

2026

**Spokane Transit Authority
Customer Satisfaction Survey**

Findings Report



Contents

Section 1: Executive Summary	3
Section 2: Charts and Graphs	11
Section 3: National Benchmarks	61
Section 4: Select Cross-Tabulations	71
Section 5: Tabular Data.	89
Section 6: Survey Instrument.	111



Executive Summary

2025 Spokane Transit Authority (STA) Customer Satisfaction Survey *Executive Summary*

Overview

In the fall of 2025, Spokane Transit Authority, which operates fixed-route bus and paratransit van service in the cities of Spokane, Spokane Valley, Cheney, Liberty Lake, Airway Heights, Medical Lake, Millwood, and unincorporated parts of Spokane County, conducted a fixed-route rider Customer Satisfaction Survey to analyze customer opinions regarding all aspects of service. The survey design satisfies multiple objectives, including measuring overall satisfaction and understanding rider behavior. The goal to collect a minimum of 400 completed surveys from riders was met, and the overall results for the sample of 426 riders have a precision of at least +/- 4.8 at the 95% level of confidence. The main purpose of the survey was to identify who rides the STA buses, how they ride, and why they ride.

Methodology

The Customer Satisfaction Survey was administered by ETC Institute's team of trained surveyors. Survey collection was conducted via paper intercept onboard STA buses, as well as at STA stations and bus stops. Surveys were followed by a quick rider debrief to confirm that each question was answered to the best of the rider's ability. A detailed sampling plan was developed and closely followed based on each line's daily ridership numbers provided by STA, so survey results were adequately proportionate with route usage. The weekday and weekend sampling plans are provided below.

Fixed-Route	9/15 to 9/28	Average Weekday Boardings	Estimated # of Weekday Riders	Route Share %	Route Level Survey Goals
4-Monroe-Regal	46008	3680.6	1673.0	9.4%	30
6-Cheney	19104	1528.3	694.7	3.9%	12
7-Valley/Airport	12096	967.7	439.9	2.5%	8
9-Sprague	33234	2658.7	1208.5	6.8%	22
11-Plaza Arena Shuttle	1751	140.1	63.7	0.4%	1
12-Southside Medical Shuttle	5298	423.8	192.7	1.1%	3
14-South Adams/Napa	5025	402.0	182.7	1.0%	3
20-SFCC	7847	627.8	285.3	1.6%	5
21-West Broadway	8316	665.3	302.4	1.7%	5
22-NW Blvd	7724	617.9	280.9	1.6%	5
23-Maple/Ash	13287	1063.0	483.2	2.7%	9
25-Division	39298	3143.8	1429.0	8.0%	26
27-Crestline	15419	1233.5	560.7	3.1%	10
28-Nevada	26250	2100.0	954.5	5.3%	17
31-Minnehaha/Lidgerwood	7374	589.9	268.1	1.5%	5

32-Trent/Montgomery	7459	596.7	271.2	1.5%	5
33-Wellesley	29061	2324.9	1056.8	5.9%	19
34-Freya	4910	392.8	178.5	1.0%	3
35-Francis/Market	6793	543.4	247.0	1.4%	4
36-North Central	6043	483.4	219.7	1.2%	4
43-Lincoln/37th Ave	8084	646.7	294.0	1.6%	5
45-Perry District	9789	783.1	356.0	2.0%	6
61-Highway 2/Fairchild	20617	1649.4	749.7	4.2%	13
62-Medical Lake	2078	166.2	75.6	0.4%	1
63-Airway Heights/West Plains	4651	372.1	169.1	0.9%	3
65-Hayford	4057	324.6	147.5	0.8%	3
66-EWU	6617	529.4	240.6	1.3%	4
68-Cheney Loop	5328	426.2	193.7	1.1%	3
93-Molter Loop	852	68.2	31.0	0.2%	1
94-East Central/Millwood	12369	989.5	449.8	2.5%	8
95-Mid-Valley	4966	397.3	180.6	1.0%	3
96-Pines/Sullivan	5456	436.5	198.4	1.1%	4
97-South Valley	9209	736.7	334.9	1.9%	6
98-Greenacres/Liberty Lake	6682	534.6	243.0	1.4%	4
124-North Express	2175	174.0	79.1	0.4%	1
144-South Express	2924	233.9	106.3	0.6%	2
173-VTC Express	1756	140.5	63.9	0.4%	1
223-Shadle/Indian Trail	1656	132.5	60.2	0.3%	1
247-Lincoln Park/Ferris	1073	85.8	39.0	0.2%	1
294-East 8th	1684	134.7	61.2	0.3%	1
662-EWU North Express	404	32.3	14.7	0.1%	1
663-EWU VTC Express	507	40.6	18.4	0.1%	1
664-EWU South Hill Express	147	11.8	5.3	0.0%	1

Fixed-Route	Average Weekend Boardings	Estimated # of Weekend Riders	Route Share %	Route Level Survey Goals
1-City Line	1793	815	8%	6
4-Monroe-Regal	2300	1046	10%	8
6-Cheney	955	434	4%	3
7-Valley/Airport	605	275	3%	2
9-Sprague	1662	755	7%	6
11-Plaza Arena Shuttle	88	40	0%	1
12-Southside Medical Shuttle	265	120	1%	1
14-South Adams/Napa	251	114	1%	1
20-SFCC	392	178	2%	1
21-West Broadway	416	189	2%	1
22-NW Blvd	386	176	2%	1
23-Maple/Ash	664	302	3%	2
25-Division	1965	893	8%	7
27-Crestline	771	350	3%	3
28-Nevada	1313	597	6%	4
31-Minnehaha/Lidgerwood	369	168	2%	1
32-Trent/Montgomery	373	170	2%	1
33-Wellesley	1246	566	5%	4
34-Freya	274	125	1%	1
35-Francis/Market	329	150	1%	1
33-Wellesley	1453	660	6%	5
34-Freya	246	112	1%	1
35-Francis/Market	340	154	1%	1
36-North Central	302	137	1%	1
43-Lincoln/37th Ave	404	184	2%	1
45-Perry District	489	222	2%	2
61-Highway 2/Fairchild	1031	469	4%	3
62-Medical Lake	104	47	0%	1
63-Airway Heights/West Plains	233	106	1%	1
65-Hayford	203	92	1%	1
66-EWU	331	150	1%	0
68-Cheney Loop	266	121	1%	1
74-Mirabeau/Liberty Lake	43	19	0%	0
94-East Central/Millwood	618	281	3%	2
95-Mid-Valley	248	113	1%	1
96-Pines/Sullivan	273	124	1%	1
97-South Valley	460	209	2%	2
98-Greenacres/Liberty Lake	334	152	1%	1
633-Geiger Shuttle	30	13	0%	1

The following pages of the report contain a summary of the major findings from the survey; the full Customer Satisfaction Survey Report includes the following.

- Charts and graphs depicting the results of the survey (Section 2)
- Benchmarks comparing results from STA to national survey results (Section 3)
- Select Cross-Tabulations (Section 4)
- Tabular data of survey results (Section 5)
- A copy of the survey instrument (Section 6)

Note: Percentages within Executive Summary were calculated excluding “Don’t Know” or “Not Provided” answers. Chart values in sections 2 & 3 include “Don’t Know” or “Not Provided” responses unless otherwise specified. All percentages were rounded to the nearest whole percentage. Response statistics are based on 426 fully completed surveys.

Customer Demographic Characteristics

- Race/Ethnicity, Age, and Gender.** The largest group of respondents (73%) identified their race/ethnicity as White/Caucasian. The second largest group of respondents described themselves as Black/African American (10%), with Hispanic/Spanish/ Latino/a/x, being nine percent (9%) and American Indian/Alaska Native being seven percent (7%). Nineteen percent of respondents (19%) were between 35 and 44 years old, and nineteen percent (19%) were under 19 years old. Forty-six percent of respondents (46%) identified as male, and forty-five percent (45%) identified as female. Five percent (5%) identified as non-binary.
- Employment and Income.** Twenty-one percent of respondents (21%) were full-time students, and nine percent (9%) were part-time students. Thirty percent of respondents (30%) are employed full-time, and eighteen percent (18%) are employed part-time. Twenty percent of respondents (20%) said they were not currently employed but seeking employment, and nineteen percent (19%) said they were not currently employed and not seeking employment. The largest annual household income group was less than \$10,000 (25%), followed by \$10,000 to \$19,000 (12%), and \$30,000 to \$39,999 (8%).

Customer Transportation Habits

- Ridership.** Thirty-six percent of respondents (36%) have been riding STA buses for five or more years. Twenty-six percent (26%) have been riding for one to three years, and twenty-three percent (23%) have been riding for less than one year. Fifty percent of respondents (50%) said that they have been riding STA buses about the same amount from a year ago, but forty-three percent (43%) said they have been riding more often. Sixty-seven percent of respondents (67%) choose to ride the bus because they do not have access to a vehicle.
- Typical Customer Transportation.** Ninety-six percent of respondents (96%) ride the bus on weekdays, fifty-five percent (55%) ride on Saturdays, and forty-five percent (45%) ride on Sundays. Forty-eight percent of respondents (48%) describe Spokane Transit as their only form of transportation. Thirty-eight percent (38%) describe it as more than half of their transportation. Thirty percent of respondents (30%) typically obtain their bus pass at Customer Service, and another twenty-four percent (24%) have it provided by their school.
- Trip Information.** Of the respondents who indicated that they have at least one working, licensed car at their household, thirty-eight percent (38%) indicated that they could have used it for the trip in which they were surveyed. Forty-eight (48%) percent of respondents who walked to their first bus stop had a walk of one to five minutes. Twenty-two percent of respondents (22%) said that they expect their entire trip (including walking, waiting for the bus, etc.) to take at least 51 minutes. Fifty percent (50%) said that they expect their trip to take 30 minutes or less.

Customer Opinions

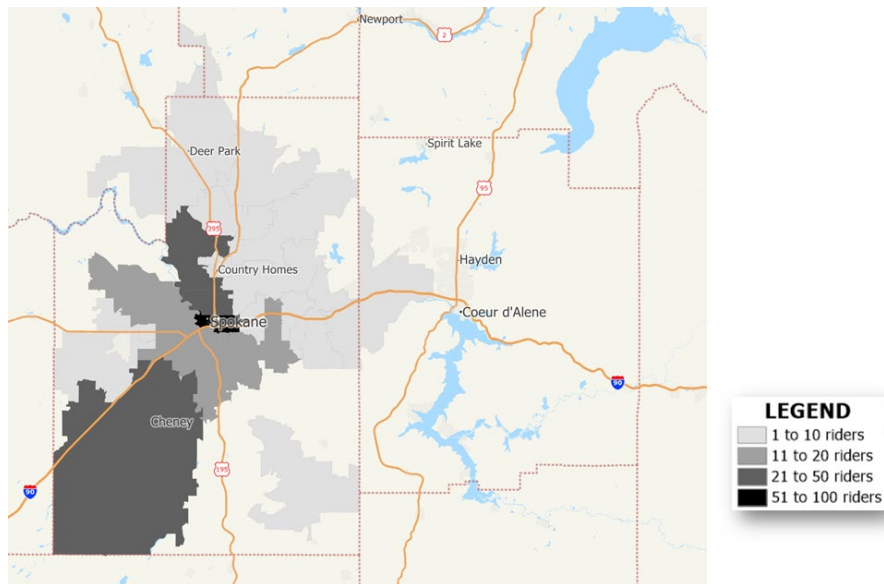
- **Agreement with Statements Regarding STA Services.** Respondents were asked to rate on a scale of one to five how much they agree with 22 statements regarding STA services, with five meaning “Strongly Agree” and one meaning “Strongly Disagree.” The three most agreed with statements (“Strongly Agree” and “Agree” answers) were “It is easy to get information about STA’s services & route schedules” (83%), “I understand STA’s system maps & schedules & I am confident navigating the system” (83%), and “Overall physical condition of buses is satisfactory” (82%).
- **Excellent Customer Service.** Respondents were asked to rank five elements of customer service on a scale of one to four, with four meaning “Excellent,” and one meaning “Poor.” All five elements were rated 80% or higher (“Excellent” and “Good” answers). The five elements were “Transit officers/security” (80%), “Coach operator/supervisors” (87%), “Customer service call center” (88%), “Administrative employees” (88%), and “Customer service counter” (89%). Several customer service elements showed slight rating declines from 2024; however, all changes are within the margin of error.

National Benchmarks

- **Benchmark Description.** ETC Institute’s benchmark survey data comes from a national panel of transit riders drawn from surveys within the past five years across all 50 states (more than 80 transit systems). Results were monitored to ensure distribution in proportion to population size of each transit system’s region (i.e., the largest percentage of respondents were from California transit systems).
- **Net Promoter Score.** Net Promoter Score poses the question, “Using a 10-point scale, where 10 means ‘Very Likely,’ and 0 means ‘Not Likely At All,’ how likely would you be to recommend STA bus service to a friend, colleague, or family member?” Respondents who answer nine or ten are categorized as “Promoters,” those who answer seven or eight are “Passives,” and those who answer a number less than seven are “Detractors.” The score itself is calculated by subtracting the percentage of Detractors from the percentage of Promoters. STA bus service received a Net Promoter Score of 44. This is significantly higher than the National Average score for transit services of -16.
- **Overall Satisfaction.** STA riders appear to be generally very satisfied with STA’s bus service. When asked how satisfied they were with Spokane Transit bus service, overall, eighty-six percent of respondents (86%) answered “Very Satisfied” or “Satisfied.” This is twenty-six percent higher (+26%) than the National Average of fifty-six percent (56%) and the satisfaction rating has not changed since the 2024 survey.
- **Agreement with Statements Regarding STA Services.** All of the 18 STA agreement statements in which ETC has national benchmark data ranked higher than the National Average (“Strongly Agree” and “Agree” answers). Listed below are the fifteen statements that ranked at least fifteen percentage points higher than the National Average.
 - I feel safe riding the bus: 77% vs. 43% (+34%)
 - I feel safe & secure waiting for my bus: 69% vs. 35% (+34%)
 - The bus interior is clean: 69% vs. 38% (+31%)
 - The bus routes are conveniently located for me: 82% vs. 54% (+28%)

- I understand STA's system maps & schedules, & I am confident navigating the system: 83% vs. 56% (+27%)
 - It is easy to find out if the buses are running on schedule: 79% vs. 54% (+25%)
 - The bus usually runs on time: 71% vs. 48% (+23%)
 - Bus operators are helpful: 82% vs. 60% (+22%)
 - The bus gets me to my destination in a reasonable amount of time: 79% vs. 58% (+21%)
 - It is easy to get information about STA's services & route schedules: 83% vs. 63% (+20%)
 - I view STA employees favorably: 81% vs. 62% (+19%)
 - Bus operators are courteous: 79% vs. 61% (+18%)
 - The price of the fares are reasonable: 78% vs. 60% (+18%)
 - The frequency of service (how often the buses come) is satisfactory: 73% vs. 55% (+18%)
 - Bus operators are knowledgeable about STA system: 80% vs. 63% (+17%)
- The following section lists the charts and graphs for each survey question broken down into three categories: Key Characteristics of Customers, Customer Transportation Characteristics, and Customer Opinions.

Map of Respondents





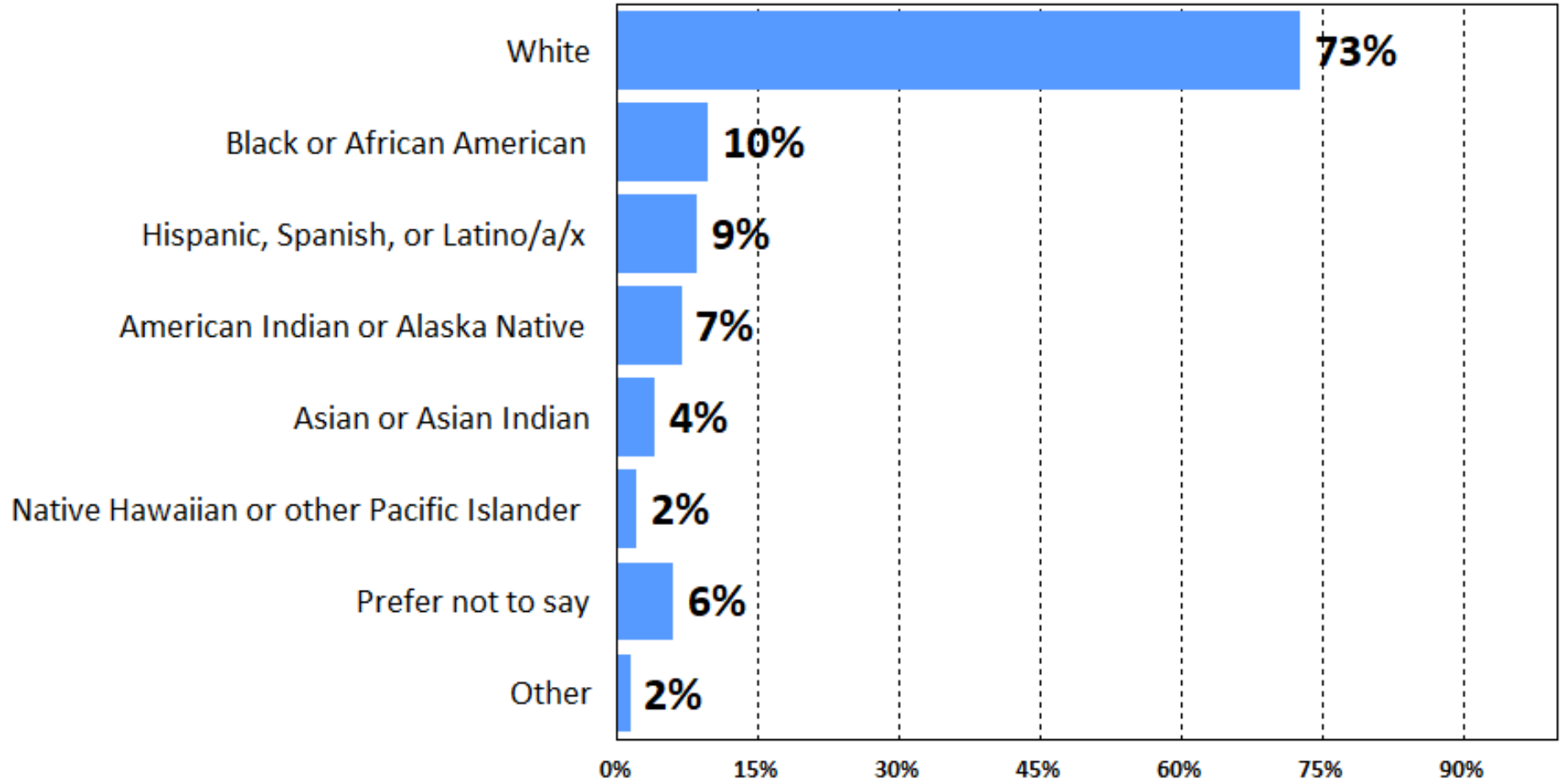
2 Charts & Graphs



KEY CHARACTERISTICS OF CUSTOMERS

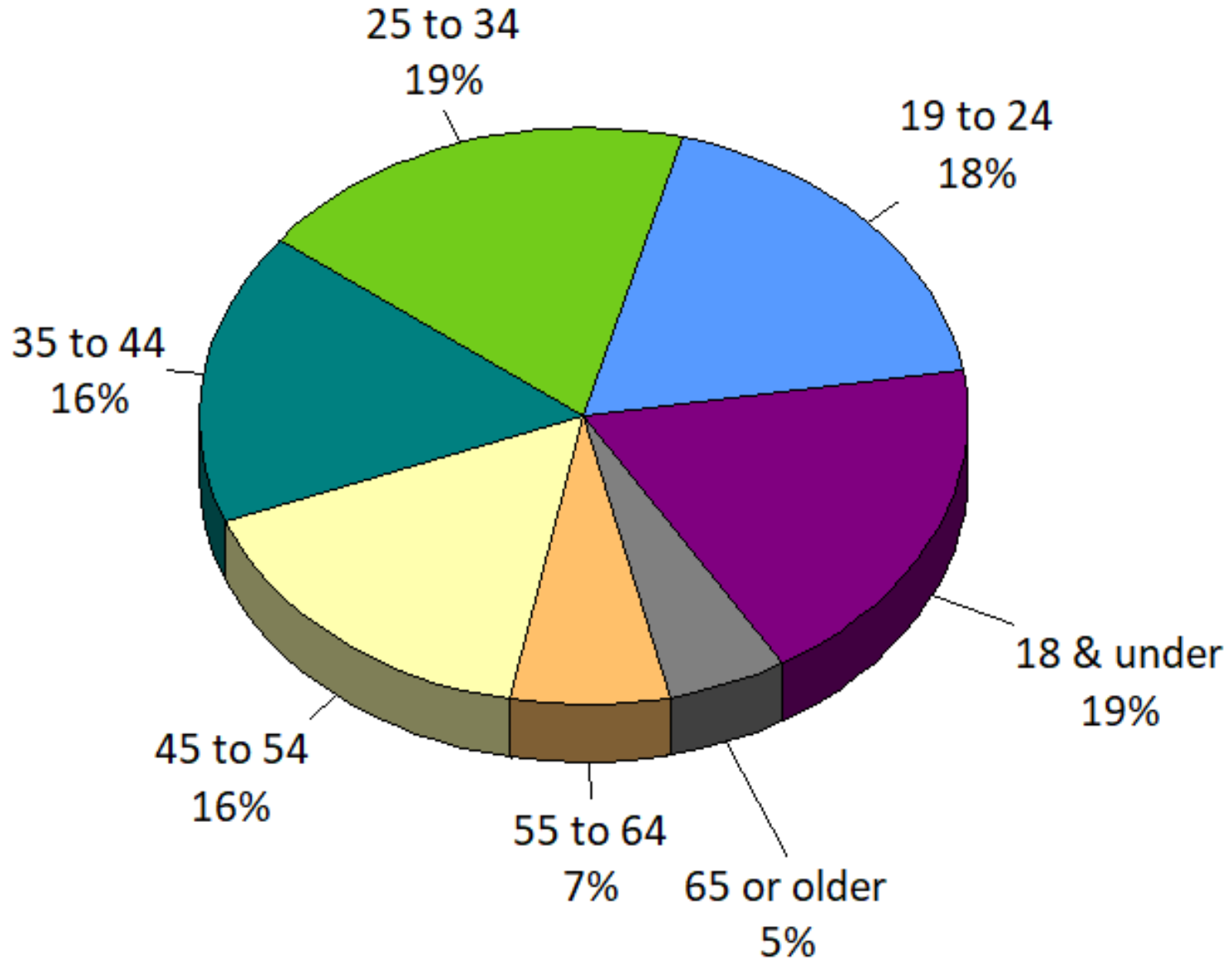
Which of the following best describes your race/ethnicity? (Q25)

by percentage of respondents (multiple items could be selected)



What is your age? (Q23)

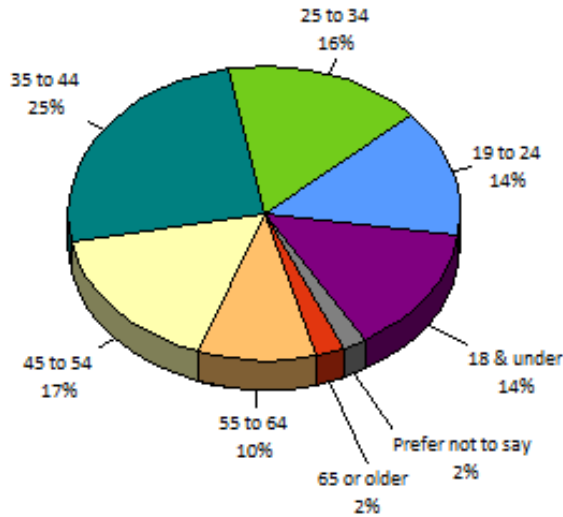
by percentage of respondents



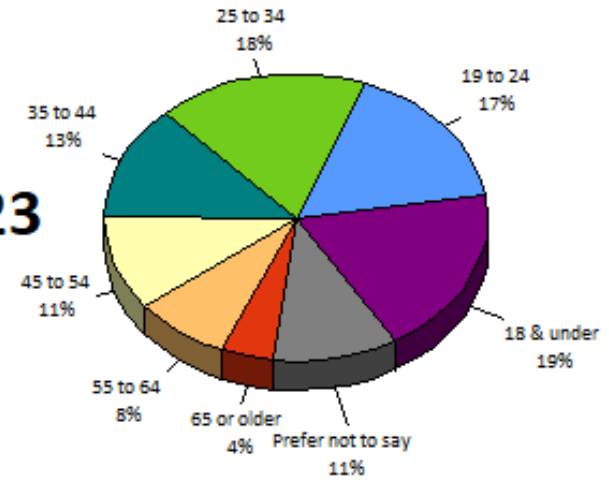
Trends: What is your age? (Q23)

by percentage of respondents

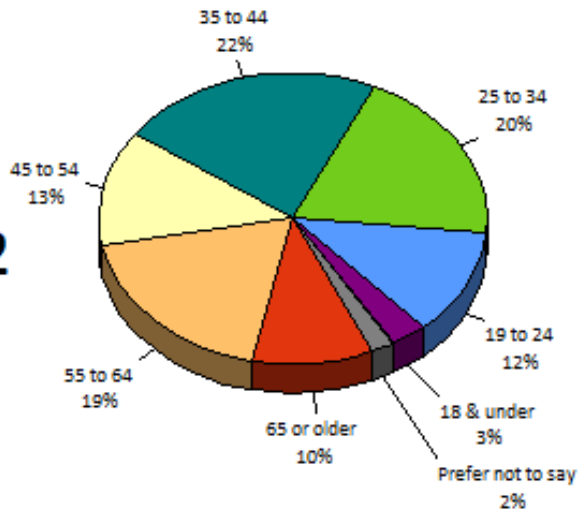
2024



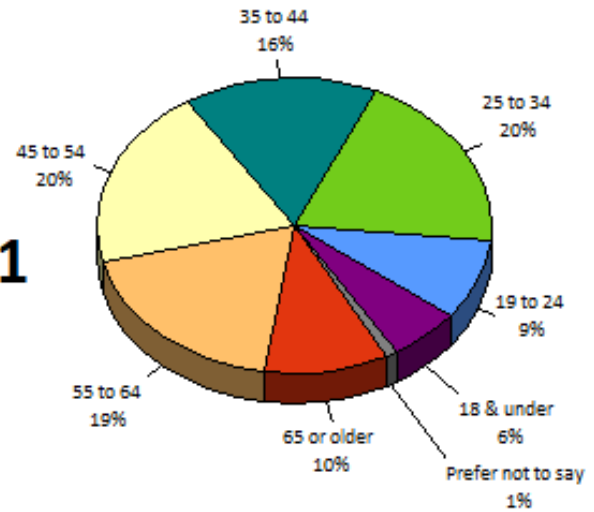
2023



2022

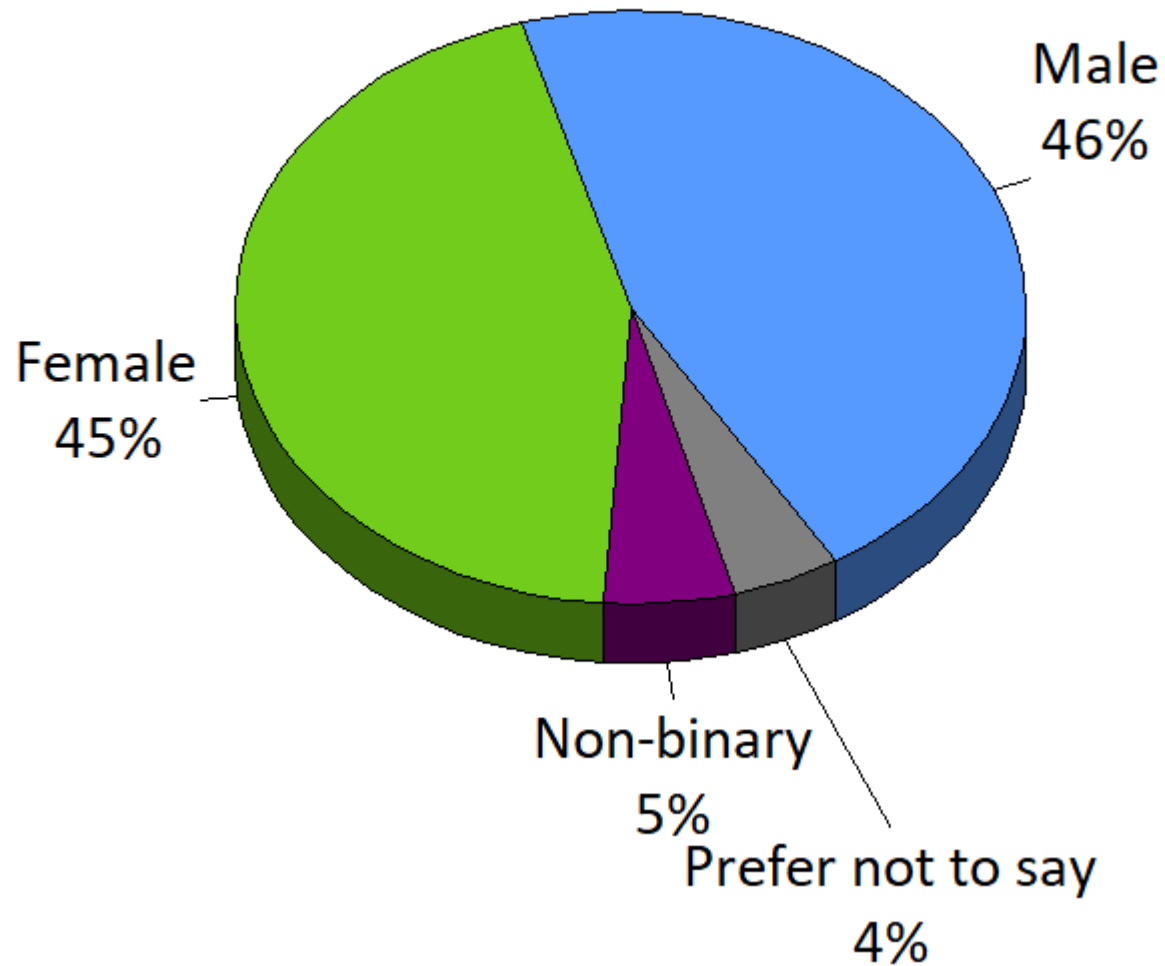


2021



What is your gender? (Q22)

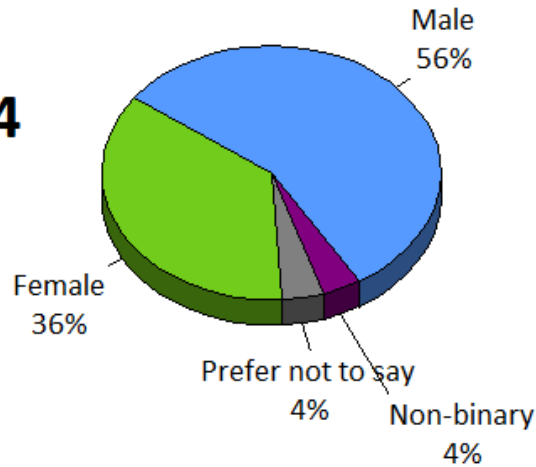
by percentage of respondents



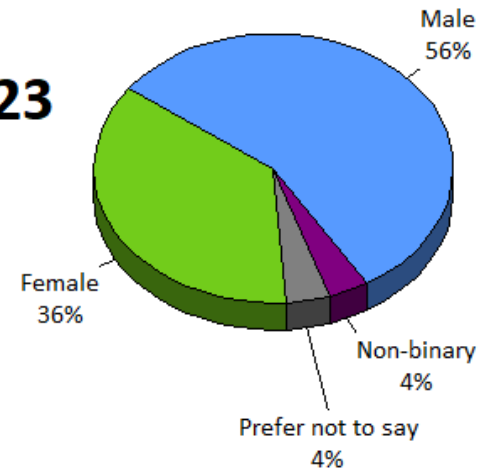
Trends: What is your gender? (Q22)

by percentage of respondents

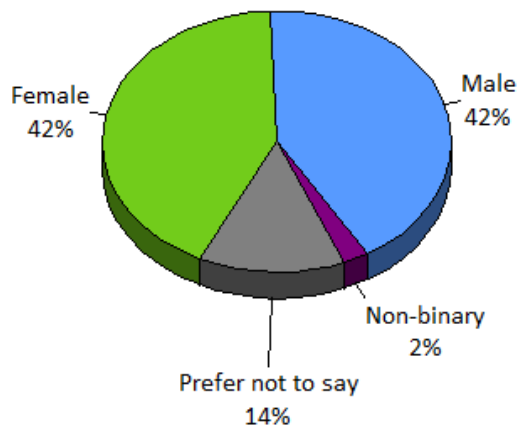
2024



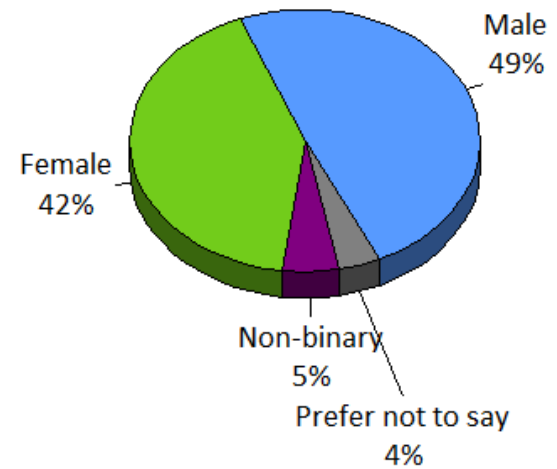
2023



2022

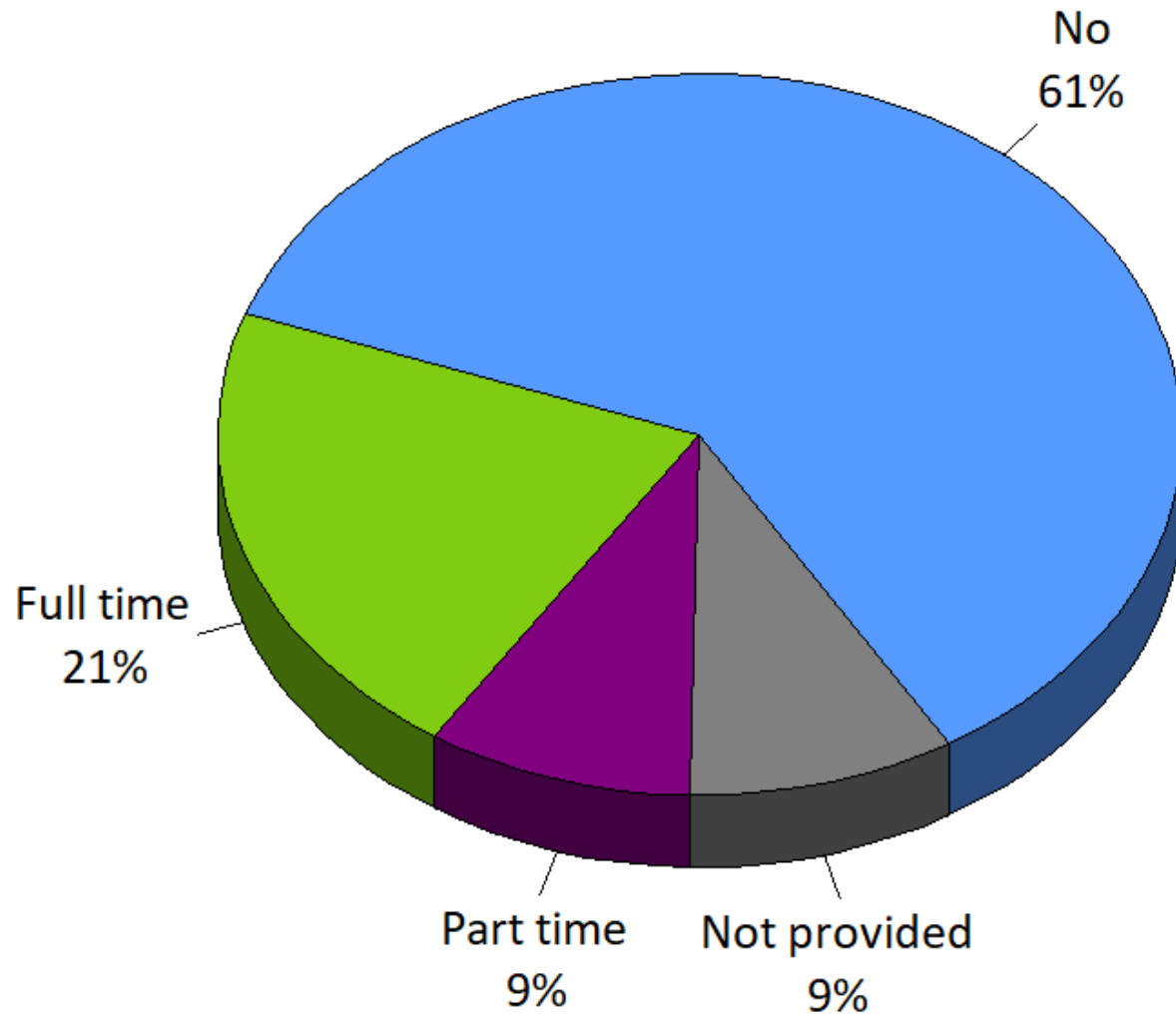


2021

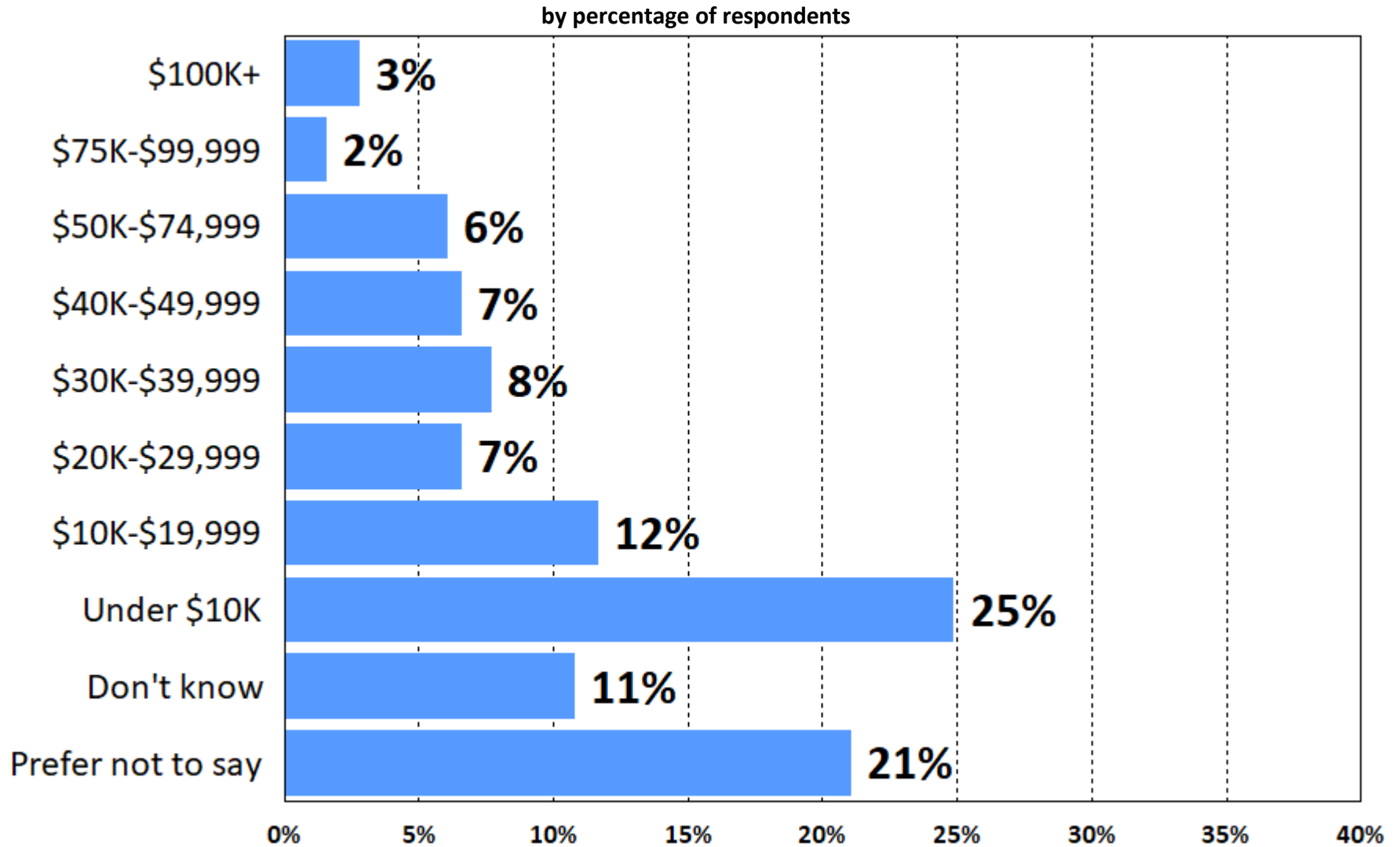


Are you currently a student? (Q24)

by percentage of respondents

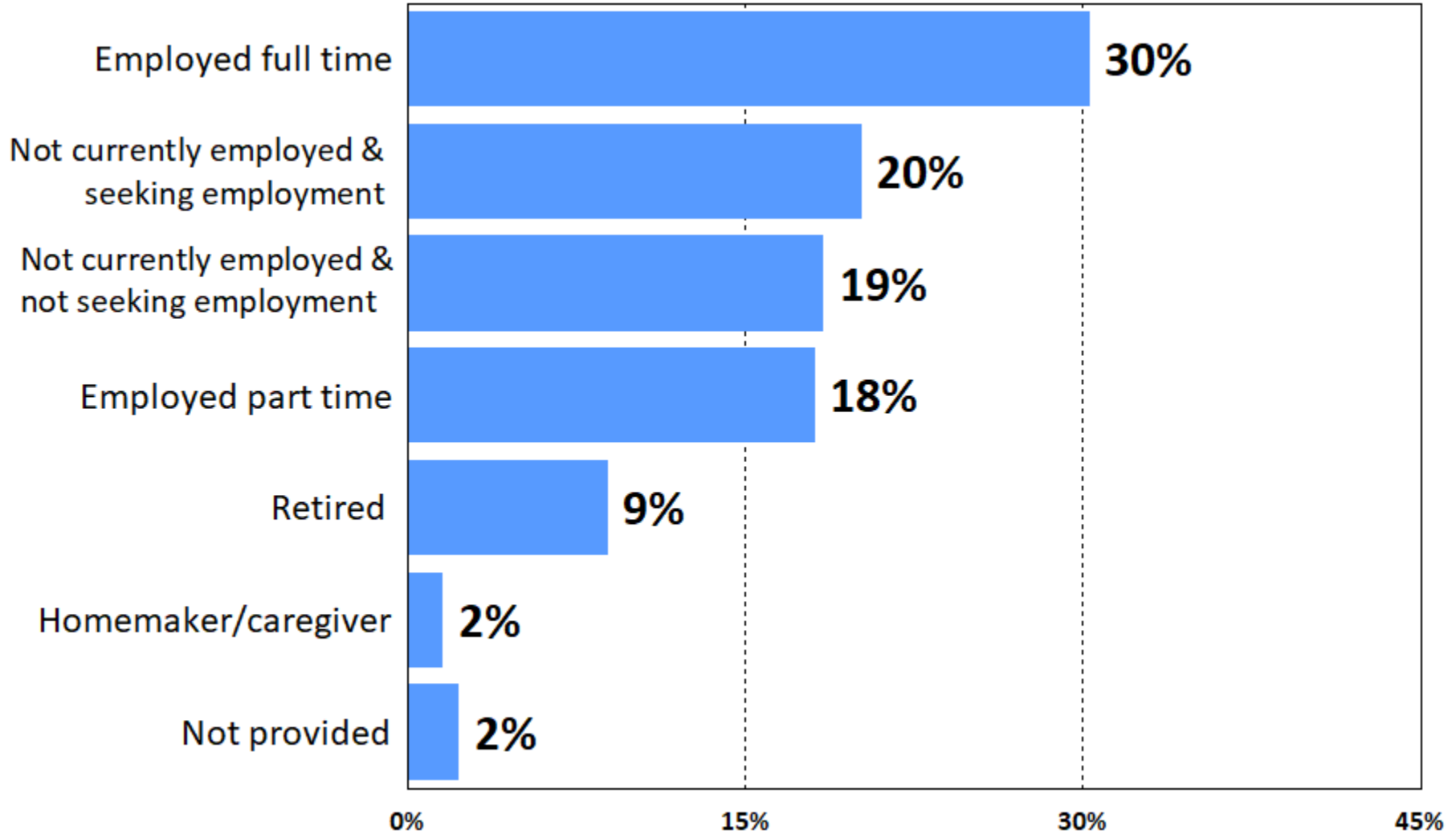


What category best describes your total annual household income? (Q29)

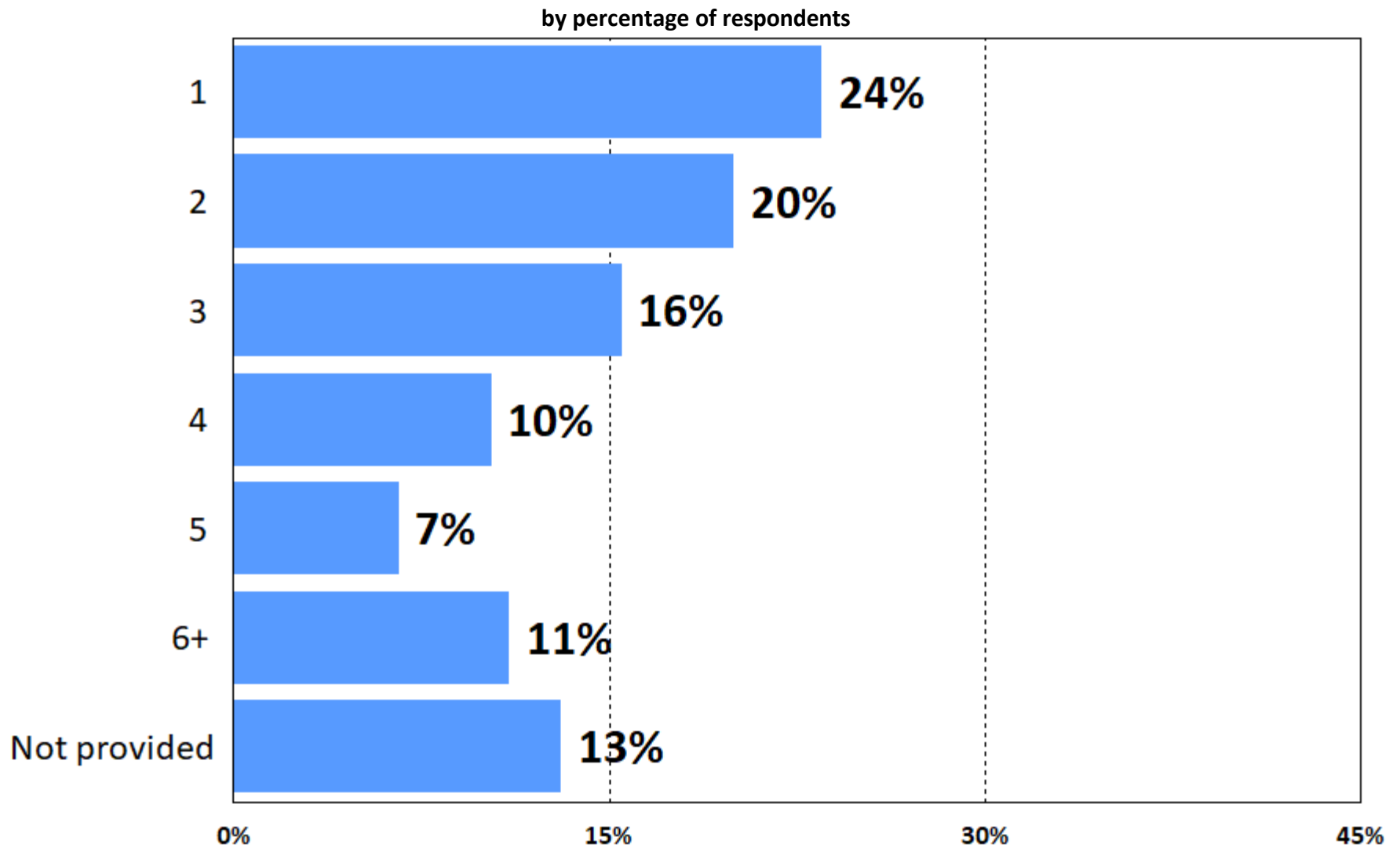


What is your current employment status? (Q27)

by percentage of respondents

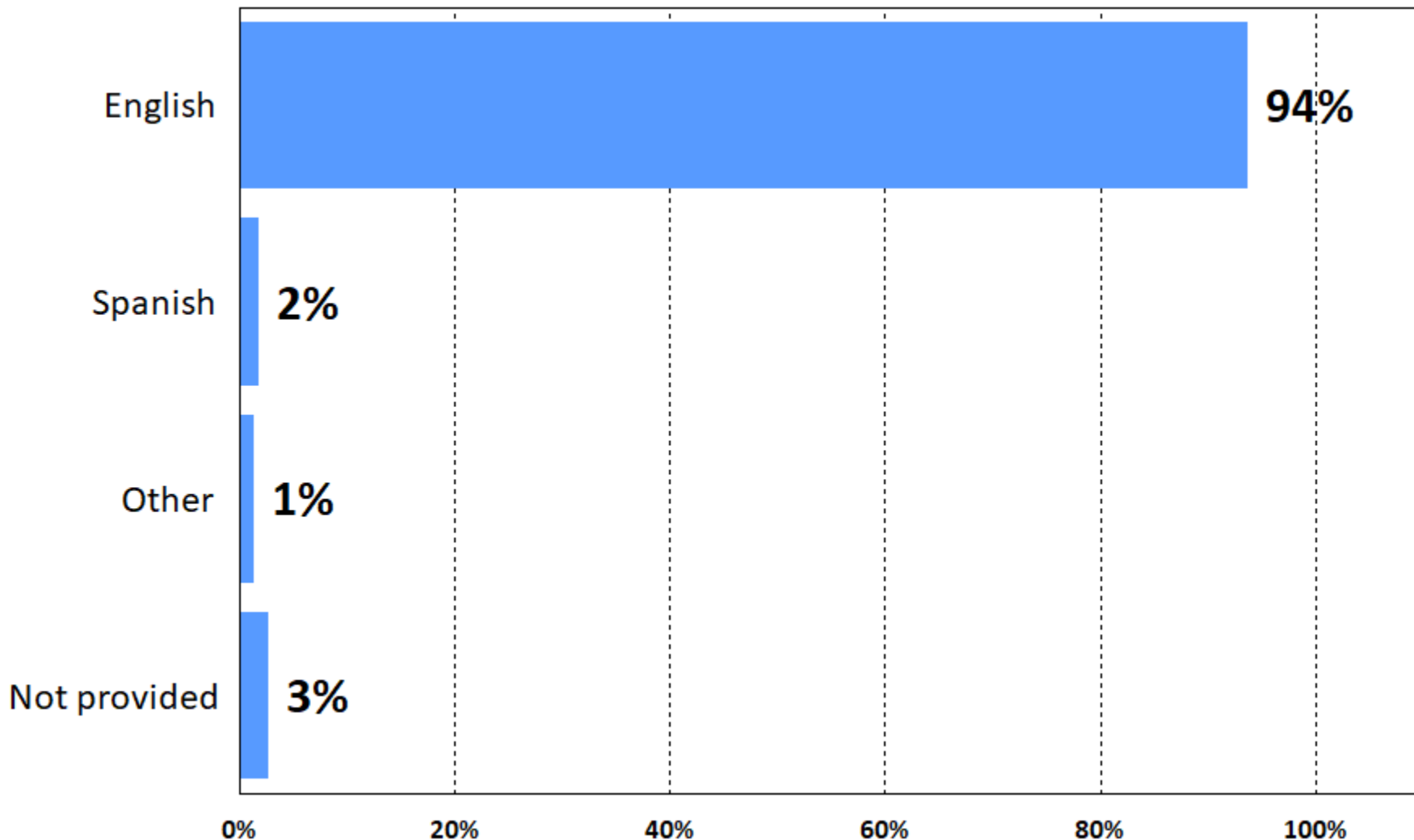


Including yourself, how many people currently live in your household? (Q26)



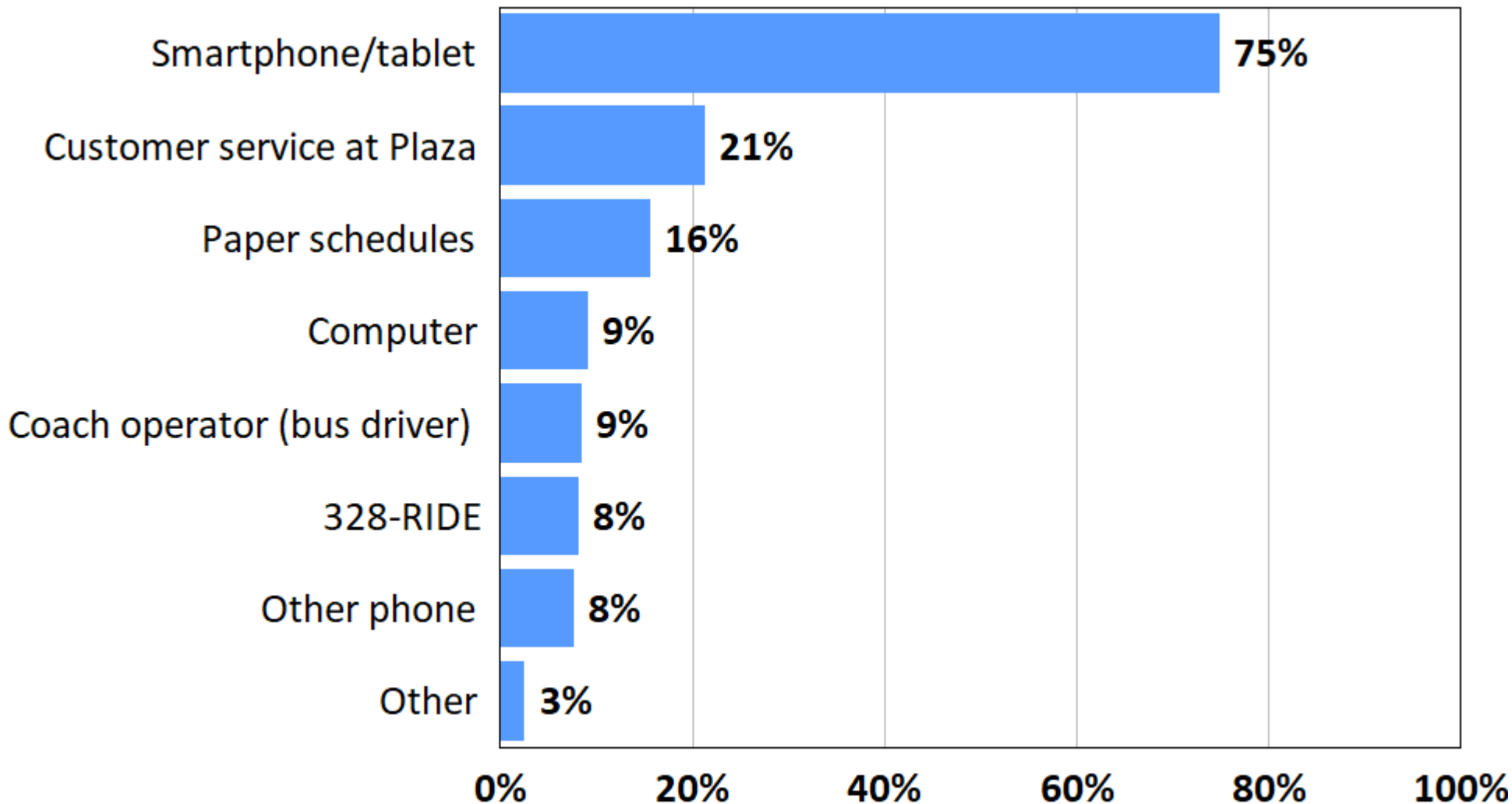
What is the primary language spoken in your home? (Q28)

by percentage of respondents



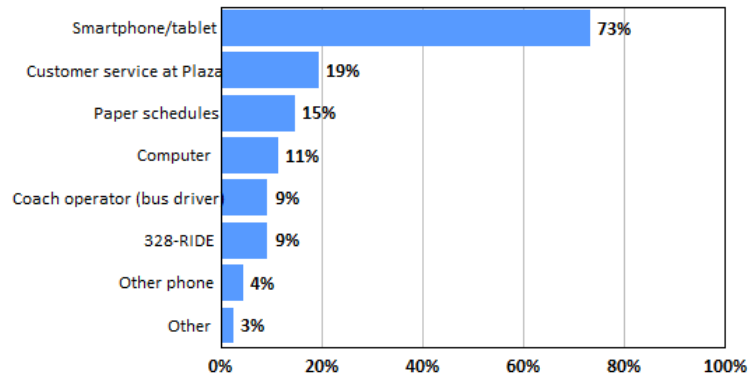
How do you get information about STA services? (Q14)

by percentage of respondents (excluding “not provided”)

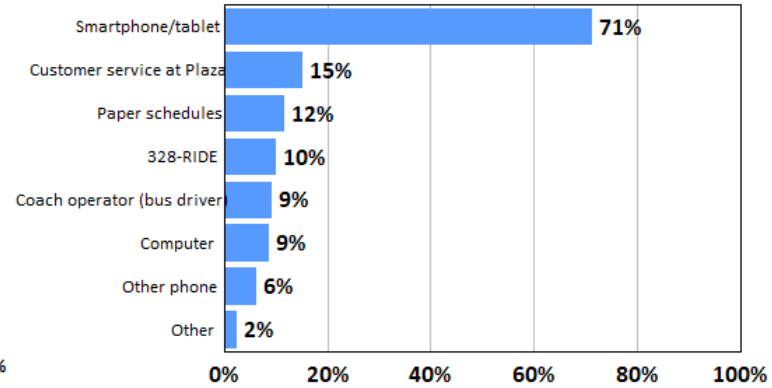


Trends: How do you get information about STA services? (Q14)

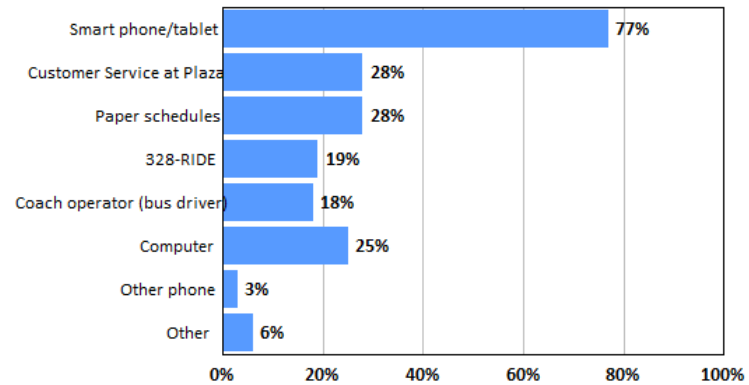
by percentage of respondents (excluding “not provided”)



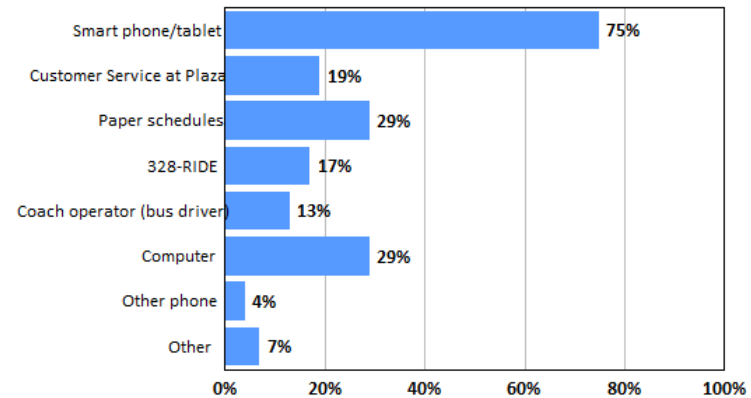
2024



2023



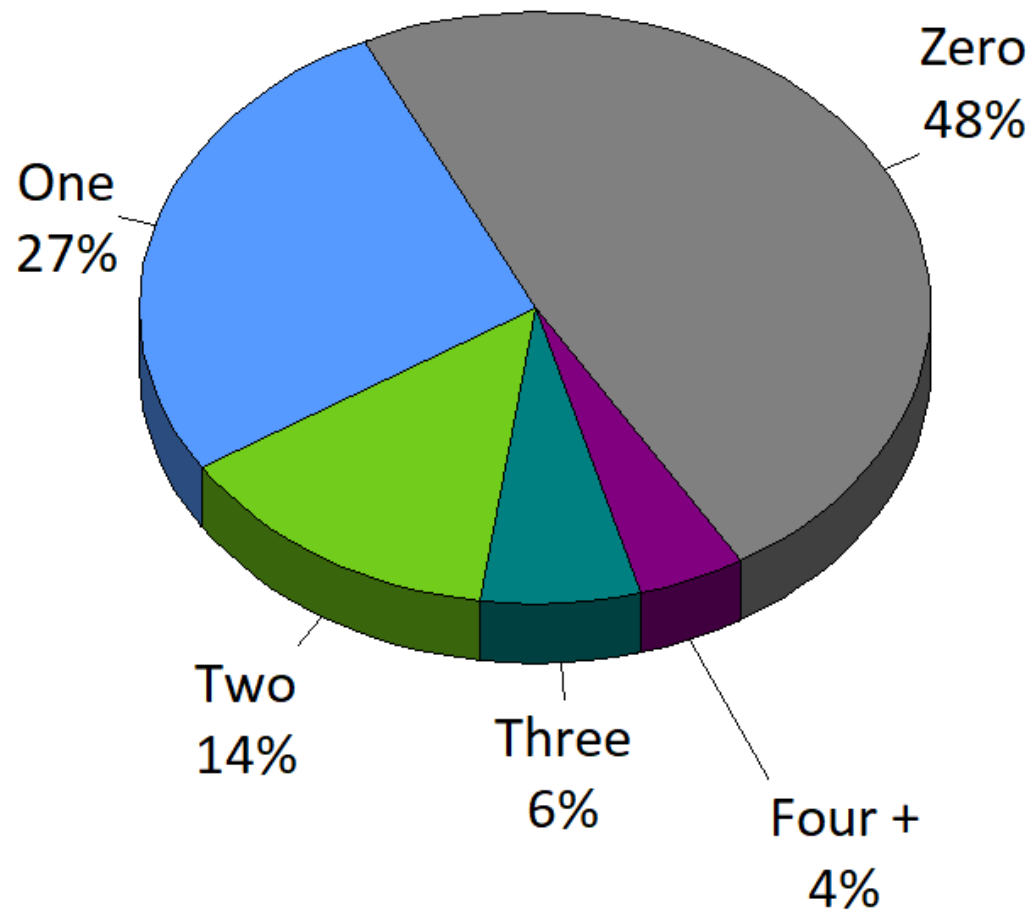
2022



2021

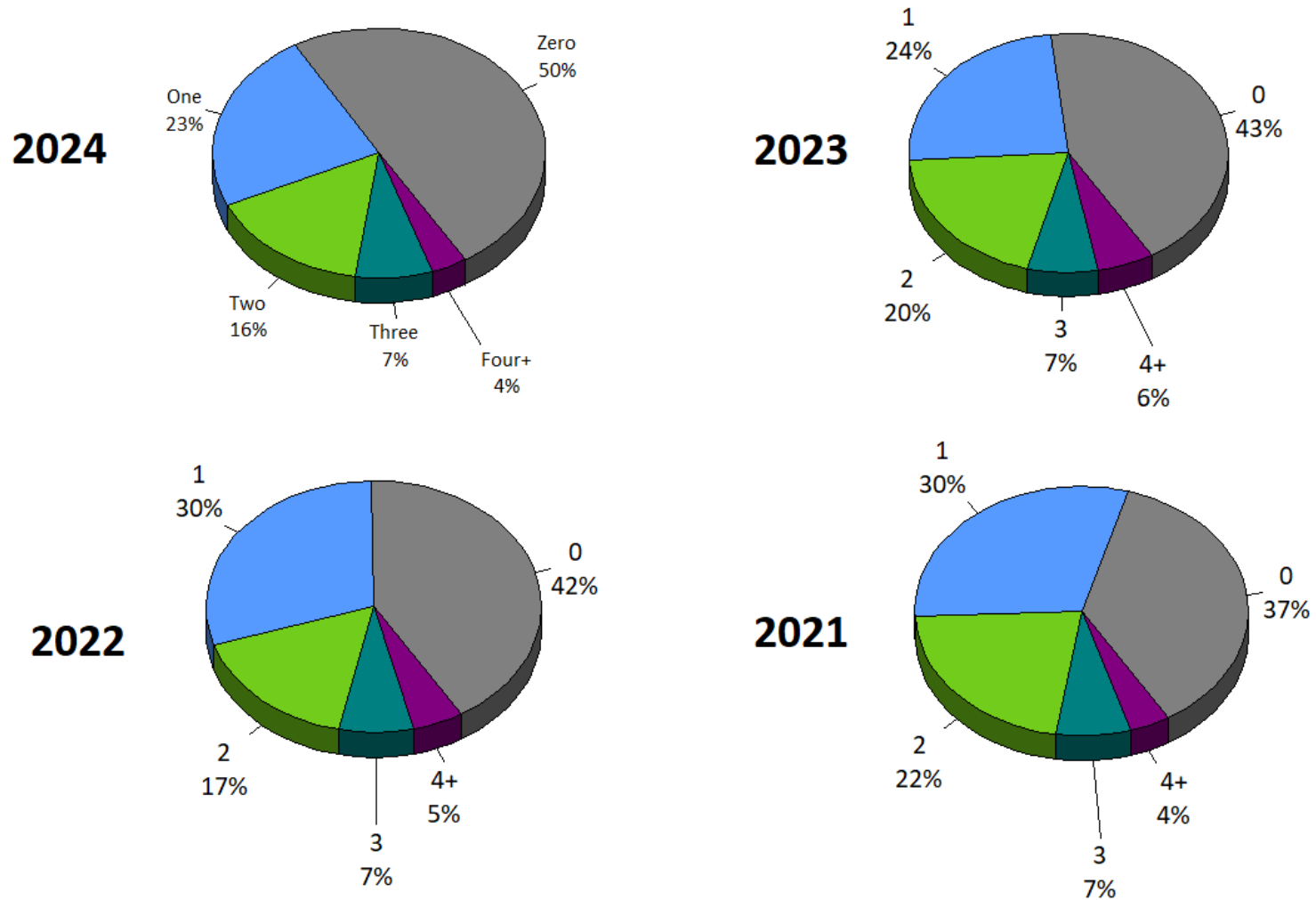
How many licensed, working cars are at your household? (Q15)

by percentage of respondents (excluding “not provided”)



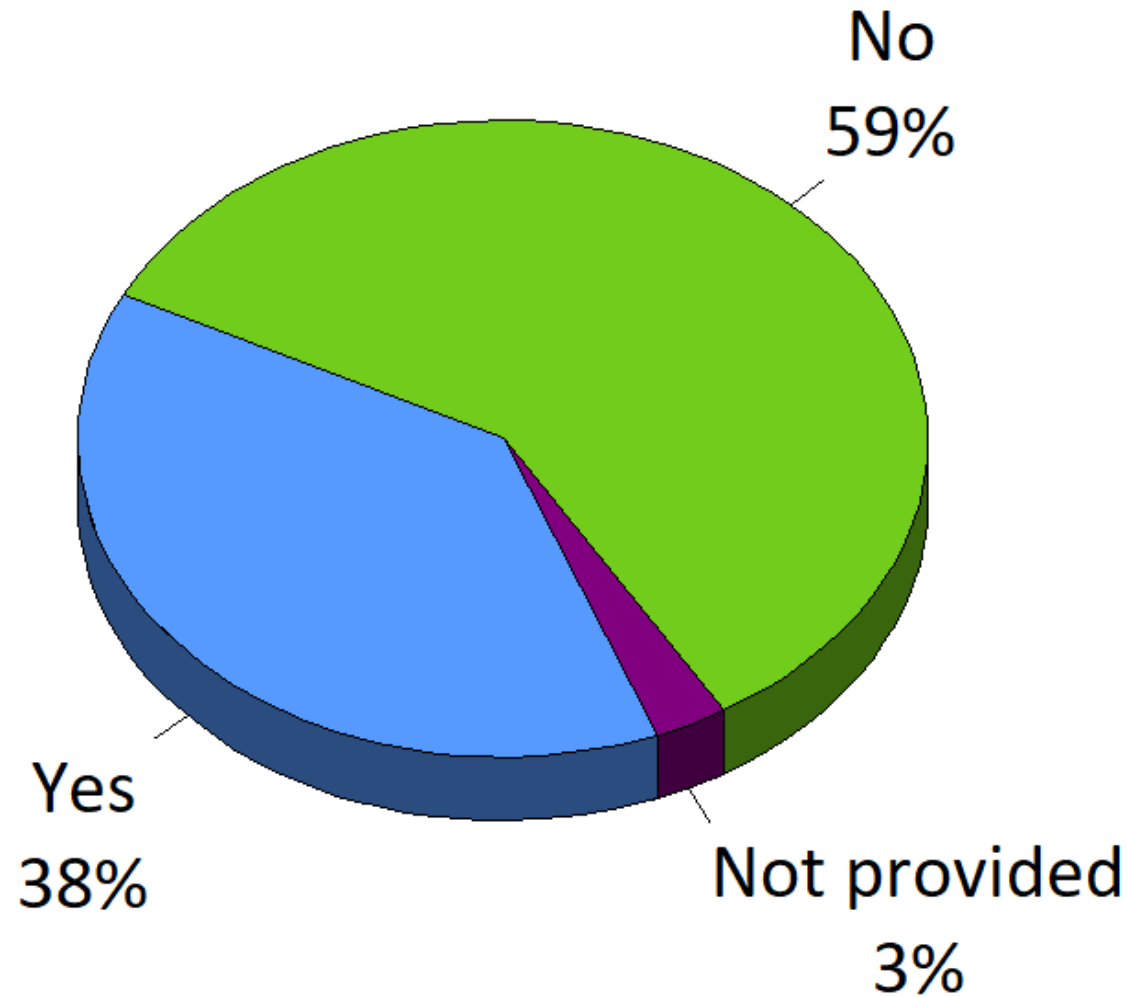
Trends: How many licensed, working cars are at your household? (Q15)

by percentage of respondents (excluding “not provided”)



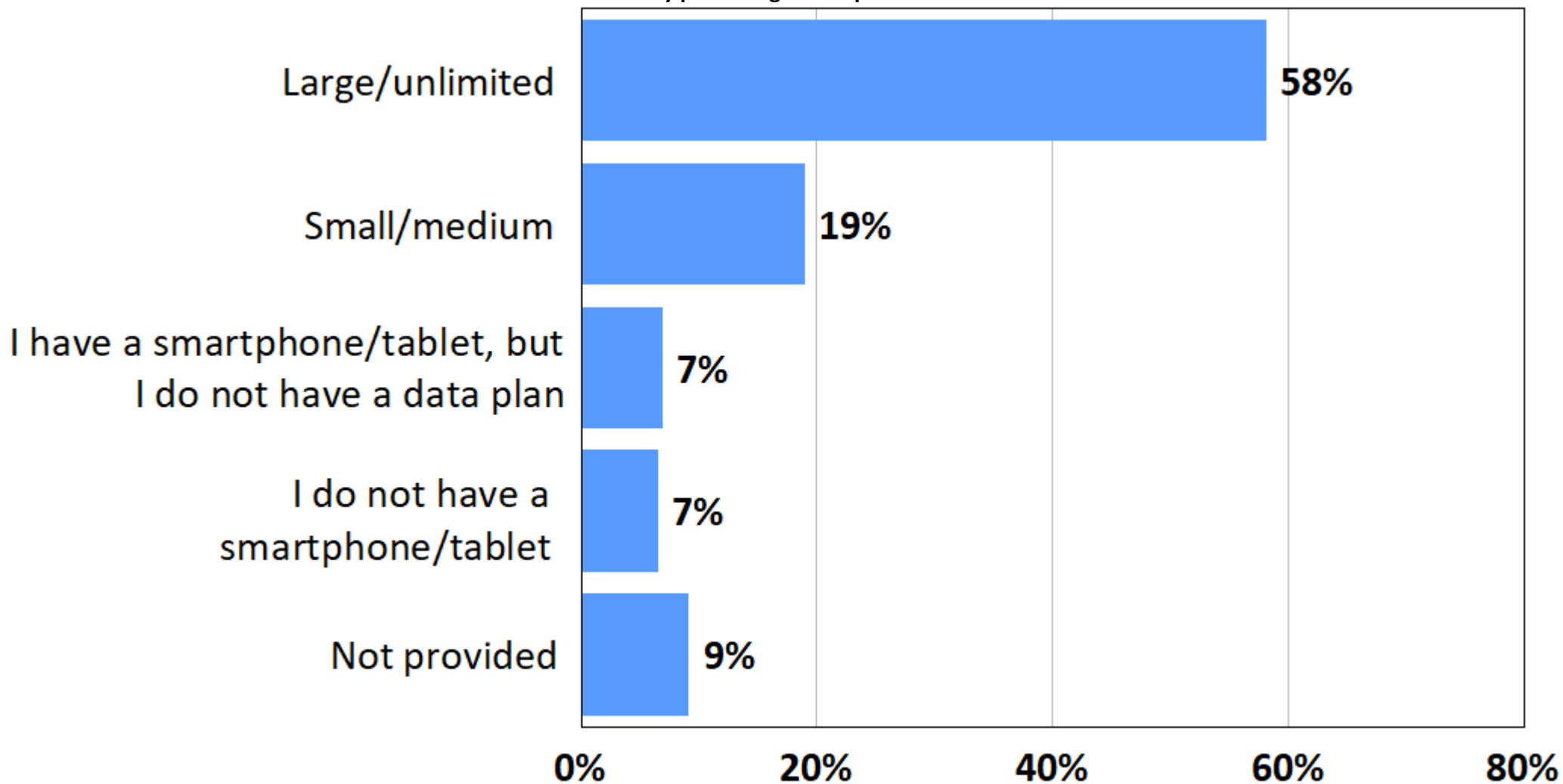
Could you have used one of these for this trip? (Q16)

by percentage of respondents who have at least one licensed, working cars at their household



If you have a smartphone/tablet, how big is your data plan? (Q17)

by percentage of respondents

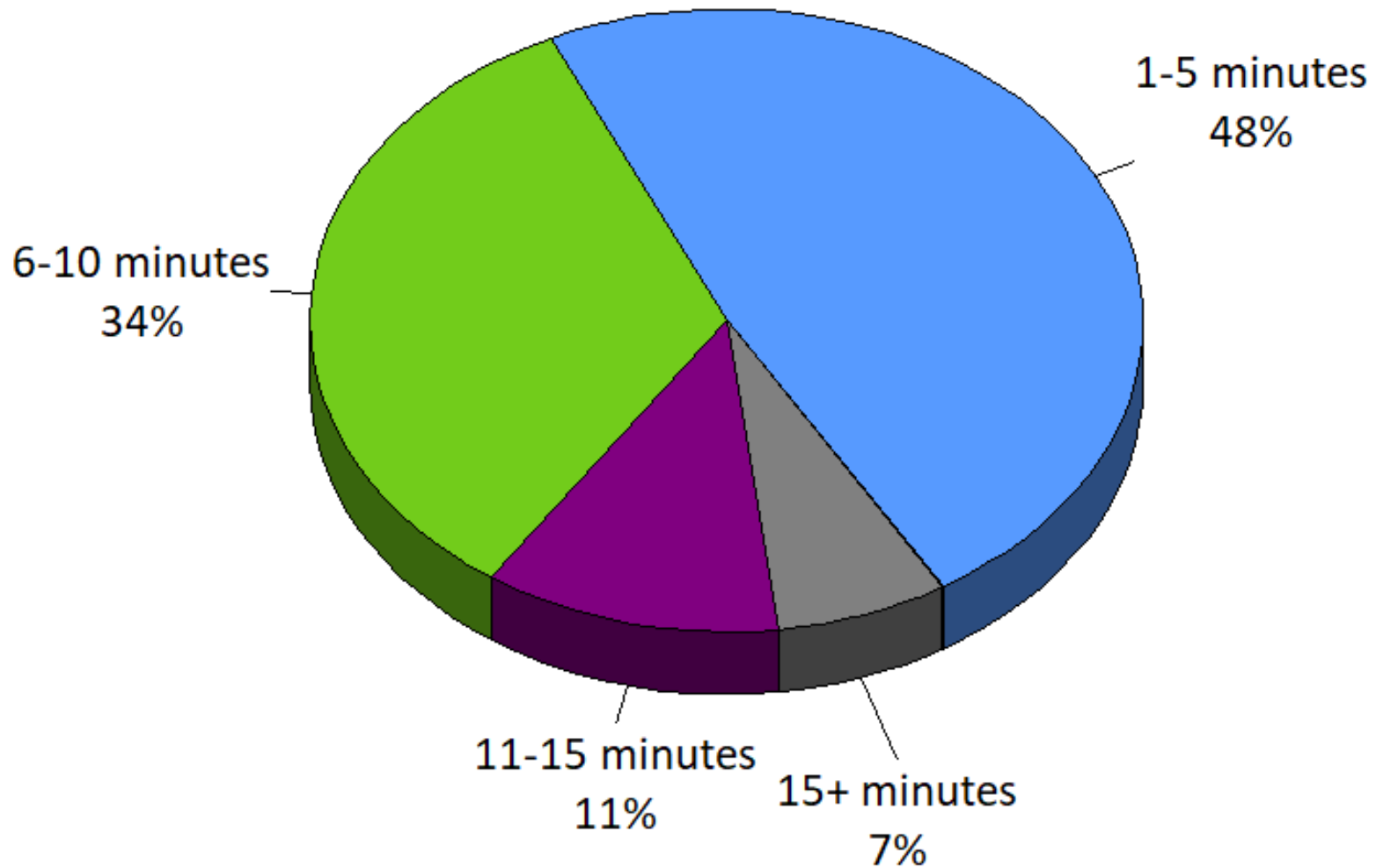




CUSTOMER TRANSPORTATION CHARACTERISTICS

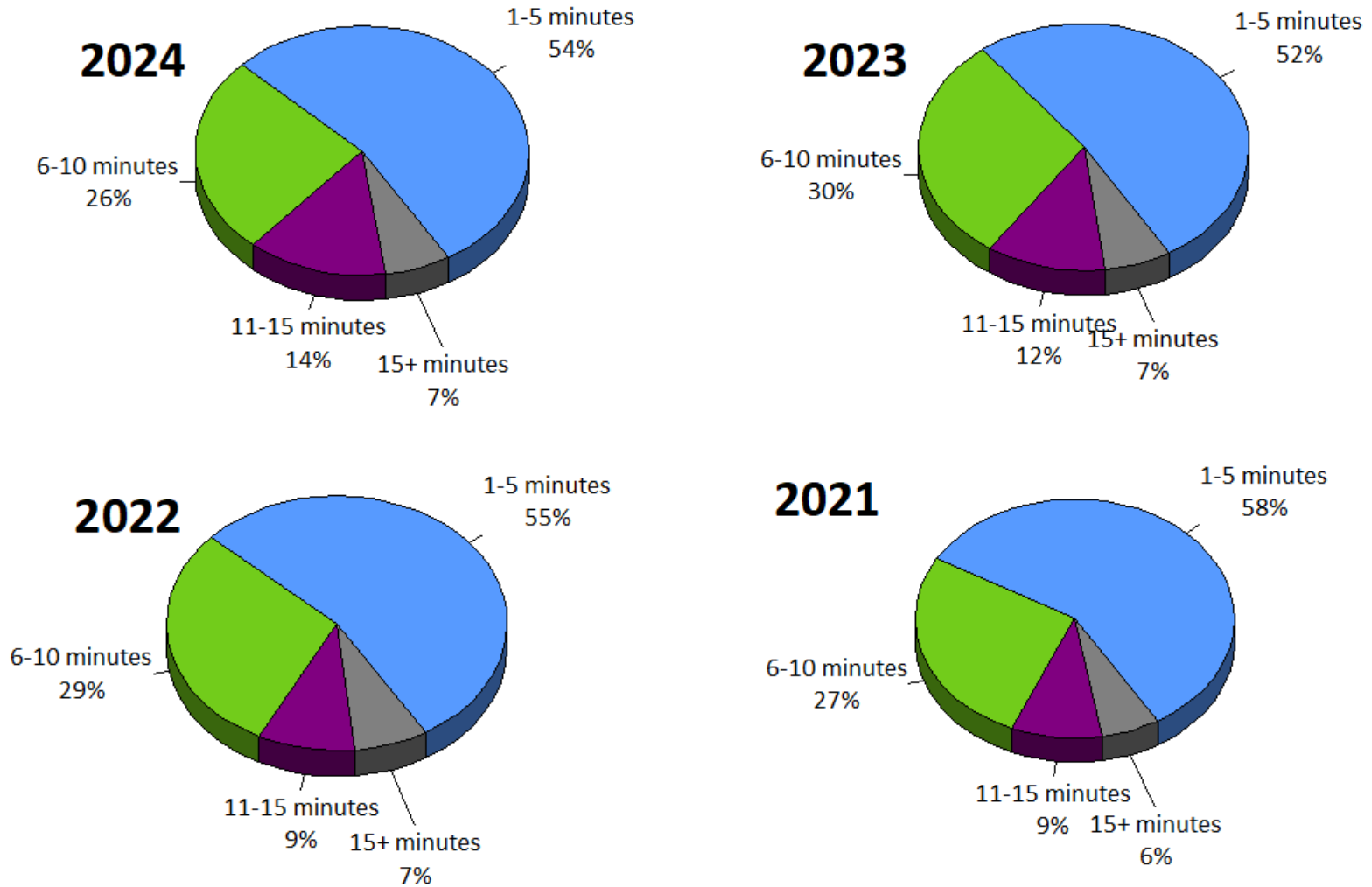
If you walked to a bus stop to board this bus, how long did it take? (Q4)

by percentage of respondents (excluding “not provided”)



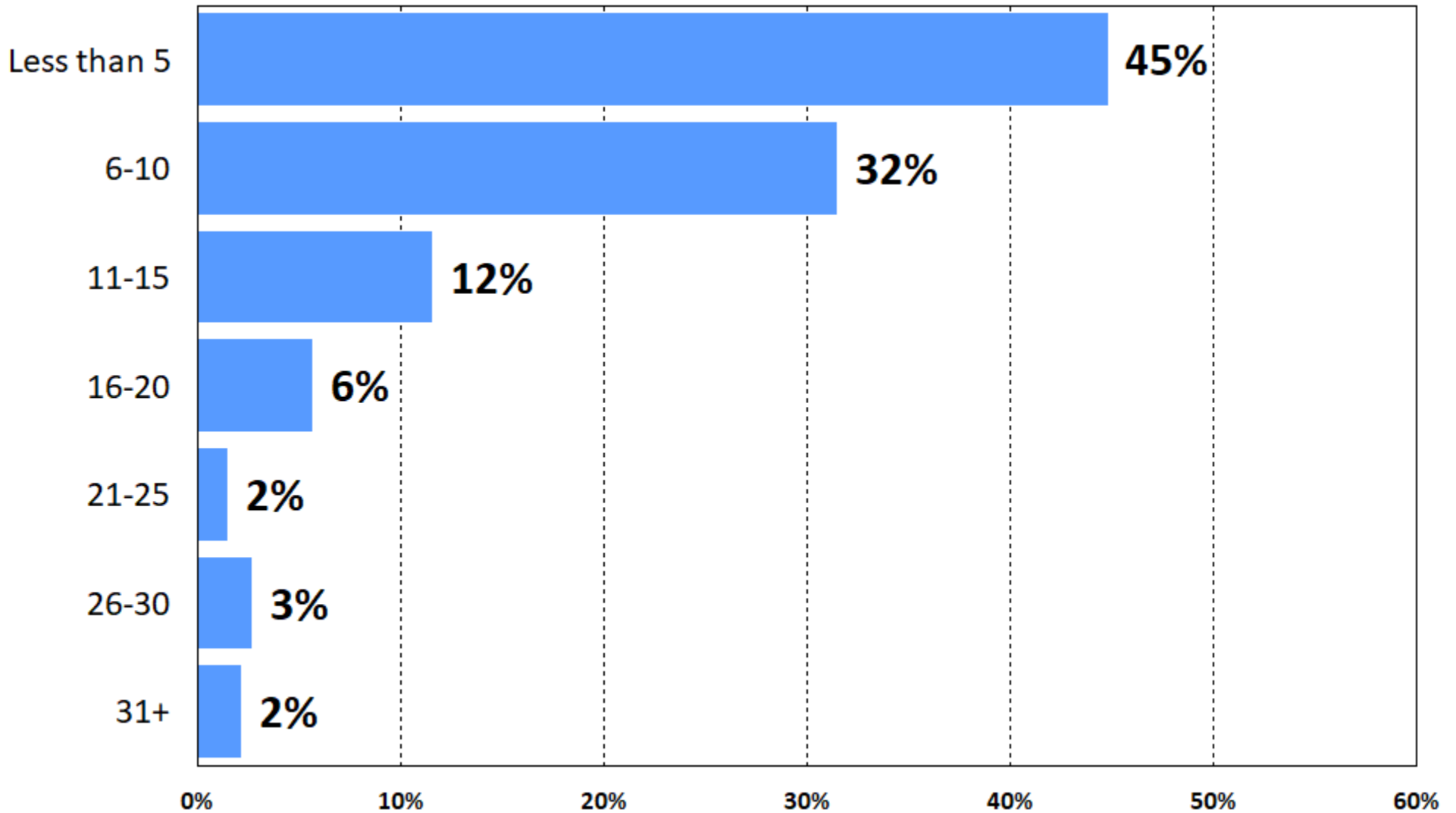
Trends: If you walked to a bus stop to board this bus, how long did it take? (Q4)

by percentage of respondents (excluding “not provided”)



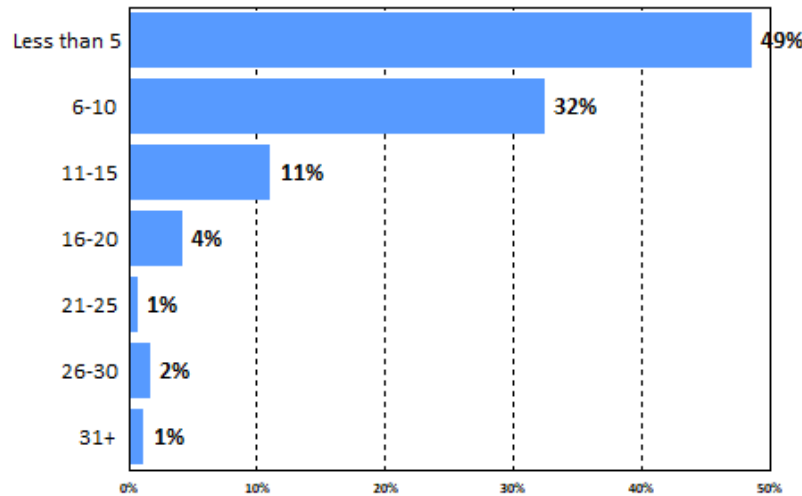
How many minutes did you wait for the bus once you arrived at the stop? (Q5)

by percentage of respondents (excluding “not provided”)

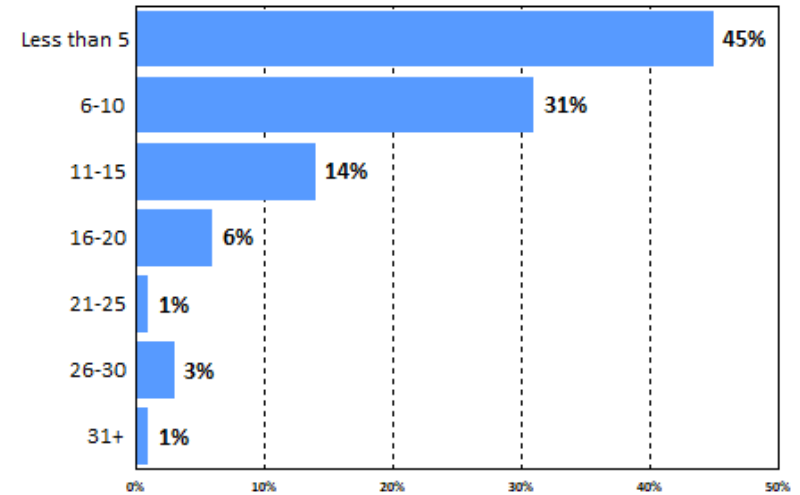


Trends: How many minutes did you wait for the bus once you arrived at the stop? (Q5)

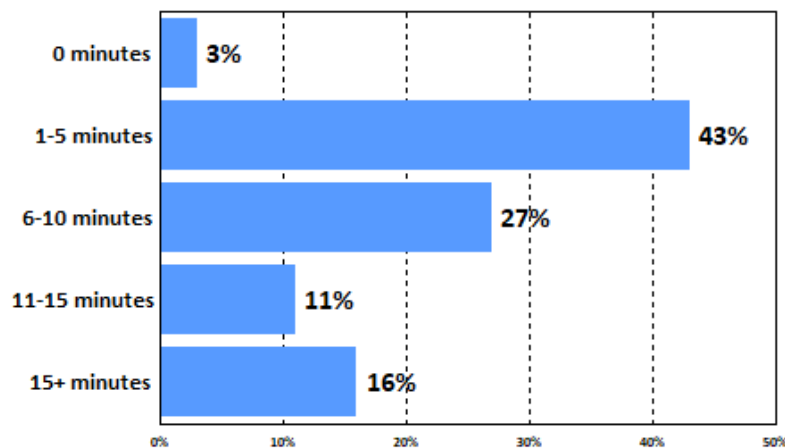
by percentage of respondents (excluding “not provided”)



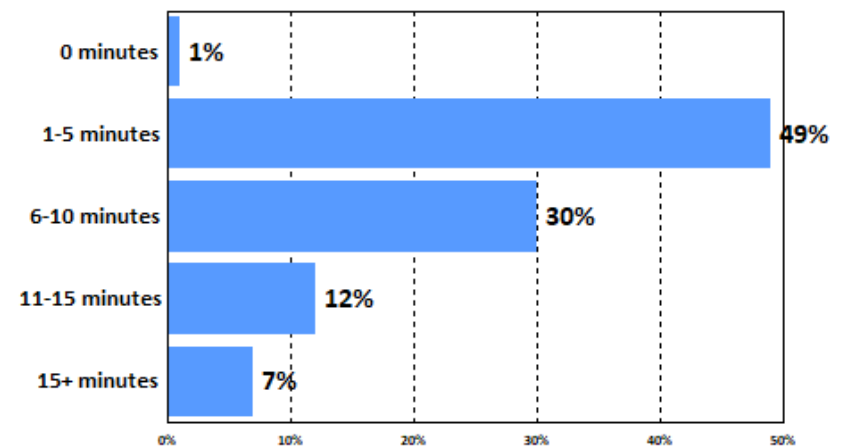
2024



2023



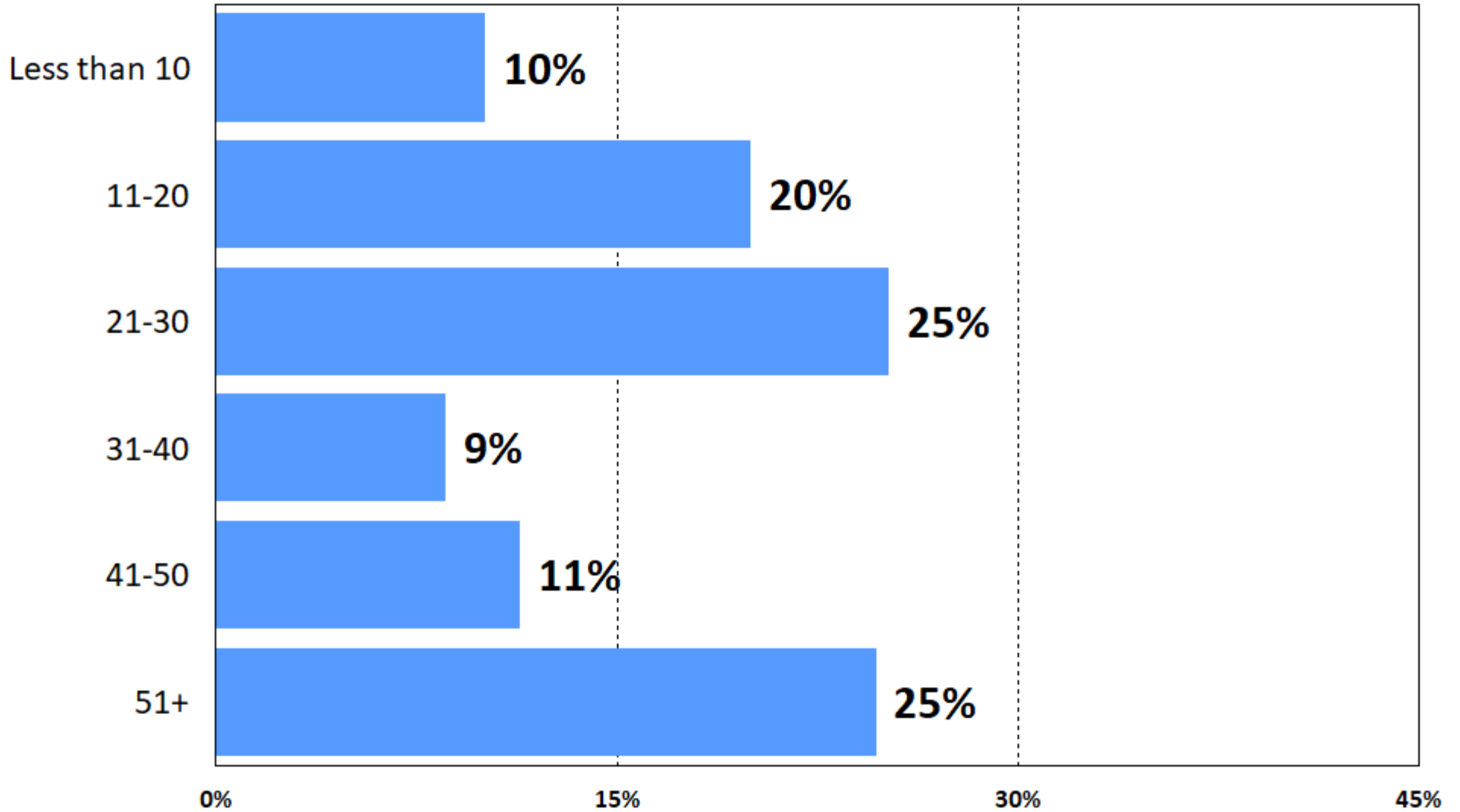
2022



2021

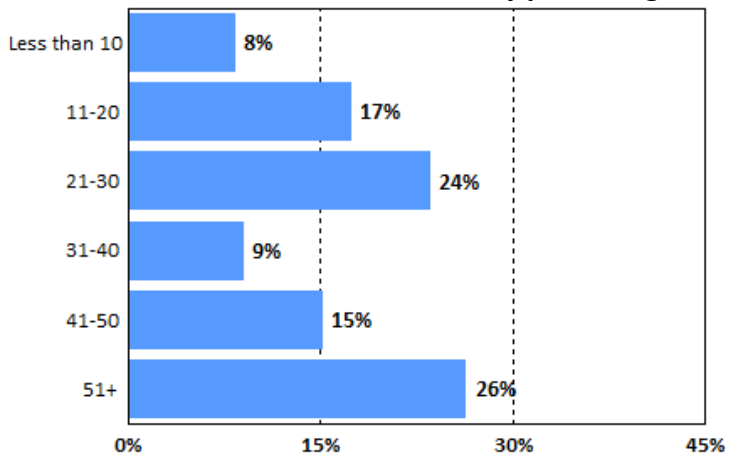
How many minutes do you expect your entire trip to take, including walking, waiting, and transferring? (Q6)

by percentage of respondents (excluding “not provided”)

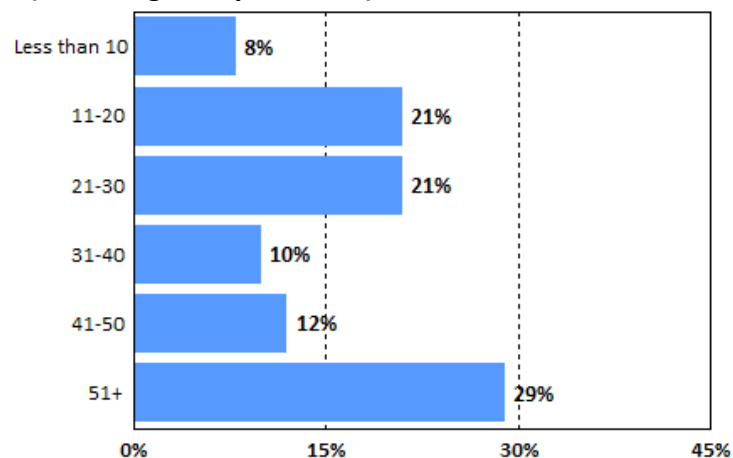


Trends: How many minutes do you expect your entire trip to take, including walking, waiting, and transferring? (Q6)

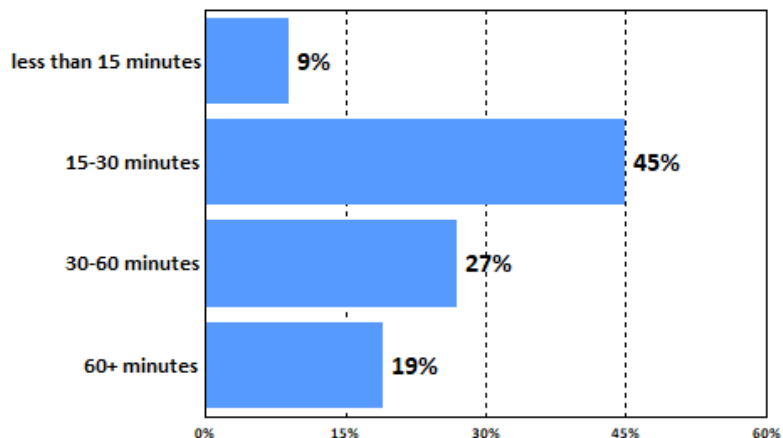
by percentage of respondents (excluding “not provided”)



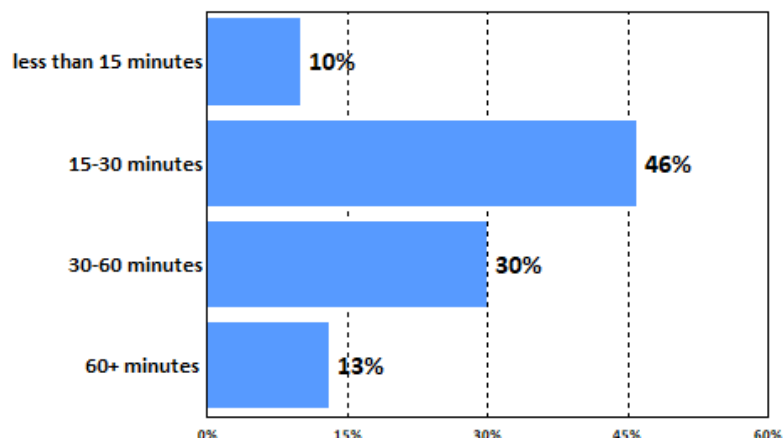
2024



2023



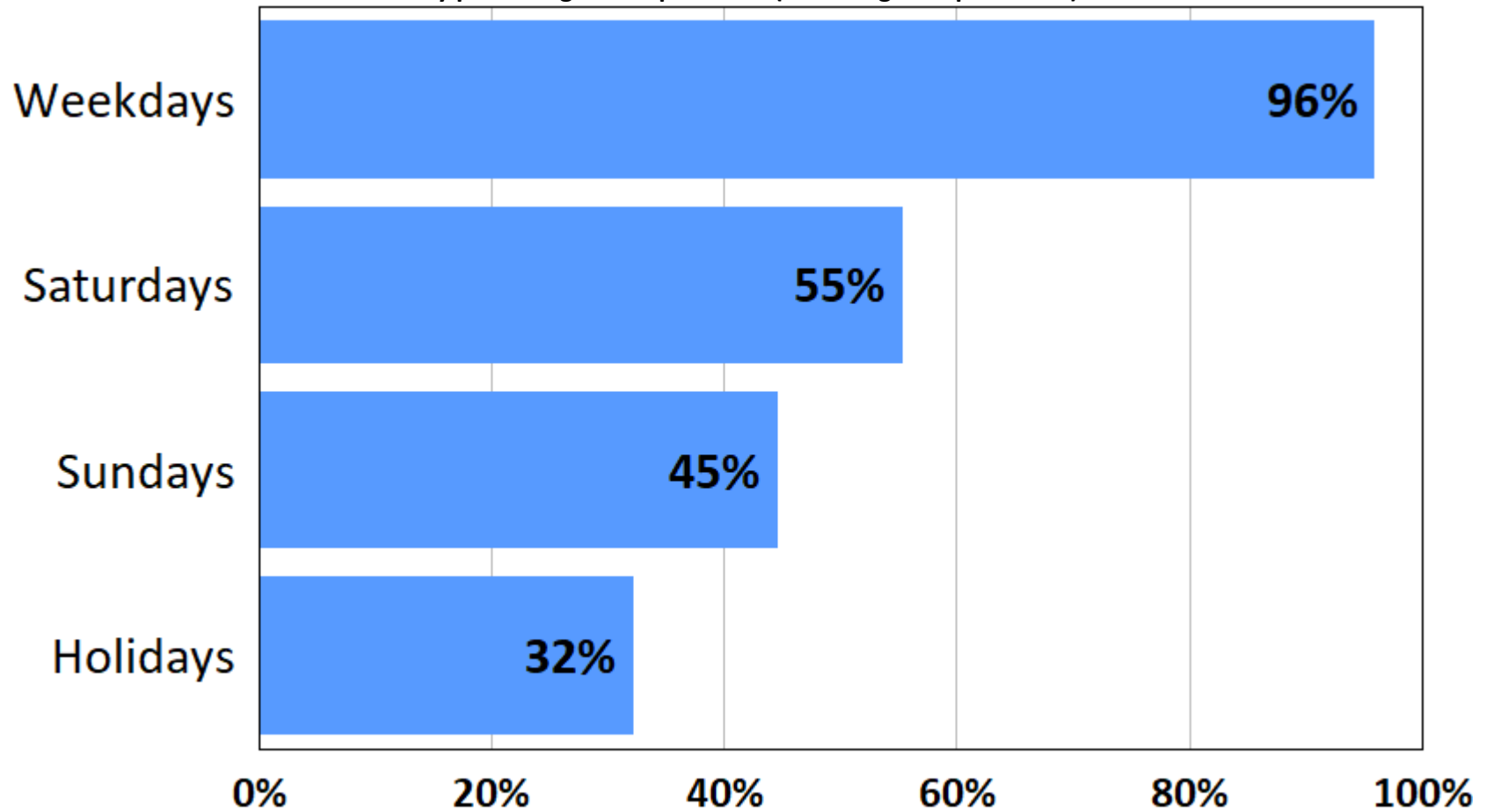
2022



2021

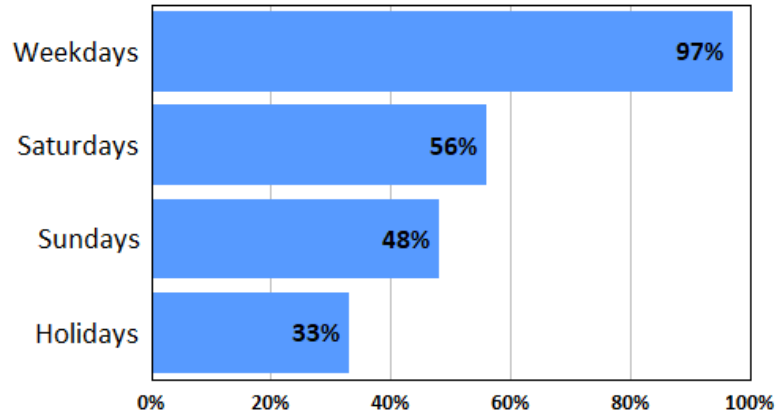
Which days do you typically ride the bus? (Q7)

by percentage of respondents (excluding “not provided”)

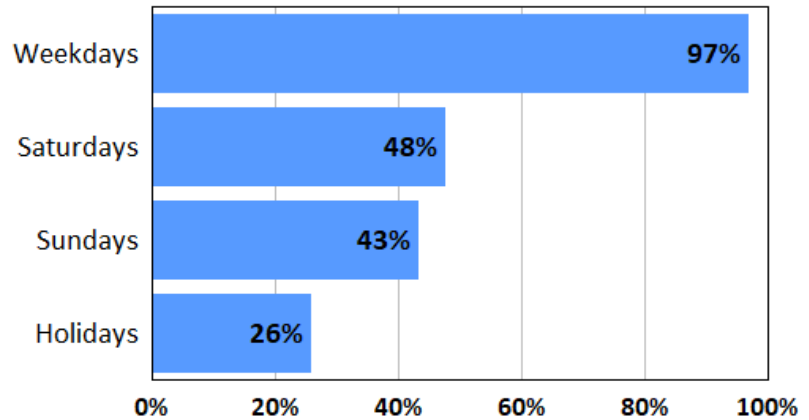


Trends: Which days do you typically ride the bus? (Q7)

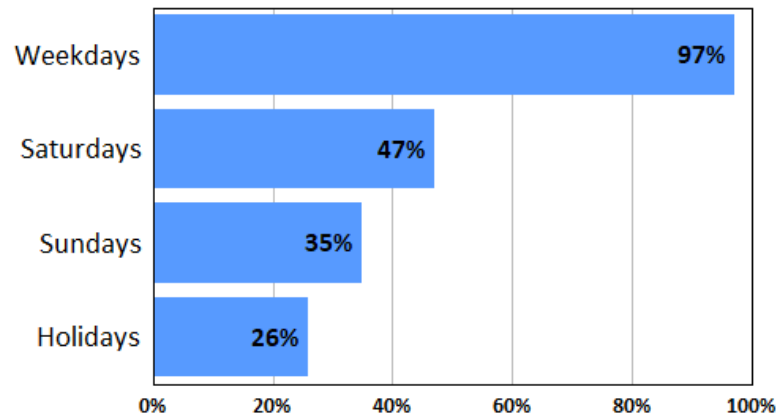
by percentage of respondents (excluding “not provided”)



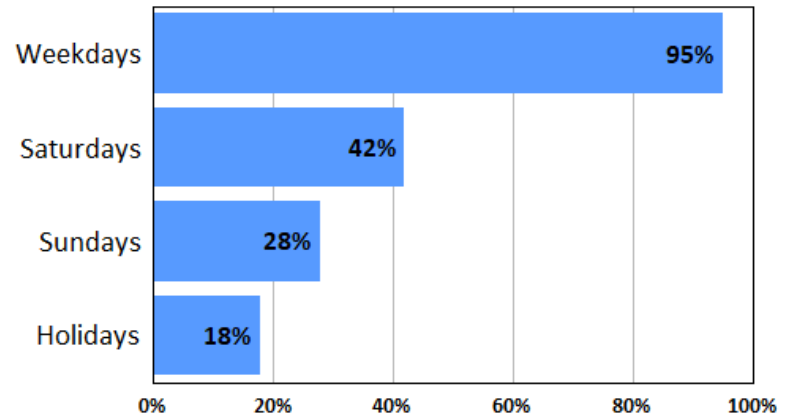
2024



2023



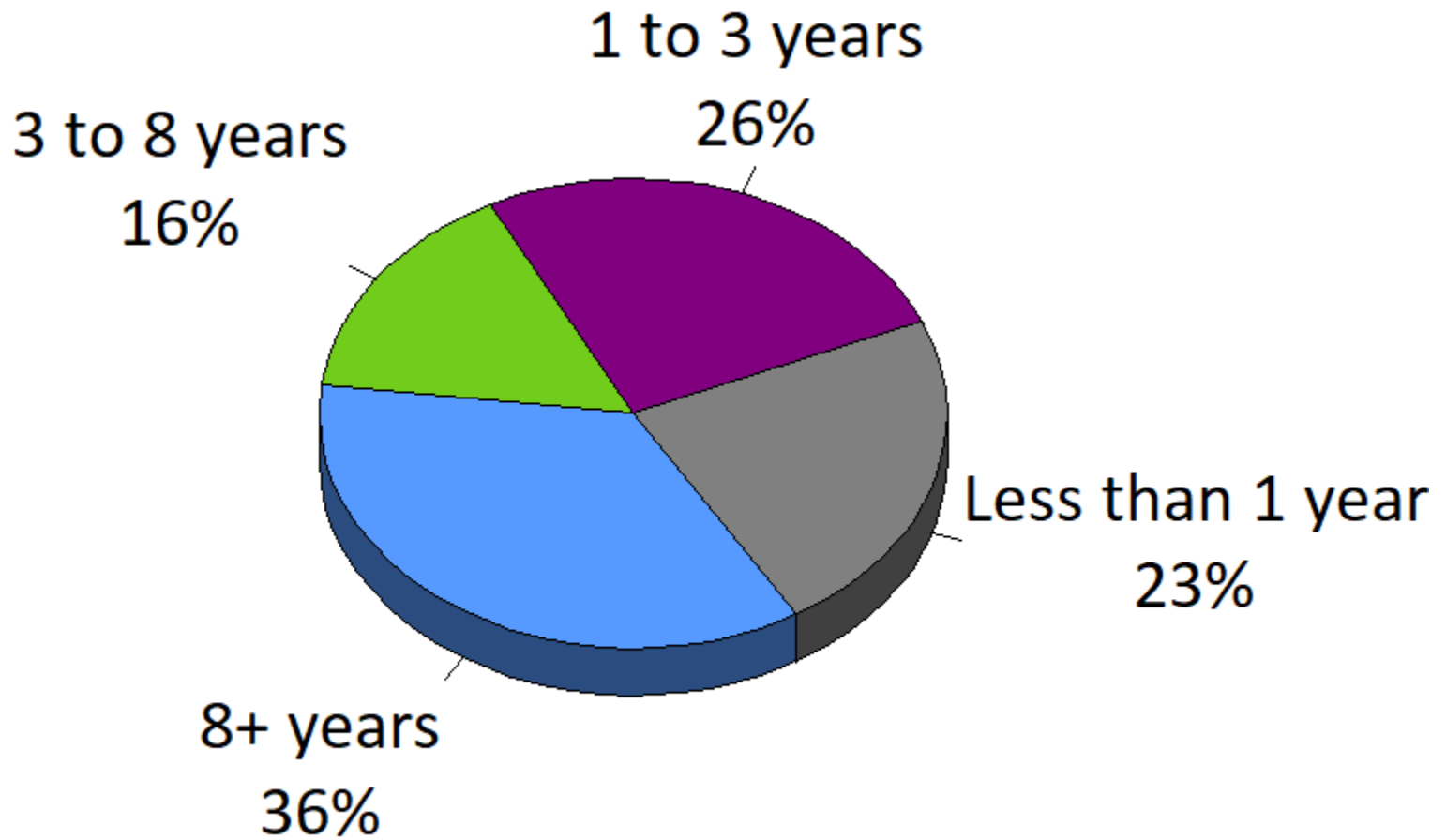
2022



2021

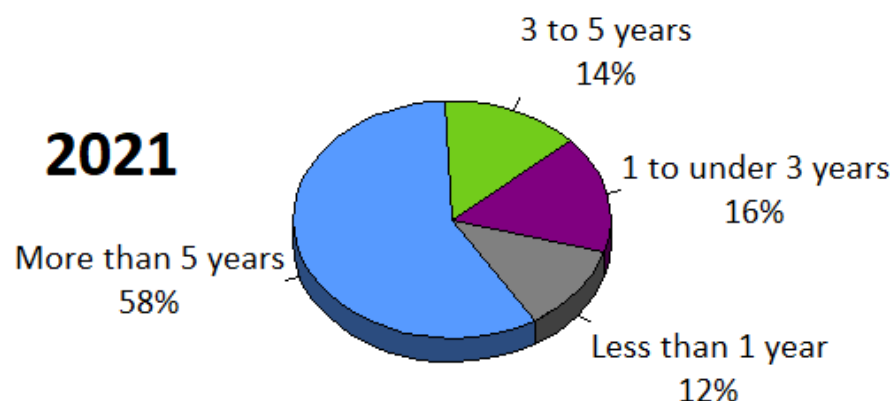
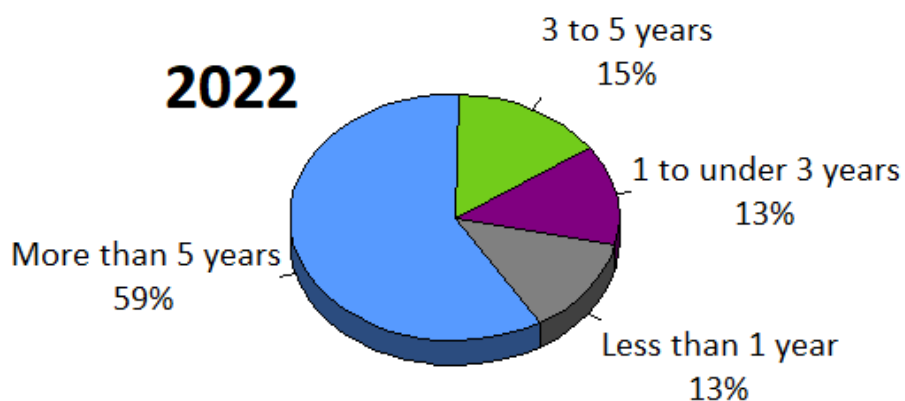
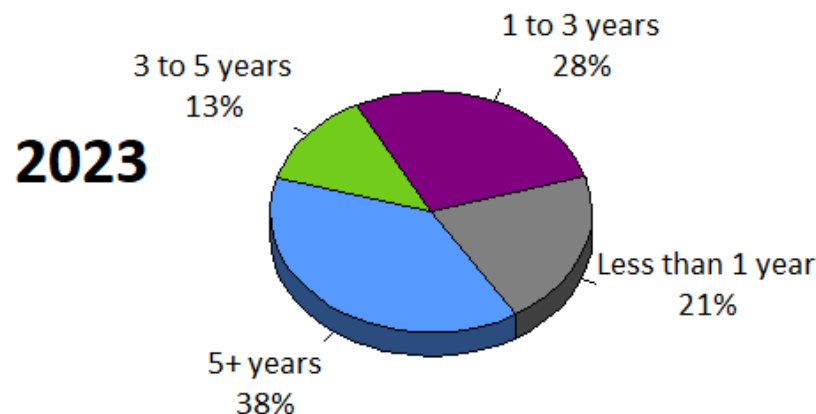
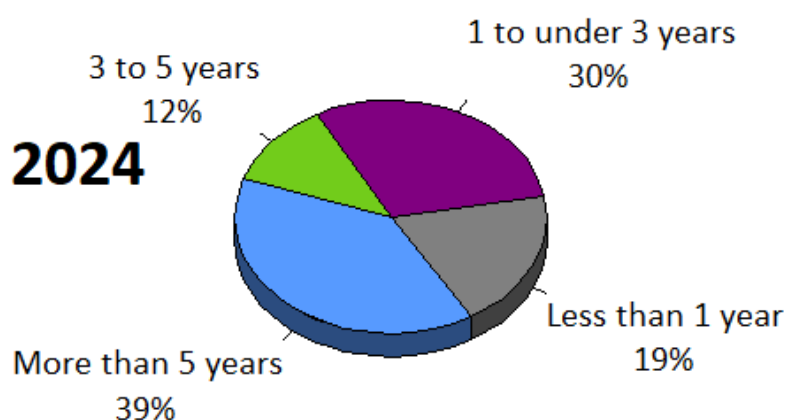
How long have you been using the STA bus service? (Q8)

by percentage of respondents (excluding “not provided”)



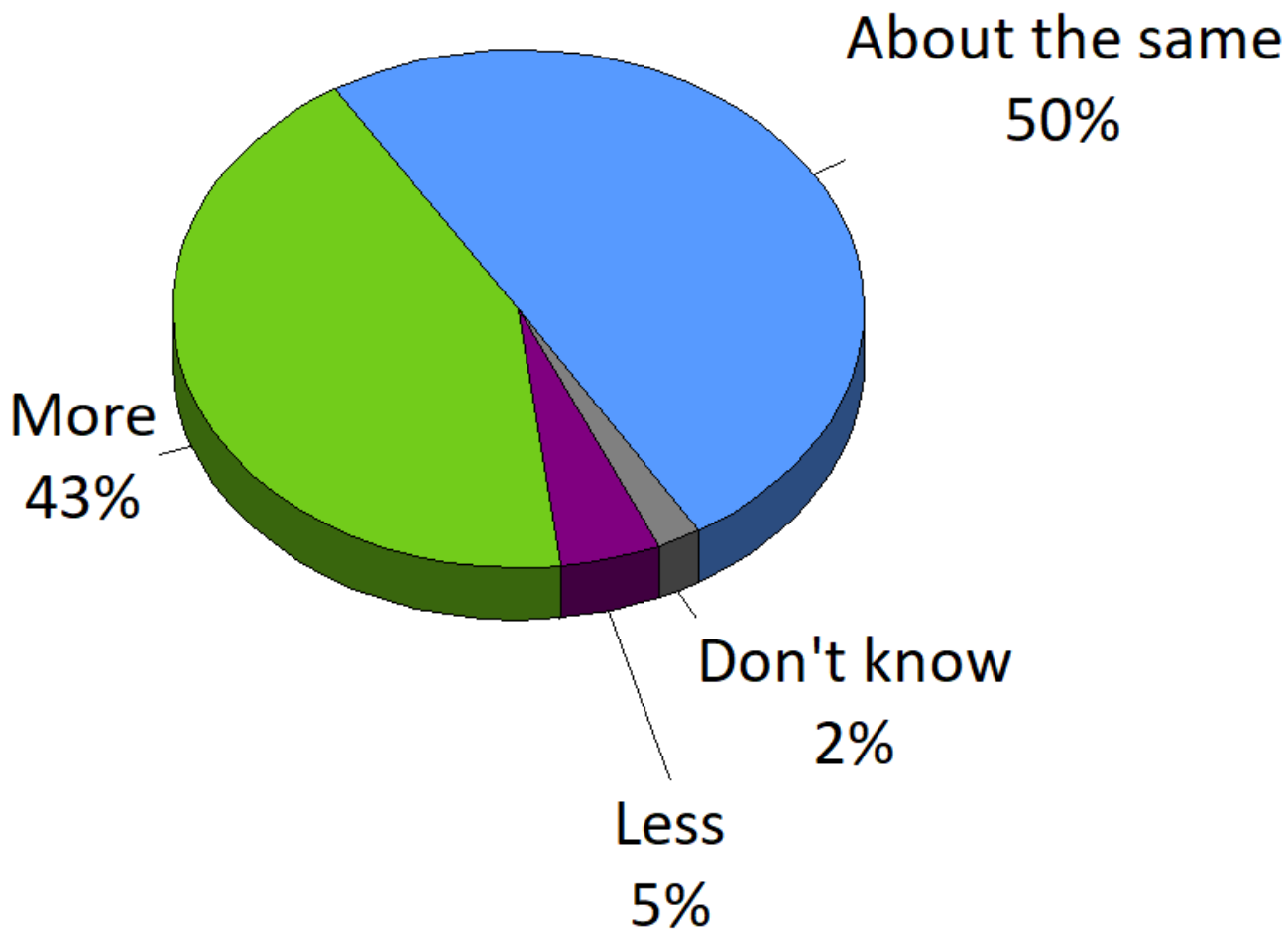
Trend: How long have you been using the STA bus service? (Q8)

by percentage of respondents (excluding “not provided”)



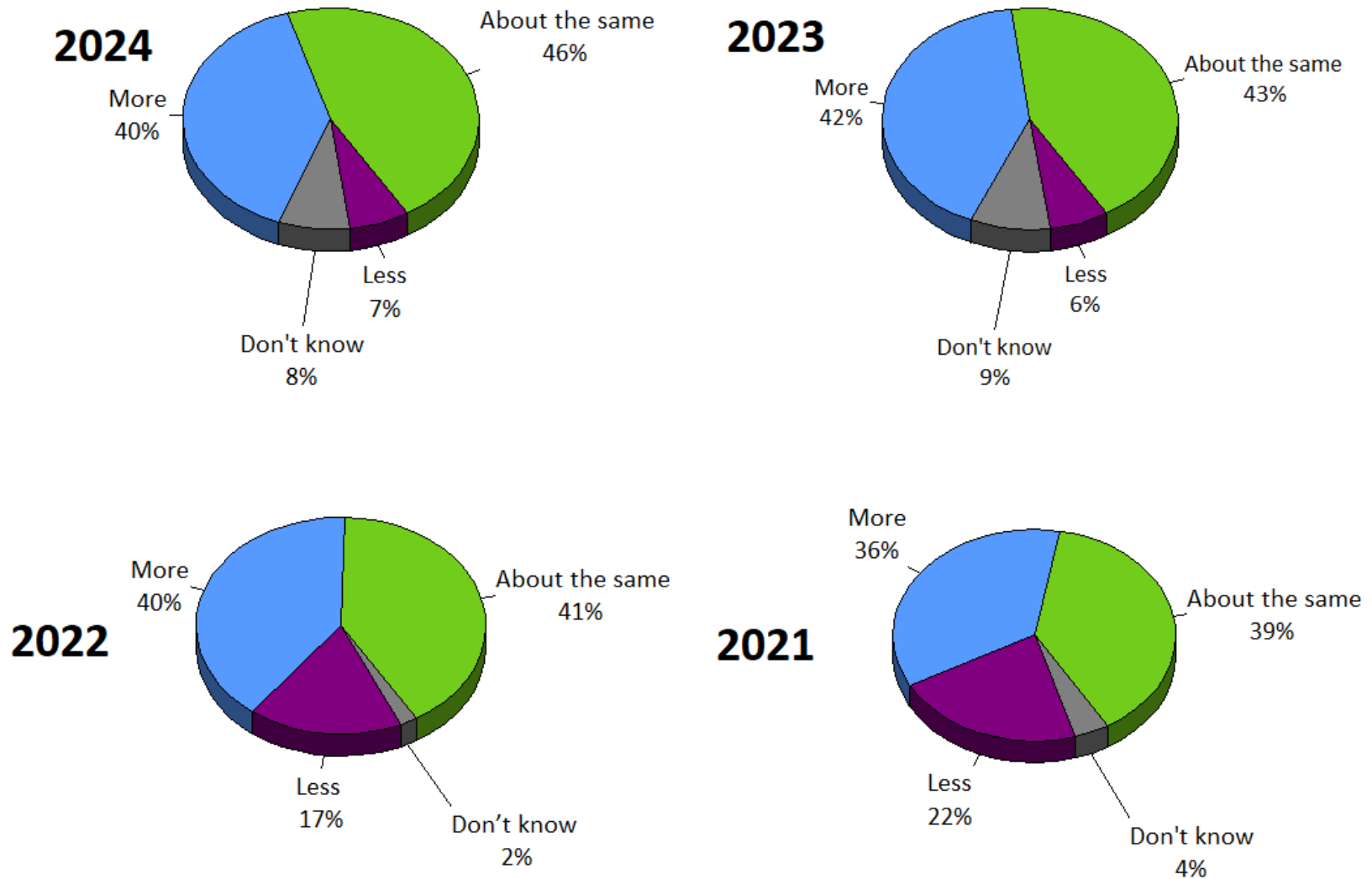
Compared to one year ago, are you riding the bus more, about the same, or less? (Q9)

by percentage of respondents



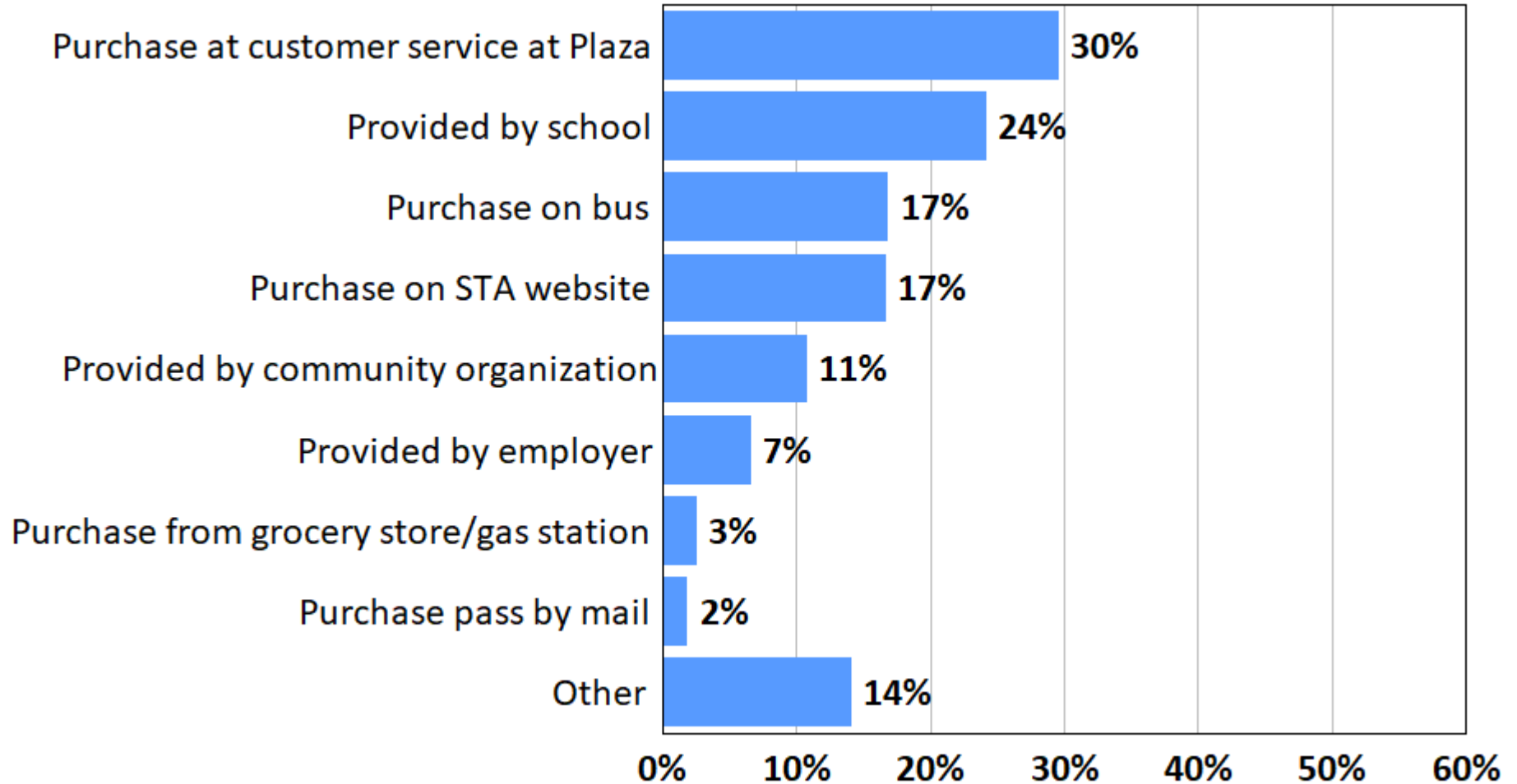
Trends: Compared to one year ago, are you riding the bus more, about the same, or less? (Q9)

by percentage of respondents



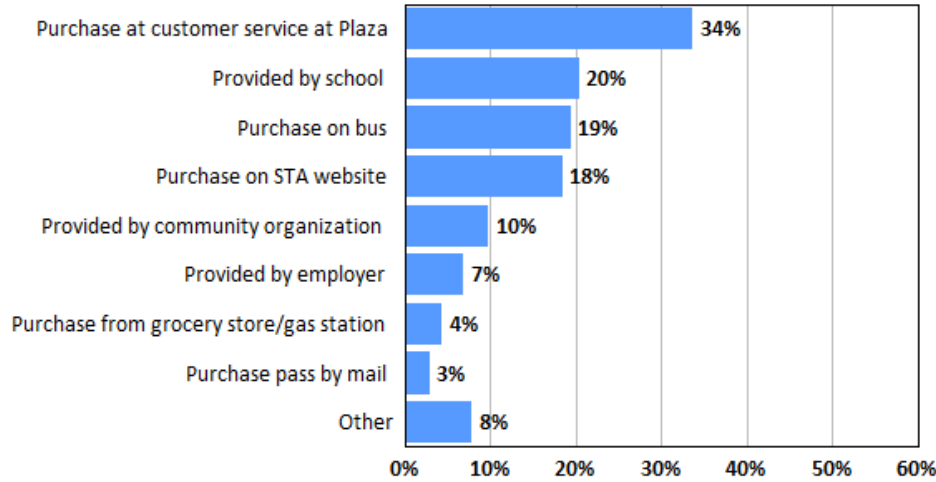
How do you typically obtain your bus pass? (Q10)

by percentage of respondents (excluding “not provided”)

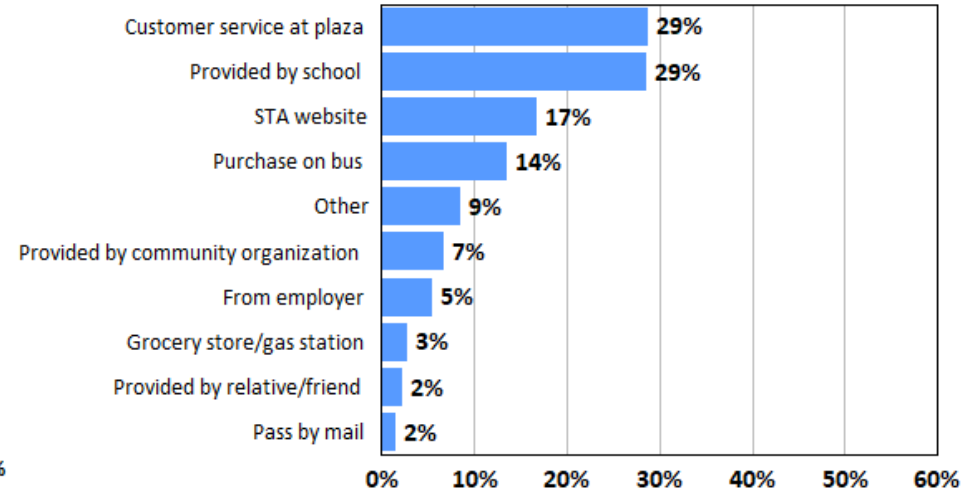


Trends: How do you typically obtain your bus pass? (Q10)

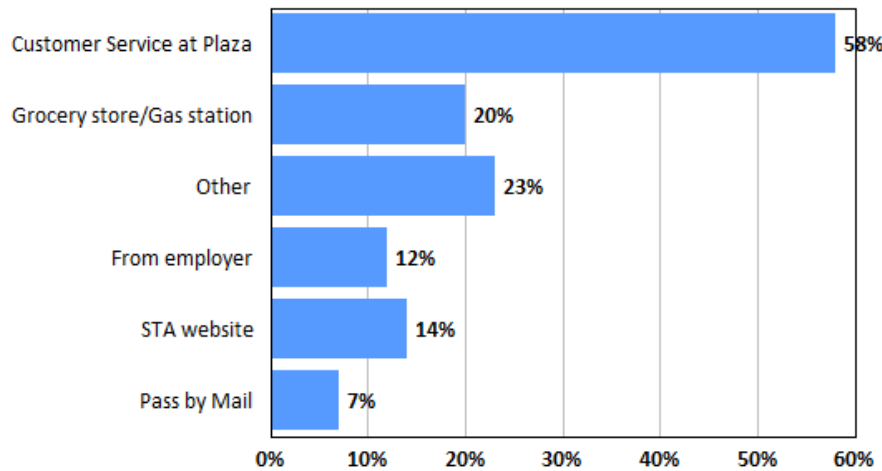
by percentage of respondents (excluding “not provided”)



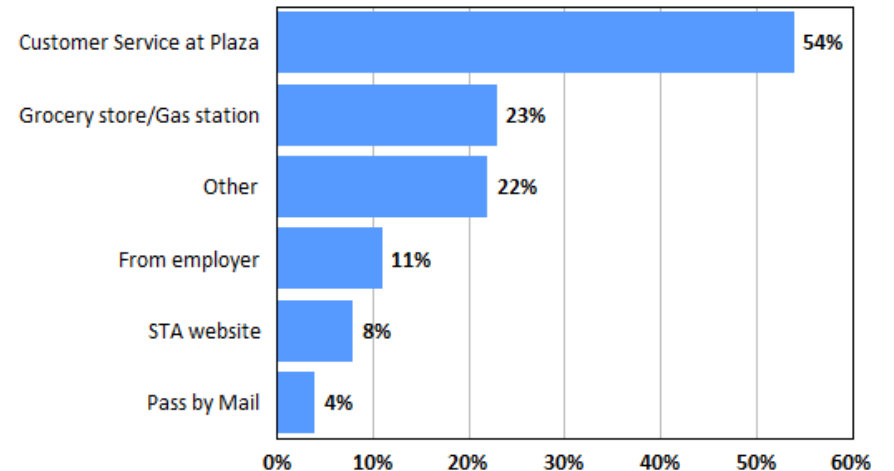
2024



2023



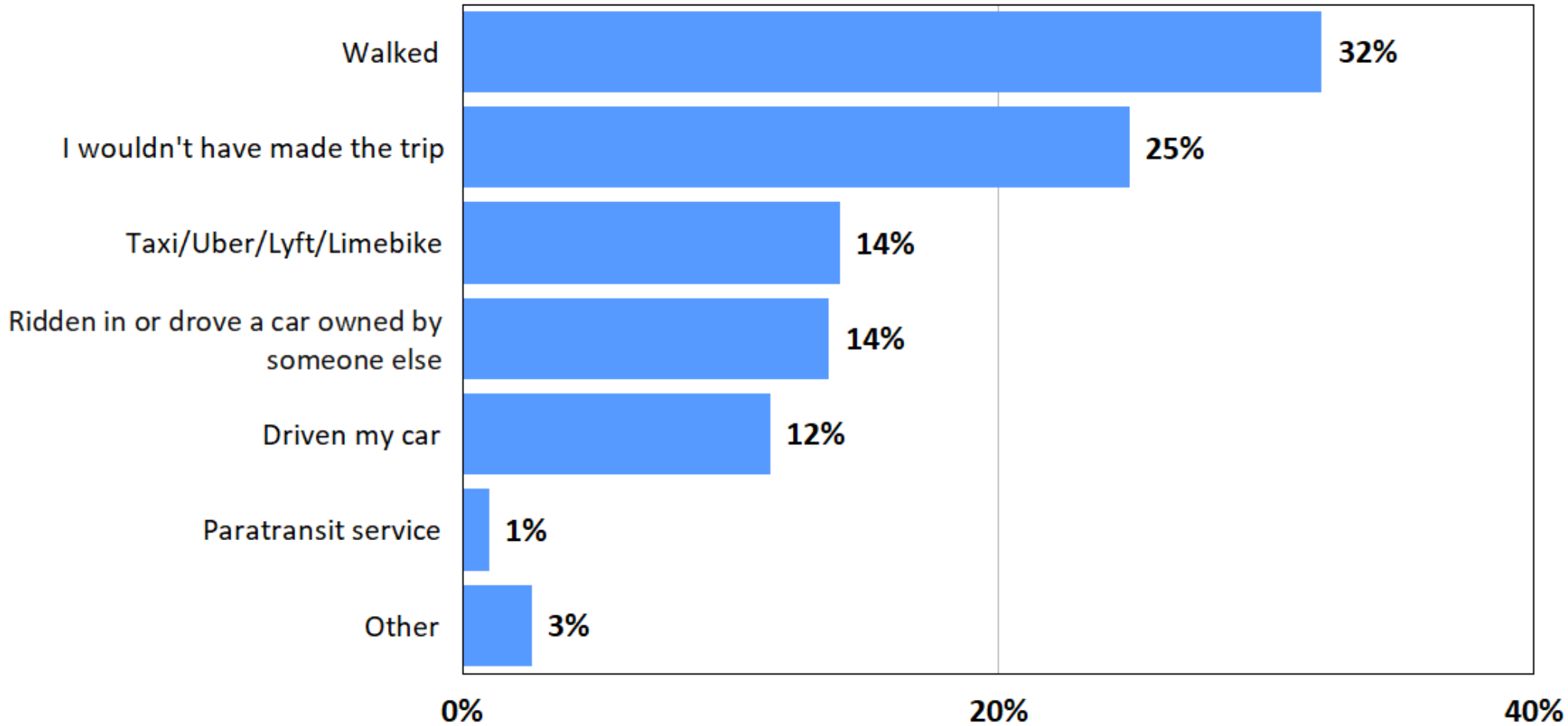
2022



2021

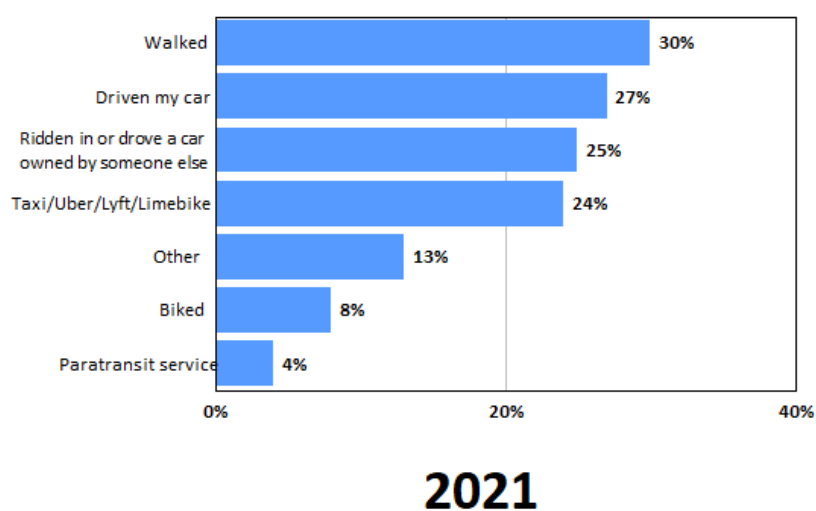
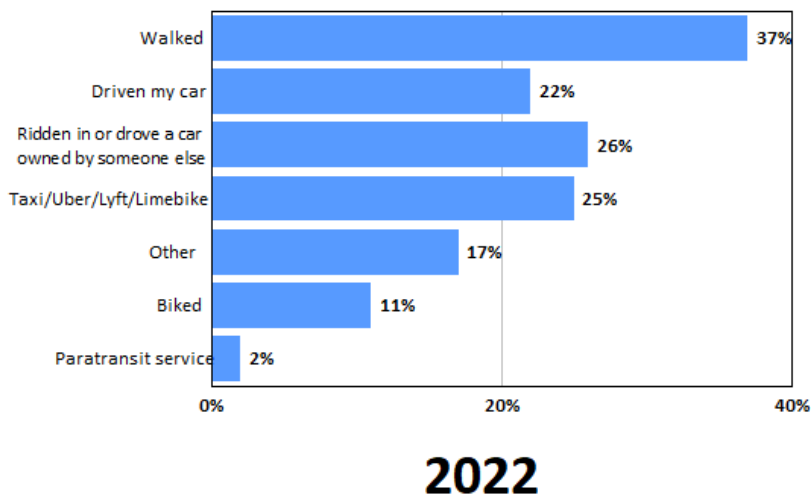
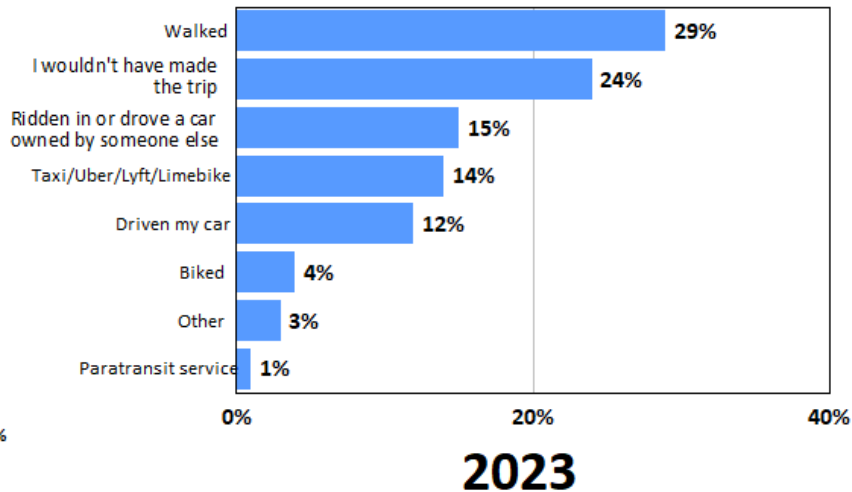
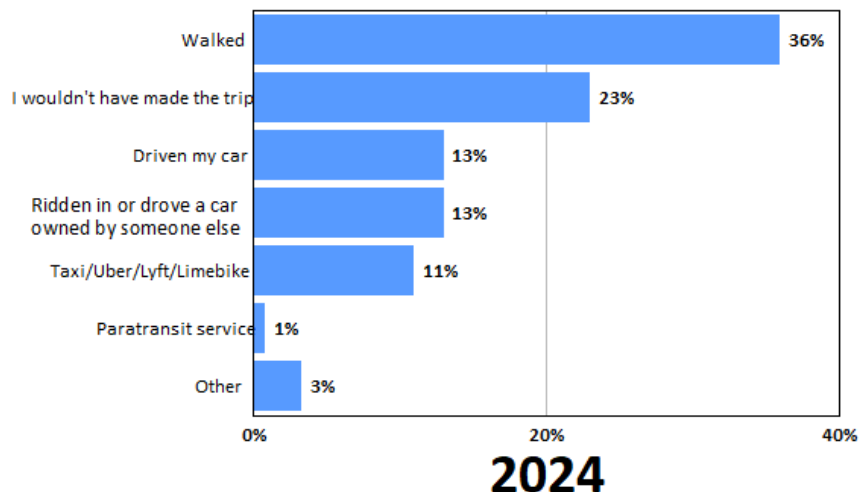
If transit had not been available for this trip, would you have: (Q11)

by percentage of respondents (excluding “not provided”)



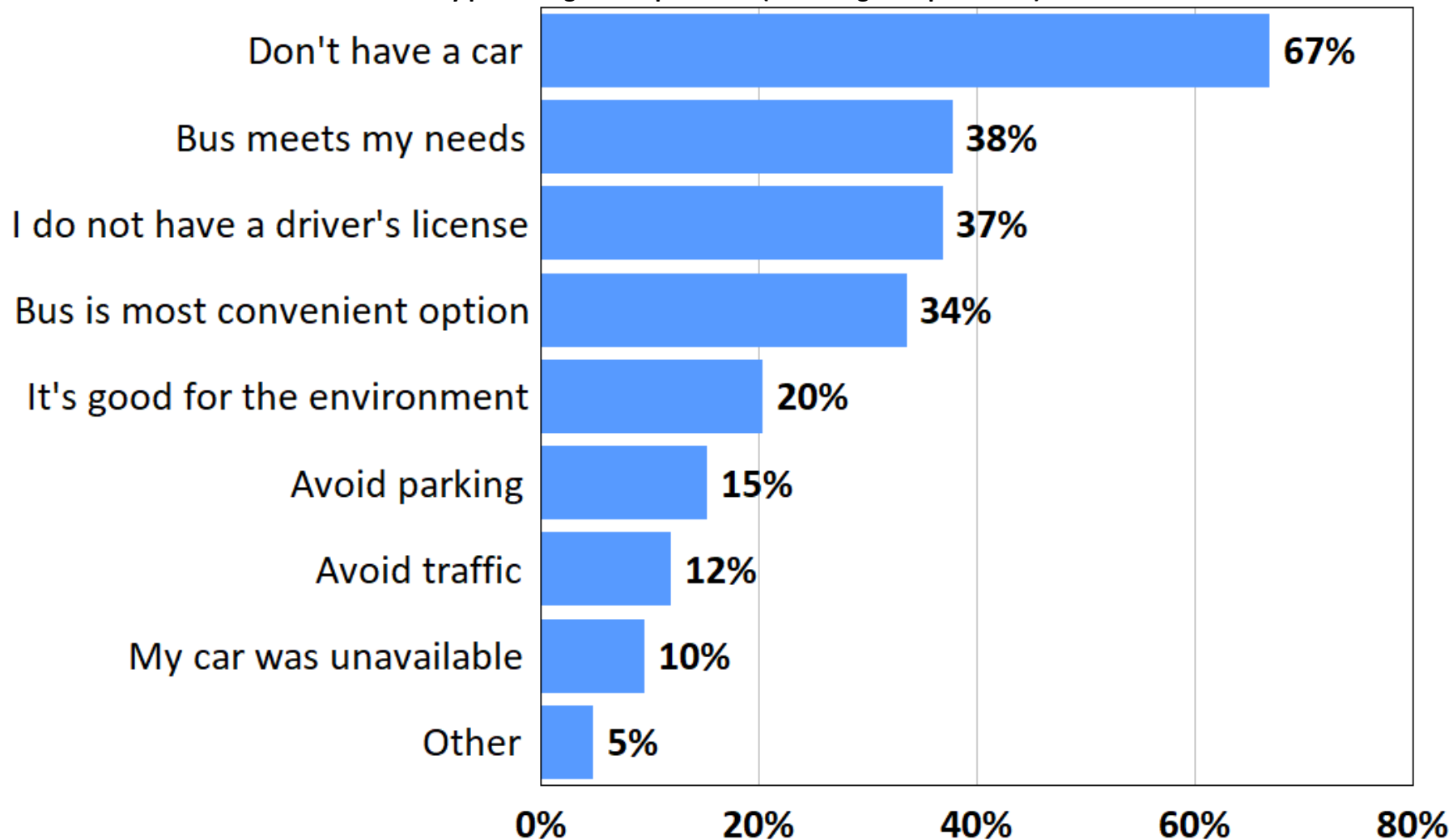
Trends: If transit had not been available for this trip, would you have: (Q11)

by percentage of respondents (excluding “not provided”)



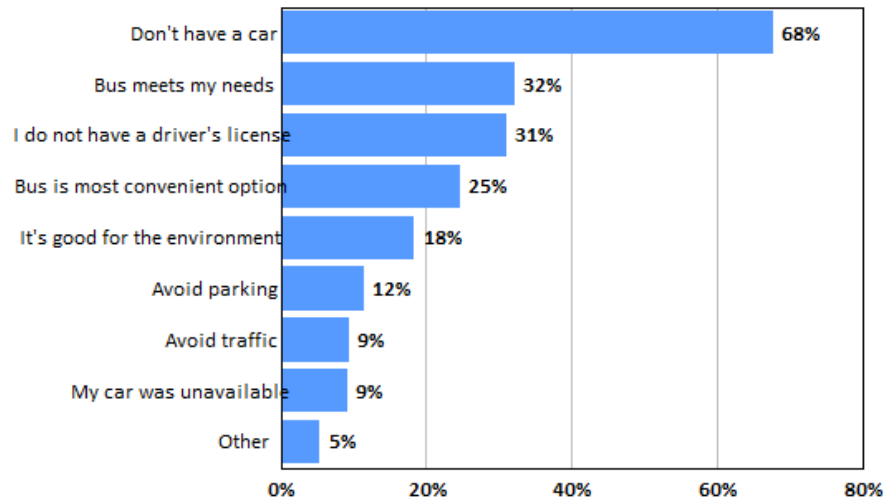
What are your main reasons for choosing to ride the bus? (Q12)

by percentage of respondents (excluding "not provided")

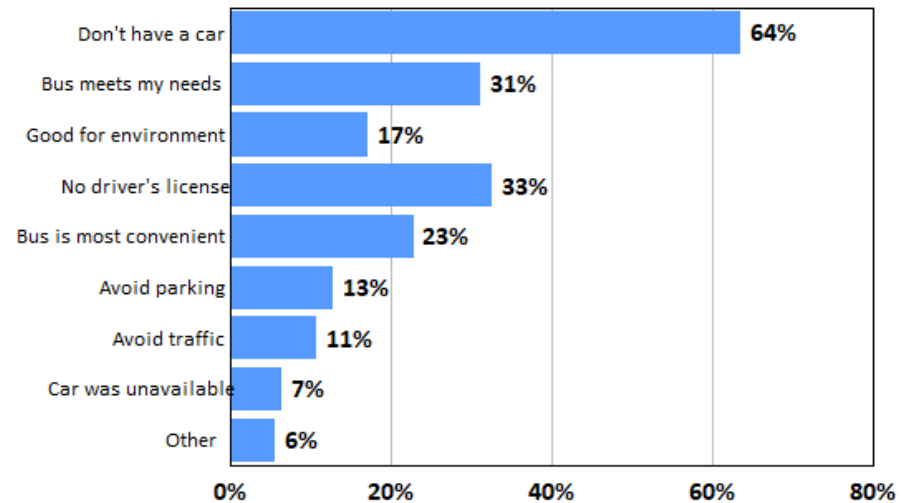


Trends: What are your main reasons for choosing to ride the bus? (Q12)

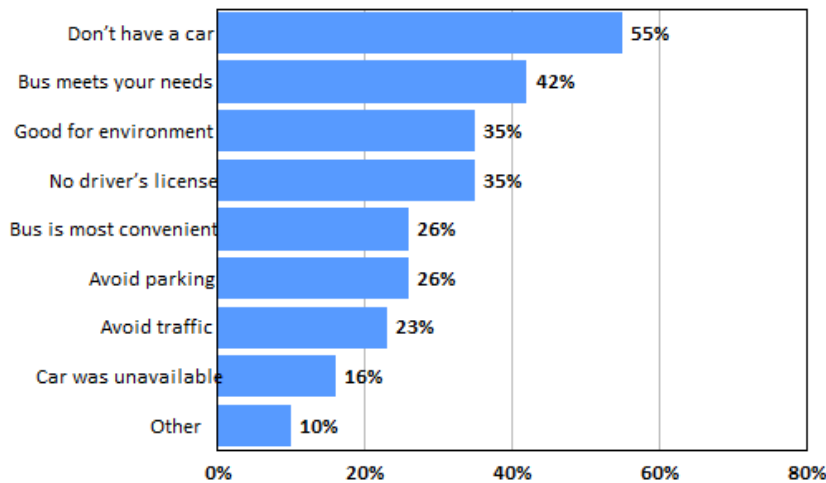
by percentage of respondents (excluding “not provided”)



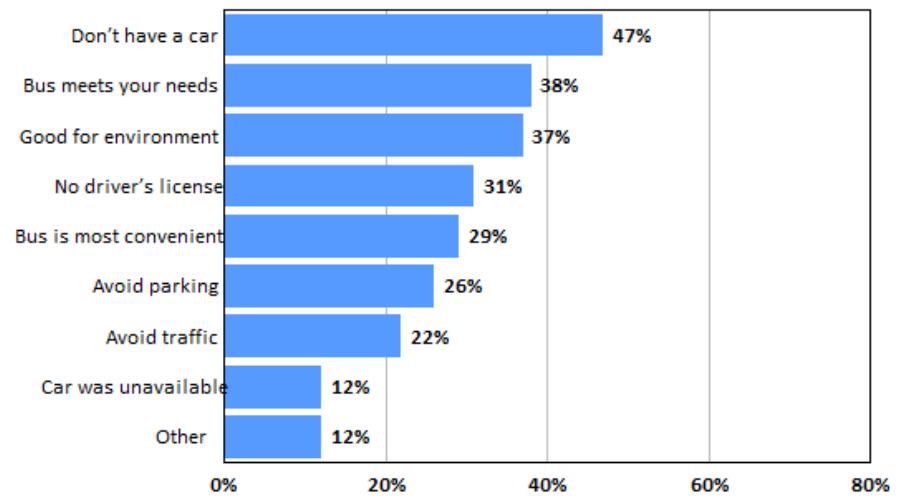
2024



2023



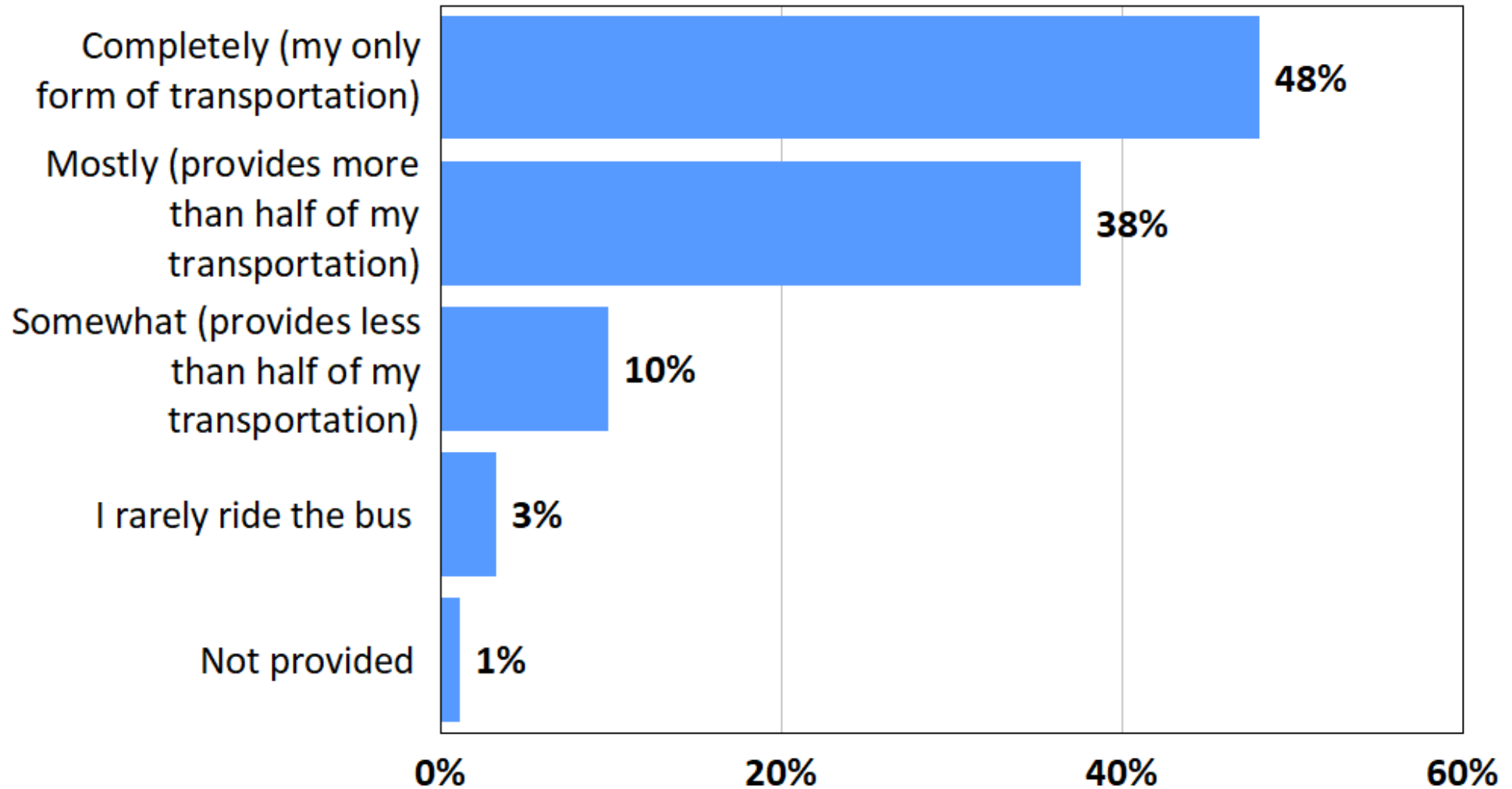
2022



2021

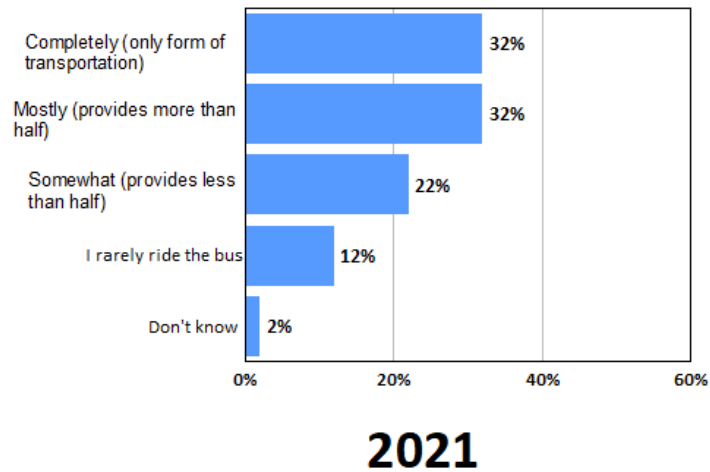
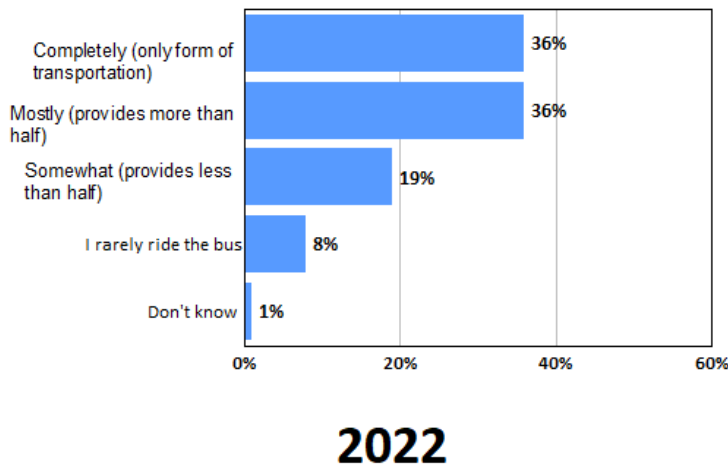
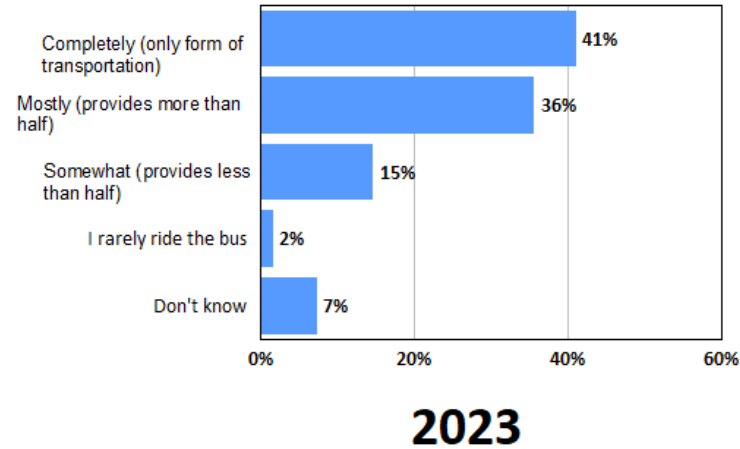
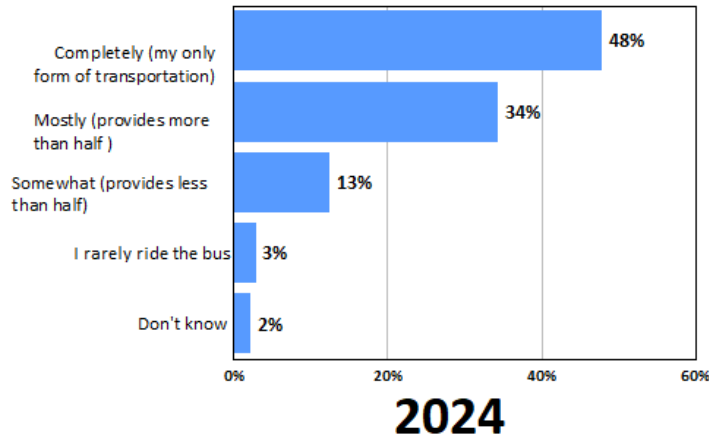
To get around the Spokane area, which of the following best describes how much you currently rely on the bus service? (Q13)

by percentage of respondents



Trends: To get around the Spokane area, which of the following best describes how much you currently rely on the bus service? (Q13)

by percentage of respondents

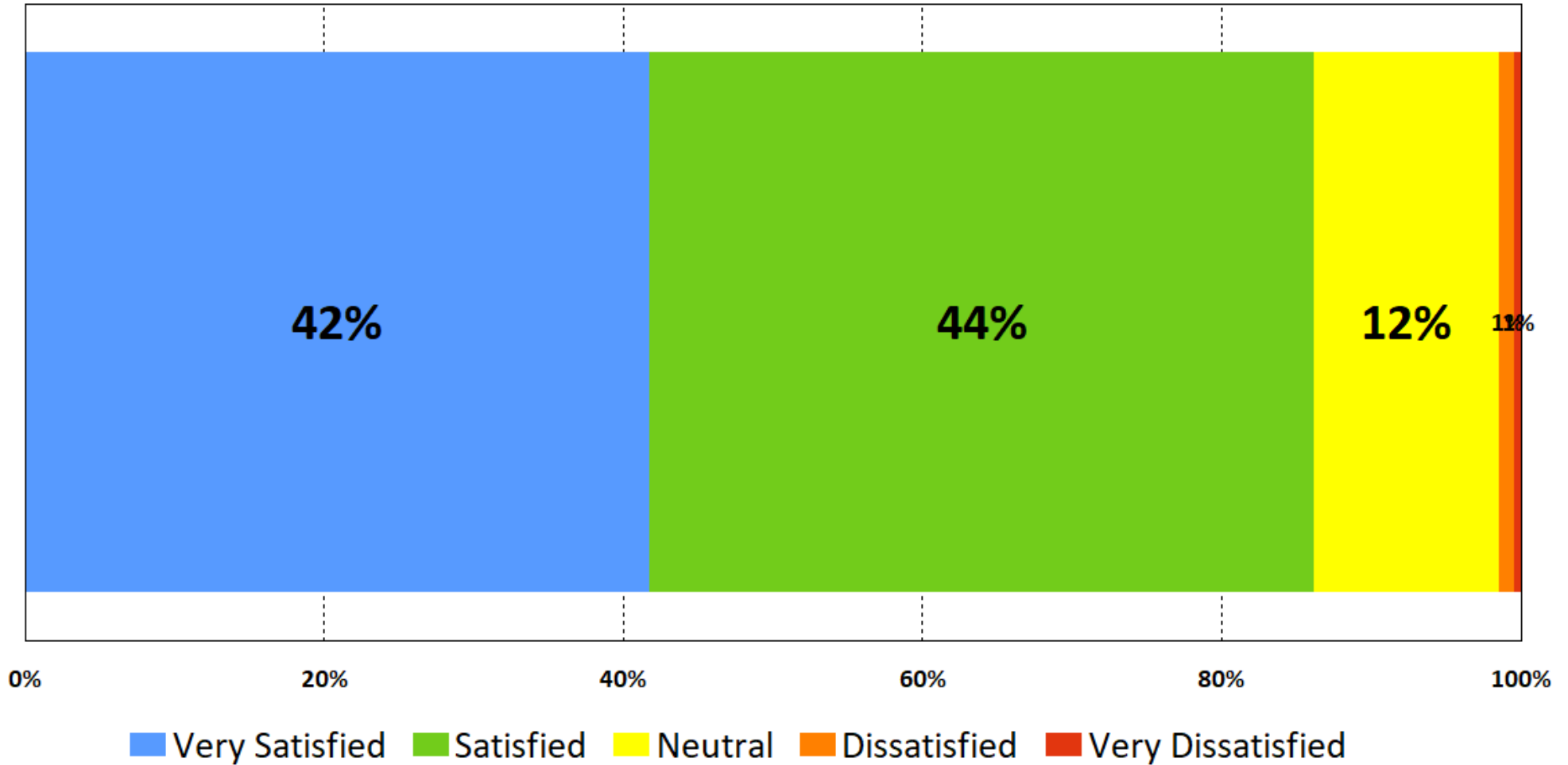




CUSTOMER OPINIONS

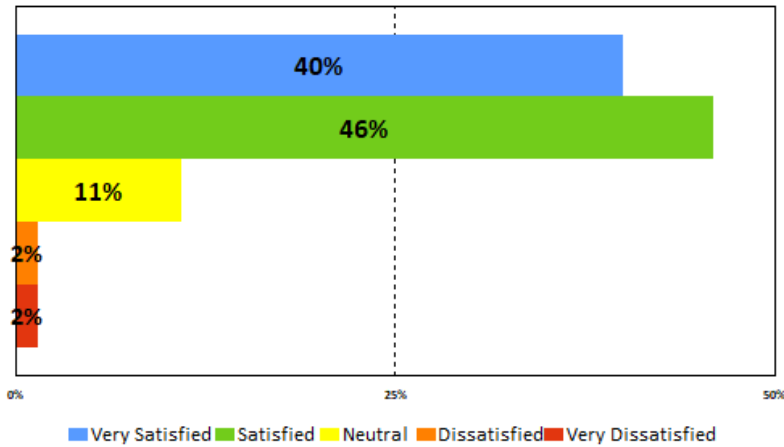
How satisfied are you overall with the Spokane Transit bus service? (Q1)

by percentage of respondents (excluding “not provided”)

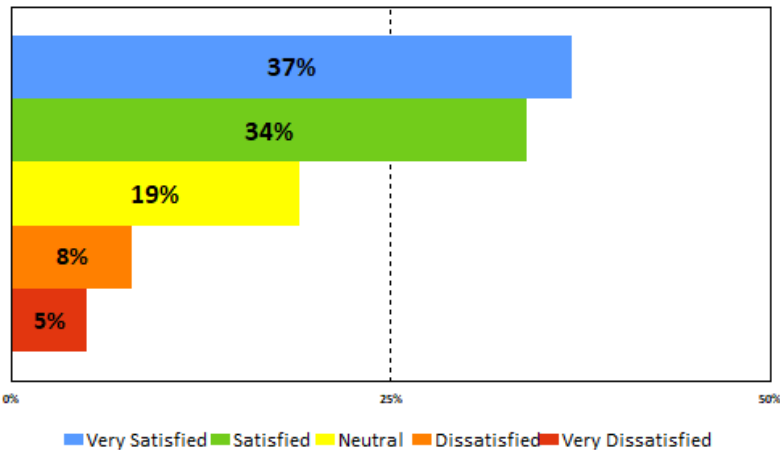


Trends: How satisfied are you overall with the Spokane Transit bus service? (Q1)

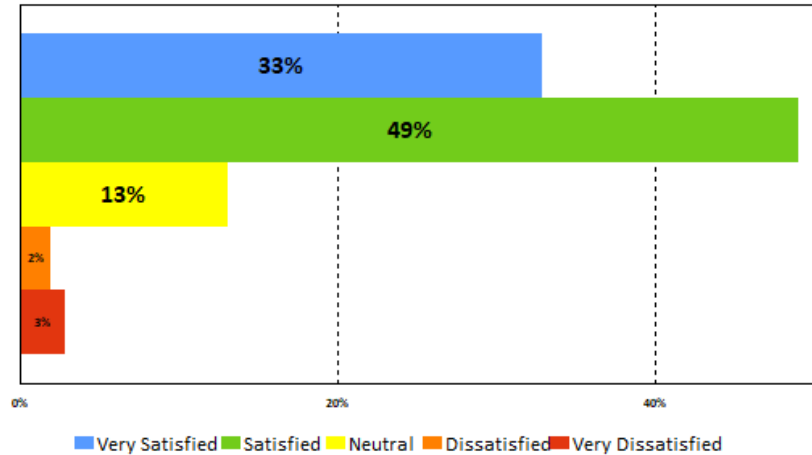
by percentage of respondents (excluding “not provided”)



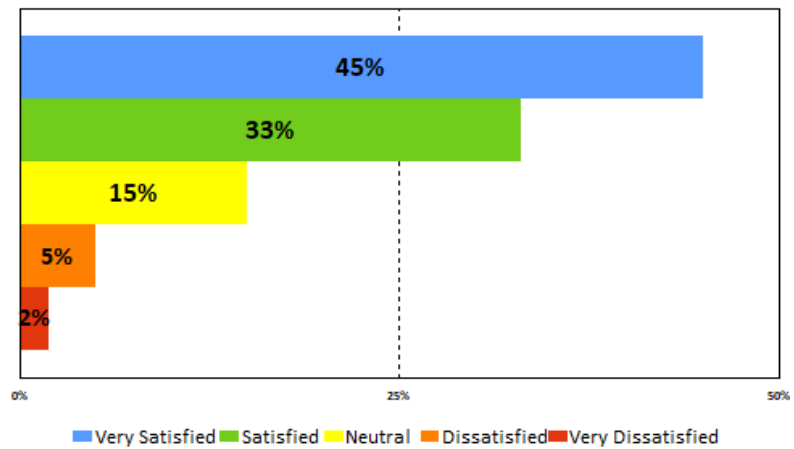
2024



2022



2023



2021

NET PROMOTER SCORE (Q2)

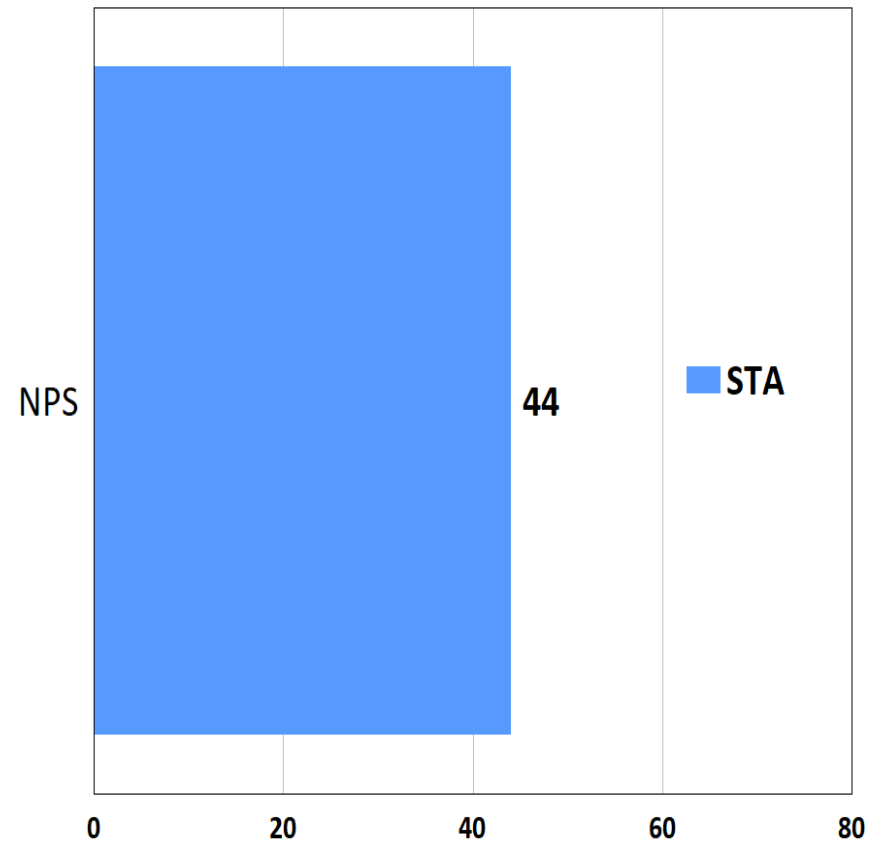
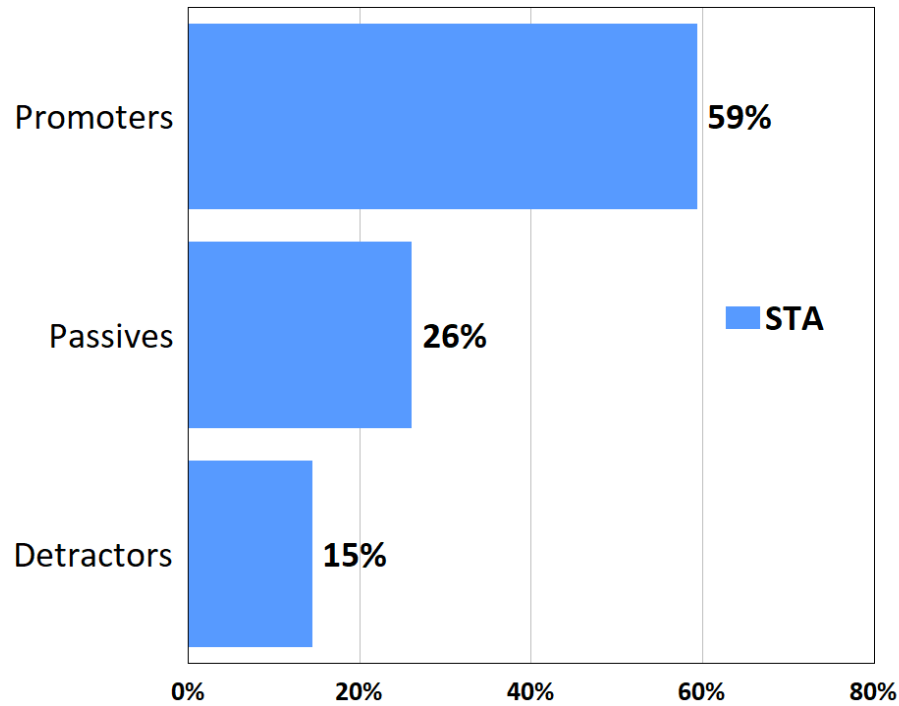
Using a 10-point scale, where 10 means “Very Likely,” and 0 means “Not Likely At All,” how likely would you be to recommend STA bus service to a friend, colleague, or family member?

“Promoter” = 10-9

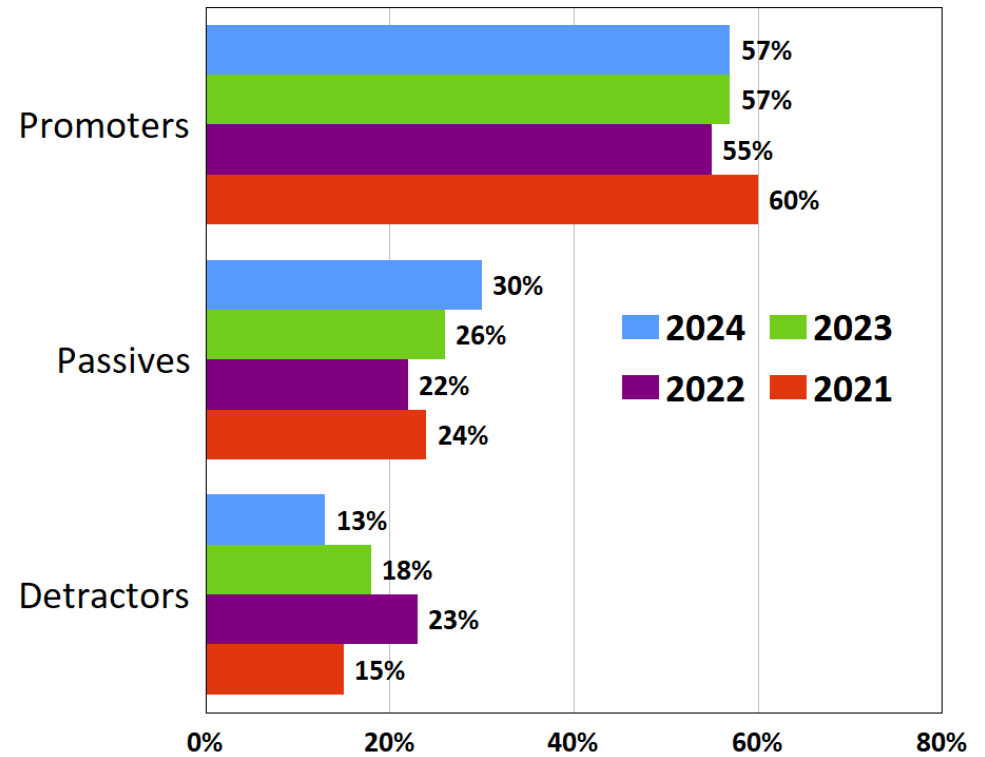
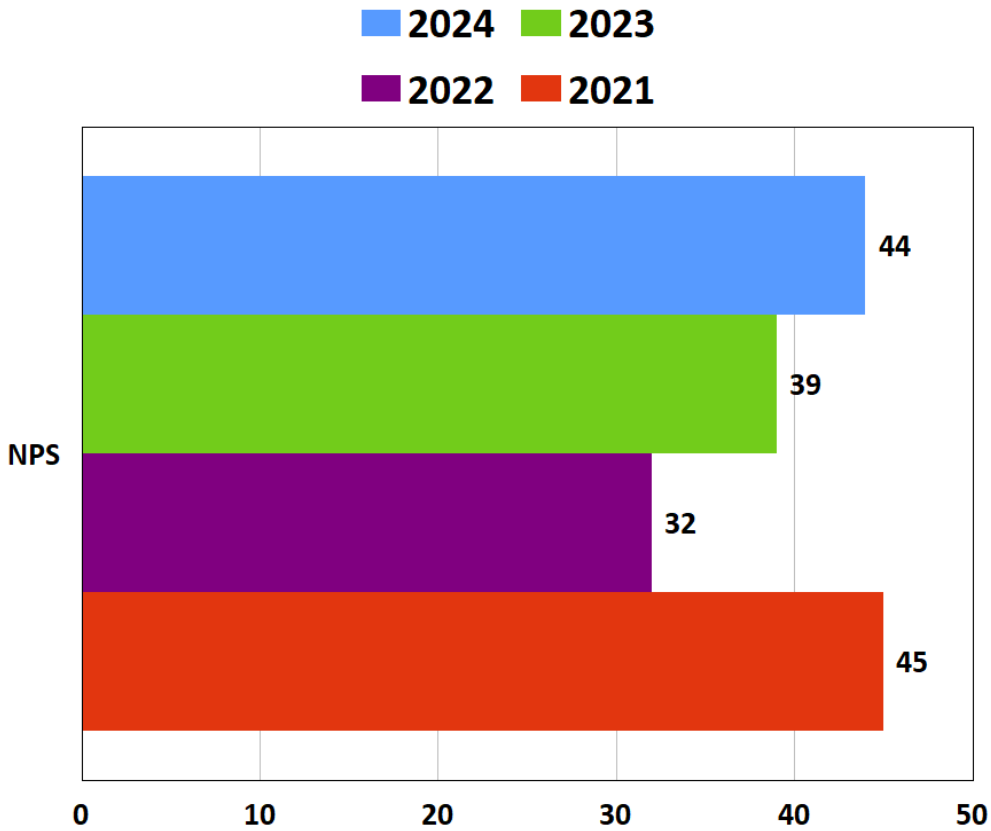
“Passive” = 8-7

“Detractor” = 6-0

Net Promoter Score is the number of “Promoters” minus the number of “Detractors.”

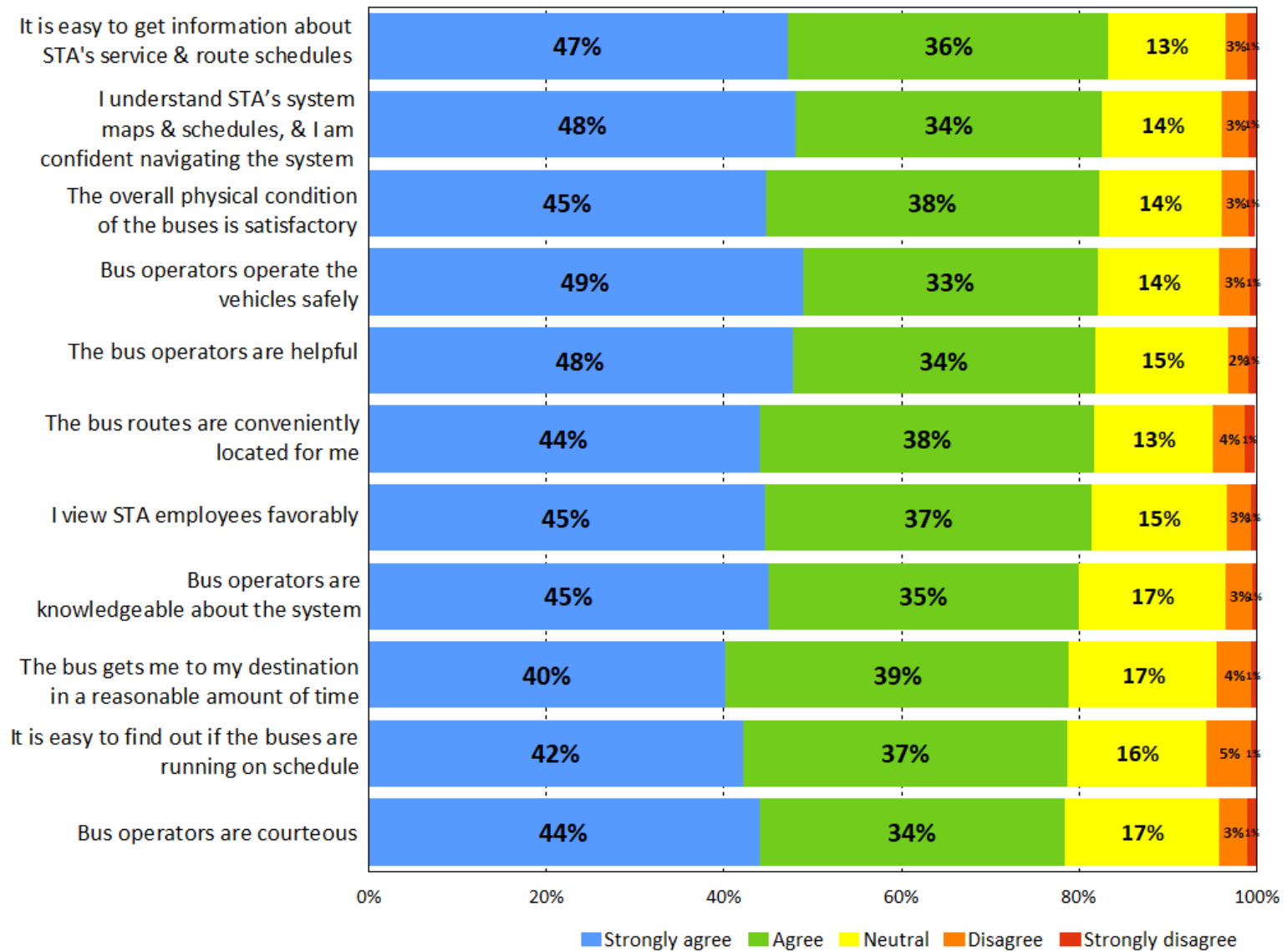


Trends: NET PROMOTER SCORE (Q2)



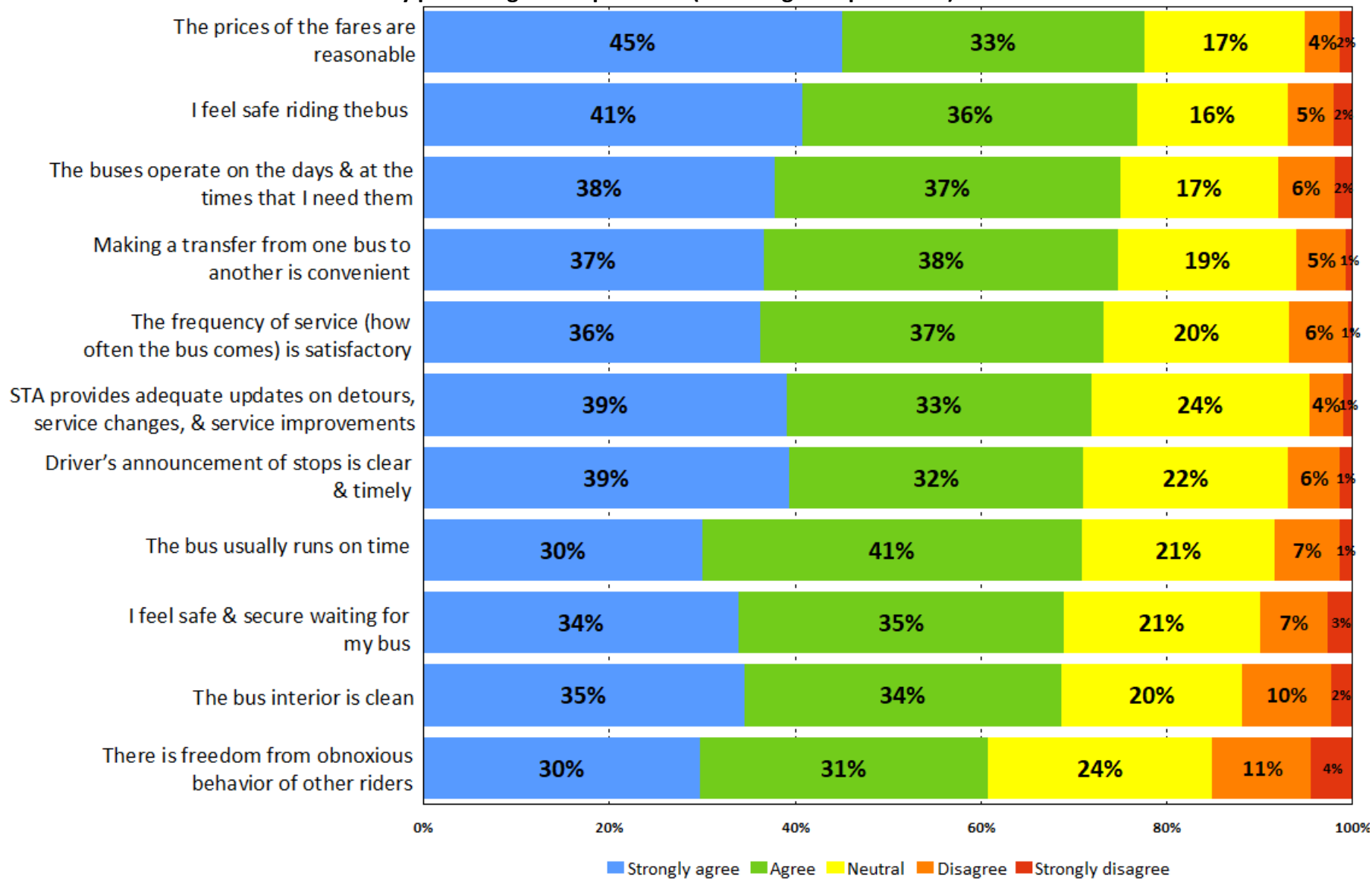
Please rate your agreement with the following statements. (Q19)

by percentage of respondents (excluding “not provided”)



Please rate your agreement with the following statements. (Q19 Cont.)

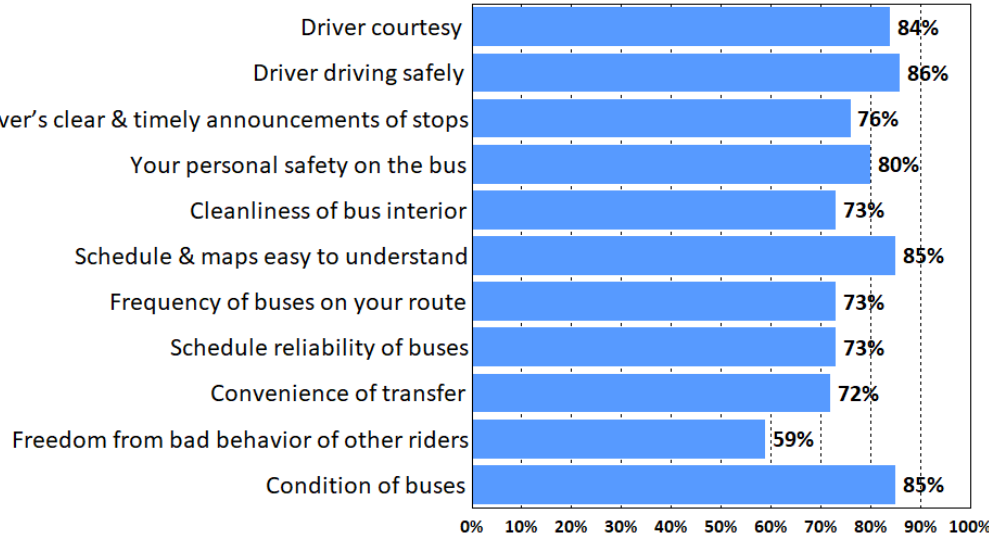
by percentage of respondents (excluding “not provided”)



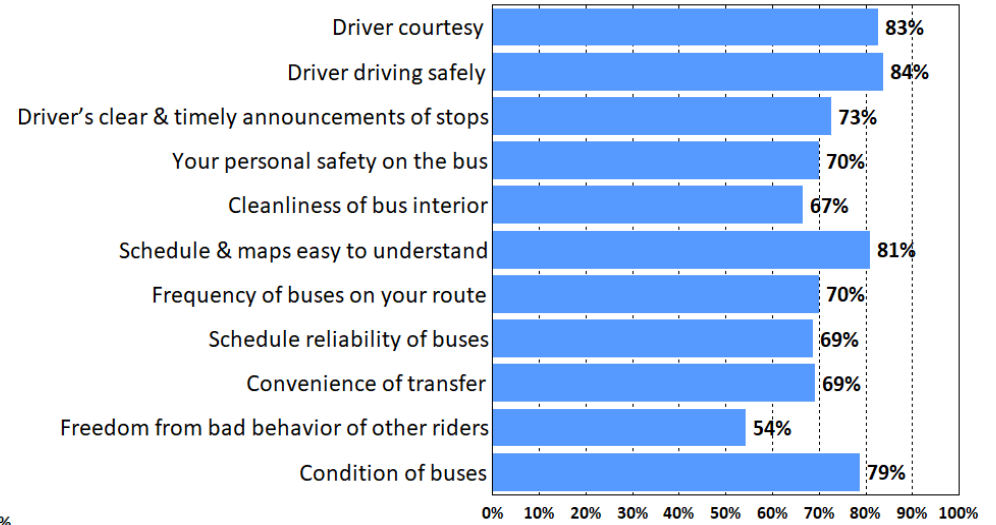
Trends: Please rate your agreement with the following statements. (Q19 Cont.)

(by mean of responses: i.e. 5=100%, 4=80%, etc.)

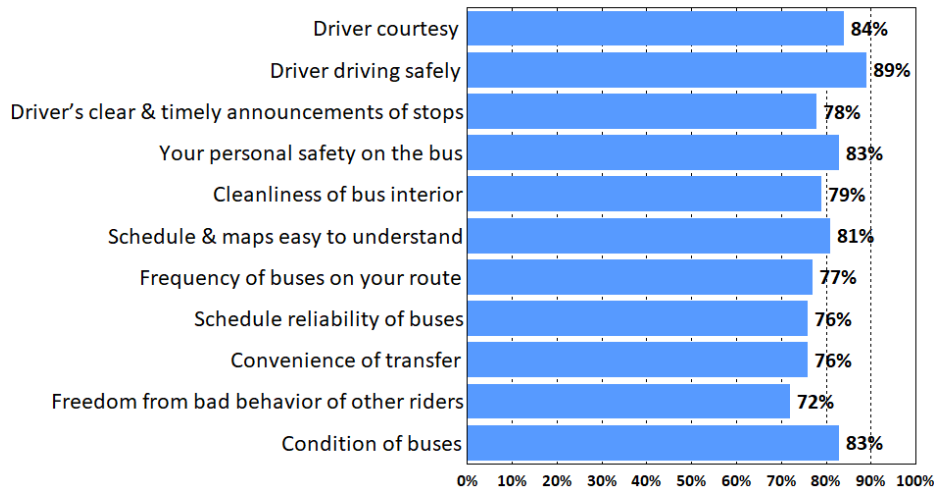
2024



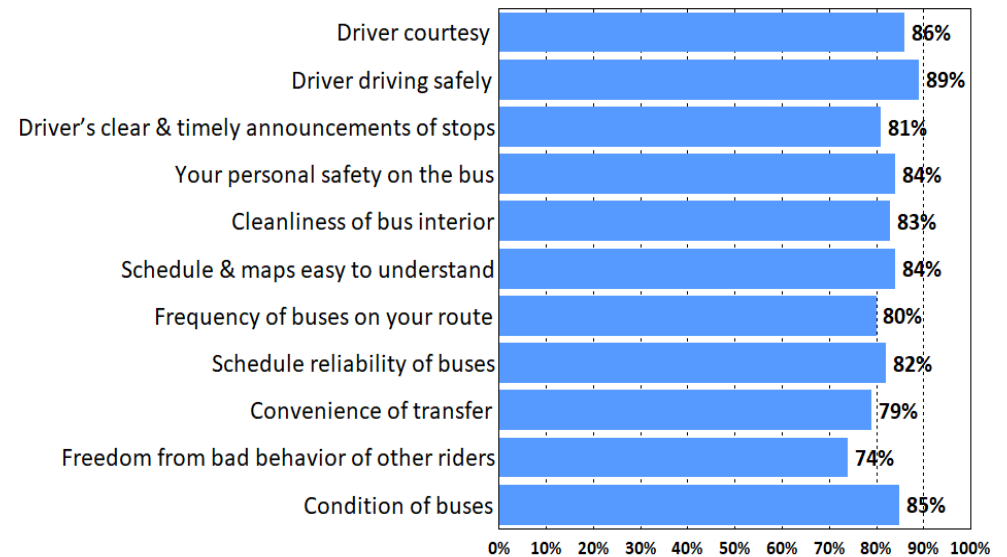
2023



2022

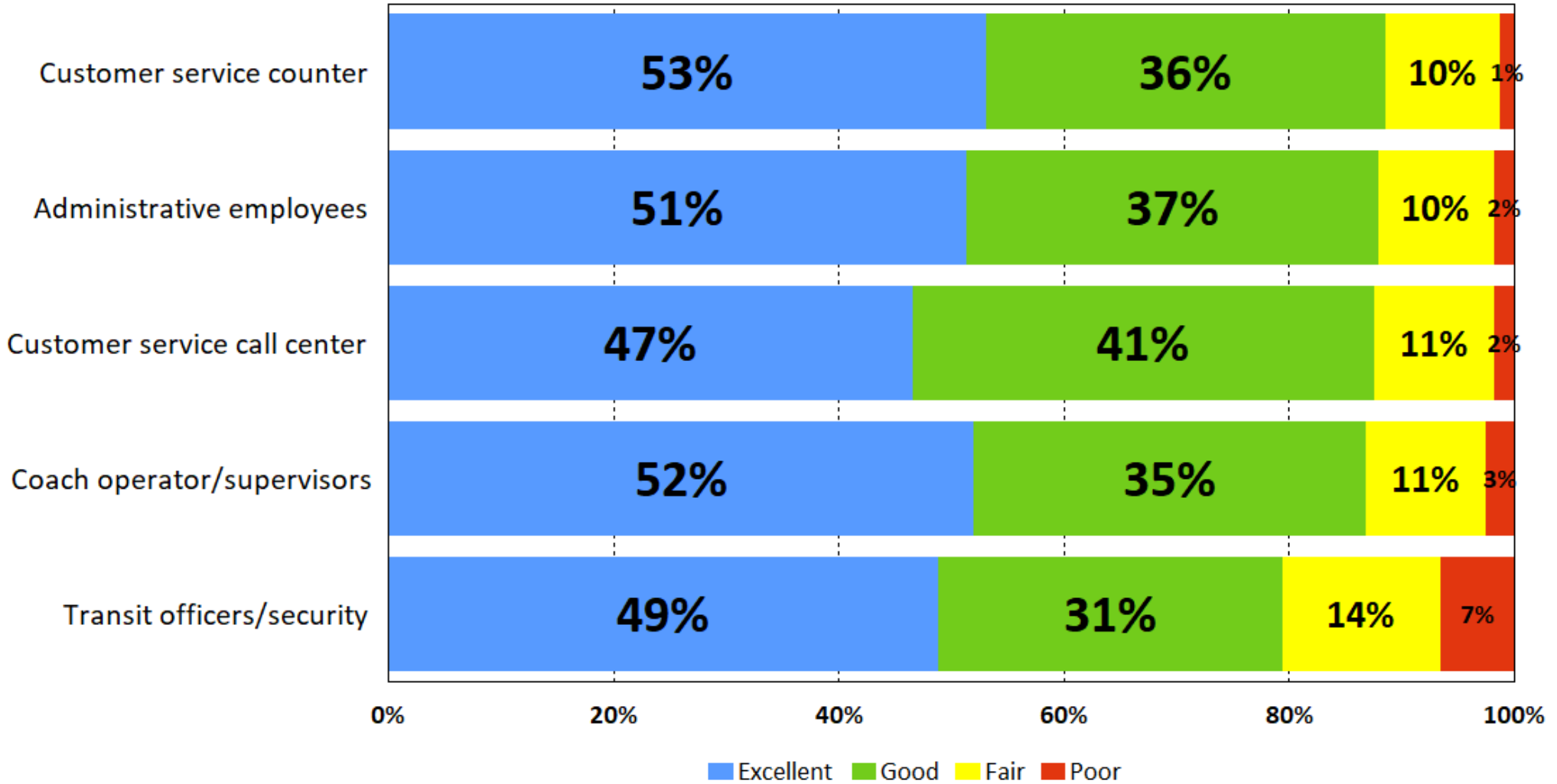


2021



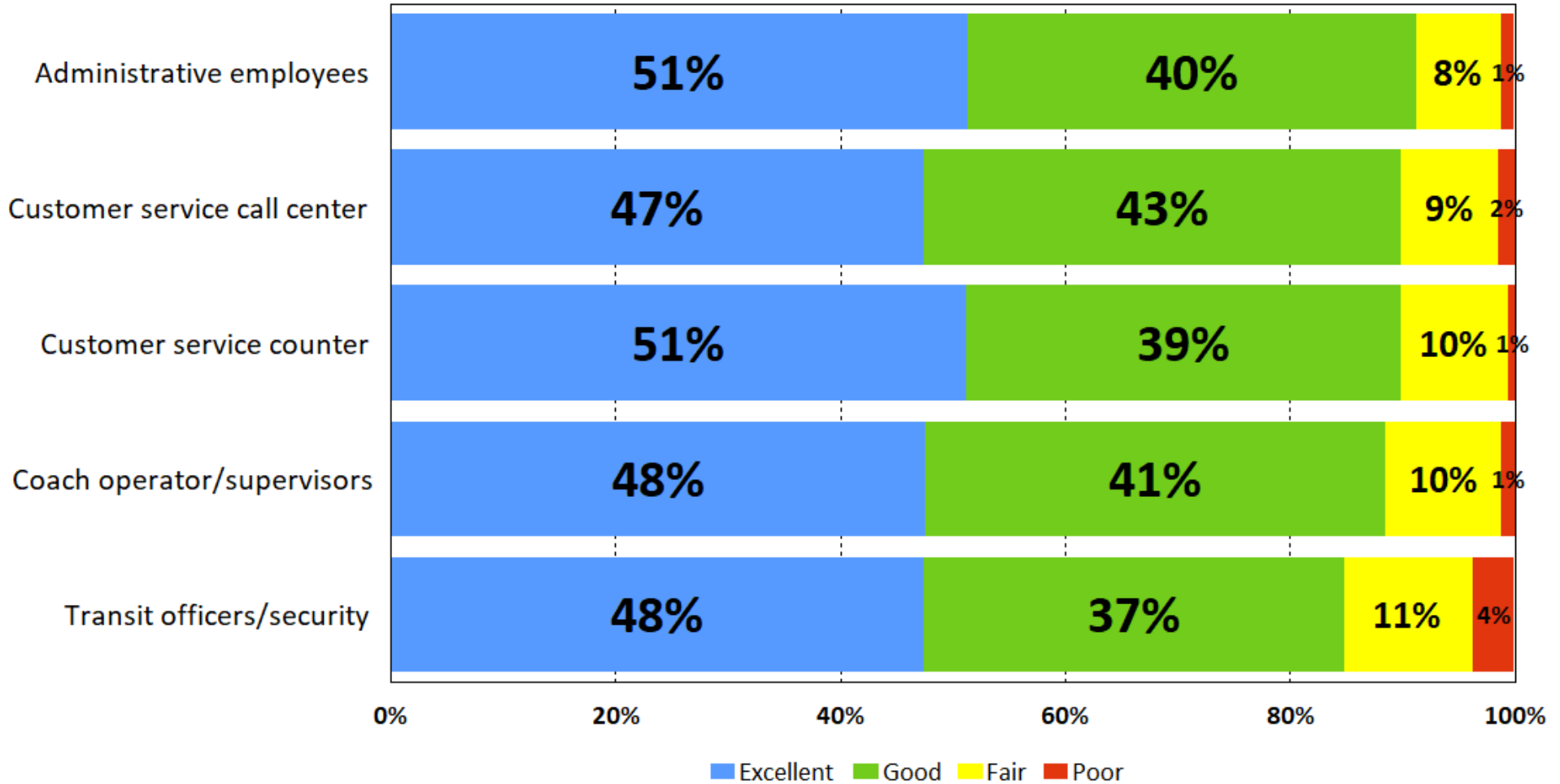
How do you rate these elements of STA's customer service? (Q20)

by percentage of respondents (excluding “don’t know”)



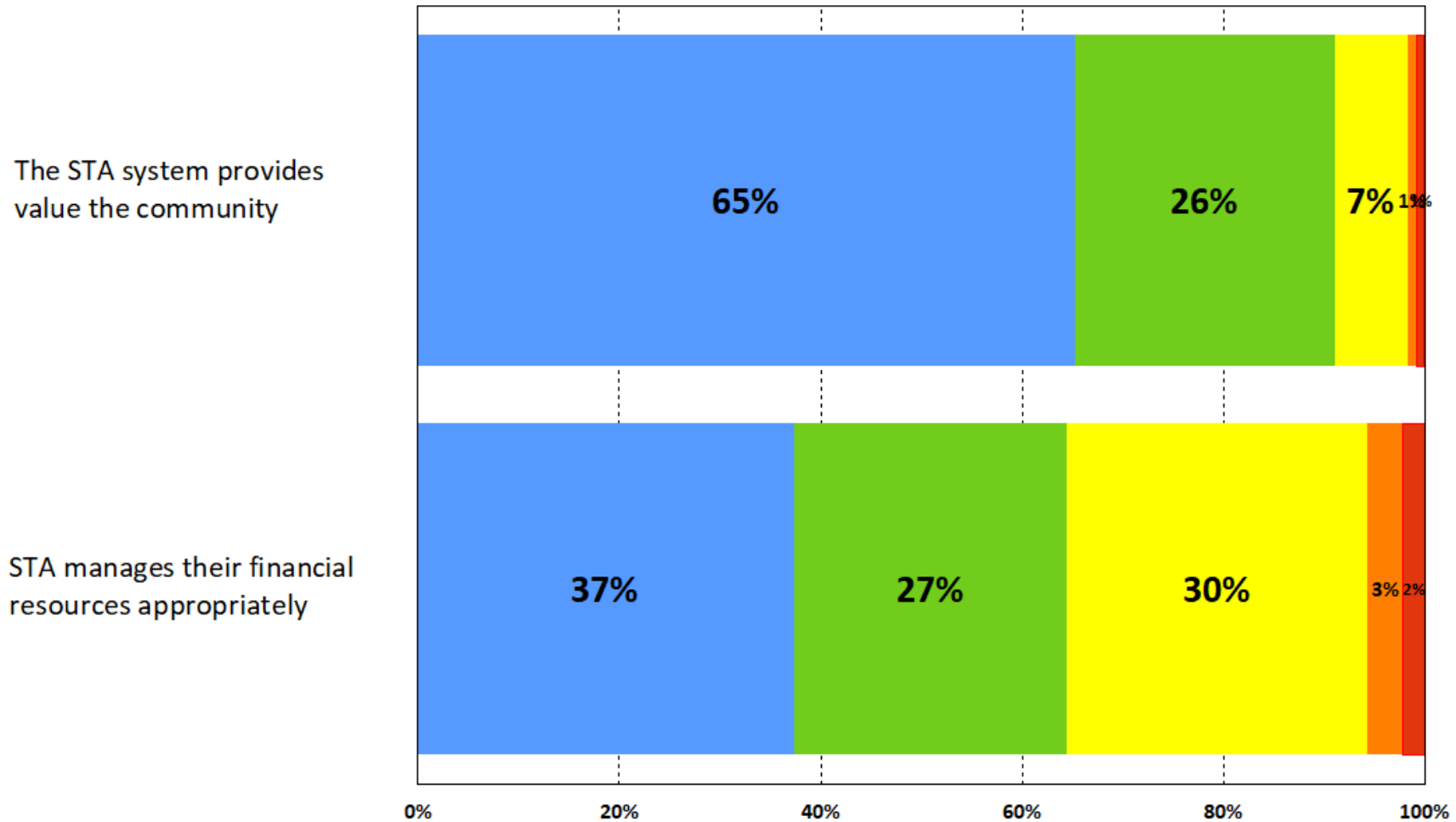
Trend: How do you rate these elements of STA's customer service? (Q20) 2024

by percentage of respondents (excluding "don't know")



Please rate your agreement with the following statements. (Q21)

by percentage of respondents (excluding “not provided”)



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

3

Benchmarks

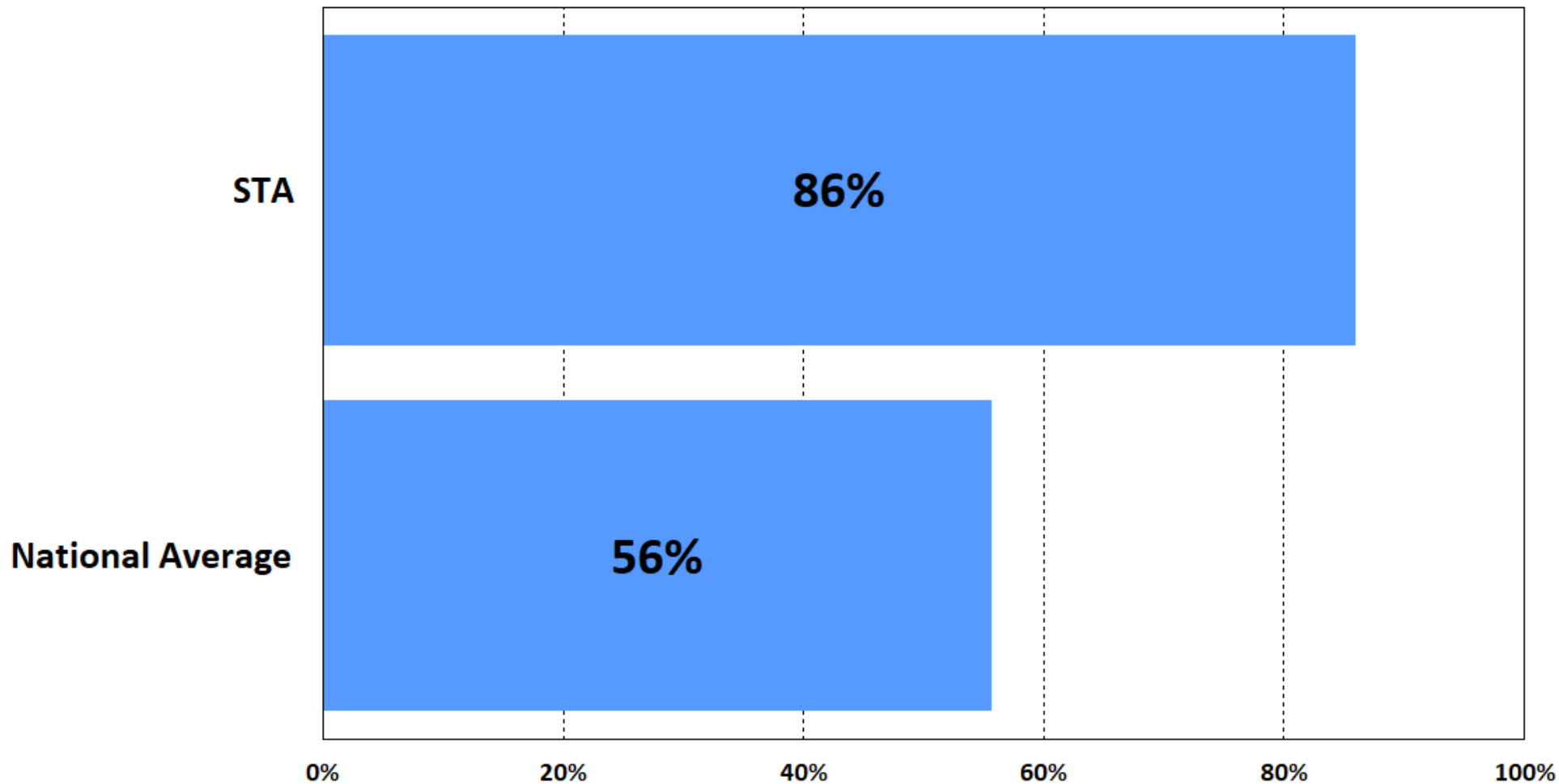
NATIONAL BENCHMARKS

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Spokane Transit Authority is not authorized without written consent from ETC Institute.

How satisfied are you with Spokane Transit bus service?

(by mean of responses: i.e. 5=100%, 4=80%, etc.)

(excluding “not provided”)



NET PROMOTER SCORE

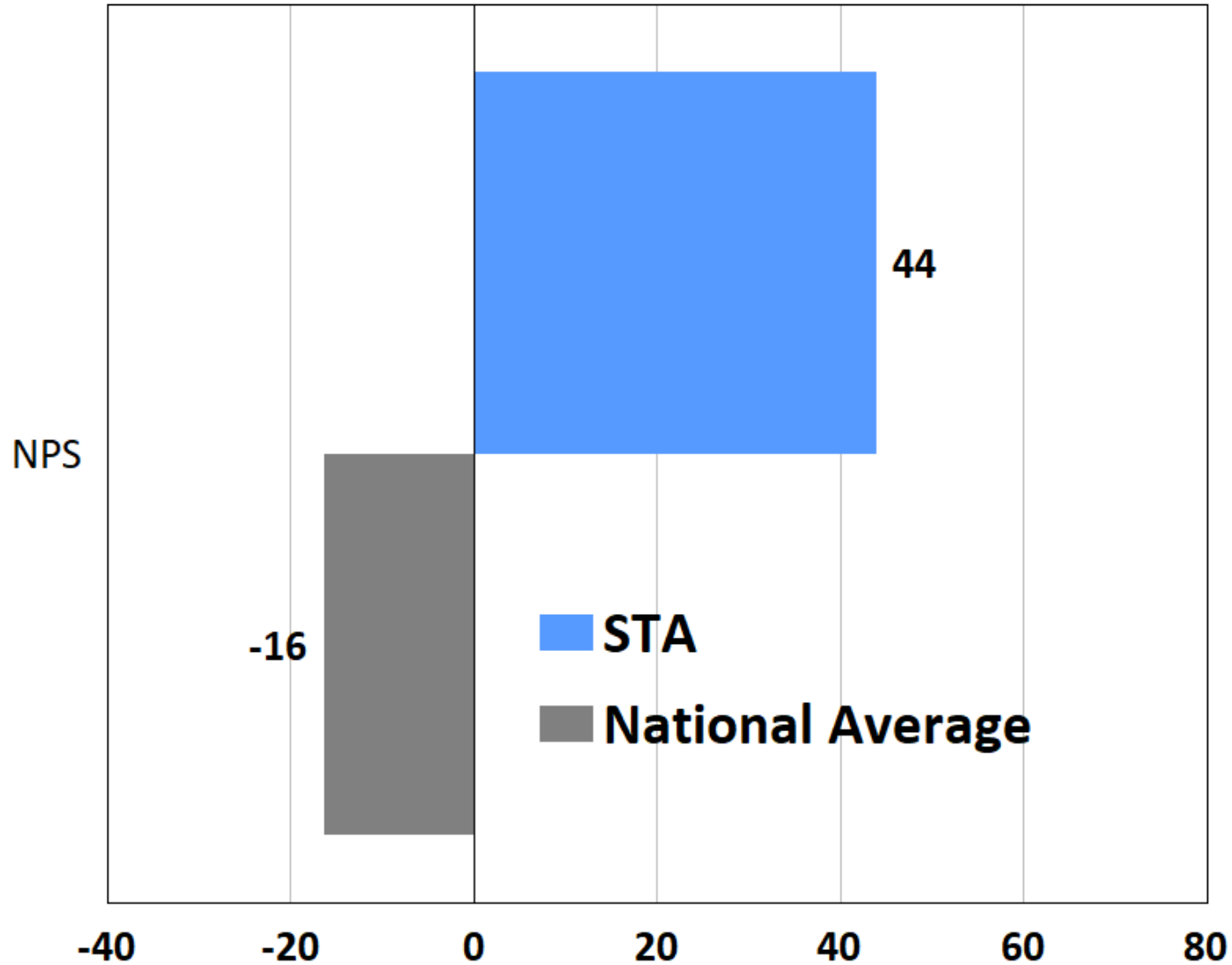
Using a 10-point scale, where 10 means “Very Likely,” and 0 means “Not Likely At All,” how likely would you be to recommend STA bus service to a friend, colleague, or family member?

“Promoter” = 10-9

“Passive” = 8-7

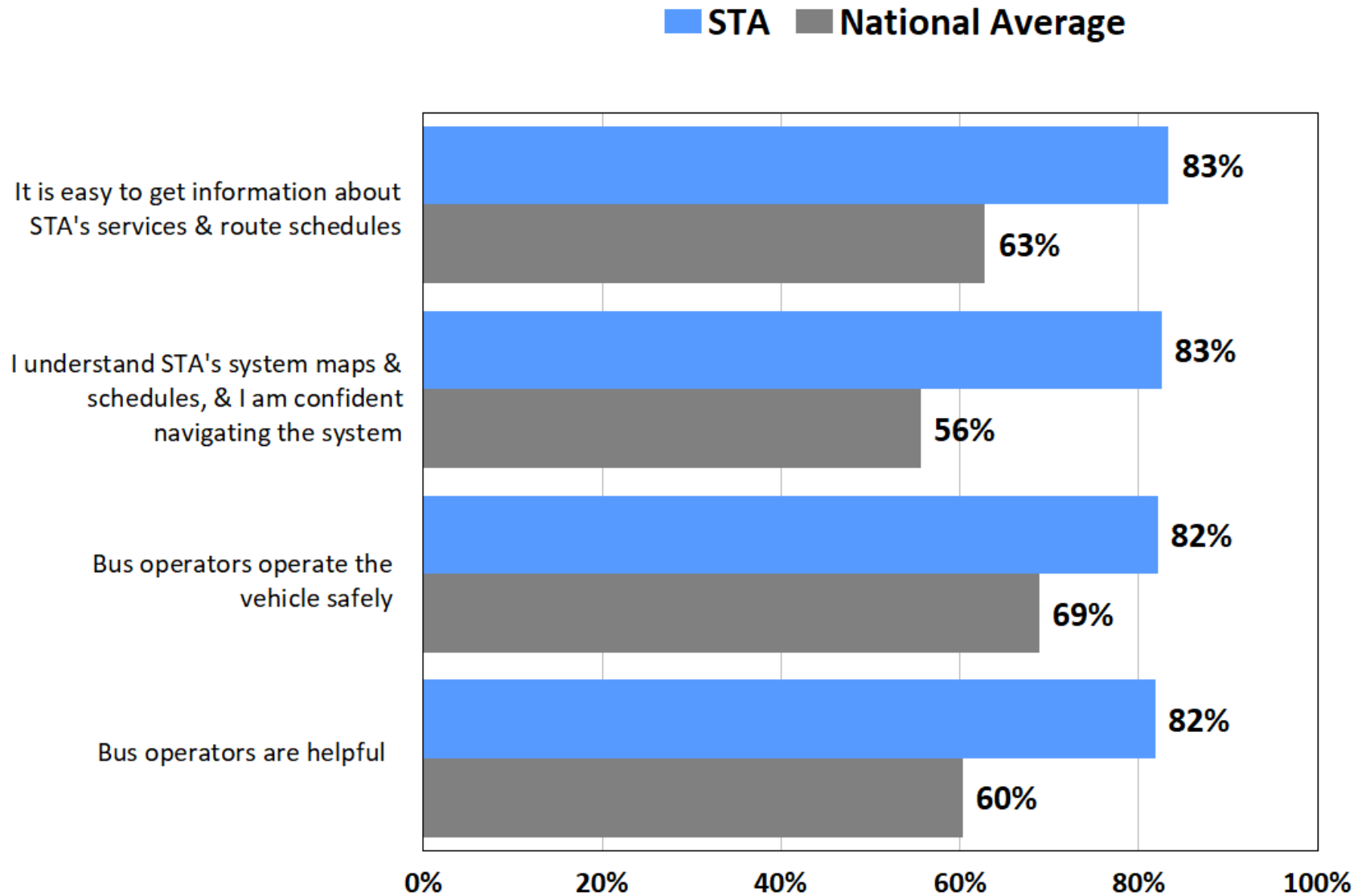
“Detractor” = 6-0

Net Promoter Score is the number of “Promoters” minus the number of “Detractors.”



How much do you agree with the following statements about STA?

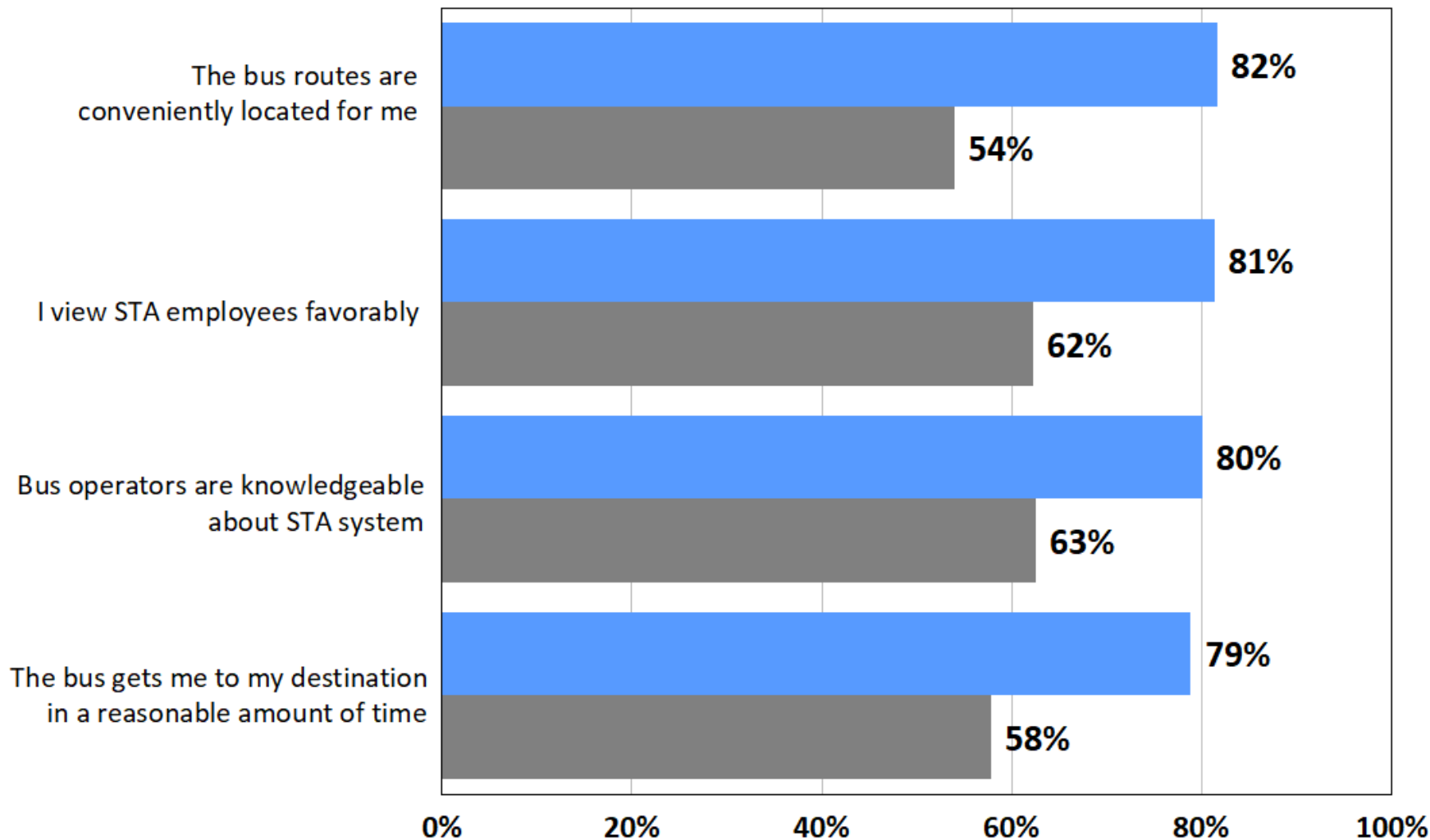
by percentage of respondents who selected "Strongly Agree" or "Agree" (excluding "not provided")



How much do you agree with the following statements about STA?

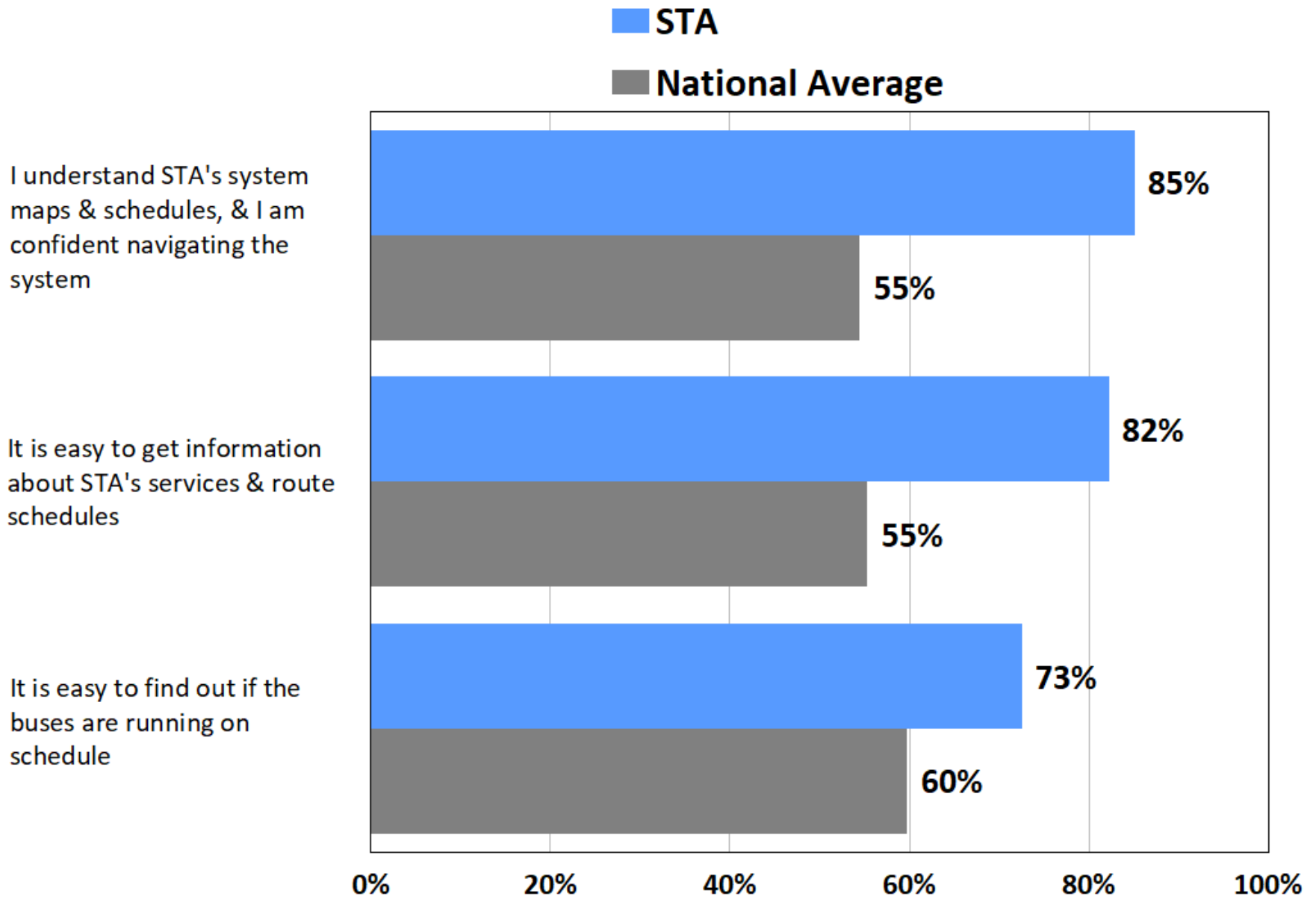
by percentage of respondents who selected "Strongly Agree" or "Agree" (excluding "not provided")

■ STA ■ National Average



How much do you agree with the following statements about STA?

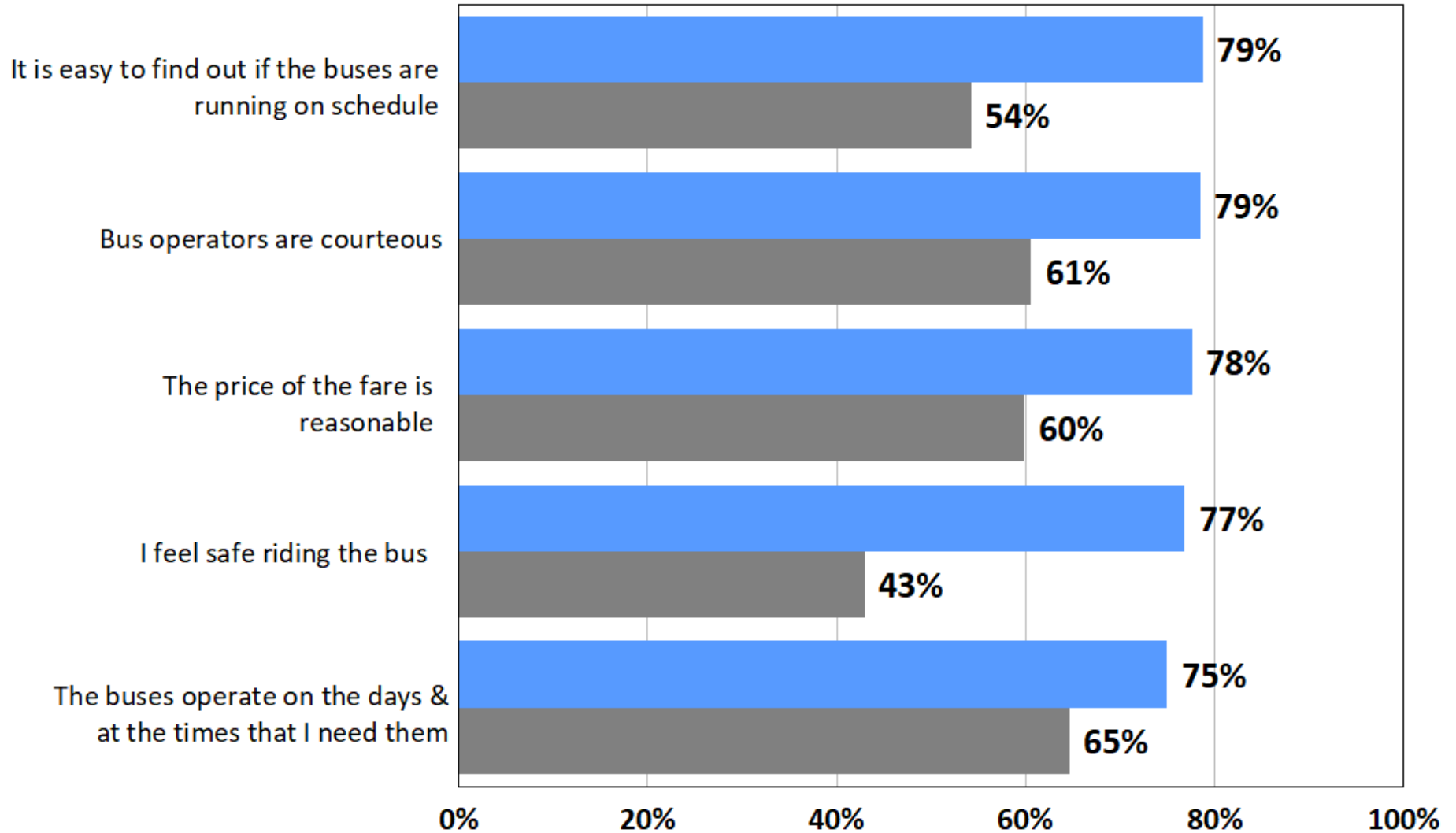
by percentage of respondents who selected "Strongly Agree" or "Agree" (excluding "not provided")



How much do you agree with the following statements about STA?

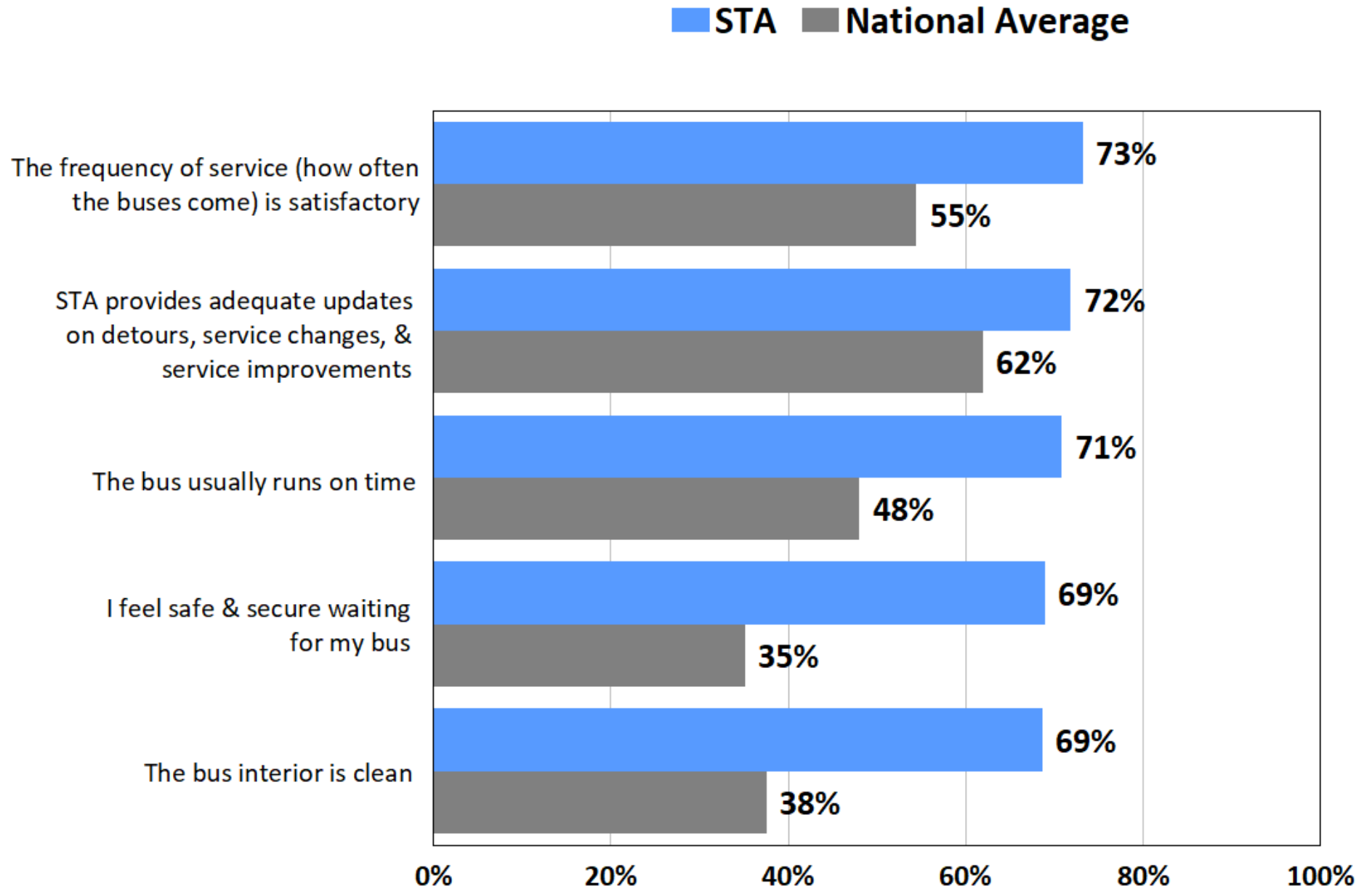
by percentage of respondents who selected "Strongly Agree" or "Agree" (excluding "not provided")

■ STA **■ National Average**



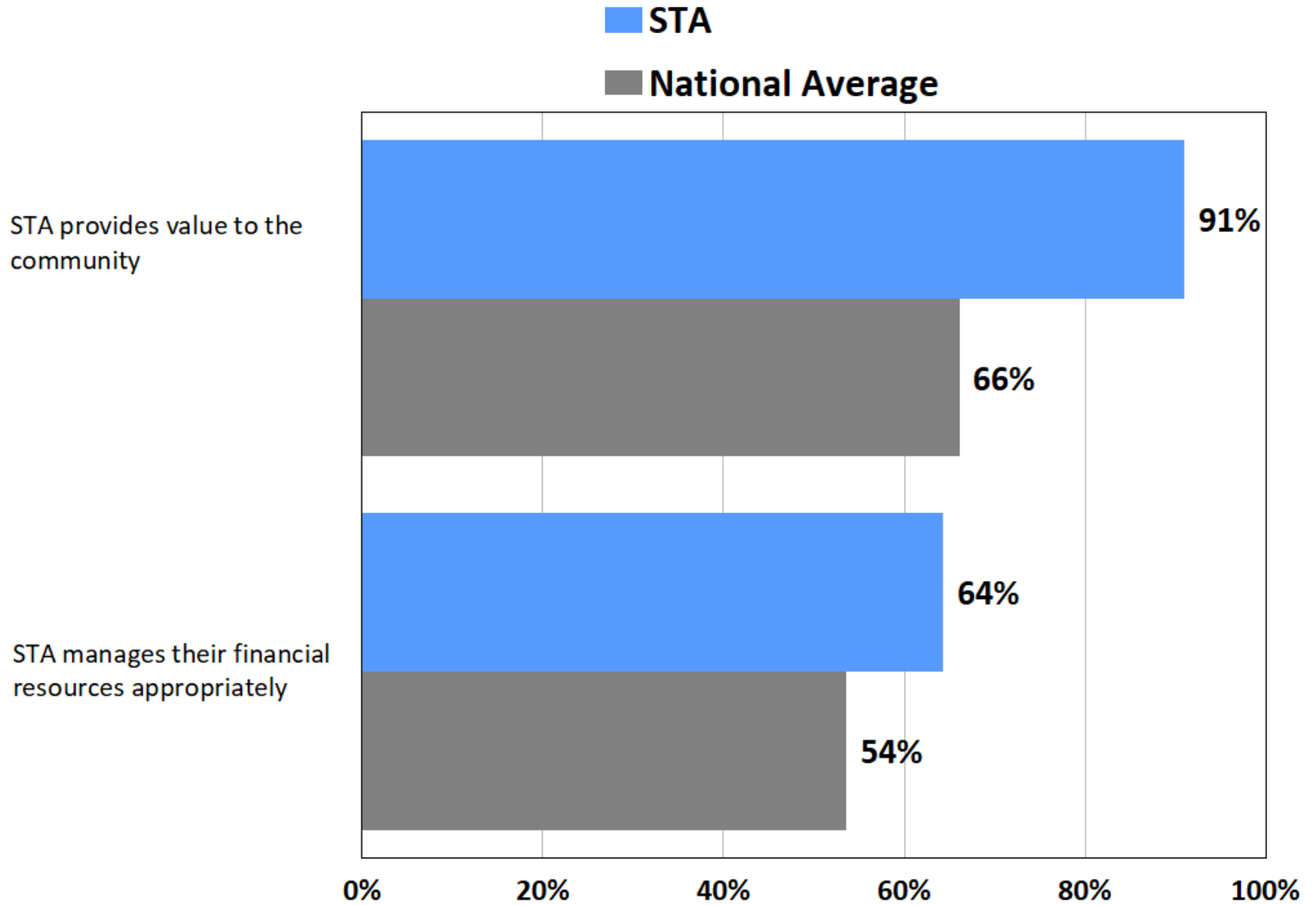
How much do you agree with the following statements about STA?

by percentage of respondents who selected "Strongly Agree" or "Agree" (excluding "not provided")



How much do you agree with the following statements about STA?

by percentage of respondents who selected "Strongly Agree" or "Agree" (excluding "not provided")





Select Cross-Tabulations

Q8. How long have you been using the STA bus service? (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q8. How long have you been using STA bus service</u>									
Less than 1 year	37.2%	28.9%	19.5%	20.9%	11.9%	15.4%	15.0%	8.3%	22.7%
1 to 3 years	35.9%	28.9%	28.6%	20.9%	22.4%	3.8%	20.0%	41.7%	26.2%
3 to 8 years	14.1%	26.3%	18.2%	11.9%	13.4%	11.5%	5.0%	0.0%	15.6%
8+ years	12.8%	15.8%	33.8%	46.3%	52.2%	69.2%	60.0%	50.0%	35.5%

Q8a. Compared to your first experiences when you started riding STA, how would you rate the current conditions of the following aspects of the bus experience? (without "not provided")

N=327	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	15.0%	16.5%	19.0%	16.2%	18.0%	6.7%	5.2%	3.4%	100.0%
<u>Q8a-1. Frequency & availability of bus service throughout the day</u>									
Much improved	38.8%	54.0%	48.3%	46.9%	54.5%	47.6%	33.3%	44.4%	47.7%
Somewhat improved	26.5%	32.0%	28.3%	26.5%	30.9%	42.9%	33.3%	11.1%	29.5%
Don't know/unchanged	32.7%	10.0%	20.0%	20.4%	10.9%	9.5%	13.3%	11.1%	17.5%
Somewhat worse	2.0%	4.0%	3.3%	4.1%	1.8%	0.0%	13.3%	33.3%	4.2%
Much worse	0.0%	0.0%	0.0%	2.0%	1.8%	0.0%	6.7%	0.0%	1.0%

Q8a. Compared to your first experiences when you started riding STA, how would you rate the current conditions of the following aspects of the bus experience? (without "not provided")

N=327	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	15.0%	16.5%	19.0%	16.2%	18.0%	6.7%	5.2%	3.4%	100.0%
<u>Q8a-2. Lighting, weather protection, & seating at bus stops</u>									
Much improved	18.4%	32.7%	42.4%	40.8%	42.6%	45.0%	40.0%	22.2%	36.2%
Somewhat improved	42.9%	30.6%	28.8%	34.7%	27.8%	25.0%	40.0%	22.2%	32.2%
Don't know/unchanged	30.6%	20.4%	20.3%	16.3%	16.7%	15.0%	6.7%	22.2%	19.7%
Somewhat worse	4.1%	10.2%	5.1%	4.1%	7.4%	15.0%	13.3%	22.2%	7.6%
Much worse	4.1%	6.1%	3.4%	4.1%	5.6%	0.0%	0.0%	11.1%	4.3%

Q8a. Compared to your first experiences when you started riding STA, how would you rate the current conditions of the following aspects of the bus experience? (without "not provided")

N=327	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	15.0%	16.5%	19.0%	16.2%	18.0%	6.7%	5.2%	3.4%	100.0%
<u>Q8a-3. Feeling safe on buses or at bus stops & transit centers</u>									
Much improved	24.5%	26.5%	39.0%	34.7%	50.0%	50.0%	53.3%	33.3%	37.2%
Somewhat improved	28.6%	28.6%	28.8%	30.6%	24.1%	30.0%	33.3%	22.2%	28.3%
Don't know/unchanged	34.7%	34.7%	27.1%	22.4%	18.5%	10.0%	6.7%	22.2%	25.0%
Somewhat worse	12.2%	6.1%	3.4%	4.1%	5.6%	10.0%	0.0%	11.1%	6.3%
Much worse	0.0%	4.1%	1.7%	8.2%	1.9%	0.0%	6.7%	11.1%	3.3%

Q8a. Compared to your first experiences when you started riding STA, how would you rate the current conditions of the following aspects of the bus experience? (without "not provided")

N=327	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	15.0%	16.5%	19.0%	16.2%	18.0%	6.7%	5.2%	3.4%	100.0%
<u>Q8a-4. Customer information, such as schedules, maps, displays, & digital apps</u>									
Much improved	44.9%	51.0%	57.6%	59.2%	52.8%	57.1%	46.7%	33.3%	52.6%
Somewhat improved	36.7%	34.7%	23.7%	32.7%	28.3%	33.3%	40.0%	33.3%	31.6%
Don't know/unchanged	18.4%	14.3%	18.6%	8.2%	13.2%	4.8%	6.7%	33.3%	14.1%
Somewhat worse	0.0%	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%	1.0%
Much worse	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	6.7%	0.0%	0.7%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-1. The bus usually runs on time</u>									
Strongly agree	15.4%	32.9%	25.0%	37.3%	33.3%	44.4%	45.0%	22.2%	30.1%
Agree	43.6%	40.8%	47.4%	29.9%	48.5%	29.6%	35.0%	33.3%	40.8%
Neutral	32.1%	18.4%	22.4%	20.9%	12.1%	22.2%	5.0%	22.2%	20.8%
Disagree	7.7%	6.6%	5.3%	10.4%	3.0%	3.7%	10.0%	22.2%	6.9%
Strongly disagree	1.3%	1.3%	0.0%	1.5%	3.0%	0.0%	5.0%	0.0%	1.4%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-2. The bus routes are conveniently located for me</u>									
Strongly agree	39.0%	42.7%	39.5%	44.8%	51.5%	53.8%	57.1%	22.2%	44.1%
Agree	37.7%	38.7%	44.7%	35.8%	28.8%	42.3%	38.1%	33.3%	37.6%
Neutral	14.3%	14.7%	13.2%	16.4%	13.6%	3.8%	4.8%	22.2%	13.4%
Disagree	6.5%	2.7%	2.6%	3.0%	3.0%	0.0%	0.0%	22.2%	3.6%
Strongly disagree	2.6%	1.3%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	1.2%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-3. The buses operate on the days & at the times that I need them</u>									
Strongly agree	36.4%	39.2%	35.1%	39.4%	39.4%	44.4%	35.0%	25.0%	37.9%
Agree	37.7%	40.5%	36.5%	28.8%	40.9%	37.0%	40.0%	37.5%	37.1%
Neutral	20.8%	12.2%	23.0%	22.7%	9.1%	18.5%	5.0%	12.5%	17.0%
Disagree	1.3%	8.1%	4.1%	9.1%	7.6%	0.0%	10.0%	25.0%	6.1%
Strongly disagree	3.9%	0.0%	1.4%	0.0%	3.0%	0.0%	10.0%	0.0%	1.9%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-4. The frequency of service (how often the buses come) is satisfactory</u>									
Strongly agree	31.1%	33.8%	37.8%	40.3%	39.4%	36.0%	40.0%	25.0%	36.3%
Agree	43.2%	47.3%	32.4%	25.4%	36.4%	40.0%	35.0%	25.0%	37.0%
Neutral	20.3%	14.9%	23.0%	25.4%	19.7%	12.0%	10.0%	37.5%	19.9%
Disagree	5.4%	4.1%	6.8%	9.0%	3.0%	12.0%	10.0%	12.5%	6.4%
Strongly disagree	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	5.0%	0.0%	0.5%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-5. The bus gets me to my destination in a reasonable amount of time</u>									
Strongly agree	34.6%	40.5%	43.2%	40.3%	42.4%	48.1%	45.0%	12.5%	40.3%
Agree	42.3%	41.9%	31.1%	38.8%	37.9%	48.1%	30.0%	37.5%	38.6%
Neutral	21.8%	16.2%	20.3%	14.9%	13.6%	3.7%	20.0%	12.5%	16.7%
Disagree	1.3%	1.4%	5.4%	6.0%	4.5%	0.0%	5.0%	25.0%	3.9%
Strongly disagree	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	12.5%	0.5%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-6. I understand STA's system maps & schedules, & I am confident navigating the system</u>									
Strongly agree	47.4%	45.9%	50.7%	56.1%	50.0%	42.3%	35.0%	25.0%	48.2%
Agree	33.3%	39.2%	29.3%	33.3%	27.3%	50.0%	45.0%	37.5%	34.4%
Neutral	15.4%	12.2%	18.7%	7.6%	15.2%	7.7%	10.0%	25.0%	13.6%
Disagree	3.8%	1.4%	1.3%	3.0%	6.1%	0.0%	0.0%	12.5%	2.9%
Strongly disagree	0.0%	1.4%	0.0%	0.0%	1.5%	0.0%	10.0%	0.0%	1.0%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-7. It is easy to find out if the buses are running on schedule</u>									
Strongly agree	30.7%	41.3%	45.9%	49.3%	48.5%	46.2%	36.8%	12.5%	42.2%
Agree	38.7%	38.7%	35.1%	29.9%	28.8%	50.0%	57.9%	37.5%	36.6%
Neutral	21.3%	14.7%	14.9%	13.4%	18.2%	3.8%	5.3%	37.5%	15.6%
Disagree	9.3%	4.0%	4.1%	7.5%	3.0%	0.0%	0.0%	12.5%	5.1%
Strongly disagree	0.0%	1.3%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.5%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-8. It is easy to get information about STA's services & route schedules</u>									
Strongly agree	39.2%	41.9%	51.4%	56.1%	53.8%	53.8%	36.8%	12.5%	47.3%
Agree	41.9%	40.5%	33.3%	31.8%	29.2%	30.8%	52.6%	37.5%	36.1%
Neutral	14.9%	16.2%	11.1%	9.1%	12.3%	15.4%	5.3%	37.5%	13.1%
Disagree	4.1%	0.0%	4.2%	3.0%	1.5%	0.0%	0.0%	12.5%	2.5%
Strongly disagree	0.0%	1.4%	0.0%	0.0%	3.1%	0.0%	5.3%	0.0%	1.0%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-9. STA provides adequate updates on detours, service changes, & service improvements</u>									
Strongly agree	36.4%	32.4%	40.0%	43.3%	42.4%	55.6%	35.0%	14.3%	39.2%
Agree	29.9%	37.8%	30.7%	32.8%	27.3%	29.6%	55.0%	28.6%	32.7%
Neutral	29.9%	25.7%	24.0%	17.9%	25.8%	14.8%	5.0%	42.9%	23.5%
Disagree	3.9%	4.1%	4.0%	4.5%	3.0%	0.0%	0.0%	14.3%	3.6%
Strongly disagree	0.0%	0.0%	1.3%	1.5%	1.5%	0.0%	5.0%	0.0%	1.0%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-10. The price of the fares are reasonable</u>									
Strongly agree	42.1%	41.7%	47.3%	49.3%	44.6%	55.6%	47.4%	12.5%	45.1%
Agree	30.3%	37.5%	33.8%	23.9%	33.8%	25.9%	52.6%	37.5%	32.6%
Neutral	25.0%	16.7%	10.8%	16.4%	18.5%	14.8%	0.0%	50.0%	17.2%
Disagree	2.6%	2.8%	4.1%	9.0%	1.5%	3.7%	0.0%	0.0%	3.7%
Strongly disagree	0.0%	1.4%	4.1%	1.5%	1.5%	0.0%	0.0%	0.0%	1.5%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-11. The bus interior is clean</u>									
Strongly agree	24.7%	28.8%	37.0%	43.3%	40.0%	44.4%	35.0%	12.5%	34.6%
Agree	36.4%	34.2%	32.9%	19.4%	38.5%	37.0%	55.0%	50.0%	34.1%
Neutral	26.0%	23.3%	20.5%	19.4%	13.8%	14.8%	5.0%	12.5%	19.5%
Disagree	13.0%	9.6%	9.6%	13.4%	4.6%	3.7%	5.0%	12.5%	9.5%
Strongly disagree	0.0%	4.1%	0.0%	4.5%	3.1%	0.0%	0.0%	12.5%	2.2%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-12. I feel safe & secure waiting for my bus</u>									
Strongly agree	21.8%	28.4%	40.0%	43.3%	40.0%	34.6%	35.0%	14.3%	34.0%
Agree	39.7%	36.5%	34.7%	25.4%	35.4%	38.5%	40.0%	28.6%	35.0%
Neutral	26.9%	27.0%	17.3%	19.4%	16.9%	19.2%	15.0%	14.3%	21.1%
Disagree	10.3%	2.7%	6.7%	9.0%	4.6%	7.7%	5.0%	42.9%	7.3%
Strongly disagree	1.3%	5.4%	1.3%	3.0%	3.1%	0.0%	5.0%	0.0%	2.7%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-13. I feel safe riding the bus</u>									
Strongly agree	28.6%	40.8%	44.0%	48.5%	43.1%	55.6%	35.0%	14.3%	40.9%
Agree	42.9%	35.2%	38.7%	28.8%	35.4%	22.2%	50.0%	28.6%	36.0%
Neutral	23.4%	16.9%	12.0%	15.2%	15.4%	18.5%	5.0%	14.3%	16.2%
Disagree	5.2%	2.8%	4.0%	6.1%	4.6%	3.7%	5.0%	28.6%	4.9%
Strongly disagree	0.0%	4.2%	1.3%	1.5%	1.5%	0.0%	5.0%	14.3%	2.0%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-14. Bus operators operate the vehicle safely</u>									
Strongly agree	50.0%	43.2%	47.3%	56.1%	49.2%	55.6%	50.0%	25.0%	49.0%
Agree	30.3%	41.9%	35.1%	24.2%	32.3%	22.2%	45.0%	50.0%	33.2%
Neutral	15.8%	10.8%	13.5%	15.2%	13.8%	18.5%	5.0%	12.5%	13.7%
Disagree	3.9%	4.1%	4.1%	3.0%	1.5%	3.7%	0.0%	12.5%	3.4%
Strongly disagree	0.0%	0.0%	0.0%	1.5%	3.1%	0.0%	0.0%	0.0%	0.7%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-15. Bus operators are helpful</u>									
Strongly agree	51.9%	50.7%	47.2%	53.7%	41.5%	44.4%	40.0%	14.3%	47.8%
Agree	32.5%	42.5%	37.5%	26.9%	29.2%	25.9%	45.0%	42.9%	34.1%
Neutral	13.0%	4.1%	13.9%	13.4%	26.2%	22.2%	15.0%	42.9%	15.0%
Disagree	1.3%	1.4%	1.4%	4.5%	1.5%	7.4%	0.0%	0.0%	2.2%
Strongly disagree	1.3%	1.4%	0.0%	1.5%	1.5%	0.0%	0.0%	0.0%	1.0%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-16. Bus operators are courteous</u>									
Strongly agree	38.5%	45.2%	46.7%	53.7%	44.6%	40.7%	35.0%	12.5%	44.1%
Agree	39.7%	43.8%	32.0%	25.4%	26.2%	25.9%	50.0%	50.0%	34.4%
Neutral	19.2%	8.2%	20.0%	11.9%	24.6%	29.6%	5.0%	37.5%	17.4%
Disagree	2.6%	1.4%	1.3%	7.5%	3.1%	3.7%	5.0%	0.0%	3.1%
Strongly disagree	0.0%	1.4%	0.0%	1.5%	1.5%	0.0%	5.0%	0.0%	1.0%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-17. Bus operators are knowledgeable about STA system</u>									
Strongly agree	44.6%	44.6%	48.6%	52.2%	40.0%	38.5%	47.4%	14.3%	45.1%
Agree	28.4%	47.3%	32.4%	25.4%	35.4%	38.5%	47.4%	42.9%	35.0%
Neutral	25.7%	6.8%	14.9%	19.4%	20.0%	11.5%	5.3%	28.6%	16.5%
Disagree	1.4%	1.4%	4.1%	3.0%	3.1%	11.5%	0.0%	0.0%	3.0%
Strongly disagree	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	14.3%	0.5%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-18. I view STA employees favorably</u>									
Strongly agree	39.7%	45.2%	46.7%	53.7%	43.1%	44.4%	35.0%	28.6%	44.7%
Agree	41.0%	42.5%	33.3%	26.9%	35.4%	40.7%	50.0%	14.3%	36.7%
Neutral	16.7%	9.6%	18.7%	14.9%	15.4%	11.1%	15.0%	42.9%	15.3%
Disagree	2.6%	1.4%	1.3%	4.5%	4.6%	3.7%	0.0%	0.0%	2.7%
Strongly disagree	0.0%	1.4%	0.0%	0.0%	1.5%	0.0%	0.0%	14.3%	0.7%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-19. Driver's announcement of stops is clear & timely</u>									
Strongly agree	37.7%	33.3%	41.3%	44.8%	43.1%	40.7%	40.0%	12.5%	39.4%
Agree	23.4%	36.1%	37.3%	26.9%	29.2%	37.0%	40.0%	37.5%	31.6%
Neutral	32.5%	20.8%	17.3%	17.9%	26.2%	18.5%	10.0%	25.0%	22.1%
Disagree	5.2%	9.7%	2.7%	10.4%	0.0%	3.7%	0.0%	25.0%	5.6%
Strongly disagree	1.3%	0.0%	1.3%	0.0%	1.5%	0.0%	10.0%	0.0%	1.2%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-20. Making a transfer from one bus to another is convenient</u>									
Strongly agree	33.3%	34.2%	33.3%	40.3%	46.2%	37.0%	35.0%	14.3%	36.7%
Agree	38.5%	46.6%	40.0%	31.3%	30.8%	37.0%	50.0%	28.6%	38.1%
Neutral	21.8%	11.0%	21.3%	19.4%	20.0%	25.9%	10.0%	42.9%	19.2%
Disagree	5.1%	8.2%	5.3%	9.0%	0.0%	0.0%	5.0%	14.3%	5.3%
Strongly disagree	1.3%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.7%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-21. There is freedom from obnoxious behavior of other riders</u>									
Strongly agree	23.4%	32.4%	28.4%	34.3%	35.4%	30.8%	26.3%	0.0%	29.8%
Agree	29.9%	36.5%	32.4%	25.4%	26.2%	30.8%	42.1%	37.5%	31.0%
Neutral	32.5%	18.9%	24.3%	23.9%	24.6%	26.9%	10.5%	12.5%	24.1%
Disagree	11.7%	10.8%	10.8%	7.5%	9.2%	7.7%	15.8%	37.5%	10.7%
Strongly disagree	2.6%	1.4%	4.1%	9.0%	4.6%	3.8%	5.3%	12.5%	4.4%

Q19. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q19-22. Overall physical condition of buses is satisfactory</u>									
Strongly agree	39.7%	43.2%	45.3%	51.5%	47.7%	37.0%	55.0%	25.0%	44.8%
Agree	37.2%	47.3%	41.3%	22.7%	36.9%	48.1%	30.0%	25.0%	37.5%
Neutral	21.8%	8.1%	10.7%	18.2%	12.3%	14.8%	5.0%	12.5%	13.8%
Disagree	0.0%	1.4%	2.7%	6.1%	1.5%	0.0%	10.0%	37.5%	3.1%
Strongly disagree	1.3%	0.0%	0.0%	1.5%	1.5%	0.0%	0.0%	0.0%	0.7%

Q20. How do you rate these elements of STA's customer service? (without "don't know")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q20-1. Customer service call center</u>									
Excellent	29.1%	51.1%	47.1%	50.0%	59.6%	55.0%	38.9%	33.3%	46.6%
Good	45.5%	42.2%	41.2%	35.4%	31.9%	40.0%	61.1%	50.0%	41.0%
Fair	23.6%	4.4%	9.8%	14.6%	6.4%	5.0%	0.0%	0.0%	10.7%
Poor	1.8%	2.2%	2.0%	0.0%	2.1%	0.0%	0.0%	16.7%	1.7%

Q20. How do you rate these elements of STA's customer service? (without "don't know")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q20-2. Customer service counter</u>									
Excellent	36.4%	46.0%	58.6%	52.8%	63.2%	69.6%	57.1%	42.9%	53.1%
Good	40.0%	40.0%	36.2%	34.0%	26.3%	30.4%	42.9%	42.9%	35.5%
Fair	21.8%	12.0%	5.2%	13.2%	8.8%	0.0%	0.0%	0.0%	10.2%
Poor	1.8%	2.0%	0.0%	0.0%	1.8%	0.0%	0.0%	14.3%	1.2%

Q20. How do you rate these elements of STA's customer service? (without "don't know")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q20-3. Administrative employees</u>									
Excellent	47.3%	55.3%	50.9%	53.3%	55.6%	55.6%	42.1%	33.3%	51.4%
Good	30.9%	36.2%	40.0%	31.1%	35.6%	38.9%	52.6%	50.0%	36.6%
Fair	21.8%	6.4%	7.3%	13.3%	4.4%	5.6%	5.3%	16.7%	10.3%
Poor	0.0%	2.1%	1.8%	2.2%	4.4%	0.0%	0.0%	0.0%	1.7%

Q20. How do you rate these elements of STA's customer service? (without "don't know")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q20-4. Coach operator/supervisors</u>									
Excellent	43.3%	47.4%	59.4%	60.3%	54.2%	50.0%	47.6%	28.6%	52.0%
Good	40.0%	42.1%	28.1%	25.9%	30.5%	41.7%	47.6%	42.9%	34.9%
Fair	16.7%	7.0%	10.9%	10.3%	10.2%	8.3%	4.8%	14.3%	10.6%
Poor	0.0%	3.5%	1.6%	3.4%	5.1%	0.0%	0.0%	14.3%	2.6%

Q20. How do you rate these elements of STA's customer service? (without "don't know")

N=426	Q23. Your age								Total
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	Prefer not to say	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%	100.0%
<u>Q20-5. Transit officers/security</u>									
Excellent	45.3%	50.9%	51.6%	50.0%	50.0%	56.5%	38.1%	28.6%	48.9%
Good	31.3%	33.3%	29.7%	32.1%	22.4%	26.1%	42.9%	42.9%	30.6%
Fair	17.2%	10.5%	7.8%	12.5%	24.1%	17.4%	4.8%	14.3%	14.0%
Poor	6.3%	5.3%	10.9%	5.4%	3.4%	0.0%	14.3%	14.3%	6.6%

Q21. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age							Prefer not to say
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%
<u>Q21-1. STA system provides value to the community</u>								
Strongly agree	59.4%	61.9%	68.2%	68.4%	70.2%	63.6%	66.7%	62.5%
Agree	29.0%	23.8%	27.3%	22.8%	22.8%	36.4%	27.8%	12.5%
Neutral	10.1%	14.3%	4.5%	5.3%	3.5%	0.0%	0.0%	25.0%
Disagree	1.4%	0.0%	0.0%	0.0%	1.8%	0.0%	5.6%	0.0%
Strongly disagree	0.0%	0.0%	0.0%	3.5%	1.8%	0.0%	0.0%	0.0%

Q21. Please rate your agreement with the following statements. (without "not provided")

N=426	Q23. Your age							Prefer not to say
	18 & under	19 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older	
Total	18.3%	17.8%	18.1%	15.7%	15.7%	6.3%	4.9%	3.1%
<u>Q21-2. STA manages their financial resources appropriately</u>								
Strongly agree	33.8%	33.3%	37.9%	43.9%	41.1%	40.9%	35.3%	12.5%
Agree	35.4%	29.8%	24.2%	21.1%	19.6%	40.9%	23.5%	25.0%
Neutral	26.2%	31.6%	31.8%	24.6%	37.5%	18.2%	35.3%	37.5%
Disagree	4.6%	3.5%	4.5%	5.3%	0.0%	0.0%	0.0%	12.5%
Strongly disagree	0.0%	1.8%	1.5%	5.3%	1.8%	0.0%	5.9%	12.5%

5

Tabular Data

Q1. How satisfied are you with overall Spokane Transit bus service?

Q1. How satisfied are you with overall Spokane Transit bus service	Number	Percent
Very satisfied	175	41.1 %
Satisfied	186	43.7 %
Neutral	52	12.2 %
Dissatisfied	4	0.9 %
Very dissatisfied	2	0.5 %
Not provided	7	1.6 %
Total	426	100.0 %

WITHOUT NOT PROVIDED

Q1. How satisfied are you with overall Spokane Transit bus service? (without "not provided")

Q1. How satisfied are you with overall Spokane Transit bus service	Number	Percent
Very satisfied	175	41.8 %
Satisfied	186	44.4 %
Neutral	52	12.4 %
Dissatisfied	4	1.0 %
Very dissatisfied	2	0.5 %
Total	419	100.0 %

Q2. How likely would you be to recommend STA bus service to a friend, colleague, or family member?

(N=426)

	Very likely	9	8	7	6	5	4	3	Not at all likely	Not provided
Q2. How likely would you be to recommend STA bus service to a friend, colleague, or family member	41.8%	11.0%	15.7%	7.5%	5.9%	4.5%	0.9%	1.2%	0.5%	11.0%

WITHOUT NOT PROVIDED

Q2. How likely would you be to recommend STA bus service to a friend, colleague, or family member? (without "not provided")

(N=426)

	Very likely	9	8	7	6	5	4	3	Not at all likely
Q2. How likely would you be to recommend STA bus service to a friend, colleague, or family member	47.0%	12.4%	17.7%	8.4%	6.6%	5.0%	1.1%	1.3%	0.5%

Q3. What is your home zip code?

<u>Q3. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
99207	48	11.8 %
99201	47	11.5 %
99208	39	9.6 %
99202	37	9.1 %
99205	37	9.1 %
99206	22	5.4 %
99216	21	5.1 %
99004	18	4.4 %
99212	17	4.2 %
99223	14	3.4 %
99224	12	2.9 %
99204	12	2.9 %
99217	11	2.7 %
99218	10	2.5 %
99203	7	1.7 %
99001	7	1.7 %
99210	5	1.2 %
99022	5	1.2 %
99037	4	1.0 %
99005	3	0.7 %
99106	3	0.7 %
99273	2	0.5 %
99209	2	0.5 %
99013	2	0.5 %
99006	2	0.5 %
97223	1	0.2 %
99708	1	0.2 %
94114	1	0.2 %
90224	1	0.2 %
99260	1	0.2 %
99016	1	0.2 %
99114	1	0.2 %
99027	1	0.2 %
98004	1	0.2 %
99101	1	0.2 %
99021	1	0.2 %
99701	1	0.2 %
99837	1	0.2 %
99502	1	0.2 %
99263	1	0.2 %
73170	1	0.2 %
98661	1	0.2 %
99002	1	0.2 %
99014	1	0.2 %
99017	1	0.2 %
85383	1	0.2 %
Total	408	100.0 %

Q4. If you walked to a bus stop to board this bus, how long did it take?

Q4. How long did it take if you walked to a bus stop to board this bus

	Number	Percent
1-5 minutes	203	47.7 %
6-10 minutes	142	33.3 %
11-15 minutes	48	11.3 %
15+ minutes	28	6.6 %
Not provided	5	1.2 %
Total	426	100.0 %

WITHOUT NOT PROVIDED

Q4. If you walked to a bus stop to board this bus, how long did it take? (without "not provided")

Q4. How long did it take if you walked to a bus stop to board this bus

	Number	Percent
1-5 minutes	203	48.2 %
6-10 minutes	142	33.7 %
11-15 minutes	48	11.4 %
15+ minutes	28	6.7 %
Total	421	100.0 %

Q5. How many minutes did you wait for the bus once you arrived at the stop?

Q5. How many minutes did you wait for the bus once you arrived at the stop

	Number	Percent
Less than 5	182	42.7 %
6-10	128	30.0 %
11-15	47	11.0 %
16-20	23	5.4 %
21-25	6	1.4 %
26-30	11	2.6 %
31+	9	2.1 %
Not provided	20	4.7 %
Total	426	100.0 %

WITHOUT NOT PROVIDED

Q5. How many minutes did you wait for the bus once you arrived at the stop? (without "not provided")

Q5. How many minutes did you wait for the bus once you arrived at the stop

	Number	Percent
Less than 5	182	44.8 %
6-10	128	31.5 %
11-15	47	11.6 %
16-20	23	5.7 %
21-25	6	1.5 %
26-30	11	2.7 %
31+	9	2.2 %
Total	406	100.0 %

Q6. How many minutes do you expect your entire trip to take, including walking, waiting, and transferring?

Q6. How many minutes do you expect your entire trip to take, including walking, waiting, & transferring	Number	Percent
Less than 10	39	9.2 %
11-20	77	18.1 %
21-30	97	22.8 %
31-40	33	7.7 %
41-50	44	10.3 %
51+	95	22.3 %
Not provided	41	9.6 %
Total	426	100.0 %

WITHOUT NOT PROVIDED

Q6. How many minutes do you expect your entire trip to take, including walking, waiting, and transferring? (without "not provided")

Q6. How many minutes do you expect your entire trip to take, including walking, waiting, & transferring	Number	Percent
Less than 10	39	10.1 %
11-20	77	20.0 %
21-30	97	25.2 %
31-40	33	8.6 %
41-50	44	11.4 %
51+	95	24.7 %
Total	385	100.0 %

Q7. Which days do you typically ride the bus?

Q7. Which days do you typically ride the bus	Number	Percent
Weekdays	409	96.0 %
Saturdays	236	55.4 %
Sundays	190	44.6 %
Holidays	137	32.2 %
Total	972	

Q8. How long have you been using the STA bus service?

Q8. How long have you been using STA bus service	Number	Percent
Less than 1 year	96	22.5 %
1 to 3 years	111	26.1 %
3 to 8 years	66	15.5 %
8+ years	150	35.2 %
Not provided	3	0.7 %
Total	426	100.0 %

WITHOUT NOT PROVIDED**Q8. How long have you been using the STA bus service? (without "not provided")**

Q8. How long have you been using STA bus service	Number	Percent
Less than 1 year	96	22.7 %
1 to 3 years	111	26.2 %
3 to 8 years	66	15.6 %
8+ years	150	35.5 %
Total	423	100.0 %

Q8a. Compared to your first experiences when you started riding STA, how would you rate the current conditions of the following aspects of the bus experience?

(N=327)

	Much improved	Somewhat improved	Don't know/ unchanged	Somewhat worse	Much worse	Not provided
Q8a-1. Frequency & availability of bus service throughout the day	45.0%	27.8%	16.5%	4.0%	0.9%	5.8%
Q8a-2. Lighting, weather protection, & seating at bus stops	33.6%	30.0%	18.3%	7.0%	4.0%	7.0%
Q8a-3. Feeling safe on buses or at bus stops & transit centers	34.6%	26.3%	23.2%	5.8%	3.1%	7.0%
Q8a-4. Customer information, such as schedules, maps, displays, & digital apps	48.9%	29.4%	13.1%	0.9%	0.6%	7.0%

WITHOUT NOT PROVIDED**Q8a. Compared to your first experiences when you started riding STA, how would you rate the current conditions of the following aspects of the bus experience? (without "not provided")**

(N=327)

	Much improved	Somewhat improved	Don't know/ unchanged	Somewhat worse	Much worse
Q8a-1. Frequency & availability of bus service throughout the day	47.7%	29.5%	17.5%	4.2%	1.0%
Q8a-2. Lighting, weather protection, & seating at bus stops	36.2%	32.2%	19.7%	7.6%	4.3%
Q8a-3. Feeling safe on buses or at bus stops & transit centers	37.2%	28.3%	25.0%	6.3%	3.3%
Q8a-4. Customer information, such as schedules, maps, displays, & digital apps	52.6%	31.6%	14.1%	1.0%	0.7%

Q9. Compared to one year ago, are you riding the bus more, about the same, or less?

Q9. How frequent are you riding the bus now compared to one year ago	Number	Percent
More	141	43.1 %
About the same	164	50.2 %
Less	15	4.6 %
Don't know	7	2.1 %
Total	327	100.0 %

WITHOUT DON'T KNOW

Q9. Compared to one year ago, are you riding the bus more, about the same, or less? (without "don't know")

Q9. How frequent are you riding the bus now compared to one year ago	Number	Percent
More	141	44.1 %
About the same	164	51.3 %
Less	15	4.7 %
Total	320	100.0 %

Q10. How do you typically obtain your bus pass?

Q10. How do you typically obtain your bus pass	Number	Percent
Purchase at customer service at Plaza	126	29.6 %
Purchase pass by mail	8	1.9 %
Purchase on STA website	71	16.7 %
Purchase on bus	72	16.9 %
Purchase from grocery store/gas station	11	2.6 %
Provided by employer	28	6.6 %
Provided by school	103	24.2 %
Provided by community organization	46	10.8 %
Other	60	14.1 %
Total	525	

Q10-9. Other:

<u>Q10-9. Other</u>	<u>Number</u>	<u>Percent</u>
STA Connect app	22	37.3 %
App	4	6.8 %
Under 18	3	5.1 %
I'm 18	2	3.4 %
Online	2	3.4 %
To go to work	1	1.7 %
Doctor/clinic	1	1.7 %
Goodwill	1	1.7 %
17 years old	1	1.7 %
Case worker	1	1.7 %
Payee Services	1	1.7 %
Depend on my husband who is a driver	1	1.7 %
Library	1	1.7 %
VA Agency	1	1.7 %
Mobile app	1	1.7 %
STA Family Pass	1	1.7 %
I collect day passes	1	1.7 %
I'm 18 & ride free	1	1.7 %
Provided by friends	1	1.7 %
Connect Card	1	1.7 %
Student	1	1.7 %
Days	1	1.7 %
Shelter	1	1.7 %
Credit Card	1	1.7 %
Special mobility service	1	1.7 %
Its free under 18	1	1.7 %
Student/school	1	1.7 %
Pay	1	1.7 %
Use sta mobile app	1	1.7 %
Ride free I'm 18	1	1.7 %
Cash	1	1.7 %
Total	59	100.0 %

Q11. If transit had not been available for this trip, would you have:

<u>Q11. What would you have done if transit had not been available for this trip</u>	<u>Number</u>	<u>Percent</u>
Driven my car	48	11.3 %
Walked	134	31.5 %
Taxi/Uber/Lyft/Limebike	59	13.8 %
Paratransit service	4	0.9 %
Ridden in or drove a car owned by someone else	57	13.4 %
Other	11	2.6 %
I wouldn't have made the trip	104	24.4 %
Not provided	9	2.1 %
Total	426	100.0 %

WITHOUT NOT PROVIDED**Q11. If transit had not been available for this trip, would you have: (without "not provided")**

Q11. What would you have done if transit had not been available for this trip	Number	Percent
Driven my car	48	11.5 %
Walked	134	32.1 %
Taxi/Uber/Lyft/Limebike	59	14.1 %
Paratransit service	4	1.0 %
Ridden in or drove a car owned by someone else	57	13.7 %
Other	11	2.6 %
I wouldn't have made the trip	104	24.9 %
Total	417	100.0 %

Q11-6. Other:

Q11-6. Other	Number	Percent
Ride bike	2	18.2 %
My mother	1	9.1 %
Uber	1	9.1 %
Ride w/my parents	1	9.1 %
Wait for another bus	1	9.1 %
Parents	1	9.1 %
Walk	1	9.1 %
Ride the bus	1	9.1 %
Walk/bike	1	9.1 %
eTrike	1	9.1 %
Total	11	100.0 %

Q12. What are your main reasons for choosing to ride the bus?

Q12. Your main reasons for choosing to ride the bus	Number	Percent
Don't have a car	285	66.9 %
My car was unavailable	41	9.6 %
I do not have a driver's license	157	36.9 %
Bus meets my needs	161	37.8 %
Avoid traffic	51	12.0 %
Avoid parking	65	15.3 %
Bus is most convenient option	143	33.6 %
It's good for the environment	87	20.4 %
Other	21	4.9 %
Total	1011	

Q12-9. Other:

<u>Q12-9. Other</u>	<u>Number</u>	<u>Percent</u>
Disabled	2	10.5 %
Cheap	1	5.3 %
Cheaper than driving	1	5.3 %
Best price compared to Uber	1	5.3 %
Disability	1	5.3 %
Value	1	5.3 %
Can carry my bike	1	5.3 %
Forced	1	5.3 %
Uber	1	5.3 %
Cost effective	1	5.3 %
Less expensive	1	5.3 %
All around	1	5.3 %
DRS app	1	5.3 %
Save my mom money	1	5.3 %
Gas	1	5.3 %
Live in Cheney	1	5.3 %
My mom doesn't want me driving	1	5.3 %
<u>Saving gas</u>	1	5.3 %
Total	19	100.0 %

Q13. To get around the Spokane area, which of the following best describes how much you currently rely on the bus service?

Q13. How much do you currently rely on the bus service to get around Spokane area

	<u>Number</u>	<u>Percent</u>
Completely (my only form of transportation)	205	48.1 %
Mostly (provides more than half of my transportation)	160	37.6 %
Somewhat (less than half of my transportation)	42	9.9 %
I rarely ride the bus	14	3.3 %
<u>Not provided</u>	5	1.2 %
Total	426	100.0 %

WITHOUT NOT PROVIDED

Q13. To get around the Spokane area, which of the following best describes how much you currently rely on the bus service? (without "not provided")

Q13. How much do you currently rely on the bus service to get around Spokane area

	<u>Number</u>	<u>Percent</u>
Completely (my only form of transportation)	205	48.7 %
Mostly (provides more than half of my transportation)	160	38.0 %
Somewhat (less than half of my transportation)	42	10.0 %
I rarely ride the bus	14	3.3 %
Total	421	100.0 %

Q14. How do you get information about STA services?

<u>Q14. How do you get information about STA services</u>	<u>Number</u>	<u>Percent</u>
Smartphone/tablet	319	74.9 %
Other phone	33	7.7 %
Computer	39	9.2 %
Customer service at Plaza	91	21.4 %
Coach operator (bus driver)	36	8.5 %
Paper schedules	67	15.7 %
328-RIDE	35	8.2 %
Other	11	2.6 %
Total	631	

Q14-8. Other:

<u>Q14-8. Other</u>	<u>Number</u>	<u>Percent</u>
Friends	2	18.2 %
Other half/Tino	1	9.1 %
App	1	9.1 %
Email	1	9.1 %
People	1	9.1 %
Husband/operator	1	9.1 %
Same schedule everyday	1	9.1 %
My phone	1	9.1 %
Bus stop	1	9.1 %
Transit app	1	9.1 %
Total	11	100.0 %

Q15. How many licensed, working cars are at your household?

<u>Q15. How many licensed & working cars are at your household</u>	<u>Number</u>	<u>Percent</u>
One	111	26.1 %
Two	57	13.4 %
Three	26	6.1 %
Four or more	18	4.2 %
Zero	199	46.7 %
Not provided	15	3.5 %
Total	426	100.0 %

WITHOUT NOT PROVIDED

Q15. How many licensed, working cars are at your household? (without "not provided")

<u>Q15. How many licensed & working cars are at your household</u>	<u>Number</u>	<u>Percent</u>
One	111	27.0 %
Two	57	13.9 %
Three	26	6.3 %
Four or more	18	4.4 %
Zero	199	48.4 %
Total	411	100.0 %

Q16. Could you have used one of these for this trip?

Q16. Could you have used one of these cars for this trip	Number	Percent
Yes	81	38.2 %
No	125	59.0 %
Not provided	6	2.8 %
Total	212	100.0 %

WITHOUT NOT PROVIDED

Q16. Could you have used one of these for this trip? (without "not provided")

Q16. Could you have used one of these cars for this trip	Number	Percent
Yes	81	39.3 %
No	125	60.7 %
Total	206	100.0 %

Q17. If you have a smartphone/tablet, how big is your data plan?

Q17. How big is your data plan if you have a smartphone/tablet	Number	Percent
Small/medium	81	19.0 %
Large/unlimited	248	58.2 %
I have a smartphone/tablet, but I do not have a data plan	30	7.0 %
I do not have a smartphone/tablet	28	6.6 %
Not provided	39	9.2 %
Total	426	100.0 %

WITHOUT NOT PROVIDED

Q17. If you have a smartphone/tablet, how big is your data plan? (without "not provided")

Q17. How big is your data plan if you have a smartphone/tablet	Number	Percent
Small/medium	81	20.9 %
Large/unlimited	248	64.1 %
I have a smartphone/tablet, but I do not have a data plan	30	7.8 %
I do not have a smartphone/tablet	28	7.2 %
Total	387	100.0 %

Q18. Do you currently have a valid driver's license?

Q18. Do you currently have a valid driver's license	Number	Percent
Yes	269	63.1 %
No	157	36.9 %
Total	426	100.0 %

Q19. Please rate your agreement with the following statements.

(N=426)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not provided
Q19-1. The bus usually runs on time	29.6%	40.1%	20.4%	6.8%	1.4%	1.6%
Q19-2. The bus routes are conveniently located for me	43.2%	36.9%	13.1%	3.5%	1.2%	2.1%
Q19-3. The buses operate on the days & at the times that I need them	36.6%	35.9%	16.4%	5.9%	1.9%	3.3%
Q19-4. The frequency of service (how often the buses come) is satisfactory	34.7%	35.4%	19.0%	6.1%	0.5%	4.2%
Q19-5. The bus gets me to my destination in a reasonable amount of time	39.2%	37.6%	16.2%	3.8%	0.5%	2.8%
Q19-6. I understand STA's system maps & schedules, & I am confident navigating the system	46.7%	33.3%	13.1%	2.8%	0.9%	3.1%
Q19-7. It is easy to find out if the buses are running on schedule	40.6%	35.2%	15.0%	4.9%	0.5%	3.8%
Q19-8. It is easy to get information about STA's services & route schedules	44.8%	34.3%	12.4%	2.3%	0.9%	5.2%
Q19-9. STA provides adequate updates on detours, service changes, & service improvements	38.0%	31.7%	22.8%	3.5%	0.9%	3.1%
Q19-10. The price of the fares are reasonable	43.2%	31.2%	16.4%	3.5%	1.4%	4.2%
Q19-11. The bus interior is clean	33.3%	32.9%	18.8%	9.2%	2.1%	3.8%
Q19-12. I feel safe & secure waiting for my bus	32.9%	33.8%	20.4%	7.0%	2.6%	3.3%
Q19-13. I feel safe riding the bus	39.2%	34.5%	15.5%	4.7%	1.9%	4.2%
Q19-14. Bus operators operate the vehicle safely	47.2%	31.9%	13.1%	3.3%	0.7%	3.8%
Q19-15. Bus operators are helpful	45.8%	32.6%	14.3%	2.1%	0.9%	4.2%

Q19. Please rate your agreement with the following statements.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not provided
Q19-16. Bus operators are courteous	42.7%	33.3%	16.9%	3.1%	0.9%	3.1%
Q19-17. Bus operators are knowledgeable about STA system	43.0%	33.3%	15.7%	2.8%	0.5%	4.7%
Q19-18. I view STA employees favorably	43.2%	35.4%	14.8%	2.6%	0.7%	3.3%
Q19-19. Driver's announcement of stops is clear & timely	38.0%	30.5%	21.4%	5.4%	1.2%	3.5%
Q19-20. Making a transfer from one bus to another is convenient	35.4%	36.9%	18.5%	5.2%	0.7%	3.3%
Q19-21. There is freedom from obnoxious behavior of other riders	28.6%	29.8%	23.2%	10.3%	4.2%	3.8%
Q19-22. Overall physical condition of buses is satisfactory	43.4%	36.4%	13.4%	3.1%	0.7%	3.1%

WITHOUT NOT PROVIDED**Q19. Please rate your agreement with the following statements. (without "not provided")**

(N=426)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q19-1. The bus usually runs on time	30.1%	40.8%	20.8%	6.9%	1.4%
Q19-2. The bus routes are conveniently located for me	44.1%	37.6%	13.4%	3.6%	1.2%
Q19-3. The buses operate on the days & at the times that I need them	37.9%	37.1%	17.0%	6.1%	1.9%
Q19-4. The frequency of service (how often the buses come) is satisfactory	36.3%	37.0%	19.9%	6.4%	0.5%
Q19-5. The bus gets me to my destination in a reasonable amount of time	40.3%	38.6%	16.7%	3.9%	0.5%
Q19-6. I understand STA's system maps & schedules, & I am confident navigating the system	48.2%	34.4%	13.6%	2.9%	1.0%
Q19-7. It is easy to find out if the buses are running on schedule	42.2%	36.6%	15.6%	5.1%	0.5%
Q19-8. It is easy to get information about STA's services & route schedules	47.3%	36.1%	13.1%	2.5%	1.0%
Q19-9. STA provides adequate updates on detours, service changes, & service improvements	39.2%	32.7%	23.5%	3.6%	1.0%
Q19-10. The price of the fares are reasonable	45.1%	32.6%	17.2%	3.7%	1.5%
Q19-11. The bus interior is clean	34.6%	34.1%	19.5%	9.5%	2.2%
Q19-12. I feel safe & secure waiting for my bus	34.0%	35.0%	21.1%	7.3%	2.7%
Q19-13. I feel safe riding the bus	40.9%	36.0%	16.2%	4.9%	2.0%

WITHOUT NOT PROVIDED**Q19. Please rate your agreement with the following statements. (without "not provided")**

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q19-14. Bus operators operate the vehicle safely	49.0%	33.2%	13.7%	3.4%	0.7%
Q19-15. Bus operators are helpful	47.8%	34.1%	15.0%	2.2%	1.0%
Q19-16. Bus operators are courteous	44.1%	34.4%	17.4%	3.1%	1.0%
Q19-17. Bus operators are knowledgeable about STA system	45.1%	35.0%	16.5%	3.0%	0.5%
Q19-18. I view STA employees favorably	44.7%	36.7%	15.3%	2.7%	0.7%
Q19-19. Driver's announcement of stops is clear & timely	39.4%	31.6%	22.1%	5.6%	1.2%
Q19-20. Making a transfer from one bus to another is convenient	36.7%	38.1%	19.2%	5.3%	0.7%
Q19-21. There is freedom from obnoxious behavior of other riders	29.8%	31.0%	24.1%	10.7%	4.4%
Q19-22. Overall physical condition of buses is satisfactory	44.8%	37.5%	13.8%	3.1%	0.7%

Q20. How do you rate these elements of STA's customer service?

(N=426)

	Excellent	Good	Fair	Poor	Don't know
Q20-1. Customer service call center	31.7%	27.9%	7.3%	1.2%	31.9%
Q20-2. Customer service counter	40.4%	27.0%	7.7%	0.9%	23.9%
Q20-3. Administrative employees	35.0%	24.9%	7.0%	1.2%	31.9%
Q20-4. Coach operator/supervisors	42.7%	28.6%	8.7%	2.1%	17.8%
Q20-5. Transit officers/security	40.1%	25.1%	11.5%	5.4%	17.8%

WITHOUT DON'T KNOW

Q20. How do you rate these elements of STA's customer service? (without "don't know")

(N=426)

	Excellent	Good	Fair	Poor
Q20-1. Customer service call center	46.6%	41.0%	10.7%	1.7%
Q20-2. Customer service counter	53.1%	35.5%	10.2%	1.2%
Q20-3. Administrative employees	51.4%	36.6%	10.3%	1.7%
Q20-4. Coach operator/supervisors	52.0%	34.9%	10.6%	2.6%
Q20-5. Transit officers/security	48.9%	30.6%	14.0%	6.6%

Q21. Please rate your agreement with the following statements.

(N=426)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not provided
Q21-1. STA system provides value to the community	55.2%	21.8%	6.1%	0.7%	0.7%	15.5%
Q21-2. STA manages their financial resources appropriately	30.5%	22.1%	24.4%	2.8%	1.9%	18.3%

WITHOUT NOT PROVIDED**Q21. Please rate your agreement with the following statements. (without "not provided")**

(N=426)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q21-1. STA system provides value to the community	65.3%	25.8%	7.2%	0.8%	0.8%
Q21-2. STA manages their financial resources appropriately	37.4%	27.0%	29.9%	3.4%	2.3%

Q22. What is your gender?

Q22. Your gender	Number	Percent
Male	195	45.8 %
Female	190	44.6 %
Non-binary	22	5.2 %
Prefer not to say	19	4.5 %
Total	426	100.0 %

WITHOUT PREFER NOT TO SAY**Q22. What is your gender? (without "prefer not to say")**

Q22. Your gender	Number	Percent
Male	195	47.9 %
Female	190	46.7 %
Non-binary	22	5.4 %
Total	407	100.0 %

Q23. What is your age?

Q23. Your age	Number	Percent
18 & under	78	18.3 %
19 to 24	76	17.8 %
25 to 34	77	18.1 %
35 to 44	67	15.7 %
45 to 54	67	15.7 %
55 to 64	27	6.3 %
65 or older	21	4.9 %
Prefer not to say	13	3.1 %
Total	426	100.0 %

WITHOUT PREFER NOT TO SAY**Q23. What is your age? (without "prefer not to say")**

<u>Q23. Your age</u>	<u>Number</u>	<u>Percent</u>
18 & under	78	18.9 %
19 to 24	76	18.4 %
25 to 34	77	18.6 %
35 to 44	67	16.2 %
45 to 54	67	16.2 %
55 to 64	27	6.5 %
65 or older	21	5.1 %
Total	413	100.0 %

Q24. Are you currently a student?

<u>Q24. Are you currently a student</u>	<u>Number</u>	<u>Percent</u>
Full time	90	21.1 %
Part time	38	8.9 %
No	260	61.0 %
Not provided	38	8.9 %
Total	426	100.0 %

WITHOUT NOT PROVIDED**Q24. Are you currently a student? (without "not provided")**

<u>Q24. Are you currently a student</u>	<u>Number</u>	<u>Percent</u>
Full time	90	23.2 %
Part time	38	9.8 %
No	260	67.0 %
Total	388	100.0 %

Q25. Which of the following best describes your race/ethnicity?

<u>Q25. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	18	4.2 %
Black or African American	42	9.9 %
American Indian or Alaska Native	30	7.0 %
White	310	72.8 %
Native Hawaiian or other Pacific Islander	10	2.3 %
Hispanic, Spanish, or Latino/a/x	37	8.7 %
Prefer not to say	26	6.1 %
Other	7	1.6 %
Total	480	

WITHOUT PREFER NOT TO SAY**Q25. Which of the following best describes your race/ethnicity? (without "prefer not to say")**

Q25. Your race/ethnicity	Number	Percent
White	310	77.5 %
Black or African American	42	10.5 %
Hispanic, Spanish, or Latino/a/x	37	9.3 %
American Indian or Alaska Native	30	7.5 %
Asian or Asian Indian	18	4.5 %
Native Hawaiian or other Pacific Islander	10	2.5 %
Other	7	1.8 %
Total	454	

Q25-9. Self-describe your race/ethnicity:

Q25-9. Self-describe your race/ethnicity	Number	Percent
Native American	1	20.0 %
White with ethnic varience	1	20.0 %
Mixed	1	20.0 %
Irish	1	20.0 %
European	1	20.0 %
Total	5	100.0 %

Q26. Including yourself, how many people currently live in your household?

Q26. How many people currently live in your household	Number	Percent
1	100	23.5 %
2	85	20.0 %
3	66	15.5 %
4	44	10.3 %
5	28	6.6 %
6+	47	11.0 %
Not provided	56	13.1 %
Total	426	100.0 %

WITHOUT NOT PROVIDED**Q26. Including yourself, how many people currently live in your household? (without "not provided")**

Q26. How many people currently live in your household	Number	Percent
1	100	27.0 %
2	85	23.0 %
3	66	17.8 %
4	44	11.9 %
5	28	7.6 %
6+	47	12.7 %
Total	370	100.0 %

Q27. What is your current employment status?

<u>Q27. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full time	129	30.3 %
Employed part time	77	18.1 %
Not currently employed & not seeking employment	79	18.5 %
Not currently employed & seeking employment	86	20.2 %
Homemaker/caregiver	7	1.6 %
Retired	38	8.9 %
Not provided	10	2.3 %
Total	426	100.0 %

WITHOUT NOT PROVIDED

Q27. What is your current employment status? (without "not provided")

<u>Q27. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full time	129	31.0 %
Employed part time	77	18.5 %
Not currently employed & not seeking employment	79	19.0 %
Not currently employed & seeking employment	86	20.7 %
Homemaker/caregiver	7	1.7 %
Retired	38	9.1 %
Total	416	100.0 %

Q28. What is the primary language spoken in your home?

<u>Q28. Primary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	399	93.7 %
Spanish	8	1.9 %
Vietnamese	1	0.2 %
Other	6	1.4 %
Not provided	12	2.8 %
Total	426	100.0 %

WITHOUT NOT PROVIDED

Q28. What is the primary language spoken in your home? (without "not provided")

<u>Q28. Primary language spoken in your home</u>	<u>Number</u>	<u>Percent</u>
English	399	96.4 %
Spanish	8	1.9 %
Vietnamese	1	0.2 %
Other	6	1.4 %
Total	414	100.0 %

Q28-5. Other:

<u>Q28-5. Other</u>	<u>Number</u>	<u>Percent</u>
Marshallese	1	16.7 %
Arabic	1	16.7 %
Yapese	1	16.7 %
Kingyarwanda	1	16.7 %
Amharic	1	16.7 %
Tagalog	1	16.7 %
Total	6	100.0 %

Q29. What category best describes your total annual household income?

<u>Q29. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$10K	106	24.9 %
\$10K-\$19,999	50	11.7 %
\$20K-\$29,999	28	6.6 %
\$30K-\$39,999	33	7.7 %
\$40K-\$49,999	28	6.6 %
\$50K-\$74,999	26	6.1 %
\$75K-\$99,999	7	1.6 %
\$100K+	12	2.8 %
Don't know	46	10.8 %
Prefer not to say	90	21.1 %
Total	426	100.0 %

WITHOUT DON'T KNOW/PREFER NOT TO SAY

Q29. What category best describes your total annual household income? (without "don't know/prefer not to say")

<u>Q29. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$10K	106	36.6 %
\$10K-\$19,999	50	17.2 %
\$20K-\$29,999	28	9.7 %
\$30K-\$39,999	33	11.4 %
\$40K-\$49,999	28	9.7 %
\$50K-\$74,999	26	9.0 %
\$75K-\$99,999	7	2.4 %
\$100K+	12	4.1 %
Total	290	100.0 %

6 Survey Instrument

STA CUSTOMER SATISFACTION SURVEY

Chance to win \$200!

As a thank you for **fully completing** this survey, your name can be entered into a drawing for a chance to win one (1) of two \$200 Visa gift cards.

SUPERVISOR ONLY

Surveyor ID: _____ Date: _____ (mm/dd/yy)

Route: _____

Survey Start Time: 6-9a 9a-1p 1-4p 4-7p After 7p

Day of the Week: M T W TH F Sa Su

- How satisfied are you overall with the Spokane Transit bus service?
 (5) Very satisfied (4) Satisfied (3) Neutral (2) Dissatisfied (1) Very dissatisfied
- How likely would you be to recommend STA bus service to a friend, colleague, or family member? *[Please circle your answer with 10 being "Very Likely" and 0 being "Not at All Likely."]*

Very Likely	10	9	8	7	6	5	4	3	2	1	Not at All Likely	0
-------------	----	---	---	---	---	---	---	---	---	---	-------------------	---

- What is your home zip code? _____
- If you walked to a bus stop to board this bus, how long did it take?
 (1) 1-5 minutes (2) 6-10 minutes (3) 11-15 minutes (4) More than 15 minutes
- How many minutes did you wait for the bus once you arrived at the stop? _____ minutes
- How many minutes do you expect your entire trip to take, including walking, waiting, and transferring? _____ minutes
- Which days do you typically ride the bus? *[Select all that apply.]*
 (1) Weekdays (2) Saturdays (3) Sundays (4) Holidays
- How long have you been using the STA bus service?
 (1) Less than 1 year *[Skip to Q10.]* (2) 1 to 3 years (3) 3 to 8 years (4) More than 8 years
- 8a. Compared to your first experiences when you started riding STA, how would you rate the current conditions of the following aspects of the bus experience?

8a. Please indicate to the right how each aspect has changed since you started riding.	Much Improved	Somewhat Improved	Don't know / Unchanged	Somewhat Worse	Much Worse
01. Frequency & availability of bus service throughout the day	5	4	3	2	1
02. Lighting, weather protection, and seating at bus stops	5	4	3	2	1
03. Feeling safe on buses or at bus stops and transit centers	5	4	3	2	1
04. Customer information, such as schedules, maps, displays, and digital apps	5	4	3	2	1

- Compared to one year ago, are you riding the bus more, about the same, or less?
 (1) More (2) About the same *[Skip to Q10.]* (3) Less (9) Don't know *[Skip to Q10.]*

9a. If you answered "More" or "Less" to Question 9, what are your reasons?

- How do you typically obtain your bus pass? *[Select all that apply.]*
 (1) Purchase at customer service at Plaza (6) Provided by employer
 (2) Purchase pass by mail (7) Provided by school
 (3) Purchase on STA Website (8) Provided by community organization
 (4) Purchase on bus (9) Other: _____
 (5) Purchase from grocery store/gas station

- If transit had not been available for this trip, would you have:
 (1) Driven my car (5) Ridden in or drove a car owned by someone else
 (2) Walked (6) Other: _____
 (3) Taxi/Uber/Lyft/Limebike (7) I wouldn't have made the trip
 (4) Paratransit service

- What are your main reasons for choosing to ride the bus? *[Select all that apply.]*
 (1) Don't have a car (4) Bus meets my needs (7) Bus is most convenient option
 (2) My car was unavailable (5) Avoid traffic (8) It's good for the environment
 (3) I do not have a driver's license (6) Avoid parking (9) Other: _____

- To get around the Spokane area, which of the following best describes how much you currently rely on the bus service?
 (1) Completely (My only form of transportation) (3) Somewhat (less than half of my transportation)
 (2) Mostly (provides more than half of my transportation) (4) I rarely ride the bus

- How do you get information about STA services?
 (1) Smartphone/tablet (4) Customer service at Plaza (7) 328-RIDE
 (2) Other phone (5) Coach operator (bus driver) (8) Other: _____
 (3) Computer (6) Paper schedules

- How many licensed, working cars are at your household?
 (1) One (2) Two (3) Three (4) Four or more (5) Zero *[Skip to Q17.]*

- Could you have used one of these cars for this trip? (1) Yes (2) No

17. If you have a smartphone/tablet, how big is your data plan?

- (1) Small/medium (3) I have a smartphone/tablet, but I do not have a data plan
 (2) Large/unlimited (4) I do not have a smartphone/tablet

18. Do you currently have a valid driver's license? (1) Yes (2) No

19. Please rate your agreement with the following statements. [Please circle only one answer per line.]		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
01.	The bus usually runs on time	5	4	3	2	1
02.	The bus routes are conveniently located for me	5	4	3	2	1
03.	The buses operate on the days and at the times that I need them	5	4	3	2	1
04.	The frequency of service (how often the buses come) is satisfactory	5	4	3	2	1
05.	The bus gets me to my destination in a reasonable amount of time	5	4	3	2	1
06.	I understand STA's system maps and schedules, and I am confident navigating the system	5	4	3	2	1
07.	It is easy to find out if the buses are running on schedule	5	4	3	2	1
08.	It is easy to get information about STA's services and route schedules	5	4	3	2	1
09.	STA provides adequate updates on detours, service changes, and service improvements	5	4	3	2	1
10.	The price of the fares are reasonable	5	4	3	2	1
11.	The bus interior is clean	5	4	3	2	1
12.	I feel safe and secure waiting for my bus	5	4	3	2	1
13.	I feel safe riding the bus	5	4	3	2	1
14.	Bus operators operate the vehicle safely	5	4	3	2	1
15.	Bus operators are helpful	5	4	3	2	1
16.	Bus operators are courteous	5	4	3	2	1
17.	Bus operators are knowledgeable about the STA system	5	4	3	2	1
18.	I view STA employees favorably	5	4	3	2	1
19.	Driver's announcement of stops is clear and timely	5	4	3	2	1
20.	Making a transfer from one bus to another is convenient	5	4	3	2	1
21.	There is freedom from obnoxious behavior of other riders	5	4	3	2	1
22.	The overall physical condition of buses is satisfactory	5	4	3	2	1

20. How do you rate these elements of STA's customer service? [Please circle only one answer per line.]		Excellent	Good	Fair	Poor	Don't know
1.	Customer service call center	4	3	2	1	9
2.	Customer service counter	4	3	2	1	9
3.	Administrative employees	4	3	2	1	9
4.	Coach operator/supervisors	4	3	2	1	9
5.	Transit officers/security	4	3	2	1	9

21. Please rate your agreement with the following statements. [Please circle only one answer per line.]		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	The STA system provides value to the community	5	4	3	2	1
2.	STA manages their financial resources appropriately	5	4	3	2	1

22. What is your gender? (1) Male (2) Female (3) Non-binary (4) Prefer not to say

23. What is your age?

- (1) 18 and under (3) 25 to 34 (5) 45 to 54 (7) 65 or older
 (2) 19 to 24 (4) 35 to 44 (6) 55 to 64 (8) Prefer not to say

24. Are you currently a student? (1) Full time (2) Part time (3) No

25. Which of the following best describes your race/ethnicity? [Select all that apply.]

- (01) Asian or Asian Indian (05) Native Hawaiian or other Pacific Islander
 (02) Black or African American (06) Hispanic, Spanish, or Latino/a/x
 (03) American Indian or Alaska Native (88) Prefer not to say
 (04) White (99) Other: _____

26. Including yourself, how many people currently live in your household? _____ people

27. What is your current employment status?

- (1) Employed full time (4) Not currently employed and seeking employment
 (2) Employed part time (5) Homemaker/caregiver
 (3) Not currently employed and not seeking employment (6) Retired

28. What is the primary language spoken in your home?

- (1) English (2) Russian (3) Spanish (4) Vietnamese (5) Other: _____

29. What category best describes your total annual household income?

- (01) Under \$10,000 (04) \$30,000-\$39,999 (07) \$75,000-\$99,000 (10) Prefer not to say
 (02) \$10,000-\$19,999 (05) \$40,000-\$49,999 (08) \$100,000 or above
 (03) \$20,000-\$29,999 (06) \$50,000-\$74,999 (09) Don't know

30. If you could name one thing to make STA's service better, what would it be? _____

31. Would you like to be entered into the drawing for one (1) of two \$200 Visa gift cards?

- (1) Yes [Please provide your contact information below.] (2) No

First name: _____ Phone: _____ Email: _____

This concludes the survey. Thank you for your time!