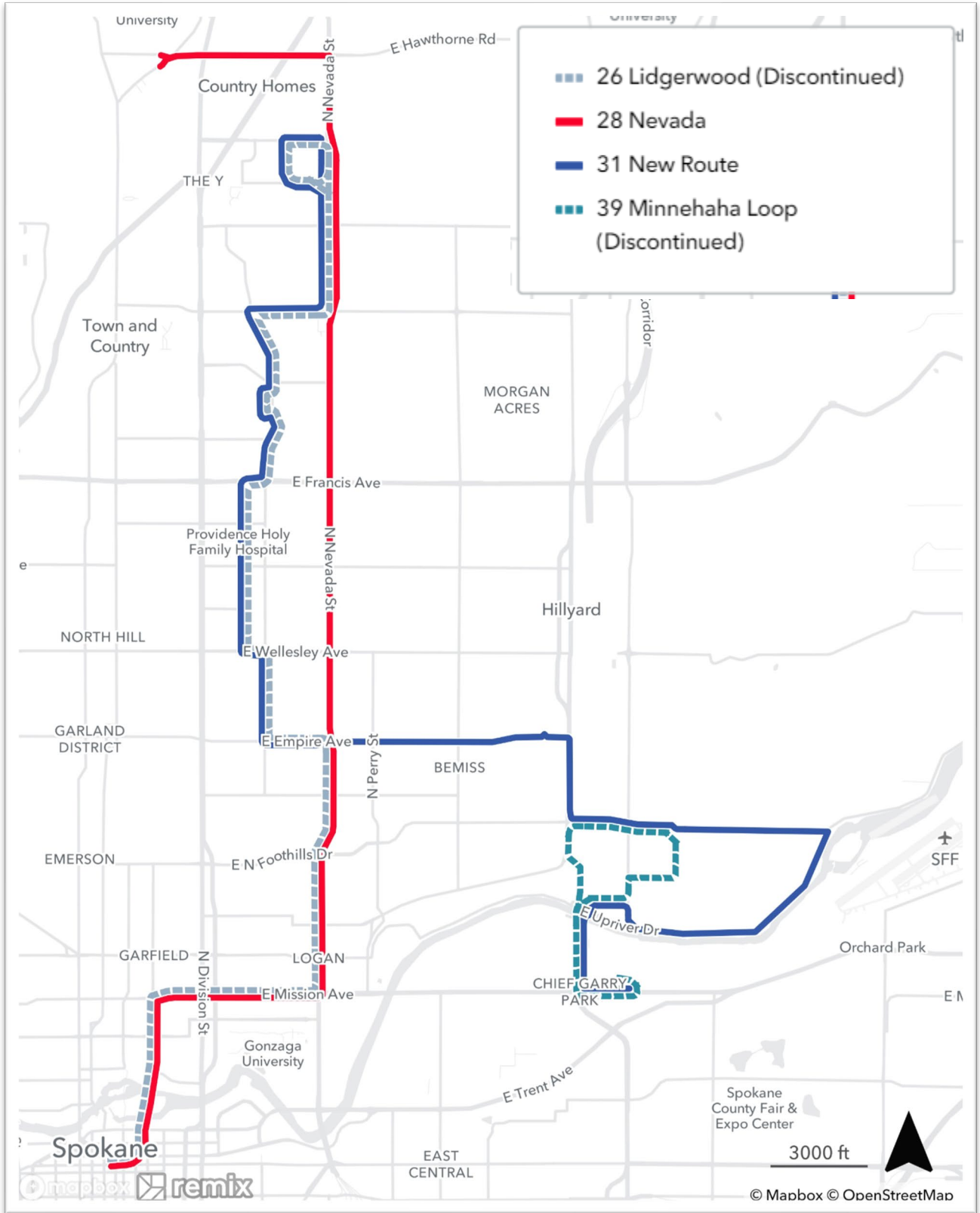
## Route 31 Lidgerwood / Empire

|   |  |
|---|--|
| <b>Proposed Revision</b>                  | Introduce Route 31 as a replacement to supersede routes 26 and 39. Operate with 30-minute frequency weekdays and 60-minute frequency nights and weekends. For STA Operations sake, service scheduling will be tailored in a way for work to be filled with more straight work than split work. |
| <b>Relationship to STA Moving Forward</b> | Supports the goal of improved routes and frequency to Hillyard / Northeast Spokane.  |
| <b>Changes From Existing Service</b>      | New route.<br>Discontinue existing Route 26.<br>Discontinue existing Route 39.   |
| <b>Changes from 2024-2029 TDP</b>         | The TDP did not plan for changes on Route 31 (formerly 26) in 2024.  |
| <b>2021 Near-Term Investments Plan</b>    | This route was not included in the Near-Term Investments plan.   |

In this proposal, the current routes 26 and 39 would be modified to become the new Route 31. The route pattern and frequency north of Nevada St and Empire Ave would remain unchanged. However, the southern portion of the route would be modified to operate on Empire Ave between Nevada St and the Northeast Community Center/Hillyard Community Campus area. The route will then serve the Minnehaha neighborhood before terminating at Spokane Community College. This new routing would provide transfers and access from the Hillyard and Minnehaha areas to the medical district around Holy Family Medical Center in Northeast Spokane, as well as continuing to serve Lilac Plaza and the Lighthouse for the Blind. With a connection at SCC Transit Center, the route would also provide access to downtown Spokane via the City Line as well as direct transfers to Spokane Valley via Route 32.

This new route will have 60-minute service on weekends and weekday evenings, ending around 9:30PM on weekdays and Saturdays, and around 5:00PM on Sundays/Holidays. Passengers will see 30-minute service on weekdays from approximately 7:30AM to approximately 4:30PM. Utilizing this approximate nine-hour span for 30-minute weekday mid-day service has the benefit of reducing the amount of coach operators needed to cover the weekday work.

Figure 6 – Route 28 and new Route 31



## Route 39 Minnehaha

|   |  |
|---|--|
| <b>Proposed Revision</b>                  | Discontinue and replace with Route 31.   |
| <b>Relationship to STA Moving Forward</b> | STA Moving Forward contemplated superseding Route 39 with the City Line.   |
| <b>Changes From Existing Service</b>      | Route replaced by Route 31. Route is anchored at SCC Transit Center and serves Northpointe via Hillyard Campus and Providence Holy Family Hospital |
| <b>Changes from 2024-2029 TDP</b>         | None, follows SIP concept of discontinuing route.  |
| <b>2021 Near-Term Investments Plan</b>    | This route was not included in the Near-Term Investments plan.   |

A need was identified to retain Route 39 and provide an opportunity to connect riders with Hillyard Campus and other points in north Spokane. A need was also expressed to retain the connection to Spokane Community College from the Minnehaha neighborhood. Furthermore, residents on the east end of the neighborhood—many in multi-family dwellings—desired service that did not require a quarter mile walk to the nearest bus stop.

Superseding Route 39 with the new Route 31 provides these desired connections. Route 31 will provide a one seat ride to Northpointe medical facilities, Providence Holy Family Hospital, and the civic heart of Hillyard at the Hillyard Campus—allowing riders to access the Hillyard Library, the Northeast Community Center, Shaw Middle School, and NEWTech Skill Center. The Safeway at Garland Avenue and Regal Street is the closet grocery store to residents in Minnehaha, and this new route will give residents access to the shopping area there as well as shopping at points further north such as Northtown Mall and the Northpointe business area.

### ***Discontinued stops***

Four existing stops along Route 39 would not be served by Route 31. The table below identifies each stop, existing ridership (weekday average for 2022) and identifies the approximate distance to the nearest bus stop that would still be in service. It’s worth noting that many riders today are walking considerable distances (more than a half-mile) from multi-family housing complexes to reach the existing route. As recommended in this report, new Route 31 would have stops that provide improved coverage in the neighborhood, with new stops instituted along Frederick Avenue and Upriver Drive, near these housing complexes.

Table 6 Route 39 Discontinued Stops

| Discontinued Stop  | Rt | Ons | Offs | Closest Alternate Stop     | Alternate Stop Served by Route(s) | Walking Distance Within |
|--------------------|----|-----|------|----------------------------|-----------------------------------|-------------------------|
| Freya @ Jackson    | 39 | 2   | 4    | Freya @ Carlisle (Planned) | 31                                | 1/4 Mile                |
| Marietta @ Rebecca | 39 | 2   | 1    | Freya @ Carlisle (Planned) | 31                                | 1/4 Mile                |
| Myrtle @ Marietta  | 39 | 10  | 9    | Frederick @ Myrtle         | 31                                | 1/2 Mile                |
| Myrtle @ Cleveland | 39 | 2   | 1    | Frederick @ Myrtle         | 31                                | 1/4 Mile                |

**Route 94 East Central / Millwood**

|   |  |
|---|--|
| <b>Proposed Revision</b>                  | Increase frequency to 30-minutes weeknights and midday on Saturdays.                                 |
| <b>Relationship to STA Moving Forward</b> | <i>STA Moving Forward</i> calls to optimize the transit network.                                     |
| <b>Changes From Existing Service</b>      | Increase frequency to 30-minutes on weeknights and midday on Saturdays.                              |
| <b>Changes from 2024-2029 TDP</b>         | The TDP does not include frequency improvements on Route 94 until 2025.                              |
| <b>2021 Near-Term Investments Plan</b>    | Implement improved night and weekend frequency identified as S-17 in the Near-Term Investments plan. |

While not directly serving Northeast Spokane/Hillyard, the possibility of revision of this route was directly influenced by a proposed implementation of a Millwood to Northeast Spokane connection. As planned for in the 2021 Near-Term Investments and recommended through community input and further staff investigation, Route 94 is recommended to see frequency improvements rather than revised routing in the Draft Recommendation. Currently this route runs 30-minute service from approximately 6AM to 6PM, weekdays. Outside of those hours, the route sees its frequency at every 60 minutes. This Draft Recommendation calls for expanded 30-minute service from 6PM to approximately 9:30PM on weekdays. This option also calls for expanded midday Saturday service to run at 30-minute frequency.

## 4.0 System Analyses

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### 4.1 Title VI Implications

In compliance with Title VI of the Civil Rights Act of 1964, the Spokane Transit Authority 2024 Service Revisions Draft Recommendation 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 2024 Revisions Preliminary Proposal represent projected systemwide growth of approximately 5.6% above existing service (September 2023) of 508,000 annualized revenue service hours. According to *Connect Spokane: A Comprehensive Plan for Public Transportation*, this 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. Since the service change is not considered major, a Title VI report is not required per Annex 2 listed in *Connect Spokane*.

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 September 2024 service plan.

Based on no major loss of service on existing routes and an increase in access to public transportation, the service enhancements do not disproportionately affect minority or disadvantaged low-income populations within the Spokane Transit PTBA.

Table 7 – Population within 0.25 Miles of a Proposed New or Modified STA Route, September 2024

| Route     | Population within 0.25 mi (approximate) | Jobs with 0.25 mi (approximate) | % of People in Poverty | % of People of Color |
|-----------|---|---------------------------------|------------------------|----------------------|
| Route 1   | 13,100                                  | 16,300                          | 33%                    | 27%                  |
| Route 11  | 1,600                                   | 11,200                          | 49%                    | 24%                  |
| Route 26  | 24,000                                  | 22,100                          | 28%                    | 29%                  |
| Route 27  | 21,900                                  | 18,100                          | 20%                    | 26%                  |
| Route 28  | 24,400                                  | 20,100                          | 27%                    | 27%                  |
| Route 31  | 20,000                                  | 8,000                           | 22%                    | 29%                  |
| Route 39  | 4,300                                   | 200                             | 12%                    | 27%                  |
| Route 60  | 5,400                                   | 8,100                           | 21%                    | 27%                  |
| Route 63  | 200                                     | 700                             | 3%                     | 24%                  |
| Route 65  | 5,500                                   | 1,600                           | 20%                    | 35%                  |
| Route 94  | 17,700                                  | 15,400                          | 22%                    | 26%                  |
| Route 633 | 50                                      | 200                             | 1%                     | 19%                  |

Source: Remix, Census 2020 Data

## 4.2 Implementation Considerations

STA is among the few transit agencies where the overall level of Fixed Route service exceeds that which was provided prior to the COVID-19 Pandemic. Significant efforts have been undertaken to attract and retain the agency’s workforce, including Fixed Route coach operators. With additional growth planned in 2024 and in the years that follow, STA proposes to remain flexible in the sequencing and timing of proposed investments and changes. Compared to service growth instituted in August 2022 and July 2023, the 2024 revisions are proposed to be implemented over multiple phases during the year. Staff will continue to monitor conditions and adapt the service revisions as appropriate.

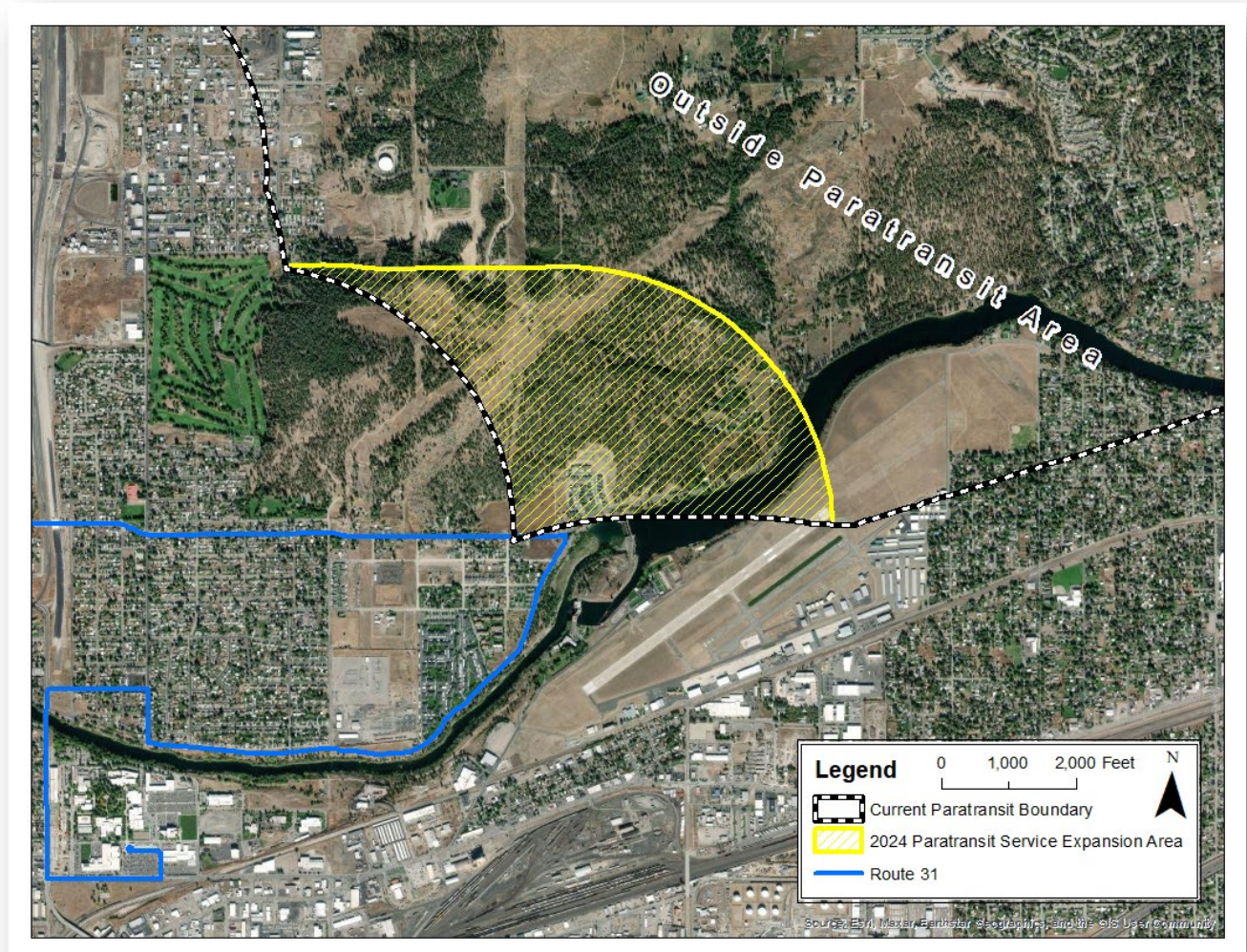
## 4.3 Paratransit Impacts

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 ¾ 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.



A new area will be eligible for paratransit service if Route 31 follows its recommended routing as presented in this document. Highlighted in the map of Minnehaha in Figure 7 below, a small area, mostly unpopulated will be included within the STA Paratransit boundary. The ¾ mile paratransit buffer around the new Route 31 would include the Sekani Heights development north of the Upriver Dam, northeast of the intersection of Upriver Drive and Frederick Avenue. Also included will be a small number of other residences upriver from the dam.

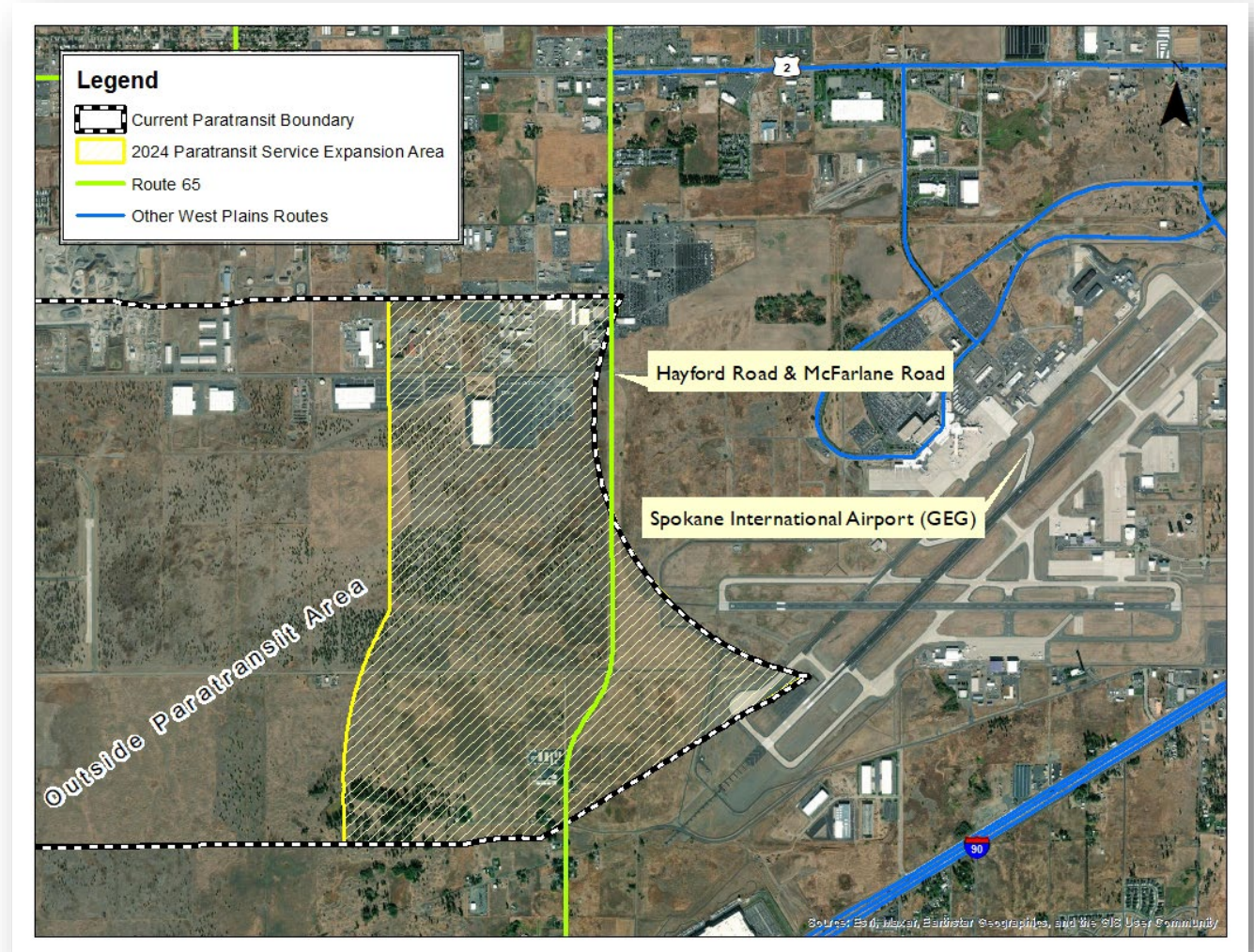
Figure 7 – Minnehaha Neighborhood Paratransit Boundary Change





In the West Plains, another small area within the PTBA will be newly eligible for paratransit service. With the addition of Route 65 on Hayford Road, a section of the PTBA previously unserved directly west of Spokane International Airport will be eligible for paratransit service in September 2024. Businesses or residences on McFarlane Road east of approximately Garfield Road would become eligible for service. A small pocket of residents and businesses in the vicinity of Hayford Road and Electric Road would also become eligible in this recommendation.

Figure 8 – West Plains/Hayford Road Paratransit Boundary Change



## Appendix A – Impacted Routes Summary

Table 8 – Impacted Routes Summary Annualized Hours

| <b>Draft Recommendation Annualized Revenue Hours</b> |                                  |                   |  |
|--|----------------------------------|-------------------|--|
| <b>Route</b>   | <b>September 2023 Conditions</b> | <b>Net Change</b> | <b>September 2024 Draft Recommendation</b> |
| 1 City Line  | 35,340                           | 9,909             | 45,249                                     |
| 11 Arena/Downtown                                    | 4,750                            | (559)             | 4,191                                      |
| 13 (New Route)                                       | 0                                | 2,990             | 2,990                                      |
| 26 Lidgerwood  | 13,596                           | (13,596)          | 0  |
| 27 Crestline   | 16,459                           | 2,178             | 18,637                                     |
| 28 Nevada  | 13,257                           | 13,868            | 27,125                                     |
| 31 (New Route)                                       | 0                                | 13,007            | 13,007                                     |
| 39 Minnehaha   | 3,037                            | (3,037)           | 0  |
| 60 Airport*  | 9,682                            | (2,319)           | 7,363                                      |
| 63 Geiger  | 6,070                            | (1,436)           | 4,634                                      |
| 65 Hayford (New Route)                               | 0                                | 6,070             | 6,070                                      |
| 74 Liberty Lake*                                     | 13,786                           | (100)             | 13,686                                     |
| 94 Millwood  | 15,500                           | 2,324             | 17,824                                     |
| 633 Geiger Shuttle                                   | 1,853                            | (1,542)           | 311  |
| All Other Routes**                                   | 374,707                          | 725               | 375,432                                    |
| <b>Total</b>   | <b>508,037</b>                   | <b>28,482</b>     | <b>536,519</b>                             |

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

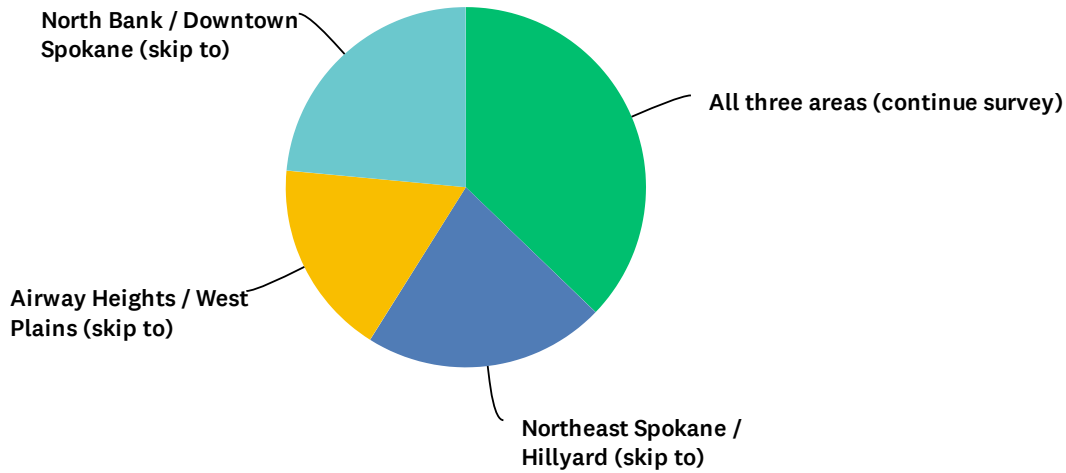
*\*Table shows lost revenue hours for route 74 and 60. While technically accurate, it's important to note these routes have no service reductions. These two routes are now interconnected to other routes resulting in a realignment of the allocation of hours between routes.*

*\*\*The net change in hours for "all other routes" represents assumed adjustments to route blocking resulting from service revisions embodied in the proposal.*

# Appendix B – Online Survey Questions, Results, and Feedback

Q1 What area(s) are you most interested in answering questions about?

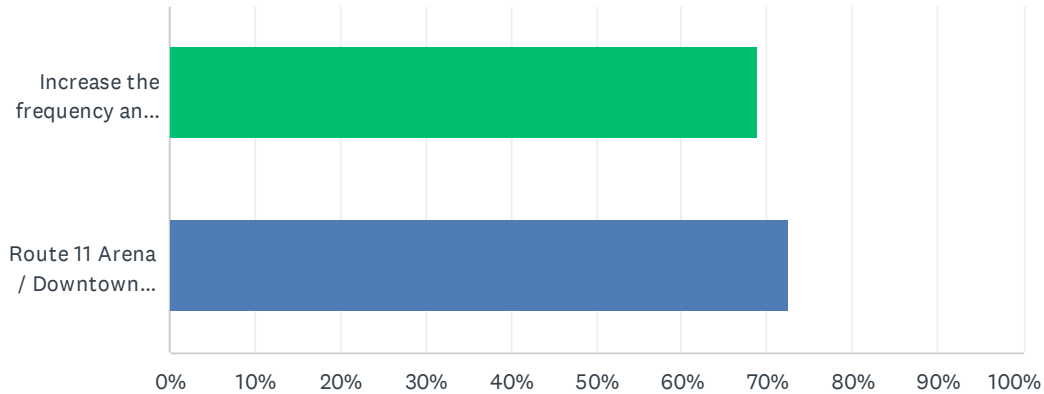
Answered: 336 Skipped: 0



| ANSWER CHOICES                          | RESPONSES |            |
|---|-----------|------------|
| All three areas (continue survey)       | 37.20%    | 125        |
| Northeast Spokane / Hillyard (skip to)  | 21.73%    | 73         |
| Airway Heights / West Plains (skip to)  | 17.56%    | 59         |
| North Bank / Downtown Spokane (skip to) | 23.51%    | 79         |
| <b>TOTAL</b>                            |           | <b>336</b> |

## Q2 What proposed changes to routes are you looking forward to? Check all the apply.

Answered: 109 Skipped: 227



| ANSWER CHOICES   | RESPONSES |
|--|-----------|
| Increase the frequency and length of service of Route 1 City Line                      | 68.81% 75 |
| Route 11 Arena / Downtown Shuttle to run on nights and weekends with 20-minute service | 72.48% 79 |
| Total Respondents: 109   |           |

| #  | WHY?  | DATE                |
|----|---|---------------------|
| 1  | We definitely need more frequency, especially on Sundays, for the bus is full, but of course weekdays too.  | 11/17/2023 1:18 PM  |
| 2  | Later and earlier hours of service will help early morning and swing shift workers.   | 11/15/2023 7:40 PM  |
| 3  | It would allow easier transportation to events in the Arena and help reduce traffic.  | 11/14/2023 3:06 PM  |
| 4  | The new changes would make everyone happy   | 11/14/2023 2:39 PM  |
| 5  | The route 1 changes would impact me most because they would provide more reliable connections to other routes, and frequent service to points of travel, but I also like the proposal for increased service on route 11, including stops at the civic theater, the new stadium, and the podium. I think that these will be utilized by families and students attending games at the new stadium, and people who want to attend concerts and plays on nights and weekends. | 11/14/2023 1:02 PM  |
| 6  | Frequency is a big thing with BRTs (as well as not getting stuck in traffic), so if you miss a bus then no worries the next one is coming very shortly Route 11 night route because it's important to give people transportation options at night and on weekends   | 11/14/2023 9:25 AM  |
| 7  | Connecting downtown to the arena to reduce parking issues at the arena is a great idea. It also allows for direct service to the arena from transfers at the plaza.   | 11/14/2023 8:35 AM  |
| 8  | To help people who don't get off until later.   | 11/14/2023 2:14 AM  |
| 9  | It gives more bus times throughout the day and night to ride the bus and commute to different areas.  | 11/13/2023 10:05 PM |
| 10 | The morning city line is super clutch for so many folks and increased coverage for the arena when stuff is actually happening there is needed   | 11/13/2023 7:21 PM  |
| 11 | Increased night and weekend will be nice when meetings run late.  | 11/13/2023 7:17 PM  |

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|    |   |                     |
|----|---|---------------------|
| 12 | Makes more sense than the city line changes   | 11/13/2023 3:16 PM  |
| 13 | Better quality of service and more frequency.   | 11/13/2023 10:32 AM |
| 14 | Because more and more people are taking the bus   | 11/13/2023 9:56 AM  |
| 15 | Both actually for we take transportation for everything we do. Plus the shuttle one would be excellent as we would like to attend more events at Spokane arena on nights and weekends.  | 11/13/2023 9:33 AM  |
| 16 | Better chances of being on time.  | 11/13/2023 9:27 AM  |
| 17 | Because it will help people connect downtown much faster then 30 min frequencies.   | 11/13/2023 8:54 AM  |
| 18 | NA  | 11/13/2023 8:48 AM  |
| 19 | Increasing the frequency of the City Line to 15 minutes on Sundays makes it a practical way to go downtown on weekends.   | 11/11/2023 11:44 PM |
| 20 | There are too many times I miss the 32 connection at SCC because the Cityline doesn't make it there convenient enough to make every transfer.   | 11/10/2023 10:14 AM |
| 21 | Good for concerts, events, and weekend nights out for dinner and other places in the downtown corridor.   | 11/9/2023 4:06 PM   |
| 22 | Increased times.  | 11/8/2023 6:34 PM   |
| 23 | When going to Kaiser Riverpoint, I catch whichever bus is heading back to the plaza afterwards, so more frequent service along that route is useful. I may also shop more around there with more frequent service.  | 11/8/2023 2:46 PM   |
| 24 | I live a block off the route and frequently use it. Sundays are hard and will be cold in the winter.  | 11/6/2023 5:40 PM   |
| 25 | I use the #4 to go downtown epecially when I do not want to worry about parking.  | 11/2/2023 2:01 PM   |
| 26 | Give people options of night time work shifts.  | 11/2/2023 1:48 PM   |
| 27 | We use the 11 every day. Having it on the weekends would be amazing.  | 11/2/2023 1:40 PM   |
| 28 | Cause I think it would be better for Spokane transit and make it easier for people to get places they need to go  | 11/1/2023 5:11 PM   |
| 29 | Residents can feel more included in regular routine life without depending on others so much.   | 11/1/2023 11:12 AM  |
| 30 | This would help cut down on the need to Uber downtown   | 10/31/2023 12:45 PM |
| 31 | That's when I'd be most likely to use it.   | 10/31/2023 11:30 AM |
| 32 | I would like to see the City Line extended to serve more of Spokane.  | 10/30/2023 6:48 AM  |
| 33 | This route goes passed my building on its way to Plaza.   | 10/28/2023 2:08 PM  |
| 34 | Because we have people go to Spokane community college City line every 7.5 minutes and weekends every half hour   | 10/28/2023 8:07 AM  |
| 35 | More times on Sunday  | 10/27/2023 1:39 PM  |
| 36 | I frequently go from the Valley to Gonzaga/UW and being able to get from GU to downtown more easily and to the future USL games with more frequency will be awesome!  | 10/27/2023 12:24 PM |
| 37 | More convenient that way.   | 10/27/2023 9:43 AM  |
| 38 | Parking is very limited in this area. This route is very much needed on nights and weekends.  | 10/26/2023 1:16 PM  |
| 39 | 7.5 minute wait time will make the system much more reliable for commuters but especially attractive for recreational users and provide cohesion throughout the route.  | 10/26/2023 12:45 PM |
| 40 | It will be a bit more help with encouraging folks to take public transit. However, I don't think it's enough. Those things END at the same time and even if folks wait for a second bus it won't make a difference generally to the parking/driving habits of the general population. | 10/26/2023 7:35 AM  |
| 41 | with limited parking in the area, its critical the bus service runs when events are taking place.   | 10/26/2023 6:10 AM  |
| 42 | For Route 1 I will not have to wait as long for the bus and for Route 11 I can get to the city line better on Sunday when I have events that are on Sunday in downtown  | 10/25/2023 11:11 PM |



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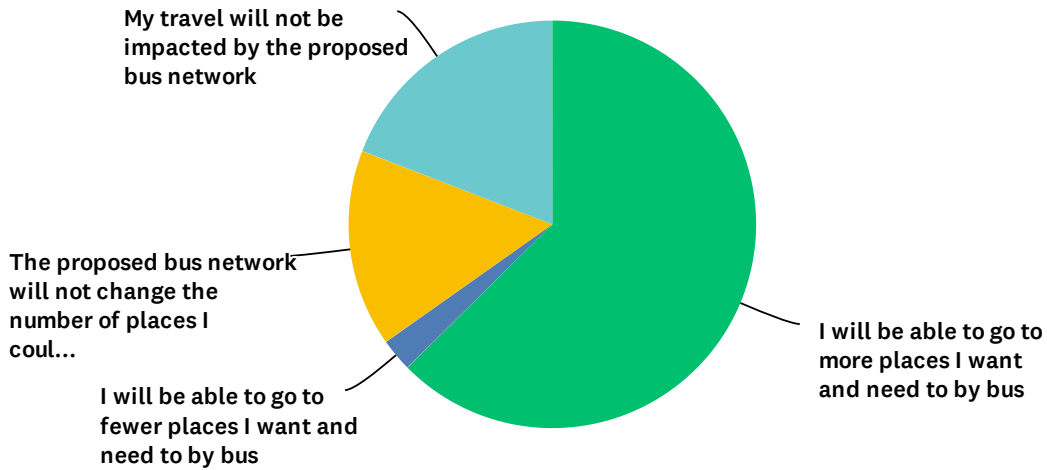
|    |  |                     |
|----|--|---------------------|
| 43 | Increasing frequencies on the City Line would make it even more convenient since one is able to travel to multiple destinations without needing to review a schedule at all.   | 10/25/2023 9:27 PM  |
| 44 | The increased frequency and connection to the North Bank makes for a more enjoyable ride and easier to connect to  | 10/25/2023 7:52 PM  |
| 45 | The expanded service on Route 11 will provide better support to employees and people attending events at new venues  | 10/25/2023 3:44 PM  |
| 46 | More availability to get to work earlier.  | 10/25/2023 1:40 PM  |
| 47 | Might actually use this one. The rest have no improved impact to me.   | 10/25/2023 11:35 AM |
| 48 | not, don't think it will make much difference based on other connections.  | 10/25/2023 11:25 AM |
| 49 | NONE. YOUR SERVICE IS INTRUSIVE AND A COST TO TAX PAYERS.  | 10/25/2023 11:23 AM |
| 50 | My commute is the #144 to the City Line. Higher frequency of City Line would lessen the time disparity between driving and bussing--I would ride more.   | 10/25/2023 10:54 AM |
| 51 | City line frequency increases the ease of waiting. It'll be here in no time at all, so you don't need to look at a schedule. Adding nights and weekends helps parking concerns for events at the Arena, Podium, theater and stadium. But it will need a lot of marketing to make it stick.   | 10/25/2023 10:53 AM |
| 52 | The faster I can get places, the better  | 10/25/2023 10:48 AM |
| 53 | More flexibility in commuting because easier to make other bus transfers.  | 10/25/2023 10:43 AM |
| 54 | Lots of College Students use that.   | 10/25/2023 10:43 AM |
| 55 | would like to see the bus come out to Hatch and 395  | 10/25/2023 10:21 AM |
| 56 | Most buses I see are rather empty, I think the increases will cause traffic issues. Adding extra time for the Spokane One Stadium, the Podium, the Arena and Civic Theater will help because parking was not thought out when planning to add all the complexes.   | 10/25/2023 9:51 AM  |
| 57 | Do what you promised.  | 10/25/2023 8:34 AM  |
| 58 | Because after the show at the arena.   | 10/24/2023 11:59 PM |
| 59 | Route 1 City Line being able to run every 7.5 minutes will help increase my travel and to arrive at my destinations at different desired times with no worry or rush. Route 11 Arena/Downtown Shuttle will help to have service for many later events happening at the arena or any of the nearby venues at quicker 20-minute intervals. It will also help with going to many different kinds of events without the worry of transportation or having to leave earlier to catch buses. | 10/24/2023 5:39 PM  |
| 60 | I use it for various places and trips and times  | 10/24/2023 5:17 PM  |
| 61 | Currently the city line causes my commute to be 15-20 minutes longer than before its implementation. And I work at SCC.  | 10/23/2023 3:30 PM  |
| 62 | It would be easier for people to avoid having to fight for parking at the Arena, since the parking has been cut in half and people can't park on Joe Albi Way anymore, like they were able to before One Spokane Stadium was built.  | 10/23/2023 2:53 PM  |
| 63 | Upgrade Cityline to 1 am is not safe since Not able to transfer other routes. I would suggest wait a good timing to upgrade some routes 24 hours service with the Cityline to service Amtrak /Late flight passengers and Airport employee  | 10/23/2023 9:49 AM  |
| 64 | Increased frequency and span of service are important to me.   | 10/20/2023 2:12 PM  |
| 65 | I could care less about your city line or your useless 11 route. As I was told by one of your planner's. "There are playoff routes that people can get to all they have to do I walk."   | 10/19/2023 11:42 PM |
| 66 | Prevent drunk drivers and provide support for pedestrian safety.   | 10/19/2023 8:49 AM  |
| 67 | Both would be great. Frequency and length of service will be ultimately more attractive for residents. Night and Weekends will promote more Nightlife activity and safe modes of transportation for people that may be intoxicated or don't want to spend that extra time to find parking.   | 10/18/2023 5:01 PM  |
| 68 | Increase reliance and use of flagship service  | 10/17/2023 8:20 PM  |

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|    |   |                     |
|----|---|---------------------|
| 69 | Too much service on a new route when other routes that have been operating for years need it more.  | 10/17/2023 9:04 AM  |
| 70 | As a wheelchair user, it would be nice to catch the 11 to get a little closer to the arena than Boone and Washington.   | 10/17/2023 5:55 AM  |
| 71 | None, the buses are never full. Not enough riders to make changes.  | 10/15/2023 8:17 AM  |
| 72 | That would be great during hockey season  | 10/12/2023 6:20 PM  |
| 73 | More busses later is better.  | 10/12/2023 3:27 PM  |
| 74 | I would love to attend more events downtown so with more service added, I could easily make it to those events and save less money on an Uber/Lyft.   | 10/11/2023 10:27 AM |
| 75 | I think the 1 service is enough right now. If No connection to other routes is will be a problem. Why don't you try to make other routes last departure leave on 12:05pm instead to see how works.  | 10/10/2023 10:40 AM |
| 76 | Increased frequency will make it easier to move quickly through city center without too much planning. Even at 15 mins, if I miss a bus, it would just make more sense to keep walking instead of waiting.                                  | 10/10/2023 10:22 AM |
| 77 | Riding to events, sweet!  | 10/10/2023 8:56 AM  |
| 78 | Would be nice not having to pay for parking and fighting traffic after events. Wished the 11 served more destinations in the evenings and weekends, would be nice to not have to walk to Main & Howard if we wanted to eat before an event. | 10/10/2023 8:37 AM  |

### Q3 After reviewing the proposed revisions to the North Bank/Downtown Spokane, how do you think the proposed bus network will impact where you are able to go by bus?

Answered: 115 Skipped: 221

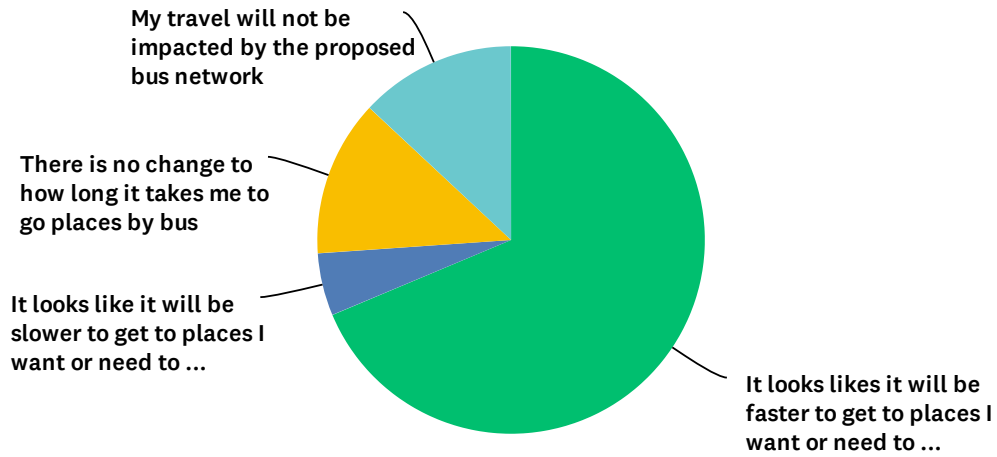


| ANSWER CHOICES   | RESPONSES |            |
|--|-----------|------------|
| I will be able to go to more places I want and need to by bus                      | 62.61%    | 72         |
| I will be able to go to fewer places I want and need to by bus                     | 2.61%     | 3          |
| The proposed bus network will not change the number of places I could go to by bus | 15.65%    | 18         |
| My travel will not be impacted by the proposed bus network                         | 19.13%    | 22         |
| <b>TOTAL</b>   |           | <b>115</b> |



## Q4 After reviewing the proposed revisions to the North Bank/Downtown Spokane, how do you think the proposed bus network will impact how long it takes you to get places by bus?

Answered: 115 Skipped: 221



| ANSWER CHOICES   | RESPONSES |            |
|--|-----------|------------|
| It looks likes it will be faster to get to places I want or need to go to by bus | 68.70%    | 79         |
| It looks like it will be slower to get to places I want or need to go to by bus  | 5.22%     | 6          |
| There is no change to how long it takes me to go places by bus                   | 13.04%    | 15         |
| My travel will not be impacted by the proposed bus network                       | 13.04%    | 15         |
| <b>TOTAL</b>   |           | <b>115</b> |

## Q5 After reviewing the proposed revisions to the North Bank/Downtown Spokane, rate your overall approval of the proposed Fixed Route network in the North Bank and Downtown Spokane for 2024.

Answered: 100 Skipped: 236

**4**   
average rating



|   | 1          | 2          | 3            | 4            | 5            | TOTAL | WEIGHTED AVERAGE |
|---|------------|------------|--------------|--------------|--------------|-------|------------------|
| ☆ | 6.00%<br>6 | 3.00%<br>3 | 17.00%<br>17 | 27.00%<br>27 | 47.00%<br>47 | 100   | 4.06             |

| # | PLEASE EXPLAIN, NOTING ANY CHANGES TO SPECIFIC ROUTES THAT IMPACT YOUR RATING.  | DATE                |
|---|---|---------------------|
| 1 | I am excited about the increased frequency, however, am also very concerned about the impact of even more 60' coaches going around the narrow and crowded streets (largely due to parked cars) in Brown's Addition and around CDA park. I have some safety concerns. One concern is when the coach is turning at the intersection of Pacific and Spruce Street. There is a bottleneck there so with more service, there will be buses maneuvering that corner when another bus is doing the same, and it is going to cause a collision. (perhaps buses heading to CDA park can continue on Pacific and turn left at Poplar ST and then Left on 2nd and then continue). The other concern is when buses are traveling on 2nd between Chestnut and Cannon ST. This is very narrow for the coach and with oncoming traffic along with parked cars on either side of Second St, then with the left turn onto Cannon (a difficult maneuver for large coaches). This is an accident waiting to happen, especially during inclement weather. This part of Second ST should be either a one-way street or there should be no parking on the right side of Second to make more room for the large buses. Clearly these or similar changes need to be made to make this safer for the increase in the number of large buses along with other traffic and pedestrian traffic. For safety reasons, please don't wait until there is a vehicle accident or worse yet, an accident with a pedestrian! This would be tragic for all parties involved. I highly recommend STA and the City of Spokane review these safety concerns and then work together to make changes prior to adding additional frequency of service to this route! This is a very high traffic area and with it getting dark by 4:30 PM and with upcoming planned increased service even until 1:00 AM, something needs to be done to make this safer for our community, and not so difficult to maneuver for the coach operators who are often working very long hours under all weather conditions. | 11/17/2023 1:18 PM  |
| 2 | Greater 1 line frequency and expanded hours will be a huge help. This is the best route to go downtown from my neighborhood.  | 11/15/2023 7:40 PM  |
| 3 | Spokane transit has excellent service   | 11/14/2023 2:39 PM  |
| 4 | The proposal for increased frequency and later service makes transit more accessible, especially on nights and weekends. Thank you!   | 11/14/2023 1:02 PM  |
| 5 | Would be better if city line had some tricks to no get stuck in traffic baked in  | 11/14/2023 9:25 AM  |
| 6 | I am unsure   | 11/13/2023 10:05 PM |
| 7 | The expanded coverage on weekends/Sunday particularly is needed across the board  | 11/13/2023 7:21 PM  |

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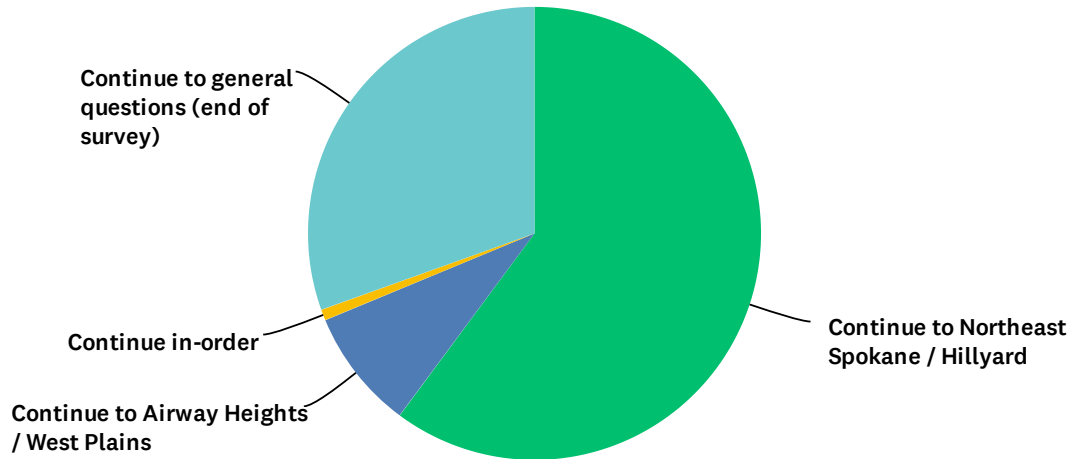
|    |   |                     |
|----|---|---------------------|
| 8  | Why are you going to 7.5 minute on city line? Seems very unnecessary, current 15 minute service seems pushing it. It's never busy on the city line  | 11/13/2023 3:16 PM  |
| 9  | One strong safety recommendation: with more 60' buses going through brown's addition and around CDA park, there are places where it is very tight, for the 60' coaches, due to parked cars around some stations on Pacific. No parking signs should be installed around stations. Also the turn onto Sprague from Pacific, in both directions is very tight when 2 coaches are approaching and passing each other there. Buses going towards CDA park should go around the next block allowing buses heading towards downtown to safely make the turn onto Pacific. Finally, for buses heading to Canon and 4th, the final stretch of 2nd, before the right turn onto Canon should be either one way, or made it is no parking on the right side of the street. This will make it safer for coaches and other vehicles. Currently it is unsafe with parking on both sides along with vehicles traveling in both directions. | 11/13/2023 10:32 AM |
| 10 | Typically major changes such as these, despite looking acceptable on paper and in the very limited verification process- it will cause for tardiness.   | 11/13/2023 9:27 AM  |
| 11 | NA  | 11/13/2023 8:48 AM  |
| 12 | Still not practical to use the bus to get to work.  | 11/11/2023 11:44 PM |
| 13 | Good for economy.   | 11/9/2023 4:06 PM   |
| 14 | Increased times.  | 11/8/2023 6:34 PM   |
| 15 | Not sure what is changing, other than frequency (can't tell from the map), but improved frequency is good.  | 11/8/2023 2:46 PM   |
| 16 | more frequency  | 11/6/2023 5:40 PM   |
| 17 | I would love to have the bus run later so that I may use it for entertainment such as movies and activities   | 11/2/2023 2:01 PM   |
| 18 | I'm just rooting for others.  | 11/2/2023 1:48 PM   |
| 19 | Adding weekends gives it a 5 star for me.   | 11/2/2023 1:40 PM   |
| 20 | I don't know what routes this impacts. Need more information. Where will City Line end now?   | 11/1/2023 9:06 PM   |
| 21 | I think this would be the best decision made  | 11/1/2023 5:11 PM   |
| 22 | Bus service available later   | 11/1/2023 10:06 AM  |
| 23 | No change   | 10/31/2023 12:45 PM |
| 24 | I think it will be a good change  | 10/28/2023 8:07 AM  |
| 25 | 1 City line   | 10/27/2023 1:39 PM  |
| 26 | I would love to see more direct access the the new stadium/podium/arena. Having Joe Albi Way be bus/pedestrian only would be awesome so we could get nearly to the gates right on the bus.  | 10/27/2023 12:24 PM |
| 27 | Nothing, all bad.   | 10/27/2023 9:43 AM  |
| 28 | City Line needs to provide constant transport before many commuters feel they can rely on it to get them to work on time.   | 10/26/2023 12:45 PM |
| 29 | Doesn't do enough for the public transportation issue for the arena, podium, one stadium area.  | 10/26/2023 7:35 AM  |
| 30 | no comment  | 10/26/2023 6:10 AM  |
| 31 | N/a   | 10/25/2023 11:11 PM |
| 32 | I think connecting to the North Bank for events is a must. It allows me to not drive to downtown.   | 10/25/2023 7:52 PM  |
| 33 | I will be able to go more places on the bus in less time.   | 10/25/2023 1:40 PM  |
| 34 | Its a step, not a solution to all the needs.  | 10/25/2023 11:35 AM |
| 35 | Don't think it is worth it. I would rather see a higher frequency on route 28, at least morning and evening.  | 10/25/2023 11:25 AM |

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|    |  |                     |
|----|--|---------------------|
| 36 | ZERO STARS. STOP YOUR LAND GRAB OF THE TRAFFIC LANES.  | 10/25/2023 11:23 AM |
| 37 | These routes do not impact my travel   | 10/25/2023 11:01 AM |
| 38 | I think the buses will be empty and it is a waste of time and resources.   | 10/25/2023 9:51 AM  |
| 39 | All items seem to actually deliver what you promised. 10/10  | 10/25/2023 8:34 AM  |
| 40 | Nothing needs changing   | 10/24/2023 11:59 PM |
| 41 | Having Route 1 City Line run every 7.5 minutes will be amazing to reach destinations at convenient times without having to wait as long. Route 11 frequency and night extension will help to go to different events at the arena and surrounding venues without the worry of needing to leave earlier to be able to catch buses. | 10/24/2023 5:39 PM  |
| 42 | I will be happy to see more frequent service on route 1.   | 10/23/2023 5:08 PM  |
| 43 | Still not convinced that the increased frequency will extend to early morning which is when I go to work.  | 10/23/2023 3:30 PM  |
| 44 | Before do a upgrade, why don't you extend service for other routes to 12:05am or 1:05am (next day) instead of 11:20 pm to match Cityline schedule. I would suggest Sunday service need to find the time for all buses leave the Plaza at the same time like Monday to Saturday   | 10/23/2023 9:49 AM  |
| 45 | You suck at listening to the public and what the needs are.  | 10/19/2023 11:42 PM |
| 46 | Changes to the downtown shuttle will make it easier for people wanting to go to the arena to have more options of travel so that traffic will be dispersed and possibly, reduced slightly.   | 10/19/2023 8:49 AM  |
| 47 | I don't use the bus. Closest stop is 10 blocks away  | 10/19/2023 5:57 AM  |
| 48 | Both are underwhelming. I am not sure many people will ride the 11 on weekends.  | 10/17/2023 9:04 AM  |
| 49 | With this shuttle is the question is why   | 10/12/2023 6:20 PM  |
| 50 | Connection problem.  | 10/10/2023 10:40 AM |

## Q6 Continue to Northeast Spokane / Hillyard, Airway Heights / West Plains, or continue to general questions (end of survey)?

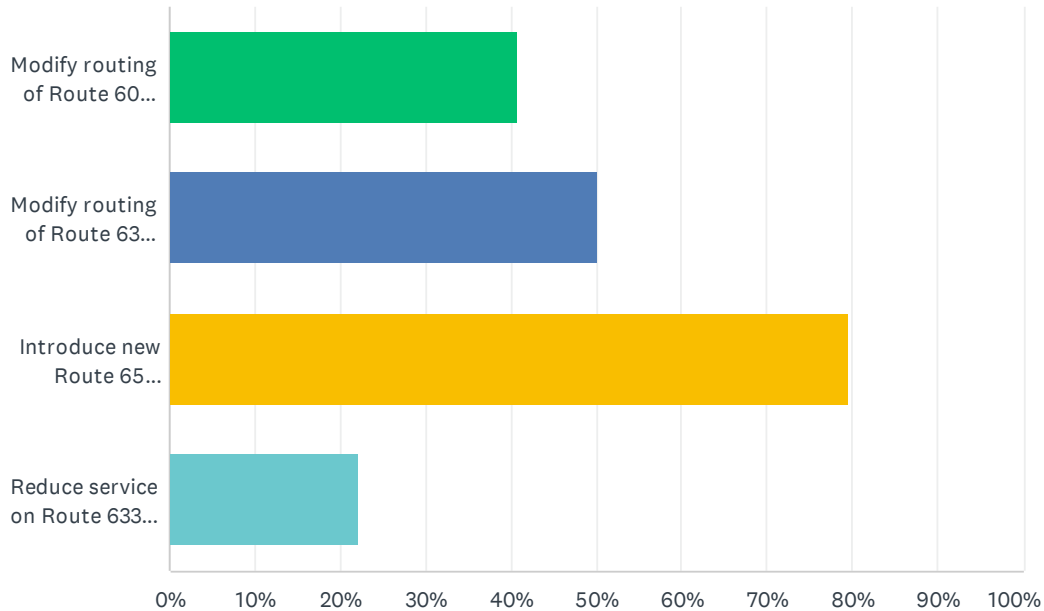
Answered: 128 Skipped: 208



| ANSWER CHOICES                                | RESPONSES |            |
|---|-----------|------------|
| Continue to Northeast Spokane / Hillyard      | 60.16%    | 77         |
| Continue to Airway Heights / West Plains      | 8.59%     | 11         |
| Continue in-order                             | 0.78%     | 1          |
| Continue to general questions (end of survey) | 30.47%    | 39         |
| <b>TOTAL</b>                                  |           | <b>128</b> |

## Q7 What proposed new routes or changes to routes are you looking forward to? Check all the apply.

Answered: 54 Skipped: 282



| ANSWER CHOICES  | RESPONSES |
|---|-----------|
| Modify routing of Route 60 Airport to operate on Flint Rd instead of Airport Dr   | 40.74% 22 |
| Modify routing of Route 63 Geiger to operate between the West Plains Transit Center and Spokane International Airport and increase frequency to 30 minutes, matching Route 60 Airport (Route 63 will no longer connect to Airway Heights) | 50.00% 27 |
| Introduce new Route 65 Hayford, operating between Airway Heights and the West Plains Transit Center via Hayford Rd  | 79.63% 43 |
| Reduce service on Route 633 Geiger Shuttle to operate only on weekends (covered by new Route 63 Geiger)   | 22.22% 12 |
| Total Respondents: 54   |           |

| # | WHY?  | DATE                |
|---|---|---------------------|
| 1 | I don't go out to those areas much at all, but I hope it helps the people that go out there regularly.  | 11/13/2023 10:11 PM |
| 2 | Seems like it will be easier to get to and from airway heights from the WPTC  | 11/13/2023 6:35 PM  |
| 3 | Seems like these make more sense than the current set u   | 11/13/2023 3:13 PM  |
| 4 | Currently for work, I take the 61 to the Walmart in Airway Heights, but then have to walk a mile down Hayford to get to work. I am not the only one that does this. There are already no sidewalks on Hayford to keep us safe. If the 65 bus was to make a stop on Hayford (At DAA Auction) it would be VERY helpful! Not just for me, but for the many or us that ride the bus there and home. | 11/10/2023 10:28 AM |
| 5 | Increases hayford corridor service.   | 11/9/2023 4:13 PM   |
| 6 | LIVE CLOSE TO WPTC AND WORK AT AIRWAY HEIGHTS CORRECTIONS. NEW ROUTE WILL PROVIDE OPTIONS NOT PREV. AVAILABLE,  | 11/9/2023 2:41 PM   |

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|    |  |                     |
|----|--|---------------------|
| 7  | the 63 being more frequent would better serve transit in the area but making it not go along airway hieghts eliminates stops that people need. recently they took out the west bound stop at us2 and hayford and while the stop isnt in the best place there are far more dangerous stops on sta routes, and considering the place stop is at has a high traffic of people society doesnt look best on it makes me sceptical of these discussions made and whether they would actually service the community and the people who need public transit cause its their only option or something that would make the area more palletable to visitors. also eliminating 60's route toward thw airport makes it so that it nesiciates a transfer which wpupd actually make it confusing towards people not from here. | 11/2/2023 9:44 AM   |
| 8  | I'm concerned about the change for 63.. will it still run down the road that has the Main Post Office?? I forrget the street, but there is the post office and a coffee shop ride kiddie corner from each other. That's the only stop I have to get to a friend's house out there. ( Have to cross freeway, but that's still closest stop)   | 11/1/2023 9:27 PM   |
| 9  | Better options   | 11/1/2023 5:15 PM   |
| 10 | I'm more interested in getting services on Hwy 2 near Garfield Road. There are multiple new businesses in that area and being built right now. We will need transit services to accommodate the increase in employees and customers in that area. Right now no bus service is available in that area and it is a major hinderance to hiring new employees. Looks like the Rt 61 version could easily be modified to head back down Hwy 2.  | 11/1/2023 9:41 AM   |
| 11 | Hopefully, there will be a bus stop closer to my work, so I do not have to walk 20-30 mins (depending on the weather) to the nearest stop.   | 10/31/2023 5:26 PM  |
| 12 | I work very closely to Garfield Rd and it doesn't feel very accessible if I don't have access to my car. There is also the new Yokes Grocery that is going super close to Garfield Rd which will make it easier to get groceries too!  | 10/31/2023 1:19 PM  |
| 13 | Stopping at Garfield would be nice with Yokes moving   | 10/31/2023 12:53 PM |
| 14 | This is close to where I work, but it does not extend all the way to Garfield Rd.  | 10/31/2023 11:11 AM |
| 15 | This route is the closet to my work.   | 10/31/2023 11:03 AM |
| 16 | Seems like these route will make it easier to get between Cheney and Amazon and Airway Heights.  | 10/29/2023 6:50 PM  |
| 17 | Looks like you are trying to have a way for Cheney and Medical Lake a way to get to the airport by the route idea for route 63 going to the airport with route 60 still doing the airport.   | 10/28/2023 2:31 PM  |
| 18 | We Need the 74 Mirabeau point Park ride bus route runs on weekends   | 10/28/2023 8:05 AM  |
| 19 | work   | 10/26/2023 9:27 AM  |
| 20 | Makes airport trips easier to plan for weekdays  | 10/26/2023 7:32 AM  |
| 21 | I think this is a great idea   | 10/25/2023 11:36 PM |
| 22 | I like the direct connection of the transit center to Airway Heights.  | 10/25/2023 8:02 PM  |
| 23 | Please remember a lot of people who get off work at the airport use the bus so leaving at the top of the hour in the evening would be great the 60 airport   | 10/25/2023 7:47 PM  |
| 24 | Opportunity to increase service in core part of Airway Heights   | 10/25/2023 3:47 PM  |
| 25 | All Great proposals to cover the Airway Height/Airport and Geiger area where there is a lot of needed travel between these locations   | 10/25/2023 1:07 PM  |
| 26 | The bus should go to AHCC and Amazon, these are the two biggest area jobs out here other than the Airforce base.   | 10/25/2023 11:13 AM |
| 27 | This makes logical sense   | 10/25/2023 10:17 AM |
| 28 | My bus ride to work (Selkirk Pharma) will be easier! Right now I have to ride the 6 to the west plains and transfer or walk from route 61. I don't like using route 61, too many low life's on it. Route 60 providing a direct shot from downtown to my work sounds amazing!   | 10/25/2023 8:41 AM  |
| 29 | I am happy about 63 will serve Airport terminal and don't have to transfer 60 in Downtown Spokane.   | 10/23/2023 9:02 AM  |

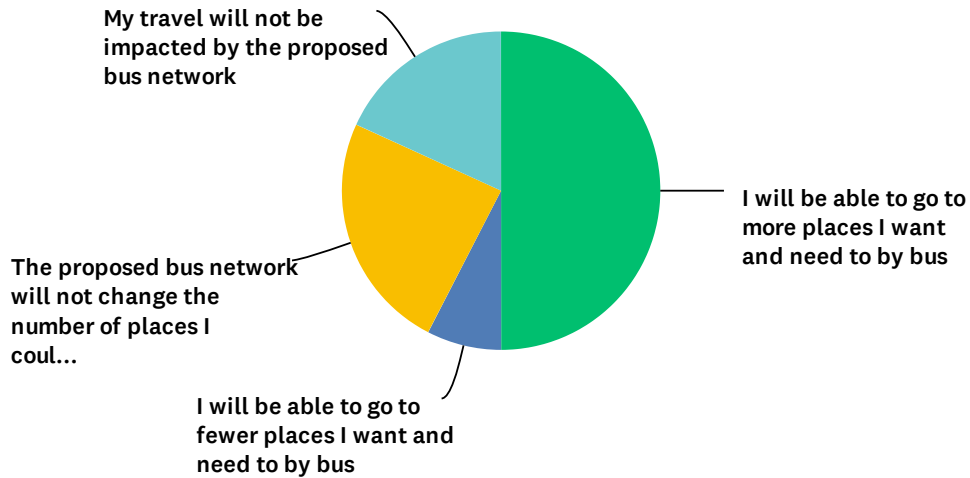
## 2024 Revisions - Preliminary Proposal

|    |  |                     |
|----|--|---------------------|
| 30 | Really why do you need other bus going to the casinos. What about all of the new housing that is being built around Airway Heights.  | 10/19/2023 11:53 PM |
| 31 | I like route 63 now covering Geiger Blvd with 30 minute frequency and offering direct service to Airport Terminal I like Route 65 now serving with a more direct routing to Airway Heights and covering more areas in Airway Heights including Casino's. I would hope one day this route will have higher frequency. | 10/18/2023 12:50 PM |
| 32 | Two 30 minute routes to SIA? Seems overkill.   | 10/17/2023 9:14 AM  |
| 33 | I think Cancel 633 and put the extra bus to 60/63 to keeping the frequent service from Monday to Saturday would be the best. If 63 departure from Airport to West Plain TC start from 4:30am in Airport everyday will match USPS Spotted and Amazon shifts hours   | 10/10/2023 11:07 AM |
| 34 | Now the bus doesn't need to fap about at the airport, making Cheney to Airway Heights a much quicker experience.   | 10/10/2023 8:58 AM  |



## Q8 After reviewing the Airway Heights/West Plains map and proposed changes, how do you think the proposed bus network will impact where you are able to go by bus?

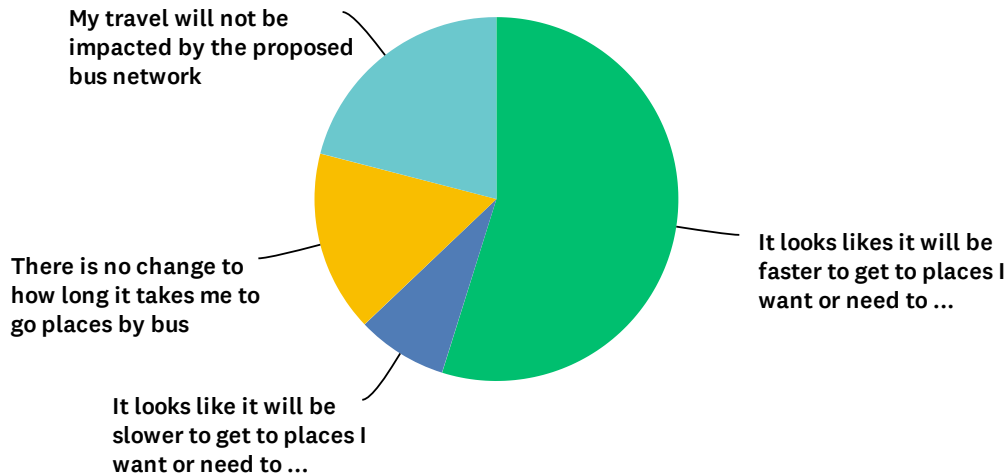
Answered: 66 Skipped: 270



| ANSWER CHOICES   | RESPONSES |           |
|--|-----------|-----------|
| I will be able to go to more places I want and need to by bus                      | 50.00%    | 33        |
| I will be able to go to fewer places I want and need to by bus                     | 7.58%     | 5         |
| The proposed bus network will not change the number of places I could go to by bus | 24.24%    | 16        |
| My travel will not be impacted by the proposed bus network                         | 18.18%    | 12        |
| <b>TOTAL</b>   |           | <b>66</b> |

## Q9 After reviewing the Airway Heights/West Plains map and proposed changes, how do you think the proposed bus network will impact how long it takes you to get places by bus?

Answered: 62 Skipped: 274



| ANSWER CHOICES   | RESPONSES |           |
|--|-----------|-----------|
| It looks likes it will be faster to get to places I want or need to go to by bus | 54.84%    | 34        |
| It looks like it will be slower to get to places I want or need to go to by bus  | 8.06%     | 5         |
| There is no change to how long it takes me to go places by bus                   | 16.13%    | 10        |
| My travel will not be impacted by the proposed bus network                       | 20.97%    | 13        |
| <b>TOTAL</b>   |           | <b>62</b> |

## Q10 After reviewing the Airway Heights/West Plains map and proposed changes, rate your overall approval of the proposed Fixed Route network in Airway Heights/West Plains for 2024.

Answered: 55 Skipped: 281

**4**   
average rating



|   | 1     | 2     | 3      | 4      | 5      | TOTAL | WEIGHTED AVERAGE |
|---|-------|-------|--------|--------|--------|-------|------------------|
| ☆ | 5.45% | 9.09% | 21.82% | 30.91% | 32.73% | 55    | 3.76             |
|   | 3     | 5     | 12     | 17     | 18     |       |                  |

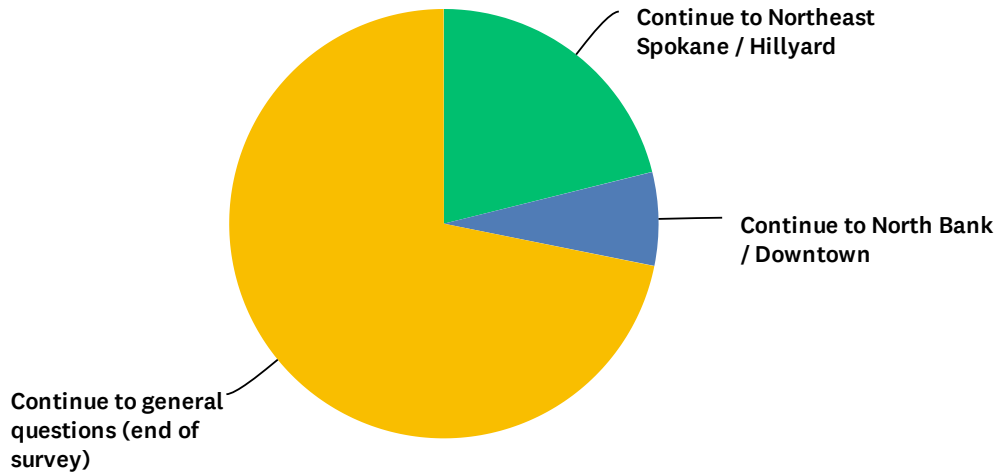
| #  | PLEASE EXPLAIN, NOTING ANY CHANGES TO SPECIFIC ROUTES THAT IMPACT YOUR RATING.   | DATE                |
|----|--|---------------------|
| 1  | No impact  | 11/15/2023 7:45 PM  |
| 2  | I am unsure  | 11/13/2023 10:11 PM |
| 3  | Change will not affect Route 61.   | 11/13/2023 6:18 PM  |
| 4  | Again, the only desire I have for this change, is adding a stop on Hayford, should that route begin. If that were to happen, the two stars (which is for coming up with a Hayford route) would become 5 stars.                                   | 11/10/2023 10:28 AM |
| 5  | 65   | 11/9/2023 4:13 PM   |
| 6  | PREVIOUSLY, TRAVELING BY BUS FROM WPTC TO THE PRISON (ROUTE 65) WOULD TAKE 2-3 TIMES AS LONG AS DRIVING BY CAR. NOW, IT COULD BE COMPARABLE AND SAVE CONSIDERABLE IN GAS AND AUTO EXPENSE.   | 11/9/2023 2:41 PM   |
| 7  | i will need to get transfer to get to yokes from Flightline @Geiger or literally anywhere my transite to work 1 and haldf hours deapitey desination being 15 minute car ride. However the increased freqency and service is wonderful so 3 stars | 11/2/2023 9:44 AM   |
| 8  | The Hayford one sounds interesting.  | 11/1/2023 9:27 PM   |
| 9  | I like to go out to airway heights every now and then  | 11/1/2023 5:15 PM   |
| 10 | The changes are not impacting the areas needed. We need transit services on Garfield and Hwy 2.  | 11/1/2023 9:41 AM   |
| 11 | The closer to Garfield the better.   | 10/31/2023 5:26 PM  |
| 12 | Several business come directly on Garfield Rd and it may be better to have a plan that come all the way down Garfield until Sunset Highway   | 10/31/2023 1:19 PM  |
| 13 | Yokes moving will be having an impact on this  | 10/31/2023 12:53 PM |
| 14 | It would be nice if route 65 could extend to Garfield Road, as this is where I work, and they will soon be building a new Yokes there as well.   | 10/31/2023 11:11 AM |
| 15 | All of the route go around airway heights. I live in spokane and would be more convient to have a stop near garfield and sunset highway. I still have to walk a bit of distance.   | 10/31/2023 11:03 AM |

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|    |   |                     |
|----|---|---------------------|
| 16 | With Yoke's moving to Garfield Rd location, you should alter routes 61 & 65 to come down Garfield Rd instead of through the residential neighborhood. This would serve many more business locations.  | 10/31/2023 10:33 AM |
| 17 | Would be better if the routes ran later to help accomodate the night shifts at Amazon.  | 10/29/2023 6:50 PM  |
| 18 | The Express bus route we need them on weekends 173 VTC Express ever hour and the 74 Mirabeau point Park ride to liberty lake park ride every hour   | 10/28/2023 8:05 AM  |
| 19 | Decent. Would love to see increased frequency and hours of the 60. With only 30 minute service, it's not enough to rely on for getting to or coming back from the airport. Would love to see 10-15 minutes frequency on the 60 with HPT stations at the airport to really welcome people to Spokane Tranist. Currently, the airport shuttle stops are nicer than the STA stops.                                   | 10/27/2023 12:30 PM |
| 20 | N/a   | 10/25/2023 11:36 PM |
| 21 | I like the better connectivity the proposal creates.  | 10/25/2023 8:02 PM  |
| 22 | These modifications are good  | 10/25/2023 10:17 AM |
| 23 | Please do this!   | 10/25/2023 8:41 AM  |
| 24 | My main concern with route 63 and 66 changing is whether this will affect my connection with route 6. I take the bus from downtown to get to the Amazon warehouse. I would like to see weekend service at 4:55AM, just like the weekday service. Since amazon operates the same schedule 7 days a week. It would also be nice to see 11:00PM and 11:30PM service to the warehouse for people working half shifts. | 10/23/2023 5:13 PM  |
| 25 | Connection problem. I hope the last 60 (11:05pm weekday) will continue to 63 after arrive Airport to make riders able to connect the last 6 to Cheney (11:40pm). Meanwhile, I hope you will bring back 64 West Plains TC only (2021 before) from Cheney continue to the earliest 63 (4:55am serve Amazon to Downtown) before the 6-start service since Sunday earliest 633>6 Cheney work very well                | 10/23/2023 9:02 AM  |
| 26 | Better frequencies are needed in West Plains  | 10/20/2023 2:23 PM  |
| 27 | Both route 63 and 65 will help trem   | 10/18/2023 12:50 PM |
| 28 | Interesting ideas. But are there still 3 cars parking at West Plains Transit Center?  | 10/17/2023 9:14 AM  |
| 29 | I would like to see a route from Cheney straight to WSU without stopping at Downtown or West Plains   | 10/10/2023 10:58 AM |

## Q11 Continue to Northeast Spokane / Hillyard, or continue to general questions (end of survey)?

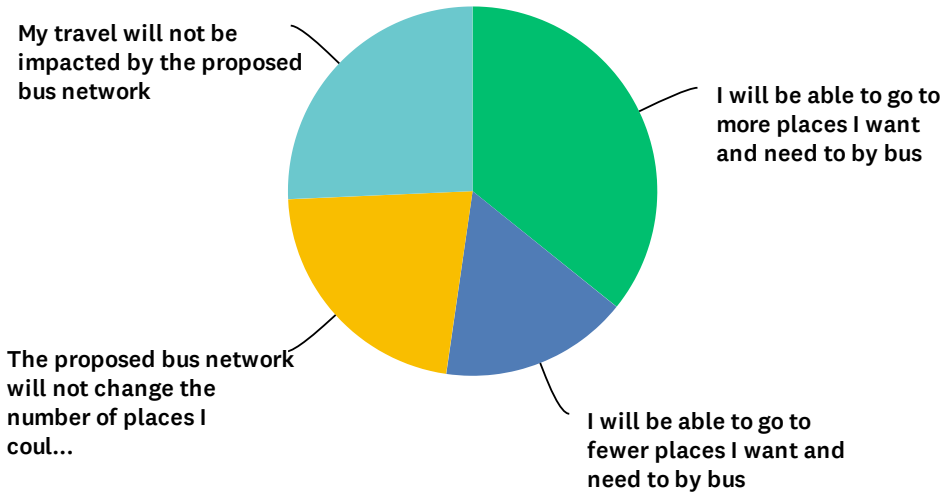
Answered: 71 Skipped: 265



| ANSWER CHOICES                                | RESPONSES |           |
|---|-----------|-----------|
| Continue to Northeast Spokane / Hillyard      | 21.13%    | 15        |
| Continue to North Bank / Downtown             | 7.04%     | 5         |
| Continue to general questions (end of survey) | 71.83%    | 51        |
| <b>TOTAL</b>                                  |           | <b>71</b> |

## Q12 After reviewing the proposed revisions to the Northeast Spokane / Hillyard, how do you think the proposed bus network will impact where you are able to go by bus?

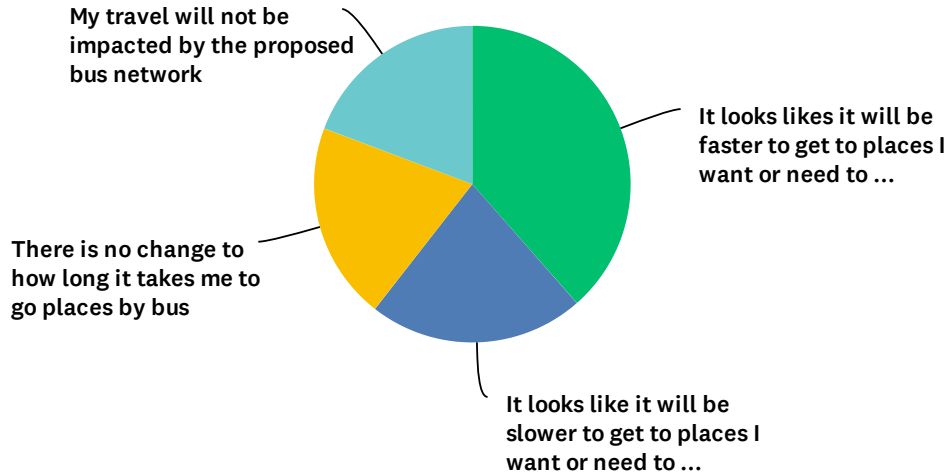
Answered: 109 Skipped: 227



| ANSWER CHOICES   | RESPONSES |            |
|--|-----------|------------|
| I will be able to go to more places I want and need to by bus                      | 35.78%    | 39         |
| I will be able to go to fewer places I want and need to by bus                     | 16.51%    | 18         |
| The proposed bus network will not change the number of places I could go to by bus | 22.02%    | 24         |
| My travel will not be impacted by the proposed bus network                         | 25.69%    | 28         |
| <b>TOTAL</b>   |           | <b>109</b> |

### Q13 After reviewing the proposed revisions to the Northeast Spokane / Hillyard, how do you think the proposed bus network will impact how long it takes you to get places by bus?

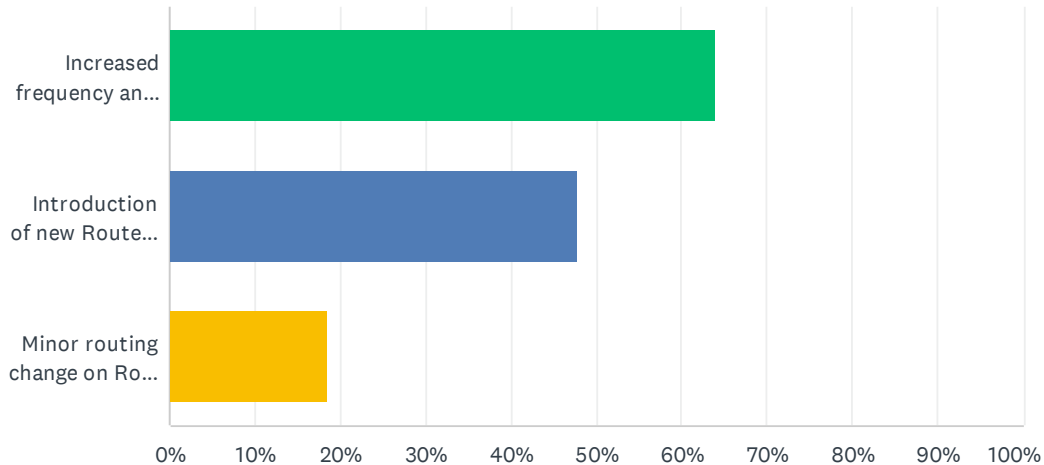
Answered: 109 Skipped: 227



| ANSWER CHOICES   | RESPONSES |            |
|--|-----------|------------|
| It looks likes it will be faster to get to places I want or need to go to by bus | 38.53%    | 42         |
| It looks like it will be slower to get to places I want or need to go to by bus  | 22.02%    | 24         |
| There is no change to how long it takes me to go places by bus                   | 20.18%    | 22         |
| My travel will not be impacted by the proposed bus network                       | 19.27%    | 21         |
| <b>TOTAL</b>   |           | <b>109</b> |

## Q14 What proposed new routes or changes to routes are you looking forward to? Check all the apply.

Answered: 86 Skipped: 250



| ANSWER CHOICES   | RESPONSES |
|--|-----------|
| Increased frequency and span on Route 27 Crestline to 15 minutes at weekday peaks  | 63.95% 55 |
| Introduction of new Route 92 Upriver / Argonne between Millwood and the Hillyard Community Campus (discontinue Route 39 Minnehaha) | 47.67% 41 |
| Minor routing change on Route 94 East Central / Millwood to interline with new Route 92 Upriver / Argonne                          | 18.60% 16 |
| Total Respondents: 86  |           |

| # | WHY?   | DATE                |
|---|--|---------------------|
| 1 | I live and work along Rte 27. The morning bus is standing room only by the time we reach Francis bound for downtown. Many Rogers students take that bus.   | 11/19/2023 5:54 AM  |
| 2 | At least i can maybe make it downtown faster   | 11/17/2023 2:33 PM  |
| 3 | Don't mess with route 26 Lidgerwood, I live at Lilac Plaza and rely heavily on that bus, so do many other older people.  | 11/16/2023 4:24 PM  |
| 4 | Possible stops at Boulder Beach rec area will be welcome. I enjoy visiting the beach and riding my bike.in the area  | 11/15/2023 7:45 PM  |
| 5 | My friends house is very close to where 94 is proposed being discontinued, so it would make getting to his place more inconvenient (and I may not get at all)  | 11/14/2023 9:28 AM  |
| 6 | None of the proposed route changes will help me as I commute from spokane valley using the 173, then transfer to the 26 downtown and get off at Lyons and addison at the Lighthouse. If the 26 does not continue downtown, it will slow my commute significantly | 11/14/2023 7:07 AM  |
| 7 | It looks like more frequency of bus times if I want to take those routes.  | 11/13/2023 10:07 PM |
| 8 | Makes no since to remove the 39 to minihaha when it's already a 2 1/2 mile walk for people. Should have moved the 39 closer 😞  | 11/13/2023 10:00 PM |
| 9 | On a normal day that I would miss the 39 bus from the 32 bus, I would end up having to walk 2 miles home.  | 11/13/2023 9:05 PM  |



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|    |  |                     |
|----|--|---------------------|
| 10 | 27 is a big route and serves a lot of people. Similar to 26, which you are planning to destroy.  | 11/13/2023 6:40 PM  |
| 11 | I've been waiting for a route on upriver drive for years!!! I can finally commute almost door to door now via STA if the 92 is introduced  | 11/13/2023 3:18 PM  |
| 12 | Due to the fact that there will be increased frequency, that means I will hopefully be able to get where I need to be on relative time- assuming that the drivers are not lolly-gagging.   | 11/13/2023 9:27 AM  |
| 13 | Upriver Drive has no easy access to the bus system without a substantial distance to walk yet not all folks in the residential housing area have cars or access to personal transportation.  | 11/13/2023 9:09 AM  |
| 14 | The apartments where Upriver and Buckeye meet desperately need bus service.  | 11/13/2023 8:33 AM  |
| 15 | N/a  | 11/12/2023 4:22 PM  |
| 16 | I have to drive 2 miles from my apartment on Argonne currently to park at the Safeway and take the bus. The 92 will make it closer to get to a bus by about a mile, and will meet up with a lot of other routes I take.  | 11/10/2023 10:19 AM |
| 17 | It's a busy route so this will be better   | 11/10/2023 9:14 AM  |
| 18 | Better interconnectedness.   | 11/9/2023 4:09 PM   |
| 19 | Increased times.   | 11/8/2023 6:36 PM   |
| 20 | More frequent buses help, especially when connections are missed due to arriving bus being late.   | 11/8/2023 2:46 PM   |
| 21 | I will not need to walk as far to catch a bus. I will have 3 route options to get to SFCC instead of 2. I can use the bus to get to John Shields park. I can connect to route 36 with only one transfer.   | 11/8/2023 7:41 AM   |
| 22 | Have relatives and stores I travel to in these areas.  | 11/6/2023 11:02 AM  |
| 23 | I use the 27 to get to work. This will get me to work and back home faster.  | 11/3/2023 5:09 PM   |
| 24 | If 27 was every 15 mins my life would improve greatly! I usually walk b/c i can't wait 25 mins for the next bus.   | 11/2/2023 1:42 PM   |
| 25 | Plz don't mess up the 94!! Minor stuff ok. Honestly, I'd really like for you to change the 27 back to the way it was... Thru Hillyard. You should have made the 36 the Crestline... Both run on Crestline for awhile... Just keep 36 running up it, and have 27 turn LIKE IT USED TO, and go to the Community Center!!!! You all messed up my bus to my doctor, and dental! Now, from downtown, I have to take 2 buses, or walk 5 blocks and FREEZE or burn up in summer. Could you guys plz ride the buses before you mess them up??? There at the Community Center there is clinic, dentists, wic, snap, library across street, farmers market, senior center, Zumba, and many classes and events. Do you just assume people live near who go there??? Most people who go to the clinic and dental, don't live there. They ride the bus there. | 11/1/2023 9:17 PM   |
| 26 | I think it would be better moving forward  | 11/1/2023 5:13 PM   |
| 27 | its more densley populated with more places to go. Having a bus route on Upriver drive is worthless as there is nothing between hamilton and argonne on upriver dr   | 11/1/2023 3:54 PM   |
| 28 | I ride that bus fairly often and always seem to be waiting a while at the stop.  | 11/1/2023 12:32 PM  |
| 29 | Easier access to be able to get around where needed in a consistent and reliable amount of time.   | 11/1/2023 11:21 AM  |
| 30 | Unserved area near my home and recreation  | 11/1/2023 10:24 AM  |
| 31 | waiting 30 min for a bus in the winter is horrible, faster travel time for work  | 10/31/2023 10:10 PM |
| 32 | Couple of great stores in that area  | 10/31/2023 10:56 AM |
| 33 | Always look forward to increased frequency.  | 10/30/2023 8:22 PM  |
| 34 | None, the changes to Route 39 regardless of which one result in people who live in the Minnehaha neighborhood being cut-off from where they work, receive healthcare, and access other community based resources. It negatively and disproportionately affects our residents who by and large are low income and physically and/or developmentally disabled.   | 10/30/2023 3:42 PM  |

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|    |  |                     |
|----|--|---------------------|
| 35 | Makes it easier to go to Spokane Valley from North Spokane.  | 10/30/2023 6:49 AM  |
| 36 | More frequent buses are always a good thing for riders. It's exhausting when your buses miss by one minute and you have to wait downtown for 59 minutes with nowhere to sit because the five chairs in the plaza are taken by people who want to ask if you have a dollar for the bus. Please stop ruining the 94 as it's already my worst connection bus. | 10/30/2023 6:22 AM  |
| 37 | These ideas will help those who use these current or new routes for this area.   | 10/28/2023 2:14 PM  |
| 38 | That would be a great route for bus  | 10/28/2023 8:10 AM  |
| 39 | i primarily use route 39   | 10/27/2023 2:10 PM  |
| 40 | All increased frequency are greatly welcomed! The less I have to look at the schedule the less of a hassel taking the bus feels.   | 10/27/2023 12:26 PM |
| 41 | 60 minute Route 94 early frequency to 60 minutes weekday   | 10/27/2023 11:47 AM |
| 42 | Very much needed!  | 10/26/2023 1:19 PM  |
| 43 | do not discontinue minnehaha route, with the NS corridor cutting off this community, its vital there are routes moving to the other side.  | 10/26/2023 6:13 AM  |
| 44 | I think Route 92 is a good route because currently there is not a route north of liberty on Argonne Rd and this would serve boulder beach  | 10/25/2023 11:37 PM |
| 45 | Able to access Spokane Valley and Millwood without needing to travel downtown or to SCC.   | 10/25/2023 9:32 PM  |
| 46 | It would be nice to see more connection to the valley outside of downtown.   | 10/25/2023 7:55 PM  |
| 47 | Sometime I need to get somewhere on the 27 sooner than later.  | 10/25/2023 7:20 PM  |
| 48 | Access to more areas and apartments/neighborhoods  | 10/25/2023 3:50 PM  |
| 49 | I live in the Mead area/HWY 2. It would be great if you extended or made a route from HWY 2 to intersect with 25 route/124 and Nevada route I would like to see a route that supports the Mead/Fairwood area. This population is growing rapidly   | 10/25/2023 1:07 PM  |
| 50 | None of them make it possible to use the bus to get to work and I work in this area.   | 10/25/2023 11:37 AM |
| 51 | NONE. GET YOUR BUSES OFF OF THE STREETS OR PROVIDE PULLOUTS THAT DO NOT DISTRACT REGULAR COMUTERS. DO NOT PROVIDE FREE OR REDUCED PASSES. MAKE THE USERS PAY FOR THE SERVICE.  | 10/25/2023 11:26 AM |
| 52 | Why are you discontinuing Route 39 Minnehaha?  | 10/25/2023 11:14 AM |
| 53 | Commute 2 days a week from Minnehaha to Pines Rd and Indiana, looks like 92 will give a more direct path there instead of needing to first go downtown and catch an express route.   | 10/25/2023 10:52 AM |
| 54 | I will no longer be able to get to work if you do this. The last changes to this route made so kids can not get to school on time. I have to catch more busses ro get work added an hour both ways making me out of the house too much to be really home.  | 10/25/2023 10:23 AM |
| 55 | I think there are too many stops.  | 10/25/2023 10:17 AM |
| 56 | Deliver what you promised, what we all voted for in 2016.  | 10/25/2023 8:36 AM  |
| 57 | It will give me more opportunities to run errands in a single day then waiting a few days a week and work travel will be faster  | 10/25/2023 7:52 AM  |
| 58 | Having the ability to use the bus through Upriver/Argonne will allow for new destinations to be reached much closer.   | 10/24/2023 5:45 PM  |
| 59 | I need route 39 to get to East Frederick Avenue. I need route 26 to get to the end of the line behind Winco so I can walk to the gym on Holland Avenue.  | 10/24/2023 5:21 PM  |
| 60 | More frequency always helps, increasing frequency gives us more options.   | 10/23/2023 5:09 PM  |
| 61 | I currently live at Beau Rivage Apartments, which is approximately 2 miles from SCC, if I were to miss the 39 bus coming in from the Trent/Montgomery bus from the Valley. The new route would be between 1/2 and 1 mile away from the bus stop.   | 10/23/2023 3:01 PM  |
| 62 | 39 service area to small.  | 10/23/2023 9:17 AM  |

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|    |  |                     |
|----|--|---------------------|
| 63 | Increased frequencies are most important to me.  | 10/20/2023 2:20 PM  |
| 64 | None. You continue to go to the same places and you really don't expand service to areas that need service.  | 10/19/2023 11:47 PM |
| 65 | More frequency on the 27 has been needed for years. Not the City Line.   | 10/17/2023 9:07 AM  |
| 66 | More frequent is always better   | 10/15/2023 8:49 PM  |
| 67 | None, the bus doesn't even go where I live.  | 10/15/2023 8:21 AM  |
| 68 | More busses!   | 10/12/2023 3:28 PM  |
| 69 | Better service for my neighborhood   | 10/12/2023 3:12 PM  |
| 70 | Less wait time means more time to be where we want to be.  | 10/12/2023 5:50 AM  |
| 71 | It really sucked when I had an appointment to have to be 30 minutes early or a couple minutes late. Now I can be right on time with a few minutes to spare.  | 10/11/2023 3:19 PM  |
| 72 | This route would be a nice to have, especially that it serves Argonne road, traffic on Argonne between I-90 and Upriver Drive during peak hours is a nightmare.  | 10/11/2023 2:35 PM  |
| 73 | We need a bus line just up the road on Freya up through Bigelow gulch areas or connecting to Francis. I live off of Freya and sanson the nearest bus stop is a mile away.  | 10/11/2023 12:34 PM |
| 74 | I would suggest 92 one way go into 94 Millwood Loop become 94 Downtown at Current Last stop Safeway to give the rider transfer 32 to Valley easier and driver able to take a break until the Arognne Park and Ride finish construction | 10/10/2023 10:50 AM |
| 75 | I use the 27 a lot now   | 10/9/2023 3:09 PM   |

# Q15 After reviewing the proposed revisions to Northeast Spokane / Hillyard, rate your overall approval of the proposed Fixed Route network in the Northeast Spokane / Hillyard for 2024.

Answered: 91 Skipped: 245

# 4★

average rating



|   | 1            | 2          | 3            | 4            | 5            | TOTAL | WEIGHTED AVERAGE |
|---|--------------|------------|--------------|--------------|--------------|-------|------------------|
| ☆ | 15.38%<br>14 | 6.59%<br>6 | 18.68%<br>17 | 27.47%<br>25 | 31.87%<br>29 | 91    | 3.54             |

| #  | PLEASE EXPLAIN, NOTING ANY CHANGES TO SPECIFIC ROUTES THAT IMPACT YOUR RATING.   | DATE                |
|----|--|---------------------|
| 1  | More frequency means I will take the bus more often because I can make it to a 730 am work meeting.  | 11/19/2023 5:54 AM  |
| 2  | I dislike that there is a long ride or multiple buses to get to the downtown area where I work   | 11/17/2023 2:33 PM  |
| 3  | Do not change route 26   | 11/16/2023 4:24 PM  |
| 4  | Route 92 looks like a great addition   | 11/15/2023 7:45 PM  |
| 5  | Bring 94 service out of the neighborhood decreases my ridership  | 11/14/2023 9:28 AM  |
| 6  | I am blind. I commute to the Lighthouse for the Blind daily from Spokane Valley. If the 26 no longer serves downtown, that will impact my commute and it will take me longer to get to work. There are several people that I work with who will also be impacted negatively.                   | 11/14/2023 7:07 AM  |
| 7  | I am unsure  | 11/13/2023 10:07 PM |
| 8  | This so stupid and a safety concern  | 11/13/2023 10:00 PM |
| 9  | Leave 26 alone!  | 11/13/2023 6:40 PM  |
| 10 | I use route 39 and the stop is only a block away.  | 11/13/2023 6:35 PM  |
| 11 | Just absolutely excited about the idea of a route on upriver   | 11/13/2023 3:18 PM  |
| 12 | Real time planning isn't a huge priority when making such changes.   | 11/13/2023 9:27 AM  |
| 13 | Nothing is perfect   | 11/13/2023 9:09 AM  |
| 14 | Good for commuters, encourages bus ridership.  | 11/9/2023 4:09 PM   |
| 15 | Increased times.   | 11/8/2023 6:36 PM   |
| 16 | Doesn't impact me too much, but improved frequency is good.  | 11/8/2023 2:46 PM   |
| 17 | I think the change looks good overall. The addition of another stop between Boulder Beach and Chronicle on route 92 would be nice, but not required. I don't think anyone will miss the lost segment on route 94. Most people who get off at Liberty are trying to go north on Argonne anyway. | 11/8/2023 7:41 AM   |

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|    |  |                     |
|----|--|---------------------|
| 18 | Increased frequency on north Crestline.  | 11/6/2023 11:02 AM  |
| 19 | I am hoping my mother will be able to use the bus to travel within Nevada heights.   | 11/2/2023 2:03 PM   |
| 20 | Adding 15 min trips during peak gives it a 5 star for me.  | 11/2/2023 1:42 PM   |
| 21 | The number 1 bus   | 11/1/2023 5:13 PM   |
| 22 | its more densley populated with more places to go. Having a bus route on Upriver drive is worthless as there is nothing between hamilton and argonne on upriver dr   | 11/1/2023 3:54 PM   |
| 23 | I am interested in discussing other route changes.   | 11/1/2023 11:23 AM  |
| 24 | I'm somewhat handicap without sta and paratransit mom and I would be stuck   | 10/31/2023 10:56 AM |
| 25 | I think about the people who live along the route 39 and how some of them will no longer have bus access. You did this to me by changing route 28 and now only 124 gets within 1/2 mile of my house. I heavily rely on park and rides and the kindness of my family now. This is awful please do not discontinue the route. Many of us cannot walk very far.     | 10/30/2023 8:22 PM  |
| 26 | The changes to Route 39 regardless of which one result in people who live in the Minnehaha neighborhood being cut-off from where they work, receive healthcare, and access other community based resources. It negatively and disproportionately affects our residents who by and large are low income and physically and/or developmentally disabled.           | 10/30/2023 3:42 PM  |
| 27 | Odds are changing the 94 into the 92 will ruin my schedule even further than it already is. I'd much rather have Option B.   | 10/30/2023 6:22 AM  |
| 28 | No not really  | 10/28/2023 8:10 AM  |
| 29 | I think it's a good plan but option B just seems like a bettery overall strategy   | 10/27/2023 12:26 PM |
| 30 | 94 early AM frequency  | 10/27/2023 11:47 AM |
| 31 | do not discontinue minnehaha route, with the NS corridor cutting off this community, its vital there are routes moving to the other side.  | 10/26/2023 6:13 AM  |
| 32 | N/a  | 10/25/2023 11:37 PM |
| 33 | The lack of frequency up north make it more challenging to get places.   | 10/25/2023 7:55 PM  |
| 34 | Increased bus transfers to get where I need to, yeah how exciting.   | 10/25/2023 11:37 AM |
| 35 | ZERO STARS. YOUR BUSES BRING MORE CRIME TO THE AREA.   | 10/25/2023 11:26 AM |
| 36 | On paper I think it will improve my commute to Pines Rd/Indiana in Spokane Valley but I'm not absolutely positive without a deeper review of the schedules. On one hand, it's harder to get downtown to the central bus station, but on the other, there's a more direct route.  | 10/25/2023 10:52 AM |
| 37 | Yall dont understand how the chnages impact low income and driverless workers. Yall hate the children and elderly too  | 10/25/2023 10:23 AM |
| 38 | The removal of Route 39 Minnehaha Loop would no longer serve as many passengers throughout the Minnehaha neighborhood but with the addition of Route 92, it would allow for many other passengers to access the Upriver/Argonne areas.   | 10/24/2023 5:45 PM  |
| 39 | After using the gym on Holland I walk to either WalMart or Winco, shop, then catch the 26 bus back to my apartment.  | 10/24/2023 5:21 PM  |
| 40 | Walking distance too far, connection issue: I think the 92 at least keep eastbound to Millwood to serve the Minnehaha Loop area (like option B routing) as most riders won't willing to transfer or walk long distance to the stop. One way to help the people go opposite direction able to transfer opposite bus or stay in the same bus to their destination. | 10/23/2023 9:17 AM  |
| 41 | You suck at planning.  | 10/19/2023 11:47 PM |
| 42 | The 92 routing is certainly intriguing.  | 10/17/2023 9:07 AM  |
| 43 | More frequency on 27 and access to N River Dr.   | 10/15/2023 8:49 PM  |
| 44 | I'm not walking my kids around to catch the bus full of homeless people. It's too far for us to walk.  | 10/15/2023 8:21 AM  |

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|    |  |                     |
|----|--|---------------------|
| 45 | Route 27 increase to every fifteen minutes will help us move more smoothly.  | 10/12/2023 5:50 AM  |
| 46 | Bus coming by more often   | 10/11/2023 3:19 PM  |
| 47 | Route 92 would be only the major change in this alternative. There isn't a lot of things alternative A Has to offer. | 10/11/2023 2:35 PM  |
| 48 | Please put one in by Freya and sanson Dogtown/ hillyard area   | 10/11/2023 12:34 PM |
| 49 | Looks better for those of us living in NE Spokane  | 10/9/2023 3:09 PM   |

## Q16 Any concerns?

Answered: 55 Skipped: 281

| #  | RESPONSES  | DATE                |
|----|--|---------------------|
| 1  | None   | 11/19/2023 5:54 AM  |
| 2  | Proposed B eliminating route 26 would be extremely difficult for Lilac Plaza residents. We are connected to HUD and many have difficulties walking long distances  | 11/16/2023 4:34 PM  |
| 3  | This is not a very well done survey....  | 11/16/2023 4:24 PM  |
| 4  | None   | 11/15/2023 7:45 PM  |
| 5  | Cutting 94 service   | 11/14/2023 9:28 AM  |
| 6  | I am blind. I commute to the Lighthouse for the Blind daily from Spokane Valley. If the 26 no longer serves downtown, that will impact my commute and it will take me longer to get to work. There are several people that I work with who will also be impacted negatively.   | 11/14/2023 7:07 AM  |
| 7  | No, I am unsure  | 11/13/2023 10:07 PM |
| 8  | If it ain't broke, don't fix it!   | 11/13/2023 6:40 PM  |
| 9  | I am concerned I won't be able to catch the bus in time since the new stop will be 5 blocks away.  | 11/13/2023 6:35 PM  |
| 10 | Lack of accountability for the drivers to make sure are driving with a safe sense of urgency.  | 11/13/2023 9:27 AM  |
| 11 | Looking at more access to bus stops in the residential areas in the upriver drive area   | 11/13/2023 9:09 AM  |
| 12 | If there is any chance for a route to be done along upriver west of Market/Greene, that would radically change the frequency at which I rely on STA for getting around. As it stands now I must walk to either Indiana or Market to catch the system.  | 11/13/2023 8:41 AM  |
| 13 | The only additional thing I would really appreciate is a transit bus coming further up Argonne to reach many of the neighborhoods that have grown. I live on Columbia Dr, and would absolutely love to catch a bus that I don't have to drive to at all.   | 11/10/2023 10:19 AM |
| 14 | No.  | 11/9/2023 4:09 PM   |
| 15 | Perhaps some people would miss route 39. (I don't use it)  | 11/8/2023 7:41 AM   |
| 16 | I don't want my family members using STA, unless they have no other options. STA seems to believe they must serve everyone. I think they have given up.  | 11/6/2023 11:02 AM  |
| 17 | zero   | 11/2/2023 1:42 PM   |
| 18 | See above. I'm ok with the changes you made to 27 going on Post, etc. Just PLEASE reroute it by NE Community Center again, plz! In less you will be running 92 past there???? That would work.   | 11/1/2023 9:17 PM   |
| 19 | No   | 11/1/2023 5:13 PM   |
| 20 | Having a bus route on Upriver drive is worthless as there is nothing between hamilton and argonne on upriver dr  | 11/1/2023 3:54 PM   |
| 21 | 4507 N Avalon Ct., Spokane Valley WA is part of a new cul-de-sac comprised of 13 adult family homes. These homes are just outside the reach of ParaTransit at this time. In order to serve and provide meaningful transportation opportunities to the many, many residents, it is key that this new community is reached. Possibly decreasing the speed along Trent avenue and/or adding a bus stop at Trent and Evergreen, so that these homes will be within the reach of ParaTransit. | 11/1/2023 11:23 AM  |
| 22 | I am concerned that those that cannot live so close to downtown and other parts of Spokane, but are out by Trent are very limited to get paratransit and often it does not even reach them. I  | 11/1/2023 11:21 AM  |

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know of over 30 people that would use paratransit in Spokane Valley in Avaolon court, but the service does not reach them. I would like to know how this can be changed.

|    |  |                     |
|----|--|---------------------|
| 23 | i wish you guys would provide better shelters for when it's raining or snowing. the new shelters provide barely any shelter from wind and the ground and seats are always completely wet underneath of them. recently the cheney shelters were completely taken out and that's going to be miserable for anyone who lives out there                    | 10/31/2023 10:10 PM |
| 24 | Please do your best to not change a lot  | 10/31/2023 10:56 AM |
| 25 | I am concerned that you do not consider how service cuts can drastically impact people's lives.  | 10/30/2023 8:22 PM  |
| 26 | The changes to Route 39 regardless of which one result in people who live in the Minnehaha neighborhood being cut-off from where they work, receive healthcare, and access other community based resources. It negatively and disproportionately affects our residents who by and large are low income and physically and/or developmentally disabled. | 10/30/2023 3:42 PM  |
| 27 | Removing route 39 Minnehaha loop   | 10/30/2023 3:40 PM  |
| 28 | I already spend 2 hours one-way getting to work or getting home, for a commute that takes 20 minutes by car. Please stop touching the 94 unless you're making it more convenient.  | 10/30/2023 6:22 AM  |
| 29 | No   | 10/28/2023 8:10 AM  |
| 30 | this is my primary bus it already takes me 45 minutes to get to work and 3 busses to get home  | 10/27/2023 2:10 PM  |
| 31 | 94 early AM frequency  | 10/27/2023 11:47 AM |
| 32 | do not discontinue minnehaha route, with the NS corridor cutting off this community, its vital there are routes moving to the other side.  | 10/26/2023 6:13 AM  |
| 33 | The 94 currently serves west valley high School and with the routing change the 32 will still serve it but only Eastbound Direction  | 10/25/2023 11:37 PM |
| 34 | Continuing to interline Route 23 with 94 and the new route 92 has the ability to cause more delays on and of these three lines.  | 10/25/2023 9:32 PM  |
| 35 | I would like to see an increase of service towards Whitworth to make it more accessible to students.   | 10/25/2023 7:55 PM  |
| 36 | Lightning for signs at night when the bus goes through the neighborhoods.  | 10/25/2023 7:20 PM  |
| 37 | I liked the 94. Not happy about it leaving   | 10/25/2023 6:05 PM  |
| 38 | Need a route that supports the MEAD/Fairwood area to Downtown Spokane or at least links up with routes to Downtown Spokane. Large population in Mead/Fairwood area   | 10/25/2023 1:07 PM  |
| 39 | I hope someone receives a benefit from the change.   | 10/25/2023 11:37 AM |
| 40 | STA NEED TO REVIEW THEIR ROLE IN THE COMMUNITY AND BE SELF FUNDING. YOUR MOSTLY EMPTY BUSES ARE ALWAYS RESTRICTING DRIVING TIMES FOR THE REST OF THE COMMUTERS.  | 10/25/2023 11:26 AM |
| 41 | See above you clowns. Changing 39 impacts many people, who are low income and elderly  | 10/25/2023 10:23 AM |
| 42 | Empty buses  | 10/25/2023 10:17 AM |
| 43 | Does this adhear to what the city voted for? What we gave you money for?   | 10/25/2023 8:36 AM  |
| 44 | I also need to get to 3800 block of East Frederick. 39 bus gets me there now.  | 10/24/2023 5:21 PM  |
| 45 | If 32 will have extra 11:45pm weekdays and extend Sunday service to 9:45pm to match the CityLine and 33 schedule would be great.   | 10/23/2023 9:17 AM  |
| 46 | Stop taking stops out. Look beyond the square box you have been. Do what the voters said they wanted and that was expanded service.  | 10/19/2023 11:47 PM |
| 47 | The 39 Minnehaha area...that is a tough change for that neighborhood. The other option B is better for them. I am sure you will hear from them on this option.   | 10/17/2023 9:07 AM  |
| 48 | Would like more frequency on weekends, an hour between buses is too long.  | 10/15/2023 8:49 PM  |

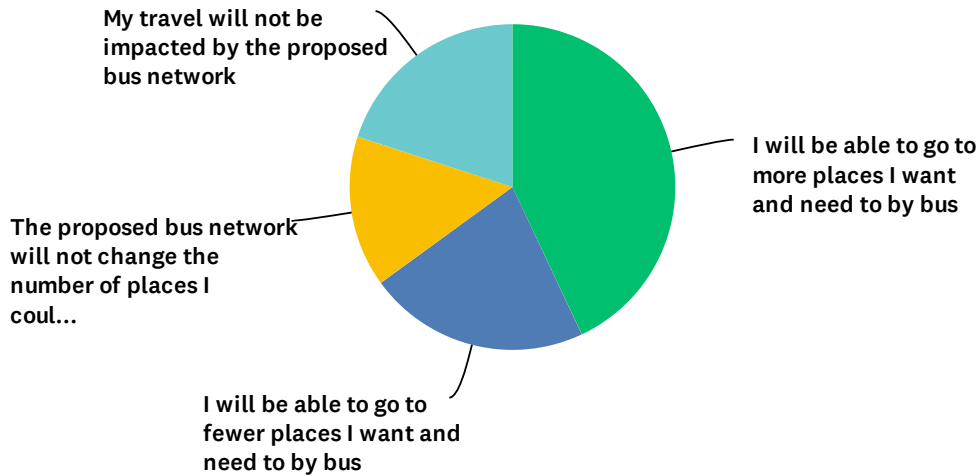


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|    |  |                     |
|----|--|---------------------|
| 49 | Too far for us too catch the bus. I don't view the bus as safe for my kids to ride.  | 10/15/2023 8:21 AM  |
| 50 | No.  | 10/12/2023 5:50 AM  |
| 51 | Nope   | 10/11/2023 3:19 PM  |
| 52 | Route 92 doesn't serve the SCC Transit center.   | 10/11/2023 2:35 PM  |
| 53 | No bussing by Freya and sanson. Nearest stop is about a mile there are lots of businesses and residents in this area also! | 10/11/2023 12:34 PM |
| 54 | The 32 to SCC always have 5-15 minutes behinds the schedule during Peak hours  | 10/10/2023 10:50 AM |
| 55 | Do you have enough drivers for more frequency on the 27?   | 10/9/2023 3:09 PM   |

# Q17 After reviewing the proposed revisions to the Northeast Spokane / Hillyard, how do you think the proposed bus network will impact where you are able to go by bus?

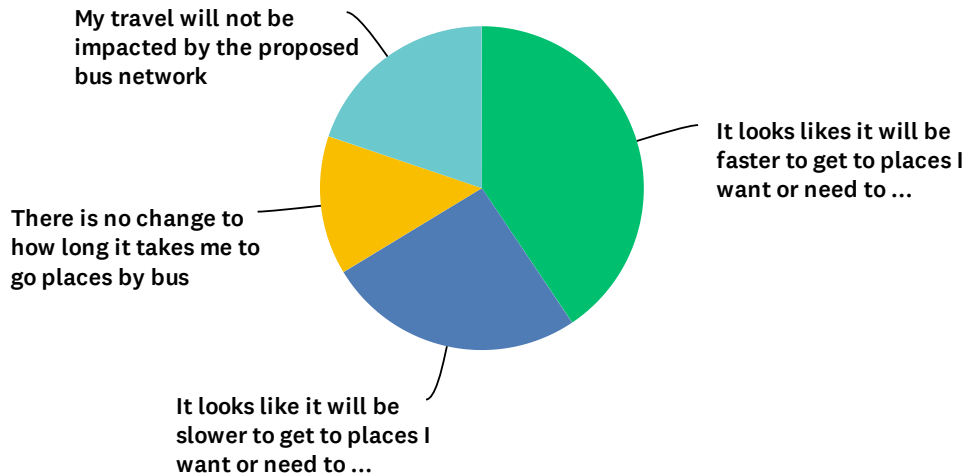
Answered: 100 Skipped: 236



| ANSWER CHOICES   | RESPONSES |            |
|--|-----------|------------|
| I will be able to go to more places I want and need to by bus                      | 43.00%    | 43         |
| I will be able to go to fewer places I want and need to by bus                     | 22.00%    | 22         |
| The proposed bus network will not change the number of places I could go to by bus | 15.00%    | 15         |
| My travel will not be impacted by the proposed bus network                         | 20.00%    | 20         |
| <b>TOTAL</b>   |           | <b>100</b> |

### Q18 After reviewing the proposed revisions to the Northeast Spokane / Hillyard, how do you think the proposed bus network will impact how long it takes you to get places by bus?

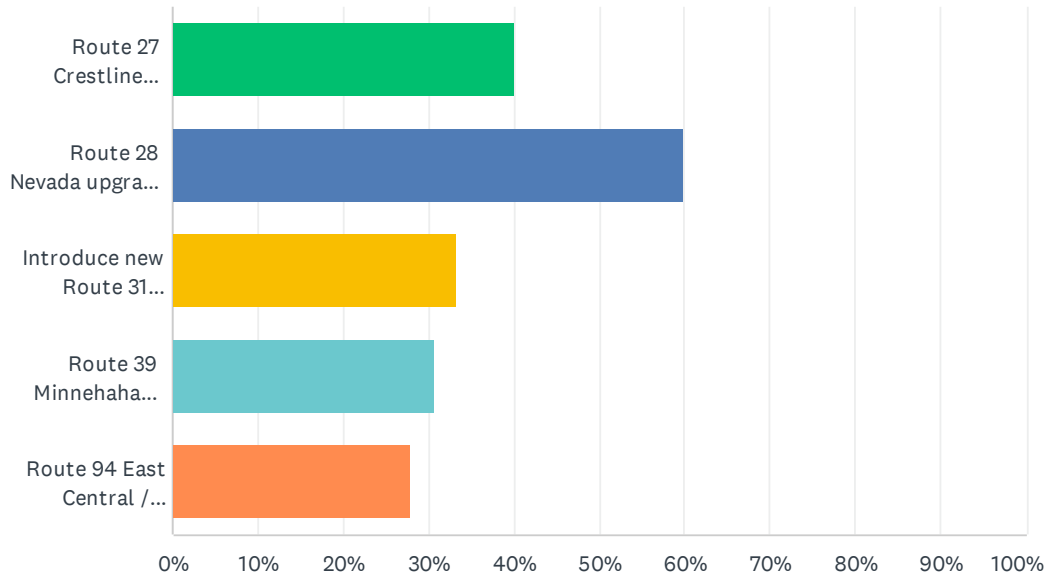
Answered: 101 Skipped: 235



| ANSWER CHOICES   | RESPONSES |            |
|--|-----------|------------|
| It looks likes it will be faster to get to places I want or need to go to by bus | 40.59%    | 41         |
| It looks like it will be slower to get to places I want or need to go to by bus  | 25.74%    | 26         |
| There is no change to how long it takes me to go places by bus                   | 13.86%    | 14         |
| My travel will not be impacted by the proposed bus network                       | 19.80%    | 20         |
| <b>TOTAL</b>   |           | <b>101</b> |

## Q19 What proposed new routes or changes to routes are you looking forward to? Check all the apply.

Answered: 75 Skipped: 261



| ANSWER CHOICES  | RESPONSES |
|---|-----------|
| Route 27 Crestline frequency increased weeknights and Saturday nights to 30 minutes   | 40.00% 30 |
| Route 28 Nevada upgraded to new Frequent Route with 15-minute service weekday peaks and weekday midday and 30 minutes nights and weekends | 60.00% 45 |
| Introduce new Route 31 Lidgerwood / Empire between SCC and Shiloh Hills Neighborhood, replacing Route 26                                  | 33.33% 25 |
| Route 39 Minnehaha extended to Hillyard Community Campus  | 30.67% 23 |
| Route 94 East Central / Millwood frequency increased to 30 minutes on weekday evenings, and most hours on Saturdays                       | 28.00% 21 |
| Total Respondents: 75   |           |

| # | WHY?   | DATE                |
|---|--|---------------------|
| 1 | These are the only busses I take   | 11/19/2023 5:56 AM  |
| 2 | Losing #26 would be difficult for Lilac Plaza residents. It's our way to reach Holy Family Hospital and their doctors as well as getting to Winco and Walmart  | 11/16/2023 4:34 PM  |
| 3 | not looking forward to losing our bus stop at Lilac Plaza Route 26   | 11/16/2023 4:27 PM  |
| 4 | No impact  | 11/15/2023 7:45 PM  |
| 5 | if the 26 is replaced with a new route 31, it will take me longer to get to where I need to go.  | 11/14/2023 7:11 AM  |
| 6 | More bus times means it gives more time available in day to commute.   | 11/13/2023 10:08 PM |
| 7 | Your plan B takes ALL of Shilo Hills out. Do you realize how many elderly from Lilac Plaza rely on this route to go for groceries at Walmart/Winco?? Obviously not. Also, there's an older lady that works overnights at Walmart. She gets on at Walton/Addison 5 nights a week. With plan | 11/13/2023 6:41 PM  |

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B, she'd have to walk 2 blocks either to 28 or 25 in the SNOW!! 😡 Please DO NOT change the 26!! You always try to and it's a BAD idea! 🙄

|    |   |                     |
|----|---|---------------------|
| 8  | I'm dependent on route 39. Creating route 31 looks like a good option as well.  | 11/13/2023 6:35 PM  |
| 9  | This route covers more ground and seems more accessible to more people.   | 11/13/2023 3:19 PM  |
| 10 | Increasing to only 30 minutes still creates an issue with tardiness   | 11/13/2023 9:28 AM  |
| 11 | I will not be able to get to work in a timely manner if this changed to route 26 goes through.  | 11/12/2023 4:22 PM  |
| 12 | Sunday route 28 is my most consistent weekly route  | 11/12/2023 8:58 AM  |
| 13 | Currently the 94 is one of my most often used buses to get downtown and to work. Running more often is always a benefit. The new 31 will get me to more places I go without transferring to the 33 at SCC. I like that the 31 will come all the way to SCC as well.   | 11/10/2023 10:22 AM |
| 14 | Shorter wait times.   | 11/9/2023 4:10 PM   |
| 15 | Increased times.  | 11/8/2023 6:36 PM   |
| 16 | Increased frequency makes it easier to go places and make connections.  | 11/8/2023 2:46 PM   |
| 17 | Like i said every 15 mins on the 27 would be so amazing but we don't really take the 31, 39, 94, 28 etc. Not now anyways. Thanks.   | 11/2/2023 1:44 PM   |
| 18 | More frequent service is great! Especially on 94.   | 11/1/2023 9:19 PM   |
| 19 | Better decision moving forward  | 11/1/2023 5:14 PM   |
| 20 | more access   | 11/1/2023 3:55 PM   |
| 21 | That bus always seems to have a fair amount of ridership.   | 11/1/2023 12:33 PM  |
| 22 | giving access for community members that want to be active in the community, but need this service  | 11/1/2023 11:23 AM  |
| 23 | Route 28 is the second closest to my house and the route we use to get our daughter to and from school (we are dropped off by car at the Whitworth layover area.) Increased frequency means more freedom for me.  | 10/30/2023 8:25 PM  |
| 24 | I currently need both the 28 and the 33 to get to and from work and shopping. PLEASE don't wait to increase frequency on the 28. I spend quite a lot of time freezing or getting wet with the long waits between buses (no shelters), especially on Saturdays (I work), not to mention needing to plan on a lot of extra time to get to where I'm going. I'm also a senior, so all that time in the elements is not really healthy. I live north, so any downtown proposed changes would not affect me at all.  | 10/30/2023 6:12 PM  |
| 25 | Discontinuing 39 Minnehaha going to SCC   | 10/30/2023 3:42 PM  |
| 26 | None, the changes to Route 39 regardless of which one result in people who live in the Minnehaha neighborhood being cut-off from where they work, receive healthcare, and access other community based resources. It negatively and disproportionately affects our residents who by and large are low income and physically and/or developmentally disabled.  | 10/30/2023 3:42 PM  |
| 27 | The 30 minute 94 bus would be a GAME CHANGER for me! My buses never line up well coming home and I always have to sit downtown for 59 minutes because the 90 is always late arriving and I watch my bus home drive off. This would mean only 29 minutes downtown! And that'd be amazing. Plus it would less likely impact the connections I have in the morning to get to work, I hope. I never understood why buses stopped running every half hour during RUSH HOUR, when people are taking the buses to get to the plaza and then taking a bus to go home. | 10/30/2023 6:29 AM  |
| 28 | These I would use for my doctors in the areas of these 2 routes.  | 10/28/2023 2:20 PM  |
| 29 | Because it will be  | 10/28/2023 8:12 AM  |
| 30 | LOVE the increased frequency. This is HUGE! Frequency is what makes the bus a legit alternative to driving.   | 10/27/2023 12:27 PM |
| 31 | Unclear what changes are on Route 94 without seeing a new proposed schedule   | 10/27/2023 11:51 AM |
| 32 | Ease of movement  | 10/26/2023 5:22 PM  |

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|    |  |                     |
|----|--|---------------------|
| 33 | The ability to activate Hillyard as a destination for downtown residents will facilitate the ongoing expansion of the neighborhood   | 10/26/2023 12:47 PM |
| 34 | I can get to certain areas along this route better with being 30 minutes on Saturday.  | 10/25/2023 11:37 PM |
| 35 | Increased frequency on 28 makes it easier to access Whitworth and other stores nearby.   | 10/25/2023 7:58 PM  |
| 36 | I depend on the 26 when I'm unable to catch the 27.  | 10/25/2023 7:24 PM  |
| 37 | Farther distance I have an ability to travel.  | 10/25/2023 1:43 PM  |
| 38 | Closest route to Mead/Fairwood area.   | 10/25/2023 1:07 PM  |
| 39 | This would affect my travel.   | 10/25/2023 11:14 AM |
| 40 | Buses to the college are important.  | 10/25/2023 10:17 AM |
| 41 | 31 makes sense. No one wants to go downtown, too many homeless drug users at the plaza. Decentralizing the plaza means less upstanding folks like myself don't have to deal with the degenerates.  | 10/25/2023 8:38 AM  |
| 42 | Being able to use the new Route 31 from SCC will allow for extended access to the northern parts of Spokane for people who travel, for example, to the Southern parts using Route 34 without having to travel to The Plaza to make connections. Keeping Route 39 to still serve the Minnehaha neighborhood will help those people keep easy access to transit and even have access to different places like the grocery store on Market and Garland. | 10/24/2023 5:51 PM  |
| 43 | If you are going to take away bus 26 to Winco/Walmart, increase bus 28 to 15 minute service. But it's a longer walk to WalMart from the 28 bus   | 10/24/2023 5:25 PM  |
| 44 | It will be a huge upgrade for the town.  | 10/23/2023 9:37 AM  |
| 45 | More weeknight frequency on route 28, New route 31 which gets a direct shot to SCC from Northeast Spokane for multiple connections to South Hill or East Spokane   | 10/18/2023 12:56 PM |
| 46 | Will the 27 frequency increase on weekdays like the 28?  | 10/17/2023 9:10 AM  |
| 47 | As a wheelchair user who lives near chrestline and Empire it will be nice to not have to transfer busses to get to holy family.  | 10/17/2023 5:55 AM  |
| 48 | More frequency is always better  | 10/15/2023 8:52 PM  |
| 49 | All day 15 minutes on 28!?! Sign me up!  | 10/12/2023 3:29 PM  |
| 50 | I can take both 27, or 28. 28 15 min service is better for me, but since a lot of 28's route is also covered by 26, it may be better for more people for the 27 to have 15 min service.  | 10/12/2023 3:14 PM  |
| 51 | Not eliminating the Minnehaha area will make sure people over there don't get left out.  | 10/12/2023 5:55 AM  |
| 52 | Because of number of stops   | 10/11/2023 3:52 PM  |
| 53 | None   | 10/11/2023 3:22 PM  |
| 54 | If you looked at the system map. There's barely any service along the Garland/Empire Corridor at all. The Introduction of Route 31 helps alleviate that issue. Additionally, Bumping route 28's frequency would put one more frequent route on the map.  | 10/11/2023 2:51 PM  |
| 55 | I think the 92 idea to replace 39 is better just do a loop as this may be the neighborhood want. 31 also important to re-enter service after 2012, if the last stop can move Hastings Park and Ride via Fairwood (Route 124 routing) after Cozza would be great  | 10/10/2023 10:58 AM |
| 56 | Increased frequency on the routes I frequent would be amazing! I often ride 28 after it splits from 26 and those busses are really full, more busses would help that a lot!  | 10/10/2023 8:44 AM  |
| 57 | Close to me  | 10/9/2023 3:13 PM   |

## Q20 After reviewing the proposed revisions to Northeast Spokane / Hillyard, rate your overall approval of the proposed Fixed Route network in the Northeast Spokane / Hillyard for 2024.

Answered: 83 Skipped: 253

**4**   
average rating



|   | 1            | 2          | 3            | 4            | 5            | TOTAL | WEIGHTED AVERAGE |
|---|--------------|------------|--------------|--------------|--------------|-------|------------------|
| ☆ | 15.66%<br>13 | 6.02%<br>5 | 22.89%<br>19 | 18.07%<br>15 | 37.35%<br>31 | 83    | 3.55             |

| #  | PLEASE EXPLAIN, NOTING ANY CHANGES TO SPECIFIC ROUTES THAT IMPACT YOUR RATING.   | DATE                |
|----|--|---------------------|
| 1  | It won't affect anything. I don't take that bus at that time.  | 11/19/2023 5:56 AM  |
| 2  | I use #26 to get to my Holy Family Hospital, Inland Imaging, my doctor at Rowan and Lidgerwood and north to Winco and Walmart  | 11/16/2023 4:34 PM  |
| 3  | bad idea, too many elderly people rely on Route 26 bus stop in from of Lilac Plaza   | 11/16/2023 4:27 PM  |
| 4  | No impacts. Neutral  | 11/15/2023 7:45 PM  |
| 5  | I am blind. I commute to the Lighthouse for the Blind daily from Spokane Valley. If the 26 no longer serves downtown, that will impact my commute and it will take me longer to get to work. There are several people that I work with who will also be impacted negatively. | 11/14/2023 7:11 AM  |
| 6  | I am unsure  | 11/13/2023 10:08 PM |
| 7  | Leave 26 alone!  | 11/13/2023 6:41 PM  |
| 8  | I need to keep route 39  | 11/13/2023 6:35 PM  |
| 9  | Do not eliminate   | 11/13/2023 4:50 PM  |
| 10 | Increasing to only 30 minutes still creates an issue with tardiness  | 11/13/2023 9:28 AM  |
| 11 | I will not be able to get to work in a timely manner if this changed to route 26 goes through.   | 11/12/2023 4:22 PM  |
| 12 | PLEASE do NOT make any changes to the 26 line!   | 11/10/2023 9:18 AM  |
| 13 | 94   | 11/9/2023 4:10 PM   |
| 14 | Losing the 26 would make life much more challenging for me. I live at Cedar Creek Village Apartments on Nevada and Magnesium. The partial increased times for the 28 are great. But the loss of the 26 will be devastating for me.   | 11/8/2023 6:36 PM   |
| 15 | I like the proposed changes to the 27.   | 11/2/2023 1:44 PM   |
| 16 | It would be better if the 27 was more frequent   | 11/1/2023 5:14 PM   |
| 17 | more access  | 11/1/2023 3:55 PM   |
| 18 | Doesn't serve upriver or the recreational areas of Camp Sekani   | 11/1/2023 10:25 AM  |

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|    |  |                     |
|----|--|---------------------|
| 19 | I don't know if this would cause route 26 to no longer go past the Providence hospital, it's hard to tell from the map. That would be devastating for me as my doctor's office (Kaiser Lidgerwood) is served by this route.  | 10/30/2023 8:25 PM  |
| 20 | Increased frequency of the 28 is something I've been hoping for for a very long time. Please plan on this a lot sooner rather than later. :)   | 10/30/2023 6:12 PM  |
| 21 | The changes to Route 39 regardless of which one result in people who live in the Minnehaha neighborhood being cut-off from where they work, receive healthcare, and access other community based resources. It negatively and disproportionately affects our residents who by and large are low income and physically and/or developmentally disabled. | 10/30/2023 3:42 PM  |
| 22 | More 94s in the evening would be a dream come true! As mentioned earlier, buses ending their 30 minute service during rush hour is preposterous to me (and likely a detriment to the appeal of public transportation for most). At the very least services should be every 30 minutes until 7pm to ensure adequate connections for 9-5 workers.        | 10/30/2023 6:29 AM  |
| 23 | No   | 10/28/2023 8:12 AM  |
| 24 | Frequency, frequency, frequency  | 10/27/2023 12:27 PM |
| 25 | no comment   | 10/26/2023 6:15 AM  |
| 26 | N/a  | 10/25/2023 11:37 PM |
| 27 | Fewer potential passengers and destinations are served by the modified route 39 without route 92.  | 10/25/2023 9:36 PM  |
| 28 | Increased frequency on 28 makes it easier to access Whitworth and other places on Nevada north of Empire.  | 10/25/2023 7:58 PM  |
| 29 | I live on the corner of Standard and Lincoln. The 26 is an alternative to the 27 when I'm not able to get on it in time.   | 10/25/2023 7:24 PM  |
| 30 | No change to my commute.   | 10/25/2023 10:54 AM |
| 31 | Less plaza is good.  | 10/25/2023 8:38 AM  |
| 32 | The new Route 31 will help to make connections to Northern parts of Spokane without the need to connect through The Plaza or Route 33 and keeping Route 39 to serve the Minnehaha neighborhood will keep easy access to transit for those living there and even have access to nearby schools and a grocery store!                                     | 10/24/2023 5:51 PM  |
| 33 | I'm 77 years old with a sore hip and leg. No 26 bus to the far north WalMart makes a long walk from Nevada.  | 10/24/2023 5:25 PM  |
| 34 | It'll be a hassle for people trying to get to Minnehaha from the Valley.   | 10/23/2023 3:01 PM  |
| 35 | I don't think it is worth to keep the 39, Just let 31 do the Minnehaha Loop at the same time replace 39 to make service area bigger and don't have to transfer.  | 10/23/2023 9:37 AM  |
| 36 | I thought the Upriver connection was a part of STA Moving Forward?   | 10/17/2023 9:10 AM  |
| 37 | Less transfers for me  | 10/17/2023 5:55 AM  |
| 38 | I want 26 to still go downtown   | 10/15/2023 8:52 PM  |
| 39 | Either way, better service on either route 27 or 28 is better for Northeast Spokane.   | 10/12/2023 3:14 PM  |
| 40 | Faster routes means less wait time.  | 10/12/2023 5:55 AM  |
| 41 | None at this time  | 10/11/2023 3:52 PM  |
| 42 | None   | 10/11/2023 3:22 PM  |
| 43 | This Alternative would bring a lot on the table. Most notably route 31 getting added and 28's more frequent service.   | 10/11/2023 2:51 PM  |
| 44 | Like the increased frequency of the 28   | 10/9/2023 3:13 PM   |



## Q21 Any concerns?

Answered: 44 Skipped: 292

| #  | RESPONSES  | DATE                |
|----|--|---------------------|
| 1  | Bus # 39 no longer will also go to Spokane Community College   | 11/19/2023 9:01 PM  |
| 2  | Lots!  | 11/16/2023 4:34 PM  |
| 3  | N/A  | 11/13/2023 10:08 PM |
| 4  | It would be the same problems as I have right now. I'm not sure what time the 39 bus would leave SCC, since the 32 bus tends to run behind schedule.   | 11/13/2023 9:06 PM  |
| 5  | Yes, a LOT! Plan B takes ALL of Shilo Hills out and makes it impossible for elderly to get to Walmart/Winco from Lilac Plaza! Just leave 26 alone!   | 11/13/2023 6:41 PM  |
| 6  | Please keep route 39   | 11/13/2023 6:35 PM  |
| 7  | Increasing to only 30 minutes still creates an issue with tardiness  | 11/13/2023 9:28 AM  |
| 8  | I will not be able to get to work in a timely manner if this changed to route 26 goes through.   | 11/12/2023 4:22 PM  |
| 9  | Super bad idea to switch the 26 to the 31. People will now have to walk farther in bad weather. DO NOT MESS WITH 26!   | 11/10/2023 9:18 AM  |
| 10 | No   | 11/9/2023 4:10 PM   |
| 11 | Please don't take away the service area that the 26 served on the Northern most part of Nevada St. to Lincoln. The increased times for the 28 are not enough to cover having the 2 options to get downtown/and back from/to where I live. Also the 26 would take me to and pick me up from North Town Mall, and the surrounding businesses. It also prevents me from shopping at Grocery outlet and surrounding businesses on Division and Lincoln. I could ride the 26 to Lincoln and Standard to shop in that area and pick it back up there to get home. That's all gone with your proposal. I'm disabled and have mobility issues, not to mention how much time it will take using multiple buses for either of those above areas mentioned. That's just few concerns about losing the 26. I have many more. I specifically moved to where I live because of the options that the 26 offered riding it in either direction. The 31 will not replace anything that I need the 26 for. I also wish the 28 would detour/extend to the E. Hastings Park and Ride. Tons of shopping in that area. | 11/8/2023 6:36 PM   |
| 12 | no   | 11/2/2023 1:44 PM   |
| 13 | What is Hillyard campus?   | 11/1/2023 9:19 PM   |
| 14 | No   | 11/1/2023 5:14 PM   |
| 15 | none   | 11/1/2023 3:55 PM   |
| 16 | Doesn't help me at all, I still have no reasonable service   | 11/1/2023 10:25 AM  |
| 17 | I like that route 26 currently ends at WinCo and overlays with route 27 at the end of the line. The drivers seem to like it too. It is a very good place for a layover, we are able to get food and use the restroom at WinCo and can also get to Walmart easily. This route is relatively close to my house and we use it (in conjunction with car) frequently.   | 10/30/2023 8:25 PM  |
| 18 | I'm concerned that you won't adopt more frequency on the 28. Please consider this even if you choose option A for the northside. I rarely take the 26 so really would not be affected by those changes.  | 10/30/2023 6:12 PM  |
| 19 | Minnehaha bus no longer going to SCC   | 10/30/2023 3:42 PM  |
| 20 | The changes to Route 39 regardless of which one result in people who live in the Minnehaha neighborhood being cut-off from where they work, receive healthcare, and access other   | 10/30/2023 3:42 PM  |

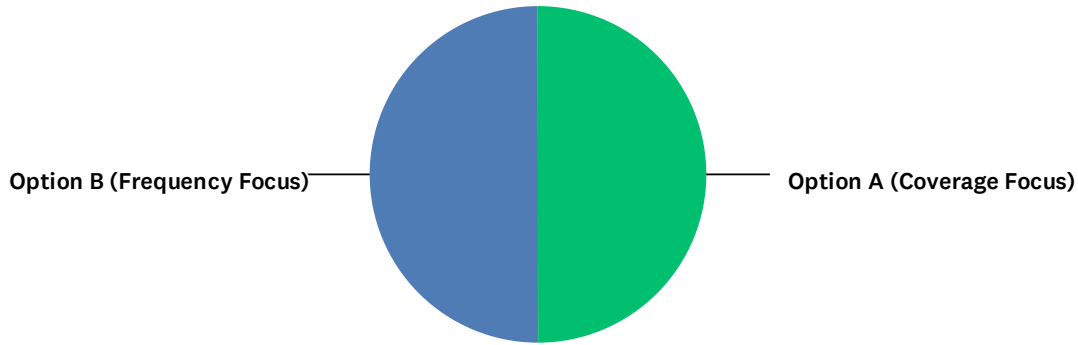
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community based resources. It negatively and disproportionately affects our residents who by and large are low income and physically and/or developmentally disabled.

|    |   |                     |
|----|---|---------------------|
| 21 | I always fear my rides taking even longer than 2 hours or my stops being taken away from me.  | 10/30/2023 6:29 AM  |
| 22 | Not really  | 10/28/2023 8:12 AM  |
| 23 | Need to see proposed route 94 schedule  | 10/27/2023 11:51 AM |
| 24 | Yes we need bus 28 to move directly from whitworth university to Washington State University without having to join a connecting bus 1. It's not palatable having to stand in this cold waiting for bus 1 or seeing a connecting bus was cancelled  | 10/26/2023 5:22 PM  |
| 25 | N/a   | 10/25/2023 11:37 PM |
| 26 | I would like to see a route connecting to Argonne so I don't have to go downtown to connect to the valley.  | 10/25/2023 7:58 PM  |
| 27 | That the 27 will become my only dependable option.  | 10/25/2023 7:24 PM  |
| 28 | Break in northern link between route 27 & new 31  | 10/25/2023 3:54 PM  |
| 29 | Need a route that focuses on the Mead/Fairwood area to Downtown Spokane   | 10/25/2023 1:07 PM  |
| 30 | Does this deliver what we voted for?  | 10/25/2023 8:38 AM  |
| 31 | No 26 bus which I use to get to the gym three times a week.   | 10/24/2023 5:25 PM  |
| 32 | The 39 bus will be a hassle for me because I would be coming in from the Valley via Trent/Montgomery and they are at times late to connect to Route 39, which usually ends up with me walking 2 miles to my home from SCC. Upriver Dr between Greene and my place is nerve wrecking, especially with drivers not paying attention at times. | 10/23/2023 3:01 PM  |
| 33 | The 31 can't service whole 26 routing area on north side . I would suggest keeping it on the Standard Street then left turn to Colton pl to Jay Walmart) current last stop able to serve more neighborhood.   | 10/23/2023 9:37 AM  |
| 34 | You will hear from the 26 riders. They won't understand the change. You've been trying to get rid of the 26 for years.  | 10/17/2023 9:10 AM  |
| 35 | I want 26 to still go downtown  | 10/15/2023 8:52 PM  |
| 36 | Buses are taking too long to load and unload. I'm always late to work because of the buses. It's too far for me to catch the bus. Too many homeless on board. Not enough riders. Buses are usually empty when I see them.   | 10/15/2023 8:24 AM  |
| 37 | Can Route 31 dip into Minnehaha on its way to SCC? Would be handy for my mom to be able to get to her job up at Holy Family from her home off Myrtle.   | 10/12/2023 3:29 PM  |
| 38 | No.   | 10/12/2023 5:55 AM  |
| 39 | Security. No shelter at bus stop, no sitting bench  | 10/11/2023 3:52 PM  |
| 40 | I prefer the option a   | 10/11/2023 3:22 PM  |
| 41 | You might want to put a park and ride somewhere in hillyard, more notably somewhere around garland and regal. As many routes serve that particular spot.  | 10/11/2023 2:51 PM  |
| 42 | More bussing in Dogtown hillyard areas across train tracks on Freya up to Francis or Bigelow gulch  | 10/11/2023 12:36 PM |
| 43 | It seems route 31 and 39 could be combined and allow for that area east of Market to still get to SCC and give them more options to get north without transferring.   | 10/10/2023 8:44 AM  |
| 44 | Enough drivers?   | 10/9/2023 3:13 PM   |

## Q22 Between Options A and B for Northeast Spokane / Hillyard, which Option is most appealing to you?

Answered: 82 Skipped: 254



| ANSWER CHOICES             | RESPONSES |    |
|----------------------------|-----------|----|
| Option A (Coverage Focus)  | 50.00%    | 41 |
| Option B (Frequency Focus) | 50.00%    | 41 |
| TOTAL                      |           | 82 |

| #  | WHY?  | DATE                |
|----|---|---------------------|
| 1  | Wotk  | 11/19/2023 5:57 AM  |
| 2  | I lose my way to travel to Holy Family area and Winco/Walmart   | 11/16/2023 4:34 PM  |
| 3  | I want to keep Lilac Plaza bus stop, Lidgerwood #26   | 11/16/2023 4:28 PM  |
| 4  | Connects to more areas I might visit  | 11/15/2023 7:45 PM  |
| 5  | I like parts of each option. Extending the 39 route and adding the 92 route. It's nice as is extending service to thirty minutes on nights and weekends. I don't feel that some of these areas need fifteen minute service. | 11/14/2023 8:39 AM  |
| 6  | I use the 26 daily for my commute. eliminating the 26 will increase my commute time and add a transfer. I like that option A keep the 26 fully intact.  | 11/14/2023 7:15 AM  |
| 7  | I don't go up north as much. But I do like both options A and B   | 11/13/2023 10:09 PM |
| 8  | Better  | 11/13/2023 10:02 PM |
| 9  | A would get me closer to my place with less walking distance.   | 11/13/2023 9:07 PM  |
| 10 | Because it doesn't mess with 26!  | 11/13/2023 6:46 PM  |
| 11 | I need route 39 to come into the Minnihaha neighborhood   | 11/13/2023 6:36 PM  |
| 12 | Service along Upriver!!!  | 11/13/2023 3:20 PM  |
| 13 | Provides services to East buckeye apartment complexes.  | 11/13/2023 8:34 AM  |

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|    |   |                     |
|----|---|---------------------|
| 14 | more coverage is always more beneficial to me   | 11/10/2023 10:22 AM |
| 15 | Because 26 doesn't change!  | 11/10/2023 9:19 AM  |
| 16 | Like them both but like 94 changes.   | 11/9/2023 4:11 PM   |
| 17 | Some increased times for the 28 are great! Eliminating portions of the 26 is crushing.  | 11/8/2023 6:37 PM   |
| 18 | For me, frequency is good - but then I don't often need the coverage aspect.  | 11/8/2023 2:46 PM   |
| 19 | Option A would give me more options, and option B would not effect me at all.   | 11/8/2023 7:46 AM   |
| 20 | My mother needs to get to the library from the Gonzaga prep neighborhood.   | 11/2/2023 2:12 PM   |
| 21 | Frequency is more appealing to me.  | 11/2/2023 1:45 PM   |
| 22 | I need a bus one bus connecting Community Center in Hillyard and downtown plz. Like there used to be!   | 11/1/2023 9:21 PM   |
| 23 | I think it would make getting around a lot easier   | 11/1/2023 5:14 PM   |
| 24 | because there are no businesses between hamilton and argonne on indiana/ upriver drive  | 11/1/2023 4:17 PM   |
| 25 | more residents can be facilitated   | 11/1/2023 11:24 AM  |
| 26 | more frequency for route 27   | 10/31/2023 10:12 PM |
| 27 | while I love increasing frequency, lack of coverage can be simply detrimental for some people.  | 10/30/2023 8:27 PM  |
| 28 | I'm tired of needing to plan on an extra hour to get to where I'm going (each way!) and standing out in the rain and snow all that extra time.  | 10/30/2023 6:14 PM  |
| 29 | Neither, The changes to Route 39 regardless of which one result in people who live in the Minnehaha neighborhood being cut-off from where they work, receive healthcare, and access other community based resources. It negatively and disproportionately affects our residents who by and large are low income and physically and/or developmentally disabled. | 10/30/2023 3:42 PM  |
| 30 | Frequency enhances traveling significantly more than coverage. From everyone I talk to at the plaza, the main complaint is connections and waiting an hour between missed buses. I feel we have plenty of adequate routes.  | 10/30/2023 6:33 AM  |
| 31 | These ideas seem better even though Upriver Drive might get service in option B.  | 10/28/2023 2:23 PM  |
| 32 | No  | 10/28/2023 8:13 AM  |
| 33 | Frequency makes taking the bus much more viable as alternative to driving   | 10/27/2023 12:28 PM |
| 34 | Neither   | 10/27/2023 11:52 AM |
| 35 | Covers more areas and less bus transfers. Transfers often overlap, and if one bus is late you miss your entire transfer getting to the next bus.  | 10/26/2023 1:21 PM  |
| 36 | Frequent travel will increase faith in the service and increase ridership   | 10/26/2023 12:48 PM |
| 37 | More possible destinations while still increasing frequency on well traveled Route 27.  | 10/25/2023 9:37 PM  |
| 38 | Better frequency up north.  | 10/25/2023 8:00 PM  |
| 39 | I like having both the 26 and the 27 near by my apartment complex on Lincol Road.   | 10/25/2023 7:26 PM  |
| 40 | more people are served  | 10/25/2023 3:55 PM  |
| 41 | More dependable route.  | 10/25/2023 1:44 PM  |
| 42 | Nope  | 10/25/2023 11:38 AM |
| 43 | DROP BOTH.  | 10/25/2023 11:28 AM |
| 44 | Looks like it will increase coverage as well as the speed of my commute to Pines Rd/Indiana in Spokane Valley   | 10/25/2023 10:55 AM |
| 45 | coverage is better  | 10/25/2023 10:18 AM |
| 46 | Less plaza please   | 10/25/2023 8:39 AM  |

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|    |   |                     |
|----|---|---------------------|
| 47 | Option B seems to keep the coverage of Option A in some ways but will also keep some communities connect with transit and easier, quicker access to it! | 10/24/2023 5:55 PM  |
| 48 | Frequency is most important to me.  | 10/20/2023 2:22 PM  |
| 49 | Neither. Why is it you always rob Peter to pay Paul? You are taking away service areas. But don't worry old people can walk!                            | 10/19/2023 11:50 PM |
| 50 | New route 31  | 10/18/2023 12:57 PM |
| 51 | Route 31 provides a transfer less ride between my home and many of my doctors appointments  | 10/17/2023 5:55 AM  |
| 52 | Does not change 26  | 10/15/2023 8:53 PM  |
| 53 | More busses! No need to service an empty stretch of road and there is already a Millwood connection on route 32.  | 10/12/2023 3:30 PM  |
| 54 | closer to my home   | 10/12/2023 3:15 PM  |
| 55 | Less wait time overall.   | 10/12/2023 5:56 AM  |
| 56 | 27 more frequency   | 10/11/2023 3:23 PM  |
| 57 | Option B Would cover just as much as Option A   | 10/11/2023 2:52 PM  |
| 58 | I think both are important  | 10/10/2023 11:02 AM |
| 59 | The needs of the many outweigh the needs of the few.  | 10/10/2023 8:44 AM  |
| 60 | better serves my area   | 10/9/2023 3:13 PM   |

## Q23 Any other thoughts on Northeast Spokane/Hillyard Options A or B you would like to share?

Answered: 37 Skipped: 299

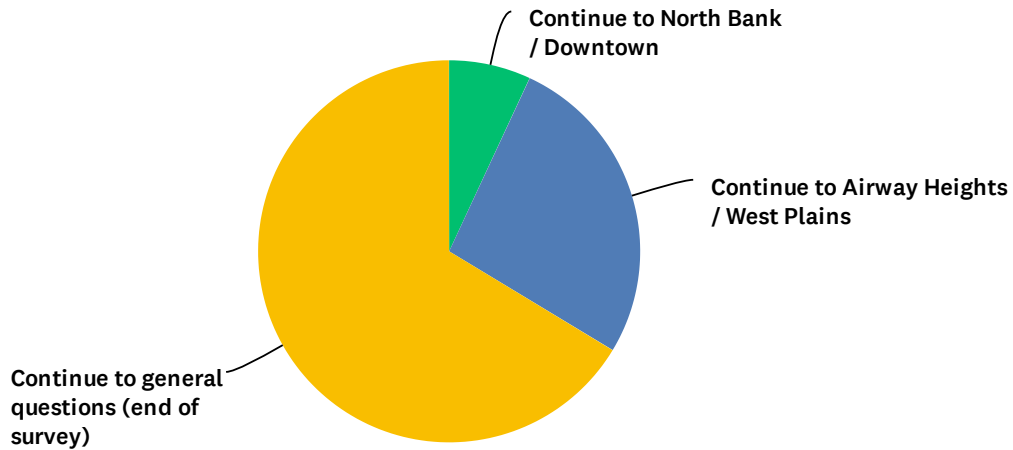
| #  | RESPONSES  | DATE                |
|----|--|---------------------|
| 1  | No   | 11/19/2023 5:57 AM  |
| 2  | Please leave A with #26 available for lots of young people and senior citizens   | 11/16/2023 4:34 PM  |
| 3  | retell the options to make it easier to use this survey.   | 11/16/2023 4:28 PM  |
| 4  | Connecting to recreation on route 92 would be welcome  | 11/15/2023 7:45 PM  |
| 5  | Eliminating the current route 26 will impact a number of people who are blind and who work at the Lighthouse for the Blind on North Addison Street. If the 26 does not connect to downtown, this wil add a transfer for most folks, increasing commute and travel time.  | 11/14/2023 7:15 AM  |
| 6  | Unsure   | 11/13/2023 10:09 PM |
| 7  | Option A is just straight stupid   | 11/13/2023 10:02 PM |
| 8  | Scrap plan B! Would you like your elderly Mother/Grandmother trudging thru snow with her granny cart 2 blocks to catch a bus? Think about the people behind these foolish actions!   | 11/13/2023 6:46 PM  |
| 9  | I need to get to the North east community center more than I need access to Spokane Valley   | 11/13/2023 6:36 PM  |
| 10 | Keep your drivers accountable to be on time, and it shouldn't be a problem   | 11/13/2023 9:28 AM  |
| 11 | No   | 11/9/2023 4:11 PM   |
| 12 | Going through with this change to the 26 will force me to move. Low income, disabled with few housing options will be my new reality again if I have to move.  | 11/8/2023 6:37 PM   |
| 13 | I appreciate the increased frequency, but know loss of coverage can be an issue (saw it with #4 and loss of easy bus access to Lincoln Heights shopping center, which means I often don't go to Lincoln Heights at all during the winter months).  | 11/8/2023 2:46 PM   |
| 14 | No   | 11/1/2023 5:14 PM   |
| 15 | it needs to make sense, plan a makes no sense  | 11/1/2023 4:17 PM   |
| 16 | coverage and reaching more residents is more important, especially if there is a very predictable times  | 11/1/2023 11:24 AM  |
| 17 | nah  | 10/31/2023 10:12 PM |
| 18 | Please do not remove routing you don't plan to directly replace. The difference of half a mile can be the difference between leaving the house or not for many bus riders. Many of us who cannot use paratransit for whatever reason still need to ride the bus, please think of us when making these decisions.                                       | 10/30/2023 8:27 PM  |
| 19 | Regardless of which plan you pick, the 28 needs a lot more frequency.  | 10/30/2023 6:14 PM  |
| 20 | The changes to Route 39 regardless of which one result in people who live in the Minnehaha neighborhood being cut-off from where they work, receive healthcare, and access other community based resources. It negatively and disproportionately affects our residents who by and large are low income and physically and/or developmentally disabled. | 10/30/2023 3:42 PM  |
| 21 | Next time please separate 94/Millwood out of North Spokane. I initially passed on this survey because I didn't see the impact at first. I even checked routes and didn't see 94, 90, or 98 listed until I checked the detailed proposal.   | 10/30/2023 6:33 AM  |
| 22 | No   | 10/28/2023 8:13 AM  |
| 23 | Love the focus on frequency. Thank you!  | 10/27/2023 12:28 PM |

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|    |  |                     |
|----|--|---------------------|
| 24 | N/a  | 10/25/2023 11:37 PM |
| 25 | I like B better for the frequency, but I like the connection of 92 from A.   | 10/25/2023 8:00 PM  |
| 26 | No   | 10/25/2023 7:49 PM  |
| 27 | Lights for the signs at night.   | 10/25/2023 7:26 PM  |
| 28 | None   | 10/25/2023 1:44 PM  |
| 29 | Really like the 28 going more often.   | 10/25/2023 8:39 AM  |
| 30 | I think these options are great and in some way would both benefit the Northeast Spokane/Hillyard/Minnehaha neighborhoods.   | 10/24/2023 5:55 PM  |
| 31 | Option A would be safer for people that lives at the low income apartments on Buckeye and Upriver, as well as Beau Rivage Apartments. They wouldn't have to walk on Upriver Dr. or Buckeye in the dark, where there are limited light posts between the apartments and Havana (for Buckeye) and Greene (for Upriver Dr). Plus, the walking distance would be cut significantly if the bus were to run on Frederick/Upriver Dr. | 10/23/2023 3:01 PM  |
| 32 | Keep the City Line frequency the same then you'd have money to do some of the ideas from both options.   | 10/17/2023 9:11 AM  |
| 33 | No.  | 10/12/2023 5:56 AM  |
| 34 | No   | 10/11/2023 3:23 PM  |
| 35 | I believe Cancel 26 and 39 same time are the best and replace by 31, 92 at the same time. This can help 27, 28 increase ridership  | 10/10/2023 11:02 AM |
| 36 | I've ridden the 26 a few times to get to Winco, while I primarily use the 28, it seems odd that route wouldn't go all the way up there. Doesn't really impact me since I will be riding the 28 to Winco now any way with its increased frequency.  | 10/10/2023 8:44 AM  |
| 37 | Both helps mes some  | 10/9/2023 3:13 PM   |

## Q24 Continue to Northeast Spokane / Hillyard, Airway Heights / West Plains, or continue to general questions (end of survey)?

Answered: 101 Skipped: 235



| ANSWER CHOICES                                | RESPONSES |            |
|---|-----------|------------|
| Continue to North Bank / Downtown             | 6.93%     | 7          |
| Continue to Airway Heights / West Plains      | 26.73%    | 27         |
| Continue to general questions (end of survey) | 66.34%    | 67         |
| <b>TOTAL</b>                                  |           | <b>101</b> |



## Q25 Overall, what would like to share about the proposed 2024 bus route changes?

Answered: 91 Skipped: 245

| #  | RESPONSES  | DATE                |
|----|--|---------------------|
| 1  | I like the 27 route  | 11/19/2023 5:58 AM  |
| 2  | Please reference my detailed comments regarding some major safety concerns around the CDA park in Brown's Addition, based on impacts related to this service with 60' coaches and pending increased service.   | 11/17/2023 1:21 PM  |
| 3  | Don't change the Lilac Plaza bus stop, in front of the building, lidgerwood #26  | 11/16/2023 4:31 PM  |
| 4  | More frequency and longer hours on 1 line is welcome.  | 11/15/2023 7:48 PM  |
| 5  | I was hoping the south hill would be included in this.   | 11/15/2023 12:44 AM |
| 6  | It looks like it isn't going to help the working public at all.  | 11/14/2023 11:26 PM |
| 7  | No   | 11/14/2023 2:43 PM  |
| 8  | I do not know what to think of the proposed changes overall. There are a lot of details to consider and it is a bit confusing and overwhelming honestly.   | 11/13/2023 10:14 PM |
| 9  | I appreciate the expanded weekend and morning coverage, give us as much as you can! Both are crucial. Shout out to the drivers! They preform with safety and grace in so many hard bus situations daily here in spokane  | 11/13/2023 7:27 PM  |
| 10 | I like the late night changes  | 11/13/2023 7:19 PM  |
| 11 | Please, Please, PLEASE LEAVE 26 ALONE!! I am blessed that I currently have 4 routes to choose from. 26/27 are closest. Was the person who came up with the 26 turning on Lyons to Division and continuing to Hilliard, High?! Dumbest thing ever. I've been riding the bus since before it was STA so I've seen a lot of changes. Some good some bad. This 26 proposed change is REDICULOUS! 13 yrs ago, I was MVC for December. Just recently, I was MVC of the Quarter. So, I am a seasoned rider. Please leave 26 as is...PLEASE!!  | 11/13/2023 7:01 PM  |
| 12 | Please don't take away route 39  | 11/13/2023 6:37 PM  |
| 13 | Glad Route 61 from Airway Heights to downtown Spokane is not affected.   | 11/13/2023 6:20 PM  |
| 14 | I think adding more routes is more valuable to Spokane residents, than adding more frequency to current routes.  | 11/13/2023 3:22 PM  |
| 15 | Please reference my earlier comments regarding City Line traveling through Brown's Addiction and around CDA park. Even with current service this is unsafe, but with increased service combined with snow and ice on roads, there will be buses hitting parked cars, or moving cars. Also adding these suggested changes will improve visibility enabling drivers to better see pedestrians. What we don't want is accidents and injuries that could have been prevented. I am recommending STA and the City of Spokane to make changes to the service and roadways to mitigate The risks. This is very important. | 11/13/2023 10:41 AM |
| 16 | These would help me being disabled to get around more to where I need to go  | 11/13/2023 9:36 AM  |
| 17 | Higher amounts of scheduling trials.   | 11/13/2023 9:30 AM  |
| 18 | I think the changes proposed on this survey are good, but I do wish you would also focus on extending the bus route times on the weekends, especially on Sundays. What I mean by that is, that the bus would run later into the night on Sundays, all of the buses. For someone who can't drive and works a night shift it is incredibly difficult for me to travel to important places on Sundays specifically because the buses only run until 8pm. I wish it would run later like it does on the weekdays until around 11pm.  | 11/13/2023 8:16 AM  |

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|    |   |                     |
|----|---|---------------------|
| 19 | It would not be good for me.  | 11/12/2023 4:25 PM  |
| 20 | It would be nice to have a bus come further north on Argonne, especially with the growth in the area. I would also like to see the enforcement of collecting fares, or to stop fares all together. I see more drivers give in to sob stories and let people ride for free than I see them not allowing the people on the bus. I find it highly unfair that myself, and many others are feeling slighted in that minute, knowing we paid for our ride. Why should we be paying when its more than likely we can ride for free. I know that 'x' amount of fares have to come from rider fees. Which means eliminating fares all together is not practical. The enforcement is possible. Riders KNOW it costs money to ride the bus. There is no reason free rides should be given out right in front of those of us that paid.  | 11/10/2023 10:35 AM |
| 21 | Leave the 26 alone!!  | 11/10/2023 9:21 AM  |
| 22 | Earlier service on Sundays to Airway Heights, Cheney, Medical Lake and east Valley routes 95, 96, 97, 98. Weekend service for route 74. More stops on Barker road (Barker and Jackson with Barker and Euclid) or Barker and Buckeye. Shuttle buses to/from unserved areas (Otis Orchards, Spangle, etc.). Encourage ridership by providing the service. Clean air grants for low income fare. Walker/shopping cart seats on all new buses.  | 11/9/2023 4:21 PM   |
| 23 | Love to hear about increased city line frequency and the Arena connection shuttle.  | 11/9/2023 3:57 PM   |
| 24 | I LIKE THE CHANGES!! NOT ALL ROUTES AFFECT ME, BUT THE ROUTE 65 WOULD BE HUGE FOR OUR FAMILY.   | 11/9/2023 2:44 PM   |
| 25 | Please don't take away the service areas for the 26 that isn't being replaced. Please extend the area for the 28 to include the E. Hastings Park and Ride.  | 11/8/2023 6:45 PM   |
| 26 | Improved frequency is good in helping get around on the bus - and having bus run earlier/later helps too. Do appreciate the challenges if this means a reduction in service - with the #4 change, love the improved frequency, but during winter wish it were easier to get to Lincoln Heights shopping center (don't shop there in winter, given less accessible bus and issues with snow and blocked sidewalks).  | 11/8/2023 2:49 PM   |
| 27 | would like to see a route to CDA  | 11/6/2023 5:44 PM   |
| 28 | No impact to me, but I appreciate the continuous improvement to the routes.   | 11/6/2023 8:11 AM   |
| 29 | I do not see any changes to the Spokane Valley. I also reviewed the 2024-2029 revisions and see that only 3 requests are listed for the 96 to run from Sprague to 16th on Pines. I also requested this as I live on 16th just off Pines but do not see my request included the ones listed appeared to be in regards to 8th ave and Pines. I currently am having to walk from Pines to Evergreen and 16th to catch the bus and losing the Pines & 16th bus has been a big loss to me. I specifically purchased a the home I have due to the closeness of bus routes. If the 96 is not able to return to the South Pines I would like to propose that the 97 come down 32nd to HWY 27 and then come across 16th from Pines. This would still allow for all the riders that need to jump on by HWY 27 on 32nd but also allow for riders in the Pines & 16th area. To have no bus from 32nd to Sprague is an issue. Currently to get downtown I have to walk to Evergreen & 16th from almost the Pines area which is a good 15 min walk and in the winter the sidewalks are not clear so it takes even longer. Then I must take the bus up to 32nd and down to the VTC and then catch the 90 to downtown. This is quite a commute and hour and 15 min. At night the 97 route was changed and now I can no longer connect from the 90 to the 97 at 9:15 as we used to. Now it does not come till 9:45pm and with no security it is not safe to sit and wait for nearly 45 min for a bus to come. When we move our office to the Valley it gets even harder as getting from 16th and Pines to Indiana East of Sullivan is not at all easy. I would like to see better cross connections in the Valley. | 11/3/2023 5:21 PM   |
| 30 | I like taking the bus and any improvements are welcome  | 11/2/2023 2:14 PM   |
| 31 | NA  | 11/2/2023 1:50 PM   |
| 32 | I like the added 11 on weekend idea and i like having 27 run every 15 mins on the AM/PM.  | 11/2/2023 1:46 PM   |
| 33 | increased service good route change dependent on people it actually service is questionable   | 11/2/2023 9:46 AM   |
| 34 | I would like buses to be more frequent  | 11/1/2023 5:17 PM   |
| 35 | Plan A makes no sense   | 11/1/2023 5:01 PM   |
| 36 | I think these changes in general look great. I think it is vital to think beyond just Spokane and   | 11/1/2023 11:43 AM  |

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look to Spokane Valley too. There are many residents in Spokane Valley that are trying to be a part of the community, but are limited and due to the sparse bus stops, paratransit does not reach them. This service would open up so many opportunities for them. By being active members of the community, partaking in community events, utilizing the libraries and spending their money locally versus online. This service would improve their quality of life, improve their sense of community, aid in a sense of well being and self confidence, allow residents to have a sense of worth and self sufficiency in being able to perform tasks like shopping and going out for coffee. This in turn would improve mental health and help residents from being isolated. Therefore, these revisions look great and I would like to see more changes made in the near future too, that would include more bus stops along Trent and paratransit that could reach Avalon Court.

|    |  |                     |
|----|--|---------------------|
| 37 | 4507 N Avalon Ct., Spokane Valley WA is part of a new cul-de-sac comprised of 13 adult family homes. These homes are just outside the reach of ParaTransit at this time. In order to serve and provide meaningful transportation opportunities to the many, many residents, it is key that this new community is reached. Possibly decreasing the speed along Trent avenue and/or adding a bus stop at Trent and Evergreen, so that these homes will be within the reach of ParaTransit. | 11/1/2023 11:25 AM  |
| 38 | Improvements in the West Plains are greatly needed, we have one of the largest growth areas and yet very little transit options are available. Please continue to add more stops, specifically near Garfield Rd and Hwy 2.   | 11/1/2023 9:43 AM   |
| 39 | /  | 10/31/2023 10:13 PM |
| 40 | I think it's fine, just please provide accessible areas for wheelchairs and benches (even small ones) for disabled/elderly/pregnant/hard working people.   | 10/31/2023 1:22 PM  |
| 41 | Route 65 should be extended past Hayford to at least Garfield Rd.  | 10/31/2023 11:12 AM |
| 42 | Not super helpful. I'll still be finding a ride to work or commuting when I can I guess  | 10/31/2023 11:05 AM |
| 43 | I like a lot of the changes but some of them scare me. Please do not cut out large chunks of service areas.  | 10/30/2023 8:31 PM  |
| 44 | I've been hoping for more frequency on the 28 for a very long time. Please implement this as soon as possible regardless of which plan is chosen.  | 10/30/2023 6:17 PM  |
| 45 | The changes to Route 39 regardless of which one result in people who live in the Minnehaha neighborhood being cut-off from where they work, receive healthcare, and access other community based resources. It negatively and disproportionately affects our residents who by and large are low income and physically and/or developmentally disabled.   | 10/30/2023 3:44 PM  |
| 46 | I like it, I would like to see the City Line expanded to serve the Airport.  | 10/30/2023 6:53 AM  |
| 47 | I like Option B, increased frequency. I don't like A, messing up all routes to supposedly increase coverage. I apologize for the snark in my responses -- I am merely exhausted from constant changes in the system that make it harder to travel around Spokane.  | 10/30/2023 6:37 AM  |
| 48 | Would be nice to have better service to Airway Heights and Amazon from Cheney and the West Plains Transit Center.  | 10/29/2023 6:52 PM  |
| 49 | The ideas presented looks like they will benefit those who use these bus routes for they work or live on these routes.   | 10/28/2023 2:37 PM  |
| 50 | I think it will be a good change   | 10/28/2023 8:16 AM  |
| 51 | More times on Sunday   | 10/27/2023 1:43 PM  |
| 52 | I absolutely love the focus on frequency and hope this continutes.   | 10/27/2023 12:32 PM |
| 53 | Not sure   | 10/27/2023 11:54 AM |
| 54 | Hope it works.   | 10/27/2023 9:46 AM  |
| 55 | Looks okay   | 10/26/2023 5:23 PM  |
| 56 | I am excited to increase frequency, especially to underutilized neighborhoods.   | 10/26/2023 12:49 PM |
| 57 | moving forward   | 10/26/2023 9:28 AM  |

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|    |  |                     |
|----|--|---------------------|
| 58 | Not terribly exciting honestly. Was hoping to see some more fast service especially around the north side of the river downtown.   | 10/26/2023 7:37 AM  |
| 59 | I like some of option A and option B but I do like Changes on routes 1 & 11  | 10/25/2023 11:40 PM |
| 60 | I like the direction STA is going, but I do think it should focus frequency over coverage. I think more people will take the bus, including me, with better frequency.   | 10/25/2023 8:04 PM  |
| 61 | I think it will streamline service.  | 10/25/2023 7:27 PM  |
| 62 | Service to Mead/Fairwood location to Downtown Spokane.   | 10/25/2023 1:10 PM  |
| 63 | Not an improvement to my world. It looks like some people will benefit from the change.  | 10/25/2023 11:42 AM |
| 64 | DROP THE BUS SERVICE.  | 10/25/2023 11:30 AM |
| 65 | I would rather see more frequent routes from north to south.   | 10/25/2023 11:27 AM |
| 66 | The increased frequency of the City Line would make riding the bus more attractive to me since I have to transfer downtown. If STA doesn't have the budget to do this, that's okay too.  | 10/25/2023 10:58 AM |
| 67 | I appreciate the analysis to try to continue to improve service in our transit system in general. It doesn't look like the changes will impact me personally very much, so I do not have a strong opinion on the details.  | 10/25/2023 10:50 AM |
| 68 | I am for College Students getting more access to Gonzaga University and other universities from NW central Spokane   | 10/25/2023 10:45 AM |
| 69 | Most seem a bit overdone without seeing rider stats  | 10/25/2023 10:23 AM |
| 70 | How much will you really do? You keep making promises and keep not doing them. We voted to give you money and you act like a big corporation with lots of money in the bank and only caring about the bottom line. We are your shareholders. Provide value to us, don't line your ownnoockets. | 10/25/2023 8:44 AM  |
| 71 | I think the proposed 2024 changes seem quite promising and look great for the benefit of the communities in Spokane County.  | 10/24/2023 5:58 PM  |
| 72 | Lots more walking.   | 10/24/2023 5:28 PM  |
| 73 | Overall I am happy to see increased frequency on high ridership routes. Tho I would like to see 633 remain in place and get earlier weekend service for the Amazon warehouse.  | 10/23/2023 5:21 PM  |
| 74 | Hope it happens.   | 10/23/2023 3:31 PM  |
| 75 | Wrong timing to upgrade CityLine service except uprgade other routes for connection the Cityline service   | 10/23/2023 9:51 AM  |
| 76 | Focus on increased frequencies and straightening out routes.   | 10/20/2023 2:24 PM  |
| 77 | Improvements and additions to bus systems are good   | 10/19/2023 8:52 AM  |
| 78 | Increased frequency on the 94 route will improve my options to/from work and maybe open the door for evening and weekend use   | 10/17/2023 8:25 PM  |
| 79 | Some interesting ideas in both options.  | 10/17/2023 9:15 AM  |
| 80 | As a wheelchair user I hate transfers, they make me feel like an inconvenience. Sure your drivers are kind and professional but I still delay the bus every time I have to get on or off. The new 31 let's me get to doctors appointments with out transferring.                               | 10/17/2023 5:57 AM  |
| 81 | I'm okay with changing routes to meet demand   | 10/15/2023 8:56 PM  |
| 82 | Not needed, not enough riders.   | 10/15/2023 8:28 AM  |
| 83 | It would be OK with me   | 10/12/2023 6:22 PM  |
| 84 | Shiloh Hills Neighborhood has great bus service serving downtown and the Northpointe Shopping area including Walmart, Winco, and Target which benefits lower income riders.  | 10/12/2023 3:18 PM  |
| 85 | N/A  | 10/12/2023 5:58 AM  |
| 86 | Looks fine. Would like to see route 61 more frequency (which isn't an option on this, I know,  | 10/11/2023 7:19 PM  |

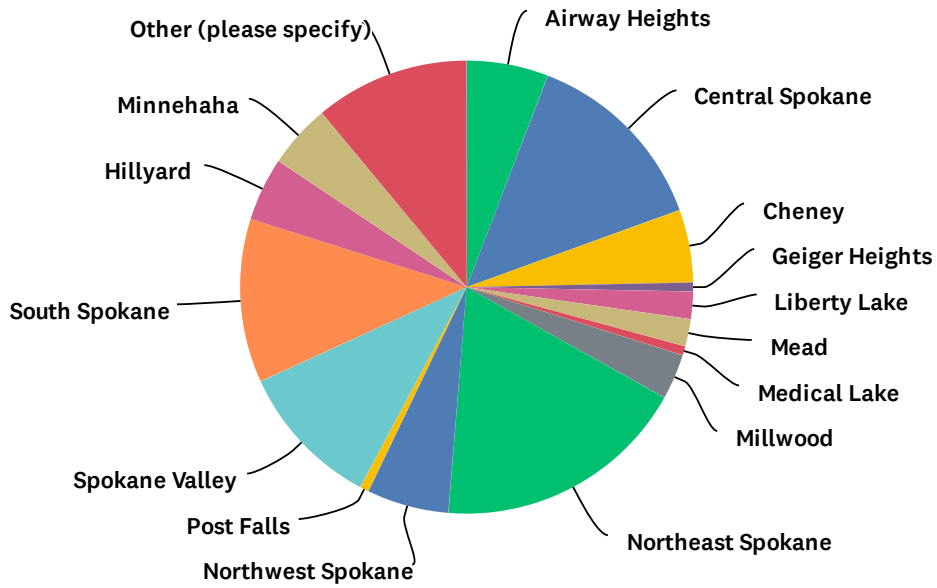
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but just mentioning for the future).

|    |  |                     |
|----|--|---------------------|
| 87 | None   | 10/11/2023 3:24 PM  |
| 88 | I think it's great to add as many bus routes as possible! Spokane is growing | 10/11/2023 12:37 PM |
| 89 | Option B sounds nice.  | 10/10/2023 9:00 AM  |
| 90 | I love option B!   | 10/10/2023 8:47 AM  |
| 91 | hope they pick both  | 10/9/2023 3:16 PM   |

## Q26 Where area do you live in?

Answered: 154 Skipped: 182



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| ANSWER CHOICES           | RESPONSES |            |
|--------------------------|-----------|------------|
| Airway Heights           | 5.84%     | 9          |
| Central Spokane          | 13.64%    | 21         |
| Cheney                   | 5.19%     | 8          |
| Coeur d' Alene           | 0.00%     | 0          |
| Fairchild Air Force Base | 0.00%     | 0          |
| Geiger Heights           | 0.65%     | 1          |
| Liberty Lake             | 1.95%     | 3          |
| Mead                     | 1.95%     | 3          |
| Medical Lake             | 0.65%     | 1          |
| Millwood                 | 3.25%     | 5          |
| Northeast Spokane        | 18.18%    | 28         |
| Northwest Spokane        | 5.84%     | 9          |
| Post Falls               | 0.65%     | 1          |
| Spokane Valley           | 10.39%    | 16         |
| South Spokane            | 11.69%    | 18         |
| West Plains              | 0.00%     | 0          |
| Hillyard                 | 4.55%     | 7          |
| Minnehaha                | 4.55%     | 7          |
| Other (please specify)   | 11.04%    | 17         |
| <b>TOTAL</b>             |           | <b>154</b> |

| #  | OTHER (PLEASE SPECIFY)   | DATE                |
|----|--|---------------------|
| 1  | Chief Gary Park  | 11/15/2023 7:48 PM  |
| 2  | West central Spokane   | 11/14/2023 2:15 AM  |
| 3  | Brownes addition   | 11/13/2023 9:36 AM  |
| 4  | Not applicable   | 11/13/2023 9:30 AM  |
| 5  | WITH ONE MILE OF WEST PLAINS TRANSIT. CHENEY, BUT NOT CLOSE TO THE TOWN OF CHENEY! | 11/9/2023 2:44 PM   |
| 6  | Kendall yards  | 11/4/2023 9:20 AM   |
| 7  | Near Downtown  | 11/1/2023 9:30 PM   |
| 8  | Fairwood/Mead location near HWY 2  | 10/25/2023 1:10 PM  |
| 9  | SPOKANE AREA   | 10/25/2023 11:30 AM |
| 10 | Hatch and 395  | 10/25/2023 10:23 AM |
| 11 | Gonzaga Logan neighborhood   | 10/24/2023 5:28 PM  |
| 12 | Indian Trail/Five Mile   | 10/23/2023 5:21 PM  |

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|    |  |                     |
|----|--|---------------------|
| 13 | South Hill near cannon hill park         | 10/23/2023 3:31 PM  |
| 14 | Very edge of Spokane Valley and Millwood | 10/18/2023 5:04 PM  |
| 15 | Whitman                                  | 10/11/2023 3:24 PM  |
| 16 | Dogtown / hillyard                       | 10/11/2023 12:37 PM |
| 17 | Greenacres                               | 10/10/2023 9:00 AM  |



## Q27 What is your zip code?

Answered: 148 Skipped: 188

| #  | RESPONSES      | DATE                |
|----|----------------|---------------------|
| 1  | 99217          | 11/19/2023 9:06 PM  |
| 2  | 99217          | 11/19/2023 5:58 AM  |
| 3  | 99223          | 11/18/2023 2:49 PM  |
| 4  | 99201          | 11/17/2023 1:21 PM  |
| 5  | 99208          | 11/16/2023 4:31 PM  |
| 6  | 99223          | 11/15/2023 9:48 PM  |
| 7  | 99207          | 11/15/2023 7:48 PM  |
| 8  | 99204          | 11/15/2023 12:44 AM |
| 9  | 99206          | 11/14/2023 11:26 PM |
| 10 | 99216          | 11/14/2023 2:43 PM  |
| 11 | 99204          | 11/14/2023 1:03 PM  |
| 12 | 99004          | 11/14/2023 12:10 PM |
| 13 | 99201          | 11/14/2023 2:15 AM  |
| 14 | 99204          | 11/13/2023 10:14 PM |
| 15 | 99218          | 11/13/2023 10:05 PM |
| 16 | 99217          | 11/13/2023 9:08 PM  |
| 17 | 99201          | 11/13/2023 7:27 PM  |
| 18 | 99223          | 11/13/2023 7:19 PM  |
| 19 | 99218          | 11/13/2023 7:01 PM  |
| 20 | 99217          | 11/13/2023 6:37 PM  |
| 21 | 99001          | 11/13/2023 6:20 PM  |
| 22 | 99206          | 11/13/2023 3:22 PM  |
| 23 | 99201          | 11/13/2023 10:41 AM |
| 24 | 99201          | 11/13/2023 9:36 AM  |
| 25 | Not applicable | 11/13/2023 9:30 AM  |
| 26 | 99207          | 11/13/2023 8:44 AM  |
| 27 | 99207          | 11/13/2023 8:35 AM  |
| 28 | 99201          | 11/13/2023 8:34 AM  |
| 29 | 99217          | 11/13/2023 8:16 AM  |
| 30 | 99207          | 11/12/2023 4:25 PM  |
| 31 | 99207          | 11/11/2023 11:47 PM |
| 32 | 99212          | 11/10/2023 10:35 AM |
| 33 | 99218          | 11/10/2023 9:21 AM  |

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|    |       |                     |
|----|-------|---------------------|
| 34 | 99019 | 11/9/2023 4:21 PM   |
| 35 | 99201 | 11/9/2023 3:57 PM   |
| 36 | 99004 | 11/9/2023 2:44 PM   |
| 37 | 99205 | 11/9/2023 10:37 AM  |
| 38 | 99208 | 11/8/2023 6:45 PM   |
| 39 | 99203 | 11/8/2023 2:49 PM   |
| 40 | 99206 | 11/8/2023 7:49 AM   |
| 41 | 99212 | 11/6/2023 5:44 PM   |
| 42 | 99201 | 11/6/2023 2:26 PM   |
| 43 | 99037 | 11/6/2023 8:11 AM   |
| 44 | 99201 | 11/4/2023 9:20 AM   |
| 45 | 99216 | 11/3/2023 5:21 PM   |
| 46 | 99207 | 11/3/2023 5:14 PM   |
| 47 | 99205 | 11/2/2023 2:14 PM   |
| 48 | 99212 | 11/2/2023 1:50 PM   |
| 49 | 99201 | 11/2/2023 1:46 PM   |
| 50 | 99224 | 11/2/2023 9:46 AM   |
| 51 | 99201 | 11/1/2023 9:30 PM   |
| 52 | 99212 | 11/1/2023 5:17 PM   |
| 53 | 99217 | 11/1/2023 5:01 PM   |
| 54 | 99206 | 11/1/2023 11:43 AM  |
| 55 | 99216 | 11/1/2023 11:25 AM  |
| 56 | 99201 | 11/1/2023 10:09 AM  |
| 57 | 99001 | 11/1/2023 9:43 AM   |
| 58 | 99004 | 10/31/2023 10:13 PM |
| 59 | 99212 | 10/31/2023 5:29 PM  |
| 60 | 99001 | 10/31/2023 4:37 PM  |
| 61 | 99205 | 10/31/2023 3:33 PM  |
| 62 | 99224 | 10/31/2023 1:22 PM  |
| 63 | 99207 | 10/31/2023 12:54 PM |
| 64 | 99223 | 10/31/2023 11:31 AM |
| 65 | 99027 | 10/31/2023 11:12 AM |
| 66 | 99218 | 10/31/2023 11:05 AM |
| 67 | 99224 | 10/31/2023 10:35 AM |
| 68 | 99004 | 10/31/2023 9:21 AM  |
| 69 | 99208 | 10/30/2023 8:31 PM  |
| 70 | 99208 | 10/30/2023 6:17 PM  |
| 71 | 99217 | 10/30/2023 3:45 PM  |

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|     |       |                     |
|-----|-------|---------------------|
| 72  | 99217 | 10/30/2023 3:44 PM  |
| 73  | 99223 | 10/30/2023 6:53 AM  |
| 74  | 99202 | 10/30/2023 6:37 AM  |
| 75  | 99004 | 10/29/2023 6:52 PM  |
| 76  | 99205 | 10/29/2023 9:37 AM  |
| 77  | 99001 | 10/28/2023 7:43 PM  |
| 78  | 99201 | 10/28/2023 2:37 PM  |
| 79  | 99206 | 10/28/2023 8:16 AM  |
| 80  | 99216 | 10/27/2023 1:43 PM  |
| 81  | 99037 | 10/27/2023 12:32 PM |
| 82  | 99212 | 10/27/2023 11:54 AM |
| 83  | 99216 | 10/27/2023 9:46 AM  |
| 84  | 99208 | 10/26/2023 5:23 PM  |
| 85  | 99202 | 10/26/2023 12:49 PM |
| 86  | 99224 | 10/26/2023 11:02 AM |
| 87  | 99004 | 10/26/2023 9:28 AM  |
| 88  | 99201 | 10/26/2023 7:37 AM  |
| 89  | 99207 | 10/26/2023 6:16 AM  |
| 90  | 99216 | 10/25/2023 11:40 PM |
| 91  | 99205 | 10/25/2023 9:38 PM  |
| 92  | 99205 | 10/25/2023 8:04 PM  |
| 93  | 99027 | 10/25/2023 7:51 PM  |
| 94  | 99208 | 10/25/2023 7:27 PM  |
| 95  | 99001 | 10/25/2023 4:34 PM  |
| 96  | 99202 | 10/25/2023 1:47 PM  |
| 97  | 99208 | 10/25/2023 1:10 PM  |
| 98  | 99216 | 10/25/2023 11:42 AM |
| 99  | 99005 | 10/25/2023 11:27 AM |
| 100 | 99223 | 10/25/2023 10:58 AM |
| 101 | 99217 | 10/25/2023 10:56 AM |
| 102 | 99005 | 10/25/2023 10:54 AM |
| 103 | 99001 | 10/25/2023 10:52 AM |
| 104 | 99203 | 10/25/2023 10:51 AM |
| 105 | 99202 | 10/25/2023 10:50 AM |
| 106 | 99217 | 10/25/2023 10:45 AM |
| 107 | 99001 | 10/25/2023 10:45 AM |
| 108 | 99022 | 10/25/2023 10:42 AM |
| 109 | 99217 | 10/25/2023 10:25 AM |

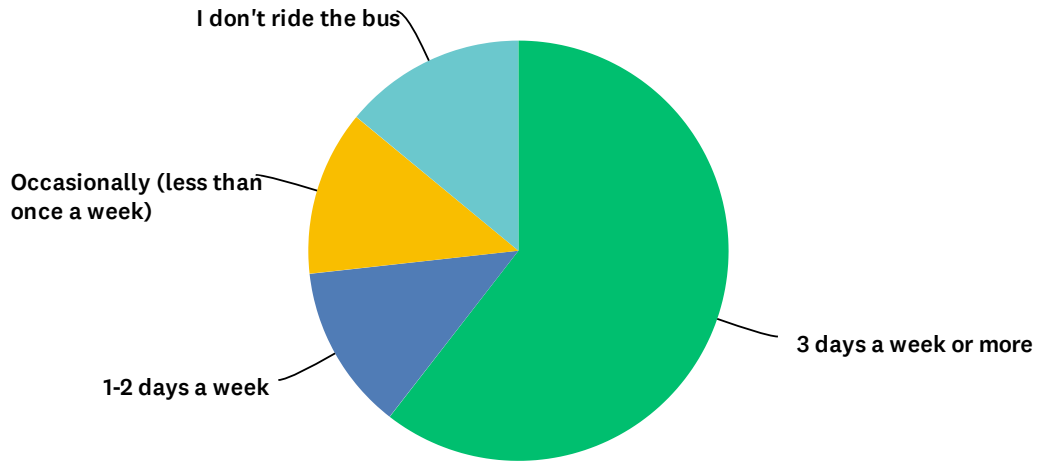
## 2024 Revisions - Preliminary Proposal

|     |            |                     |
|-----|------------|---------------------|
| 110 | 99005      | 10/25/2023 10:23 AM |
| 111 | 99016      | 10/25/2023 10:23 AM |
| 112 | 99207      | 10/25/2023 8:44 AM  |
| 113 | 99207      | 10/25/2023 7:58 AM  |
| 114 | 99208      | 10/25/2023 12:06 AM |
| 115 | 99207      | 10/24/2023 8:24 PM  |
| 116 | 99223      | 10/24/2023 5:58 PM  |
| 117 | 99202      | 10/24/2023 5:28 PM  |
| 118 | 99223      | 10/24/2023 4:43 PM  |
| 119 | 99208      | 10/23/2023 5:21 PM  |
| 120 | 99203      | 10/23/2023 3:31 PM  |
| 121 | 99217      | 10/23/2023 3:02 PM  |
| 122 | 99004      | 10/23/2023 9:51 AM  |
| 123 | 99201      | 10/20/2023 2:24 PM  |
| 124 | 99207      | 10/19/2023 11:55 PM |
| 125 | 99201      | 10/19/2023 8:52 AM  |
| 126 | 99212      | 10/18/2023 5:04 PM  |
| 127 | 99004      | 10/18/2023 12:59 PM |
| 128 | 99202      | 10/17/2023 8:25 PM  |
| 129 | 83854-8077 | 10/17/2023 4:20 PM  |
| 130 | 99205      | 10/17/2023 9:15 AM  |
| 131 | 99207      | 10/17/2023 5:57 AM  |
| 132 | 99208      | 10/15/2023 8:56 PM  |
| 133 | 99217      | 10/15/2023 8:28 AM  |
| 134 | 99201      | 10/12/2023 6:22 PM  |
| 135 | 99207      | 10/12/2023 3:31 PM  |
| 136 | 99208      | 10/12/2023 3:18 PM  |
| 137 | 99207      | 10/12/2023 5:58 AM  |
| 138 | 99022      | 10/11/2023 7:19 PM  |
| 139 | 99208      | 10/11/2023 3:24 PM  |
| 140 | 99217      | 10/11/2023 2:54 PM  |
| 141 | 99217      | 10/11/2023 12:37 PM |
| 142 | 99223      | 10/11/2023 10:30 AM |
| 143 | 99004      | 10/10/2023 11:08 AM |
| 144 | 99004      | 10/10/2023 10:59 AM |
| 145 | 99204      | 10/10/2023 10:23 AM |
| 146 | 99016      | 10/10/2023 9:00 AM  |
| 147 | 99207      | 10/10/2023 8:47 AM  |



## Q28 How often do you ride the bus?

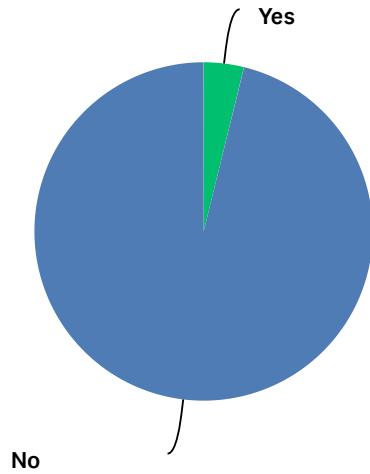
Answered: 157 Skipped: 179



| ANSWER CHOICES                       | RESPONSES |     |
|--------------------------------------|-----------|-----|
| 3 days a week or more                | 60.51%    | 95  |
| 1-2 days a week                      | 12.74%    | 20  |
| Occasionally (less than once a week) | 12.74%    | 20  |
| I don't ride the bus                 | 14.01%    | 22  |
| TOTAL                                |           | 157 |

## Q29 Do you use paratransit service?

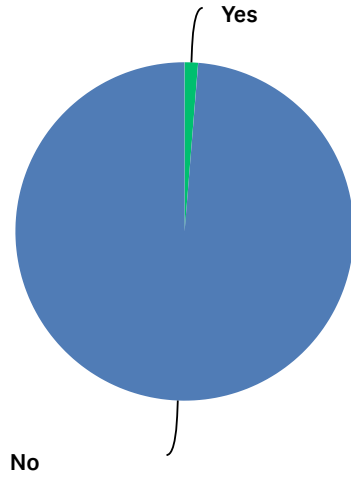
Answered: 156 Skipped: 180



| ANSWER CHOICES | RESPONSES |     |
|----------------|-----------|-----|
| Yes            | 3.85%     | 6   |
| No             | 96.15%    | 150 |
| TOTAL          |           | 156 |

### Q30 Do you use Rideshare (Vanpool) service?

Answered: 156 Skipped: 180

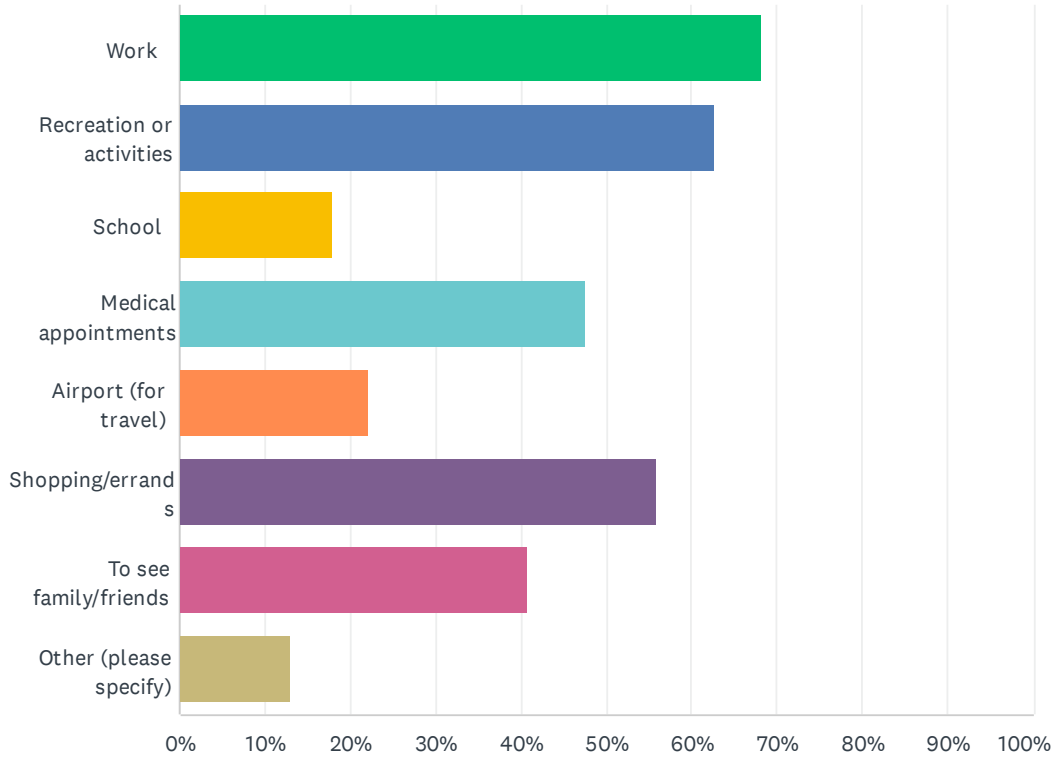


| ANSWER CHOICES | RESPONSES  |
|----------------|------------|
| Yes            | 1.28% 2    |
| No             | 98.72% 154 |
| TOTAL          | 156        |



### Q31 Where do you go when you are using the bus, paratransit, or Rideshare (Vanpool)? Check all that apply.

Answered: 145 Skipped: 191



| ANSWER CHOICES           | RESPONSES |
|--------------------------|-----------|
| Work                     | 68.28% 99 |
| Recreation or activities | 62.76% 91 |
| School                   | 17.93% 26 |
| Medical appointments     | 47.59% 69 |
| Airport (for travel)     | 22.07% 32 |
| Shopping/errands         | 55.86% 81 |
| To see family/friends    | 40.69% 59 |
| Other (please specify)   | 13.10% 19 |
| Total Respondents: 145   |           |

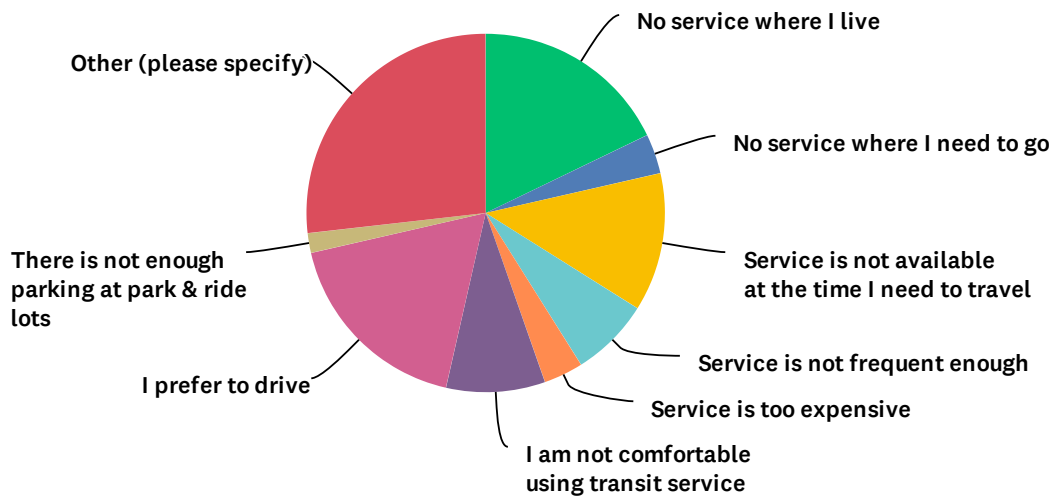
| # | OTHER (PLEASE SPECIFY)               | DATE               |
|---|--------------------------------------|--------------------|
| 1 | Everywhere!                          | 11/13/2023 7:27 PM |
| 2 | Meetings                             | 11/13/2023 7:19 PM |
| 3 | It is my only mode of transportation | 11/13/2023 7:01 PM |

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|    |   |                     |
|----|---|---------------------|
| 4  | church  | 11/6/2023 5:44 PM   |
| 5  | I don't use the bus but have family that does.                          | 11/2/2023 1:50 PM   |
| 6  | legit everywhere tbh  | 11/2/2023 9:46 AM   |
| 7  | Parks, and anywhere else you can think of! Events etc.                  | 11/1/2023 9:30 PM   |
| 8  | To avoid traffic for events   | 10/31/2023 12:54 PM |
| 9  | I have no car so rely on STA for transportation pretty much everywhere. | 10/30/2023 6:17 PM  |
| 10 | For going to church on the weekend                                      | 10/28/2023 2:37 PM  |
| 11 | Evergreen club  | 10/27/2023 1:43 PM  |
| 12 | Don't use.  | 10/27/2023 9:46 AM  |
| 13 | Food bank   | 10/25/2023 11:40 PM |
| 14 | library, shopping, visiting   | 10/24/2023 5:28 PM  |
| 15 | I won't be able to use the buses anymore.                               | 10/19/2023 11:55 PM |
| 16 | Events  | 10/19/2023 8:52 AM  |
| 17 | Bus stop is too far for me to catch the bus.                            | 10/15/2023 8:28 AM  |
| 18 | Places where parking would be a nightmare.                              | 10/11/2023 2:54 PM  |
| 19 | Volunteering at the Central Library                                     | 10/9/2023 3:16 PM   |

## Q32 If you do not use STA services, please tell us why not.

Answered: 56 Skipped: 280



| ANSWER CHOICES  | RESPONSES |           |
|---|-----------|-----------|
| No service where I live                               | 17.86%    | 10        |
| No service where I need to go                         | 3.57%     | 2         |
| Service is not available at the time I need to travel | 12.50%    | 7         |
| Service is not frequent enough                        | 7.14%     | 4         |
| Service is too expensive                              | 3.57%     | 2         |
| I am not comfortable using transit service            | 8.93%     | 5         |
| I prefer to drive                                     | 17.86%    | 10        |
| There is not enough parking at park & ride lots       | 1.79%     | 1         |
| Other (please specify)                                | 26.79%    | 15        |
| <b>TOTAL</b>  |           | <b>56</b> |

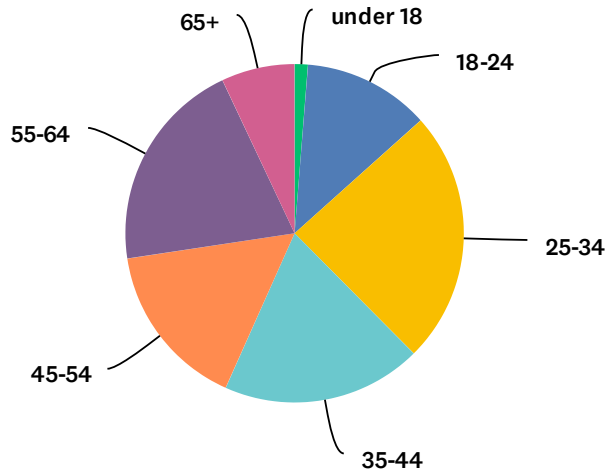
| # | OTHER (PLEASE SPECIFY)   | DATE                |
|---|--|---------------------|
| 1 | I use STA service  | 11/17/2023 1:21 PM  |
| 2 | N/A  | 11/13/2023 10:14 PM |
| 3 | Not applicable   | 11/13/2023 9:30 AM  |
| 4 | Not needed   | 11/13/2023 8:16 AM  |
| 5 | I use the service  | 11/12/2023 4:25 PM  |
| 6 | Inconvenience  | 10/27/2023 9:46 AM  |
| 7 | I prefer Bicycling 365 days a year. Winter included              | 10/26/2023 10:33 AM |
| 8 | Bus does not operate early enough for me to get to work on time. | 10/25/2023 1:47 PM  |

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|    |  |                     |
|----|--|---------------------|
| 9  | Since I can only choose 1, No Adequate Service where I live, No Adequate Service without 5 transfers where I work, Service takes 4 times as long to get to work with multiple transfers. I would PREFER to take the bus. Useless system to me. | 10/25/2023 11:42 AM |
| 10 | NO SERVICE. NOT A SAFE ENVIRONMENT.  | 10/25/2023 11:30 AM |
| 11 | I want to ride the bus but it takes too long to get from the South Hill to Avista where I work   | 10/25/2023 10:51 AM |
| 12 | I have four bus routes   | 10/25/2023 12:06 AM |
| 13 | N/A  | 10/24/2023 5:58 PM  |
| 14 | NA   | 10/17/2023 8:25 PM  |
| 15 | Too far to bus stop, service is too expensive, not frequent enough, takes too long to get to work. Above all the bus is not safe.  | 10/15/2023 8:28 AM  |

## Q33 What is your age?

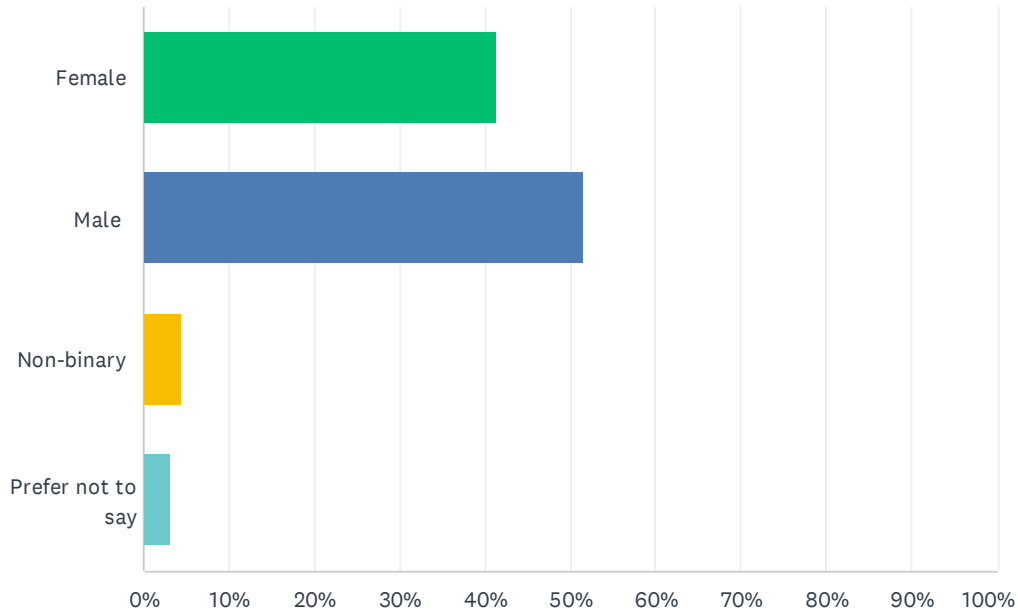
Answered: 157 Skipped: 179



| ANSWER CHOICES | RESPONSES |            |
|----------------|-----------|------------|
| under 18       | 1.27%     | 2          |
| 18-24          | 12.10%    | 19         |
| 25-34          | 24.20%    | 38         |
| 35-44          | 19.11%    | 30         |
| 45-54          | 15.92%    | 25         |
| 55-64          | 20.38%    | 32         |
| 65+            | 7.01%     | 11         |
| <b>TOTAL</b>   |           | <b>157</b> |

### Q34 Gender (select all that apply)

Answered: 155 Skipped: 181

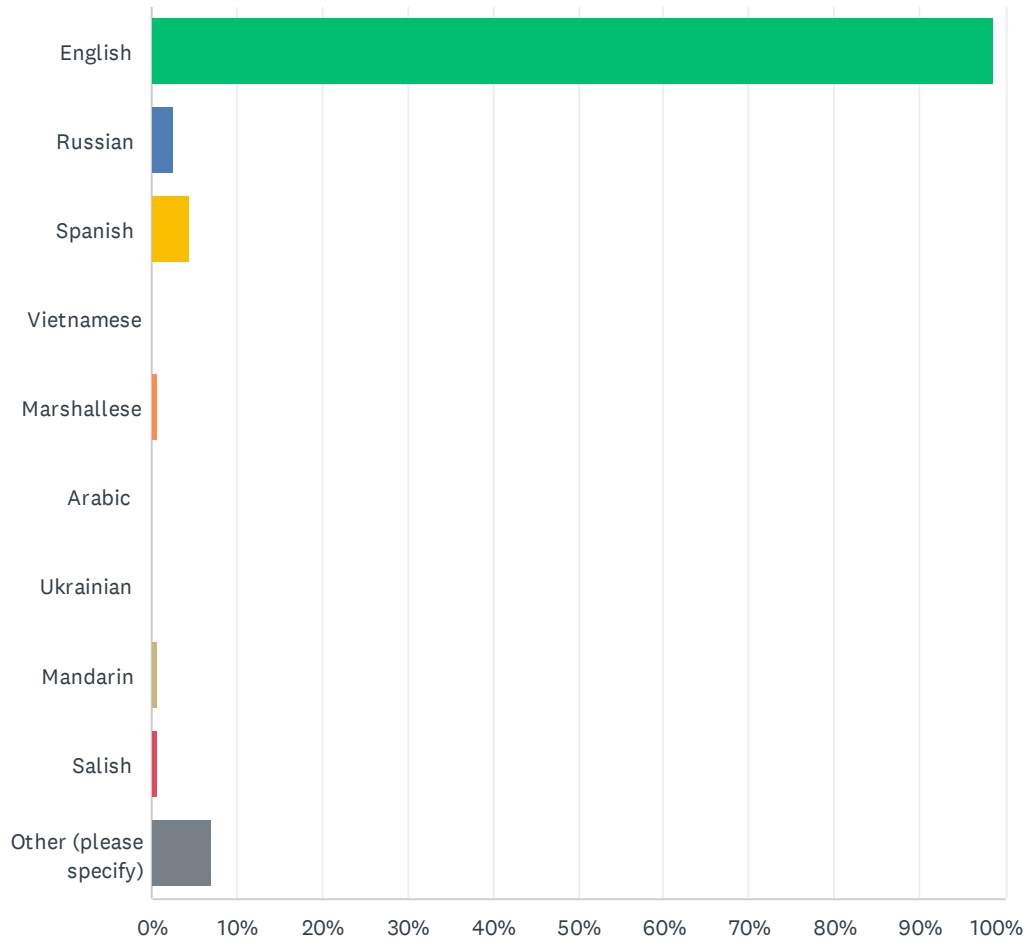


| ANSWER CHOICES         | RESPONSES |
|------------------------|-----------|
| Female                 | 41.29% 64 |
| Male                   | 51.61% 80 |
| Non-binary             | 4.52% 7   |
| Prefer not to say      | 3.23% 5   |
| Total Respondents: 155 |           |

| # | PREFER TO SELF DESCRIBE:       | DATE               |
|---|--------------------------------|--------------------|
| 1 | Not applicable                 | 11/13/2023 9:30 AM |
| 2 | ANSWERING FOR 2 FAMILY MEMBERS | 11/9/2023 2:44 PM  |

### Q35 What languages are spoken in your home? Check all the apply

Answered: 156 Skipped: 180



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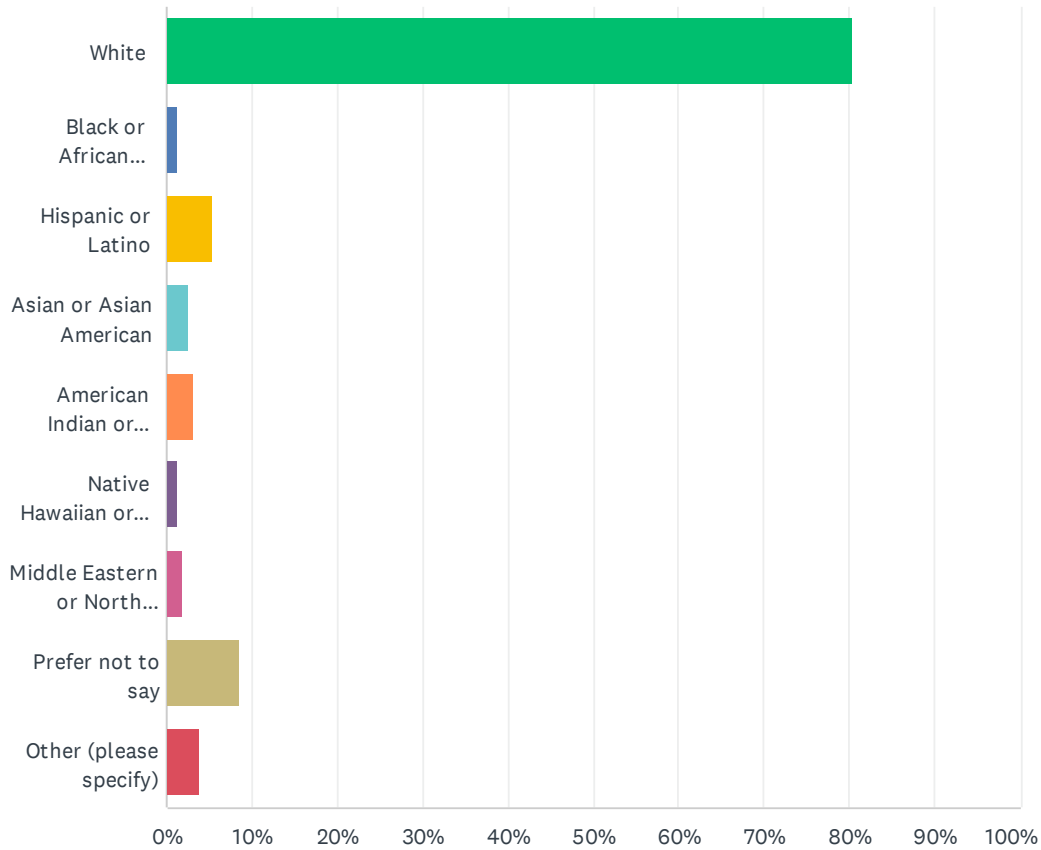
| ANSWER CHOICES         | RESPONSES |     |
|------------------------|-----------|-----|
| English                | 98.72%    | 154 |
| Russian                | 2.56%     | 4   |
| Spanish                | 4.49%     | 7   |
| Vietnamese             | 0.00%     | 0   |
| Marshallese            | 0.64%     | 1   |
| Arabic                 | 0.00%     | 0   |
| Ukrainian              | 0.00%     | 0   |
| Mandarin               | 0.64%     | 1   |
| Salish                 | 0.64%     | 1   |
| Other (please specify) | 7.05%     | 11  |
| Total Respondents: 156 |           |     |

| #  | OTHER (PLEASE SPECIFY)              | DATE                |
|----|-------------------------------------|---------------------|
| 1  | cantonese                           | 11/18/2023 2:49 PM  |
| 2  | Portuguese                          | 11/16/2023 4:31 PM  |
| 3  | Swahili                             | 11/14/2023 2:15 AM  |
| 4  | Not applicable                      | 11/13/2023 9:30 AM  |
| 5  | French                              | 11/1/2023 11:43 AM  |
| 6  | OH SO THIS IS ALL ABOUT IMMIGRANTS? | 10/25/2023 11:30 AM |
| 7  | Japanese                            | 10/25/2023 10:45 AM |
| 8  | Cantonese                           | 10/23/2023 9:51 AM  |
| 9  | Japanese                            | 10/19/2023 8:52 AM  |
| 10 | Japanese                            | 10/15/2023 8:28 AM  |
| 11 | Chinese                             | 10/10/2023 11:08 AM |



### Q36 How do you self-identify by race? Check all that apply

Answered: 153 Skipped: 183



| ANSWER CHOICES                            | RESPONSES |     |
|---|-----------|-----|
| White                                     | 80.39%    | 123 |
| Black or African American                 | 1.31%     | 2   |
| Hispanic or Latino                        | 5.23%     | 8   |
| Asian or Asian American                   | 2.61%     | 4   |
| American Indian or Alaska Native          | 3.27%     | 5   |
| Native Hawaiian or other Pacific Islander | 1.31%     | 2   |
| Middle Eastern or North African           | 1.96%     | 3   |
| Prefer not to say                         | 8.50%     | 13  |
| Other (please specify)                    | 3.92%     | 6   |
| Total Respondents: 153                    |           |     |

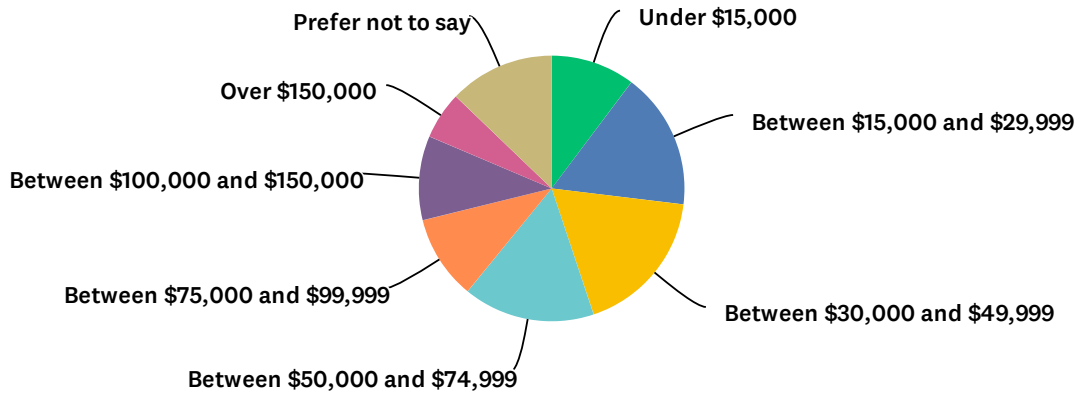
| # | OTHER (PLEASE SPECIFY) | DATE               |
|---|------------------------|--------------------|
| 1 | human race             | 11/16/2023 4:31 PM |

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|   |  |                     |
|---|--|---------------------|
| 2 | Not applicable                                   | 11/13/2023 9:30 AM  |
| 3 | Human race                                       | 11/10/2023 10:35 AM |
| 4 | mixed  | 10/30/2023 8:31 PM  |
| 5 | Mut  | 10/26/2023 10:33 AM |
| 6 | WHAT ABOUT DIVEERSITY AGAIN YOU ARE INFERING ... | 10/25/2023 11:30 AM |

## Q37 What is your annual household income?

Answered: 156 Skipped: 180



| ANSWER CHOICES                  | RESPONSES |            |
|---------------------------------|-----------|------------|
| Under \$15,000                  | 10.26%    | 16         |
| Between \$15,000 and \$29,999   | 16.67%    | 26         |
| Between \$30,000 and \$49,999   | 17.95%    | 28         |
| Between \$50,000 and \$74,999   | 16.03%    | 25         |
| Between \$75,000 and \$99,999   | 10.26%    | 16         |
| Between \$100,000 and \$150,000 | 10.26%    | 16         |
| Over \$150,000                  | 5.77%     | 9          |
| Prefer not to say               | 12.82%    | 20         |
| <b>TOTAL</b>                    |           | <b>156</b> |