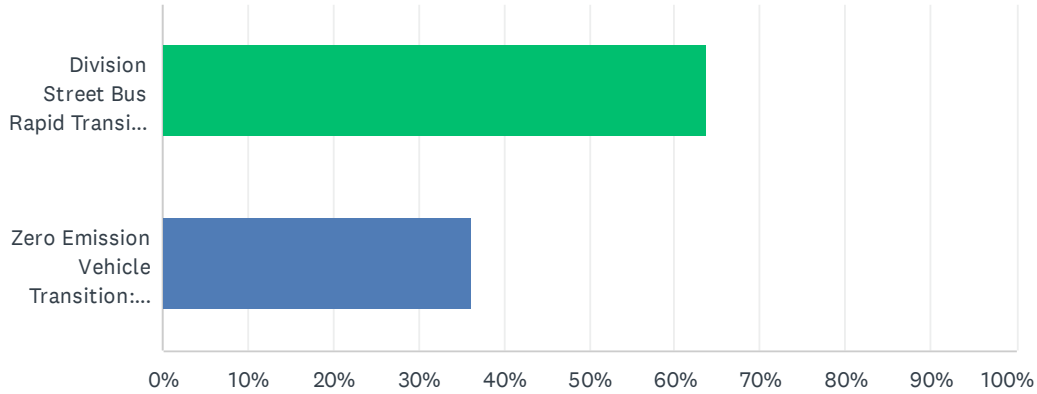


Q1 Please select the core investment you are most eager to see implemented in our transit system.

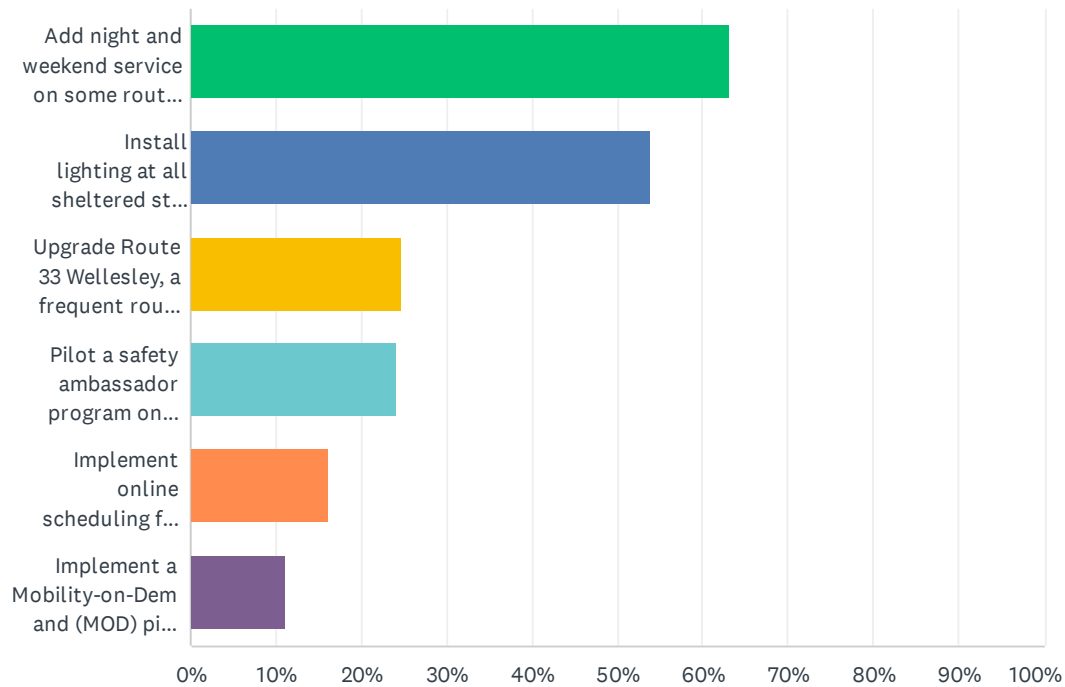
Answered: 498 Skipped: 19



ANSWER CHOICES	RESPONSES	
Division Street Bus Rapid Transit: A fast, reliable bus service similar to City Line to enhance connectivity on Spokane's busiest corridor, Division Street.	63.65%	317
Zero Emission Vehicle Transition: Continuing our work to create a healthier region and reduce greenhouse gas emissions by purchasing zero emission vehicles and building a new clean energy campus for STA.	36.35%	181
TOTAL		498

Q2 Goal 1: Elevate the customer experience (Choose 2)

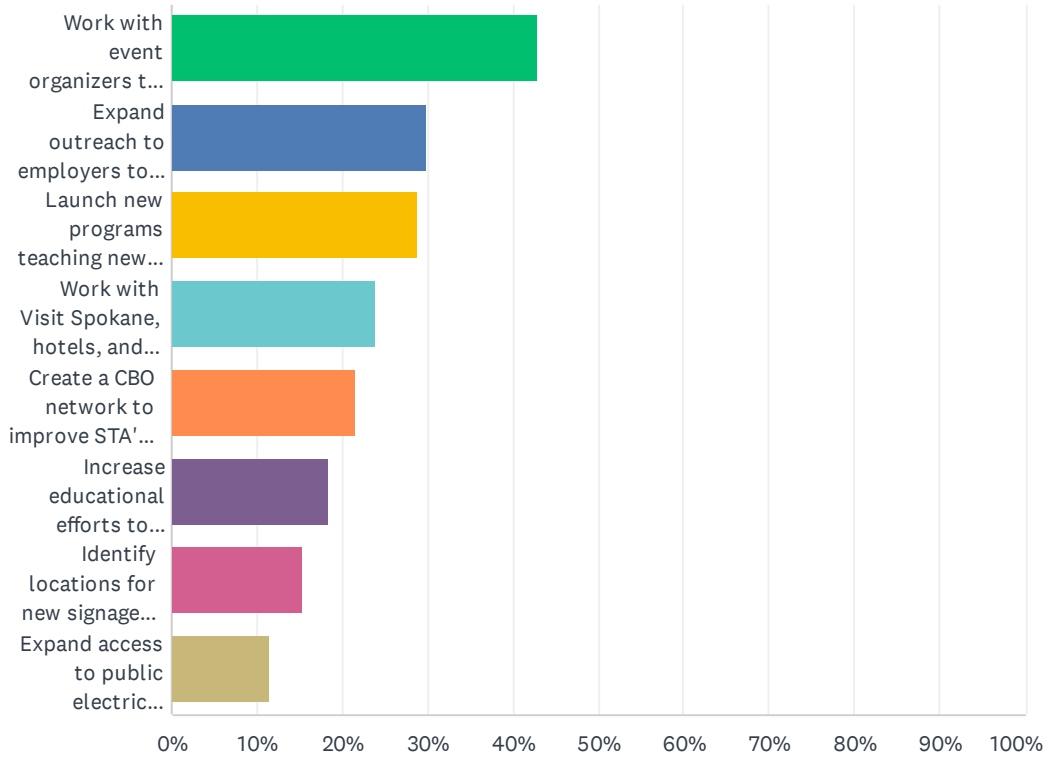
Answered: 455 Skipped: 62



ANSWER CHOICES	RESPONSES
Add night and weekend service on some routes, update service in Spokane Valley, and adjust routes to reach new employment centers	63.08% 287
Install lighting at all sheltered stops and install shelters at all stops with more than 25 daily boardings	53.85% 245
Upgrade Route 33 Wellesley, a frequent route in North Spokane, to High Performance Transit with complementary upgrades with enhanced stations and amenities	24.84% 113
Pilot a safety ambassador program on buses and at facilities	24.18% 110
Implement online scheduling for Paratransit trips	16.26% 74
Implement a Mobility-on-Demand (MOD) pilot (a technology-enabled service like Uber or Lyft but with multi-passenger vehicles) in North Spokane Valley	10.99% 50
Total Respondents: 455	

Q3 Goal 2: Lead and collaborate with community partners to enhance the quality of life in our region (Choose 2)

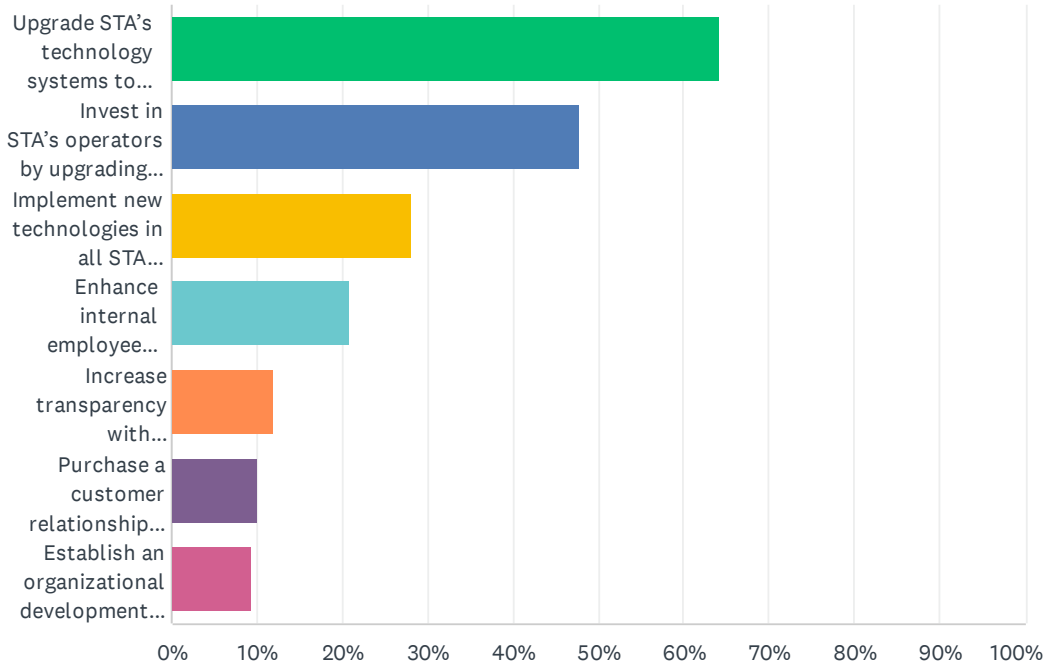
Answered: 455 Skipped: 62



ANSWER CHOICES	RESPONSES
Work with event organizers to integrate transit fare into event tickets	42.86% 195
Expand outreach to employers to raise awareness about the benefit of transit and STA's service options	29.89% 136
Launch new programs teaching new riders to use the bus through partnerships with community-based organizations (CBOs)	28.79% 131
Work with Visit Spokane, hotels, and event organizers to develop partnerships and enhance information for visitors	23.96% 109
Create a CBO network to improve STA's community engagement efforts focused on underrepresented communities	21.54% 98
Increase educational efforts to raise awareness of service information in languages other than English and ability to request translations	18.24% 83
Identify locations for new signage (and development of other rider resources) in languages other than English	15.38% 70
Expand access to public electric vehicle charging at STA facilities	11.43% 52
Total Respondents: 455	

Q4 Goal 3: Strengthen our capacity to anticipate and respond to the demands of the region (Choose 2)

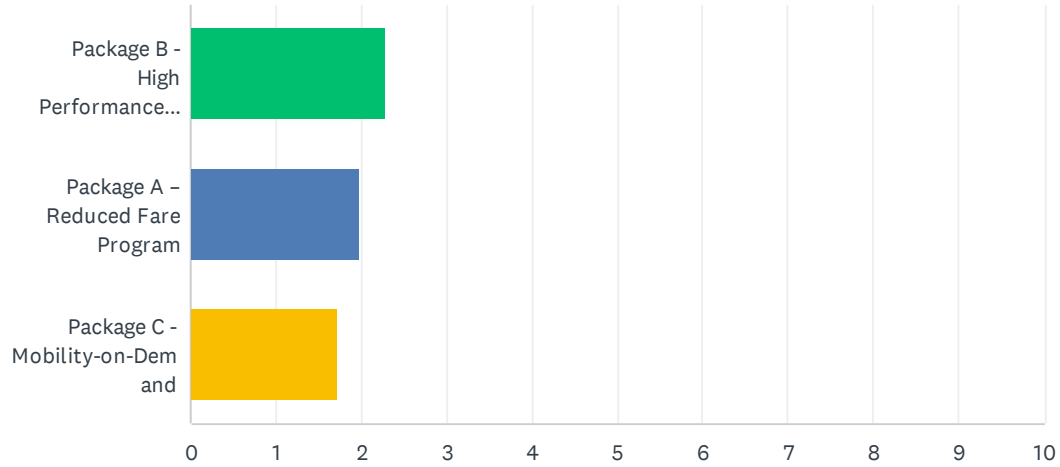
Answered: 455 Skipped: 62



ANSWER CHOICES	RESPONSES
Upgrade STA's technology systems to enable more accurate real-time information for customers	64.18% 292
Invest in STA's operators by upgrading break rooms and amenities, delivering more high-quality restrooms along routes, and developing new operator support systems	47.69% 217
Implement new technologies in all STA vehicles to increase safety, efficiency, and opportunities for expanded operator training	28.13% 128
Enhance internal employee engagement and communications efforts to retain STA talent	20.88% 95
Increase transparency with user-friendly, public-facing dashboards for key performance indicators	11.87% 54
Purchase a customer relationship management system to streamline customer interactions and improve service delivery	10.11% 46
Establish an organizational development program to formalize training and development for STA employees	9.45% 43
Total Respondents: 455	

Q5 Please rank Package A, Package B and Package C in order of preference, from top to bottom in preference order

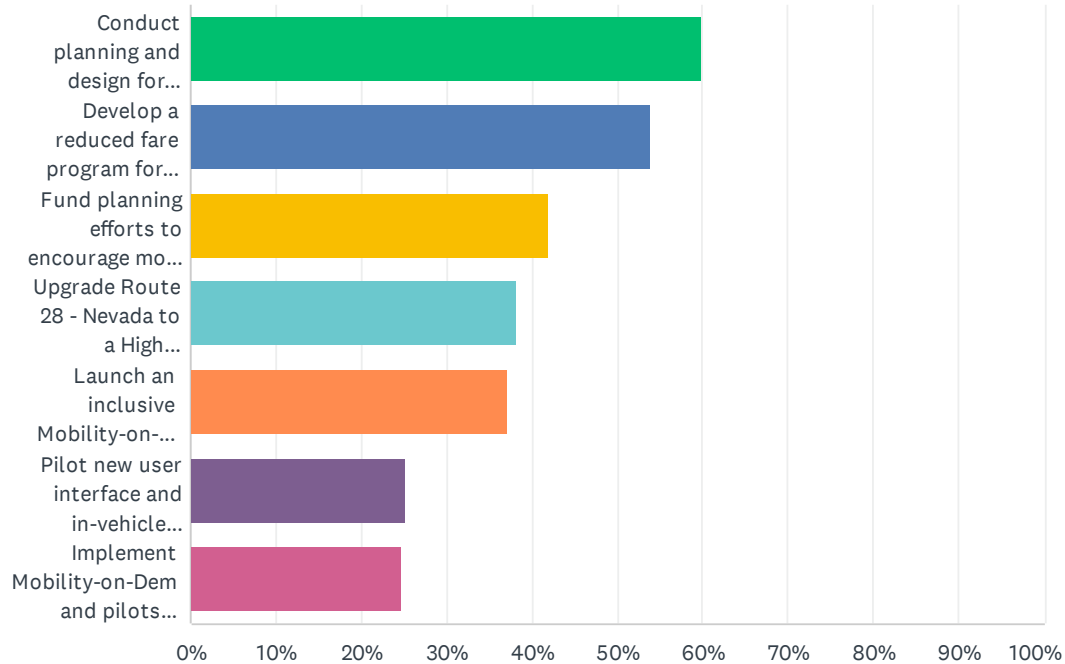
Answered: 394 Skipped: 123



	1	2	3	TOTAL	SCORE
Package B - High Performance Transit	52.03% 205	24.11% 95	23.86% 94	394	2.28
Package A – Reduced Fare Program	31.22% 123	36.80% 145	31.98% 126	394	1.99
Package C - Mobility-on-Demand	16.75% 66	39.09% 154	44.16% 174	394	1.73

Q6 Of the additional enhancements listed under Package A, Package B and Package C, please select your top THREE priorities

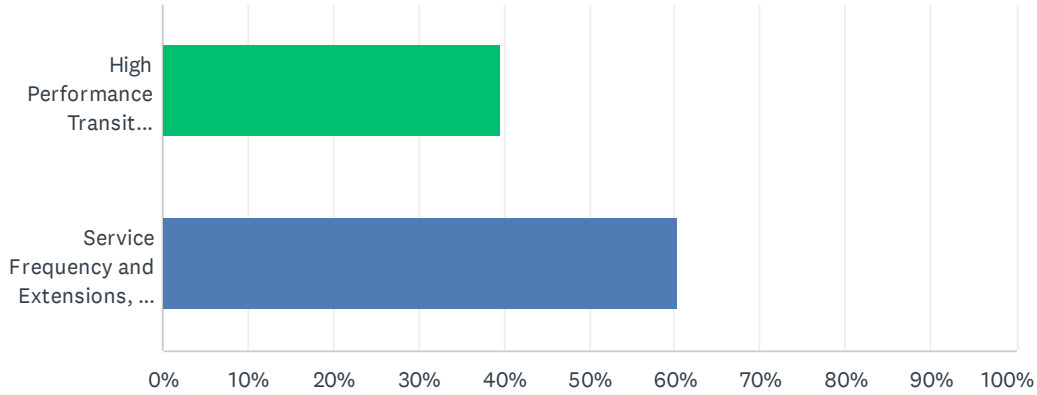
Answered: 441 Skipped: 76



ANSWER CHOICES	RESPONSES
Conduct planning and design for future High Performance Transit corridors (Route 61 - Highway 2/Fairchild, Extend Route 90 - Sprague to Liberty Lake, extend the planned Division Street Bus Rapid Transit line to Mead)	59.86% 264
Develop a reduced fare program for riders experiencing low incomes	53.97% 238
Fund planning efforts to encourage more housing and employment near STA's transit services in partnership with municipalities	41.95% 185
Upgrade Route 28 - Nevada to a High Performance Transit Line (increased frequency and upgraded stations and amenities)	38.10% 168
Launch an inclusive Mobility-on-Demand pilot geared towards older adults and people with disabilities to test same-day scheduling for paratransit	37.19% 164
Pilot new user interface and in-vehicle technology to enable STA Rideshare users to book and pay for trips on-demand	25.17% 111
Implement Mobility-on-Demand pilots (technology-enabled service like Uber or Lyft but with multi-passenger vehicles) in Latah Valley, Liberty Lake, and unincorporated portions of the West Plains	24.72% 109
Total Respondents: 441	

Q7 If STA secured additional ongoing funding, which set of investments—High Performance Transit or Service Frequency and Extensions—do you prefer?

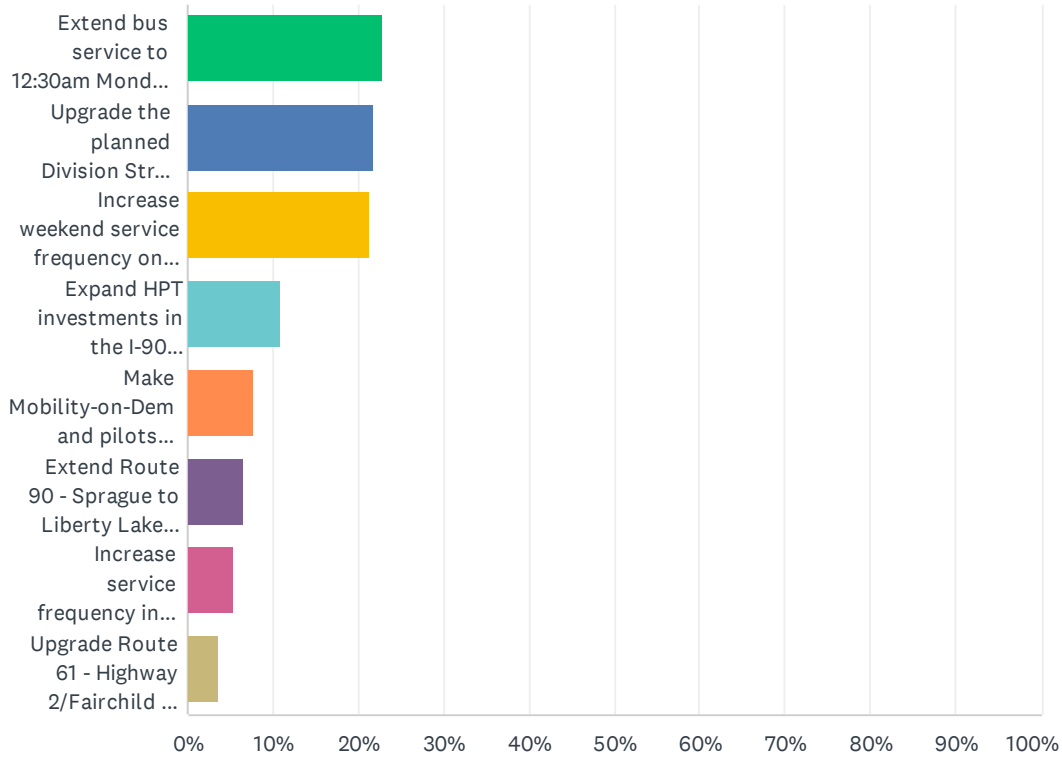
Answered: 421 Skipped: 96



ANSWER CHOICES	RESPONSES	
High Performance Transit investments, increasing frequency and amenities on heavily used routes	39.67%	167
Service Frequency and Extensions, to provide more coverage and access on other routes	60.33%	254
TOTAL		421

Q8 Please select your top priority of all the additional investments listed below.

Answered: 425 Skipped: 92



ANSWER CHOICES	RESPONSES	
Extend bus service to 12:30am Monday to Saturday	22.82%	97
Upgrade the planned Division Street Bus Rapid Transit line to 10-minute service and extend the line to Mead from Hastings Park and Ride	21.65%	92
Increase weekend service frequency on additional high-performing routes	21.41%	91
Expand HPT investments in the I-90 corridor between Liberty Lake and Airport to include more frequency and additional connections	10.82%	46
Make Mobility-on-Demand pilots permanent to provide transit service to growing areas	7.76%	33
Extend Route 90 - Sprague to Liberty Lake (upgraded stations and amenities and increased frequency)	6.59%	28
Increase service frequency in the West Plains	5.41%	23
Upgrade Route 61 - Highway 2/Fairchild to HPT (upgraded stations and amenities and increased frequency)	3.53%	15
TOTAL		425

Q9 Please provide any additional input on improvements and investments STA should prioritize over the next 10 years as part of Connect 2035.

Answered: 164 Skipped: 353

Please provide any additional input on improvements and investments STA should prioritize over the next 10 years as part of Connect 2035.

Real estate development along high performance transit stops.

Please focus on making the existing routes usable for all people by increasing frequency on routes that have low frequency (30-minute at best, for example), and increase frequency on Sundays so that transit is usable every day of the week. I want to use transit more often, but it is usually not feasible due to low frequency on so many

Consider investing with businesses (local preferably) on an advertising campaign using billboards around the city

Ask places of frequent events (e.g. GU, sport facilities, Whitworth U, et alia) to post with each event the link to the STA trip planner, to encourage people to use transit and leave the automobiles at home.

Connect Downtown Spokane to N. Idaho.

Fuel cell electric bus and hydrogen infrastructure investment.

Electric vehicles.

Extending bus service to 12:30 am Monday to Saturday and increase service frequency on additional high performing routes. Don't forget us little guys on these backstreets who have to walk 1/2 a mile or more just to get to one bus stop route in our area. It's a constant 50 minute plus bus rides anywhere in spokane from my

Extended holiday times, especially for New Year's Eve/Day, Halloween, and St Patrick's Day when people are trying to safely get to and from bars downtown. We really need to prioritize event ridership as well and educate

make route 23 more frequent

return bus route 26 so we don't have to get off route 31 at Nevada and Empire and wait ten minutes for route

Make route 23 great again

Would like to see Sunday service between Cheney (specifically EWU campus) and Spokane run later. Currently services at EWU campus are open until 9 or 10 p.m. but there is no bus service that late.

Improving bathroom and break areas for drivers is important for retention.

Definitely safety is my #1 concern when riding or waiting for transfer buses on STA. I am consistently being asked for money by unhoused people in those areas and it is really scary. Some of these areas are not well-lit

Cover bus shelters at all the bus stops

I would like to see additional services to the West Plains, as well as improvements for driver retention. I would also like to see better stop beautification and protection for stops on the West Plains (specifically Highway 2 @

Future planning for light rail networks would be nice. It takes time to implement them and With the city

I appreciate the focus on improving the old and unaccessible paratransit system.

Increase Xpress bus service from all parking right lot to the Spokane Greyhound and track station during the hours of operation of the Greyhound ticket counter, and the hours of operation during the Amtrak ticket counter every 15 minute run take account opening till Take counter closing for both Greyhound and Amtrak and put the bus stop sign right in front of the front door so that the buses can pull up right at the front door to make it easier for passengers to get off at nine with Luggage and a luggage rack behind the driver passengers to have a place to

I would suggest providing incentives to paratransit drivers and giving them better buses so that they can do their

Create a new Park & Ride location at the state line between WA/ID. At the corner of Wellesley & Seltice Way/Appleway there is a 10 acre parcel #66316.0119 for sale (Black Commercial Inc. - Listing #31128395) across from Cabela's. Easy I-90 Access and there is enough land to build a Maint. facility for future expansion. ID

Maintaining bus stops during snow season

Would like shelters at all bus stops

You need to have good airport-downtown service and people arriving at the airport need to be able to

Extend to MEAD; extend hours later i to night for hospitality workers

Have more extended time from downtown to the South hill on weekends including Sundays

While I didn't choose to add more HPT routes I still think they are very important. Also we make bus fair

Transit to CDA

Please provide any additional input on improvements and investments STA should prioritize over the next 10 years as part of Connect 2035.

I would love to see an increase in service frequency on the 43 and 45 routes, as they're both utilized often by East Central & downtown residents without reliable access to local grocery & medical care options to access

Thank you

Seeing the many people unable to get around due to lack of Transportation, restrictions on transportation services, lack of availability in outer areas of town, no services, specific hours needed for those who work on off hour times of service or discharged from the ER during off hours of services, and emergencies during off hour

Make bus 32,96,97,98 better hours for Monday - Sunday route.

Improvement would be have your drivers actually stop for riders standing at the stop AND next bus driver accept the 2 hour pass that expired because prior bus would not stop and pick them up. I have walked home many times due to expired 2 hr pass from driver flying past me. I refuse to pay \$4 because a driver wouldn't stop. My need buses in otis orchards and chattaroy

The bathrooms for operators should already be in the budget. If not... poor management. The investment in our next ten years of growth should resemble what works with our community and where peak ridership can be sustained and buffered from increased usage. North Division frequency is important but the MOD gets me

Help driver relationship

Increasing reliability, especially on current HPT routes. (routes 4 and 9 come to mind)

free for homeless please !!

Safety at the Plaza

Given that Spokane's population is projected to be over 600,000 people in 10 years, I'm concerned about traffic as a whole and how STA can increase ridership. I'm not sure the best ways to increase ridership (education to the public? collaboration with employers? increased access for people who normally drive? light rail for faster service?) I'm guessing people in the transit field know the best ways to do this. I have lived in many larger cities who did not appear to anticipate increases in population, and whose traffic patterns then suffered (which caused

A bus route on Freya between Francis and Euclid or even extend it past Francis. There are a lot of working people

I would be interested in a pilot program to extend service across the state line into Idaho (Post Falls especially).

I would love to see more paratransit scheduling opportunities, fewer pick-up and drop-off delays, and fewer driver shortages. I'd also like to have more accurate pickup ranges so that folks don't have to wait for unknown amounts of time. Additionally, if there are significant delays, there needs to be more compassion on pick-up; I've STA should prioritize creating designated stroller areas on the bus to prevent parents from having to collapse the stroller before boarding the bus. This is a safety hazard and struggle if traveling with a child without another

Can we get rid of DI garbage language like "Latino/a/x". It serves no purpose and alienates 90% of the

I would like to see extra service to Fairchild AFB, as well as extending the Division street to Mead.

Connecting Spokane Valley to the bus line that makes it more convenient and accessible for people living in the

I think STA should prioritize creating designated stroller areas on the buses so that folks traveling with infants and small children don't have to fold their stroller prior to getting on the bus. This is extremely challenging if it is

Offer free fares for all riders/all routes. Fares are a small part of revenues and free fares would encourage greater ridership, resulting in less traffic and pollution,—a benefit to all city area residents.

Improve bus stops on the most frequent routes with bump-outs, lighting, etc. If possible, focus on improving transit in general (more routes, more frequent routes, better bus stops) in the lower income zip codes of Spokane as the populations there are the most likely to utilize public transit. Google "La Sombrita LADOT" if you want to see a, quite frankly, insulting example of urban planning. Pure virtue signaling and not helpful

Extend to Deer Park along 395

Modernization is great! Most of the STA priorities (shelters, real-time info, weekend service, etc.) have been implemented in other cities for years. I'm not sure why Spokane is so behind the times in public transit.

Please provide any additional input on improvements and investments STA should prioritize over the next 10 years as part of Connect 2035.

I work at local university and often need to plan transportation for groups of students. If there was a type of ride share single use service we could coordinate with STA for transportation, that would be amazing

I want to advocate for equity-centered decision-making in this process. Areas like Northeast Spokane have some of the highest rates of need for affordable, safe, and reliable transportation but may not have as much power

Please start Sunday routes earlier in the morning. Employed people working overnight shifts, leaving at 6am need to get buses home earlier, waiting until 8-830am to go home is not acceptable. Most people cannot afford a Lyft or Taxi to go home. It's the #1 complaint of weekend workers, no early am bus, no later pm bus for second

Make sure to keep accepting cash fares on the buses.

Look into hydrogen and other tech for fuel. Batteries are not sustainable.

Riding the bus on Sunday is a big bummer because of the reduced frequency. Also, the buses I generally take are usually not on time, especially the city line (1) which used to be efficient but now I tend to walk farther to use other routes because of the inconsistency. I ride the bus 6 days a week to work, and utilize it for all of my transportation and I find that if I want to be on time I have to get a bus well ahead of my schedule and simply

Expand route to N. Spokane to include Northwood M.S./Boy's & Girls Club site. These are Spokane addresses, yet STA does not go to this area or the Northside Costco. These both need to be considered especially being in

Develop a commuter line from Coeur d'Alene to Spokane; PR campaign to get people to try riding the bus - it's easy and cheaper than driving; make the bus stops safer. - don't put them in parking spaces, the bus should be

Please extend service down Inland Empire Hwy to service Vinegar Flats and the Latah Valley

Making it safe and comfortable for pedestrians to get to transit stations. More frequent and extended service.

Grade F for disability friendly service for non-wheelchair disabled riding regular buses. Need 100% improvement since more and more of us will be riding the bus in the future. Long range budgetary consideration needs to help

I wish there was a bus that can take you into Idaho

Tax funded free bus fare program for everyone.

I wish there was a better way to get to the division line from the Garland district. You have to take the 4 on Monroe to the 33 on Wellesley division, and the timelines for the wait between stops usually add up that it's

I love most of these. I have a seizure disorder and am not legally allowed to have a license. Without public transit I'd be completely isolated. I know because for five years I lived in southern Idaho and the only transit I had was borrowing rides, expensive Uber trips, and a once a week paratransit visit. Moving to Spokane and living near an active bus stop has changed my life. Regaining a sense of mobility and the ability to explore my own community again has changed my life. Thank you for that. Your work is appreciated. I hope if, down the line, the Liberty Lake to airport rapid line actually becomes reality, a rapid line from Liberty Lake to Coeur d'Alene becomes available?

Disabled people need benches at bus stops more than Nadine Woodward hates homeless people (from a disabled cane/wheelchair user whose neighborhood sidewalks are in such ill repair I can't get to the bus stop 2

Start using touch door system Extend Double decker bus or 60 ft network on future HBT route like 7,9,33,28,61

Need more coverage in the Mead area! Especially close to the schools!

More focus on the needs of Paratransit

Clean the bus seats more regularly. Some fabric quite old and showing the grime. Newer plastic seats also

Where are any of these priorities in consideration for interstate travel? Being a border town and the regional business/travel hub means affordable housing and urban sprawl is going to continue to get further out of the

Light rail along I-90 corridor between Spokane and CDA!

Please provide any additional input on improvements and investments STA should prioritize over the next 10 years as part of Connect 2035.

I've heard STA say that they are modal agnostic. Meanwhile, it is spending massive amounts of money to transition to a zero-emissions fleet. Considering how much more expensive electric buses are than their diesel and other combustion engine counterparts, this seems to undercut the suggestion that STA is truly modal agnostic. I'm all for trying to reduce emissions associated with transit service, but the technology we use to do that matters. Battery electric buses are ridiculously heavy and straining our roads. I've have watched in real-time as these electric buses create potholes in front of my apartment and throughout town. STA repaved the City Line stops with concrete, so it knows this is a factor, but I see no effort to repave the rest of the route, or other corridors with battery electric service. Additionally, service has been compromised in the winters due to the decreased battery performance in cold weather, necessitating a bigger fleet and further infrastructure

Safety on bus, maybe a security guard for pm busses.

Even though I bike when I don't drive, number eight above needs to have each option implemented.

M-O-D pilots are a waste of resources. Implement options for ALL people to get around at ALL times

Get rid of cloth seats that are hard to clean. Sanitation is an issue for me.

The bus system has worked for me for the two years I have been here, and recent changes have increased service, making me more likely to take the trip downtown on nights and weekends. Please make sure in the

The main area in need of improvement is consistency. On my 11 mile ride in to work (South Hill Park & Ride to SFCC), it usually takes between 35-40 minutes, but the same commute home typically takes between 50-70 minutes. I'm not sure if more buses are needed, or better efficiency (or a combination), but it's the biggest issue I'd ride the bus more to evening events Downtown if I knew I didn't have to wait as long at the Plaza at night.

Love STA - best public transit in a mid-sized city. I preach it to my students

Would love to see a light rail system. and connectivity to Nine Mile Falls.

I really wish there was a way for the buses to extend out to the Nine Mile Falls area. There are a lot of us who live over there and work in Spokane. Right now, it's basically buy a car or lose your job. I don't know exactly how it would work since the Spokane/Steven's county border is right along that community, but maybe there could

I am in favor of the idea of piloting mobility on demand and other on-demand services such as those described as similar to Uber and Lyft. I am not in favor of the areas identified to pilot those efforts, which is why I scored them lower in the survey. If I had been scoring the concepts along I would have prioritized them, but when the locations for those pilots were added it changed my thinking. I do not necessarily think that those pilots going to

Shelters, benches, and lights are my #1 request of STA and it's supporters. The lack of pedestrian safety is already a huge issue in Spokane and many bus stops don't have a safe place to wait away from traffic while still

Educate riders on how seamless and safe riding the bus is. Public transit is our way forward in reducing carbon emissions from transportation, not electrifying every car on the road.

If STA is going to continue to be the bus service provider for SPS District 81 high schools, a focus should be placed on ensuring that riders will get to school on time. From our neighborhood in North Indian Trail to Shadle HS, our student can either arrive at the bus stop at Ash & Wellesley 32 minutes before school starts, or 2

Connections farther north, park & ride as far north as possible on both US 2 and 395, later services on express busses intended for work commuters, add services for shift workers in the industrial zones of Spokane Valley

Connection to Cheney from the campuses in Spokane should be easier and less time consuming.

DEER PARK!!! LIGHT RAIL????

more/frequent routes in the valley

Please re-instate a permanent bus stop in the Latah Valley neighborhood. It is a very large neighborhood with absolutely no access to public transportation, which has forced many long-term residents to move out of their

Students don't need a student id if they are doing online school. My daughter struggles riding the bus already, for her to be lectured by the drivers for a id or a card. she barely rides the bus and she does online so she don't

Please provide any additional input on improvements and investments STA should prioritize over the next 10 years as part of Connect 2035.

I also would like to see improvements to speed the Division Street corridor and extend to Mead.

Increased safety and security to include a full time Transit Police taskforce made up of officers/deputies from all

To change route 31 that possibly goes downtown without having to connect to another bus at scc

Particularly during the winter months, I have often spent an hour or more waiting for the bus in the elements. This can be dangerous due to the frigid or sweltering temperatures this city experiences every year. By strategically placing outdoor heaters or shelters at bus stops the STA system will be safer in the winter for transit users. I understand there is a concern about homeless shelter habitation of heated areas. Perhaps instead of building structures designed to torture the homeless as some cities have, Spokane could implement the reduced fare program you proposed earlier. You could also collaborate with social service organizations to provide emergency aid during the winter. Homeless people are citizens as well, and the bus system is a vital resource for

Build rail! It is the most efficient, and safest form of urban transit by far! Build rail for established routes in use busses to bring people to train stations from outlying parts of the county! Build rail. Build rail. Build rail.

Meaningful connections with Amtrak (i.e. late at night)

I would really like to see a serious and genuine effort in making rail happen. It is much more pleasant for both the riders and pedestrians around it than buses, and if Spokane is serious about giving citizens a feasible

Assisting riders to and from hospitals in Spokane

Strong priority should be given to improving service in areas where the existing and planned land use supports it.

Would also love to see STA invest however possible in increasing housing supply in areas of town that are more

I don't know if this is covered under the "Division/mead" expansion, but I would like to see a bus stop put next to Costco Wholesale on the north side, so I could take a bus to work.

Increase valley stops and streamline on weekends to include route 173 on weekends.

The Division and Nevada route enhancements are critically important.

There are still some routes, such as that to the Perry District, that still have only one bus per hour on the weekends. All routes should have a minimum frequency of one per half hour every day of the week.

Some bus connections are awful all the way across the board, and waiting an hour between them is awful, especially when it's pouring snow outside. I ride the 94 and I'm thankful when my morning driver gets me to the plaza on time to make my connection to work so I only spend about an hour commuting to work (vs 1.5 hours if I miss my window). But, the 90 from VTC to downtown can't make adequate connections with the 94 at all. I either ride the bus downtown and wait an hour for the next 94 or I get off at Altamont and Sprague and walk a mile home (which is fine in the summer but terrible in the winter). The bus can connect in the valley-ish, at Sprague and Park, if I walk down to 5th and Altamont, or attempt to catch it at 3rd and Sherman, but -all- of those attempts the 94 passes by a minute before the 90 does and I can't actually use them to save time. I

Bus service to Mead. Earlier morning starts.

I was shocked to learn how poor the paratransit service is! My mother suffered a heart event that banned her from driving for several months. I had no idea that people had to schedule everything in advance and then literally wait for hours for a ride the day of. From what I understand, a trip to the doctor or grocery store could mean hours out of someone's day. I'm truly shocked and disappointed in the STA for such poor service of a

The most important thing is safety and cleanliness. Even if transit is available, we wont use it with our families if

DO NOT REDUCING LANES OF TRAFFIC FOR PUBLIC TRANSPORTATION.

Paratransit- needs to have more options to schedule rides.

I believe that the best additions we can make/prioritize to STA, would be to focus on the needs of under represented/marginalized communities as well as low income persons/families. I think providing access to those experiencing hardship is imperative to the community as a whole. Travel should be accessible and affordable

Please provide any additional input on improvements and investments STA should prioritize over the next 10 years as part of Connect 2035.

Implementing better routes for buses. For example, San Francisco buses have their own lanes to drive in that other vehicles are not allowed to drive in, therefore the bus system is much smoother than what it is in Spokane

Can't stress enough how important more weekend and evening frequency is. Hourly service is completely useless unless you are desperate. It is useless for people who have a choice and a cruel waste of time for the

Safety safety safety, with the increase of drug addicts and homelessness, we don't want to use the bus because we do not feel safe. The bus depots are absolutely crawling with criminals and drug users. We lived by one in the valley and went to school by one at SCC, both have too many drug users using their drugs right in front of people.

Please consider relocation of downtown bus transportation center to a location near the train station or another fixed route service in Latah Valley.

The system is almost useless to the majority of residents as is. There just needs to be more transit coverage and frequency overall. Using busses to get the right speed and convenience does not scale well. You need to use

Please get more money out of the federal government, I want to stop having to think about *when* the bus arrives, and just think about where. Other than frequency and capacity problems, I think STA is doing an amazing

Consider a zero-fare system.

Improved, stable transit increases ridership. Select a 3 mile route aligned with density, services, and event centers to pitch a modern railed transit system. Then work with Spokane city council to make dense, TOD with nearly no parking along the route. Walkable, bikeable, and 5+1 mixed use spaces is in huge demand, but

If seniors have special seating parents should also have special seating

1. Think about becoming more family friendly with both rules on the bus, like not allowing open strollers which many other transit agencies allow, and what the bus stops are like, for example getting a bus from Shadle Park Library is awful when you need to wait Wellesley with a child. I think there is huge potential to get families to ride the bus more 2. Target neighborhoods that have retail/bars like Perry and Garland to have more frequent

Regular bus route to a park and ride in postfalls.

Please consider at new "bus garage sites to include EV charging and when available, hydrogen fuel for the general public. Competitive fees for both should be expected to cover your costs.

Strongly against the entire Division street plan. I do not want these changes made. Leave it alone!!!

connect the airport, improve safety, and extend lines to more rural areas to increase user availability

I would really like to see main arterial routes go 24 hours a day. Many of our "essential workers" work service jobs and need the ability to get to work at odd hours. While these jobs are essential, they don't pay well enough

I would love to see increased frequency on West Plains and Medical Lake routes- currently a few of these only

Extending Route 90 Sprague all the way to Liberty Lake just makes logical sense. As it stands, the transfer at the VTC is frequently confusing, so just doing a stop there instead of a bus change would benefit riders. I also would love to see more busses using clean plastic seats as the older busses common on the Valley routes have

Establish turn outs for buses, so not to stop traffic.

We need to continue to invest in and upgrade BRT efficiency with things like transit priority signaling and dedicated right of ways. If you can get a bus to be faster/easier than driving the value proposition completely

Increase frequency on route 34

All day and weekend service on Route 144

Go fare-free, it's insane that you still charge for tickets in 2024. This is a public service, we don't charge people to drive on the roads, why are we charging people to ride on the buses?

Start your own rentabike service that has bike racks at as many stops as possible. Have there be a refundable

Spokane is becoming a larger city than when STA was initially started. However it has reduced its service and timelines. Working people work all hours of the day/night. Safe transportation is a must and as a developing

Please provide any additional input on improvements and investments STA should prioritize over the next 10 years as part of Connect 2035.

More coverage in Spokane Valley, fill in gaps in routes in Spokane Valley such as Broadway Ave not having service between Argonne and University and Mission Ave not having service between University and Pines.

Extended service and more frequency would be great. It sucks going to a concert or bar and not really having the bus as an option when it's late; it also sucks having to wait a significant amount of time for that bus to come by. There have been many times where ordering an Uber is magnitudes faster, and sometimes walking home or

There is much focus on regions outside of the South Spokane area. Plans for improving transportation like adding new service and route frequencies in the South Hill area should also be considered.

Please get rid of the gross cloth seats! The plastic ones are great! Thank you!

I think that so many of the proposed improvements included in the survey are important, and it was hard to pick just a couple for each category. I would absolutely love to see (and would make lots of use of) service extensions and frequency improvements, especially on nights and weekends. I also think that accessibility is important, and

Place lights at all bus stops especially those near crosswalks. Work with the city of Spokane to have more stable/convenient STA detours/temp stops for road construction. Example: Lincoln from Division to Nevada had construction this summer. Somedays the stops would be closed by the construction crew and some days they

I think STA should try and increase frequencies on lesser used routes and try to convince local governments to upzone near transit stops while accommodating historical preservation in areas like Browne's Addition.

You need to make your KPIs more transparent to the public. You also need to provide public statistics on

increase security patrols at bus stops to keep Neiborhood's safe from the undesirable element bus stops attract.

when considering bus stops, the flow of traffic and impact on commuters at typical morning and evening times should be considered. the stops on mission going back and forth from lane to lane and stops clos to lights is causing traffic back up and aggravation with drivers. There are hardly any riders on the buses for the amount of Stop letting the homeless ride for free to terrorize new areas. They aren't using it to get a job, they are using it to

I live in Eagle Ridge, south of Spokane in the city limits. I'd love to ride my bike to a park and ride and bus to work or other events. There is no service south of Spokane right now.

Extend buses later and have more frequent routes

More clearly incorporate equity into decision making with transparency and accountability

Transit oriented development!

Hoping to have bus services go out to Post Falls/Coeur d'Alene, since the only way to get there is taking the Coeur d'Alene Casino shuttle down to Worley and back up to Coeur d'Alene or asking family and/or friends to

More sheltered stops. None of the stop by my house have shelters :((route 35, rowan and driscol)

Make more service at the plaza around 06:00 am Monday - Friday

Improve air filtration in buses to MERV 13 efficiency

Don't spread stops to far apart make them easy access from homes stores and apartments.

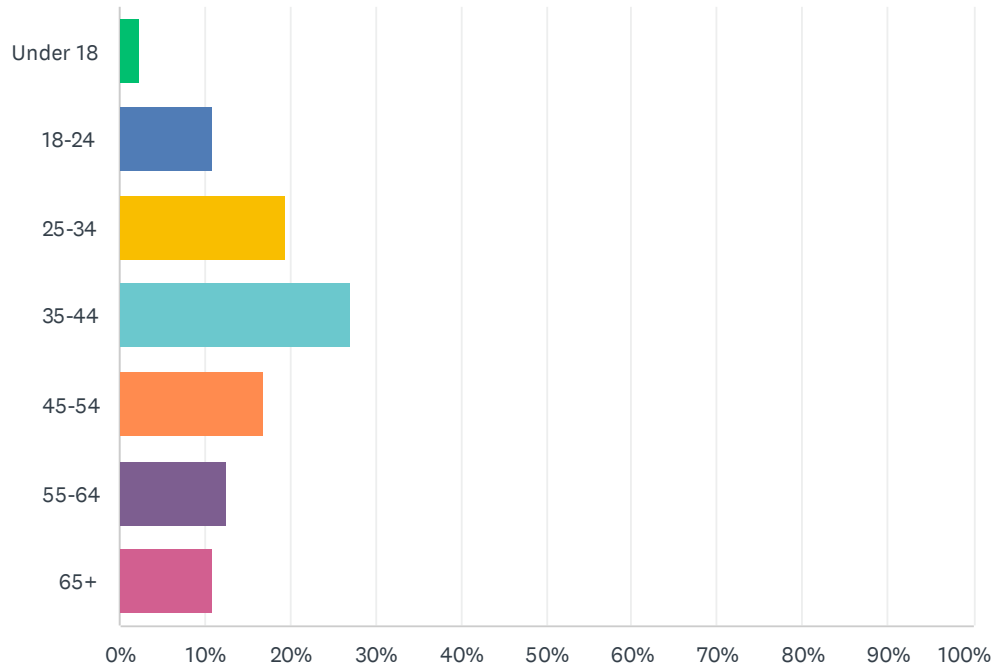
Increase service hours and Regional route network and service hour .

Connect more of the outlying community like Otis Orchards and increase Park and Ride locations

Hire more staff! The bus drivers aren't getting their breaks!

Q10 What is your age group?

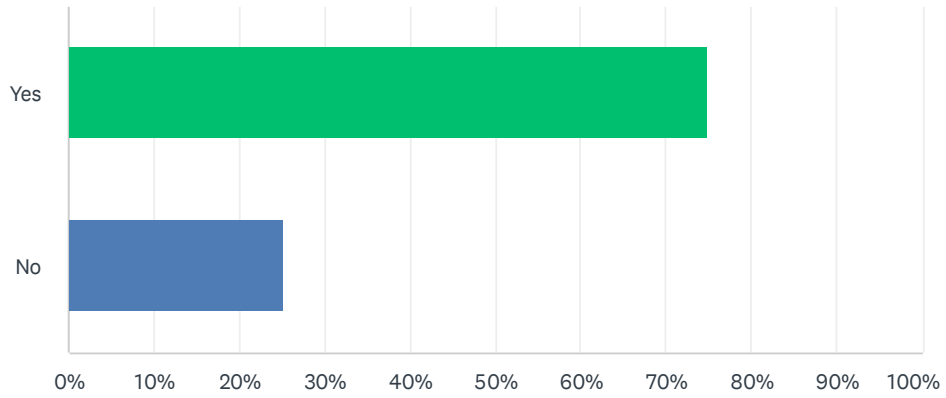
Answered: 422 Skipped: 95



ANSWER CHOICES	RESPONSES	
Under 18	2.37%	10
18-24	10.90%	46
25-34	19.43%	82
35-44	27.01%	114
45-54	16.82%	71
55-64	12.56%	53
65+	10.90%	46
TOTAL		422

Q11 Do you have regular access to a car?

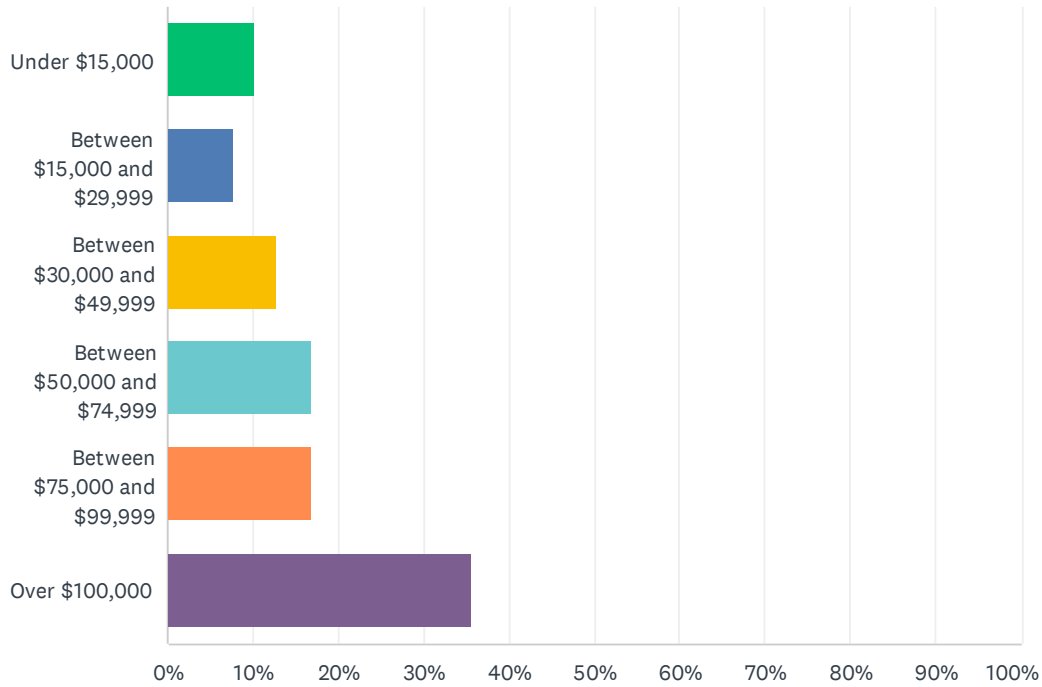
Answered: 420 Skipped: 97



ANSWER CHOICES	RESPONSES	
Yes	74.76%	314
No	25.24%	106
TOTAL		420

Q12 What is your household income range?

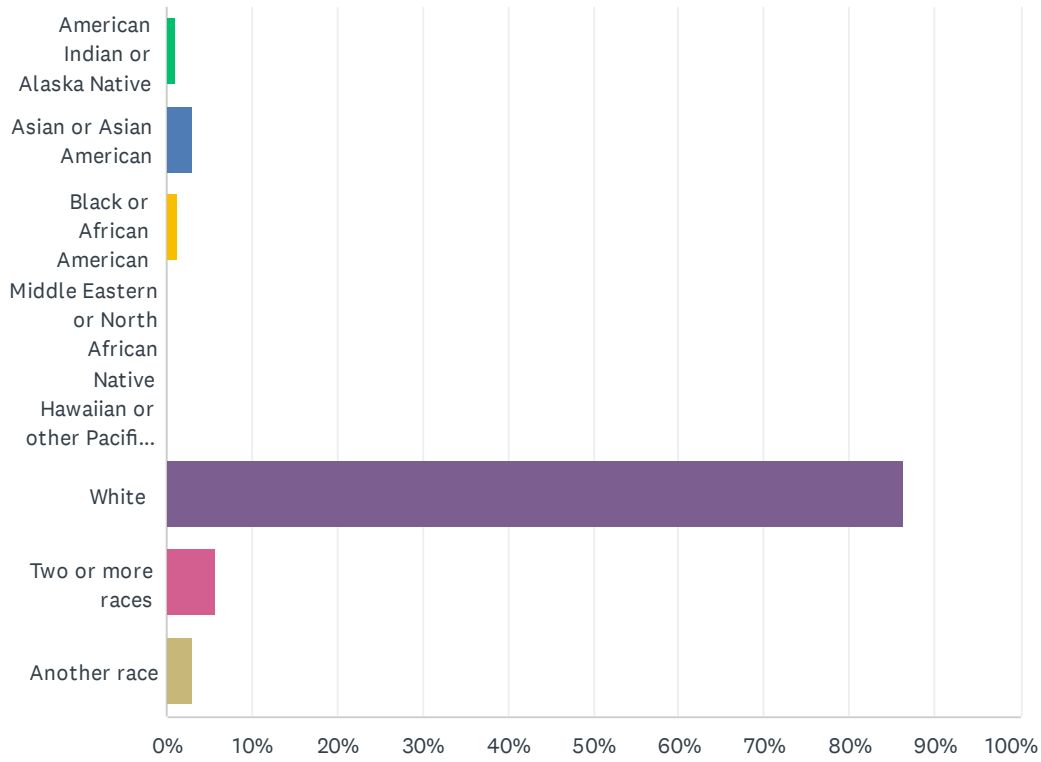
Answered: 412 Skipped: 105



ANSWER CHOICES	RESPONSES	
Under \$15,000	10.19%	42
Between \$15,000 and \$29,999	7.77%	32
Between \$30,000 and \$49,999	12.86%	53
Between \$50,000 and \$74,999	16.75%	69
Between \$75,000 and \$99,999	16.75%	69
Over \$100,000	35.68%	147
TOTAL		412

Q13 How do you self-identify by race?

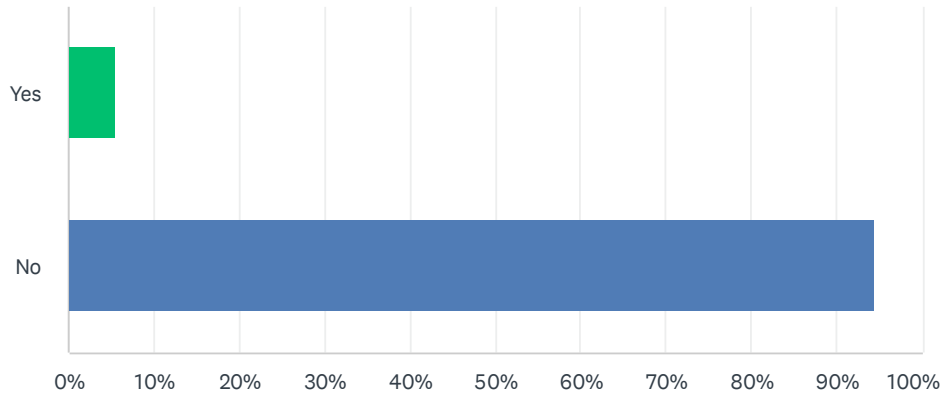
Answered: 415 Skipped: 102



ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	0.96%	4
Asian or Asian American	2.89%	12
Black or African American	1.20%	5
Middle Eastern or North African	0.00%	0
Native Hawaiian or other Pacific Islander	0.00%	0
White	86.27%	358
Two or more races	5.78%	24
Another race	2.89%	12
TOTAL		415

Q14 Do you identify as Hispanic or Latino/a/x?

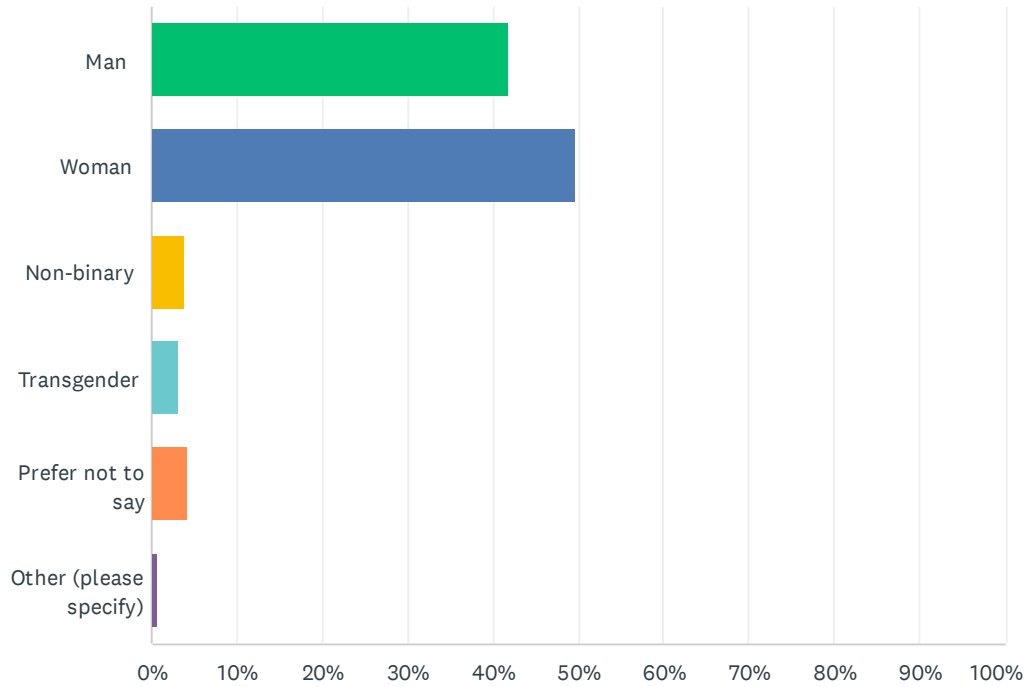
Answered: 416 Skipped: 101



ANSWER CHOICES	RESPONSES	
Yes	5.53%	23
No	94.47%	393
TOTAL		416

Q15 Which of the following options most closely align with your gender? You may select multiple responses if desired.

Answered: 418 Skipped: 99



ANSWER CHOICES	RESPONSES	
Man	41.87%	175
Woman	49.76%	208
Non-binary	3.83%	16
Transgender	3.11%	13
Prefer not to say	4.31%	18
Other (please specify)	0.72%	3
Total Respondents: 418		