

2026 Service Revisions

Final Report

Prepared for:
Performance Monitoring and External Relations
3/4/2026



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1.0 Executive Summary

1.1 Introduction

This report outlines planned service improvements and revisions for 2026. The revisions within are informed by the approved *2026-2031 Transit Development Plan (TDP)*, *2025 Service Revisions Final Report*, and past decisions by the Spokane Transit Authority (STA) Board of Directors. In November 2025, STA published the *2026 Service Revisions Draft for Public Input*. The response from the public to the changes proposed therein further informed the final revisions included in this report.

The Fixed Route network in current operation (January 2026) represents an investment of approximately 540,050 annual revenue hours. The proposed service revisions represent an approximate increase of 4,504 hours (0.83%) over existing service, as shown in Table 1 below.

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

Current Operation (January 2026)	2026 Service Revisions
540,050	544,554

Note: values are approximate

1.2 Overview of Recommended Service Revisions

Further information regarding the recommended service revisions is contained in the Recommended Revisions section. Section 2.2 offers a summary of the goals and structure for the recommended changes contained in this Final Recommendation.

Table 2 in Section 2.2 provides a complete list of the proposed 2026 revisions to STA’s Fixed Route network as compared with existing conditions. Presented are all routes identified for revision in 2026. It is important to note that routine minor scheduling changes will likely occur to other routes not listed.

Section 3 of this Final Report provides additional details for each proposed change, including changes from existing service and their relationship to *STA Moving Forward*, the 2026-2031 TDP and *Connect 2035*. Section 3.4 provides further information on revisions not moving forward in 2026 that were part of the *2026 Service Revisions Draft Report for Public Input*.

Route 12 Southside Medical Shuttle / Route 36 North Central

The proposed change to Route 12 Southside Medical Shuttle received positive public response and will be a part of the May 2026 service change. Positive response was also received from the Hillyard and Bemis neighborhoods regarding the extension of Route 36 North Central northeast

to the vicinity of Francis Avenue and Freya Street. This improvement will be implemented as part of the service revisions in September 2026.

2.0 Development of Service Revisions

Fixed-Route service design requires a robust examination of opportunities, feedback and consideration of policies and design principles. This Final Report has been developed in accordance with the principles and policies of *Connect Spokane*, STA’s comprehensive plan for public transportation. The board-adopted six-year plan, 2026-2031 Transit Development Plan (TDP), identifies several significant service improvements that would go into effect in 2026. While these are rigorous requirements and policies, they still provide ample room for public input, discussion, and technical consideration.

Planning decisions and actions, such as those described above, inform the annual preparation of the Service Improvement Program (SIP), a section of the above-mentioned state-required TDP, and provide a timeline and program for service changes and adjustments for a three-year period. The most recent TDP includes the 2026-2028 SIP.

2.1 Summary of Outreach

STA solicited input from the public on the planned service revisions listed here through an online survey which opened on November 13, 2025, through December 15, 2025, which collected 647 responses. Outreach was conducted from November 2025 through January 2026 to the multiple jurisdictions that may be affected by the planned revisions. A general summary of the public outreach methods is below:

1. A “2026 Service Revisions” web page was published on STA’s website at <https://www.spokanetransit.com/projects/2026-service-revisions/>, which included a copy of the draft report for viewing and printing, as well an online survey for collecting input.
2. Flyers advertising the survey with QR codes were placed at affected stop locations.
3. Presentations to the following organizations:
 - a. Peaceful Valley Neighborhood Council
 - b. Hillyard/Bemis Neighborhood Council
 - c. Audubon/Downriver Neighborhood Council
 - d. Shiloh Hills Neighborhood Council
 - e. North Hill Neighborhood Council
 - f. Pedestrian, Transportation and Traffic (PeTT) Committee
 - g. Spokane Public Schools Staff
 - h. Spokane County
 - i. Lighthouse for the Blind

- j. Mead School District Transportation Department
- k. City of Spokane Transportation Commission

2.2 Summary of the Final Service Revisions

Table 2 below presents all routes identified for revision in the final report. Any change from the *2026 Service Revisions Draft Report for Public Input* is noted. More discussion and detail, including maps, are provided later in the report.

It is important to note that scheduling changes may occur for routes not listed below as part of routine scheduling adjustments.

Table 2 – Summary of Planned Revisions

Route	Draft 2026 Service Revisions	2026 Final Report
12 Southside Medical Shuttle	Alter route to travel on Wall Street between 5th and 6th Avenues in both inbound and outbound directions.	No change from draft.
20 SFCC	Discontinue service through Peaceful Valley on Main and Clarke avenues. Detach route from Route 33 interline and revise route to be interlined with an extended Route 36. Weekday frequency will be reduced to every 30 minutes.	Not to be implemented in 2026. Final decision deferred to future date following completion of Spruce Street staircase project.
23 Maple/Ash	Routing will be changed from using the couplet on Maple and Ash Streets between Rowan and Garland Avenues to service on Belt Street.	Not to be implemented in 2026. Final decision deferred to future date.
33 Wellesley	Disconnect route from interline with Route 20 at SFCC.	Not to be implemented in 2026. Final decision deferred to future date.
35 Francis/Market	Disconnect route from interline with Route 36.	No change from draft.
36 North Central	Extend route to Hillyard east of US-395 and to the north in the vicinity of the URM warehouse near Freya Street and the NSC. Route is planned to be interlined with Route 20 at SFCC.	Route will be extended as drafted in 2026. However, route will not be interlined with Route 20 at SFCC at this time.

Route	Draft 2026 Service Revisions	2026 Final Report
223 Shadle/Indian Trail	Afternoon routing will be changed from using the couplet on Maple and Ash Streets between Rowan and Garland Avenues to service on Belt Street.	Not to be implemented in 2026. Routing revision is delayed until 2027.
257 Mead Service Concept	Planning staff are exploring the possibility of providing peak service (two morning and two afternoon trips), connecting Mead with other areas in north Spokane.	No change from draft.

2.3 Timeline for Implementation

The service revision to Route 12 Southside Medical Shuttle will go into effect with the May 2026 service change on May 17, 2026. Route 36 North Central revision is planned to commence with the September 2026 service change on September 20, 2026.

3.0 Recommended Revisions

3.1 Overview of Planned Service Frequency

The table below outlines the planned frequency of service for each of the modified routes discussed in this final report. In the case of routes affected by this Final Report, planned frequency corresponds with existing service frequency.

Table 3 – List of Revisions by Route

Route	Planned Approximate Frequency (Minutes)						
	AM Weekday Peak	Mid-Weekday	PM Weekday Peak	Weekday Evening	Saturday	Sunday	Early AM / Late PM
12	30	30	30	60	60	60	60
36	30	30	30	60	60	60	60

3.2 Overview of Recommended Service Revisions

Routes that will be modified, either from existing service or from approved and/or planning changes listed in the TDP, are listed. Each route with planned changes includes a table detailing the recommended changes, their relationship to *STA Moving Forward* and/or *Connect 2035*, existing service, and the TDP. A brief discussion follows to enhance the understanding of the proposed revision. A map is also included where the route is new or where the route pattern is adjusted from existing service.

Route 12 Southside Medical Shuttle

Proposed Revision	Operate route solely on Wall Street between 5th and 6th Avenues instead of using Howard Street inbound (northbound).
Relationship to STA Moving Forward	This change is not included in <i>STA Moving Forward</i> .
Changes from 2026-2031 TDP	This change is not included in the 2026-2031 TDP
Relationship to Connect 2035	N/A

Due to operator feedback, STA staff explored a route change on Route 12. Coach operators have identified the use of southbound Howard Street to westbound 5th Avenue as challenging and time consuming during the release time of adjacent Lewis and Clark High School. Mirroring the established outbound (southbound) route path, Route 12 is planned to use Wall Steet when traveling between 6th and 5th avenues northbound.

Figure 1 – Route 12

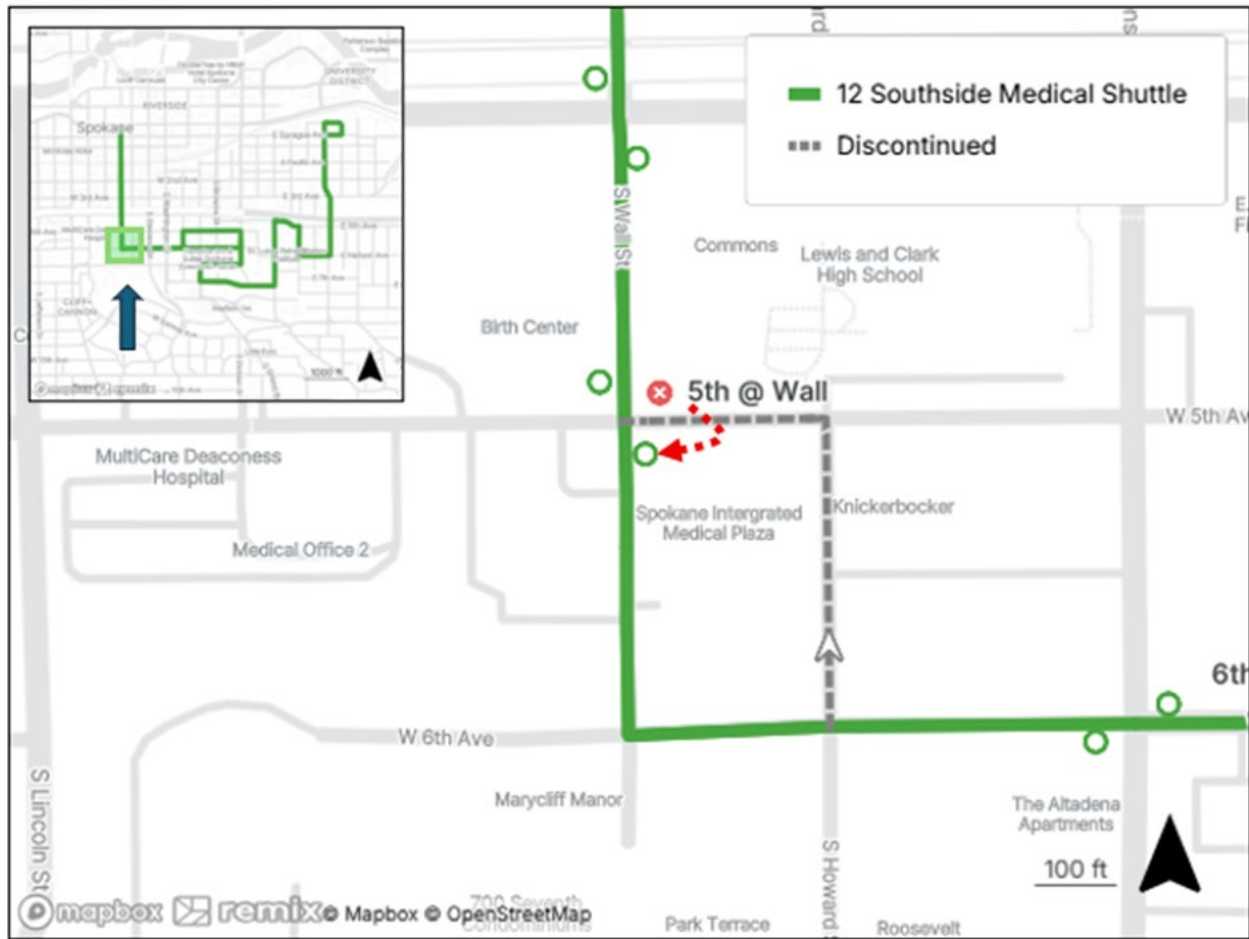


Figure 1 above shows the one-block change to Route 12 bidirectionally using Wall Street in favor of Howard Street at 6th Avenue. This change requires the closure of the current stop at the northeast corner of 5th Avenue and Wall Street. Stop placement of an alternate location is being explored at the southeast corner.

Route 35 Francis/Market

Proposed Revision	Interline with Route 36 disconnected
Relationship to STA Moving Forward	This change is not included in <i>STA Moving Forward</i> .
Changes from 2026-2031 TDP	This change is not explicitly included in the 2026-2031 TDP, though implied with the Route 36 extension
Relationship to Connect 2035	Network Optimization

A consequence of the extension to Route 36 (see below) is that the route will no longer be available to interline with Route 35 at Regal Street and Garland Avenue. Without another route

commencing at Regal Street and Garland Avenue, Route 35 will be required to perform a westbound Route 35 service upon arrival after performing the eastbound layover.

Route 36 North Central

Proposed Revision	Route extended to serve East Hillyard via Freya Street.
Relationship to STA Moving Forward	This change is not included in <i>STA Moving Forward</i> .
Changes from 2026-2031 TDP	No change
Relationship to Connect 2035	Network Optimization

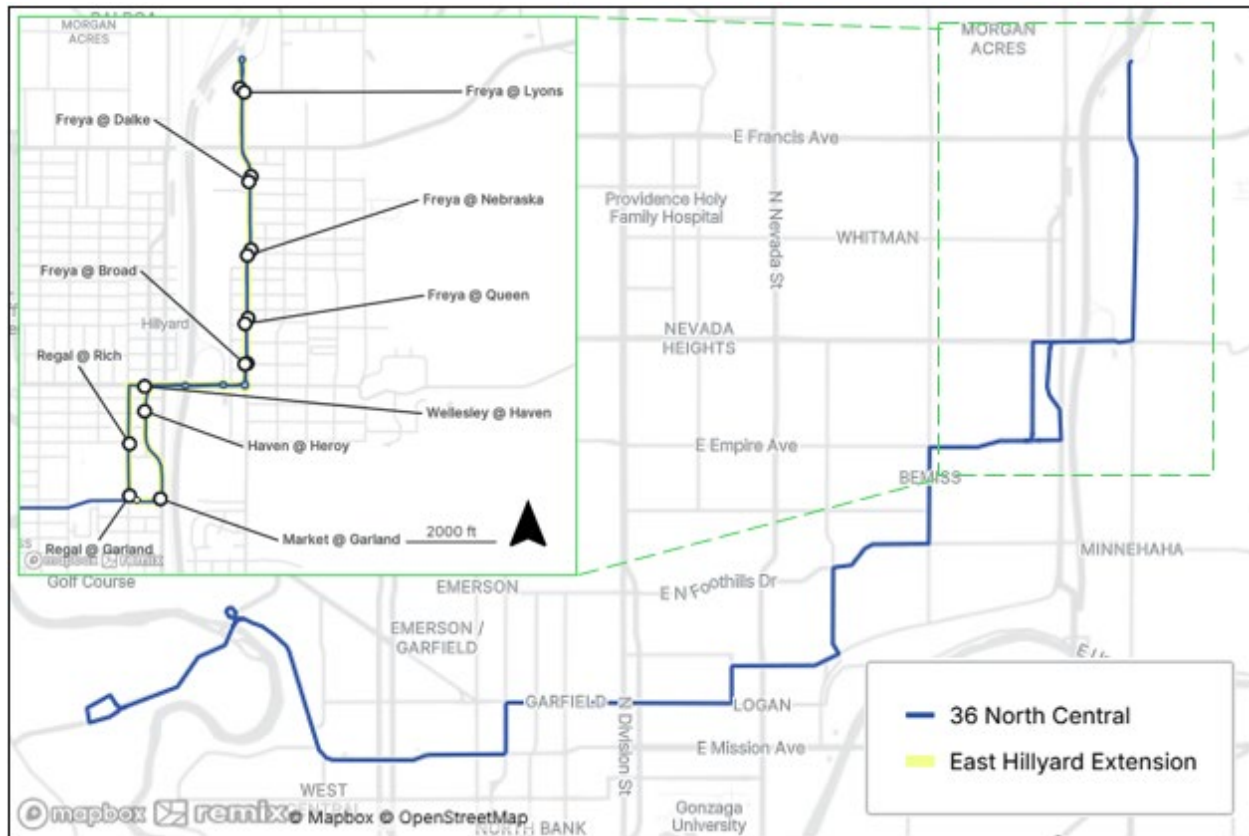
Route 36 will extend beyond its current terminus at Garland Avenue and Regal Street to Hillyard east of the North Spokane Corridor. The new route path for Route 36 will traverse under US Highway 395 at Wellesley Avenue and serve Freya Street north of Wellesley Avenue.

Multiple factors contributed to STA being prohibited from serving the East Hillyard area historically. Ambulatory passengers from East Hillyard had access to STA services on Market Street after the railroad industry was removed, albeit with an unfavorable walk. The construction of US Highway 395 further divided the East Hillyard businesses and residents from the rest of Spokane. With more growth expected in Hillyard and better access being provided via Wellesley Avenue, STA is planning to continue the route beyond the terminus at Garland Avenue.

Figure 2 below presents Route 36 with the proposed area of extension as described above. In the Draft Report this route was proposed to be interlined with Route 20. The interline with Route 20 could have provided passengers with a one-seat ride between Hillyard and downtown Spokane. This relationship will be revisited in future service revisions. In lieu of a one-seat ride, transfers to other routes from Route 36 to other major north/south transfer nodes will be maintained. Transfer opportunities will still exist with Route 33 and Route 35 in Hillyard as well.

The US 395 interchange roundabout with Freya Street (south of the highway) is identified as the turnaround location for this route. Stops and other locations for passenger amenities are still being investigated for this extension. Ridership generators, current stop spacing standards, and safety considerations will be made before determining final stop locations.

Figure 2 - Route 36



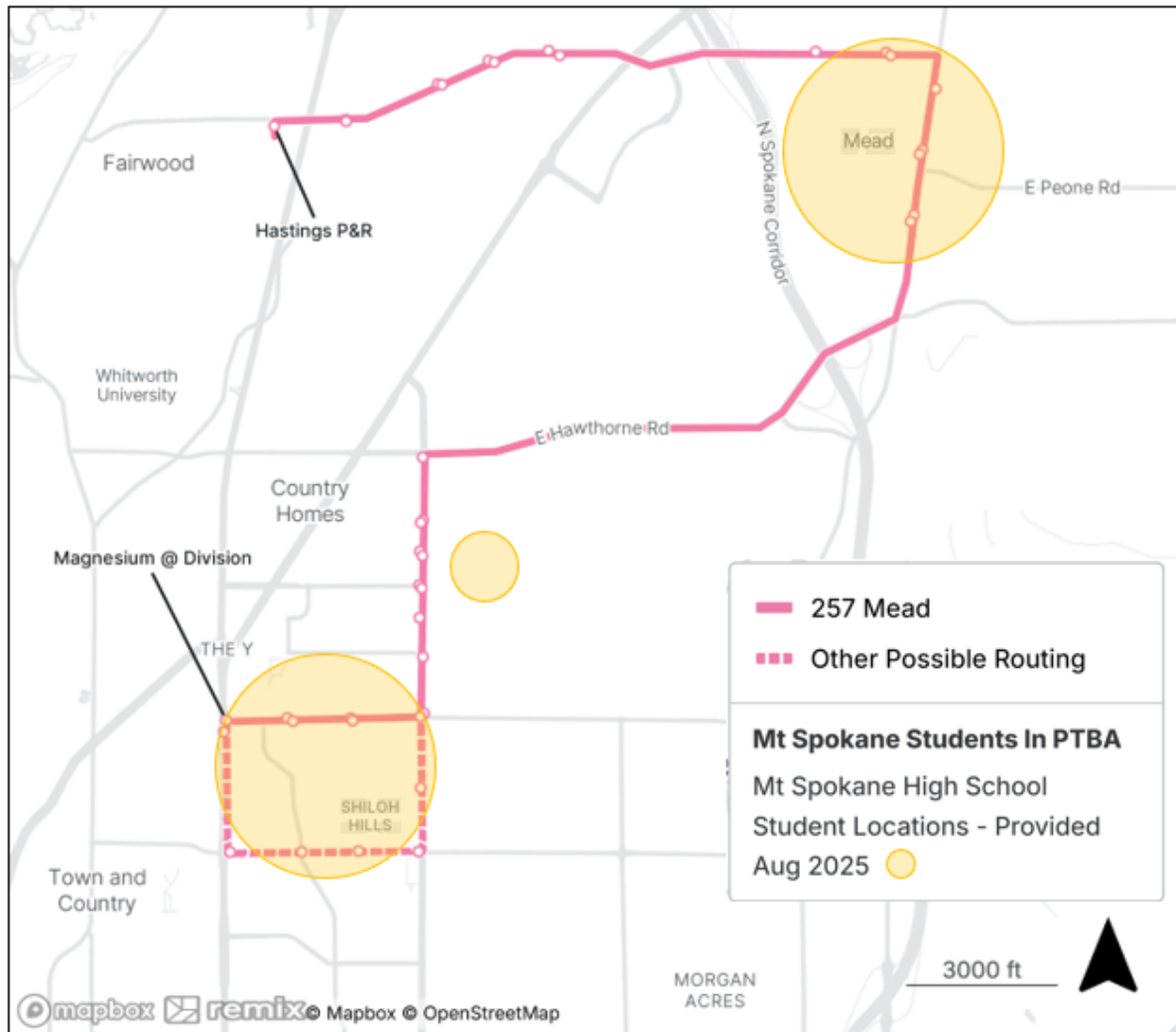
Other north-south streets were suggested for routing in the vicinity of East Hillyard. Myrtle Street, Havana Street, and Julia Street are only suitably paved for portions of the necessary routing or are missing other basic improvements and all involve uncontrolled intersections. Furthermore, due to safety considerations of buses turning westbound onto Bigelow Gulch Road/Francis Avenue, buses would need to return to Freya Street to use the traffic signal at Francis Avenue. Most of the east-west streets in the neighborhood are also unpaved and are not conducive to regular transit vehicle service.

STA Staff tested a routing option using Florida Street. It was determined that the timing of the route deviation could have a detrimental effect on the future route timing. With future improvements planned by the City of Spokane for Freya Street as well, STA staff elected to propose the service to use Freya Street at this time.

Further improvements are planned for the eastern edge of the neighborhood at the base of Beacon Hill. A large apartment and townhome complex is currently being constructed south of Wellesley Avenue. Capital street improvements to Wellesley Avenue may be forthcoming (including a roundabout at Valley Springs Road). Once these factors come to fruition, STA may revisit the routing to provide better service on Wellesley and to the rest of the neighborhood.

3.3 Mead Service Concept

Figure 3 – Mead Service Concept



In response to a request from the Mead School District, STA staff are exploring the possibility of implementing a new targeted route to connect the community of Mead with north Spokane in partnership with the Mead School District. The concept—tentatively numbered Route 257 and sketched in Figure 3 above—is to provide bidirectional trips connecting the Fairwood neighborhood with Shiloh Hills via Mead. Scheduling in this concept provides two trips on weekday mornings and two to three more in the afternoon, adjacent to high school bell times.

The Shiloh Hills neighborhood of north Spokane lies within the Mead School District. These students, though served very well by the STA network to other points in Spokane, do not have easy bus access to Mount Spokane High School as it does not lie within the PTBA. Likewise, the community of Mead also has a high concentration of students who attend Mount Spokane High School. However, the Route 257 concept serves Mount Spokane students by providing them with STA bus access to a centralized busing location provided by Mead School District

transportation (such as Mead High School or centralized within Mead). The route concept would also serve residents of Mead to access the STA network at either Hastings Park and Ride (Routes 25 or 124) or via connections to Routes 25, 27, 28, or 31 in the vicinity of Magnesium Road and Division or Nevada streets.

While route and scheduling coordination is ongoing with the transportations department of Mead School District, the Mead concept will be open door service to the public.

3.4 Revisions for Future Consideration

Peaceful Valley

Following extensive outreach, community input and key considerations, no changes to bus service on Route 20 SFCC in Peaceful Valley are recommended to take place in 2026. Deferring any reductions in Route 20 SFCC will provide more time for further evaluation as well as public investment to improve accessibility to the neighborhood. Staff recommend that STA provide matching support for the reconstruction of the public staircase at Spruce Street, enhancing the critical pedestrian access with lighting. The completion of this improvement will inform future service changes

Northside Restructuring

The revision to Route 20 SFCC above necessitated a discontinuation of the interline with Route 33 Wellesley. This proposed break in interline largely informed the routing change on Route 23 Maple/Ash. One-seat ride access between Shadle Center and downtown would be provided by Route 23 Maple/Ash in the proposed Belt Street routing rather than the interline. Because of the delayed revision to Route 20 SFCC as described above and to ensure that route facilities improvements along Belt Street are in place ahead of a service change, we recommend deferring this routing change to a future year. The City of Spokane’s cycling improvements on Belt Street accentuate the need for ADA accessibility improvements since the new cycle track presents a barrier between the travel lane and the ADA accessible sidewalk. The routing change will be sequenced as part of the development of the 2027-2029 Service Improvement Program to be prepared later this spring.

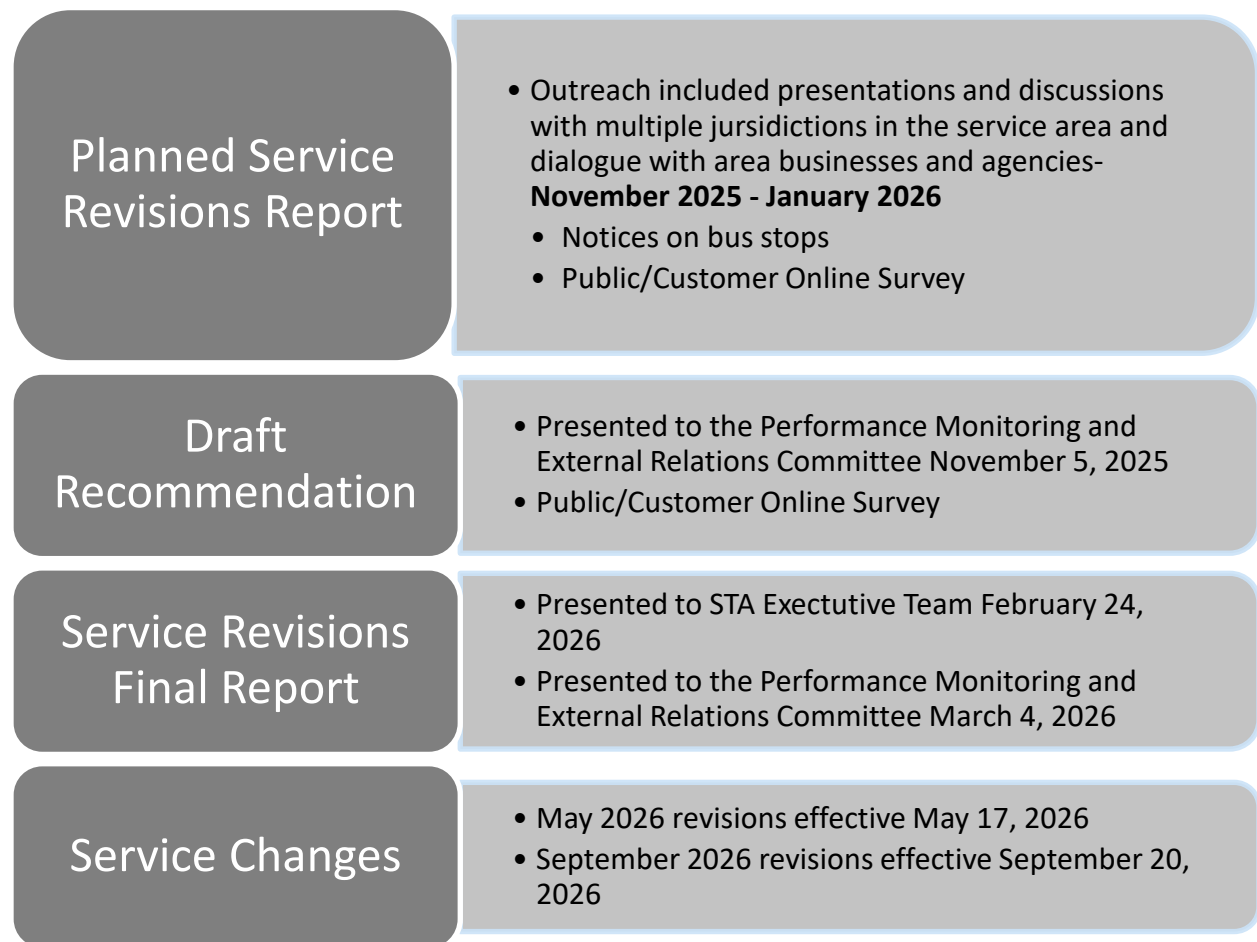
3.5 North Idaho Pilot Related Improvements

Implementation of service into Idaho was contingent on successful negotiations with stakeholders within that state. The Kootenai County Board of County Commissioners recently declined an offer to explore a partnership with Spokane Transit on transit service directly connecting Post Falls and Spokane Valley. Therefore, the *STA Moving Forward* planned service to North Idaho will not occur in 2026 and will not be pursued further at this time.

4.0 Service Revision Process and Policy Implications

Although these concepts listed in this Final Recommendation have been outlined in the *STA Moving Forward* plan and TDP, the ideas for the 2026 Service Revisions were brought forward through the public process (*2026 Service Revisions Draft Report for Public Input* and the following outreach) to receive public input before service can begin. The 2026 Service Revisions are considered minor, and no public hearing is required as written in the Communications and Public Input section of STA's Comprehensive Plan. Included in the appendix of this report is the input received from the public survey.

The following chart shows how the Final Recommendation phase fits into the decision-making and implementation process. All minor revisions are approved by the STA CEO prior to implementation.



4.1 Title VI Implications

In compliance with Title VI of the Civil Rights Act of 1964, the Spokane Transit 2025 Service Revisions includes a statement of the impacts of the proposed service changes on minority and low-income transit users. Section 601 of Title VI of the Civil Rights Act of 1964 states:

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

STA's proposed 2025 Service Revisions is classified as a minor service change because the proposed system-wide growth is under 1% of total revenue hours and not a reduction of hours. Since the service change is not considered major, a Title VI report is not required per Annex 2 listed in *Connect Spokane: A Comprehensive Plan for Public Transportation*.

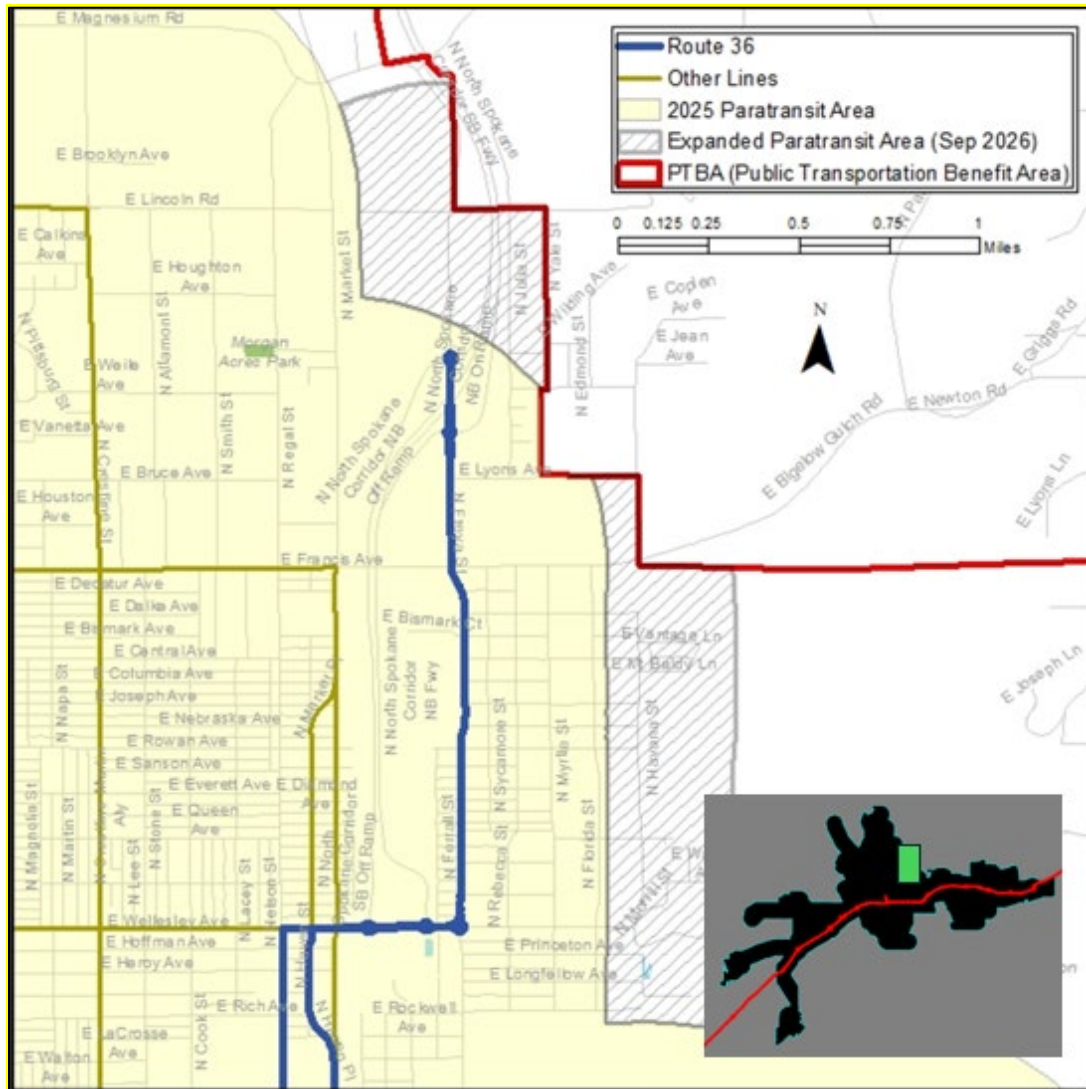
4.2 Paratransit Boundary Implications

Paratransit service is provided to persons whose disability precludes them from accessing or traveling on Fixed Route bus service. As a requirement of the Americans with Disabilities Act that it is complementary of Fixed Route service, Spokane Transit adheres to the mandate to provide the service within $\frac{3}{4}$ of a mile of each Fixed Route. Paratransit Policy 1.2 of the Comprehensive Plan for Public Transportation states that Spokane Transit will "adhere to a consistent boundary for Paratransit service availability relative to the maximum Fixed Route service footprint and span provided." Where there are exceptions, this policy makes it relatively simple to identify most locations that will be impacted by changes in routes that affect the Paratransit boundary.

With the proposed Route 36 extension east along Wellesley and north on Freya Street, several small areas will be newly eligible for paratransit service North of the proposed end-of-line, paratransit service would be available to just south of Freya Street and its intersection with Market Street. Homes in a small sliver east of US-395 between Julia and Yale Streets also become paratransit eligible.

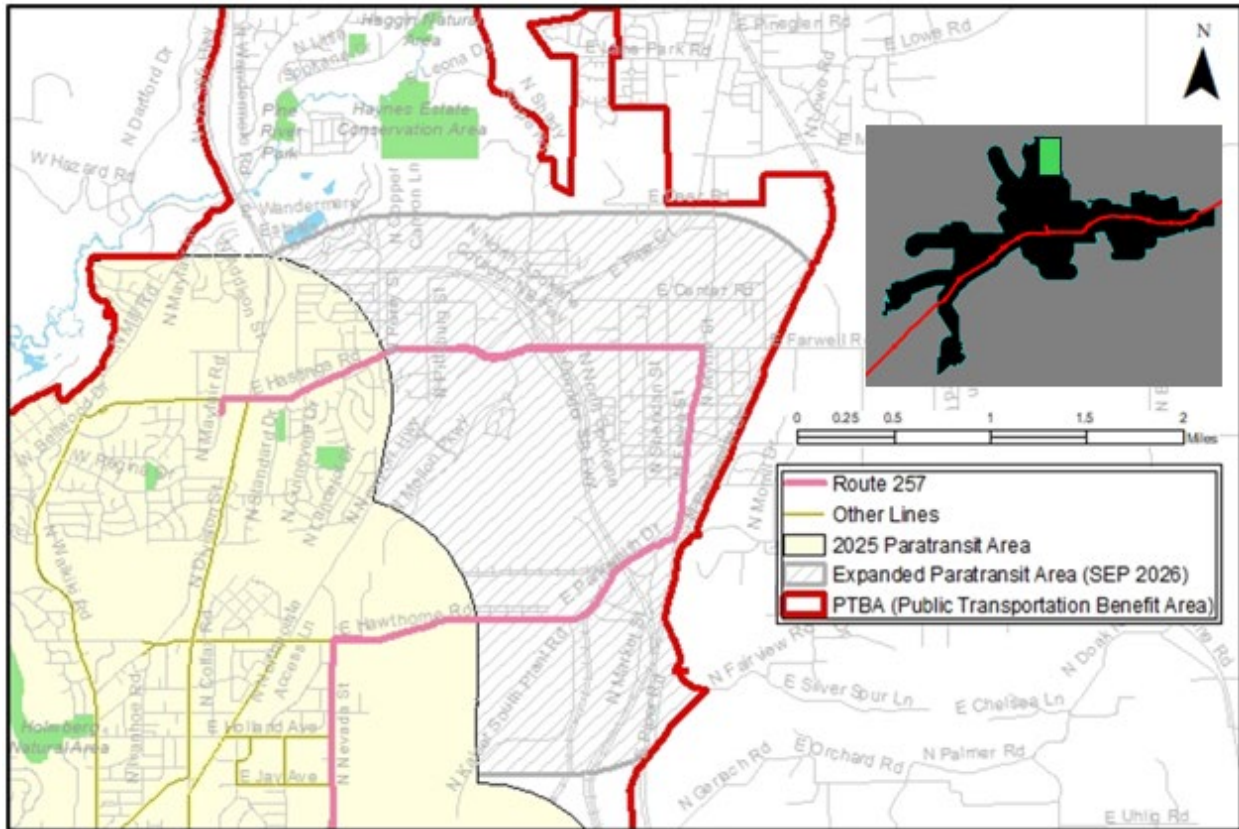
To the east of the proposed Route 36 extension, the north/south overhead power lines at Custer Street become the approximate eastern boundary for a new rectangular area of paratransit service between Rich Avenue and Francis Avenue to the north. A small area southwest of Havana Street's nonexistent intersection with Lyons Avenue also becomes eligible.

Figure 4 – Approximate new Paratransit Area, Route 36



Based on the service concept in Section 3.3 above, the paratransit boundary would also expand to the north of the Route 36 expanded area. The paratransit area would expand east of its current far north boundary to the current PTBA boundary which lies east of Mead. This expanded area encompasses the area of approximately 3/4 mile north of Farwell Road to 3/4 mile south of Hawthorne Road within the PTBA (see Figure 5 below). This area is well populated and includes the central Mead community.

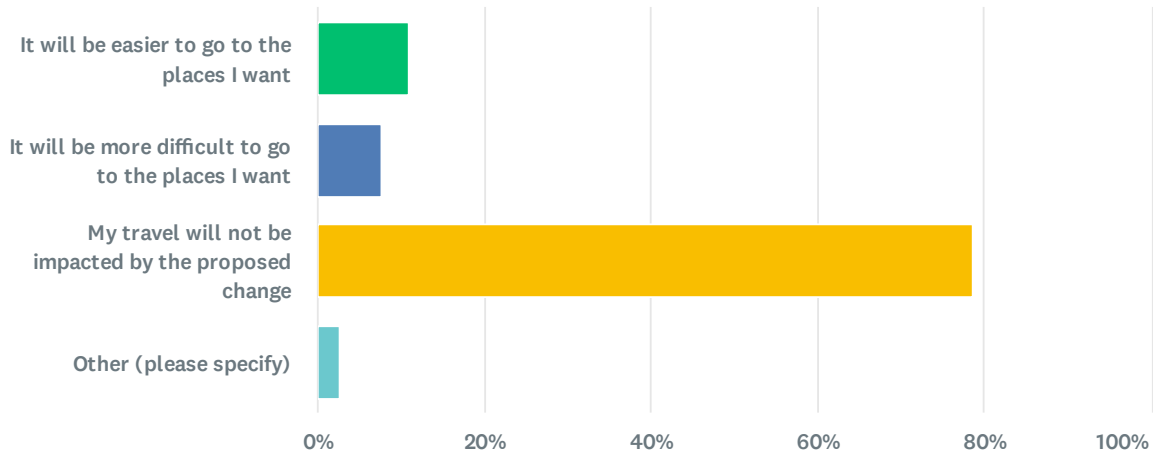
Figure 5 – New Paratransit Area, Route 257



5.0 Public Survey Results

Q1 After reviewing the Route 12 Southside Medical Shuttle map and proposed change, how do you think the proposed route and stop adjustment on Route 12 will impact where you are able to go?

Answered: 609 Skipped: 38



Answer Choices	Percentage	Responses
● It will be easier to go to the places I want	11.00%	67
● It will be more difficult to go to the places I want	7.72%	47
● My travel will not be impacted by the proposed change	78.65%	479
● Other (please specify) Show responses	2.63%	16
Total		609

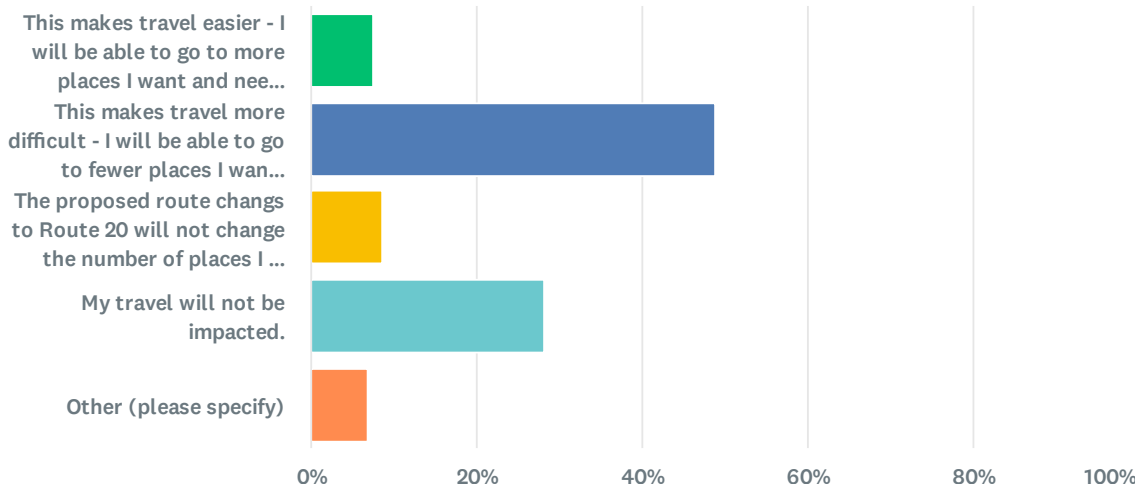
#	OTHER (PLEASE SPECIFY)	DATE
1	no comment	12/13/2025 7:53 AM
2	New to the area. I can't really say I've learned the streets yet. This is a bit confusing.	12/8/2025 9:35 AM
3	I don't really see the reason for this change	12/7/2025 11:22 PM
4	Please have route 12 go to the perry district. No one rides it to the catalyst building!	12/4/2025 6:33 AM
5	I don't use this line	12/2/2025 4:58 PM
6	This seems safer and my children can still get to school	12/1/2025 10:03 AM
7	This works well for my visiting my doctors	11/25/2025 4:32 PM
8	most often use valley buses	11/24/2025 7:27 PM
9	n/a	11/24/2025 12:32 PM

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10	I dont travel this route	11/21/2025 1:12 PM
11	I don't frequently take the medical shuttle, but I'd prioritize ease of access for patients who may have poor or absent ambulation. That is, keep the stop at the top of any hills and close to a controlled intersection if possible.	11/18/2025 12:44 PM
12	Public safety	11/17/2025 3:53 PM
13	No idea, as the map doesn't show what facilities are along South Howard Street	11/13/2025 3:20 PM
14	STA is a tax scam	11/13/2025 3:14 PM
15	N/A I dont use route	11/13/2025 12:10 PM
16	As a school bus driver for Lewis and Clark, THANK YOU!	11/12/2025 5:25 PM

Q2 After reviewing the Route 20 SFCC map and all proposed changes, how do you think the changes will affect your travel?

Answered: 567 Skipped: 80



Answer Choices	Percentage	Responses
● This makes travel easier - I will be able to go to more places I want and need to by bus	7.58%	43
● This makes travel more difficult - I will be able to go to fewer places I want and need to by bus	48.85%	277
● The proposed route changes to Route 20 will not change the number of places I could go to by bus	8.47%	48
● My travel will not be impacted.	28.22%	160
● Other (please specify) Show responses	6.88%	39
Total		567

#	OTHER (PLEASE SPECIFY)	DATE
1	I live in Peaceful Valley. Walking up the stairs to Riverside would be difficult. Moreso in the winter. Also a long walk uphill on Main St. to downtown. Please keep this route.	12/13/2025 7:27 PM
2	I have no car and live in peaceful valley and am a senior rider and frequently use the bus 20 through peaceful valley. I would not be able to get to places if there was no bus service	12/10/2025 12:03 PM
3	Spokane Transit Authority is proposing changes to Route 20, the primary bus line serving SFCC. The route currently runs every 15 minutes, but the proposed 2026 schedule would reduce frequency to every 30 minutes. This change would affect student and employee	12/10/2025 12:02 PM

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access, from timely arrivals to the ability to balance work, classes, and family needs. Comparable routes serving EWU, SCC, and Gonzaga run every 10–15 minutes, underscoring the importance of maintaining reliable service to all educational institutions.

4	keep every 15 minutes for route 20 during school months	12/8/2025 8:01 PM
5	This would increase the amount of time I would have to spend getting to/from work at SFCC	12/8/2025 1:33 PM
6	Please consider keeping the 15 min frequency please!	12/8/2025 1:27 PM
7	This does not impact me directly, but I believe you should keep the route at 15-minute intervals for the students of SFCC.	12/8/2025 1:02 PM
8	this makes travel more difficult - less frequent departures	12/8/2025 11:50 AM
9	These routes are confusing at best.	12/8/2025 9:39 AM
10	Pulling out of Peaceful Valley is a TERRIBLE decision! There's a large population of seniors/disabled. Shame on STA!	12/6/2025 8:35 AM
11	This is wrong to leave an entire neighborhood with out service.	12/5/2025 6:57 PM
12	Many of the people in this area are low-income, elderly, do not have access to a car, or unable to climb dangerous stairs (if they are even open), or climb up steep hills in order to either get to Browne's Addition or to Downtown.	12/4/2025 8:16 PM
13	leave it the way it is	12/4/2025 12:21 PM
14	I don't use routes 20 and 36. I pick up westbound 33 near Nevada.	12/4/2025 11:12 AM
15	This reduction in service will have a tremendously negative impact on MANY riders. Please don't do it.	12/3/2025 5:19 PM
16	Every time I ride to SFCC, no one ever gets on or off in this area! Axe it!	12/3/2025 4:50 PM
17	Less Frequency to SFCC will have strong negative impacts for students and staff that work there and study there.	12/3/2025 9:01 AM
18	SFCC needs to have buses every 15 minutes	12/2/2025 11:17 AM
19	Im a student	12/1/2025 12:57 PM
20	I take 28 into the plaza and 20 Riverside out - it's currently the same bus	12/1/2025 9:10 AM
21	Peaceful Valley is important to have bus service. It is uphill both ways.	11/26/2025 11:37 AM
22	route 20 not for me	11/24/2025 7:30 PM
23	This may become more difficult to get to school at Lewis and Clarke and Sac. Current morning bus I catch is the 7:23 from SFCC. This allows for proper bus transfer to LC and Sac. much later would be way to late and earlier would be much to early.	11/24/2025 7:11 PM
24	As a case manager for Mother Teresa Haven, we encourage our clients to find employment but getting to a job will make this very hard with most clients needing to take 3 busses to get to a job	11/24/2025 10:50 AM
25	I think it's mean to take away service from people in Peaceful Valley. You could still service it a few times a day. I DO however, like the connection with 36, as i go to Hillyard ALOT, and you all ruined the 27... one bus to Hillyard from downtown. So, yes please! connect 20 to 36. thx :)	11/19/2025 3:12 PM
26	I live in Peaceful Valley. Snow removal priority would be greatly impacted by no bus route through my neighborhood.	11/19/2025 9:07 AM
27	With this change, a bus will no longer go by my house. I will not be able to get home.	11/19/2025 2:55 AM
28	While this doesn't affect me, I don't agree with removing service from Peaceful Valley.	11/18/2025 9:20 PM
29	I've gotten used to not having to transfer between 20 & 33.	11/18/2025 3:22 PM
30	This would financially and perhaps literally cripple me. I work at the County Prosecutor's, and I rely on the bus to get to work. I am dealing with multiple spinal issues and have upcoming surgery, so walking to work isn't an option. I do not drive. Ride shares both ways is incredibly	11/18/2025 12:54 PM

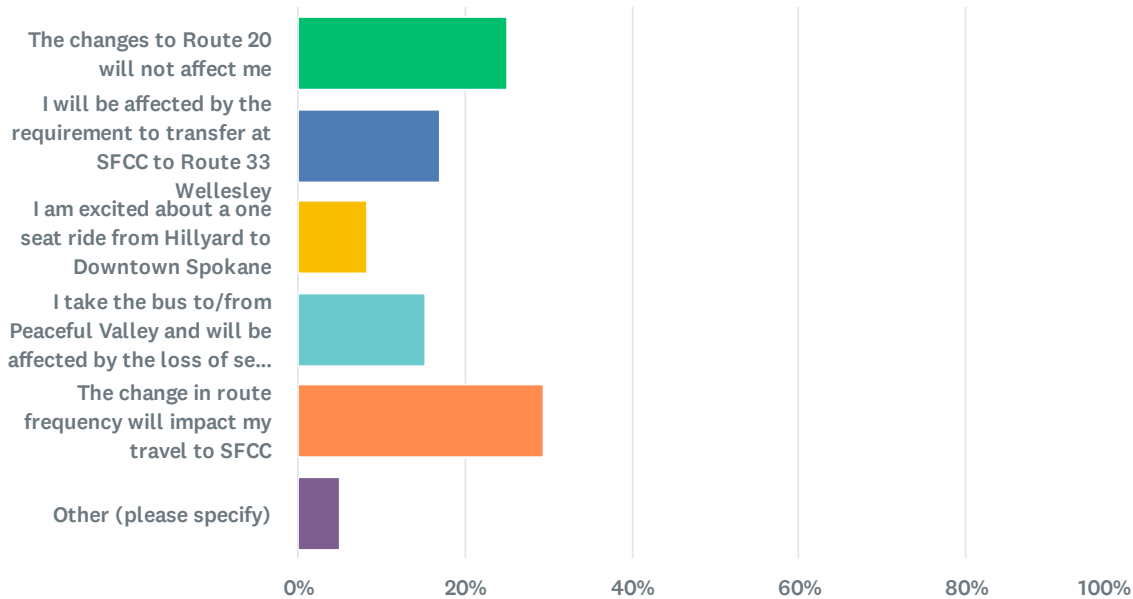
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expensive. I don't know what I would do without bus access, especially when the Spruce Street stairs are still closed. Many of my neighbours are elderly and rely on the bus as well.

31	Why can't Bus 20 alternate between Riverside and Clarke as it currently does? Browne's Addition has the Central Line as well as #20 . Peaceful Valley will have none. This will bring great hardship to those who must ride the bus in Peaceful Valley.	11/17/2025 9:02 PM
32	Timing of this bus route would impact my morning and evening commutes.	11/17/2025 10:33 AM
33	This will end my possible use of a bus.	11/16/2025 10:04 AM
34	Introduction into Hillyard is wonderful. Reduction of frequency is difficult.	11/14/2025 12:26 PM
35	This would definitely make travel more difficult on this bus, but I usually us bus 22 so not a big impact for me personally. I would LOVE for Route 22 to be every 15 min instead of 30, though.	11/14/2025 9:43 AM
36	My travel will not be impacted, but what about all the people that live in Peaceful Valley, they will no longer have bus service in that neighborhood.	11/14/2025 9:18 AM
37	This will make travel difficult especially in winter.and if there are delays and connecting bus is missed. I have fibromyalgia made worse by cold temperatures and the 20 is the only bus that turns into the 33 from the plaza and gets me 2 blocks from my home. It is very helpful that I can catch one bus from the plaza and get so close to home without having to use my muscles more than needed. Needing to transfer at the college makes it a 3 bus trip to and from work each day and my days are already exhausting enough.	11/13/2025 3:27 PM
38	You take more taxes than cities and provide less	11/13/2025 3:15 PM
39	It sucks to drive school bus in peaceful valley I can't imagine how much it sucks to do it twice an hour!	11/12/2025 5:28 PM

Q3 After reviewing the Route 20 SFCC map and proposed changes, what statement below best describes how you would be affected by the proposed changes? Check all that apply

Answered: 550 Skipped: 97



Answer Choices	Percentage	Responses
● The changes to Route 20 will not affect me	25.07%	175
● I will be affected by the requirement to transfer at SFCC to Route 33 Wellesley	17.05%	119
● I am excited about a one seat ride from Hillyard to Downtown Spokane	8.17%	57
● I take the bus to/from Peaceful Valley and will be affected by the loss of service	15.33%	107
● The change in route frequency will impact my travel to SFCC	29.37%	205
● Other (please specify) Show responses	5.01%	35
Total		698

#	OTHER (PLEASE SPECIFY)	DATE
1	Every 30 instead of 15 on weekday is sad	12/13/2025 7:57 AM

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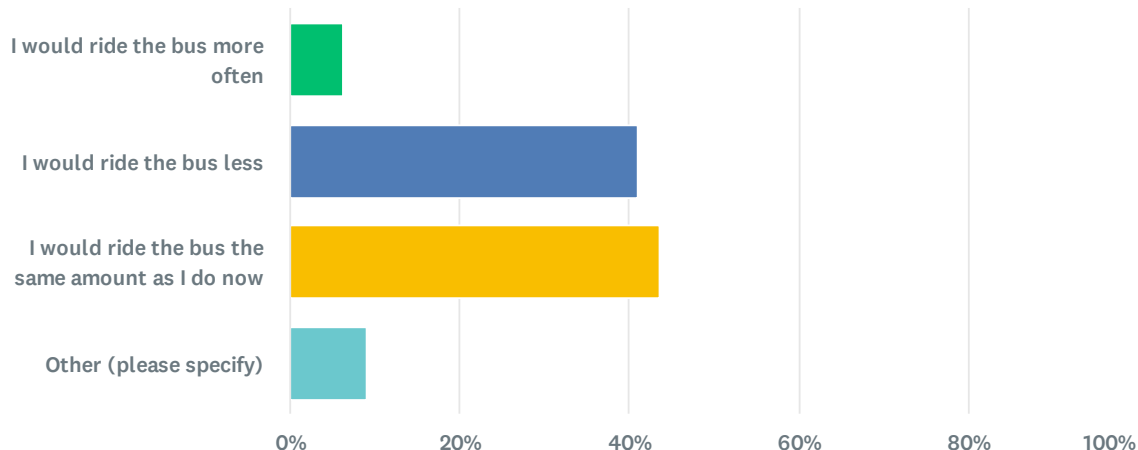
2	I go downtown a lot for work or other things, so the lowered frequency will make that harder	12/11/2025 10:49 AM
3	new route on riverside is ok, just the frequency at 15 min would be great please.	12/8/2025 1:27 PM
4	Decreasing frequency increases commute time which will hinder students access to education, not to mention employees. You are making using public transit even harder for students/employees who need it to get to SFCC.	12/8/2025 1:25 PM
5	Change in frequency will impact students that are traveling between SFCC and other college campuses either downtown or out to Cheney.	12/8/2025 11:26 AM
6	Totally confused now. Where are these places?	12/8/2025 9:39 AM
7	Safety improvement for Clarke ave the street width does not support bus	12/7/2025 8:05 PM
8	I don't ride this route.	12/7/2025 6:41 PM
9	See comment above	12/6/2025 8:35 AM
10	Again Peaceful Valley deserves transit.	12/5/2025 6:57 PM
11	This change will affect people I care about and their ability to travel by bus	12/5/2025 7:47 AM
12	See my comment, in #2	12/4/2025 8:16 PM
13	Who wants to go to Hillyard via SFCC?	12/4/2025 12:21 PM
14	So few people ride to the graveyards, why does STA serve them every 15 minutes and Airways heights only gets a bus every half hour?	12/4/2025 6:34 AM
15	This reduction in service will have a tremendously negative impact on MANY riders. Please don't do it.	12/3/2025 5:19 PM
16	Going to ride to SFCC with a one seat ride?! Nice! No more getting rides from friends!	12/3/2025 4:50 PM
17	the bus to sfcc is often so full in the mornings that riders are forced to wait for the next one. Making them wait a full 30 minutes for the next one because your busses cant accomodate demand will significantly affect students faculty and staff trying to get there on time. maybe later in the day 30 minutes would be fine but not in the morning.	12/3/2025 8:15 AM
18	The route change doesn't affect me, I go to the plaza. The 30min frequency impacts me since I'll have to wake up a lot earlier from my home, wait in the plaza a lot longer than I need to, and might not even make it to class on time. Please keep the 15min frequency.	12/2/2025 5:02 PM
19	I'm able to transfer from 33 to 20. I like this change, and not going through P Valley, but don't like it for PV residents who'd lose bus service.	11/29/2025 8:59 PM
20	Not only will this make getting to college more difficult inhibiting my ability to get education, but will also make it more difficult to travel home.	11/25/2025 2:33 PM
21	catching and transferring at the downtown station to the 4 will be impacted greatly. I need to get to school at the proper time.	11/24/2025 7:11 PM
22	This will hurt the clients who are most vulnerable and this bus is suppose to be a loop	11/24/2025 10:50 AM
23	No effect	11/24/2025 10:40 AM
24	This proposed route change does not necessarily affect me directly. However, the current route is incredibly beneficial for the people who live in Peaceful Valley. Having no transportation services there would cause severe hardships as there are no other ways of getting out of the Valley other than walking.	11/21/2025 3:19 PM
25	15 minute service on the 20 is most desireable	11/20/2025 6:16 PM
26	I don't take this bus	11/19/2025 11:26 PM
27	I would not be affected if the Spruce St Stairs were fixed, but this change will impede me from using any bus service	11/18/2025 3:45 PM
28	It will reduce where I can go to. It will make getting to school much harder and much more time consuming than it already is. I might have to find alternative ways to get to school if the time is reduced to every 30 mins.	11/18/2025 1:55 PM

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29	Clarke aside, a cut in service frequency would also make my commute home, mere minutes by car, over an hour long if I'm unlucky and a transfer is delayed. And if I have to tack on dangerous travel from Riverside to Clarke, that's further delay.	11/18/2025 12:54 PM
30	I live in Peaceful Valley. I will not have bus service. My disabled neighbors will not have bus service. The 30 apartments being built on the west end of Peaceful Valley with no parking will not have bus service.	11/17/2025 9:02 PM
31	I am a senior without a car. I live on Bennett Avenue. I depend on the Clarke Street bus to get around.	11/17/2025 4:03 PM
32	This would definitely make travel more difficult on this bus, but I usually us bus 22 to commute, and our son has graduated from SFCC, so not a big impact for us at this time. I would LOVE for Route 22 to be every 15 min instead of 30, though.	11/14/2025 9:43 AM
33	I'm unsure if they will connect when needed with frequency changes and delays	11/13/2025 3:27 PM
34	Re-routing further away from the courthouse & such doesn't help me	11/13/2025 3:22 PM
35	High employee count who don't do anything	11/13/2025 3:15 PM

Q4 After reviewing the Route 20 SFCC map and proposed frequency changes, how do you think you would utilize Route 20?

Answered: 543 Skipped: 104



Answer Choices	Percentage	Responses
<input type="radio"/> I would ride the bus more often	6.26%	34
<input type="radio"/> I would ride the bus less	41.07%	223
<input type="radio"/> I would ride the bus the same amount as I do now	43.65%	237
<input type="radio"/> Other (please specify) Show responses	9.02%	49
Total		543

#	OTHER (PLEASE SPECIFY)	DATE
1	I would be unable to ride the bus if service was stopped in Peaceful Valley.	12/13/2025 7:27 PM
2	At this time I don't utilize this route	12/9/2025 10:23 PM
3	this would negatively affect students and staff getting to campus on time. They would be either early or late. I do not support this route change.	12/9/2025 10:53 AM
4	I will ride the bus the same amount bc I don't have other transport options. It would create more difficulty because of the hill into and out of peaceful valley and mobility challenges	12/9/2025 7:47 AM
5	Keep 15 minutes frequency for route 20 during school months	12/8/2025 8:01 PM
6	if kept at the 15 min interval, I will ride more frequently	12/8/2025 1:27 PM
7	Have come to the conclusion I'm scared of the day I need the bus.	12/8/2025 9:39 AM
8	I don't use this route.	12/8/2025 8:10 AM
9	I don't ride this route.	12/7/2025 6:41 PM

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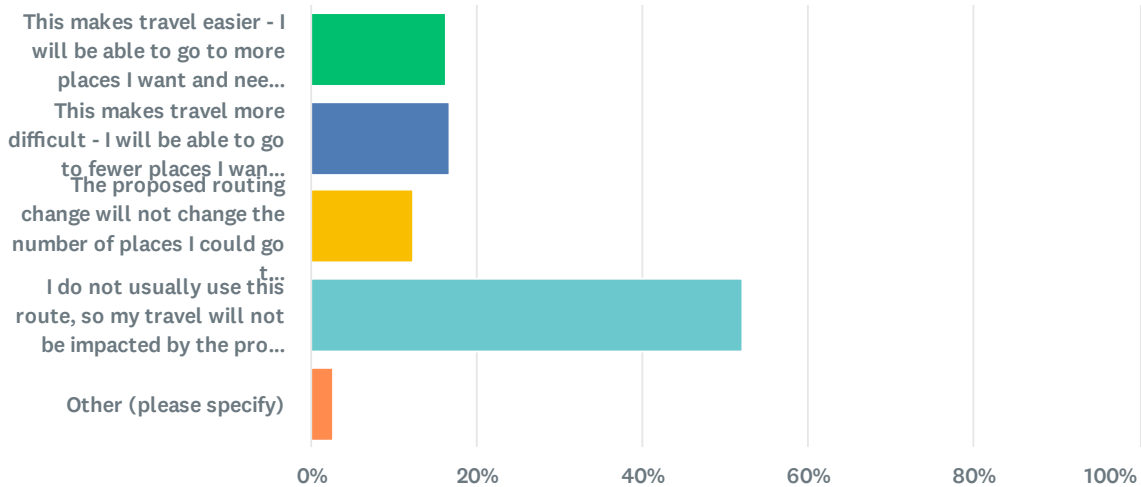
10	Again I don't live there but am a CA Rep and am siding with Peaceful Valley	12/5/2025 6:57 PM
11	At a reduction in service frequency from 15 min to 30 min I will probably change from a frequent rider, several days per week to a rare rider, once every few weeks. That reduction in bus riding will be an added expense for me. At 15 minute intervals I'm willing to wait for a bus and don't think about timing or if one runs a few minutes late. At 30 minutes a missed connection or missed bus is too big an inconvenience or risk..	12/5/2025 3:13 PM
12	If I need to ride bus 20 I'll deal with it when that happens	12/4/2025 11:12 AM
13	This reduction in service will have a tremendously negative impact on MANY riders. Please don't do it.	12/3/2025 5:19 PM
14	It will be less flexible for me and for my activities at SFCC	12/3/2025 8:00 AM
15	I live in Spokane Valley and it will make my trip home 2.5 hours instead 1.5 hours.	12/2/2025 3:10 PM
16	It shouldnt matter how much it affects me as an individual if it affects all of us	12/2/2025 1:15 PM
17	I ride the bus several days a week on this route, any changes would take me out of my way. My classes are important to me as well as my employment at SFCC.	12/2/2025 11:55 AM
18	I would try to ride it if I can	12/1/2025 12:57 PM
19	I would be late to work more often	12/1/2025 11:33 AM
20	I would still have no other choice than to ride the 20 and this change only carries negative effects for all sfcc students especially those taking night classes. This is not the change to make to your system.	12/1/2025 9:21 AM
21	Does not effect me	12/1/2025 9:17 AM
22	I do not use this route	11/30/2025 8:10 PM
23	not to be riden	11/24/2025 7:30 PM
24	I dont have a choice and need to get to school. This may become a bigger issue transferring to and from school if times don't match up well for my 4 bus connection.	11/24/2025 7:11 PM
25	i wouldnt be able to get home or to school on time	11/24/2025 3:54 PM
26	I have no other choice but to ride the bus-- reducing the frequency would cause immense frustration and impact all of my day-to-day decisions, including any appointment I made as well as what time I have to get places. A 30 minute wait would heavily hurt that.	11/24/2025 11:39 AM
27	This change would have a significant negative impact on my ability to get to work and home. I work at SFCC and take the 20 every day. Because of changes to the bus over the years, I already have a significantly increased commute time due to connections. This would make the commute time even more burdensome - and I cannot drive. The bus is my only option. I ride with lots of students and other coworkers. Please, please consider keeping both 20s so that the SFCC frequency is every 15 minutes. Please. This would have a severe negative impact.	11/24/2025 11:08 AM
28	There will be unnecessary people at the college and parents or guardians will have to take the kids off a bus they just got on literally a few minutes prior. This is a hardship for families.	11/24/2025 10:50 AM
29	Don't take this bus	11/24/2025 10:40 AM
30	it would make it more difficult to ride the bus	11/24/2025 8:41 AM
31	I rarely use this route	11/23/2025 11:14 AM
32	This would hinder my ability to use the bus.	11/21/2025 1:57 PM
33	This change might discourage me from commuting by bus on a daily basis. I rely on route 20 bus line arriving every 15 minutes. Every 1/2 hour is too long to wait to get to The Plaza. Many times, the 20 will be late or simply not arrive at all and it will be incredibly inconvenient to wait for another 1/2 hour to catch the next bus. PLEASE DO NOT reduce this line to one every half hour!!!	11/21/2025 12:35 PM
34	I would not be able to go to Rosauers as easily	11/20/2025 6:16 PM
35	I don't use this route	11/20/2025 5:13 PM

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36	I would literally have to move because the cost of ride shares would bankrupt me. I don't know where I could move, as my slumlord keeps the rent lower than average if I don't whine about the structural issues... But losing bus access would honestly put me at risk of homelessness. If you need incentive to keep service via Clarke, there's a new apartment complex under construction on Bennett, and the City-funded zip line will end in Peaceful Valley, and I'm sure some people would love to bus from there.	11/18/2025 12:54 PM
37	I take the bus from Peaceful Valley/transfer 71 to airport with a suitcase. I also use the bus when I go to events. I am 64 now. What happens when I'm 70 and can no longer climb stairs and hills in the rain,snow, heat ?? only way out of this neighborhood involves steep hills or steep unsafe stairs (homeless camp on them smoking fentaynl). Peaceful valley homeowners are a rapidly aging group !!! We need this bus ! Guess I will have to drag my suitcase to the plaza from Clarke Ave till I can no longer manage. Then will I be eligible for paratransit due to the unsafe situation?	11/17/2025 6:13 PM
38	I would still ride the bus, but I would have to walk to the intersection of Clare and Riverside every time.	11/17/2025 4:03 PM
39	Loos access to services from Peaceful Valley.	11/17/2025 3:57 PM
40	I'd be forced to walk home after dark, and since Peaceful had been quietly exempted from the camping bans, that sucks. Especially with the only safe stairway, the Spruce Stairs, closed and left to rot. Honestly, what did we do to deserve such inconsiderate treatment and neglect??	11/17/2025 1:28 PM
41	I would have to figure out the timing for getting to and from work.	11/17/2025 10:33 AM
42	I will NEVER, as an elder, be able to ride a bus again in my lifetime.	11/16/2025 10:04 AM
43	I would ride the bus the same amount only because I have no other options. If I had an option or could afford it, I'd rather pay the \$60 a day Lyft or Uber than have to leave my home at 6:00-6:30 AM just to get to work by 8 AM.	11/14/2025 4:48 PM
44	The same, but will place restrictions on transferring to my job in Cheney	11/13/2025 9:46 PM
45	There are several routes near riverside. If you discontinue the route on clarke we will have to climb 134 steps or walk up the main. Either way would be a hardship.	11/13/2025 8:52 PM
46	I still would ride the bus due to disability but it will make it much more difficult to get to work	11/13/2025 3:22 PM
47	No one rides the bus as much as you pretend, mirabue park and ride is a ghost town like all your tinted busses	11/13/2025 3:15 PM
48	it's my main bus to and from home. I don't want the frequency reduced.	11/12/2025 9:49 PM
49	I may ride less depending on the timed transfer to Route 33.	11/12/2025 8:03 PM

Q5 After reviewing the Route 23 Maple/Ash map and proposed changes, how do you think the proposed route changes will impact where you are able to go by bus?

Answered: 521 Skipped: 126



Answer Choices	Percentage	Responses
● This makes travel easier - I will be able to go to more places I want and need to go by bus	16.31%	85
● This makes travel more difficult - I will be able to go to fewer places I want and need to go by bus	16.70%	87
● The proposed routing change will not change the number of places I could go to by bus	12.28%	64
● I do not usually use this route, so my travel will not be impacted by the proposed change	52.02%	271
● Other (please specify) Show responses	2.69%	14
Total		521

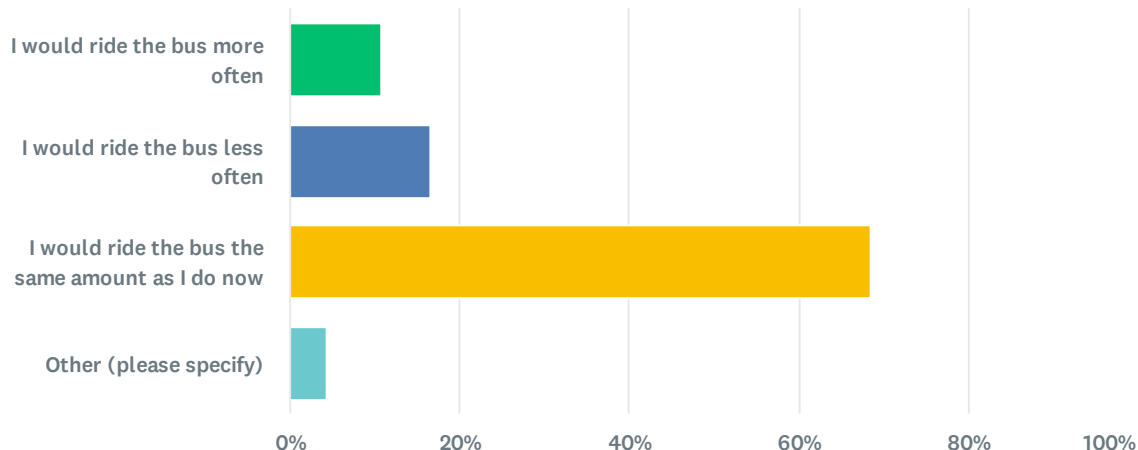
#	OTHER (PLEASE SPECIFY)	DATE
1	I really dont take the bus unless I have to	12/9/2025 2:10 PM
2	Is this 15 or 30 minute service?	12/4/2025 12:24 PM

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3	It's a great idea to get the bus off the major road, less pedestrian conflicts with traffic.	12/4/2025 6:36 AM
4	Moving the route to Belt, although helpful to bus riders will cause issues with traffic on this street. Can the bus even fit in the lane with all the vehicles that park on the street?	12/3/2025 12:02 PM
5	I am excited for the closer service to Shadle Shopping Center	12/1/2025 10:40 AM
6	I have no idea how this will affect me	11/29/2025 11:26 PM
7	I think it will be harder to get to Value Village. Especially with if the 20 changes.	11/26/2025 1:57 PM
8	My teen needs to be dropped at school with the loss of SPS School Buses	11/24/2025 12:19 PM
9	Is there a bus going on Maple /Ash besides this? (cant remember where the 22 turns off) If 23 is only bus running on Maple/Ash, Don't you dare touch it!!	11/19/2025 3:14 PM
10	I don't usually use this route but probably will to avoid too many bus transfers going to/from Walmart at Wellesley. It will also depend on exactly where the bus stops and crosswalks are in relation to traffic flow.	11/18/2025 3:36 PM
11	Consider how this will impact SPHS students. The new route is considerable further from the actual building.	11/17/2025 11:01 PM
12	I Think the new route would ease traffic on Maple and Ash	11/17/2025 6:21 PM
13	Belt is congested with onstreet parking on both sides above Wellesely and is very dark with very little overhead lights.	11/17/2025 4:47 PM
14	I live right off of Rowan and Maple and that will be extremeley to long of a walk. Even if I chose the Monroe Bus! I work downtown and am 65 and take the bus home alot of days. This will be extremely upsetting to me and many commuters.	11/14/2025 3:14 PM

Q6 After reviewing the Route 23 Maple/Ash map and proposed route changes, how do you think you would utilize the new routing on Route 23?

Answered: 488 Skipped: 159



Answer Choices	Percentage	Responses
● I would ride the bus more often	10.66%	52
● I would ride the bus less often	16.60%	81
● I would ride the bus the same amount as I do now	68.44%	334
● Other (please specify) Show responses	4.30%	21
Total		488

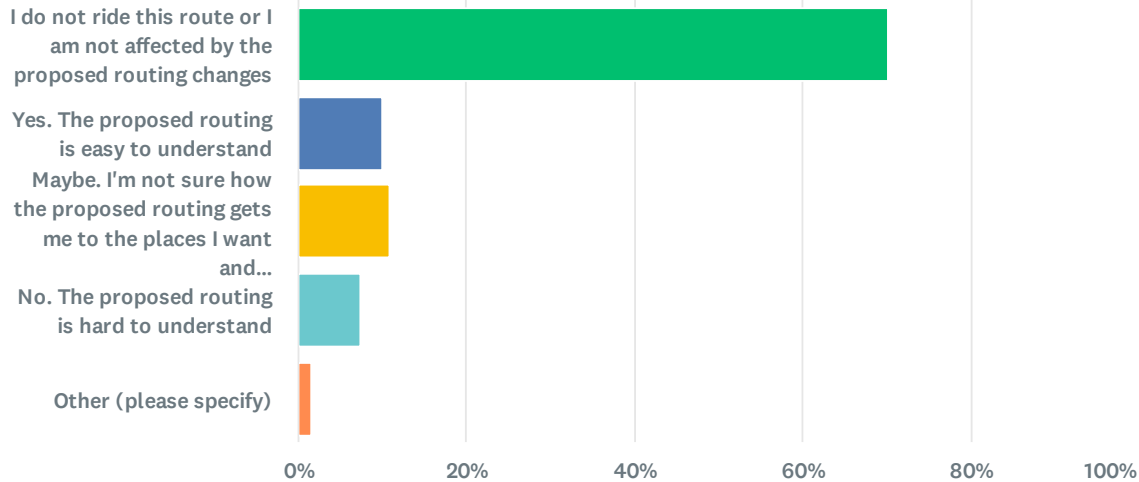
#	OTHER (PLEASE SPECIFY)	DATE
1	I have to ride the bus. This would make it more difficult to access homes of loved ones	12/9/2025 7:48 AM
2	I don't take this route	12/8/2025 7:46 PM
3	Belt does not offer space for busses to pull aside and allow traffic to pass. Maple/Ash have multiple lanes so public transit stops do not hinder the flow of other traffic. Belt does not offer this and bus stops will greatly impact the traffic flow leading to greater congestion and compromise public safety b/c of vehicles trying to pass stopped busses.	12/8/2025 1:30 PM
4	Does not impact my commute.	12/8/2025 8:11 AM
5	I will use it instead of 20/33 to go to Shadle	12/4/2025 12:24 PM
6	I've seen the new white lane markers on Belt. Won't the bus be slowed?	12/4/2025 11:15 AM
7	I have never used STA	12/1/2025 5:25 PM
8	I do not use this route	12/1/2025 11:07 AM

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9	Will not effect me	12/1/2025 9:17 AM
10	This makes it difficult to go to the Salish school, which is a culturally significant place in Spokane for natives. This feels insulting. The places that this benefits are corporations and churches, it seems, which are already served largely by route 33.	11/30/2025 12:31 PM
11	don't use this bus	11/25/2025 2:12 PM
12	not for me	11/24/2025 7:30 PM
13	I don't ride the 23.	11/24/2025 7:12 PM
14	This impact, makes it harder for parents who depend on busing for teens to Shadle Park HS	11/24/2025 12:19 PM
15	I dont take this route	11/21/2025 1:53 PM
16	I don't ride this route	11/20/2025 9:03 PM
17	My disability makes this a hardship. I have to walk 6 more blocks to ride the bus.	11/20/2025 6:17 PM
18	I'll have to ride a few times to determine how often. I don't usually use this route but it will depend on exactly where the bus stops and crosswalks are in relation to traffic flow. I also don't know how far down that protected bike lane goes. It's not yet on Google Maps.	11/18/2025 3:36 PM
19	Doesn't affect me	11/16/2025 10:05 AM
20	N/A	11/14/2025 4:49 PM
21	I will NOT ride the bus. Too long of a walk to the bus stop.	11/14/2025 3:14 PM

Q7 After reviewing the Route 223 Shadle/Indian Trail map and proposed changes, do you think this routing is easy to understand?

Answered: 477 Skipped: 170

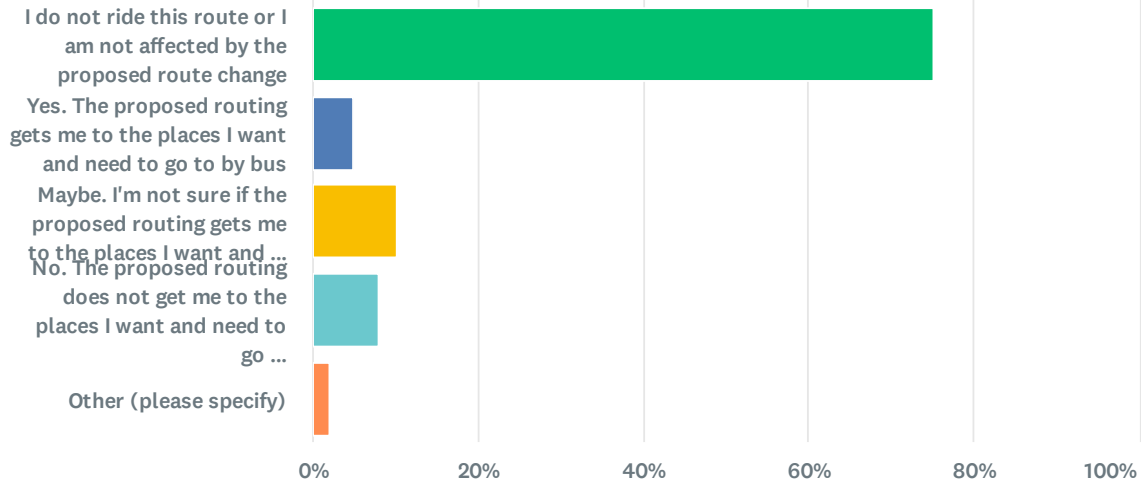


Answer Choices	Percentage	Responses
● I do not ride this route or I am not affected by the proposed routing changes	70.23%	335
● Yes. The proposed routing is easy to understand	10.06%	48
● Maybe. I'm not sure how the proposed routing gets me to the places I want and need to go to by bus	10.90%	52
● No. The proposed routing is hard to understand	7.34%	35
● Other (please specify) Show responses	1.47%	7
Total		477

#	OTHER (PLEASE SPECIFY)	DATE
1	Students are the ones that use this bus, so I avoid the time that it comes. Loud and Students smoking and unruly.	12/11/2025 11:49 AM
2	Kids waiting on Belt is far better than on Maple	12/4/2025 6:36 AM
3	School Busing was to be provided in our area to the actual School not blocks away with places that may encourage behavior problems or outside persons making contact with our teens	11/24/2025 12:21 PM
4	I do not use this route	11/23/2025 11:16 AM
5	This will confuse students especially those new to STA buses.	11/17/2025 11:02 PM
6	If I can't get out of Peaceful Valley by bus, I will not be using ANY route. Period end.	11/16/2025 10:07 AM

Q8 After reviewing the Route 223 Shadle/Indian Trail map and proposed changes, what do you think about the proposed routing?

Answered: 476 Skipped: 171



Answer Choices	Percentage	Responses
● I do not ride this route or I am not affected by the proposed route change	75.21%	358
● Yes. The proposed routing gets me to the places I want and need to go to by bus	4.83%	23
● Maybe. I'm not sure if the proposed routing gets me to the places I want and need to go to by bus	10.08%	48
● No. The proposed routing does not get me to the places I want and need to go to by bus	7.98%	38
● Other (please specify) Show responses	1.89%	9
Total		476

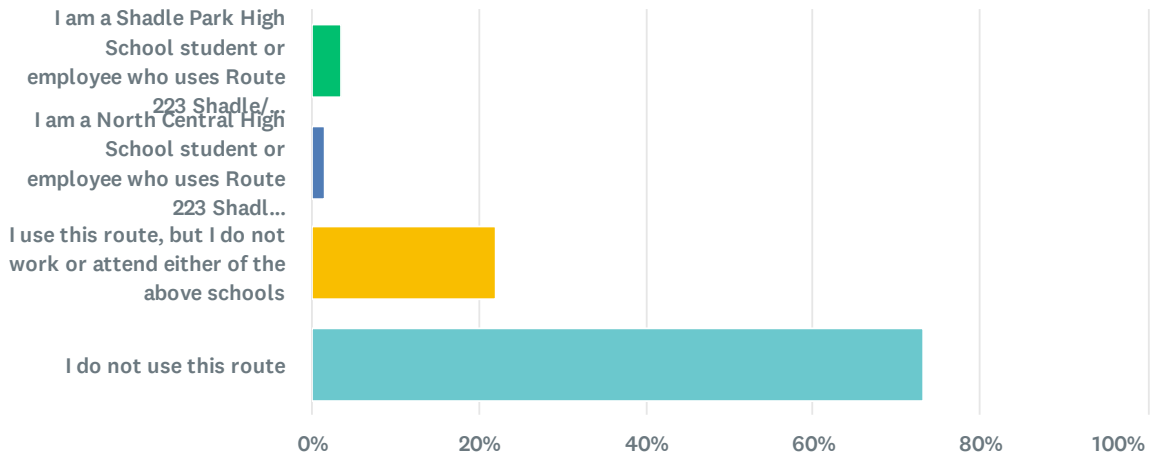
#	OTHER (PLEASE SPECIFY)	DATE
1	Rerouting to allow better access to the Shadle Shopping Center makes sense, but the rerouting through residential neighborhood to get up to Indian Trail does not.	12/11/2025 12:51 PM
2	It's a school bus route, will not ride the bus.	12/11/2025 11:49 AM
3	The many teens riding this route make it intolerable for others	12/4/2025 11:17 AM
4	no affect on my bus use	11/25/2025 4:34 PM
5	I do not ride this route, but I think that the distance between the morning and afternoon routes are too confusing	11/20/2025 9:52 PM

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6	This will again negatively affect SPHS students.	11/17/2025 11:02 PM
7	Belt is congested with onstreet parking on both sides above Wellesely and is very dark with very little overhead lights.	11/17/2025 4:48 PM
8	This route does not affect me	11/14/2025 9:05 PM
9	Love getting the kids off Maple, cars and kids do not mix and no one spokane knows their speedometer goes below 40.	11/12/2025 5:30 PM

Q9 What statement best describes you?

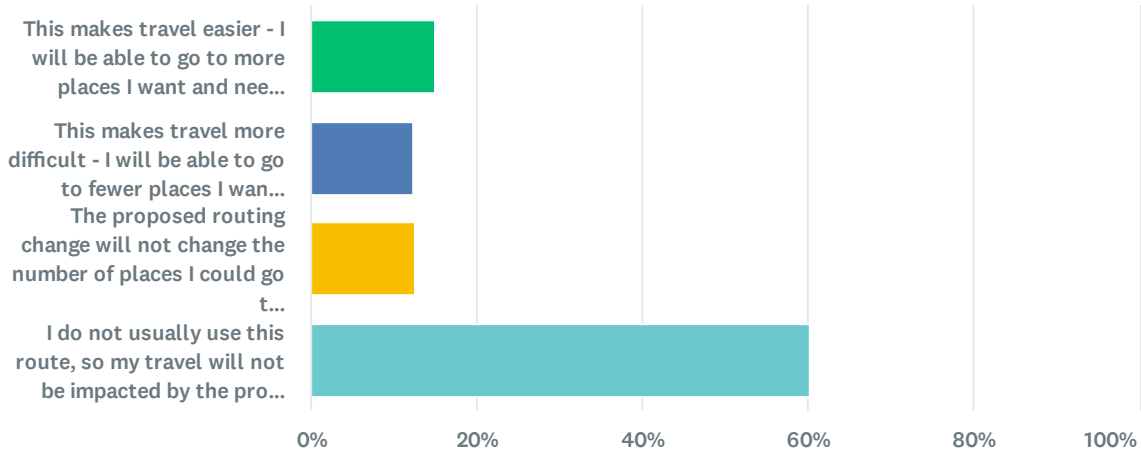
Answered: 461 Skipped: 186



Answer Choices	Percentage	Responses
● I am a Shadle Park High School student or employee who uses Route 223 Shadle/Indian Trail	3.47%	16
● I am a North Central High School student or employee who uses Route 223 Shadle/Indian Trail	1.52%	7
● I use this route, but I do not work or attend either of the above schools	21.91%	101
● I do not use this route	73.10%	337
Total		461

Q10 After reviewing the Route 36 North Central map and proposed changes, how do you think the proposed route changes will impact where you are able to go by bus?

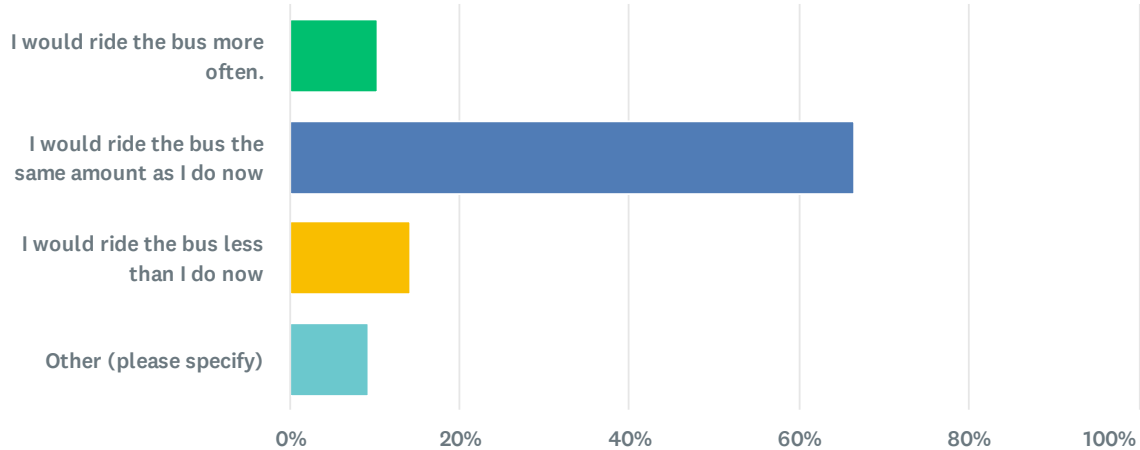
Answered: 477 Skipped: 170



Answer Choices	Percentage	Responses
<input type="radio"/> This makes travel easier - I will be able to go to more places I want and need to go to by bus	14.88%	71
<input type="radio"/> This makes travel more difficult - I will be able to go to fewer places I want and need to go to by bus	12.37%	59
<input type="radio"/> The proposed routing change will not change the number of places I could go to by bus	12.58%	60
<input type="radio"/> I do not usually use this route, so my travel will not be impacted by the proposed change	60.17%	287
Total		477

Q11 After reviewing the Route 36 North Central map and proposed route changes, how do you think you would utilize the new routing on Route 36?

Answered: 441 Skipped: 206



Answer Choices	Percentage	Responses
● I would ride the bus more often.	10.20%	45
● I would ride the bus the same amount as I do now	66.44%	293
● I would ride the bus less than I do now	14.06%	62
● Other (please specify) Show responses	9.30%	41
Total		441

#	OTHER (PLEASE SPECIFY)	DATE
1	I do not use this route	12/12/2025 12:06 PM
2	Don't use this route	12/11/2025 10:49 PM
3	There went the easy NECC to INL by 7AM commute	12/11/2025 5:33 PM
4	I do not understand this proposal.	12/11/2025 12:53 PM
5	I don't use this route	12/11/2025 12:25 PM
6	Removing the single ride connect to the 35 would be really inconvenient for a lot of people I know, but it's also essential to add this hillyard extension, the north and east of district one	12/11/2025 11:17 AM

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really needs easy bus access, that would make a lot of things accessible to me and increase my bus usage.

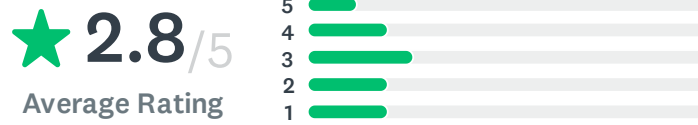
7	At this time I don't utilize this route	12/9/2025 10:27 PM
8	I would ride this route more often, if routing was shifted to Florida street rather than on freya	12/9/2025 3:13 AM
9	Keep 15 minute intervals for route 20	12/8/2025 8:07 PM
10	I don't take this route	12/8/2025 7:47 PM
11	I don't use this route.	12/8/2025 8:12 AM
12	I don't ride this route.	12/7/2025 6:44 PM
13	Hillyard was asking for added bus coverage I hope this is it.	12/5/2025 6:59 PM
14	What Hillyard resident want to go from Hillyard to downtown via SFCC?	12/4/2025 12:28 PM
15	I would ride this bus if it went the URM.	12/4/2025 6:37 AM
16	I will ride this if it goes up to URM.	12/3/2025 6:57 PM
17	I will ride to work everyday! Right now I have to walk to Market to catch a bus or get a ride but now ill get a direct route to work? You guys must read my prayers!	12/3/2025 4:51 PM
18	I do not usually use this route, so my travel will not be impacted.	12/3/2025 1:11 PM
19	Will not affect as I do not use this route.	12/2/2025 3:12 PM
20	I do not use this route	12/1/2025 11:08 AM
21	I regularly use this bus route as part of my work commute during winter, but the extension will not affect my usage.	12/1/2025 10:46 AM
22	Will not change	12/1/2025 9:18 AM
23	Not applicable	11/26/2025 11:40 AM
24	Doesn't really affect me	11/25/2025 10:12 PM
25	I don't ride this bus	11/24/2025 7:13 PM
26	I connect with the 20 from the 4 (South Hill), so this doesn't impact me - but the reduction of 20 to every 30 min from every 15 has a significant negative daily impact on my life.	11/24/2025 11:11 AM
27	I dont take this route	11/21/2025 1:55 PM
28	I don't ride this bus	11/20/2025 9:04 PM
29	I do not want to go all the way to SFCC to go downtown from Hillyard	11/20/2025 5:49 PM
30	I would have to walk farther to access my usual bus and I am disabled	11/20/2025 1:06 PM
31	You should add a bus route to and from Green Bluff or Mt Spokane.	11/20/2025 10:17 AM
32	I am not affected by this change	11/19/2025 3:34 PM
33	thank you!! i feel heard (finally). Ive missed the old 27...	11/19/2025 3:16 PM
34	not applicable	11/19/2025 2:43 PM
35	I used to live on Heroy. If I still did, I would probably appreciate this change.	11/18/2025 12:58 PM
36	I don't usually ride this route.	11/17/2025 10:36 AM
37	N/A	11/14/2025 4:50 PM
38	PUT IT AT URM!	11/14/2025 9:11 AM
39	The 35 is my only accessible route to work	11/14/2025 7:21 AM
40	This is my main route to work and school. I can adapt and take the prior stop as it is a few blocks away.	11/13/2025 7:45 AM

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41 This is one of the few areas in spokane where high school kids still ride the bus. This will save a route for us! 11/12/2025 5:31 PM

Q12 How would you rate the proposed changes to service in 2026?

Answered: 373 Skipped: 274



Rating	Percentage	Responses
1 / 5	20.4%	76
2 / 5	20.4%	76
3 / 5	26.8%	100
4 / 5	20.1%	75
5 / 5	12.3%	46
Average 2.8		373

Q13 Overall, what would like to say about the proposed changes? Please explain or share any other comments about the service adjustments planned in 2026.

Answered: 277 Skipped: 370

#	RESPONSES	DATE
1	Changes to the Wall St. route would make it possible to easily access Deaconess Medical Center with much less walking and no need to go to the Plaza for another bus route.	12/14/2025 11:39 PM
2	I am only affected by the 23 route changes because I ride back from the plaza to shadle on this bus and it would be a farther walk if i had to walk from belt rather than maple.	12/14/2025 9:41 PM
3	Removing Route 20 on Clarke Street will make it difficult or impossible to catch the bus by walking up to Browne's Addition. Alternatively, share route 20 between Browne's and Peaceful Valley so that each neighborhood would have some service.	12/14/2025 3:38 PM
4	Do not remove service from Peaceful Valley.	12/13/2025 7:30 PM
5	2 times an hour on a weekday is DIABOLICAL	12/13/2025 8:00 AM
6	I dont have much to say	12/12/2025 9:23 PM
7	All is good	12/12/2025 12:52 PM
8	I rely heavily on the transfer between route 33 and route 20.	12/12/2025 12:08 PM
9	I don't use this route	12/11/2025 10:50 PM
10	Reducing the frequency of busses to SFCC during the week is a huge disservice to students and employees so rely on STA to get to school on time in a reasonable amount of time. Rerouting STA north on Belt St to go to Indian Trail will increase traffic on a non-arterial road. And create unsafe conditions since there is no passing area to go around busses unlike Maple/Ash that have two lanes.	12/11/2025 12:55 PM
11	Will have to transfer more often that would cause more time to be out in the bad weather. Could use more shelters. Buses need more layover time so you can make a connection.	12/11/2025 11:56 AM
12	It is essential to create new routes to connect all of Spokane by bus as for so many people like myself bus is all we have. These should have as many integrated route transitions as possible for rider safety and satisfaction. Thank you!	12/11/2025 11:19 AM
13	Changing the 20 and 33 routes would make it more difficult for me to get to my destinations.	12/11/2025 10:20 AM
14	I think the changes make sense	12/10/2025 11:04 AM
15	I work at SFCC and many students and employees use the bus; this is something I encourage my students and colleagues to do all the time due to its convenience and sustainability. If Route 20 comes to campus less often, plus the interline with Route 33 is eliminated, this will have a significant detrimental impact on students and employees. Many students rely on the bus and cannot afford their own transportation. They also get a free bus pass loaded onto their student ID, but the route changes would diminish this benefit.	12/10/2025 10:49 AM
16	Fix your driver's, fix your wait times, hire more, pay more, do better. The perposed plan, do it anyway.	12/10/2025 9:58 AM
17	I hope you can find a way to continue bus service to Peaceful Valley. I hear there are elderly that use this route. Even a half mile is a long ways when there is snow on the ground and you're old with a cane, walker or wheelchair.	12/9/2025 10:32 PM
18	It didn't mange sense to nashe it more difficult for students from the west plains to get to the community College	12/9/2025 9:22 PM
19	It's going to have some riders upset on the proposed changes but we need buses to go further	12/9/2025 2:31 PM

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	than they do now	
20	My student doesn't really want to wait 30min in the cold for their bus 20.	12/9/2025 12:27 PM
21	Please please do not cut the frequency to SFCC. The students who attend are some of our most vulnerable, and taking away how often the bus gets to the school will have a major negative impact. These students need these buses to run at regular, frequent intervals so that they can get to classes. They are trying to change their lives. Please don't make this harder for them.	12/9/2025 11:05 AM
22	Hello, I am an instructor at SFCC and Running Start students (students in HS and college) that use STA will be impacted because they will need at least an hour and a half to travel to and from the campus. Many employees of SFCC will be impacted too. Please carefully and conscientiously think about the students and employees of the college.	12/9/2025 10:38 AM
23	Some of them are helpful but I think adding a route rather than changing the routes (especially with 23 and 20) will be more effective.	12/9/2025 7:51 AM
24	The change in the routing of route 23 will have a huge impact on the existing bus service that is available. If this change is made, there will be no bus stops along Maple/Ash from Francis to Garland. This is a significant hardship to the residents in this service area.	12/9/2025 7:45 AM
25	I would like to see service for route 36 routed on Florida Street rather than on Freya. Reason that being is to better serve the Easy Acres and Greenfield Estates communities, with another community that's planned to be built just north of Greenfield. Not to mention the population density around Florida Street is higher than that on Freya.	12/9/2025 3:13 AM
26	Keep 15 minute intervals for route 20	12/8/2025 8:08 PM
27	Moving the 20 out of the Peaceful Valley is not a good idea. I know many people that take this route in the area but sometimes they will walk to catch the bus up in Browns Addition	12/8/2025 7:50 PM
28	Yay to Hillyard, maybe I will go up there more on the 36, which I already take. Big BOO to decreased Route 20 frequency, will hurt folks at SFCC, including me. 30min frequency to downtown is too long a gap	12/8/2025 2:08 PM
29	I like most of them. It would be nice not to have the buses on Maple/Ash and the proposed roadways seem like good choices. Please keep the 15 min frequency to SFCC! Thanks!	12/8/2025 1:30 PM
30	I am strongly opposed to changing Route 20 SFCC from a 15 to 30 minute wait. This will negatively impact me and I believe it will negatively impact SFCC students who often rely on (and pay for from their tuition) a city bus pass.	12/8/2025 1:30 PM
31	I think it's a real mistake to stop service in Peaceful Valley, given the steep climb and limited ways to access buses.	12/8/2025 5:24 AM
32	Taking service away from any area will not be good for Spokane. Decreased public transit services of ANY KIND is NOT what the public wants. Add routes, don't redirect them. Ridership will improve when services are added.	12/7/2025 9:52 PM
33	KEEP SERVICE TO PEACEFUL VALLEY, WITH THE CITY LINE WE DON'T NEED REDUNDANT SERVICE IN BROWNE'S ADDITION. WE NEED BUS SERVICE IN ISOLATED NEIGHBORHOODS LIKE PEACEFUL VALLEY AND VINEGAR FLATS/LATAH VALLEY. THANKS	12/6/2025 11:45 PM
34	For many riders, even a slight change to the schedules can throw their entire lives into disarray. Don't make changes unless absolutely necessary.	12/6/2025 2:30 PM
35	It is easy for riders to reach CityLine from Riverside Avenue. It will be difficult for riders to climb the stairs from Peaceful Valley to access service on Riverside Avenue.	12/6/2025 11:00 AM
36	Unconscious decision to pull out of Peaceful Valley.	12/6/2025 8:37 AM
37	Again happy for Hillyard not happy for Peaceful Valley. Especially with how many empty buses I see on a regular basis.	12/5/2025 7:00 PM
38	I understand the need to get service to the employment in Hillyard east of the NSC. However, doing it at the cost of service to Peaceful Valley is a tough tradeoff. I think it would be helpful to at least forecast a longer-term vision for these areas. Do you envision smaller autonomous shuttles serving places like Peaceful Valley in the future? How else might this community be	12/5/2025 5:04 PM

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served in the future. I get that the ridership there isn't robust, but altogether abandoning an area indefinitely that has come to expect public transit is really bad. I would be interested to see a travel time projection for the "one seat ride" to Hillyard. On first glance, it seems like it would be outrageously long and a more direct route with a connection would be preferable 99% of the time. I would LOVE to see a direct connection between downtown and Hillyard, but this ain't it.

39	I think it will be good for the city but really doesn't affect my travel at all	12/5/2025 3:29 PM
40	Please maintain the route 20 at 15 min intervals.	12/5/2025 3:18 PM
41	I don't like how Services between downtown and Spokane Falls Community College will be every half hour especially because so many students ride that bus it's really inconvenient	12/5/2025 9:55 AM
42	None of these changes benefit me any way they'll just make my travel and wait times longer	12/5/2025 9:28 AM
43	i hope that the neighborhoods and the roads are okay with any changes that may now have busses coming thru them.	12/5/2025 8:57 AM
44	Our elderly folks in Peaceful Valley really need to keep the service. Please do not completely remove the service from Peaceful Valley. Thank you.	12/5/2025 7:50 AM
45	#20, I have heard that the buses through Peaceful Valley could be changed to not as often, but that there would still be service.	12/4/2025 8:19 PM
46	I do not like that peaceful valley is losing service	12/4/2025 7:51 PM
47	Please do not stop service to peaceful valley.	12/4/2025 6:26 PM
48	It cuts out peaceful valley residents the way Vinegar Flats residents were cut off years ago.	12/4/2025 12:31 PM
49	The adjustments are suitable for me.	12/4/2025 11:19 AM
50	Great changes are coming! Keep up the good work guys!	12/4/2025 6:37 AM
51	Nice! My grandkids will finally be able to ride STA instead of the school bus from our home in East Hillyard. The school bus is no where as dependable as the city bus has been and it will be nice to get one closer to our home.	12/4/2025 6:27 AM
52	A bus to work? Yes please! Also, can you make sure it matches up with shift times?	12/3/2025 6:59 PM
53	This reduction in service for SFCC will have a tremendously negative impact on MANY riders. Please don't do it.	12/3/2025 5:20 PM
54	I can't wait for a bus near our mobile home park!	12/3/2025 4:52 PM
55	Everything sounds great except the change in frequency at SFCC - too many students and employees *need* every 15 minutes for class - for family timing - Running Start students who don't drive - so many... please please please don't get rid of the every 15 min for the Falls - signed an employee of Spokane Colleges	12/3/2025 2:23 PM
56	Do not change 20 frequency	12/3/2025 2:05 PM
57	SFCC should have a bus come every 10 minutes - there are a LOT of people, staff and students, that ride this bus and to place the bus coming every 30 minutes would be EXTREMELY detrimental to all involved.	12/3/2025 1:31 PM
58	Reducing the frequency of the 20 to SFCC is ridiculous, especially if you want more people to ride the bus. Having a community college campus get REDUCED FREQUENCY is insane and wrong. Bad, bad idea. Signed a decades-long regular bus rider who works at SCC but often has to go to SFCC and has colleagues at SFCC that already struggle to use STA to get to work. Insane.	12/3/2025 1:13 PM
59	SFCC's route realistically only comes every 30 minutes and is already difficult to schedule around as well as 33. I take both buses to get to and from teaching jobs and, with the window between classes, cannot afford less frequent times.	12/3/2025 12:11 PM
60	Most of these changes make sense and seem helpful. My biggest concern, as someone who lives on Belt Street, is route 23 changing to Belt from Maple/Ash. While convenient - I am not sure the infrastructure can really support regular bus travel down this road with so many vehicles parked on the street.	12/3/2025 12:05 PM

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61	Keep the routes for SFCC to every 15 minutes	12/3/2025 10:38 AM
62	Disappointing, start INVESTING in transportation instead of looking for instant returns.	12/3/2025 10:31 AM
63	There is a near-constant issue of routes 36 and 33 being late or cancelled. I use these routes every day and it makes mine and others' commutes very unpredictable.	12/3/2025 10:30 AM
64	Please take into consideration that community college students will be underrepresented in this survey.	12/3/2025 10:15 AM
65	The connection to Hillyard is essential, and the proposed changes to the Route 23 Maple/Ash would be better for access. However, increasing the interval time for SFCC to 30 minutes instead of every 15 minutes will negatively impact the community members that take the bus to attend classes at SFCC, work at SFCC, or generally need to use that route regularly. Their schedules would be greatly impacted by a lack of small-windowed opportunities to catch the bus.	12/3/2025 9:10 AM
66	I cannot endorse the reduction in frequency of stops for route 20 to SFCC from 15 minutes to 30 minutes. I would be less likely to use route 20 daily to get to work. Thanks for considering my concern.	12/3/2025 9:09 AM
67	Limiting service to SFCC is a mistake. Students and staff use this line frequently, and reducing to every 30 minutes from 15 minutes will cause more riders to not take the bus because it will be less convenient. Also, no longer going through Peaceful Valley is also a mistake. People who live down there will be greatly impacted. We need MORE bus routes, not fewer. For example, Why does the bus not go up to 5 mile or to the neighborhood by Riverside State Park (near the bowl and pitcher?)	12/3/2025 9:07 AM
68	Less frequency to SFCC would have a negative overall impact on access. It would also be nice to see a route extended to the neighborhood around Rifle Club Road.	12/3/2025 9:04 AM
69	Reducing the frequency to SFCC campus, will have a meaningful negative effect on students and staff. 30min intervals is too long for an educational campus. It reduces flexibility in morning commutes, staying after class to speak with a professor, and can impact commuters who rely on the frequent interval to get home to their kids. Keeping the 15 minute interval to SFCC campus is very important. Thank you for this survey and the opportunity to provide feedback.	12/3/2025 8:52 AM
70	The SFCC bus frequency change is a bad idea and will impact students and employees at the institutions.	12/3/2025 8:46 AM
71	This will negatively affect students and employees at SFCC	12/3/2025 8:24 AM
72	no SFCC timing reduction during high traffic times.	12/3/2025 8:17 AM
73	Having less frequency to SFCC would impact students flexibility and in turn, impact their learning and education.	12/3/2025 8:10 AM
74	in-person class offering continue to increase, so this route should only get busier over time. SFCC students with limited resources will not have any other option than to wait 30 minutes between rides, impacting their ability to arrive on time for classes, go get their kids from daycare, and get to their jobs on time. As an employee at SFCC I am never more than 15 minutes behind if I have to stay late, or if I need to travel during the work day (I work for both SCC and SFCC and travel between but primary location is SFCC). SFCC is too far to walk from the next nearest bus stop. When inclement weather hits and busses are possibly delayed, it would create longer wait times in the cold if fewer busses are operating. no one wants to opt to ride the bus if the bus is inconvenient.	12/3/2025 8:10 AM
75	The bus frequency is what makes the sta busses so useful for college students, a longer wait between busses would make it difficult to ride the busses after getting out of classes.	12/3/2025 12:46 AM
76	I really don't ride some of the bus routes.	12/2/2025 11:37 PM
77	I like that a lot of this is about expanding service to new areas, but the 20 being less often will be a problem for me and other sfcc students. This is the main bus we rely on. Also, at certain times of the day, there would be more students waiting than could fit on the bus.	12/2/2025 6:32 PM
78	Do not extend service into east hillyard	12/2/2025 5:28 PM
79	I am fine with the advantages, I take the 20 to SFCC from the Plaza. However, the 30min	12/2/2025 5:06 PM

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frequency isn't something I look forward to. I would have to stay in the plaza longer than I need to and might even be late for classes. I would either be in the school a lot longer than I need to or come in late. I would also suggest a line from the petro bus/Cheney station to SFCC/SCC

80	Due to the elevation of the hillside in Peaceful Valley, the nearest stops are only accessible via the STEEP Spruce Street or Cedar Street STAIRS. However, as of this writing, only the stairs at Cedar Street are open. The Spruce Street stairs are currently closed and in need of replacement which is unfunded. Furthermore, these distances do not consider the elevation gain from the valley to Riverside Avenue. Given this information, the stops on the western side of the neighborhood that are affected by the Spruce Street stairway closure. Alternate stop locations are given with the Spruce Street stairs closed. The stops in the center of the neighborhood (Clarke Avenue @ W 2007 and Clarke Avenue @ W 2010) will find walking east to the Cedar Street stairs a closer, if not more strenuous walk (as they will still need to ascend the stairway). I have owned a home in PV for twenty-three years. When Main Avenue was closed for over a year for service, pavement, walkway, and landscape upgrades, the neighborhood suffered without the CONNECTION that a BUSLINE provides this critical, most unique and eclectic Spokane Neighborhood. Eliminating bus service to this LOWER corridor would be a social AND economic detriment to Downtown Spokane!	12/2/2025 3:47 PM
81	If the 20 route goes to every 30 minutes it will increase the time I am on the bus and waiting for transfers to the Valley Transit center by another hour.	12/2/2025 3:14 PM
82	Cutting whole sections of bus routes won't help encourage more people to ride the bus	12/2/2025 1:21 PM
83	Really who are these changes benefiting! The changes that have already been made have taken me out of place, now to expect these changes I don't know what to expect in traveling.	12/2/2025 12:00 PM
84	Most of the changes don't affect me, but decreasing the frequency of buses running the 20 route is not a good idea. It will make a lot of people's lives much more difficult.	12/2/2025 11:41 AM
85	SFCC needs to have buses every 15 minutes.	12/2/2025 11:19 AM
86	It is important that we keep all Educational Institutions accessible in a timely manner. EWU has buses every 15 minutes. SCC, Gonzaga and the U-District have buses every 7-10 minutes. Traveling by bus already has longer commute times than driving, and this could further increase commute time. Most people have many other life and work commitments that adding an even longer commute could be difficult to balance. I believe that losing the flexibility of being able to catch a bus every 15 minutes could really impact our students and employees in a variety of ways such as being late to class or work, less time with family, not being able to ask a question after class, etc... It seems very inequitable to discontinue the peaceful valley route because it would completely cut off a neighborhood that is not walkable to another bus stop.	12/2/2025 10:33 AM
87	The reduced frequency of Bus 20 would be inconvenient to me.	12/2/2025 10:29 AM
88	This will affect firsthand SFCC college students! The frequency at every fifteen minutes that we have now fits the community perfectly. Don't fix what's not broken. Thank you	12/2/2025 8:06 AM
89	Do not make a bus stop diet. We need accessible stops. It's especially important for elderly and disabled during hot and cold weather	12/1/2025 11:31 PM
90	Keeping the route 20 benefits SFCC students particularly those attending evening classes in winter	12/1/2025 8:17 PM
91	Not sure why you are spending money providing trips just to sfcc, that don't interline evenings and Saturdays. Waste of money, whose going to college at 9pm or on the weekend. Increasing route 36 frequency evenings and Saturdays would be a logical remedy.	12/1/2025 7:40 PM
92	Please don't run the 20 less frequently	12/1/2025 6:23 PM
93	While I myself have never used STA services, I know many a person who does. These changes seem unnecessary and complicated.	12/1/2025 5:27 PM
94	The ONLY one that makes sense is the addition of service east of the NSC in Hillyard, the rest are making things HARDER not easier ...	12/1/2025 5:11 PM
95	Route 20 service through Peaceful Valley must be maintained	12/1/2025 4:57 PM
96	Changing the frequency of route 20 would make my schedule for school much more difficult and would negatively impact my education and attendance to class	12/1/2025 4:46 PM

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97	A lot of the route you will be getting rid of are essential to people's daily life.	12/1/2025 2:27 PM
98	The change I am most against is regarding routes 29 and 33, those would negatively effect me and many othe people I know who rely on the bus for transportation.	12/1/2025 1:31 PM
99	Just route 20 to sfcc i believe still needs to be 15 min	12/1/2025 12:58 PM
100	Reducing the frequency of stops at SFCC will make it more difficult for students like myself to make it to class on time and result in a higher frequency of missed classes. Our class times are only 50 minutes- by making stops happen every half hour instead of 15 minutes, that is the difference between missing 15- 20 minutes of class vs missing the entire thing	12/1/2025 12:08 PM
101	As someone who relies on the 33-to-20 15 minute interval to get places, that will change my travel time to and from downtown significantly and introduce a lot of inconvenience to my day. I don't mind getting off the bus and catching a transfer, but if that transfer drops to every half an hour, that will make things difficult in regards to my weekly early shifts on the south hill	12/1/2025 11:37 AM
102	The proposed changes for route 20 to SFCC, specifically the service change to half-hourly buses, would make it more difficult for students to plan their commute around class schedules. Riders would also need to wait longer and potentially be absent for more of class if they miss a connection with route 20.	12/1/2025 11:14 AM
103	Please don't discontinue the frequency of route 20, it'd make it harder to get to school	12/1/2025 11:10 AM
104	The only change that would have a significant impact on my usage of STA buses is the Route 23 change onto Belt street to better access the nearby shopping plaza. I am a student at SFCC and take Route 36 North Central as part of my winter commute. I very rarely use Route 20 SFCC to get to Riverfront Park from SFCC. The extra 15 minutes will affect me, but only minimally.	12/1/2025 11:07 AM
105	The reduced frequency of route 20 would greatly impact my ability to commute to SFCC.	12/1/2025 10:49 AM
106	I am an SFCC student currently, and I rely pretty much solely on the bus to get to and from school, as do many of my friends and classmates at school. Less frequent buses would likely have a more negative impact on students that need the city bus to travel and get to school and other obligations on time. It would be preferable to keep the Sam's frequency as is now.	12/1/2025 10:41 AM
107	Please do not make these changes, they will impact a lot of non driving people especially students and elderly.	12/1/2025 10:14 AM
108	I am very concerned about the changes to the maple/ash routes. High school students have to ride the city bus and this change makes that more difficult for many. I am also very concerned about the discontinuation of service to Peaceful Valley. It's makes the area inaccessible to many. Glad Hillyard is receiving better service, but it should not come at the expense of our high schoolers and access to other parts of the city.	12/1/2025 10:12 AM
109	15 minute routes are important!!!	12/1/2025 10:09 AM
110	I believe that some of these changes could definitely be beneficial, however, some would limit students and others from effectively using Bus routes.	12/1/2025 9:59 AM
111	Don't change the SFCC frequencies because students rely on the timings for life outside the school.	12/1/2025 9:33 AM
112	The changes in frequency for bus 20 from 15 minutes to 30 minutes severely impacts students arrival times for classes that attend SFCC. Do not change it. Please. Thank you.	12/1/2025 9:33 AM
113	The proposed changes to the 20 for SFCC is a all around detriment for students such as myself.	12/1/2025 9:24 AM
114	Having the bus every 15 minutes to/from SFCC is convenient for me making my time more flexible.	12/1/2025 9:21 AM
115	The change in frequency of route 20 will affect not only myself but many other students.	12/1/2025 9:20 AM
116	Honestly the changes do not effect me since I drive, but I know that some of the changes will effect my classmates and friends and it will make it more difficult for them to get to school.	12/1/2025 9:20 AM
117	The less frequent trips to sfcc is going to highly impact my ability to get to my classes on time	12/1/2025 9:19 AM

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118	Generally they won't affect me much so I don't have much input.	12/1/2025 9:14 AM
119	I understand why this is being proposed, but I do not feel like it is quite just. Though much of the changes do not affect me, I do not think the route should be diverted at the point that it is, because it makes the walk more difficult for those that go to the Salish school.	11/30/2025 12:34 PM
120	Time will tell. I don't agree with what is going to happen with the 33.	11/30/2025 5:12 AM
121	Not having a bus in peaceful valley will limit my access to town. Please consider keeping some busing available down here. Thanks	11/29/2025 2:39 PM
122	Please do not decrease the amount of stops or service to route 35, I rely on it entirely to get to work. Without route 35 I would have to walk over a mile every day to take the 25	11/28/2025 7:20 AM
123	I am generally against any reduction in service frequency but I understand it might be necessary due to cost and staffing. I do find the changes a bit confusing and since it impacts colleges I can see it affecting a lot of people. Besides that personally I would love to see more service (especially weekend/holiday!) on the 124 route because it is the only bus I can reasonably and consistently walk to from where I live (very far north.) and it is very convenient to get to/from downtown using that route. I understand why it is so infrequent because it is targeted at people commuting for work but I think there is a growing demand for bus service up north where I live based on conversations with people I know. I also find it weird how Indian Trail neighborhood is about 10 minutes by car yet an hour and a half by bus from where I live, there is very little interconnection between that route and other Northside routes. Lastly the route 9 is always crowded and I think it would be wise to start using accordion busses for that route at least during peak hours. I know this is a lot and there's only so much you can do, but I rarely have a chance to give my input so there is my "wishlist" so to speak. I love STA and appreciate you all so much. Thank you for taking rider feedback into consideration!	11/26/2025 7:13 PM
124	I like it and want service further out to the north side	11/26/2025 4:01 PM
125	I like the extended service to Hillyard, not sure about the decrease to 30 minute service to SFCC, but can see it could be warranted since City Line services this area as well	11/26/2025 12:22 PM
126	Peaceful Valley deserves bus service. City Line should be okay for Browne's Addition residents. Route 23 improvements are a thumbs up.	11/26/2025 11:42 AM
127	They don't hugely affect me, but I might take one occasionally.	11/25/2025 6:59 PM
128	Good changes, but with fixing the stairs in Peaceful Valley at Spruce St makes these changes less sensitive to the bus riders in Peaceful Valley. (See Director Jon Snyder and Cycle 14 traffic calming)	11/25/2025 4:38 PM
129	The bus needs to serve the students of SFCC equally to the other campus students. There should be no change in frequency of buses to and from SFCC.	11/25/2025 2:47 PM
130	This change could be detrimental to many students traveling to SFCC- as it would severely inhibit our ability to get to classes and get the education needed to create futures.	11/25/2025 2:35 PM
131	The change to Route 20 could very negatively impact students at SFCC. Doubling the wait time to get to or from the college could mean students being late to classes or late getting to work/home/family obligations. If the Clarke route needs to be discontinued, there needs to be another way for busses to still come and go from SFCC every 15 minutes. This is an accessibility issue for underserved populations.	11/25/2025 2:19 PM
132	Please don't do this!! Seniors and everyone else cant wait 30 minutes per bus	11/25/2025 2:00 PM
133	Not needed	11/25/2025 1:59 PM
134	As an SFCC student, this would make travel much worse	11/25/2025 12:03 PM
135	I like the proposed extension into Hillyard. However, I use the connection from the #20 to the #33 often. There would need to be a suitable alternative to get on the #33 to Wellesley from the Plaza without a transfer. The #23 changes depend on the #20/33 changes, so it's hard to say how that would go, but it's a big area being moved.	11/25/2025 11:58 AM
136	I take route 33 and 20 often and it would affect me negatively is these changes happen	11/25/2025 10:38 AM
137	Please do not change the frequency and route for the bus that goes to SFCC. This will make it more difficult for so many students.	11/25/2025 8:53 AM

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138	Really screws over Peaceful Valley and the people who use it.	11/25/2025 7:43 AM
139	none	11/24/2025 7:33 PM
140	I really don't like the reduction in time for the 20 bus from every 15 to every 30 minutes. My kids need to ride the bus to school next year and the year after. It has been a great asset in my neighborhood this year and had looked forward to teh continued service. If times work for getting to LC and Sac at appropriate times by connecting with the 4 it will not be a problem. but having to get an earlier bus and waiting longer at the transfer station does not seem like a great option. Also returning home from school and not making a connection and having to wait an additional 15 plus minutes seems like a disappointment in service. This will make an already long day longer.	11/24/2025 7:17 PM
141	Having bus 20 change from every 15 min to every 30 would greatly impact both my middle school child and my highschooler getting to school. We live in river run and they take the bus atleast 4 times a week. Currently my kids get on the bus together and my daughter gets off at Lewis and Clark and my son goes on to Sac. On the way home he would have to wait even longer if it was only running every 30 min. This would be a huge impact with our family	11/24/2025 7:03 PM
142	34 needs to go all the way down freya to 57th large gape in service south of 37th to 57th on freya.	11/24/2025 6:03 PM
143	Please do not make the 20 less frequent if anything its not frequent enough and is always late anyways. Do not do that.	11/24/2025 3:56 PM
144	No need to change 23 and 223	11/24/2025 3:41 PM
145	By making route 20 only every 30 minutes I will be later for work. I take the bus from SFCC to my workplace right after or else I'd be late	11/24/2025 12:55 PM
146	The discontinuation of Route 20 service through Peaceful Valley will be a major inconvenience to the neighborhood's residents. To access bus stops on Riverside, residents on the east side of the valley would have to climb the Cedar Street staircase, which is 138 steps and generally unsafe (drug users and campers blocking the stairs, garbage, drug paraphernalia, urine, and feces are common). Additionally, the stairway is impossible for someone with mobility issues to use. During snow events in the wintertime, the sidewalks on Main Avenue are seldom shoveled, making it difficult to access Riverside stops that way. Accessing Riverside stops near People's Park from the west end of the neighborhood would involve a walk of over a mile, with no shortcut possible via the now-condemned Spruce Street stairway. Please do not discontinue Route 20 service through Peaceful Valley.	11/24/2025 12:44 PM
147	What happened to the agreement with SPS District and Transit to provide busing to school for those who use to have School District Buses for out children? Thinking twice about my vote to have the city parks join in with school district. Very Disappointed - may have to quit working and go on public assistance so I can get my children to their schools safely.	11/24/2025 12:25 PM
148	I am a firm believer that one of the main things driving people away from the bus system is infrequency. Indeed, the one ever-half-hour bus that I take has proven itself to be the most infuriating one I take. Because of the wait for this half-hour bus, a twenty-minute drive turns into about an hour in the bus system. I believe that, if the route 20 bus only comes around every half an hour, the route shall be made all the worse for it.	11/24/2025 11:45 AM
149	While changes to routes other than 20 do not affect me, they DO affect people I know. It would negatively impact their journeys. And the proposed changes to route 20 would negatively affect my own travel. I solely use the bus to get myself to school, appointments, and other places. By reducing the frequency from 15 minutes to 30 minutes, I would get home and get to school much later than I need to, and trying to figure out timing with the busses is ALREADY frustrating because of frequencies. DO NOT implement this change, as it will harm both myself and many others who rely on STA.	11/24/2025 11:44 AM
150	I'm confused.	11/24/2025 11:43 AM
151	The changes to 20 will have a significant negative impact on me - and on all the other students and employees who change buses at the plaza to connect to the 20 to go to and from SFCC. This is one of the worst ideas you've had. While I haven't been a fan of other changes (e.g., getting rid of easy bus access from Lincoln Heights shopping center), having difficulty with shopping is one thing. Having difficulty getting to work or school on a daily basis is another	11/24/2025 11:14 AM

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matter entirely. Please, please do not change the frequency of Rt 20. This impact students and employees in a highly negative manner. Thank you.

152	For a case manager of Mother Teresa Haven the route change for bus 20 going to the college to connect to the 36 is a big hardship for my families and to clients wanting to find jobs.	11/24/2025 10:52 AM
153	the 15 minute difference in transportation to sfcc from downtown will make a large impact on my travel	11/24/2025 8:44 AM
154	Please do not decrease the frequency of Route 20 between downtown and SFCC. I am faculty and it will make it harder for me to meet my students' needs.	11/24/2025 8:07 AM
155	The disadvantage listed above of half-hourly instead of every 15 minutes between downtown and SFCC ALSO means half-hourly plus a transfer instead of every 15 minutes on one bus between downtown and the entire route 33. I frequently ride the 33 to and from downtown and I will lose the 15 minute service and will always have to transfer. This is a HUGE change for me and everyone on the 33 route. There must be a better way to get service to Hillyard that goes downtown without going all the way to SFCC and breaking the 33.	11/23/2025 10:29 PM
156	The route change for 23 drastically will affect Ridgeview elementary school and community. Being that SPS elementary schools must us STA for field trips, this takes away even more access	11/23/2025 10:21 PM
157	I think it will effect many school students and employees.	11/23/2025 4:58 PM
158	Make more bus with more routes	11/23/2025 7:30 AM
159	Service to where i live in Hillyard (Regal and Everett) from downtown is not great. From the plaza I can catch the 27 and walk 8 blocks, 27 or 28 and transfer at Francis to 35, 20/33 to Wellesley and Regal and walk 6 blocks or 22/35 which is a 1 hour trip one way. There needs to be direct service to Hillyard from downtown again like the 27 used to serve. We need a direct line between downtown and Market north off Wellesley again	11/23/2025 6:09 AM
160	These service modifications are likely to depress overall bus ridership and increase barriers to mobility for many passengers, making it more difficult for people to reach essential destinations. Over the past five years, comparable adjustments have correlated with a sustained decline in utilization of ancillary routes, largely because service has been reallocated away from central, high-demand corridors toward outlying areas with comparatively limited rider bases. As routes shift from core hubs to peripheral segments, the network's convenience, frequency, and connectivity diminish, further discouraging use and compounding the downward trend in ridership.	11/22/2025 12:10 PM
161	They do not impact me	11/22/2025 8:09 AM
162	Coming to and from Audubon the reduced frequency and elimination of one seat to downtown significantly increases travel time and makes the high frequency on 33 kinda useless. Why not reduce frequency slightly on 33 and 36 and stagger a one-seat interline to downtown for both? SFCC to Downtown (20) would increase frequency and preserve or improve travel times on 33 and 36 by eliminating transfers for both. Alternatively increase frequency on 22 to offset this.	11/21/2025 4:20 PM
163	Many Spokane Falls Community College students are upset about the proposed 20/33 changes. Students have been organizing to speak out and draw attention to the negative impact this would have on our campus.	11/21/2025 4:03 PM
164	I think public transit should be widely accessible, even more so than it currently is, to everyone. I think some of these changes are a risk at preventing that level of accessibility.	11/21/2025 3:52 PM
165	It's a good change	11/21/2025 3:44 PM
166	Still would like to see route through Peaceful Valley and SFCC times should stay every 15 minutes.	11/21/2025 3:14 PM
167	As a college student, this changes would make utilizing the bus to get to school much more difficult.	11/21/2025 2:00 PM
168	Reducing the rate of buses to SFCC will put many college students at a disadvantage. Many students have jobs and some rely on the buses to make it to their shifts and classes without taking too much time out of their day.	11/21/2025 1:57 PM
169	reducing pick up/departure times would cause me not to use the bus as often, if at all.	11/21/2025 1:14 PM

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170	I take the bus from the Liberty Lake Park and Ride to the SFCC campus. I rely on the frequency of the 20 to get me to work on time before my students arrive. These changes might cause me to discontinue taking the bus completely. The route changes from the old 172 route to the newer 722 has already impacted my commute in a negative way. Changing the frequency of the 20 would definitely cause a hardship.	11/21/2025 12:41 PM
171	As a Peaceful Valley resident, I'm disappointed to see the Clarke route on the chopping block. And students at SFCC will be so negatively impacted by pushing wait times to 30 minutes instead of 15. Please please please reconsider. Every other college gets a regular route. SFCC deserves one too.	11/21/2025 12:38 PM
172	The change to the 20 will severely impact many people's ability to get places, as well as the frequency reduction will hurt students of SFCC.	11/21/2025 12:35 PM
173	The discontinuation of the Peaceful Valley route would create a negative impact for the residents of the neighborhood. A large portion of it's residents are elderly, making the uphill walk to the plaza difficult, and nearly impossible in the winter months. I am also concerned that the cancellation would effect the cities plowing of the neighborhood- right now, because we are on the bus route, we are one of the first neighborhoods to be plowed. Peaceful valley only has two points of access, both of them are steep hills. Without plowing and without bus service, it would make transportation incredibly difficult for those of us without other means. I use the bus between 3-5 times a week, both to commute to downtown and to get to school at SFCC. Please do not cancel service to Peaceful Valley. We are a secluded neighborhood that relies on bus services to comfortably commute within our city.	11/21/2025 10:11 AM
174	Discontinuing the Clark/Peaceful valley route for the 20 bus would be detrimental to the residents of peaceful valley. Though it is close to downtown, the steep incline of the hill going in and out makes it difficult for our elderly and disabled neighbors to commute, especially in the winter time. Furthermore, I am a student at SFCC who lives in peaceful valley and I use the bus every weekday to get to and from school. Canceling the route would be a substantial burden on me.	11/21/2025 9:45 AM
175	Overall a better way to link oft-traveled destinations, but I encourage you to reconsider the route 23 changes - Maple and Ash are closely linked in the Spokane psyche, so it's better to discontinue service on both rather than provide morning/afternoon usage differences. Service between downtown and SFCC should not be reduced to half-hourly.	11/20/2025 9:56 PM
176	Removing route 20 through Peaceful Valley will mean that I will have to walk an additional 3 blocks and climb 50 stairs to Riverside. That stairway is dangerous with homeless and drug users hanging out on the stairs. It is poorly lit in dark when sun sets by 4 pm. This additional walking would keep me from riding the bus. I am 77 yrs old and this will keep me from staying independent in my home,	11/20/2025 9:08 PM
177	A 6 block deviation to catch the bus is not helpful to elderly or disabled people who take the bus in Shadle. 15 minute routing on the 20 during the week is most desirable to keep for the retirement community in downtown Spokane especially at the Cathedral Plaza.	11/20/2025 6:21 PM
178	I don't like frequency between SFCC and Downtown being reduced	11/20/2025 5:50 PM
179	For the most part, these route changes do not effect me. However, decreasing the frequency of Route 20 is a poor decision. Making the route a 30-minute rather than a 15-minute effects the ability of students to make it to their classes on time, and makes it more difficult for employees to make it to work on time. Please, reconsider this change.	11/20/2025 11:34 AM
180	None of these changes effect my routes, however the service being discontinued for an entire neighborhood concerns me. I believe everyone should have access to public transportation. I understand the cost and service limitations however.	11/20/2025 8:29 AM
181	Please dont take bus frequency down. I would rather busses come more frequently so I can better utilize and plan around service times.	11/20/2025 7:47 AM
182	Most of this is honestly just unnecessary. It is all fine how it is	11/20/2025 7:14 AM
183	For students riding the 223, I think this change is a welcome one. A great improvement.	11/19/2025 11:23 PM
184	I live in hillyard north of wellesley off the 27 bus line but my kids need to get to west central. This makes hillyard even more isolated it seems. Also, there needs to be an efficient route from the law school to the courthouse as many law students are externing at the courthouse.	11/19/2025 9:39 PM

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185	Some of your buses should be running with a little more. I live on Sprague and Napa, and it doesn't matter what direction I'm heading, the 9 is almost always running behind (11/17, 11/18, 11/19 at least three minutes behind in the morning), is significantly over crowded and all-around unpleasant. Understandable, given the areas the bus travels through. On Sunday, if the first 9 of the day is even a minute late, I miss the only 4 bus that will get me to work on time. Essentially, these inconsistencies are driving me to use the bus less overall, as the primary bus I use, the 9, is nearly unusable.	11/19/2025 7:55 PM
186	The new service provided to Hillyard east of NSC are utilizing a stretch of Freya that has no sidewalks. Freya street between Euclid and Wellesley also has zero service and has adequate sidewalks. Everyone in this neighborhood needs service, not just north of Wellesley.	11/19/2025 5:44 PM
187	I am an enthusiastic bus rider and my home for 50 years is in Peaceful Valley, I am no longer able to drive cars. I would be GREATLY impacted by this elimination. STA, Please STA in Peaceful Valley! Having the bus means a lot to us!	11/19/2025 3:45 PM
188	I take the 33 to the 20 and 28 to school removing this will make it more difficult and take more time if you do this please try to make the 36 come sooner or stay longer at sfcc so I can get on	11/19/2025 3:39 PM
189	I like the 33 coming downtown. I may use it more now. I used to be late to an appt because it was soooooo long from downtown to sfcc then finally wellesley!	11/19/2025 3:18 PM
190	I'm just a student who takes the bus, and I don't want to accidentally miss it and wait 30 mins instead of 15. I want to be able to get to downtown via bus route 20. Everything else doesn't apply to me.	11/19/2025 3:04 PM
191	I think the changes to the routes are acceptable and make sense logistically. I think with the rise in student bus use, implementing more busses or more stops on the most frequented lines or most used times of day would be beneficial.	11/19/2025 2:45 PM
192	I think some changes like service to North Hillyard and route 23 changing to belt street will benefit bus riders. However, decreasing service to SFCC will negatively impact students and workers at SFCC because their schedules are often dependent on bus service/predictability.	11/19/2025 10:51 AM
193	Leaving Peaceful Valley with absolutely no public transit is quite inequitable. It's not as if Peaceful Valley residents can easily choose some other route. Either they have to swim the river, climb steep bluffs and/or potentially walk for long distances. I understand if the frequency of the route needs to be reduced but I'm strongly opposed to completely removing public transit from the neighborhood.	11/19/2025 10:22 AM
194	Keep the bus route through Peaceful Valley! Having a bus through our neighborhood means a lot. Reduction in service to every other trip is fine, but don't get rid of the bus!	11/19/2025 9:08 AM
195	Not liking the change to the 33/20 line	11/19/2025 7:42 AM
196	These changes make it difficult to get where I need to go, especially home. It appears as if you are catering to the students, when you should be catering to your passengers who pay for their rides and truly rely on your services.	11/19/2025 3:04 AM
197	The stairs to Peaceful Valley are long, steep, and slippery, and with the Spruce Street stairs being closed it's a very long walk. People going between Peaceful Valley and either SFCC or the Plaza should be allowed to use paratransit even if they aren't eligible normally. With the low demand this shouldn't strain the system.	11/19/2025 12:38 AM
198	Please add service to route 124. I live in Cheney, work on wall & Country homes. I have disabilities and because the route 124 is not serviced I have to add several miles to my route each day, which is especially difficult in winter. Adding service to 124 to include additional daytime hours would be beneficial. Especially since an important community resource is located at stop 3325. Health & Justice Recover Allinace provides valuable resources to those in need but is inaccessible to many people due to the lack of service of this route.	11/18/2025 5:47 PM
199	I think having closer access to Shadle is great!!!	11/18/2025 3:50 PM
200	I am not affected by most of the route changes, but removing the Peaceful Valley line would remove my only reasonable bus route to work and downtown. I have not taken the bus in the last 6 months due to health issues, but plan to when my issues are resolved.	11/18/2025 3:47 PM
201	I only like shopping in that area. I don't live or work along the bus routes. After any changes,	11/18/2025 3:47 PM

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my route will depend on the difficulty crossing to and from the bus stop. I may continue to transfer to 33 at SFCC to avoid one of the crossings. I've had many instances where turning cars have driven too close to me in the crosswalk.

202	A separation of bus 23 and 223 would be beneficial for workers going to Spokane	11/18/2025 3:40 PM
203	Not directly covered by this survey, but I am very very VERY excited for STA fixed route bus service to Post Falls scheduled to begin in 2026. I would use such a route daily for commuting.	11/18/2025 2:15 PM
204	It is awful to cause people in Peaceful Valley to have less access to busses. Changing the timing of the 20 will make it harder for me to attend college than it already is.	11/18/2025 1:58 PM
205	Taking travel off Maple/Ash and moving it to Belt would be a major disruption to riders.	11/18/2025 1:34 PM
206	Please, for the love of all things good in this world, do not cut Peaceful Valley access. As a decades-long STA rider, I'm begging you. I've grumbled to myself about changes before, but I've never felt compelled to speak up because impacts were manageable. This is not manageable, this would actually ruin my life.	11/18/2025 1:02 PM
207	Two of the proposed changes seem to negatively affect many riders. Less frequent service to SCC is a major disadvantage. Additionally, most Shadle Park students utilize STA with many using Route 23. The changes to this route will add about 10 minutes of walking to many students commutes, likely increasing students who arrive late, and potentially being a safety concern as there have been students threatened as they walked through the fields on the west side of campus.	11/17/2025 11:08 PM
208	It sucks for Peaceful Valley. Continue to alternate #20 between Riverside and Clarke as it currently operates.	11/17/2025 9:08 PM
209	I believe that moving route 23 from Maple/Ash (major streets) to Belt (minor street) will impede occasional riders from finding the correct route.	11/17/2025 8:38 PM
210	I don't think it is necessary to make the route 20 switching to 36 a thing. More people ride route 33 to get to school and stores and hospitals. Please do not switch the connecting route 33 to 36 it will impact a lot of people and will make us not ride bus 33 or 20 as it is harder to travel especially as it does get colder out.	11/17/2025 7:50 PM
211	The changes to route 20 would impact me most. Less frequent service to SFCC could negatively impact SFCC students and staff, and further reduce the amount of people who ride the bus to SFCC. I also frequently ride 20 and continue to route 33. The discontinuation of route 20 as route 33 will make it more difficult to get to some locations that I frequently need to access.	11/17/2025 7:40 PM
212	Think of students trying to get to and from school.	11/17/2025 7:27 PM
213	You're doing a great job. Keep it going.	11/17/2025 6:49 PM
214	It is unfair to cut out Peaceful Valley :(How can you just leave an ENTIRE neighborhood without service ? To catch the 20 on Riverside is a steep climb up stairs with skunks, homeless people, drug addicts. If you have pkgs to carry good luck throw em down the stairs I guess. Going up Main to the bus means you have to get to the stop in front of the Spokesman review bldg. That's a steep climb and then a lot of intersections. The population here in Peaceful Valley consists of a lot of older homeowners who as we all age will be using the system more. We also have a large apt complex going in at the top of Clarke. We need our bus ! I use it ! Not every day because I'm retired but I like to take it to events, to the airport, the valley.....Please don't leave us sitting in a hole down here.	11/17/2025 6:27 PM
215	Double decker bus needs to be on the appropriate time for Cheney students. It's on the off half hour so the single bus is super crowded and then the next bus that comes in a half an hour is much less busy which is a double decker	11/17/2025 6:09 PM
216	I am opposed to routing the 20 out of peaceful valley	11/17/2025 5:36 PM
217	Belt is congested with onstreet parking on both sides above Wellesely and is very dark with very little overhead lights. Paratransit needs to go past Sprague in Liberty Lake to allow for tax payers to utilize those services, currently the cut off is Sprague which cuts out senior citizens needing services that pay taxes for the service.	11/17/2025 4:51 PM
218	My daughter is in a wheelchair. When she graduated high school we lost access to visiting or	11/17/2025 4:11 PM

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seeing many of her friends. She had used the regular bus on several occasions when hanging out with friends and having a bus route here near our home in Hillyard would allow her to access the bus all the time.

219	The only route that directly affects me is the No. 20. Even the Clarke and Spruce Street stop is inconvenient for me. I can't go back to walking to Clarke and Riverside or climbing the Spruce Street stairs (which are closed). I am a senior and I don't own a car. I moved near downtown so I wouldn't need one.	11/17/2025 4:07 PM
220	Lost of SFCC Clarke Str. Eliminates access to services for many living and visiting an actively expanding neighborhood. With limited and damaged access to stops. ADA accessible required resistance will be stranded without access to basic needs.	11/17/2025 4:03 PM
221	The elevation change from Peaceful Valley to Riverside makes it very difficult to adjust to other routes	11/17/2025 3:03 PM
222	It would make more sense to keep the 20 route through Peaceful Valley, but lower the frequency. Browne's Addition has the city line as it is. It is hard for PV residents to get up to Riverside or to the plaza, especially the ones who live on the west end.	11/17/2025 1:52 PM
223	Peaceful Valley neighborhood needs bus service	11/17/2025 1:43 PM
224	Please do not cut service to Peaceful Valley. With the attractions in the neighborhood, having a bus route will make less traffic in the summer - when it actually sucks real bad living down here, because the city considers the entire city's recreational needs over those of residents, like making Main>Water a one way but putting zero signage at the entrance and therefore increasing traffic threefold just by confused drivers alone (GOOD GOD, YOU HALF-ASSING IDIOTS?!?)	11/17/2025 1:35 PM
225	The addition of including east of NSC is good, but I couldn't tell from the maps if it cuts off access to the Safeway, etc. on Market so there would be longer walks for groceries.	11/17/2025 1:12 PM
226	It doesn't affect me, so I do not want to weigh in on something that has no effect on my travels.	11/17/2025 12:18 PM
227	these changes will not affect my travel; my needs are to and from the south hill to WSU campus.	11/17/2025 11:08 AM
228	It will be a hassle to switch buses at SFCC, but it's not going to stop me from riding the bus. The frequency and timing of the buses to and from SFCC (20 and 33) will be extremely important, running every 30 minutes during the morning and evening commutes could increase my ride time to an hour or more, and the need to switch buses twice. May I suggest a more frequent schedule (like now about every 20 min) during the weekday commute times 6am-9am and 3pm-6pm. That would bump my rating to 4 stars.	11/17/2025 10:46 AM
229	n/a	11/17/2025 7:06 AM
230	Good for us people without cars	11/16/2025 7:12 PM
231	I think that changing the routes that people are used to, and making the times even less frequent or even discontinuing some service is not fair to riders especially given how much money STA is already raking in. I utilize the 20>33 frequently and use it to go to and from peaceful valley frequently. It's already hard to travel there on the weekends as there are no busses to peaceful on the weekends and I cannot utilize the stairs that go from the riverside stop as I have a disability and cannot use stairs easily or travel longer distances on foot.	11/16/2025 10:32 AM
232	One word: discriminatory against lower income residents and Peaceful Valley which is a Distressed Census neighborhood (you can look up that definition). It appeals to a neighborhood (Hillyard) with higher density (thus politically more important) and hits a neighborhood where there is NO walkable route to another bus line for elderly or infirm who have no car. Thus it is discrimination at its finest!!	11/16/2025 10:12 AM
233	All these route changes will not affect me	11/14/2025 9:18 PM
234	The changes to maple are a very solid plan	11/14/2025 8:32 PM
235	While I do not take or use the bus stops in Peaceful Valley, I see people use them every single day I ride the bus, morning and night, and I know this may negatively impact some folks. The increased time intervals for the 20 concern me as I already have to leave home at 6:53 AM at the very latest to make sure I get to work on time due to having to walk 20 minutes just to get	11/14/2025 4:53 PM

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to the West Plains Transit Center, however I worry the increased time intervals will make it so in order for me to get to work at SFCC on time I'll have to leave my house even earlier in the morning just to make sure I get to work by 8 AM.

236	nothing.. you guys hire the best STA bus drivers though	11/14/2025 4:19 PM
237	Route 722 liberty lake express changes this fall are terrible. Been a bus rider for almost 20 years and worst revision to that route yet. Will have to hike across downtown (on uncovered sidewalks this winter) to get to the federal building. Terrible planning.	11/14/2025 3:16 PM
238	I object to eliminating Rte 20 thru Peaceful Valley. This will negatively impact PV residents, river recreation access, and is not forward looking given current residential development in PV. Additionally, Riverside/Brownes Addition residents have the City Line and do not need increased STA services.	11/14/2025 1:53 PM
239	I rely on the bus stopping at Ash and Maxwell. Please do not make the change to that route!!!	11/14/2025 12:43 PM
240	Removing service from an entire neighborhood is problematic. Slope changes in Peaceful Valley make other alternative modes of transportation difficult in that area. Moving to Belt from Maple/Ash will cause a significant change for folks in the area, reducing access to people east of Maple. Also concerned about traffic flow moving from one way streets to a two way street. While a line closer to the homes west of the current line would be beneficial, it seems like an addition of a line (Alberta? A St?) would provide easier access to residents with more benefits than relocating the Maple/Ash line.	11/14/2025 12:36 PM
241	Please add service further north, to Deer Park.	11/14/2025 12:08 PM
242	Seems a shame to cut service to peaceful valley.	11/14/2025 11:47 AM
243	These changes do not affect me.	11/14/2025 11:38 AM
244	(for the 22 and 23) Why change these current routes instead of possible integrating a new one?	11/14/2025 10:38 AM
245	Route 20 and 33 Should be the same. The people on the 36 can transfer to route 27.	11/14/2025 9:52 AM
246	I don't think going from 15 to 30 minute intervals on a college bound bus is a good idea, and I don't like that Peaceful Valley no longer has bus access when it benefits our community to have as many people using public transportation as possible.	11/14/2025 9:50 AM
247	The twenty being every 30 instead of every 15 is difficult but other than that, great work!	11/14/2025 9:38 AM
248	PUT A BUS STOP AT URM. THEY HAVE OVER 700 employees.	11/14/2025 9:11 AM
249	I'm concerned about entirely discontinuing service to Peaceful Valley. Don't exclude this neighborhood from service. Peaceful Valley may appear to be close to other bus routes on a map, but the topography makes this a difficult area to access by foot, bike, wheelchair or scooter.	11/14/2025 8:35 AM
250	The biggest issue is face is transferring from bus to bus. It sucks when one bus is delayed by a minute or two and it results to a 15, 30 sometimes hour delay. I live in Hilliard but work in the valley and the 32 is such a nightmare.	11/14/2025 8:05 AM
251	uhhh skibidiboopbap toiiiiieeertrttt! clam boom shakalakaaaaa	11/14/2025 7:41 AM
252	Please do not get rid of route 35 at all. I and many people in my community use it as our route to work or school	11/14/2025 7:22 AM
253	I live right on ash and rowan and have used bus 23 at rowan and ash atleast 5 days a week for over 5 years to and from work. The suggested change would greatly impact my daily life	11/14/2025 6:31 AM
254	I strongly disapprove of the elimination of bus service to Peaceful Valley	11/13/2025 11:51 PM
255	The change to half hourly affects me most, and will negatively affect my commute to work. It will leave me with longer wait times, and harsher consequences if I don't make the bus	11/13/2025 9:50 PM
256	I'm really concerned with the changes through peaceful valley. The current time table with two routes is difficult to read and navigate. Service through Peaceful Valley cuts down on car traffic. This Service is one of the great benefits of living in this area.	11/13/2025 9:06 PM
257	I'm on board with the 30 min intervals on bus 20, but having it not go through peaceful valley is hugely impacting.	11/13/2025 8:43 PM

2026 Service Revisions

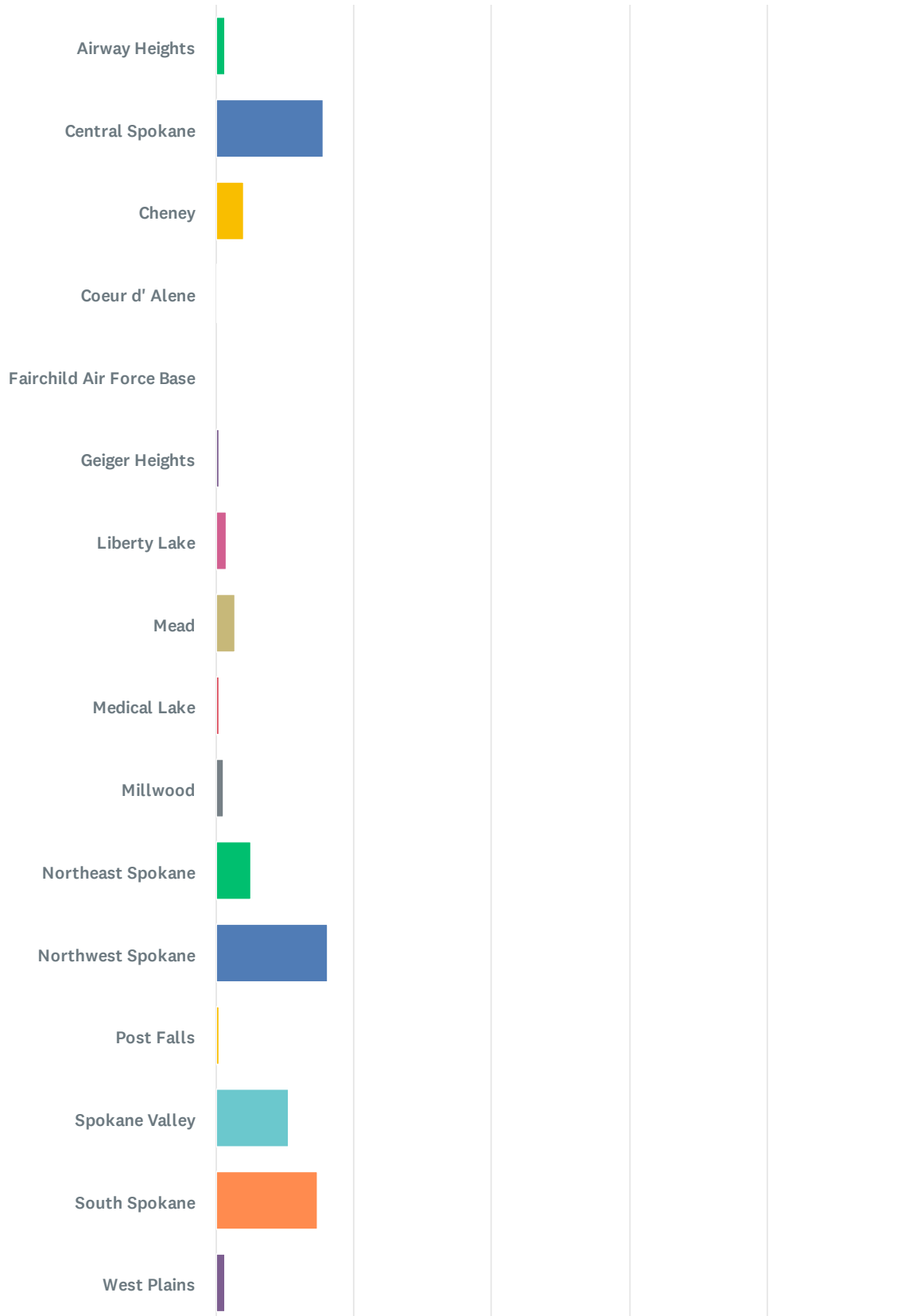
258	Extremely upset by the loss of bus service in Peaceful Valley. It will be very difficult to get to other bus stops due to steep hills, stairs and lack of lighting.	11/13/2025 4:40 PM
259	They changes seem fine. I appreciate easier access to the Shadle Park Library via either the 33 or 23 buses and would be fine losing the connection with the 20 and decreased frequency if that was the case. I was hoping to see the City Line, the bus I ride to get to work daily, listed for changes. After riding it for 2 years now, I am so, so frustrated with the service. If it ran as frequently as originally advertised (7m) or had a stable, 15m frequency, I would love it. But it has neither, and is therefore the worst for trying to get to work on time in the mornings, or home for lunch. I would desperately love a stable schedule for that line so I could plan ahead and be on time for work instead of the current random timing.	11/13/2025 3:59 PM
260	Holy shit! I'm finally going to get a bus? Thank you! Thank you! Thank you! I have literally written to STA every year since I lost my ability to drive. I know many others in the mobile home park I live in will use this!	11/13/2025 3:57 PM
261	I may have misunderstood the 33 and 20 routes changes. If there is a 33 that can be caught from downtown and the 12 from Harrison and Sherman would get me there on time to transfer that would be great. I think it would ease travel. However if I would need to still take the 12 to the plaza then catch the 20 then transfer at SFCC to the 33, that would make travel more difficult and exhausting.	11/13/2025 3:33 PM
262	The Route 23 changes are horrible, awful, thoroughly unhelpful.	11/13/2025 3:27 PM
263	Empty buses that's all we see, drivers doing nothing, the change will Come in the form of the ballet	11/13/2025 3:17 PM
264	I'm surprised to see an expansion into the Hillyard neighborhood but still no access to the Spokane Industrial Park area towards Flora. There are many people who work in those industries that would benefit from a bus that goes into the park.	11/13/2025 3:16 PM
265	Eliminating the 20 route through Peaceful Valley will make it difficult to use the bus frequently not only for myself, but for those in the neighborhood who ride daily. Hiking up to Brownes Addition to catch the bus makes it extremely difficult for anyone with limited mobility.	11/13/2025 3:01 PM
266	I think discontinuing through Peaceful Valley cuts off quite a few underserved members of the community. The other route changes are at least just moved to provide better access to schools, library, and shopping.	11/13/2025 2:29 PM
267	As a resident of peaceful valley who rides the bus every weekday to Gonzaga I have huge concerns about eliminating this route. I am trying to expand the use of the bus but this will bring me back to using my car or hiking up the hill to the plaza. People with mobility issues will not be able to make that hike, and this reduction would severely impact them. The claim that the peaceful valley route is underutilized is questionable to me, when I see about the same level of usage as other routes around spokane when I take the bus every weekday. Our neighborhood is often forgotten, cut off, and neglected by the city. Walking up and down the stairs on cedar Street is often dangerous due to debris from people camping, drug use, and lack of cleanup from the city. The city refuses to rebuild the dangerous spruce street stairs. There are fewer and fewer safe ways for residents to walk up to riverside to take the 20 thanks to lack of investment by the city. Please do not eliminate the 20 bus route through peaceful valley	11/13/2025 2:03 PM
268	Even though route 20 being 15 minute frequency made getting to school more convenient, most of these changes are good ideas.	11/13/2025 10:17 AM
269	I use the 36/35 routes very often - having to transfer would really suck when I instead could just stay on. It would add more time to my transit than necessary.	11/13/2025 7:59 AM
270	Francis and market stop for 35. More information on that would be great as this is the stop I live right by and take frequently when using the bus.	11/13/2025 7:47 AM
271	Good, maybe change the 23's departure time from the plaza to be :10 and :40, so that it aligns with the 66	11/13/2025 7:28 AM
272	It'll be nice to be able to start looking for new jobs north of Wellesley and east of Freya, instead of traveling out to Liberty Lake and back.	11/13/2025 5:09 AM
273	The 20/33 loop is my most used and important bus for my commute and shopping needs. The Clark change is whatever but I don't like the reduction or need to transfer at SFCC. Bad	11/12/2025 9:55 PM

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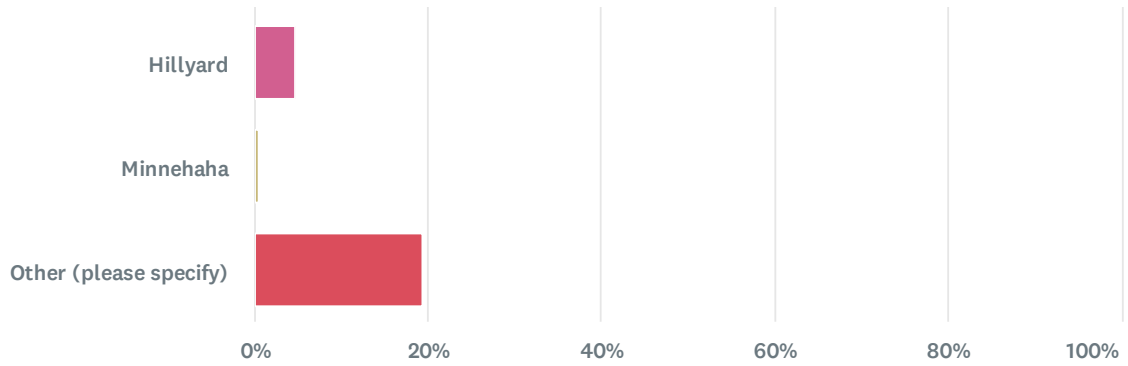
	changes.	
274	I understand the changes are better for the system as a whole although they will create a slight inconvenience for me. Having an efficient timed transfer between Routes 20 and 33 at least for the first year may serve as a good transition.	11/12/2025 8:11 PM
275	This is a good change! If you provided a way to get from liberty lake to zum by 5:30am i would totally ditch my POS Chevy.	11/12/2025 5:32 PM
276	Please build infrastructure to accommodate for the loss of route 20 through peaceful valley. Repair current stairs or build an elevator. Like the public elevator in Oregon City!	11/12/2025 5:21 PM
277	please consider all city library branches to be locations for stops on any relevant route. several employees at the library use the bus to get to and from work.	11/12/2025 5:20 PM

Q14 Where area do you live in?

Answered: 469 Skipped: 178



2026 Service Revisions



Answer Choices	Percentage	Responses
● Airway Heights	1.28%	6
● Central Spokane	15.57%	73
● Cheney	4.05%	19
● Coeur d' Alene	0.21%	1
● Fairchild Air Force Base	0%	0
● Geiger Heights	0.43%	2
● Liberty Lake	1.49%	7
● Mead	2.77%	13
● Medical Lake	0.43%	2
● Millwood	1.07%	5
● Northeast Spokane	5.12%	24
● Northwest Spokane	16.20%	76
● Post Falls	0.43%	2
● Spokane Valley	10.45%	49
● South Spokane	14.71%	69
● West Plains	1.28%	6
Total		469

2026 Service Revisions

Answer Choices		Percentage	Responses
	● Hillyard	4.69%	22
	● Minnehaha	0.43%	2
#	1 ● Other (please specify) Show responses	19.40%	91
2	Total		469
3			
4	shadle area		12/11/2025 6:36 PM
5	Nine Mile Falls		12/10/2025 10:50 AM
6	Downtown Spokane		12/9/2025 10:48 AM
7	On 195		12/9/2025 10:40 AM
8	Logan		12/9/2025 7:53 AM
9	Hillyard / Fairwood		12/9/2025 3:13 AM
10	Whitworth		12/7/2025 6:45 PM
11	Rockwood - South Spokane is too big of a choice here.		12/5/2025 10:14 AM
12	I live in Brownes		12/5/2025 9:31 AM
13	West Hills (this is different than West Plains)		12/5/2025 8:59 AM
14	West Hills		12/4/2025 8:21 PM
15	Bemiss		12/3/2025 4:04 PM
16	downtown		12/3/2025 1:35 PM
17	downtown		12/3/2025 12:13 PM
18	South Hill		12/3/2025 9:11 AM
19	Wandermere area on Farwell Road		12/3/2025 8:38 AM
20	Vinegar Flats		12/3/2025 8:14 AM
21	North Spokane		12/2/2025 4:21 PM
22	Fairfield		12/2/2025 2:59 PM
23	Downtown Spokane		12/2/2025 12:07 PM
24	Peaceful Valley		12/1/2025 5:00 PM
25	N/A		12/1/2025 4:10 PM
26	Brownes Addition		12/1/2025 12:42 PM
27	Nevada Heights		12/1/2025 11:58 AM
28	Deer Park		12/1/2025 11:10 AM
29	Gonzaga		12/1/2025 10:54 AM
30	Shadle area		12/1/2025 10:16 AM
31	Greenacres (East Valley)		12/1/2025 10:01 AM

2026 Service Revisions

32	Newman Lake	12/1/2025 9:24 AM
33	North Hill	11/30/2025 5:16 AM
34	I'm a current honored rider	11/29/2025 2:43 PM
35	chief gary park	11/27/2025 4:19 PM
36	Chattaroy	11/26/2025 4:09 PM
37	Lidgerwood/garland	11/26/2025 2:44 PM
38	Uncertain	11/26/2025 12:27 PM
39	Chattaroy	11/26/2025 11:48 AM
40	Browns addition	11/25/2025 10:14 PM
41	Shiloh Hills, NE Spokane	11/25/2025 4:40 PM
42	West Hills Spokane	11/25/2025 2:22 PM
43	Sfcc	11/25/2025 2:04 PM
44	West Hills near SFCC transit station and college.	11/24/2025 7:20 PM
45	west hill neighborhood	11/24/2025 7:04 PM
46	Indian trail	11/24/2025 3:43 PM
47	West Central	11/24/2025 11:40 AM
48	This affects my family as well as many clients I work with everyday.	11/24/2025 10:56 AM
49	Peaceful Valley	11/23/2025 3:49 PM
50	East Central Spokane	11/23/2025 11:19 AM
51	My place of residence is irrelevant to the broader issue at hand. The location of my living domicile has no bearing on the fact that these major changes will significantly impact the overall level and quality of service provided by Spokane Transit as a whole.	11/22/2025 12:27 PM
52	Upriver Dr.	11/21/2025 3:16 PM
53	I live next to the SFCC campus	11/21/2025 2:00 PM
54	Downtown Spokane	11/21/2025 8:14 AM
55	Peaceful Valley	11/20/2025 9:10 PM
56	Fairfield	11/20/2025 11:35 AM
57	Spokane valley	11/20/2025 10:19 AM
58	Downtown Spokane	11/20/2025 8:31 AM
59	Sprague-Union	11/19/2025 7:58 PM
60	Downtown Spokane	11/19/2025 7:41 AM
61	Country Homes	11/19/2025 12:48 AM
62	Nine mile falls	11/18/2025 3:41 PM
63	Peaceful Valley	11/18/2025 1:12 PM
64	Peaceful Valley	11/17/2025 9:13 PM
65	East Central	11/17/2025 8:12 PM
66	brownes addition	11/17/2025 7:57 PM
67	Peaceful Valley	11/17/2025 6:30 PM
68	Peaceful Valley	11/17/2025 4:15 PM

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69	Peaceful Valley	11/17/2025 4:08 PM
70	Peaceful valley	11/17/2025 2:45 PM
71	Peaceful Valley	11/17/2025 1:55 PM
72	Peaceful Valley	11/17/2025 1:44 PM
73	Garland	11/17/2025 11:12 AM
74	Willard elementary	11/17/2025 6:58 AM
75	Peaceful valley	11/16/2025 10:35 AM
76	Peaceful Valley--and why did you leave us off the list when we are the ONLY ones who will lose complete bus service?	11/16/2025 10:18 AM
77	bemiss	11/15/2025 8:46 AM
78	Downtown Spokane	11/14/2025 1:56 PM
79	Deer Park	11/14/2025 12:11 PM
80	Town & Country	11/14/2025 11:40 AM
81	Latah Creek @ US195 & Cheney Spokane	11/14/2025 8:47 AM
82	Indian Trail	11/14/2025 7:48 AM
83	I commute between Cheney and SFCC	11/13/2025 9:51 PM
84	West Central	11/13/2025 9:09 PM
85	Peaceful valley	11/13/2025 8:44 PM
86	North spokane. Near northtown mall. The internet said it straddles both Northwest and northeast	11/13/2025 3:39 PM
87	Fairwood	11/13/2025 3:31 PM
88	Peaceful Valley	11/13/2025 3:04 PM
89	Peaceful Valley	11/13/2025 2:04 PM
90	SFCC	11/12/2025 9:57 PM
91	Greenacres	11/12/2025 5:23 PM

Q15 What is your zip code?

Answered: 431 Skipped: 216

#	RESPONSES	DATE
1	99223	12/14/2025 11:42 PM
2	99205	12/14/2025 9:43 PM
3	99208	12/14/2025 4:14 PM
4	99201	12/14/2025 3:40 PM
5	99208	12/14/2025 8:33 AM
6	99201	12/13/2025 7:33 PM
7	99201	12/13/2025 8:01 AM
8	99205	12/12/2025 9:26 PM
9	99201	12/12/2025 12:55 PM
10	99205	12/12/2025 12:09 PM
11	99203	12/12/2025 12:06 PM
12	99203	12/12/2025 11:38 AM
13	99206	12/11/2025 10:54 PM
14	99205	12/11/2025 6:36 PM
15	99201	12/11/2025 11:23 AM
16	99201	12/11/2025 10:53 AM
17	99224	12/11/2025 10:23 AM
18	99203	12/10/2025 8:05 PM
19	99205	12/10/2025 11:06 AM
20	99026	12/10/2025 10:50 AM
21	99218	12/9/2025 10:35 PM
22	99004	12/9/2025 9:23 PM
23	99205	12/9/2025 8:05 PM
24	99207	12/9/2025 2:33 PM
25	99004	12/9/2025 12:29 PM
26	99202	12/9/2025 12:01 PM
27	99203	12/9/2025 11:06 AM
28	99205	12/9/2025 10:59 AM
29	99201	12/9/2025 10:48 AM
30	99224	12/9/2025 10:40 AM
31	99203	12/9/2025 10:33 AM
32	99207	12/9/2025 7:53 AM
33	99205	12/9/2025 7:47 AM

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34	99217 / 99218	12/9/2025 3:13 AM
35	99218	12/8/2025 8:00 PM
36	99202	12/8/2025 7:51 PM
37	99004	12/8/2025 7:19 PM
38	99207	12/8/2025 2:10 PM
39	99205	12/8/2025 1:32 PM
40	99223	12/8/2025 1:31 PM
41	99223	12/8/2025 1:06 PM
42	99223	12/8/2025 11:53 AM
43	99216	12/8/2025 8:15 AM
44	99216	12/8/2025 6:24 AM
45	99201	12/7/2025 10:28 PM
46	99207	12/7/2025 9:54 PM
47	99207	12/7/2025 8:24 PM
48	99224	12/7/2025 8:10 PM
49	99204	12/7/2025 7:07 PM
50	99218	12/7/2025 6:45 PM
51	99201	12/6/2025 11:47 PM
52	99205	12/6/2025 2:32 PM
53	99207	12/6/2025 1:13 PM
54	99205	12/6/2025 8:38 AM
55	99203	12/5/2025 7:02 PM
56	99205	12/5/2025 6:47 PM
57	99201	12/5/2025 5:06 PM
58	99204	12/5/2025 3:31 PM
59	99004	12/5/2025 3:20 PM
60	99004	12/5/2025 3:09 PM
61	99207	12/5/2025 2:06 PM
62	99203	12/5/2025 10:14 AM
63	99205	12/5/2025 10:01 AM
64	99205	12/5/2025 9:32 AM
65	99201	12/5/2025 9:31 AM
66	99224	12/5/2025 8:59 AM
67	99208	12/5/2025 7:52 AM
68	99207	12/5/2025 7:03 AM
69	99202	12/4/2025 9:20 PM
70	99224	12/4/2025 8:21 PM
71	99223	12/4/2025 7:26 PM

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72	99204	12/4/2025 6:29 PM
73	99207	12/4/2025 3:24 PM
74	99201	12/4/2025 2:46 PM
75	99202	12/4/2025 12:36 PM
76	99208	12/4/2025 11:21 AM
77	99031	12/4/2025 9:16 AM
78	99005	12/3/2025 5:20 PM
79	99205	12/3/2025 2:38 PM
80	99205	12/3/2025 2:25 PM
81	99026	12/3/2025 2:21 PM
82	99037	12/3/2025 2:06 PM
83	99201	12/3/2025 1:35 PM
84	99203	12/3/2025 1:14 PM
85	99208	12/3/2025 1:01 PM
86	99204	12/3/2025 12:13 PM
87	99205	12/3/2025 12:07 PM
88	99206	12/3/2025 10:39 AM
89	99217	12/3/2025 10:33 AM
90	99205	12/3/2025 10:32 AM
91	99205	12/3/2025 10:16 AM
92	99218	12/3/2025 9:12 AM
93	99207	12/3/2025 9:12 AM
94	99203	12/3/2025 9:11 AM
95	99205	12/3/2025 9:09 AM
96	99208	12/3/2025 9:06 AM
97	99201	12/3/2025 8:54 AM
98	99208	12/3/2025 8:45 AM
99	99208	12/3/2025 8:38 AM
100	99202	12/3/2025 8:24 AM
101	99205	12/3/2025 8:24 AM
102	99205	12/3/2025 8:23 AM
103	99201	12/3/2025 8:19 AM
104	99224	12/3/2025 8:14 AM
105	99207	12/3/2025 8:09 AM
106	99205	12/3/2025 8:05 AM
107	99206	12/3/2025 8:04 AM
108	99206	12/3/2025 12:47 AM
109	99207	12/2/2025 11:39 PM

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110	99208	12/2/2025 6:34 PM
111	99208	12/2/2025 5:29 PM
112	99004	12/2/2025 5:09 PM
113	99218	12/2/2025 4:21 PM
114	99201	12/2/2025 3:50 PM
115	99206	12/2/2025 3:16 PM
116	99012	12/2/2025 2:59 PM
117	99027	12/2/2025 1:24 PM
118	99201	12/2/2025 12:07 PM
119	99037	12/2/2025 11:43 AM
120	99004	12/2/2025 11:22 AM
121	99004	12/2/2025 10:35 AM
122	99205	12/2/2025 10:31 AM
123	99224	12/2/2025 8:07 AM
124	99004	12/2/2025 7:05 AM
125	99205	12/1/2025 11:34 PM
126	99037	12/1/2025 9:12 PM
127	99804	12/1/2025 8:21 PM
128	99205	12/1/2025 7:41 PM
129	99204	12/1/2025 6:24 PM
130	99205	12/1/2025 6:08 PM
131	99202	12/1/2025 5:29 PM
132	99217	12/1/2025 5:13 PM
133	99201	12/1/2025 5:00 PM
134	99208	12/1/2025 4:47 PM
135	99208	12/1/2025 3:54 PM
136	99205	12/1/2025 3:12 PM
137	99205	12/1/2025 2:29 PM
138	99218	12/1/2025 1:37 PM
139	99206	12/1/2025 12:59 PM
140	99201	12/1/2025 12:42 PM
141	99223	12/1/2025 12:23 PM
142	99201	12/1/2025 12:10 PM
143	99207	12/1/2025 11:58 AM
144	99208	12/1/2025 11:47 AM
145	99207	12/1/2025 11:42 AM
146	99205	12/1/2025 11:38 AM
147	99224	12/1/2025 11:28 AM

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148	99224	12/1/2025 11:25 AM
149	99016	12/1/2025 11:16 AM
150	99206	12/1/2025 11:16 AM
151	99202	12/1/2025 10:54 AM
152	99216	12/1/2025 10:52 AM
153	99202	12/1/2025 10:51 AM
154	99223	12/1/2025 10:43 AM
155	99203	12/1/2025 10:34 AM
156	99205	12/1/2025 10:16 AM
157	99205	12/1/2025 10:16 AM
158	99202	12/1/2025 10:14 AM
159	99223	12/1/2025 10:10 AM
160	99016	12/1/2025 10:01 AM
161	99223	12/1/2025 9:41 AM
162	99208	12/1/2025 9:39 AM
163	99205	12/1/2025 9:35 AM
164	99206	12/1/2025 9:34 AM
165	99205	12/1/2025 9:26 AM
166	99203	12/1/2025 9:26 AM
167	99025	12/1/2025 9:24 AM
168	99202	12/1/2025 9:22 AM
169	99208	12/1/2025 9:22 AM
170	99203	12/1/2025 9:21 AM
171	99216	12/1/2025 9:21 AM
172	99218	12/1/2025 9:21 AM
173	99004	12/1/2025 9:20 AM
174	99004	11/30/2025 8:13 PM
175	99037	11/30/2025 12:37 PM
176	99001	11/30/2025 6:22 AM
177	99205	11/30/2025 5:16 AM
178	99204	11/29/2025 11:35 PM
179	99208	11/29/2025 3:48 PM
180	99201	11/29/2025 2:43 PM
181	99201	11/29/2025 12:59 PM
182	99202	11/28/2025 10:14 PM
183	99212	11/28/2025 4:24 PM
184	99208	11/28/2025 7:21 AM
185	99016	11/27/2025 11:27 PM

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186	99207	11/27/2025 4:19 PM
187	99208	11/26/2025 7:17 PM
188	99201	11/26/2025 6:17 PM
189	99003	11/26/2025 4:09 PM
190	99207	11/26/2025 2:44 PM
191	99208	11/26/2025 2:41 PM
192	99016	11/26/2025 2:29 PM
193	99205	11/26/2025 2:05 PM
194	99208	11/26/2025 12:27 PM
195	99205	11/26/2025 12:24 PM
196	99202	11/26/2025 12:23 PM
197	99003	11/26/2025 11:48 AM
198	83854	11/26/2025 11:47 AM
199	99223	11/26/2025 11:42 AM
200	99201	11/25/2025 10:14 PM
201	00003	11/25/2025 7:02 PM
202	99208	11/25/2025 4:40 PM
203	99212	11/25/2025 4:27 PM
204	99223	11/25/2025 2:47 PM
205	99223	11/25/2025 2:38 PM
206	99224	11/25/2025 2:22 PM
207	99224	11/25/2025 2:04 PM
208	99208	11/25/2025 2:01 PM
209	83815	11/25/2025 12:04 PM
210	99205	11/25/2025 12:01 PM
211	99204	11/25/2025 10:42 AM
212	99208	11/25/2025 10:39 AM
213	99223	11/25/2025 8:55 AM
214	99205	11/25/2025 7:44 AM
215	99216	11/24/2025 7:37 PM
216	99217	11/24/2025 7:29 PM
217	99224	11/24/2025 7:20 PM
218	99224	11/24/2025 7:04 PM
219	99223	11/24/2025 6:04 PM
220	99203	11/24/2025 3:58 PM
221	99208	11/24/2025 3:43 PM
222	99206	11/24/2025 12:57 PM
223	99201	11/24/2025 12:45 PM

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224	99208	11/24/2025 12:27 PM
225	99212	11/24/2025 12:12 PM
226	99203	11/24/2025 11:49 AM
227	99202	11/24/2025 11:49 AM
228	99208	11/24/2025 11:47 AM
229	99201	11/24/2025 11:40 AM
230	99203	11/24/2025 11:16 AM
231	99205	11/24/2025 10:56 AM
232	99201	11/24/2025 8:09 AM
233	99205	11/23/2025 10:32 PM
234	99208	11/23/2025 10:24 PM
235	99208	11/23/2025 5:09 PM
236	99205	11/23/2025 4:59 PM
237	99201	11/23/2025 3:49 PM
238	99202	11/23/2025 11:19 AM
239	99201	11/23/2025 7:33 AM
240	99217	11/23/2025 6:10 AM
241	99206	11/22/2025 5:45 PM
242	Knowing my ZIP code is entirely immaterial to the core issue being raised. My specific geographic residence has no bearing on the fact that these proposed major changes will substantially impact the overall functionality, accessibility, and quality of service provided by Spokane Transit as a system-wide public transportation network.	11/22/2025 12:27 PM
243	99224	11/22/2025 11:41 AM
244	99203	11/22/2025 8:11 AM
245	99208	11/21/2025 7:59 PM
246	99004	11/21/2025 5:31 PM
247	99212	11/21/2025 5:18 PM
248	99205	11/21/2025 4:24 PM
249	99207	11/21/2025 4:15 PM
250	99207	11/21/2025 4:04 PM
251	99216	11/21/2025 3:56 PM
252	99201	11/21/2025 3:53 PM
253	99201	11/21/2025 3:43 PM
254	99217	11/21/2025 3:16 PM
255	99208	11/21/2025 2:02 PM
256	99224	11/21/2025 2:00 PM
257	99206	11/21/2025 1:16 PM
258	99019	11/21/2025 12:44 PM
259	99201	11/21/2025 12:41 PM
260	99201	11/21/2025 12:37 PM

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261	99223	11/21/2025 11:37 AM
262	99029	11/21/2025 11:31 AM
263	99201	11/21/2025 10:12 AM
264	99201	11/21/2025 9:47 AM
265	99201	11/21/2025 8:14 AM
266	99205	11/20/2025 9:57 PM
267	99291	11/20/2025 9:10 PM
268	99202	11/20/2025 7:00 PM
269	99204	11/20/2025 6:26 PM
270	99201	11/20/2025 5:51 PM
271	99205	11/20/2025 5:20 PM
272	99217	11/20/2025 1:07 PM
273	99208	11/20/2025 11:40 AM
274	99012	11/20/2025 11:35 AM
275	99216	11/20/2025 10:19 AM
276	99203	11/20/2025 9:22 AM
277	99205	11/20/2025 9:16 AM
278	99201	11/20/2025 8:31 AM
279	99208	11/20/2025 7:18 AM
280	99204	11/20/2025 6:44 AM
281	99004	11/19/2025 11:30 PM
282	99205	11/19/2025 11:26 PM
283	99208	11/19/2025 9:40 PM
284	99204	11/19/2025 9:13 PM
285	99202	11/19/2025 7:58 PM
286	99217	11/19/2025 5:46 PM
287	99201	11/19/2025 3:46 PM
288	99205	11/19/2025 3:42 PM
289	forgot	11/19/2025 3:21 PM
290	99223	11/19/2025 3:07 PM
291	99206	11/19/2025 3:01 PM
292	99207	11/19/2025 2:58 PM
293	99208	11/19/2025 2:54 PM
294	99208	11/19/2025 2:46 PM
295	99205	11/19/2025 2:44 PM
296	99223	11/19/2025 2:43 PM
297	99217	11/19/2025 10:53 AM
298	99201	11/19/2025 10:23 AM

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299	99201	11/19/2025 9:09 AM
300	99205	11/19/2025 7:44 AM
301	99201	11/19/2025 7:41 AM
302	99218	11/19/2025 12:48 AM
303	99205	11/18/2025 9:26 PM
304	99004	11/18/2025 5:49 PM
305	99001	11/18/2025 3:58 PM
306	99201	11/18/2025 3:55 PM
307	99201	11/18/2025 3:49 PM
308	99026	11/18/2025 3:41 PM
309	83854	11/18/2025 2:16 PM
310	99204	11/18/2025 1:59 PM
311	99208	11/18/2025 1:38 PM
312	99201	11/18/2025 1:12 PM
313	99203	11/18/2025 12:44 PM
314	99016	11/18/2025 12:29 PM
315	99212	11/18/2025 11:57 AM
316	99201	11/18/2025 10:42 AM
317	99205	11/18/2025 9:00 AM
318	99037	11/18/2025 8:58 AM
319	99001	11/17/2025 11:47 PM
320	99201	11/17/2025 11:46 PM
321	99203	11/17/2025 11:10 PM
322	99206	11/17/2025 9:26 PM
323	99223	11/17/2025 9:23 PM
324	99201	11/17/2025 9:13 PM
325	99205	11/17/2025 8:39 PM
326	99223	11/17/2025 8:23 PM
327	99202	11/17/2025 8:12 PM
328	99201	11/17/2025 7:57 PM
329	99212	11/17/2025 7:52 PM
330	99204	11/17/2025 7:43 PM
331	99218	11/17/2025 7:28 PM
332	99207	11/17/2025 6:52 PM
333	99201	11/17/2025 6:30 PM
334	99205	11/17/2025 6:23 PM
335	99204	11/17/2025 6:11 PM
336	99004	11/17/2025 6:10 PM

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337	99201	11/17/2025 5:37 PM
338	99208	11/17/2025 4:51 PM
339	99201	11/17/2025 4:15 PM
340	99201	11/17/2025 4:08 PM
341	99201	11/17/2025 3:05 PM
342	99201	11/17/2025 2:45 PM
343	99206	11/17/2025 2:12 PM
344	99201	11/17/2025 1:55 PM
345	99201	11/17/2025 1:44 PM
346	99201	11/17/2025 1:40 PM
347	99207	11/17/2025 1:14 PM
348	99205	11/17/2025 1:06 PM
349	99207	11/17/2025 12:50 PM
350	99206	11/17/2025 12:25 PM
351	99203	11/17/2025 11:12 AM
352	99205	11/17/2025 11:12 AM
353	99205	11/17/2025 10:49 AM
354	99203	11/17/2025 10:27 AM
355	99207	11/17/2025 7:43 AM
356	99203	11/17/2025 7:18 AM
357	99216	11/17/2025 7:08 AM
358	99205	11/17/2025 6:58 AM
359	99223	11/17/2025 5:47 AM
360	99207	11/16/2025 7:08 PM
361	99201	11/16/2025 11:58 AM
362	99201	11/16/2025 10:35 AM
363	99201	11/16/2025 10:18 AM
364	99021	11/16/2025 8:41 AM
365	99205	11/15/2025 11:11 AM
366	99207	11/15/2025 9:14 AM
367	99207	11/15/2025 8:46 AM
368	99216	11/14/2025 9:25 PM
369	99205	11/14/2025 8:34 PM
370	99004	11/14/2025 4:54 PM
371	99019	11/14/2025 3:17 PM
372	99201	11/14/2025 1:56 PM
373	99206	11/14/2025 12:59 PM
374	99201	11/14/2025 12:55 PM

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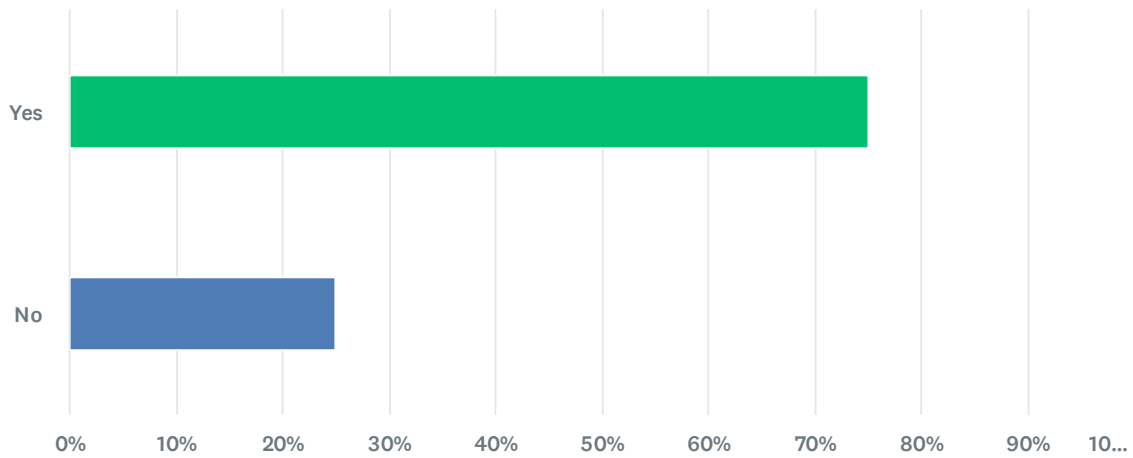
375	99201	11/14/2025 12:47 PM
376	99206	11/14/2025 12:43 PM
377	99208	11/14/2025 12:38 PM
378	99006	11/14/2025 12:11 PM
379	99203	11/14/2025 12:01 PM
380	99204	11/14/2025 11:52 AM
381	99204	11/14/2025 11:49 AM
382	99223	11/14/2025 11:48 AM
383	99203	11/14/2025 11:42 AM
384	99208	11/14/2025 11:40 AM
385	99207	11/14/2025 11:27 AM
386	99207	11/14/2025 9:53 AM
387	99205	11/14/2025 9:52 AM
388	99207	11/14/2025 9:39 AM
389	99201	11/14/2025 9:23 AM
390	99224	11/14/2025 8:47 AM
391	99223	11/14/2025 8:37 AM
392	99217	11/14/2025 8:08 AM
393	99208	11/14/2025 7:48 AM
394	99201	11/14/2025 7:30 AM
395	99205	11/14/2025 6:32 AM
396	99201	11/13/2025 11:54 PM
397	99004	11/13/2025 9:51 PM
398	99201	11/13/2025 9:09 PM
399	99223	11/13/2025 9:09 PM
400	99201	11/13/2025 8:44 PM
401	99205	11/13/2025 6:49 PM
402	99201	11/13/2025 4:42 PM
403	99223	11/13/2025 4:11 PM
404	99202	11/13/2025 4:01 PM
405	99217	11/13/2025 3:59 PM
406	99207	11/13/2025 3:39 PM
407	99208	11/13/2025 3:31 PM
408	99205	11/13/2025 3:27 PM
409	99206	11/13/2025 3:24 PM
410	99206	11/13/2025 3:17 PM
411	99201	11/13/2025 3:04 PM
412	99224	11/13/2025 2:34 PM

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413	99203	11/13/2025 2:31 PM
414	99201	11/13/2025 2:04 PM
415	99004	11/13/2025 10:51 AM
416	99205	11/13/2025 10:20 AM
417	99207	11/13/2025 9:45 AM
418	99205	11/13/2025 8:12 AM
419	99207	11/13/2025 8:01 AM
420	99208	11/13/2025 7:51 AM
421	99201	11/13/2025 7:41 AM
422	99208	11/13/2025 7:29 AM
423	99217	11/13/2025 5:10 AM
424	99224	11/12/2025 9:57 PM
425	99205	11/12/2025 8:14 PM
426	99205	11/12/2025 8:06 PM
427	99212	11/12/2025 6:57 PM
428	99216	11/12/2025 5:45 PM
429	99016	11/12/2025 5:23 PM
430	99206	11/12/2025 5:21 PM
431	99201	11/12/2025 4:55 PM

Q16 Do you (or someone in your household) own a car?

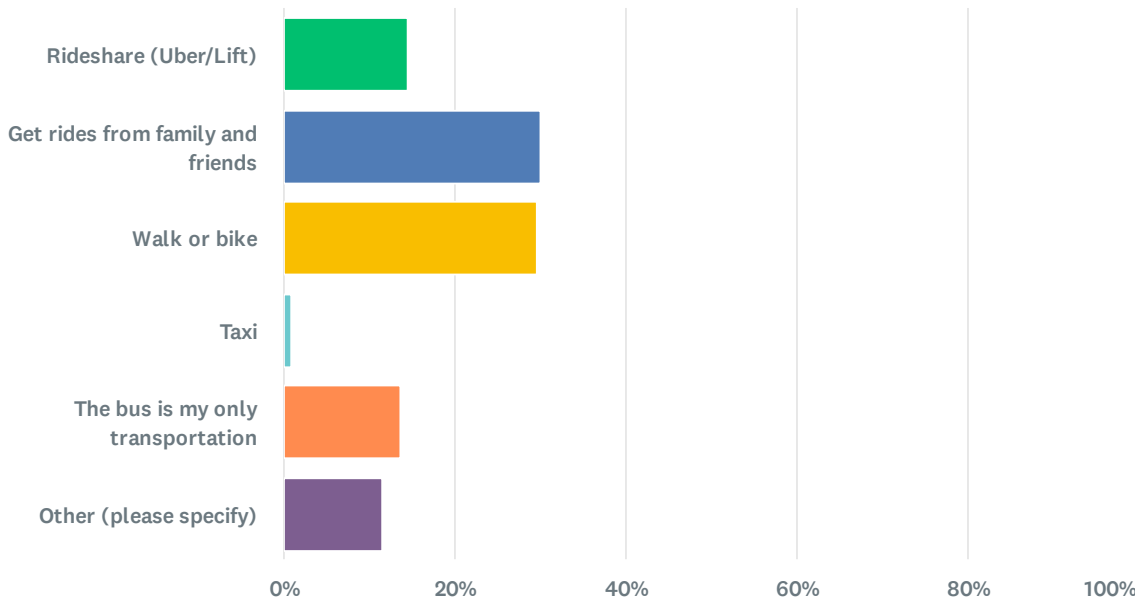
Answered: 466 Skipped: 181



Answer Choices	Percentage	Responses
● Yes	75.11%	350
● No	24.89%	116
Total		466

Q17 When you cannot catch a bus, what other transportation options do you use? Check all that apply

Answered: 455 Skipped: 192



Answer Choices	Percentage	Responses
● Rideshare (Uber/Lift)	14.44%	107
● Get rides from family and friends	29.96%	222
● Walk or bike	29.55%	219
● Taxi	0.94%	7
● The bus is my only transportation	13.63%	101
● Other (please specify) Show responses	11.47%	85
Total		741

#	OTHER (PLEASE SPECIFY)	DATE
1	Personal car	12/14/2025 11:42 PM

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2	My own car	12/14/2025 9:43 PM
3	Paratransit, medical transportation	12/11/2025 11:23 AM
4	Car	12/9/2025 10:59 AM
5	My personal vehicle.	12/9/2025 10:40 AM
6	car	12/8/2025 2:10 PM
7	drive my vehicle	12/8/2025 11:53 AM
8	I drive	12/8/2025 8:15 AM
9	car, Uber, scooter	12/8/2025 6:24 AM
10	Car or bus	12/6/2025 8:38 AM
11	STA eliminated the Garden Springs route many years ago, so riding the bus is not an option.	12/4/2025 8:21 PM
12	use car	12/4/2025 6:29 PM
13	I drive	12/3/2025 6:59 PM
14	Drive my vehicle	12/3/2025 4:04 PM
15	car	12/3/2025 1:35 PM
16	I DRIVE MY CAR	12/3/2025 1:14 PM
17	drive	12/3/2025 10:32 AM
18	Drive	12/3/2025 10:16 AM
19	car	12/3/2025 9:11 AM
20	Drive. I would like to ride the bus more frequently, but it does not reach our neighborhood.	12/3/2025 9:06 AM
21	Drive	12/2/2025 4:21 PM
22	Vehicle	12/2/2025 3:50 PM
23	Personal vehicle	12/2/2025 1:24 PM
24	car	12/2/2025 10:35 AM
25	My car	12/1/2025 6:08 PM
26	Car	12/1/2025 12:23 PM
27	drive my car	12/1/2025 11:16 AM
28	Car	12/1/2025 9:21 AM
29	I drive my car if the bus is not available.	11/29/2025 12:59 PM
30	usually this means I'm stuck at home	11/26/2025 7:17 PM
31	car	11/26/2025 2:05 PM
32	drive	11/26/2025 12:24 PM
33	Personal car. I live outside bus zone. Would love to have northside service.	11/26/2025 11:48 AM
34	walk	11/24/2025 7:38 PM
35	car	11/24/2025 12:45 PM
36	I have a car, but the route I take to SFCC gets icy in the winter, and I just don't like driving, so I take the bus for my more scheduled trips.	11/24/2025 11:49 AM
37	Expensive to go from Shadle to downtown like \$25 one way	11/24/2025 10:56 AM
38	I attempt to utilize the bus system whenever possible, as it represents a more cost-effective mode of transportation, particularly in situations where my personal vehicle is out of service.	11/22/2025 12:27 PM

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However, much like the reality with many generic products, a lower cost rarely corresponds with comparable quality. I often find myself compelled to rely on alternative modes of transportation because there is almost always some issue with your bus service—whether it be a “convenient” disruption, delay, or operational problem that is consistently framed as being outside of your control, rather than the result of inadequate planning, lack of accountability, or insufficient oversight and discipline regarding chronically late drivers. So, to directly answer your question: it is not that I prefer to use other methods of transport—I am effectively forced to do so if I wish to arrive at my destination on time and without unnecessary complication or incident.

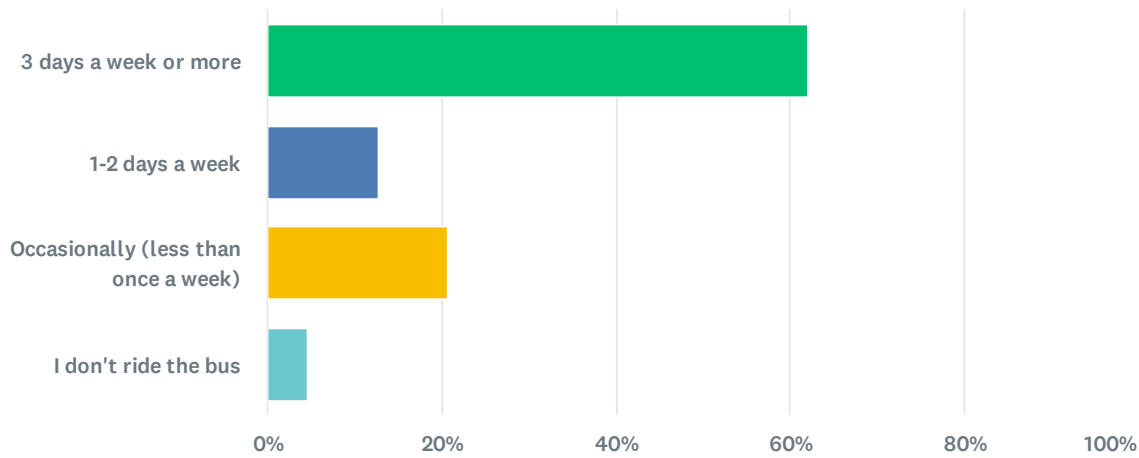
39	Drive	11/21/2025 2:00 PM
40	Drive my own vehicle	11/21/2025 12:44 PM
41	Paratransit	11/20/2025 1:08 PM
42	Drive myself	11/20/2025 9:16 AM
43	Paratransit	11/19/2025 11:30 PM
44	Or family car	11/19/2025 11:26 PM
45	My car	11/19/2025 7:58 PM
46	Car	11/19/2025 5:46 PM
47	Drive myself	11/19/2025 2:43 PM
48	Drive	11/19/2025 7:44 AM
49	Drive	11/18/2025 3:41 PM
50	I can't afford groceries but can afford a Lyft once or twice a month if I oversleep. It's already a major setback. Typically, I walk often, but I have a herniated disc, a bulging disc, and torn labrums in both hips. I am only 36 but was diagnosed with hEDS, a connective tissue disorder, so I'm likely to have more issues in the future and periods of limited mobility. I cannot drive, and I'm fearful of what my quality of life will be if I can't get to my job because there's no bus.	11/18/2025 1:12 PM
51	Car	11/18/2025 12:29 PM
52	my car	11/18/2025 11:57 AM
53	Car	11/17/2025 8:39 PM
54	I drive myself	11/17/2025 7:52 PM
55	Lime.	11/17/2025 6:52 PM
56	my car	11/17/2025 6:30 PM
57	car	11/17/2025 5:37 PM
58	Inclement weather, low income needs.require STA public bus services.	11/17/2025 4:08 PM
59	Lime	11/17/2025 3:05 PM
60	Lyft	11/17/2025 1:40 PM
61	Drive	11/17/2025 1:06 PM
62	Drive myself	11/17/2025 12:50 PM
63	Drive	11/17/2025 12:25 PM
64	Personal vehicle.	11/17/2025 11:12 AM
65	Drive	11/17/2025 7:08 AM
66	The bus is my only transportation, if I cannot use a bus I am forced to use rideshare apps which I don't really have a budget for as bus passes monthly are already 60 dollars.	11/16/2025 10:36 AM
67	Paratransit	11/14/2025 9:25 PM
68	Lime scooter when there	11/14/2025 8:34 PM

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69	Car only when absolutely necessary	11/14/2025 1:56 PM
70	My car	11/14/2025 12:59 PM
71	Drive	11/14/2025 12:43 PM
72	Personal vehicle	11/14/2025 12:38 PM
73	drive personal vehicle	11/14/2025 12:11 PM
74	car	11/14/2025 12:01 PM
75	Personal Car	11/14/2025 11:49 AM
76	Drive my own vehicle	11/14/2025 11:48 AM
77	car	11/14/2025 11:42 AM
78	Personal car	11/14/2025 11:40 AM
79	CAR	11/14/2025 11:27 AM
80	Drive myself in my car	11/14/2025 9:52 AM
81	I don't own a car so it's walk or bus.	11/13/2025 9:11 PM
82	Car	11/13/2025 3:04 PM
83	If commuting option not available, I'll drive SOV. Unfortunately, not enough bus service in the West Plains. Only the transfer station. It'd be nice if there was a small route around Areo, Hallet, Spotted and Grove Roads. Lots of construction out this way.	11/13/2025 2:34 PM
84	Drive my car	11/13/2025 2:04 PM
85	Car	11/12/2025 6:57 PM

Q18 How often do you ride the bus?

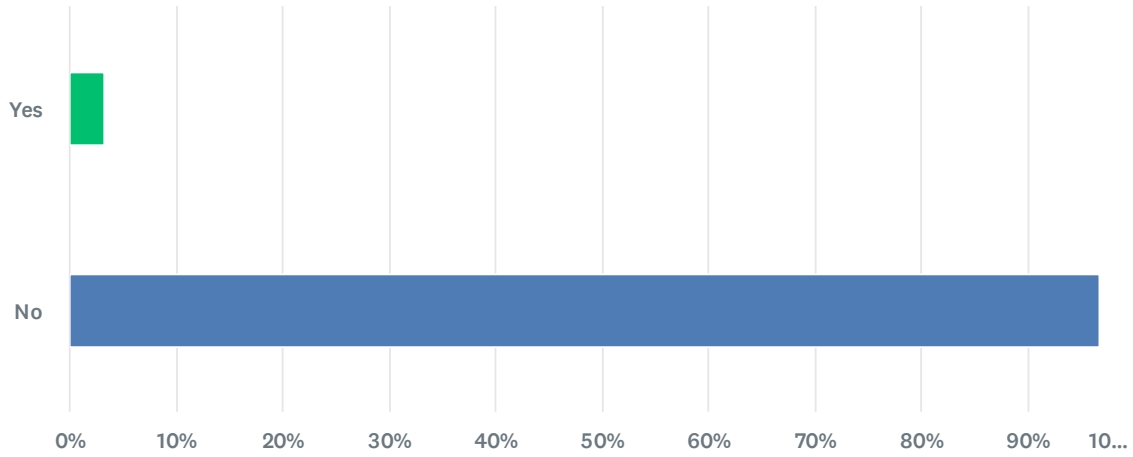
Answered: 461 Skipped: 186



Answer Choices	Percentage	Responses
● 3 days a week or more	62.04%	286
● 1-2 days a week	12.80%	59
● Occasionally (less than once a week)	20.61%	95
● I don't ride the bus	4.56%	21
Total		461

Q19 Do you use paratransit service?

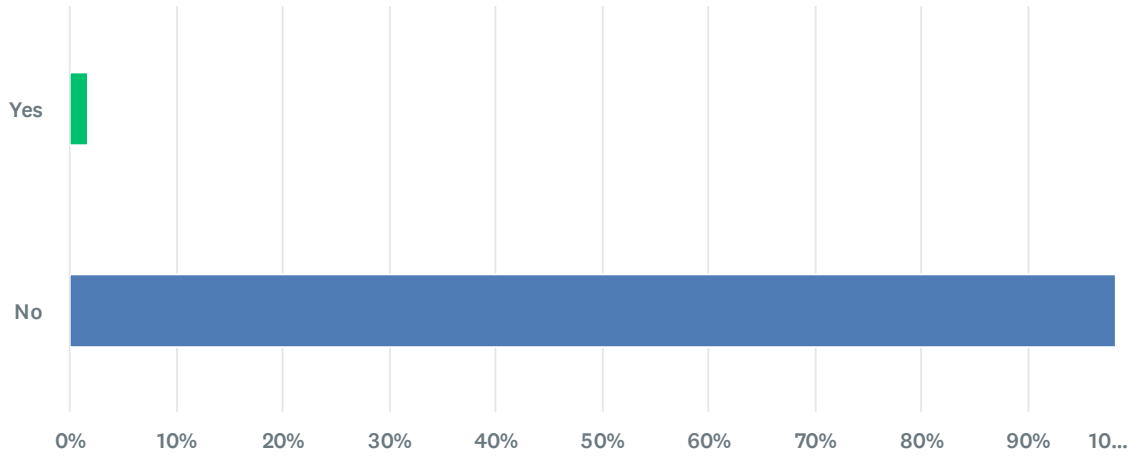
Answered: 460 Skipped: 187



Answer Choices	Percentage	Responses
● Yes	3.26%	15
● No	96.74%	445
Total		460

Q20 Do you use Rideshare (Vanpool) service?

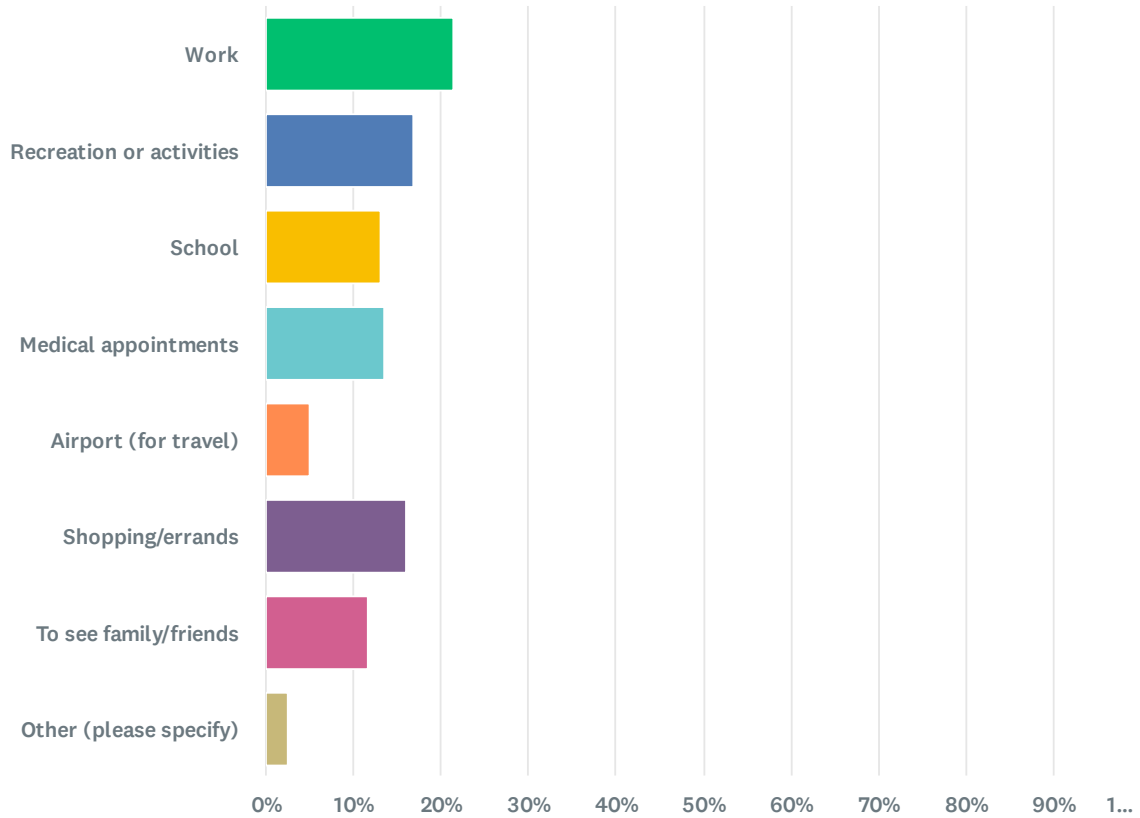
Answered: 461 Skipped: 186



Answer Choices	Percentage	Responses
● Yes	1.74%	8
● No	98.26%	453
Total		461

Q21 Where do you go when you are using the bus, paratransit, or Rideshare (Vanpool)? Check all that apply.

Answered: 445 Skipped: 202



Answer Choices	Percentage	Responses
● Work	21.31%	280
● Recreation or activities	16.82%	221
● School	13.09%	172
● Medical appointments	13.55%	178
● Airport (for travel)	5.02%	66
● Shopping/errands	16.06%	211
Total		1314

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Answer Choices	Percentage	Responses
● To see family/friends	11.64%	153
● Other (please specify) Show responses	2.51%	33
Total		1314

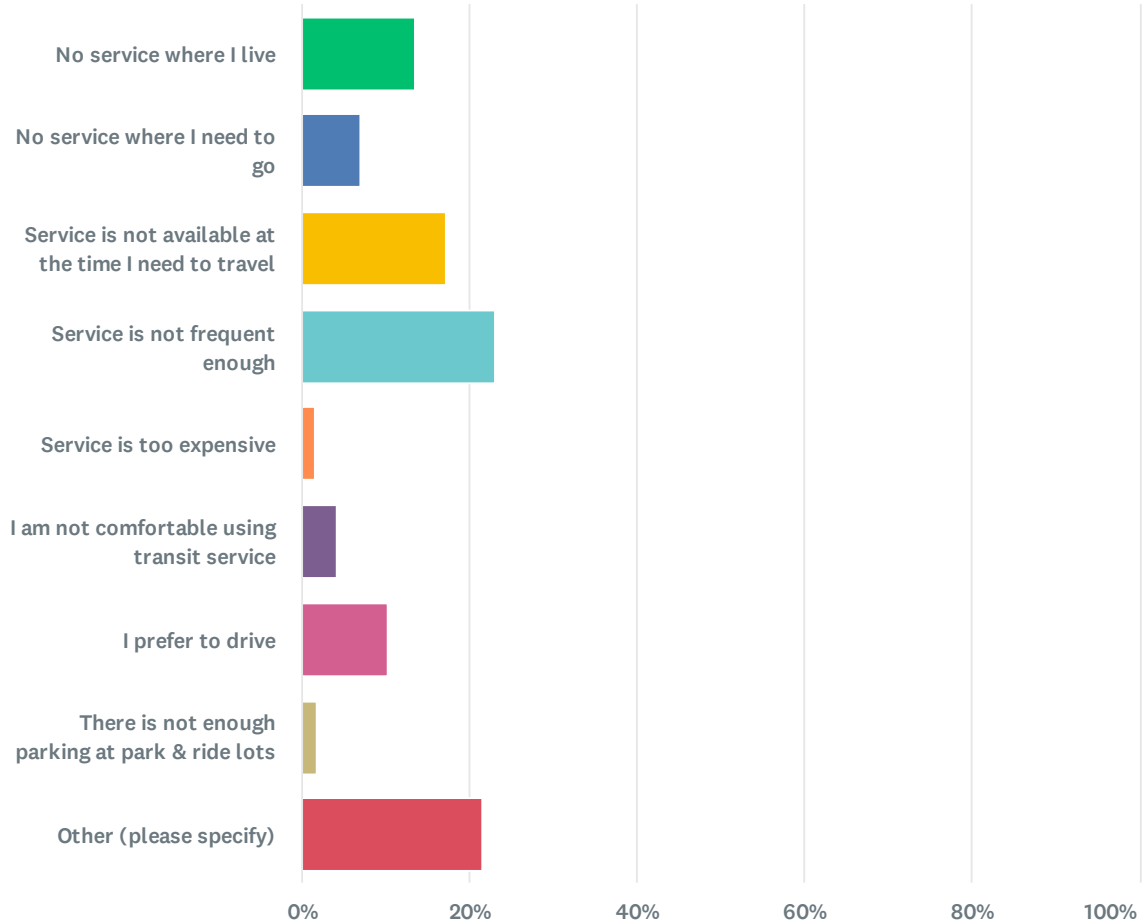
#	OTHER (PLEASE SPECIFY)	DATE
1	Return from car repair shop	12/14/2025 11:44 PM
2	Downtown	12/14/2025 8:33 AM
3	Everything	12/11/2025 11:23 AM
4	Daycare	12/8/2025 7:20 PM
5	Downtown	12/7/2025 8:25 PM
6	meetings at City Hall downtown	12/6/2025 8:39 AM
7	Meetings	12/5/2025 10:15 AM
8	Volunteer work downtown	12/4/2025 11:22 AM
9	n/a	12/3/2025 8:04 AM
10	Vehicle	12/2/2025 3:51 PM
11	N/A	12/1/2025 5:01 PM
12	home	12/1/2025 1:37 PM
13	I use the bus for everything	12/1/2025 12:10 PM
14	I don't.	12/1/2025 11:58 AM
15	I do not use this	12/1/2025 11:39 AM
16	Home	12/1/2025 10:02 AM
17	Don't use	12/1/2025 9:22 AM
18	none	11/29/2025 3:49 PM
19	Library	11/26/2025 4:09 PM
20	Train Station (multimodal)	11/25/2025 4:41 PM
21	This really has no bearings on to how you are making changes. All that you should be worrying about is if your services are being used.	11/22/2025 12:28 PM
22	Downtown	11/20/2025 9:11 PM
23	Mass	11/20/2025 6:27 PM
24	No bus service in my area	11/19/2025 5:47 PM
25	anything else!	11/19/2025 3:21 PM
26	When I'm able, I bus up to Eagle's to skate. Haven't been able to in the last year or two with my back though.	11/18/2025 1:12 PM
27	N/A	11/18/2025 12:29 PM
28	meetings	11/17/2025 9:23 PM
29	Site seeing, for entertainment	11/17/2025 4:08 PM

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30	not using	11/17/2025 11:12 AM
31	Food Pantry	11/14/2025 9:25 PM
32	I haven't had a car since moving to Spokane because of the transit system here.	11/13/2025 9:11 PM
33	na	11/13/2025 4:11 PM

Q22 If you do not use STA services, please tell us why not. Check all that apply.

Answered: 184 Skipped: 463



Answer Choices	Percentage	Responses
● No service where I live	13.55%	37
● No service where I need to go	6.96%	19
● Service is not available at the time I need to travel	17.22%	47
● Service is not frequent enough	23.08%	63
Total		273

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	Answer Choices	Percentage	Responses
	● Service is too expensive	1.47%	4
	● I am not comfortable using transit service	4.03%	11
	● I prefer to drive	10.26%	28
	● There is not enough parking at park & ride lots	1.83%	5
#	● Other (please specify) Show responses	21.61%	59
2	Total		273
3	Only mode of transportation		12/11/2025 10:55 PM
4	I use services		12/9/2025 8:05 PM
5	N/A		12/9/2025 7:53 AM
6	I currently use STA when it is convenient.		12/9/2025 7:48 AM
7	the anxiety of figuring it all out		12/8/2025 1:32 PM
8	I used to commute on the bus regularly to downtowns Portland, but now it is too time consuming to take the bus. I don't have the free time.		12/5/2025 7:03 PM
9	I do use it		12/5/2025 2:06 PM
10	I do use STA		12/5/2025 9:33 AM
11	The bus stops are too far away. It would take me an hour and a half to get to work by bus, but only 20 minutes by car.		12/3/2025 9:09 AM
12	n/a		12/3/2025 8:55 AM
13	it's harder to ride than ever. when I bought my house there was service down here. Now i have to walk to Browne's Addition to use the bus.		12/3/2025 8:14 AM
14	I use them		12/2/2025 8:08 AM
15	Bus stop is pretty far from my home.		12/1/2025 12:42 PM
16	n/a		12/1/2025 11:39 AM
17	I have used STA services		12/1/2025 11:17 AM
18	I use STA services		12/1/2025 9:24 AM
19	N/A		11/29/2025 11:36 PM
20	n/a		11/28/2025 4:24 PM
21	this is what I mean when I requested more service on the 124. it is really hard to walk to the 28 with the overlapping stop with 124 discontinued. when the 124 is not running it is very hard for me to bus without help from someone driving a car.		11/26/2025 7:17 PM
22	Ride all the time		11/26/2025 2:45 PM
23	I use STA		11/26/2025 2:05 PM
24	I do use bus when in town, but need to drive my car to town.		11/26/2025 11:48 AM
25	I do ride the bus		11/25/2025 2:01 PM
26	I do use transit		11/25/2025 12:04 PM
27	I ride		11/25/2025 12:01 PM

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28	I do use the transit service	11/25/2025 8:55 AM
29	My kids use it for School but the morning bus does not start early enough to get to work by 0600 am.	11/24/2025 7:20 PM
30	I do use it	11/24/2025 11:48 AM
31	In all honesty, I make every effort to avoid using the bus system whenever possible. This is due to a consistent lack of adherence to published schedules, frequent unprofessional or discourteous behavior from certain drivers, the practice of allowing individuals to ride without paying the required fare, and ongoing concerns regarding unsafe driving habits. Collectively, these issues contribute to an environment in which Spokane Transit Authority does not provide a riding experience that feels reliably safe, clean, or professionally managed.	11/22/2025 12:28 PM
32	Travel time is longer	11/21/2025 4:24 PM
33	I have sta service where I live	11/21/2025 3:58 PM
34	I do use the services.	11/21/2025 10:12 AM
35	N/a	11/21/2025 9:47 AM
36	I use STA	11/20/2025 6:27 PM
37	I miss the old 27 route	11/20/2025 1:08 PM
38	Closest stops require too many transfers and add a significant amount of travel time	11/19/2025 11:26 PM
39	I love the tradition of thanking the driver and the fact that drivers greet most every passenger--It is such a vital sense of community!	11/19/2025 3:46 PM
40	I do use STA services	11/19/2025 3:07 PM
41	N/A	11/19/2025 11:57 AM
42	Other passengers	11/18/2025 3:59 PM
43	While I'm having health issues, I need the flexibility of a car	11/18/2025 3:49 PM
44	Poor walkability of NW Blvd requires extra considerations for crossing after return trip.	11/18/2025 9:01 AM
45	i use the bus	11/17/2025 9:23 PM
46	Drivers are kinda jerks, ngl. I always greet the driver and have never gotten even a nod in return.	11/17/2025 1:40 PM
47	to many transients on certain routes and they are known to have bed bugs. I hope you all are spraying your buses nightly. I would not allow my family to ride the buses due to the criminal elements near the Plaza and other areas of Spokane. I would allow them to ride in Spokane Valley as long as they are going to certain areas. The only reason I ride it is due to limited parking downtown and the cost of parking downtown.	11/17/2025 12:25 PM
48	it takes much longer than biking or driving	11/17/2025 11:12 AM
49	I ride the bus	11/17/2025 7:08 AM
50	the downtown plaza is disgusting, gross and generally unsafe	11/17/2025 5:47 AM
51	Age 92, I prefer to drive but know my driving days will soon be ended	11/16/2025 10:18 AM
52	i use it	11/15/2025 8:47 AM
53	N/A	11/14/2025 9:25 PM
54	I almost exclusively take the bus.	11/14/2025 4:55 PM
55	Transit centers are built as if we live in a dry, warm climate. There is little shelter from the wind and rain or snow except for summer.	11/14/2025 12:59 PM
56	I use the transit system	11/13/2025 9:11 PM
57	2 mile walk to the nearest bus stop	11/13/2025 3:24 PM
58	This does not apply.	11/13/2025 3:06 PM

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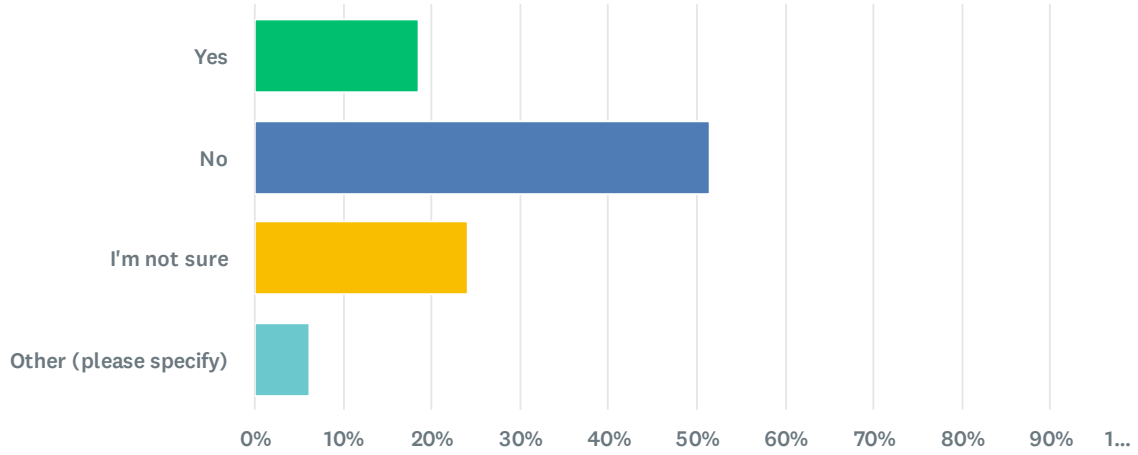
59

I have to drive to the West Plains transfer station

11/13/2025 2:35 PM

Q23 Do any of the proposed changes to the network intrigue you enough to consider riding, or riding more?

Answered: 428 Skipped: 219



Answer Choices	Percentage	Responses
● Yes	18.46%	79
● No	51.40%	220
● I'm not sure	24.07%	103
● Other (please specify) Show responses	6.07%	26
Total		428

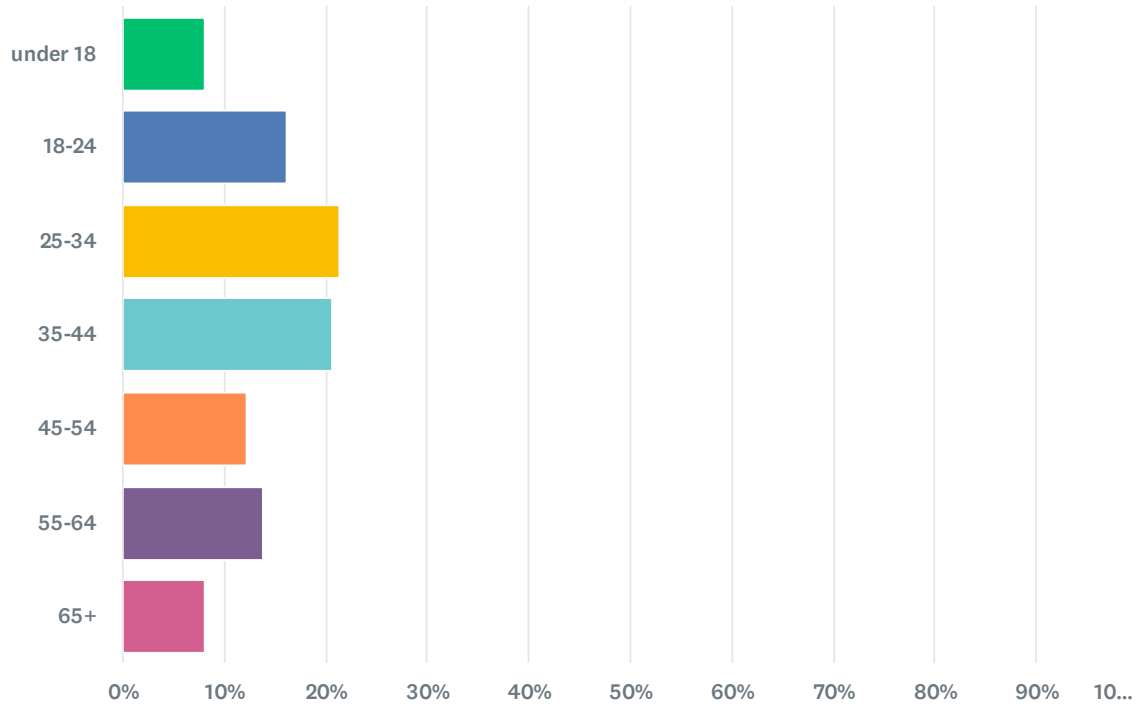
#	OTHER (PLEASE SPECIFY)	DATE
1	Keep 15 minute intervals for route 20	12/8/2025 8:10 PM
2	Get some out to postfalls i know there is a couple but the times ate bad	12/5/2025 10:01 AM
3	I work out of town. If I worked in town, that would change my bus usage.	12/5/2025 7:52 AM
4	We do not have service on Farwell Road.	12/3/2025 8:38 AM
5	Vehicle	12/2/2025 3:51 PM
6	Need more not less routes	12/2/2025 1:25 PM
7	I would ride less.	12/2/2025 10:35 AM
8	No the proposed changes will decrease my ridership	12/1/2025 5:01 PM
9	less deendomg on changes I was worried about	12/1/2025 3:13 PM
10	n/a	12/1/2025 11:39 AM

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11	Still no service around the far north side	11/26/2025 4:09 PM
12	I already ride all the time	11/21/2025 3:43 PM
13	Proposed changes might cause me to stop taking the bus altogether	11/21/2025 12:44 PM
14	The proposed changes are not good at all. The 20 must remain 15 minute service. You haven't said what the 35 will share service with since it won't be with the 36.	11/20/2025 6:27 PM
15	Would make me walk mote, so I'd ride less	11/20/2025 1:08 PM
16	When I don't ride it's because of other passengers. I've had someone fall asleep on me and he threw a fit when I woke him. Many of those school kids are also terrible. I especially try to stay off certain buses when I know school will be out soon.	11/18/2025 3:59 PM
17	If more local businesses were easier to get to, I'd go all sorts of places. Also, if more stops had benches and shade for summertime fun without heatstroke (I'm just saying).	11/18/2025 1:12 PM
18	When I retire next Spring I will be riding the bus more but it needs to continue service to Peaceful Valley.	11/17/2025 9:13 PM
19	I will ride the bus & Paratransit the same as I always do not more or less then I do now	11/14/2025 9:25 PM
20	The change in the Shadle area line	11/14/2025 1:56 PM
21	I have a specific route that I occasionally ride and it's only from Valley Transit Station to Downtown and back.	11/14/2025 12:43 PM
22	Depending on connections to Hillyard line, potentially	11/14/2025 12:38 PM
23	I already use the system	11/13/2025 9:11 PM
24	The Route 23 changes actually will discourage me from riding	11/13/2025 3:31 PM
25	Makes me worried I will ride less if the 20 is elminated	11/13/2025 2:05 PM
26	This option forces me to reply	11/12/2025 5:24 PM

Q24 What is your age?

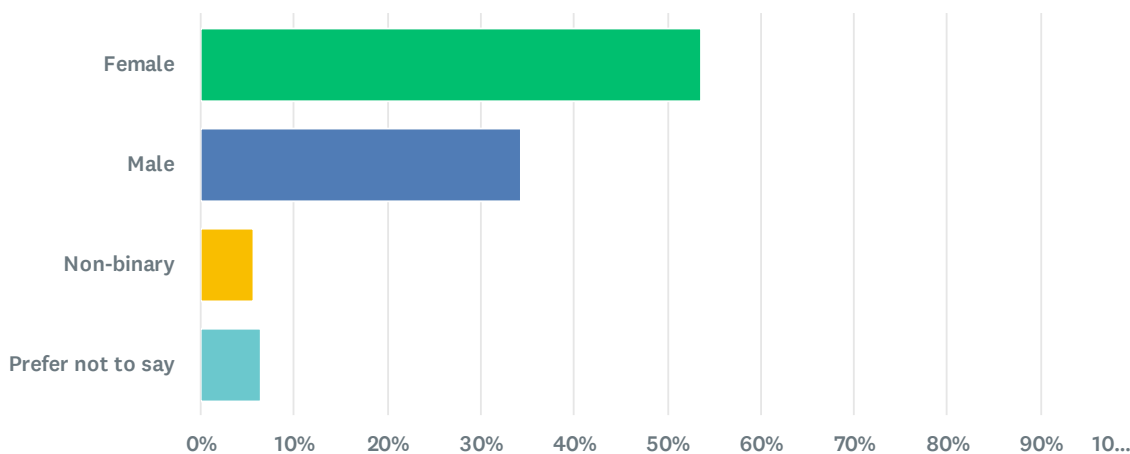
Answered: 463 Skipped: 184



Answer Choices	Percentage	Responses
● under 18	7.99%	37
● 18-24	16.20%	75
● 25-34	21.38%	99
● 35-44	20.52%	95
● 45-54	12.10%	56
● 55-64	13.82%	64
● 65+	7.99%	37
Total		463

Q25 Gender (select all that apply)

Answered: 456 Skipped: 191

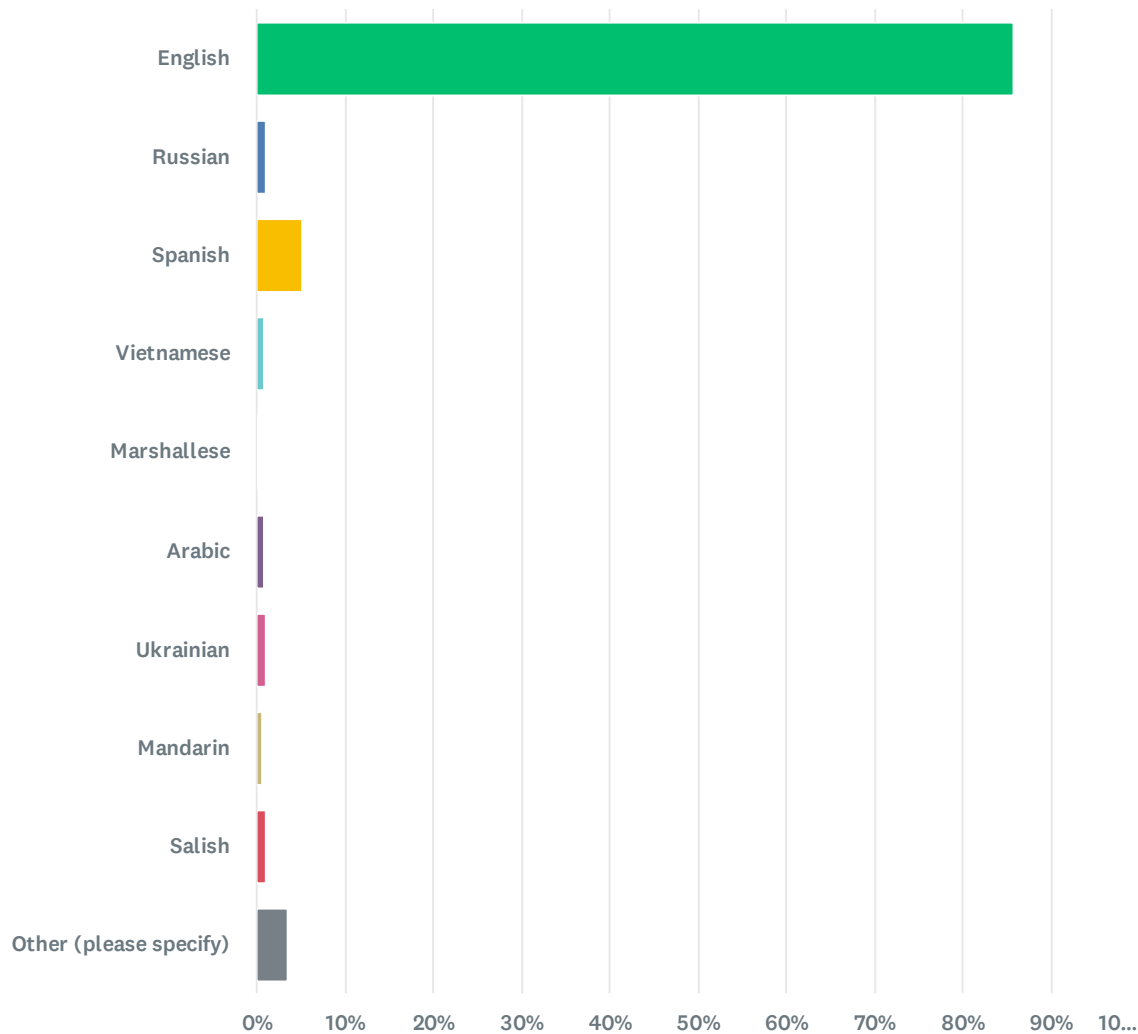


Answer Choices	Percentage	Responses
● Female	53.63%	251
● Male	34.40%	161
● Non-binary	5.56%	26
● Prefer not to say	6.41%	30
Show comments		
Total		468

#	PREFER TO SELF DESCRIBE:	DATE
1	Trans man	12/12/2025 9:26 PM
2	Agender	12/11/2025 11:23 AM
3	Knowing my gender is entirely irrelevant to the substantive issue being discussed. My personal demographic characteristics have no bearing whatsoever on the fact that these proposed major changes will impact the overall operation, accessibility, and quality of service provided by Spokane Transit as a comprehensive public transportation system.	11/22/2025 12:28 PM
4	A fucking toaster	11/20/2025 7:18 AM
5	Granny	11/19/2025 3:46 PM

Q26 What languages are spoken in your home? Check all the apply

Answered: 460 Skipped: 187



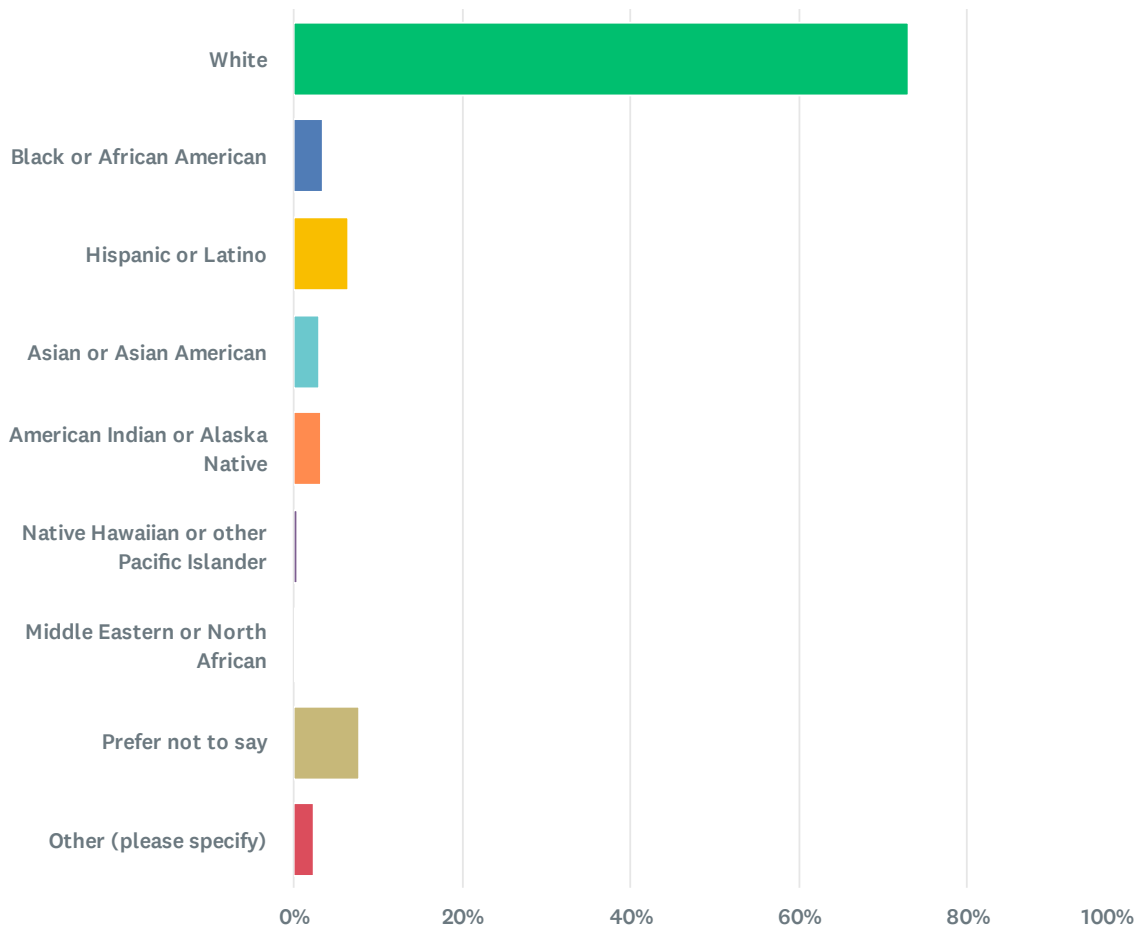
Answer Choices	Percentage	Responses
English	85.69%	455
Russian	1.13%	6
Spanish	5.08%	27
Vietnamese	0.75%	4
Total		531

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	Answer Choices	Percentage	Responses
	● Marshallese	0.19%	1
	● Arabic	0.75%	4
	● Ukrainian	1.13%	6
	● Mandarin	0.56%	3
	● Salish	1.13%	6
	● Other (please specify) Show responses	3.58%	19
#			
1	Total		531
2	Danish		12/7/2025 9:54 PM
3	French		12/5/2025 3:20 PM
4	samoan		12/4/2025 6:29 PM
5	Afrikaans		12/3/2025 4:04 PM
6	N/A		12/1/2025 4:10 PM
7	ASL		11/28/2025 7:21 AM
8	asl		11/26/2025 7:17 PM
9	german		11/24/2025 7:38 PM
10	Tagalog		11/24/2025 6:04 PM
11	korean		11/24/2025 3:58 PM
12	ASL		11/24/2025 11:40 AM
13	An understanding of what my primary language is entirely immaterial to thchanges will have a substantial impact on how Spokane Transit functions as a whole, including its day-to-day operations, ease of access for riders, and the overall standard of service it delivers as a unified public transportation network.		11/22/2025 12:28 PM
14	French		11/19/2025 7:58 PM
15	Hebrew		11/19/2025 3:07 PM
16	Chinese		11/18/2025 12:29 AM
17	None of your business		11/17/2025 8:40 PM
18	Crazy		11/14/2025 8:48 AM
19	Arkansas-ish		11/13/2025 3:31 PM





Q27 How do you self-identify by race? Check all that apply

Answered: 453 Skipped: 194



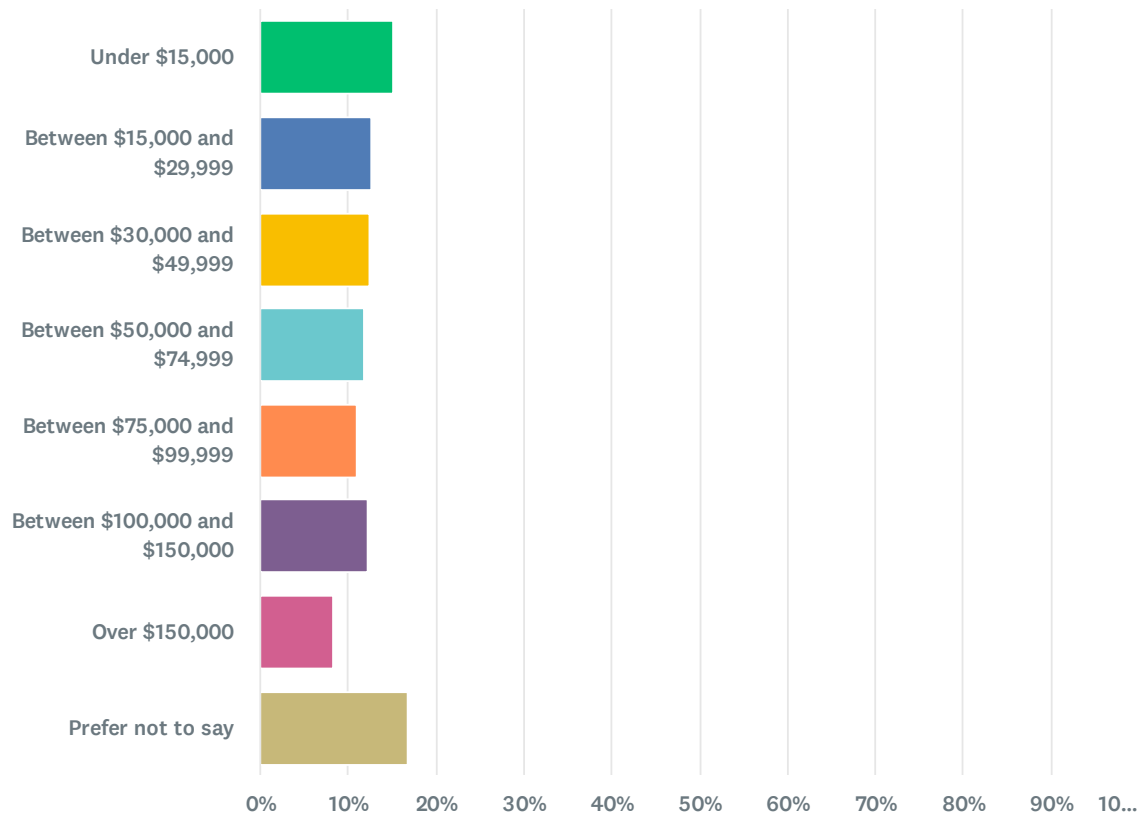
Answer Choices	Percentage	Responses
● White	73.09%	364
● Black or African American	3.41%	17
● Hispanic or Latino	6.43%	32
● Asian or Asian American	3.01%	15
● American Indian or Alaska Native	3.21%	16
Total		498

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Answer Choices		Percentage	Responses
	 Native Hawaiian or other Pacific Islander	0.40%	2
	 Middle Eastern or North African	0.20%	1
	 Prefer not to say	7.83%	39
#	 Other (please specify) Show responses	2.41%	12
1			
2	Total		498
3	Multiracial		12/4/2025 3:24 PM
4	Vehicle		12/2/2025 3:51 PM
5	jewish		11/26/2025 7:17 PM
6	American		11/26/2025 2:45 PM
7	An inquiry into my race is entirely irrelevant to the matter at hand. My racial identity has absolutely no connection to the substance of these proposed, ineffective changes or to the ways in which they will impact the overall performance, equity, and quality of service provided by Spokane Transit. The very question is racist.		11/22/2025 12:28 PM
8	Catholic		11/20/2025 6:27 PM
9	White👍		11/20/2025 7:18 AM
10	Biracial		11/17/2025 8:13 PM
11	Brazilian/Latino		11/17/2025 6:58 AM
12	Celtic American		11/14/2025 8:48 AM

Q28 What is your annual household income?

Answered: 450 Skipped: 197



Answer Choices	Percentage	Responses
● Under \$15,000	15.11%	68
● Between \$15,000 and \$29,999	12.67%	57
● Between \$30,000 and \$49,999	12.44%	56
● Between \$50,000 and \$74,999	11.78%	53
● Between \$75,000 and \$99,999	10.89%	49
● Between \$100,000 and \$150,000	12.22%	55
● Over \$150,000	8.22%	37
Total		450

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Answer Choices	Percentage	Responses
● Prefer not to say	16.67%	75
Total		450

Q29 If you would like to receive updates from us about these and other service updates, and other important STA information please provide your email.

Answered: 116 Skipped: 531

ANSWER CHOICES	RESPONSES
Email address	100.00% 116

#	EMAIL ADDRESS	DATE
1	gordonrfleming@hotmail.com	12/14/2025 11:44 PM
2	Mushynibblerz@gmail.com	12/14/2025 4:15 PM
3	joanaona@gmail.com	12/12/2025 12:56 PM
4	revbuddah@gmail.com	12/12/2025 12:06 PM
5	elvislives16@gmail.com	12/11/2025 10:55 PM
6	walterjay685@gmail.com	12/11/2025 10:23 AM
7	dabugg62@yahoo.com	12/9/2025 10:35 PM
8	Ditchfairy@gmail.com	12/9/2025 8:05 PM
9	Reaper053@yahoo.com	12/9/2025 2:34 PM
10	n/a	12/9/2025 12:01 PM
11	blobanium@gmail.com	12/9/2025 3:13 AM
12	n/a	12/8/2025 2:10 PM
13	macki.snyder@gmail.com	12/8/2025 11:53 AM
14	willwillr@gmail.com	12/6/2025 11:47 PM
15	sewicht@att.net	12/5/2025 7:03 PM
16	jayrad7781@gmail.com	12/5/2025 3:32 PM
17	jael.stebbins15@gmail.com	12/5/2025 7:52 AM
18	pattywu950320@gmail.com	12/4/2025 9:20 PM
19	hello@kameron.design	12/4/2025 7:27 PM
20	helenataavao@gmail.com	12/4/2025 6:29 PM
21	rhett.spangler@gmail.com	12/4/2025 3:24 PM
22	Misterleonardj@gmail.com	12/4/2025 2:47 PM
23	cfrabob@hotmail.com	12/4/2025 12:36 PM
24	kakarlamaribel8@gmail.com	12/4/2025 9:16 AM
25	kiona.dvorak@gmail.com	12/3/2025 1:01 PM
26	a.vershubsky@gmail.com	12/3/2025 10:33 AM
27	pjlewis1@msn.com	12/3/2025 8:38 AM
28	karen.sandall@ccs.spokane.edu	12/3/2025 8:14 AM

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29	christinashackelford@icloud.com	12/2/2025 11:40 PM
30	keep.slouching120@passmail.net	12/2/2025 5:29 PM
31	N/A	12/2/2025 5:09 PM
32	riffmattre@usa.net	12/2/2025 3:51 PM
33	kimberly.losavio@gmail.com	12/2/2025 3:16 PM
34	felicianaanderson517@gmail.com	12/2/2025 12:07 PM
35	crystalisbackonemoreagain@gmail.com	12/2/2025 8:08 AM
36	dwindishar@gmail.com	12/1/2025 11:34 PM
37	madi.lyn.bates@gmail.com	12/1/2025 6:08 PM
38	mackinzy@yahoo.com	12/1/2025 3:55 PM
39	tanakamwanangombe@gmail.com	12/1/2025 9:39 AM
40	jasminelopez1423@gmail.com	12/1/2025 9:35 AM
41	otisnix@gmail.com	12/1/2025 9:27 AM
42	pnramsdell@gmail.com	12/1/2025 9:22 AM
43	annareiki968@gmail.com	11/30/2025 5:16 AM
44	suzziebell2@yahoo.com	11/26/2025 4:09 PM
45	susanbradford2011@hotmail.com	11/26/2025 2:42 PM
46	forgivenandloved@hotmail.com	11/25/2025 10:15 PM
47	No	11/25/2025 2:38 PM
48	randyoneharper@gmail.com	11/25/2025 2:06 PM
49	hopesutch2008@gmail.com	11/25/2025 10:39 AM
50	klotzerrichard@yahoo.com	11/24/2025 7:38 PM
51	ptr0779@yahoo.com	11/24/2025 7:20 PM
52	hayangel72@gmail.com	11/24/2025 3:58 PM
53	dylpickle9310@icloud.com	11/24/2025 3:43 PM
54	david_dubuque@yahoo.com	11/24/2025 12:45 PM
55	autlizsmith@gmail.com	11/24/2025 11:49 AM
56	No	11/24/2025 11:48 AM
57	dayjenn@gmail.com	11/24/2025 11:17 AM
58	tacrowder76@yahoo.com	11/24/2025 10:56 AM
59	ellenperleberg@gmail.com	11/24/2025 8:09 AM
60	silveranderson42@yahoo.com	11/23/2025 3:49 PM
61	No@gmail.com	11/23/2025 7:34 AM
62	ccranney98@gmail.com	11/22/2025 5:45 PM
63	No	11/22/2025 12:28 PM
64	Dghiatt@aol.com	11/22/2025 8:12 AM
65	Samanthacook416@gmail.com	11/21/2025 5:31 PM
66	stevensmith2048@gmail.com	11/21/2025 4:24 PM

2026 Service Revisions

67	dfarmerwa@outlook.com	11/21/2025 4:17 PM
68	todddharland2102@gmail.com	11/21/2025 3:58 PM
69	NA	11/21/2025 3:16 PM
70	no	11/21/2025 10:12 AM
71	N/a	11/21/2025 9:47 AM
72	Kathythamm@gmail.com	11/20/2025 9:11 PM
73	Marigoldfire@hotmail.com	11/20/2025 1:08 PM
74	Kriannth@Yahoo.com	11/20/2025 10:19 AM
75	randybaker16l@gmail.com	11/20/2025 9:16 AM
76	zombiegoku11@gmail.com	11/20/2025 7:18 AM
77	joyful_noise22@hotmail.com	11/19/2025 11:26 PM
78	eljayheckman@live.com	11/19/2025 7:58 PM
79	karisasilva@gmail.com	11/19/2025 5:47 PM
80	No I don't	11/19/2025 3:07 PM
81	kennedymichael2005@gmail.com	11/19/2025 2:54 PM
82	64tcs53@gmail.com	11/19/2025 7:41 AM
83	hilary8313@gmail.com	11/18/2025 3:56 PM
84	effervescent.pearl@gmail.com	11/18/2025 1:12 PM
85	co.j.daley@gmail.com	11/18/2025 9:01 AM
86	andrewtsets8734@gmail.com	11/18/2025 12:29 AM
87	morri282@gmail.com	11/17/2025 11:10 PM
88	Seibert2759@yahoo.com	11/17/2025 9:27 PM
89	janyo1@msn.com	11/17/2025 9:13 PM
90	draculachristina8@gmail.com	11/17/2025 8:23 PM
91	Elizabethbrooks100@yahoo.com	11/17/2025 8:13 PM
92	shakiraisquaking@gmail.com	11/17/2025 7:57 PM
93	lasenoritagringa@yahoo.com	11/17/2025 6:30 PM
94	joejazztrombone@aol.com	11/17/2025 6:12 PM
95	Doug.addleman@gmail.com	11/17/2025 5:37 PM
96	tom@quinntheartist.com	11/17/2025 4:15 PM
97	lessard.tera@gmail.com	11/17/2025 1:06 PM
98	justin.galloway@wsu.edu	11/17/2025 11:12 AM
99	kkbconrow@comcast.net	11/17/2025 7:08 AM
100	sarahlanders941@gmail.com	11/16/2025 11:58 AM
101	smarkealli@msn.com	11/16/2025 8:41 AM
102	amyyancy137@gmail.com	11/15/2025 9:15 AM
103	Ziona9413@gmail.com	11/14/2025 9:25 PM
104	ethompson@spokanecity.org	11/14/2025 12:59 PM

2026 Service Revisions

105	knwhite21@gmail.com	11/14/2025 12:55 PM
106	rylieveit@icloud.com	11/14/2025 9:39 AM
107	No	11/14/2025 8:08 AM
108	jgtrotchie@icloud.com	11/14/2025 7:48 AM
109	amay3s@gmail.com	11/13/2025 4:01 PM
110	fb8176@yahoo.com	11/13/2025 3:41 PM
111	cillianfionagraddad@hotmail.com	11/13/2025 3:31 PM
112	harbogast65@gmail.com	11/13/2025 3:06 PM
113	creidy@zagmail.gonzaga.edu	11/13/2025 2:05 PM
114	Levibasinger820@gmail.com	11/12/2025 8:14 PM
115	JamesBBaller95@gmail.com	11/12/2025 5:34 PM
116	Jackbillingsleyjr@gmail.com	11/12/2025 4:56 PM