

# **2025 Service Revisions Interim Update**

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September 2025 Service Change Addendum

*Prepared for:*  
**Board of Directors**  
**7/9/2025**



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## Executive Summary

This update report serves as an addendum to the *2025 Service Revisions Final Report*, published March 5, 2025, outlining additional changes to bus service effective September 2025. This includes adjusting how STA delivers more weekday trips and buses to the City of Airway Heights, while adhering with STA's commitment identified in *STA Moving Forward*, STA's ten-year strategic plan for more and better bus service, for which voters approved funding in November 2016. This report also reviews STA's plan to add early morning trips on key routes to increase job access. This was made possible within budgeted service levels by identifying a more efficient approach to delivering more bus service to Airway Heights. Finally, it presents plans to adjust Route 96 Pines/Sullivan in the City of Spokane Valley to address changes in the operating environment that are outside STA's control.

Revisions outlined in this document will be implemented in the September 2025 service change, commencing on September 21, 2025, concurrent with all other changes outlined previously, unless herein modified. Public feedback for these updated revisions was sought through a public survey and jurisdictional and stakeholder engagement; complete survey results are included with this updated report.

For reference, the *2025 Service Revisions Final Report* published March 2025 can be found online: <https://www.spokanetransit.com/wp-content/uploads/2025/05/2025-Service-Revisions-Final-Report-1.pdf>

## Reallocation of Proposed Route 61 Highway 2/Fairchild Peak Service

With the continued growth in population and jobs in the West Plains, part of *STA Moving Forward* includes the addition of more bus trips to Airway Heights to meet demand. The improvements were phased into two phases, one focused on weekends (and evenings) and the other focused on peak periods. Phase 1 was completed in 2017, while Phase 2, described since the 2020 amendment to the plan as "Additional weekday trips and buses to Airway Heights," has been scheduled for 2025. Until recently, Phase 2 was planned as service increases on Route 61 Highway 2/Fairchild during weekends and weekday AM and PM peak periods. This was reflected in preceding reports concerning 2025 Service Revisions found online: <https://www.spokanetransit.com/projects/2025-service-revisions/>.

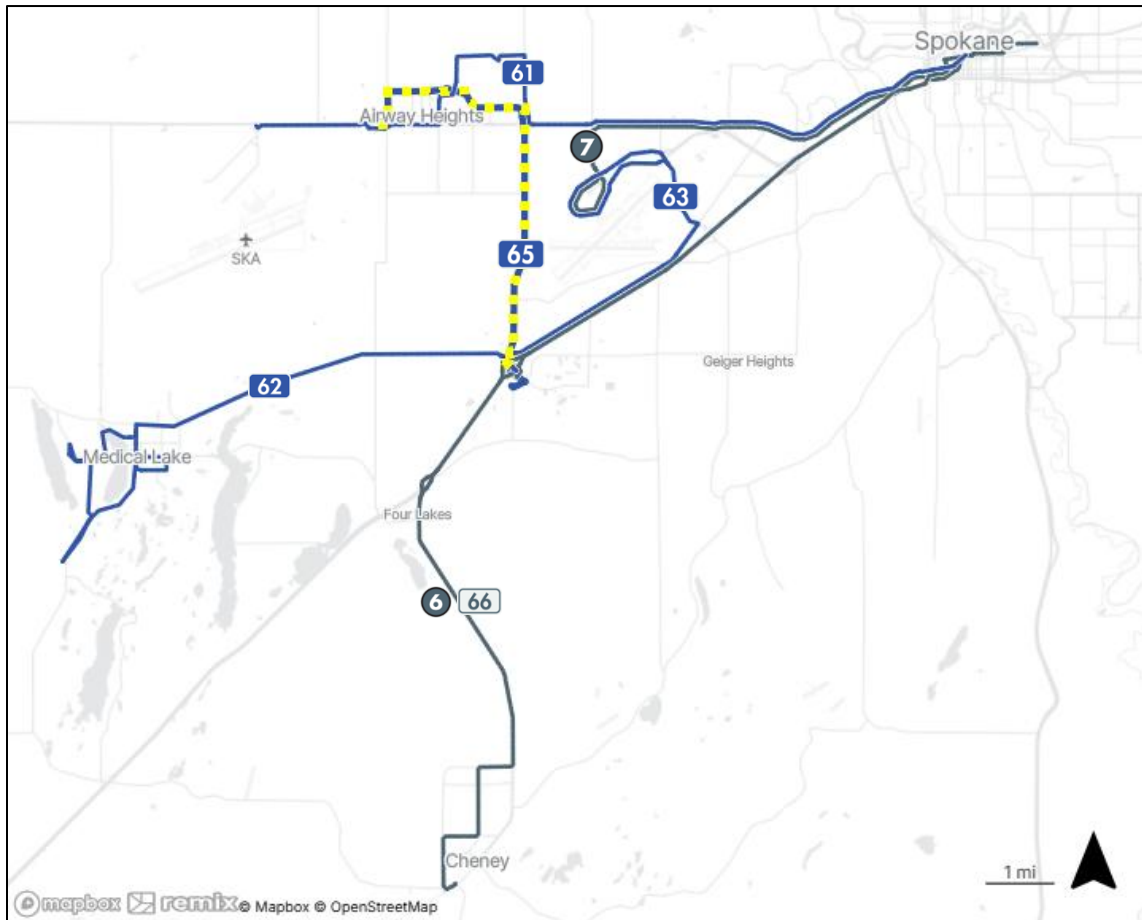
Since the finalization of previous reports, several key factors have prompted STA staff to consider focusing the "Additional weekday trips and buses to Airway Heights" to Route 65 Hayford, increasing service frequency to every 30 minutes for most of the weekday service schedule. This would be paired with adding one early morning and one afternoon trip of

Route 61 Highway 2/Fairchild, targeted to improve access to employment. These key factors include:

- Public feedback requesting additional frequency on Route 65 Hayford
- Opportunity for improved service to new areas of Airway Heights as part of planned routing revision, including along 10th and 6th Avenues
- Constraints on bus bay capacity at the STA Plaza in downtown Spokane

This new approach improves frequency in areas and road segments that will be receiving Fixed Route service for the first time. This includes 6th Avenue west of Lawson Road, and 10th Avenue west of Hayford Road to Russell Road. In lieu of peak-only improvements, Route 65 Hayford improvements will extend for approximately 12 hours each weekday and bring Route 65 Hayford in close alignment with many regular routes throughout the system.

Figure 1 – Route 65 and the Weekday West Plains Network



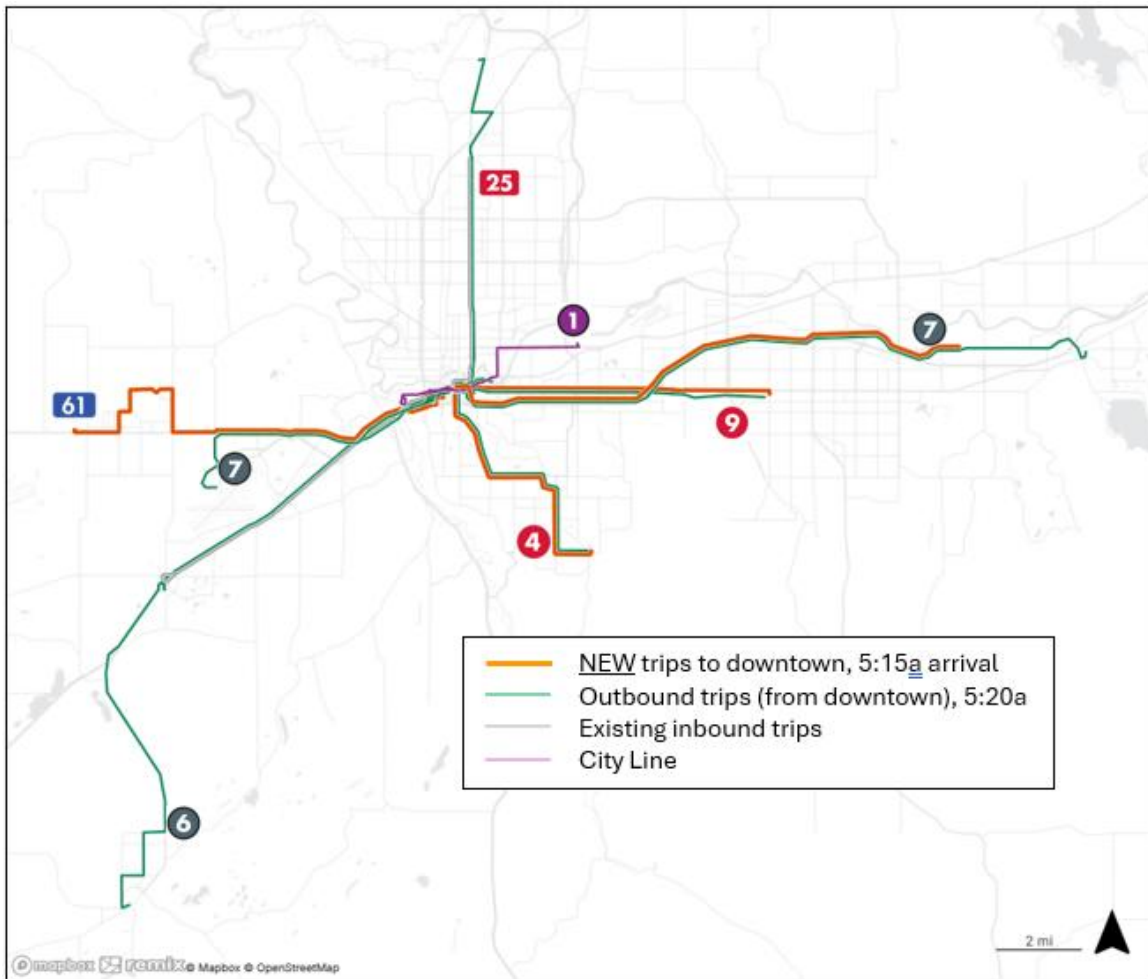
By providing 30-minute service on Route 65 Hayford, passengers will have better connectivity to Spokane and Cheney for passengers traveling to and from Airway Heights

via the West Plains Transit Center. This is because all Route 65 Hayford trips will have a timed connection with Route 6 Cheney throughout the day.

### Early Morning Network Additions

Creating the additional frequency on Route 65 Hayford requires fewer revenue service hours than budgeted for the 2025 service revisions. Considering ongoing customer feedback concerning service availability by time of day, staff identified the opportunity to provide more early morning trips (including a new Route 61 Highway 2/Fairchild inbound trip).

Figure 2 – Weekday 5:20am Pulse



In September, Routes 4, 7, 9, and 61 (see table 1 below—orange lines in Figure 2 above) will each have an additional inbound trip to downtown scheduled to arrive at 5:15am to provide connections with new and existing trips departing from the Plaza at or around 5:20am (green lines). These 5:20am outbound trips are designed to provide transportation to passengers needing to start work around 6:00 am on weekdays.

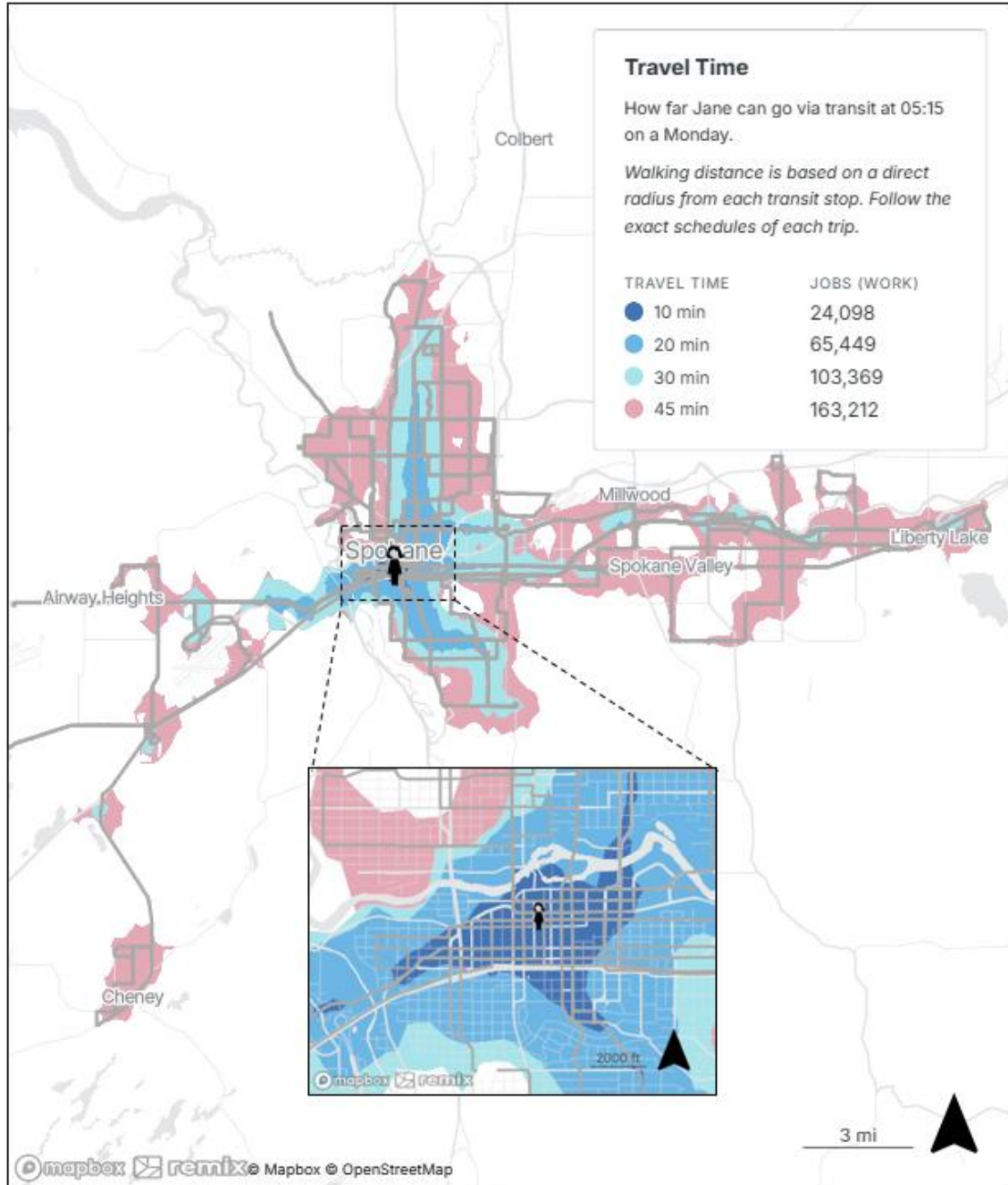
**Table 1 – New September Weekday 5:15am Arrivals**

<b>Route</b>	<b>From</b>	<b>Departure</b>	<b>Plaza Arrival</b>
<b>4</b>	Moran Station	4:52a	5:15a
<b>7</b>	Mission Avenue & Long Road	4:51a	5:15a*
<b>9</b>	Valley Transit Center	4:53a	5:15a
<b>61</b>	Spokane Tribe Casino	4:48a	5:15a

\* Trip continues to Spokane International Airport

Figure 3 below displays how many jobs a passenger (Jane) can access via the STA network from downtown Spokane before 6:00 am. The map assumes average walk-times on the accessible passenger network. Jane is assumed to be at the Plaza at 5:15am. Over 163,000 jobs are accessible by 6:00 am from the 5:15 am arrivals downtown. Downtown Spokane is detailed in the inset.

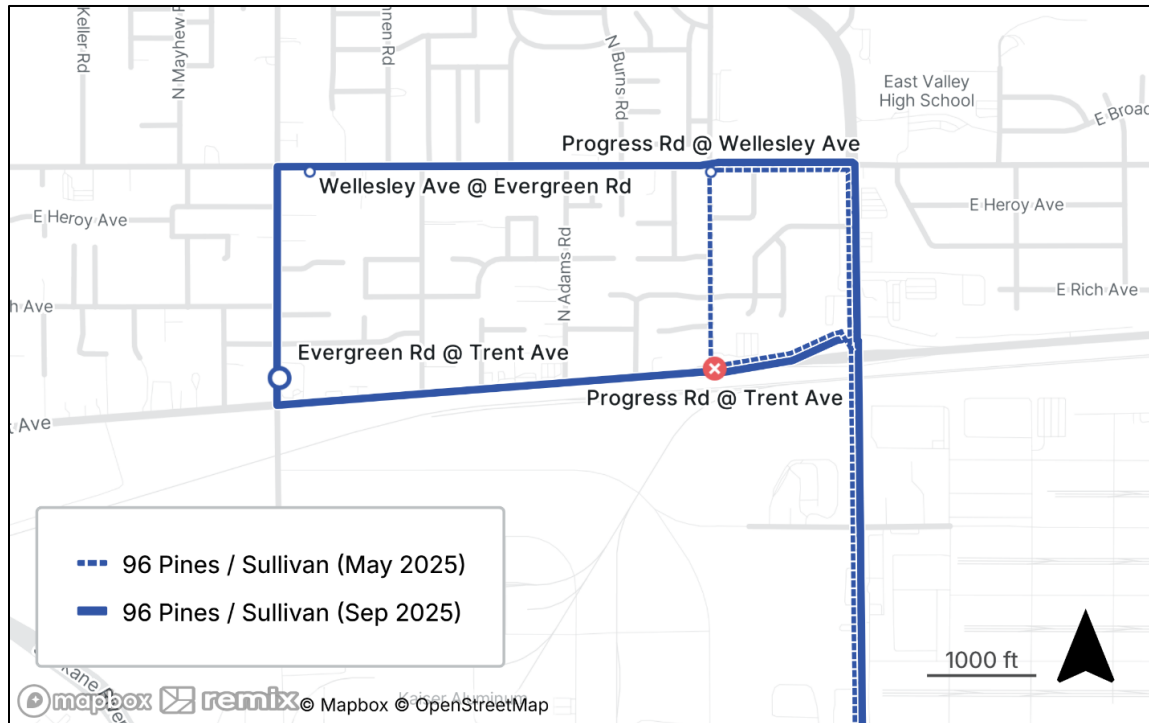
**Figure 3 – Weekday Job Accessibility from Downtown Spokane: 5:15a-6:00a**



## Route 96 Pines/Sullivan End of Line Layover

In the summer of 2024, the nomnom convenience store at the corner of Trent Avenue and Progress Road caught fire. Before the fire, this was the end of line restroom location for Route 96 Pines/Sullivan. The store at this location will not be rebuilt, nor does there remain a suitable long-term restroom location (portable restrooms have been used here since the fire).

**Figure 4 – Route 96 End of Line Routing**



A suitable long-term end of line layover was identified at the Mobil Food Mart at Trent Avenue and Evergreen Road. This new layover in September necessitates a slight routing change. Buses will continue along Trent Avenue to Evergreen Road after turning from northbound Sullivan Road. The stop at Progress Road at Trent Avenue will be discontinued. A new stop will be installed at Evergreen Road and Trent Avenue for end-of-line layover, recovery and passenger boarding. Other new stops in the inbound direction (to the Valley Transit Center) will be located on Wellesley Avenue at Evergreen and Progress roads (see Figure 4 above).

The stops on Progress Road will be discontinued at Trent Avenue and Wellesley Avenue. A new stop will be constructed in the eastbound direction on Wellesley Avenue at Progress Road to replace the stop closing close to that location. This new Wellesley @ Progress stop will also be the nearest stop replacement for the stop at Progress Road and Trent Avenue.

**Table 2 – Route 96 Discontinued Stop**

<b>Discontinued Stop</b>	<b>On</b>	<b>Off</b>	<b>Closest Alternate Stop (Route 23)</b>	<b>Distance</b>
Progress @ Trent*	49	53	Wellesley @ Progress	1,800'
Progress @ Wellesley	9	1	Wellesley @ Progress	120'

\* Stop is at a route end-of-line location, on/off totals may be inflated because of operator activity

Although customer input has indicated requests for a stop at or near the Harvest Foods at 14515 E Trent Road, it is currently not possible to place a stop near that location. This is due to the characteristics of the pedestrian and road network and motor vehicle speed of Trent Avenue in the vicinity of Trent Avenue and Adams Road. The nearest passenger stop to the grocery store’s location will be the recovery location on Evergreen Road, approximately ½ mile to the west. Table 3 below recognizes that the walking distance from Harvest Foods to the nearest stop will not improve and will increase by approximately 1,000 feet. However, paratransit accessibility from the neighborhood has improved with an expanded paratransit boundary, see Paratransit Impacts section below.

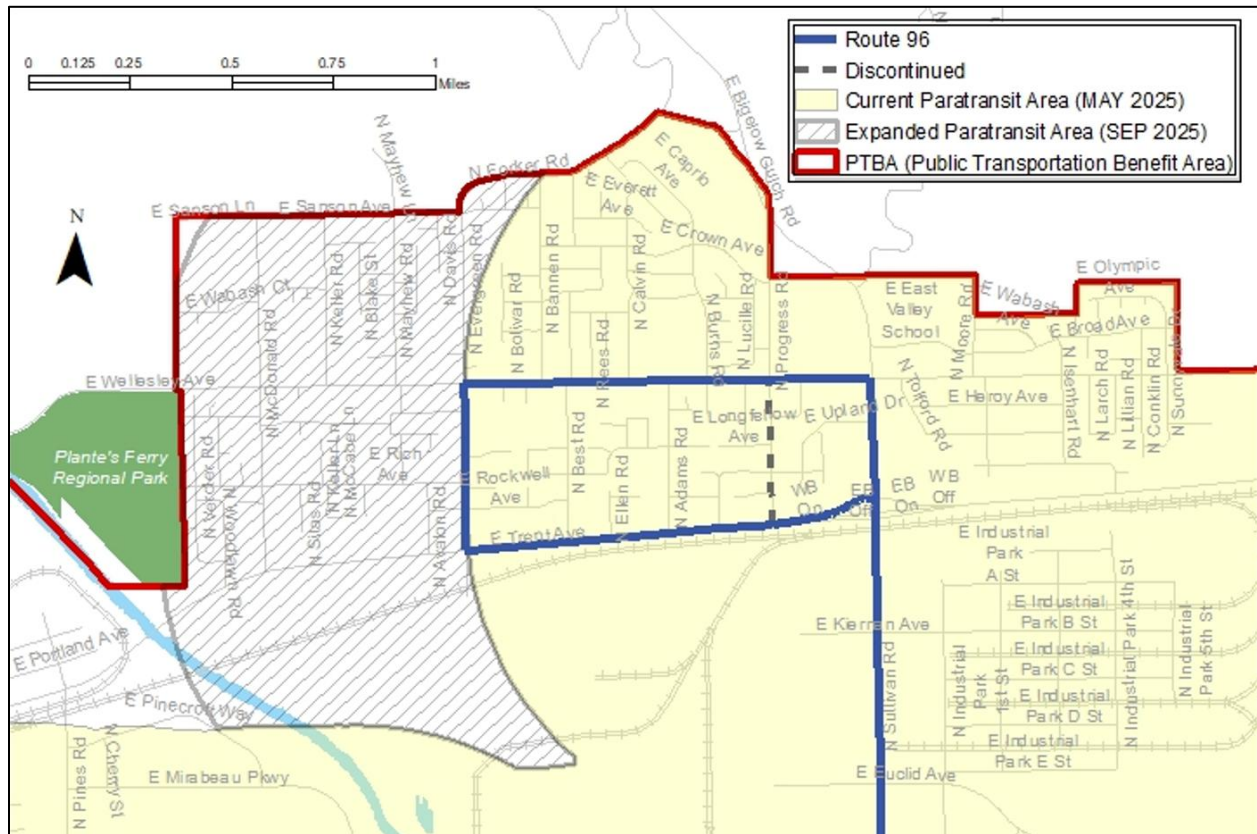
**Table 3 – Route 96 Nearest Stop Distance from Harvest Foods**

	<b>Closest Harvest Foods Stop</b>	<b>Distance from Harvest Foods</b>
<b><i>BEFORE</i></b> routing change	Progress @ Trent	1,730'
<b><i>AFTER</i></b> routing change	Evergreen @ Trent	2,780'

## Paratransit Impact

With  $\frac{3}{4}$  of a mile travelled further west by Route 96, the paratransit boundary in September 2025 will require an extension as well. Figure 4 below details how the routing change will expand the boundary of paratransit service to include the approximate area between Evergreen and Vercler roads (east-west) and north of the Spokane River to Sanson Avenue *excluding* areas not in the Public Transportation Benefit Area, such as Plante's Ferry Regional Park.

Figure 4 – New Paratransit Boundary

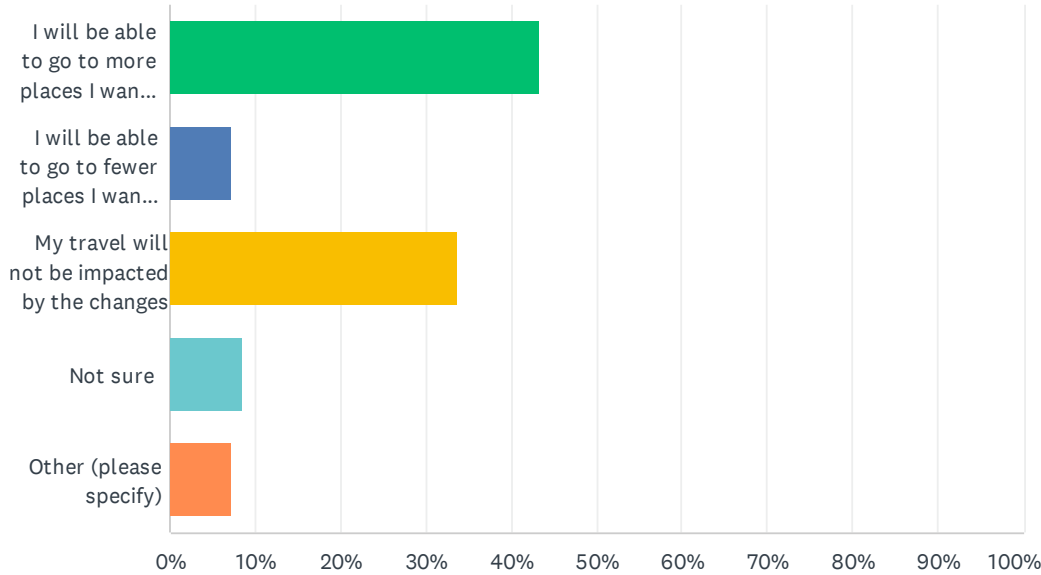


## Public Survey Results

On the following pages are the complete results from the public survey, which was open to respondents from May 30, 2025 to June 15, 2025. To advertise the survey, posters were attached to all stops for Route 65 Hayford, Route 61 Highway 2/Fairchild in the City of Airway Heights, and bus stops near the end of line for Route 96 Pines/Sullivan. In addition, the survey was also available through the STA website.

# Q1 Considering the full changes proposed for Route 65, how will the changes affect your travel

Answered: 83 Skipped: 7

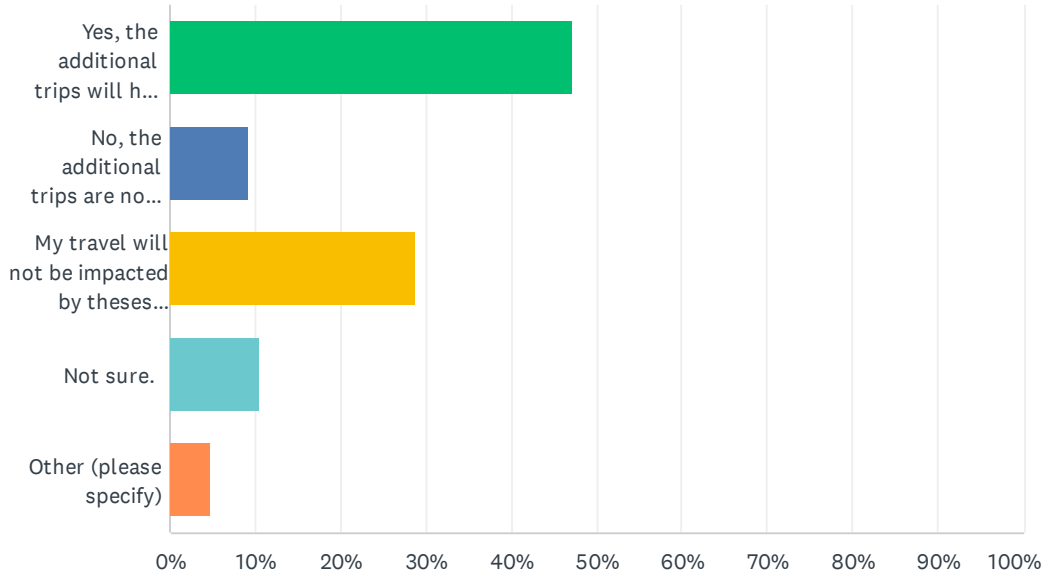


ANSWER CHOICES	RESPONSES	
I will be able to go to more places I want and need to by bus	43.37%	36
I will be able to go to fewer places I want and need to by bus	7.23%	6
My travel will not be impacted by the changes	33.73%	28
Not sure	8.43%	7
Other (please specify)	7.23%	6
<b>TOTAL</b>		<b>83</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	The distance to the bus stop will be closer.	6/13/2025 11:17 AM
2	As long as route 60 stays the same, I can still get to work and on time.	6/4/2025 7:36 AM
3	This change will allow me less travel time and more accessibility.	6/3/2025 9:50 AM
4	It won't impact my ride on the bus. However I think the upcoming changes would be beneficial for the residents here in Airway. They need more bus routes up here. My sisters do live here and one of them does take bus. It would be great for her to go shopping at yokes. So I'm all for it, so would my sister. y.	6/2/2025 7:16 PM
5	It may impact my travel, but if it still stops at 6th @ lawson, then ill be fine	6/2/2025 8:00 AM
6	The transfer from the 65 to 61 for NQRC will be very disruptive for me.	5/31/2025 10:54 PM

## Q2 Will the current frequency and proposed additional trips meet your commute needs?

Answered: 87 Skipped: 3

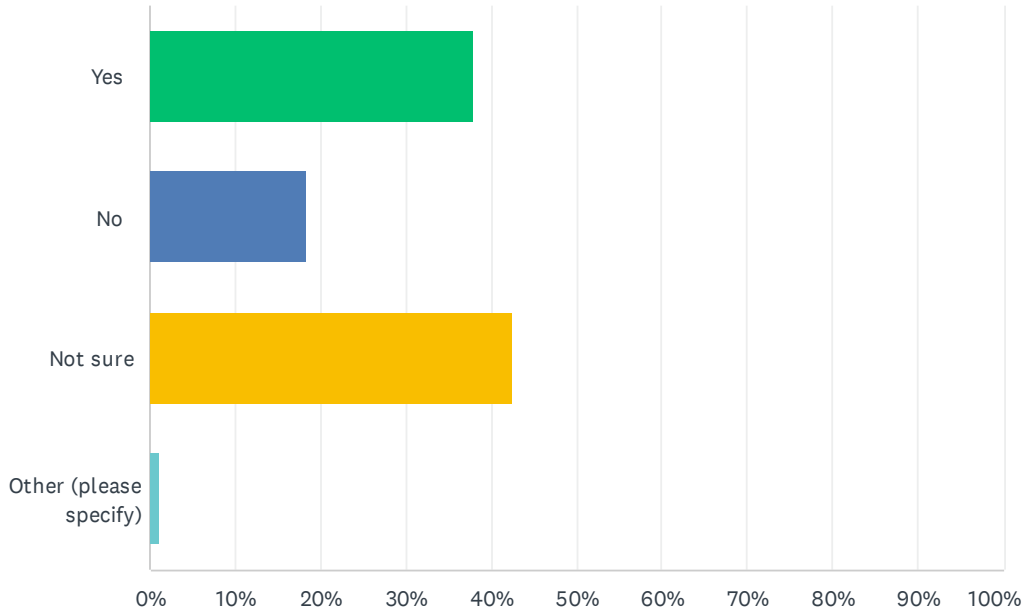


ANSWER CHOICES	RESPONSES	
Yes, the additional trips will help me or someone I know.	47.13%	41
No, the additional trips are not helpful.	9.20%	8
My travel will not be impacted by these changes.	28.74%	25
Not sure.	10.34%	9
Other (please specify)	4.60%	4
<b>TOTAL</b>		<b>87</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Need earlier trips to airway heights	6/3/2025 7:43 PM
2	i need to get off the bus somewhere near Walmart to walk to work.	6/2/2025 7:56 AM
3	I personally think the route should go down 6th Ave like the 65.	5/31/2025 10:54 PM
4	There should be more trips from both casinos also for ppl who work at casinos or any establishment here in airway including Circle K. Airway heights is growing and ppl are having to rely on uber or taxi and who can afford those prices especially having to pay rent by bus pass and bill's.	5/29/2025 2:23 PM

### Q3 Do you think the advantages of increased frequency on Route 65 Hayford on weekdays outweighs the disadvantages of maintaining current frequency on Route 61 Highway 2/Fairchild on weekdays during the AM and PM peak?

Answered: 87 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	37.93%	33
No	18.39%	16
Not sure	42.53%	37
Other (please specify)	1.15%	1
<b>TOTAL</b>		<b>87</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	I think maintaining the current route for the 61 is a very great idea and putting more time for the 65 will help increase rider turnout.	6/3/2025 9:50 AM

## Q4 Please provide any other feedback on proposed changes in Airway Heights.

Answered: 34 Skipped: 56

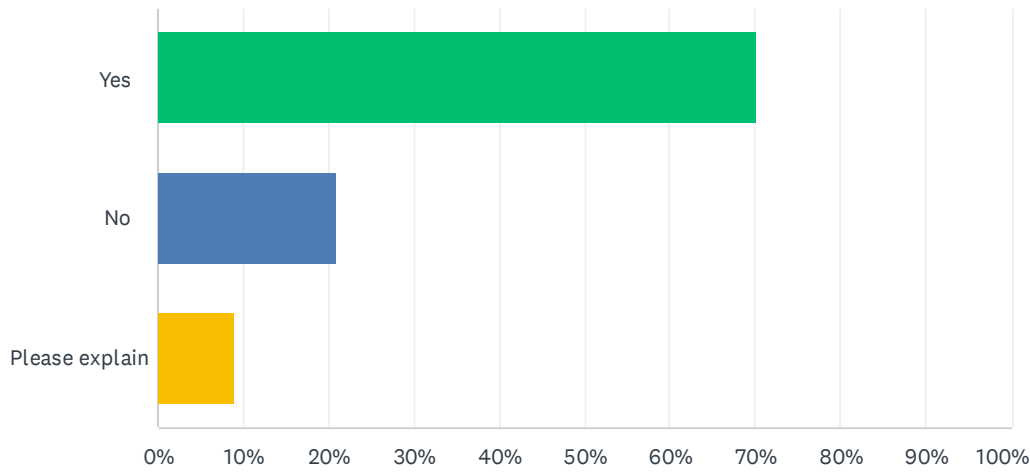
#	RESPONSES	DATE
1	Right now it's a little over half a mile from my place to a bus stop. Having the 65 or 61 go further down 6th would help. Im sure not only me but a host of others in these new townhouses/ apartments	6/13/2025 11:17 AM
2	Run later, more frequently on both 65 and 61. Add more stops close by where there are medical places, such as Multicare and Indigo Urgent Care by the new North 40 and more in the area where people live. Have a bus stop at the new Yoke's.	6/13/2025 12:42 AM
3	Keep 65 going to northern quest. Please and thank you	6/11/2025 6:30 PM
4	unknown	6/11/2025 2:21 PM
5	Would be nice if there was a bus that could get me to West Plains earlier than 6:15ish in the morning	6/11/2025 5:59 AM
6	Personally I think it all looks good, the revisions you plan to make. Though I know 61 gets good ridership with a lot of people getting off at the casinos. I predominantly ride off peak hours to downtown from Fairchild and back as well. I'm not sure if bus 65 is a smaller bus than the equipment used For 61 but despite all the road changes sixth Avenue and that area up around the prison and the northern quest casino is tight. Perhaps if 65 is a smaller bus in terms of overall length perhaps it would be the best to service the Casinos and have 61 shoot straight through airway Heights. Perhaps make Spokane tribe casino and somewhere else kind of a junction for people going to Northern quest or the prison to board 65 or transfer from 61 to 65.	6/10/2025 2:32 PM
7	I would like to see extended hours on weekdays, weekends & holidays	6/10/2025 7:57 AM
8	What about Amazon on Geiger blvd from airway, the old 63 bus from airway used to go in front of the facility. Now it doesn't and goes to the Amazon in front of hayford. Heck just bring back the old 63 route and combine it with the 65 and use the 60 to the airport less.	6/9/2025 6:03 PM
9	The increased frequency will definitely be nice, but the one thing not discussed is the frequency of these busses not arriving on time. It's a big issue.	6/8/2025 5:13 PM
10	I do not see the reason why the 65 can't go to the casinos	6/7/2025 3:32 PM
11	Please consider massively increased service for route 61. There are a considerable number of actual employees - not tweakers! - at Northern Quest Resort and Casino who rely on bus the bus for their commute, and we are often late for our shifts due to buses departing the plaza late or trips being cancelled during the afternoon. We are also limited in which shifts and positions we can take because the bus does not start running earlier or run late enough for us to be able to commute home in the evening.	6/5/2025 5:48 PM
12	Because I travel from south hill, it takes me almost 1.5 hours to get to work on the base. If I drove a car, this would take half an hour. I have a disability that prevents me from driving, and I am getting very burnt out from traveling for so long every day.	6/4/2025 8:18 AM
13	Need earlier trips to airway heights	6/3/2025 7:43 PM
14	Yes we work out Air Force Base we get off at 2:53 we almost missed the bus so we want to know if we could get the 61 leaves at the BX at 3:10 p.m. because we all get off at 2:53 retrying making a time the bus take off so we appreciate it if you get this and you guys mine about we want to get off to catch a 310 leaves to BX let me know when they get this message thank you	6/3/2025 3:19 PM
15	So will the 61 bus downtown connect with the 65 to yokes? Or how long of a wait time?	6/3/2025 11:52 AM

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16	These changes will allow me to fully utilize the transit system in my communities and I do hope that this positive change will take effect.	6/3/2025 9:50 AM
17	No one is going to the WPTC on the 65 to transfer to the 6. The 61 is getting overcrowded. This lack of investment goes against STA's commitment to equity	6/3/2025 8:29 AM
18	None at this time	6/2/2025 7:16 PM
19	Increase the frequency and keep the same route. Most of the riders of bus 65 are coming from or going to NQ	6/2/2025 2:56 PM
20	I usually take bus routes 60 & 61 and have never taken route 65.	6/1/2025 8:38 PM
21	I work at NQRC and frequently take both the 65 and 61. I think the good idea of making the bus going down 6th Ave is good. The transfer from the 65 to the 61 is not a good move, and would be very disruptive.	5/31/2025 10:54 PM
22	I would suggest a bus stop on Hayford Rd and W McFarlane Rd for the 65 route. The Amazon building on W McFarlane Rd has no bus stop and having one would on that corner with Hayford Rd would be extremely helpful	5/31/2025 3:21 PM
23	I like the idea of early bus access to downtown for people who work I like that 65 may be closer to my house than I thought	5/31/2025 6:01 AM
24	Love the earlier start time for 61 to get downtown by 5:15, it will allow me to take an early morning fitness class before work that I currently can't.	5/31/2025 5:55 AM
25	The stop near where I live will be completely eliminated on route 61 if the reroute is put into effect.	5/30/2025 5:24 PM
26	We need more buses here	5/30/2025 12:11 PM
27	I'm happy that you're all considering the new 65 route, because for myself and a lot of other people, it's been nearly impossible to reach Yokes and other places here in Airway Heights. I do wish you'd all address the well known delays on both routes instead of solely changing their path. Never really knowing when the bus will show up is an accessibility issue - especially now that hot/extreme weather is hitting our area once again. There's not enough seating for the disabled - on the bus OR at bus stops - which is another ongoing concern. Lastly, please ask your drivers to be respectful to all riders and not assume gender or ability/disability levels. Bus schedules should never override safety/accessibility.	5/30/2025 11:52 AM
28	Buses have been incredibly late going to the plaza causing lots of people running or missing their next bus because of it. Being on time needs to be a focus instead of changing the route by one stop.	5/30/2025 11:16 AM
29	Increased frequency of 65 will help SO MUCH, both my and my partner will appreciate it	5/30/2025 8:57 AM
30	We need larger busses on route 61, as many people are using the 61 route to get to the casino	5/30/2025 8:38 AM
31	See if yokes want a bus stop in airway	5/30/2025 7:07 AM
32	What about a stop at north 40 my wife is disabled and her doctor is in the parking lot of north 40	5/29/2025 9:21 PM
33	We need stops by Yokes and North 40. I can't get to my pharmacy or doctors office and I walk with a cane so walking won't work for me.	5/29/2025 3:12 PM
34	A stop closer to the DSP warehouses on McFarlane would be great!	5/29/2025 1:34 PM

## Q5 Do you see benefits to the proposed end of line routing adjustments?

Answered: 67 Skipped: 23



ANSWER CHOICES	RESPONSES
Yes	70.15% 47
No	20.90% 14
Please explain	8.96% 6
<b>TOTAL</b>	<b>67</b>

#	PLEASE EXPLAIN	DATE
1	I have no idea	6/13/2025 11:18 AM
2	Never ride out that far	6/11/2025 6:31 PM
3	Rarely ride 96	6/6/2025 5:16 AM
4	Yes a more accessible layout with less congested traffic areas	6/3/2025 9:52 AM
5	N/a	5/31/2025 3:23 PM
6	This route doesn't currently affect my travel needs	5/30/2025 11:53 AM

## Q6 What concerns do you have about the proposed end of line routing adjustment for Route 96?

Answered: 25 Skipped: 65

#	RESPONSES	DATE
1	None	6/13/2025 11:18 AM
2	N/a	6/13/2025 12:43 AM
3	Lack of sidewalks and accessible pathways to proposed stops along Evergreen and Trent.	6/11/2025 11:27 AM
4	None I rarely ever ride this route. So I'm not sure my opinion really matters	6/10/2025 2:33 PM
5	Longer wait times	6/10/2025 7:58 AM
6	The layover time	6/9/2025 7:01 PM
7	N/A	6/9/2025 2:42 PM
8	None	6/8/2025 5:14 PM
9	none.	6/6/2025 12:49 PM
10	None	6/6/2025 5:16 AM
11	I have no concerns about this adjustment.	6/5/2025 5:49 PM
12	Lack of sidewalks on Evergreen Rd	6/4/2025 10:50 PM
13	None doesn't affect me	6/3/2025 7:44 PM
14	No concerns. This will eliminate time off the already lengthy route 96.	6/3/2025 9:52 AM
15	None at this time. It don't affect my riding the bus out there	6/2/2025 7:18 PM
16	No concerns	6/2/2025 10:47 AM
17	N/A Don't usually take STA in Spokane Valley	6/1/2025 8:40 PM
18	Not really sure if it affects me much.	5/31/2025 10:57 PM
19	None	5/31/2025 3:23 PM
20	Everything making it bigger including more crowded leads to more delays bigger risk of injury when the bus get its which has happened twice this month while I was riding. I vote to keep the route the same and not making it bigger	5/30/2025 12:35 PM
21	It already takes a long time to get around the valley	5/30/2025 12:12 PM
22	None	5/30/2025 11:17 AM
23	Bus times and if they're putting a stop at harvest foods	5/30/2025 10:28 AM
24	None	5/29/2025 3:13 PM
25	Having 2 find transportation which will cost me more	5/29/2025 2:24 PM

## Q7 Overall, what would like to share about the additional proposed adjustments for the September 2025 Service Change?

Answered: 23 Skipped: 67

#	RESPONSES	DATE
1	Already addressed the concern	6/13/2025 11:21 AM
2	More stops, try to improve the stops with better seating possibly. Extend the bus time passes maybe to three hours instead of two since sometimes to travel across Spokane with traffic can take a long time.	6/13/2025 12:46 AM
3	I look forward to the proposed changes. They are a net positive for the entire network.	6/11/2025 11:29 AM
4	It all sounds good.	6/10/2025 2:38 PM
5	The 7 leaving from the airport at a decent time and later Trips	6/9/2025 8:28 PM
6	The double decker buses as I will get to ride them from West plains transit center to STA Plaza or from STA Plaza to West Plains transit center	6/9/2025 2:44 PM
7	I think the proposed changes to routes 61/65 are absolutely necessary, but I wish they would show up on time or close to it.	6/8/2025 5:17 PM
8	More frequent service on the 61 during peak hours please	6/6/2025 6:13 AM
9	I'm waiting to see when construction will begin on Craig. Besides the severely damaged road, the route 65 won't be able to turn left from Hwy 2 to Craig with that median blocking the intersection. Also how will you do test runs if the buses can't make it through?	6/6/2025 5:26 AM
10	I think the service for both Route 61 and Route 65 should be dramatically increased in order to provide better service for commuters to Airway Heights. Many of our jobs depend on it!	6/5/2025 5:52 PM
11	Just be nice if the 61&65 connect same time somewhere so that is not a long wait time.	6/3/2025 11:58 AM
12	I think these changes have been thoughtfully reviewed and I have no concerns about any of these adjustments.	6/3/2025 9:55 AM
13	I have nothing to share at this time.	6/2/2025 7:22 PM
14	Doesn't benefit me beyond the increased frequency. However not knowing connection time and how frequently buses are already late I dont feel it will be beneficial making the route longer	6/2/2025 5:15 PM
15	We NEED 24/7 bus schedules. This has been a need for years and will continue being a need. Especially for those with night jobs and those without cars who need to urgently get somewhere in the middle of the night and can't pay an arm and a leg for an uber or Lyft. I have been using the STA bus system for 13 years now. I use it every single day.	6/2/2025 3:00 PM
16	Happy for the route 61 and 65 changes will allow better access to business/retail area for shoppers and staff. Spokane Valley changes do not impact my travel but looks good for making transportation accessible for people out there	6/2/2025 10:51 AM
17	I do not want service on route 61 to be reduced. This bus route is often busy or close to capacity as is.	6/1/2025 8:44 PM
18	Having the bus go down 6th ave would be nice but the change of busses from the 65 to the 61 is a bad idea.	5/31/2025 11:01 PM
19	I want more stops options closer to my house than 15 min walk	5/31/2025 6:04 AM
20	Eliminating stops on routes unnecessarily hurts out communities.	5/30/2025 5:27 PM
21	Not all changes are necessary and it's confusing for Riders because the routes are constantly changing. Harassment and rude behavior from Riders and Staff alike are an issue. Accessibility needs a lot more work. I've been misgendered constantly and I have a concern	5/30/2025 11:59 AM

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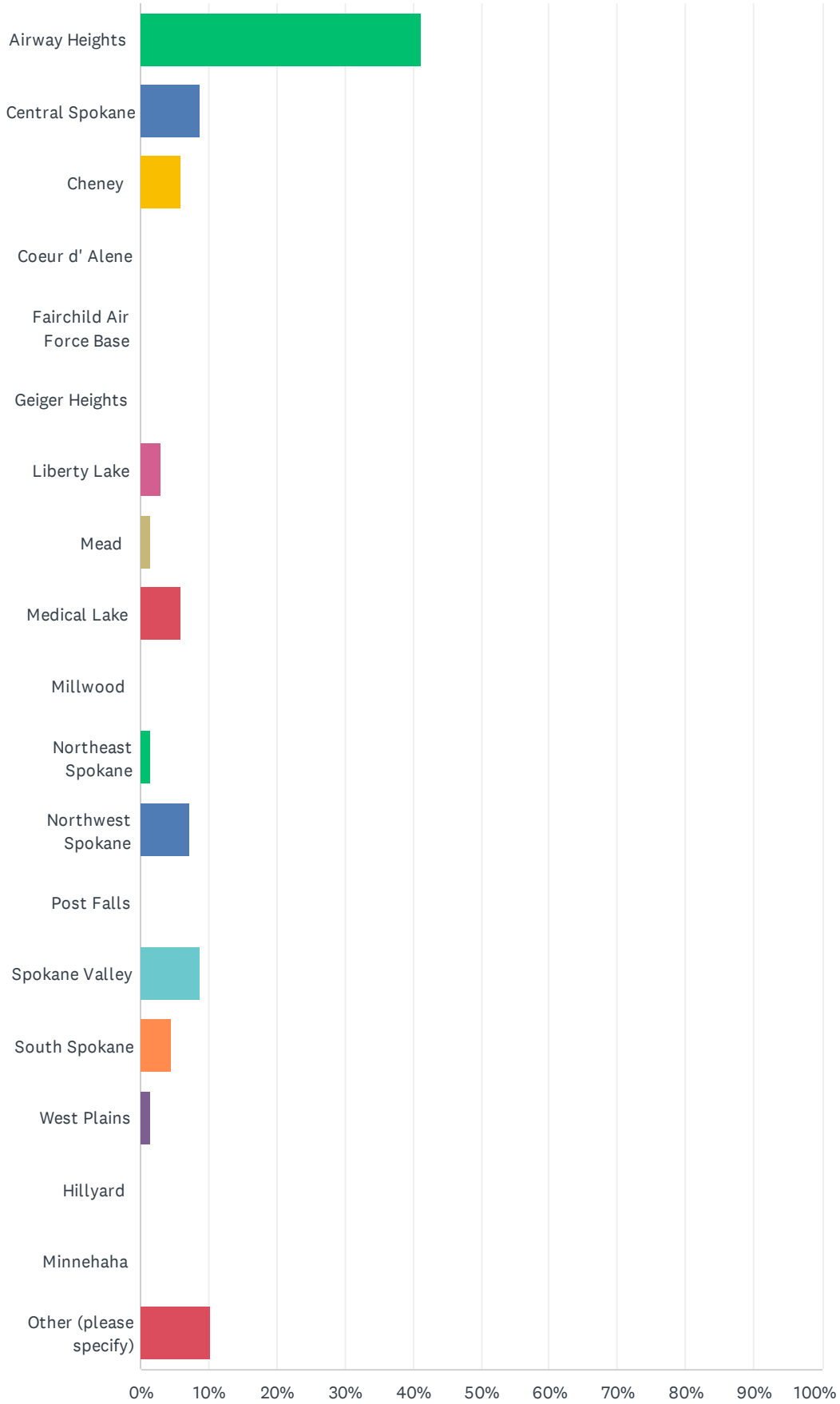
that maybe STA is devoting time and attention and resources to different priorities than I have as a long term Rider. I am waiting on my doctor to sign the paperwork for ParaTransit but I do hope to see accessibility, health and safety concerns addressed in addition to these route changes.

22	I just want to make sure my travel to work at harvest foods won't be impacted and if the bus will still be running till a little after 10 Monday to Saturday	5/30/2025 10:34 AM
23	Please make airway more accessible	5/29/2025 9:24 PM

## Q8 Where area do you live in?

Answered: 68 Skipped: 22

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ANSWER CHOICES	RESPONSES	
Airway Heights	41.18%	28
Central Spokane	8.82%	6
Cheney	5.88%	4
Coeur d' Alene	0.00%	0
Fairchild Air Force Base	0.00%	0
Geiger Heights	0.00%	0
Liberty Lake	2.94%	2
Mead	1.47%	1
Medical Lake	5.88%	4
Millwood	0.00%	0
Northeast Spokane	1.47%	1
Northwest Spokane	7.35%	5
Post Falls	0.00%	0
Spokane Valley	8.82%	6
South Spokane	4.41%	3
West Plains	1.47%	1
Hillyard	0.00%	0
Minnehaha	0.00%	0
Other (please specify)	10.29%	7
<b>TOTAL</b>		<b>68</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Across the river from Millwood	6/11/2025 9:51 PM
2	3 miles west of Fairchild Air Force Base. I ride my bike to Fairchild and back.	6/10/2025 2:38 PM
3	Cliff Cannon	6/9/2025 7:02 PM
4	Country Homes	6/4/2025 10:53 PM
5	Downtown Spokane	6/2/2025 7:22 PM
6	SouthHill	5/31/2025 1:15 PM
7	Whitworth Area	5/29/2025 1:35 PM

## Q9 What is your zip code?

Answered: 61 Skipped: 29

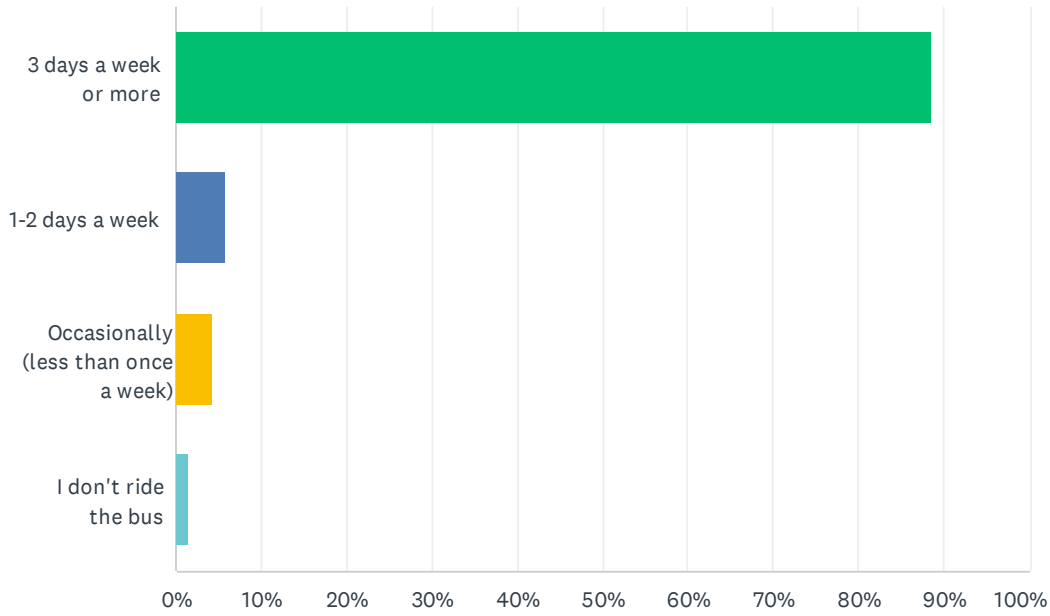
#	RESPONSES	DATE
1	99001	6/14/2025 9:41 AM
2	99004	6/13/2025 2:57 PM
3	99001	6/13/2025 11:21 AM
4	99001	6/13/2025 12:46 AM
5	99206	6/11/2025 9:51 PM
6	99022	6/11/2025 6:32 PM
7	99201	6/11/2025 2:24 PM
8	99205	6/11/2025 11:29 AM
9	99001	6/11/2025 9:02 AM
10	99001	6/11/2025 6:01 AM
11	99022	6/10/2025 2:38 PM
12	99206	6/10/2025 8:00 AM
13	99027	6/9/2025 8:28 PM
14	99001	6/9/2025 6:04 PM
15	99216	6/9/2025 2:44 PM
16	99202	6/9/2025 1:29 PM
17	99205	6/8/2025 7:11 PM
18	99001	6/8/2025 5:17 PM
19	99001-5342	6/8/2025 4:18 PM
20	99004	6/7/2025 3:34 PM
21	99004	6/6/2025 12:51 PM
22	99001	6/6/2025 6:13 AM
23	99001	6/6/2025 5:26 AM
24	99212	6/5/2025 5:52 PM
25	99004	6/5/2025 2:49 PM
26	99218	6/4/2025 10:53 PM
27	99223	6/4/2025 8:57 PM
28	99223	6/4/2025 8:21 AM
29	99206	6/4/2025 7:46 AM
30	99201	6/3/2025 7:46 PM
31	99022	6/3/2025 3:40 PM
32	99001	6/3/2025 11:58 AM
33	99001	6/3/2025 9:55 AM

## September 2025 Service Change

34	99205	6/3/2025 8:31 AM
35	99001	6/3/2025 6:04 AM
36	99201	6/2/2025 7:22 PM
37	99212	6/2/2025 5:15 PM
38	99201	6/2/2025 5:14 PM
39	99004	6/2/2025 3:00 PM
40	99001	6/2/2025 1:14 PM
41	99001	6/2/2025 10:51 AM
42	99224	6/1/2025 10:04 PM
43	99224	6/1/2025 8:44 PM
44	99001	5/31/2025 11:01 PM
45	99224	5/31/2025 8:00 PM
46	99201	5/31/2025 3:25 PM
47	99203	5/31/2025 1:15 PM
48	99205	5/31/2025 10:04 AM
49	99001	5/31/2025 6:04 AM
50	99224	5/30/2025 5:27 PM
51	99216	5/30/2025 12:36 PM
52	99001	5/30/2025 11:17 AM
53	99202	5/30/2025 10:34 AM
54	99022	5/30/2025 8:59 AM
55	99224	5/30/2025 8:40 AM
56	99001	5/30/2025 8:03 AM
57	99201	5/30/2025 7:12 AM
58	99022	5/29/2025 9:24 PM
59	99022	5/29/2025 3:14 PM
60	99201	5/29/2025 2:27 PM
61	99218	5/29/2025 1:35 PM

## Q10 How often do you ride the bus?

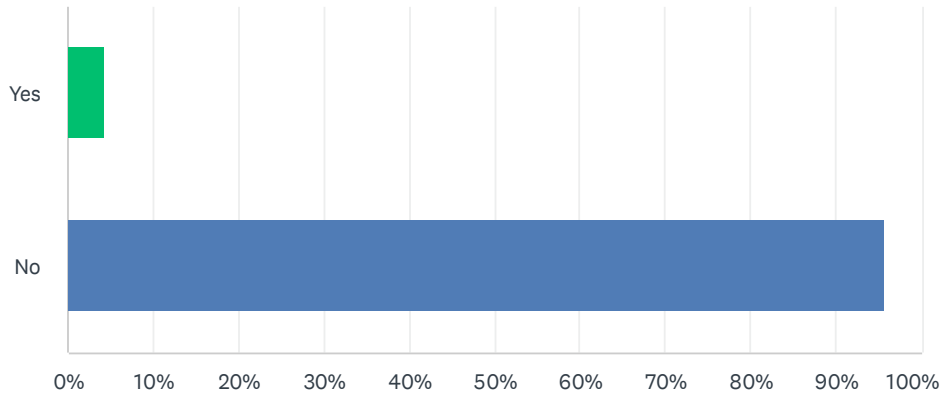
Answered: 69 Skipped: 21



ANSWER CHOICES	RESPONSES	
3 days a week or more	88.41%	61
1-2 days a week	5.80%	4
Occasionally (less than once a week)	4.35%	3
I don't ride the bus	1.45%	1
<b>TOTAL</b>		<b>69</b>

## Q11 Do you use paratransit service?

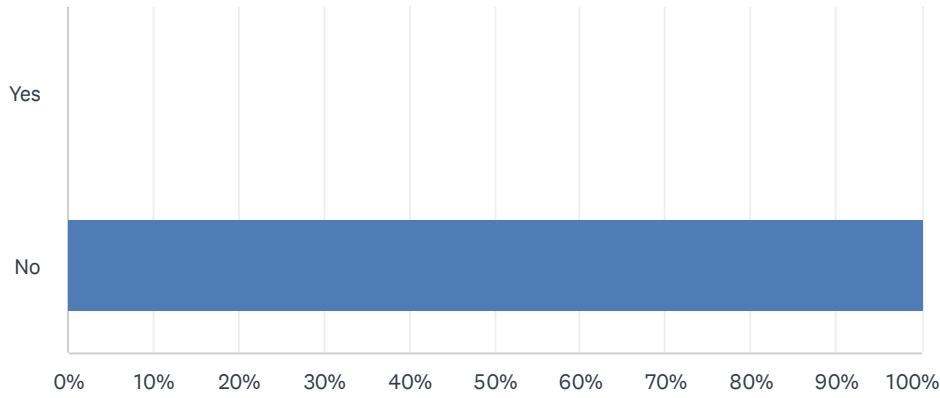
Answered: 69 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes	4.35%	3
No	95.65%	66
TOTAL		69

## Q12 Do you use Rideshare (Vanpool) service?

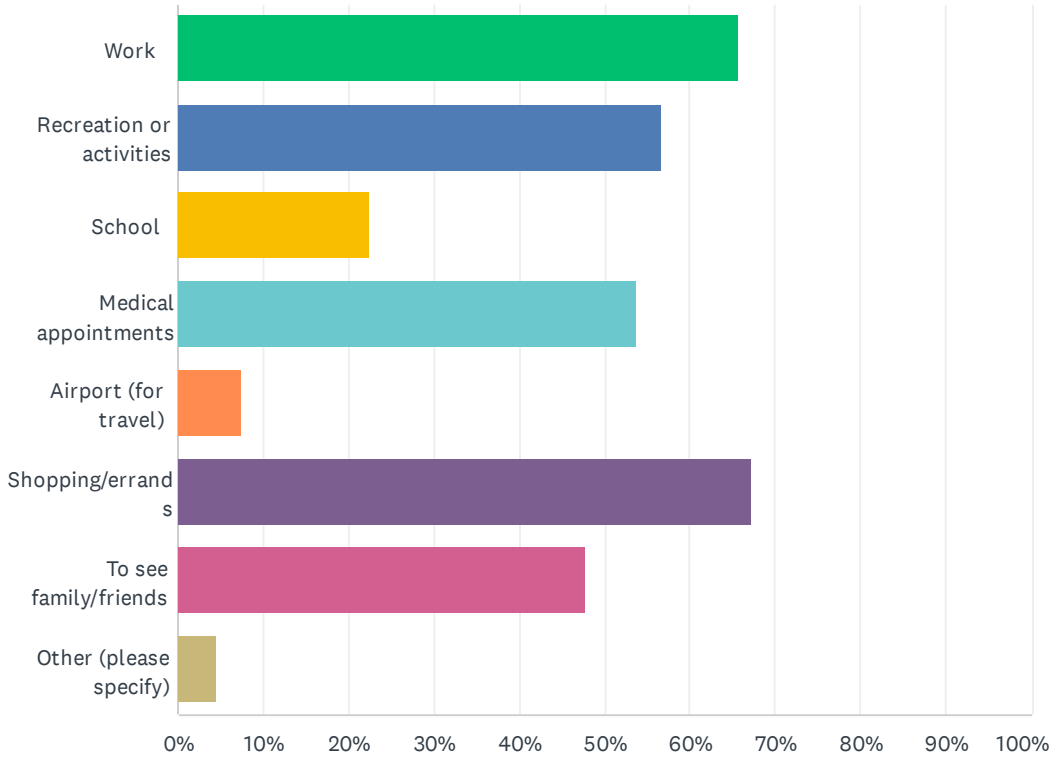
Answered: 69 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	69
TOTAL		69

### Q13 Where do you go when you are using the bus, paratransit, or Rideshare (Vanpool)? Check all that apply.

Answered: 67 Skipped: 23

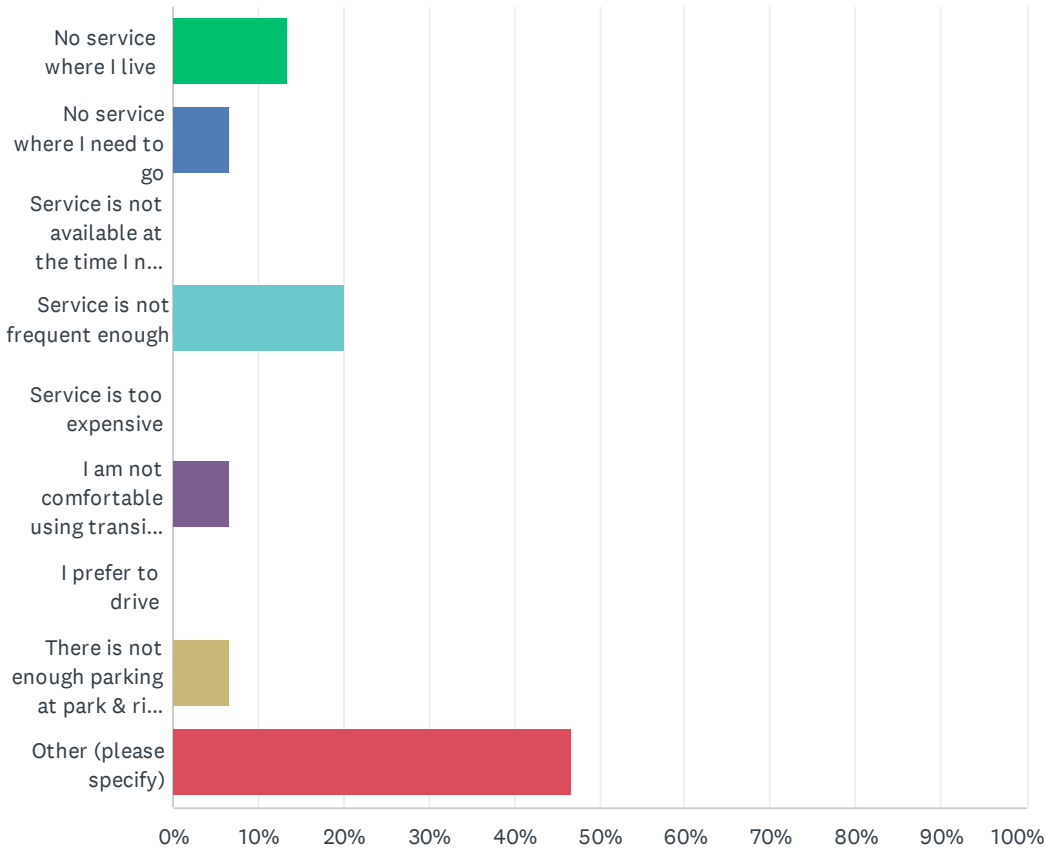


ANSWER CHOICES	RESPONSES
Work	65.67% 44
Recreation or activities	56.72% 38
School	22.39% 15
Medical appointments	53.73% 36
Airport (for travel)	7.46% 5
Shopping/errands	67.16% 45
To see family/friends	47.76% 32
Other (please specify)	4.48% 3
Total Respondents: 67	

#	OTHER (PLEASE SPECIFY)	DATE
1	pay a bill / casino	6/11/2025 2:24 PM
2	Volunteer job	6/9/2025 2:44 PM
3	Home	6/5/2025 2:49 PM

## Q14 If you do not use STA services, please tell us why not.

Answered: 15 Skipped: 75



ANSWER CHOICES	RESPONSES
No service where I live	13.33% 2
No service where I need to go	6.67% 1
Service is not available at the time I need to travel	0.00% 0
Service is not frequent enough	20.00% 3
Service is too expensive	0.00% 0
I am not comfortable using transit service	6.67% 1
I prefer to drive	0.00% 0
There is not enough parking at park & ride lots	6.67% 1
Other (please specify)	46.67% 7
<b>TOTAL</b>	<b>15</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	I either ride my bike or get a ride to Fairchild Air Force Base to catch the bus. 4+ times a	6/10/2025 2:38 PM

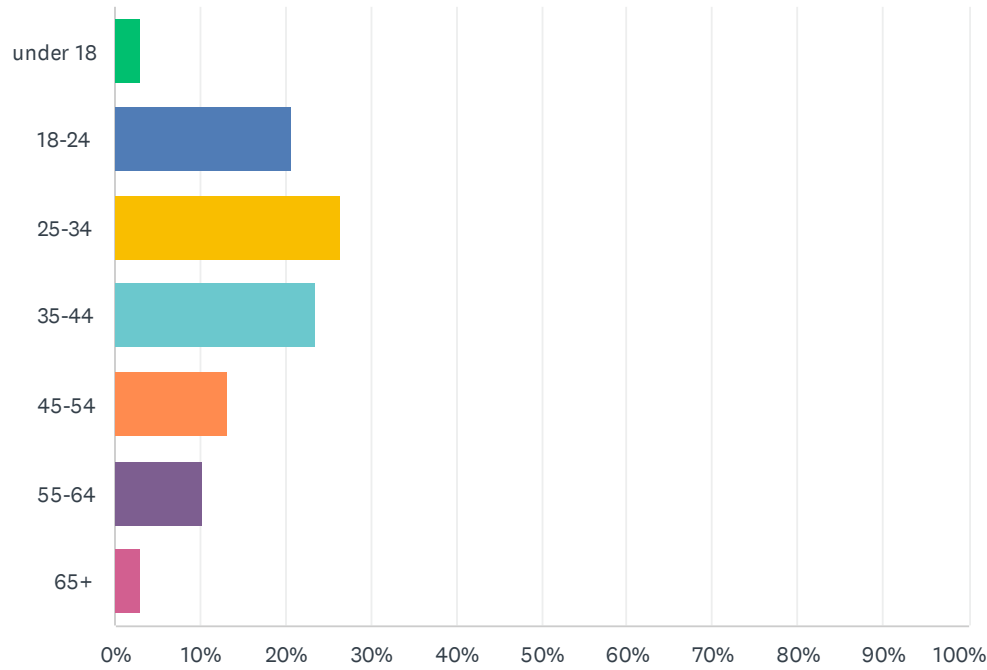
## September 2025 Service Change

week. I use it to go to work and activities in airway Heights. Would use it to medical lake except that I have to go roundabout to airway Heights then around to the transit center and eventually medical lake. Faster just ride my bike.

2	NONE	6/3/2025 12:43 PM
3	I use the bus	6/3/2025 11:58 AM
4	I use service	6/3/2025 9:55 AM
5	I normally walk	6/2/2025 5:14 PM
6	Airway Heights Recreation Center - no busses go here that make it an accessible route and walking distance is unsafe on country road	6/2/2025 10:51 AM
7	N/A	5/31/2025 11:01 PM

## Q15 What is your age?

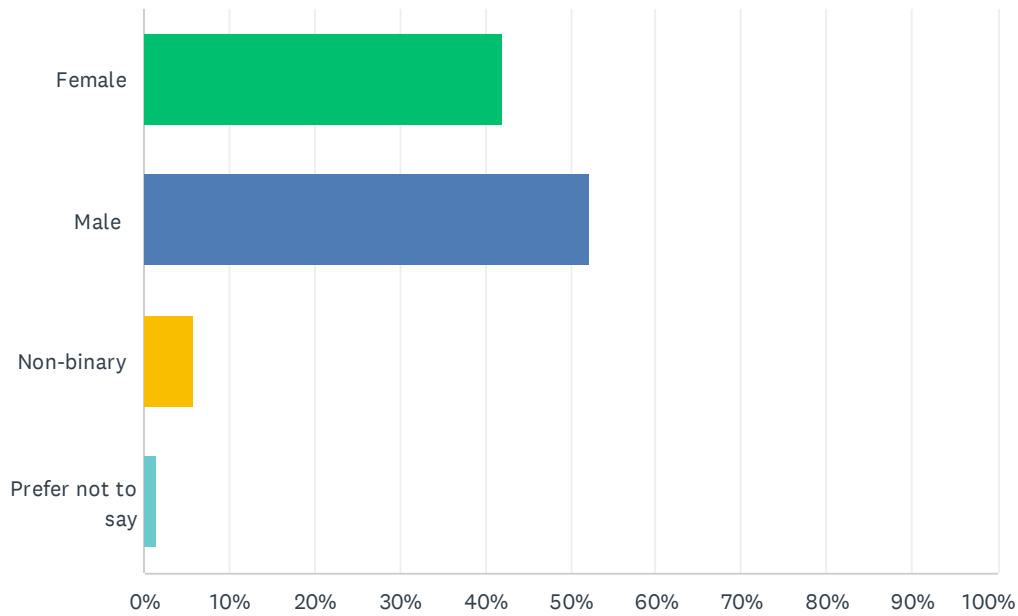
Answered: 68 Skipped: 22



ANSWER CHOICES	RESPONSES	
under 18	2.94%	2
18-24	20.59%	14
25-34	26.47%	18
35-44	23.53%	16
45-54	13.24%	9
55-64	10.29%	7
65+	2.94%	2
<b>TOTAL</b>		<b>68</b>

## Q16 Gender (select all that apply)

Answered: 69 Skipped: 21

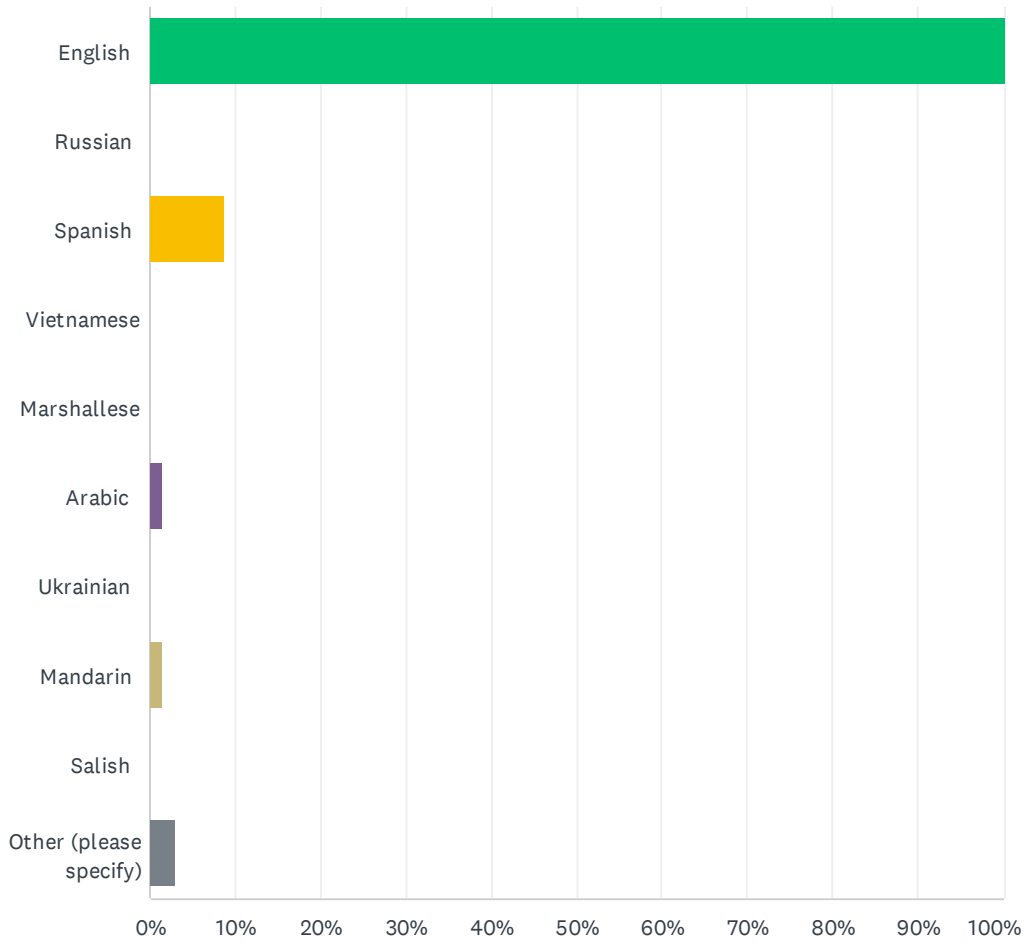


ANSWER CHOICES	RESPONSES
Female	42.03% 29
Male	52.17% 36
Non-binary	5.80% 4
Prefer not to say	1.45% 1
Total Respondents: 69	

#	PREFER TO SELF DESCRIBE:	DATE
	There are no responses.	

### Q17 What languages are spoken in your home? Check all the apply

Answered: 69 Skipped: 21



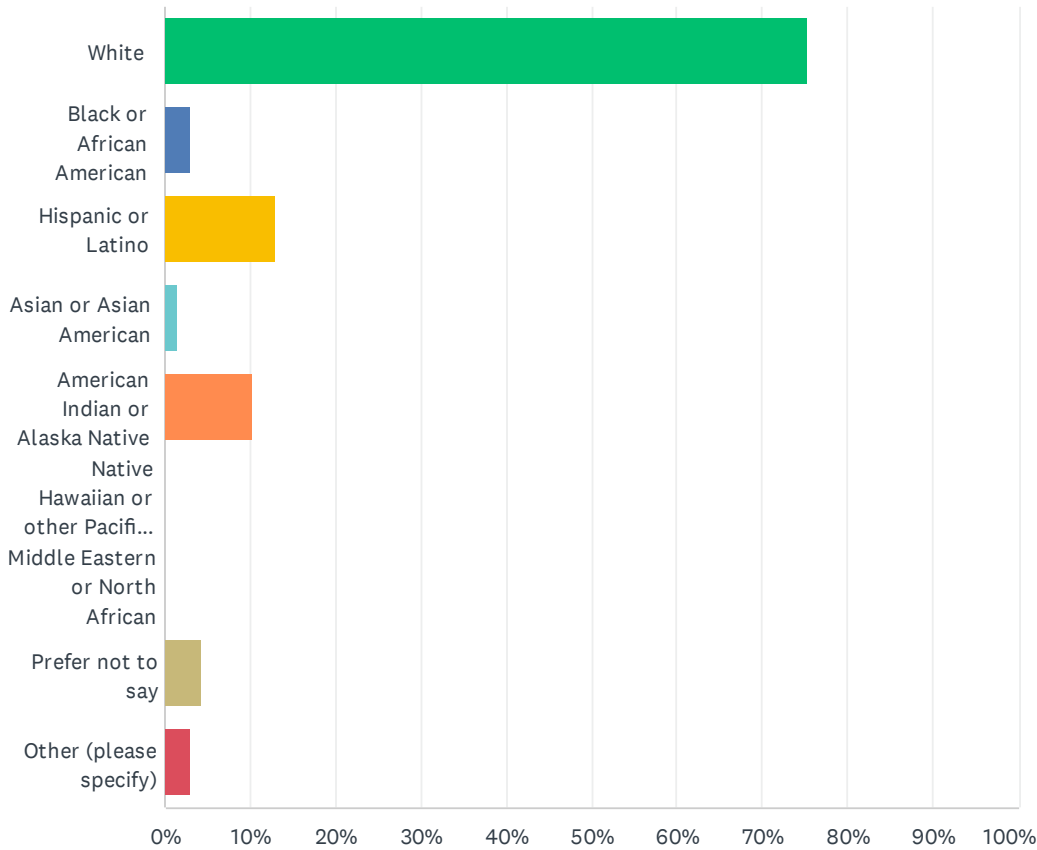
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ANSWER CHOICES	RESPONSES
English	100.00% 69
Russian	0.00% 0
Spanish	8.70% 6
Vietnamese	0.00% 0
Marshallese	0.00% 0
Arabic	1.45% 1
Ukrainian	0.00% 0
Mandarin	1.45% 1
Salish	0.00% 0
Other (please specify)	2.90% 2
Total Respondents: 69	

#	OTHER (PLEASE SPECIFY)	DATE
1	K	6/2/2025 10:51 AM
2	Japanese	5/31/2025 11:01 PM

## Q18 How do you self-identify by race? Check all that apply

Answered: 69 Skipped: 21



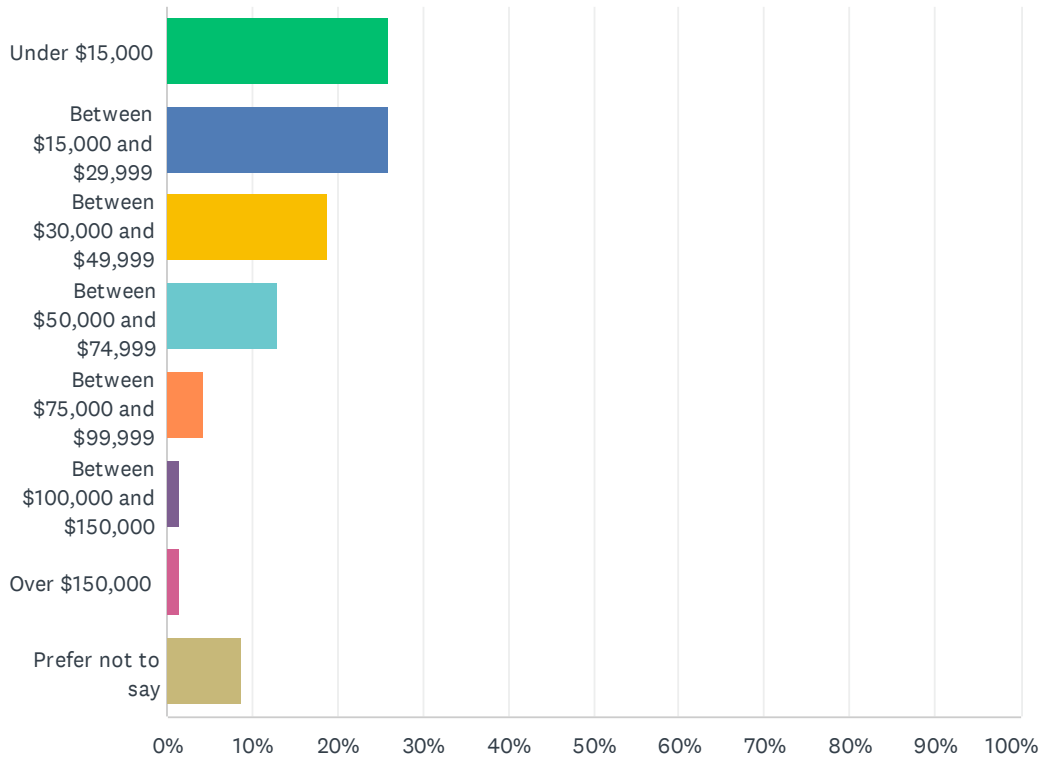
ANSWER CHOICES	RESPONSES	
White	75.36%	52
Black or African American	2.90%	2
Hispanic or Latino	13.04%	9
Asian or Asian American	1.45%	1
American Indian or Alaska Native	10.14%	7
Native Hawaiian or other Pacific Islander	0.00%	0
Middle Eastern or North African	0.00%	0
Prefer not to say	4.35%	3
Other (please specify)	2.90%	2
Total Respondents: 69		

#	OTHER (PLEASE SPECIFY)	DATE
1	I dont care	6/2/2025 5:15 PM



## Q19 What is your annual household income?

Answered: 69 Skipped: 21



ANSWER CHOICES	RESPONSES	
Under \$15,000	26.09%	18
Between \$15,000 and \$29,999	26.09%	18
Between \$30,000 and \$49,999	18.84%	13
Between \$50,000 and \$74,999	13.04%	9
Between \$75,000 and \$99,999	4.35%	3
Between \$100,000 and \$150,000	1.45%	1
Over \$150,000	1.45%	1
Prefer not to say	8.70%	6
<b>TOTAL</b>		<b>69</b>