

CONNECT 2035 EMPLOYEE WORKSHOP RESULTS

Total Number of Employees: 237 (181)							
1. Identify top 2 priorities from the (2022) employee-identified initiatives?		<i>Count</i>	<i>Percentage</i>				
Connect to CdA/Stateline/ID		55	30.39%				
Hydrogen fuel cell buses		21	11.60%				
Rider education		26	14.36%				
Dedicated bus lanes/bypasses		45	24.86%				
New garages/shops		70	38.67%				
TOD partnerships		15	8.29%				
Increased frequency		37	20.44%				
New training facility		39	21.55%				
"On-demand" service		14	7.73%				
2. What do you think is the most important theme identified by the public?		<i>Count</i>	<i>Percentage</i>				
Frequency		25	13.81%				
Add more routes to the High performance transit network		13	7.18%				
Increase Weekend service		13	7.18%				
Increase service in areas already served		5	2.76%				
Add service to areas not already served		48	26.52%				
Increase safety and security presence and protocols		48	26.52%				
Provide more real-time information		11	6.08%				
Explore more reduced fare options for riders		11	6.08%				
3. Identify your top 2 preferred initiatives from the Customer Service Initiatives		<i>Count</i>	<i>Percentage</i>				
Implement the fixed route network optimization		49	27.07%				
Pilot a safety ambassador program		68	37.57%				
Implement online scheduling for paratransit trips		46	25.41%				
Install lighting at all sheltered stops		48	26.52%				
Install shelters at all stops with >25 daily boardings		44	24.31%				
Upgrade Route 33 Wellesley to HPT		47	25.97%				
Implement a MOD pilot in North Spokane Valley		29	16.02%				
4. Identify your top 2 preferred initiatives from the Community Partnership Initiatives		<i>Count</i>	<i>Percentage</i>				
Increase programs teaching new riders to use the bus in partnership with CBOs		37	20.44%				
Establish a CBO network to support and strengthen community engagement		25	13.81%				
Expand outreach to employers to educate about the benefit of transit		56	30.94%				
Increase educational efforts to raise awareness of information available in languages other than English		32	17.68%				
Identify locations for installation of signage (and other rider resources) in languages other than English		27	14.92%				
Work with event organizers to integrate transit fare into event tickets		70	38.67%				
Work with Visit Spokane, hotels, and event organizers to enhance information for visitors		50	27.62%				
Work with partners (SRTC, Avista) to expand access to public electric vehicle charging at STA facilities		27	14.92%				
5. Identify your top 2 preferred initiatives from the Capacity Initiatives		<i>Count</i>	<i>Percentage</i>				
Upgrade STA's technology systems to enable more accurate real-time information		44	24.31%				
Purchase a customer relationship management system		21	11.60%				
Invest in STA's operators by upgrading break rooms and amenities		88	48.62%				
Increase transparency with user-friendly, public-facing dashboards for key performance indicators		12	6.63%				
Implement new technologies in all STA vehicles to increase safety and efficiency		50	27.62%				
Establish an organizational development program		38	20.99%				
Enhance internal employee engagement		82	45.30%				

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6. To what degree do you agree with the following statements regarding the alternative packages?							
	1 Strongly Disagree	2	3	4	5 Strongly Agree	Total	Score
Developing a reduced fare program for riders experiencing low incomes will enhance the customer service	36	27	45	26	37	171	3.01
Working to expand High Performance Transit and transit-oriented development will enhance the customer experience	9	7	48	33	82	179	3.96
Piloting Mobility-on-Demand services will enhance the customer experience	25	27	53	28	33	166	3.10
7. To what degree do you agree with the following statements regarding the alternative packages?							
	1 Strongly Disagree	2	3	4	5 Strongly Agree	Total	Score
Developing a reduced fare program for riders experiencing low incomes will help transit reach more people in more places	36	26	31	34	38	165	3.07
Working to expand High Performance Transit and transit-oriented development will help transit reach more people in more places	12	12	37	37	65	163	3.80
Piloting Mobility-on-Demand services will help transit reach more people in more places	22	31	44	25	39	161	3.17
8. Which 3 initiatives in the alternative packages further the strategic goals to the greatest extent?							
	Count	Percentage					
Reduced fare program for riders experiencing low incomes	73	40.33%					
Upgrade Route 28 Nevada to HPT	68	37.57%					
Planning and designing for future HPT corridors	103	56.91%					
Fund station area TOD planning efforts	49	27.07%					
Implement MOD pilots in Latah Valley, Liberty Lake, and unincorporated portions of the West Plains	69	38.12%					
Implement an MOD pilot geared toward older adults and people with disabilities	45	24.86%					
Pilot new Rideshare technology to enable on-demand trips	50	27.62%					
9. Which statement best aligns with your current perspective on how STA should pursue a Reduced Fare program for riders experiencing low incomes?							
	Count	Percentage					
It should be implemented as a near-term Enhancement	25	15.06%					
It should be piloted as a near-term enhancement	20	12.05%					
It should be pursued if additional ongoing funding is secured	67	40.36%					
STA should not pursue it at this this time	40	24.10%					
I need more information	14	8.43%					