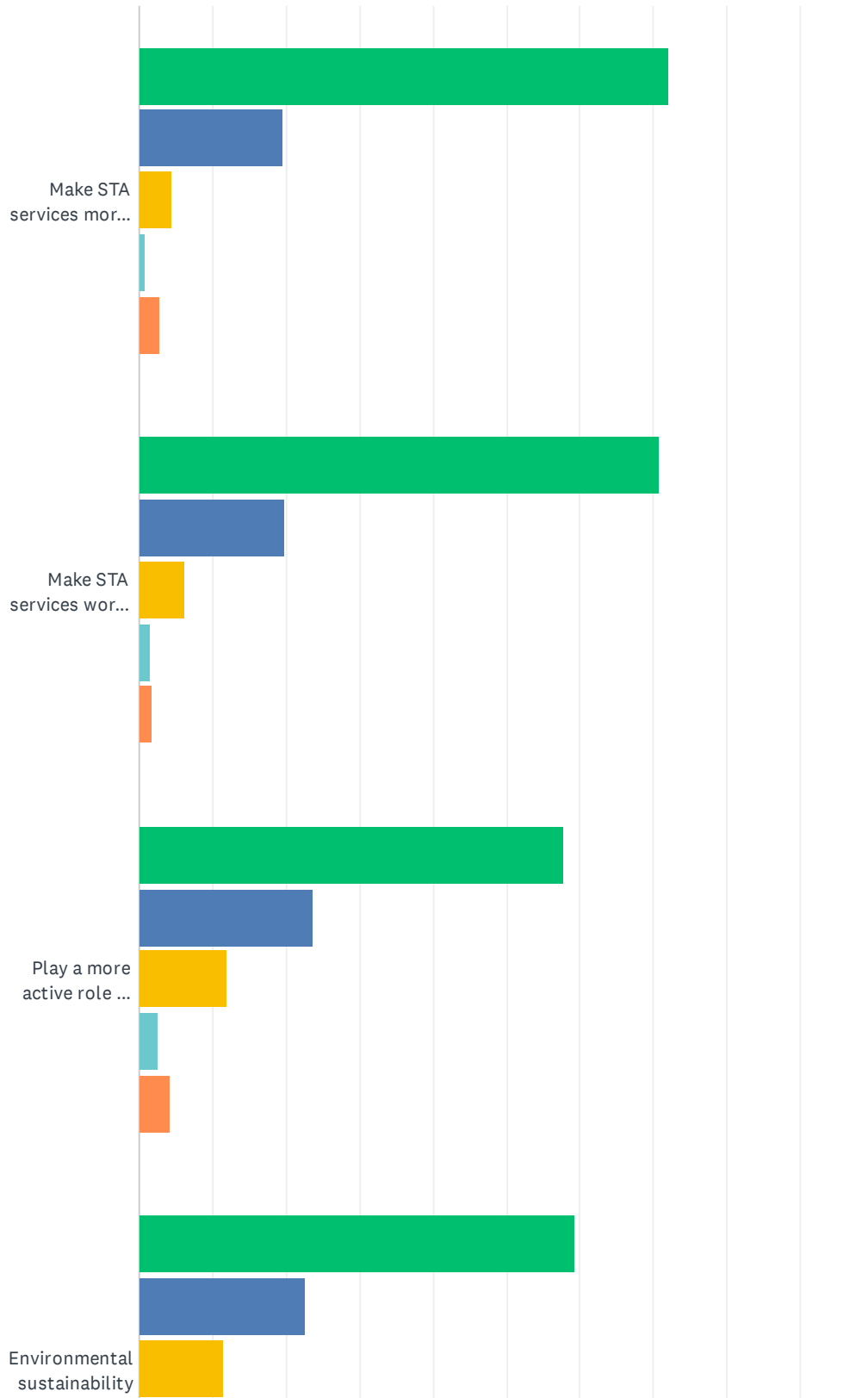
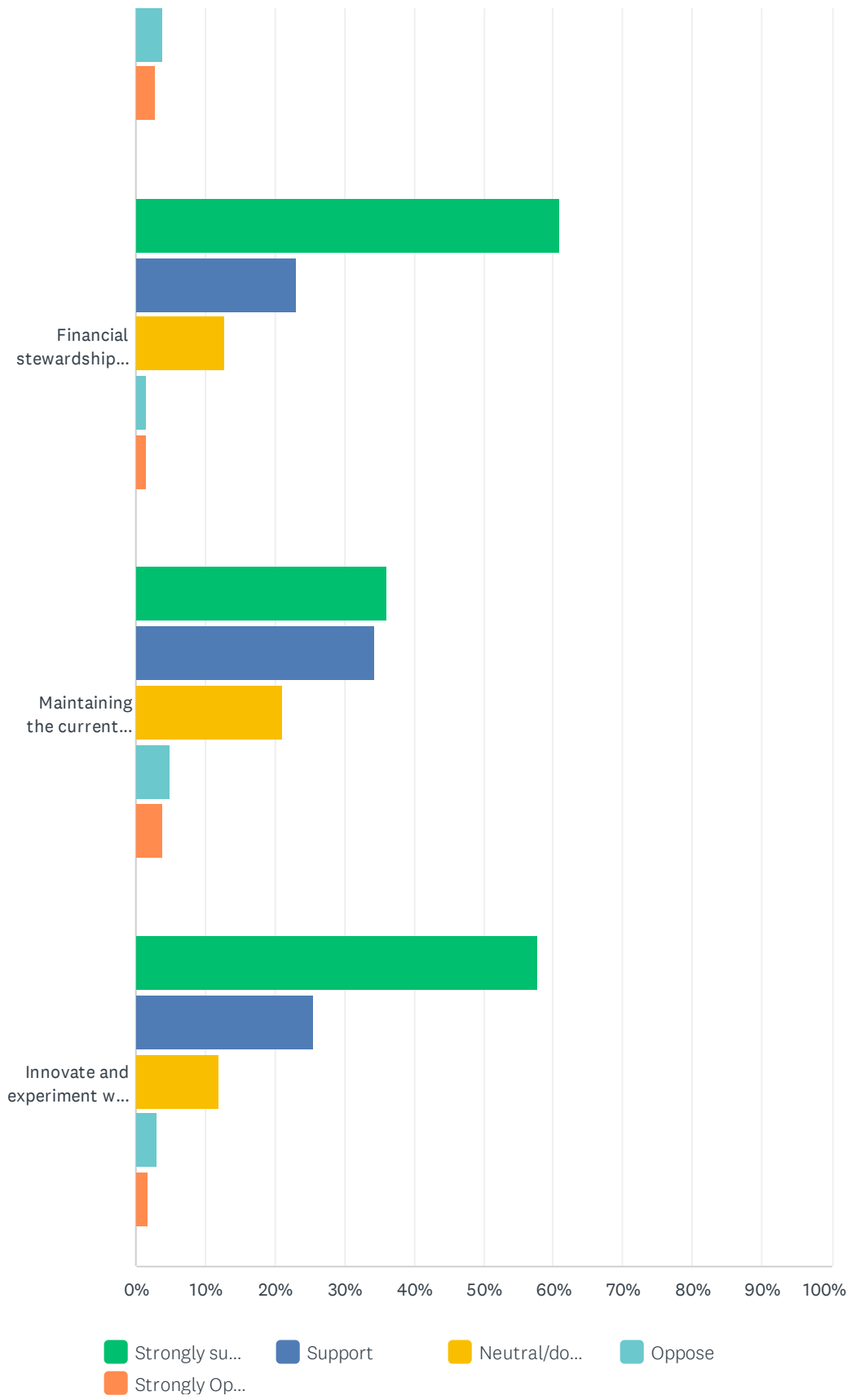


APPENDIX A ONLINE SURVEY RESPONSES

Q1 To what extent do you support STA focusing on the following in the next 10 years?

Answered: 842 Skipped: 7

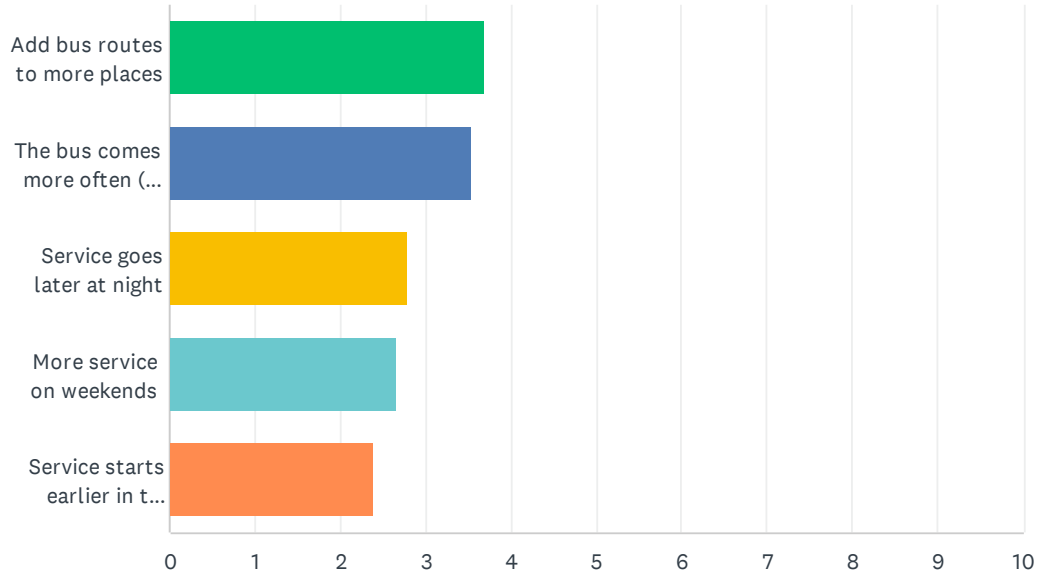




	STRONGLY SUPPORT	SUPPORT	NEUTRAL/DON'T KNOW	OPPOSE	STRONGLY OPPOSE	TOTAL
Make STA services more accessible and desirable to more people	72.08% 604	19.57% 164	4.53% 38	0.95% 8	2.86% 24	838
Make STA services work better for the people who need them the most	70.78% 591	19.88% 166	6.11% 51	1.44% 12	1.80% 15	835
Play a more active role in land use, development, and planning decisions in the community to encourage compatibility with transit	57.78% 483	23.68% 198	11.84% 99	2.51% 21	4.19% 35	836
Environmental sustainability	59.37% 491	22.61% 187	11.49% 95	3.75% 31	2.78% 23	827
Financial stewardship (responsible use of tax payer dollars)	61.05% 511	23.06% 193	12.78% 107	1.55% 13	1.55% 13	837
Maintaining the current transit system	36.11% 299	34.30% 284	21.01% 174	4.83% 40	3.74% 31	828
Innovate and experiment with new ways of meeting transportation needs (e.g. different vehicle sizes)	57.72% 482	25.63% 214	11.86% 99	2.99% 25	1.80% 15	835

Q2 Please rank these ways to improve bus service, with 1 being your highest priority and 5 being your lowest priority.

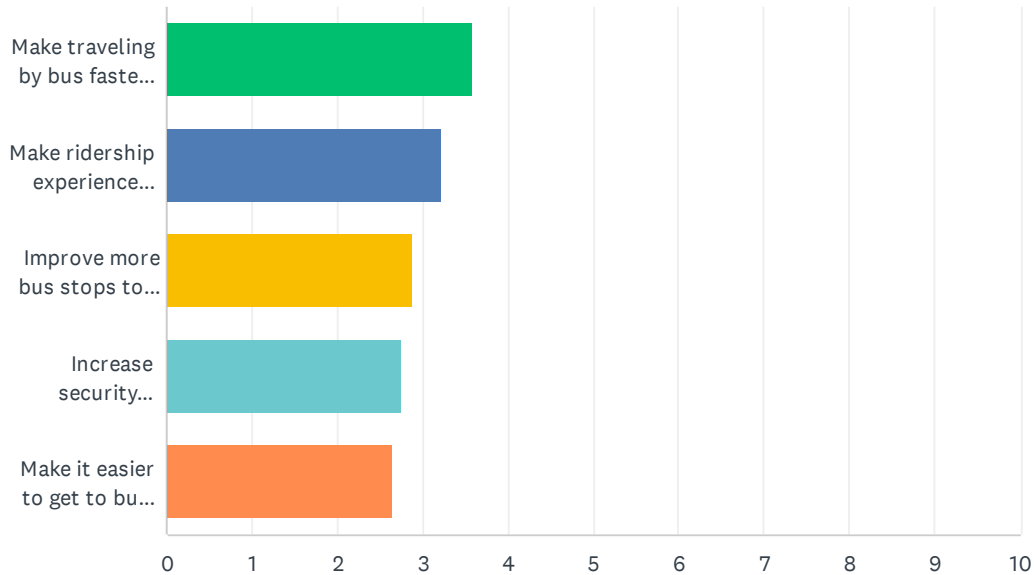
Answered: 826 Skipped: 23



	1	2	3	4	5	TOTAL	SCORE
Add bus routes to more places	42.09% 335	22.49% 179	11.18% 89	11.31% 90	12.94% 103	796	3.69
The bus comes more often (is more frequent)	28.72% 226	29.86% 235	18.42% 145	13.98% 110	9.02% 71	787	3.55
Service goes later at night	11.62% 91	18.14% 142	27.46% 215	22.99% 180	19.80% 155	783	2.79
More service on weekends	11.47% 93	15.66% 127	25.52% 207	22.44% 182	24.91% 202	811	2.66
Service starts earlier in the morning	8.09% 64	14.03% 111	17.45% 138	28.19% 223	32.24% 255	791	2.38

Q3 Please rank these ways to improve the bus riding experience, with 1 being your highest priority and 5 being your lowest priority.

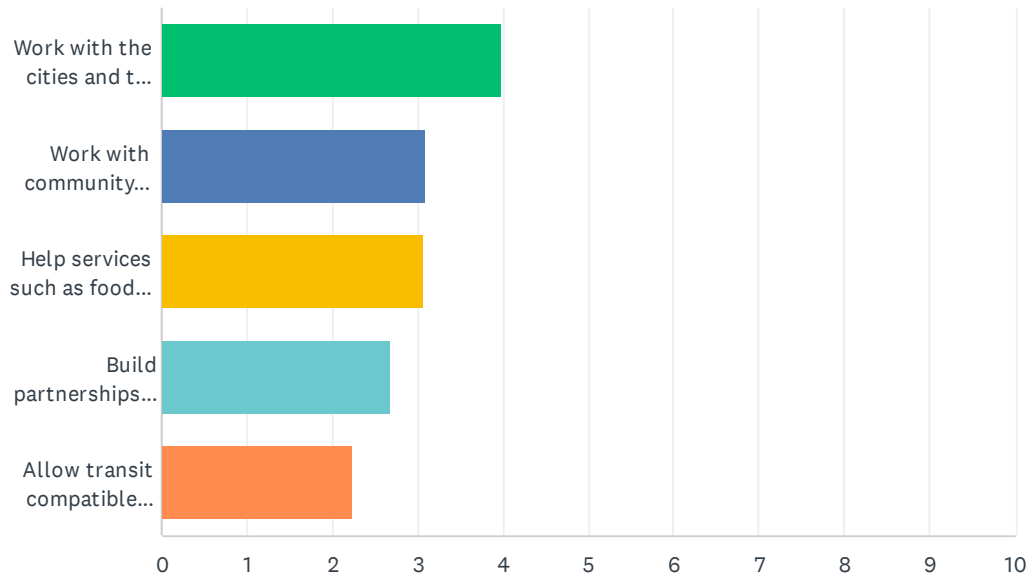
Answered: 823 Skipped: 26



	1	2	3	4	5	TOTAL	SCORE
Make traveling by bus faster (e.g. invest in bus lanes and bus priority at traffic signals)	38.80% 305	19.47% 153	16.28% 128	12.85% 101	12.60% 99	786	3.59
Make ridership experience easier with technology (e.g. real time information or mobile app)	16.63% 133	30.13% 241	22.25% 178	20.63% 165	10.38% 83	800	3.22
Improve more bus stops to be accessible to wheelchairs and add more shelters, benches, real time signage, and other amenities	12.50% 100	18.50% 148	27.13% 217	28.50% 228	13.38% 107	800	2.88
Increase security presence on STA buses and at STA facilities	24.78% 194	13.03% 102	11.49% 90	13.41% 105	37.29% 292	783	2.75
Make it easier to get to bus stops with more sidewalks, crosswalks, and pedestrian crossing signals	9.48% 77	19.33% 157	22.29% 181	23.65% 192	25.25% 205	812	2.64

Q4 Please rank these ways STA could play a more active role in land use, development, and planning decisions in the community, with 1 being your highest priority and 5 being your lowest priority.

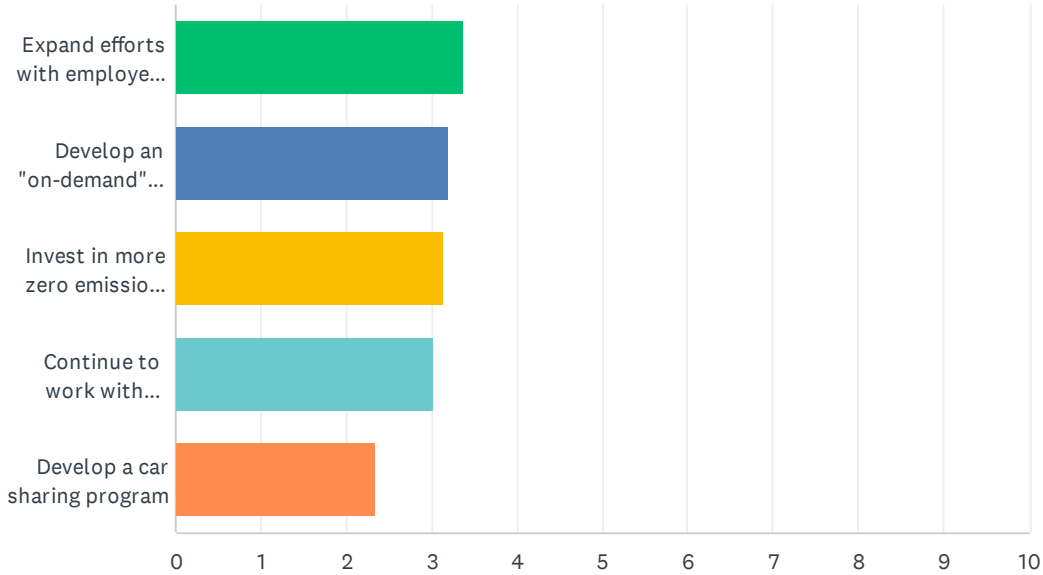
Answered: 795 Skipped: 54



	1	2	3	4	5	TOTAL	SCORE
Work with the cities and the county to plan for and encourage more housing, jobs, and services near bus routes	45.31% 343	25.63% 194	15.85% 120	8.72% 66	4.49% 34	757	3.99
Work with community leaders to address challenges facing the community (such as homelessness)	22.88% 175	23.01% 176	16.47% 126	16.73% 128	20.92% 160	765	3.10
Help services such as food banks, childcare, and clinics locate close to existing bus stops	14.64% 112	22.35% 171	30.46% 233	21.05% 161	11.50% 88	765	3.08
Build partnerships with developers to increase housing near bus service	8.26% 63	19.13% 146	21.89% 167	35.26% 269	15.47% 118	763	2.69
Allow transit compatible development on STA property	10.88% 85	9.99% 78	16.13% 126	16.90% 132	46.09% 360	781	2.23

Q5 Rank these ways to innovate and experiment with new ways of meeting transportation needs; with 1 being your highest priority and 5 being your lowest priority.

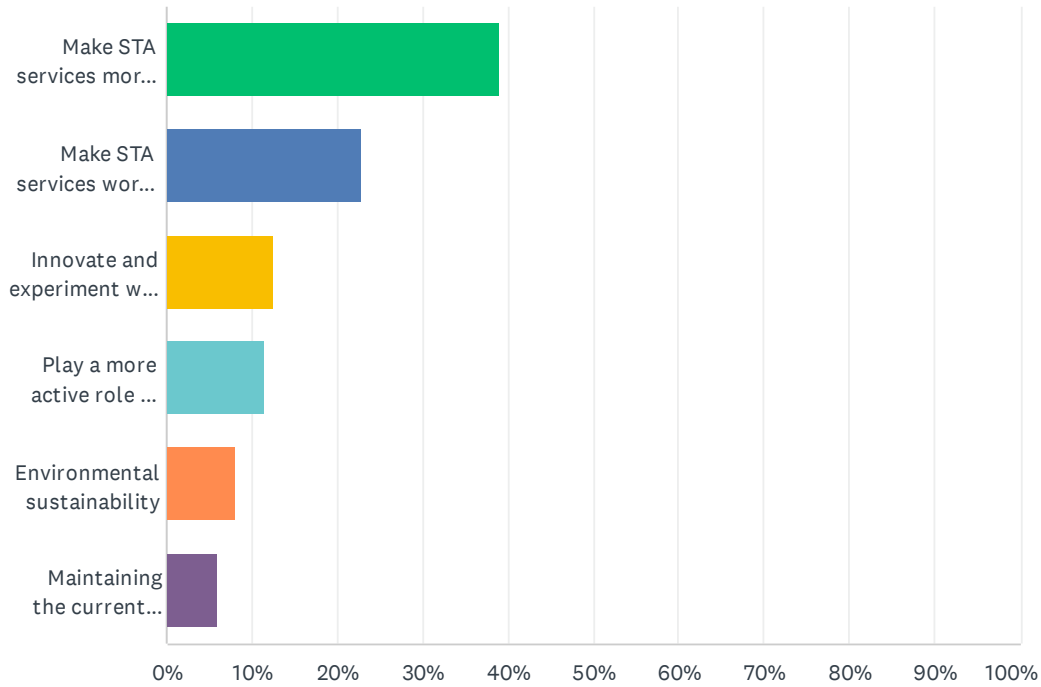
Answered: 818 Skipped: 31



	1	2	3	4	5	TOTAL	SCORE
Expand efforts with employers, housing providers, and social service agencies to get bus passes in the hands of more people	30.36% 245	22.43% 181	18.22% 147	11.03% 89	17.97% 145	807	3.36
Develop an "on-demand" ridesharing service that you can use to book rides on your phone (similar to Lyft and Uber) to the closest bus stop in places where there is no bus service	28.10% 220	19.41% 152	14.05% 110	20.82% 163	17.62% 138	783	3.20
Invest in more zero emission vehicles (electric and/or hydrogen)	23.07% 182	17.49% 138	25.35% 200	17.24% 136	16.86% 133	789	3.13
Continue to work with school districts to adjust bus service to better serve the needs of high school students	12.53% 99	26.46% 209	25.70% 203	21.14% 167	14.18% 112	790	3.02
Develop a car sharing program	6.65% 52	14.96% 117	16.88% 132	28.26% 221	33.25% 260	782	2.34

Q6 If you had to pick one of the following for STA to focus on in the next 10 years, which one would you pick?

Answered: 823 Skipped: 26



ANSWER CHOICES	RESPONSES	
Make STA services more accessible and desirable to more people	39.13%	322
Make STA services work better for the people who need them the most	22.84%	188
Innovate and experiment with new ways of meeting transportation needs (e.g. different vehicle sizes)	12.64%	104
Play a more active role in land use, development, and planning decisions in the community to encourage compatibility with transit	11.42%	94
Environmental sustainability	8.02%	66
Maintaining the current transit system	5.95%	49
TOTAL		823

Q7 What else should STA consider when setting priorities for the next 10 years?

Answered: 517 Skipped: 332

#	RESPONSES	DATE
1	Reduce the language barrier by including signs in Spanish or directions in Spanish	8/30/2022 9:14 AM
2	Strict reporting on spending	8/30/2022 9:01 AM
3	Frequency and longer hours for people who work low income early on late off jobs	8/25/2022 5:59 PM
4	Add more drivers to STA.	8/22/2022 3:23 PM
5	Adding a wall for resources/information for the homeless community somewhere inside the plaza.	8/19/2022 8:03 AM
6	STA has been great at what they do. My concern is with taking out the bus stop, and then struggling to find the closest bus stop. Please don't take out bus stop unless it's absolutely necessary, the problem with is the bus will drive by when ur waving them down to pick u up cause u couldn't find the bus stop. Please make bus stop signs more noticeable I can't see some of them cause of trees and bushes covering them.	8/18/2022 7:25 PM
7	Expand the routes to farther outlying areas such as Mead.	8/16/2022 2:15 PM
8	N/A	8/16/2022 2:11 PM
9	More north south buses in the valley	8/16/2022 11:47 AM
10	Frequency of service should be your primary goal followed by fiscal responsibility.	8/15/2022 10:09 AM
11	find a way to make money since the current STA system is not able to support itself. STA should not be purchasing anything if they are utilizing government funds	8/15/2022 9:22 AM
12	Infrastructure needs	8/15/2022 9:20 AM
13	safety	8/15/2022 9:20 AM
14	The growth in population size.	8/15/2022 9:19 AM
15	increasing distance of service	8/15/2022 9:19 AM
16	more infrastructure for electric vehicles	8/15/2022 9:18 AM
17	We were given five options for question #2, I would like to suggest a sixth; more direct access to spoke locations without going through the hub (Plaza). For example, I live on Indian Trail, but if I want to go over to something on N Division or Nevada like the Best Buy, Lowes, or USPS sorting facility, which would be a relatively quick trip East by car, I have to go all the way downtown and back out. I know this is a complex scheduling/routing problem for hub/spoke models, but a place that is served by a convoluted route from the origin can be as frustrating as a place that isn't served at all.	8/15/2022 2:51 AM
18	Making security #1. People should be safe on the bus. People should also feel safe riding buses. Also start or continue to have great service for big events like concerts at Arena, Hoopfest, Best of Broadway Plays, Bloomsday etc.	8/14/2022 7:46 AM
19	It's really nice to drive in Spokane right now but it won't be forever. The vast suburban complexes which will eventually connect with the north-south freeway are sad places with nothing for kids to do. It was hard to grow up in neighborhoods with no businesses, I felt alone. Spokane's housing market is prohibitive to everyone but especially young working class people. Kendall yards was a good start, but we haven't built new apartments downtown in decades. Transit centered around the plaza is a nightmare especially on the far east and west sides and it'll only get worse. The city could either stretch your network so thin that nobody	8/13/2022 5:03 PM

considers public transportation, bloat it to the point that it becomes an expensive logistical nightmare with 4 different hubs, or build smarter near the plaza.

20	Transportation in Spokane is mediocre, especially for night shift employees that need to get home. I think the sustainability of Buses is important but more important is limiting the expansion of cars; buses are better for the environment than 40 independent cars. I think a broad expansion of hours and hiring rates is important. Thank y'all for what you are doing and all those that participate in public transit.	8/13/2022 4:39 PM
21	Easier way to get bikes onto the bus. Am afraid to do as have to put the rack down and not sure how. People have to wait for it to be loaded and if you don't know what your doing they get impatient.	8/13/2022 10:59 AM
22	Never consider urban rail, it is too expensive to build and maintain, takes forever to construct, and negatively impacts the scenery and roads with overhead wires and railroads embedded in the pavement. Instead, focus on battery powered buses.	8/12/2022 11:41 PM
23	Make passes more cheaper for those who are on low income.	8/12/2022 10:57 PM
24	Potentially a growing tourism industry - when people are visiting, it would be nice to have the transit system be attractive to use - more \$\$ to maintain and expand	8/12/2022 8:58 AM
25	Transit oriented development, more frequent service, more night service to the bars/colleges, more BEB!	8/11/2022 9:04 PM
26	Bus only lanes, protected bike lanes, more frequent buses, more routes that don't require a downtown transfer. Thanks STA!	8/11/2022 6:27 PM
27	Forget different vehicle sizes, consider different transit modes. I'm still pissed the city line isn't a streetcar/rail line like it should be. Work with developers and the city/county in land use so we can finally convince the west side to give us the rail we deserve.	8/11/2022 5:25 PM
28	Make a light rail or regional transportation to both the airport and Coeur D'alene. Also work with zoning agencies to make certain areas of downtown car-free streets (like portions of Main Street).	8/11/2022 3:51 PM
29	Electric	8/11/2022 2:49 PM
30	I want to see route 25 have service to the ymca	8/9/2022 11:33 PM
31	Meeting a bus at state line	8/9/2022 5:51 PM
32	I would like to see an eco pass (Denver transit system). That is a pass employers can purchase a yearly pass to promote use of transit to commute to work.i used it for years a great system and a wonderful benefit to add to an employee employment package.	8/9/2022 5:13 PM
33	Lowering the fare	8/9/2022 4:40 PM
34	Bringing back the Senior VIP Program.	8/9/2022 11:43 AM
35	Make it better for people using it to get to work by 7am and needing it to ride home after work at 6:30 pm. Also on weekends, more frequent stops!	8/8/2022 7:47 PM
36	Transit/carpool lanes on I-90 with bypass lanes for buses as the ramp meters downtown as well as more frequent service in the evenings to mirabeau P&R and Liberty Lake P&R.	8/8/2022 9:50 AM
37	Please keep cash fares! And the current monthly, 7day, day passes and 2 hour passes, thank you. Not everyone wants a smart card. Most of us still use cash or the regular passes. Dont take away our freedom of choice!!! And many people do not want to pay with their phone. Also, whatever happened to plans for a discount pass or etc, for the working poor??? There were many of us years ago, at your meeting before you raised bus fares, who asked you how you expected us to be able to afford this, and your board members said there was something in the works, or planning etc. Did you lie to us???	8/5/2022 8:42 PM
38	How. About. Folks. That. Depend on service in case of emergency's. Give us a break and. Listen. As I pay taxes and. Am tired. Of. Paying for. The homeless and. The low income people. That abuse your services. When I need mass transit. I'm just a ##### I have been with out a car by circumstances beyond my control. But in reality. I can sometimes walk faster. Rant over	8/5/2022 8:08 PM
39	Maybe a 24 hour system especially for people who work late nights way past bus operations	8/5/2022 7:00 PM

40	Remove the transit building downtown and allow connections/transfers to other routes without being forced to stop downtown. Timesaving routes with easy connections.	8/5/2022 1:25 PM
41	Implementing zero fare transit. Zero fare has been successfully utilized in multiple large cities, allowing much greater accessibility to those who need the bus the most. It makes riding so much simpler.	8/4/2022 5:39 PM
42	Keeping cost for bus use affordable	8/4/2022 4:38 PM
43	More mini transfer stations, like the South Hill Park and ride. Run the express more often. My work ends when the 144 isn't running. I then have to walk 1.5 miles, or plan ahead to use a park and ride.	8/4/2022 2:44 PM
44	Don't think just about commuters as much, make the bus something that is easy and convenient for all trips rather than rigid planned schedules. More CityLine type travel all around town	8/4/2022 9:24 AM
45	Ensure the ride experience is desirable for the average person. Less outliers that make riding the bus a miserable experience.	8/4/2022 8:27 AM
46	I think the buses should go out further than where they go like on Barker Road a little bit further than where the bus goes	8/4/2022 7:38 AM
47	Many of the choices are focused on status quo (e.g. bus stops and shelters). A combination of a very few fixed lines on major cross region connection routes, fixed school routes serving school day schedules, and on-demand van service seems like an idea worth exploring. And be very cautious about adding more lithium ion driven vehicles to the fleet without coordinating with the impact on the city and county fire response, the technology for dealing with lithium ion batteries going critical is not there yet.	8/3/2022 11:13 PM
48	disability access	8/3/2022 9:39 AM
49	Service to remote places	8/3/2022 9:05 AM
50	More early routes on weekend	8/3/2022 6:14 AM
51	Cut the sales tax subsidy and quit building in sustainable ideas like that city line and the north division high speed train to failure and financial loss! Get in real world	8/2/2022 9:02 PM
52	Elevated light-rail.	8/2/2022 8:52 PM
53	Develop an app with a map showing real time bus tracking as well as the ability to purchase passes.	8/2/2022 12:26 PM
54	Regional light rail plans.	8/2/2022 7:41 AM
55	Free rides	8/1/2022 3:17 PM
56	The downtown Plaza site is antiquated thinking. It is time to put its future on the table and ask whether there is a better use for that location.	8/1/2022 11:41 AM
57	Quit changing the schedule and routes around. Make routes and schedule more consistent and accessible during the winter.	8/1/2022 8:54 AM
58	Police the bus	7/31/2022 6:05 PM
59	Providing more buses on the weekends (more frequently) and making it more accessible for people with mobility issues.	7/29/2022 8:21 AM
60	Better on time services, trains	7/28/2022 2:56 PM
61	Make riding the bus free	7/28/2022 11:01 AM
62	The ability to add fare to the smart card with an app or machine rather than just in person	7/27/2022 10:15 AM
63	Seriously consider making all sta rides FREE. Maybe start with making weekends free and see what happens. This "service" is not a service if it only helps those with the money. Obviously n*dine won't be down with this but perhaps YOU know how monumental free busses would be to the poor of this overpriced town. And good god by no means increase security, those wanna be cops are absolutely useless and actually harass people rather than help anyone but property. Think about running multiple errands on weekends cause you work m-f...	7/26/2022 10:29 PM

How fucking hard do you think that is? Do you wanna sit at a bus stop with all your groceries for AN HOUR because the driver was early and you missed the bus? It is quite ridiculous out here. Ridership will skyrocket if you make it free. The question I have for you is: Do you want to help people who don't have another way of transport? Or do you just want more revenue from the poor? I know the answer cause capitalism but come the fuck on. Look at toronto? I think they made transit free? Anyways there are places that have done that and its a huge success. To the underling possibly reading this: have a lovely day and don't forget to always go to the bathroom on the clock ;-)

64	This survey is swaying one way. I'm a professional and I would be eager to take public transportation to not have to drive. Driving has many hazards. I would like to have wireless access, pick up times in the neighborhoods that would give me options as to when I start work and options if I have to work late or leave early to take care of my child. The transit system does not operate based on (homelessness, convincing business to open where there is a bus stop, etc) it operates based on where the businesses are already located. The system offers discounts to these employees in order to make them "get out of their car". Also running a train system down the 90 would be a great idea. People could live here and work in Coeur D Alene.	7/26/2022 6:14 PM
65	More dedicated buses to social service centers. (the social security office, DOL, etc.) Easier access to popular destinations along routes (parks, malls, schools)	7/26/2022 4:16 PM
66	Make better walking tracks in the direction of Bus Stops. The 27 will start going past my apartment in 6 weeks but now 1/3 of my 10 minute walk to the bus is a dirt road with no sidewalk.	7/26/2022 5:25 AM
67	Mobile App	7/25/2022 9:16 PM
68	Expand routes to places where bus service doesn't exist.	7/25/2022 3:32 PM
69	All electric bus please, thank you!	7/25/2022 8:11 AM
70	Employee program for the homeless to get jobs from you give them the opportunity to work for you and have the state and you and the community get them housing and stuff for there house like a sign on bonus if they work for you. Only if they need it e a big deal to get homeless jobs house and it helps sta with jobs etc and keeps the homeless from staying around there cause you be training them for jobs and they will be giving a life cause of you..	7/25/2022 7:51 AM
71	Expand services in Millwood and Trent. There should be stops on west wellsley after Trent (96 bus).	7/25/2022 6:53 AM
72	Expanded service area to cover new places to support outlaying communities like Dear Park, Post Falls, Freeman, etc is important to me.	7/25/2022 12:18 AM
73	I love the new Routes And old routes beacuse Al the Driver's are nice and Respectful and 3,000 STA bus pangars are nice	7/24/2022 8:37 PM
74	Making the fare system easier for folks who have access to a smartphone, but may not have the right cash-on hand. (Similar to the Clipper or SmartTrip systems.)	7/24/2022 4:00 PM
75	Help with people trying to leave domestic violence	7/24/2022 12:42 PM
76	Bus stops closer to people that need them especially in winter time! Better Security presence at Plaza in evening! When we have one of those "non" holidays when you start 2 hrs early in a.m. how about going 2 hrs later in p.m. Swing Shift is 12 p.m- 8:30 p.m. So going until 9 p.m. makes sense. I have to use PTO on those days as last bus is at 7 p.m. Think about us Swing Shifters please!	7/23/2022 1:19 PM
77	A light rail system would awesome Seattle has one why can't we have one	7/23/2022 7:16 AM
78	We need TONS of HOUSING and *mixed-use development* immediately adjacent to EVERY major transit stop/station! We need 30,000 more people living in the downtown area! It's almost nothing but PARKING lots right now, which is PATHETIC!!	7/22/2022 2:58 PM
79	Install seating and cover at bus stops.	7/22/2022 9:05 AM
80	recovering more of it's costs.	7/21/2022 2:49 PM
81	De-centralizing STA by increasing stop/idle points along the downtown corridor and eliminating the need for the "bus plaza"; the sad reality is that the bus plaza has a, perhaps unfair and unfortunate, reputation that I believe has a significant impact on the desirability to ride the bus.	7/21/2022 2:44 PM

82	LIGHT RAIL	7/21/2022 2:22 PM
83	STA should consider looking into busy metropolitan areas in Europe and see how their routes work and try adopting it here in Spokane as Spokane is growing and people wouldn't mind taking a bus if it adopted in same way as in Europe. Perhaps smaller bus sizes? What is the use in these ginormous busses that we currently have? They are half empty anyways...unless on certain occasions. We absolutely need to extend bus services all over county. With many refugees moving here, there will be an influx of people utilizing your services.	7/21/2022 1:52 PM
84	Environmental friendliness, affordability to those with low income, frequency/speed of service, evaluate holes in service areas.	7/21/2022 1:47 PM
85	Bus service into Idaho	7/21/2022 1:19 PM
86	Bus lanes/rapid transit lanes, service to post falls, cda	7/21/2022 12:28 PM
87	Focus on establishing a rail line to connect Spokane County (ie a line from Liberty Lake - Valley - Spokane - GEG - Airway Heights). Need less cars on our roads and increase walkability/mass transit.	7/21/2022 9:03 AM
88	Develop transit routes to Post Falls and Coeur D Alene.	7/21/2022 8:15 AM
89	Public access restrooms at Park and Rides.	7/21/2022 8:14 AM
90	Expand and increase routes and ride times	7/21/2022 8:06 AM
91	Servicing areas inside the PTBA that have no or little service. They are paying the \$ and really getting nothing for it. This could be a problem for the next time you go for a transit vote. You are looking too far outside the core before servicing those inside the benefit area. Scrap Deer Park and CDA dreams. Stick closer to home and beef up NE Spokane and other low income areas. The ROI will be much higher.	7/20/2022 9:21 PM
92	Tax credit for companies to purchase passes for employees.	7/20/2022 6:08 PM
93	Helping youth have access to bus passes	7/20/2022 1:01 PM
94	We need free bus passes for our houseless people. Especially now that they're being forced out of downtown and away from services	7/20/2022 10:18 AM
95	This survey was hard to fill out as some of my responses were auto corrected. In my observation. I see very few on buses full especially the double bus. People still want to drive their vehicles as many have multiple stops.	7/20/2022 8:59 AM
96	Transit oriented development - dense housing, jobs, amenities etc. along frequent transit routes is environmental sustainability. Replacing sprawling, car-dependent suburbia with human-scaled, transit-accessible communities is a huge win for the planet, even if the bus is still diesel powered and the impact is tough to calculate.	7/20/2022 6:12 AM
97	I strongly believe STA should focus on improving frequency of service across the entire city, with a goal of providing 10-minute service within a 10-minute walk of at least 80% of the city. Look to Seattle for a fantastic example of how a great system can work with buses as a backbone. Add signal priority and bus lanes across as much of the system as possible, to improve reliability. Please work with employers to give a Transit Pass for All—it's one of the best employment benefits (I wouldn't have taken a job that didn't provide one when I lived in Seattle), and it's a virtuous cycle because it allows STA to reinvest in service improvements. Don't worry about competing with Lyft/Uber or car sharing. Why wouldn't someone just use Lyft/Uber or Zipcar? Those solutions already exist. Focus on what STA does well. I know it's a big idea, but I'd still like to see fixed-guideway / rail service at some point down the road. Light rail to the airport would be amazing, and local streetcars or trolleybuses still make a lot of sense, even now. All I'm saying is don't dismiss it out of hand. :-)	7/19/2022 11:07 PM
98	keep the bus fare affordable. Free would be even better.	7/19/2022 10:17 PM
99	The 173 has a very long stretch of travel through neighborhoods with many houses but not one single stop. I know its an express route but you are really missing a lot of potential customers. Bus service into areas that are blowing up population wise (e.g. Mead or further in and around Airway Heights. Connect all the way of Sullivan and 32nd st. WHERE IS THE MARKETING FOR THE BUS SERVICE?? Especially while gas prices are high, you are really missing a golden opportunity to get more people to ride the bus!!!!	7/19/2022 7:38 PM

100	Expanding bus routes to reach more rural communities surrounding Spokane.	7/19/2022 6:53 PM
101	Collaboration with statewide transportation services to invest in infrastructure for more long distance travel (ie light rail to the west side) or more efficient regional travel (cheney, Pullman, etc)	7/19/2022 5:54 PM
102	Comfortable mass transit that has consistent times and arrives at least once an hour to most if not all stops.	7/19/2022 4:11 PM
103	Light rail and lots of it	7/19/2022 2:07 PM
104	Frequency, expansion & other modes of transit, like BRT or Rail Transit	7/19/2022 1:55 PM
105	A light rail	7/19/2022 1:49 PM
106	light rail, better faster connections across state (to seattle)	7/19/2022 1:36 PM
107	STA should consider working with city officials to upzone areas around high-frequency transit stops to encourage the most usage of said stops. More riders can also better fund the system thus improving user experience.	7/19/2022 1:27 PM
108	STA should consider utilizing our local network of railroad tracks for a light rail service.	7/19/2022 12:54 PM
109	When placing new bus stations around town make sure the snow plows can get around them. Even when I drive it's frustrating to come to a street where it has not been plowed cause of the new stop.	7/19/2022 12:04 PM
110	Light rail services. People hate traffic. The best way to get people on transit is by creating a completely different plane to travel on.	7/19/2022 11:29 AM
111	Having a app with bus times, all electric vehicle fleet	7/19/2022 9:55 AM
112	Other types of transportation	7/19/2022 9:04 AM
113	lightrail or metro	7/19/2022 8:44 AM
114	More protected bike lanes and pedestrian options.	7/19/2022 7:44 AM
115	Better pay for operators	7/19/2022 7:40 AM
116	Light rail	7/19/2022 6:25 AM
117	My personal preference would be to have stop announcements on the buses -- for all stops, and accurate. I would like to see frequent service on most of the main routes, and then expanded service in general. As someone who is newer to the area, I feel like the bus service isn't quite enough yet (number of routes), and that some of the routes were designed to serve everyone in an area and go all around rather than go through and area (route 12, for example). Also, in many places I have seen, the bus stops are really close together, and it seems like they could be further apart (this is from someone who needs a cane to walk, btw). I greatly appreciate all that you do, from planning to evaluating. And I am especially grateful to all of the drivers.	7/19/2022 5:37 AM
118	A high capacity line is needed for division. Transit is the only solution. A streetcar or BRT with its OWN LANES could really solve traffic problems.	7/19/2022 12:55 AM
119	Definitely security. I went to a high school for 3 years where I needed to use the public transit and as grateful as I was to have the opportunity. I ran into so many bad and uncomfortable situations while waiting for the bus/riding the bus. Bus drivers do the best they can to protect the kids, but there is only so much they can do. I would love if they could hire a security officer to sit/be near the back of the bus. I still riding the bus and changed schools all because of multiple incidents on the bus/at bus stops, I no longer felt safe taking the transportation. Cameras at ALL stops would be amazing or even working with the city to get more cameras on routes that the busses take.	7/19/2022 12:53 AM
120	Transit oriented development! Bike + walk ability!!! Not painted gutters! Separated bike lanes! Streets for people w less parking, less traffic, more trees, more sidewalk + one more time, bike lanes! Not the painted gutter type or shared road with cars	7/19/2022 12:27 AM
121	Please look at implementing a BRT. Look at San Francisco's 49 line on Van Ness or 38 line on Geary for inspiration. I feel we can easily add a dedicated bus lane down division among others. Also more density is vital! The nearest bus stop from my house is nearly a mile away.	7/19/2022 12:22 AM

We need to make our city more dense and have everyone live within a 5 minute walk to an STA stop. Also investing in light rail would be a dream, but likely beyond the next 10 years. Maybe make STA free for all youth as well? And create a transit card that can be added to the Apple Wallet or Android devices so we only have to tap our phones to pay on the buses.

122	Please more benches. Please please please. I have limited mobility and physically cannot stand waiting at a bus stop for 10+ minutes. The bus service is essentially unusable to me with the extremely limited seating.	7/19/2022 12:17 AM
123	Find ways to encourage more people to use the bus service. This can be done through faster service, better service and more accessibility. Such as through communities and better vehicles.	7/18/2022 11:48 PM
124	A light rail or some sort of train Also make STA free for all under 18- or just make it free in general	7/18/2022 11:31 PM
125	Light rail and using existing rail lines for passenger transit like Portland	7/18/2022 11:28 PM
126	More services on weekends!	7/18/2022 11:14 PM
127	Smaller busses Short distances say from target south hill to surrounding apartments.	7/18/2022 11:02 PM
128	To improve traffic, to make Spokane safe to exist in out of a car, and to prepare for a future where we are battling climate change we need to get people out of cars. In order to do that we need frequent bus services. Faster services (brt lines and trams) and reliable services that you know will be there when you expect it.	7/18/2022 11:00 PM
129	Encouraging dense housing, land use/development such that bus service is more sustainable and so accessible that it is more desirable than a car so that our cars to people ratio matches that of other developed countries. Remove parking lots and make excess traffic lanes bus only lanes. Have more stations where people can park and make buss passes extremely desirable (market that it's less than filling up your tank for a monthly buss pass)	7/18/2022 10:58 PM
130	Bus rapid transit lines, light rail, more frequent service. Pay with my phone.	7/18/2022 10:54 PM
131	More people are going to want to live here every year. We can improve the services here and reap the benefits of a denser, more vibrant city or push them further out and create a greater headache for ourselves as we have for years.	7/18/2022 9:58 PM
132	Expand weekend and night services, in that order. I take the bus for work and for appointments during the week but am forced to drive in the evenings and weekends due to an extreme lack of service. Not a big deal for me but would be if I had to work evenings and weekends. We can and need to do better.	7/18/2022 9:46 PM
133	Mass transit, please! Develop light rail!	7/18/2022 9:42 PM
134	Consider developing an actionable plan for light rail that works with local developers and housing first advocates to both increase accessibility to transit, while decreasing city environmental impact due to individual car dependence	7/18/2022 9:39 PM
135	Light Rail from the airport to airway heights to downtown, the arena and scc	7/18/2022 9:36 PM
136	Where people actually live not just single family zoning. Check population density.	7/18/2022 9:32 PM
137	I think that we should consider a in-town train system :) reaching from the airport to Cheney to North Spokane, I think lots of people would get use, especially with all the colleges in spokane!	7/18/2022 9:21 PM
138	Supporting employees through good wages, training opportunities, good benefits.	7/18/2022 9:08 PM
139	Expanding the reach to more neighborhoods would be especially useful	7/18/2022 9:02 PM
140	Making an electronic bus pass that you can reload at kiosks, customer service or at home with a debit card that simply swipes to use	7/18/2022 8:44 PM
141	Cost to ensure access and equity for transportation	7/18/2022 8:29 PM
142	Speed and frequency.	7/18/2022 8:27 PM
143	Take over the roads for transit. I used to commute by bus but I got stuck in the car traffic. Give buses their own lanes during the commute so those people don't have to sit in car traffic	7/18/2022 8:27 PM

	James. Make riding the bus BETTER than driving a car.	
144	Expand the transit system to include railways. Seattles rail system works great, lets do it here in Spokane!	7/18/2022 8:24 PM
145	Light rail!!!	7/18/2022 8:18 PM
146	So many cities nationwide are currently considering fare free bus systems, and those on the leading edge have already them. It's disappointing to not see fare free mentioned in a survey projecting ten years into the future. Please consider a fare free system, which would get at the crux of nearly all of the issues identified in this survey!	7/18/2022 8:16 PM
147	Light rail east/west from Liberty Lake to the airport and north/south from the South Hill to the north side	7/18/2022 8:14 PM
148	Love the art added to the new shelters...would be great to see that all over town	7/18/2022 7:41 PM
149	Provide electric charging and hydrogen fuel stations around the STA service area that can be used by buses/vans, public vehicles, and by personal vehicles.	7/18/2022 6:52 PM
150	North-south and East-west light rail	7/18/2022 6:39 PM
151	With the completion of the north south highway and the Division corridor no longer being designated as part of the highway system, it would be great to see STA take a big role in road redesign, road diets, grade separation for transit, bikes, and pedestrians, and the development of dense transit-oriented multi-use development.	7/18/2022 6:06 PM
152	adding wifi and ways to charge devices on the bus, also make it an available to be able to pay on your phone.	7/18/2022 5:44 PM
153	Density of housing and jobs has to come first, before transit will be sustainable. Then focus on service frequency, so that passengers can use the bus without planning their days around it.	7/18/2022 5:27 PM
154	Building up the moral of its employees.	7/18/2022 5:27 PM
155	Establishing a system that can support third or night shifts.	7/18/2022 5:23 PM
156	There is a whole housing community and elementary school and a middle school out in Geiger Heights with absolutely zero transit services. Not even Para Transit comes out to us. We need a bus stop out there please	7/18/2022 3:32 PM
157	Nothing I have seen the ways that this transit system has waisted money. When you come back to the tax payers I will be out there campaigning against you. Till I see real change from the top down, you will not get support from me.	7/18/2022 2:37 PM
158	All of these priorities are important. However, I don't think any of them can work on their own. A combined, balanced approach to prepare for a greener, more people focus future is crucial. I love sta and with the focus of changes being presented, I think the path forward looks great!	7/18/2022 12:35 PM
159	Stop Using fossil fuel busses,.. Start using electric or solar powered busses.. We want clean renewable energy busses	7/18/2022 12:01 PM
160	Look to Portland, OR's transit service and use that as an example! Also more bus routes and mobile apps similar to Seattle/Portland.	7/18/2022 10:26 AM
161	Have service from Liberty Lake to Spokane Falls Community College	7/18/2022 9:56 AM
162	We need a rapid transit from Liberty Lake and the Valley to Spokane Falls community college with stops at Mirabeau and The Valley transit Center	7/18/2022 8:18 AM
163	I would like 1 or more hours later service at night. 24 hours service.	7/18/2022 2:22 AM
164	Fix the latest mobile app ex: it is more important to know the minute when a bus arrives and departs than how many minutes till arrival. In the previous app you only had to make one page move to access a catch time and a connection. Now I think it requires four page moves and the new mobile app is SLOW!	7/18/2022 12:31 AM
165	Work to get dedicated segregated bus lanes on all major thoroughfares in the metro. Watching buses fly past bumper to bumper traffic on Division will get more people riding the bus. Incorporate a protected bike lane in the designated bus lane and you finish the last mile hurdle people use as an excuse not to ride the bus.	7/18/2022 12:02 AM

166	Light rail from Cheney/EWU through Airway Heights, Downtown, Gonzaga U, Spokane Valley, Post Falls, CDA...	7/17/2022 8:48 PM
167	Have cleaner more desirable transit system	7/17/2022 8:20 PM
168	Subway system. Routes that do not require going through downtown, more routes. Town cars/trams	7/17/2022 8:02 PM
169	More east west routes. More routes that don't go through downtown.	7/17/2022 7:59 PM
170	I would look at gaining investors to see if STA can support free transit for an extended amount of time (5-10 years or something like that).	7/17/2022 6:55 PM
171	New developments should be addressed more	7/17/2022 4:46 PM
172	Creating a safe and clean environment for those ride the buses.	7/17/2022 2:46 PM
173	A car-sharing system would be awesome if it's affordable and includes insurance, since people who don't own a vehicle but have a valid license probably don't have car insurance. I'm one of those people.	7/17/2022 11:30 AM
174	Light rail, PRT (People Movers).	7/16/2022 8:40 PM
175	Offer transit beyond the city core ie Eagle Ridge, Qualchan	7/16/2022 7:05 PM
176	Later nights and earlier mornings. I have had to quit jobs due to lack of transportation	7/16/2022 6:56 PM
177	Stop buying expensive EV busses that cost too.much, don't last as long, and are more harmful to the environment. Stop running around with 1 or 2 riders wasting money. Become privately funded since it is a huge waste and drain on tax payers.	7/15/2022 6:31 PM
178	Treat your drivers better.	7/15/2022 4:34 PM
179	A light rail system? Trolleys? Spokane has had them before, surely we could do it again.	7/15/2022 4:22 PM
180	Everything. Everyone. Always.	7/15/2022 12:57 PM
181	LRT	7/15/2022 12:42 PM
182	I know this is extremely expensive but one option I love when visiting other cities.... A train of some kind with frequent stops. Priority would be along I-90 corridor from Cheney exit to CDA. 2nd priority would go north south. Traffic is becoming unbearable lately. Trains are frequent, on-time, predictable and will take many cars off the road if setup properly. with water shortages in the SW, I expect our area to grow significantly in the next 10 years, we need to prepare for that now... and a train is the only thing that can keep up with growth and allow for green transportation if the trains are electric.	7/15/2022 10:44 AM
183	Cost of riding the bus. Majority of riders are low income and or students. I feel students should ride for free. Especially elementary students. Every elementary/high schooler should be able to receive a free bus pass for the school year.	7/15/2022 6:54 AM
184	A pass that can easily be reloaded instead of having to buy a new one and throw it out. Thinking about sustainability and environmental impact. Have reloading stations or an app to easily reload a pass for riders. Super convenient. Please and thank you!	7/14/2022 9:46 PM
185	It's interesting that the main focus of the survey is on buses. The city should look at light rail service - moving more people with less cars or buses. No - I don't ride the bus - tried a few times but disappointed. I did ride light rail in Portland every day for years while working downtown.	7/14/2022 7:21 PM
186	Light Rail, it's decades past due if Spokane is to be a modern city.	7/14/2022 7:13 PM
187	Don't be afraid of change. New and innovative transit solutions could be very effective in our city. Thank you!!! :)	7/14/2022 3:53 PM
188	Better access to public transit in rural communities to bring people in for essential shopping, medical care, and other essential activities.	7/14/2022 3:36 PM
189	Environmentally friendly vehicles/sustainability	7/14/2022 3:06 PM
190	Take the next critical step to strategically update/launch the downtown plaza as a destination facility/attraction for downtown vs a place to just transfer or hang out. Yes - compete with	7/14/2022 2:53 PM

private sector for services to riders, visitors to downtown, business/employees of downtown....

191	Busses move people. Don't try to solve homelessness or develop property. Move people efficiently.	7/14/2022 1:18 PM
192	Continue to look at schedules for connectivity with other routes especially in areas outside of the city such as the West Plains Transit Center. If a rider on one bus does not connect with another route there they sometimes have to wait another hour for another bus.	7/14/2022 10:23 AM
193	Definitely make more accessible. More commuters would be willing to ditch the car if it is easier. There are some large employers in our area that would benefit if the employees had more access to public transportation. Airway heights is growing and as a rider I am limited to only certain stops.	7/14/2022 9:28 AM
194	Cutting expenses and tax payer waste	7/14/2022 7:37 AM
195	Servicing suburbs currently outside of STA routes. Larger parking lots for Park and Ride. Create an online purchase digital bus pass or expand the number stores which sell STA passes.	7/13/2022 10:23 PM
196	My highest priorities would be having services run later at night and more/more often on weekends. That would not only be much more helpful for people already using STA buses as their main transportation, but it would make bussing more convenient and desirable to those who don't yet. Which would be great for your business and way better for the environment than driving or using programs like Uber and Lyft.	7/13/2022 7:06 PM
197	Expand to county-wide transportation service!	7/13/2022 5:58 PM
198	Get rid of fares.	7/13/2022 5:40 PM
199	A subway system would be life changing	7/13/2022 5:39 PM
200	expand bus rapid-transit exponentially throughout the city.	7/13/2022 5:01 PM
201	Consider adding buses to other regional metor areas to reduce congestion during peak hours, and add a HOV lane to facilitate.	7/13/2022 4:20 PM
202	Do not reduce any more lanes so drivers don't have to wait behind a bus. Cars are important too and should have a clear path without hinder their lane of travel	7/13/2022 3:44 PM
203	Revamp your Paratransit service!	7/13/2022 3:37 PM
204	Having buss go later	7/13/2022 1:01 PM
205	Create a way to broaden who is riding. Adding a pay by app feature or by card. Scanning a barcode instead of a physical pass.	7/13/2022 12:59 PM
206	Late night service also plays a key part for a growing city's downtown core. From patrons going out bar hopping to the service industry employees that also work at those businesses late at night. In fairness, late night service til 1-2 am might not be necessary for 7 nights a week just yet, but I believe that there's enough demand to try it out for 2-3 nights a week, either on Fri and Sat nights to start with, or Thurs-Fri-Sat nights for example. Just my opinion, but I think having the late night service option would quickly catch on with both the late night patrons and the service industry workers.	7/13/2022 11:04 AM
207	I think with the gas price goes up and Spokane have more population, a lot of people would use more bus if it available early and running late or 24/7. Also, some of the bus seats small really bad.	7/13/2022 11:00 AM
208	Better security at the plaza and park & ride stations	7/13/2022 10:13 AM
209	We should have foot traffic and mass transit ONLY streets. Enough to get us from the north to south side of town and east to west on at least 2 latitudes with no danger from cars :)	7/13/2022 9:25 AM
210	Bus route needed on S Barker rd to Chapman to Sullivan. Building is out of control. STA needs to keep active on these busy roads. I have to drive to my friends to get picked up for para transit. I am 1mile away from Appleway. Clean energy batteries destroy the lands that they mine the lithium. Get car manufacturers to uncover to real clean energy patents they have bought and buried over the decades. Get more miles per gallon.	7/12/2022 10:18 PM
211	More priority services and frequency to large employers (hospitals) around typical shifts. Lower	7/12/2022 9:03 PM

rates when traveling with multiple people/dependents.

212	<p>It's possible that STA should actually get smaller. Most buses are empty most of the time. Truly rethink transportation needs - mainly for those who don't have access to personal transportation. Some folks just love public transport and that's great - STA should "right size" to serve the group of lesser-advantaged citizens. It's a subsidized system to do that. Secondly, there may be some high-use, longer runs (EWU, Airport, Park & Ride) worth keeping. STA is trying to be too many things to too many people...and is pretty mediocre at all of them.</p>	7/12/2022 5:37 PM
213	<p>Service to the outlying towns in the county. On the next page it say "where do you live? - choose closet". Closest is 20 miles away. I don't ride the bus because the nearest is 20 miles away.</p>	7/12/2022 3:14 PM
214	<p>With the influx of so many homes/increased population, the road congestion is out of control. Why is STA or the City not talking about light rail? Or improving traffic flow on I-90 at Division, Freya, Argonne, Pines, Sullivan and Barker?</p>	7/12/2022 2:33 PM
215	<p>Don't try to get developers to build closer to existing stops. Rather expand to where the new housing/shop growth is.</p>	7/12/2022 2:27 PM
216	<p>Consider going fare free like this city: https://reasonstobecheerful.world/fare-free-bus-transit-alexandria-virginia/</p>	7/12/2022 2:09 PM
217	<p>Lower the prices</p>	7/12/2022 1:48 PM
218	<p>Focus on all efforts to increase non-car travel in Spokane County. Support and develop bike lanes separated from traffic, increase bike rack spaces on the front of buses, options for interior bike storage when full, improve trail and pedestrian access to safer and wider sidewalks, better street lighting around bus stops, have locational-based web or app that instantly informs rider of bus locations and arrival times.</p>	7/12/2022 11:00 AM
219	<p>Improve riding rules/enforcement and security. I often feel unsafe and filthy riding the bus.</p>	7/12/2022 10:33 AM
220	<p>Keep expanding services, you guys are doing great!</p>	7/12/2022 10:31 AM
221	<p>NA</p>	7/12/2022 9:28 AM
222	<p>I think that this survey is unclear in most ways. The first set of questions is non-specific. The "what" is there, but the "how" is not which raises a lot of questions. I don't want to vote for something I know nothing about. What do you mean by playing a more active role in land use? How? When you say financial stewardship- Our hard earned tax dollars should ALWAYS be responsibly used. What would be your more active role in land use? By whose standards and whose land are you taking responsibility of? Also, maintaining the current equipment would serve multiple purposes; for one financial stewardship and -less expensive to maintain than to wait until it breaks and once it breaks, it's less expensive to fix it than buy a new one. It provide mechanics with a job and current drivers and riders with familiar equipment. I do not currently ride the bus, but I would if it was more convenient and also faster. With the increased number of people flooding to our city, it makes me uneasy to think that if we open up our own bus lanes that it will pull from the traffic flow elsewhere. There are many that just will never ride public transit. With the future demands of our government mandating electric cars in the future, focusing on environmental change within the public transit is not all that likely to make that big of a change if everyone will be switching over. Also, it will not make the bus ride any faster if you have to stop every so often to charge up your bus. You'd have to find a solution to that like purchasing more buses and hiring more drivers. This would pull focus away from maintaining our financial stewardship which should not be taken lightly.</p>	7/12/2022 9:12 AM
223	<p>Direct express routes from transit center to transit center. It shouldn't take 3 transfers to get from valley location to downtown and then two more transfers to get to work (backtracking twice). 1 1/2 - 2 hrs is ridiculous for a 30 minute drive or a 40 minute bike ride. Maybe design the bus around commuters. As a bike commuter would like to see better service and easy of use to combine both mode of transit together. I can't efficiently use the bus from work to anywhere else, so can't use it to augment other commute options.</p>	7/12/2022 9:11 AM
224	<p>Obtaining greater ridership will allow for the justification for all the things listed above. Electrifying the fleet is great in terms of environmental impact, but justifying the cost without obtaining a greater user base would be hard. For this reason, the things that would allow for a greater number of people to use the bus system (whether making it more accessible or</p>	7/12/2022 9:10 AM

desirable to folks) would hold a greater benefit long term because then the projects that would have a greater cost associated, like electrifying the fleet, would be easier to justify.

225	When thinking about Electric vehicles being zero emission...please take into account the amount of emissions that goes into making electric vehicles, battery disposal, and the added burden of cost to replace and dispose of said batteries, charging stations, and cost of the vehicles themselves as opposed to gas or diesel. Please also consider the extra burden on the electric grid and whether that burden will contribute to possible black outs etc.	7/12/2022 9:05 AM
226	Add Northwood to the ParaTransit route, number one priority for me.	7/12/2022 9:03 AM
227	Technology, Security and ease of travel.	7/12/2022 8:54 AM
228	Make paratransit more integrated with regular transit and more reliable for people who need to use it.	7/12/2022 8:49 AM
229	To be honest, I'd have to travel to get to the bus and the bus comes across as a gross environment. Pandemic only made it worse. Used to work near the STA Plaza. Scary place.	7/12/2022 8:46 AM
230	Express line from Airport to Downtown core. Keep up with growth and housing to ensuring affordable transit for public. Public safety/cleanliness on the buses and stations.	7/12/2022 8:43 AM
231	get riders to their destination faster so that more commuters choose public transit instead of cars. For example, can some buses bypass the plaza?	7/12/2022 8:40 AM
232	n/a	7/12/2022 8:37 AM
233	Growing and making the bus a viable option for the daily commuter not just an aid for those in need	7/12/2022 8:34 AM
234	More service, more frequent. Quit taking out stops and routes. The questions above talk about working with developers to put more housing near bus routes - NO - you should plan to add bus routes to the new areas. I'm still waiting for central line - no reason it can't be up and running now whether these stops have roofs or not. Would like to see how it works and whether that type of service will be useful in other areas. Overall STA does a decent job of getting a person anywhere they need to be.	7/12/2022 8:33 AM
235	Expanding service areas, service times in the mornings/weekends.	7/12/2022 8:22 AM
236	the only priority you should have is expanding the frequency of buses on evenings and weekends. i would use the bus to go downtown on the weekend and evenings all the time if it was easy to use, but it's terrible. there isn't even a good app.	7/12/2022 8:20 AM
237	If i could pick two for number 6 i would include the last one "Innovate and experiment with new ways of meeting transportation needs." I feel there are locations in the city that people would use the bus more if it came closer to their area. There is currently no service to the Eagle Ridge area off I-195. A bus at the Yokes two-4 times a day would help that area, especially High School kids who are in the Spokane School district but there is no bus school bus or STA service there. How do they get across the highway? I love off Dishman-Mica and University in the Ponderosa area. I'm fine with the bus coming to 32nd and having to either ride a bike or walk to the closest bus stop. The Indian trail area seems to need more with all the new housing developments going up. In all it seems as though the coverage in the Valley and Spokane areas could be better in some locations. I also understand people do not want buses running through neighborhoods.	7/12/2022 7:47 AM
238	Smaller buses for routes with fewer riders consistently	7/12/2022 7:03 AM
239	try to implement a "sober ONLY" transit to make it safer for students and the working population	7/12/2022 6:35 AM
240	Bud service to/from the airport that will allow customers to make it 90 minutes before early morning bank of flights and support 11p-midnight arrivals. With airport throughput increasing better service from STA is also needed.	7/11/2022 10:18 PM
241	Make downtown less car centric. Make priority bus lanes where only buses will use them. Limit cars being downtown and expand bus routes event more. Even invest in a TRAM or lightrail to go from downtown to northside. Continually invest in infrastructure that is not car centric. Make downtown spokane as walkable as possible and out of the hands of car drivers. Make those priority bus lanes!	7/11/2022 9:46 PM

242	Create more stops within the city of Spokane such as the Northwest Terrace neighborhood. Currently, there are no bus stops in this neighborhood even though it is within city limits.	7/11/2022 8:36 PM
243	A tutorial on the STA website that teaches us "how to ride the bus." The little route maps are great if one can figure out how to use them, but like how to take a bus from say, Shadle area to Spokane Valley for a 2pm appointment, as an example. Not everybody grew up in the city. Make the buses safe and sanitary.	7/11/2022 6:41 PM
244	Transit oriented development, more frequent service so you don't have to plan day around when the bus is coming. Dedicated bus lanes. Bus priority at lights. Be able to use Apple Pay and NFC ticket. No more tickets/barcodes	7/11/2022 6:19 PM
245	Earlier inbound service on Sundays. Making the first 90 bus on Sundays an articulate bus would also help. First inbound 90 bus Sunday always gets over crowded.	7/11/2022 4:10 PM
246	Encourage more people to use mass transit to reduce traffic	7/11/2022 3:18 PM
247	Please consider supporting a light rail effort for lines like the 74 and 25 that move a lot of people a day over a long distance. This could really help with congestion on the highway, and division. Outside of that increasing the ease of access to bus stops and increasing frequency on all routes will make using the bus outside of commuter routes much more appealing as commuter service is working pretty well.	7/11/2022 3:07 PM
248	Underground subway (CDA/Post Falls/Valley/Downtown/Cheney)	7/11/2022 3:06 PM
249	Public transit's role in lessening the impacts of climate change.	7/11/2022 2:42 PM
250	More flexibility with route times. My work schedule is not compatible with STA scheduling, so I am not able to use public transit to ease my commuting costs. The bus only goes to Medical Lake 1x/hour. Please consider increasing that to 2x/hr during peak commuting times, like from 6-9 am, 2-5:30pm, and at least one bus for 3rd shift, arriving at Eastern St. Hospital and Lakeland Village somewhere around 10:30pm.	7/11/2022 2:34 PM
251	Close its doors. I have never seen a bus with enough people on it to justify this service even existing.	7/11/2022 2:09 PM
252	North-south and west-east light rail similar to Seattle. Reduce automobile lanes to accommodate dedicated bus lanes and bicycle lanes. Keep up the traffic calming measures, and promote public transit as a better way to move larger quantities of people over vehicles.	7/11/2022 11:35 AM
253	safety on the bus it self	7/11/2022 11:13 AM
254	Reduce full size and articulating busses running empty or near empty on their 15 minute schedule.	7/11/2022 11:10 AM
255	It would be nice if there were services into north Idaho for events.	7/11/2022 11:04 AM
256	Don't engage in swampy nonproductive efforts like "housing first" where the most time and money is wasted. I had to do research regarding this approach during nursing school and the amount of corruption is mind blowing. They can't find enough people to want their housing, so they give them to anyone (criminals included) just so they can get more grants to build more thus making more money.	7/11/2022 10:39 AM
257	Please think about bus stops and crosswalks. To get to SCRAPS in the valley you are dropped on the other side of the road on Trent and must cross lanes of traffic (MPH is 40) without a crosswalk :(7/11/2022 10:35 AM
258	Easier and faster travel. Example: high speed trains like in Seattle and Portland.	7/11/2022 10:17 AM
259	People with disabilities	7/11/2022 10:17 AM
260	Create incentives for people to use STA services.	7/11/2022 9:54 AM
261	lees of a burden to tax payers!	7/11/2022 9:04 AM
262	Getting bus service to the Latah Valley area. It's an area within city limits and has no service coverage as opposed to areas like Cheney and Airway Heights. This limits the accessibility of your disabled and less-abled population.	7/11/2022 8:54 AM
263	Smoother, more efficient routes through town would encourage more riders. Discounts on bud passes for educators, or other community partners can help make them more affordable. I live	7/11/2022 8:52 AM

on the south hill and work on the north side, 12 miles away. More direct routes and cheaper fees would be helpful.

264	change the paradigm from "bus" to transit. we need the next innovation beyond light rail. help innovate transit by spearheading a north-south corridor channel - maybe even exclusive to STA. Help create additional East-west connectors like S 57th or N. Hawthorne. Thanks!	7/11/2022 8:45 AM
265	The buses are empty, use small vans. The Division bus route is a joke in the double buses, nobody is on them. People are scared to ride busses, the homeless have taken over.	7/11/2022 8:42 AM
266	Divest from the STA Plaza Downtown. It serves no purpose, it is a financial drain on the public's resources, flies counter to the purpose of the Central City line, serves as a magnet for drug use and criminal activity. It would be better served as an aquarium.	7/11/2022 8:19 AM
267	Can't think of anything else.	7/11/2022 8:01 AM
268	The Cheney articulated busses are really noisy. The decibel level of the articulates is so loud passengers cannot have conversations, Even listening to the devices with headphones on is challenging. They need more soundproofing and quieter circulation fans. Additionally, please stop it with the audible advertisements for the youth summer pass.	7/11/2022 7:42 AM
269	You are wasting the earth's resources by running so many empty buses.	7/10/2022 10:10 PM
270	Extend some routes out into underserved high growth areas of the county.	7/10/2022 8:45 PM
271	bus cards you can load up with money and not have it expire in one month. If I put 50 dollars I'd like to still have some there couple months down the road or when I need to use it.	7/10/2022 8:34 PM
272	Continuing to try working with Coeur d'Alene/Post Falls in developing an interstate transit line.	7/10/2022 8:27 PM
273	Get the routes back into the Latah Neighborhood as well as the Grandview Thorpe Neighborhood. It's supposed to be "Public Transportation, not Profit Transportation. Just because "you build it" does not mean that they will come. In the "where do you live category, There was no "Browne's Addition" Option, but you are invading my neighborhood with the Central City Line. What's up with that?	7/10/2022 5:11 PM
274	Removing or replacing the monoculture grasses to more sustainable and low maintenance options.	7/10/2022 4:00 PM
275	Consider transit within Spokane as well as transit connections between Spokane and nearby cities that people commute to/from.	7/10/2022 3:19 PM
276	Ad campaigns that target young professionals working downtown. These are the people who can make lasting change for future generations. Less cars clogging our streets results in a safer downtown that becomes more family-friendly and accessible by transit, biking, and walking.	7/10/2022 1:25 PM
277	Make transit more reliable. I'd love a rail system, but I'm not about to hold my breath. In lieu of that, consider transit only lanes (not carpool lanes), so traffic is less of an issue and bus times can be predictable. If a bus trip takes 1 hour and 20 minutes, but an Lyft can get there in 14 minutes, reevaluate stop frequency and layover times. Fill in service gaps, for example the entire area southwest of Ferris is severely lacking in access and has been for as long as I've been riding the bus. But mostly, transit only lanes. I think that would greatly improve service. And maybe consider a rail in the far-off future.	7/10/2022 1:23 PM
278	light rail	7/10/2022 12:54 PM
279	Light rail	7/10/2022 12:24 PM
280	Down sizing the buses, I always see buses with 6 passengers.	7/10/2022 12:21 PM
281	Light rail! We'll need it, the thought process has to begin now.	7/10/2022 10:03 AM
282	Light rail and cycling infrastructure	7/10/2022 9:36 AM
283	Return to late night service. Not only bar goes but bar workers could take the 2.45am home and it was lovely. It was almost as if our city was alive and vital	7/10/2022 9:34 AM
284	More routes	7/10/2022 9:32 AM
285	Train systems, similar to Seattle or Oakland's systems.	7/10/2022 9:13 AM

286	Light rail to CDA	7/10/2022 8:49 AM
287	Light rail. I love the bus routes but light rail would be a huge improvement.	7/10/2022 8:18 AM
288	Express routes between longer distances	7/10/2022 7:06 AM
289	Bus fares	7/10/2022 6:27 AM
290	Expanded BRT. Explore option for light rail from GEG to Downtown and beyond. Transit oriented high density development along BRT or Light Rail corridors. ,	7/10/2022 2:37 AM
291	Please change routes to make it easier for families to attend school functions and children to get to school. It will take over an hour for my kid to get to school in morning.	7/10/2022 2:27 AM
292	I realize it's expensive, but a light rail system would do wonders for the Spokane area. Increased economic activity and reduced car traffic would be worth the costs.	7/10/2022 12:58 AM
293	Shorter bus times longer at night and more bus times on the weekends and holidays including later times on weekends and holidays	7/9/2022 11:20 PM
294	Walla Walla will have no bus fares soon. Will you follow this trend?	7/9/2022 11:10 PM
295	Cancel the whole system. If it can't sustain itself based on rider fees, cut the system back until you meet that threshold. It's not right for taxpayers to sustain this albatross.	7/9/2022 11:08 PM
296	Developing a team to focus on increasing ridership such as teaming with more employers, schools, etc....similar to EWU arrangement. Cities and county need to join in promoting increased ridership as well	7/9/2022 11:01 PM
297	Adding a light rail or tram. Making an easy to use app that tracks busses with GPS services. Making safety a priority to protect lone/vulnerable riders.	7/9/2022 9:31 PM
298	Light rail. We need local light rail. We had trollies/trains in the past, we need it now even more. We don't need busses and absolutely don't need cars, we need city trains.	7/9/2022 8:37 PM
299	More bus services on Holiday and Sunday routes	7/9/2022 8:14 PM
300	Light rail	7/9/2022 8:10 PM
301	Electric busses, smaller vans for the van pool	7/9/2022 7:58 PM
302	STA has a huge issue with homelessness. For a middle class citizen it hurts to see my tax dollars spent on a system that is thrashed on a daily basis. Fix what you already have before developing anything greater.	7/9/2022 7:39 PM
303	The greatest block to using the bus is lack of real-time route information, which causes considerable stress to the people most desperate for bussing in the moment. Bus lanes are awesome, as are BUS BULBS!!!! We should get more. Every bus stop should be an outstretching bus bulb partnered with a protected bike lane. More programs to bring bus passes to people as part of packages. I got into riding the bus thanks to a bus pass coming with my SFCC tuition. Best way to get people onto the bus is with foot-in-the-door practices that can hook them. Perhaps STA can partner with major employers like Amazon, Walmart, to help provide their employee's routes to work. Make it more easier for people working in relatively spread out jobs to know that bussing can be a cheaper, more convenient option for them.	7/9/2022 7:27 PM
304	Expansion. Both in area covered and hours. Currently it's inconvenient to get to a bus stop, and impossible for me to use it to get to work on time.	7/9/2022 6:59 PM
305	Spokane needs an east/west and north/south light rail system that is easily accessible	7/9/2022 6:46 PM
306	Light Rail/Tram	7/9/2022 6:16 PM
307	Make connections wait Closer together one shouldn't wait 30 to 45 minutes for the next connection	7/9/2022 5:55 PM
308	Try not to forget about current equipment and bus stops	7/9/2022 5:55 PM
309	A way to be able to use electric and cargo bikes on the transit system. Allowing Dogs. I would ride most places but I cant get my bike that carries my 3 kids onto the transit system to get into town.	7/9/2022 5:42 PM

310	Focus on infrastructure for cyclist and bike share programs	7/9/2022 5:22 PM
311	Lite rail would be amazing. Although it's an investment, Spokane is growing fairly quickly, and a lite rail system like in Portland (especially build before Spokane gets too big) would help lighten the congestion on vehicle traffic.	7/9/2022 5:10 PM
312	More routes at the transfer station in the west planes.	7/9/2022 5:03 PM
313	Deer Park could use a regular bus route. I can't figure out the Gold system and it seems super expensive. Not fair that Cheney (equal distance from Spokane) get a bus. It's great, but is it just because of the college? If so, that is biased because people live in Deer Park too.	7/9/2022 4:08 PM
314	A bus route to Deer Park. The Goldline system is way too expensive. Not friendly for youth. Please bring a regular bus out here. Please!	7/9/2022 4:01 PM
315	Expand the service area as most people live outside the bus lines routes. So it is easier to drive somewhere rather than take the bus. Why would I want to take the bus when it is full of homeless people	7/9/2022 3:41 PM
316	Being able to pay for a pass with a debit/credit card or app at the bus stop	7/9/2022 3:21 PM
317	Focus on increasing ridership	7/9/2022 3:20 PM
318	Light rail investment	7/9/2022 3:18 PM
319	More BRT (or light rail) systems, especially if they are combined with transit-orientated development.	7/9/2022 3:11 PM
320	Rail line	7/9/2022 2:48 PM
321	How about just shutting the STA down and getting rid of it. Stop wasting tax dollars on this stupid program. The way most the bus drivers drive, half of them should be in jail. The busses clog up traffic for just 5 people in a big bus. What a waste. Or if you do stay operating, how about getting license plates that are legible??? How about stop taxing the people who don't use the busses, charge the users only. The STA is just as bad as using eastern Washington tax dollars for the ferry system around Seattle. Shut the STA down, it fraud to waste tax dollars on the STA.	7/9/2022 2:41 PM
322	light rail	7/9/2022 2:21 PM
323	Innovate and experiment with new was of meeting transit needs plus have car sharing where you can use bus pass for ride to the closest bus stop.	7/9/2022 2:11 PM
324	Reduce services, buses are very empty all the time, take money away from STA as it is not used and use it to reduce taxes. Don't try to force people to uses services when they are not wanted or needed.	7/9/2022 2:08 PM
325	Budget should be justified by ridership. It is not free money. The trend is no longer toward mass transit. Many buses are nearly empty. Riding the bus is dangerous. Maybe time to pull the plug.	7/9/2022 1:22 PM
326	Please run some bus routes to service the kids that attend Mt Spokane High School. They get free bus passes, but very few students can access the bus system from where they live, making the free bus passes obsolete. At least add an additional bus stop or a park & ride by the Yoke's in Mead. There is plenty of space for it.	7/9/2022 1:05 PM
327	Some type of service available to people who live in Mead and Colbert	7/9/2022 12:30 PM
328	Better ventilation to help reduce the spread of airborne diseases, like covid, flu, et al.	7/9/2022 10:46 AM
329	Expand the STA service for the older and disabled.	7/9/2022 9:45 AM
330	Make STA services more accessible and desirable and work better.	7/9/2022 8:52 AM
331	I've said for a while now that we need a light rail that goes from newport, wa all the way to the airport. I'd ride that multiple times a week as would many of your rural community people. Connecting the outer communities with services would be my top priority tbh	7/9/2022 8:15 AM
332	I90 transit corridor built to eliminate rush hour traffic and smog to the area due to increasing population	7/9/2022 7:46 AM
333	Expand routes to areas not served in the city, for example the neighborhoods in southwest	7/9/2022 7:41 AM

Spokane off of 195.

334	Replace bus turnouts on Division. With cost of fuel it is #1 on my list ... #2 is to get rid of these huge buses that carry very minimal and at times zero passengers. Looks into shuttle type vehicles.	7/9/2022 6:58 AM
335	Strongly consider going into Deer Park. It's part of Spokane County and is growing leaps and bounds with multiple housing developments.	7/9/2022 2:35 AM
336	Late night/early morning workers	7/9/2022 2:26 AM
337	Currently, the STA bus system map is set up like a spider, where most if not all lines meet at the plaza and snake out to different destinations. This makes taking public transit rather inefficient for people who live in a neighboring region to their job. For example, it takes about 20 minutes for an employee of Sacred Heart who lives near Cannon Hill Park to walk to work, but because of how the bus routes are structured, it takes 45 minutes to take public transit to work. It would be a lot more convenient and desirable for such commuters to have more bus routes that run across south hill without detouring through downtown, functioning in more of a grid pattern than a spider pattern. I also think it would be awesome if some routes could be added to enable access to more of Spokane's nature areas. As it stands, it's really difficult for someone without a car to get to Greenbluff, Bowl and Pitcher, Dishman Hills, Iller Creek, etc., which are some of the biggest attractions the Spokane area has to offer. Increasing access to those areas, even if only on a seasonal basis, would benefit the city, the surrounding area, and the people of Spokane in numerous ways.	7/9/2022 12:37 AM
338	Help drivers be more responsive to people flagging them down. Drivers drove by us twice in the last 2 weeks	7/8/2022 11:53 PM
339	Training for drivers to be responsive to people flagging them down when they are crossing the street to get to the bus!	7/8/2022 11:48 PM
340	Be able to pay fare using your mobile phone. Similar to Seattle's public transportation system. (Apple pay, QR code scanning)	7/8/2022 10:00 PM
341	Add more bus top to residential areas and more buses to the road.	7/8/2022 9:13 PM
342	nose	7/8/2022 9:13 PM
343	Light rail line to Spokane Valley, Post Falls, and CdA	7/8/2022 8:43 PM
344	Right sized buses for the route. Perception plays a big role and when you see buses only 1/4 full it gives the impression that no one rides and why help fund it.	7/8/2022 7:51 PM
345	Lower the cost. You are making it coat prohibitive. If it take 2 hours to take a bus you can drive to in 20 minutes, why take a bus? Routes need to be more logical	7/8/2022 7:48 PM
346	Leave the prices alone as they are. People are getting tired of increases of the services	7/8/2022 7:31 PM
347	More safety and more accessible routes	7/8/2022 7:17 PM
348	Be creative in being accessible to people who contribute and pay for it. Discount for people going to school, training or work. Make sure safety is a top priority for riders and drivers.	7/8/2022 7:01 PM
349	Better management of our public money!!!!	7/8/2022 6:55 PM
350	Please put more bus options/routes/times at buildings with large workforce (usps pd&c, Amazon,)	7/8/2022 6:12 PM
351	Charging more of riders and reduce taxation	7/8/2022 6:08 PM
352	Rider safety	7/8/2022 6:07 PM
353	Contact-less fares would make the system more efficient and more user friendly for all.	7/8/2022 6:01 PM
354	Light rail. It will never, ever be cheaper.	7/8/2022 5:54 PM
355	Real time bus info. Light rail.	7/8/2022 5:42 PM
356	Encouraging wider use of the transit system by those who have alternative transportation resources, i.e. Leave your car at home, or using it only for those trips not served by transit resources	7/8/2022 5:11 PM

357	Keeping it safe for single women and easy for moms to use so they can safely get to and from with their child close to their homes	7/8/2022 5:07 PM
358	Please have route 25 continue north on Nevada to Costco and then north to Farwell then heading west on Farwell with a stop at Pittsburg. Then on to Hastings Park and Ride. Of course with a stop or two further on Farwell/Hastings. Thanks. Need it right a way for our daughter who cannot drive. Again thanks	7/8/2022 4:50 PM
359	later weekend hours are needed for cheney	7/8/2022 4:38 PM
360	Busses that fit the need I see large busses with few riders	7/8/2022 4:37 PM
361	More routes and more frequent	7/8/2022 4:05 PM
362	Stop wasting taxpayers money on running giant busses that are never even close to being full.	7/8/2022 3:44 PM
363	Keep focused on allowing people to get more places and at more times, including for people who need transportation on weekends and hours of the day not currently covered. I have been riding STA for almost 20 years and I think Spokane could still learn a lot from other cities, like Seattle and Portland, that I have also ridden on when it comes to being the kind of service that we need here. STA continues to seem to see itself as a smaller city that only needs to focus on its downtown core as an example but it is a large, not only in terms of population, but in terms of physical size, one that should learn from other bigger ones, particularly on how to assist the people who depend on help with transportation, not just ones who ride it out of convenience. There is a big difference obviously between those two things.	7/8/2022 3:38 PM
364	I would use the bus if it stopped close to my house, especially for downtown shopping and events.	7/8/2022 3:32 PM
365	Make the drivers and STA employees more a priority , they are the face of STA.	7/8/2022 3:23 PM
366	Stay out of the taxpayer's pockets You are NOT sound transit	7/8/2022 3:18 PM
367	Think of the people, not your bank accounts and egos.	7/8/2022 3:15 PM
368	You guys are the best! Thank you for everything you all do!	7/8/2022 3:11 PM
369	More connections outside of Spokane proper to service the smaller communities	7/8/2022 3:07 PM
370	The need of the many over the needs of the few	7/8/2022 2:24 PM
371	Focus on improving frequency of transportation in the newer areas near Five Mile Heights.	7/8/2022 2:10 PM
372	Expand transit to more areas around town and increase frequency	7/8/2022 12:17 PM
373	Get the buses to run through the night.	7/8/2022 12:55 AM
374	Safety while riding, don't allow bums and junkies on transit! Keep them away from bus stops!	7/7/2022 9:45 PM
375	Not Taking all the time off the runs so drivers get no breaks	7/7/2022 8:11 PM
376	Better marketing of why people should be riding the bus, especially now while gas prices are increasing!	7/7/2022 3:20 PM
377	Lower the rates a little	7/7/2022 8:15 AM
378	Expand into more neighborhoods. Have better ways for people to cross the street safely so people can catch the bus.	7/7/2022 12:51 AM
379	Downsizing. Way too much waste and a nuisance. Not to mention all the damage the busses cause to the roads.	7/6/2022 10:09 PM
380	24/7 busses	7/6/2022 6:01 PM
381	Expand or add more routes, make more express busses	7/6/2022 4:57 PM
382	Stop stealing taxpayer dollars	7/6/2022 4:50 PM
383	Put sta 94 to the valley transit center	7/6/2022 4:21 PM
384	Lowering the cost of bus fare. Many people on fixed or low income can not afford to use sta. If fares go up, ridership will go down	7/6/2022 12:48 PM

385	More stops	7/6/2022 12:12 PM
386	Paying mechanics a liveable wage	7/6/2022 12:10 PM
387	Expand routes / rates for all schools.	7/6/2022 10:49 AM
388	More Express routes with fewer stops	7/6/2022 10:43 AM
389	Keep up the good work...you guys are amazing	7/6/2022 6:51 AM
390	Transportation to bus stops instead of making people with injuries etc have to walk to bus stop. Disability transportation needs to be increased with more accessible and shorter wait times.	7/5/2022 10:33 PM
391	Need to maintain the current service and slowly add new services that will help attract New Riders	7/5/2022 10:06 PM
392	1. Mixed mode transit services, like park & rides, scooter and ebike parking at stops, etc. 2. Underserved potential transit needs, like night shift workers, grocery runs and other errands, trips between neighborhoods without needing to pass through city centers (This is a personal one to me - to reach the closest post office 1.3 miles away in the neighborhood next to mine I either need to walk 40 minutes along inconsistent sidewalks and cross 2 arterial streets or I can walk 15 minutes and take 2 buses. STA does a great job at serving economic centers, and I want that to continue, but I also go to smaller destinations that need better built infrastructure, traffic controls, and transit access.) 3. In the city of Spokane infrastructure improvements like sidewalks largely depend on property owners paying out of pocket or years of coordinated lobbying by neighborhood residents. I'm sure you, as an organization, are aware of the difficulties filling volunteer advocacy positions. This means older neighbourhoods with a higher proportion of renters, such as those in NE Spokane, are less able to advocate for or pay for things like systematic sidewalk infill. STA should consider coordinating with cities and the county using a .25-.5 mile radius around proposed stops to set up some kind of sidewalk, crosswalk, and traffic calming measure financing program.	7/5/2022 7:31 PM
393	going fare-less!	7/5/2022 6:15 PM
394	A bus that stops on both sides of the maple street bridge. This would connect a low income area with affordable grocery stores. The 2 options in the north side of the bridge my fresh basket and Safeway are more expensive (and Safeway is not friendly to single people with sales) than grocery outlet and rousauers	7/5/2022 6:12 PM
395	New bus top and bottom	7/5/2022 6:05 PM
396	City bus's need to have seatbelts	7/5/2022 5:41 PM
397	Expand valley routes. For instance have bus service from Pines & mission to mission& sullivan. There are no busses past evergreen and mission.	7/5/2022 1:26 PM
398	Bus pass on phone wallet. Double decker busses, light rail line, more frequent	7/5/2022 11:20 AM
399	Better services for county residence to get into the city easier so less cars are needed. Train line between downtown and Idaho.	7/4/2022 10:17 PM
400	I know a big reason me and other coworkers avoid taking the bus is length of the rides. On my way to work it is about an hour ride (double the time it would take to drive) which is very reasonable. But the drive back is about triple (partly due to long stop at the airport).	7/4/2022 8:05 PM
401	Matching up bus routes at plaza so you dont have to miss a 5 or 35 after bus on the weekend for a bus getting downtown a few to 5 minutes later than those buses leave. I miss my 5 after and 35 after buses frequently because of the way weekend bus schedules match up. As in Bus 4 going downtown to catch the 42 or 43 at 5 or 35 after. It really is frustrating and exhausting frankly.	7/4/2022 6:32 PM
402	Quicker service from 5 mile to Spokane valley industrial park	7/4/2022 5:34 PM
403	Light rail from Cheney>Airport>Downtown>CdA Or run an express bus from Spokane to CdA	7/4/2022 4:43 PM
404	24 hour monorail from Spokane to coeurdalene if possible atleast liberty lake.	7/4/2022 3:56 PM
405	I think it's great that STA is going electric, and looking into transit priority. With not for bus stop improvements with sidewalks and cross walks it would be wise to look into making those crossings either continuous sidewalks and raised crosswalks	7/4/2022 1:56 PM

406	Focus more on the few people in the community that use your services paying a larger share of operating cost.	7/4/2022 12:00 PM
407	More valley stops!!!	7/4/2022 11:31 AM
408	Putting a bus route in by pines and Trent there are a lot of families in the apartments that don't have cars	7/4/2022 9:22 AM
409	Adding light rail, and advocating a high speed rail route between Spokane and Seattle.	7/4/2022 8:53 AM
410	Cooler busses	7/4/2022 8:03 AM
411	Please expand bus service to the community of Windsor Crossing in Geiger heights	7/4/2022 7:30 AM
412	Telling the bus driver, we don't appreciate heading to a seat and the driver starts driving off without us even sitting down and potentially falling. This can also lead to a lawsuit if someone gets hurt, I've personally fell twice now.	7/4/2022 1:03 AM
413	Division St express city line. Continue to improve and support using cell phones to ride like Portland does.	7/3/2022 11:04 PM
414	Bus security riding personnel. Adjustment of attitudes of coach operators to make riding the bus safe.	7/3/2022 9:15 PM
415	Get rid of every bus having to go to the transit center. So inefficient and adds more bus transfers which commuters hate.	7/3/2022 6:39 PM
416	with more people working week=ends start buses earlier mainly on sundays	7/3/2022 5:34 PM
417	Better security along all routes particularly 25 and 90 where the most aggressive homeless travel.	7/3/2022 4:15 PM
418	Ride on demand	7/3/2022 3:57 PM
419	None	7/3/2022 10:12 AM
420	Don't build any more park and rides. The one by me is a waste of money. Make fares cheaper instead of wasting money on unimportant things.	7/2/2022 8:34 PM
421	Making everything cleaner	7/2/2022 7:55 PM
422	Better and safe places to make connection	7/2/2022 6:20 PM
423	Affordability. Not everyone can afford the current prices.	7/2/2022 5:58 PM
424	take credit cards street cars vs buses only, since light rail is a pipe dream	7/2/2022 4:54 PM
425	Work with schools..adjust schedules to work better for students. Make bus riding safer for students. Free bus passes for students	7/2/2022 3:35 PM
426	Trying to reduce pass costs as much as possible. For people like me who live paycheck to paycheck, and cannot drive due to disability, income limitations not allowing for ownership of a vehicle or driving courses, and other similar situations, we rely HEAVILY on city transit. Where I used to live, city taxes paid for all city transit and therefore, people weren't spending their last \$50 on a pass for the month. There's been several times where it's either I buy food or a bus pass for the month to get to work, school, or appointments, and I almost constantly must rely on the bus. Reducing these costs as much as possible would make buses in Spokane 10x more accessible for everyone. Even if weekly or monthly passes were just \$10 less or it was \$1 per ride instead of \$2 would help people like me a ton.	7/2/2022 2:33 PM
427	Access	7/2/2022 1:22 PM
428	You need to prioritize better services in the valley. The south hill has bus stops on every corner, the valley's stops are miles apart. Getting downtown from the valley takes forever unless you DRIVE to one of the transit centers. Why would I drive to ride the bus? Instead of getting businesses etc to move near bus stops how about moving/adding bus stops where they are needed.	7/2/2022 11:51 AM
429	Adjust to the patterns of growth in the area and a regular service from downtown Spokane to Downtown Coeur d'Alene	7/2/2022 11:01 AM

430	Expansion of the city population has meant further suburbanization and that more people live prohibitively far from a bus route, I would love to see more park and rides, and would really love to see a collaboration to get riders between Spokane, Post Falls and CDA as there are thousands making that commute daily.	7/2/2022 10:57 AM
431	Free rides for low income families	7/2/2022 10:20 AM
432	Study the feasibility of a rail based transit into the downtown core of Spokane that not only serves the needs of downtown, but the needs of communities in the metropolitan area. Rail service to the airport, the suburbs, and job zones that is grade separated from traffic and reliable as the region continues to grow. The time to consider other modes of transit is now before the regions population grows significantly higher. Streetcars used to traverse the city, and light rail can too.	7/2/2022 10:19 AM
433	Put shelters on both stops at Illinois and Hamilton	7/2/2022 10:09 AM
434	1) STA should absolutely play a heavy role in land use, development, and planning decisions. Transportation is the backbone of how a community/city lives. As we've seen in the past 5 years, congestion is on the rise due to private automobiles. The more the region sprawls, the faster that quality of life in our region will degrade due to increased commute times in the form of congestion AND commute distance. This sprawl is also bad for the environment; more energy is used for transportation, a lot of embodied carbon goes into building new roads, urban heat islands increase, and more greenfield gets chewed up. Regarding greenfields, one has to look no farther than the US-2 corridor by Costco; what was once a serene ponderosa pine forest has just become another Anywhere America suburban tract development. The Spokane region is losing it's character and beauty as a result of suburban sprawl. Densifying the urban areas of Spokane will cut people's commute times, commute distances, increase housing affordability (due to more supply), and will boost ridership on STA making routes more viable. 2) Another thing that STA should prioritize is adding more "cross-town" routes both in the north/south and east/west directions. It's currently hard to jump between parallel routes in our arterial street grid (Maple, Monroe, Division, Nevada, Crestline, Market; Trent; Sprague, and Broadway; as well as move laterally across the South Hill). For example someone going from the Garland Theater to Camp Chevrolet to Rogers HS would need to take 7 buses (4 to 33 to 25, back on 25 to 27 to 28 to 33). While cross-town routes may not get the most ridership, they are crucial for ease of mobility. Not everything people need to access is located along a single route. One innovative consideration to solve the cross-town connectivity issue and "break down the arterial grid" could be doing "A/B" variations of high frequency core routes to different destinations. For example creating a route #25-H to Hastings and #25-F to Five Mile, rather than sending everything up to Hastings. Hastings would maintain its 15-minute frequencies, but the overlapped areas along Division with both F and H of #25 would get the benefit of 7.5-minute frequencies. This could solve an issue for people who live in NW Spokane but have services they need to access along Division (such as Holy Family, NorthTown, etc.) They'd be able to just one bus rather than needing to transfer between 2-3 routes. 3) STA should also consider dynamic scheduling and routing rather than running a standardized schedule on fixed routes. Where people need to go on weekends often differs from where people need to go on weekdays. Same with morning vs. evening. Aligning resources and routings with general population mobility trends would be a good way to increase efficiency, use, and desirability of transit. For example routes from neighborhoods to downtown are great on weekdays (most people will just be going between home and work). But on a weekend, maybe consider adding a direct route from North Spokane to the South Hill (maybe a portion of the population wants to go from home to Manito Park, or from the South Hill to NorthPointe Plaza for shopping). Same goes for the Airport route - this route has low ridership because the bus schedule does not align with the flight schedules at the airport (i.e. early morning departures, late evening arrivals).	7/2/2022 9:16 AM
435	Free 30 day bus passes for Medicaid folks, it's hard to look for jobs or find housing when bus passes are so expensive	7/2/2022 8:30 AM
436	Be more environmentally conscious about the surrounding areas.	7/2/2022 8:01 AM
437	Light rail. With our population exploding, rail from the west plains to CDA and north along division would be critical in maintaining livability and housing affordability as we'd be able to place high density housing along these corridors..	7/2/2022 7:58 AM
438	Expand service especially in poorer areas, but also near new development. More ways to pay more easily.	7/2/2022 7:34 AM

439	Free transportation	7/1/2022 11:47 PM
440	1. Make more direct Route to the Airport terminal during travel season. 2. Add Midnight service 60-90 minutes (after the regular Route end service to next day first run) for some workers who work early morning. 3. Expend the service area 4. Make more county connectors service like Cheney - Pullman (non-schoolday) or Spokane-Sandpoint etc.	7/1/2022 11:30 PM
441	A restroom for the valley transit center. Some people ride your buses and take medicine that makes them go more frequently and there is nowhere for them to go.	7/1/2022 9:54 PM
442	Go big. Be bold. Build fixed use corridors that go big with transit-oriented development.	7/1/2022 9:52 PM
443	Promoting more accessibility with bike connections would be good. Security should be a high priority. Most people I've talked with don't ride the bus because they believe it is not safe.	7/1/2022 9:41 PM
444	Safe ridership	7/1/2022 9:16 PM
445	Bike racks! More capacity, perhaps weekend routes to serve Centennial Trail riders.	7/1/2022 8:59 PM
446	New bus top an bottom	7/1/2022 8:05 PM
447	I would like to see parat transit buses get new shock absorbers. The ride on paratransit is really really rough.	7/1/2022 7:41 PM
448	Get in gear and get that cross town express up and going.	7/1/2022 7:21 PM
449	I think disabled people need the services the most. The economy has pushed many out of car ownership, and they can't get to multiple or last minute medical appointments which are rarely available as it is. A smaller smart car transportation for medical appointments would be most helpful. Not everyone needs the big paratransit bus with a lift and wheelchair accomodations.	7/1/2022 6:43 PM
450	We need a light rail network. I lived in Phoenix through its development of light rail and the transformation was amazing. Businesses thrived as a result and it greatly expanded where non-driving people could work, which had a huge positive effect on underemployed and homeless populations. It also meant less drunk drivers and less parking trouble. The one huge mistake Phoenix made was putting the train in traffic, it needed to be elevated. I know that's expensive in the short term but it's vastly cheaper in the long term and we need to be long term thinkers. I will gladly pay my portion of the tax burden for this and I will eagerly ride the light rail despite having a car.	7/1/2022 6:20 PM
451	safty at stops and at downtown depot	7/1/2022 1:33 PM
452	continue to take feedback and adapt throughout the 10 year period	7/1/2022 9:20 AM
453	N/a	7/1/2022 8:53 AM
454	Tram or rail running north south and running west east to cda.	6/30/2022 5:59 PM
455	Bus rapid-transit systems along major arterial routes. This would go a long way towards making Spokane work better as a modern non-car-dependent city	6/30/2022 4:38 PM
456	Use transit-related funds to leverage and help deliver capital projects for local governments responsible for the street network.	6/30/2022 1:33 PM
457	More buses more often, light rail from liberty lake to the airport with limited or selected stops	6/29/2022 7:02 PM
458	Creating a Regional Transit Authority, that will service both Kootenai & Spokane, with STA and CityLink being under its umbrella.	6/29/2022 3:33 PM
459	Focus on serving "essential workers,"--The folks that start at 5 am, close at midnight, or finish a night shift at the Amazon warehouse and currently wait for *2* hours for the first bus to get home. Run regular schedules on holidays and weekends because those workers still need to get to their jobs. Incentivize the low-paying employers to subsidize bus passes or stop collecting fares altogether. Generally, stop focussing on your white-collar downtown workers, and focus on everyone else who needs STA to get to jobs to serve the white-collar workers.	6/29/2022 1:38 PM
460	More routes and later bus service all week and weekends	6/29/2022 1:37 PM
461	Route 32 should be adjusted due to shelter.	6/28/2022 11:41 PM
462	Safety riding the bus by not allowing junkies to ride.	6/28/2022 7:38 PM

463	Later running buses. Better Sunday service.	6/28/2022 6:48 PM
464	I would love to see a future in which folks in Spokane can get from point A to point B reliably by bus instead of the current system where everyone needs a car.	6/28/2022 6:16 PM
465	Light rail, streetcars, passenger rail from CDA to Cheney, bus priority roads, autonomous busses	6/28/2022 5:47 PM
466	Bus lines to CDA and adjacent cities, including lines to Silverwood	6/28/2022 3:59 PM
467	I would like to take the bus to commute to work and to down town, but I find it is much longer, not predictable, and because of the hub and spoke model, it is more efficient for the company but not the rider.	6/28/2022 2:58 PM
468	STA is potentially able to help reduce the amount of vehicles that are on the roadways. Some factors are out of STA's control, such as a majority of Spokane residents have no choice but to have a vehicle to get groceries, or go to work (it was a very common practice for employers to ask if an interviewee has their own vehicle which should not be a criteria for hiring a person. This was something I have experienced for the past decade). But STA needs to address the timing of bus routes so commuters can feel confident they will make it to work on time. Is Spokane finally big enough to have a N/S and E/W transit bullet train system?	6/28/2022 2:27 PM
469	Make bus service start earlier on Sundays and holidays some people like me work in places that are open 365 days a year and still need to get to work. My job had to change the work schedule on Sundays and holidays to accommodate the ridiculous schedule and make it run later so people can get home. People have jobs to can end past 6PM on a Sunday now have to find another way home.	6/28/2022 1:45 PM
470	Get the bus stops out of traffic so cars can pass without changing lanes and endangering others	6/28/2022 10:32 AM
471	As gas prices increase, flexibility and accessibility could really help to make transit more convenient, but it needs to be marketed as such to all the drivers in Spokane. Make buses with spaces for luggage to go to the airport or grocery store. Make easier ways to take your bike on the bus (the front load bike racks can be a bit difficult if you don't have good arm strength or you have a heavy electric bike). How could you encourage people going to events at night on a snowy weekend to ride the bus instead of trying to drive and park?	6/28/2022 10:13 AM
472	Routes/rails to North Idaho destinations - Post Falls and Coeur d'Alene. If you really cared about helping with congestion and pollution, you would mitigate the transit issues of I90 for Spokane residents visiting CDA and commuters from Idaho to Spokane. Be part of the solution.	6/28/2022 8:34 AM
473	Replace your giant busses with cars, stop slowing traffic, stop wasting tax \$	6/28/2022 7:35 AM
474	innovate to improve services for the people who utilize the transit system the most.	6/28/2022 6:58 AM
475	Please continue to innovate and look for more ways to meet the needs of the community while protecting our environment as much as possible. Thanks for asking!	6/28/2022 6:46 AM
476	Making rides on bus free like the Intercity transit does on the west side of Washington.	6/27/2022 4:21 PM
477	Get city and business leaders to ride the bus and actually meet the people they are supposed to be working for!	6/27/2022 2:55 PM
478	Safety at bus stops, more covered shelters at bus stops	6/27/2022 2:51 PM
479	More buses on the weekend and later into the night!!	6/27/2022 10:43 AM
480	Safety for passengers	6/27/2022 9:39 AM
481	Looking into light rail system to help connect suburbs to the city. Look at the MAX Light Rail system used in Portland to connect people in the suburbs to the central bus system.	6/27/2022 9:35 AM
482	It may sound far fetched to most, but Instead of battery busses, you should really invest in trolley busses. They are just better all-around than battery, hydrogen and diesel. Also bus lanes are a MUST.	6/26/2022 10:35 PM
483	Currently the Bus Plaza is inaccessible during special events downtown. The Alternate bus stops are in an undesirable location for people with Disabilities. I have a difficult time walking uphill on a leg with Chronic Regional Pain Syndrome. Please locate a permanent alternate bus	6/26/2022 9:00 PM

routes closer to downtown such as around the Cathedral of Our Lady of Lourdes which is just outside the area events are situated.

484	More for older people like the VIP Senior Program.	6/25/2022 1:50 PM
485	Longer service hours especially weekends/holidays. My route (144) is too limited!	6/25/2022 9:22 AM
486	Definitely needs more frequent trips to more places- especially early morning and later at night. I find it odd that there isn't overnight transit as many hourly workers work graveyard shifts too- look at Amazon for example. I also really worry about the high schoolers who are now forced to ride the bus due to the expansion to 1.5 miles distance away to be able to ride a school bus. With more of them riding already packed buses in the morning, it's all the more reason to have more frequent trips and expand the area serviced. And God please protect them from the occasional unruly riders. The drivers cannot and should not have to deal with drunks and drug users or homeless people pretending to have lost their pass or be short a dollar and then stand there awkwardly holding everyone up or getting aggressive. Security on the bus would be great.	6/24/2022 11:02 PM
487	Building a network of frequent (15 minute) service, particularly on weekends and late nights to support essential workers and enable more Spokanites to live car-free.	6/24/2022 6:41 PM
488	Expanded hours to/from the airport, timed with early/late flights. Service on W Summit Pkwy in Kendal Yards would be nice. Service to/from Idaho.	6/24/2022 3:01 PM
489	Plan housing and community developments around transit stops. Figure out the transit stops first, then build the housing communities to streamline efficiency.	6/24/2022 2:44 PM
490	Transportation to senior services, seniors ride free	6/24/2022 1:44 PM
491	How to quickly get people long distances. Like North Spokane to Liberty Lake or the Airport without the need to make multiple transfers and stops.	6/24/2022 11:35 AM
492	Better service to/from airport. Light rail service between Airport/Airway Heights to Spokane Valley/Liberty Lake (east/west service) and between South Hill to "The Y" area (north/south service) Commuter Rail service serving Cheney, Airport, downtown Spokane, Spokane Valley, Liberty Lake, Post Falls, Coeur d'Alene	6/24/2022 11:05 AM
493	Political headwinds and the boom/bust cycle of governmental subsidies in the transportation sector.	6/24/2022 9:53 AM
494	light rail from Cheney to WA state line	6/24/2022 9:41 AM
495	Buses are now empty or have very few people on them. Smaller buses, and vans. More stops for elderly, and at medical facilities, and stores. Also, clean up the station, it is overrun with people not riding the buses...	6/24/2022 9:32 AM
496	More frequent services including on weekends and earlier in the morning with more zero emission vehicles. Partnership with neighborhood councils or Dept. of Neighborhood Services regarding: Improving more bus stops to be accessible to wheelchairs and adding more shelters, benches, real time signage, library or food pantry services, and other amenities. Making it easier to get to the bus stops with more sidewalks, crosswalks, and pedestrian crossing signals.	6/24/2022 9:15 AM
497	Find a way to actually enforce "rules" on the buses, i.e., no feet on seats, no loud music, proper drinking utensil so no spills!	6/24/2022 9:09 AM
498	Perhaps creating a transit line that goes into Coeur d'Alene, Idaho with a stop in Post Falls, Idaho which drops folks off in Spokane.	6/24/2022 9:07 AM
499	I dont ride the STA anymore but I did for years. The biggest deal is making it accessible to people who want to work 1 2 3 jobs ya know I had a situation years ago where I lived downtown but had two jobs in the valley however I had to catch the first bus in and the last bus back, I was lucky. If I had the ride the bus for my current job which is a great job I am paid well, my customers are mostly on the East Coast luckily I work from home nowadays but the bus would not be fast enough to get me to work the last time I looked at the schedule I have always thought that earlier busses and later busses and EXPANDED services for the weekend were very important	6/24/2022 9:06 AM
500	It would be nice to see a few bus stops south of I-90 on Garden Springs road. I have to walk a mile to the nearest bus stop. The ride to/from work is not long but that extra time to walk to the	6/24/2022 9:06 AM

	bus stop makes my commute long (1- 1.25 hours vs 15 minutes to drive in) that I find it easier to not use the bus.	
501	paying employees fair and equal wage between para-transit and city bus lines!	6/24/2022 8:59 AM
502	Increase sun/holiday service on all routes start earlier and extending later then current sun/holiday service	6/24/2022 7:54 AM
503	The Minnehaha area is in desperate need of the route 38 that was proposed to become a reality in 2222. If STA is partnering with SPS for high school students, many students in our apartment complexes will have to walk over a mile to get to an STA bus stop. Personally, I would utilize the bus a lot more if Route 38 had become a reality. I would have been a monthly pass holder. As Route 39 is, the stops are too far away for me to walk, and if I have to drive all the way to a park and ride, it just doesn't make sense to pay another two bucks to use the bus, after the gas to drive there.	6/24/2022 7:06 AM
504	I notice STA bus routes go along main roads, but sometimes the bus stops are too far away from malls or big box stores. People take a bus wanting to go shop. Thinking about having to walk far to Airway Height Walmart from a Cheney bus stop, especially after shopping carrying heavy stuff, keeps me at home instead. The bus routes should be designed to facilitate people going to shops -- put the bus stops around the shops/mall area even if the bus route has to detour from the main road.	6/24/2022 6:57 AM
505	Continue developing transit services to North Idaho, CDA, Post Falls, Rathdrum, perhaps seasonal service to Silverwood.	6/24/2022 6:48 AM
506	Having midnight service to Airport & Amtrak station during Summer quarter and Winter break during non-EWU SCHOOL DAY, this action will help increase tourist rider. Also, Use the Airport terminal become the Express transfer station and save the tourist time	6/24/2022 12:03 AM
507	Make the buses run 24/7	6/23/2022 8:23 PM
508	The drivers need to be trained to be more alert to waiting passengers. I've had two experiences recently where I was in plain sight and the driver wizzed by as though I wasn't even there. They need to LOOK MORE FOR PEOPLE WAITING.	6/23/2022 8:20 PM
509	The number one planning goal should be light rail from Cheney to GEG to Downtown to Valley to CDA. All great cities have this. Start now. Don't wait. It needs to be in the plan so all other decisions will support this in the long run. To leave this out is short sighted and will cause our region to under perform.	6/23/2022 6:35 PM
510	I think that STA needs to work on better weekend service. Would it be possible to use the week schedule at least on Saturdays? Is there a way to make the downtown plaza safer? I do not feel safe and try to avoid that plaza as much as I can.	6/23/2022 4:24 PM
511	Please remove parking meters from bus stops downtown.	6/23/2022 4:23 PM
512	Hoping to see more electric busses actively in service but yet you guys have 2 out of the 14 in active service	6/23/2022 4:17 PM
513	Pay bus drivers more so you retain them better.	6/23/2022 4:11 PM
514	Rail service to the valley and CDA.	6/23/2022 4:10 PM
515	I've been learning about how good public transport and "walkability" positively effects revenues and desirability of the locations served and made walkable. "Stronger Towns" and "Not Just Bikes" are great resources. Compared to other cities I've live in I really think Spokane is going in the right direction. Encouraging mixed-use zoning, housing, safe bike lanes and businesses in walkable areas close to bus lines in more areas of the city would go a long way to making Spokane a great place that WANT to be in. If the PT system becomes more desirable and easy to use we could see more people using it, lower traffic problems, improve the health, fitness (by walking and cycling) and happiness of citizens and destigmatize bus use. Too many people in Spokane still view the bus as only foor the poor and desperate, but I know that it os often the faster and less stressful option to get around the city. If we can stress this to more working class people and consumers and make it more available to them we could see improvements in support and revenue for these systems. Spokasne is growing rapidly and we struggle with poverty. I feel that supporting a sprawling suburbia and car-centric infrastructure in this age and economy will only compound upon problems the city faces.	6/23/2022 8:59 AM

516	How about those of us out here in the 'boonies'? Trent between Pines and Sullivan. The nearest bus stop is 1.3 miles away.	6/23/2022 4:33 AM
517	Strong highway service	6/22/2022 8:41 PM

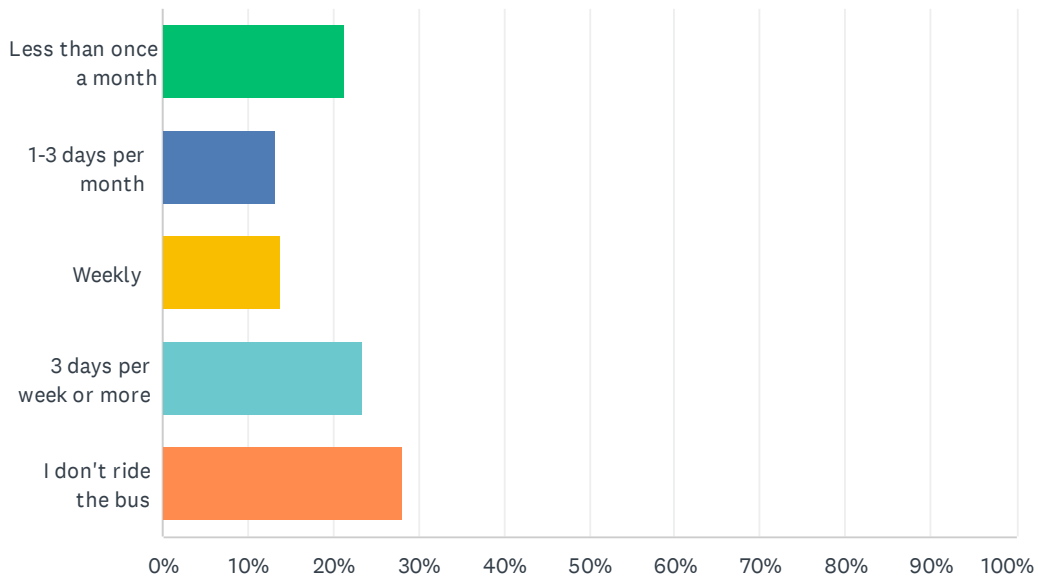
Q8 Where do you live? (select the closest)

Answered: 815 Skipped: 34

ANSWER CHOICES	RESPONSES	
Airway Heights	1.60%	13
Cheney	4.05%	33
Coeur d' Alene	0.49%	4
Colbert	1.10%	9
Deer Park	1.10%	9
Downtown Spokane	9.45%	77
East Central Spokane	5.15%	42
Fairchild Air Force Base	0.12%	1
Fairwood	1.10%	9
Four Lakes	0.37%	3
Geiger Heights	1.23%	10
Glenrose	0.00%	0
Liberty Lake	2.21%	18
Mead	2.94%	24
Medical Lake	0.37%	3
Millwood	2.09%	17
Moran Prairie	1.96%	16
Nine Mile	1.23%	10
Northeast Spokane	8.83%	72
Northcentral Spokane	6.26%	51
Northwest Spokane	13.25%	108
Otis Orchards	0.61%	5
Post Falls	1.23%	10
Spokane Valley	14.48%	118
South Hill Spokane	18.53%	151
State Line	0.25%	2
Suncrest	0.00%	0
TOTAL		815

Q9 On average, how often do you ride the bus? (select one)

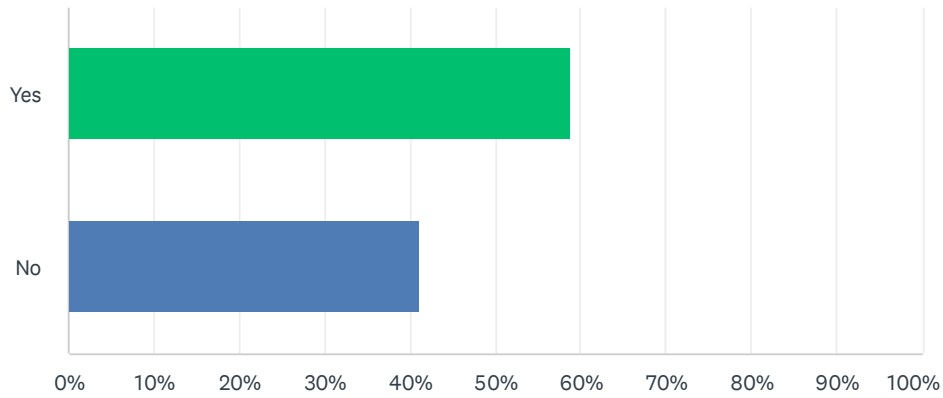
Answered: 824 Skipped: 25



ANSWER CHOICES	RESPONSES	
Less than once a month	21.24%	175
1-3 days per month	13.23%	109
Weekly	13.96%	115
3 days per week or more	23.42%	193
I don't ride the bus	28.16%	232
TOTAL		824

Q10 On a typical day when you ride the bus are you traveling to multiple destinations before returning home (e.g. work, shopping, appointments, school, other)?

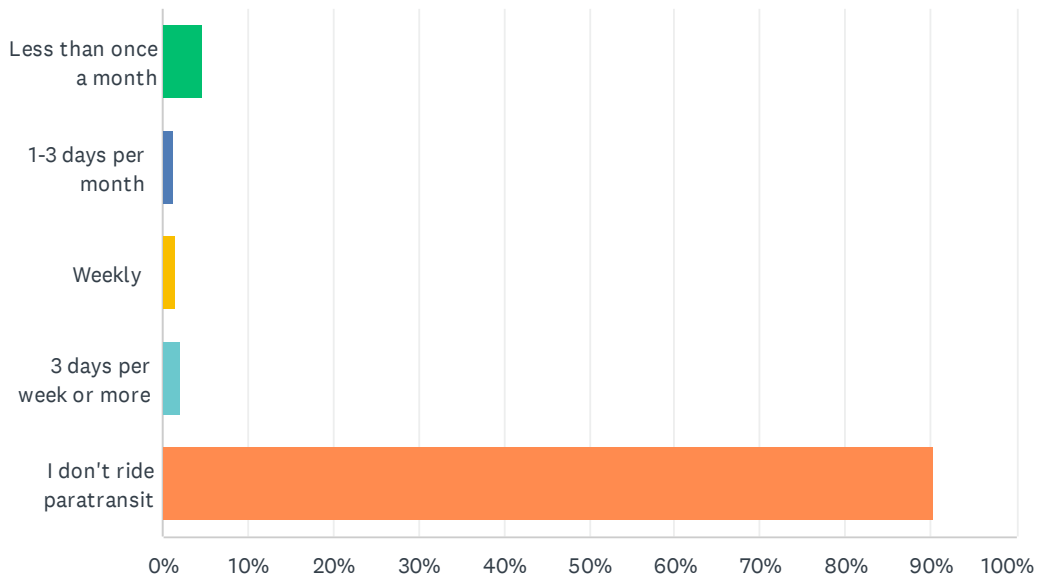
Answered: 419 Skipped: 430



ANSWER CHOICES	RESPONSES
Yes	58.95% 247
No	41.05% 172
TOTAL	419

Q11 On average, how often do you ride paratransit? (select one)

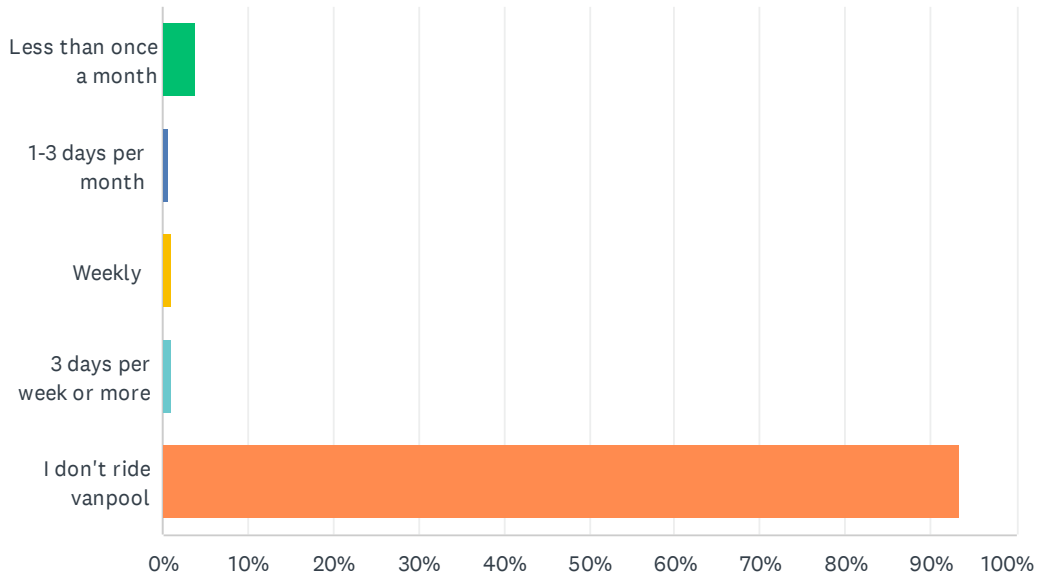
Answered: 816 Skipped: 33



ANSWER CHOICES	RESPONSES	
Less than once a month	4.66%	38
1-3 days per month	1.35%	11
Weekly	1.47%	12
3 days per week or more	2.08%	17
I don't ride paratransit	90.44%	738
TOTAL		816

Q12 On average, how often do you ride vanpool? (select one)

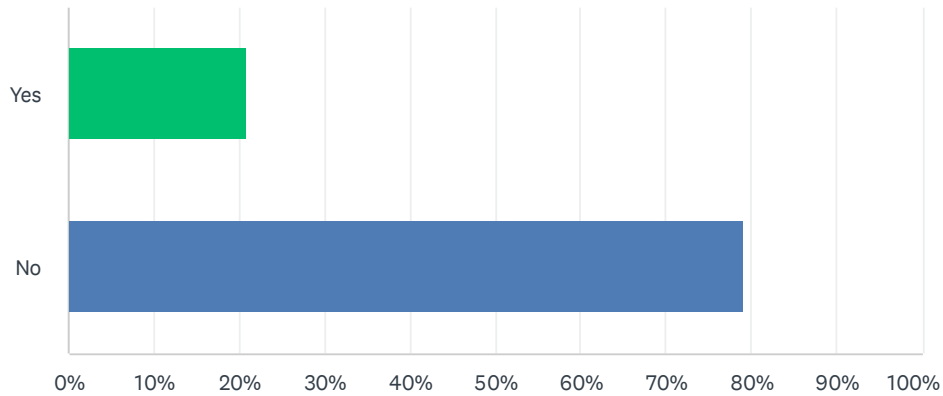
Answered: 817 Skipped: 32



ANSWER CHOICES	RESPONSES	
Less than once a month	3.92%	32
1-3 days per month	0.73%	6
Weekly	0.98%	8
3 days per week or more	0.98%	8
I don't ride vanpool	93.39%	763
TOTAL		817

Q13 On typical day when you are traveling by any means (e.g. car, bus, bike, etc), are you traveling with a child or other dependent that you drop off at school/care before continuing to another destination?

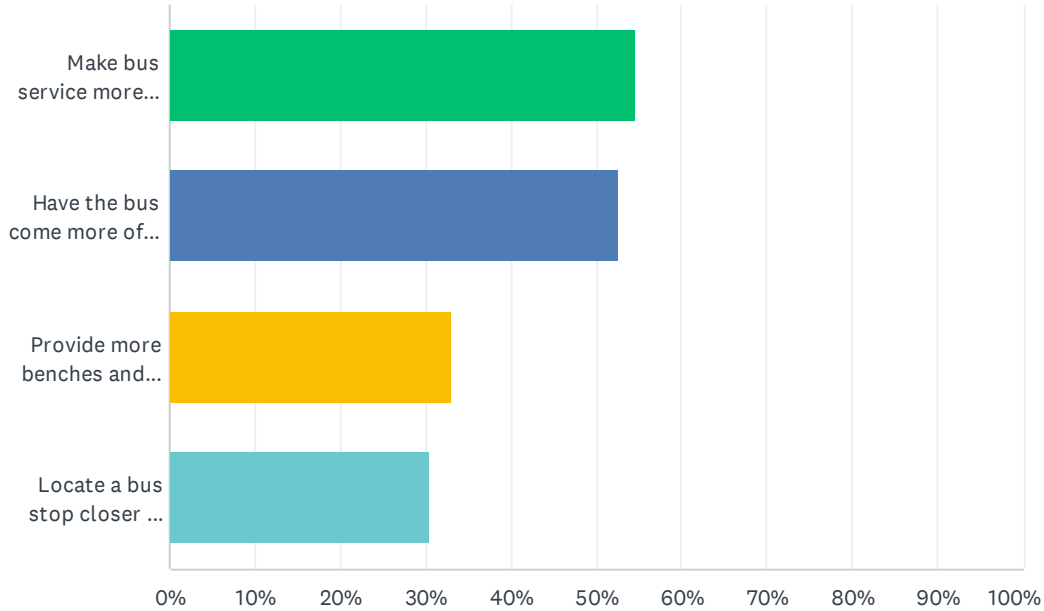
Answered: 819 Skipped: 30



ANSWER CHOICES	RESPONSES
Yes	21.00% 172
No	79.00% 647
TOTAL	819

Q14 How can STA make it easier for you and your child/dependent to ride the bus? Select all that apply.

Answered: 154 Skipped: 695



ANSWER CHOICES	RESPONSES
Make bus service more direct (require less transfers)	54.55% 84
Have the bus come more often (be more frequent)	52.60% 81
Provide more benches and shelters at bus stops	33.12% 51
Locate a bus stop closer to (indicate location)	30.52% 47
Total Respondents: 154	

#	LOCATE A BUS STOP CLOSER TO (INDICATE LOCATION)	DATE
1	Pines and grace	8/16/2022 11:50 AM
2	Northwest central	8/15/2022 11:03 PM
3	NA	8/15/2022 9:22 AM
4	And free bus passes for kids	8/4/2022 7:42 AM
5	Newman Lake	8/3/2022 9:11 AM
6	Crestline & Illinois	7/28/2022 11:26 AM
7	The northwest area of Spokane where W. Francis Ave. turns into W. Nine Mile Rd., there used to be a route that went around the neighborhood down there but it was removed; a lot of housing development has happened since that route was removed.	7/21/2022 2:48 PM
8	There are no busses at nine mile location	7/21/2022 1:54 PM
9	Pines amd 19th	7/21/2022 8:07 AM

10	NA	7/18/2022 11:13 PM
11	E 34th and Napa	7/18/2022 10:16 PM
12	Windsor Crossing in Geiger Heights	7/18/2022 3:33 PM
13	How about more valley routes to make up for the ones that you have taken out. The valley is growing and we have been FORGOTTEN.	7/18/2022 2:40 PM
14	Outlining areas	7/18/2022 12:05 PM
15	Cheney- Spokane rd	7/17/2022 4:54 PM
16	Have a separate bus pullout so they don't hinder traffic. Drivers of cars pay the taxes for buses and should be also give free drive lanes without buses	7/13/2022 3:48 PM
17	bust stop closer	7/12/2022 4:02 PM
18	Have the bus come more often (be more frequent)	7/12/2022 8:50 AM
19	vinegar flats	7/11/2022 10:57 PM
20	I would never take my children on a bus. Gross	7/11/2022 2:10 PM
21	make the system more reliable...can i count on getting from a to b without worrying about traffic? light rail did that for me in Portland!	7/11/2022 8:47 AM
22	Eagle Ridge	7/10/2022 8:08 PM
23	Increased safety and cleanliness	7/9/2022 11:04 PM
24	Deer Park	7/9/2022 4:10 PM
25	Deer Park	7/9/2022 4:09 PM
26	2401 W 15th ave	7/9/2022 3:12 PM
27	Sundance/suncrest	7/9/2022 2:58 PM
28	Corner of GFY	7/9/2022 2:42 PM
29	Yokes in Mead	7/9/2022 1:06 PM
30	Mead, WA	7/9/2022 12:35 PM
31	See my notes above	7/8/2022 4:53 PM
32	9727 n Morton ct	7/8/2022 3:51 PM
33	\	7/8/2022 3:25 PM
34	Westgate Community (nine mile)	7/8/2022 3:09 PM
35	Otis orchards	7/8/2022 2:26 PM
36	N/A	7/6/2022 10:06 PM
37	Sacajawea Middle School	7/6/2022 3:30 PM
38	J	7/4/2022 7:33 PM
39	Dwight merkel	7/4/2022 5:36 PM
40	Pines and Grace	7/4/2022 9:24 AM
41	Windsor Crossing	7/4/2022 7:32 AM
42	Better and accommodating attitudes of coach operators. More sensitive to security matters.	7/3/2022 9:17 PM
43	Eagle Ridge	7/3/2022 6:53 PM
44	2905 S Custer Ln Spokane, WA 99223	7/1/2022 9:53 PM
45	It wouldn't work for me at all, because I haul massive amounts of stuff for my work, and my kids stuff (sports equipment, musical instruments, bicycles, trash, housecleaning supplies).	7/1/2022 6:47 PM

46	Ridgeview school	6/28/2022 10:36 AM
47	South Spokane county	6/23/2022 4:22 PM

Q15 Are there other things STA could do to make it easier for you and your child/dependent to ride the bus?

Answered: 75 Skipped: 774

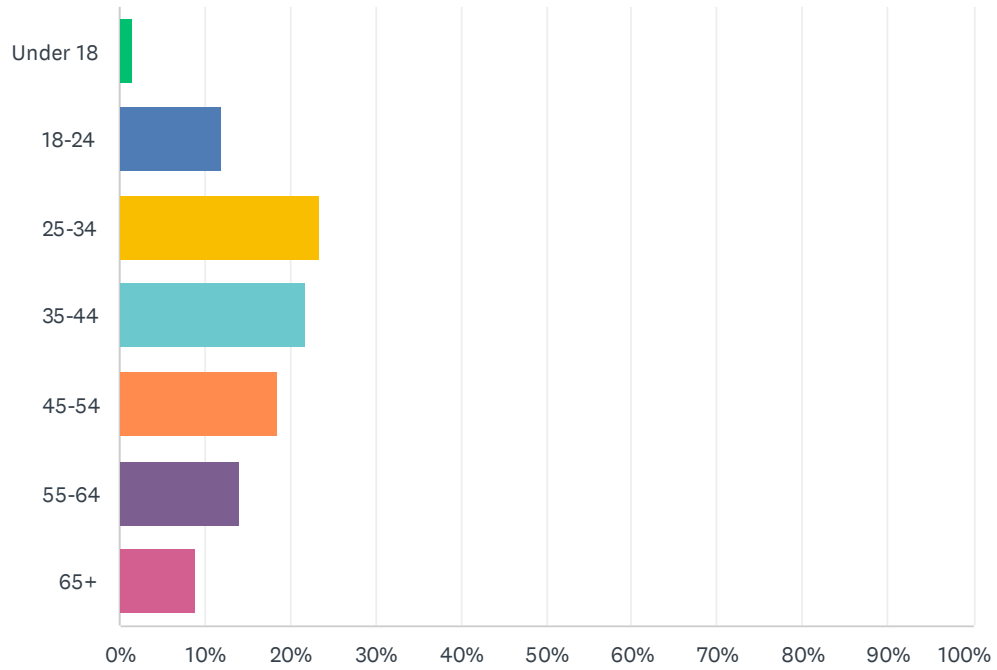
#	RESPONSES	DATE
1	Directions in Spanish and, if possible, an orientation course on the use of the bus	8/30/2022 9:16 AM
2	Buses of small capacity	8/30/2022 9:03 AM
3	A direct line from sprague to trent on pines. This would take care of all our appointments and shopping	8/16/2022 11:50 AM
4	More accessible with strollers. Easier access through the bus.	8/15/2022 11:03 PM
5	awdwfwe	8/15/2022 9:24 AM
6	safety for all riders	8/15/2022 9:22 AM
7	More direct service would be extremely helpful. And more frequent service.	8/8/2022 9:56 AM
8	I don't know if you allow kids to be in strollers or not, if yes make that known	8/4/2022 9:26 AM
9	Public transit should be a joyful option and not a burden. When you achieve that people will use it. I have experienced this in cities I've lived in such as Seattle, San Francisco and even Los Angeles.	8/4/2022 8:52 AM
10	Closer stops farther out stops like all the way out on Barker ed and anywhere else more frequent	8/4/2022 7:42 AM
11	Great job. Thank you so much for the summer pass for my child. 😊	8/3/2022 9:11 AM
12	As mentioned on one of the questions above, the time it takes to ride the bus is the major deterrent to us using transit in this way. It's hard to get kiddos out of the house early enough to get somewhere by car, generally riding the bus adds 20-60 minutes to that.	7/28/2022 11:26 AM
13	Seat belts even if it is just on a few seats.	7/25/2022 10:03 PM
14	Employ lobbyists to convince city/county/state politicians to give a crap about transit in Spokane.	7/21/2022 2:48 PM
15	At this point no because of other places that we need to go to after work.	7/21/2022 1:54 PM
16	have seats that are for parents and children. A lot of the time we have to stand. or have an area for strollers.	7/21/2022 1:45 PM
17	Sidewalks need to be cleared in winter to get to bus stops	7/21/2022 8:07 AM
18	Families are busy and have so many stops that bus is not possible.	7/20/2022 9:00 AM
19	Easier fare system (or going fare-free and getting the city/county to cover the like 7% of revenue that comes from fares).	7/20/2022 6:13 AM
20	Make traveling by bus fun. It appears that buses are reserved for only carless, disabled, and people with lower socioeconomic status. It's not a welcoming ride. It seems that if you take a bus, there is something fundamentally wrong with one's well-being and may be restricted from driving. Taking a bus has a thinking feeling. We need culture change.	7/18/2022 11:13 PM
21	My family is solidly middle class and the bus is prohibitively expensive for us. It should not be cheaper for us to drive and park downtown than to ride the bus there and back. Please reduce fares and strongly consider moving to a fare free system.	7/18/2022 8:18 PM
22	More routes!	7/18/2022 6:40 PM
23	There is a whole housing community and elementary school and a middle school out in Geiger Heights with absolutely zero transit services. Not even Para Transit comes out to us. We need	7/18/2022 3:33 PM

	a bus stop out there please	
24	Working with community organizations to utilize space at the plaza for houseless outreach and resources, since the co-op across the street seems to be delayed indefinitely.	7/18/2022 12:45 PM
25	Stop allowing people to smoke drugs on the bus. So many times I've gotten on the bus & someone was hiding down in the seats smoking pills, or Meth or even Vape pens..	7/18/2022 12:05 PM
26	I'm 85 and have had reasons for not being able to drive and couldn't get a ride service my daughter lost a day of work to take me to dr.	7/17/2022 4:54 PM
27	Provide more child friendly seating.	7/17/2022 2:48 PM
28	More buses after 5 pm.	7/15/2022 6:36 PM
29	Don't let tweakers ride, place an ARMED guard on every bus.	7/15/2022 6:33 PM
30	real time updates on an app where it shows exactly where the bus is so my teenager can manage their schedule independently.	7/15/2022 10:46 AM
31	Something needs to be done with all the drug dealing going on outside of the bud plaza. Everyone in charge of fixing the problem turns a blind eye.	7/15/2022 6:58 AM
32	Low costs	7/13/2022 3:48 PM
33	have bus stops closer. the closest one to me is 2 miles away	7/12/2022 4:02 PM
34	No. Public Transportation is not appealing because it adds more travel time on my day, riding with strangers can be dangerous especially since homeless people who are often using drugs like to ride or sleep on public transportation, and sharing air in a small space increases the likely hood of getting sick. If I could get from point A to B in my own locakable and clean compartment, and in less time that it takes me to drive, and it was cheaper than driving I'd be willing to consider it.	7/12/2022 9:11 AM
35	locate a bus stop closer to (indicate location),Have the bus come more often (be more frequent)	7/12/2022 8:50 AM
36	Security	7/12/2022 8:39 AM
37	I don't ride the bus because I feel it isn't safe.	7/12/2022 6:36 AM
38	Create more shelters and better infrastructure around bus stops. A lot of the bus stops dont have anything there just a sign	7/11/2022 9:47 PM
39	I would probably not ride the bus with my child without security	7/11/2022 12:00 PM
40	give me an alternative other than a bus.	7/11/2022 8:47 AM
41	I would never let a child ride the bus.	7/11/2022 8:43 AM
42	Adding Eagle Ridge location would be phenomenal	7/10/2022 8:08 PM
43	more routes	7/10/2022 9:34 AM
44	Have a bus line that goes from Friendship park to Shadle	7/10/2022 2:30 AM
45	I took bus 1x to work on Spokane west side. Took too long. More direct busses to school and businesses	7/9/2022 11:04 PM
46	Ways to bring larger cargo bikes!	7/9/2022 5:43 PM
47	A Park and Ride in Deer Park	7/9/2022 4:10 PM
48	Teens and people with jobs in Spokane could use the bus from Deer Park into North Spokane.	7/9/2022 4:09 PM
49	Less stops, more direct. Dedicated bus route. The daycare is 5 minutes away from my house by car, though. A dedicated bike lane.	7/9/2022 3:23 PM
50	Yes put lights on 16th Ave and 195	7/9/2022 3:12 PM
51	Park and ride in Sundance/Suncrest.	7/9/2022 2:58 PM
52	Yup, shut the STA down.	7/9/2022 2:42 PM

53	I wish there was bus service in Mead. I have vertigo issues that make driving difficult some days. I haven't ridden a bus in years because there's no service here. I rode it daily, and loved it, when I lived in Liberty Lake and worked downtown. It was great! Wish I had service in Mead. I live near Day Mt Spokane Rd and Hwy 2.	7/9/2022 12:35 PM
54	Safety	7/8/2022 7:02 PM
55	Reroute #25 north on Nevada via Costco then west on Farwell with a stop at Pittsburg	7/8/2022 4:53 PM
56	Increase security, it never feels safe to ride	7/8/2022 3:51 PM
57	Direct routes to schools in the am/pm & free student passes	7/8/2022 3:09 PM
58	Have buses run through the night.	7/8/2022 12:57 AM
59	Shorter wait times and the stops not so far spread out from child care/schools.	7/7/2022 12:53 AM
60	More frequent buses, school service times	7/6/2022 10:51 AM
61	Buy tickets on the app	7/4/2022 5:36 PM
62	Yes, coach operators attitudes. Most often when someone is making you feel uncomfortable, you tell the bus driver and all they do is say "what do you want me to do about it" in a snotty matter and just leave it be	7/3/2022 9:17 PM
63	Don't have so many transfers for students. DO NOT send kids to transfer at the Plaza !	7/2/2022 3:38 PM
64	Provide a better environment at the Plaza. My middle school age children ride the bus from their private school. The Plaza can be a scary and unpleasant environment for them.	7/2/2022 12:05 AM
65	Free transportation	7/1/2022 11:49 PM
66	Yes	7/1/2022 8:06 PM
67	I can't think of anything. But for folks who can and do need to get places without hauling as much stuff as me, that would be disabled folks. They need it so I can be independent from them and having to accommodate ride requests. That's how STA can help someone like me. My neighbors and friends are always needing rides, and I have neither the time nor the space in my van without exhausting myself. Helping others be more independent helps us all. This helps support people who work 10-16 hr days. Particularly folks in the, "Sandwich Generation," raising both kids & taking care of elderly family members.	7/1/2022 6:47 PM
68	safety and security	7/1/2022 1:38 PM
69	No	7/1/2022 8:54 AM
70	not at this time	6/28/2022 2:52 PM
71	Start earlier in the morning so I can be at work by 6 am.	6/28/2022 10:36 AM
72	Honestly I don't feel like it's safe for my child to ride unless she's between me and the window. There have been several instances where people (mostly men who appear to be transients) have bothered us and it makes both of us uncomfortable.	6/24/2022 11:04 PM
73	Safety	6/24/2022 11:36 AM
74	Safety is my biggest concern if I travel on STA with my child.	6/24/2022 9:17 AM
75	If possible, have routes that go to the schools pickup every 15 minutes instead of 30 minutes.	6/23/2022 4:26 PM

Q16 What is your age range?

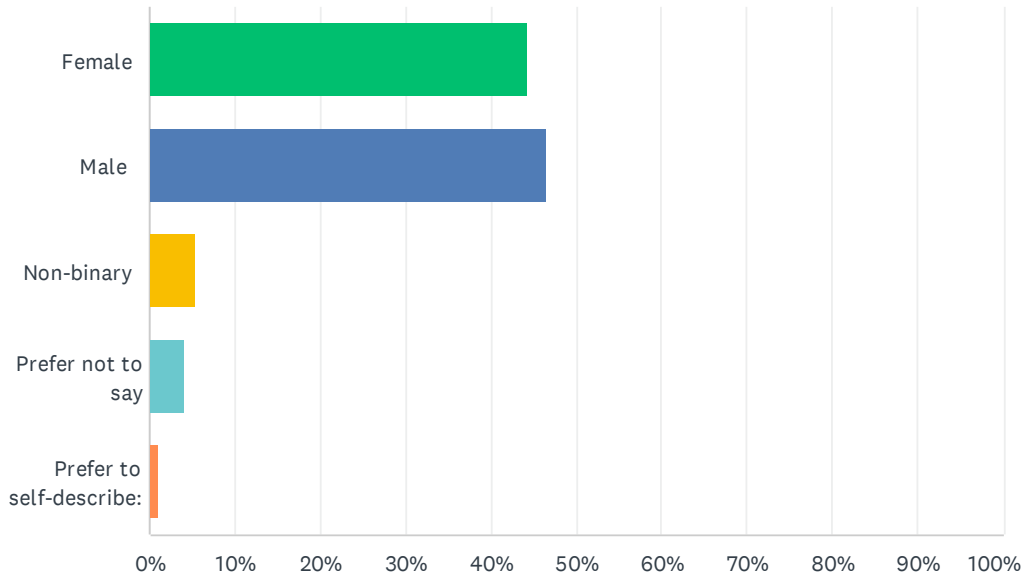
Answered: 809 Skipped: 40



ANSWER CHOICES	RESPONSES	
Under 18	1.48%	12
18-24	11.87%	96
25-34	23.49%	190
35-44	21.76%	176
45-54	18.54%	150
55-64	13.97%	113
65+	8.90%	72
TOTAL		809

Q17 Gender (select all that apply)

Answered: 808 Skipped: 41

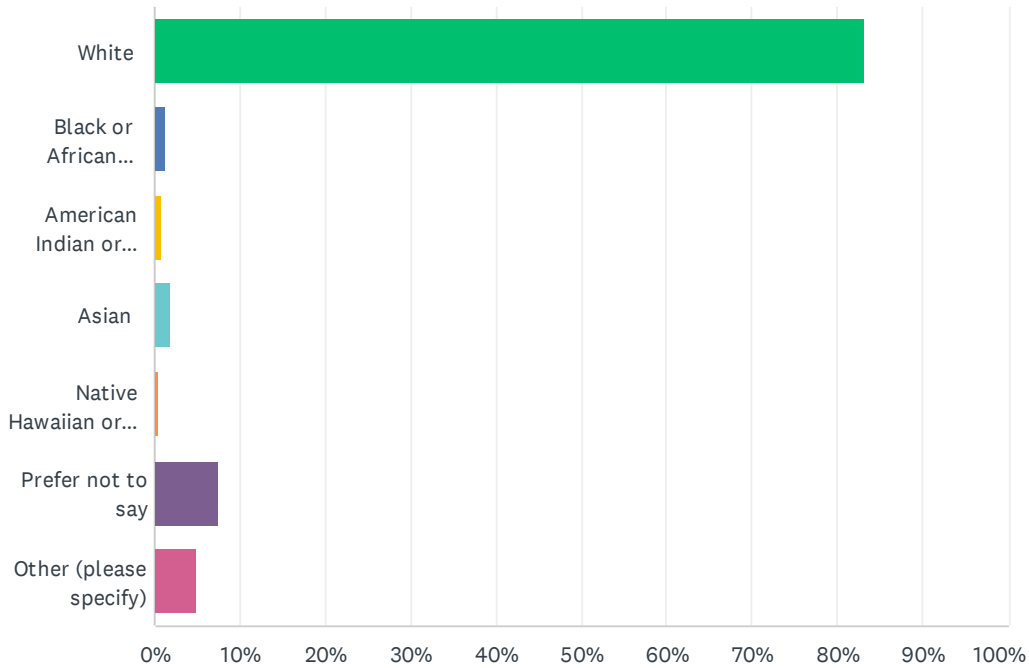


ANSWER CHOICES	RESPONSES	
Female	44.31%	358
Male	46.41%	375
Non-binary	5.32%	43
Prefer not to say	4.08%	33
Prefer to self-describe:	0.99%	8
Total Respondents: 808		

#	PREFER TO SELF-DESCRIBE:	DATE
1	Female	8/4/2022 7:43 AM
2	Transmasc	7/20/2022 1:19 PM
3	Gender non conforming	7/20/2022 1:03 PM
4	Attack helicopter	7/10/2022 4:02 PM
5	Genderfae	7/9/2022 3:22 PM
6	Genderfluid	7/9/2022 12:39 AM
7	Plural noa vosae	7/8/2022 9:15 PM
8	Genderfluid	7/8/2022 6:03 PM

Q18 How do you self-identify by race?

Answered: 801 Skipped: 48



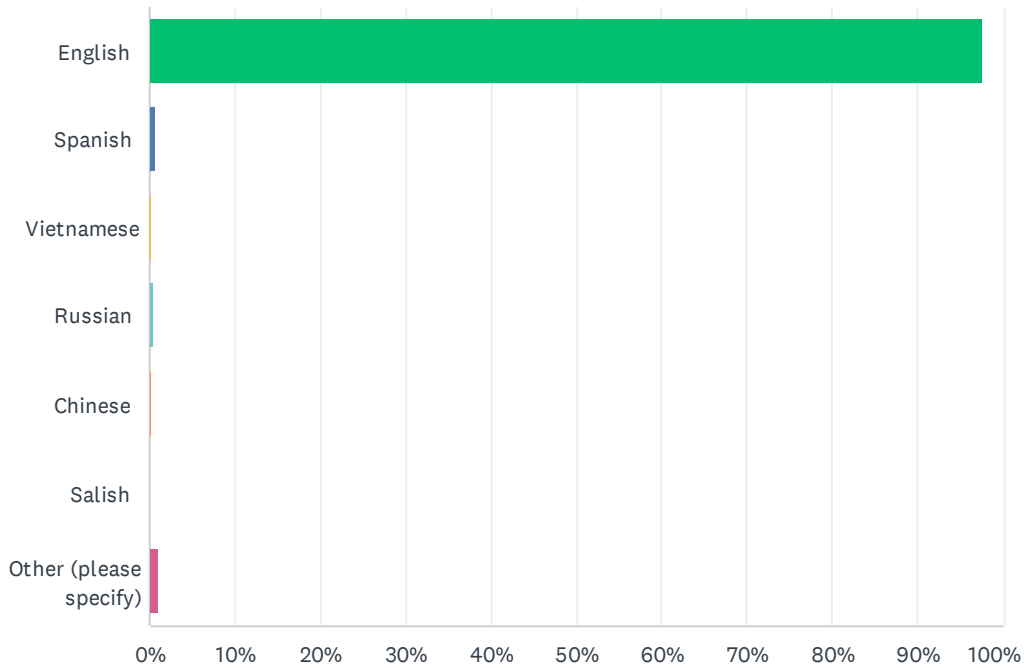
ANSWER CHOICES	RESPONSES	
White	83.15%	666
Black or African American	1.37%	11
American Indian or Alaska Native	0.87%	7
Asian	1.87%	15
Native Hawaiian or Other Pacific Islander	0.37%	3
Prefer not to say	7.49%	60
Other (please specify)	4.87%	39
TOTAL		801

#	OTHER (PLEASE SPECIFY)	DATE
1	Latina	8/30/2022 9:17 AM
2	mix race	8/15/2022 9:22 AM
3	mixed	8/5/2022 1:27 PM
4	Latin	8/3/2022 6:16 AM
5	Native American white mix	7/26/2022 7:29 PM
6	Catholic	7/26/2022 5:26 AM
7	Black and white	7/24/2022 12:44 PM

8	mixed	7/24/2022 12:08 AM
9	Mixed	7/19/2022 12:23 AM
10	Two or more races	7/18/2022 6:08 PM
11	Hispanic	7/18/2022 5:49 PM
12	HUMAN	7/18/2022 12:05 PM
13	I am a meat popsicle	7/16/2022 6:57 PM
14	Indian/white	7/16/2022 4:35 PM
15	Latino/Hispanic	7/14/2022 9:47 PM
16	Mexican-American	7/13/2022 10:14 AM
17	European American	7/12/2022 2:32 PM
18	Why does it matter?	7/12/2022 9:12 AM
19	Latina	7/12/2022 8:38 AM
20	Hispanic	7/12/2022 7:51 AM
21	Northern European	7/11/2022 3:07 PM
22	More than two races	7/11/2022 9:56 AM
23	White hispanic	7/10/2022 8:36 PM
24	Multiracial: Asian/white	7/10/2022 3:21 PM
25	Need to let people choose more than 1	7/9/2022 11:22 PM
26	Mexican American	7/9/2022 7:42 PM
27	Latino	7/9/2022 6:03 PM
28	Hispanic	7/9/2022 3:13 PM
29	Nonya Business race baiters	7/9/2022 2:43 PM
30	I don't 'self identify' ... I am white	7/9/2022 7:00 AM
31	Dragon	7/8/2022 2:29 PM
32	Irish jewish American	7/8/2022 10:54 AM
33	Native American and Caucasian	7/4/2022 6:34 PM
34	Latino	7/3/2022 11:20 PM
35	This should not even matter. It's a racist question.	7/1/2022 9:58 PM
36	Roman Catholic	6/26/2022 9:01 PM
37	mixed race	6/24/2022 1:48 PM
38	Mixed	6/24/2022 9:19 AM
39	Filippino	6/23/2022 8:31 PM

Q19 What is the primary language spoken in your household?

Answered: 804 Skipped: 45



ANSWER CHOICES	RESPONSES	
English	97.64%	785
Spanish	0.62%	5
Vietnamese	0.12%	1
Russian	0.50%	4
Chinese	0.12%	1
Salish	0.00%	0
Other (please specify)	1.00%	8
TOTAL		804

#	OTHER (PLEASE SPECIFY)	DATE
1	dfawefawe	8/15/2022 9:24 AM
2	Icelandic	7/24/2022 12:44 PM
3	Tigrigna	7/18/2022 11:14 PM
4	Doesn't matter	7/17/2022 8:22 PM
5	English and Spanish equally	7/10/2022 8:36 PM
6	Common Sense	7/9/2022 2:43 PM
7	Karen	7/8/2022 9:17 PM