

Insight Network Survey 4 – Response Summary

April 22, 2024

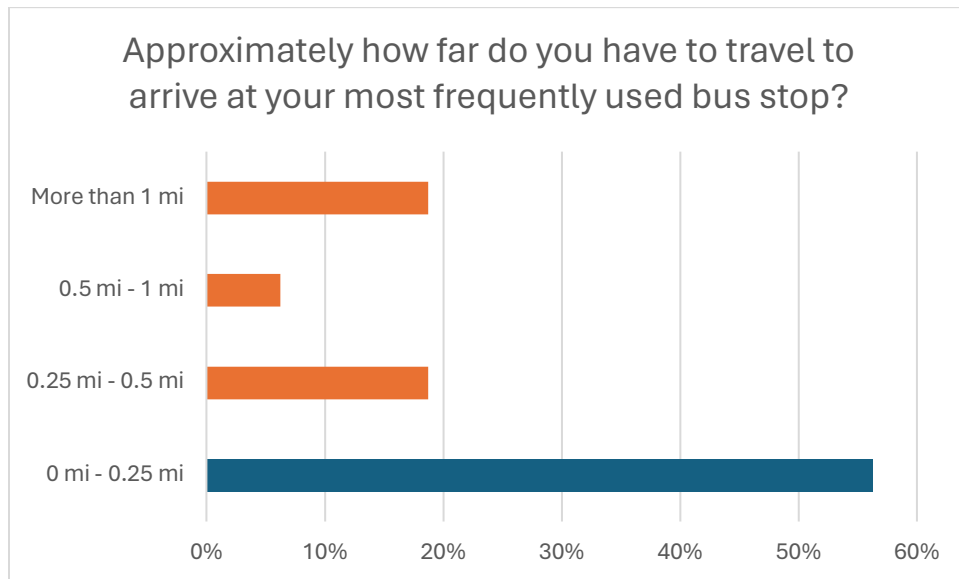
Hello Insight Network Members,

Your answers help paint a more detailed picture of how you experience transit from door to door. Below is a summary of the responses.

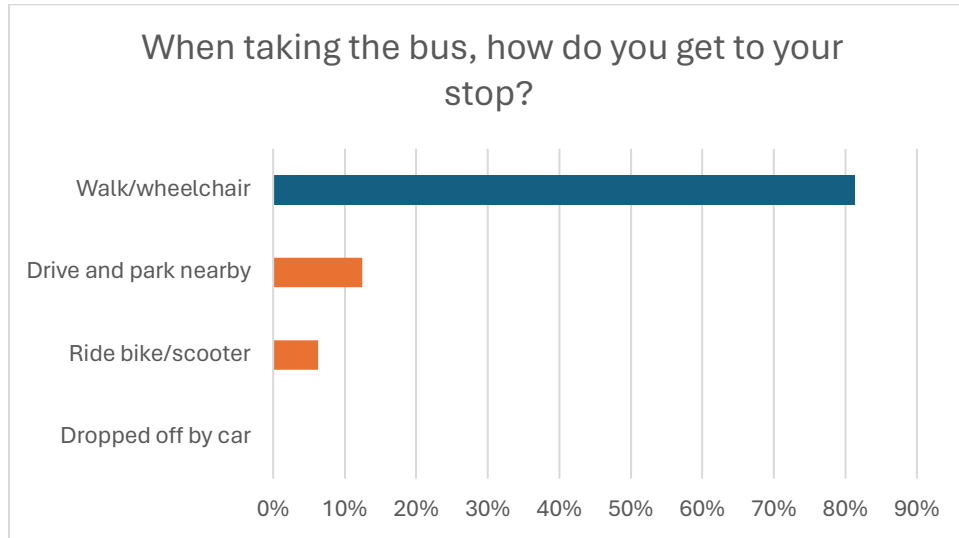
From Point A to B to C

This survey **focused on first and last-mile experiences and barriers to access**: what you use, how you use it, and how it enhances your trip. Some key takeaways are:

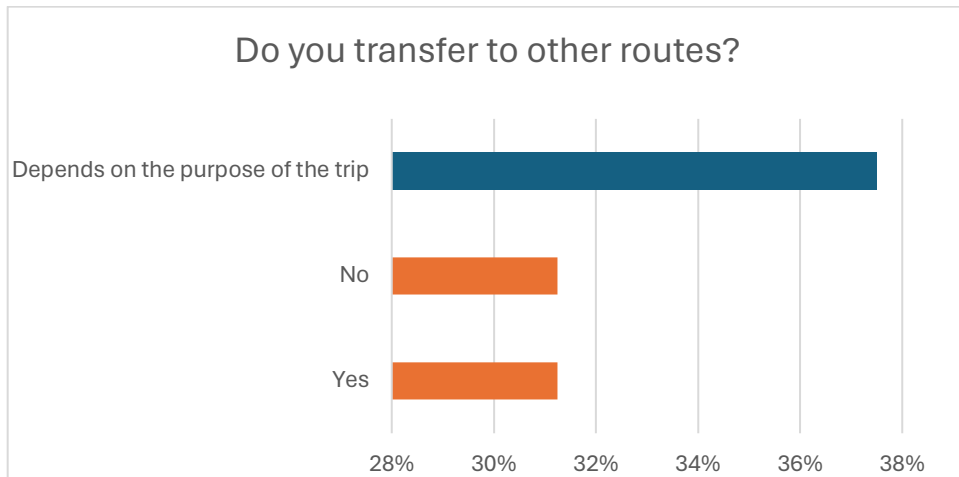
- **In the neighborhood:** Most of you live close to a stop less than a quarter mile away.



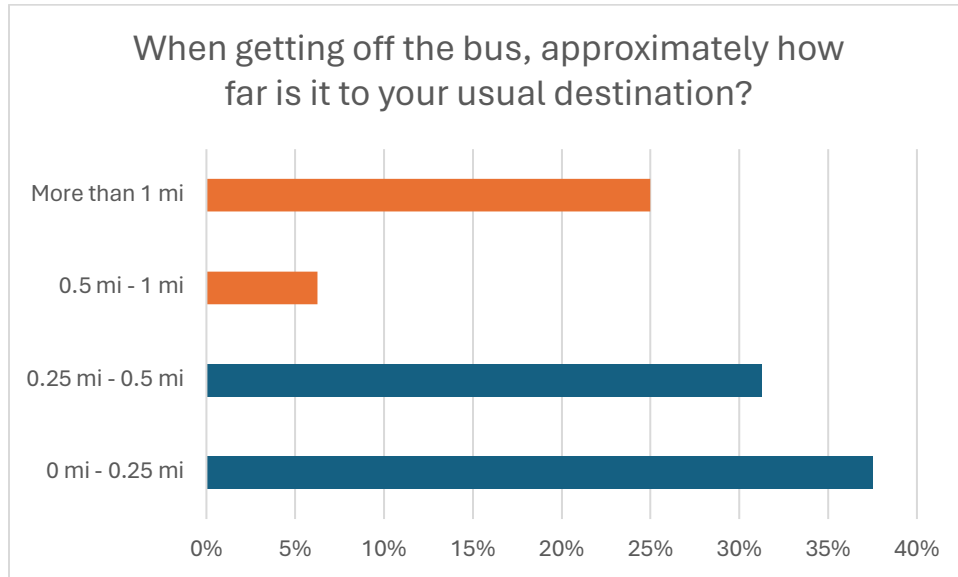
- **Pedestrian:** The most common way to get to a stop is on foot (81%). As they say, all transit riders are also pedestrians at some point.



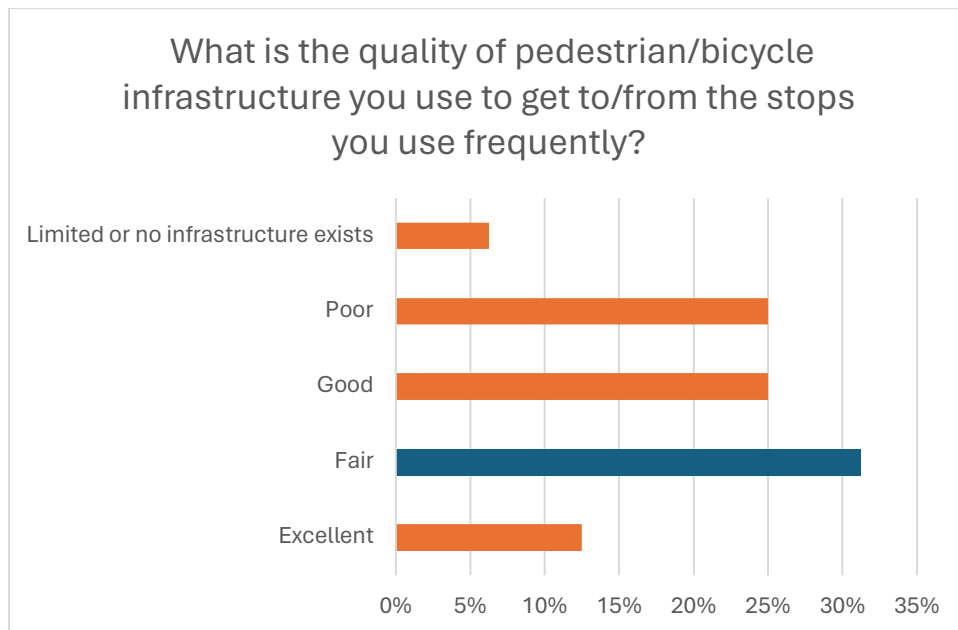
- **One seat, two seat:** Transfers are unclear; most respondents say it depends on the purpose of their trip if they transfer or not (38%). The rest of the respondents are split equally between yes and no.



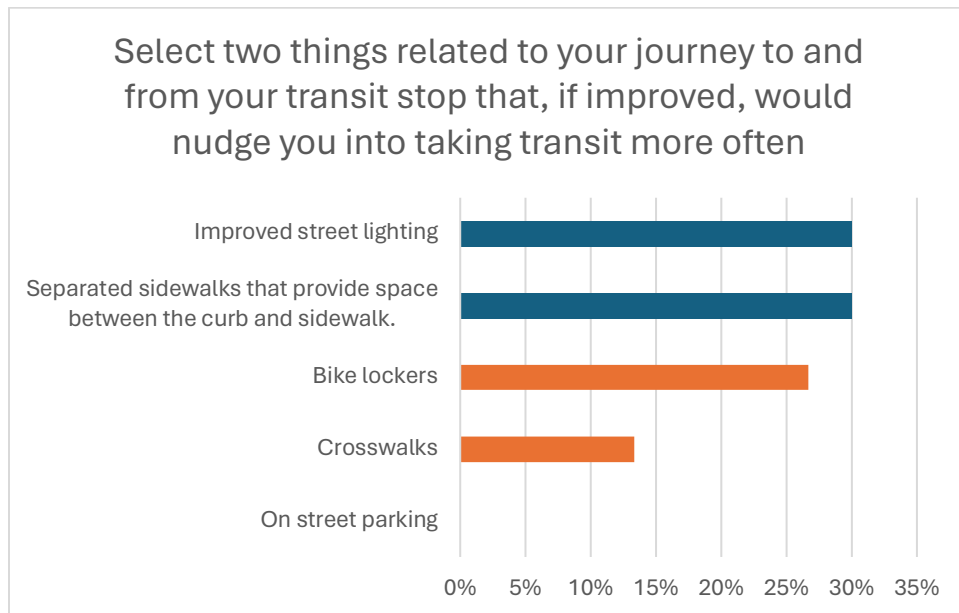
- Going the distance:** From your bus stop to your usual destination, most of you are within a quarter mile (38%), closely followed by between a quarter and a half mile (31%), and over a mile (25%).



- Hitting the streets:** When it comes to the quality of our region’s sidewalks and bike infrastructure, most respondents reported they were in fair condition (31%), followed by good (25%), and poor (25%).



- **Room for improvement:** When asked what would nudge you into taking transit more often, you said improved street lighting (30%) and separated sidewalks with space between the curb and the street (30%).



Other insights came in the form of short answer responses. Some general themes that emerged from them were:

- Frequency could be improved, particularly at night and to the airport.
- The lack of secure bike parking and safe routes is an issue.
- Accessing destinations outside of the City of Spokane can be difficult.
- A seamless pedestrian experience is highly desired.