

Final Public Outreach Report

STA Moving Forward Phase III

**Prepared for:
STA Board of Directors**

1/7/2015



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Executive Summary

Background

This report contains a description of the public outreach efforts and input gathered during Phase III of the *STA Moving Forward* planning process. The report provides a description of the various elements of the outreach plan, as well as a high level summary of the outcomes. An appendix with detailed information from each outreach method is included and supplements the analysis found here.

STA Moving Forward is Spokane Transit's planning process to prioritize and sequence public transit investments in the Spokane region over a ten-year period when new revenue is available. Existing ridership demand, together with significant regional population growth forecasts and demographic shifts in transportation trends, created the need for an implementation plan designed to meet the needs of the current and future transit riders.

The *STA Moving Forward* process spanned approximately three years and was divided into three phases. Phase I began in 2012 and involved the development of a comprehensive list of community identified potential transit projects. Phase II began in 2013 and involved technical and financial feasibility analysis to ensure that projects were consistent with Spokane Transit's Comprehensive Plan, *Connect Spokane*. Phase III occurred in 2014 and highlighted the highest priority projects sequenced over a ten-year implementation period.

Public outreach during Phase III has produced one of the most successful public participation efforts in Spokane Transit's history. Through various methods, approximately 6,300 interactions occurred with community members throughout the Public Transportation Benefit Area:

- 3,518 website sessions (2,865 users, 80% new visits)
- Approximately 1,050 participants at 49 community presentations
- 1,767 completed Survey Monkey surveys (non-scientific)
- 9,000 educational brochures distributed
- Approximately 50 participants at four community open house events

Outreach Results – The draft *STA Moving Forward* Plan

The findings of Phase III of *STA Moving Forward* outreach show that there is strong support from the community to maintain existing transit service levels, as well as to provide more and better transit for the growing region. In all outreach methods, a majority of

respondents favored the plan and its projects. Some (non-scientific) examples of that support include:

- An online Survey Monkey survey with more than 1,700 respondents showed that 85.4% support maintaining existing service and 85.5% support new and improved transit service to support regional growth and shifting transportation trends.
- Draft *STA Moving Forward* projects receiving more than 60% support in that same survey included pilot service to Coeur d'Alene (75.9%), West Plains Transit Center (75.7%), Central City Line (71.9%) and later Saturday night service (60.7%).
- During the September 24th Telephone Town Hall Meeting, 87% of 69 respondents indicated support for more and better transit service for the Spokane region.
- During the November 10th Community Leadership Summit on Transit, more than 90% of participants listed the following four projects as priorities: Central City Line, Division HPT 'Lite', Network-wide frequency improvements and North Monroe-South Regal HPT 'Lite'. I-90 service to Idaho was the only *STA Moving Forward* project designated as a priority by less than 50% of participants.

Outreach Results – Implementation

Similar to the findings of outreach efforts on draft *STA Moving Forward* projects, there is strong community support for implementing the plan through a three-tenths (3/10) increase in the local sales tax rate in 2015. In all outreach methods, a majority of respondents indicated willingness to fund the existing levels of transit service in addition to funding more and better transit. Some supporting examples for a three-tenths (3/10) of a percent increase in the local sales tax rate include:

- 60% of respondents in a scientific poll supported the increase
- 61.4% of 1,606 respondents in a Survey Monkey survey supported the increase
- 70% of 176 respondents during the September 24th Telephone Town Hall Meeting indicated likely support for the increase
- 73% of the community leaders participating in the November 10th Community Leadership Summit on Transit supported the increase; 85% supported a ballot measure in 2015.

Outreach Results – Notable Comments and Suggestions

While the majority of input gathered during the public outreach process indicated strong support for the draft *STA Moving Forward* plan and a three-tenths (3/10) of a percent increase in the local sales tax rate to fund it, some notable comments were also provided.

- There are areas within the Public Transportation Benefit Area that are not served by transit and are not included in the draft *STA Moving Forward* plan. Coverage comments included adding service to the Hawkstone development in Liberty Lake, Eagle Ridge and Qualchan areas near Highway 195, Millwood north of the Spokane River, Mead, and Nine Mile Falls.
- Some community members voiced concerns about competing ballot measures, the frequency of tax measures appearing on ballots, and general opposition to tax increases.
- Other community members suggested that a ballot measure for a tax increase should contain a sunset clause, similar to a previous ballot measure in 2004. That sunset clause was lifted by voters in a 2008 ballot measure.

Nearly 800 comments were gathered during the three-month public outreach period and the majority of those were collected from the Survey Monkey survey’s final question, “Do you have any additional input for the STA Board of Directors about the draft *STA Moving Forward* plan and the potential funding mechanism?” Those comments are categorized by topic in the chart below and are included in Appendix B.

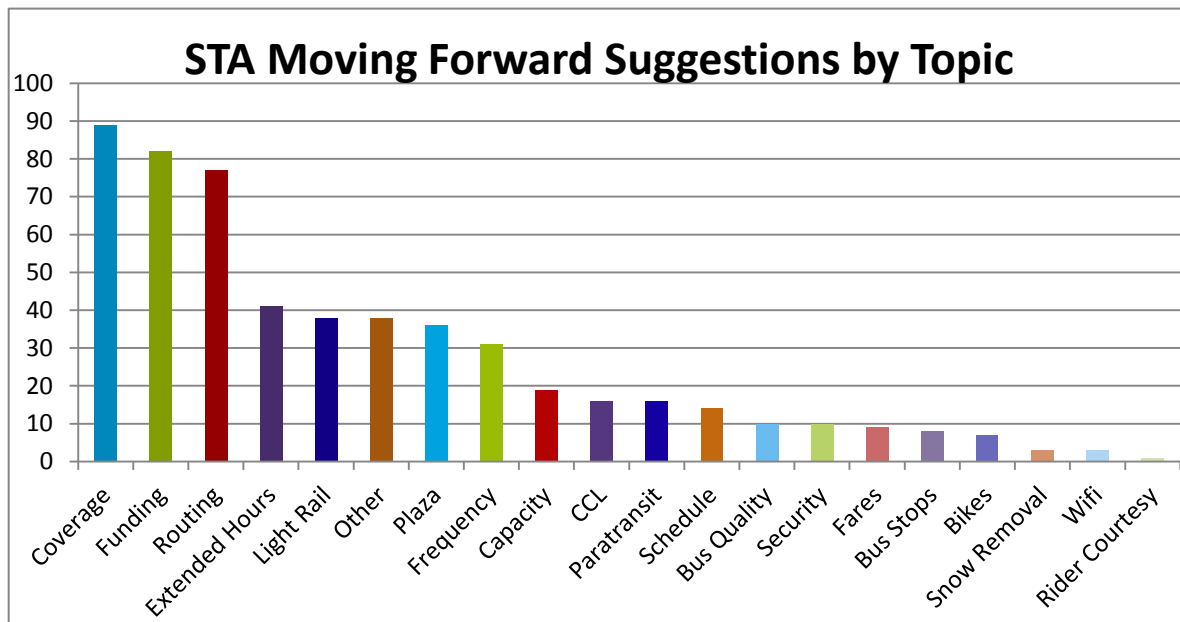


Figure 1: Survey Monkey suggestions by topic

Public Outreach Elements & Summary Results

Spokane Transit implemented a three-month public outreach plan during September, October and November of 2014 to gather feedback on the transit projects, project sequence and potential funding mechanism outlined in the draft *STA Moving Forward* plan. Outreach was designed to gather input from a broad spectrum of stakeholders including local municipalities, community organizations, businesses and individuals.

The various outreach elements and high level results are shared in this section. More detailed information for each element is included in the appendix.

Scientific Polling

As a key element to the public outreach plan, Spokane Transit hired Moore Information, a professional opinion research and strategic analysis company, to conduct scientific community polling to gauge community interest in implementing the draft *STA Moving Forward* plan.

A total of 400 interviews of residents with the Spokane Public Transportation Benefit Area were conducted between November 23rd and 24th. Interviews were conducted with a minimum of 31% cell phone interviews. Potential sampling error is +/- 4% with a 95% confidence level. Table 1 shows distribution of respondents by geographic region.

Region	% of sample
City of Spokane	46
City of Spokane Valley	21
West (Airway Heights and Cheney)	11
East (outside Spokane Valley)	11
Other	11

Most notable from the survey results, 55% of respondents indicated support for a three-tenths of one percent sales tax increase to implement the draft *STA Moving Forward* plan. In a subsequent question with more detailed information about the plan’s elements, respondent support increased to 60%. The full report from Moore Information is provided in Appendix A.

Community Presentations

Spokane Transit developed a Prezi presentation summarizing the draft *STA Moving Forward* plan. The presentation included information about the need for the plan, demographic trends in public transit, project sequencing and funding.

During the three-month outreach period, staff presented the Prezi presentation 49 times to approximately 1,050 community members. *STA Moving Forward* brochures were distributed with instructions to provide feedback through the online survey, email or by calling the *STA Moving Forward* hotline.



Figure 2: Prezi presentation slide 1

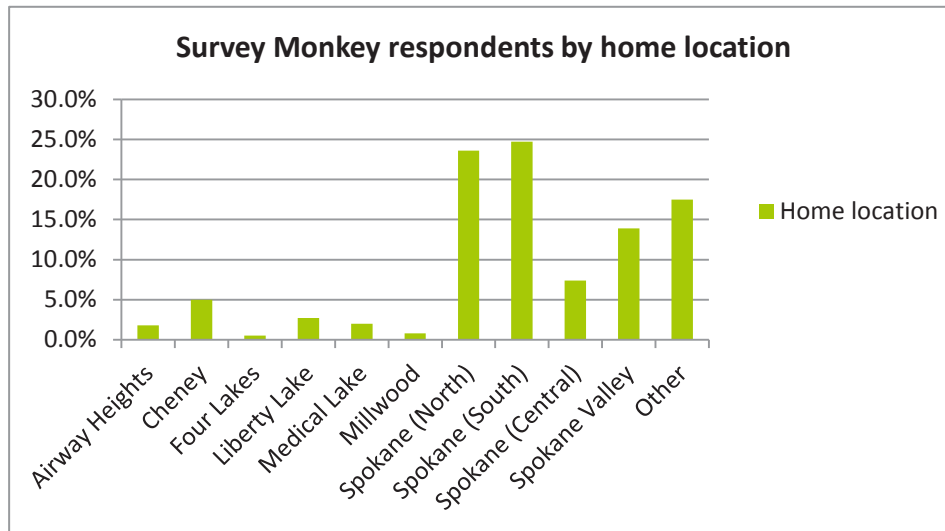
Public presentations were made to the Spokane County Board of Commissioners and all municipalities within the Public Transportation Benefit Area. Table 2 below lists the organizations that received scheduled presentations. A complete listing with date and location information, as well as comments and suggestions, is included in Appendix B.

Table 2: Municipalities and organizations included in outreach	
<ul style="list-style-type: none"> • Spokane County Commissioners • Spokane City Council • Spokane Valley City Council • Liberty Lake City Council • Airway Heights City Council • Medical Lake City Council • Millwood City Council • Cheney City Council • Council of Governments • Inland Northwest Business Alliance • West Central Community Coalition • SRTC's TIP Committee • Good Roads & Transportation Association • ASWSU Spokane Executive Officers • ASWSU Spokane Student Senate • Spokane Community Assembly • Spokane Valley Rotary • Greater Spokane Valley Chamber • SRTC Technical Advisory Committee • Arc of Spokane • West Plains Chamber Economic Development Committee • Emerson Garfield Neighborhood Council 	<ul style="list-style-type: none"> • Commute Trip Reduction ETC's • Spokane Transit employees • Inland Northwest Lighthouse • East Spokane Business Association • Joint Chamber Transportation Committee • West Plains Chamber of Commerce • Spokane Senior & Youth Coalition • EWU Clubs & Organizations Meeting • Link Spokane – Youth Focus Group • Visit Spokane • EWU Transportation Planning class • Inland Empire American Planning Association • Spokane Public Facilities District • Greater Hillyard Business Association • University District Public Development Authority • House of Charity • Northeast Public Development Authority • Spokane Regional Labor Council • Nevada Lidgerwood Neighborhood Council • Downtown Spokane Partnership • DSP Business Improvement District

Survey Monkey Non-Scientific Community Polling

In addition to the scientific polling conducted by Moore Information, Spokane Transit implemented a community survey through the online website, Survey Monkey. The survey consisted of 18 questions asking about ridership information, specific projects in the plan, and a potential funding mechanism. The full survey report and a breakdown of comments and suggestions by topic is included in Appendix C.

In all, 1,767 surveys were initiated and 1,609 surveys were completed for a total completion rate of 91.1%. The survey link was distributed throughout the Spokane region



in multiple ways including Facebook, Twitter, email and it was posted in various locations on the *STA Moving Forward* website. Figure 3 illustrates the breakdown of survey respondents by community.

Figure 3: Survey Monkey by home location

Figure 4 shows a majority of survey respondents identified as never riding transit while one-third of respondents ride three days a week or more.

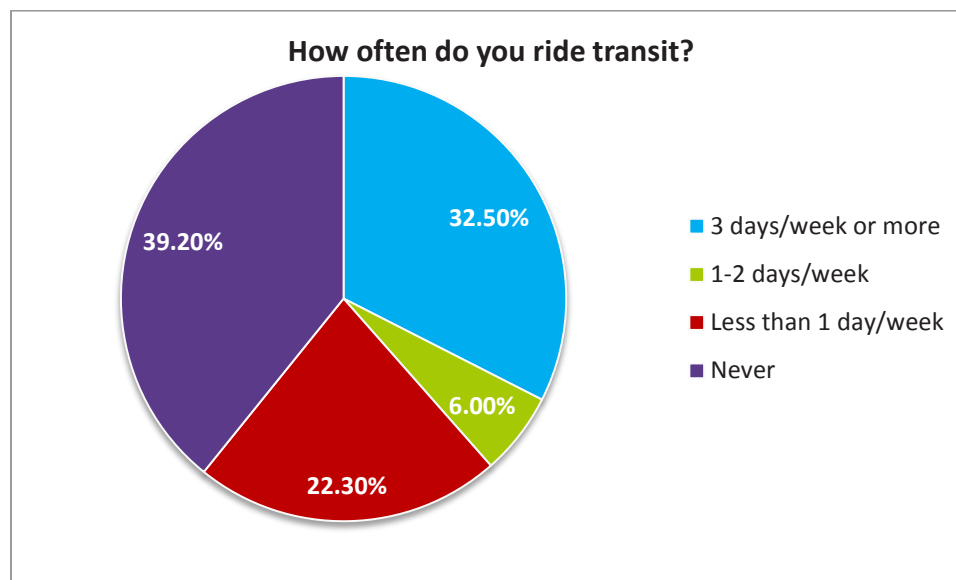


Figure 4: Survey Monkey respondents by ridership frequency

Table 3 shows the breakdown of responses when asked, “How strongly do you agree or disagree with the following statement? New and improved transit service is needed to support regional growth and shifting transportation trends.”

Table 3: Question #5 testing support for additional service		
Strongly Agree	63.7%	1,099
Agree	21.8%	376
Neutral	8.8%	151
Disagree	2.8%	49
Strongly Disagree	2.9%	50

Table 4 shows how specific projects in the draft *STA Moving Forward* plan performed when respondents were asked about their support for each.

Table 4: Questions #7-10 testing support for specific draft <i>STA Moving Forward</i> projects		
Project	Supportive and Very Supportive	%
Pilot service to Idaho	1,229	75.9
West Plains Transit Center	1,227	75.7
Central City Line	1,161	71.9
Later Saturday night service	982	60.7

Table 5 shows the breakdown of responses when asked about potential funding for the draft *STA Moving Forward* plan. “To pay for the plan, the STA Board of Directors is considering a 0.3% increase in the local sales tax rate. This rate is equal to a 15 cent increase on a \$50 purchase and would not apply to fuel or most foods. How supportive of this plan are you?”

Table 5: Question #15 testing support for additional revenue		
Strongly Agree	33.4%	536
Agree	28.0%	450
Neutral	17.9%	288
Disagree	8.5%	137
Strongly Disagree	12.1%	195

Community Leadership Summit on Transit

The STA Board of Directors hosted the Community Leadership Summit on Transit on Monday, November 10 from 7:30 to 11:30am at the Lincoln Center in Downtown Spokane. The Summit was designed to collect input on the plan and on transit priorities in general, from community stakeholders representing business, government and non-profit institutions, using a variety of interactive exercises and tools. Over 60 community leaders

from across the Spokane region participated in the four-hour workshop facilitated by Jarrett Walker & Associates, a nationally renowned transit consulting firm.

During the workshop, facilitators measured each community leader’s perception of the appropriate tax increase amount to fund Spokane Transit. Participants had the opportunity to set the increase limit anywhere between one-tenth of a percent and three-tenths of a percent. The average increase limit among community stakeholders was 0.28% indicating that 92% of them believed an additional tax increment between 0.2% and 0.3% is appropriate to implement the draft *STA Moving Forward* plan.

The workshop produced a ranked prioritization list of potential draft *STA Moving Forward* projects. The plan contains more than two-dozen projects, but to simplify the prioritization exercise, similar projects were combined to reduce the number of prioritization options to 12. Among the 48 responses, four projects were included 90% of the time: Central City Line, Division HPT ‘Lite’, Frequency Improvements around the network, and North Monroe-South Regal HPT ‘Lite’. The full report is included in Appendix D.

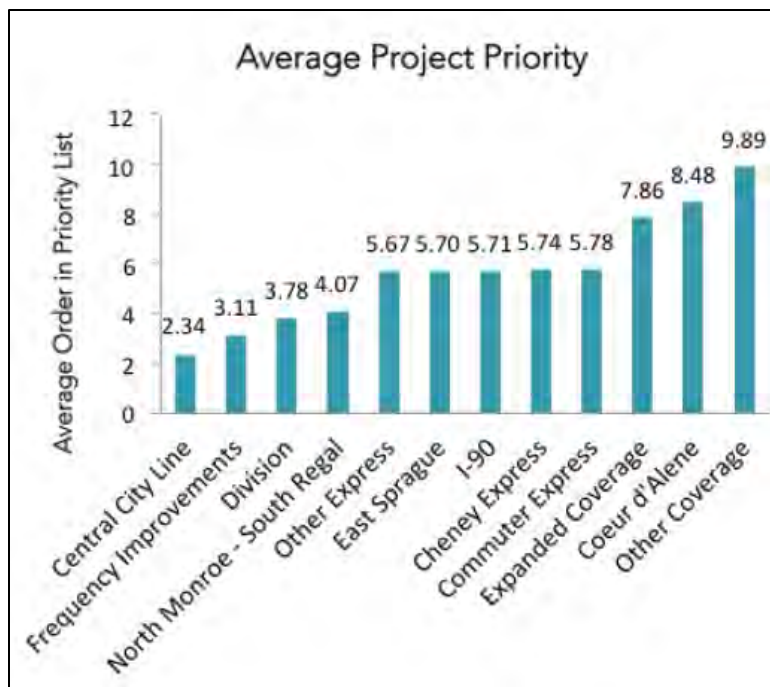


Figure 5: Central City Line and frequency improvements are top two priorities at Summit event.

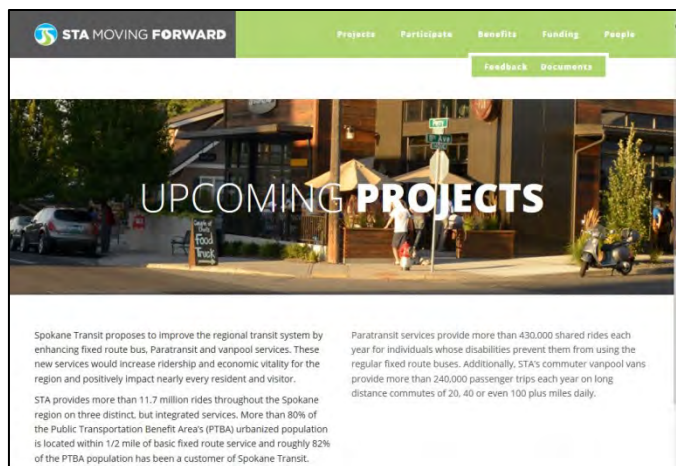
Telephone Town Hall Meeting

On Wednesday, September 24, Spokane Transit hosted a Telephone Town Hall event to discuss the draft *STA Moving Forward* plan and gather public feedback. Telephone Town Hall is an outreach method that allows stakeholders to participate in a public forum via telephone.

Spokane Transit hired a consulting firm to make approximately 40,000 phone calls to Public Transportation Benefit Area land-lines to invite them to participate in the community discussion about the draft *STA Moving Forward* plan. A total of 3,388 residents accepted the invitation and participated by listening, answering polling questions and asking about the plan and transit in general. STA Board Chair Amber Waldref, CEO E. Susan Meyer and other STA Directors responded to various questions during the hour long event. A full event report is included in Appendix D.

STA Moving Forward Website

The *STA Moving Forward* website was created for Phase III of the planning process to provide detailed project information, inform community members of opportunities to



participate in public outreach events, and to gather feedback. It was created with responsive design formatting to accommodate desktop computers, laptops, tablets and smart phones. All information on the website is accessible by scrolling or can be found from the menu bar listed across the page.

Figure 6: *STA Moving Forward* website

during the September through November outreach period. Google Analytics show the website received 2,865 users for a total of 3,518 sessions. Results show 80% of sessions were initiated by new users. The website showed increased traffic throughout the outreach period demonstrating continual promotion effort. Some feedback was received from an online web form located on the feedback page of the website. Responses are in Appendix B.

Figure 7 illustrates the website's usage

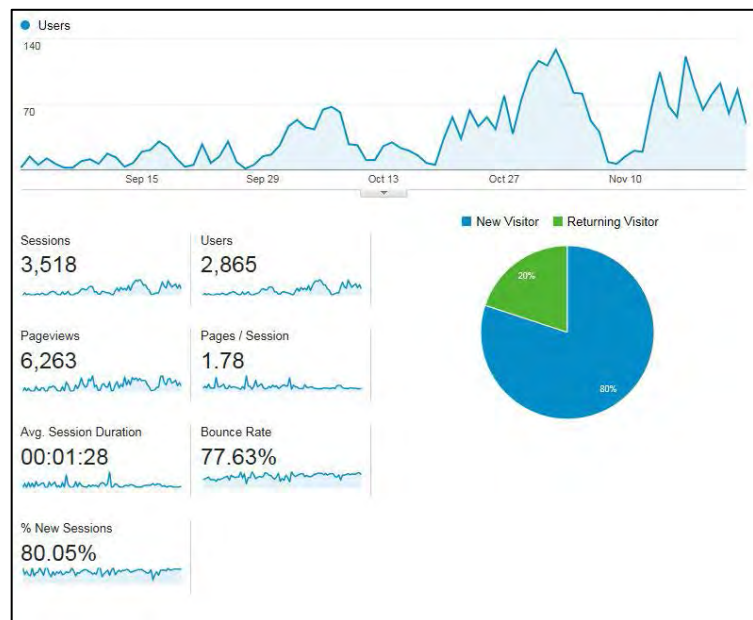


Figure 7: Google analytics for *STA Moving Forward*

STA Moving Forward Brochure

Figure 8 illustrates the front and back cover of the *STA Moving Forward* brochure designed to provide summary information about the ten-year implementation plan. The twelve panel brochure describes the need for the plan, major capital projects and the sequence in which projects would be implemented. It also contains information about funding the plan.

In total, over 9,000 brochures were distributed to STA customers, community organizations and individuals at community events. The back brochure's back panel provides information to provide feedback via survey, email or by calling the *STA Moving Forward* Hotline.



Figure 8: *STA Moving Forward* brochure front and back

Community Open Houses

Four Community Open Houses were held during the three-month outreach period. Regional locations were selected to ensure that all residents within the Public Transportation Benefit Area had the opportunity to attend an open house in general proximity to the municipality in which they live. Approximately fifty people attended the four open houses.

- Thursday, October 8 at CenterPlace, 2426 North Discovery Place, Spokane Valley, WA.
- Tuesday, October 28 at the Wren Pierson Community Center, 615 4h Street, Cheney, WA.
- Thursday, November 6 at the STA Plaza, 701 W. Riverside Avenue, Spokane, WA.
- Friday, November 7 at the Quality Inn, 7919 North Division Street, Spokane, WA.

Appendices

Appendix A – Scientific Polling by Moore Information

Appendix B – Community Presentations & Feedback Spreadsheets

Appendix C – Survey Monkey Report

Appendix D – Community Leadership Summit on Transit Report

Appendix E – Telephone Town Hall Summary

Appendix A

Scientific Polling by Moore Information



MOORE INFORMATION

OPINION RESEARCH • STRATEGIC ANALYSIS

December 10, 2014

TO: Spokane Transit Board of Directors

FROM: Bob Moore

RE: Spokane Transit Moving Forward Survey Highlights

In terms of funding the STA Moving Forward plan, the survey showed:

- Residents of the Public Transportation Benefit Area (PTBA) support funding the full implementation of STA Moving Forward Plan by a 55-38% margin, with 6% undecided. This measure was described as a “three-tenths of 1% sales tax increase, roughly half of which would be to maintain existing transit service and roughly half of which would improve transit service in the Spokane area.”
- The vast majority (87%) who support the three-tenths of 1% sales tax increase also support the two-tenths of 1% increase, which was described as “two-tenths of 1% sales tax increase, roughly three quarters of which would be used to maintain existing transit service and roughly one quarter to be used to improve existing transit services”.
- Likewise, the vast majority (85%) who oppose the three-tenths of 1% sales tax increase also oppose the two-tenths of 1% increase.

After respondents learn more about the STA Moving Forward plan via a full description, 60% of adult PTBA residents support an “additional three-tenths of a cent increase in local sales tax -- or 3 cents on a \$10 purchase -- with roughly 50% of the funds devoted to maintaining existing service levels, and roughly 50% of the funds for more and better transit,” but 31% are opposed and 9% are neutral/unsure.

The following findings help explain the level of support for the plan and support for the increase in sales tax funding.

- Spokane Transit continues to receive positive job performance ratings from PTBA residents. When evaluating Spokane Transit’s job performance using a five-point scale where 5=excellent and 1=poor, Spokane Transit earns a mean score rating of 3.44. Performance ratings have remained relatively level since 2011 and have increased from a mean score of 2.79 in 2007.
 - Positive ratings are due to perceptions that Spokane Transit is “doing a good job,” “has good coverage” and is “reliable,” while negative perceptions come from people who would like to see STA provide “better coverage.”
- Positive sentiment about STA was also revealed when respondents evaluated how well seven positive attributes describe Spokane Transit Authority (using a five-point scale, where 5=very well and 1=not at all). All attributes received above average ratings (higher than 3 rating) and STA is most likely to be associated with employing safe drivers (4.21 mean score rating).

- Three other descriptions are once again among the most highly rated “essential to livability” (3.86), “will play an important role meeting future transportation needs,” (3.84) and “is easy to use” (3.80).
- Respondents also give STA positive ratings for “provides taxpayers a good value for money” (3.61), “is financially responsible” (3.54) and “does a good job listening to the public” (3.37).
- Importantly, PTBA residents are more impressed with STA than the transportation system in general. The Spokane area’s transportation system gets a 3.09 rating on a five-point scale (compared to 3.44 for STA). And, there continues to be consensus agreement from three quarters of residents (77%) that rush hour congestion in the Spokane area would increase without public transportation.

Fully 78% of PTBA residents have ridden on the Spokane Transit system, including nearly one-in-five (17%) reporting they have ridden Spokane Transit within the past 30 days. Six-in-ten (61%) have used the Spokane Transit system -- but not within the past 30 days. Roughly one-in-five PTBA residents (22%) say they have never ridden Spokane Transit.

The mood among Spokane area residents in the Public Transportation Benefit Area (PTBA) is optimistic; 60% describe things in the Spokane area as going in the right direction and just 26% say things are off on the wrong track. The remaining 14% have no opinion. Optimism prevails among all demographic subgroups.

Methodology

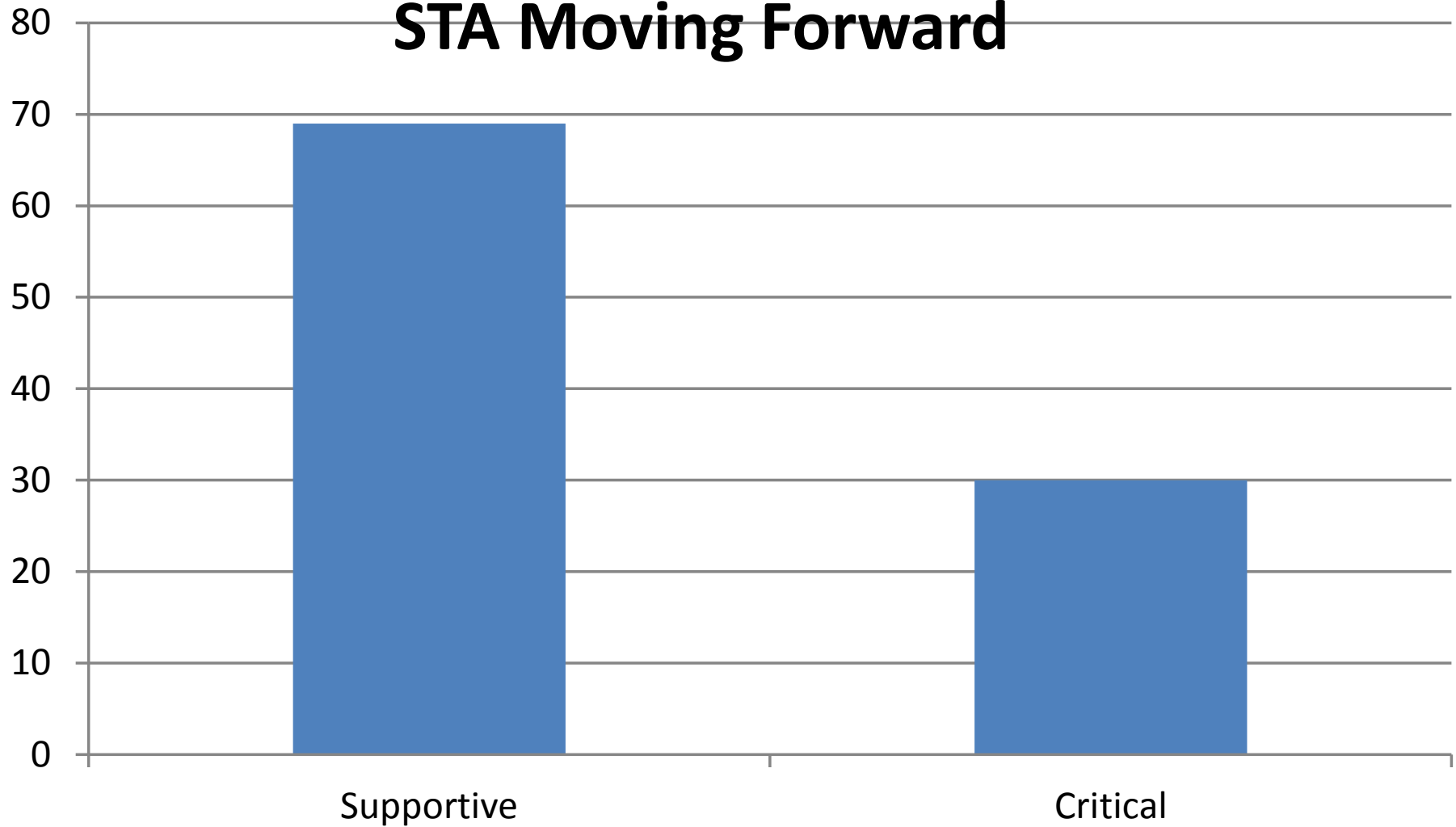
This memo contains results of a telephone survey conducted using live interviewers among adult residents living in the Spokane Transit Authority Public Transportation Benefit Area (PTBA) among landlines and cell phones, November 23-24, 2014.

A total of 400 interviews were conducted among a representative sample of adult residents districtwide. The potential sampling error is +/- 5% at the 95% confidence level. Please note when reviewing reporting materials: the percentages for each question won't necessarily add up to exactly 100% in each case due to rounding.

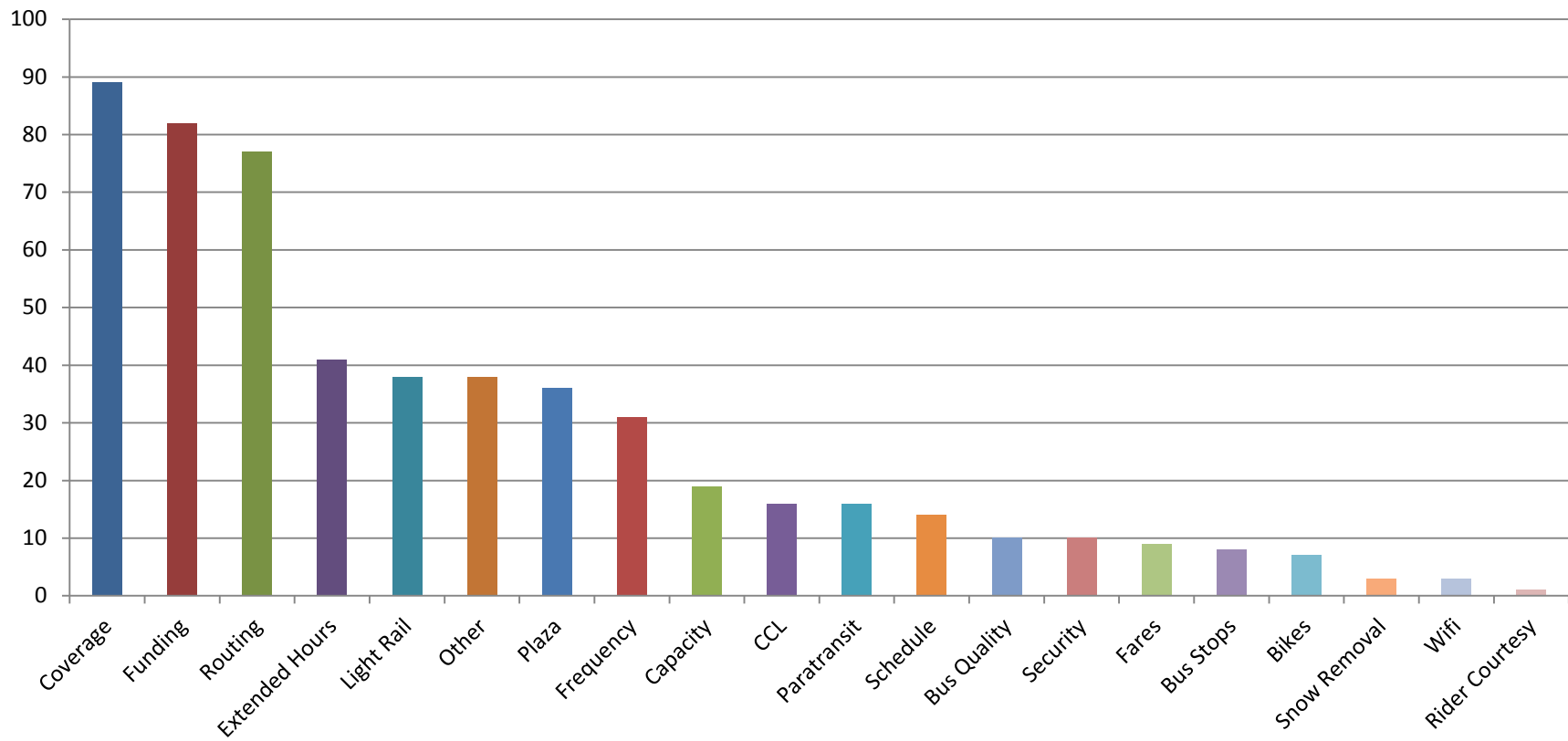
Appendix B

Community Presentations & Feedback Spreadsheets

Perception of STA & STA Moving Forward



STA Moving Forward Feedback Survey Monkey



STA Moving Forward 2014 Survey Monkey Responses by Topic

Question 17: Do you have any additional feedback for the STA Board of Directors about the STA Moving Forward plan and/or its potential funding mechanism?

Topic	Response Text	Date
Coverage	I work on the West Plains. Without a significant improvement in this area I won't need the bus at all.	20-Nov
Coverage	The Otis orchards area needs services for young adults to get to the community college and downtown.	18-Nov
Coverage	I think it would be great if STA would provide bus service to Silverwood Theme Park on two or three days a week in the summer months. There are many people who would be happy and your busses would be full. Please consider this option.	17-Nov
Coverage	service needs to be expanded to the Mead area	17-Nov
Coverage	I live in Vinegar Flats off Inland Empire Highway. I wish there was bus service along Inland Empire Highway. I live at 2111 W. 13 Ave, and I would commute via bus more regularly if service was added to my neighborhood. I would also like to add that, despite the fact that I have to walk more than 1/2 mile for bus service, I think that STA is one of the most important services Spokane offers. Public transit is one of the reasons I chose to live in Spokane as I did not have a car the first four years I lived here. Thank you for offering this invaluable service to Spokane.	17-Nov
Coverage	Bring back my service on 43rd Avenue heading west to Grand.	17-Nov
Coverage	Airport service to downtown should be free to Intermodal or downtown taxi stands around the clock.	16-Nov
Coverage	Does the Monroe/Regal line mean no service on Bernard? Or will the south part still split. Seems that if it is 30 minutes on weekends you could provide service on Bernard 7 days a week.	16-Nov
Coverage	The Spokane area arterials and freeways are getting more congested. Although many people, because of their work needs, must drive work vehicles, there are many that could use mass transit, but still enjoy the convenience of driving their own vehicles. If the transit system can accommodate their commute needs better and they are more motivated to use mass transit, it will help in the maintenance of our transit infrastructure overall.	16-Nov
Coverage	Put stops back on east side of 37 east of regal and be a bonus if can pick up at 6_630am ,seems like the bus caters to 8-5ers	16-Nov
Coverage	I would like to see the line on empire go back in as it stands it's a 6 block hike from NV to crestline to catch the 27 OR 6 to get to the 33. If you have children not fun	16-Nov
Coverage	Keep the work and expenditures transparent.[] Spread the improvements fairly between the not-so affluent and affluent sections of town.[] Ensure routes support the economies of the downtown workers.	15-Nov
Coverage	1. return express to Valley Transit Center around 5:10 from EWU.[] 2. handicapped access	15-Nov
Coverage	The bus needs to go to Medical lake "Lakeland Village".	15-Nov
Coverage	Is there a plan to extend routes? If so, what is it? The closest stop to my house is almost 2 miles away.	15-Nov
Coverage	More crosstown service directly to U district from neighborhoods like South Hill. GPS on buses so can see estimated stop times in advance of walking to bus stop.	15-Nov
Coverage	Specifically, there is a bus stop just off exit 272 which is across the I-90 bridge from a group of subdivisions and parking. This requires a number of riders to walk across the narrow bridge and represents a significant safety concern. I would recommend either setting up a park and ride near that bus stop, or even better is moving the bus stop to the other side of the bridge (by the Petro/McDonald's area)	15-Nov

Coverage	Please consider creating a route to windsor communities. Now we have elementary, Middle and High schools plus a big population and there is not even a close route of public transportation that we can commute. What a shame!	15-Nov
Coverage	My families use of transit has dropped dramatically as the service to our area has decreased. [] [] You should focus on getting to ALL parts of urban areas as well as facilitating commuters. Commuters can and will pay what it takes to get them to work. If I can not easily get to a bus route then the entire system becomes worthless. Once in a car there is little reason to get on a bus. Dealing with large groups efficiently is nice, but a system is only truly useful if most citizens can use it.[] [] In other cities I have been a big transit user. In Spokane it's almost impossible.	15-Nov
Coverage	I think we need many more covered bus stops. One of the worst things about riding the bus is standing in the rain or wind. Also routes direct to Airway Heights without going downtown would increase my riding of the bus.	15-Nov
Coverage	Service on Cheney Spokane Road is important to me.[] Many commuters use this road and it is an efficient way to get from the South Hill to Cheney. Please consider this. If we had this service, I would take the bus to work and to Spokane. Currently, I cannot.	14-Nov
Coverage	One area that is not supported at all by mass transit is on Argonne Rd north of the City of Millwood (bus stops by Rocket Bakery). I live on the lower South Hill and work at the library on Argonne/Upriver Drive, so taking the bus to/from work is not a viable option nor can library customers take a bus to the library. Argonne Rd is a high-traffic corridor and appears to be a good candidate for adding bus routes.	14-Nov
Coverage	As a frequent commuter from E Central Spokane to Cheney, I rarely take the 45, which has service 4 blocks from my home; instead, I drive to Jefferson park & ride prior to 8am (otherwise parking is impossible). The schedules of the 45 & 66 don't match well -- a carless commute from EWU to my home can take 1hr 45 min. I never think about taking a bus to NorthTown mall or Spokane Valley because it's far too inconvenient and not worth the time. If the bus system were effective enough to change this way of thinking, the entire city would benefit.[] [] The mentality of the STA also needs improvement -- riders are people, not livestock or numbers. Professionals are discouraged from riding busses where they are treated poorly. Drivers yell at students and professors on busses. During winter months while riders are bundled for cold weather, the busses are overheated -a haven for illness. Morning drivers often have busses very dark as students are studying/reading by flashlight. Some busses like the 94 are wrought with strong odors. The STA experience should be pleasant and memorable in positive ways.[] [] On a greater scale, the region needs more than bus service. Coeur d'Alene, Liberty Lake, Spokane, Cheney, Pullman, Moscow rail loop would de-isolate our silo communities. My commute from Spokane to EWU would be much more preferable on train than bus. The city needs busses and bike paths. The region needs rail.	14-Nov
Coverage	north spokane and north spokane county needs more public transportation, I live in Deer Park and work in Spokane Valley, I would use STA on a daily basis if routes were better located then just the Wandermere location	14-Nov
Coverage	Can't STA get a bus up onto 5-mile prairie occasionally?	14-Nov
Coverage	A Spokane-CdA connection would be the biggest game changer mentioned here.	14-Nov
Coverage	Yeah.....look at park and ride for the North regions like Deer Park, Elk, Chattaroy, and Loon Lake.	14-Nov

Coverage	The ranking question should be based on ridership, so please take my answer to that one with a grain of salt.[] [] Bus service to my neighborhood was canceled shortly after I bought my home. I was a regular bus rider before the service was canceled.[] [] Minimizing wait times at the plaza should be a priority. Transfers added significantly to my travel time and crowds at the plaza cause political problems for STA.	14-Nov
Coverage	You are making plans to all outer areas except to Deer Park. If you go to all other areas, please consider DP. It's a growing community and now has HUD housing and many low-income people who would use this service as well.	14-Nov
Coverage	I think you should have an express route to/from Pullman, WA - WSU	14-Nov
Coverage	Possible routes to Colbert and Deer Park in the future maybe?	14-Nov
Coverage	Deer park to spokane should have more routes	14-Nov
Coverage	This is a good plan, but still does not address the south valley area where bus stops were eliminated and frequency of buses makes for long waits at transfer sites. Therefore, it's not cost effective for me to ride a bus to downtown from the valley.	14-Nov
Coverage	Commuters north of Spokane desperately need a bus line connection to Deer Park. Highway 395 is over crowded with commuters and the cost of driving to downtown spokane each day is tremendous. Why has STA not created a solution for northern commuters? I strongly feel the North Express Route needs to extend to Deer Park for business commuters.	14-Nov
Coverage	in additional to extending service along the freeway to the Idaho border and beyond, it would be nice to extend service northward, towards Deer Park	14-Nov
Coverage	rreally would like to see the bus go west bound out to reardan/davenport area	14-Nov
Coverage	There is fair density in the Mead area, this is just north of the North South Freeway. Have you looked at providing service to this area?	14-Nov
Coverage	We need a better pick up area other than maribeau park .many of us are east of that	14-Nov
Coverage	We have a large community that is unserved and underserved north of Wandermere. That area is disconnected and while it is affluent, teens and others who would use transit cannot, at this time.[] Could a 'stem' be extended out for those along the main road going north...along Hatch Rd, for instance?[]	14-Nov
Coverage	No service to CDA	14-Nov
Coverage	restarting service to the base clinic at fairchild. whats the sense of taking the bus when you have to depart at the bx and walk another mile to get to the clinic	14-Nov
Coverage	More bus lines are needed in the south valley, like south sullivan at 32nd and south pines at 32nd, ect. Also routs going into Otis Orchards, perhaps down Welllsey from Trent to the state line and down Harvard from Liberty Lake to Wellesy	14-Nov
Coverage	Bring service to the Little Spokane River area which is north of the Hastings Park & Ride	14-Nov
Coverage	Do not go to CDA. CDA does NOT need Rift raft over there	14-Nov
Coverage	WOULD LIKE TO SEE MORE TRANSIT OPTIONS FOR AREAS NORTH OF SPOKANE	14-Nov
Coverage	I am very opposed to a bus service from Spokane to Coeur d Alene	14-Nov
Coverage	I live in Mead and would use a bus from there to Northpoint where I work on a reular basis. I know many older folks in the Mead area might support bus service from there to the North Division corridor for shopping, etc. I presently ride my bike to work, rain or shine, 3 - 5 days a week year -round.	13-Nov
Coverage	The best piece of the plan I see is the Idaho to Washington transit/pilot plan	13-Nov
Coverage	All of the housing in the Latah Creek area, Eagle Ridge, Cheney/Spokane Road and the housing around Qualchan Golf Course are completely ignored by STA. How about a bus occasionally, or a transit park-n-ride?	13-Nov

Coverage	<p>With the continued development of the North Spokane Corridor, perhaps the Board should consider adding stops in those areas or perhaps another station so those of us who work up north don't have to go all the way downtown to catch a different bus travelling north. []</p> <p>Also I technically live outside of the city limits but still in highly populated residential area (near the Argonne library), yet there are no transit stops in the area to help me in my commute. The nearest stop is over in Millwood and again requires having to go downtown in order to catch the proper route for my work location up north. It's not convenient and is a deterrent in commuting.</p>	13-Nov
Coverage	<p>I am very disappointed that the bus route in Latah Valley/Vinegar Flats was cancelled about 2 years ago. Also, I work at URM on N. Freya, which has approximately 2000 people on its campus. There isn't a bus that comes near here. I and other would absolutely take it from downtown instead of driving.</p>	13-Nov
Coverage	<p>Consider routes further north of North Pointe on HWY 2.</p>	13-Nov
Coverage	<p>I currently do not use STA, but I would like to. The reasons that I don't is because I live in Kootenai County and work in Liberty Lake. There is currently no bus service. I do not participate in a van because I have to take 2 children to daycare along my way and I work variable hours. A bus service from Liberty Lake to Kootenia County would be very beneficial to me. I also believe that better transit options will benefit the economy of this region by attracting tourists and new companies to bring business here.</p>	13-Nov
Coverage	<p>What about those of us that live in north Spoknae County</p>	13-Nov
Coverage	<p>What about SE county? We have nothing, thank goodness the CDA casino allows us to use their systems to get into Spokane.</p>	13-Nov
Coverage	<p>I do not see much information regarding service to Wandermere area. I live out by 395 and if there is was service to the Wandermere area it might make me change my mind about commuting. At this time it is silly for me to drive in a few miles just to catch a bus when it is just as fast for me to drive all the way in and at my leisure. I believe we should concentrate more on LIGHT RAIL for Cheney, Post Falls as the schools and the commuters from this area could utilize this aspect enormously.</p>	13-Nov
Coverage	<p>I'm disappointed there is very little in the plan to increase frequency of service for existing users, especially on the South Hill (where the population is more liberal and more likely to ride the bus!). I had to stop taking the bus when my work schedule required me to be at the County Courthouse at 6:30am. There is no bus from within a half mile of my house that can get me to work that early. I love that STA is trying to expand, but you've focused most of your expansion on the fringe. What about the daily commuter? Buses need to come earlier and be more frequent! Paratransit serves a very small amount of people, as does service to small outlying cities. STA needs to focus on SPOKANE! Get Spokaneites to where we need to be when we need to be there FIRST, then think about other cities. After increasing service for the daily Spokane commuter, a Spokane-Coeur d'Alene link would be the next most important thing, allowing the two cities to share work, tourism, and recreation.[]</p> <ol style="list-style-type: none"> 1. SPOKANE commute[] 2. Tourism (Spo-CDA)[] 3. Paratransit[] <p>Thank you for all that you do! You're providing a great service, and I fully support a tax increase if you can focus in the most needed areas!</p>	13-Nov
Coverage	<p>Fair Housing choice is limited by mobility. There should also be service to Deer Park a low income town.</p>	13-Nov
Coverage	<p>We need transit that goes out to Mead "town area".[]</p> <p>the current park & rides are too far away to make them worth while. I would love to have a bus on the weekends so I could go downtown without my car. I would go downtown more often if it was available.</p>	13-Nov

Coverage	It would be very helpful to me and my fellow co-workers if a bus was reinstated out at Geiger Corrections Center again. Nearest bus stop is a mile away. It's difficult for me to consider raising taxes when none of the proposed changes makes a positive move toward the needs of the people I deal with on a daily basis. I like the proposed changes, just not sure those are where the most need is, rather than things that sound nice.	13-Nov
Coverage	I would think the North Corridor would have some kind of priority in this plan. I like the limited stops of the 124, just wish it was more available, especially if I have to leave during the day.	13-Nov
Coverage	It would be nice to have a bus/van from Deer Park to the North Spokane park and ride.	13-Nov
Coverage	Service to Deer Park??? Loon Lake???	13-Nov
Coverage	Get with it! The existing service is horrible on north Division with no stops or pick up in the north area between the Y to the Mead station. I do not use public transit because I cannot go where I need to go. I would like to get conveniently from the Mead transit station to SFCC. It is horrible at this time and too time consuming.	13-Nov
Coverage	First, improve the transportation from CDA, ID to Spokane Down Town. I-90 is very busy.	13-Nov
Coverage	you really should consider supporting areas of town that are not low income	13-Nov
Coverage	Consider North County/Deer Park bus service?	13-Nov
Coverage	Would like to see a P&R in Deer Park area.	13-Nov
Coverage	any thoughts to extending service to Deer Park? The Wandermere park n ride is only half way or less to work for myself and many others	13-Nov
Coverage	Wish was a park and ride near Chattaroy.	13-Nov
Coverage	STA needs to expand commuter service into Idaho. Local transit is not needed there, but by offering routes in the morning and evening with 4 stops of Downtown Spokane/VTC/Post Falls/Coeur d'Alene, STA could make a significant environmental and traffic impact, by assisting the thousands of interstate commuters who have no option other than to drive themselves every day. Obviously, this route would have a higher fare.	13-Nov
Coverage	Would like at least a park-n-ride north on Highway 2....maybe at or near Yokes. This is in the Mead school district, continues to grow, and there is no transit service. The closest STA bus is at Northpoint by Shopko/Target. Those who live further North have no options if they don't drive.	5-Nov
Coverage	a Deer Park line	3-Nov
Coverage	You need to look into going farther on Trent to Sullivan, including Pines and especially Mirabeau pkwy where the business are off Pines. If you had a bus that went there, I would buy a bus pass and ride every weekday, but since you don't I verily ride the bus at all. I used to ride all the time, but now I don't due to where our business moved to.	3-Nov
Coverage	East Upriver Drive has no service between Avista and SCC. There is high density, low income people here who rely on the bus. They have to walk a long ways. I see them along the road every morning on the way to work.	3-Nov
Coverage	Provide service to MEAD again.	3-Nov
Coverage	I wish there were a way to expand bus service further north along Highway 2.	2-Nov
Coverage	More options for the South Hill!!!!!!!	31-Oct
Coverage	Put the bus back that ran past Lincoln Park!!	31-Oct
Coverage	Extend Millwood route to Argonne library	30-Oct
Coverage	Improvement of Spokane Valley and Liberty Lake would be a great help for myself and my clients.	30-Oct
Coverage	I rely solely on STA for my transportation needs. It would be better if the West Broadway went back to every 30 mins on Sundays. Being able to get to points in Idaho would be a huge plus.	30-Oct
Coverage	Please consider adding the Latah Creek - Gualchan Hills area in your new plan. There is a large ridership in the Eagle Ridge area as well.	30-Oct

Coverage	Before I retired I often utilized the North Monroe (24) route to get downtown from my place of work on North Monroe. That was very convenient as it meant that I did not have to worry about finding a place to park, feed a parking meter, worry about running out of time, etc. Since retiring I have not utilized STA as much. Improved service, however, could well change how I travel. My wife and I are considering relocating to the Greenacres vicinity. Improvements in this part of the service area would be very beneficial.	25-Oct
Coverage	Bus service to CdA, PLEASE!!!!	25-Oct
Coverage	I live in Four Lakes and am highly supportive of routes from downtown Spokane to Cheney. I'd also like for the Board to consider routes from Four Lakes to Medical Lake and Airway Heights. At the present I would not utilize routes from Four Lakes to Spokane Valley or Idaho; however, several of our neighbors would benefit from this option.	24-Oct
Coverage	Please restore service between Medical Lake and Airway Heights.	24-Oct
Coverage	I noticed that SFCC was not part of the expanded service. I live by the VA hospital and would take the bus if the route went east on Wellesley.	23-Oct
Coverage	I currently live on the east side of CDA lake. A connection from CDA to Spokane to Cheney-Airwayheights-Airport would be wonderful! How about a free ride zone in downtown core? I walked from Davenport to EWU no change and no benches to rest on the whole way. I think you seem to be moving forward in the right direction.	23-Oct
Funding	Add a fund on car tabs this will help with funding and more direct routes will cut back on traffic pollution and wear and tear on peoples vehicals	18-Nov
Funding	When the plan is presented, please point out that Sales Taxes tend to spread the burden to all income levels, as opposed to income tax which may be skewed by "loopholes".	18-Nov
Funding	I believe in a strong public transportation system and how that benefits a city overall. I don't believe in paying taxes for which I receive no benefit. I would recommend an audit to determine how STA is currently spending its money to see where finds might be reallocated for this plan. Other revenue should come from somewhere else -- i.e., increased rates, grants, municipalities benefitting from the plan, etc.	17-Nov
Funding	use a tax on studded tire use for transit improvements, like a snow park permit.	17-Nov
Funding	Efficiencies should be the highest priority. Higher % taxes required from those who can afford to pay, to those who cannot, eventually will result in a higher percentage of those who cannot afford to pay.	17-Nov
Funding	Impeiment sound plans at a resonable cost	16-Nov
Funding	Do not spend the money('s) foolishly.	16-Nov
Funding	if there is a need for more transit because of a growing area that should imply more taxes from more people. Should not require a tax increase.	15-Nov
Funding	There is a breaking point for taxes. I work hard and never took a government handout, yet I can barely keep my head above water. We can't pay for everything for everyone and live a quality life.	15-Nov
Funding	The funding is reasonable for our tax base, modest though it is. No planning process by any jurisdiction in Spokane County has been more professional and open to public and private input and consideration than STA Moving Forward. If you cannot support this plan you are not supporting the a key element -- perhaps the most key element -- for enabling and stimulating our county's population and jobs growth in the next 20 years.	15-Nov

Funding	<p>I'm fairly sure buses must have a break even point where the number of commuters who pay for their bus service offsets the costs of running it (along with the sales tax provision and any other income-generating measures you currently have in place), but does anyone even bother to look at the environmental costs, and what expanding our bus service would do in that regard? I've lived in Spokane all my life. Overall, it's a pretty nice city, but if I had to measure the overall health of our city from the time I was born (a little over four decades), I'd say it's beginning to show signs of decline. This is understandable, things are tough all over, and I don't really feel that Spokane has entirely recovered from the mass exodus of jobs that started occurring around 2000 in our various manufacturing and refining plants that were responsible for providing a great number of livable wage jobs. I would happily drive my Prius less and take the bus more if it were both convenient and cost efficient to do so. I'd happily give up both if we could find a way to develop an electric infrastructure capable of dealing with a total shift from petroleum to electricity for our basic commuting and shopping needs.[]</p> <p>[]</p> <p>I guess the point I'm trying to make is we've wasted a lot of time, money, and resources on systems that must, by the very nature of our world and what it can handle, become obsolete at some point and be repurposed into something more sustainable. The bussing industry is going to need to be on board with this as much as anyone. I'd like to see a climate assessment done for these proposals you've put forth, and a break even analysis that weighs the amount of pollution produced by the buses that shows how many passengers it takes to offset the carbon footprint they would produce by driving economical cars (maybe not hybrids, but they should at least be getting 30mpg in the city). Failing to do this means you're just growing to meet demand, or simply to expand operations and justify larger expenditures for the future, without really taking into consideration the full impact buses have on the community.[]</p> <p>[]</p> <p>I'm certainly not opposed to buses, or to the evolution of our transportation system to one that is far more streamlined and less dependent on personal petroleum-fueled transportation, I just want the assessment to be a comprehensive one.</p>	15-Nov
Funding	I would be much more open to a temporary levy to fund improvements to public transit. Raising the sales tax seems unnecessary.	14-Nov
Funding	We just approved an STA tax a few years ago and there have also been fare increases. Asking for more from taxpayers has very little chance of success in my opinion.	14-Nov
Funding	As a state employee I know these are tough times financially for governments, I've already been rified once. Governments have got to stop telling us to do more with less and follow thier own advice.	14-Nov
Funding	I would approve of a tax on high end items or services to fund improvements.	14-Nov
Funding	Since you project an increase of population, those increased funs from the current tax rate should cover future expenses; otherwise you are not a good steward of tax dollars.	14-Nov
Funding	I give full support but I want the tax to be used only for the project or to contiue to improve the project dont lie to us like other gov does	14-Nov
Funding	Take a 3% reduction and put that money into road upkeep and the North South Corridor to finish it sooner.	14-Nov
Funding	Service should be provided to areas that are willing to vote for revenue. That means service to the city of Spokane should not come at the expense of expanding service to the Spokane Valley region and North Idaho, where voters will not support public transit.	14-Nov
Funding	User pays. If the service does not change or improve for me I do not want to pay more money. I stopped using the transit because it became inconvenient and uncomfortable at best	14-Nov

Funding	Be responsible with tax payers monies.	14-Nov
Funding	I would hope my preferences in this survey are taken into consideration. I am concerned about the community but hope to see the proposed service improvement in a manner. I want to see my taxes in action.	14-Nov
Funding	Is there a way that we could add it to the gas tax? I know that not everyone who uses the bus drives, though I think it would be easier than a sales tax increase... Perhaps a combination?	14-Nov
Funding	I would be willing to pay more for gasoline or property tax in order to fund mass transit.	14-Nov
Funding	Stop bleeding the taxpayer. Pay your own way!!!!!!	14-Nov
Funding	Gas tax. I would rather see a gas tax that way if you start using the transit program you would pay less and there would be more \$\$ from fares. It equalizes itself.	14-Nov
Funding	The current level of funding is more than adequate. Use what you have and don't ask for any more	14-Nov
Funding	Get donations from your wealthy supporters for new projects..!!	14-Nov
Funding	no new taxes	14-Nov
Funding	Not in favor of new taxes increases for these projects.	14-Nov
Funding	No more taxes	14-Nov
Funding	Look for other ways to save money besides cutting services to your riders.	14-Nov
Funding	Really which would increase ridership-fare reduction or route expansion?	14-Nov
Funding	The transit system should move towards being more self sufficient! You need to stop taking from the many to subsidize the few. This is WRONG! I am not afraid to sign my name to this, either. Scott Kusel 509-534-4454	14-Nov
Funding	STOP BLEEDING THE TAXPAYER. MAKE RIDERS PAY THEIR OWN WAY!!!!!!!!!!!!!!!!!!!!	14-Nov
	⌋	
	IF THE STA IS SO VITAL AND SO POPULAR MAKE IT WORK WITHOUT MASSIVE TAXPAYER SUBSIDIES.⌋	
	⌋	
	YOU KNOW, I KNOW AND ALL THINKING PEOPLE KNOW, WITHOUT THE MASSIVE SUBSIDIES, THE STA WOULD FOLD.⌋	
	⌋	
	THAT IS HOW POPULAR AND HOW IMPORTANT IT IS. IT WOULD FOLD.	
Funding	It's not a contest to see how much money you can spend.	14-Nov
Funding	Quit asking for more funds for fancy new things when the equipment/facilities you have now are so mis-managed. A streetcar? Are you kidding? You know we get snow and the streets reduce to 1 lane in all directions as it is right?	14-Nov
Funding	In regards to the I-90 plan into Idaho I would only support it if Idaho paid it's fair share. I did not see anything in the information if we in Spokane would be required to pick up the bill for the riders of another state.	14-Nov
Funding	No more tax increases. Let the riders pay for the services!!!	14-Nov
Funding	Choose wisely. I will be guardedly observing decisions about how you will spend MY money on community projects.	14-Nov
Funding	PRIVATIZE!!!! Transportation is NOT the job of Government. If there is a demand then it will be successful if not then it's not really needed!	14-Nov
Funding	Funding should come from the monies that were/are going to be used for the plaza re-model. I feel those funds should go towards more buses and more drivers and their salaries.	13-Nov
Funding	The streetcar system seems to be a frivolous use of funds. How is this any better than a bus? If it is more cost effective than a bus, then I change my opinion. I do not know much about it.	13-Nov
Funding	Stop increasing taxes and spend the money you have more efficiently	13-Nov

Funding	Successful Transit programs are self sustaining. Ticketing prices, advertising, sponsorships, and grants are a better source of funding than increasing taxes and taxpayer sourced funding.	13-Nov
Funding	I appreciate your planning. I understand that there needs to be a way to increase monies, however, we all are paying more for utililites and food, and not many of us have received a COLA increase. More than not, it takes two plus incomes to run a household...every penny does count for everyone. I still pick them up in a parking lot and I have a double income family.	13-Nov
Funding	The only way to have more service is if the options for the service create enough revenue for STA to support them with out any increases to taxes.	13-Nov
Funding	As per my previous message, a sales tax is not a good mechanism for funding transit and I hope every method is being made to find an alternative that is more rationally connected to the service being delivered. Hopefully several funding mechanisms can developed so transit does not have to rely only on the sales tax, a historically highly variable funding source (remember what happened to sales tax revenue in the crash of 2008). Please work for diverse and logical funding mechanisms to ensure both more \$ available and greater stability in transit funding. On another topic, I totally support the City Center loop but I am not terribly sold on the "street car" design. Have you looked at the Dash in Olympia? This seemed to work well. I have been told that the street car carriers cost more to maintain among other deficiencies they have.	13-Nov
Funding	The funding source and request for tax increase is more than reasonable. For Spokane to grow its economy, increase mobility of citizens, adapt to the changing demographics and become less autocentric, this plan needs to be supported. Education and needs to be done as the plan unfolds to get people to leave their cars at home which will be a challenge.	13-Nov
Funding	Don't do it, They are a waste of money, I can't afford	13-Nov
Funding	You cut bus routes years ago making it more difficult to get to the buses and use them. If you want more money you had better be able to show that you really can make bus transportation more affordable for everyone and not just a select few low income groups that are already receiving my taxes. Also it needs to be shown that it will be more convenient to take the bus. I don't because I have to walk 2 blocks to a bus stop and wait in the rain and wind and snow and then my destination is three transfer and an hour ride.	13-Nov
Funding	If there's an increase in tax, I want it to last for a specific time period to pay for specific projects.	13-Nov
Funding	I know the population that the bus serves, and that all in Spokane and the region benefit from this system even if they don't ride the bus. But I feel there is a unequal amount of the funding put on those who don't use the bus. Maybe there could be less of an increase in sales tax(.01 or .02) and a small increase in the fairs so that people are equally paying for the services provided.	13-Nov
Funding	Do not raise the sales tax. PLEASE!!!	13-Nov
Funding	Your language is misleading on the tax increase. First we are told the increase was approved by voters and then we are told the Board is considering it. These things are often vailed as they are unpopular	13-Nov
Funding	How about cutting the tax subsidy by .3% and allowing competition?	13-Nov
Funding	I am supportive of the plan but not optimistic about the Spokane community supporting such a substantial tax increase	13-Nov
Funding	if i used the bus i am willing to pay for it, but if i never use it because it doesnt fit my needs why should i pay for it? charge the people using the bus.	13-Nov
Funding	While I am extremely supportive of an efficient and excellent public transit system, I am worried about the sales tax increase. I am a student working full time and Washinton already has one of, if not the highest sales tax rates in the country. Please consider this in making the decision to raise sales tax. Spokane is economically behind as it is.	13-Nov

Funding	Yes the tax rate hasn't gone up in some time but the amount of \$ coming in has due to the increased population in the Spokane area. Expanding services when many of the existing routes are not well used and many busses are not even close to being filled doesn't make sense. STA should only expand services if it can pay for them using existing funds and bonds that are often passed by the public.	13-Nov
Funding	No sales tax increases.	13-Nov
Funding	Aim towards a smaller sustainable system of transit, not expansion and increasing costs.	13-Nov
Funding	no Sales tax increases.	13-Nov
Funding	People who use the transit need to pay for it, its not equal to tax people who don't use it to maintain it or fund it. Maybe the employees need to think about what they can do to help STA maintain or improve services, AKA.pay cuts or benefit cuts. I'm sure there are a few individuals who could stand to loose a few zeroes for the good of the community! I use the system so there for I should pay for the system, I'm not opposed to that at all.	13-Nov
Funding	I dislike that gas prices are as high as they are but somehow I think fuel prices should be figured into the funding, although .15 is a lot to add on. I do not object to this added to \$50 purchases though.	13-Nov
Funding	It should be funded by people who use the system, not local taxes.	13-Nov
Funding	I believe that STA should do a serious cost and benefits analysis of its current programs. I don't believe STA should subsidize Vanpools, and most of the CTR efforts are very cost-ineffective approaches to carbon reduction (which don't even count the opportunity costs companies underwrite by having employees run the program, keep calendars, sponsor prizes, etc.). Unless transit is actually integrated into land-use planning, the Moving Forward Plan should be very flexible...so you don't have sunk costs that aren't adaptable.	6-Nov
Funding	Be realistic - moves must be cost effective and sensible.	3-Nov
Funding	I would defer you e board to determine high traffic routes, it is hard to answer the questions on priority routes without more data. Regarding services to one neighborhood, Browns addition to other popular places, I am not understanding how paying millions to improve commuting for one neighborhood makes sense. I am not supportive of raising taxes to improve transportation to Idaho; for many reasons (although we like our neighbors).	3-Nov
Funding	Modernization at bus barn is unnecessary. It is/was a huge waste of money. We don't need more empty shops. If that is how you intend to use the money, I am not supportive at all.	2-Nov
Funding	I would like to see a comprehensive report on the findings. This report would have to include a report, findings, costs, budget, proposal, etc.[] []	1-Nov
Funding	I have a great deal of respect for STA and how they operate. I believe they are the best stewards of my tax dollars.	
Funding	I wonder how other cities are funding their public transportation, how many grants are available to help, and if STA could ask businesses to provide free passes to employees to come to work.	31-Oct
Funding	Funding methods must always be evaluated. Increasing the sales tax may not be the best option since it is quite high right now.	31-Oct
Funding	NO MORE \$\$\$!!!	31-Oct
Funding	Public transportation is very important to the future of the Spokane region. HPTN is a critical step in getting more people to try transit and hopefully make it a bigger part of their life. The investments in transit improvements will be recouped through greater economic stimulus, more sustainable housing development, greater choices for travel to work places, improvement in our environment, and a positive impact to the health of our citizens.	30-Oct
Funding	Be more fiscally responsible instead of raising taxes.	29-Oct

Funding	Moving forward without detail doesn't give me any reason to support the funding mechanism. Tell me what you are going to do with the money.	29-Oct
Funding	What separates Spokane from cities like Boise is not just attractions or economic development, but its quality of transit service. Most people take for granted that a bus is somewhere every 15 or 30 minutes, but this is actually unusual for a typical Western US city. We have to take advantage of this and not only sustain but improve our services. The region needs to be supportive of this, so I feel that the campaign for voting yes to this tax increase needs to focus on the quality of transit that Spokane has compared to other place and that this increase will bring about many positive changes for the area. Do not take King County's approach and focus on the negative effects that will happen if it doesn't pass. Let voters know what STA has been able to achieve so far and request a very modest tax increase to improve it even more. I feel it is hard for even a total car-lover to say no this.	29-Oct
Funding	I would like the STA Board to further vet this plan and ask STA staff detailed questions on the necessities of the many components comprising the current proposal including the funding mechanism.	29-Oct
Funding	I will vote against any plan that includes raising my taxes to support public transit.	28-Oct
Funding	Rank the projects by total time & money saved for new and existing users and concentrate on projects that generate most time & money saved for most people within existing funding.	28-Oct
Funding	I know this is hard for you to do, but resist the urge to spread service around like peanut butter. You need to run this like a business and put your investments where they will generate the most ridership. I'm not an expert on your market, so I don't know how you decided what services to include, but your primary consideration should be riders per dollar invested.	22-Oct
Routing	I would like to see sincerest connection line, perhaps one at nine mile.	21-Nov
Routing	Direct route from Liberty Lake to EWU PUB. Wi-Fi available on all buses. No standing on buses.	21-Nov
Routing	There appear to be no bus stops within 5 miles of the intersection of Freya and Francis. Despite having 3 large employers in the area.	21-Nov
Routing	Add direct route from Liberty Lake to Cheney EWU PUB. Also with additional funding, STA needs to manage crowded bus where people had to stand which is very unsafe practice even though there is no law against that.	20-Nov
Routing	My STA use is principally governed by a daily work commute from 8 miles north of Airway Heights to Cheney. Until there is a direct Airway Heights-Cheney route, I don't see much possibility of my STA use increasing.	20-Nov
Routing	Evening route to Medical Lake for the afternoon shift workers - and the ride back to spokane at 11PM Also same service for the weekend workers on the evening shift	20-Nov
Routing	I would like a bus that runs to/from Mirabeau Park and Ride that doesn't serve Liberty Lake as often the bus is close to full by the time it arrives at Mirabeau.	19-Nov
Routing	Improve Communications through employers to promote common routes (such as Spokane to Liberty Lake).	19-Nov

Routing	<p>A great transit system is only useful to an individual if they have ready access to the system. For many years it has been my observation that the area North of the river in the vicinity of Millwood is completely invisible to STA. I live just off Upriver, West of Argonne. Despite being within the PTBA, and paying taxes to support the system, there are no buses that come within several miles of us. All of the STA maps seem to stop at the river. Except for a small area toward Sullivan, it's as if the North-East quadrant of the County just doesn't exist.[]</p> <p>[]</p> <p>Finally, I'm aware that this area doesn't seem to show up often in the surveys - and I can tell you why. We have given up on STA. I'm an exception - most of us ignore STA and the surveys, because they just don't apply - we currently get no service, and it appears we probably never will, even with this large initiative to improve services![]</p> <p>[]</p> <p>By the way, the suggestion I have made in the past to system planners is to run a bi-directional route on Trent and Upriver/E. Wellesley, or even turning the 94 into a loop with the continuation on Upriver.[]</p> <p>[]</p> <p>Thanks for the opportunity to comment.</p>	18-Nov
Routing	<p>Simplify your rout structure. Create North and South routes that can easily connect to East and West routes. Think of the service area as a grid. We easily use public transportation in other cities (such as Las Vegas) that have adopted this route grid approach. The current hub and spoke approach does not work.[]</p> <p>Provide adequate airport service.</p>	17-Nov
Routing	<p>A bus stop is desperately needed on Indiana, East of the Valley Mall. A new Providence medical facility has opened and transit riders need a bus stop within a reasonable walking distance.</p>	17-Nov
Routing	<p>Direct Service between Cheney and Medical Lake is needed.</p>	17-Nov
Routing	<p>Eastern Washington University is located in Cheney. However, there is NO direct bus route to Medical Lake and Airway Height. One has to take a bus to Spokane, and then wait and take another bus to these two areas. It takes more than 2 hours to make the trip. This is not serving the Cheney residents and EWU students well even though Medical Lake is closer to Cheney geographically than Spokane.</p>	17-Nov
Routing	<p>EWU contracts with STA for service and this plan does not seem to include improvements between Cheney and the Riverpoint campus. I am concerned that the proposed West Plains transit center will make the bus commute to Cheney less convenient. Our students need service which extends through their evening class hours and permits them to return to Cheney.</p>	16-Nov
Routing	<p>Direct transit options between Cheney, Airway Heights, and Medical Lake should definitely be a priority.</p>	14-Nov
Routing	<p>While extending service areas towards outlying areas is great, I believe the reason many do not use STA is the lack of direct routes. Many times to get somewhere you have to transfer two or three times, making it very ineffecient time wise. A short term solution would at least be to have some kind of tool online that would allow someone to plug in where they are and where they need to go at what time, and have the system tell them what buses they need to take at what time, and what transfers would need to be done. A more long term solution would be to have more East-West transit and/or hubs. If I did not have to transfer, I would take the bus everyday. As it is now, I do not use it at all due to a busy schedule.</p>	14-Nov
Routing	<p>look at routes ex Liberty Lake going thru Riverpoint??</p>	14-Nov
Routing	<p>I would like to see direct service from Cheney to Airway heights.</p>	14-Nov
Routing	<p>Please provide a direct bus service from the northside(Indian Trail) to Airway Heights. i would then be a 100% bus commuter and there are lots of people on the Northside that would take advantage of that option.</p>	14-Nov

Routing	Non-stop direct routes from Millwood, Med Lake, Liberty Lake to EWU are needed. Park and rides are needed in these areas as well. Spending 10-15 hours per week riding a bus for is not productive.	14-Nov
Routing	I live in the East Valley area near Sullivan and Wellesly. I work in Cheney. Although there is bus service to my neighborhood now, it would still take me an hour and a half each way if I used STA. I simply don't have an extra 3 hours per day to spare. I've tried parking at the Valley Transit Center but even that takes 20 minutes each way. The valley is growing and it would be nice to have more options.	14-Nov
Routing	Put the bus stops back in downtown Cheney, and re-route the 68 to serve the Salnave area (like it use too) in the mornings between 7 am -10 am and evenings from 4 pm to 6 pm.	14-Nov
Routing	I would like to use city transit, but there is no stop for those of us living at the Fairways Golf Course area. I work in Cheney and would like to be able to use the bus for commuting and then into downtown and the valley. We are a growing area that is underserved. It is also unsafe to have to walk to a bus stop near I90 due to the lack of sidewalks so stops would need to be near the housing divisions or a park and ride area created.	14-Nov
Routing	Question 8: improve service to Cheney, Medical Lake and Airway Heights by providing more direct routes from a transfer point outside of Downtown Spokane. Does this mean not being able to catch a bus to Cheney from downtown? If buses leave from downtown, will it take longer to get to Cheney if the bus has to go to the new transfer station?	14-Nov
Routing	I would like to see a more direct route from 5 mile park and ride to the university district. How about buses going up to the top of 5 mile so we could catch it.	14-Nov
Routing	Please consider trolley cars that would frequently stop downtown/Kendall Yards/2nd and 3rd ave. Add incentives for visiting local shops like commuter coupons good for a week or discounts when you show a receipt to promote downtown business and show the naysayers the community consists of many cross sections of people who want to make an impact.	14-Nov
Routing	DIRECT SERVICE LINE TO WEST PLAINS WOULD WOULD BENEFIT ME 100% (SOUTH HILL TO WEST PLAINS)	14-Nov
Routing	I live in North Spokane County (by Mead High School). If STA had a bus that went from the STA stop (Hastings and Division) and did not require a transfer at the STA plaza, but instead was direct to Airway Heights, I would begin riding the STA bus. ☺ Thank you	14-Nov
Routing	Extending access on North Argonne would be ideal. Currently the route ends at the Rocket, making it difficult to consider taking a bus to the Argonne Library at Upriver Drive.	14-Nov
Routing	I would like regular transit from west south hill to WSU campus without having to wait at downtown terminal- if possible, but probably not biggest priority for overall plan. I work at home and only drive to work alone about 3 days a week	14-Nov
Routing	The corridor improvements are all equally a highest priority.....thank you!!!!	14-Nov
Routing	I already expressed interest in getting our taxes figured out. I have many ideas about routes as well. I think you have done an amazing job with your new marketing. But it seems extremely odd that I cannot take the bus from the south hill to the north side without transferring. I do wish that all buses didn't lead to the station. When I lived in Chicago there was no station and buses just went east to west and north to south. So you could always hop off of a bus to transfer on to the next bus you wanted going the slightly different direction. I really do think our system is good, but can be greatly improved. I would take the bus everyday if it ran every 15 minutes. I know that is much more expensive. But it is much more convenient for riders. It's almost like "If you build it they will come" mentality. Thanks for sending out this survey and I hope you get the results you are looking for!	14-Nov
Routing	5 blocks in between stops is a lot of elderly folks & disabled.	14-Nov

Routing	It would be nice to have smaller feeder busses that would pick up people North of East Trent avenue in the hills, ie. Campbell Rd, Harvard Rd., Idaho Road and either bring them to transit centers or downtown Spokane. At the very least a bus that runs on Trent from Barker to Idaho.	14-Nov
Routing	I think that the following are the most important: Cheney-Spokane, paratransit, Spokane-Spokane Valley, and downtown.	14-Nov
Routing	There is zero STA stops in the Eagle Ridge area of Spokane. If there was a bus line that connected Eagle Ridge to Downtown Spokane and the South Hill it could allow for commuters to use the mass transit and also allow youth to travel to businesses.	14-Nov
Routing	Please add a line through Mirabeau Business Park between Pines and Indiana as there are hundreds of employees and more to come in this area with the closest bus stop 3/4 of a mile away.	14-Nov
Routing	I moved from Seattle to Spokane about 18 months ago. In Seattle, our family had only one car that we used primarily for weekend trips. My wife and I both used public transit to commute to work and lived in a walkable neighborhood. When we moved to Spokane, we had to purchase a second car because bus schedules were prohibitively inconvenient for both of our commutes. We live on the South Hill near Bernard. Riding the bus downtown is only an 8 minute trip, but because my office is just north of the river, it extends the trip to 35 minutes. Driving saves 4.5 hrs of commute time each week. If the 44 line simply continued through downtown and then north on Division or Washington, and if it ran more frequently, I would gladly sell our second car and be a happy transit rider again.	14-Nov
Routing	It would be wonderful to see Valley Mall service return from Greenacres so we don't have to go to the transit center first from East Sprague.	14-Nov
Routing	a vanpool from Chattaroy to downtown would be very beneficial.	14-Nov
Routing	Put back the Indian Trails to Five Mile park and ride. Add better service/routes from North Side to Spokane Falls College.	14-Nov
Routing	Cheney to Medical Lake 6 am to 11:30 pm Institutional Support	14-Nov
Routing	Look into cutting underused routes, also consider offering a "premium" bus service for those willing to pay more money for additional amenities, or faster service.	14-Nov
Routing	More routes.. it takes 3 bus from spokane valley to liberty lake and no overlap. the one time I took the bus, my bus was late and the other left early	14-Nov
Routing	Run lines from Liberty Lake/Idaho to Industrial Park without going to the hub downtown or the one on University. It is very ridiculous to ride 60 minutes in a bus, while switching busses along the way for a 15 minute drive.	13-Nov
Routing	Invest in the routes with the highest ridership and remove or reduce the routes with the lowest. Make the buses profitable or at least break even, even if that means increasing the cost to riders. No new or increased taxes!	13-Nov
Routing	I am still upset that the route for my neighborhood was deleted and I hope it is considered again. The closest access I have to a bus is Browne's Addition, which is not a viable option.	13-Nov
Routing	Need southhill bus to courthouse without transfer.	13-Nov
Routing	just service city of spokane	13-Nov
Routing	Increase Five Mile parking, restore Maple route from Five Mile to downtown,	13-Nov
Routing	Just to say again. Need better transportation to Mirabeau Park, CentrePlace YMCA from the north side and so I and many others could arrive at work by 7a.m. and depart by 4pm. Thanks for the opportunity to express myself	13-Nov
Routing	Direct route between Medical lake and Cheney would be helpful	13-Nov
Routing	I live on 11th and Perry and work close to Costco. There is no convenient way to get from my house to work without a lot of time and standing waiting for buses.	13-Nov
Routing	if you would put a line in from chenev to medical lake my use would increase significantly	13-Nov
Routing	Wishin' and a-hopin' that someday I can take the bus from Cheney to Spokane Valley in a reasonable amount of time without a half-mile walk at each end.	13-Nov

Routing	Please provide a more efficient way for people to transfer from one bus to another. Transfer time should not be more than 10-15 minutes.	13-Nov
Routing	yes i would love to see the bus expansion on the south hill , there use to be a mini triper bus that went up around havana and would take you to the park and ride , i would catch it on 37th and freya it only ran pirme time morning and prime time evenings.. this went away about 2 years ago and now i have to walk 8 blocks to catch the bus its fine in day light and when its not snowing , but not at other times.....when i bought my home 20 years ago, one of the reason picked that location was it was one block away to the bus stop at 37 and freya.... when the park and ride was built they took that great service away from me.... i enjoyed taking the bus and being independent.. now most of the time i have to rely on others for rides, or a taxi... PLEASE THINK ABOUT EXPANDING YOUR SOUTH HILL ROUTE TO INCLUDE THE STREETS OVER TO HAVANA.... It would be greatly appreciated..... thank you	13-Nov
Routing	More bus stops on south hill.	13-Nov
Routing	i live in north spokane and work at liberty lake. would be nice to have a bus that ran that line without going downtown	13-Nov
Routing	I would like if the buses didn't all have to stop at the downtown depot. Also, I think safety (security? police patrol?) at the depot should be improved.	13-Nov
Routing	More transfers from East-West to North-South bus service would be great!! Pre-ticketing is wonderful but make it easy for folks to purchase the tickets - key easy access locations.	13-Nov
Routing	Add 2 more central hub - one at north another in valley	13-Nov
Routing	I am a student at Eastern Washington University and I drive to the Jefferson Park & Ride every day and take the bus from there. I realize that there is a bus from Liberty Lake to Cheney as well as a bus from Mirabeau to the Plaza and then to Cheney. With that being said, I strongly believe that there should also be a bus that leaves the VTC and goes STRAIGHT to Cheney (and vice versa). Many students at the Jefferson lot are from the Valley, so a VTC-Cheney bus would be quite convenient. Just an idea.	13-Nov
Routing	Routs need to be more organized. more times (earlier) with smaller more fuel efficient busses	13-Nov
Routing	I am excited for the possibility that some of my family members, friends, and co-workers will have more flexibility in riding the STA buses. I have one friend who needed to ride the bus to get to clinicals, needing to arrive by 6:00 AM; however, the bus would not be able to get her there until 6:30 AM. Therefore, I drove from my home by FAFB to the Shadle Park area to pick her up, and then drove her to her clinicals on Nevada. Doing this for 7 days did not make sense in conserving fuel; however, she is new to the area, had no friends nor co-workers to rely on. She is also working toward being a CNA. Without her own transportation, it will be very difficult for her to have a job without more flexible transit times/options. Also, for our employees in the West Plains (Airway Heights, to be specific for us), it is very difficult to ride the STA buses due to the lack of convenient stops, especially when there are a lack of sidewalks, and a lack of plowed/ice-free sidewalks in the winter.	13-Nov
Routing	Better, more frequent service to the Spokane Valley and not just Liberty Lake needs to be addressed.	13-Nov
Routing	There doesn't seem to be improvements for Spokane Valley. This makes it difficult for me to use transit. However, I appreciate that when other people use it, there is less traffic congestion. I'm sure you see all the traffic on the freeway heading east when work gets out. There is need to provide alternatives for those folks.	12-Nov
Routing	Direct line from South Hill to Riverpoint campus.	6-Nov
Routing	I think a good basic bus service for the East Central area is needed, however the Lite rail system is a waste of my taxes and many of the residents down here mostly agree with this.	3-Nov
Routing	Easier travel between Cheney, Medical Lake and Airway Heights.	1-Nov

Routing	I live on the South Hill off of Ray, and work at Spokane Valley City Hall. There is a very convenient stop near my house (for the 34 bus), but in general, riding from the South Hill to the Valley is not convenient. I have to get off at Sprague and Havana, wait several minutes for the 90 bus, and then walk appx. 1.5 miles to City Hall (walking is faster than waiting for the 98 bus at the Transit Plaza). Coming home is even worse, takes almost an hour (compared to 15 minutes driving). I am highly supportive of STA and using the transit system, but unfortunately the current routes make it difficult for me. One option I've thought about... an express bus from South Hill Transit Center to the Valley Transit Center?	30-Oct
Routing	For myself, taking the bus to/from work makes no sense, because it would increase a 12-minute commute by auto to about 2 hours. Even though I live a block from the bus stop, I would have to take a circuitous route to the Valley Center, then take another line that drops me about 2 blocks from where I work. Personal auto, or even bicycle, would be faster. From the valley to the city it makes sense, but from one area of the valley to another, routing is not convenient.	30-Oct
Routing	West Plains transit center would slow express traffic to EWU for minimum increase in riders. Needs to be more carefully evaluated.	29-Oct
Routing	I do not support the Transit Center that is proposed for the site at Exit 272.	29-Oct
Routing	Direct line from EWU's Cheney campus to the Spokane Riverpoint campus. Many students live in Cheney but have classes at Riverpoint, a direct line with no bus transfers would be helpful and undoubtedly used often	28-Oct
Routing	I live in Spokane Valley and work downtown. I bought a car because the bus service was overcrowded, and not quite frequent enough for my use. I hate having to rely on my car so much. I would love more robust service to the Valley.	24-Oct
Extended Hours	how about later hours for the express busses between valley and spokane???	21-Nov
Extended Hours	I'm a nurse out in Medical Lake at Eastern State Hospital and I would ride the bus more but I work swing shift and have no options for riding the bus.	18-Nov
Extended Hours	Please consider the large work areas such as the Hospitals that work 3 different shifts. And the families with single parents that are up early to catch their only transportation. Elderly people also need this consideration to specific drops, for groceries, and Doctor appointments.	15-Nov
Extended Hours	If there were two Friday/Saturday night loops serving the lower South Hill and lower North Side between 7-9 pm and again from 12:30-2:30 am, I suspect they would pay for themselves in reduced DUI policing and prosecution costs. One of Spokane's greater flaws in terms of maintaining a vibrant younger culture is the difficulty of movement on weekend evenings without a car. I'm above the age where this is a personal inconvenience, but I live in a neighborhood where I see the effects of alcohol and poor decision making several times a month.[] I'm all for paying increased sales tax, as long as food taxes do not increase.	15-Nov
Extended Hours	I work the 4:00am-12:30pm shift at Eastern Washington University and drive in from the Ponderosa area in the Valley. I would love to utilize STA. However, there is no service at that time	14-Nov
Extended Hours	On week days have the sprague and division bus routes stay open later.	14-Nov
Extended Hours	If the airway heights ran a little later i would be more willing to use it for a commute option for work	14-Nov
Extended Hours	I work until 8PM so having a line to Liberty Lake once an hour or half hour to Liberty Lake would be awesome. I have to drive as there are no busses running late enough for me	14-Nov
Extended Hours	At my job, our day shift starts at 5am, and swing ends at midnight. The bus doesn't help us either getting to work, or getting home, depending on which shift you work. Also, the plaza is not a favorite for business people or corporate, I would rather waste my gas than be around the people at the plaza who don't smell the best, or are just overall hoodlums. If the hours were better to support all shifts, and the people weren't a bunch of crazies, I would be more supportive and willing to ride the bus on my commute.	14-Nov

Extended Hours	Have service go later into the night, past midnight, during all evenings to serve those who work the graveyard shift and often do not have reliable personal transportation.	14-Nov
Extended Hours	Did not answer all questions because I do not know enough about number of riders that would use certain routes and costs. Re: extending time on Sat. night, depends on how late. Certainly would support midnight if enough people used it.	14-Nov
Extended Hours	The question where we are asked to rank importance is likely to result in confusing results it was not made clear which was considered a high result, 1 or 6. ¶ ¶ I think all of these proposals are great especially the ones extending service hours to much later in the evening. I would use the bus more often if I could get home from downtown after going out with friends. Also, a huge percentage of people that need the bus for transportation are people that would normally be working swing shift. If they can't get home after work, they have to compete for day shift jobs and this hurts employees and employers trying to recruit qualified workers. ¶ ¶ I live in Kendal Yards and really hope to be able to use public transportation to get to and from downtown for entertainment late at night someday and feel safe doing it. I'm so close walking is doable but it's not safe at night. For Spokane to grow into a desirable urban community with a thriving downtown, we need to be able to get down there to do things and back more easily. ¶ ¶ Thank SO much for working on this project and asking our input. I fully support the expansion of our transit system.	14-Nov
Extended Hours	There needs to be more late night service for people who work later hours and people who would like to go out and not drive or take a cab.	14-Nov
Extended Hours	As the ETC for Airway Heights Corrections Center, I would like to see 1. a shelter constructed at our location. 2. Service past 11 p.m. and before 6 a.m. We are a 24/7 facility, and many who would like to use public transit either leave work after the last bus, or have a shift that starts before the first bus arrives. I realize the last part is impacted by the feeder bus schedules.	14-Nov
Extended Hours	Weekend and late-night service MUST be expanded.	14-Nov
Extended Hours	Extended Shuttle service to Saturdays and slightly later hours on weekdays for Arena shuttle.	14-Nov

Extended Hours	<p>My comments concern the proposal of increasing STA service on Saturday nights past 11pm. I presume the proposal is just increasing the service to be more like weekends, ending shortly after 11pm. I think this move is only a very small step in the right direction. I think a better move exists. One of your questions asked something like, "Do you think a good transit system is an important part of a great city?" When I think of great cities and transit, I think of transit that provides some service after 11pm. Look at Seattle's Night Owl service. In particular, look at the following web site, which include other "great cities" with night service:</p> <p>□</p> <p>http://www.seattle.gov/transportation/docs/tmp/briefingbook/SEATTLE%20TMP%207%20BP%20-%20s%20-%20Night%20Service.pdf</p> <p>□</p> <p>My proposal would be to run two buses in opposite directions on the North Loop and the South Loop after 11pm. I also propose that these buses be special buses that can fully accommodate paratransit customers. Also, I propose that these buses run a flexible route to accommodate paratransit customers. I mention the paratransit customers because I know that a reason for not offering a night transit service is the requirement that we also offer paratransit service when ever we offer regular service.</p> <p>□</p> <p>For an example of a flexible bus service, see the curb-to-curb bus for Helena, MT:</p> <p>□</p> <p>http://www.helenamt.gov/public-works/hats.html</p> <p>□</p> <p>Glven that Spokane is much larger than Helena, MT, in terms of budget and planning ability, I think that STA could improve on the curb-to-curb policy that Helena, MT, provides.</p>	14-Nov
Extended Hours	<p>I am hoping that the new routes will help those who don't typically commute increase this, or begin commuting more. I assume this plan is based on user and community feed-back in general. I love the idea that the buses would operate longer on Saturday nights, even to midnight would be nice, and that there could be service to Idaho.</p>	14-Nov
Extended Hours	<p>There should be some kind of a bus that does a 2am route on the weekends for students and anyone else who goes out to the bars. This would greatly decrease DUIs and traffic accidents that are cause by driving under the influence. If people had the option to get home wihtout paying an arm and a leg they would not try to drive home after drinking. If nothing else this early 2am bus route should run during the Academic year.</p>	14-Nov
Extended Hours	<p>It would be nice to have early morning transportation options. I'm an early worker - 5am is the start time - I've never been able to use mass transit due to this. If this was available, I would be more likely to park my car and take the bus daily.</p>	14-Nov
Extended Hours	<p>Later routes on Saturday sounds fabulous</p>	14-Nov
Extended Hours	<p>Later bus service for persons working nights.</p>	14-Nov
Extended Hours	<p>Later night and weekend service please. Some of us work late shifts.</p>	14-Nov
Extended Hours	<p>I live in central Spokane, and work nightshift in Medical Lake. If there was a bus that could get me to work by 10:45pm and take me home when I get off at 7am, I would park my car 5 days a week.</p>	14-Nov
Extended Hours	<p>Expanded hours is most important including later at night and Sundays!!</p>	14-Nov
Extended Hours	<p>would like to be able to take the bus from downtown to home in the late evenings on friday and saturday nights. (ie a bus that leaves downtown at midnight).</p>	13-Nov

Extended Hours	The later buses, would be good for getting people home after drinking. Helping to reduce drunks on the road at night. If nothing else that would be my suggestion.[] [] Along those lines though, please don't overwork your highly skilled bus drivers. Being tired on the road is just as bad. Best of luck with your improvements! We need more mass transit!	13-Nov
Extended Hours	I rarely take the bus due to no early routes without having to transfer. However, I do think the transit system is extremely valuable and needed source.	13-Nov
Extended Hours	I work at Travelers Ins, I need a bus available to Maribu park & ride at 8:30pm, if possible, instead of 7:30pm. Do you foresee extended hours for bus 174?	13-Nov
Extended Hours	Run Monday thru Friday service later into the evening. I'd be willing to pay more for an extended night service to get home from work when I don't get off until eleven pm or, or twelve am. But other than that, sta provides great service.	11-Nov
Extended Hours	More late night services are needed. I am not a bus rider but have lots of friends who consistently sight that as the number 1 down fall of Spokane Public transit	5-Nov
Extended Hours	Late night bus service, esp in downtown area, would be beneficial to those working nights, and to prevent drunk driving when people go to bars. More service overall is also needed in the lower west south hill area.	3-Nov
Extended Hours	I feel that night and weekend service is very important for low-income working people because it allows the people to work at night and weekend jobs such as restaurants and medical jobs. I feel it is very important to keep service to outlying areas for people who may have no other way to get to the grocery store etc. I think a "trolley" would be a silly waste of our money. Nearly all the buses already go through downtown, why make a special bus with a fancy paintjob?	3-Nov
Extended Hours	Starting earlier.	31-Oct
Extended Hours	Better weekend transit, particularly on Saturdays	30-Oct
Extended Hours	Thank you for everything you do. I love Spokane transit. I'm extremely excited for the electric trolley line from Brownes to SCC and extending late night service on weekends so I could take the bus home from downtown. Keep up the great work!	30-Oct
Extended Hours	I don't often ride public transportation because it isn't convenient. But I have traveled to many cities that have metros and trains and busses that run almost 24 hours. If that were the car I would sell my car and ride strictly sta. But as it stands most of my activities go past 10 and the wait at most stops are long so it isn't a reasonable option.	30-Oct
Extended Hours	If a bus runs every 15 min during the week it should do so until 6pm and run more frequent on weekends. Also a street car is a 2 asteroid of money and resources when Downtown spokane is tiny compared to other cities and it only takes 15 min to walk from the plaza to GU	29-Oct
Extended Hours	I am very excited and supportive in regards to some of these proposed changes. I believe it has been a long time coming to not only increase the transit options you provide but to extend service hours throughout the night and weekends like you used to do in the past. I would gladly continue supporting Spokane Transit in any form possible including a marginally higher tax if it means increasing your services.	25-Oct
Extended Hours	Later service on Saturday night is very essential, particularly back to Cheney for college students.	21-Oct
Light Rail	Lets think about the future and add light rail now rather than later. BY the time most people want it, it will be too expensive for Spokane to support and with government funding being high for such projects, we should make the move for a stronger, more modern, and more progressive Spokane.	20-Nov
Light Rail	I would like to see some type of lite-rail that runs between Cheney, downtown Spokane and Coeur' d Alene. I would greatly relieve congestion and be much safer than driving the freeway.	18-Nov
Light Rail	Long term plan - We need a light rail running from north spokane to downtown, and valley through downtown to airway heights.	18-Nov

Light Rail	It would be nice for us to start thinking about innovative approaches to transit as the city grows. Something beyond a basic bus system, such as light rail, would be really refreshing and cutting edge as the city continues to grow. We would actually have something unique to hang our hats on.	17-Nov
Light Rail	I think we need to see more options like light rail, rather than just buses, freeway congestion will only get worse and STA should be focusing on ways to get commuters off the street, more comprehensive and better lightrail, services and way to get to work from stations would definitely increase my use of STA, I moved to Spokane with the intention of using the bus to get to law school and quickly abandoned that when I discovered it would take me more than 2 hours to get from my apartment to the law school and would require I walk a mile each way in order to use the bus. Figure out where there are high commuter locations and make stops near there, (SFCC, state offices, courthouse, STA Plaza, train station, Gonzaga, SCC, Spokane Valley Transit Center, Spokane Valley Mall, Liberty Lake.)	17-Nov
Light Rail	Really need to move forward with an advanced light rail system going north-south and east-west.	17-Nov
Light Rail	Light rail would be forward thinking	17-Nov
Light Rail	No light rail EVER! Busses over light rail.	17-Nov
Light Rail	Seize the bull by the horns already and put light rail forward again. With a progressive city council the time is right. It almost passed last time! Look at the Parks bond. We can have nice things.[]	16-Nov
Light Rail	Where does the elite south hill come to play?[] Where are the electric trolleys?[] When do we plan for light rail from Eastern to Liberty Lake? Go visit Portland and Seattle, they are Moving Forward.	15-Nov
Light Rail	Please prioritize downtown and our most densely-populated areas, creating a real streetcar and light rail system. Spreading transit resources thin to match auto-oriented development patterns only creates an STA that serves more people, but poorly.	15-Nov
Light Rail	I think it would be great to have a light rail or some other express service with minimal stops along the I-90 corridor and another going the opposite N/S. I used public transit in Chicago when I lived there. I did not use a car. The monthly pass included all three types of public transport - buses, subway and trains out of the city proper. I would love to see that kind of combination connecting Spokane to both Cheney all the way to Coeur d'Alene and going N-S from Deer Park to 57th.	14-Nov
Light Rail	Rail needs to replace bus service, adding service is the wrong approach	14-Nov
Light Rail	I would love to see a light rail system that covers airport>Downtown>Liberty Lake> Post Falls> Cd'A. Then LR that would connect to Pullman	14-Nov
Light Rail	I would support this program if the city invested this money into a light rail system form Medical Lake, Cheney, CDA, Post Falls, Spokane Valley and Spokane together.	14-Nov
Light Rail	Please consider a street car or light rail system. Buses are horrible.	14-Nov
Light Rail	light rail from Liberty Lake to downtown Spokane would have a huge impact on parking downtown and would increase ridership	14-Nov
Light Rail	Light Rail Now!!!!	14-Nov
Light Rail	I'd chip in my tax dollars for light rail - but throwing money into a rat hole for increased bus services, not interested.	14-Nov
Light Rail	Light rail would be great for Spokane	14-Nov
Light Rail	I think a high priority for STA would be to start with a rail system beginning with an East-West line from Coeur d'Alene to Cheney.	13-Nov

Light Rail	The lightrail project that was discussed years ago I still believe is an important need for our region. Along the I-90 corridor from Cd'A to West Plains/Cheney/Med. Lake. as well as to the north along Division/Monroe/Nevada lines. More buses is a good short-term goal, but I would think a good investment for the future is taking another serious look at lightrail options.	13-Nov
Light Rail	You should never have given up the appleyway right of way in the valley. light rail will be increasingly more difficult and more expensive to impliment	13-Nov
Light Rail	Are there plans for rail service between downtown Spokane and the Valley?	13-Nov
Light Rail	We need more transit services and should have light rail along I-90 corridor from the airport to CDA. Please keep the plaza downtown. Itprovides a warm place for folks waiting for transfers. It also allows easy access to the downtown skywalk system for running errands.	13-Nov
Light Rail	no light rail.	13-Nov
Light Rail	Build a subway to Liberty Lake.	13-Nov
Light Rail	LITE-RAIL SYSTEM IS LONG-OVERDUE!!	13-Nov
Light Rail	I know it's hard in America to re-shift back to rail - but Spokane was laid out wonderfully - with street cars. We could be another Portland - bring back street cars - and an interurban line between Cheney-Spokane-Spokane Valley-Post Falls-Coeur D'Alene. "If you build it- they will come." More bus service is awesome - but let's eye towards an awesome public transit future....more street cars/light rail!	10-Nov
Light Rail	It's foolish to exclude light rail from this discussion.	10-Nov
Light Rail	We need lite rail between Coeur dalene, post falls and Spokane and airport eventually extending to Cheney. Similar to that in Portland	2-Nov
Light Rail	I am skeptical of the electric trolley because once those electric lines go in, there is no flexibility in changing the route. This doesn't allow for future changes in demographics or neighborhood growth or anything unforeseen.	2-Nov
Light Rail	How about a subway system from Liberty Lake down Sprague to Downtown to Airweigh Heights Division to downtown. Get cars off the main streets	31-Oct
Light Rail	Frequent travel to other cities with lite rail has made me realize how much a service such as that would serve the greater spokane area. Especially if said rail system extended to CDA, I could see my family increasing usage significantly.	31-Oct
Light Rail	Light rail to direct growth.	29-Oct
Light Rail	Frequent and intuitive service - like with light rail - is important to link the airport to the central city. Transit investment can be a significant influence on the shape of our city, and we need to align our chosen transit routes and modes with our long-range hopes for Spokane's future. Boosting local economic development and stimulating reinvestment in downtown will require this type of airport connection - and the commitment in alignment that fixed-rail demonstrates.	24-Oct
Light Rail	We need a light rail to the airport from Downtown and even to CDA eventually.	23-Oct
Light Rail	something besides buses! Light rail would be great.	23-Oct
Other	WIFI on all buses. Combined monthly bus/parking pass for downtown, use for parking when you drive, use for bus instead. I would pay more for a monthly pass that has this flexibility. Now I have to pay parking even if I take the bus (month parking fee). A park/ride option would provide flexibility and likely result in more monthly payment, and use of pretax fund to do it.	20-Nov
Other	More assistance for disabilities, smaller means of transportation for less used routes, direct routes for Cheney, Airway and Medical lake, cut route times in areas seldom used,raise buss fairs(it would still be cheaper than using a personal vehicle), less stops to minimize time/gas	16-Nov
Other	Not for those, but I do have some input for ads you use on STA - please stop putting controversial ads on your buses! I hate nothing more than sitting on the bus and seeing an ad for "Planned Parenthood" (I and many others see them as babykillers) or from atheistic groups. Those ads are offensive and just make me angry. Normal ads don't.	15-Nov

Other	What if the STA gave free weekend parking passes for downtown parking locations owned by the city if users signed up for monthly transportation passes.	14-Nov
Other	Let the voters decide! Don't restrict the freedom of the Spokane community to choose transit. Put it on the ballot and see what happens!	14-Nov
Other	May be good to determine the largest business hubs like hospitals or businesses like Ecova, Pitney Bowes, etc. that may be more apt to help with getting people on STA if those options were oriented to get them to work at a certain time, or something like that.	14-Nov
Other	This is a complex issue. I don't have much information to comment more. My main concern is that the changes not lower the property values in my part of the neighborhood.	14-Nov
Other	allow credit card transactions on bus with no receipt requirement to customer	14-Nov
Other	Sale the things that the people have left on the bus, have a telephone campaign, get the news involved. make it fun.get the business more involved.	14-Nov
Other	Transit in our part of the world is used by a small percentage of population. Same here as Seattle area... Figuring out how to get larger part of population to become riders should be your top priority	14-Nov
Other	Strengthen service to existing service areas first before expanding to new service areas.	14-Nov
Other	Busses that are easier to get on and off of. The ride shouldn't make you sick. Other countries have a much better all around systems.	14-Nov
Other	Please make the complete freaking morons who are opposing transit expansion shut up and go away.	14-Nov
Other	increasing houseing density within the city limits might improve bus ridership.	14-Nov
Other	no it is about time we were like the bigger cities	14-Nov
Other	Transit is important and want ot keep it viable	14-Nov
Other	The alarms for lowered bus boarding access are painfully loud.	13-Nov
Other	Having a solid transit system going forward will help Spokane continue o grow in a positive direction as long as there are choices. As noted in the beginning, I had to stop using STA because a choice was made to change your service. There were 25- 30 other people at my place of work who also had to make that choice. Try to reach out to more interests in the communities and not only the "biggest" ones.	13-Nov
Other	I car pool to work-but I am driver all the time. would be nice to ride share from South Hill to Liberty Lake.	13-Nov
Other	Anything to improve the current system would be amazing!	13-Nov
Other	A big turn off for me to ride the bus is the outdated payment system. People rarely have cash these days, and even more rarely have coins. I have to go out of my way to provide exact change, buy a pass, or use a smart card in order to get my moneys worth. The machines should at least give you change if you only have dollar bills.[] [] I also think you should have an App that can track the GPS location of your busses. Sometimes they are fast, sometimes they are slow, sometimes they run at different times depending on the day. If I had an app that allowed me to request a departing time and location and it would alert me when the bus is getting close, it would save me a lot of time.	13-Nov
Other	Portland! Copy them.	13-Nov
Other	I would personally love to see a transit system similar to what Portalnd Or has to its outlying areas. Spokane is smaller and should be just as easy to get around without a car!!	13-Nov
Other	Smaller vehicles for low volume routs, or run times	13-Nov
Other	You should work out a system with Diamond Parking- we who ride daily and pay to park in the arena should not have to be charged extra on days when the arena is hosting an event	13-Nov
Other	i really feel people that can afford ciggarettes should not get free rides.	13-Nov

Other	Evaluation, growth and re-structuring for future needs is essential. Please continue to look and adapt to future needs. Mass transit is needed.	13-Nov
Other	Can you please implement a city ordinance to make smoking prohibited at all STA Bus Stops. Every day I take the bus to and from work. Every day, smokers walk right up next to me and light up a cigarette. I always have to be the one to walk 25 feet away from the bus stop because the smokers won't be considerate and stay 25 feet away. Even though the bus stop is in open air, the cigarette smoke lingers all around us non smokers. I have considered stop taking the bus due to having to stand with the smokers at the bus stop just to get to work and back. Please consider this.	13-Nov
Other	continue to develop and sustain the area park and ride locations	13-Nov
Other	As a rider that uses technology to find my busses times and pick up locations I'd like to see more technology integration for use of smart phones. For example, being able to use a single app for locating the gps location of a specific bus so that I can see on a map how close it is to arriving, if it's running behind, or if I missed it.	12-Nov
Other	Suggestions by the Downtown Spokane Partnership that the Plaza location should be reconsidered should have been dismissed by the STA Board right away instead of falsely entertained. It was a ludicrous suggestion in the first place and outright insulting to all the hard working riders of the STA system.	5-Nov
Other	Consider asking students of sfcc and eastern what they need to be able to use the busses more often. More importantly for running start students. But all around help.	3-Nov
Other	Please improve at least morning service on Route 1 (more trips). Also publicity on this venture and survey needs to be more publicly available for more feedback. Thanks.	2-Nov
Other	A more effective transit system will get those who rarely use it to begin using it. It will also give a better modern perception of Spokane to visitors who would be very open to using the transit during their visits.	1-Nov
Other	The management team is over staffed and compensated. Some of those dollars could be used for service.	30-Oct
Other	These projects have all been outlined in community plans for the past couple of years, and some even longer than that. It is time to grow the system and make Spokane a more attractive City to young people who want more access to transit.	24-Oct
Other	recognize and admit the fact that the majority do not use transit and determine better ways to get the opinion of the majority. I am not completely opposed to transit, just the incorrect perception that the MAJORITY support and use transit	24-Oct
Other	Portland is a great example of a community that is reaping the benefits of progressive transit planning. Thing what Spokane could look like. Think of all the revitalized neighborhoods due to transit oriented development. This is how you do economic development.	23-Oct
Plaza	Leave the transit center downtown; your renovation plans are quite good, so don't be swayed by DSP, GSI and Visit Spokane.	20-Nov
Plaza	Don't fold on the plaza renovations. Making the plaza a brighter and more inviting place for everyone (including new retail and conference space) is key to the future of transit service downtown.	20-Nov
Plaza	Please move rest rooms to main floor of Plaza.[] Please increase seating/benches for those of us who wait for transfers. The "block" seats are inconvenient, seating only one person. More benches, please!	19-Nov

Plaza	I'm unable to attend the Thursday meeting: If there, I would encourage support to sell the Plaza building and use the monies to build a new Plaza / Parking garage on the current parking site next to the Bus / Train station. Doing so would give direct STA access to those arriving Spokane, via bus and train. [] [] I would further advocate using existing railroad lines for passenger trains; connecting Spokane and CDA; with stops in between. [] [] LARRY TREFFRY[] krtlrt@comcast.net	19-Nov
Plaza	Makes no sense to move the central bus 'shop' to downtown. Leave it where it is.	18-Nov
Plaza	STA must address the issues at the Plaza. One way to do that is move the Plaza out of downtown Spokane AND do NOT have most routes stop and transfer at the Plaza. More direct routes for riders who do not need to stop at Plaza will incentivize those riders who do not want to expose themselves to the current Plaza problems.	17-Nov
Plaza	DO NOT move the PLAZA! Please leave it downtown.	17-Nov
Plaza	Work on helping downtown be successful before you bring more riders to it. It's the foundation of your business and what all vistors to Spokane judge us on. Help clean the bus station first and make it more secure and appealing for vistors to walk around at night.	17-Nov
Plaza	Not that this has to do with the question asked, please don't move the plaza from the downtown core. A real city needs a central location. The more people who ride the bus, the more the people who don't use the system will move on. What is the real reason people don't want the Plaza in the core? Is it because Spokane still has the backwards notion that only the poor ride the bus?	17-Nov
Plaza	The downtown area should continue to be an important transit hub. Any plans to relocate transfer services away from central downtown would be a disservice to the community.	15-Nov
Plaza	Keep STA Plaza in its current location but renovate to improve efficiency and usefulness.	15-Nov
Plaza	I am very glad that STA will be improving and expanding its services. I hope the plaza will stay where it is, in the heart of our city. I work downtown and I'd love to see the reaction of the business community that complains about the plaza if all of us downtown workers started using up all the available parking for their customers because it became more convenient to drive to work. I think more frequent routes and later hours for service are extremely important, especially since many people work evenings. I would take the bus more when going out in the evening instead of driving if I knew it could get me home later. Also, I love STA and all the nice drivers I ride with on the 42 and 43! I am a little concerned about funding this with a sales tax increase because our sales tax is already one of the highest in the nation, and sales tax tends to disproportionately harm the poor. However, if other options are exhausted and no other funding can be secured, I would support the sales tax increase. Improving public transit is important for everyone in our community.	15-Nov
Plaza	and keep the transit center where it is. Great cities have all kinds of people downtown and we shouldn't be afraid of them!	15-Nov
Plaza	Not in favor of moving the plaza as the main place for people to catch buses. Need to consider the needs of the people who truly can't drive and need to use the bus and making sure they can easily access the center of the city.	14-Nov
Plaza	Please DO NOT move the transit hub from its downtown location.	14-Nov
Plaza	1. Use the Plaza as a hub for community resources including social services, employment, medical care, etc[] 2. Resume 44 Bernard saturday service	14-Nov
Plaza	Keep the transit downtown in its present location.	14-Nov
Plaza	The STA Plaza needs to be moved away from downtown.	14-Nov

Plaza	I love the idea to improve the system transportation in the city. It is good but it could be so much better. BUT I think to keep a central station in downtown is the key for success on pelople using the public transportation.	14-Nov
Plaza	Please keep the Plaza where it is! Do not listen to the ridiculous pleas of a few monied interests.	14-Nov
Plaza	Sell the STA Plaza or lease it to a developer to achieve its highest and best use. It is a eyesore and number 1 deterrent to progress in the CBD. Buses should move people throughout the CBD, not dump people in one spot.	14-Nov
Plaza	Develop ten-year plan integrating relocation of the downtown plaza to the Intermodal Center.	14-Nov
Plaza	I am very supportive of implementing a trolley like system downtown, similar to the city of San Diego. I will NOT go downtown day or night anywhere near the transit center. I do not feel safe and have been harrassed by crowds of youth. I also will not ride the bus because I do not feel safe. I am very supportive of moving the transit center out of downtown.	14-Nov
Plaza	DON'T MOVE THE PLAZA!!	14-Nov
Plaza	I don't ride the bus because I don't like to be at the bus station and I would reconsider if i didn't have to deal with that. Sad but true.	13-Nov
Plaza	I hope the bus station downtown will stay where it is. I am a professional middle-class person and while yes there are many teens or marginalized folks at the bus station--I have never had any problems at the station. It is always clean and I feel it is a safe place. I love how I can walk very easily to the mall or the park from the bus station. I hope it does not move!	13-Nov
Plaza	Get the hub out of downtown. It is expensive and crowds streets. Have the hub near the boone st garage, and use street cars for downtown.	13-Nov
Plaza	I am very opposed to any renovation to the STA plaza, the money should be spent on transit. The building is nice enough, it's a place to wait for a bus.	13-Nov
Plaza	Please provide more seating at the Plaza, inside. There is so much empty space and nowhere to sit. Thank you. I ride STA 5 days a week, sometimes 6.	11-Nov
Plaza	I think Sta needs to stop people from hanging out downtown it is to use the bus	10-Nov
Plaza	You look to sell the downtown building and move back to Riverside. Also any connection to Idaho should be supported by Idaho. Again if riders are not covering basic employee cost those routes should be eliminated.	4-Nov
Plaza	Clean up the plaza. It is an uncomfortable gathering place for street people and homeless that keeps most professionals away. Post Spokane wanted criminal pictures on bulletin boards to reduce the criminal presence in the plaza and on buses.	3-Nov

Plaza	I would urge the Board to think more deeply about the reality that Spokane is overwhelmingly a shift-work, 24/7 town, and the top priority should be to start all existing routes at 5am daily and run all routes at least until 2am daily, including Saturdays and Sundays. Unemployment in Spokane could be a lot lower than it is, if we had a bus service that matched the commuting needs of unemployed individuals who have extensive work experience in shift-work settings, but cannot afford private transportation. I would also recommend that the downtown Plaza be closed and converted to a use more in keeping with its location so close to so many higher-use buildings (Davenport, Riverside, Luzzo, major banks, cathedral, federal building), and a new central station opened on land where the buses can line up in bays around the building, not on any streets, similar to the central station in Fargo, ND, for example. Moving the Plaza out of the downtown and changing it to a pure terminal, with no stores, just a covered waiting area, would make it less attractive to loiterers and make it that little bit more difficult for them to all meet up in the downtown business district where they frequently constitute an unacceptably high proportion of the persons in and around the Plaza. All cities of the size of Spokane have some loitering in their business districts, but the proportion of loiterers to business people has become far too lopsided in Spokane compared with other cities and the location of the bus Plaza is the primary cause.	3-Nov
Plaza	Keep the STA plaza where it is. It is central to commuters using the buses whether for work, shopping or play.	2-Nov
Plaza	I will use the bus more as I age, but am concerned about the STA Plaza, it's cleanliness and safety.	30-Oct
Plaza	I hope we will continue to use the STA Plaza as a central boarding and disembarkation point for the system. It is a very convenient location for this purpose.	30-Oct
Frequency	Re frequency, I would really appreciate re-extending the "rush hour" bus times past 6:30ish pm--a few years ago, the South Hill buses (44) would run on the regular rush hour schedule (every 15 min/half hour, depending on 44 Grand or Bernard) through about 8 pm. This allowed me to stay downtown, go to dinner/movie with friends after work, attend events and volunteer Board meetings, etc., and still take the bus home. Now, if I miss the 6:40 bus, they only come once an hour--and many meetings run until 7 pm. I applaud your adding more lines and more frequency in the areas you have mentioned--but please consider restoring the older "rush hour" times to allow for after work meetings, dinner and events and still enable people to travel home without lengthy waits of up to an hour. Thank you.	20-Nov
Frequency	I live on the South Hill and work at the Courthouse. It takes me over 45 mins to get to work on time. We need more times available that leave shortly after 5 at the courthouse complex in order for me to make the bus AND make my connection at the plaza.	17-Nov
Frequency	More direct and frequent service between the Valley transit center and Cheney/EWU would impact me the most, but right now is totally inadequate and seemingly left off of these proposals.	17-Nov
Frequency	used to take the bus to work to Medical Lake - but do to cutbacks a return trip home after working swing shift was taken away. Now unable to ride the bus!	17-Nov
Frequency	I try to ride STA from Liberty Lake to EWU when I can, but when I have a very full schedule the extra hour+ of transit time is just too much. Plus the limited early evening DT-LL service is an impediment.	17-Nov
Frequency	I think expanding our public transit system is important and crucial for the positive growth of our city. I would like to see late night bus service expand on both Friday and Saturday so people have public transit as an option when leaving the bars. My family and I would take the bus often if there was more frequent service and more routes. We live between Sherman and Arthur and although we are close to the city center the bus isn't an easy alternative to driving.	15-Nov

Frequency	I strongly support and use transit. I know on my route #44 Bernard, the bus is always full during rush hour (especially the morning). It would be great if it was possible to run the bus more frequently during rush hour.	15-Nov
Frequency	Spokane needs more frequent services on the main corridors; north-south & east-west. Weekend bus service frequency needs to be improved. Direct bus service, point-to-point, between downtown and northtown mall & valley mall is necessary.	15-Nov
Frequency	Using the bus for regular commuting works well. However, using the bus on weekends or evenings can be quite the hassle with infrequent or no service.	15-Nov
Frequency	Would like to see more direct routes to Sacred Heart Medical Center every 15 minutes.	15-Nov
Frequency	Need more double buses to Cheney early morning hours.	14-Nov
Frequency	I would like to see more frequent service on weekends.	14-Nov
Frequency	I would like to see higher frequency on weekends, and consistency of service. The existing service on weekdays should be mirrored on weekends. Increase to at least every 15 min or 30 min. □ By not providing same service on weekends as you do on weekdays, you break the habit of regular riders. Also, if you have an express bus going to Cheney in the morning.. have an express bus leaving from Cheney in the evening. Also, the express bus leaves too late for me to get to work at 7:30.	14-Nov
Frequency	#12 on this survey did not indicate if 1 is highest priority or 6 is highest priority. I ranked as if 1 is highest priority. Please be sure to have a relatively quick route from the north side of Spokane to Cheney. Currently my son has a hard time getting to see us without a long layover in the plaza.	14-Nov
Frequency	I would ride the bus more often if it were more convenient. Anything that can be done to increase the number of buses on Division and Sprague ave. during all hours would be helpful.	14-Nov
Frequency	First, of current needs for riders are more frequent buses. Most buses should be running every 15 to 20 minutes everyday. Some of these buses should be every ten minutes. Second, the Division and Sprague routes need to be accommodated with accordion buses most of the day so they aren't so jammed pack. Third, money needs to stop being wasted on R&D projects that Spokane, WA isn't large enough for yet. we don't have over a million people here so a rail system just isn't practical. Fourth and finally buses should run longer into the night to accommodate workers in the downtown core that would utilize the bus system but can't because the buses don't run at 2:30 am when they get off work. It's really simple increase the number of buses, increase hours of operations, fix crowded buses on Sprague and Division routes, and Stop wasting money on projects that this city isn't large enough instead use that money to do the other three and you will improve Spokane Transit.	14-Nov
Frequency	i would like to see more rapid transit for example monorail service from downtown or central location out to coeur d alene as well as downtown or central location west out to cheny/medical lake fairchild area alot more people would ride transit if more readily available and faster service i work 6am -230 pm out in Liberty Lake I am a qualified van driver but have not been able to get or ride a van at those hours. I live up by N-town	14-Nov
Frequency	I drive alone 3-4 days/week from Post Falls to downtown Spokane. I don't use a vanpool/bus from liberty lake because it would increase my already long commute by more than an hour each day. I would love to save money on gas and mileage on my car but am not willing to be gone from home for 11 hours a day to work an 8 hour shift.	14-Nov

Frequency	The main reason I don't ride the bus is because it takes so much longer to get where you're going than driving myself. If there were more quick direct routes, such as from the northside to River Park Square, or from the northside to the Valley Mall, for example, I would be much more likely to ride the bus rather than drive those long distances. But I don't want to ride the bus for an hour or two hours for a trip that takes me just thirty minutes by car. I realize some of the ride times are probably due to lack of funding, but that's the reason I don't ride the bus. It takes too long and I'm usually on the go.	14-Nov
Frequency	The easier, more convenient, more user - friendly and more frequent the service, the more likely I am to use it.	14-Nov
Frequency	More buses and routes will help Spokane become a more commuter friendly city.	13-Nov
Frequency	Other than an overall increase in frequency in most routes (not just during peak hours, but throughout the entire day), and providing service to areas that currently don't have STA service (such as on top of 5-Mile Prairie), I believe that I've said my share in the previous questions.	13-Nov
Frequency	I think we definitely need 1/2 hour service on the weekends especially for those who work or who just want to get out and go places and for those who don't have cars .Also I definitely support a tax increase to support the new changes and services. Also please, please stop using the windows of the buses for advertising. It is very hard to see out of especially at night and in early morning. It makes it extremely difficult especially if you don't know where (the) or your stop is at.	13-Nov
Frequency	I would like more out bound trips from the plaza to Liberty lake between the times of 10am to 2pm. Very limited routes. Also maybe some buses that continue to Liberty lake from chenev for college students.	2-Nov
Frequency	Increase the hours and frequency of the service as much as possible to make this a first class transit system.	1-Nov
Frequency	Please improve frequency on weekends to 15 minute intervals. Also, provide a more direct and quicker route to valley areas. It should not take an hour bus ride to get to somewhere you could drive to in 15 minutes.	1-Nov
Frequency	There should be more frequent service especially later bus service on the #20 line weekday evenings.	31-Oct
Frequency	I wish service was more frequent. If you miss the bus, it's a big pain. I also wish you didn't run all of the parallel routes at the same time (this is at least true for NW Spokane). If they were staggered, I could walk to a nearby route if I missed my normal bus. I also wish it were possible to go E-W from west central without going downtown. And I wish the stops in the NW neighborhood covered the area more densely, like the rest of the city gets. Is it possible for me to go EW in north Spokane and go very east or very west, without having to go downtown? Kudos on your attempt to connect the west plains. If I think it's annoying to have to go downtown to go E-W, I'm sure they think it's downright ridiculous to have to go into Spokane just to go to a neighboring town.	30-Oct
Frequency	I'm a college student whose dependent on the bus service it would be nice to be able to get places easier.	30-Oct
Frequency	Inadequate fixed-route bus frequency is the number one issue preventing further transit use. Consider increasing route frequency toward 10 minute intervals (from the peak 15 minute interval) on existing routes to make a more viable, robust transit network and enable spontaneous trips by transit. Increased late night service (from the sporadic 30-60 minute interval) is also essential to this endeavor.	29-Oct
Frequency	Keep time between connections to 15 min or less.	24-Oct
Capacity	Larger 44 > SFCC bus during peaks times (7:00-9a & 3:00-6p)	18-Nov
Capacity	All 174 buses must be extended sizes so people are not standing when traveling at highway speeds. Some is going to be hurt or killed!	18-Nov

Capacity	We need better public transportation. There are way too many cars on the road.	16-Nov
Capacity	The Jefferson park and ride lot is often full. Additional parking choices are needed.	15-Nov
Capacity	Really tired of overstuffed busses!	15-Nov
Capacity	Please expand parking at Jefferson Park and Ride. The parking lot is full by 8 am. Leaving no choice but to circle around the lot and drive to EWU instead of taking the bus.	14-Nov
Capacity	I think WiFi should be available on all buses, I also think that more of the accordion buses needs to be put into service as there is always people standing in the isle. I am a commuter from Spirit Lake ID and catch the bus in liberty lake to go to downtown, in the afternoon when I am going home there are always people standing in the isle. I feel this is very dangerous at 70 mph on the freeway. I have had to stand before and felt unsafe the whole time. In the winter months is also a bad idea for people to be standing in the isle. The WiFi would be good on all buses not just the accordion busses. [] thanks[] Denise[] (509) 844-1991	14-Nov
Capacity	Please encourage SRHD, the City, SRTC and STA to protect the greater number of lanes on the roads. Complete Streets with reduced lanes in the name of safety translates to slower traffic which is unacceptable as population continues to rise in the region and more buses are added to the streets. It is imperative to keep traffic moving as quickly as possible for transit riders and those who still must drive personal vehicles.	14-Nov
Capacity	Extended buses on the busy routes during the workday commute times. I'm tired of having to fight for a seat because I'm getting on at the last stop before the freeway. I don't feel safe going down the freeway having to stand the entire trip. I'm 61 and it's not getting any easier as each year passes. More people need to be persuaded to ride the bus but when routes were changed and stops removed it made it more difficult and less convenient for me so I drive to the transit center now when I could be catching the bus close to home had the routes not been changed. The "trolley" idea for downtown should be revived, especially with the extended route being proposed. I think it will make commuting around the downtown area easier and more appealing to tourists.	14-Nov
Capacity	Having a proactive plan is essential to preserve quality of life in this region. Just look at other growing communities that have not taken these steps and the gridlocks that occur in commuting hours, plus air quality concerns, safe winter driving, etc. This is an important investment in the future. With growth of the WSU Riverpoint campus expect more parking issues if we do not have proactive mass transit plan.	14-Nov
Capacity	Smaller busses or vans for most routes, less frills (streetcars, plazas,) and higher fares are how a private business would operate.	14-Nov
Capacity	Somehow increase the available parking in the Jefferson Park & Ride lot. It is full by 9am. Add adjoining parking space?	13-Nov
Capacity	keep up the good work - I have been working downtown for the last 13 years and, other than really crowded buses, my experience has been great.	13-Nov
Capacity	please use the appropriate bus to transport passengers. Often the bus is standing room only on the 174. please keep the bus at a reasonable temp as I often have to take off clothing to avoid sweating. please remind passengers not to wear perfume or cologne	13-Nov
Capacity	find a way to lessen overcrowding on the North Express (124) busses in the afternoon. standing room only most days tells me something is wrong. fix the problem by (1) providing busses more often earlier (2) providing articulated busses. as the overcrowding goes up and the gas prices go down i will be driving more often to avoid having to stand on my bus ride home.	13-Nov

Capacity	I see mostly empty buses so do not know where the standing room only routes are. If these reduce congestion, emphasis should be placed there.	4-Nov
Capacity	I'd like to see better service on the 25 Division, 66 Cheney, and 90 Sprague lines. Lots of times, the buses are standing room only. More frequent service and/or accordion buses may be in order, at least during high-traffic times.	30-Oct
Capacity	I believe that for specific bus routes that are at or over capacity as far as having standing room only when in route should be identified and evaluated for having more frequent pick up times in order to decrease capacity. Namely route 94 which has a very long route thus more commuters and is very full at the peak hours of the day, morning and evening commuters.	24-Oct
Capacity	Whenever there are new road improvements or road construction projects, it would be nice to build more pull out options for bus stops, instead of the bus having to stop a lane of traffic at each stop.	18-Nov
CCL	I don't understand why a central city line would need a different type of vehicle. Wouldn't that increase initial cost and maintenance. The route and frequency are important, not how it looks.	19-Nov
CCL	dump Central City. It's pie in the sky. \$\$ better used elsewhere.	16-Nov
CCL	Please make sure you are considering the needs of low income families more than you are considering the wants of hipsters in Browne's Addition. Funding for the Central City Line could be better spent promoting a more equitable transit system.	14-Nov
CCL	The Central City Line is a good project to settle for if we can't get real streetcars or light rail in this area. I would definitely use transit more if the Monroe-Regal line was added, it just happens to serve the areas I need to go from home to work. Please share the progress on this plan regularly with the neighborhood council leadership so they can pass it along to their neighbors!	14-Nov
CCL	Regarding the Central City line, I support increased service and the proposed route, but question the bells and whistles of the electric-powered line and the proposed vehicle. Is the cost justified? My suspicion is that there is federal money available for such a project and we use it or lose it. Then I guess we take it.	14-Nov
CCL	1. Fund any and all STA electric vehicle initiatives in downtown. 2. Start to exclude personally-owned vehicles from STA Central City area (PLEASE!).	14-Nov
CCL	A downtown streetcar or similar conveyance would help transportation downtown immensely. It could shuttle students, allow visitors to forgo cars, and connect a large downtown.	14-Nov
CCL	maybe look at regular buses for the central city line - something not quite as expensive.	14-Nov

CCL	<p>I'm frustrated that the plan doesn't dream big enough.[]</p> <p>[]</p> <p>The Central City Line as proposed limits perceived permanence, which limits new transit-oriented development. And the lack of a true high-capacity line like light rail in the South Valley and North Division corridors is frankly ridiculous. This is supposed to be a 30-year plan, no? Is light rail really not in the cards for the next 30 years? Even after it BARELY failed in a poorly-worded ADVISORY vote in 2006? If so, that's pretty ridiculous.[]</p> <p>[]</p> <p>It's time.[]</p> <p>[]</p> <p>We're ready.[]</p> <p>[]</p> <p>We want true transit investment. Not these half-measures that don't fully address the problem. Let's build a true streetcar for the Central City Line. Let's build a few light rail lines for South Valley and North Division. Let's explore innovative solutions like cable-propelled aerial transit (i.e. monocable detachable gondola) and tried-and-tested ones commuter rail. Let's look at broadening our horizons a bit.[]</p> <p>[]</p> <p>While I am out of principle in support of the STA Moving Forward plan because I generally support improved transit of any kind, I very strongly believe that it represents essentially a continuation of the status quo. If great cities have great transit, then let's become a great city. Let's build a great city. But this plan doesn't do that.</p>	14-Nov
CCL	<p>The Central City Line has the potential to substantially benefit the hotel, convention and entertainment sector. Some of the tax funds from these facilities should go to transit improvements.</p>	13-Nov
CCL	<p>On the Central City Line, you mentioned only Spokane Community College. What about Spokane Falls CC. It is often overlooked.</p>	13-Nov
CCL	<p>I used to live in Spokane for 20+ years and relied STA buses as a primary transportation as a daily basis. Just moved back to Federal Way about a year ago. I live in in the area that is close to the RapidRide Line A, which are one of six lines in it's network within King County line. To date, almost all RapidRide lines has proved with a huge success by increasing large number of ridership on a weekly after these basic routes has disappeared in that area. This goes same for Swift with Community Transit in Snohomish County. So, I strongly encourage that STA should invest the funding for the Bus Rapid Transit project like RapidRide and Swift as a primary choice before moving forward with Central City Line. I've seen Division and Sprague lines were dealing with overcrowding issue where these buses had to pass the waiting passengers at the bus stop or at the Plaza. []</p> <p>[]</p> <p>My other thought is that STA could help develop a new "regional" transit agency like Sound Transit that will only focus on long-distance lines like freeway routes and hire these new coach operators via outsourcing such as First Transit or MV Transportation to handle the "regional" transit service. Sometimes, outsourcing is much cheaper to operate the service like Pierce Transit is doing a service contract agreement with Sound Transit to operate many south commuter routes from/to Seattle and these cities in Pierce and King (south part) county. []</p> <p>[]</p> <p>If you wish to contact me for more questions/feedback. Feel free to email me at captfranklin27@gmail.com</p>	12-Nov
CCL	<p>Study feasibility of additional cross town routes.</p>	11-Nov

CCL	Please increase public transit options to the south perry district, especially between the district, the hospitals, colleges, and downtown. There are so many young people in this neighborhood attending school and working in healthcare. It would be ideal to include this neighborhood in the central city line.	2-Nov
CCL	My priorities would be to increase frequency and convenience of central transit options in and around downtown and Spokane City areas, before increasing service to suburban areas. That being said, any transit improvements will be a huge boost to the area.	30-Oct
CCL	ANother 50% increase to your existing funding mechanism will be extremely difficult to justify as will the central city line versus simply dedicating exisitng transit busses to this route	28-Oct
Paratransit	As a Paratransit user any increase/improvement in the service and area of coverage is a good thing.	16-Nov
Paratransit	Would hope it includes areas not covered for special mobility bus. This is a wonderful service to my son.	15-Nov
Paratransit	With an aging population and sometimes severe winters, expand paratransit services. I can walk on dry pavement but due to medical condition can fall frequently. I have laid on ice and snow for up to 45 minutes without help. Therefore I dread having to take the bus. The block and a half walk home for me in winter can be treacherous. If I fall I have difficulty finding a point of leverage to get up and it can take incredible effort and time out in the cold just to walk to my door. I am ambulatory but have MS.	14-Nov
Paratransit	my son is disabled and relies heavily on paratransit. if access were increased it would definitely give him greater freedom.[] I just heard from a colleague travelling to Seattle for a conference; he commented how much easier it is to commute in Spokane. I have heard these comments MANY times. I would hate for Spokane to get the reputation Seattle has! if we don't expand our commute options we will become another "Seattle."	14-Nov
Paratransit	My primary use of STA is the Paratransit service. It needs to be expanded to a larger service area, even if it means an increase or sliding scale to cover the additional mileage to provide service to those who are not in the paratransit service area.	14-Nov
Paratransit	1) Paratransit will not provide service to our handicapped son at or near our home in Greenacres . 2) Paratransit will not allow us to use an intersection or a designated bus stop for a pick-up/drop off point. They insist on a specific address, making it next to impossible for our son to ride the bus. 3) Paratransit allows its drivers to be up to 30 minutes late for prearranged pickup times, but riders are only allowed 5 minutes or the bus will leave them.	14-Nov
Paratransit	There is a Park & Ride lot off the North Spokane Corridor at Farwell that if developed would be beneficial to me at some point in time. Paratransit service is very important although I'm not a user.	14-Nov
Paratransit	Paratransit services should be available thru-out Liberty Lake.	13-Nov
Paratransit	I have an adult daughter with a disability and we appreciate every ride on paratransit she takes. ALL services are important!	13-Nov
Paratransit	I was a constant rider on STA when I lived up north and worked in the Valley. There was a direct route which meant I didn't have to go downtown to transfer. Now I live in the Airway Heights area and would need to transfer downtown and at SCC to get to work, a 1 1/2 hr commute. I am eligible to ride paratransit, but because I live too far from the fixed route line, I can not ride it either. Because of this, I am basically housebound (I telework due to my disabilities). If paratransit went farther out, I could be moble again!	13-Nov
Paratransit	only for handicapp or vets	13-Nov
Paratransit	Need to provide Paratransit service north on Hwy 395, past the existing Park & Ride.	13-Nov

Paratransit	I live in the Northwest Terrace neighborhood within the Spokane City limits with an ill elderly parent. We need to-the-door paratransit in our area. I've been told the paratransit bus will only pick people up at the local gas/grocery at the bottom of the hill. That's not acceptable. If those folks could drive to the gas station they wouldn't need paratransit in the first place! What is the matter with you people, that you won't aid those who need it most by picking them up at their door? It's shameful. We also need a Park and Ride at the Dwight D Merkel Sports Complex. Because of all the lights and traffic, it takes as long to drive to the 5 Mile Park and Ride as it does to just drive straight downtown on NW Blvd. and Maple St. 5 Mile is not a solution for those who live within the city off of 9 Mile Rd. We are part of this city and we deserve to have access to public transit. You punish us because we live just a little ways down a hill. So sure, give more access to Indian Trail where all the rich people live, like they need it.	6-Nov
Paratransit	Opening up more areas to the fixed route may decrease the demand for paratransit services, thus cutting additional costs. I would prefer to have better access to the fixed route as it could expand my freedom of travel, and I would doubt I'm alone on this issue. I know it costs much more than \$1.50 in fuel/wages to travel from Central Spokane to Liberty Lake.	5-Nov
Paratransit	Move forward on all. But public transite for the disabled is not a burden the public should have to fund....people who get paid to take care of the disabled need to be accountable...	30-Oct
Paratransit	As a visually impaired citizen who relies on public transit to go to doctors appointments and what not, it is very important for me to have these services and I am very excited to hear of some of the things that STA has planned for the future.	30-Oct
Schedule	Is it possible to post arrival times at bus shelters? The service of calling in to the bus operator and determining the next bus arrival by providing the bus stop number only works when someone has access to a cellphone. Not everyone who rides the bus has a cell phone, or can afford the minutes. Is there a way to have LED signs or something at a major stops? Thanks.	16-Nov
Schedule	In sept. the Liberty Lake Express 174 bus schedule at 7:15 changed to exit the freeway at Division st. this has forced me to take an earlier bus to prevent being late for work. I tried calling the number I was given but was never able to speak with a person.	14-Nov
Schedule	Yes, the service out Indian Trails sucks. We also need more service designed around shift worker schedules instead of the 9-5s.	14-Nov
Schedule	Service drops dramatically immediately after 5:30pm. For those of us who often work a few minutes late, it would be great if the "commuter hour" lasted until 6:00 or 6:30 pm.	14-Nov
Schedule	A more timely schedule would be appreciated. I live in Cheney, work in the U-District and attend graduate school at EWU. The time between locations is long and often buses are late.	14-Nov
Schedule	Please put metal schedules on every bus stop so you always know when the next bus is coming.	14-Nov
Schedule	Again, your schedule and routes do not help the average person in getting to and from work. Drivers are never on time and causes workers to be late. Fix what you have before moving forward!!!!	14-Nov
Schedule	The main reason i don't use the bus more is the commute time required to go from my home in the so valley to the vct to downtown and to office on Maple. Driving takes 25-40 min while the bus takes 1 1/2 + hours. Since i need to transport kids to school and care for parent near home, i lack the time resource needed to use the bus.	14-Nov
Schedule	seriously . . . trying to get any information of how to get anywhere is a joke. No ability to or app on my iphone to get any information. NOT CONVENIENT.	14-Nov

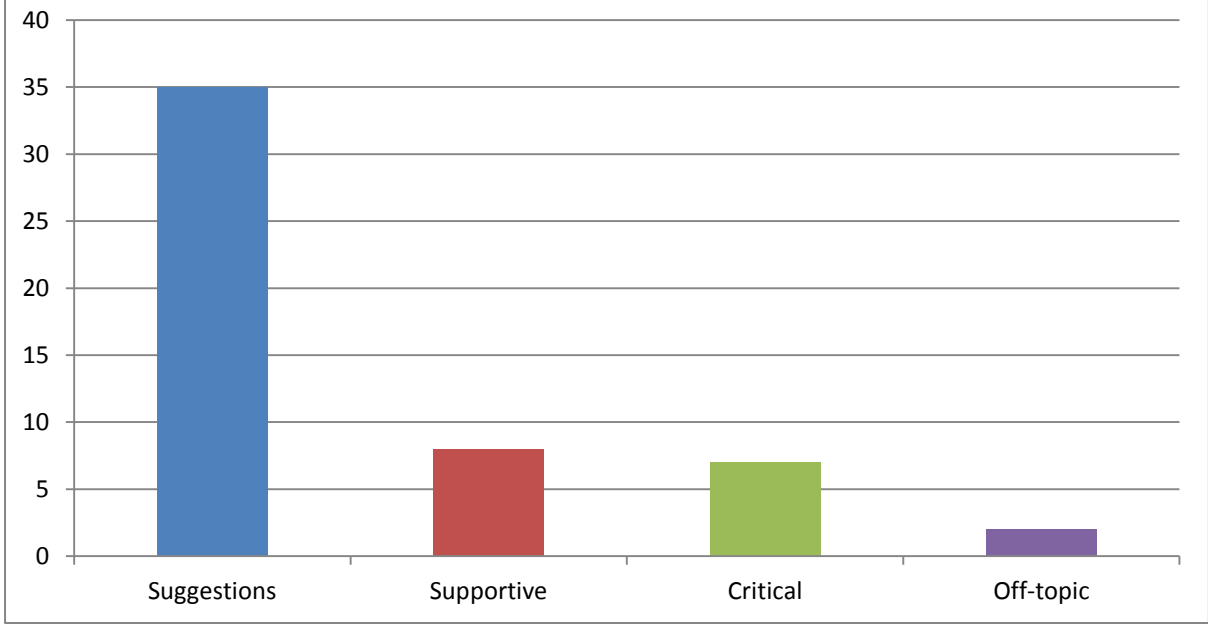
Schedule	I have not been using STA but attempted to recently. I was going to the airport and planned to catch the bus in Browne's Addition. I was at the stop at the scheduled time, but apparently on the wrong side of the street. I waved at the driver, but she just shrugged her shoulders and didn't stop. I had to call a friend for an emergency ride to the airport. So...I am supportive of transit, but it didn't work out very well for me. Either your schedules need to be more specific about the directions the bus will be coming (and what side of the street you need to be on) or the drivers need to be a bit more sympathetic to folks who aren't used to riding the bus. Thanks for letting me comment. I hope you are successful in finding additional funding.	14-Nov
Schedule	It's the working poor who are the real consumers of STA. Please keep them in mind when deciding routes, times, etc.	13-Nov
Schedule	Before additional funding to 'add' more buses the effort needs to be made to use much smaller buses/shuttle vans during slow times.	13-Nov
Schedule	I take the bus to work and I am consistently 5 minutes late because my bus gets me downtown on the hour and then I have to cross several busy streets to get to work. I would like to be able to get to work a few minutes early but that would require that I get up an hour earlier. I get that it takes the bus longer to get downtown than if I drove but I can't afford to drive and pay to park!	31-Oct
Schedule	Yes I think STA can do a better job on improving their route times and exact time on the schedules.	29-Oct
Bus Quality	Some of the busses can smell really bad inside. Can anything be done about that? Air-freshener, Internal Air purifiers, Air circulation, etc?	19-Nov
Bus Quality	You need to remove the cloth seats on current buses because many of the buses smell like urine. I believe that this discourages people that do not stink from riding the buses.	17-Nov
Bus Quality	Big businesses such as Microsoft, Discount Tire, Starbucks just to name a few, did not grow to the size and scale of what they are today by proposing a tax rate increase. They all believed that if you provided the customer with a good quality product they became loyal to you. Just remember this "IF YOU BUILD IT THEY WILL COME."	16-Nov
Bus Quality	Why put up the seats in the front due to safety issues when the same safety issues apply to those who stand. It makes no sense and makes more people have to stand for the duration of there ride.	14-Nov
Bus Quality	Focus on hiring and training drivers to be more friendly to riders in simple ways by not stopping more than 2 feet from the curb on Sprague @ Farr (90 inbound) and lowering the bus for riders carrying bags, and not quickly accelerating before I've had a chance to even swipe my pass. The majority of drivers are very good, but increasingly I see drivers who seem aggravated and bitter.	13-Nov
Bus Quality	This has nothing to do with funding, but attitude is important and although most of the drivers are amazing, there are a few who need to smile more!	13-Nov
Bus Quality	I am very appreciative of the STA's forward vision. My concern is more around the new gps and monitoring systems being placed in the buses. Understanding the importance of this functionality, I also fear that the customer service aspect that has made riding the bus pleasant and helpful is starting to become robotic and mechanical. Bus drivers are hesitant to deviate from the standards (i.e. Pick up a known rider unless they are at the specified stop) on fear of loosing their job. This strictness is beginning to impact the rider population.	4-Nov
Bus Quality	Bus drivers are generally not courteous drivers and often do not pull out of traffic causing drivers delays for drivers that are paying most of the transit cost.	3-Nov
Bus Quality	many of you drivers need to take another traffic training so that they obey the traffic laws.	30-Oct

Bus Quality	The current buses seats are in desperate need of steam cleaning. Professional commuters would be more willing to use mass transit if they had express service to get to work. I'd be willing to pay more to take a bus that wasn't filled with transients. I understand they need to ride, too, but it is offensive to have to commute with the stench of urine that seems to permeate the seats themselves. We all have needs to be addressed.	23-Oct
Security	More Security people at the Plaza, and more "in-your-face."	18-Nov
Security	In summary please include a bus stop on the SFCC campus!! PLEASE refrain from the dangerous situation that is present now!	14-Nov
Security	The main problem that I have with the transit system in Spokane is that, as a female, I don't feel safe travelling alone on the busses. This is the main reason that I do not frequently use Spokane transit. I think the plans to increase lines and frequency is a good one, and with more people using the public transit, it will provide a potentially safer experience.	14-Nov
Security	Biggest problem with the downtown Plaza is security. Next is Cleanliness. Take care of those 2 items first.	14-Nov
Security	We need more service routes more often and more security on the buses..cameras installed?	14-Nov
Security	Get rid of the scummy people that hang out at the downtown facility.	13-Nov
Security	My biggest concern is an increase in bus security and less tolerance for people who get on the bus smelling like they literally bathe themselves in Cannabis.	13-Nov
Security	It may sound "conspiracy theory-ish" but I think that it would be helpful to have randomized security/police officers riding busses. When I used to take the bus to and from work--especially Sprague--I cannot count how many different incidents there were with angry drunks, people who bring alcohol onto the bus + people who yell at the driver or threaten, and there is really nothing that can be done. I think if riders saw security riding with them every now and then that it would help lower how many of these types of incidences there are. This may already happen though and I am wrong lol does STA already do this? I hope so :)	13-Nov
Security	While I do support extending the hours the buses run to accommodate nontraditional work schedules, I think that necessary safety measures and concerns need to be addressed before deciding to make this change. Additionally, we should work on improving the quality and quantity of travel within our city before we start throwing money at moving outside of our city, especially since there does not seem to be a great demand for this.	10-Nov
Security	Continue to make STA and public transit a high priority for the region. Spokane has proven that once people experience mass transit they keep using it. That said both of my daughters are afraid to ride the bus at night or be at the plaza. Security needs constant vigilance.	23-Oct
Fares	What about lowering the price disabled people pay for transit. for most the price that is charged is more than what they get for a spending allowance which causes them to be home bound. That is just not right for so many reasons.	18-Nov
Fares	Please consider a system that makes Smart Cards re-loadable via the internet and a credit card. This could alleviate billing agencies that send clients down with vouchers to purchase passes.	14-Nov
Fares	I think we should have FREE bus service for ones within an area downtown like other Washington State cities such as Tacoma and Seattle. It will teach people to be comfortable on the transit as well as have more people take the bus downtown to shop, go to the arena or the park. If there is a FREE zone once they arrive.	14-Nov
Fares	I would like to see expanded service with more stops for less fare. \$1.50 a trip is very expensive for a city like Spokane.	14-Nov
Fares	Downtown and the Riverpoint campus should be free, like major metropolitan areas!	13-Nov

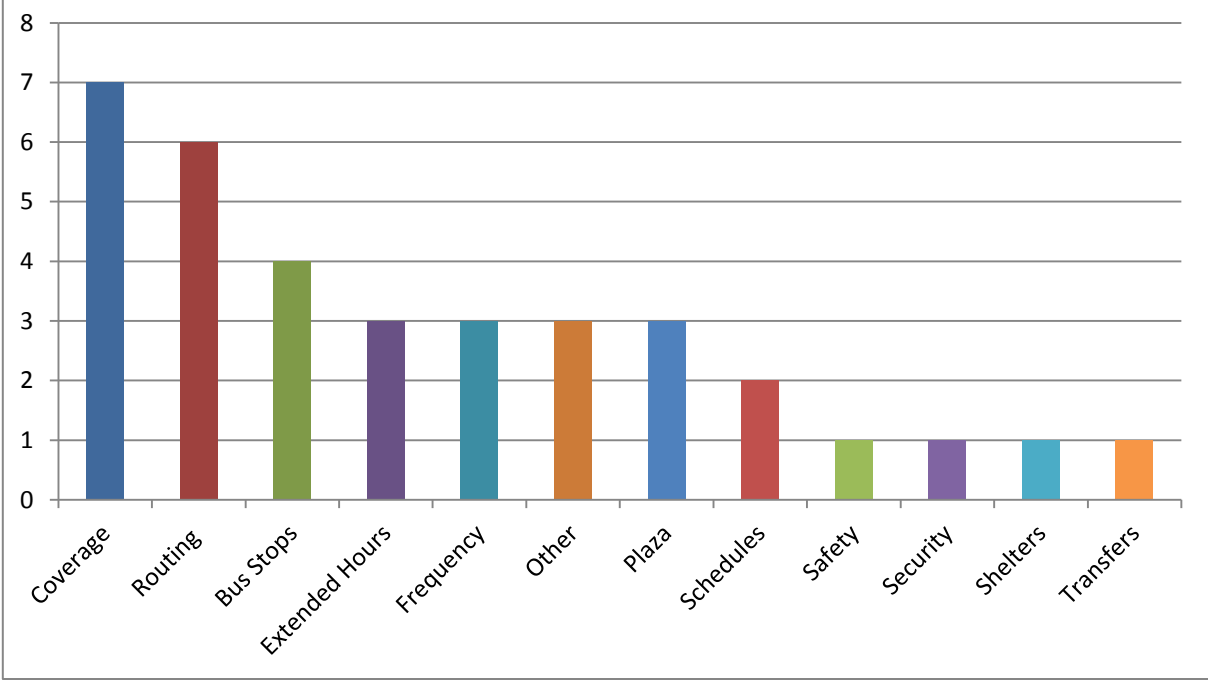
Fares	Please make the increase for these services very reasonable especially for those who barely can afford to ride the bus now. The services sound great but if it too expensive then the changes want make a difference if no one is riding. I do know increase would be necessary because i rather ride the bus	13-Nov
Fares	Raise the ride rates a small amount. Smaller buses in less used areas rarely do you see one completely full.	13-Nov
Fares	RAISE FEES IF NECESSARY	13-Nov
Fares	The cost to ride the bus is still going to be cheaper than for people to drive the vehicles even with a 25% rate increase.	3-Nov
Bus Stops	Bus stop locations should be reviewed. If the nearest bus stop is 3/4 of a mile away from home or destination, the bus is not likely to be used unless that is the only option.	18-Nov
Bus Stops	Please add back all the removed bus stops. I don't ride any more because the bus stop is too far from my house now.	14-Nov
Bus Stops	Need to reinstate some stops - it is to hard for the older citizens to walk 1/2 mile to a stop - and I would not want my grandkids to have to eother.	14-Nov
Bus Stops	I would use STA nearly every calendar day to go to the downtown area, but there are no bus stops near where I live (approximately 37th and Havana). The transit center on Southeast Blvd is too far to walk and I don't feel safe parking my car there. The closest stop to me, Regal and 37th, is a joke (never on time), and if I'm going to walk that far, I'll go a few more blocks to the transfer station. Again, if there was a stop close to 37th and Havana, I would use STA nearly every calendar day (at least 6 days a week on most weeks) instead of the one every few months that I do now.	14-Nov
Bus Stops	More stops along SR 2 in the West Plains so riders don't have to walk a mile with a baby in a stroller to catch a bus.	14-Nov
Bus Stops	need shelter at main and maple □ need way to learn if bus is late and arrival time using iPhone	14-Nov
Bus Stops	Build out the existing system using by providing secure covered bus stops and additional park and ride locations.	13-Nov
Bus Stops	please put back the bus stop by the longhorn bbq on highway 2 as there are so many families with children and seniors that use it and now must walk 1-2 miles on a main highway to get to a stop..NOT SAFE!!!or find a way to improve it.	2-Nov
Bikes	More alternative transit components; bike trail extensions, car share options, communities with walking paths and parks.	20-Nov
Bikes	Need better and /or more bike storage at key sots (like Jefferson lot, Plaza, any park'n'ride	14-Nov
Bikes	increase ability to allow for my bicycle transport on the bus, so more than 2 bikes at a time	14-Nov
Bikes	I am a baby boomer, but millenials are very into biking & taking bus, so improving access & ease is important to maintaining younger workers & residents. I like the idea of expanding bike numbers on buses, as I sometimes don't have a spot for my bike if I don't feel like riding up the south hill during commute hour.	14-Nov
Bikes	While I support mass transit, I am most supportive of increasing bicycle infrastructure.	13-Nov
Bikes	The reason I rarely use transit is because if I don't drive, I am riding my bike. I commute by bike, but I want to be supportive of transit because I know that it is essential to a supportive urban environment. The fewer cars on the road, the more alternatives, the better for all of us and transit can facilitate that.	13-Nov
Bikes	I have no desire to use a bus if I can't get on the bus because the bike racks are full.	13-Nov
Snow Removal	When bus routes are on streets with narrow or no planting strip the snow deposited on sidewalks and street corners by snow plows makes it dangerous to access bus stops in all areas of the city. Please address this if you wish folks to ride the bus!!	18-Nov

Snow Removal	Please keep us informed about the snow detours so to make sure we get home or place ok.	13-Nov
Snow Removal	maintaining sidewalks and area around bus stops in more places. some have garbage scattered. can be dangerous in the winter especially with the snow berms.	31-Oct
Wifi	Really recommend adding Wifi and on-line real-time lookup of where buses are. Also suggest more capacity for bicycles. Can a 3-bike rack be used?	20-Nov
Wifi	It would be very good to strengthen the WiFi service on at least Route 66 to EWU, and roll it out to other lines.	15-Nov
Wifi	would like to see wifi included on all buses that go to cheney, airway heights, or liberty lake. Wifi on these long trips would allow for work time instead of down time.	23-Oct
Rider Courtesy	Often I see people standing on the buses while someone has a backpack, purse, or whatever on the seat next to them. Why can't the drivers make an announcement to have them put their packages on their lap and move to the outer portion of the seat so everyone has a chance to sit down.	18-Nov

STA Moving Forward Public Outreach Feedback: Email, Facebook and Open House



STA Moving Forward Public Outreach Feedback: Email, Facebook and Open House Suggestions by Topic



STA Moving Forward 2014 Responses by Topic

Email, Facebook and Open House Feedback

Topic	Feedback	Medium	Date
Suggestion-Coverage	<p>The bus use to meet our need for work schedule at Eastern State Hospital. Now with the current schedule wastes at least an hour a day of waiting. This has sent many of us to more expensive faster transportation options. The idea of a link to the fast buses traveling frequently to Cheney, stopping on the Medical Lake exit seems brilliant with more convenient travel times for running us into Medical Lake and the hospital. Really would love to see this play out soon. I am getting old but I know younger people coming behind me will love this too if really convenient.</p> <p>Would be interested in a tax investment for lite rail for the region. When I see you put up dinosaur expensive downtown building that does very little for the average bus rider my thoughts are you have a great deal of rhetoric but not very good choices for spending more money. So want to see great ideas before saying yes to you getting increase.</p>	Email	19-Nov
Suggestion-Coverage	Bring some busses or shuttles out to the Little Spokane Drive area because there's quite a demand for it.	Facebook	10-Nov
Suggestion-Coverage	We need a bus for the little Spokane Drive are in North Spokane!!	Facebook	3-Nov
Suggestion-Coverage	I love riding the 124 North Express route, but was wondering if future plans involve producing a North Side route to Chattaroy, Riverside, Deer Park area. There are so many routes that are already far-reaching: Liberty Lake, Cheney, South Side. When can we expect something for our area?	Email	20-Oct
Suggestion-Coverage	Not serving neighborhoods and community in Spokane Valley. Service is geared toward express and commuter service.	Open House	9-Oct
Suggestion-Coverage	A route to Mead would be helpful for so many.	Facebook	7-Oct
Suggestion-Coverage	I wish you guys would put a bus back on garland Like you had before cause a lot of people really liked having this bus cause they didn't have to walk far and didn't have to go downtown. It was nice having the garland bus cause my dad would take it to go to the bank and do other things	Email	2-Oct
Suggestion-Routing	I'd like a route from Airway Heights to Cheney!	Facebook	4-Nov
Suggestion-Routing	I am writing to request that you consider routing one of your bus lines to go to the Providence Medical Park on Desmet Ct. in Spokane Valley. I know that there is a but that stops near the Arby's on Sullivan and Indiana, but this is still a long walk for someone with medical problems. I'm a mental health counselor in the area and I know that there are plenty of individuals (including those with low incomes) who have providers in this new building. Thank you for taking a look at this issue.	Email	15-Oct
Suggestion-Routing	The 28 and 26 route should not be combined anymore just let them be separate and extended the hours longer on all routes it's not fair to the people who have to work late at night. When they get off work they have to call a cab cause there is no more buses	Email	2-Oct
Suggestion-Routing	Align service in the Valley with low-income housing. If buses are empty, move the routes to pick up people who need access to transit	Open House	9-Oct

Suggestion- Routing	While I fully support STA, I'm writing in hopes that a route can be altered. I live on Liberty Ave. in Millwood and see the STA bus drive past my home every hour. Day after day, week after week, month after month, it's empty. Occasionally a lone passenger will accompany the driver, but it's very rare. As a resident on the bus route and a tax payer, this is frustrating. The bus isn't quiet, and starts very early in the morning and runs late. I'd like the route changed to no longer include Liberty. Surely, other streets must have higher need and may not be quite so residential. Thank you.	Email	12-Oct
Suggestion- Routing	Kiwams Cheney. Thursdays at 7. am.	Open House	18-Oct
Suggestion- Bus Stops	North of Wellesley on division in area wear Red lobster is bring back bus stop ther was one before a must foe tranfer ..	Facebook	3-Nov
Suggestion- Bus Stops	Instead of light rail, how about extending the old bus stops you eliminated?	Facebook	13-Oct
Suggestion- Bus Stops	Need a new bus stop Regal and Palouse Highway . . . Thanks for # 45.	Facebook	2-Nov
Suggestion- Bus Stops	Discontinuing stops doesn't make sense in light of STA Moving Forward. Put the stops back on 902	Open House	9-Oct
Suggestion- Extended Hours	Need 98# East Bound Bus come 30 min early AM so I can take 5:42AM 174 Bus downtown.	Open House	9-Oct
Suggestion- Extended Hours	Thanks		
Suggestion- Extended Hours	Later service from Cheney to DT Service to ID (Silverwood Express)	Open House	18-Oct
Suggestion- Extended Hours	Later service from Spokane back out to Cheney not only on Saturday	Open House	18-Oct
Suggestion- Frequency	Would love for the 44 to run on a more regular basis.	Facebook	3-Nov
Suggestion- Frequency	Hello,	Email	8-Oct
	I ride the Route 1 bus to/from the Arena during the weekdays. Would you please consider adding more trips, especially in the morning hours, during high-peak usage times so we can get to work quicker, that would be greatly appreciated. I remember the day when the trolley ran every 5 or 7 minutes, now it's every 10 minutes and that's a bit too much time in between buses.		
	Thanks,		
	Karin Morris		
Suggestion- Frequency	More busses to EWU I hate being a sardine, it makes me nauseous riding the buss there and home some days. Also if the busses could do more than 35 mph on the freeway would be nice	Facebook	2-Nov
Suggestion- Other	Hi, just wanted to make two general comments regarding the "Moving Forward" plan. I notice that in the EWU students' report, they quote IMF expectations that oil prices will more than double between 2012 and some future year...the changes in oil prices over the past several weeks, and gasoline prices, should be a warning that we should be very cautious in the assumptions we base plans on. It would be helpful if the STA made a clear list of all the key assumptions incorporated into the plan: cost of gasoline, expected ridership and the basis for that projection, and all projected costs. Second, whatever approach STA decides on, it would be good to track how reality matches those expectations, especially in terms of ridership and costs.	Email	6-Nov

Suggestion- Other	Spokane Transit- Here's an idea, I was thinking Black Thursday/Friday is such a busy time for retailers wouldn't it be great to have bus service for the late evening/early morning for retail employees and shoppers. I feel this would be a good idea because it would reduce road congestion and promote the local bus service	Facebook	6-Oct
Suggestion- Other	When I am in Seattle or Portland, I see people from all levels of society, young, old, wealthy, poor, etc. using transit because it is the most convenient way to travel, to downtown, to outlying towns, even in other counties. To make transit in Spokane a more viable option, consider marketing to families and young people, with reduced rates, especially for young teens who can't drive. Show them that a car is not the only way to get from A to B. Instill the habit at a young age, to make it a lifelong one. I've read and observed that young people don't care about car ownership the way they used to. Let's make it easier for them to remain car free.	Email	24-Sep
Suggestion- Plaza	<p>Please move rest rooms to main floor of Plaza. If you must use the rest room between transfers, having to go all the way upstairs and then back to where they are located and then reverse and go back downstairs, it really takes a lot of time and can cause you to miss your connection if there is not much time between them.</p> <p>Please increase the number of benches for those who must wait for transfers. The "block" seats are only able to seat one person, they would be better replaced by benches. MORE benches!</p> <p>STA employees should have to take the bus at least once a week to work. Having to use transit would help employees to better understand the needs of the transit users.</p>	Email	21-Nov
Suggestion- Plaza	Save the Transit Center where it is please . . .	Facebook	7-Oct
Suggestion- Plaza	<p>Thanks for expanding #23 service. Weekend service would be appreciated, too.</p> <p>Please stop putting commercial advertising decals over the window glass. How would YOU like to have to look through that garbage?</p> <p>Figure out a way to leave the Center where it is. Move it, and you are going to please a few merchants, but alienate countless numbers of shoppers, employees, tourists, and other middle/working class patrons. Just saying.</p> <p>In my humble opinion, the system could really use greater capacity for bicyclists.</p>	Email	25-Sep
Suggestion- Schedules	Pick up drop off timing need a justing on transferring ..lighting at curtasie shilter.s testiing...weekend timeing not great for working We the people....	Facebook	1-Nov
Suggestion- Schedules	<p>Synchronize schedules so wait times are minimized.</p> <p>Take te busses off Sprague and Wall so they aren't pulling out into traffic and interrupting the bike lane</p> <p>Eliminate the loop routes</p> <p>Bus service to Eagle Ridge? Liberty Lake on weekends? Connect to CityLink in Idaho? You can do this now by taking the Casino Bus to Worley. It takes 4 hours to Post Falls.</p>	Open House	9-Oct

Suggestion- Safety	There's only one thing I wish some of the drivers would wait for people to sit down I saw an elderly person who almost went flying and I almost fell.... Can't they wait just one min for everyone to sit down? I'm glad I have a way to get around	Facebook	22-Oct
Suggestion- Security	I think STA has its ups and downs but they are getting so much better with handling things. The only thing I have to say that I think needs to be changed is the security guards at the vtc need to do more than sit in their car. They need to watch and see all these underage kids harassing people for cigarettes. Other than that I have no other complaints at all. I love riding the bus and I am a very loyal rider. Gene and Paul are the best drivers around	Facebook	30-Oct
Suggestion- Shelters	<p>Good afternoon.</p> <p>I was at the West Side ETC meeting at the Longhorn when you gave an overview of the STA 10 year plan. One thing that caught my attention was your remark on adding additional shelters.</p> <p>At the Airway Heights Corrections Center, we have a stop right outside the entrance to the facility. It's placed in a ditch that fills with water and turns into a skating rink in the winter. Throughout the year, riders are exposed to all the other lovely weather elements. I had spoken with STA and the City of Airway Heights about putting a shelter at that location, and at that time, it sounded like a possibility, but once I forwarded my information internally, it moved no further.</p> <p>Dare I hope this 10 year plan includes a shelter at our location? Not only do we have staff waiting for the bus there, but Friday-Monday, we often have offender visitors, to include elderly and small children?</p> <p>Thank you Diane</p>	Email	14-Nov
Suggestion- Transfers	I really like the forward plans, but the one issue that needs fixed is poor transit points. There have been many different transfer points in which I watch helplessly as the bus I need to be on pulls away at the exact same time the bus I'm on is pulling in. I've had to wait 30 minutes for busses on peak times and nearly 60 minutes at night. I'd miss my transfers by seconds on many different occasions and routes. It can make a fifteen minute car ride up to two hours via bus. Examples: 32->33 at SCC, 90->34 at Sprague/Havana, 174->90 at Plaza, 90->96 at UTC, 32->96 at Mirabeau P&R. I hope schedules can be fixed for better transfer pts, so that riders aren't waiting up to 60 minutes. Thank you for the time.	Open House	9-Oct

Supportive	<p>I saw In the news this morning there was a forum concerning improvements for the STA. I don't plan on attending, but do want to mention that I grew up in Boston and lived in Chicago for 7 years before I moved to spokane and busses and subways have always been my primary mode of transportation. I also have used the bus systems in comparable sized cities of Springfield MA and Anchorage AK. I feel for the price point of \$1.50 per ride, spokane far exceeds the services provided in the latter mentioned cities. Also the busses are much nicer and cleaner and the drivers have always been present and helpful. Granted I usually ride the 44 to/from 22nd grand/downtown. I have been on the 25 during peek hours and it is crowded, but never anything like rush hour in Chicago or Boston. I have frequently showered praise to my friends here in spokane on the sta and how I found it to be much better than I thought it would be when I first moved here.</p> <p>I don't know if this is helpful in any way for the purposes of the forum and any improvement discussions...more of just an "atta boy".</p> <p>5 year satisfied customer,</p> <p>Phil Clemens</p>	Email	7-Oct
Supportive	The Para Transit Bus system is awesome for those that can't drive or Would be shut-ins otherwise.	Facebook	4-Nov
Supportive	Spokane has a super transit system (a little lacking on Sundays) and if more people rode it, it would get better and better. Save the earth for our grandchildren ride the bus!"	Facebook	31-Oct
Supportive	Drives me to work everyday!! Thank u spokane transit	Facebook	10-Oct
Supportive	Great News about Mirabeau becoming more than a park and ride! I take the 174 Liberty Lake Express to Downtown M-F at 6:35am. It would be wonderful to establish a transit center in that location. For so many reasons!	Email	2-Oct
Supportive	Brandon,	LinkedIn	10-Sep
	<p>Thanks again for today's presentation. I found lots to like in the STA 10-yr plan. I'm a proponent of keeping the STA plaza a conduit to downtown (and I say that as someone whose office overlooks the plaza). The emphasis on community function for the renovated plaza sounds like it could have great potential and re-organizing routes so they don't flow through downtown unnecessarily seems like a more efficient use of resources. I'm also pleased that there is finally a proposed express route from the south hill. One area that is still a little fuzzy to me is the electric trolley from downtown. Though I can see the intended benefit, as I mentioned, I think use of the term "trolley" provides a misleading image from start.</p> <p>Good talking to you,</p> <p>Marnie</p>		
Supportive	Brandon did a great job as he always does. No big reaction to restored express service or more P&R spaces. They want service to Hawkstone, the senior development outside of town. Congenial overall. Odin Langford was absent.	Email	17-Oct
Critical	I know what drives STA, tax dollars in the form of corporate welfare.	Facebook	7-Nov
Critical	Sta needs to move out of downtown!	Facebook	6-Nov
Critical	Here's an idea. Buses show up on time and don't blow past stops.	Facebook	5-Nov

Critical	<p>This latest round of open house is STS's public relations campaign to raise your taxes. Sell you on the idea of using your car to get to the bus stop and systematically taking out the stops along the way.</p> <p>So you are required to use the park and rides even though the bus goes right by your home. Taking out stops that have been there for 50 years. VOTE NO.</p>	Facebook	1-Nov
Critical	<p>Let's hope Natasha doesn't have to take the North Division where stops can be more than five blocks apart. Good service, STA...not.</p>	Facebook	31-Oct
Critical	<p>What drives me...crazy. What makes you think taxpayers want to give you more money when you have mishandled so much for so long? Live within your budget. I have to.</p>	Facebook	24-Oct
Critical	<p>I want to know why the busses do not run at 4am, or earlier - 1am or later, and what you are doing to make this happen?</p> <p>It is impossible to get to work at the Spokane Industrial Park(or any industrial areas) by 4-5am, or to get home from a restaurant late at night if they close at 11 & you're off work at 12 midnight. It's also practically impossible for anyone who uses state daycare to get across town to drop their children off, and make it to work as early as 8am, because only certain locations accept state payment, and it's difficult to find openings. So, they're usually on the other side of town from where the person lives.</p>	Email	24-Sep
Off-topic	<p>Spokane needs to look at transit systems in Germany and Switzerland. They make ours look primitive.</p>	Facebook	5-Nov
Off-topic	<p>Have the spokesman 're view clips to prove it</p>	Facebook	14-Oct

Date	Group	Location	ESTIMATED Attendees	Question/Comment Topics
9/6/2014	Council of Governments	Fair Grounds	50	Questions about multiple ballot proposals in 2015; questions about cost per ride and ridership per hour.
9/9/2014	ETC - Spokane Valley	Conley's	12	Request to include bicycle elements in the plan; better weekend service.
9/10/2014	ETC- Downtown Spokane	Inland Northwest Bloodbank	31	Questions about the plaza.
9/10/2014	INBA	Glover Mansion	35	Desire for more capacity to Cheney during peak hour; Security in the Jefferson lot.
9/11/2014	ETC- West Plains	Longhorn BBQ (Highway 2)	20	Service to Geiger and Fairchild and more sheltered stop locations.
9/16/2014	All Employee Meeting #1	Boone garage	60	Questions about Central City Line project; questions about ballot timing.
9/16/2014	All Employee Meeting #2	Boone garage	50	
9/16/2014	All Employee Meeting #3	Boone garage	35	
9/16/2014	All Employee Meeting #4	Boone garage	25	
9/16/2014	Inland Northwest Lighthouse	N. Addison Location	40	Improved frequency; real time schedule technology; regulate service animals on buses.
9/16/2014	Medical Lake City Council Meeting	Medical Lake	13	Request for improved safety and access at Hayford Road near exit 272.
9/23/2014	West Central Community Coalition	West Central Community Center	18	Sales Tax is regressive, other funding options?; Appreciate attention to West Central.
9/24/2014	East Spokane Business Association	Union Terrace Building	25	Streetscape improvements along Sprague Avenue; fares should vary based on distance. Concerns about multiple ballot measures in 2015.
9/24/2014	Joint Chamber Transportation Committee	Longhorn BBQ (Argonne)	15	Questions about West Plains Transit Center.
9/24/2014	TIP Meeting	SRTC	20	
10/1/2014	Good Roads and Transportation Association	Spokane Club	15	Questions concerning the context of operating at the Plaza and the possibility of a sunset clause.
10/6/2014	ASWSU Spokane	Student Academic Center (SAC)	9	Supportive of CCL so students can more quickly access Downtown.
10/6/2014	City of Airway Heights	Airway Heights	12	General comments, no stated recommendations or requests.















Date	Group	Location	ESTIMATED Attendees	Question/Comment Topics
10/7/2014	West Plains Chamber of Commerce	Inland Northwest Bank	12	Supportive of West Plains Transit Center.
10/7/2014	Senior & Youth Coalition	Corbin Senior Center	18	Fare increases; coverage in Qualchan area
10/7/2014	Spokane County CEO & Commissioners	Spokane County	10	There is an interest in seeing suburban/rural areas of North Spokane obtain service before serving North Idaho.
10/7/2014	Liberty Lake City Council	Liberty Lake	18	Want coverage to Hawkstone; appreciative of added parking for commuters.
10/8/2014	EWU Clubs & Organizations Meeting	Cheney Campus	65	Request for more capacity on Cheney buses; later Saturday night service.
10/10/2014	Neighborhood Assembly	Council Briefing Center	20	Interested in various service improvements to neighborhoods.
10/15/2014	Link Spokane -- Youth Transportation Focus Group	City Council	3	
10/16/2014	Visit Spokane	SRBC Building	22	Discussion of future operations of the Plaza; discussion on the Central City Line, etc
10/20/2014	Valley Rotary Group	Shari's	15	
10/20/2014	Spokane City Council Meeting	Council Chambers	60	Supportive of the plan, no stated recommendations or requests.
10/21/2014	Spokane Valley City Council Meeting	Valley City Hall	30	No stated recommendations or requests.
10/21/2014	EWU Transportation Planning Students	Riverpoint Phase 1	12	
10/22/2014	Greater Spokane Valley Chamber	Valley Hospital	25	Increasing revenue by 50% is a lot; concerned about "snowballing" taxes. Asked about pilot bus service to Idaho.
10/22/2014	Inland Empire Section of Washington APA	Steamplant Grill	8	Supportive of the expansion of transit and recognition of changing trends in transportation. Concerned about committing early to specific projects.
10/27/2014	SRTC Technical Advisory Committee	SRTC	15	

Date	Group	Location	ESTIMATED Attendees	Question/Comment Topics
10/28/2014	Cheney City Council	Cheney	20	WPTC increases travel time for Cheney residents and students
10/28/2014	Public Facilities District	Convention Center	12	
10/28/2014	Arc of Spokane	Arc of Spokane	18	Questions about fare increases; appreciative of Paratransit Service.
10/29/2014	Greater Hillyard Business Association	Hillyard	18	Want improvements to Market street prior to year 6 of plan.
10/29/2014	Economic Development Committee - West Plains Chamber	Inland Northwest Bank	10	WPTC is a priority for the West Plains area.
11/3/2014	ASWSU Spokane Student Senate	Student Academic Center (SAC)	20	Include University of Washington in pass program; ensure security for later night service; supportive of CCL for more frequent access to Downtown.
11/4/2014	University District Public Development Authority	McKinstry	12	Interest in the Central City Line. Discussion on the economic benefits of transit, including job and education access
11/12/2014	Emerson Garfield Neighborhood	Senior Corbin Center	35	Supportive of the plan, no stated recommendations or requests.
11/12/2014	Nevada Lidgerwood Neighborhood	Cop Shop	15	Desire for later night service
11/12/2014	City of Millwood	Millwood	15	Interested in transit service North of the Spokane River.
11/13/2014	House of Charity	House of Charity	5	More reduced fare programs for low-income and homeless.
11/14/2014	NEPDA	Spokane City Hall	6	
11/19/2014	Downtown Spokane Parntership	Red Lion	20	Load and Go Boarding, transfer locations outside of Downtown
11/19/2014	Business Improvement District	Red Lion	15	Liberty Lake Express service; changes to Plaza operation
11/25/2015	Spokane Regional Labor Council	510 S. Elm	20	Concern of the impact of the Central City Line on the rest of the transit network.
TOTAL			1059	

Appendix C

Survey Monkey Results

1. Please check the community where you live:

		Response Percent	Response Count
Airway Heights		1.8%	31
Cheney		5.0%	89
Four Lakes		0.5%	9
Liberty Lake		2.7%	47
Medical Lake		2.0%	36
Millwood		0.8%	15
Spokane (North Side)		23.6%	417
Spokane (South Hill)		24.7%	437
Spokane (Central)		7.4%	131
Spokane Valley		13.9%	245
North Spokane County		5.9%	104
South Spokane County		1.3%	23
Kootenai County		1.9%	34
Other		8.4%	149
	Other (please specify)		163
answered question			1,767
skipped question			0






2. How often do you ride transit?

		Response Percent	Response Count
Three days a week or more		32.5%	573
1 to 2 days a week		6.0%	106
Occasionally (less than once a week)		22.3%	394
Never		39.2%	692
answered question			1,765
skipped question			2






3. Think about features that great cities have in common. Do you believe good transit is one of them?

		Response Percent	Response Count
Yes		94.2%	1,633
No		5.8%	101
Other (please specify)			68
answered question			1,734
skipped question			33

4. How strongly do you agree or disagree with the following statement: Sustaining the existing level of transit service provided by Spokane Transit is an important priority.

		Response Percent	Response Count
Strongly agree		57.3%	988
Agree		28.1%	484
Neutral		7.7%	133
Disagree		3.5%	60
Strongly disagree		3.4%	59
answered question			1,724
skipped question			43






5. How strongly do you agree or disagree with the following statement: New and improved transit service is needed to support regional growth and shifting transportation trends.

		Response Percent	Response Count
Strongly agree		63.7%	1,099
Agree		21.8%	376
Neutral		8.8%	151
Disagree		2.8%	49
Strongly disagree		2.9%	50
answered question			1,725
skipped question			42






6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

	Response Count
	268
answered question	268
skipped question	1,499






7. If approved, the draft STA Moving Forward plan would extend Saturday night service past 11pm. How supportive of later Saturday night service are you?

		Response Percent	Response Count
Very supportive		34.1%	551
Supportive		26.6%	431
Neutral		29.7%	481
Opposed		6.2%	100
Very opposed		3.4%	55
	answered question		1,618
	skipped question		149






8. The West Plains Transit Center is designed to improve service to Cheney, Medical Lake and Airway Heights by providing more direct routes from a transfer point outside of Downtown Spokane. How supportive of this project are you?

		Response Percent	Response Count
Very supportive		38.6%	626
Supportive		37.1%	601
Neutral		19.0%	308
Opposed		3.0%	48
Very opposed		2.3%	38
answered question			1,621
skipped question			146











9. The Central City Line is intended to provide a 'streetcar-like' experience in Downtown Spokane at a more affordable price than a traditional streetcar. It would be an all-electric, modern looking bus that would run 7 days a week between Browne's Addition, Downtown Spokane, the University District and Spokane Community College. It would feature frequent trips, all-door boarding, pre-payment ticketing, and distinctly branded stops and stations. How supportive of this project are you?

		Response Percent	Response Count
Very supportive		40.1%	648
Supportive		31.8%	513
Neutral		17.9%	289
Opposed		5.4%	88
Very opposed		4.8%	77
answered question			1,615
skipped question			152

10. Bus service to Idaho via I-90 is in response to high demand for interstate transit. Routing between the Spokane region, Post Falls and Coeur d'Alene would serve commuters, access to Idaho services and recreation, as well as seniors and people with disabilities. How supportive of this project are you?

		Response Percent	Response Count
Very supportive		42.6%	690
Supportive		33.3%	539
Neutral		15.7%	254
Opposed		5.3%	85
Very opposed		3.1%	50
		answered question	1,618
		skipped question	149






11. More frequent trips and new service is planned to respond to current and future demand. More frequency or new service is planned for areas like the West Plains, Hillyard, North Nevada, Indian Trail, Division, West Central, Wellesley, East Indiana, Greenacres, Southwest Liberty Lake and all along I-90. Which routes will improve your transit experience? Please check all that apply.

		Response Percent	Response Count
new Sunday Service to North Nevada		17.1%	188
better weekend service on Wellesley Avenue		21.5%	237
new night and weekend service to Indian Trail		16.5%	181
new South Hill Commuter Express		39.5%	435
service between Spokane Valley Mall and Greenacres		15.4%	169
improved service to southwest Liberty Lake		15.7%	173
direct service between Airway Heights and Medical Lake		16.9%	186
more frequency to Airway Heights during busy travel times		20.6%	227
more frequency to the Hillyard neighborhood and Northeast Spokane		20.1%	221
more frequency on I-90 between Spokane and Liberty Lake during busy travel times		37.7%	415
		answered question	1,100
		skipped question	667






12. The draft STA Moving Forward implementation plan contains the development of the High Performance Transit Network (HPT). HPT will feature frequent, reliable connections with distinct stations and easier fare payment. Proposed HPTN corridors include the Cheney corridor, the Central City Line in Downtown Spokane, the Monroe-Regal corridor, the Sprague Avenue corridor, the Division Street corridor, and the I-90 corridor to Liberty Lake with pilot service to Idaho. Please rank the HPT corridors from highest priority to lowest priority.

	1	2	3	4	5	6	Rating Average	Rating Count
Cheney HPT Corridor	26.6% (353)	13.8% (183)	11.4% (151)	11.1% (147)	11.2% (149)	25.8% (342)	3.44	1,325
Central City Line	24.4% (319)	20.5% (268)	20.1% (262)	13.8% (180)	9.8% (128)	11.4% (149)	2.98	1,306
North Monroe--South Regal HPT "Lite"	11.1% (145)	16.3% (213)	19.3% (253)	19.9% (261)	21.0% (275)	12.4% (162)	3.61	1,309
Division Street HPT "Lite"	15.9% (209)	22.1% (290)	22.8% (299)	22.7% (297)	10.8% (141)	5.7% (75)	3.07	1,311
Sprague Avenue HPT "Lite"	6.5% (84)	15.8% (204)	16.0% (207)	19.4% (251)	29.2% (378)	13.1% (170)	3.88	1,294
Valley Freeway HPT "Lite" (I-90)	18.9% (249)	12.1% (159)	10.0% (131)	11.7% (154)	16.8% (221)	30.5% (402)	3.87	1,316
answered question								1,385
skipped question								382






13. As part of STA Moving Forward, STA will sustain and expand the geographic area in which Paratransit service operates. This will mean more individuals whose disabilities prevent them from taking regular bus service will be able to use the service to travel throughout the region. How important is this investment to you?

		Response Percent	Response Count
Very important		37.1%	599
Important		34.5%	557
Neutral		21.8%	352
Unimportant		4.3%	69
Very unimportant		2.4%	39
		answered question	1,616
		skipped question	151

14. Considering all of the projects in STA Moving Forward, how would your transit use change?

		Response Percent	Response Count
Significantly increase		14.1%	227
Increase		46.2%	745
No change		38.9%	626
Decrease		0.4%	6
Significantly decrease		0.4%	7
		answered question	1,611
		skipped question	156

15. To pay for the plan, the STA Board of Directors is considering a 0.3% increase in the local sales tax rate. This rate increase is equal to a 15 cent increase on a \$50 purchase and would not apply to fuel or most foods. How supportive of this plan are you?

		Response Percent	Response Count
Very supportive		33.4%	536
Supportive		28.0%	450
Neutral		17.9%	288
Opposed		8.5%	137
Very opposed		12.1%	195
answered question			1,606
skipped question			161

16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

	Response Count
	315
answered question	315
skipped question	1,452

17. Do you have any additional input for the STA Board of Directors about the STA Moving Forward Plan and/or its potential funding mechanism?

	Response Count
	705
answered question	705
skipped question	1,062

18. To which racial or ethnic group(s) do you most identify? (Optional)

		Response Percent	Response Count
African-American (non-Hispanic)		1.7%	24
Asian/Pacific Islanders		1.7%	24
Caucasian (non-Hispanic)		87.1%	1,224
Latino or Hispanic		1.9%	27
Native American or Aleut		2.0%	28
Other (please specify)		5.6%	78
		answered question	1,405
		skipped question	362

Page 2, Q1. Please check the community where you live:

1	to work	Nov 21, 2014 1:31 PM
2	Commute to work at Sacred Heart Hospital when cannot bike	Nov 21, 2014 10:45 AM
3	newman lake	Nov 20, 2014 12:19 PM
4	Newman Lake	Nov 20, 2014 12:12 PM
5	Four Mounds area (north of Airway Heights)	Nov 20, 2014 11:38 AM
6	Lamont	Nov 20, 2014 6:56 AM
7	Nine Mile Falls	Nov 19, 2014 10:21 PM
8	Windsor/Wesr Plains	Nov 19, 2014 12:41 PM
9	whitman county	Nov 19, 2014 11:41 AM
10	Otis Orchards	Nov 19, 2014 10:00 AM
11	Chattaroy, Deer Park	Nov 19, 2014 9:33 AM
12	Spokane West Plains	Nov 19, 2014 9:22 AM
13	Garden Springs	Nov 18, 2014 8:10 AM
14	Spokane (Downtown)	Nov 18, 2014 7:18 AM
15	rural east of Mead	Nov 18, 2014 6:30 AM
16	Deer Park	Nov 18, 2014 6:29 AM
17	otis orchards	Nov 17, 2014 4:36 PM
18	Tum Tum, Stevens County	Nov 17, 2014 3:54 PM
19	In country	Nov 17, 2014 3:31 PM
20	Mead	Nov 17, 2014 1:10 PM
21	Deer Park	Nov 17, 2014 1:10 PM
22	Southern Stevens County	Nov 17, 2014 12:51 PM
23	Sprague	Nov 17, 2014 11:16 AM
24	Deer Park	Nov 17, 2014 9:22 AM
25	Between Four Lakes and Medical Lake	Nov 17, 2014 8:45 AM
26	Valleyford	Nov 17, 2014 8:36 AM
27	I do not take the transit	Nov 17, 2014 7:49 AM

Page 2, Q1. Please check the community where you live:

28	Colbert	Nov 17, 2014 7:37 AM
29	springdale in Stevens County	Nov 17, 2014 7:33 AM
30	West Plains N Old Trails Rd	Nov 17, 2014 7:31 AM
31	Otis Orchards	Nov 16, 2014 3:21 PM
32	Reardan	Nov 16, 2014 9:18 AM
33	Latah Creek Ioff195 at 15th Ave	Nov 15, 2014 3:58 PM
34	Windsor	Nov 14, 2014 7:55 PM
35	pend orrielle	Nov 14, 2014 6:57 PM
36	Marshall Creek	Nov 14, 2014 4:24 PM
37	Newman Lake	Nov 14, 2014 3:42 PM
38	Newman Lake	Nov 14, 2014 3:22 PM
39	Otis Orchards	Nov 14, 2014 3:05 PM
40	I live on Cheney Spokane Road. There is no STA service on this road	Nov 14, 2014 3:05 PM
41	Berkeley, CA	Nov 14, 2014 2:57 PM
42	Emerson-Garfield	Nov 14, 2014 2:28 PM
43	Northern Whitman County	Nov 14, 2014 2:26 PM
44	Mead	Nov 14, 2014 2:14 PM
45	Newman Lake	Nov 14, 2014 2:09 PM
46	w	Nov 14, 2014 2:02 PM
47	Between Cheney & Spokane	Nov 14, 2014 1:53 PM
48	Spokane, west	Nov 14, 2014 1:52 PM
49	West Plains	Nov 14, 2014 1:35 PM
50	west spokane county	Nov 14, 2014 1:26 PM
51	Marshall	Nov 14, 2014 1:26 PM
52	Spokane West side	Nov 14, 2014 1:24 PM
53	West Plains Fairways Golf Course Cheney	Nov 14, 2014 1:19 PM
54	brownes addition	Nov 14, 2014 1:16 PM

Page 2, Q1. Please check the community where you live:

55	Hillyard	Nov 14, 2014 1:06 PM
56	I live in Medical Lake and Work in Airway Heights. I would use it if there was transit, but too far to go downtown then back to Airway Heights to use the bus system	Nov 14, 2014 1:00 PM
57	Brownes Addition	Nov 14, 2014 12:54 PM
58	Geiger Heights area	Nov 14, 2014 12:50 PM
59	Newman Lake	Nov 14, 2014 12:29 PM
60	spokane down town	Nov 14, 2014 11:51 AM
61	Deer Park	Nov 14, 2014 11:20 AM
62	live in spirit lake id, commute to liberty lake	Nov 14, 2014 10:39 AM
63	East Spokane County Otis Orchards	Nov 14, 2014 10:31 AM
64	Latah Valley	Nov 14, 2014 10:00 AM
65	Deer Park	Nov 14, 2014 9:46 AM
66	Liberty Lake	Nov 14, 2014 9:07 AM
67	Five Mile area	Nov 14, 2014 8:59 AM
68	Greenacres	Nov 14, 2014 8:55 AM
69	Stevens County	Nov 14, 2014 8:39 AM
70	Spokane County North of Millwood mill	Nov 14, 2014 8:39 AM
71	West Hills	Nov 14, 2014 8:37 AM
72	Coeur d' Alene	Nov 14, 2014 8:35 AM
73	Bonner county Idaho	Nov 14, 2014 8:35 AM
74	Nine Mile Fallas	Nov 14, 2014 8:18 AM
75	Browne's Addition	Nov 14, 2014 8:01 AM
76	Spokane (Eagle Ridge)	Nov 14, 2014 8:01 AM
77	Deer Park	Nov 14, 2014 7:51 AM
78	Indian Trail	Nov 14, 2014 7:29 AM
79	East Spokane County but right on the city/county line	Nov 14, 2014 7:28 AM
80	Greenacres	Nov 14, 2014 6:54 AM

Page 2, Q1. Please check the community where you live:

81	Mead, WA	Nov 14, 2014 6:46 AM
82	Mead, WA	Nov 14, 2014 6:43 AM
83	Mead	Nov 14, 2014 6:25 AM
84	mead area	Nov 14, 2014 6:01 AM
85	9 miles south of Cheney	Nov 13, 2014 8:37 PM
86	Browns	Nov 13, 2014 5:05 PM
87	Jefferson Lot	Nov 13, 2014 4:51 PM
88	17 MILES NORTH OF SPOKANE	Nov 13, 2014 4:41 PM
89	Colville	Nov 13, 2014 4:18 PM
90	Stevens County	Nov 13, 2014 4:06 PM
91	Mead	Nov 13, 2014 3:58 PM
92	Colville, WA	Nov 13, 2014 3:50 PM
93	Otis Orchards	Nov 13, 2014 3:47 PM
94	Sunset Hills - Spokane West side	Nov 13, 2014 3:26 PM
95	10 miles from Medical Lake & Cheney	Nov 13, 2014 3:02 PM
96	Spokane Vinegar Flats/Latah Creek	Nov 13, 2014 2:59 PM
97	north west spokane county	Nov 13, 2014 2:50 PM
98	Nine Mile/Suncrest	Nov 13, 2014 2:49 PM
99	Newman Lake	Nov 13, 2014 2:45 PM
100	Mead	Nov 13, 2014 2:32 PM
101	Had to stop using it regularly when City of Cheney route changed. Up until then I used it 3 - 4 days a week.	Nov 13, 2014 2:28 PM
102	Latah Creek Area (Cheney/Spokane Road & 195	Nov 13, 2014 2:16 PM
103	River View by the graveyard	Nov 13, 2014 2:10 PM
104	Liberty Lake express & arena shuttle	Nov 13, 2014 1:57 PM
105	Sunset, WA (Between Rosalia and Steptoe)	Nov 13, 2014 1:56 PM
106	Arena Shuttle	Nov 13, 2014 1:52 PM
107	Hillyard	Nov 13, 2014 1:50 PM

Page 2, Q1. Please check the community where you live:

108	corner of hwy and hayford in spokane bordering airway heights	Nov 13, 2014 1:46 PM
109	Spokane (Latah Valley/Vinegar Flats)	Nov 13, 2014 1:41 PM
110	Sunset Hills	Nov 13, 2014 1:33 PM
111	Spokane West	Nov 13, 2014 1:30 PM
112	Gonzaga	Nov 13, 2014 1:22 PM
113	i dont use the sta	Nov 13, 2014 1:03 PM
114	Newman Lake	Nov 13, 2014 1:00 PM
115	Coeur d'alene	Nov 13, 2014 12:39 PM
116	Mead	Nov 13, 2014 12:37 PM
117	Browne's Addition	Nov 13, 2014 12:36 PM
118	Shadle area	Nov 13, 2014 12:34 PM
119	Colbert	Nov 13, 2014 12:33 PM
120	suncrest-nine mile falls	Nov 13, 2014 12:28 PM
121	Deer Park	Nov 13, 2014 12:23 PM
122	i live in liberty lake	Nov 13, 2014 12:21 PM
123	Eagle Ridge	Nov 13, 2014 12:19 PM
124	Greenacres	Nov 13, 2014 12:17 PM
125	otis orchards	Nov 13, 2014 12:16 PM
126	Stevens County	Nov 13, 2014 12:16 PM
127	Hwy 195 Corridor near PleasantValley	Nov 13, 2014 12:16 PM
128	DEER PARK	Nov 13, 2014 12:15 PM
129	Deer Park	Nov 13, 2014 12:14 PM
130	Northwood	Nov 13, 2014 12:13 PM
131	Colbert	Nov 13, 2014 12:12 PM
132	Spokane (West Side)	Nov 13, 2014 12:07 PM
133	Hillyard	Nov 13, 2014 12:06 PM
134	Spokane (Downtown)	Nov 13, 2014 12:04 PM

Page 2, Q1. Please check the community where you live:

135	North of Deer Park	Nov 13, 2014 11:58 AM
136	shadel area	Nov 13, 2014 11:57 AM
137	My address is Medical Lake; however, I live on Dover Rd, approx. 1 mile from the main gate of FAFB.	Nov 13, 2014 11:54 AM
138	NINE MILE FALLS	Nov 13, 2014 11:46 AM
139	North Spokane County & Priest Lake, ID	Nov 13, 2014 11:44 AM
140	Arena Shuttle	Nov 13, 2014 11:40 AM
141	Browne's Addition	Nov 13, 2014 11:38 AM
142	Federal Way	Nov 11, 2014 4:36 PM
143	By Costco (but it's County)	Nov 11, 2014 1:12 PM
144	brownes addition	Nov 11, 2014 7:38 AM
145	East Central	Nov 5, 2014 3:39 PM
146	not from spokane	Nov 3, 2014 3:53 PM
147	Eastside	Nov 3, 2014 2:45 PM
148	MEAD	Nov 2, 2014 3:57 PM
149	Downtown spokane	Nov 1, 2014 7:49 PM
150	Downtown Spokane - Riverside	Nov 1, 2014 1:25 PM
151	Spokane - Westwood Hills (Garden Springs, Albion Heights, Grandview)	Oct 31, 2014 8:03 AM
152	Newman Lake	Oct 31, 2014 5:32 AM
153	Newman Lake	Oct 30, 2014 7:56 PM
154	I am unable to use the bus because STA discontinued the route near Lincon Park!!!	Oct 30, 2014 4:51 PM
155	Browne's Addition	Oct 30, 2014 2:58 PM
156	Downtown Spokane	Oct 30, 2014 2:08 PM
157	Latah Creek	Oct 30, 2014 8:36 AM
158	Mead	Oct 30, 2014 6:52 AM
159	Mead	Oct 29, 2014 7:03 PM
160	Unincorporated Spokane County	Oct 29, 2014 8:15 AM

Page 2, Q1. Please check the community where you live:

161	new man lake	Oct 28, 2014 7:22 PM
162	Indian Trail	Oct 28, 2014 3:42 PM
163	Bus to school in Cheney, drive otherwise	Oct 27, 2014 7:28 PM

Page 2, Q3. Think about features that great cities have in common. Do you believe good transit is one of them?

1	historic preservation	Nov 20, 2014 12:06 PM
2	And good pedestrian and bicycle.	Nov 20, 2014 9:19 AM
3	but not at your cost you need to sharpen your pencil	Nov 19, 2014 9:23 AM
4	Buses should depart stops in intervals of 15-minutes or less	Nov 18, 2014 11:41 AM
5	We need the bus to come to DP& pu us that work in city	Nov 17, 2014 1:10 PM
6	Not necessarily, depends on what is defined as "great" a city.	Nov 17, 2014 11:31 AM
7	Scedules are not convenient for me	Nov 17, 2014 10:05 AM
8	"Good" transit has to be economically efficient for not just the ones that use, but also for the majority who don't use it, but still pay for it. Only if the growth of subsidized public transit is restrained to the size that ridership compels. It should not be made bigger from the philosophy of "if we build it, they will come".	Nov 17, 2014 7:52 AM
9	somewhat	Nov 17, 2014 7:49 AM
10	It does not come to my neighbourhood.	Nov 14, 2014 7:55 PM
11	Core urban density	Nov 14, 2014 5:24 PM
12	music, art, food, care for others	Nov 14, 2014 4:24 PM
13	Reliable, inclusive, friendly transportation with ancillary services e.g. Effective park & ride	Nov 14, 2014 2:23 PM
14	No opinion at the moment.	Nov 14, 2014 1:43 PM
15	I have ridden light rail in WA DC, Portland, San Fran, and Montreal	Nov 14, 2014 1:12 PM
16	I feel that transit is very important, when I lived in the city of Spokane I used it regularly for my job commutes and other transportation	Nov 14, 2014 1:00 PM
17	While I do not use STA currently. I have in the past, very often. When traveling the public transportation is very very important to me.	Nov 14, 2014 12:50 PM
18	San Fransico is fabulous	Nov 14, 2014 11:35 AM
19	Most major cities have the "entire" metropolitan area covered with bus service.....Not in Spokane!	Nov 14, 2014 10:54 AM
20	Good is meeting the need for the numbers that use it	Nov 14, 2014 10:47 AM
21	For commuting hours. Evenings and weekends are not so good	Nov 14, 2014 9:36 AM
22	would like to see somekind of rail system eventually in spokane	Nov 14, 2014 9:26 AM
23	low crime, good people, good opportunities	Nov 14, 2014 9:24 AM
24	But I see light rail as superior to buses.	Nov 14, 2014 9:02 AM

Page 2, Q3. Think about features that great cities have in common. Do you believe good transit is one of them?

25	weekend bus	Nov 14, 2014 6:58 AM
26	Multi-modal transit	Nov 14, 2014 6:46 AM
27	Alot of cities DONT have transit	Nov 13, 2014 8:30 PM
28	Sometimes	Nov 13, 2014 7:50 PM
29	Only iof it is self sustaining and not a burden to taxpayers	Nov 13, 2014 7:45 PM
30	They have responsible leadership. Transit has nothing to do with how great a city it. This is a stupid question.	Nov 13, 2014 6:37 PM
31	Dumb question. Big cities need mass transit.	Nov 13, 2014 5:39 PM
32	Depends on the city and how it is arranged. It is far less important in Spokane than, say, Seattle	Nov 13, 2014 4:17 PM
33	Definitely	Nov 13, 2014 4:11 PM
34	Been to DC and New York and found it easy to get around	Nov 13, 2014 3:27 PM
35	I think trains help.	Nov 13, 2014 3:16 PM
36	monorail	Nov 13, 2014 2:46 PM
37	I ride my bike 4 -5 times a week.	Nov 13, 2014 2:32 PM
38	I used to ride #32 from 5 mile park and ride to mirabeau park, CenterPlace, The route was eliminated and I miss the bus. I would like to see the old Route 32 restored. I know a train would cross periodically, I just waited the thirty minutes for the next bus. PLEASE consider reinstating Route 32.Thanks	Nov 13, 2014 2:26 PM
39	not a fair question, all cities have bus etal	Nov 13, 2014 1:26 PM
40	doesn't come to mind	Nov 13, 2014 1:22 PM
41	GOOD rapid transit	Nov 13, 2014 1:22 PM
42	Kootenia County does not, but Spokane does	Nov 13, 2014 1:15 PM
43	Light Rail is needed here	Nov 13, 2014 1:04 PM
44	Not necessarily MASS transit. They have good infrastructure (ie street system) to move all modes of street borne transit.	Nov 13, 2014 1:00 PM
45	I love the light rail system in Portland the best of any!	Nov 13, 2014 12:38 PM
46	I have no idea	Nov 13, 2014 12:36 PM
47	Only NY has the best transit- all others nowhere near	Nov 13, 2014 12:32 PM
48	(like ours when there is Zags logo on them tho)	Nov 13, 2014 12:16 PM

Page 2, Q3. Think about features that great cities have in common. Do you believe good transit is one of them?

49	Btw prior to November 2012 I utilized STA 6 days a week.	Nov 13, 2014 12:14 PM
50	Good transit that goes where you need to go. There are very few stops on N. Dicvision.	Nov 13, 2014 12:14 PM
51	Different forms of transit, such as light rail.	Nov 13, 2014 12:04 PM
52	I love Portland Or, youcan take the trasit and do not need a car!!!	Nov 13, 2014 11:57 AM
53	If the arena parking shuttle went later I would definitely use it! I work until 8pm at Riverpark Square.	Nov 13, 2014 11:47 AM
54	The best public transit are cities formed around a rail system. Bus systems are a waste	Nov 13, 2014 11:40 AM
55	I have a car and like to have the freedom to come and go as I need.	Nov 13, 2014 11:40 AM
56	Spokane would be perfect place to bring back the street car, and more rail transport options	Nov 10, 2014 12:39 PM
57	light rail	Nov 10, 2014 9:46 AM
58	Not necessarily...not a defining feature, but it can be a great feature.	Nov 6, 2014 10:14 AM
59	Inclusivity	Nov 5, 2014 1:51 PM
60	I can't get to where I need to go with public transit	Nov 3, 2014 2:45 PM
61	light rail	Nov 2, 2014 3:28 PM
62	no!!! took out my bus stop..i'm senior citizen..no walks 1-2 miles on main highway to get to bus stop	Nov 2, 2014 9:22 AM
63	transit-not busses	Nov 1, 2014 1:23 PM
64	I used to be able to take the bus to work,but thanks for discontinuing my route a couple years ago!	Oct 30, 2014 4:51 PM
65	Good transit yes, but not great and I contribute this to the community not wanting to spend the money.	Oct 30, 2014 10:42 AM
66	for Cheney but not some of the other cities	Oct 30, 2014 10:22 AM
67	What is good? What is good enough?	Oct 30, 2014 10:15 AM
68	Transportation can support a great city, but is not a central feature of what makes it great.	Oct 29, 2014 2:09 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

1	If this region is going to have appeal to workers in their 20s/30s, then there needs to be an alternate system of transportation other than single occupancy automobiles. The current system is good...but it could be better.	Nov 21, 2014 1:38 PM
2	4. Sustaining existing levels of transit are not sufficient to provide for population growth and expansion of the service area. Personally, I do not ride the bus because doing so would add 40 minutes to my commute which is already 45 minutes each way between home and work.	Nov 21, 2014 10:15 AM
3	There are too many buses that are empty on our roads. If you want to "improve" transit have a monthly bus that takes the degenerates to a warmer climate.	Nov 21, 2014 8:56 AM
4	Transit provided between Spokane and Cheney is so heavily utilized at peak commute hours that I am discouraged from using it because of how early I would have to arrive at the park and ride to ensure arriving at work on time. I believe public transit is extremely important for sustainability of our city and our environment.	Nov 20, 2014 4:55 PM
5	I believe the tax payers are contributing an adequate amount towards transit at this time and that STA should continue to do the best they can to serve needs with existing resources. While I agree it may be desirable to continue to expand service, As a tax payer I feel that many other needs exist within our community that are of a much higher priority than expanding STA services, such as improving our Schools and caring for, improving and expanding our City and County parks and facilities.	Nov 20, 2014 12:00 PM
6	Solid infrastructure in the form of public transportation is a complete no brainer.	Nov 19, 2014 8:44 PM
7	There is a great need for the evening route into Spokane to resume for those who work the afternoon shift. I would ride it every day I work if it were available. I can't even make use of the ride to work as most times there is not a ride back into town to the transit center at midnight.	Nov 19, 2014 5:15 PM
8	I live near Corbin Park on the north side. Several years back you eliminated the nearby bus routes in favor of division and Monroe routes. The only time taking the bus works is midday in decent weather. Getting showered with slush trying to hike the 5 or 6 blocks to the nearest stop in the winter is out. I used to ride the bus to work downtown, to Northtown. It was convenient and quick. I watched the number of people willing to hike for the bus dwindle. There should be service within the city. STA seems to have lost sight of that. I pay taxes for a service that is useless to me and many others. I am not really enthusiastic about paying more to provide service even further out into the urban sprawl. I have been in cities and countries with GREAT public transportation and never needed a car to get around.	Nov 19, 2014 4:21 PM
9	Where in the long-range plan is any mention of light rail? Only 8 years ago STA killed the light rail project because its estimated cost of \$265 million was considered unrealistic. Today, you are asking for \$300 million just to support / enhance the existing system. Light rail is cheaper to operate, cheaper to maintain, and capable of carrying far more riders than existing buses. This is a very disappointing vision of the future of transit in the Spokane - CdA region.	Nov 19, 2014 11:10 AM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

10	I would like to see the service extended out to Otis Orchards area	Nov 19, 2014 10:01 AM
11	Make do with what you have. It is what the working class is having to do for our family's.	Nov 19, 2014 9:40 AM
12	You have not done your home work on cost or locations.	Nov 19, 2014 9:24 AM
13	Mass transit is for poor people who contribute little to our economic growth. Of course in a large urban setting I can see a need, but I still don't want tax dollars to pay for mass transit. It must pay for itself.	Nov 19, 2014 9:16 AM
14	I don't want to see more cuts to the transit system. I would like to see some expanded services. It seems that the downtown core is covered and the center of Spokane Valley but anything that ventures far from those areas lacks service.	Nov 19, 2014 8:02 AM
15	Cities need to be able to move people without greatly increasing traffic on the streets. Good public transportation fosters good growth.	Nov 19, 2014 7:47 AM
16	Only thing you are trying to do is justify another vote for light rail, which was defeated to never be brought up again.	Nov 18, 2014 6:10 PM
17	We need to have safe travel options for commuters....whether they be students, employees, the elderly...	Nov 18, 2014 2:37 PM
18	a lot of bus routes have been abandon or discontinued (after people moved to areas that had that bus service) so it would be good to offer routes that go further out or possibly run on time.	Nov 18, 2014 2:07 PM
19	If people can quickly and easily get to their jobs, to the doctor, to school--that benefits everyone in the community. Not everyone has a car, is able to drive, wants to drive--so we need bus and vanpool to be available and easy to use.	Nov 18, 2014 12:00 PM
20	Route #27 needs frequency increased, at least during peak hours.	Nov 18, 2014 7:57 AM
21	Transit service shouldn't be subsidized. Rider costs should at least cover operation and maintenance.	Nov 18, 2014 7:56 AM
22	I am a former daily bus rider. I quit riding when "improvements" to my route made my trip to work 1 hour and 20 minutes instead of 30 minutes. I can drive in 20 minutes. I would ride again if my bus commute was reduced.	Nov 17, 2014 8:12 PM
23	I disagree that current transit service needs to be sustained because it is inadequate for our growing city and growing need for public transportation for all areas.	Nov 17, 2014 3:48 PM
24	A blanket statement to sustain the existing level of transit service is short sighted. Adjustments to the existing levels are an important part of service improvement.	Nov 17, 2014 2:42 PM
25	You need to get smaller units on the road during times there are few riders. (Weekends, days, late night)	Nov 17, 2014 2:36 PM
26	/there are quite a few of us in Deer Park that would utilize the bus if it serviced	Nov 17, 2014 1:13 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

our community-even if it were only a couple days a week to start

27	There is a need for bus service in Mead, Washington. I drive to the Park N Ride but I am aware of many individuals who do not have access to a vehicle to utilize this very useful service.	Nov 17, 2014 1:12 PM
28	If Spokane County's population is forecasted to grow by 165,000 residents in the next 25 years the service should not be sustained, it needs to be improved as stated.	Nov 17, 2014 1:08 PM
29	As environmental and economic concerns increase, we need to provide a feasible transit system for everyone and we have already experienced a lot of reductions in transit services over recent years. People who rely on the transit system for transportation need to be able to count on accessible transportation and service.	Nov 17, 2014 1:03 PM
30	The current level of coverage with STA is poor. I strongly feel STA should try to meet the needs of the population, not tell the population what they will not do for them. The plaza is very outdated in the fact that not enough buses can be there at the same time. All buses should come in at approx the same time, allow a transfer within 10-15 mins. I live in Spokane Valley and Work in Medical Lake. If I were to take the bus from the VTC I have almost a 25 wait before the bus to Medical Lake. Then there is a 40 min wait after I get off work before the bus picks up. I am usually home or with in a mile of home before the bus even leaves Medical Lake. I am now in a car pool, all 4 of us were bus riders until STA told us we were not important. The riders should be very important to STA. Not enough ridership and you loose grant money, correct?	Nov 17, 2014 12:21 PM
31	Spokane needs light rail in addition to bus service. Portland's system would be a great model.	Nov 17, 2014 12:01 PM
32	The services must be maintained and improvements should be planned and implemented to keep up with continued growth. Other wise the current services will become inadequate as the population expands.	Nov 17, 2014 11:39 AM
33	The area will not grow that much in 25 years, unless we get the N/S freeway done and improve our roads to welcome new companies to the area.	Nov 17, 2014 10:54 AM
34	I actually agree with the added caveat that we do not do enough to support pedestrian activities here in the city.	Nov 17, 2014 10:38 AM
35	The current busses that are used are sufficient and cost effective for Spokane. This is not LA or New York and does not need fancy new busses. I wouldn't ride a bus if it was made of gold. So trying to lure people to the bus with cosmetics is not monetarily wise.	Nov 17, 2014 10:23 AM
36	Bus service between Cheney, Medical Lake and Airway Heights that will NOT require the rider to ride into the Transit Center and transfer to a bus to come out to the West Plains area (AHCC)would be a huge plus. I would consider using Spokane Transit as a means of transportation to and from work at AHCC.	Nov 17, 2014 10:09 AM
37	I currently commute from the northwest Spokane to the valley off of Sullivan Rd.	Nov 17, 2014 9:26 AM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

	The increase of vehicles traveling out to the Spokane Business district and Liberty Lake should see additional vanpool and bus options. The most difficult challenge seems to be the variance of employee work hours.	
38	need to INCREASE the level of service. it needs to improve if people are going to use it. See New York and Europe	Nov 17, 2014 8:15 AM
39	I don't use Spokane Transit because it's terrible, so for me it is not a priority to sustain the existing level of service.	Nov 17, 2014 7:57 AM
40	Public transportation is necessary for the quality of life in an urban area.	Nov 17, 2014 7:55 AM
41	This is already a heavily subsidized government (taxpayer) enterprise. More taxes for more subsidies to promote a need that wouldn't be there in the absence of the subsidy, is simply not acceptable. Although I believe public transit is a good idea for those that need it, or find that it works for them, taxes should not be used to grow something in an attempt to persuade or coerce people into using it.	Nov 17, 2014 7:53 AM
42	What is the purpose of this survey when the questions here are self-evident? "The STA Moving Forward draft implementation plan is this community's response to shifting demographic trends in public transit." Do you really need my input when you clearly have your own plan?	Nov 17, 2014 7:42 AM
43	STA need to do a better job in how it decides routes, to often i see empty busses everywhere.	Nov 17, 2014 7:14 AM
44	STA keeps cutting back routs, which is why I stopped being a rider 6 years ago. STA seems like they bare only interested in doing bus service on major streets and at truncated times. So, ever since I keep voting no.	Nov 17, 2014 12:27 AM
45	Growing with the needs of the community is important.	Nov 16, 2014 3:13 PM
46	I believe that STA is an important priority in Spokane and outside communities but believe that smaller more gas effient buses would be better in areas that have less or little passengers and uses the larger busses for main or busy routes.	Nov 16, 2014 2:45 PM
47	Frequency is critical. Comfortable buses is also important.	Nov 16, 2014 2:39 PM
48	We need light rail of the type our grandparents enjoyed, linking Spokane to Cheney, to the airport, and to CdA.	Nov 16, 2014 9:32 AM
49	we need more routes and need to add more times. The bus does not run early enough in the mead area to connect downtown to get to medical lake	Nov 16, 2014 7:01 AM
50	Need a stop between chase and regal on 37 the street so more people can use the bus.way to far to walk to stops for most people in that area	Nov 15, 2014 6:08 PM
51	Spokane Transit Authority can and should continue to expand new bus lines and improve the ones that currently exist.	Nov 15, 2014 3:43 PM
52	The only thing I srongly disagree with STA is that the buses need to run earlier	Nov 15, 2014 2:54 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

and later. Example: I live off Sprague in the Valley, and work in Medical Lake. It would be, so nice to work day shift, but the bus is not compliant with a day shift schedule at Lakeland Village. Thank you...Love the bus system!

53	There is not enough bus routes in the valley. I used to be able to catch a bus on Argonne and go anywhere in the valley within 30 minutes or less. Now I have to ride route 97, which takes over an hour. I choose to drive most of the time because of lack of bus routes. Also, it would be very useful if STA had a bus that continued down Liberty and turned on Vista. This would make transportation much easier for West Valley High School students and college student like my son.	Nov 15, 2014 1:23 PM
54	Having accessible, reliable public transit that becomes the "preferred mode of transportation" for the community is essential, especially as a community grows. In the long run transportation infrastructure (such as new freeways) contributes to urban sprawl, need for more new infrastructure, and a cycle of unsustainable growth. Spokane suburbs already have areas of urban decay that could be redeveloped into higher density use. Public transportation is key to making that work and, in fact, a smart public transit plan could be a catalyst for redevelopment of some areas. I am thinking specifically of the University City and Sprague Avenue in the Valley, which is a wasteland of car lots, vacant box stores, parking lots, and underutilized urban space that already has infrastructure in place.	Nov 15, 2014 1:06 PM
55	STA is a bloated hog. It and the govt. entities supporting it are corrupt. Forced taxes to support charities is a tenet of a communist philosophy. STA operation as it exists is a business charity. All funds serving STA should be voluntary. The enormous majority of STA riders are lazy slobs. "Have a nice day. Anything helps. Disabled vet. God bless."	Nov 15, 2014 11:07 AM
56	We need light rail from Liberty lake to the airport and maybe even better would be to Eastern. We need to work toward that now, not rebuilding the failed Transit Boondogle. Get moving forward now.	Nov 15, 2014 11:00 AM
57	Throwing dollars at new facilities or infrastructure is not an answer. Fill up the routes first.	Nov 15, 2014 5:54 AM
58	cfgjcfjcfjhj	Nov 15, 2014 3:09 AM
59	The bus needs to go lakeland village for night shift.	Nov 15, 2014 2:47 AM
60	I would ride the bus more often if it were more convenient for getting around town. I think that if Spokane had an improved transit system, with more options, more people would ride rather than drive cars. Whenever I visit Seattle or Portland, I park my car wherever I'm staying and riding public transit. I'd love to see the same possibilities in Spokane.	Nov 14, 2014 7:52 PM
61	Since light Raul didn't happened I hope the CCL line would happen that would help out in the long run with high rider ship take some pressure of the Sprague and division routes	Nov 14, 2014 5:42 PM
62	Sustaining the existing level of service will not be enough for future needs.	Nov 14, 2014 5:01 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

63	There is no regional growth. Transportation trends are no occurring here.	Nov 14, 2014 4:38 PM
64	The bus service that the 27 gives is very poor and the connectivity between the 26 and 28 buses to match up with the 27 are horrible that is why I can't ride the bus as much as I would like to. I would love to be able to ride the bus more but the hours and times in the evening leaving the wsu campus and connecting with the 27 are horrible. I was on the 28 bus and asked the bus driver if I would make the 27 he said yes and even called ahead and told them I was coming for the bus when we got to that stop the other bus drove away right in front of me after I got off the 27 I then had to wait 45 minutes. very dissatisfied with service.	Nov 14, 2014 4:34 PM
65	You need to have current and potential riders to fill out a form that details where they are coming from , where they need to go and what times they need to travel there. It needs to include all stops they may need to make. Once you have that information you can model a transit system that solves transit problems as opposed to getting as many people miles as possible.	Nov 14, 2014 4:33 PM
66	A strong transit system enhances the livability of a city.	Nov 14, 2014 3:52 PM
67	great cities with great livability invest heavily in transportation infrastructure and allowing efficient and save the people. We should invest now to improve our current and future scenarios. We must enforce smart growth for Spokane to keep our financial future solvent. To do this successfully, urban transportation to support infill is a must!	Nov 14, 2014 3:33 PM
68	With so many economically disadvantaged citizen in Spokane, Public transit is for many the only way to go to work or school. With the imperative of reducing harmful pollution into the atmosphere, Public transit is the way for the future.	Nov 14, 2014 3:28 PM
69	Two points - currently at morning peek times there are often not enough room on the amount of buses at the Jefferson lots in the morning especially. Second point, light rail in spokane connecting all 4 major universities to the community would be one of the single most importing changes to help Spokane with major growth and help keep graduates in rooted in spokane.	Nov 14, 2014 3:27 PM
70	We need transit service in every area of town to help those that use only transit. People should not have to walk miles to get to a bus stop.	Nov 14, 2014 3:14 PM
71	We need improved transit services. PLEASE and PLEASE include an STA stop ON the SFCC Campus. The current place for busses to "roost" while waiting for the next schedule is VERY dangerous. It blocks traffic and has been involved in accidents. We need desperately to stop the students running across the busy roadway for entry. Not to mention we have faculty and staff and students with backpacks, strollers, wheeled carts, canes, walkers, instruments...and MANY other things that require more time. So PLEASE return to the campus where we can enter and exit the busses in safety!! This is also safer for the autos who are currently BLOCKED by the ROOSTING busses who wait more than 10 minutes for their schedule to resume! Thank you!	Nov 14, 2014 3:11 PM
72	N/A	Nov 14, 2014 2:45 PM
73	The existing service is not enough, so I disagree with sustaining it. We used to	Nov 14, 2014 2:28 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

	have bus service to our neighborhood, it was eliminated in 2010. Therefore, we never ride the bus.	
74	Sustaining status quo is not enough. We need continual growth and improvement in the system to meet community's present needs and growth.	Nov 14, 2014 2:25 PM
75	I think there are other more important issues our tax dollars should go to.	Nov 14, 2014 2:05 PM
76	I lived in Salt Lake City and when the TRAX light rail system became operational it substantially improved the quality of life there.	Nov 14, 2014 2:01 PM
77	The West Plains Transit station is a must have for residents in that area. It's difficult to live in that area and not have good public transportation.	Nov 14, 2014 1:54 PM
78	Direct routes from Millwood, Medical Lake, Liberty Lake, or any suburb directly to and from EWU would generate more passengers. I would be happy to ride the bus, however when it takes 90-110 minutes and 50 stops to get to Millwood from EWU and vice versa, which I can drive in 35 minutes, there is no incentive. Time and convenience is more valuable to many versus saving in fuel costs.	Nov 14, 2014 1:47 PM
79	Depends on the cost of providing the service.	Nov 14, 2014 1:44 PM
80	Sustaining existing level is not good enough! I do not have easy access to STA from my home. A 45 minute walk to the nearest bus stop? Not good enough. STA needs to improve existing services.	Nov 14, 2014 1:39 PM
81	I believe new and improved transit service is needed.	Nov 14, 2014 1:32 PM
82	I hope Spokane is more in line with Portland rather than Seattle in terms of planning for growth and providing transportation to help guide the city's growth. Portland planned for growth and invested in their future rather than ignore the problem until it is a huge economic nightmare for the residents and city to put light rail in after the city was already too big like Seattle did. In 1995 when I first moved to Spokane I worked front desk at a hotel that catered to business travelers. I met many people that were here to evaluate where to build their next branch, plant, office, etc. They were often evaluating us, Boise, Post Falls, and other cities in our region. When they were checking out if ask how we did in the evaluation and more times than not they said we were eliminated because we did not take care of our roads and transportation options were not investment priorities. This scared them off because it meant Spokane wasn't committed to supporting growth in a proactive way that helped businesses prosper rather than lean on them heavily for taxes later when things were falling apart. Employers need to know they can recruit good employees and transportation options available becomes an important part of the equation when it comes to deciding where to build your business. If Spokane would commit to building a light rail system, it would inevitably lead to a boost in businesses buying land around the rail line. It helps create jobs and gives the city a controlled plan for future growth around the rail line. I have always felt that Portland had the most user friendly functional downtown of any city I've ever been to because of the trolley system. The trolley line created a growth line for businesses to saturate. You drive downtown, park in a garage, get on the trolley and anything you want to do downtown is within range of a short trolley ride. You never get back in your car	Nov 14, 2014 1:32 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

until it's time to go home. Seattle a downtown is slowly improving but historically there were too many disjointed downtown neighborhoods and no safe or easy way to get from one to the other without getting back in your car and paying for parking again. I sincerely hope Spokane can look at these examples and recognize Portland's plan is WAY more effective and user friendly for the casual user. Riding buses is way more complicated and is reserved for the seasoned commuter in my opinion. I never feel as safe or confident trying to figure out a city's bus system especially if I'm just visiting. Light rail systems are by far the most user friendly and Portland's trolley system was not so bad either.

83	Public transportation should cater to the people who use it i.e. routes should be provided only based on demand.	Nov 14, 2014 1:29 PM
84	I think that busses for mass transportation are a waste of tax payers dollars and a detriment to the economy here in Spokane. I am under the belief that taxis and monorails are a more cost effective way to run mass transit in this region. More taxis mean way more jobs and the cost benefit ratio for monorails compared to busses well exceeds keeping busses around.	Nov 14, 2014 1:27 PM
85	The routes are not user friendly from airway heights If i work in Cheney I will not ride the bus an hour when I can drive there in 12 minutes. Currently I have to take the bus from Airway heights to the main station change then to Cheney and the same coming back. I think trolley cars and eletic trains need to be included in this too. I was in Portland a month ago and their public transpotation is off the hook even right from the airport. Buying a pass was very easy from buying a 2 hour to a month and its good for the train, trolley and bus system. Portland is a great model to go buy	Nov 14, 2014 1:23 PM
86	BART TYPE SYSTEM IS A WASTE OF MONEY HERE	Nov 14, 2014 1:18 PM
87	I feel that it needs to grow, and some routes added to include Medical Lake to Cheney, and Medical Lake to Airway Heights. Many more opportunities to ride if the center was not only located downtown Spokane. I would think it would be good to have a "hub" station at the Medical Lake exit to connect Medical Lake, Cheney, Airway Heights, the airport, Fairchild for example. The sooner the better so I could start using the bus system for my commute to work.	Nov 14, 2014 1:03 PM
88	The routes are important that they match shift work and going downtown when you live and work on the west plains is a deterent to riding the bus	Nov 14, 2014 1:00 PM
89	I don't know what the specifics are I am concerned about living across the street from a potential trolley turn around location and the effect it could have on what is now a nice neighborhood it isn't as easy as saying "well, move."	Nov 14, 2014 12:58 PM
90	I disagree, Spokane needs to IMPROVE not just sustain. (Sustaining the existing level of transit service provided by Spokane Transit is an important priority)	Nov 14, 2014 12:54 PM
91	Sometimes I am running late for work and when I am, the only bus that will take me to work will get me there two hours late. The Medical Lake bus that goes out to Lakeland Village does not run enough	Nov 14, 2014 12:32 PM
92	I ride the bus to and from work four days a week. Reductions in service have	Nov 14, 2014 12:24 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

	affected me in the past. I would love to see expanded service--the more convenient it is for people, the more that people will use it. It has to be simple.	
93	Question four is worded poorly. It implies that it is important to have 'no change' either way.	Nov 14, 2014 12:06 PM
94	Improvements need to be made in the buses. Size and efficiency. Monitor the needs of the service area and use appropriate transports. Also I admire Portland Oregon and there rail system.	Nov 14, 2014 11:25 AM
95	Buses I see have very few riders. Also, heard that some bus routes in Hillyard are being closed. To invest money into a system that the majority of people do not want to use is foolish. As the time may approach where the mass wants to give up their independence and ride the bus, then at that time funds could be considered for development. Just pouring more money into mass transit does not make it desirable, it does not increase ridership. When the buses are full continually and people waiting in lines then the need is there for more. The need should be evident first, then improve the transit service. All the changes you make will not get the mass of people to ride transit.	Nov 14, 2014 11:02 AM
96	#4. Sustaining the existing level. I live near Pines and Trent...we do not have a bus sytem in our neighborhood. From where I live to the state line is approximately 8 miles. #5, We need better service. I'll vote note on any sales tax increase until I can take the bus to work.	Nov 14, 2014 10:58 AM
97	I would agree with new transit service as populations increased in new areas. I don't see any reason for increasing operating hours or buses coming more often to the same stops (I assume that's improved service) when I see a lot of empty seats on existing routes.	Nov 14, 2014 9:49 AM
98	You don't need new. Just maintain what you have. Keep adding some new buses but do upgrade when needed. Make do with what you have.	Nov 14, 2014 9:40 AM
99	I would like to see better service from the Spokane Valley to the downtown area - I've had times when I couldn't drive, but the bus service is so inconvenient from the valley that it wasn't really an option.	Nov 14, 2014 9:26 AM
100	First, of current needs for riders are more frequent buses. Most buses should be running every 15 to 20 minutes everyday. Some of these buses should be every ten minutes. Second, the Division and Sprague routes need to be accommodated with accordion buses most of the day so they aren't so jammed pack. Third, money needs to stop being wasted on R&D projects that Spokane, WA isn't large enough for yet. we don't have over a million people here so a rail system just isn't practical. Fourth and finally buses should run longer into the night to accommodate workers in the downtown core that would utilize the bus system but can't because the buses don't run at 2:30 am when they get off work. It's really simple increase the number of buses, increase hours of operations, fix crowded buses on Sprague and Division routes, and Stop wasting money on projects that this city isn't large enough instead use that money to do the other three and you will improve Spokane Transit.	Nov 14, 2014 9:07 AM
101	I do believe public transit needs to be expanded, but not on the form of buses.	Nov 14, 2014 9:05 AM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

Light rail systems are the optimal path moving forward. I understand such networks do not come cheap, but I believe the investment is worthwhile. The STA buses are too large for our city streets. They often take two lanes and I feel are a threat to pedestrian and driver safety alike.

102	Smaller buses needed on North side to replace currant big, empty buses.	Nov 14, 2014 9:04 AM
103	First, of current needs for riders are more frequent buses. Most buses should be running every 15 to 20 minutes everyday. Some of these buses should be every ten minutes. Second, the Division and Sprague routes need to be accommodated with accordion buses most of the day so they aren't so jammed pack. Third, money needs to stop being wasted on R&D projects that Spokane, WA isn't large enough for yet. we don't have over a million people here so a rail system just isn't practical. Fourth and finally buses should run longer into the night to accommodate workers in the downtown core that would utilize the bus system but can't because the buses don't run at 2:30 am when they get off work. It's really simple increase the number of buses, increase hours of operations, fix crowded buses on Sprague and Division routes, and Stop wasting money on projects that this city isn't large enough instead use that money to do the other three and you will improve Spokane Transit.	Nov 14, 2014 9:02 AM
104	I believe public transportation is very important. I've heard Seattle is privately owned and think that would be a better system.	Nov 14, 2014 8:47 AM
105	n/a	Nov 14, 2014 8:43 AM
106	WiFi on the transit bus would be a bonus for those of us who commute to/from work. More routes to Cheney and Medical Lake and the West Plains(West Terrace) would be helpful....specifically, a route from FAFB to Medical Lake to Cheney loop would be beneficial! Solar powered lights in sheltered bus stops that illuminate during the hours of darkness would be nice!	Nov 14, 2014 8:42 AM
107	We need some rural routes on East Trent and North of Trent.	Nov 14, 2014 8:40 AM
108	I live close to downtown Spokane, and if it was more convenient I would always take the bus. Unfortunately, I have to walk about four blocks and the bus is never on time and there is nothing on the bus stop to say when the buses run. So I walk via the Centennial Trail. It takes me 40 minutes to walk downtown, but it could take an hour or maybe just a half-hour if I take the bus.	Nov 14, 2014 8:37 AM
109	We need to grow the transit program. Keepign the existing level of service isn't enough. It is barely capable of serving the entire community. I looked at taking the bus several times and in my neighborhood it only comes twice a day. We have a huge number of people that if the bus came out more frequently than maybe you would have a greater participation. Things need to improve not sustain the existing.	Nov 14, 2014 7:50 AM
110	I have never lived in a city prior to Spokane where the residents think the bus is only for poor people and a few people that work downtown. If we want to teach sustainability we need to change peoples idea of mass transit in the Inland Northwest. We need well known business people to use the bus as well as promote in on TV, radio and the internet. Also, in other cities not every bus has	Nov 14, 2014 7:45 AM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

the destination of Downtown then transfer. Better surveys as to where people are going and what direction they are coming from will help cut down on some of the needless trips downtown. Also, it would make it much more likely ones will not will take the bus because of time issues. One last thought, family discounts. If you have a deal where the entire family rides the bus to the ball park or the fairgrounds on weekends for a flat fee people will opt to use the bus out of the convenience of not finding a parking spot as well as for economic reasons. This in addition, will teach an entire generation of young ones that the bus is not just for poor people, and ones without a licence it is for everybody! It becomes a way of thinking and a way of life.

111	Use the existing revenues. The voters were told last time a funding request was granted that the tax increase would leave STA sustainable for a very long time. Quit squandering monies on expensive hybrid busses.	Nov 14, 2014 7:43 AM
112	Our city is quickly growing and expanding, and workers are going to work earlier and staying at work later than they ever have before. Sustaining and improving our transit service is a vital part of our city's growth.	Nov 14, 2014 7:31 AM
113	Light rail is not needed. There are not sufficient population and business centers to make light rail effective. And don't use Portland's as a model. It is the ONLY light rail system that is self sustaining.	Nov 14, 2014 7:31 AM
114	I believe we have a need for more options to allow people to use mass transit as a very viable means of getting around the city by providing more frequency between the pickups and extended hours. It is not a viable means of transportation for early morning or late night riders.	Nov 14, 2014 7:17 AM
115	I feel we need a rail train. I have been in Seattle and Denver and its very nice an quick way to get to destinations. Especially if we have one from Spokane to Couer D' Alene.	Nov 14, 2014 7:00 AM
116	I do not ride the bus, so to me personally, sustaining the level of transit service is not a priority to me.	Nov 14, 2014 6:55 AM
117	Park and Ride lots with direct line service is far more efficient for both the consumer and the provider than fixed route, door to door service. We don't need, and can't afford, increased neighborhood service.	Nov 14, 2014 6:49 AM
118	I rode the transit system when I was in college, and if I didn't have anywhere to get to fast, it was O.K. I just hate to wait in the cold or rain and it feels like no matter where I went it took an hour to get there. Also I rode from Argonne to 5th and Freya and in order to get there I had to exit the bus on Broadway and wait for the bus to come from SCC. If I ran I could generally beat the bus to my home.	Nov 14, 2014 6:47 AM
119	I believe transit can be important, however, you can't force people to use it. I travel around Spokane area and when I see buses they are mostly empty. I see plenty of cars with one person and I am sure many of them could be using bus...but aren't for whatever reason. I don't think expansion, in hope of gaining riders, will work.	Nov 14, 2014 6:43 AM
120	current system is adequate	Nov 14, 2014 6:30 AM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

121	I see too many empty buses rolling around, or huge buses with 3-4 people in them. Downsize the buses for more fuel efficient transportation, cut routes with low ridership. Use the larger buses only on congested routes.	Nov 14, 2014 6:10 AM
122	Tired of seeing huge buses on our streets with very few passengers. I look at the buses all the time to see the occupancy. It is a money sucking service that many pay for to service a small part of the population.	Nov 14, 2014 6:09 AM
123	So far all I see is reduction of bus routes and asking commuters to walk further from there homes to get to a bus stop. So if this is your idea of improvements I strongly disagree with the direction STA is moving forward.	Nov 14, 2014 6:07 AM
124	The existing transit system is a joke - lots of near empty buses driving around most of the time.	Nov 14, 2014 5:01 AM
125	Many bus routes could be served equally well by much smaller busses or vans. STA wastes money and has little accountability. We need to scrap STA and develop a system that pays it's own way. STA should be a private business.	Nov 14, 2014 4:44 AM
126	There is no STA service from the Valley to Medical Lake (Lakeland Village) for persons working night shift.	Nov 14, 2014 3:39 AM
127	I strongly disagree with 4 because we need growth in our transit system not stagnation	Nov 13, 2014 11:12 PM
128	Spokane has and will be for the foreseeable future a car oriented community. Until we have increased urban density, increased transit is a misappropriation if funds.	Nov 13, 2014 9:26 PM
129	The people of our community should be able to have express transit options to travel from Western Idaho to Spokane and back, with employers promoting public transportation by sponsoring a portion of the transit costs, similar to Seattle.	Nov 13, 2014 9:05 PM
130	Unnecessary	Nov 13, 2014 7:52 PM
131	If new and improved means rail transit then a strong HELL NO!! We can't afford it even if they received federal monies. It will be a money loser from the get go.	Nov 13, 2014 7:48 PM
132	Ours is not a transit friendly community - It is geared for S.O.V and H.O.V., buses are simply not going where people need them to go... Instead of large buses, smaller, more frequent buses are more indicated.	Nov 13, 2014 7:17 PM
133	The existing level of public transit is insufficient. It should be less expensive so as to be a more appealing alternative to driving.	Nov 13, 2014 7:07 PM
134	There is not enough room on some of the buses when they are full of passengers. We need to improve the current public transportation system to accommodate current and future users.	Nov 13, 2014 6:49 PM
135	This survey is loaded. It is slanted to produce only the result that management wants. This is not about serving people. It is about growing the power of the STA board and its leaders.	Nov 13, 2014 6:40 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

136	Investments like the central city line are frivolous. STA should just focus on outcomes and meeting transit needs instead of having new gadgetry that is not cost effective or even proven.	Nov 13, 2014 5:58 PM
137	I live in the valley and used to work downtown. When I did, it was convenient and efficient for me to ride the bus from the Valley Transit Center to work. Now that I work in Liberty Lake I'd love to be able to do the same thing, but the schedule is so screwy that it would cost me an extra hour each way to do so. The express bus to LL doesn't pick up from the VTC and the options available for commuting from the VTC to Liberty Lake and back are inconvenient for people who work traditional 8-5 schedules.	Nov 13, 2014 5:47 PM
138	The current level of service that the Spokane area has is not efficient. The buses don't go where they are needed. More buses are needed on the roads.	Nov 13, 2014 5:41 PM
139	Spokane doesn't need light rail. That is where you are heading. Voters said NO a few years back.	Nov 13, 2014 5:41 PM
140	Why am I already paying such high taxes for empty busses! I don't take the bus and downtown Spokane sucks due to all the criminal activity your bus station causes.	Nov 13, 2014 5:12 PM
141	We loved Spokane Transit	Nov 13, 2014 5:11 PM
142	It's a huge waste of money as it is - we don't need to expand it - if the busses aren't full now then find out why and fix that first - don't just keep adding in and expecting more money from taxpayers. STA is notorious for wasting tax dollars and adjusting the books to look successful.	Nov 13, 2014 5:04 PM
143	Trying to find any bus route information is a joke. The plaza is a joke. I shouldn't have to go downtown to get where I want to go. No use of technology or apps to be able to see how to get where I need to go;	Nov 13, 2014 4:58 PM
144	Riders need to be footing more of the bill, any growth or expansion needs to be paid for by the users of the transit service.	Nov 13, 2014 4:56 PM
145	I interpreted the statement in #4 as if to say that the statement in #5 was not important.	Nov 13, 2014 4:26 PM
146	Spokane needs more good paying jobs, not more busses to ferry people around to their minimum wage ones.	Nov 13, 2014 4:18 PM
147	I do not feel we get our bang for the buck that is spent on public transit.	Nov 13, 2014 4:07 PM
148	Public Transit should be fully funded by those who use it or it should be scrapped! Putting the burden on those of us who NEVER EVER use it so that those that do don't have to pay full price is Socialism and it's theft!	Nov 13, 2014 4:04 PM
149	The existing level of service is sorely inadequate so sustaining it would be a disservice to the community. The level of service needs to be increased, not sustained.	Nov 13, 2014 3:59 PM
150	I feel the availability of transportation other than cars, would help on traffic and	Nov 13, 2014 3:55 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

	decrease the no. of cars on the road. For students it can be very attractive that they may not need a car if transit is available and running at hours they can use. It is why I am potentially sending my child to Portland to college because the transit runs so well that the college students have accessibility and dont have to drive. I feel availability for Seniors will help them get around, will help them get off the road also for safety reasons, again accessibility will be important.	
151	I believe the limited amount of options for transit with everything going to the downtown "hub" is a horrible misuse of the MILLIONS of dollars spent on transit.	Nov 13, 2014 3:49 PM
152	Not new and improved transit, but more transit service.	Nov 13, 2014 3:42 PM
153	We need more frequent and better routes to get around Spokane.	Nov 13, 2014 2:57 PM
154	I am moving to an area, in the city that is at least a 15 minute walk to the nearest bus stop. I don't consider that convenient in the least/	Nov 13, 2014 2:54 PM
155	Spokane is not subject to the large upswing in population growth that is experienced in larger cities. The "urban spread" of Spokane is so easily available within a 20 mile radius that the population densities won't grow anywhere near the same rate the population growth is expected. So, with a normal population growth rate and a low rate of growth in population density, increased sales tax rates will only negatively impact population growth.	Nov 13, 2014 2:42 PM
156	I have lived in places with strong transit systems an seen the economic benefits of having a strong transit system.	Nov 13, 2014 2:30 PM
157	With more opportunities for individuals to use public transportation, we can decrease traffic and pollution. It also allows for people who do not have their own transportation to engage in employment opportunities if they are able to take public transportation. Some people work shifts where public transportation is not available or live where they cannot get public transportation at the time needed. We need expanded routes and expanded times to keep people employed and able to get to work, school, etc.	Nov 13, 2014 2:27 PM
158	Spokane needs to have better schedules. I can no longer ride the bus due to the problems with accessing bus at times and locations that are convenient.	Nov 13, 2014 2:04 PM
159	Safe, reliable, convenient transporation is critical to a livable community.	Nov 13, 2014 2:04 PM
160	No comment	Nov 13, 2014 1:59 PM
161	STA does not pay for itself. It is a drain on the majority of tax payers who never use the service.	Nov 13, 2014 1:59 PM
162	Need to reduce cars on the road and increase available access to those who do not choose to or can't afford a vehicle.	Nov 13, 2014 1:48 PM
163	People can't afford the gas for their vehicles so this is a must alternative	Nov 13, 2014 1:44 PM
164	We need regular, affordable public transportation in order for people to efficiently and cost-effectively move. For the environment and the roads, it's also incredibly important to limit multiple cars on the road and their emissions.	Nov 13, 2014 1:43 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

165	Sustaining the existing level will not work to prepare for the increased demand. Service must be expanded incrementally to accommodate our growing need. "Incrementally" is the key word here. Don't attempt to expand beyond current need and taxpayer capacity.	Nov 13, 2014 1:40 PM
166	We need more rapid ways to get people from the outlying areas into Spokane. Rail system would be great.	Nov 13, 2014 1:39 PM
167	The buses I see, at different times of the day or night usually are empty or less than 5 people. How about re-routing the existing routes, combining routes and/or eliminate some routes in the neighborhoods. How about use of smaller buses, less air pollution, less noise for the people that live in the bus route areas, less theft in bus route areas, less trash from the bus riders, and in general just less.	Nov 13, 2014 1:34 PM
168	There needs to be a shuttle from the Valley to downtown, without having to drive to a parking center, take a bus, and then take a transfer to get to the courthouse. The time of 1.5 hours each way needs to be greatly decreased.	Nov 13, 2014 1:28 PM
169	We need to fire some of the stupid people that answer the phones.	Nov 13, 2014 1:23 PM
170	In most large cities such as New York and Chicago, the working population utilizes public transportation. However, in Spokane, there is a specific population that uses STA. I am a frequent rider on STA, and I hardly ever see a professional businessman or woman on the bus. I wonder if tax payers are even using this service. I'd prefer to be proven wrong, so I'd like to see STA's expansion justified and qualified/quantified with research showing contributing citizens are utilizing the service, and not people who get free or reduced bus passes, anyhow. I also do not use STA as much as I would, because I frequently am threatened by alcoholics, drug users, and criminals. I purposely walk different routes to my house, so I am not followed. I generally, just do not feel safe on STA. I work with emergency services, and know what these people are capable of.	Nov 13, 2014 1:20 PM
171	STA should be focused on expanding transit and improving transit. Improving transit doesn't include adding more bus routes that people won't use. Who wants to hop on a bus from Liberty Lake and sit in rush hour traffic? If you want people to use public transportation, it needs to be convenient and provide the rider with incentive. If there was a rail that I could use that was fast and bypassed traffic, I would likely park my car at the park and ride and hop on the rail. If I am going to get stuck in traffic, I will just use my own car. The amount of gas I use to get to work vs. the cost of a bus pass isn't a great enough of a difference to make it worth riding the bus.	Nov 13, 2014 1:19 PM
172	Many more of our low income folks could be going to work if there was a better transport system that they could rely on.	Nov 13, 2014 1:15 PM
173	I think quite a few people depend on the buses to get around Spokane because they can't afford a car. I also think more people would use the bus if there were more convenient stops by their work places.	Nov 13, 2014 1:13 PM
174	A few more buses in order to cycle through routes a little more frequently during	Nov 13, 2014 1:11 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

	peak hours should do the trick. No need to get all fancy and reinvent the wheel.	
175	I am tired of taxpayers picking up the tab.	Nov 13, 2014 1:08 PM
176	Transit service, increased use of mass transit, and other alternatives to carbon fuel reduce our carbon footprint and, as such, should be a priority of every person on this planet	Nov 13, 2014 1:05 PM
177	very rude drivers, almost always the busses are nearly empty, therefore smogging up the city	Nov 13, 2014 1:04 PM
178	Ridership, is mostly those that don't have transportation or those that it is very/extremely convenient. Changes will not increase economic conditions within the Spokane Ridership. The increase you see now is a result of the economic downturn.	Nov 13, 2014 1:02 PM
179	Maintaining what's available now is very important. To cut anything back would hurt many people. Opening new lines of transit would provide more options for the growing population that's spreading throughout the county.	Nov 13, 2014 12:51 PM
180	they impede traffic flow and many busses have few riders on them.they tear up streets. monroe st. there are so many busses you can only use the inside lane. just go away.	Nov 13, 2014 12:49 PM
181	Having a existing and improvments to a transit system is important to community growth. Suspend improvments and jobs go elsewhere.	Nov 13, 2014 12:44 PM
182	a waste of money	Nov 13, 2014 12:42 PM
183	I think bus transit doesn't need to be new and improved. It needs to be only sufficient to handle as many riders use it. The same resources should be used better to serve the community.	Nov 13, 2014 12:42 PM
184	I don't know if STA would be the right organization to handle this, but I disagree due to feeling a light rail system would better benefit our community. I would rather spend money on a lighth rail system than putting more busses on the street.	Nov 13, 2014 12:40 PM
185	I'd like to see STA add a light rail system from the valley to the airport and from Wandemere to downtown.....but I'm dreaming, right? I'd use it daily if you did.	Nov 13, 2014 12:39 PM
186	A lot of people depend on STA, myself as well as many of my co-workers. If there is to be population growth, then there should be more transit. So far, STA does great (extra busses from the Mirabeau P&R in the morning, and rush hour is the only time that things get slow), but I'd expect that trend to continue.	Nov 13, 2014 12:38 PM
187	There should absolutely be something that connects the two from CDA to Spokane..at State Line or something.	Nov 13, 2014 12:36 PM
188	We need to provide alternates to our current transportation options.	Nov 13, 2014 12:36 PM
189	I disagree with number four because I know that service needs to be increased and expanded. The status quo is not good enough.	Nov 13, 2014 12:36 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

190	Not enough need to justify the current level of service	Nov 13, 2014 12:35 PM
191	New urban housing trends, more retiring persons, and working teens are just a few reasons why STA services need to be maintained and preferably grow. As I look toward retirement, I know I will drive less and need to rely on evening transportation in particular. Urban housing makes walking to downtown easy but getting to outlying areas with shopping options is also a must. Working teens who don't drive need reliable and safe transportation to and from work; unfortunately, working hours often last until 9:00 p.m. or later.	Nov 13, 2014 12:32 PM
192	the last i knew, all busses ended up down town. it would be nice if you could just get on the freeway and void transferring busses downtown	Nov 13, 2014 12:31 PM
193	If you don't maintain current service levels, fewer people are going to choose public transportation as an option.	Nov 13, 2014 12:30 PM
194	Spokane Transit is too expensive per ride. Everything but transportation of the disabled should be discontinued. Private transportation would be cheaper and more frequent. I have experienced private transportation systems in Eastern Europe and they beat the crap out of the government monopolies in the USA.	Nov 13, 2014 12:29 PM
195	question 4 is ridiculous. if busses like mine (Route 124 at 4pm) are standing room only why would i think "Sustaining the existing level of transit service provided by Spokane Transit" is a good thing! we need better service NOW! this is the number one thing i HATE about riding busses, overcrowding. i've ridden the bus here and in Seattle and overcrowded busses are the reason i stopped riding there and am transitioning out of riding here. i've complained in the past, but STA makes more money per rider on a full or overfull but to care about the comfort of the passengers	Nov 13, 2014 12:29 PM
196	Portland has the best transportation. We should replicate their success.	Nov 13, 2014 12:26 PM
197	light rail is a necessity!	Nov 13, 2014 12:21 PM
198	The need is for making roads and traffic flow better not more restrictive.	Nov 13, 2014 12:21 PM
199	I "strongly disagree" with the first statement because there needs to be an increase in the frequency of most of the STA routes. An example would be route 61; every time I ride it into or from downtown, it is nearly full to capacity. An increase in frequency from every 30min to every 15 min would reduce the crowding and allow more people to ride the bus from Airway Heights to Spokane. I "agree" with the second statement because the "new and improved transit service" should include new routes to areas that are not currently serviced, and an increase in frequency of most of the STA routes such as route 61 & route 25.	Nov 13, 2014 12:21 PM
200	We need some better routes. The old routes were better than the new. To get from where we live on Montgomery to Argonne by Safeway you have to transfer and wait almost a half hour for the other bus..both ways.	Nov 13, 2014 12:19 PM
201	it would be very nice to have a van pool that met for Liberty Lake workers at or near the Fred Meyer on Thor/Freya Something for Southhill/Valley workers in that area - if there was one that was even close to my work schedule I'd use it at	Nov 13, 2014 12:18 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

	least 3-4 days a week. I know three are two other co workers that would use the system if we had the opportunity in that area	
202	WE NEED AN ALTERNATE WAY OF TRANSPORTAION ANYWHERE IN THIS GREAT CITY	Nov 13, 2014 12:15 PM
203	Good public transportation shows that the area is involved in reducing traffic congestion as well as providing affordable transportation for all segments of the community. While I curenly car pool and may swtitch to using STA in the future,there are many people who's quality of life is directly related to the availibility of public transportation.	Nov 13, 2014 12:13 PM
204	I believe the biggest problem with the STA is the seating arrangements. I have seen elderly people and women with babies standing while teenagers sat on their phone in a seat, not even offering to switch. And the bus driver either doesn't notice or doesn't care. I think this needs to be a priority.	Nov 13, 2014 12:06 PM
205	Every time STA wants to "improve" service it raises property taxes. STA collects a great deal of monies from the community and should use the existing budget to plan ahead to and budget for "new and improved transit service".	Nov 13, 2014 12:04 PM
206	It is more than just the right routes and the right amount of times the bus comes by. I used to ride the bus all the time and I experienced problem after problem with it. This is why I now never ride the bus. My very last bus experience was not being able to get on the bus in Airway Heights over by the prison because the bike racks were full. This wasn't the only time is happened, but this particular incidence was in December. It was night time, cold and snowing. I was not let on the bus because the bike racks were full. It was a horrible wait for the next bus and I froze out there. I couldn't even really go anywhere because I already had to fight just to get to the bus stop because the roads were kind of icy.	Nov 13, 2014 12:02 PM
207	we need to keep up with the ever evolving mode of transportation	Nov 13, 2014 12:01 PM
208	We need to have more busses and broader schedules- more options- right now there just arent enough routes to cover all the different area's and teh current schedule is very limited as to where and when you can plan to ride	Nov 13, 2014 12:01 PM
209	I would like an express bus from Coeur d'Alene to downtown Spokane. At least return the express bus from Liberty Lake to downtown Spokane. I was riding that.	Nov 13, 2014 12:00 PM
210	Public transit is a huge drain on public funds. It was promised as self-sustaining but will never be able to deliver on that. It is just another facet of entitlements.	Nov 13, 2014 12:00 PM
211	I used to be able to dropped off within a couple of blocks from my work. Now it is more like a hike and I do not take the bus that often anymore due to this. My hike is more 20-30 min walk depending on the day. The weather is getting colder so the walk will be a little longer.	Nov 13, 2014 11:57 AM
212	#4 - with population growth and only maintaining existing services will overload the buses, therefore more peoplewill drive to work to avoid the claustrophobia of	Nov 13, 2014 11:54 AM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

	the bus.	
213	I ride the arena shuttle and sometime in 2013 the departure times from the downtown area got shuffled around. The shuttle used to depart for the parking lot at 4:35, 5:05 etc which makes perfect sense as workers tend to get off shift at the top or bottom of the hour. Then in mid 2013 the departure times were made to be at the top and bottom of the hour (there are times in between and that is understandable) but my co-workers and other folks that depend on the shuttle think the change to depart precisely at the moment we get off work is ridiculous. Then we either have to walk or wait another 10 minutes for the next one to come. There is also no shelter and Wall Street can be like a wind tunnel especially in the fall, winter and spring months. Whoever changed the departure times to the top and bottom of the hour didn't fully think this through and obviously this person doesn't depend on public transportation.	Nov 13, 2014 11:54 AM
214	A lot of people rely on public transit to get them around. As the city grows the transit needs to grow too ..	Nov 13, 2014 11:53 AM
215	need more routes & stops for better service	Nov 13, 2014 11:53 AM
216	More options are needed for nine mile falls and the largest Spokane employers. I believe STA should send a survey to these large employers requesting commuute days, times, why they are not using STA now. More advertizement should be invested (TV, mailers with schedules avialible) so people understand they can ride the bus at a time that works for them. Instead of building out the Indian Trail park and ride, please add a park and ride at Rutter Pkwy and HWY 291, that goes downtown and stops at the VA hospital. STA should review reason why the shuttle bus/van are being used and find a plan that works for the majority. Thank you, have a great day.	Nov 13, 2014 11:51 AM
217	I think a clean, efficient, and effective transit system says alot about a city. Its a part of a healthy looking and feeling city that inspires investors, and its locals to success.	Nov 13, 2014 11:47 AM
218	Service is needed on the NE side of town.	Nov 13, 2014 11:46 AM
219	Spokane would be better served with more express routes at peak hours. Spokane is more of a large town, having only one freeway. It would be better to run routes to hubs/transit centers than to add to slow, neighborhood specific routes	Nov 13, 2014 11:43 AM
220	i dont want to ride on buses that drive them selves. i dont think you need any new buses. I would focus on maintence on your buses and continuing to provide a great bus system. and dont cut or add routes. Spokane wont grow too much more at a high rate of speed. Its too cold here.	Nov 13, 2014 11:41 AM
221	Cutting back services shouldn't be an option. Creating more flexibility for riders is the direction to grow in.	Nov 11, 2014 1:13 PM
222	Existing levels won't suffice in the future. Poorly worded question.	Nov 10, 2014 9:48 AM
223	The transit system needs to expand and not stay the same. I ride the bus every	Nov 6, 2014 5:07 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

weekday from the Jefferson Park and Ride to EWU and back. There are not enough trips in the morning at 7am to accommodate all of the riders. There needs to be a double bus every 5-10 minutes from 7:00-8:00am

224	I say "disagree" only because the question somewhat presumes more of the same type of service. It's not essential for "regional growth" for us...though it could help support it. The lead in statement above: "Today bus trips throughout the system are commonly standing room only and more capacity is needed" just doesn't ring true. Outside of the key commute times, most buses I see are mostly empty. And buses leaving the downtown core, again, outside of narrow commuting times, are empty as well. Separate from Paratransit, we seem to have a "one size fits all" approach...while ridership may have increased, I'd like to see if there are creative ways to adjust the system for different capacity needs at different times. How has the cost per passenger mile changed over time?	Nov 6, 2014 10:19 AM
225	System isn't used to capacity now. people still don't ride buses in spokane	Nov 4, 2014 10:12 AM
226	Do not ride transit because it is not available in my part of North Spokane County at North Hatch Road. The closest stop is at N Division and N Hastings Rd.	Nov 3, 2014 11:08 PM
227	We need to expand the service to include Stateline, Post Falls, and Coeur d' Alene. Many people commute across the boarder and some even have evening, weekend and night jobs when the vanpool is unavailable. I commute to CDA once a week during the concert season and have to depend on others to take me there. It would be nice to have transit extend there. That and expanding to Cheney to include companies that have evening and night shifts. Vancouver and Portland has this kind of transit as I am sure others do to.	Nov 3, 2014 4:33 PM
228	You have places that are building up that have no transportation to them. Including Mirabeau Parkway which is growing, along with the apartments just before Mirabeau pkwy.	Nov 3, 2014 12:20 PM
229	Buses do not come often enough and do not provide easy access to many people in the neighborhoods. Also, weekend/holiday buses do not run often enough or to enough places.	Nov 2, 2014 1:34 PM
230	Please restore more morning routes on Route 1 from the Arena, at least in the morning times. There used to be buses every 5 to 7 minutes a few years back. :(Also, the drivers cannot keep to the times of the schedules published. Make the timetable more accurate. Thanks.	Nov 2, 2014 8:08 AM
231	Spokane transit fixed routes and paratransit are the butt of MANY jokes in Spokane. Some people will never be satisfied is part of it; but there is a serious lack of compassionate drivers. Too many trips; too many legs have a LOT to be desired. The drivers in general have a god cpmplex. Today boarding 90 at the plaza a driver got off the bus didn't realize. lady in a scoot as I was approaching to board. He made me very uncomfortable by his rude aggressive tone of voice to other passengers. It makes the sign a joke the driver are professionals and follow there direction. After he rudely fussed a girl who boarded (she didn't realize a scooter was there or I in wheelchair were close. The driver did pay enough attention CLEARLY because he was off the bus and had to be told by other 90 riders she (woman in scooter) for him to realize he had to start the bus	Nov 1, 2014 1:35 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

lower ramp and buckle her in. I reached down to lock my wheels he fussed at my PCA one at a time I was parked by drivers seat giving him plenty of room. He clearly was bothered he had to do extra work for her in shooter amd me in wheelchair. He was rude again to my PCA when she said I needed to be secured too. He said that's your job..or something.it is Not her job.

232	Buses do little to reduce traffic congestion or reduce pollution.	Oct 31, 2014 10:02 PM
233	Sadly more people get around by cars from what I can tell and the cost of building such a system outweighs the benefits in my opinion.	Oct 31, 2014 11:28 AM
234	I think that more people would take public transportation if waiting times were reduced and routes improved.	Oct 31, 2014 8:24 AM
235	In my mind, transit should be efficient enough to affordably provide transit for those who cannot drive a vehicle and convenient enough to encourage those who can/do drive to take the bus. Mass transit is vitally important to air quality and connecting a city. It is also important to begin planning on investing a transit infrastructure that can meet the needs of a growing population.	Oct 31, 2014 8:21 AM
236	The system has left the South Hill with few options....The route along 17th was eliminated and it is very difficult to get anywhere!!!!	Oct 31, 2014 12:23 AM
237	No one is riding the existing system...why spend \$\$\$ on a new one?	Oct 30, 2014 7:35 PM
238	STA needs to increase and improve rather than maintain.	Oct 30, 2014 6:50 PM
239	I live in Northwood off of Argonne Rd and Bigelow Gulch which is a growing community but there is no transit system. It would be really nice to have transit service so I didn't have to commute as a single rider each day and my children had access to transit to get from school and downtown.	Oct 30, 2014 4:55 PM
240	There is not good bus service on the south hill. Why would I want to walk over 10 blocks to catch the bus?	Oct 30, 2014 4:52 PM
241	Elderly must Rely on this transit service.	Oct 30, 2014 4:17 PM
242	Always seems like service is being cut to outlying areas all together.	Oct 30, 2014 4:13 PM
243	Back in the 1980's there use to be a bus that went from Cheney, Medical Lake, Fairchild AFB, Airway Heights. It was stopped due to cost/ridership. The population in the area has increased. I no longer take the bus because of time. To go from Airway Heights to Cheney takes up to 1.5 hours or longer, it takes me 20 minutes to ride. I would prefer to take a bus but I don't have the time to waste 2 hours each day.	Oct 30, 2014 3:57 PM
244	Effective public tra sport is part of the future. Brings the city forward an upscale...One of the first things u notice in a city u visit is the public trans... Keeps inner city traffic to minimum....an helps working class to an frm work an social needs..	Oct 30, 2014 12:35 PM
245	Adequate and timely transportation alternatives help sustain a growing community, and allow for the residents to have more flexibility in their lives.	Oct 30, 2014 11:16 AM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

	Flexibility allows for more opportunity. While I dont use the transit system often, many of my family do and it is invaluable to them. In the future as my life and vocation change, I may to use the system and would like it to function well with adequate space for me also.	
246	My husband is disabled and unable to drive his car any more. He has a nice power chair, but neither of us can get it in and out of his van. We tried to get the para transit to come to our house for transportation to physical therapy appointments, but we were out of the area of service. We have lived in the same house for 40 years and have seen Liberty Lake grow up. I'm sure our tax dollars have contributed to some of the services in the area. It's really a shame that he can't be helped to be more independant.	Oct 30, 2014 11:16 AM
247	Mass transit will become increasingly important as population and population density increase to conserve fuel resources, limit traffic congestion, minimize air pollution and maintain a reasonable of space for parking. This is also an important part of providing independence to those who for economic or disabling physical conditions who otherwise be limited in their ability to participate fully in our highly mobile society.	Oct 30, 2014 10:34 AM
248	In looking over your brochure I think you need to do more investigation with smaller cities and really sharpen your pencil.	Oct 30, 2014 10:24 AM
249	Level of service should be what we can afford balanced with other priorities besides transit.	Oct 30, 2014 10:16 AM
250	Your current system map shows way too many gaps where there is no bus service, and walking to the nearest bus stop isn't possible, Making plans on Sunday is virtually impossible because your bus schedules don't sync, and it takes over an hour to go from my house to downtown, and back.	Oct 30, 2014 9:15 AM
251	We have no STA transportation in our area and we have elderly and disabled who can not even get to the market without assistance from friends or family. I would like to encourage STA to review the line that was eliminated in the Latah Creek area - there is an entire area that can not get to town or services. Thank you	Oct 30, 2014 8:39 AM
252	I think STA has a lot of management problems. They have taken to many stops off of division street route. And people bring their animals on the bus. It's just wrong. The animal must have proof of training. I stopped riding bus because of the animal problem.	Oct 29, 2014 8:29 PM
253	Need more night and weekend service plus longer hours on holidays.	Oct 29, 2014 7:06 PM
254	Your system is mediocre at best. If a bus runs every 15 min during the week it should run every 30 minutes on weekends. Routes that run every 15 min during the week should reduce service after 8 pm not 6 pm as most people that work get off between 4 and 6 pm.	Oct 29, 2014 3:31 PM
255	Current system is old and does not work. Buses following buses is inefficient. Too many empty buses. Travel time can be too long.	Oct 29, 2014 2:35 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

256	New and improved is not defined. I can't support something that doesn't specifically outline costs and number of new riders	Oct 29, 2014 2:20 PM
257	More cost needs to be shared by the riders rather than the taxpayer. The establishment of central city line from Browns addition to Community college is excessively expensive. Just add buses used for all routes	Oct 29, 2014 9:03 AM
258	Young people are counting on transit more than cars these days. It's important ot have strong public transit to attract the youth.	Oct 28, 2014 3:43 PM
259	i am concerned over the STA's choice to provide the point of service for the disable that is beyond Federal or State law requirements.	Oct 28, 2014 7:17 AM
260	I'm not interested in paying more sales tax to support transit. The system should fund itself.	Oct 27, 2014 9:03 PM
261	Presumably new and improved comes with a price; it is impossible to respond positively unless there is an explanation of the additional investment required and the return on that investment vs. leaving money in taxpayers' pockets or investing it in parks, schools or roads.	Oct 27, 2014 4:03 PM
262	I feel transit service is not only important for the riders to have the ability to get around easily but it is important for employers to be able to encourage their employees to ride the bus thus reducing traffic congestion and improve our air quality.	Oct 27, 2014 1:06 PM
263	I strongly agreed with number 5 because the changing landscape of Spokane requires more effort and dedication on the part of public transportation leaders like yourselves. Having a system that can cater to the needs of riders and potential riders is crucial to not only the city of Spokane growing but the neighboring cities and towns as well. We have the opportunity to expand and grow to a level that will allow for further economic development here in Spokane. Think of not only the increased passengers but the ability to transport them to their places of work, to different venues and places of entertainment, important appointments, etc. All of these increase revenue for our local area while also enticing more Eco-friendly forms of transportation. This is a chance to transform our city into a bustling hub while still maintaining a relatively small bio-footprint as compared to having all of these people using their vehicles or other less environmental friendly modes of transportation that create more harmful toxins in the air.	Oct 25, 2014 4:48 AM
264	Transit is not a realistic mode of transportation for the MAJORITY of citizens. There are many who use transit, but in reality, those who drive the economy, salespeople, working mothers, busy dual income families, the SILENT MAJORITY of citizens can't use transit realistically, they also don't have the time in their schedules to state this to STA at public meetings. Typically, only those who are unemployed or retired, or who have no nothing else to do come to the public meetings - they are not the voice of the MAJORITY.	Oct 24, 2014 5:57 AM
265	I disagree that Spokane's regional system should simply be sustained. While it is functional as is, if properly expanded, it could be an asset to commercial business growth as well as offer an avenue to develop a clear "Spokane Culture"	Oct 23, 2014 6:15 PM

Page 3, Q6. If you answered 'disagree' or 'strongly disagree' to either of the previous two questions, please take a brief moment to explain your thoughts.

that people can be proud of and promote.

266	Frequency and coordination of routes makes use of transit a non-option for me due to commute time (1:15 at best for a :15min drive) despite having four different routes available at my origin and the bus 100 feet from my destination. This needs to change for me to be able to use transit.	Oct 23, 2014 5:00 PM
267	looking at the current efficiency that have been developed at STA, any decline in transit capacity or routes would cause problems.	Oct 23, 2014 2:12 PM
268	I believe if we as a community want to see spokane grow in a positive way, public transit must be a part of the plan.	Oct 20, 2014 6:22 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

1	It would be best if STA would work within its existing budget. Taxing of the general public should not have to be utilized to subsidize the travel of others.	Nov 21, 2014 11:42 AM
2	Run current operations much more efficiently. Much more important regional needs for taxpayer money than this proposal.	Nov 21, 2014 7:50 AM
3	Everything is based on being taxed, taxed and taxed with the proceeds going elsewhere other to where they were originally designed. No thank you.	Nov 20, 2014 4:36 PM
4	Id rather pay a higher percent and have light rail in Spokane. It's going to be too expensive by time 60% of the people here support it.	Nov 20, 2014 2:22 PM
5	See my earlier comments	Nov 20, 2014 12:05 PM
6	this is already one of the highest sales taxed states, money for this project should come from the people that use the service.	Nov 20, 2014 2:44 AM
7	Still doesn't provide bus service in the central parts of the city, just outlying and thru traffic. I would still need to drive my car to catch/use the bus in the dark or bad weather	Nov 19, 2014 4:27 PM
8	I do not use public transit as it does not provide a benefit to me. I do not like paying for something that I do not or will not use.	Nov 19, 2014 12:48 PM
9	Tax payers shouldn't have to pay for it. Sta makes enough money selling bus passes to not need to charge an extra surcharge on things we buy on a daily basis	Nov 19, 2014 12:27 PM
10	This increase is too big proportional to existing revenues. The projects are too insignificant to warrant such a request. The increased service areas are lower priority for transit ridership which is why they currently receive lower service. This plan is "more of the same, with better shelters and aggressive marketing". Where is the vision?	Nov 19, 2014 11:17 AM
11	increase fares so people using the service pay more. As a consumer of goods and services I don't see why I need to subsidize bus riders.	Nov 19, 2014 10:57 AM
12	That's all the tax revenue STA can ever collect leave a little bit for a safety net in case prices go up. If you max it out now you will have no way to increase revenue in the future.	Nov 19, 2014 10:50 AM
13	You seem to purchase and spend lots off dollars on was refinance Ultra I am tired of watching money being spent in poor directions. And the waste of the Plaza by letting I I I am tired of the dollars being spent in wasteful ways. (bus signs ,shelters) also along I am tired of watching our money being spent on non nested like new bus stop signs and shelters. Also allowing the Plaza to be taken over by bums. I will NOT allow my wife or family to ride the bus do to the actions that happen everyday at the Plaza. The security is a joke. Let the police handle the problems not these guys with no authority. That place is also junked up with daily squatters you should be ashamed of how you have handled this problem.	Nov 19, 2014 9:57 AM
14	Again you have not done your home on finances	Nov 19, 2014 9:29 AM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

15	I do not use it and do not want to pay for it. Let those who use mass transit pay for it. I'm tired of my tax dollars going to things I do not use.	Nov 19, 2014 9:19 AM
16	Not willing to pay more taxes. The schools are killing me as is.	Nov 19, 2014 9:12 AM
17	Explore what can be done with a 0.2% increase. Central City Line is too expensive for the number of citizens it will serve.	Nov 19, 2014 8:18 AM
18	no new taxes !	Nov 18, 2014 10:31 PM
19	NO MORE TAXATION.	Nov 18, 2014 6:15 PM
20	STA needs to manage it's \$ more efficiently. Dump some of the unnecessary office people and limit the wage increases in the office and management to start! Busses and drivers are your bread and butter.	Nov 18, 2014 3:17 PM
21	Don't like increased sales tax. Property tax, vehicle tab tax yes, sales tax no.	Nov 18, 2014 2:46 PM
22	I support finding ways of increasing funding that do not disproportionately impact people living on low incomes. Sales taxes are regressive. I would vote for this if people received reduced rates or free passes for people and families who have low incomes. Honestly I would vote for this anyway because I believe in public investment in infrastructure. But sometimes STA could side with the people they serve, and support progressive solutions to public funding...	Nov 18, 2014 10:58 AM
23	Increase in projected population and improving economy should provide needed funds without a rate increase.	Nov 18, 2014 9:47 AM
24	too many tax increases - might support a lower amount but it all adds up	Nov 18, 2014 8:34 AM
25	At 1.50 a trip and the current poor and often dangerous service to the Hillyard area, there's no way in hell I'd vote for a tax increase. Unless specific promises to increase the frequency of this route!	Nov 18, 2014 8:08 AM
26	No more taxes!	Nov 18, 2014 6:41 AM
27	The bus provides no service for me, therefore I am opposed to paying any more for it than I have too at the current rate	Nov 17, 2014 3:37 PM
28	Find a way to make the current budget work. The system appears to be operating way below capacity levels.	Nov 17, 2014 2:49 PM
29	Start paying road use tax,	Nov 17, 2014 2:40 PM
30	Get rid of the Idaho expansion or explain how Idaho will fund its costs. Clearly fares do not cover all of the costs and I see nothing about how these costs will be met. Until you do that I am opposed to this.	Nov 17, 2014 1:49 PM
31	Our sales tax rate is already one of the highest in the nation. To increase it further would burden everyone in Spokane County, but the improvements would not benefit everyone. I am opposed to further taxation for those who do not directly benefit from that tax.	Nov 17, 2014 1:18 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

32	u have enough already, figure it out, stay outta my wallet, i do vote and have many influential friends in high places. go bake some cookies or increase bus advertising rates.	Nov 17, 2014 12:29 PM
33	I think we need to see more options like light rail, rather than just buses, freeway congestion will only get worse and STA should be focusing on ways to get commuters off the street, more comprehensive and better lightrail, services and way to get to work from stations would definitely increase my use of STA, I moved to Spokane with the intention of using the bus to get to law school and quickly abandoned that when I discovered it would take me more than 2 hours to get from my apartment to the law school and would require I walk a mile each way in order to use the bus. Figure out where there are high commuter locations and make stops near there, (SFCC, state offices, courthouse, STA Plaza, train station, Gonzaga, SCC, Spokane Valley Transit Center, Spokane Valley Mall, Liberty Lake.)	Nov 17, 2014 11:09 AM
34	Work on spending that .3% to clean up Downtown. The roads are bad beacuse of the bus traffic and your riders scare away the heart of the city from being successful. It's scary to walk around the bus terminal area, which is also close the the retail shopping area.	Nov 17, 2014 11:02 AM
35	We are already over-taxed in WA	Nov 17, 2014 10:16 AM
36	already pay enough taxes. aren't there any federal grants or state money tohelp with some changes- or perhaps we don't need the high tech central electric program	Nov 17, 2014 10:13 AM
37	Rather than increasing the sales tax by 0.3%, why not increase the percentage allocated to STA and keep the sales tax the same? If budget restrictions will not allow it, could both the sales tax and STA's existing percentage be increased at smaller levels? For example, to obtain the needed 0.3% increase, could sales tax be increased by 0.15% and STA's current budgeted percentage increased by 0.15%? Basically, split the difference between an increase in STA's current revenue and a smaller increase to sales tax.	Nov 17, 2014 8:53 AM
38	I don't use it, it would be nice if the other half would move forward North 395 & 2 hwys.	Nov 17, 2014 8:09 AM
39	Yeah, 0.#% for this, and #.#% for that and pretty soon we are paying 10% or more in sales tax. Spending more is not the answer. It's the same thing that is tried with education; its not the total answer. Let's work on more efficiency, not more money.	Nov 17, 2014 8:03 AM
40	I pay enough for my own transportation. I don't want to pay for other people's as well. Increase the bus fare so they're paying for it themselves. Don't put the burden of payment on those of us who don't use it.	Nov 17, 2014 8:00 AM
41	Spokane, and WA state already have some of the highest tax rates in the country.	Nov 17, 2014 7:49 AM
42	LEARN HOW TO BALANCE BUDGET WITHOUT INCREASING TAXES SUCH AS THE FARE OF THE CURRENT RIDERS	Nov 17, 2014 7:44 AM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

43	As a state employee, My pay hasn't changed since 1981 either, in fact it's gone down. It is not ideal for anyone, but I've had to make budget cuts to make ends meet and prioritize what is most important. Has the STA looked at this option first? Over asking for more money first? Prove to me you are being fiscally responsible with the money you are already receiving and I will be more willing to approve a pay increase in funding.	Nov 17, 2014 7:44 AM
44	too much waste in STA currently	Nov 17, 2014 7:20 AM
45	ENOUGH!	Nov 17, 2014 6:57 AM
46	previous tax increase not be used for intended purpose!	Nov 17, 2014 3:13 AM
47	STA does not want me for a customer.	Nov 17, 2014 12:30 AM
48	Washington residents pay enough taxes at this time	Nov 16, 2014 2:50 PM
49	every time i here we can charge up to this much, does not mean you should take as much tax as possible.....people do see it	Nov 16, 2014 12:34 PM
50	My support is conditional--I want light rail.	Nov 16, 2014 9:36 AM
51	Our tax rate is too high	Nov 16, 2014 9:26 AM
52	I feel that the board of directors at STA should be able to draft up a plan that would not include a tax rate increase. It might be 0.3%, but that changes to an overall percentage of 9% sales tax.	Nov 15, 2014 10:23 PM
53	As long as more people are able to ride the bus on south hill they really need to put the one on Cuba and 37 the back	Nov 15, 2014 6:16 PM
54	Sales tax in this state is too high already.	Nov 15, 2014 1:06 PM
55	If I want it, I pay for it. If I use it, I pay for it. If I want to give it, I give it. But if you're STA, if you can take it, take all you can! You're not interested in serving the needy; you want to "organize" some new govt. jobs and line your pockets. Pitiful. Improve your services if you like; stop stealing my hard-earned income.	Nov 15, 2014 11:20 AM
56	We need to get the polluting busses off the streets. Light rail and electric trolleys connecting at key locations.	Nov 15, 2014 11:04 AM
57	Increase user fees	Nov 15, 2014 5:58 AM
58	kgjkfgjkgjkhk	Nov 15, 2014 3:09 AM
59	No more taxes	Nov 15, 2014 1:23 AM
60	I am taxed too much already	Nov 14, 2014 10:29 PM
61	STA gets more funding than any other county budget compared to expenses. This is including federal transit funding.	Nov 14, 2014 5:56 PM
62	I am opposed to ALL tax increases for any reason. I do not use STA ever and	Nov 14, 2014 5:27 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

	most likely never will, so I would rather see my tax dollars used for something else. I know this sounds cold, but I have not seen a raise for four years and EVERYTHING I need , food, insurance, water, heat, etc. seems to be going up. So as you can see it is hard to pay for a service I do not use.	
63	I'm against taxes that do not benefit all who are being taxed.	Nov 14, 2014 4:41 PM
64	Are you considering fare increases to go along with the tax increases?	Nov 14, 2014 4:29 PM
65	I think buses and all fossil fueled transportation is a dead end solution to a long-term problem. I'm certainly not in favor of giving you MORE money to waste on outdated technologies. Using existing money to implement as many electric options as possible would likely reverse my feelings on this.	Nov 14, 2014 3:46 PM
66	It doesn't really matter if the public doesn't want to increase the taxes, PLEASE do it anyway! We really need to start moving Spokane!	Nov 14, 2014 3:32 PM
67	You mean a .3 percentage point increase in sales tax, not a .3 percent increase in sales tax. Also, you misspelled "a brief" as "abrief"	Nov 14, 2014 3:25 PM
68	I would be willing to pay money for more service from STA!	Nov 14, 2014 3:13 PM
69	I use public transit along with driving. I would like for there to be more options when taking the bus, but it's not worth a permanent tax increase.	Nov 14, 2014 2:56 PM
70	N/A	Nov 14, 2014 2:55 PM
71	I don't use the service.	Nov 14, 2014 2:53 PM
72	STA should not be given a 50% increase. Local sales taxes should be replaced by a state income tax.	Nov 14, 2014 2:47 PM
73	STA doesn't seem to know how to handle its downtown plaza and I won't be voting for any more STA taxes until they appear to be committed to using it reasonably.	Nov 14, 2014 2:42 PM
74	I already pay too much in taxes. Every year my taxes increase, my medical costs increase, everything increases, except my wages. Find another way, I have to.	Nov 14, 2014 2:34 PM
75	If demand goes up, then you will naturally be able to cover it with the same rate as you have. If we give you more money you will do stupid things like build a \$21million over budget bus station.	Nov 14, 2014 2:18 PM
76	CLOSE TAX LOOPHOLES AND USE THOSE REVENUES	Nov 14, 2014 2:13 PM
77	I do not agree with raising taxes or minimum wage, these changes don't help me being on a swing shift schedule, ending work at midnight.	Nov 14, 2014 2:09 PM
78	Again, I think there are more important issues such as crime prevention that are more critical than increasing an already good transit system.	Nov 14, 2014 2:08 PM
79	Income tax would be a better way to pay for this	Nov 14, 2014 2:06 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

80	I believe the plan should be supported by those who use it. I don't know what the fares look like but I believe that this should be looked at first instead of raising the sales tax.	Nov 14, 2014 2:06 PM
81	Create a bus friendly city without raising fares. The money should have been better spent since 1981 to allow for expansion today.	Nov 14, 2014 2:06 PM
82	Our local sale tax is high enough. It is squeezing the middle class out of existence.	Nov 14, 2014 2:03 PM
83	sales tax is already very high. they should find another way, or allocate better. raising the sales tax is a horrid idea	Nov 14, 2014 1:51 PM
84	Will not vote to raise taxes anymore unless possibly if the situation appears to be an emergency. And, only will support taxes that have a sunset clause.	Nov 14, 2014 1:50 PM
85	I am in full support but only if it is used for what you say...	Nov 14, 2014 1:40 PM
86	I think you spend too much money on frivolous projects. STA is supposed to be a Spokane County transit and it is not. There are areas in the county that do not receive service. Why would I want to pay more tax when I do not receive service, which currently I do not. The west plains is the whooped step child of the STA service. Change it and I will support your tax.	Nov 14, 2014 1:35 PM
87	I know you've heard it before - I hate seeing empty buses. I would like to see more creative problem solving before taxes are raised. I live by the South Hill park and ride so I see the buses go by morning and night - especially later in the evening. Can't there be a van service or something that can operate on those light routes/times?	Nov 14, 2014 1:33 PM
88	Not a fan of the bus system.	Nov 14, 2014 1:32 PM
89	Middle class can't handle new taxes. Wages must go up before this can happen. The average American is 30% worse off than they were 10 years ago.	Nov 14, 2014 1:31 PM
90	no new taxes!!!! everybody doesn't use the bus. make the people using the bus pay for it!!! raise the price to ride the bus. i really hate paying for things i don't use!!	Nov 14, 2014 1:27 PM
91	DON'T NEED MORE SERVICE, ESPECIALLY TO IDAHO. LET THEM PAY FOR THEIR OWN TRANSIT TO SPOKANE. ALL THIS EXPENSE FOR PEOPLE WHO CAN'T OR WON'T BUY CARS. LET THEM WALK!!!!	Nov 14, 2014 1:23 PM
92	People are already taxed beyond what is reasonable. All levels of government in Washington should concentrate on reducing social(ism) spending (welfare and other social programs for lazy non-doers), and focus on providing services that will benefit everyone (or in lieu of that, simply lower taxes -- ha, ha).	Nov 14, 2014 1:23 PM
93	None of the new services mentioned will directly help me or my commute. I am opposed to any rise in sales tax as we already have a tax too high. My wages have been stagnant for 8 YEARS! When I get a decent raise I will think about voting for more things.	Nov 14, 2014 1:22 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

94	There are already way too many taxes and WA has one of the highest sales taxes in the nation. Ony 15 cents per 50.00 does not sound like much but when you add up everything that is taxed it is a lot.	Nov 14, 2014 1:21 PM
95	I would only be supportive of this if it meant a downtown light rail system was a guarantee.	Nov 14, 2014 1:20 PM
96	Figure out how to stay within your current tax rate or trim down the projects. I feel like I am taxed to death already in this City/State	Nov 14, 2014 1:20 PM
97	We are already one of the highest taxed states in the nation. I believe the burden should be on legislation not on the tax payer. If they were good stewards of tax monies they would cut out the pork and we would have a surplus of monies to cover important projects such as this.	Nov 14, 2014 1:14 PM
98	I think they can find a better way to make up extra funds needed rather than increases in taxes	Nov 14, 2014 1:11 PM
99	Pay with higher transit fees for riding. Those who use it should pay for it, not those who do not use it	Nov 14, 2014 1:01 PM
100	With no receiving any type of pay increase in over six years from Spokane county it just makes my funds go down.	Nov 14, 2014 11:36 AM
101	I opposed this because you were considering transit to Coeur D'Alene, Post Falls...Idaho. Spokane should not be funding these areas.	Nov 14, 2014 11:32 AM
102	I live in Deer Park so I cannot use the system unless you start moving north and make connections to where I work which is on Freya St. North of Francis.	Nov 14, 2014 11:25 AM
103	Do not see increase in ridership enough to pay for business. Perhaps transit should be privately owned.	Nov 14, 2014 11:08 AM
104	Simple....why would I be willing to pay for a sales tax increase if no one in my neighborhood can take the bus? You're asking me to pay for service I can't use.	Nov 14, 2014 11:04 AM
105	Sales taxes disproportionately burden low income families. The cost of transit should be more evenly shared. Property tax would be more appropriate. I would never vote for any sales tax increase.	Nov 14, 2014 11:03 AM
106	Only if my commute needs are implemented in my lifetime	Nov 14, 2014 11:01 AM
107	It will be critical for STA and the City to regularly report on financials and economic impact to show how the investment is paying off for citizens. There needs to be a measurable impact for all voters in the economic vitality additional transportation investments make in the community. Metrics like the decrease in congestion will also help.	Nov 14, 2014 9:51 AM
108	Since you're tied to a sales tax it naturally goes up with inflation and as population increases. I seem to remember STA saying that if there were no sunset clause on the last increase your wouldn't need anymore increases.	Nov 14, 2014 9:51 AM
109	Increase the price of ticket prices since the people using the bus should be the	Nov 14, 2014 9:47 AM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

	ones paying for it. I am sick of paying for everyone elses.	
110	Make do with what you have. Don't go through with the renovation of the Plaza. Clean it up and increase security.	Nov 14, 2014 9:44 AM
111	I would support this program if the city invested this money into a light rail system form Medical Lake, Cheney, CDA, Post Falls, Spokane Valley and Spokane together.	Nov 14, 2014 9:42 AM
112	I don't feel that drivers need to make \$25 an hour and there is alot of wated money in STA to be used elsewhere.	Nov 14, 2014 9:38 AM
113	The sales tax in Spokane is high enough already. The Board should look at operational efficiencies along with alternative financing.	Nov 14, 2014 9:24 AM
114	Regressive tax - adverse effect on lower income taxpayers.	Nov 14, 2014 9:18 AM
115	I am supportive of this, but I wish there was a lobbyist pushing hard in Olympia this year to allow the State to tax properties. I don't think taxing the sales is effective for the people in poverty. I can afford it, but there are people this would significantly hurt. Either property tax or taxes off your salary.	Nov 14, 2014 9:16 AM
116	Get the money from more efficient rider services, like smaller buses in low density ridership.	Nov 14, 2014 9:15 AM
117	I would be supportive if the plan was more comprehensive and utilized various tools. This plan's aim is to increase routes and service, which will mean more roads, road reconstruction and sprawl. Look to cities that use various methods to deal with public transit: light rail, bike lanes, commuter trains and some increased bus routes to address the complex problem.	Nov 14, 2014 9:10 AM
118	To use 0.9% of local sales tax that state law allows, you don't need to raise the sales tax. You just need to increase the amount going to STA from 0.6% to 0.9%.	Nov 14, 2014 9:07 AM
119	See earlier comment. It also isn't convenient for me to ride the bus, otherwise I may ride it.	Nov 14, 2014 9:01 AM
120	n/a	Nov 14, 2014 8:48 AM
121	Sales tax disproportionately affects the low-income and our sales tax is already too high. Try to get an income tax on corporations and rich folks implemented.	Nov 14, 2014 8:48 AM
122	Take the money from elsewhere. Reduce administration & overhead. Reduce Reduce "paratransit" and other non-MASS transit (low ridership absolute numbers) services.	Nov 14, 2014 8:47 AM
123	I think you need to first fix your existing routes and schedules to be more efficient before adding more. Currently, your schedules and transfers do not work	Nov 14, 2014 8:45 AM
124	Our taxes are already too high. I don't want to see any increases.	Nov 14, 2014 8:41 AM
125	Tax increases should go to the state for road repairs	Nov 14, 2014 8:36 AM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

126	I live in an area that has limited transit service now (from every 30 minutes to every 1 hour) and nothing in your plan makes it any better.	Nov 14, 2014 8:25 AM
127	Tax money should be used to increase and improve services. The tax money should come from property taxes or from implementation statewide of a progressive income tax with revenue being shared back to communities. Sales tax is a very regressive tax that hits lower income people and those on fixed incomes hardest.	Nov 14, 2014 8:23 AM
128	This should not be funded through sales taxes on food items. Taxing food items would negatively impact the very people that are most in need of assistance. This is a transportation linked tax that should be attached to fuel and vehicle registration funds.	Nov 14, 2014 8:13 AM
129	There should be state funds available instead of increasing the local sales tax.	Nov 14, 2014 8:00 AM
130	Why not increase the bus fare? Offer services such as internet access at a nominal fee for those that ride. There are numerous options on how to pay for this than a sales tax increase that we have no control over how it is used. I'm tired of seeing my tax dollars wasted.	Nov 14, 2014 7:55 AM
131	use existing revenues. The level of subsidies STA receives is sickening. Ridership needs increased before taxes	Nov 14, 2014 7:50 AM
132	I am very supportive, however, the cost should be towards expanding the streets down town so the end of the bus don't have to block traffic, so the bus can pull in tightly to the curb for the passengers safety, in addition to the bus drivers. other drivers. our down town roads are not equipped to handle the bus traffic anymore.	Nov 14, 2014 7:40 AM
133	STA has an adequate budget. If STA would not waste money on Downtown transit center, those millions would provide many of the improvements noted above.	Nov 14, 2014 7:36 AM
134	NO more fn taxes	Nov 14, 2014 7:24 AM
135	With the multiple other 'additions' to the sales tax, it is getting to the point of being significantly too high. Rather than having everyone pay for this change, make those of us who use the service make up the difference.	Nov 14, 2014 7:20 AM
136	I think we need to do something to upgrade and move forward with better public transportation and if you feel raising state tax will help then great. So long as the .3% doesn't all or most to the West side of state.	Nov 14, 2014 7:07 AM
137	increase the transit fare so that those who don't use public transit are not paying ADDITIONAL taxes for it.	Nov 14, 2014 7:02 AM
138	The state of the local economy does not allow for an increase in the rate. This would create problems for those people that rely on transit because it is the only resource they have.	Nov 14, 2014 7:01 AM
139	I personally do not ride the bus so I would be opposed to the additional tax.	Nov 14, 2014 6:57 AM
140	No more taxes.	Nov 14, 2014 6:55 AM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

141	If the economic and population growth are what you project them to be then your revenues on the existing .6% tax, along with your projected increased ridership should provide you with the needed increased revenue without gouging non-users to pay a system that they don't receive any benefit from. If more revenue is necessary, then raise the tolls.	Nov 14, 2014 6:55 AM
142	current system is adequate	Nov 14, 2014 6:33 AM
143	I don't use it and am tired of socialist society were I pay just because.	Nov 14, 2014 6:26 AM
144	I work hard every day to make a living, and I am tired of the constant tax increases time one turns around. So the answer is NO!	Nov 14, 2014 6:17 AM
145	STA need to work within its given budget no tax increases need for your wish list of projects.	Nov 14, 2014 6:17 AM
146	Too much tax money already for underperforming/unused services	Nov 14, 2014 6:13 AM
147	Public transit should be self supporting - those who use it should pay for it.	Nov 14, 2014 5:04 AM
148	Use the fare money you have wisely and you won't need handouts. STA should be a private business with no public funding.	Nov 14, 2014 4:47 AM
149	It means more tax and can't afford	Nov 13, 2014 11:14 PM
150	I think STA needs to be more self sufficient raise the rates to cover the costs	Nov 13, 2014 10:31 PM
151	Transit should be self funding	Nov 13, 2014 9:29 PM
152	You get federal money so use that money more wisely	Nov 13, 2014 8:54 PM
153	Public funding de incentivizes customer-centered innovation and also tends to allow central planners to create routes where none are really needed, and not where the riders/customers are. Furthermore, STA already has a portion of the sales tax coming to them, as well as increased fare prices, and there hasn't seemed to be any noticeable improvement in the service I receive, either in terms of consistency, efficiency, and courtesy. In addition, people who ride the bus are basically "double dipped" for funding, once through the sales tax and again once they actually pay for their ride, while non riders pay for services that only tend to benefit business owners, and not necessarily the average tax payer. Either way when people are being forced to help fund a service provider of any sort, there's a reason that organization needs propped up financially.	Nov 13, 2014 8:11 PM
154	Use the money you have more wisely. Get rid of the unions!!!! Reduce the number of "managers" by half. If you put an ad in the newspaper to replace your workers at a 25% reduced wage you would have a line of applicants 4 blocks long.	Nov 13, 2014 7:58 PM
155	I don't want to pay higher taxes for a service few people use	Nov 13, 2014 7:55 PM
156	Bus service should be self supporting. Increase fares.	Nov 13, 2014 7:19 PM
157	Sales tax is so regressive, it is stupid, sorry, but it is. Surely there is some	Nov 13, 2014 7:11 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

alternative, even a targeted sales tax is better than a general one

158	You need to stop pissing away the money you already get. It is not fair to tax EVERYONE for a service that is used by such a minuscule percentage of the population. I will say this loudly so maybe the deaf ears in control will hear it THE TRANSIT SYSTEM SHOULD BE PAID FOR BY THE PEOPLE WHO USE IT!!	Nov 13, 2014 6:45 PM
159	All of these "improvements" should already be in place.....I dont see how raising taxes will help you at STA gain any commonsense.....so. Ridership will go up when STA offers better/broader service.....no need for more taxes.	Nov 13, 2014 6:44 PM
160	I believe you got another increase pass a few years back. I have been in this city since 1985 and I know another sales tax for STA,	Nov 13, 2014 6:18 PM
161	I am "supportive" of local tax dollars going to local transit, but in general I think the sales tax system is a regressive and unfair tax system. In the absence of an income tax, I am supportive.	Nov 13, 2014 6:16 PM
162	STA budget is great than police and fire yet serves a fraction of the population. As a community we should spend less on transit (serving 5% of the population) and more in public safety (serving 100%).	Nov 13, 2014 6:07 PM
163	For a city of our size, sales tax is already too high as it is.	Nov 13, 2014 5:50 PM
164	Have the people who use sta pay for it not others paying for something we don't use very often	Nov 13, 2014 5:14 PM
165	Same	Nov 13, 2014 5:13 PM
166	Have the people using the bus pay!	Nov 13, 2014 5:12 PM
167	STA needs it's money cut not increased - tons of money wasted already on services not being utilized efficiently. Charge the riders more!!!	Nov 13, 2014 5:08 PM
168	fix the plaza make the buses smell less	Nov 13, 2014 5:02 PM
169	As I stated before, you have enough money already. If you want to expand then the riders need to be paying more for the service,not the general tax payers. Enough.	Nov 13, 2014 5:01 PM
170	NO NEW TAXES!	Nov 13, 2014 4:21 PM
171	There are better way to spend tax dollars right now.	Nov 13, 2014 4:20 PM
172	I do not use transit but I recognize the need for metropolitan communities to have "Good" alternative transit options. I am not convinced that current demand justifies an increase in hours of operation or in taxes collected. At every turn, the working class is expected to fund another project. Government agencies too easily seek additional tax monies and it gets obnoxious. Our pockets and generosity are not without limits and we are not seeing prudent use of our dollars at the City, County, State or Federal levels. Simply put, we cannot be all things to all people. I say "no" to a tax increase until the economy picks up significantly.	Nov 13, 2014 4:20 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

173	Taxes are high enough for what we get	Nov 13, 2014 4:09 PM
174	Once again WHY are those of us who NEVER EVER use it and have zero access to it anyway being told we have to be the ones to pay for it?	Nov 13, 2014 4:06 PM
175	Why would I want to help fund this when there is no bus service where I need to go.	Nov 13, 2014 4:03 PM
176	Current transit fares should be enough to cover costs.	Nov 13, 2014 3:53 PM
177	Bus pass increases so the users pay for their own transportation.	Nov 13, 2014 3:52 PM
178	Buses don't pay for themselves now and I don't agree with taxpayers supplementing a program/service they don't often use that isn't critical. STA routes don't come anywhere near my home (about 6 miles away).	Nov 13, 2014 3:49 PM
179	It is difficult to support a tax increase for this. I feel that people who do not use the services should not have to pay for them. I feel it is more fair to increase the ride fee. I would be happy to pay the ride fee if I needed a ride.	Nov 13, 2014 3:46 PM
180	taxes are high enough.	Nov 13, 2014 3:44 PM
181	The transit should find a way to pay for the plan within itself. A sales tax would ask everyone to pay for a project that not everyone uses or is able to use.	Nov 13, 2014 3:33 PM
182	I think the money they are spending on bike trails should be spent on the sta	Nov 13, 2014 3:18 PM
183	As I mentioned, the area I am moving to next month is within city limits and has no service within walking distance. I do want to contribute extra to a service I cannot access. The area I am moving to is near NW Terrace at the bottom of Francis hill in NW Spokane. I didn't see any plans to add service there.	Nov 13, 2014 3:11 PM
184	Community Transit should be supported by the community.	Nov 13, 2014 3:00 PM
185	I live in the county can not use the bus but I have to buy my goods there	Nov 13, 2014 2:55 PM
186	You already get enough money. Use it more wisely or charge the people that actually use it. They don't help pay for my commute, why should I pay even more for theirs?	Nov 13, 2014 2:49 PM
187	Don't see a big enough difference that will affect me, my friends or family.	Nov 13, 2014 2:29 PM
188	I see the increase of taxes to not affect all those benefitting from the services and expansion proposed. Sales tax only affects those in this local area, but with Idaho, Cheney, Medical Lake benefitting, I think they need to chip in. If not, I will vote against any and all tax increases. Plus, routes and stops have been slowly decreasing, so I feel the money received so far is being spent on "planning" and administration instead of serving the community.	Nov 13, 2014 2:09 PM
189	They need to expand the service to the south hill before I will support it.	Nov 13, 2014 2:07 PM
190	The STA Moving Forward plan would not benefit me personally as the locations I go to for childcare, work, and home are not being considered for future	Nov 13, 2014 2:04 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

	development, so I don't want to pay more in taxes for services that I'm not receiving.	
191	Get rid of the fat before asking for more tax money	Nov 13, 2014 2:03 PM
192	Stop using taxpayer money for feel good projects for the few.	Nov 13, 2014 2:02 PM
193	Please let those using the service pay to have any improvements... That should be built in to their fair!	Nov 13, 2014 1:56 PM
194	this would penalize the working individuals who take the bus to their place of employment. We already pay taxes on just about everything and they are going up every year. Need to get more people on board - this means take a good hard look at routes that are over crowded (like the 173 that I ride - it is standing room only by the time we go to and leave Spokane - especially during the school year when the students go into Spokane for connections to various colleges around here.	Nov 13, 2014 1:52 PM
195	Incremental is the key.... increase less but more regularly so people's budgets don't take the hit all at once. You're getting better at thinking ahead, but still need to catch up on your long term revenue planning from the citizens' perspective.	Nov 13, 2014 1:45 PM
196	Don't like the idea of sales tax increase, we have very high sales tax already in WA.	Nov 13, 2014 1:34 PM
197	Unless STA changes its plan to provide better transit options than what is currently proposed, I am strongly opposed.	Nov 13, 2014 1:24 PM
198	Efforts to increase ridership should be the first strategy with additional taxes a last option. We are taxed enough!	Nov 13, 2014 1:19 PM
199	As someone who does not use transit in Spokane, but already pays taxes for infrastructure, I do not feel I should be forced to pay for improvements to something I do not benefit from. Users of the product should be producing the additional funding, not taxpayers who are not riding the bus. Raise the rates. This is the only fair option.	Nov 13, 2014 1:18 PM
200	I am opposed to any increase in taxes. I pay taxes for children in schools when I don't have children and buses that I don't use. I don't make enough to cover all the taxes this state has.	Nov 13, 2014 1:16 PM
201	Already one of the highest sales taxes.	Nov 13, 2014 1:12 PM
202	On one hand. I believe systems like this should be fee based for the people using it. If it requires more money to provide the service, raise the ticket price. If ridership then goes down, that is because the riders are finding other means of getting around at a better price. On the other hand, I do like the idea of getting other people's cars off the streets on the days when I'm going to be using mine. So, spreading the cost across the board has a good side.	Nov 13, 2014 1:11 PM
203	However, this is a ridiculous way to fund transit. I realize it is the only funding mechanism available. I hope the elected officials who serve on the transit are all	Nov 13, 2014 1:10 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

	extremely active in working to secure other funding options to fund public transit.	
204	Pay for it through fare increases since those who use transit are the ones getting the benefits.	Nov 13, 2014 1:08 PM
205	taxes high enough	Nov 13, 2014 1:07 PM
206	Transit has wasted most of the money they saved from prior years. They don't need it and services should not be expanded.	Nov 13, 2014 1:06 PM
207	Why provide any service to Idaho residents as they chose to locate there in large part for lower taxes and do not pay any Washington taxes. Covered bus stops on all routes and all stops should be a top priority and are not included in the current plans.	Nov 13, 2014 1:05 PM
208	Opposed to an increase in sales tax rate. Don't use your services and shouldn't have to pay for everyone else who can't afford a vehicle or who choose to ride the bus as an alternative form of transportation.	Nov 13, 2014 1:04 PM
209	I don't use your service because there is no service where I live (north of Wandermere Golf Course). Plus you need to get rid of the scum that hangs out downtown.	Nov 13, 2014 1:03 PM
210	I feel that before we the voters agree to any increases we need to be shown where the existing money is being spent and if we feel that cuts can be made in salaries or management positions that are not needed we should have the right to demand these be cut before you raise our taxes.	Nov 13, 2014 12:56 PM
211	get you're money somewhere else.	Nov 13, 2014 12:54 PM
212	I am taxed to death, the city streets are like crap. It seems no one does what they say they are going to do with the money. Maybe a raise for the CEO too	Nov 13, 2014 12:51 PM
213	You can ask for more money for future demand in the future when the demand is needed. There should be a very hard look at what we could do better with the current funding level.	Nov 13, 2014 12:50 PM
214	Transit is very important to the community.	Nov 13, 2014 12:48 PM
215	NO MORE TAXES!!!	Nov 13, 2014 12:44 PM
216	One of the things that makes a city attractive to live in is its transportation system. A reliable and easy to use system is good for the citizens of any community and a clear need for tourists and those visiting Spokane for business. The sales tax seems a small price to pay to make our city more attractive and easier to live and work in.	Nov 13, 2014 12:44 PM
217	too many taxes	Nov 13, 2014 12:44 PM
218	While transit is important, keeping taxes low is more important. The sales tax is way too high locally. Not that it is possible, but I would prefer transit to be funded by transit fare and gas tax only. With a higher gas tax people would be more willing to pay a higher transit fare.	Nov 13, 2014 12:44 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

219	percentage is too high - supportive of .2%	Nov 13, 2014 12:43 PM
220	I feel that if we are going to increase a tax rate, it needs to be for the right reasons. More busses on the road would wear them down quicker, causing more costly repairs. We need to seriously consider investing in a light rail system.	Nov 13, 2014 12:43 PM
221	I'd be highly supportive if you provided a light rail option in future discussions.	Nov 13, 2014 12:43 PM
222	More wisely use the current .6%	Nov 13, 2014 12:42 PM
223	Our taxes are already high enough. Allow users to pay the difference. It's still much less expensive than owning/using a personal vehicle. Taxation isn't the proper way to fund this as a huge majority of residents do not use the service.	Nov 13, 2014 12:42 PM
224	Stop raising taxes to pay for things like this. Get donations, have events to raise money, get the community to come together to earn money for the things that will make our town better.	Nov 13, 2014 12:40 PM
225	Fares should increase to cover the user costs. Taking the .6% should help fund growth. Stop allowing free passes for EWU, they should pay.	Nov 13, 2014 12:40 PM
226	Taxed too much now	Nov 13, 2014 12:40 PM
227	Washington State is the highest taxed state; the answer to problems is not always just raise taxes. I would think that the people are a little tired of that theory.	Nov 13, 2014 12:38 PM
228	we already have a very high tax rate in this state. cut back on the taxes for alcohol and maybe put it towards the transit	Nov 13, 2014 12:38 PM
229	Decrease salaries of overpaid, high ranking city officials first. Elected officials and civil servants should be willing to work for lower wages and "serve," rather than make 2-2x the median income level. Don't pay them exhorbitant salaies and then tax me futher! Seriously. Hell no!	Nov 13, 2014 12:38 PM
230	I think you need to find the money else where. As someone who doesnt ride city transit and would never ride city transit I as a tax payer shouldnt have to pay for something I dont use. That is like paying for a car and never taking it home. There is no place safer than my car and honestly I dont use public transportation because I am scared of the individuals that use the city bus. How about you charge more that is where you can get your money from. I would like to see statistics of ridership. Middle class upper class or poverty?	Nov 13, 2014 12:35 PM
231	Frequent service is more important than having a big bus. A bigger bus will run less frequently and cause more road damage.	Nov 13, 2014 12:35 PM
232	Sales tax, in general, is killing us.	Nov 13, 2014 12:33 PM
233	People need to pay more taxes to support their fellow citizens.	Nov 13, 2014 12:29 PM
234	Why not have the people using the system pay for the system. Drop all the sales tax and raise the rates.	Nov 13, 2014 12:29 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

235	Our tax rate is already high enough. Increasing it just means that there's less money for people to use to pay for bus fare & other things.	Nov 13, 2014 12:27 PM
236	increase the price for the user, not the people who never use it	Nov 13, 2014 12:25 PM
237	I am opposed to any high performance or light rail systems . . . these are far TOO COSTLY. MORE BUS and PARATRANSIT services I am VERY SUPPORTIVE.	Nov 13, 2014 12:25 PM
238	Whithout seeing evidence of where expenditures currently go, it's difficult to see raising taxes when it may be possible to spend wiser, rather than more.	Nov 13, 2014 12:25 PM
239	As long as the fares are not raised along with additional tax.	Nov 13, 2014 12:24 PM
240	I don't use STA because express bus stops are too far from my home--drive more to ride the bus--no benefit. Don't want to pay for something that no one in family will use.	Nov 13, 2014 12:23 PM
241	STA's budget is already higher than most other transit companies. A reorg needs to take place - perhaps sell the plaza.	Nov 13, 2014 12:23 PM
242	We are taxed enough already that I and other shop else where bad for economy therefore less tax revenue as well.	Nov 13, 2014 12:19 PM
243	you do not support were I live so I would not support increasing my taxes and cost of living for no benefit.	Nov 13, 2014 12:17 PM
244	If I believed that STA was doing the most with the money they already received and there was no/little waste then I would be in support of raising revenue through a tax increase. STA may be very fiscally responsible however I do not believe the public is aware of it. I believe STA needs to count on more than "we haven't had a rate increase since 1981" because that is not true. The total taxes collected since then has gone up so STA's "take" has increased over the years. What was STA's budget in 1981 and what is it in 2014? Is STA providing a good public service for that amount of money? if not, how can STA improve and if STA is providing a great service for that amount of money, how does STA communicate that to the public?	Nov 13, 2014 12:15 PM
245	It should apply to Fuel more than any other. Is this above and beyond the current STA tax?	Nov 13, 2014 12:13 PM
246	we have enough taxes	Nov 13, 2014 12:12 PM
247	Just because the state allows it doesn't make it smart! There are many families on the verge of going underwater due to low wages in Spokane. Additional taxes will only make it so their current resources will get them that much less.	Nov 13, 2014 12:10 PM
248	Our sales tax rate is getting near 10%. This is unacceptable in terms of keeping jobs and business in Spokane County.	Nov 13, 2014 12:08 PM
249	I think it should be taken out of the taxes we already pay that are going towards Seattle- they have massive funding for public transportation and "free districts" we need to utilize our resourses and perhaps use some of the budget from other	Nov 13, 2014 12:07 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

	city budget- streets- water- utilities	
250	people are smokers should not ride for free	Nov 13, 2014 12:06 PM
251	You still don't meet my needs if I show up to the bus stop with my bike. Not enough talk about bikers and the bus...which I was using to get to my job and home. No one cares about us. Until someone comes up with a better plan for that then the bus is useless to me.	Nov 13, 2014 12:06 PM
252	We need less entitlements funded by taxpayer dollars not more. This is represented as a boon to the economy. It is actually an anchor.	Nov 13, 2014 12:03 PM
253	I am struggling just to keep the bills paid as it is and buy just what I need. No thrills. I take my vacations at home. I cannot afford another increase in sales tax.	Nov 13, 2014 12:03 PM
254	late saturday night service will cut down on dui's. if the bus isn't running, then people will drive. service to idaho is long overdue, many of the people i work with come from idaho and catch the bus at liberty lake.	Nov 13, 2014 11:58 AM
255	These programs should support themselves by ridership.	Nov 13, 2014 11:53 AM
256	no more taxes.	Nov 13, 2014 11:48 AM
257	Citizens should not ever be taxed. Rich people should be taxed. I am against taxes and any increase in taxes. I am very conservative and do not like expansion or spending our tax dollars for anything. We already pay to ride the bus now you want to tax us to ride the bus too? i say no way Jose.	Nov 13, 2014 11:48 AM
258	Don't want to pay more tax.	Nov 13, 2014 11:46 AM
259	A government service should be self sufficient. If it is not making enough money to justify it's service, then it is not a service worth providing. The burden of cost should fall onto riders, not the general public.	Nov 13, 2014 11:46 AM
260	A 50% increase in funding is inefficient use of tax funds. I would support an increase of 0.1% for the current plan. Any further increase needs to include the addition of morning and afternoon service into Coeur d'Alene and Post Falls.	Nov 13, 2014 11:44 AM
261	Why tax everything it hard to buy things like it is now	Nov 10, 2014 1:56 PM
262	I don't have faith that STA is managed financially well. The Plaza issue demonstrates a lack of creative leadership which has gone on for many years. I regularly see a high number of "supervisor" cars patrolling the system, a high number of empty seats, and buses sitting around. For a region that has no significant constraints on car travel, which will likely continue to be the case for many years, we need a different transit approach. I support providing subsidies to the transit system to help low-income citizens have access for travel. And there are certainly other benefits...but I haven't seen the kind of leadership that makes me want to increase the sales tax to support. I see the same array of buses, fewer stops, some questionable applications of the Paratransit system, occasional bad driving by buses that impair traffic...nothing to show that STA has been a good steward of the .6% sales tax it already receives.	Nov 6, 2014 10:28 AM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

263	If we can find a way to increase the parks beauty by 100 million dollars then we can find funds for this without taxing the people.	Nov 5, 2014 3:46 PM
264	No new taxes	Nov 4, 2014 10:20 AM
265	enough money is being spent on transit already. no need for more. they need to trim their management fat	Nov 4, 2014 10:15 AM
266	I think we should look to property taxes not sales tax. Also riders need to support the cost more. Routes that don't pay should be eliminated. Also extended service on Saturday and Sunday should be funded by riders. At a minimum Riders should be covering employee costs including pension and administrative and bonds should be cover capital improvements.	Nov 4, 2014 8:47 AM
267	I feel better utilization of existing revenues is needed to improve or enhance services.	Nov 4, 2014 8:32 AM
268	Transit needs to be mostly self supportive.	Nov 3, 2014 11:17 PM
269	We need to grow as a region and improve the transit here. We need to raise the taxes in order to do so and this will be a very wise investment.	Nov 3, 2014 4:39 PM
270	Taxes are too high already	Nov 3, 2014 2:59 PM
271	While transit must be subsidized by tax payers, perhaps the current 0.6% is plenty of money at this time. Let's see what the price of gasoline does before we allot more money to the transit system.	Nov 3, 2014 2:48 PM
272	I believe increased fares should be presented and the impact of said to increased service	Nov 3, 2014 1:55 PM
273	Let riders pay more. I am unable to see why sales taxes are used to subsidize a small slice of our population.	Nov 3, 2014 1:51 PM
274	Increase the ride rates. Pay for what you use or more of the cost. That is like saying lets have the sales tax pay me to drive my car.	Nov 3, 2014 1:28 PM
275	Work with the same funds.	Nov 2, 2014 4:04 PM
276	If your proposed changes don't support Route 1, the bus I ride, then I am not as supportive. That's not even on the radar screen. :(Sad.	Nov 2, 2014 8:11 AM
277	You should not have to increase sales tax for this at all. We pay enough sales tax to fund all of this. If sales tax increase I will not support the bus system	Nov 2, 2014 8:04 AM
278	How long for the tax? Does this guarantee the riding fee does not increase?	Nov 2, 2014 7:53 AM
279	eventually there has to be something besides more buses. I would be quite willing to pay for light rail	Nov 1, 2014 1:28 PM
280	System is not going broke don't break mine.	Nov 1, 2014 3:39 AM
281	Public transportation is a non viable tax on the public.	Oct 31, 2014 10:05 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

282	Taxes already too high. Sales tax should not support transit.	Oct 31, 2014 6:56 PM
283	I think the city should reallocate existing funds not add more taxes.	Oct 31, 2014 1:42 PM
284	We do not need to raise taxes to pay for a completely unnecessary trolley downtown.	Oct 31, 2014 9:42 AM
285	Manage with what you have.	Oct 30, 2014 8:50 PM
286	NO MORE \$\$\$! Period!	Oct 30, 2014 7:42 PM
287	You must find the money by taking it away from other areas. We can not tax are poor people any more. It seems small but hurts those that shop and spend money in our local stores.	Oct 30, 2014 7:25 PM
288	I would not benefit from the tax increase because service to my area still would not be provided.	Oct 30, 2014 4:59 PM
289	I would support it if I could use the bus	Oct 30, 2014 4:54 PM
290	If the proposed increase is truly for the services described in this survey than I am, in general, supportive. However, Number 21 of your plan "Expand and upgrade maintenance facilities" is vague. I would opposing spending a substantial amount of money remodeling the downtown STA plaza. I believe the money would be better spend improving the actual transit services.	Oct 30, 2014 11:58 AM
291	Like I said you need to sharpen your pencil	Oct 30, 2014 10:38 AM
292	There are other non transit priorities to be funded and a sales tax at or over 9 cents is not acceptable.	Oct 30, 2014 10:19 AM
293	As a disabled adult, I'm already paying you almost as much for my fare as I did as a healthy person, five years ago. Go tax the rich or something.	Oct 30, 2014 9:20 AM
294	Also get money through SRTC	Oct 29, 2014 10:25 PM
295	Before moving forward, they need to fix old problems first. The only thing good would be going from downtown to Couer De Alene.	Oct 29, 2014 8:38 PM
296	You are providing less service now than it was in the 80's and early 90's	Oct 29, 2014 7:15 PM
297	I will say that a downtown trolley is a waste of money when downtown is not that big. Use the money to make more frequent service on weekends. Particularly for routes that run every 15 min during the week	Oct 29, 2014 3:36 PM
298	I believe that STA should budget within their means, and not waste money on a West Plains Transit Center, which will make transportation between Spokane and Cheney more of a hassle for EWU students, because you'll be adding in an extra stop.	Oct 29, 2014 3:29 PM
299	Until STA can improve their way of business and use of tax payer money I would not support giving them more.	Oct 29, 2014 2:38 PM

Page 5, Q16. If you answered 'opposed' or 'very opposed' on the previous question, please use the space below to provide a brief explanation.

300	This would elevate the sales tax to 9 cents or more putting us at disadvantage with Idaho. There are other higher priority needs such as school bonds	Oct 29, 2014 2:33 PM
301	The trolleys on central city line is too costly.	Oct 29, 2014 2:25 PM
302	Frankly, until you see detail on what the money is supposed to be used for, I would oppose it. I don't think STA has typically been smart about how they spend their money, although I do think the service is typically good. They will need to demonstrate good stewardship of the tax increase and provide enough detail on the spending to get people to understand and support it.	Oct 29, 2014 1:54 PM
303	I oppose the central line use of a vehicle which is not available, much more expensive than those available and of questionable need. STA has a substantial cash reserve that should serve as a basis for planning of this initiative.	Oct 29, 2014 9:46 AM
304	As state earlier riders need to pay more for bus service. We are being taxed to a point of loss for the average citizen to pay for all these lofty social goals.	Oct 29, 2014 9:05 AM
305	Any increase will provide STA with more than its share of tax money. This money would be better spent going to cities and counties who provide the roads STA uses to provide its services. It would be in STA's best interest to review this plan/proposal and cut out some of the "frills" like the double decker busses and the central city line trolley concept. The West Plains Transit Center idea seems like it will reduce the level of service for those commuting from Spokane to EWU as they enjoy a non-stop route at this time.	Oct 29, 2014 7:41 AM
306	Should be supported by users of transit services.	Oct 29, 2014 7:29 AM
307	Drives more sales to Idaho.	Oct 29, 2014 4:26 AM
308	opposde to central city line	Oct 28, 2014 2:23 PM
309	Don't raise it 50% to max allowed. Seems excessive.	Oct 28, 2014 10:41 AM
310	although the rate of sales tax has not changed since 1981, the revenue growth has. STA has elected to provide services that has greatly increased the expense. The service to the disable is now 25% of the budget.	Oct 28, 2014 7:23 AM
311	The transit system needs to support itself. I do not use public transit and am not interested in funding other people's transportation.	Oct 27, 2014 9:07 PM
312	Increase in sales tax pushes retail business over the border to Idaho because of the differential in sales tax. I'm not convinced improvements to the bus system outweigh the reduced sales of high ticket items in our retail economy.	Oct 27, 2014 4:19 PM
313	I would need to see where the revenues from the sales tax would go before agreeing to the increase.	Oct 24, 2014 6:48 AM
314	This is an unbalanced approach to have the majority who do not use transit pay for those who do.	Oct 24, 2014 6:03 AM
315	I don't mind paying a little more for better service but our sales tax is already fairly high. I'm concerned how it might affect income from outside the vicinity.	Oct 23, 2014 5:06 PM

Page 6, Q17. Do you have any additional input for the STA Board of Directors about the STA Moving Forward Plan and/or its potential funding mechanism?

1	how about later hours for the express busses between valley and spokane???	Nov 21, 2014 1:35 PM
2	STA is doing good work - thank you!	Nov 21, 2014 11:20 AM
3	Buses are associated with "lower class people's" transportation. If you could change buses to look more like trolleys, you might attract a lot more people! We'll see how the city trolleys do! Good luck, and good work, you guys.	Nov 21, 2014 11:13 AM
4	Direct route from Liberty Lake to EWU PUB. Wi-Fi available on all buses. No standing on buses.	Nov 21, 2014 8:34 AM
5	There appear to be no bus stops within 5 miles of the intersection of Freya and Francis. Despite having 3 large employers in the area.	Nov 21, 2014 7:55 AM
6	I enthusiastically support STA's work, and do not want to see the downtown plaza moved; however, the punks and vagrants hanging out at the plaza are a real problem. I personally don't feel intimidated by these people, but I understand that others are. Careful consideration should be given to minimizing the attractive nuisance aspect of the plaza, while recognizing that past actions like closing the plaza smoking area actually made matters worse for nearby business owners. I don't know the answer, but we should not make punks and vagrants feel welcome in the heart of our city. Again, please keep the plaza open, just find creative ways to make it an overall enhancement to Downtown Spokane.	Nov 20, 2014 10:40 PM
7	I would like to see sincerest connection line, perhaps one at nine mile.	Nov 20, 2014 8:23 PM
8	I didn't see any questions directly relating to the downtown bus plaza and the proposal to expand/upgrade the facility. I agree in the expansion of bus service, especially for disabled people and would support a small tax increase to sustain current routes and add more service. But as someone who works and recreates downtown, I am against any continued expansion of the plaza. I believe the plaza advocates have genuine good intentions, but having it located in the heart of downtown - near the revitalized Davenport district no less - is a poor idea. The plaza block is an area that most of us that spend the dollars downtown avoid, especially in the evenings. We walk on the opposite side of the street to avoid foul talk, transients, beggars, drug deals (serious!), teen gangs, or people just loitering. It is in the heart of the city and would be a prime location for attractions and commerce that would encourage the spending that Spokane so desperately needs. Most of the space in the plaza is empty and is used by many as a hangout. I used to work across the street and would go to the plaza on occasion to buy a \$3 pizza slice and I saw first hand how the warm open areas encouraged people to hang out at the bus stop. I don't agree with the location of the plaza - not so much the concept of the plaza. That space in prime downtown could be put to better use - it is a drain on city and the taxpayers and I would vote down any tax increase that would include expansion or upgrades to the plaza that didn't include moving it just outside the core area of downtown, even if a no vote came at the expense of reducing routes or service.	Nov 20, 2014 7:35 PM
9	no	Nov 20, 2014 4:36 PM
10	Lets think about the future and add light rail now rather than later. BY the time most people want it, it will be too expensive for Spokane to support and with	Nov 20, 2014 2:28 PM

Page 6, Q17. Do you have any additional input for the STA Board of Directors about the STA Moving Forward Plan and/or its potential funding mechanism?

government funding being high for such projects, we should make the move for a stronger, more modern, and more progressive Spokane.

11	Re frequency, I would really appreciate re-extending the "rush hour" bus times past 6:30ish pm - a few years ago, the South Hill buses (44) would run on the regular rush hour schedule (every 15 min/half hour, depending on 44 Grand or Bernard) through about 8 pm. This allowed me to stay downtown, go to dinner/movie with friends after work, attend events and volunteer Board meetings, etc., and still take the bus home. Now, if I miss the 6:40 bus, they only come once an hour - and many meetings run until 7 pm. I applaud your adding more lines and more frequency in the areas you have mentioned - but please consider restoring the older "rush hour" times to allow for after work meetings, dinner and events and still enable people to travel home without lengthy waits of up to an hour. Thank you.	Nov 20, 2014 1:48 PM
12	Add direct route from Liberty Lake to Cheney EWU PUB. Also with additional funding, STA needs to manage crowded bus where people had to stand which is very unsafe practice even though there is no law against that.	Nov 20, 2014 12:25 PM
13	More alternative transit components; bike trail extensions, car share options, communities with walking paths and parks.	Nov 20, 2014 12:14 PM
14	WIFI on all buses. Combined monthly bus/parking pass for downtown, use for parking when you drive, use for bus instead. I would pay more for a monthly pass that has this flexibility. Now I have to pay parking even if I take the bus (month parking fee). A park/ride option would provide flexibility and likely result in more monthly payment, and use of pretax fund to do it.	Nov 20, 2014 12:04 PM
15	My STA use is principally governed by a daily work commute from 8 miles north of Airway Heights to Cheney. Until there is a direct Airway Heights-Cheney route, I don't see much possibility of my STA use increasing.	Nov 20, 2014 11:45 AM
16	I work on the West Plains. Without a significant improvement in this area I won't need the bus at all.	Nov 20, 2014 10:18 AM
17	Transportation dept. should pay a little more, riders should pay a little and tax a little more.	Nov 20, 2014 10:08 AM
18	As an Eastern student residing in Cheney, consistent & frequent service in town and to/from Spokane is vital. Having a bus that ran between Cheney, Medical Lake & Airway Heights would also be quite beneficial out here too.	Nov 20, 2014 9:50 AM
19	Really recommend adding Wifi and on-line real-time lookup of where buses are. Also suggest more capacity for bicycles. Can a 3-bike rack be used?	Nov 20, 2014 9:27 AM
20	Thank you for your hard work in pulling this together. Our community appreciates all you do for us.	Nov 20, 2014 7:44 AM
21	Increased frequency and hours of transit operation are essential to having a vibrant downtown.	Nov 19, 2014 10:32 PM
22	Leave the transit center downtown; your renovation plans are quite good, so	Nov 19, 2014 9:43 PM

Page 6, Q17. Do you have any additional input for the STA Board of Directors about the STA Moving Forward Plan and/or its potential funding mechanism?

	don't be swayed by DSP, GSI and Visit Spokane.	
23	Keep doing what you're doing, STA! I'm so glad we have you in the community!	Nov 19, 2014 8:51 PM
24	Don't fold on the plaza renovations. Making the plaza a brighter and more inviting place for everyone (including new retail and conference space) is key to the future of transit service downtown.	Nov 19, 2014 6:59 PM
25	The upgrade of the system should be emphasized on the items that increase the efficiency of the system not on the new equipment and buses. A more timely commute for passengers will increase ridership. My connecting buses have caused a 30 minute commute to turn into 60 minutes continually. If I travel at 6:00 this is when this is the worst. The frequency of buses need to be increased till 7 or later to encourage shopping and help temporary workers. The 11:00 on Saturday is not necessary.	Nov 19, 2014 5:40 PM
26	Evening route to Medical Lake for the afternoon shift workers - and the ride back to spokane at 11PM Also same service for the weekend workers on the evening shift	Nov 19, 2014 5:20 PM
27	Please move rest rooms to main floor of Plaza. Please increase seating/benches for those of us who wait for transfers. The "block" seats are inconvenient, seating only one person. More benches, please!	Nov 19, 2014 3:43 PM
28	I would like a bus that runs to/from Mirabeau Park and Ride that doesn't serve Liberty Lake as often the bus is close to full by the time it arrives at Mirabeau.	Nov 19, 2014 3:19 PM
29	no	Nov 19, 2014 1:16 PM
30	No comment.	Nov 19, 2014 12:48 PM
31	Bottom line riders want more frequent service and later on weekends	Nov 19, 2014 12:39 PM
32	No matter what happens keep Paul and Gene around because they are the best drivers yall have ever hadn	Nov 19, 2014 12:27 PM
33	In 2006, 48% of the voters in the PTBA indicated support for rail based transit. This plan makes no mention of any planning toward that end. I believe the "vision" is severely myopic and while I support transit, I will not be supporting this plan.	Nov 19, 2014 11:21 AM
34	I don't understand why the greater population of businesses and individuals should be required to subsidize bus riders. I do think STA management has done and is doing a good job in providing efficient, cost effective services.	Nov 19, 2014 11:00 AM
35	Stop hiring more management people how many secretary's does one person need. Looking at you employee count over the last few years management numbers have swelled while drivers numbers have been stagnate.	Nov 19, 2014 10:52 AM
36	I don't understand why a central city line would need a different type of vehicle. Wouldn't that increase initial cost and maintenance. The route and frequency are important, not how it looks.	Nov 19, 2014 10:41 AM

Page 6, Q17. Do you have any additional input for the STA Board of Directors about the STA Moving Forward Plan and/or its potential funding mechanism?

37	I think it's time for a CEO change and tighten up the spending on toys.	Nov 19, 2014 9:59 AM
38	I'm unable to attend the Thursday meeting: If there, I would encourage support to sell the Plaza building and use the monies to build a new Plaza / Parking garage on the current parking site next to the Bus / Train station. Doing so would give direct STA access to those arriving Spokane, via bus and train. I would further advocate using existing railroad lines for passenger trains; connecting Spokane and CDA; with stops in between. LARRY TREFFRY krtlrt@comcast.net	Nov 19, 2014 9:48 AM
39	No	Nov 19, 2014 9:19 AM
40	Some of the busses can smell really bad inside. Can anything be done about that? Air-freshener, Internal Air purifiers, Air circulation, etc?	Nov 19, 2014 9:03 AM
41	I live on the S. Hill and work near Argonne & Upriver. I'd love to ride the bus, but it probably won't happen in my lifetime. I like what I've read in the Moving Forward Plan so far.	Nov 19, 2014 8:17 AM
42	Improve Communications through employers to promote common routes (such as Spokane to Liberty Lake).	Nov 18, 2014 10:51 PM
43	NO	Nov 18, 2014 10:31 PM
44	Any efforts that provide public transportation for low income and reduces private transportation congestion is VERY important for Spokane.	Nov 18, 2014 5:28 PM
45	Just want to say I am SO excited about the direction STA is taking with this new expansion proposal. Transit is so important for a thriving city, especially for us young people who prioritize a healthy environment and a thriving downtown. I already ride the bus pretty frequently, but a downtown streetcar would be a game-changer. I would probably sell my car. Keep doing what you're doing, STA, and please don't let the cranky old business owners downtown get to you. So many of us love the plaza and the transit system.	Nov 18, 2014 4:56 PM
46	Paratransit is possibly the most important aspect of the entire thing. Please make sure paratransit does not get lost in the many projects. Keep up the good work. :-)	Nov 18, 2014 4:01 PM
47	Makes no sense to move the central bus 'shop' to downtown. Leave it where it is.	Nov 18, 2014 3:19 PM
48	What about lowering the price disabled people pay for transit. for most the price that is charged is more than what they get for a spending allowance which causes them to be home bound. That is just not right for so many reasons.	Nov 18, 2014 2:39 PM
49	A great transit system is only useful to an individual if they have ready access to the system. For many years it has been my observation that the area North of the river in the vicinity of Millwood is completely invisible to STA. I live just off Upriver, West of Argonne. Despite being within the PTBA, and paying taxes to support the system, there are no buses that come within several miles of us. All of the STA maps seem to stop at the river. Except for a small area toward	Nov 18, 2014 12:41 PM

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Sullivan, it's as if the North-East quadrant of the County just doesn't exist. Finally, I'm aware that this area doesn't seem to show up often in the surveys - and I can tell you why. We have given up on STA. I'm an exception - most of us ignore STA and the surveys, because they just don't apply - we currently get no service, and it appears we probably never will, even with this large initiative to improve services! By the way, the suggestion I have made in the past to system planners is to run a bi-directional route on Trent and Upriver/E. Wellesley, or even turning the 94 into a loop with the continuation on Upriver. Thanks for the opportunity to comment.

50	The ranking chart (1-5). Does not work and did not reflect accurately my choices. It would not allow me to select anything other than 1 - 5 straight down the rows.....	Nov 18, 2014 12:37 PM
51	Use the funding for actual route improvements and NOT SALARIES for ADMINISTRATION! Ok to give BUS DRIVERS raises--but ADMIN needs to stop sucking up all the money and use it to actually provide SERVICE!	Nov 18, 2014 12:03 PM
52	R	Nov 18, 2014 11:54 AM
53	Question #12 with the rankings loaded oddly, I was able to figure it out but I do worry the way it's auto refreshing the ranks will confuse a lot of people taking this survey.	Nov 18, 2014 11:53 AM
54	Larger 44 > SFCC bus during peaks times (7:00-9a & 3:00-6p)	Nov 18, 2014 11:06 AM
55	I would like to see some type of lite-rail that runs between Cheney, downtown Spokane and Coeur' d Alene. I would greatly relieve congestion and be much safer than driving the freeway.	Nov 18, 2014 11:06 AM
56	Thanks for being thoughtful and gathering input from your riders. I hope that you send some folks to the plaza with clipboards and interview people without access to computers or internet. I suspect that increased east/west routes would be useful to some who don't want to go downtown everytime they are trying to get from one side of town to the other.	Nov 18, 2014 11:00 AM
57	More Security people at the Plaza, and more "in-your-face."	Nov 18, 2014 10:45 AM
58	Whenever there are new road improvements or road construction projects, it would be nice to build more pull out options for bus stops, instead of the bus having to stop a lane of traffic at each stop.	Nov 18, 2014 10:39 AM
59	Yes, expanding weekend hours to include a reliable transit option for individuals that use downtown night life may prove to be beneficial for the city as a whole. Also, expand the hours to Medical Lake will help many people travel to and from work, safely, inexpensively, and environmentally sound. Also, the rail system would be a great improvement for our great city.	Nov 18, 2014 10:22 AM
60	When bus routes are on streets with narrow or no planting strip the snow deposited on sidewalks and street corners by snow plows makes it dangerous to access bus stops in all areas of the city. Please address this if you wish folks to ride the bus!!	Nov 18, 2014 10:11 AM

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61	I would like to see more frequent buses into the evening from Cheney to Spokane. There are frequent buses until 5:20 then it slows dramatically in a short period of time. I'd like to see buses at 20-25 min. intervals into the evening.	Nov 18, 2014 9:50 AM
62	Bus stop locations should be reviewed. If the nearest bus stop is 3/4 of a mile away from home or destination, the bus is not likely to be used unless that is the only option.	Nov 18, 2014 9:47 AM
63	Often I see people standing on the buses while someone has a backpack, purse, or whatever on the seat next to them. Why can't the drivers make an announcement to have them put their packages on their lap and move to the outer portion of the seat so everyone has a chance to sit down.	Nov 18, 2014 8:12 AM
64	Don't spend more money than current tax revenue provides. Prioritize and investigate least cost options.	Nov 18, 2014 8:03 AM
65	I ride the bus everyday to work and recreational activities. My car is used for shopping trips and meeting up with friends/family. STA and the location of the Plaza is one of the main considerations of where I chose to live when I moved to Spokane. I truly appreciate how great STA is and how efficiently the system works. Thank you!	Nov 18, 2014 7:26 AM
66	traffic congestion through millwood is also quite congested at prime times. Consideration of extending transport North to maybe Bigelow Gulch may help reduce some of this overflow. Just a though. Thanks for the service. Without STA I could not work at the location I do.	Nov 18, 2014 6:54 AM
67	All 174 buses must be extended sizes so people are not standing when traveling at highway speeds. Some is going to be hurt or killed!	Nov 18, 2014 6:43 AM
68	Long term plan - We need a light rail running from north spokane to downtown, and valley through downtown to airway heights.	Nov 18, 2014 6:33 AM
69	na	Nov 18, 2014 6:31 AM
70	Add a fund on car tabs this will help with funding and more direct routes will cut back on traffic pollution and wear and tear on peoples vehicals	Nov 18, 2014 3:24 AM
71	I'm a nurse out in Medical Lake at Eastern State Hospital and I would ride the bus more but I work swing shift and have no options for riding the bus.	Nov 17, 2014 10:05 PM
72	Sunday service really does need to be better. The movies and other cultural activities don't end early just because it's Sunday. I would shop more on Sunday if more service was available.	Nov 17, 2014 9:32 PM
73	Frequency of service is a major problem for me when I work nights and weekends. I have to catch rides from coworkers or walk a long way when I work until 8 or on Saturdays - very inconvenient.	Nov 17, 2014 7:16 PM
74	Thank you for your deliberative process to increase accessibility while caring for our environment as well.	Nov 17, 2014 5:00 PM
75	The Otis orchards area needs services for young adults to get to the community	Nov 17, 2014 4:43 PM

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	college and downtown.	
76	When the plan is presented, please point out that Sales Taxes tend to spread the burden to all income levels, as opposed to income tax which may be skewed by "loopholes".	Nov 17, 2014 4:34 PM
77	STA must address the issues at the Plaza. One way to do that is move the Plaza out of downtown Spokane AND do NOT have most routes stop and transfer at the Plaza. More direct routes for riders who do not need to stop at Plaza will incentivize those riders who do not want to expose themselves to the current Plaza problems.	Nov 17, 2014 3:45 PM
78	no	Nov 17, 2014 3:37 PM
79	no	Nov 17, 2014 3:19 PM
80	Simplify your rout structure. Create North and South routes that can easily connect to East and West routes. Think of the service area as a grid. We easily use public transportation in other cities (such as Las Vegas) that have adopted this route grid approach. The current hub and spoke approach does not work. Provide adequate airport service.	Nov 17, 2014 2:52 PM
81	Thank you for asking our input .	Nov 17, 2014 2:20 PM
82	I think it would be great if STA would provide bus service to Silverwood Theme Park on two or three days a week in the summer months. There are many people who would be happy and your busses would be full. Please consider this option.	Nov 17, 2014 1:43 PM
83	I believe in a strong public transportation system and how that benefits a city overall. I don't believe in paying taxes for which I receive no benefit. I would recommend an audit to determine how STA is currently spending its money to see where finds might be reallocated for this plan. Other revenue should come from somewhere else -- i.e., increased rates, grants, municipalities benefitting from the plan, etc.	Nov 17, 2014 1:22 PM
84	no	Nov 17, 2014 1:19 PM
85	Seriously need a way to get from Coeur d'Alene, Idaho, to Spokane and back. Many, many commuters from Idaho.	Nov 17, 2014 1:18 PM
86	no	Nov 17, 2014 1:17 PM
87	DO NOT move the PLAZA! Please leave it downtown.	Nov 17, 2014 1:11 PM
88	see previous comments, like i have stated you already have enough, get some planning on folks!	Nov 17, 2014 12:30 PM
89	STA is Spokane, not IDAHO, let Idaho get their own bus service. Maybe put in a joint transfer station, but Spokane \$\$ should be benefiting Spokane County, not another state.	Nov 17, 2014 12:28 PM
90	I live on the South Hill and work at the Courthouse. It takes me over 45 mins to	Nov 17, 2014 11:56 AM

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	get to work on time. We need more times available that leave shortly after 5 at the courthouse complex in order for me to make the bus AND make my connection at the plaza.	
91	None	Nov 17, 2014 11:51 AM
92	More direct and frequent service between the Valley transit center and Cheney/EWU would impact me the most, but right now is totally inadequate and seemingly left off of these proposals.	Nov 17, 2014 11:36 AM
93	It would be nice for us to start thinking about innovative approaches to transit as the city grows. Something beyond a basic bus system, such as light rail, would be really refreshing and cutting edge as the city continues to grow. We would actually have something unique to hang our hats on.	Nov 17, 2014 11:10 AM
94	I think we need to see more options like light rail, rather than just buses, freeway congestion will only get worse and STA should be focusing on ways to get commuters off the street, more comprehensive and better lightrail, services and way to get to work from stations would definitely increase my use of STA, I moved to Spokane with the intention of using the bus to get to law school and quickly abandoned that when I discovered it would take me more than 2 hours to get from my apartment to the law school and would require I walk a mile each way in order to use the bus. Figure out where there are high commuter locations and make stops near there, (SFCC, state offices, courthouse, STA Plaza, train station, Gonzaga, SCC, Spokane Valley Transit Center, Spokane Valley Mall, Liberty Lake.)	Nov 17, 2014 11:09 AM
95	Work on helping downtown be successful before you bring more riders to it. It's the foundation of your business and what all vistors to Spokane judge us on. Help clean the bus station first and make it more secure and appealing for vistors to walk around at night.	Nov 17, 2014 11:05 AM
96	As I write this comment, we are under an air stagnation alert in Spokane. Why? Because there are too many people traveling alone in fossil fule-powered vehicles. I walked 1.6 miles to work this morning when it was 13 degrees outside. We need to improve transit and reduce vehicle miles traveled.	Nov 17, 2014 10:43 AM
97	STA needs to have connecting routes other than one in the downtown area to facilitate a better transportation mode and to increase rider ship	Nov 17, 2014 10:22 AM
98	I am permanently disabled and rely on STA for all of my transportation needs.	Nov 17, 2014 10:07 AM
99	service needs to be expained to the Mead area	Nov 17, 2014 10:00 AM
100	A bus stop is desperately needed on Indiana, East of the Valley Mall. A new Providence medical facility has opened and transit riders need a bus stop within a reasonable walking distance.	Nov 17, 2014 9:53 AM
101	Stable funding is critical to improving service long term. Employees working night shifts cannot use the bus when their shifts end after 11 PM. Transportation decisions are made based on the reliability of public transit: e.g. whether to buy a car, accept a job offer etc.	Nov 17, 2014 9:34 AM

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102	Make sure the major companies in the city have better transportation.	Nov 17, 2014 9:25 AM
103	used to take the bus to work to Medical Lake - but do to cutbacks a return trip home after working swing shift was taken away. Now unable to ride the bus!	Nov 17, 2014 9:07 AM
104	This is an extremely important service for the citizens of Spokane. Not only does it improve commute conditions and help the environment, but it also helps many low income and disabled citizens travel around town safely and affordably. Investing in this program now will allow STA stay ahead of population growth. STA is one of the best bus systems I've experienced. It provides jobs and helps everyone travel. Mass transit is the future!	Nov 17, 2014 9:01 AM
105	Direct Service between Cheney and Medical Lake is needed.	Nov 17, 2014 9:00 AM
106	Don't be afraid to raise the sales tax. Even in a down economy, the available increase is insignificant on individual purchases. Moving a city from good to great requires good infrastructure (including good public transportation). That costs money. Should the users pay - sure. But the whole region benefits from a strong transportation system - both users and non-users. Get it done and lets move forward from good to Great.	Nov 17, 2014 9:00 AM
107	Indian Trail Service needs to be extended. Hours extended on weekends and nights. Need Van Pool in Indian Trail. Need to get to Airway Heights.	Nov 17, 2014 8:53 AM
108	Really need to move forward with an advanced light rail system going north-south and east-west.	Nov 17, 2014 8:51 AM
109	Light rail would be forward thinking	Nov 17, 2014 8:40 AM
110	use a tax on studded tire use for transit improvements, like a snow park permit.	Nov 17, 2014 8:40 AM
111	need plan for transportation alternatives other than buses	Nov 17, 2014 8:39 AM
112	Eastern Washington University is located in Cheney. However, there is NO direct bus route to Medical Lake and Airway Height. One has to take a bus to Spokane, and then wait and take another bus to these two areas. It takes more than 2 hours to make the trip. This is not serving the Cheney residents and EWU students well even though Medical Lake is closer to Cheney geographically than Spokane.	Nov 17, 2014 8:27 AM
113	Having the long distance "to and from" work would be a great amount of folks using the STA. Having park and ride at different locations along the state hwys would also be a great idea for investment for vanpool or transit. I believe more folks would be apt to vote yes for this.	Nov 17, 2014 8:14 AM
114	Efficiencies should be the highest priority. Higher % taxes required from those who can afford to pay, to those who cannot, eventually will result in a higher percentage of those who cannot afford to pay.	Nov 17, 2014 8:08 AM
115	You need to remove the cloth seats on current buses because many of the buses smell like urine. I believe that this discourages people that do not stink from riding the buses.	Nov 17, 2014 8:00 AM

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116	As a state employee, My pay hasnt changed since 1981 either, in fact its gone down. It is not ideal for anyone, but Ive had to make budget cuts to make ends meet and prioritize what is most important. Has the STA looked at this option first? Over asking for more money first? Prove to me you are being fiscally responsible with the money you are already receiving and I will be more willing to approve a pay increase in funding.	Nov 17, 2014 7:45 AM
117	I'm strongly in support of building new sub bus stations in some of the outlying areas of Spokane having only one bus station in Spokane does not seem like nearly enough stations to effectively service all of Spokane especially since not everyone works in downtown Spokane.	Nov 17, 2014 7:33 AM
118	You are going to raise our taxes regardless of what people say, show you can be different in todays day and age and live within your means and stop all the waste.	Nov 17, 2014 7:21 AM
119	I ride a Van Pool, and am very appreciative of this service.	Nov 17, 2014 7:09 AM
120	No light rail EVER! Busses over light rail.	Nov 17, 2014 6:58 AM
121	Direct routes between airway heights and cheney. Direct routes between medical lake and cheney.	Nov 17, 2014 6:19 AM
122	Improve existing service before starting on new service.Don't think "city central line is needed for foreseeable future.	Nov 17, 2014 3:16 AM
123	Bring back the north standard.	Nov 17, 2014 12:31 AM
124	Honestly, I think STA should focus first on providing quality transit in the urban core before focusing on expanding services to outlying areas, like Medical Lake or Airway Heights. It seems like the return on investment would be much less, and really, creating the kind of first class urban transportation system that up and coming millennials desire seems like a better long term strategy.	Nov 16, 2014 9:04 PM
125	I try to ride STA from Liberty Lake to EWU when I can, but when I have a very full schedule the extra hour+ of transit time is just too much. Plus the limited early evening DT-LL service is an impediment.	Nov 16, 2014 8:09 PM
126	I live in Vinegar Flats off Inland Empire Highway. I wish there was bus service along Inland Empire Highway. I live at 2111 W. 13 Ave, and I would commute via bus more regularly if service was added to my neighborhood. I would also like to add that, despite the fact that I have to walk more than 1/2 mile for bus service, I think that STA is one of the most important services Spokane offers. Public transit is one of the reasons I chose to live in Spokane as I did not have a car the first four years I lived here.Thank you for offering this invaluable service to Spokane.	Nov 16, 2014 6:47 PM
127	Not that this has to do with the question asked, please don't move the plaza from the downtown core. A real city needs a central location. The more people who ride the bus, the more the people who don't use the system will move on. What is the real reason people don't want the Plaza in the core? Is it because Spokane still has the backwards notion that only the poor ride the bus?	Nov 16, 2014 6:40 PM

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128	Transit is an important part of my city and an important part of my life. I rely on transit to go to work, go to the YMCA and make it possible for my family of 4 to have only one automobile. This saves my family thousands of dollars each year and give me and my children a level of independence that would not be possible. My daughter (age 16) rides transit to SFCC each weekday to attend running start. Thank you for continuing to improve STA.	Nov 16, 2014 5:38 PM
129	Bring back my service on 43rd Avenue heading west to Grand.	Nov 16, 2014 5:30 PM
130	More assistance for disabilities, smaller means of transportation for less used routes, direct routes for Cheney, Airway and Medical lake, cut route times in areas seldom used,raise buss fairs(it would still be cheaper than using a personal vehicle), less stops to minimize time/gas	Nov 16, 2014 2:55 PM
131	Airport service to downtown should be free to Intermodal or downtown taxi stands around the clock.	Nov 16, 2014 2:28 PM
132	I absolutely LOVE STA. I am a college student at Eastern Washington University, where I live in the City of Cheney. Although I live in cheney I use STA to get to Spokane for work and to see my family. Without STA I wouldn't be able to do that. Thank you	Nov 16, 2014 2:04 PM
133	Does the Monroe/Regal line mean no service on Bernard? Or will the south part still split. Seems that if it is 30 minutes on weekends you could provide service on Bernard 7 days a week.	Nov 16, 2014 1:40 PM
134	stop spending all your money on down town plaza.....the routes need it	Nov 16, 2014 12:35 PM
135	The Spokane area arterials and freeways are getting more congested. Although many people, because of their work needs, must drive work vehicles, there are many that could use mass transit, but still enjoy the convenience of driving their own vehicles. If the transit system can accommodate their commute needs better and they are more motivated to use mass transit, it will help in the maintenance of our transit infrastructure overall.	Nov 16, 2014 10:53 AM
136	Is it possible to post arrival times at bus shelters? The service of calling in to the bus operator and determining the next bus arrival by providing the bus stop number only works when someone has access to a cellphone. Not everyone who rides the bus has a cell phone, or can afford the minutes. Is there a way to have LED signs or something at a major stops? Thanks.	Nov 16, 2014 10:49 AM
137	Seize the bull by the horns already and put light rail forward again. With a progressive city council the time is right. It almost passed last time! Look at the Parks bond. We can have nice things.	Nov 16, 2014 9:37 AM
138	Impeiment sound plans at a resonable cost	Nov 16, 2014 9:14 AM
139	EWU contracts with STA for service and this plan does not seem to include improvements between Cheney and the Riverpoint campus. I am concerned that the proposed West Plains transit center will make the bus commute to Cheney less convenient. Our students need service which extends through their evening class hours and permits them to return to Cheney.	Nov 16, 2014 8:17 AM

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140	dump Central City. It's pie in the sky. \$\$ better used elsewhere.	Nov 16, 2014 1:34 AM
141	Big businesses such as Microsoft, Discount Tire, Starbucks just to name a few, did not grow to the size and scale of what they are today by proposing a tax rate increase. They all believed that if you provided the customer with a good quality product they became loyal to you. Just remember this "IF YOU BUILD IT THEY WILL COME."	Nov 15, 2014 10:33 PM
142	Do not spend the money('s) foolishly.	Nov 15, 2014 7:48 PM
143	We need better public transportation. There are way too many cars on the road.	Nov 15, 2014 6:53 PM
144	Put stops back on east side of 37 east of regal and be a bonus if can pick up at 6_630am ,seems like the bus caters to 8-5ers	Nov 15, 2014 6:18 PM
145	I would like to see the line on empire go back in as it stands it's a 6 block hike from NV to crestline to catch the 27 OR 6 to get to the 33. If you have children not fun	Nov 15, 2014 4:11 PM
146	As a Paratransit user any increase/improvement in the service and area of coverage is a good thing.	Nov 15, 2014 4:04 PM
147	Today I was at a conference at G.U. without a ride home. I caught the bus on the Riverpoint campus and transferred at the Plaza. It was very cold outside and I was so grateful for the clean, warm inviting atmosphere of the Plaza for my wait. I also experienced for the first time, your automated speaker system announcing stops and information. Way to go!	Nov 15, 2014 3:26 PM
148	Please consider the large work areas such as the Hospitals that work 3 different shifts. And the families with single parents that are up early to catch their only transportation. Elderly people also need this consideration to specific drops, for groceries, and Doctor appointments.	Nov 15, 2014 3:04 PM
149	If there were two Friday/Saturday night loops serving the lower South Hill and lower North Side between 7-9 pm and again from 12:30-2:30 am, I suspect they would pay for themselves in reduced DUI policing and prosecution costs. One of Spokane's greater flaws in terms of maintaining a vibrant younger culture is the difficulty of movement on weekend evenings without a car. I'm above the age where this is a personal inconvenience, but I live in a neighborhood where I see the effects of alcohol and poor decision making several times a month. I'm all for paying increased sales tax, as long as food taxes do not increase.	Nov 15, 2014 2:38 PM
150	The downtown area should continue to be an important transit hub. Any plans to relocate transfer services away from central downtown would be a disservice to the community.	Nov 15, 2014 1:11 PM
151	if there is a need for more transit because of a growing area that should imply more taxes from more people. Should not require a tax increase.	Nov 15, 2014 1:08 PM
152	The Jefferson park and ride lot is often full. Additional parking choices are needed.	Nov 15, 2014 12:56 PM
153	The directors should strongly consider resigning. Replace with a full-time logger,	Nov 15, 2014 11:24 AM

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a nun, and a janitor.

154	i hate the infrequent service on weekends. an hour between trips and the early cessation of sunday service makes planning the weekends extremely difficult, especially in summer when daylight hours are longer. i believe late night service on fridays and saturdays would save lives due to less drunks behind the wheel. i definitely would prefer to have 3-bike carriers on all buses to encourage bicyclers...there are lots of hills in spokane that make bike travel difficult...it should be encouraged with more bike lanes as well. i do a lot of walking, so i am not for spending millions on a streetcar system...except in winter when sidewalks disappear under mounds of snow. retail businesses do NOT shovel their sidewalks...which puts us walkers in real jeopardy....especially past 4:30 pm. even getting to bus stops is a challenge, especially on division. i have a car, but i do not have the \$\$ to repair it. i rely on the transit system TOTALLY and am extremely grateful for it.	Nov 15, 2014 11:11 AM
155	Where does the elite south hill come to play? Where are the electric trolleys? When do we plan for light rail from Eastern to Liberty Lake? Go visit Portland and Seattle, they are Moving Forward.	Nov 15, 2014 11:05 AM
156	I think expanding our public transit system is important and crucial for the positive growth of our city. I would like to see late night bus service expand on both Friday and Saturday so people have public transit as an option when leaving the bars. My family and I would take the bus often if there was more frequent service and more routes. We live between Sherman and Arthur and although we are close to the city center the bus isn't an easy alternative to driving.	Nov 15, 2014 10:59 AM
157	Keep STA Plaza in its current location but renovate to improve efficiency and usefulness.	Nov 15, 2014 10:27 AM
158	Please prioritize downtown and our most densely-populated areas, creating a real streetcar and light rail system. Spreading transit resources thin to match auto-oriented development patterns only creates an STA that serves more people, but poorly.	Nov 15, 2014 9:49 AM
159	I no longer live in the Spokane area, but I likely will again one day. These proposed STA improvements would be an incentive to move back to Spokane. When I lived there between 1998-2012, I voted for I-695 in 1999, which is one of my greatest regrets as a voter. I am ashamed to have had a part in an initiative that hurt people's access to STA, Spokane Public Libraries, and other public services. In 2009, I was fully dependent on STA until I left Spokane in 2012. I was humbled and grateful for STA, and the wonderful security on our buses and transit centers. I hope people will see this development as a worthy investment that is wholly bipartisan. Thank you.	Nov 15, 2014 9:46 AM
160	Keep the work and expenditures transparent. Spread the improvements fairly between the not-so affluent and affluent sections of town. Ensure routes support the economies of the downtown workers.	Nov 15, 2014 9:23 AM
161	It's about time you addressed this issue.	Nov 15, 2014 9:14 AM

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162	1. return express to Valley Transit Center around 5:10 from EWU. 2. handicapped access	Nov 15, 2014 8:38 AM
163	How does Spokane's transit costs per mile per passenger compare to similar sized cities elsewhere in the US? Are there other funding options besides increasing sales tax?	Nov 15, 2014 6:10 AM
164	2	Nov 15, 2014 5:06 AM
165	dgdgxfdfgg	Nov 15, 2014 3:09 AM
166	The bus needs to go to Medical lake "Lakeland Village".	Nov 15, 2014 2:52 AM
167	There is a breaking point for taxes. I work hard and never took a government handout, yet I can barely keep my head above water. We can't pay for everything for everyone and live a quality life.	Nov 14, 2014 10:38 PM
168	no	Nov 14, 2014 10:29 PM
169	I am very glad that STA will be improving and expanding its services. I hope the plaza will stay where it is, in the heart of our city. I work downtown and I'd love to see the reaction of the business community that complains about the plaza if all of us downtown workers started using up all the available parking for their customers because it became more convenient to drive to work. I think more frequent routes and later hours for service are extremely important, especially since many people work evenings. I would take the bus more when going out in the evening instead of driving if I knew it could get me home later. Also, I love STA and all the nice drivers I ride with on the 42 and 43! I am a little concerned about funding this with a sales tax increase because our sales tax is already one of the highest in the nation, and sales tax tends to disproportionately harm the poor. However, if other options are exhausted and no other funding can be secured, I would support the sales tax increase. Improving public transit is important for everyone in our community.	Nov 14, 2014 9:53 PM
170	Is there a plan to extend routes? If so, what is it? The closest stop to my house is almost 2 miles away.	Nov 14, 2014 9:22 PM
171	More crosstown service directly to U district from neighborhoods like South Hill. GPS on buses so can see estimated stop times in advance of walking to bus stop.	Nov 14, 2014 9:11 PM
172	Excellent public transit is a sign of a CIVILIZED community!	Nov 14, 2014 8:55 PM
173	Not for those, but I do have some input for ads you use on STA - please stop putting controversial ads on your buses! I hate nothing more than sitting on the bus and seeing an ad for "Planned Parenthood" (I and many others see them as babykillers) or from atheistic groups. Those ads are offensive and just make me angry. Normal ads don't.	Nov 14, 2014 8:39 PM
174	Specifically, there is a bus stop just off exit 272 which is across the I-90 bridge from a group of subdivisions and parking. This requires a number of riders to walk across the narrow bridge and represents a significant safety concern. I	Nov 14, 2014 8:21 PM

Page 6, Q17. Do you have any additional input for the STA Board of Directors about the STA Moving Forward Plan and/or its potential funding mechanism?

	would recommend either setting up a park and ride near that bus stop, or even better is moving the bus stop to the other side of the bridge (by the Petro/McDonald's area)	
175	I strongly support and use transit. I know on my route #44 Bernard, the bus is always full during rush hour (especially the morning). It would be great if it was possible to run the bus more frequently during rush hour.	Nov 14, 2014 8:15 PM
176	Please consider creating a route to windsor communities. Now we have elementary, Middle and High schools plus a big population and there is not even a close route of public transportation that we can commute. What a shame!	Nov 14, 2014 8:00 PM
177	I would be willing to pay an increased tax for better transit in Spokane.	Nov 14, 2014 7:57 PM
178	No, but wta us way way better	Nov 14, 2014 7:04 PM
179	Would hope it includes areas not covered for special mobility bus. This is a wonderful service to my son.	Nov 14, 2014 7:00 PM
180	Spokane needs more frequent services on the main corridors; north-south & east-west. Weekend bus service frequency needs to be improved. Direct bus service, point-to-point, between downtown and northtown mall & valley mall is necessary.	Nov 14, 2014 6:58 PM
181	Using the bus for regular commuting works well. However, using the bus on weekends or evenings can be quite the hassle with infrequent or no service.	Nov 14, 2014 6:01 PM
182	My opinion will not impact any decisions the board makes. This was a waste of time.	Nov 14, 2014 5:57 PM
183	My families use of transit has dropped dramatically as the service to our area has decreased. You should focus on getting to ALL parts of urban areas as well as facilitating commuters. Commuters can and will pay what it takes to get them to work. If I can not easily get to a bus route then the entire system becomes worthless. Once in a car there is little reason to get on a bus. Dealing with large groups efficiently is nice, but a system is only truly useful if most citizens can use it. In other cities I have been a big transit user. In Spokane it's almost impossible.	Nov 14, 2014 5:35 PM
184	The funding is reasonable for our tax base, modest though it is. No planning process by any jurisdiction in Spokane County has been more professional and open to public and private input and consideration than STA Moving Forward. If you cannot support this plan you are not supporting the a key element -- perhaps the most key element -- for enabling and stimulating our county's population and jobs growth in the next 20 years.	Nov 14, 2014 5:34 PM
185	It would be very good to strengthen the WiFi service on at least Route 66 to EWU, and roll it out to other lines.	Nov 14, 2014 5:10 PM
186	Would like to see more direct routes to Sacred Heart Medical Center every 15 minutes.	Nov 14, 2014 4:47 PM
187	Doing a great job!!	Nov 14, 2014 4:39 PM

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188	Love to see this happen faster	Nov 14, 2014 4:34 PM
189	and keep the transit center where it is. Great cities have all kinds of people downtown and we shouldn't be afraid of them!	Nov 14, 2014 4:27 PM
190	I think we need many more covered bus stops. One of the worst things about riding the bus is standing in the rain or wind. Also routes direct to Airway Heights without going downtown would increase my riding of the bus.	Nov 14, 2014 4:09 PM
191	Really tired of overstuffed busses!	Nov 14, 2014 4:03 PM
192	I'm fairly sure buses must have a break even point where the number of commuters who pay for their bus service offsets the costs of running it (along with the sales tax provision and any other income-generating measures you currently have in place), but does anyone even bother to look at the environmental costs, and what expanding our bus service would do in that regard? I've lived in Spokane all my life. Overall, it's a pretty nice city, but if I had to measure the overall health of our city from the time I was born (a little over four decades), I'd say it's beginning to show signs of decline. This is understandable, things are tough all over, and I don't really feel that Spokane has entirely recovered from the mass exodus of jobs that started occurring around 2000 in our various manufacturing and refining plants that were responsible for providing a great number of livable wage jobs. I would happily drive my Prius less and take the bus more if it were both convenient and cost efficient to do so. I'd happily give up both if we could find a way to develop an electric infrastructure capable of dealing with a total shift from petroleum to electricity for our basic commuting and shopping needs. I guess the point I'm trying to make is we've wasted a lot of time, money, and resources on systems that must, by the very nature of our world and what it can handle, become obsolete at some point and be repurposed into something more sustainable. The bussing industry is going to need to be on board with this as much as anyone. I'd like to see a climate assessment done for these proposals you've put forth, and a break even analysis that weighs the amount of pollution produced by the buses that shows how many passengers it takes to offset the carbon footprint they would produce by driving economical cars (maybe not hybrids, but they should at least be getting 30mpg in the city). Failing to do this means you're just growing to meet demand, or simply to expand operations and justify larger expenditures for the future, without really taking into consideration the full impact buses have on the community. I'm certainly not opposed to buses, or to the evolution of our transportation system to one that is far more streamlined and less dependent on personal petroleum-fueled transportation, I just want the assessment to be a comprehensive one.	Nov 14, 2014 4:01 PM
193	I work the 4:00am-12:30pm shift at Eastern Washington University and drive in from the Ponderosa area in the Valley. I would love to utilize STA. However, there is no service at that time	Nov 14, 2014 3:57 PM
194	Not in favor of moving the plaza as the main place for people to catch buses. Need to consider the needs of the people who truly can't drive and need to use the bus and making sure they can easily access the center of the city.	Nov 14, 2014 3:55 PM
195	Please DO NOT move the transit hub from its downtown location.	Nov 14, 2014 3:49 PM

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196	1. Use the Plaza as a hub for community resources including social services, employment, medical care, etc 2. Resume 44 Bernard Saturday service	Nov 14, 2014 3:37 PM
197	What if the STA gave free weekend parking passes for downtown parking locations owned by the city if users signed up for monthly transportation passes.	Nov 14, 2014 3:35 PM
198	None. I think you are doing what is right and what is needed.	Nov 14, 2014 3:34 PM
199	No	Nov 14, 2014 3:27 PM
200	STA is very important to my clients and without a good transit system our poor and at risk clients would be disfranchised.	Nov 14, 2014 3:27 PM
201	Direct transit options between Cheney, Airway Heights, and Medical Lake should definitely be a priority.	Nov 14, 2014 3:21 PM
202	In summary please include a bus stop on the SFCC campus!! PLEASE refrain from the dangerous situation that is present now!	Nov 14, 2014 3:14 PM
203	While extending service areas towards outlying areas is great, I believe the reason many do not use STA is the lack of direct routes. Many times to get somewhere you have to transfer two or three times, making it very inefficient time wise. A short term solution would at least be to have some kind of tool online that would allow someone to plug in where they are and where they need to go at what time, and have the system tell them what buses they need to take at what time, and what transfers would need to be done. A more long term solution would be to have more East-West transit and/or hubs. If I did not have to transfer, I would take the bus everyday. As it is now, I do not use it at all due to a busy schedule.	Nov 14, 2014 3:14 PM
204	In sept. the Liberty Lake Express 174 bus schedule at 7:15 changed to exit the freeway at Division st. this has forced me to take an earlier bus to prevent being late for work. I tried calling the number I was given but was never able to speak with a person.	Nov 14, 2014 3:13 PM
205	Service on Cheney Spokane Road is important to me. Many commuters use this road and it is an efficient way to get from the South Hill to Cheney. Please consider this. If we had this service, I would take the bus to work and to Spokane. Currently, I cannot.	Nov 14, 2014 3:11 PM
206	On week days have the sprague and division bus routes stay open later.	Nov 14, 2014 3:10 PM
207	Let the voters decide! Don't restrict the freedom of the Spokane community to choose transit. Put it on the ballot and see what happens!	Nov 14, 2014 3:03 PM
208	One area that is not supported at all by mass transit is on Argonne Rd north of the City of Millwood (bus stops by Rocket Bakery). I live on the lower South Hill and work at the library on Argonne/Upriver Drive, so taking the bus to/from work is not a viable option nor can library customers take a bus to the library. Argonne Rd is a high-traffic corridor and appears to be a good candidate for adding bus routes.	Nov 14, 2014 2:57 PM
209	I would be much more open to a temporary levy to fund improvements to public	Nov 14, 2014 2:57 PM

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	transit. Raising the sales tax seems unnecessary.	
210	no additional input	Nov 14, 2014 2:56 PM
211	look at routes ex Liberty Lake going thru Riverpoint??	Nov 14, 2014 2:53 PM
212	I would like to see direct service from Cheney to Airway heights.	Nov 14, 2014 2:52 PM
213	If the airway heights ran a little later i would be more willing to use it for a commute option for work	Nov 14, 2014 2:52 PM
214	Question 12 is impossible to answer without a key to the abbreviations.	Nov 14, 2014 2:48 PM
215	Need better and /or more bike storage at key spots (like Jefferson lot, Plaza, any park'n'ride	Nov 14, 2014 2:44 PM
216	We just approved an STA tax a few years ago and there have also been fare increases. Asking for more from taxpayers has very little chance of success in my opinion.	Nov 14, 2014 2:44 PM
217	As a frequent commuter from E Central Spokane to Cheney, I rarely take the 45, which has service 4 blocks from my home; instead, I drive to Jefferson park & ride prior to 8am (otherwise parking is impossible). The schedules of the 45 & 66 don't match well -- a carless commute from EWU to my home can take 1hr 45 min. I never think about taking a bus to NorthTown mall or Spokane Valley because it's far too inconvenient and not worth the time. If the bus system were effective enough to change this way of thinking, the entire city would benefit. The mentality of the STA also needs improvement -- riders are people, not livestock or numbers. Professionals are discouraged from riding busses where they are treated poorly. Drivers yell at students and professors on busses. During winter months while riders are bundled for cold weather, the busses are overheated -a haven for illness. Morning drivers often have busses very dark as students are studying/reading by flashlight. Some busses like the 94 are wrought with strong odors. The STA experience should be pleasant and memorable in positive ways. On a greater scale, the region needs more than bus service. Coeur d'Alene, Liberty Lake, Spokane, Cheney, Pullman, Moscow rail loop would de-isolate our silo communities. My commute from Spokane to EWU would be much more preferable on train than bus. The city needs busses and bike paths. The region needs rail.	Nov 14, 2014 2:43 PM
218	As a state employee I know these are tough times financially for governments, I've already been rifed once. Governments have got to stop telling us to do more with less and follow thier own advice.	Nov 14, 2014 2:36 PM
219	I would approve of a tax on high end items or services to fund improvements.	Nov 14, 2014 2:35 PM
220	Keep the transit downtown in its present location.	Nov 14, 2014 2:30 PM
221	north spokane and north spokane county needs more public transportation, I live in Deer Park and work in Spokane Valley, I would use STA on a daily basis if routes were better located then just the Wandermere location	Nov 14, 2014 2:21 PM
222	Since you project an increase of population, those increased funs from the	Nov 14, 2014 2:21 PM

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	current tax rate should cover future expenses; otherwise you are not a good steward of tax dollars.	
223	Please consider a system that makes Smart Cards re-loadable via the internet and a credit card. This could alleviate billing agencies that send clients down with vouchers to purchase passes.	Nov 14, 2014 2:17 PM
224	I work until 8PM so having a line to Liberty Lake once an hour or half hour to Liberty Lake would be awesome. I have to drive as there are no busses running late enough for me	Nov 14, 2014 2:15 PM
225	At my job, our day shift starts at 5am, and swing ends at midnight. The bus doesn't help us either getting to work, or getting home, depending on which shift you work. Also, the plaza is not a favorite for business people or corporate, I would rather waste my gas than be around the people at the plaza who don't smell the best, or are just overall hoodlums. If the hours were better to support all shifts, and the people weren't a bunch of crazies, I would be more supportive and willing to ride the bus on my commute.	Nov 14, 2014 2:11 PM
226	Can't STA get a bus up onto 5-mile prairie occasionally?	Nov 14, 2014 2:08 PM
227	Please provide a direct bus service from the northside(Indian Trail) to Airway Heights. i would then be a 100% bus commuter and there are lots of people on the Northside that would take advantage of that option.	Nov 14, 2014 2:08 PM
228	May be good to determine the largest business hubs like hospitals or businesses like Ecova, Pitney Bowes, etc. that may be more apt to help with getting people on STA if those options were oriented to get them to work at a certain time, or something like that.	Nov 14, 2014 2:06 PM
229	Have service go later into the night, past midnight, during all evenings to serve those who work the graveyard shift and often do not have reliable personal transportation.	Nov 14, 2014 2:06 PM
230	I hope that a good plan is in place to market this tax increase as absolutely necessary because this being a conservative area, I don't have a lot of faith that it will be approved.	Nov 14, 2014 2:00 PM
231	I think it would be great to have a light rail or some other express service with minimal stops along the I-90 corridor and another going the opposite N/S. I used public transit in Chicago when I lived there. I did not use a car. The monthly pass included all three types of public transport - buses, subway and trains out of the city proper. I would love to see that kind of combination connecting Spokane to both Cheney all the way to Coeur d'Alene and going N-S from Deer Park to 57th.	Nov 14, 2014 1:58 PM
232	Need more double buses to Cheney early morning hours.	Nov 14, 2014 1:57 PM
233	I would like to see more frequent service on weekends.	Nov 14, 2014 1:55 PM
234	Non-stop direct routes from Millwood, Med Lake, Liberty Lake to EWU are needed. Park and rides are needed in these areas as well. Spending 10-15	Nov 14, 2014 1:52 PM

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hours per week riding a bus for is not productive.

235	Did not answer all questions because I do not know enough about number of riders that would use certain routes and costs. Re: extending time on Sat. night, depends on how late. Certainly would support midnight if enough people used it.	Nov 14, 2014 1:52 PM
236	The question where we are asked to rank importance is likely to result in confusing results it was not made clear which was considered a high result, 1 or 6. I think all of these proposals are great especially the ones extending service hours to much later in the evening. I would use the bus more often if I could get home from downtown after going out with friends. Also, a huge percentage of people than need the bus for transportation are people that would normally be working swing shift. If they can't get home after work, they have to compete for day shift jobs are this hurts employees and employers trying to recruit qualified workers. I live in Kendal Yards and really hope to be able to use public transportation to get to and from downtown for entertainment late at night someday and feel safe doing it. I'm so close walking is doable but it's not safe at night. For Spokane to grow into a desirable urban community with a thriving downtown, we need to be able to get down there to do things and back more easily. Thank SO much for working on this project and asking our input. I fully support the expansion of our transit system.	Nov 14, 2014 1:46 PM
237	I live in the East Valley area near Sullivan and Wellesly. I work in Cheney. Although there is bus service to my neighborhood now, it would still take me an hour and a half each way if I used STA. I simply don't have an extra 3 hours per day to spare. I've tried parking at the Valley Transit Center but even that takes 20 minutes each way. The valley is growing and it would be nice to have more options.	Nov 14, 2014 1:45 PM
238	Please expand parking at Jefferson Park and Ride. The parking lot is full by 8 am. Leaving no choice but to circle around the lot and drive to EWU instead of taking the bus.	Nov 14, 2014 1:44 PM
239	Keeping the existing routes going would ensure that I will continue to commute by bus.	Nov 14, 2014 1:43 PM
240	I give full support but I want the tax to be used only for the project or to continue to improve the project dont lie to us like other gov does	Nov 14, 2014 1:41 PM
241	Rail needs to replace bus service, adding service is the wrong approach	Nov 14, 2014 1:38 PM
242	A Spokane-CdA connection would be the biggest game changer mentioned here.	Nov 14, 2014 1:36 PM
243	Take a 3% reduction and put that money into road upkeep and the North South Corridor to finish it sooner.	Nov 14, 2014 1:35 PM
244	Service should be provided to areas that are willing to vote for revenue. That means service to the city of Spokane should not come at the expense of expanding service to the Spokane Valley region and North Idaho, where voters will not support public transit.	Nov 14, 2014 1:34 PM

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245	My experience using STA has always been very good. You guys always seem to be looking ahead and planning for the future. Just wish we could change the mindset of people thinking they always need to use a car and not try the bus. Good job.	Nov 14, 2014 1:33 PM
246	I did not answer the question about HPT because there was no explanation of what these routes encompassed.	Nov 14, 2014 1:33 PM
247	keep up the great work.	Nov 14, 2014 1:29 PM
248	Put the bus stops back in downtown Cheney, and re-route the 68 to serve the Salnave area (like it use too) in the mornings between 7 am -10 am and evenings from 4 pm to 6 pm.	Nov 14, 2014 1:27 PM
249	I would like to see higher frequency on weekends, and consistency of service. The existing service on weekdays should be mirrored on weekends. Increase to at least every 15 min or 30 min. By not providing same service on weekends as you do on weekdays, you break the habit of regular riders. Also, if you have an express bus going to Cheney in the morning.. have an express bus leaving from Cheney in the evening. Also, the express bus leaves too late for me to get to work at 7:30.	Nov 14, 2014 1:27 PM
250	I would like to use city transit, but there is no stop for those of us living at the Fairways Golf Course area. I work in Cheney and would like to be able to use the bus for commuting and then into downtown and the valley. We are a growing area that is underserved. It is also unsafe to have to walk to a bus stop near I90 due to the lack of sidewalks so stops would need to be near the housing divisions or a park and ride area created.	Nov 14, 2014 1:25 PM
251	Question 8: improve service to Cheney, Medical Lake and Airway Heights by providing more direct routes from a transfer point outside of Downtown Spokane. Does this mean not being able to catch a bus to Cheney from downtown? If buses leave from downtown, will it take longer to get to Cheney if the bus has to go to the new transfer station?	Nov 14, 2014 1:25 PM
252	GET A NEW BOARD OF DIRECTORS WHO ARE MORE IN TOUCH WITH THE AREA AND WHAT IT NEEDS, NOT WHAT THEY WANT THEMSELVES! STOP WASTING TAXPAYER MONEY ON THIS CRUD!	Nov 14, 2014 1:24 PM
253	No	Nov 14, 2014 1:24 PM
254	User pays. If the service does not change or improve for me I do not want to pay more money. I stopped using the transit because it became inconvenient and uncomfortable at best	Nov 14, 2014 1:24 PM
255	#12 on this survey did not indicate if 1 is highest priority or 6 is highest priority. I ranked as if 1 is highest priority. Please be sure to have a relatively quick route from the north side of Spokane to Cheney. Currently my son has a hard time getting to see us without a long layover in the plaza.	Nov 14, 2014 1:23 PM
256	increase ability to allow for my bicycle transport on the bus, so more than 2 bikes at a time	Nov 14, 2014 1:22 PM

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257	I would like to see a more direct route from 5 mile park and ride to the university district. How about buses going up to the top of 5 mile so we could catch it.	Nov 14, 2014 1:21 PM
258	Please consider trolley cars that would frequently stop downtown/Kendall Yards/2nd and 3rd ave. Add incentives for visiting local shops like commuter coupons good for a week or discounts when you show a receipt to promote downtown business and show the naysayers the community consists of many cross sections of people who want to make an impact.	Nov 14, 2014 1:19 PM
259	With an aging population and sometimes severe winters, expand paratransit services. I can walk on dry pavement but due to medical condition can fall frequently. I have laid on ice and snow for up to 45 minutes without help. Therefore I dread having to take the bus. The block and a half walk home for me in winter can be treacherous. If I fall I have difficulty finding a point of leverage to get up and it can take incredible effort and time out in the cold just to walk to my door. I am ambulatory but have MS.	Nov 14, 2014 1:17 PM
260	Be responsible with tax payers monies.	Nov 14, 2014 1:15 PM
261	DIRECT SERVICE LINE TO WEST PLAINS WOULD WOULD BENEFIT ME 100% (SOUTH HILL TO WEST PLAINS)	Nov 14, 2014 1:13 PM
262	This is a complex issue. I don't have much information to comment more. My main concern is that the changes not lower the property values in my part of the neighborhood.	Nov 14, 2014 1:05 PM
263	I live in North Spokane County (by Mead High School). If STA had a bus that went from the STA stop (Hastings and Division) and did not require a transfer at the STA plaza, but instead was direct to Airway Heights, I would begin riding the STA bus. Thank you	Nov 14, 2014 1:04 PM
264	Yes, the service out Indian Trails sucks. We also need more service designed around shift worker schedules instead of the 9-5s.	Nov 14, 2014 1:02 PM
265	Please add back all the removed bus stops. I don't ride any more because the bus stop is too far from my house now.	Nov 14, 2014 1:01 PM
266	There needs to be more late night service for people who work later hours and people who would like to go out and not drive or take a cab.	Nov 14, 2014 12:58 PM
267	Good cities have good transportation options regardless of what polls or politicians say.	Nov 14, 2014 12:42 PM
268	As the ETC for Airway Heights Corrections Center, I would like to see 1. a shelter constructed at our location. 2. Service past 11 p.m. and before 6 a.m. We are a 24/7 facility, and many who would like to use public transit either leave work after the last bus, or have a shift that starts before the first bus arrives. I realize the last part is impacted by the feeder bus schedules.	Nov 14, 2014 12:34 PM
269	my son is disabled and relies heavily on paratransit. if access were increased it would definitely give him greater freedom. I just heard from a colleague travelling to Seattle for a conference; he commented how much easier it is to commute in	Nov 14, 2014 12:06 PM

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	Spokane. I have heard these comments MANY times. I would hate for Spokane to get the reputation Seattle has! if we don't expand our commute options we will become another "Seattle."	
270	Extending access on North Argonne would be ideal. Currently the route ends at the Rocket, making it difficult to consider taking a bus to the Argonne Library at Upriver Drive.	Nov 14, 2014 11:57 AM
271	Why put up the seats in the front due to safety issues when the same safety issues apply to those who stand. It makes no sense and makes more people have to stand for the duration of there ride.	Nov 14, 2014 11:56 AM
272	Need to reinstate some stops - it is to hard for the older citizens to walk 1/2 mile to a stop - and I would not want my grandkids to have to eother.	Nov 14, 2014 11:39 AM
273	Weekend and late-night service MUST be expanded.	Nov 14, 2014 11:34 AM
274	I would ride the bus more often if it were more convenient. Anything that can be done to increase the number of buses on Division and Sprague ave. during all hours would be helpful.	Nov 14, 2014 11:16 AM
275	This is a huge priority to keep Spokane "green" and ahead of the curve as a transit friendly city.	Nov 14, 2014 11:06 AM
276	Please make sure you are considering the needs of low income families more than you are considering the wants of hipsters in Browne's Addition. Funding for the Central City Line could be better spent promoting a more equitable transit system.	Nov 14, 2014 11:05 AM
277	Yeah.....look at park and ride for the North regions like Deer Park, Elk, Chattaroy, and Loon Lake.	Nov 14, 2014 11:05 AM
278	I would hope my preferences in this survey are taken into consideration. I am concerned about the community but hope to see the proposed service improvement in a manner. I want to see my taxes in action.	Nov 14, 2014 11:04 AM
279	I would love to see a light rail system that covers airport>Downtown>Liberty Lake> Post Falls> Cd'A. Then LR that would connect to Pullman	Nov 14, 2014 11:03 AM
280	I think WiFi should be available on all buses, I also think that more of the accordian buses needs to be put into service as there is always people standing in the isle. I am a commuter from Spirit Lake ID and catch the bus in liberty lake to go to downtown, in the afternoon when I am going home there are always people standing in the isle. I feel this is very dangerous at 70 mph on the freeway. I have had to stand before and felt unsafe the whole time. In the winter months is also a bad idea for people to be standing in the isle. The WiFi would be good on all buses not just the accordian busses. thanks Denise (509) 844-1991	Nov 14, 2014 10:49 AM
281	I would like regular transit from west south hill to WSU campus without having to wait at downtown terminal- if possible, but probably not biggest priority for overall plan. I work at home and only drive to work alone about 3 days a week	Nov 14, 2014 10:42 AM

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282	My primary use of STA is the Paratransit service. It needs to be expanded to a larger service area, even if it means an increase or sliding scale to cover the additional mileage to provide service to those who are not in the paratransit service area.	Nov 14, 2014 10:36 AM
283	The Central City Line is a good project to settle for if we can't get real streetcars or light rail in this area. I would definitely use transit more if the Monroe-Regal line was added, it just happens to serve the areas I need to go from home to work. Please share the progress on this plan regularly with the neighborhood council leadership so they can pass it along to their neighbors!	Nov 14, 2014 10:31 AM
284	Regarding the Central City line, I support increased service and the proposed route, but question the bells and whistles of the electric-powered line and the proposed vehicle. Is the cost justified? My suspicion is that there is federal money available for such a project and we use it or lose it. Then I guess we take it.	Nov 14, 2014 10:13 AM
285	The main problem that I have with the transit system in Spokane is that, as a female, I don't feel safe travelling alone on the busses. This is the main reason that I do not frequently use Spokane transit. I think the plans to increase lines and frequency is a good one, and with more people using the public transit, it will provide a potentially safer experience.	Nov 14, 2014 10:11 AM
286	The STA Plaza needs to be moved away from downtown.	Nov 14, 2014 10:09 AM
287	The ranking question should be based on ridership, so please take my answer to that one with a grain of salt. Bus service to my neighborhood was canceled shortly after I bought my home. I was a regular bus rider before the service was canceled. Minimizing wait times at the plaza should be a priority. Transfers added significantly to my travel time and crowds at the plaza cause political problems for STA.	Nov 14, 2014 10:09 AM
288	You are making plans to all outer areas except to Deer Park. If you go to all other areas, please consider DP. It's a growing community and now has HUD housing and many low-income people who would use this service as well.	Nov 14, 2014 10:01 AM
289	Is there a way that we could add it to the gas tax? I know that not everyone who uses the bus drives, though I think it would be easier than a sales tax increase... Perhaps a combination?	Nov 14, 2014 9:53 AM
290	Please encourage SRHD, the City, SRTC and STA to protect the greater number of lanes on the roads. Complete Streets with reduced lanes in the name of safety translates to slower traffic which is unacceptable as population continues to rise in the region and more buses are added to the streets. It is imperative to keep traffic moving as quickly as possible for transit riders and those who still must drive personal vehicles.	Nov 14, 2014 9:52 AM
291	The corridor improvements are all equally a highest priority.....thank you!!!!	Nov 14, 2014 9:50 AM
292	Biggest problem with the downtown Plaza is security. Next is Cleanliness. Take care of those 2 items first.	Nov 14, 2014 9:46 AM

Page 6, Q17. Do you have any additional input for the STA Board of Directors about the STA Moving Forward Plan and/or its potential funding mechanism?

293	I love the idea to improve the system transportation in the city. It is good but it could be so much better. BUT I think to keep a central station in downtown is the key for success on pelople using the public transportation.	Nov 14, 2014 9:46 AM
294	I would support this program if the city invested this money into a light rail system form Medical Lake, Cheney, CDA, Post Falls, Spokane Valley and Spokane together.	Nov 14, 2014 9:42 AM
295	Extended Shuttle service to Saturdays and slightly later hours on weekdays for Arena shuttle.	Nov 14, 2014 9:40 AM
296	I think you should have an express route to/from Pullman, WA - WSU	Nov 14, 2014 9:35 AM
297	1. Fund any and all STA electric vehicle initiatives in downtown. 2. Start to exclude personally-owned vehicles from STA Central City area (PLEASE!).	Nov 14, 2014 9:33 AM
298	I would be willing to pay more for gasoline or property tax in order to fund mass transit.	Nov 14, 2014 9:20 AM
299	I already expressed interest in getting our taxes figured out. I have many ideas about routes as well. I think you have done an amazing job with your new marketing. But it seems extremely odd that I cannot take the bus from the south hill to the north side without transferring. I do wish that all buses didn't lead to the station. When I lived in Chicago there was no station and buses just went east to west and north to south. So you could always hop off of a bus to transfer on to the next bus you wanted going the slightly different direction. I really do think our system is good, but can be greatly improved. I would take the bus everyday if it ran every 15 minutes. I know that is much more expensive. But it is much more convenient for riders. It's almost like "If you build it they will come" mentality. Thanks for sending out this survey and I hope you get the results you are looking for!	Nov 14, 2014 9:19 AM
300	1) Paratransit will not provide service to our handicapped son at or near our home in Greenacres . 2) Paratransit will not allow us to use an intersection or a designated bus stop for a pick-up/drop off point. They insist on a specific address, making it next to impossible for our son to ride the bus. 3) Paratransit allows its drivers to be up to 30 minutes late for prearranged pickup times, but riders are only allowed 5 minutes or the bus will leave them.	Nov 14, 2014 9:17 AM
301	Service drops dramatically immediately after 5:30pm. For those of us who often work a few minutes late, it would be great if the "commuter hour" lasted until 6:00 or 6:30 pm.	Nov 14, 2014 9:15 AM
302	A downtown streetcar or similar conveyance would help transportation downtown immensely. It could shuttle students, allow visitors to forgo cars, and connect a large downtown.	Nov 14, 2014 9:14 AM
303	A more timely schedule would be appreciated. I live in Cheney, work in the U-District and attend graduate school at EWU. The time between locations is long and often buses are late.	Nov 14, 2014 9:13 AM
304	My comments concern the proposal of increasing STA service on Saturday	Nov 14, 2014 9:11 AM

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nights past 11pm. I presume the proposal is just increasing the service to be more like weekends, ending shortly after 11pm. I think this move is only a very small step in the right direction. I think a better move exists. One of your questions asked something like, "Do you think a good transit system is an important part of a great city?" When I think of great cities and transit, I think of transit that provides some service after 11pm. Look at Seattle's Night Owl service. In particular, look at the following web site, which include other "great cities" with night service:
<http://www.seattle.gov/transportation/docs/tmp/briefingbook/SEATTLE%20TMP%207%20BP%20-%20s%20-%20Night%20Service.pdf> My proposal would be to run two buses in opposite directions on the North Loop and the South Loop after 11pm. I also propose that these buses be special buses that can fully accommodate paratransit customers. Also, I propose that these buses run a flexible route to accommodate paratransit customers. I mention the paratransit customers because I know that a reason for not offering a night transit service is the requirement that we also offer paratransit service when ever we offer regular service. For an example of a flexible bus service, see the curb-to-curb bus for Helena, MT: <http://www.helenamt.gov/public-works/hats.html> Given that Spokane is much larger than Helena, MT, in terms of budget and planning ability, I think that STA could improve on the curb-to-curb policy that Helena, MT, provides.

305	Please consider a street car or light rail system. Buses are horrible.	Nov 14, 2014 9:10 AM
306	First, of current needs for riders are more frequent buses. Most buses should be running every 15 to 20 minutes everyday. Some of these buses should be every ten minutes. Second, the Division and Sprague routes need to be accommodated with accordion buses most of the day so they aren't so jammed pack. Third, money needs to stop being wasted on R&D projects that Spokane, WA isn't large enough for yet. we don't have over a million people here so a rail system just isn't practical. Fourth and finally buses should run longer into the night to accommodate workers in the downtown core that would utilize the bus system but can't because the buses don't run at 2:30 am when they get off work. It's really simple increase the number of buses, increase hours of operations, fix crowded buses on Sprague and Division routes, and Stop wasting money on projects that this city isn't large enough instead use that money to do the other three and you will improve Spokane Transit.	Nov 14, 2014 9:09 AM
307	Stop bleeding the taxpayer. Pay your own way!!!!!!	Nov 14, 2014 9:07 AM
308	5 blocks in between stops is a lot of elderly folks & disabled.	Nov 14, 2014 9:07 AM
309	Please keep the Plaza where it is! Do not listen to the ridiculous pleas of a few monied interests.	Nov 14, 2014 9:05 AM
310	None	Nov 14, 2014 9:05 AM
311	I would use STA nearly every calendar day to go to the downtown area, but there are no bus stops near where I live (approximately 37th and Havana). The transit center on Southeast Blvd is too far to walk and I don't feel safe parking my car there. The closest stop to me, Regal and 37th, is a joke (never on time), and if I'm going to walk that far, I'll go a few more blocks to the transfer station.	Nov 14, 2014 9:00 AM

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Again, if there was a stop close to 37th and Havana, I would use STA nearly every calendar day (at least 6 days a week on most weeks) instead of the one every few months that I do now.

312 I am a baby boomer, but millenials are very into biking & taking bus, so improving access & ease is important to maintaining younger workers & residents. I like the idea of expanding bike numbers on buses, as I sometimes don't have a spot for my bike if I don't feel like riding up the south hill during commute hour. Nov 14, 2014 8:55 AM

313 Extended buses on the busy routes during the workday commute times. I'm tired of having to fight for a seat because I'm getting on at the last stop before the freeway. I don't feel safe going down the freeway having to stand the entire trip. I'm 61 and it's not getting any easier as each year passes. More people need to be persuaded to ride the bus but when routes were changed and stops removed it made it more difficult and less convenient for me so I drive to the transit center now when I could be catching the bus close to home had the routes not been changed. The "trolley" idea for downtown should be revived, especially with the extended route being proposed. I think it will make commuting around the downtown area easier and more appealing to tourists. Nov 14, 2014 8:55 AM

314 It would be nice to have smaller feeder busses that would pick up people North of East Trent avenue in the hills, ie. Campbell Rd, Harvard Rd., Idaho Road and either bring them to transit centers or downtown Spokane. At the very least a bus that runs on Trent from Barker to Idaho. Nov 14, 2014 8:52 AM

315 I think that the following are the most important: Cheney-Spokane, paratransit, Spokane-Spokane Valley, and downtown. Nov 14, 2014 8:50 AM

316 i would like to see more rapid transit for example monorail service from downtown or central location out to coeur d alene as well as downtown or central location west out to chenev/medical lake fairchild area alot more people would ride transit if more readily available and faster service i work 6am -230 pm out in Liberty Lake I am a qualified van driver but have not been able to get or ride a van at those hours. I live up by N-town Nov 14, 2014 8:49 AM

317 I am hoping that the new routes will help those who don't typically commute increase this, or begin commuting more. I assume this plan is based on user and community feed-back in general. I love the idea that the buses would operate longer on Saturday nights, even to midnight would be nice, and that there could be service to Idaho. Nov 14, 2014 8:48 AM

318 Please put metal schedules on every bus stop so you always know when the next bus is coming. Nov 14, 2014 8:48 AM

319 allow credit card transactions on bus with no receipt requirement to customer Nov 14, 2014 8:48 AM

320 Again, your schedule and routes do not help the average person in getting to and from work. Drivers are never on time and causes workers to be late. Fix what you have before moving forward!!!! Nov 14, 2014 8:47 AM

321 light rail from Liberty Lake to downtown Spokane would have a huge impact on Nov 14, 2014 8:46 AM

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	parking downtown and would increase ridership	
322	Having a proactive plan is essential to preserve quality of life in this region. Just look at other growing communities that have not taken these steps and the gridlocks that occur in commuting hours, plus air quality concerns, safe winter driving, etc. This is an important investment in the future. With growth of the WSU Riverpoint campus expect more parking issues if we do not have proactive mass transit plan.	Nov 14, 2014 8:42 AM
323	Possible routes to Colbert and Deer Park in the future maybe?	Nov 14, 2014 8:41 AM
324	Deer park to spokane should have more routes	Nov 14, 2014 8:37 AM
325	none	Nov 14, 2014 8:26 AM
326	There is zero STA stops in the Eagle Ridge area of Spokane. If there was a bus line that connected Eagle Ridge to Downtown Spokane and the South Hill it could allow for commuters to use the mass transit and also allow youth to travel to businesses.	Nov 14, 2014 8:17 AM
327	There should be some kind of a bus that does a 2am route on the weekends for students and anyone else who goes out to the bars. This would greatly decrease DUIs and traffic accidents that are cause by driving under the influence. If people had the option to get home without paying an arm and a leg they would not try to drive home after drinking. If nothing else this early 2am bus route should run during the Academic year.	Nov 14, 2014 8:13 AM
328	This is a good plan, but still does not address the south valley area where bus stops were eliminated and frequency of buses makes for long waits at transfer sites. Therefore, it's not cost effective for me to ride a bus to downtown from the valley.	Nov 14, 2014 8:03 AM
329	Commuters north of Spokane desperately need a bus line connection to Deer Park. Highway 395 is over crowded with commuters and the cost of driving to downtown spokane each day is tremendous. Why has STA not created a solution for northern commuters? I strongly feel the North Express Route needs to extend to Deer Park for business commuters.	Nov 14, 2014 7:58 AM
330	Gas tax. I would rather see a gas tax that way if you start using the transit program you would pay less and there would be more \$\$ from fares. It equalizes itself.	Nov 14, 2014 7:56 AM
331	The current level of funding is more than adequate. Use what you have and don't ask for any more	Nov 14, 2014 7:52 AM
332	I think we should have FREE bus service for ones within an area downtown like other Washington State cities such as Tacoma and Seattle. It will teach people to be comfortable on the transit as well as have more people take the bus downtown to shop, go to the arena or the park. If there is a FREE zone once they arrive.	Nov 14, 2014 7:51 AM
333	Sale the things that the people have left on the bus, have a telephone campain,	Nov 14, 2014 7:44 AM

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	get the news involved. make it fun.get the business more involved.	
334	Please add a line through Mirabeau Business Park between Pines and Indiana as there are hundreds of employees and more to come in this area with the closest bus stop 3/4 of a mile away.	Nov 14, 2014 7:41 AM
335	in additional to extending service along the freeway to the Idaho border and beyond, it would be nice to extend service northward, towards Deer Park	Nov 14, 2014 7:37 AM
336	rreally would like to see the bus go west bound out to reardan/davenport area	Nov 14, 2014 7:36 AM
337	I moved from Seattle to Spokane about 18 months ago. In Seattle, our family had only one car that we used primarily for weekend trips. My wife and I both used public transit to commute to work and lived in a walkable neighborhood. When we moved to Spokane, we had to purchase a second car because bus schedules were prohibitively inconvenient for both of our commutes. We live on the South Hill near Bernard. Riding the bus downtown is only an 8 minute trip, but because my office is just north of the river, it extends the trip to 35 minutes. Driving saves 4.5 hrs of commute time each week. If the 44 line simply continued through downtown and then north on Division or Washington, and if it ran more frequently, I would gladly sell our second car and be a happy transit rider again.	Nov 14, 2014 7:36 AM
338	More stops along SR 2 in the West Plains so riders don't have to walk a mile with a baby in a stroller to catch a bus.	Nov 14, 2014 7:28 AM
339	Get donations from your wealthy supporters for new projects..!!	Nov 14, 2014 7:25 AM
340	It would be nice to have early morning transportation options. I'm an early worker - 5am is the start time - I've never been able to use mass transit due to this. If this was available, I would be more likely to park my car and take the bus daily.	Nov 14, 2014 7:22 AM
341	It would be wonderful to see Valley Mall service return from Greenacres so we don't have to go to the transit center first from East Sprague.	Nov 14, 2014 7:15 AM
342	I drive alone 3-4 days/week from Post Falls to downtown Spokane. I don't use a vanpool/bus from liberty lake because it would increase my already long commute by more than an hour each day. I would love to save money on gas and mileage on my car but am not willing to be gone from home for 11 hours a day to work an 8 hour shift.	Nov 14, 2014 7:14 AM
343	Later routes on Saturday sounds fabulous	Nov 14, 2014 7:08 AM
344	a vanpool from Chattaroy to downtown would be very beneficial.	Nov 14, 2014 7:01 AM
345	Put back the Indian Trails to Five Mile park and ride. Add better service/routes from North Side to Spokane Falls College.	Nov 14, 2014 6:58 AM
346	The main reason i don't use the bus more is the commute time required to go from my home in the so valley to the vct to downtown and to office on Maple. Driving takes 25-40 min while the bus takes 1 1/2 + hours. Since i need to transport kids to school and care for parent near home, i lack the time resource	Nov 14, 2014 6:58 AM

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	needed to use the bus.	
347	There is a Park & Ride lot off the North Spokane Corridor at Farwell that if developed would be beneficial to me at some point in time. Paratransit service is very important although I'm not a user.	Nov 14, 2014 6:54 AM
348	Transit in our part of the world is used by a small percentage of population. Same here as Seattle area... Figuring out how to get larger part of population to become riders should be your top priority	Nov 14, 2014 6:48 AM
349	no new taxes	Nov 14, 2014 6:33 AM
350	Not in favor of new taxes increases for these projects.	Nov 14, 2014 6:20 AM
351	No more taxes	Nov 14, 2014 6:13 AM
352	There is fair density in the Mead area, this is just north of the North South Freeway. Have you looked at providing service to this area?	Nov 14, 2014 6:06 AM
353	We need a better pick up area other than maribeau park .many of us are east of that	Nov 14, 2014 6:05 AM
354	Light Rail Now!!!!	Nov 14, 2014 5:39 AM
355	I'd chip in my tax dollars for light rail - but throwing money into a rat hole for increased bus services, not interested.	Nov 14, 2014 5:05 AM
356	Smaller busses or vans for most routes, less frills (streetcars, plazas,) and higher fares are how a private business would operate.	Nov 14, 2014 4:48 AM
357	Later bus service for persons working nights.	Nov 14, 2014 3:42 AM
358	Later night and weekend service please. Some of us work late shifts.	Nov 14, 2014 3:05 AM
359	I live in central Spokane, and work nightshift in Medical Lake. If there was a bus that could get me to work by 10:45pm and take me home when I get off at 7am, I would park my car 5 days a week.	Nov 14, 2014 12:37 AM
360	need shelter at main and maple need way to learn if bus is late and arrival time using iPhone	Nov 13, 2014 11:46 PM
361	We have a large community that is unserved and underserved north of Wandermere. That area is disconnected and while it is affluent, teens and others who would use transit cannot, at this time. Could a 'stem' be extended out for those along the main road going north...along Hatch Rd, for instance?	Nov 13, 2014 10:42 PM
362	Sell the STA Plaza or lease it to a developer to achieve its highest and best use. It is a eyesore and number 1 deterrent to progress in the CBD. Buses should move people throughout the CBD, not dump people in one spot.	Nov 13, 2014 9:31 PM
363	The journey towards spokane becoming a respected metropolitan area begins with a great public transit system. Thank you for your work to make that a reality.	Nov 13, 2014 9:21 PM

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364	No service to CDA	Nov 13, 2014 8:55 PM
365	Cheney to Medical Lake 6 am to 11:30 pm Institutional Support	Nov 13, 2014 8:42 PM
366	Look into cutting underused routes, also consider offering a "premium" bus service for those willing to pay more money for additional amenities, or faster service.	Nov 13, 2014 8:13 PM
367	Develop ten-year plan integrating relocation of the downtown plaza to the Intermodal Center.	Nov 13, 2014 8:10 PM
368	Strengthen service to existing service areas first before expanding to new service areas.	Nov 13, 2014 8:02 PM
369	Look for other ways to save money besides cutting services to your riders.	Nov 13, 2014 7:59 PM
370	restarting service to the base clinic at fairchild. whats the sense of taking the bus when you have to depart at the bx and walk another mile to get to the clinic	Nov 13, 2014 7:41 PM
371	Expanded hours is most important including later at night and Sundays!!	Nov 13, 2014 7:30 PM
372	Busses that are easier to get on and off of. The ride shouldn't make you sick. Other countries have a much better all around systems.	Nov 13, 2014 7:13 PM
373	Really which would increase ridership-fare reduction or route expansion?	Nov 13, 2014 7:12 PM
374	We need more service routes more often and more security on the buses..cameras installed?	Nov 13, 2014 7:08 PM
375	The main reason I don't ride the bus is because it takes so much longer to get where you're going than driving myself. If there were more quick direct routes, such as from the northside to River Park Square, or from the northside to the Valley Mall, for example, I would be much more likely to ride the bus rather than drive those long distances. But I don't want to ride the bus for an hour or two hours for a trip that takes me just thirty minutes by car. I realize some of the ride times are probably due to lack of funding, but that's the reason I don't ride the bus. It takes too long and I'm usually on the go.	Nov 13, 2014 6:52 PM
376	The transit system should move towards being more self sufficient! You need to stop taking from the many to subsidize the few. This is WRONG! I am not afraid to sign my name to this, either. Scott Kusel 509-534-4454	Nov 13, 2014 6:48 PM
377	STOP BLEEDING THE TAXPAYER. MAKE RIDERS PAY THEIR OWN WAY!!!!!!!!!!!!!! IF THE STA IS SO VITAL AND SO POPULAR MAKE IT WORK WITHOUT MASSIVE TAXPAYER SUBSIDIES. YOU KNOW, I KNOW AND ALL THINKING PEOPLE KNOW, WITHOUT THE MASSIVE SUBSIDIES, THE STA WOULD FOLD. THAT IS HOW POPULAR AND HOW IMPORTANT IT IS. IT WOULD FOLD.	Nov 13, 2014 6:31 PM
378	The easier, more convenient, more user - friendly and more frequent the service, the more likely I am to use it.	Nov 13, 2014 6:17 PM
379	Please make the complete freaking morons who are opposing transit expansion	Nov 13, 2014 6:14 PM

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	shut up and go away.	
380	It's not a contest to see how much money you can spend.	Nov 13, 2014 6:08 PM
381	increasing houseing density within the city limits might improve bus ridership.	Nov 13, 2014 6:03 PM
382	I would like to see expanded service with more stops for less fare. \$1.50 a trip is very expensive for a city like Spokane.	Nov 13, 2014 5:53 PM
383	More bus lines are needed in the south valley, like south sullivan at 32nd and south pines at 32nd, ect. Also routs going into Otis Orchards, perhaps down Welllsey from Trent to the state line and down Harvard from Liberty Lake to Wellesy	Nov 13, 2014 5:50 PM
384	More routes.. it takes 3 bus from spokane valley to liberty lake and no overlap. the one time I took the bus, my bus was late and the other left early	Nov 13, 2014 5:26 PM
385	Bring service to the Little Spokane River area which is north of the Hastings Park & Ride	Nov 13, 2014 5:15 PM
386	Do not go to CDA. CDA does NOT need Rift raft over there	Nov 13, 2014 5:15 PM
387	Loved it	Nov 13, 2014 5:14 PM
388	We recently moved to Spokane and one of the things we looked at before accepting the job offer was public transportation. We have teen children who use it to get to school, library, etc and we use it to commute between home and work. Our income level is over \$90,000 per year so we don't have to rely on public transportation as some folks do but a good public transportation system is one of the indicators we looked at when reviewing several job offers along with public education. Spokane's public transit system was a positive indicator in our decision makibg process and should be a key element in encouraging people and businesses to locate in Spokane.	Nov 13, 2014 5:14 PM
389	Quit asking for more funds for fancy new things when the equipment/facilities you have now are so mis-managed. A streetcar? Are you kidding? You know we get snow and the streets reduce to 1 lane in all directions as it is right?	Nov 13, 2014 5:12 PM
390	Most people who complain about STA are people who don't rely on STA much. For a city of this size, I think STA is doing great. I highly support these proposed plans. Good luck	Nov 13, 2014 5:08 PM
391	In regards to the I-90 plan into Idaho I would only support it if Idaho paid it's fair share. I did not see anything in the information if we in Spokane would be required to pick up the bill for the riders of another state.	Nov 13, 2014 5:05 PM
392	seriously . . . trying to get any information of how to get anywhere is a joke. No ability to or app on my iphone to get any information. NOT CONVENIENT.	Nov 13, 2014 5:03 PM
393	I am very supportive of implementing a trolley like system downtown, similar to the city of San Diego. I will NOT go downtown day or night anywhere near the transit center. I do not feel safe and have been harrassed by crowds of youth. I also will not ride the bus because I do not feel safe. I am very supportive of	Nov 13, 2014 5:02 PM

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	moving the transit center out of downtown.	
394	No more tax increases. Let the riders pay for the services!!!	Nov 13, 2014 5:02 PM
395	DON'T MOVE THE PLAZA!!	Nov 13, 2014 4:57 PM
396	no it is about time we were like the bigger cities	Nov 13, 2014 4:56 PM
397	Light rail would be great for Spokane	Nov 13, 2014 4:55 PM
398	WOULD LIKE TO SEE MORE TRANSIT OPTIONS FOR AREAS NORTH OF SPOKANE	Nov 13, 2014 4:45 PM
399	Transit is important and want ot keep it viable	Nov 13, 2014 4:38 PM
400	Not at this time.	Nov 13, 2014 4:37 PM
401	I am a strong believer in mass transit. Anything we can do to encourage more people to use alternatives to Single Occupancy Vehicle commuting is a "win" for all of us. I've heard it said that Native Americans don't think of how their lifestyle choices affect themselves, or even their children; they think seven generations out. Our culture seems to be so driven by Comfort & Convenience. We just might be overlooking some valid alternatives in the process. Anyway, I plan to continue taking the bus in my daily commute. P.S.- I consistently find the customer service of your drivers to be top notch.	Nov 13, 2014 4:30 PM
402	maybe look at regular buses for the central city line - something not quite as expensive.	Nov 13, 2014 4:28 PM
403	Choose wisely. I will be guardedly observing decisions about how you will spend MY money on community projects.	Nov 13, 2014 4:25 PM
404	NO	Nov 13, 2014 4:21 PM
405	I am very opposed to a bus service from Spokane to Coeur d Alene	Nov 13, 2014 4:21 PM
406	PRIVATIZE!!!! Transportation is NOT the job of Government. If there is a demand then it will be successful if not then it's not really needed!	Nov 13, 2014 4:07 PM
407	I'm frustrated that the plan doesn't dream big enough. The Central City Line as proposed limits perceived permanence, which limits new transit-oriented development. And the lack of a true high-capacity line like light rail in the South Valley and North Division corridors is frankly ridiculous. This is supposed to be a 30-year plan, no? Is light rail really not in the cards for the next 30 years? Even after it BARELY failed in a poorly-worded ADVISORY vote in 2006? If so, that's pretty ridiculous. It's time. We're ready. We want true transit investment. Not these half-measures that don't fully address the problem. Let's build a true streetcar for the Central City Line. Let's build a few light rail lines for South Valley and North Division. Let's explore innovative solutions like cable-propelled aerial transit (i.e. monocabable detachable gondola) and tried-and-tested ones commuter rail. Let's look at broadening our horizons a bit. While I am out of principle in support of the STA Moving Forward plan because I generally support improved transit of any kind, I very strongly believe that it represents essentially a	Nov 13, 2014 4:06 PM

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continuation of the status quo. If great cities have great transit, then let's become a great city. Let's build a great city. But this plan doesn't do that.

408	I have not been using STA but attempted to recently. I was going to the airport and planned to catch the bus in Browne's Addition. I was at the stop at the scheduled time, but apparently on the wrong side of the street. I waved at the driver, but she just shrugged her shoulders and didn't stop. I had to call a friend for an emergency ride to the airport. So...I am supportive of transit, but it didn't work out very well for me. Either your schedules need to be more specific about the directions the bus will be coming (and what side of the street you need to be on) or the drivers need to be a bit more sympathetic to folks who aren't used to riding the bus. Thanks for letting me comment. I hope you are successful in finding additional funding.	Nov 13, 2014 4:06 PM
409	N/a	Nov 13, 2014 4:04 PM
410	no	Nov 13, 2014 3:58 PM
411	Run lines from Liberty Lake/Idaho to Industrial Park without going to the hub downtown or the one on University. It is very ridiculous to ride 60 minutes in a bus, while switching busses along the way for a 15 minute drive.	Nov 13, 2014 3:53 PM
412	Invest in the routes with the highest ridership and remove or reduce the routes with the lowest. Make the buses profitable or at least break even, even if that means increasing the cost to riders. No new or increased taxes!	Nov 13, 2014 3:51 PM
413	Funding should come from the monies that were/are going to be used for the plaza re-model. I feel those funds should go towards more buses and more drivers and their salaries.	Nov 13, 2014 3:49 PM
414	The streetcar system seems to be a frivolous use of funds. How is this any better than a bus? If it is more cost effective than a bus, then I change my opinion. I do not know much about it.	Nov 13, 2014 3:48 PM
415	I think a high priority for STA would be to start with a rail system beginning with an East-West line from Coeur d'Alene to Cheney.	Nov 13, 2014 3:34 PM
416	The alarms for lowered bus boarding access are painfully loud.	Nov 13, 2014 3:34 PM
417	Paratransit services should be available thru-out Liberty Lake.	Nov 13, 2014 3:22 PM
418	Stop increasing taxes and spend the money you have more efficiently	Nov 13, 2014 3:20 PM
419	Focus on hiring and training drivers to be more friendly to riders in simple ways by not stopping more than 2 feet from the curb on Sprague @ Farr (90 inbound) and lowering the bus for riders carrying bags, and not quickly accelerating before I've had a chance to even swipe my pass. The majority of drivers are very good, but increasingly I see drivers who seem aggravated and bitter.	Nov 13, 2014 3:13 PM
420	N/A	Nov 13, 2014 3:11 PM
421	The Central City Line has the potential to substantially benefit the hotel, convention and entertainment sector. Some of the tax funds from these facilities	Nov 13, 2014 3:11 PM

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	should go to transit improvements.	
422	I have an adult daughter with a disability and we appreciate every ride on paratransit she takes. ALL services are important!	Nov 13, 2014 3:05 PM
423	I am still upset that the route for my neighborhood was deleted and I hope it is considered again. The closest access I have to a bus is Browne's Addition, which is not a viable option.	Nov 13, 2014 3:03 PM
424	More buses and routes will help Spokane become a more commuter friendly city.	Nov 13, 2014 3:01 PM
425	Need southhill bus to courthouse without transfer.	Nov 13, 2014 2:53 PM
426	As a business professional working downtown, STA makes getting to work cheap and hassle-free. My workplace provides bus passes through a pre-tax payroll deduction, and because I have that bus pass, I find myself turning to STA first when coming downtown for entertainment or events. STA handles the driving (and parking!) for me, and does so at significantly less than the cost of parking each month. Riders like myself can help STA overcome the ugly stigma of "only poor people use public transit" that tends to drive negative opinions toward STA downtown. Branding the use of STA as a transit alternative for young professionals or holiday visitors to downtown could help revamp the negative image held of STA by some members of the downtown business community, as well as building a steady ridership for years to come.	Nov 13, 2014 2:52 PM
427	Successful Transit programs are self sustaining. Ticketing prices, advertising, sponsorships, and grants are a better source of funding than increasing taxes and taxpayer sourced funding.	Nov 13, 2014 2:50 PM
428	The lightrail project that was discussed years ago I still believe is an important need for our region. Along the I-90 corridor from Cd'A to West Plains/Cheney/Med. Lake. as well as to the north along Division/Monroe/Nevada lines. More buses is a good short-term goal, but I would think a good investment for the future is taking another serious look at lightrail options.	Nov 13, 2014 2:46 PM
429	just service city of spokane	Nov 13, 2014 2:44 PM
430	Increase Five Mile parking, restore Maple route from Five Mile to downtown,	Nov 13, 2014 2:42 PM
431	I live in Mead and would use a bus from there to Northpoint where I work on a regular basis. I know many older folks in the Mead area might support bus service from there to the North Division corridor for shopping, etc. I presently ride my bike to work, rain or shine, 3 - 5 days a week year -round.	Nov 13, 2014 2:39 PM
432	Just to say again. Need better transportation to Mirabeau Park, CentrePlace YMCA from the north side and so I and many others could arrive at work by 7a.m. and depart by 4pm. Thanks for the opportunity to express myself	Nov 13, 2014 2:39 PM
433	Having a solid transit system going forward will help Spokane continue to grow in a positive direction as long as there are choices. As noted in the beginning, I had to stop using STA because a choice was made to change your service.	Nov 13, 2014 2:38 PM

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	There were 25- 30 other people at my place of work who also had to make that choice. Try to reach out to more interests in the communities and not only the "biggest" ones.	
434	The best piece of the plan I see is the Idaho to Washington transit/pilot plan	Nov 13, 2014 2:31 PM
435	would like to be able to take the bus from downtown to home in the late evenings on friday and saturday nights. (ie a bus that leaves downtown at midnight).	Nov 13, 2014 2:25 PM
436	Direct route between Medical lake and Cheney would be helpful	Nov 13, 2014 2:25 PM
437	All of the housing in the Latah Creek area, Eagle Ridge, Cheney/Spokane Road and the housing around Qualchan Golf Course are completely ignored by STA. How about a bus occasionally, or a transit park-n-ride?	Nov 13, 2014 2:21 PM
438	I appreciate your planning. I understand that there needs to be a way to increase monies, however, we all are paying more for utililites and food, and not many of us have received a COLA increase. More than not, it takes two plus incomes to run a household...every penny does count for everyone. I still pick them up in a parking lot and I have a double income family.	Nov 13, 2014 2:18 PM
439	Somehow increase the available parking in the Jefferson Park & Ride lot. It is full by 9am. Add adjoining parking space?	Nov 13, 2014 2:13 PM
440	No, because I don't think it truly matters what I think. STA has historically done whatever you liked anyway without true consideration of the taxpayers.	Nov 13, 2014 2:11 PM
441	With the continued development of the North Spokane Corridor, perhaps the Board should consider adding stops in those areas or perhaps another station so those of us who work up north don't have to go all the way downtown to catch a different bus travelling north. Also I technically live outside of the city limits but still in highly populated residential area (near the Argonne library), yet there are no transit stops in the area to help me in my commute. The nearest stop is over in Millwood and again requires having to go downtown in order to catch the proper route for my work location up north. It's not convenient and is a deterrent in commuting.	Nov 13, 2014 2:10 PM
442	I live on 11th and Perry and work close to Costco. There is no convenient way to get from my house to work without a lot of time and standing waiting for buses.	Nov 13, 2014 2:08 PM
443	no	Nov 13, 2014 2:03 PM
444	if you would put a line in from cheney to medical lake my use would increase significantly	Nov 13, 2014 1:58 PM
445	The only way to have more service is if the options for the service create enough revenue for STA to support them with out any increases to taxes.	Nov 13, 2014 1:58 PM
446	You should never have given up the apppleway right of way in the valley. light rail will be increasingly more difficult and more expensive to impliment	Nov 13, 2014 1:54 PM
447	keep up the good work - I have been working downtown for the last 13 years	Nov 13, 2014 1:53 PM

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	and, other than really crowded buses, my experience has been great.	
448	While I support mass transit, I am most supportive of increasing bicycle infrastructure.	Nov 13, 2014 1:49 PM
449	I am very disappointed that the bus route in Latah Valley/Vinegar Flats was cancelled about 2 years ago. Also, I work at URM on N. Freya, which has approximately 2000 people on its campus. There isn't a bus that comes near here. I and other would absolutely take it from downtown instead of driving.	Nov 13, 2014 1:47 PM
450	Consider routes further north of North Pointe on HWY 2.	Nov 13, 2014 1:45 PM
451	Wishin' and a-hopin' that someday I can take the bus from Cheney to Spokane Valley in a reasonable amount of time without a half-mile walk at each end.	Nov 13, 2014 1:45 PM
452	On the Central City Line, you mentioned only Spokane Community College. What about Spokane Falls CC. It is often overlooked.	Nov 13, 2014 1:44 PM
453	No	Nov 13, 2014 1:41 PM
454	The question regarding ranking the route priorities between 1-6, didn't specify if 1 was high or low.	Nov 13, 2014 1:41 PM
455	I currently do not use STA, but I would like to. The reasons that I don't is because I live in Kootenai County and work in Liberty Lake. There is currently no bus service. I do not participate in a van because I have to take 2 children to daycare along my way and I work variable hours. A bus service from Liberty Lake to Kootenia County would be very beneficial to me. I also believe that better transit options will benefit the economy of this region by attracting tourists and new companies to bring business here.	Nov 13, 2014 1:41 PM
456	Are there plans for rail service between downtown Spokane and the Valley?	Nov 13, 2014 1:30 PM
457	I car pool to work-but I am driver all the time. would be nice to ride share from South Hill to Liberty Lake.	Nov 13, 2014 1:29 PM
458	What about those of us that live in north Spoknae County	Nov 13, 2014 1:27 PM
459	This is a stupid survey. Fire the unqualified moron whom designed it.	Nov 13, 2014 1:24 PM
460	No	Nov 13, 2014 1:24 PM
461	The later buses, would be good for getting people home after drinking. Helping to reduce drunks on the road at night. If nothing else that would be my suggestion. Along those lines though, please don't overwork your highly skilled bus drivers. Being tired on the road is just as bad. Best of luck with your improvements! We need more mass transit!	Nov 13, 2014 1:22 PM
462	No.	Nov 13, 2014 1:21 PM
463	What about SE county? We have nothing, thank goodness the CDA casino allows us to use their systems to get into Spokane.	Nov 13, 2014 1:19 PM

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464	As per my previous message, a sales tax is not a good mechanism for funding transit and I hope every method is being made to find an alternative that is more rationally connected to the service being delivered. Hopefully several funding mechanisms can developed so transit does not have to rely only on the sales tax, a historically highly variable funding source (remember what happened to sales tax revenue in the crash of 2008). Please work for diverse and logical funding mechanisms to ensure both more \$ available and greater stability in transit funding. On another topic, I totally support the City Center loop but I am not terribly sold on the "street car" design. Have you looked at the Dash in Olympia? This seemed to work well. I have been told that the street car carriers cost more to maintain among other deficiencies they have.	Nov 13, 2014 1:16 PM
465	I do not see much information regarding service to Wandermere area. I live out by 395 and if there is was service to the Wandermere area it might make me change my mind about commuting. At this time it is silly for me to drive in a few miles just to catch a bus when it is just as fast for me to drive all the way in and at my leisure. I believe we should concentrate more on LIGHT RAIL for Cheney, Post Falls as the schools and the commuters from this area could utilize this aspect enormously.	Nov 13, 2014 1:10 PM
466	I was a constant rider on STA when I lived up north and worked in the Valley. There was a direct route which meant I didn't have to go downtown to transfer. Now I live in the Airway Heights area and would need to transfer downtown and at SCC to get to work, a 1 1/2 hr commute. I am eligible to ride paratransit, but because I live too far from the fixed route line, I can not ride it either. Because of this, I am basically housebound (I telework due to my disabilities). If paratransit went farther out, I could be mobile again!	Nov 13, 2014 1:09 PM
467	The funding source and request for tax increase is more than reasonable. For Spokane to grow its economy, increase mobility of citizens, adapt to the changing demographics and become less autocentric, this plan needs to be supported. Education and needs to be done as the plan unfolds to get people to leave their cars at home which will be a challenge.	Nov 13, 2014 1:08 PM
468	Build out the existing system using by providing secure covered bus stops and additional park and ride locations.	Nov 13, 2014 1:07 PM
469	Don't do it, They are a waste of money, I can't afford	Nov 13, 2014 1:07 PM
470	I don't ride the bus because I don't like to be at the bus station and I would reconsider if i didn't have to deal with that. Sad but true.	Nov 13, 2014 1:07 PM
471	I'm disappointed there is very little in the plan to increase frequency of service for existing users, especially on the South Hill (where the population is more liberal and more likely to ride the bus!). I had to stop taking the bus when my work schedule required me to be at the County Courthouse at 6:30am. There is no bus from within a half mile of my house that can get me to work that early. I love that STA is trying to expand, but you've focused most of your expansion on the fringe. What about the daily commuter? Buses need to come earlier and be more frequent! Paratransit serves a very small amount of people, as does service to small outlying cities. STA needs to focus on SPOKANE! Get Spokanites to where we need to be when we need to be there FIRST, then think about other	Nov 13, 2014 1:06 PM

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cities. After increasing service for the daily Spokane commuter, a Spokane-Coeur d'Alene link would be the next most important thing, allowing the two cities to share work, tourism, and recreation. 1. SPOKANE commute 2. Tourism (SpocDA) 3. Paratransit Thank you for all that you do! You're providing a great service, and I fully support a tax increase if you can focus in the most needed areas!

472	Please provide a more efficient way for people to transfer from one bus to another. Transfer time should not be more than 10-15 minutes.	Nov 13, 2014 1:04 PM
473	Get rid of the scummy people that hang out at the downtown facility.	Nov 13, 2014 1:03 PM
474	You cut bus routes years ago making it more difficult to get to the buses and use them. If you want more money you had better be able to show that you really can make bus transportation more affordable for everyone and not just a select few low income groups that are already receiving my taxes. Also it needs to be shown that it will be more convenient to take the bus. I don't because I have to walk 2 blocks to a bus stop and wait in the rain and wind and snow and then my destination is three transfer and an hour ride.	Nov 13, 2014 1:00 PM
475	Downtown and the Riverpoint campus should be free, like major metropolitan areas!	Nov 13, 2014 12:59 PM
476	If there's an increase in tax, I want it to last for a specific time period to pay for specific projects.	Nov 13, 2014 12:57 PM
477	please use the appropriate bus to transport passengers. Often the bus is standing room only on the 174. please keep the bus at a reasonable temp as I often have to take off clothing to avoid sweating. please remind passengers not to wear perfume or cologne	Nov 13, 2014 12:57 PM
478	We need more transit services and should have light rail along I-90 corridor from the airport to CDA. Please keep the plaza downtown. It provides a warm place for folks waiting for transfers. It also allows easy access to the downtown skywalk system for running errands.	Nov 13, 2014 12:56 PM
479	yes i would love to see the bus expansion on the south hill , there use to be a mini triper bus that went up around havana and would take you to the park and ride , i would catch it on 37th and freya it only ran prime time morning and prime time evenings.. this went away about 2 years ago and now i have to walk 8 blocks to catch the bus its fine in day light and when its not snowing , but not at other times.....when i bought my home 20 years ago, one of the reason picked that location was it was one block away to the bus stop at 37 and freya.... when the park and ride was built they took that great service away from me.... i enjoyed taking the bus and being independent.. now most of the time i have to rely on others for rides, or a taxi... PLEASE THINK ABOUT EXPANDING YOUR SOUTH HILL ROUTE TO INCLUDE THE STREETS OVER TO HAVANA.... It would be greatly appreciated..... thank you	Nov 13, 2014 12:56 PM
480	I know the population that the bus serves, and that all in Spokane and the region benefit from this system even if they don't ride the bus. But I feel there is a unequal amount of the funding put on those who don't use the bus. Maybe there	Nov 13, 2014 12:55 PM

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	could be less of an increase in sales tax(.01 or .02) and a small increase in the fairs so that people are equally paying for the services provided.	
481	no light rail.	Nov 13, 2014 12:54 PM
482	Anything to improve the current system would be amazing!	Nov 13, 2014 12:53 PM
483	None.	Nov 13, 2014 12:53 PM
484	I rarely take the bus due to no early routes without having to transfer. However, I do think the transit system is extremely valuable and needed source.	Nov 13, 2014 12:51 PM
485	Please make the increase for these services very reasonable especially for those who barely can afford to ride the bus now. The services sound great but if it too expensive then the changes want make a difference if no one is riding. I do know increase would be necessary because i rather ride the bus	Nov 13, 2014 12:49 PM
486	More bus stops on south hill.	Nov 13, 2014 12:49 PM
487	Build a subway to Liberty Lake.	Nov 13, 2014 12:49 PM
488	Fair Housing choice is limited by mobility. There should also be service to Deer Park a low income town.	Nov 13, 2014 12:48 PM
489	A big turn off for me to ride the bus is the outdated payment system. People rarely have cash these days, and even more rarely have coins. I have to go out of my way to provide exact change, buy a pass, or use a smart card in order to get my moneys worth. The machines should at least give you change if you only have dollar bills. I also think you should have an App that can track the GPS location of your busses. Sometimes they are fast, sometimes they are slow, sometimes they run at different times depending on the day. If I had an app that allowed me to request a departing time and location and it would alert me when the bus is getting close, it would save me a lot of time.	Nov 13, 2014 12:45 PM
490	More taxes! Yay!	Nov 13, 2014 12:44 PM
491	We need transit that goes out to Mead "town area". the current park & rides are too far away to make them worth while. I would love to have a bus on the weekends so I could go downtown without my car. I would go downtown more often if it was available.	Nov 13, 2014 12:44 PM
492	Do not raise the sales tax. PLEASE!!!	Nov 13, 2014 12:44 PM
493	Go for it.	Nov 13, 2014 12:43 PM
494	Your language is misleading on the tax increase. First we are told the increase was approved by voters and then we are told the Board is considering it. These things are often vailed as they are unpopular	Nov 13, 2014 12:43 PM
495	More and better service! I like it! A strong transportation system makes our city stronger, safer, and more productive! Thank you	Nov 13, 2014 12:42 PM
496	It's the working poor who are the real consumers of STA. Please keep them in	Nov 13, 2014 12:41 PM

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	mind when deciding routes, times, etc.	
497	The reason I rarely use transit is because if I don't drive, I am riding my bike. I commute by bike, but I want to be supportive of transit because I know that it is essential to a supportive urban environment. The fewer cars on the road, the more alternatives, the better for all of us and transit can facilitate that.	Nov 13, 2014 12:39 PM
498	Please keep us informed about the snow detours so to make sure we get home or place ok.	Nov 13, 2014 12:39 PM
499	only for handicapp or vets	Nov 13, 2014 12:38 PM
500	i live in north spokane and work at liberty lake. would be nice to have a bus that ran that line without going downtown	Nov 13, 2014 12:38 PM
501	find a way to lessen overcrowding on the North Express (124) busses in the afternoon. standing room only most days tells me something is wrong. fix the problem by (1) providing busses more often earlier (2) providing articulated busses. as the overcrowding goes up and the gas prices go down i will be driving more often to avoid having to stand on my bus ride home.	Nov 13, 2014 12:38 PM
502	How about cutting the tax subsidy by .3% and allowing competition?	Nov 13, 2014 12:36 PM
503	no	Nov 13, 2014 12:33 PM
504	LITE-RAIL SYSTEM IS LONG-OVERDUE!!	Nov 13, 2014 12:32 PM
505	I would like if the buses didn't all have to stop at the downtown depot. Also, I think safety (security? police patrol?) at the depot should be improved.	Nov 13, 2014 12:32 PM
506	I ride the bus to and from work five days a week. Very good experience. Plan on doing it until I retire.	Nov 13, 2014 12:32 PM
507	My biggest concern is an increase in bus security and less tolerance for people who get on the bus smelling like they literally bathe themselves in Cannabis.	Nov 13, 2014 12:32 PM
508	It would be very helpful to me and my fellow co-workers if a bus was reinstated out at Geiger Corrections Center again. Nearest bus stop is a mile away. It's difficult for me to consider raising taxes when none of the proposed changes makes a postive move toward the needs of the people I deal with on a daily basis. I like the proposed changes, just not sure those are where the most need is, rather than things that sound nice.	Nov 13, 2014 12:32 PM
509	This plan would not benefit me as my area of residence still would receive no service.	Nov 13, 2014 12:31 PM
510	Other than an overall increase in frequency in most routes (not just during peak hours, but throughout the entire day), and providing service to areas that currently don't have STA service (such as on top of 5-Mile Prairie), I believe that I've said my share in the previous questions.	Nov 13, 2014 12:30 PM
511	Portland! Copy them.	Nov 13, 2014 12:29 PM

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512	I would think the North Corridor would have some kind of priority in this plan. I like the limited stops of the 124, just wish it was more available, especially if I have to leave during the day.	Nov 13, 2014 12:28 PM
513	I am supportive of the plan but not optimistic about the Spokane community supporting such a substantial tax increase	Nov 13, 2014 12:27 PM
514	It would be nice to have a bus/van from Deer Park to the North Spokane park and ride.	Nov 13, 2014 12:26 PM
515	if i used the bus i am willing to pay for it, but if i never use it because it doesnt fit my needs why should i pay for it? charge the people using the bus.	Nov 13, 2014 12:26 PM
516	Service to Deer Park??? Loon Lake???	Nov 13, 2014 12:26 PM
517	not at this time	Nov 13, 2014 12:25 PM
518	Raise the ride rates a small amount. Smaller buses in less used areas rarely do you see one completely full.	Nov 13, 2014 12:25 PM
519	I hope the bus station downtown will stay where it is. I am a professional middle-class person and while yes there are many teens or marginalized folks at the bus station--I have never had any problems at the station. It is always clean and I feel it is a safe place. I love how I can walk very easily to the mall or the park from the bus station. I hope it does not move!	Nov 13, 2014 12:24 PM
520	More transfers from East-West to North-South bus service would be great!! Pre-ticketing is wonderful but make it easy for folks to purchase the tickets - key easy access locations.	Nov 13, 2014 12:24 PM
521	I would personally love to see a transit system similar to what Portland Or has to its outlying areas. Spokane is smaller and should be just as easy to get around without a car!!	Nov 13, 2014 12:24 PM
522	Get the hub out of downtown. It is expensive and crowds streets. Have the hub near the boone st garage, and use street cars for downtown.	Nov 13, 2014 12:23 PM
523	Some of your salaries are too high!	Nov 13, 2014 12:23 PM
524	Get with it! The existing service is horrible on north Division with no stops or pick up in the north area between the Y to the Mead station. I do not use public transit because I cannot go where I need to go. I would like to get conveniently from the Mead transit station to SFCC. It is horrible at this time and too time consuming.	Nov 13, 2014 12:23 PM
525	While I am extremely supportive of an efficient and excellent public transit system, I am worried about the sales tax increase. I am a student working full time and Washinton already has one of, if not the highest sales tax rates in the country. Please consider this in making the decision to raise sales tax. Spokane is economically behind as it is.	Nov 13, 2014 12:21 PM
526	It may sound "conspiracy theory-ish" but I think that it would be helpful to have randomized security/police officers riding busses. When I used to take the bus to	Nov 13, 2014 12:20 PM

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	and from work--especially Sprague--I cannot count how many different incidents there were with angry drunks, people who bring alcohol onto the bus + people who yell at the driver or threaten, and there is really nothing that can be done. I think if riders saw security riding with them every now and then that it would help lower how many of these types of incidences there are. This may already happen though and I am wrong lol does STA already do this? I hope so :)	
527	Add 2 more central hub - one at north another in valley	Nov 13, 2014 12:19 PM
528	First, improve the transportation from CDA, ID to Spokane Down Town. I-90 is very busy.	Nov 13, 2014 12:19 PM
529	you really should consider supporting areas of town that are not low income	Nov 13, 2014 12:18 PM
530	RAISE FEES IF NECESSARY	Nov 13, 2014 12:17 PM
531	Smaller vehicles for low volume routs, or run times	Nov 13, 2014 12:17 PM
532	I am a student at Eastern Washington University and I drive to the Jefferson Park & Ride every day and take the bus from there. I realize that there is a bus from Liberty Lake to Cheney as well as a bus from Mirabeau to the Plaza and then to Cheney. With that being said, I strongly believe that there should also be a bus that leaves the VTC and goes STRAIGHT to Cheney (and vice versa). Many students at the Jefferson lot are from the Valley, so a VTC-Cheney bus would be quite convenient. Just an idea.	Nov 13, 2014 12:16 PM
533	Routs need to be more organized. more times (earlier) with smaller more fuel efficient busses	Nov 13, 2014 12:16 PM
534	Before additional funding to 'add' more buses the effort needs to be made to use much smaller buses/shuttle vans during slow times.	Nov 13, 2014 12:15 PM
535	Yes the tax rate hasn't gone up in some time but the amount of \$ coming in has due to the increased population in the Spokane area. Expanding services when many of the existing routes are not well used and many busses are not even close to being filled doesn't make sense. STA should only expand services if it can pay for them using existing funds and bonds that are often passed by the public.	Nov 13, 2014 12:13 PM
536	I am very opposed to any renovation to the STA plaza, the money should be spent on transit. The building is nice enough, it's a place to wait for a bus.	Nov 13, 2014 12:11 PM
537	This has nothing to do with funding, but attitude is important and although most of the drivers are amazing, there are a few who need to smile more!	Nov 13, 2014 12:10 PM
538	Consider North County/Deer Park bus service?	Nov 13, 2014 12:09 PM
539	I work at Travelers Ins, I need a bus available to Maribu park & ride at 8:30pm, if possible, instead of 7:30pm. Do you forsee extended hours for bus 174?	Nov 13, 2014 12:09 PM
540	No sales tax increases.	Nov 13, 2014 12:08 PM
541	I have no desire to use a bus if I can't get on the bus because the bike racks are	Nov 13, 2014 12:08 PM

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	full.	
542	You should work out a system with Diamond Parking- we who ride daily and pay to park in the arena should not have to be charged extra on days when the arena is hosting an event	Nov 13, 2014 12:08 PM
543	i really feel people that can afford ciggarettes should not get free rides.	Nov 13, 2014 12:07 PM
544	Evaluation, growth and re-structuring for future needs is essential. Please continue to look and adapt to future needs. Mass transit is needed.	Nov 13, 2014 12:07 PM
545	I am excited for the possibility that some of my family members, friends, and co-workers will have more flexibility in riding the STA buses. I have one friend who needed to ride the bus to get to clinicals, needing to arrive by 6:00 AM; however, the bus would not be able to get her there until 6:30 AM. Therefore, I drove from my home by FAFB to the Shadle Park area to pick her up, and then drove her to her clinicals on Nevada. Doing this for 7 days did not make sense in conserving fuel; however, she is new to the area, had no friends nor co-workers to rely on. She is also working toward being a CNA. Without her own transportation, it will be very difficult for her to have a job without more flexible transit times/options. Also, for our employees in the West Plains (Airway Heights, to be specific for us), it is very difficult to ride the STA buses due to the lack of convenient stops, especially when there are a lack of sidewaks, and a lack of plowed/ice-free sidewalks in the winter.	Nov 13, 2014 12:05 PM
546	Aim towards a smaller sustainable system of transit, not expansion and increasing costs.	Nov 13, 2014 12:04 PM
547	no Sales tax increases.	Nov 13, 2014 12:04 PM
548	Would like to see a P&R in Deer Park area.	Nov 13, 2014 12:01 PM
549	People who use the transit need to pay for it, its not equal to tax people who don't use it to maintain it or fund it. Maybe the employees need to think about what they can do to help STA maintain or improve services, AKA.pay cuts or benefit cuts. I'm sure there are a few individuals who could stand to loose a few zeroes for the good of the community! I use the system so there for I should pay for the system, I'm not opposed to that at all.	Nov 13, 2014 11:59 AM
550	any thoughts to extending service to Deer Park? The Wandermere park n ride is only half way or less to work for myself and many others	Nov 13, 2014 11:59 AM
551	Better, more frequent service to the Spokane Valley and not just Liberty Lake needs to be addressed.	Nov 13, 2014 11:58 AM
552	Can you please implement a city ordinance to make smoking prohibited at all STA Bus Stops. Every day I take the bus to and from work. Every day, smokers walk right up next to me and light up a cigarette. I always have to be the one to walk 25 feet away from the bus stop because the smokers won't be considerate and stay 25 feet away. Even though the bus stop is in open air, the cigarette smoke lingers all around us non smokers. I have considered stop taking the bus due to having to stand with the smokers at the bus stop just to get to work and	Nov 13, 2014 11:58 AM

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	back. Please consider this.	
553	continue to develop and sustain the area park and ride locations	Nov 13, 2014 11:57 AM
554	I dislike that gas prices are as high as they are but somehow I think fuel prices should be figured into the funding, although .15 is a lot to add on. I do not object to this added to \$50 purchases though.	Nov 13, 2014 11:55 AM
555	Wish was a park and ride near Chattaroy.	Nov 13, 2014 11:52 AM
556	This is a scheme for rich people to get richer and for poor people to get poorer and have more hardships around riding the bus.	Nov 13, 2014 11:49 AM
557	It should be funded by people who use the system, not local taxes.	Nov 13, 2014 11:47 AM
558	STA needs to expand commuter service into Idaho. Local transit is not needed there, but by offering routes in the morning and evening with 4 stops of Downtown Spokane/VTC/Post Falls/Coeur d'Alene, STA could make a significant environmental and traffic impact, by assisting the thousands of interstate commuters who have no option other than to drive themselves every day. Obviously, this route would have a higher fare.	Nov 13, 2014 11:47 AM
559	Need to provide Paratransit service north on Hwy 395, past the existing Park & Ride.	Nov 13, 2014 11:37 AM
560	I think we definitely need 1/2 hour service on the weekends especially for those who work or who just want to get out and go places and for those who don't have cars .Also I definitely support a tax increase to support the new changes and services. Also please, please stop using the windows of the buses for advertising. It is very hard to see out of especially at night and in early morning. It makes it extremely difficult especially if you don't know where (the) or your stop is at.	Nov 13, 2014 10:18 AM
561	There doesn't seem to be improvements for Spokane Valley. This makes it difficult for me to use transit. However, I appreciate that when other people use it, there is less traffic congestion. I'm sure you see all the traffic on the freeway heading east when work gets out. There is need to provide alternatives for those folks.	Nov 12, 2014 8:58 AM
562	As a rider that uses technology to find my busses times and pick up locations I'd like to see more technology integration for use of smart phones. For example, being able to use a single app for locating the gps location of a specific bus so that I can see on a map how close it is to arriving, if it's running behind, or if I missed it.	Nov 11, 2014 10:46 PM
563	I used to live in Spokane for 20+ years and relied STA buses as a primary transportation as a daily basis. Just moved back to Federal Way about a year ago. I live in in the area that is close to the RapidRide Line A, which are one of six lines in it's network within King County line. To date, almost all RapidRide lines has proved with a huge success by increasing large number of ridership on a weekly after these basic routes has disappeared in that area. This goes same for Swift with Community Transit in Snohomish County. So, I strongly encourage	Nov 11, 2014 5:00 PM

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that STA should invest the funding for the Bus Rapid Transit project like RapidRide and Swift as a primary choice before moving forward with Central City Line. I've seen Division and Sprague lines were dealing with overcrowding issue where these buses had to pass the waiting passengers at the bus stop or at the Plaza. My other thought is that STA could help develop a new "regional" transit agency like Sound Transit that will only focus on long-distance lines like freeway routes and hire these new coach operators via outsourcing such as First Transit or MV Transportation to handle the "regional" transit service. Sometimes, outsourcing is much cheaper to operate the service like Pierce Transit is doing a service contract agreement with Sound Transit to operate many south commuter routes from/to Seattle and these cities in Pierce and King (south part) county. If you wish to contact me for more questions/feedback. Feel free to email me at captfranklin27@gmail.com

564	Study feasibility of additional cross town routes.	Nov 11, 2014 2:17 PM
565	Please provide more seating at the Plaza, inside. There is so much empty space and nowhere to sit. Thank you. I ride STA 5 days a week, sometimes 6.	Nov 11, 2014 9:44 AM
566	Run Monday thru Friday service later into the evening. I'd be willing to pay more for an extended night service to get home from work when I don't get off until eleven pm or, or twelve am. But other than that, sta provides great service.	Nov 11, 2014 7:49 AM
567	I think Sta needs to stop people from hanging out downtown it is to use the bus	Nov 10, 2014 1:58 PM
568	I know it's hard in America to re-shift back to rail - but Spokane was laid out wonderfully - with street cars. We could be another Portland - bring back street cars - and an interurban line between Cheney-Spokane-Spokane Valley-Post Falls-Coeur D'Alene. "If you build it- they will come." More bus service is awesome - but let's eye towards an awesome public transit future....more street cars/light rail!	Nov 10, 2014 12:44 PM
569	It's foolish to exclude light rail from this discussion.	Nov 10, 2014 9:52 AM
570	While I do support extending the hours the buses run to accommodate nontraditional work schedules, I think that necessary safety measures and concerns need to be addressed before deciding to make this change. Additionally, we should work on improving the quality and quantity of travel within our city before we start throwing money at moving outside of our city, especially since there does not seem to be a great demand for this.	Nov 10, 2014 8:26 AM
571	STA does a fantastic job of taking care of the transit needs of the Greater Spokane area. I feel that the board should pursue the tax increase to fund the projects in this plan.	Nov 10, 2014 2:21 AM
572	The STA will always do exactly what they want to do regardless of who it hurts.	Nov 8, 2014 10:56 AM
573	Direct line from South Hill to Riverpoint campus.	Nov 6, 2014 11:44 AM
574	none at this time.	Nov 6, 2014 10:46 AM
575	I believe that STA should do a serious cost and benefits analysis of its current	Nov 6, 2014 10:31 AM

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programs. I don't believe STA should subsidize Vanpools, and most of the CTR efforts are very cost-ineffective approaches to carbon reduction (which don't even count the opportunity costs companies underwrite by having employees run the program, keep calendars, sponsor prizes, etc.). Unless transit is actually integrated into land-use planning, the Moving Forward Plan should be very flexible...so you don't have sunk costs that aren't adaptable.

576	I live in the Northwest Terrace neighborhood within the Spokane City limits with an ill elderly parent. We need to-the-door paratransit in our area. I've been told the paratransit bus will only pick people up at the local gas/grocery at the bottom of the hill. That's not acceptable. If those folks could drive to the gas station they wouldn't need paratransit in the first place! What is the matter with you people, that you won't aid those who need it most by picking them up at their door? It's shameful. We also need a Park and Ride at the Dwight D Merkel Sports Complex. Because of all the lights and traffic, it takes as long to drive to the 5 Mile Park and Ride as it does to just drive straight downtown on NW Blvd. and Maple St. 5 Mile is not a solution for those who live within the city off of 9 Mile Rd. We are part of this city and we deserve to have access to public transit. You punish us because we live just a little ways down a hill. So sure, give more access to Indian Trail where all the rich people live, like they need it.	Nov 6, 2014 9:27 AM
577	More late night services are needed. I am not a bus rider but have lots of friends who consistently sight that as the number 1 down fall of Spokane Public transit	Nov 5, 2014 3:47 PM
578	A comprehensive, expanded public transportation system is necessary for growth.	Nov 5, 2014 3:28 PM
579	Suggestions by the Downtown Spokane Partnership that the Plaza location should be reconsidered should have been dismissed by the STA Board right away instead of falsely entertained. It was a ludicrous suggestion in the first place and outright insulting to all the hard working riders of the STA system.	Nov 5, 2014 2:02 PM
580	Opening up more areas to the fixed route may decrease the demand for paratransit services, thus cutting additional costs. I would prefer to have better access to the fixed route as it could expand my freedom of travel, and I would doubt I'm alone on this issue. I know it costs much more than \$1.50 in fuel/wages to travel from Central Spokane to Liberty Lake.	Nov 5, 2014 8:13 AM
581	Would like at least a park-n-ride north on Highway 2....maybe at or near Yokes. This is in the Mead school district, continues to grow, and there is no transit service. The closest STA bus is at Northpoint by Shopko/Target. Those who live further North have no options if they don't drive.	Nov 4, 2014 5:06 PM
582	I think what you're planning on doing sounds great.	Nov 4, 2014 4:57 PM
583	forget it	Nov 4, 2014 10:15 AM
584	You look to sell the downtown building and move back to Riverside. Also any connection to Idaho should be supported by Idaho. Again if riders are not covering basic employee cost those routes should be eliminated.	Nov 4, 2014 8:48 AM
585	I see mostly empty buses so do not know where the standing room only routes	Nov 4, 2014 8:35 AM

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are. If these reduce congestion, emphasis should be placed there.

586	I am very appreciative of the STA's forward vision. My concern is more around the new gps and monitoring systems being placed in the buses. Understanding the importance of this functionality, I also fear that the customer service aspect that has made riding the bus pleasant and helpful is starting to become robotic and mechanical. Bus drivers are hesitant to deviate from the standards (i.e. Pick up a known rider unless they are at the specified stop) on fear of loosing their job. This strictness is beginning to impact the rider population.	Nov 4, 2014 6:33 AM
587	Support areas of growth and demand.	Nov 3, 2014 11:18 PM
588	no	Nov 3, 2014 4:39 PM
589	I think a good basic bus service for the East Central area is needed, however the Lite rail system is a waste of my taxes and many of the residents down here mostly agree with this.	Nov 3, 2014 3:03 PM
590	a Deer Park line	Nov 3, 2014 2:23 PM
591	Bus drivers are generally not courteous drivers and often do not pull out of traffic causing drivers delays for drivers that are paying most of the transit cost.	Nov 3, 2014 2:01 PM
592	Be realistic - moves must be cost effective and sensible.	Nov 3, 2014 1:57 PM
593	The cost to ride the bus is still going to be cheaper than for people to drive the vehicles even with a 25% rate increase.	Nov 3, 2014 1:29 PM
594	You need to look into going farther on Trent to Sullivan, including Pines and especially Mirabeau pkwy where the business are off Pines. If you had a bus that went there, I would buy a bus pass and ride every weekday, but since you don't I verily ride the bus at all. I used to ride all the time, but now I don't due to where our business moved to.	Nov 3, 2014 12:26 PM
595	Late night bus service, esp in downtown area, would be beneficial to those working nights, and to prevent drunk driving when people go to bars. More service overall is also needed in the lower west south hill area.	Nov 3, 2014 11:58 AM
596	East Upriver Drive has no service between Avista and SCC. There is high density, low income people here who rely on the bus. They have to walk a long ways. I see them along the road every morning on the way to work.	Nov 3, 2014 11:08 AM
597	Clean up the plaza. It is an uncomfortable gathering place for street people and homeless that keeps most professionals away. Post Spokane wanted criminal pictures on bulletin boards to reduce the criminal presence in the plaza and on buses.	Nov 3, 2014 9:47 AM
598	I feel that night and weekend service is very important for low-income working people because it allows the people to work at night and weekend jobs such as restaurants and medical jobs. I feel it is very important to keep service to outlying areas for people who may have no other way to get to the grocery store etc. I think a "trolley" would be a silly waste of our money. Nearly all the buses already go through downtown, why make a special bus with a fancy paintjob?	Nov 3, 2014 9:35 AM

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599	Consider asking students of sfcc and eastern what they need to be able to use the busses more often. More importantly for running start students. But all around help.	Nov 3, 2014 7:23 AM
600	I would urge the Board to think more deeply about the reality that Spokane is overwhelmingly a shift-work, 24/7 town, and the top priority should be to start all existing routes at 5am daily and run all routes at least until 2am daily, including Saturdays and Sundays. Unemployment in Spokane could be a lot lower than it is, if we had a bus service that matched the commuting needs of unemployed individuals who have extensive work experience in shift-work settings, but cannot afford private transportation. I would also recommend that the downtown Plaza be closed and converted to a use more in keeping with its location so close to so many higher-use buildings (Davenport, Riverside, Luzzo, major banks, cathedral, federal building), and a new central station opened on land where the buses can line up in bays around the building, not on any streets, similar to the central station in Fargo, ND, for example. Moving the Plaza out of the downtown and changing it to a pure terminal, with no stores, just a covered waiting area, would make it less attractive to loiterers and make it that little bit more difficult for them to all meet up in the downtown business district where they frequently constitute an unacceptably high proportion of the persons in and around the Plaza. All cities of the size of Spokane have some loitering in their business districts, but the proportion of loiterers to business people has become far too lopsided in Spokane compared with other cities and the location of the bus Plaza is the primary cause.	Nov 3, 2014 4:03 AM
601	I would defer you e board to determine high traffic routes, it is hard to answer the questions on priority routes without more data. Regarding services to one neighborhood, Browns addition to other popular places, I am not understanding how paying millions to improve commuting for one neighborhood makes sense. I am not supportive of raising taxes to improve transportation to Idaho; for many reasons (although we like our neighbors).	Nov 2, 2014 4:10 PM
602	Provide service to MEAD again.	Nov 2, 2014 4:05 PM
603	We need lite rail between Coeur dalene, post falls and Spokane and airport eventually extending to Cheney. Similar to that in Portland	Nov 2, 2014 3:32 PM
604	Please increase public transit options to the south perry district, especially between the district, the hospitals, colleges, and downtown. There are so many young people in this neighborhood attending school and working in healthcare. It would be ideal to include this neighborhood in the central city line.	Nov 2, 2014 2:40 PM
605	I am skeptical of the electric trolley because once those electric lines go in, there is no flexibility in changing the route. This doesn't allow for future changes in demographics or neighborhood growth or anything unforeseen.	Nov 2, 2014 1:41 PM
606	I wish there were a way to expand bus service further north along Highway 2.	Nov 2, 2014 10:12 AM
607	Keep the STA plazza where it is. It is central to commuters using the buses whether for work, shopping or play.	Nov 2, 2014 10:04 AM
608	please put back the bus stop by the longhorn bbq on highway 2 as there are so	Nov 2, 2014 9:33 AM

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	many families with children and seniors that use it and now must walk 1-2 miles on a main highway to get to a stop..NOT SAFE!!!or find a way to improve it.	
609	We as a community need to stay progressive with our transit, more and better public transit is vital to our way of life as a community. I support the growth	Nov 2, 2014 8:28 AM
610	Please improve at least morning service on Route 1 (more trips). Also publicity on this venture and survey needs to be more publicly available for more feedback. Thanks.	Nov 2, 2014 8:14 AM
611	I would like more out bound trips from the plaza to Liberty lake between the times of 10am to 2pm. Very limited routes. Also maybe some buses that continue to Liberty lake from cheney for college students.	Nov 2, 2014 8:05 AM
612	Modernization at bus barn is unnecessary. It is/was a huge waste of money. We don't need more empty shops. If that is how you intend to use the money, I am not supportive at all.	Nov 2, 2014 7:54 AM
613	yes all of you quit	Nov 1, 2014 5:34 PM
614	A more effective transit system will get those who rarely use it to begin using it. It will also give a better modern perception of Spokane to visitors who would be very open to using the transit during their visits.	Nov 1, 2014 3:31 PM
615	Easier travel between Cheney, Medical Lake and Airway Heights.	Oct 31, 2014 11:35 PM
616	Do not do it.	Oct 31, 2014 10:05 PM
617	Increase the hours and frequency of the service as much as possible to make this a first class transit system.	Oct 31, 2014 10:02 PM
618	Please improve frequency on weekends to 15 minute intervals. Also, provide a more direct and quicker route to valley areas. It should not take an hour bus ride to get to somewhere you could drive to in 15 minutes.	Oct 31, 2014 7:19 PM
619	I would like to see a comprehensive report on the findings. This report would have to include a report, findings, costs, budget, proposal, etc. I have a great deal of respect for STA and how they operate. I believe they are the best stewards of my tax dollars.	Oct 31, 2014 6:15 PM
620	No	Oct 31, 2014 6:01 PM
621	I wonder how other cities are funding their public transportation, how many grants are available to help, and if STA could ask businesses to provide free passes to employees to come to work.	Oct 31, 2014 8:32 AM
622	A successful and efficient transit system benefits everyone in the community, even those who never ride.	Oct 31, 2014 5:40 AM
623	Starting earlier.	Oct 31, 2014 4:31 AM
624	Funding methods must always be evaluated. Increasing the sales tax may not be the best option since it is quite high right now.	Oct 31, 2014 12:33 AM

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625	More options for the South Hill!!!!!!!	Oct 31, 2014 12:26 AM
626	Been waiting for expansion for a while, good to hear changes are in debate!	Oct 30, 2014 11:55 PM
627	There should be more frequent service especially later bus service on the #20 line weekday evenings.	Oct 30, 2014 8:44 PM
628	NO MORE \$\$\$!!!	Oct 30, 2014 7:43 PM
629	How about a subway system from Liberty Lake down Sprague to Downtown to Airweigh Heights Division to downtown. Get cars off the main streets	Oct 30, 2014 7:26 PM
630	Frequent travel to other cities with lite rail has made me realize how much a service such as that would serve the greater spokane area. Especially if said rail system extended to CDA, I could see my family increasing usage significantly.	Oct 30, 2014 6:58 PM
631	Spend Spend Spend	Oct 30, 2014 5:40 PM
632	Put the bus back that ran past Lincoln Park!!	Oct 30, 2014 4:55 PM
633	maintaining sidewalks and area around bus stops in more places. some have garbage scattered. can be dangerous in the winter especially with the snow berms.	Oct 30, 2014 4:34 PM
634	I take the bus to work and I am consistently 5 minutes late because my bus gets me downtown on the hour and then I have to cross several busy streets to get to work. I would like to be able to get to work a few minutes early but that would require that I get up an hour earlier. I get that it takes the bus longer to get downtown than if I drove but I can't afford to drive and pay to park!	Oct 30, 2014 4:11 PM
635	many of you drivers need to take another traffic training so that they obey the traffic laws.	Oct 30, 2014 3:51 PM
636	Better weekend transit, particularly on Saturdays	Oct 30, 2014 3:03 PM
637	Move forward on all. But public transite for the disabled is not a burden the public should have to fund....people who get paid to take care of the disabled need to be accountable...	Oct 30, 2014 12:44 PM
638	Extend Millwood route to Argonne library	Oct 30, 2014 12:41 PM
639	I will use the bus more as I age, but am concerned about the STA Plaza, it's cleanliness and safety.	Oct 30, 2014 12:31 PM
640	Keep it up. We SO need this!	Oct 30, 2014 12:11 PM
641	I hope we will continue to use the STA Plaza as a central boarding and disembarkation point for the system. It is a very convenient location for this purpose.	Oct 30, 2014 10:40 AM
642	Improvement of Spokane Valley and Liberty Lake would be a great help for myself and my clients.	Oct 30, 2014 10:36 AM

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643	Nope	Oct 30, 2014 10:19 AM
644	I live on the South Hill off of Ray, and work at Spokane Valley City Hall. There is a very convenient stop near my house (for the 34 bus), but in general, riding from the South Hill to the Valley is not convenient. I have to get off at Sprague and Havana, wait several minutes for the 90 bus, and then walk appx. 1.5 miles to City Hall (walking is faster than waiting for the 98 bus at the Transit Plaza). Coming home is even worse, takes almost an hour (compared to 15 minutes driving). I am highly supportive of STA and using the transit system, but unfortunately the current routes make it difficult for me. One option I've thought about... an express bus from South Hill Transit Center to the Valley Transit Center?	Oct 30, 2014 10:10 AM
645	none	Oct 30, 2014 9:57 AM
646	I rely solely on STA for my transportation needs. It would be better if the West Broadway went back to every 30 mins on Sundays. Being able to get to points in Idaho would be a huge plus.	Oct 30, 2014 8:59 AM
647	Please consider adding the Latah Creek - Gualchan Hills area in your new plan. There is a large ridership in the Eagle Ridge are as well.	Oct 30, 2014 8:45 AM
648	I'd like to see better service on the 25 Division, 66 Cheney, and 90 Sprague lines. Lots of times, the buses are standing room only. More frequent service and/or accordion buses may be in order, at least during high-traffic times.	Oct 30, 2014 8:20 AM
649	Public transportation is very important to the future of the Spokane region. HPTN is a critical step in getting more people to try transit and hopefully make it a bigger part of their life. The investments in transit improvements will be recouped through greater economic stimulus, more sustainable housing development, greater choices for travel to work places, improvement in our environment, and a positive impact to the health of our citizens.	Oct 30, 2014 8:06 AM
650	Infrastructure is one of the most critical aspects of city growth	Oct 30, 2014 7:15 AM
651	I am very impressed with the quality of bus drivers of STA.	Oct 30, 2014 5:11 AM
652	As a visually impaired citizen who relies on public transit to go to doctors appointments and what not, it is very important for me to have these services and I am very excited to hear of some of the things that STA has planned for the future.	Oct 30, 2014 12:12 AM
653	For myself, taking the bus to/from work makes no sense, because it would increase a 12-minute commute by auto to about 2 hours. Even though I live a block from the bus stop, I would have to take a circuitous route to the Valley Center, then take another line that drops me about 2 blocks from where I work. Personal auto, or even bicycle, would be faster. From the valley to the city it makes sense, but from one area of the valley to another, routing is not convenient.	Oct 29, 2014 10:08 PM
654	My priorities would be to increase frequency and convenience of central transit options in and around downtown and Spokane City areas, before increasing	Oct 29, 2014 8:51 PM

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	service to suburban areas. That being said, any transit improvements will be a huge boost to the area.	
655	Thank you for everything you do. I love Spokane transit. I'm extremely excited for the electric trolley line from Brownes to SCC and extending late night service on weekends so I could take the bus home from downtown. Keep up the great work!	Oct 29, 2014 7:35 PM
656	The management team is over staffed and compensated. Some of those dollars could be used for service.	Oct 29, 2014 7:20 PM
657	I wish service was more frequent. If you miss the bus, it's a big pain. I also wish you didn't run all of the parallel routes at the same time (this is at least true for NW Spokane). If they were staggered, I could walk to a nearby route if I missed my normal bus. I also wish it were possible to go E-W from west central without going downtown. And I wish the stops in the NW neighborhood covered the area more densely, like the rest of the city gets. Is it possible for me to go EW in north Spokane and go very east or very west, without having to go downtown? Kudos on your attempt to connect the west plains. If I think it's annoying to have to go downtown to go E-W, I'm sure they think it's downright ridiculous to have to go into Spokane just to go to a neighboring town.	Oct 29, 2014 5:39 PM
658	I'm a college student whose dependent on the bus service it would be nice to be able to get places easier.	Oct 29, 2014 5:12 PM
659	Thank you for all of your hard work and planning!	Oct 29, 2014 5:08 PM
660	I don't often ride public transportation because it isn't convenient. But I have traveled to many cities that have metros and trains and busses that run almost 24 hours. If that were the case I would sell my car and ride strictly sta. But as it stands most of my activities go past 10 and the wait at most stops are long so it isn't a reasonable option.	Oct 29, 2014 4:21 PM
661	If a bus runs every 15 min during the week it should do so until 6pm and run more frequent on weekends. Also a street car is a 2 asteroid of money and resources when Downtown Spokane is tiny compared to other cities and it only takes 15 min to walk from the plaza to GU	Oct 29, 2014 3:39 PM
662	Be more fiscally responsible instead of raising taxes.	Oct 29, 2014 3:30 PM
663	Yes I think STA can do a better job on improving their route times and exact time on the schedules.	Oct 29, 2014 3:23 PM
664	West Plains transit center would slow express traffic to EWU for minimum increase in riders. Needs to be more carefully evaluated.	Oct 29, 2014 2:35 PM
665	Moving forward without detail doesn't give me any reason to support the funding mechanism. Tell me what you are going to do with the money.	Oct 29, 2014 1:54 PM
666	Inadequate fixed-route bus frequency is the number one issue preventing further transit use. Consider increasing route frequency toward 10 minute intervals (from the peak 15 minute interval) on existing routes to make a more viable,	Oct 29, 2014 10:34 AM

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	robust transit network and enable spontaneous trips by transit. Increased late night service (from the sporadic 30-60 minute interval) is also essential to this endeavor.	
667	Can they start now?	Oct 29, 2014 9:53 AM
668	no	Oct 29, 2014 9:46 AM
669	What separates Spokane from cities like Boise is not just attractions or economic development, but its quality of transit service. Most people take for granted that a bus is somewhere every 15 or 30 minutes, but this is actually unusual for a typical Western US city. We have to take advantage of this and not only sustain but improve our services. The region needs to be supportive of this, so I feel that the campaign for voting yes to this tax increase needs to focus on the quality of transit that Spokane has compared to other place and that this increase will bring about many positive changes for the area. Do not take King County's approach and focus on the negative effects that will happen if it doesn't pass. Let voters know what STA has been able to achieve so far and request a very modest tax increase to improve it even more. I feel it is hard for even a total car-lover to say no this.	Oct 29, 2014 8:32 AM
670	I would like the STA Board to further vet this plan and ask STA staff detailed questions on the necessities of the many components comprising the current proposal including the funding mechanism.	Oct 29, 2014 7:43 AM
671	I do not support the Transit Center that is proposed for the site at Exit 272.	Oct 29, 2014 7:30 AM
672	Light rail to direct growth.	Oct 29, 2014 4:27 AM
673	I need more info regarding the plan	Oct 28, 2014 7:28 PM
674	Thank you for providing information to the public on a regular basis. Keep the	Oct 28, 2014 3:56 PM
675	ANother 50% increase to your existing funding mechanism will be extremely difficult to justify as will the central city line versus simply dedicating exisiting transit busses to this route	Oct 28, 2014 2:25 PM
676	Very supportive of most of the Plan.	Oct 28, 2014 10:42 AM
677	no	Oct 28, 2014 9:51 AM
678	Direct line from EWU's Cheney campus to the Spokane Riverpoint campus. Many students live in Cheney but have classes at Riverpoint, a direct line with no bus transfers would be helpful and undoubtedly used often	Oct 27, 2014 9:07 PM
679	I will vote against any plan that includes raising my taxes to support public transit.	Oct 27, 2014 9:07 PM
680	Rank the projects by total time & money saved for new and existing users and concentrate on projects that generate most time & money saved for most people within existing funding.	Oct 27, 2014 4:27 PM
681	Before I retired I often utilized the North Monroe (24) route to get downtown from	Oct 25, 2014 12:58 PM

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	my place of work on North Monroe. That was very convenient as it meant that I did not have to worry about finding a place to park, feed a parking meter, worry about running out of time, etc. Since retiring I have not utilized STA as much. Improved service, however, could well change how I travel. My wife and I are considering relocating to the Greenacres vicinity. Improvements in this part of the service area would be very beneficial.	
682	I am very excited and supportive in regards to some of these proposed changes. I believe it has been a long time coming to not only increase the transit options you provide but to extend service hours throughout the night and weekends like you used to do in the past. I would gladly continue supporting Spokane Transit in any form possible including a marginally higher tax if it means increasing your services.	Oct 25, 2014 4:54 AM
683	Bus service to CdA, PLEASE!!!!	Oct 24, 2014 9:01 PM
684	I live in Four Lakes and am highly supportive of routes from downtown Spokane to Cheney. I'd also like for the Board to consider routes from Four Lakes to Medical Lake and Airway Heights. At the present I would not utalize routes from Four Lakes to Spokane Valley or Idaho; however, several of our neighbors would benefit from this option.	Oct 24, 2014 11:17 AM
685	I believe that for specific bus routes that are at or over capacity as far as having standing room only when in route should be identified and evaluated for having more frequent pick up times in order to decrease capacity. Namely route 94 which has a very long route thus more commuters and is very full at the peak hours of the day, morning and evening commuters.	Oct 24, 2014 10:05 AM
686	I live in Spokane Valley and work downtown. I bought a car because the bus service was overcrowded, and not quite frequent enough for my use. I hate having to rely on my car so much. I would love more robust service to the Valley.	Oct 24, 2014 8:52 AM
687	Please restore service between Medical Lake and Airway Heights.	Oct 24, 2014 7:59 AM
688	Frequent and intuitive service - like with light rail - is important to link the airport to the central city. Transit investment can be a significant influence on the shape of our city, and we need to align our chosen transit routes and modes with our long-range hopes for Spokane's future. Boosting local economic development and stimulating reinvestment in downtown will require this type of airport connection - and the commitment in alignment that fixed-rail demonstrates.	Oct 24, 2014 7:26 AM
689	These projects have all been outlined in community plans for the past couple of years, and some even longer than that. It is time to grow the system and make Spokane a more attractive City to young people who want more access to transit.	Oct 24, 2014 6:31 AM
690	recognize and admit the fact that the majority do not use transit and determine better ways to get the opinion of the majority. I am not completely opposed to transit, just the incorrect perception that the MAJORITY support and use transit	Oct 24, 2014 6:03 AM
691	Keep time between connections to 15 min or less.	Oct 23, 2014 5:07 PM

Page 6, Q17. Do you have any additional input for the STA Board of Directors about the STA Moving Forward Plan and/or its potential funding mechanism?

692	We need a light rail to the airport from Downtown and even to CDA eventually.	Oct 23, 2014 3:09 PM
693	A successful public transportation system has been missing from the Spokane Region. I support continued emphasis on the growth or expansion of the STA services. It is an essential part of regional growth.	Oct 23, 2014 2:50 PM
694	I noticed that SFCC was not part of the expanded service. I live by the VA hospital and would take the bus if the route went east on Wellesley.	Oct 23, 2014 2:37 PM
695	something besides buses! Light rail would be great.	Oct 23, 2014 2:26 PM
696	Continue to make STA and public transit a high priority for the region. Spokane has proven that once people experience mass transit they keep using it. That said both of my daughters are afraid to ride the bus at night or be at the plaza. Security needs constant vigilance.	Oct 23, 2014 2:20 PM
697	would like to see wifi included on all buses that go to cheney, airway heights, or liberty lake. Wifi on these long trips would allow for work time instead of down time.	Oct 23, 2014 2:16 PM
698	Portland is a great example of a community that is reaping the benefits of progressive transit planning. Thing what Spokane could look like. Think of all the revitalized neighborhoods due to transit oriented development. This is how you do economic development.	Oct 23, 2014 12:54 PM
699	I currently live on the east side of CDA lake. A connection from CDA to Spokane to Cheney-Airwayheights-Airport would be wonderful! How about a free ride zone in downtown core? I walked from Davenport to EWU no change and no benches to rest on the whole way. I think you seem to be moving forward in the right direction.	Oct 23, 2014 11:02 AM
700	The current buses seats are in desperate need of steam cleaning. Professional commuters would be more willing to use mass transit if they had express service to get to work. I'd be willing to pay more to take a bus that wasn't filled with transients. I understand they need to ride, too, but it is offensive to have to commute with the stench of urine that seems to permeate the seats themselves. We all have needs to be addressed.	Oct 23, 2014 10:58 AM
701	STA provides a valuable service. We need to stop building more roads . . . we don't maintain the ones we have (As a general rule, the City of Spokane's roads are very poor! I know, I live there) I support the increase in taxes to expand transit infrastructure. I feel that STA has been a good steward, has earned my trust, and I fully support the STA Moving Forward Plan. Thank you	Oct 22, 2014 1:34 PM
702	I know this is hard for you to do, but resist the urge to spread service around like peanut butter. You need to run this like a business and put your investments where they will generate the most ridership. I'm not an expert on your market, so I don't know how you decided what services to include, but your primary consideration should be riders per dollar invested.	Oct 22, 2014 9:37 AM
703	Later service on Saturday night is very essential, particularly back to Cheney for college students.	Oct 21, 2014 12:54 PM

Page 6, Q17. Do you have any additional input for the STA Board of Directors about the STA Moving Forward Plan and/or its potential funding mechanism?

704	Thank you for continued investment in transportation. Our city depends on having a strong transit network!	Oct 20, 2014 7:53 PM
705	Thank for growing with the city!	Oct 20, 2014 6:27 PM

Page 7, Q18. To which racial or ethnic group(s) do you most identify? (Optional)

1	French Canadian	Nov 20, 2014 12:14 PM
2	none of the above	Nov 20, 2014 10:11 AM
3	human	Nov 19, 2014 3:43 PM
4	None of your business	Nov 19, 2014 9:20 AM
5	Multi racial	Nov 18, 2014 10:51 PM
6	Human	Nov 18, 2014 1:49 PM
7	American	Nov 17, 2014 2:41 PM
8	native Amer.-German -French	Nov 17, 2014 2:22 PM
9	Alaska Native (why did you just choose Aleut as an option with Native American? There are many different Alaska Native peoples. Please educate yourself as to not look ignorant.	Nov 17, 2014 1:13 PM
10	Scotts Irish Swede and Lakota	Nov 17, 2014 12:56 PM
11	American	Nov 17, 2014 12:30 PM
12	Taxpaying American citizen	Nov 17, 2014 8:09 AM
13	Human	Nov 17, 2014 7:52 AM
14	Mind your own business	Nov 16, 2014 9:37 AM
15	Scotch/Irish	Nov 15, 2014 3:05 PM
16	American, just as identified by Theodore Roosevelt a long time ago	Nov 15, 2014 11:25 AM
17	optional	Nov 14, 2014 4:48 PM
18	No Comment	Nov 14, 2014 4:40 PM
19	Human	Nov 14, 2014 3:57 PM
20	Mixed Race (non-Hispanic)	Nov 14, 2014 3:55 PM
21	Happy cocktail	Nov 14, 2014 3:35 PM
22	human	Nov 14, 2014 3:35 PM
23	Mixed race	Nov 14, 2014 3:14 PM
24	hispanic-american	Nov 14, 2014 2:36 PM
25	None of your business	Nov 14, 2014 2:36 PM
26	Indian from Asia	Nov 14, 2014 1:44 PM

Page 7, Q18. To which racial or ethnic group(s) do you most identify? (Optional)

27	I don't like to answer this question	Nov 14, 2014 1:39 PM
28	american	Nov 14, 2014 1:36 PM
29	Nonya	Nov 14, 2014 1:34 PM
30	Prefer not to answer	Nov 14, 2014 1:25 PM
31	NONE OF YOUR BUSINESS	Nov 14, 2014 1:24 PM
32	why even ask this?	Nov 14, 2014 1:24 PM
33	Human	Nov 14, 2014 1:02 PM
34	American	Nov 14, 2014 11:06 AM
35	Mix of three listed	Nov 14, 2014 10:03 AM
36	caucasian/african american	Nov 14, 2014 8:50 AM
37	how is this question relevant	Nov 14, 2014 7:53 AM
38	Shouldn't matter	Nov 14, 2014 7:28 AM
39	Does not matter.	Nov 14, 2014 6:59 AM
40	please don't ask	Nov 14, 2014 6:56 AM
41	no	Nov 14, 2014 6:26 AM
42	Human	Nov 13, 2014 11:17 PM
43	this is irrelevant to the matter at hand and is unnecessary and slightly offensive.	Nov 13, 2014 8:14 PM
44	Who the hell cares	Nov 13, 2014 7:59 PM
45	White	Nov 13, 2014 7:20 PM
46	American Taxpayer	Nov 13, 2014 6:31 PM
47	white	Nov 13, 2014 5:14 PM
48	Does It Matter?!	Nov 13, 2014 5:03 PM
49	human	Nov 13, 2014 4:56 PM
50	MIXED	Nov 13, 2014 4:33 PM
51	American	Nov 13, 2014 4:07 PM
52	What does it matter???	Nov 13, 2014 3:51 PM
53	Mine	Nov 13, 2014 3:34 PM

Page 7, Q18. To which racial or ethnic group(s) do you most identify? (Optional)

54	noyb	Nov 13, 2014 2:56 PM
55	Euro-American	Nov 13, 2014 2:38 PM
56	Why does this matter	Nov 13, 2014 2:03 PM
57	European American	Nov 13, 2014 1:00 PM
58	Decline to answer	Nov 13, 2014 12:44 PM
59	multi-racial	Nov 13, 2014 12:43 PM
60	American	Nov 13, 2014 12:33 PM
61	white, american	Nov 13, 2014 12:27 PM
62	human	Nov 13, 2014 12:26 PM
63	Mixed-race; black and white	Nov 13, 2014 12:20 PM
64	German	Nov 13, 2014 12:20 PM
65	American	Nov 13, 2014 12:11 PM
66	white boy	Nov 13, 2014 11:59 AM
67	not relevant to my answers	Nov 13, 2014 11:59 AM
68	2 or more	Nov 13, 2014 11:47 AM
69	Do not wish to provide	Nov 13, 2014 11:46 AM
70	Why does the color of my skin matter?	Nov 13, 2014 11:41 AM
71	Japanese-American	Nov 11, 2014 5:00 PM
72	White Hispanic	Nov 10, 2014 9:53 AM
73	Why should this matter?	Nov 2, 2014 4:10 PM
74	not necessary.	Nov 2, 2014 4:06 PM
75	multiracial	Oct 31, 2014 8:37 AM
76	mixed race	Oct 31, 2014 7:07 AM
77	white	Oct 30, 2014 8:30 PM
78	human	Oct 30, 2014 11:38 AM

Appendix D

Community Leadership Summit on Transit Report

STA Transit Summit

Stakeholder Workshop Report

DECEMBER 18, 2014



JARRETT WALKER + ASSOCIATES



Final Public Outreach Report



Appendix D | Page 198



Spokane Transit Authority
1/7/2015

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JARRETT WALKER + ASSOCIATES

Acknowledgments

STA would like to thank the following individuals for their time and effort spent participating in the workshop:

Luke Baumgarten
Spokane Arts Fund

Sen. Andy Billig
3rd State Legislative District

Bridget Boodel
BHW1

Rhonda Bowers*
ATU 1015

Chancellor Lisa Brown
WSU Spokane

Jim Castrolang
Spokane County Democrats

Michael Catchart
Home Builders Association

Deb Clemens
Cheney Public Schools

Sheila Collins
Spokane resident

Dennis Dellwo
City of Spokane Plan Commission

John Dietzman
City of Spokane Plan Commission

Paul Dillon
Office of Sen. Andy Billig

Rick Eichstaedt
Center for Justice

Ginger Ewing
Terrain

Greg Faulk
Arc of Spokane

Commissioner Al French*
Spokane County

Bruce Gallaher
Pyrotek

Brad Gile
Caterpillar

Sonia Gustafson
Spokane County Library District

TJ Hake
Visit Spokane

Tobby Hatley
Tobby Hatley & Associates

Latisha Hill
Avista

EJ Lanelli
Emerson-Garfield Neighborhood

Kitty Klitzke
Futurewise

Carol Krawczyk
Spokane Alliance

Brian McClatchy
City of Spokane Plan Commission

Wendy McElroy
Spokane Valley resident

Councilmember Candace Mumm*
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Jennifer O'Callaghan
Numerica Credit Union

Rep. Timm Ormsby
3rd State Legislative District

Councilmember Ed Pace*
City of Spokane Valley

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Jeff Philipps
Rosauers

Steve Pinkerton
ATU 1598

Mary Pollard
Greenacres Neighborhood

Gary Pollard
Riverside Neighborhood

Paul Read
Journal of Business

Rep. Marcus Riccelli
3rd State Legislative District

Phil Ridenour
AFSCME 3939

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West Valley School District

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Gonzaga University

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Greater Spokane Incorporated

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Kevin Wallace
Spokane Regional Transportation Council

Robert Willburn
NAACP

James Willburn
NAACP

Shirene Young
Inland Empire Paper Company

*STA Board Member

As well as the following individual representatives of the sponsoring organizations:

Siri Ashworth
Coffman Engineers

Mark Brower
CH2M Hill, Inc.

Catherine Ciarlo
CH2M Hill, Inc.

Ken Geibel
David Evans and Associates

Chad Heimbigner
Coffman Engineers

Lisa Key
David Evans and Associates

Carston Martinson
Coffman Engineers

Jeff Warner
ALSC Architects

Introduction

Background

In 2012, the Spokane Transit Authority (STA) began work on a plan for the continuing operation and improvement of the transit system over the next 10-15 years, called STA Moving Forward. This planning process refines and builds upon the agency's comprehensive plan, *Connect Spokane*, first adopted in 2010.

STA Moving Forward, now in draft form, is a list of projects and transit improvements throughout the service area designed to make transit more effective at meeting people's travel needs.

The plan is the result of extensive public involvement and staff technical work towards the development of an implementation plan for *Connect Spokane* that is within the STA's real capability to deliver over the next 10 years.

As a key element of the process, STA contracted with Jarrett Walker + Associates to facilitate a Transit Summit, a four hour invitational event that occurred on November 10, 2014. The Summit was designed to collect input on the plan, and on transit priorities in general, from community stakeholders representing government, business, and non-profit institutions, using a variety of interactive exercises and tools. Stakeholders were asked to share their and their organizations' views on the prioritization of each STA Moving Forward project, on the major funding mechanism of the plan (a 0.3% sales tax increase), as well as their general views on transit in Spokane. Detailed information on all of the STA Moving Forward projects can be found at:

<http://www.stamovingforward.com/>.

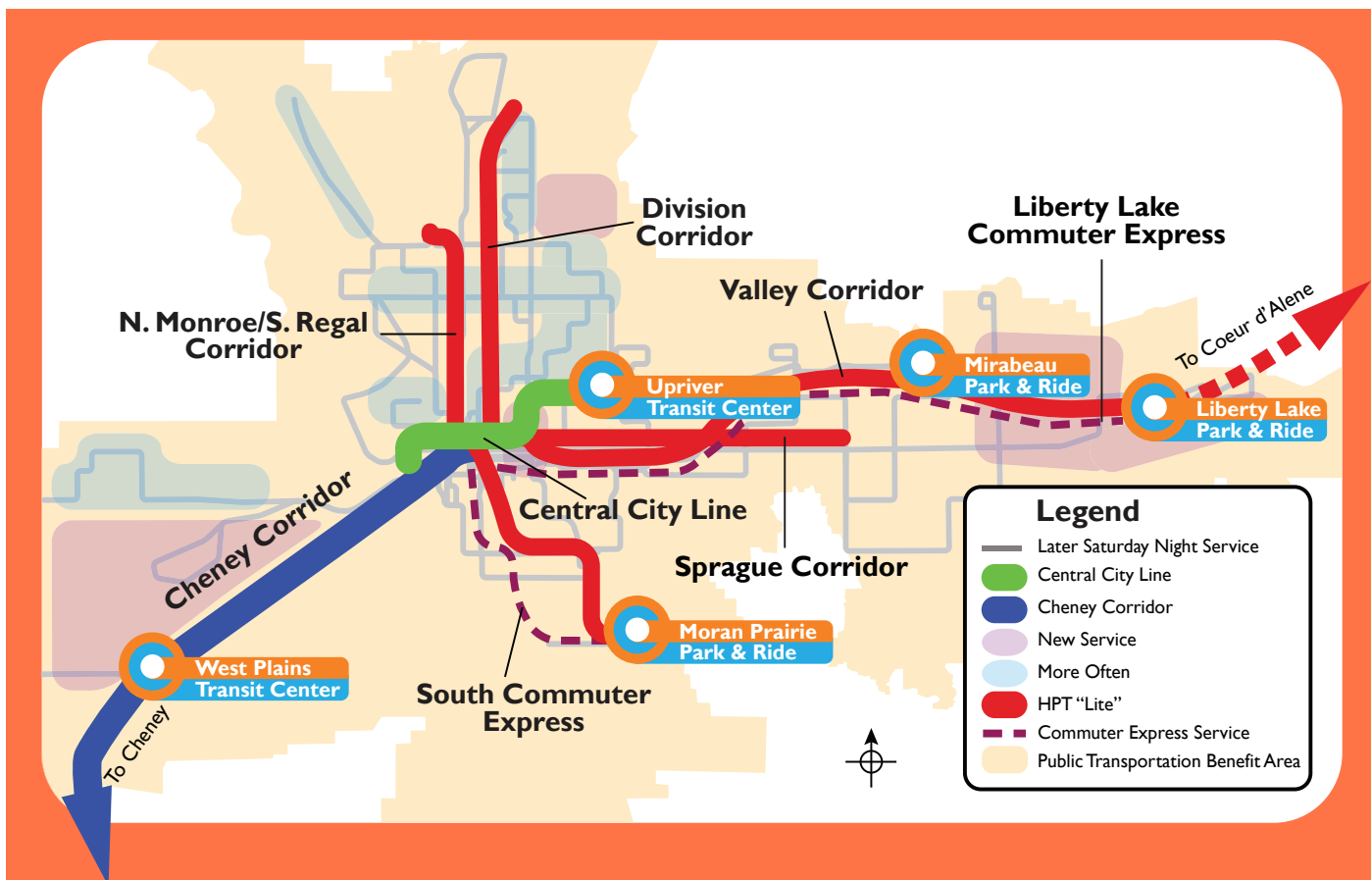


Figure 1: STA Moving Forward projects map

Why do this workshop?

Planning for transit requires two parallel thought processes: one is technical and one is based on values.

In the technical process of transit planning, we deal with limits and possibilities dictated by geometry, geography and technology. Technical analyses can tell us what is possible under certain levels of funding and certain conditions. STA Moving Forward is a plan that describes a set of transit projects that would be possible in the future, if STA were funded at a higher level.

But a technical analysis cannot tell us what is right or best for a community, unless it is guided by a discussion about values and priorities.

The values-based part of transit planning deals with questions to which there is no technically correct answer, questions over which reasonable people can disagree. For example:

- Should a transit system be run like a social service, or like a business? Social services respond to small numbers of people with severe needs; businesses care only about how many people will use the service.
- Should the transit system be particularly interested in ridership from certain areas or demographic groups?
- What is the appropriate burden to place on taxpayers in order to provide an adequate level of service?

People will answer these questions differently, depending on their personal preferences and on their values, or on the values of the institutions or organizations whose customers or constituents they represent. More fundamentally, people will also disagree about which benefits from transit are the most important. If you stopped a number of people on the street and asked them “What does transit do that you value?” you might get answers like these:

- It offers transportation for people who don't own or can't drive a personal car.
- It supports the development of vibrant, walkable places.
- It allows economic growth despite congestion.
- It reduces carbon emissions and other pollution.
- It increases walking and decreases time spent sitting in cars.

Of course, some of these benefits will be very important to some people and unimportant to others, depending on their values. We can think of someone's transit values as the reasons they think we should be running transit service at all.

Some people feel very strongly that the most pressing issue facing the community is climate change and pollution. They will then value transit's emissions-reduction benefits most highly, and care less about how well it is performing as a social service. Other people will feel strongly that social needs and social justice are the most pressing issues affecting the community. They will value transit's social service role most highly, and will care less about whether it is getting cars off the road or reducing pollution. And yet other people will value another transit benefit highest.

None of these values and priorities are right or wrong, but they are fundamentally different. Sometimes they are in conflict, meaning if a transit agency strives to do more of one it must do less of another. When we use these different values to inform a transit plan they will lead us to very different kinds of transit networks.

This is why, on November 10, 2014, STA brought stakeholders and Board members together for a summit to talk about transit. These workshops were led by Jarrett Walker + Associates, an Oregon-based transit planning firm.

The workshop primarily focused on three activities:

- An educational transit planning game designed to teach the participants about the real trade-offs involved in transit planning, to give them a sense of how their own values can be expressed through transit network design in a fictional city.
- A budget prioritization exercise where each participant placed the STA Moving Forward projects in their own priority order, up to the 0.3% budget limit or a lower level of funding they felt was appropriate.
- A series of anonymous polling questions using electronic poll devices, asked at the end of the workshop.

The Transit Summit was designed to provide stakeholders with an introduction to the principles of transit planning, which would help them focus their views to provide input on STA Moving Forward in the second exercise.



Figure 2: Stakeholders participate in STA Transit Summit

Bus Ride Survey

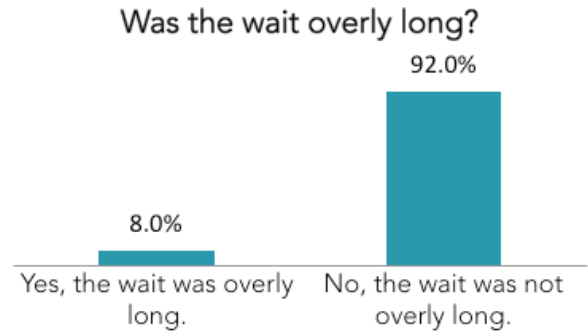
Prior to the Summit, invitees were asked to take a brief bus ride, so that people would have a recent experience on transit to frame their input in the various activities. STA sent the invitees a packet containing complementary bus passes, and a set of instructions and survey questions they could use to focus their observations during the ride. This survey was open from October 21 until November 24. Following the trip, they were asked to respond to a short set of questions. The tallies of each multiple-choice response are shown below; the full set of survey questions is included in Appendix A. A total of 25 responses were received.

Because the respondents were civic leaders of various kinds, it is expected that they have much higher average incomes and a broader range of transportation options than the average citizen. Part of the point of the survey was to encourage them to think not just about their own tastes, but also about what is a reasonable level of quality for the average potential customer. In general, the responses show a high level of openness to the possibility that transit can be useful to a wide range of people, if not to the respondents themselves.

Not a single respondent had a negative response to the experience of waiting for the bus. Obviously, this reflects the experience at stops to which respondents were directed, so it is likely

higher than the average customer experience on the whole system.

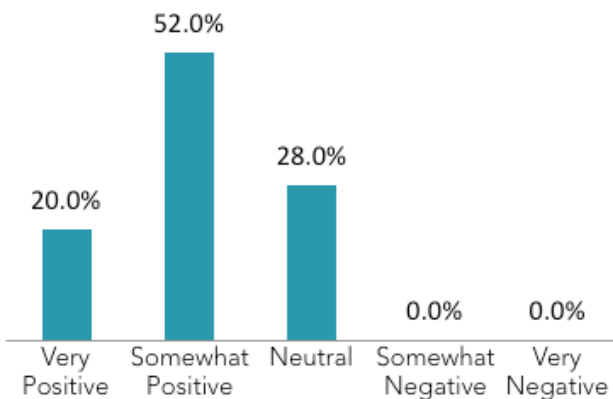
Respondents generally found the wait time acceptable. Note that respondents were provided with schedule information that ensured



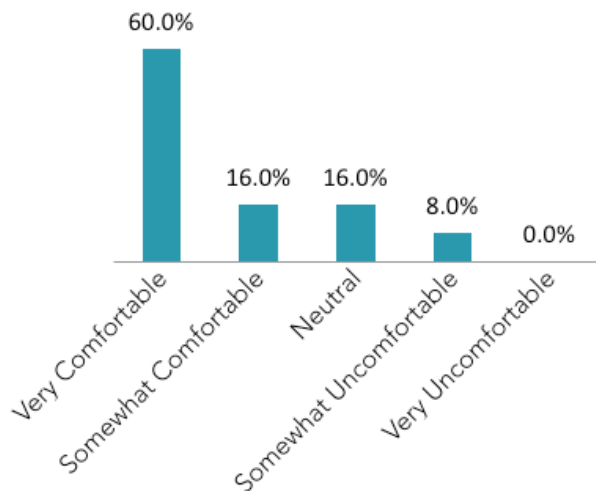
they could time their arrival at the stop to the scheduled departure using STA's online trip planner.

For respondents who do not ride transit regularly, it's common to see strong reactions to being in a small space with a diverse group of strangers, sometimes including perceptions of risk. For that reason, the following question was explored. As it turns out, a majority of respondents were comfortable with the company of the strangers on the bus. Only 8% (2 responses)

How was the experience of waiting for the bus?



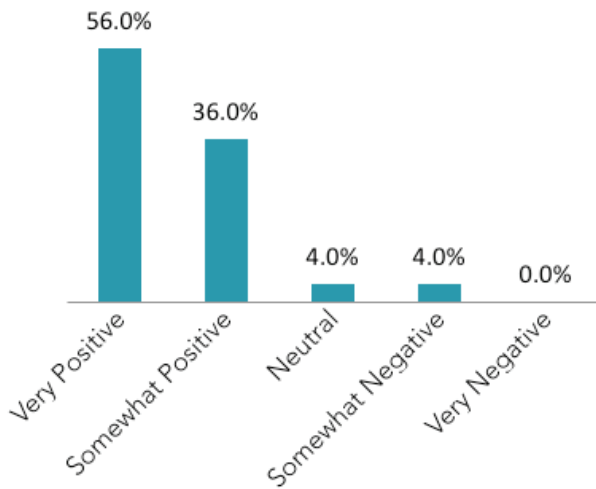
How comfortable do you feel in the company of the other passengers on the bus?



indicated significant discomfort. As one respondent wrote: "These are the same folks I see in my neighborhood, grocery store, doctors office, etc."

Buses do not have to be luxurious but they do need to achieve a level of quality that seems

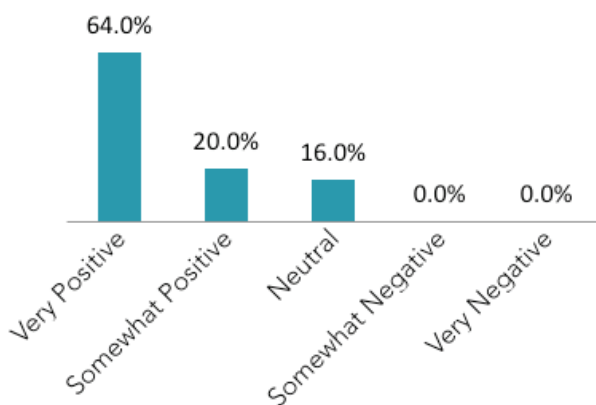
How did you feel about the bus itself?



reasonable to a broad spectrum of the population. Almost all respondents felt that STA buses are fine in this regard. A majority said that their feelings about the bus were very positive.

Respondents had a strongly positive impression of the bus driver, and many left comments like this one:

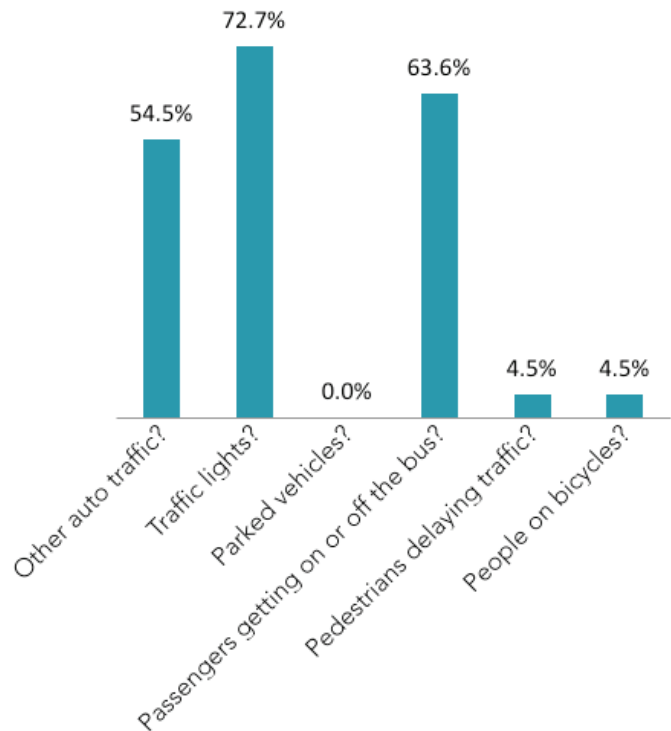
How was your impression of the bus driver?



"Drivers were all excellent drivers, patient and courteous to passengers. I was unaware of their extra duties required of assisting with riders with disabilities. I was also amazed at how many riders said "thank you" as they left the bus."

One common misunderstanding about transit is the causes of delay. In particular, transit agencies are often blamed for on-time performance prob-

What seemed to be delaying the bus? Select the two factors that seem to be having the biggest impact:



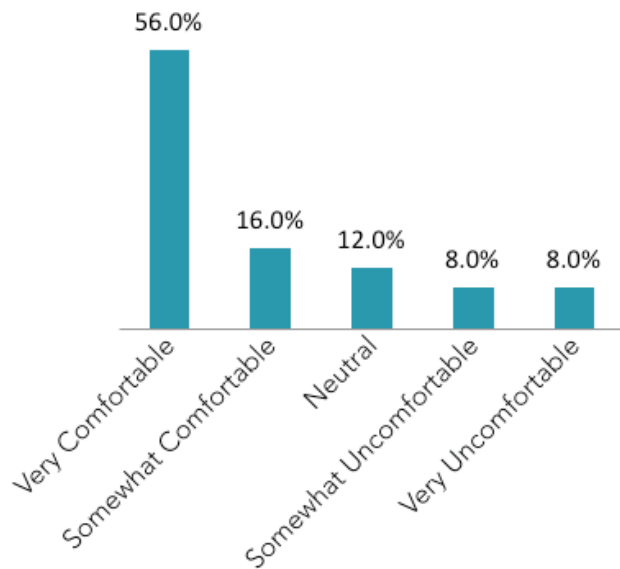
lems that are clearly beyond their control when they run in mixed traffic. We asked respondents to observe the operations and note the causes of delay, selecting the two options that seemed most dominant. There was broad agreement that the three key issues are boarding/alighting delay, traffic signals, and other auto traffic.

This is a generally accurate assessment of delay causes in most agencies, and helps point to the

three most common ways to address transit delay: exclusive lanes, signal priority, and off-board fare collection.

Finally, we wanted a sense of whether these civic leaders see STA service as something that could be useful to someone in their own family, not just to segments of society that they perceive as distant from themselves. This goes to the question of whether transit is perceived as exclusively for a different economic level of society than the respondent belongs to. Over 70% said they could be comfortable with a family member choosing transit.

How comfortable would you be with someone in your family choosing to use transit instead of owning a car?



While it is not realistic to expect a majority of individuals to see transit as viable for them, it is quite realistic to expect a majority of families to see it as viable for one of their members, including “millennial” adult children and senior citizens.

Prairieville Exercise

The first activity in the Summit was a transit planning game called Prairieville. This game introduces players to the principles and trade-offs of transit network planning, using a simple fictional city. At each table, four to five participants cooperated to design a network of transit routes of varying frequencies, within a limited budget. Then, the group had the opportunity to pin their new network maps up on the wall and compare their work. Stakeholders were then invited to discuss which networks might best serve particular goals: for instance, generating high ridership, or providing service to downtown Prairieville.

The discussion following the Prairieville game used the similarities and differences between the various tables' maps to reveal some key ideas:

- Citywide vs. Interest-Group Planning.** The most effective network for an entire city does not look like what any interest group would arrive at when designing solely for its own interests. For example, the high-frequency grid is a very effective way to provide attractive mobility over a dense city, but it succeeds through its utility to many interest groups and market segments rather than focusing on any one or two of them.
- The Ridership-Coverage Trade-off.** The network that extended service over the greatest area was not the high-ridership network. A transit network designed for maximum ridership tends to focus on high-frequency service where that service can succeed, which tends to mean areas of continuous high density. This is because high frequency service (every 15 minutes or better) allows for a degree of spontaneity, and also because it makes it easy to connect from one line to another to reach any destination in the network. Like all agencies, STA also serves areas where densities are low and the built environment is unfavorable. These "coverage" services have predictably low ridership. Transit agencies must

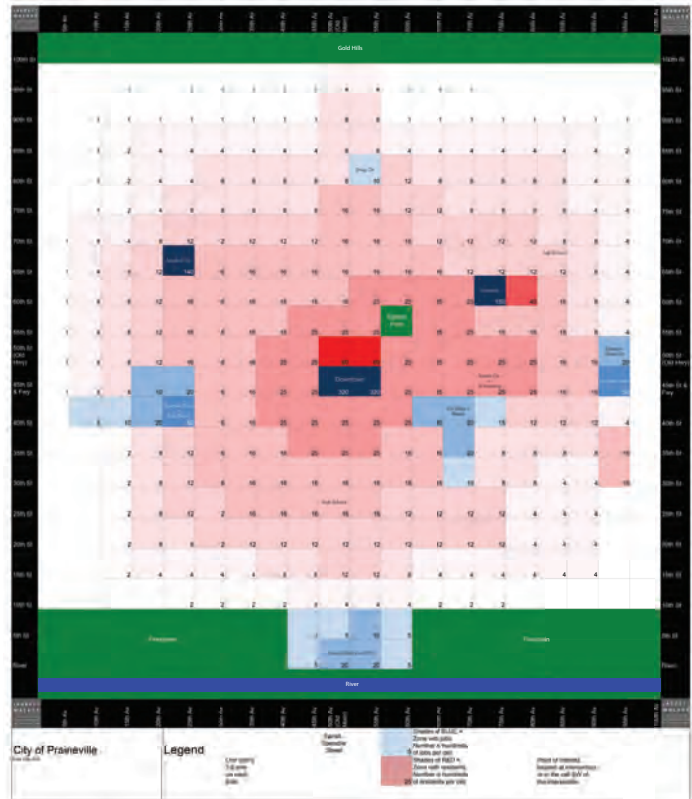


Figure 3: Prairieville Exercise basemap



Figure 4: Stakeholders at work on Prairieville Exercise

consciously choose how to divide resources between Ridership and Coverage goals, and assess each service according to its purpose. For example, the low ridership of a coverage service does not mean that the agency is failing at its ridership goals. It simply means that not all services have a ridership purpose.

Stakeholder Prairieville Results

The Prairieville game is designed to generate many different solutions to the same problem, reflecting not only different ideas but also different mixes of values that participants bring. The collaboration at the tables requires a degree of consensus, but the results are still usually highly contrasting, as they were here.

The contrast is the whole point. At the end of the exercise, in a pin-up session, all participants reviewed all the maps and we had a discussion about what we could learn from the similarities and differences among the maps.

In the discussion, we asked the group a series of informal questions about which table would likely generate different outcomes, including (a) approval by various interest groups, (b) best access to all parts of the city, and (c) total ridership. This section presents some highlights from that discussion.

Citywide vs. Interest-Group planning

The figures on this page show the results from four of the tables, illustrating a typical range of outcomes. Again, red lines mean service every 15 minutes, blue means every 30 minutes, and green means every 60. Participants could trade one frequency for another the way you would make change between currency denominations. (For example, one piece of blue is equal to a piece of red that is half as long, because it is twice as frequent.) Here, for example, Groups 1 and 9 traded in all of their green pieces (Every 60 min.) for higher frequencies.

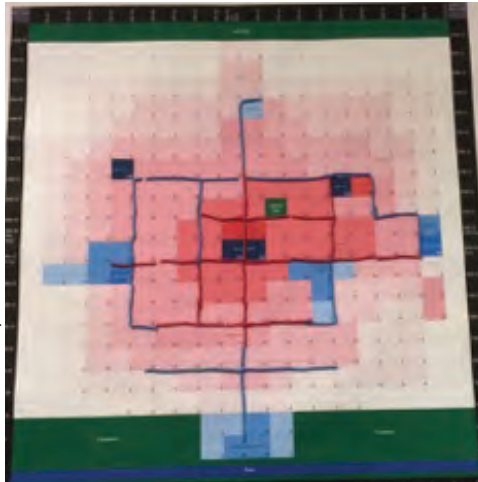


Figure 5: Group 1 Prairieville map

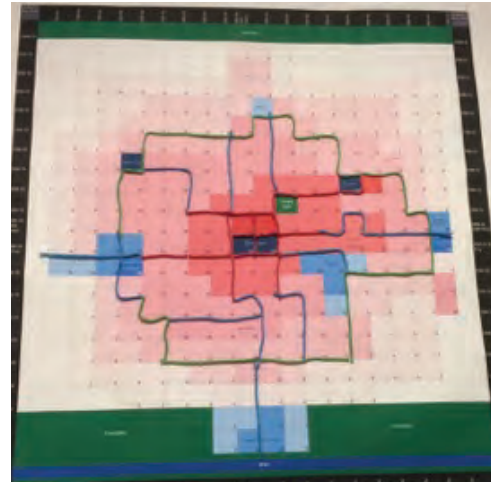


Figure 6: Group 7 Prairieville map

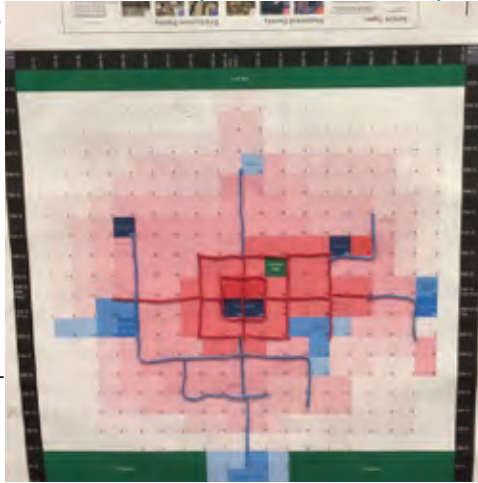


Figure 7: Group 9 Prairieville map



Figure 8: Group 12 Prairieville map

When we asked which table was better for downtown businesses, many chose group 7 or 9, as these featured concentrated service inside downtown and connecting it to the densest neighborhoods. Ask which network is best for the university, the dark blue square in the north-east, and group 9 stands out for the frequency provided. Asked which network is better for low income people, who tend to live in the south half of Prairieville, many chose Group 12 because it put a fairly complete network of blue (30 minute) lines in the south. These selections are typical of single-interest advocacy.

However, when you think about which network would be best for both of those interests, considered together, Group 1 stands out. Group 1 produced what we estimated to be the highest

ridership network, because the grid pattern of high-frequency service is useful for connecting almost any origin-destination pair.

The point here is simple: The high-frequency grid is a structure that works well for many interest groups but tends not to be what any one interest group would prefer. This points out the dangers of negotiating between the desires of interest groups without first having a clear citywide vision of what an efficient structure looks like.

Ridership / Coverage Trade-off

The trade-off between maximum ridership and maximum coverage can also be observed by comparing the work of the stakeholders during the Prairieville exercise.

Group 9 chose to concentrate its budget on high-frequency routes in central Prairieville and along axes between major anchoring job centers, with only a limited amount of lower-frequency service to the moderately-dense residential zones. Group 9's map invests heavily in the area of the city where transit is likely to generate high ridership, but does not provide basic access to the transit system to a very large part of the city. This is a network that expresses a ridership goal.

In contrast, group 12 spread its budget much more widely around the city. The inner city continues to be served by a limited amount of 15-minute service, but much of the city is served by 30 or 60 minute routes, spaced much more widely. With group 12's network, more people will have (lifeline) access to some transit, but many fewer people and destinations are served by high-frequency transit. This is a network that expresses a coverage goal.

The bottom line is this: The high-coverage network always requires extensive infrequent services in order to spread a budget over a large area. Because infrequent services attract low ridership, the high-coverage network is never the high-ridership network.

Loops

It is common, in Prairieville, to see very short routes ("circulators") and routes consisting of loop patterns. Group 9 produced a strong example, with an inner loop that is only 1 mile on each side and a slightly larger one that is 2 miles on a side.

Loops are very common in interest-group driven design, because they focus tightly on a favored area. However, they have two common problems. First, very few people want to travel in circles, so they do not match the actual desire-line for many actual customer trips. Second, they turn away from the larger city in a way that makes many other trips impossible. In Group 9, for example, it is impossible to travel between most points on the inner loop to most points on the outer loop, or beyond.

The very short route or circulator has a similar issue. Extremely short routes must be extremely frequent. A route that is only a mile long needs to be extremely frequent to be faster than walking. Even at a 15-minute frequency, you need only walk a brisk 4 miles per hour to get to the other end of the line before the bus comes. This is why very short circulators are usually not all that successful, unless they can be run with vastly higher frequency than this game's resources provided.

Budget Prioritization Exercise

After exploring the tools and trade-offs of transit in the fictional city of Prairieville, stakeholders turned their attention to Spokane and the STA Moving Forward project list. Each stakeholder was asked to complete a Budget Prioritization Exercise (Figure 9), ranking the various projects within the limits a 0.3% sales tax increment would impose.

This exercise is a simple tool used to rank future transit investments in order of priority. The two bars represent the maximum amount of additional revenue STA could generate through an additional future sales tax increment. STA's current authorization is for 0.6%; the legal maximum is 0.9%. Thus, 0.3% is the maximum additional sales tax STA could ask voters to approve. For simplicity's sake, on the exercise, these amounts are shown as the tax owed on a \$10 dollar purchase at different increments – 0.3% is equal to a 3¢ tax, 0.15% to 1.5¢, etc.)

STA estimates that half of this 0.3% additional tax, or 0.15% (equal to 1.5¢ on a \$10 dollar purchase) would be required to sustain existing transit service and to carry out an ongoing program of fleet replacement and facility upgrades sufficient to maintain a state of good repair. These elements fill the left hand bar.

If voters authorized an additional 0.3%, the remaining 0.15% would thus be available for new projects. Obviously if voters approved a smaller 0.2% increment, just 0.5% would be left for new projects.

Participants were asked to share their prioritization of future STA service in the second bar, by placing tiles representing each project sized in proportion to their fraction of the funding increment in order of priority from the top to the bottom of the new projects column. These tiles are shown in Figure 10. Any project placed wholly within the area of the bar between 0.15% and 0.2% could be completely funded even with a smaller 0.2% sales tax package.

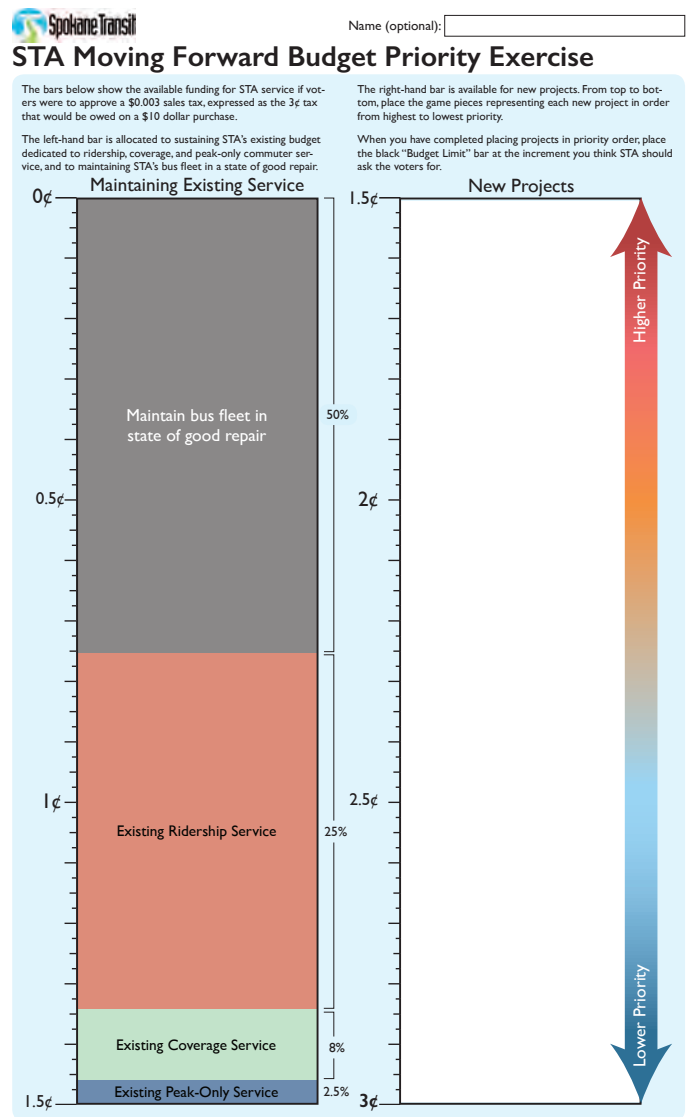


Figure 9: Budget Priority Exercise

The STA Moving Forward projects participants ranked were as followed:

- Central City Line (includes Upriver Transit Center)
- Division High Performance Transit
- I-90 Corridor (All-day service between Liberty Lake and Downtown Spokane, and replacement / renovation of Mirabeau Park & Ride)
- East Sprague Passenger Amenities
- Commuter Express Routes (South Commuter Express and new Liberty Lake Park & Ride)

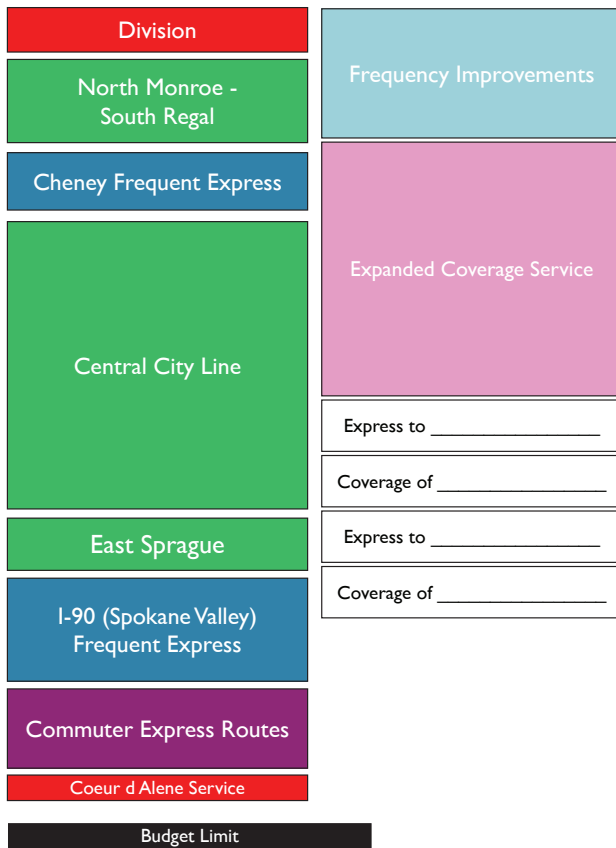


Figure 10: Budget Priority Exercise Project Tiles

with peak-only express service)

- New service to Coeur d'Alene (select trips on a trial basis)
- Frequency Improvements to a variety of existing routes (shown in blue on STA Moving Forward map)
- Expanded Coverage Services to several new areas (shown in pink on STA Moving Forward map)

Together, the ten-year operations and capital costs of these projects amount to half of the revenues that would be generated through an additional 0.3% sales tax increment. Participants were also provided with four additional tiles they could use to include additional express or coverage service to places not included in any of the STA Moving Forward projects.

After placing as many projects in priority order and they wanted to fund, stakeholders

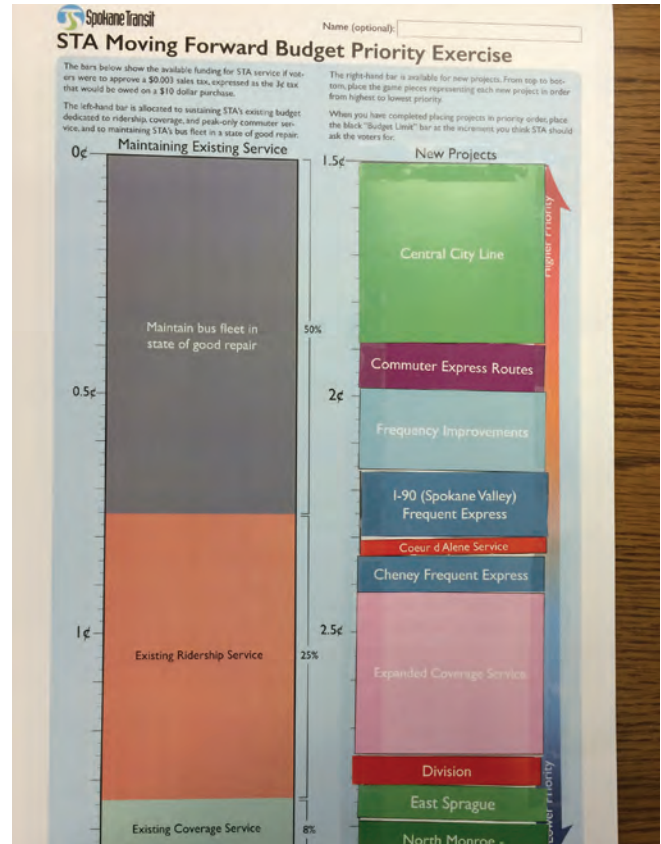


Figure 11: Completed Budget Priority Exercise

completed the exercise by placing the “Budget Limit” tile at the level of the funding bar they found appropriate. If a respondent chose to fund all of the STA Moving Forward projects, their budget limit would be placed at the bottom of the new projects bar, amounting to a total tax increment of 0.3%. If they decided that only a partial package of STA Moving Forward projects was necessary, that bar would be placed somewhere between 0.15% and 0.3%, depending upon which projects they chose to include.

As background information for this exercise, each table in the workshop included the following information on STA service and each project in particular:

- Detailed map of STA Moving Forward projects
- Map of current STA service categorized by ridership or coverage goal orientation

- Tool for comparison of new investment required by each project to current resources in its corridor
- Population density map of the Spokane region

Budget Exercise Results

A total of 48 responses were received and tabulated.

The Budget Exercise created three outputs:

- Each stakeholder’s desired sales tax limit
- Each stakeholder’s prioritized ranking of STA Moving Forward projects
- Several suggestions of additional express or coverage service areas.

Average Tax Increment

While Washington state law requires sales tax increments be a whole number (i.e. 0.1%, 0.2%, 0.3%), participants had the ability to place the Budget Limit tile at any point on the exercise, to accurately share their view on the appropriate funding level for STA service. The average budget limit the stakeholders specified was 0.28%. Figure 12 shows the distribution of stakeholder budget limit responses. 44 of 48 (92%) responded that an additional tax increment of between 0.2% and 0.3% is appropriate to fund STA service.

STA Project Prioritization

The second output of the Budget Exercise was a ranked list of STA projects. There were 10 project tiles available, plus the extra customizable express and coverage tiles.

Stakeholder Budget Limit

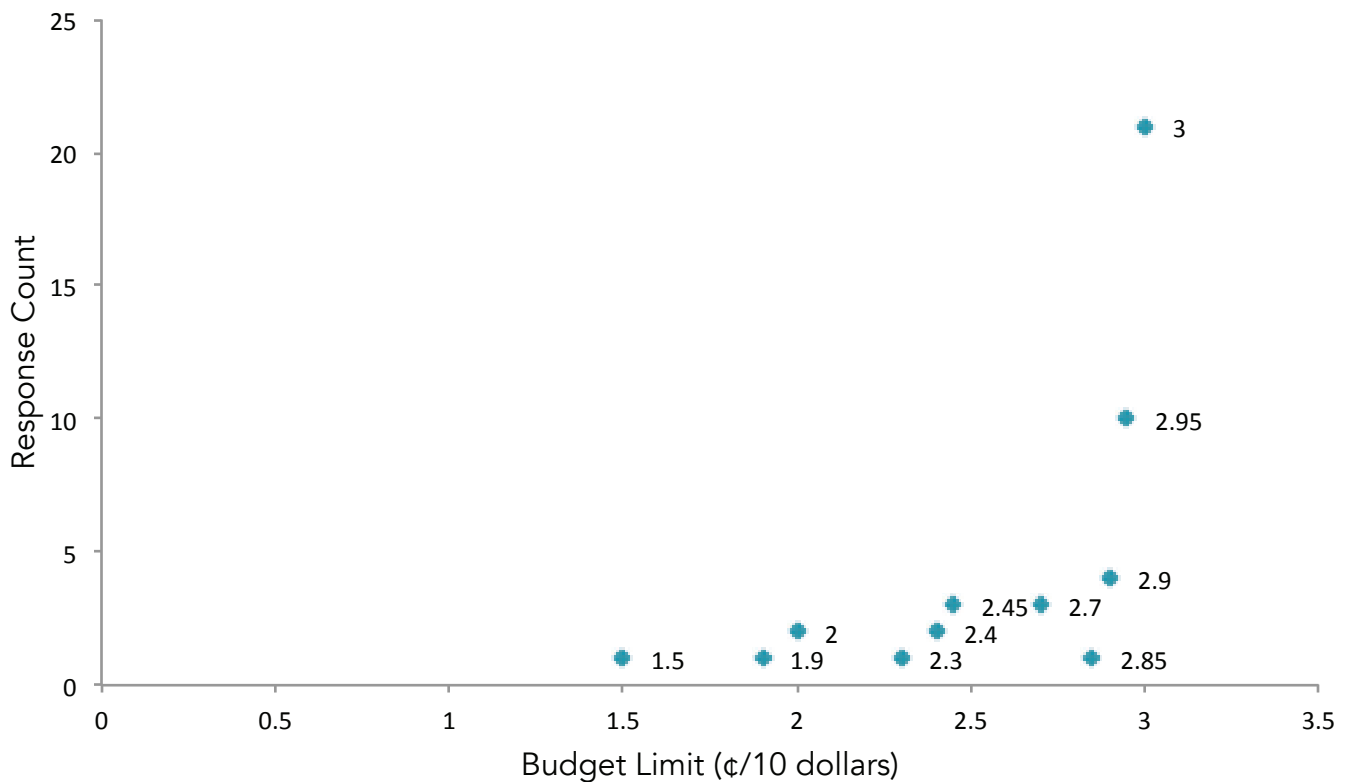


Figure 12: Stakeholder Budget Limits

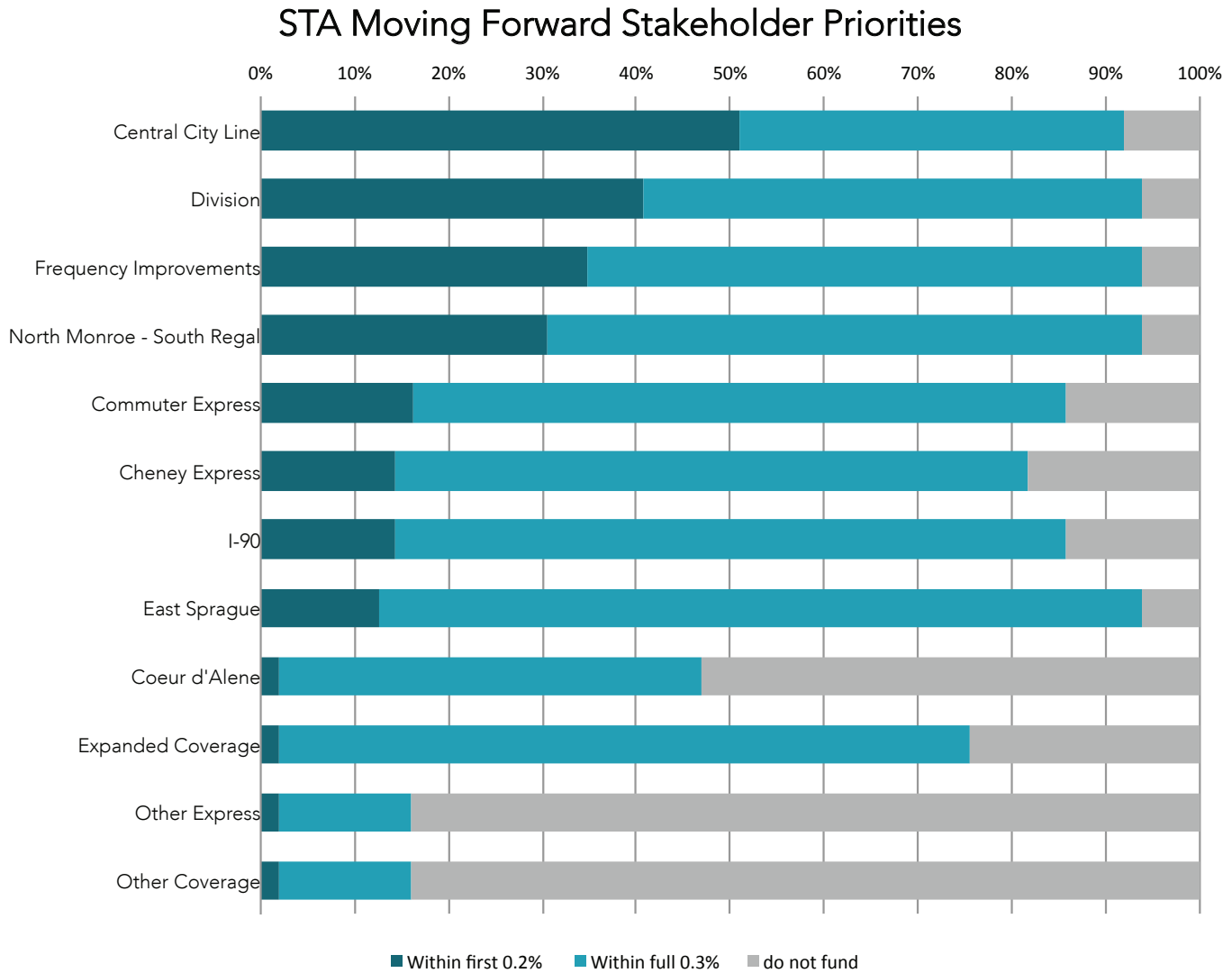


Figure 13: Stakeholder Priority by Sales Tax Level

The chart above displays participant prioritization of each of the STA Moving Forward projects. The count of responses where a project was fully funded within the first 0.2% sales tax are shown in dark blue. Each project is ranked in the order of number of respondents who fully funded it within the 0.2% increment. The count of responses where a project was included within the total 0.3% increment is shown in light blue. The count of responses where a project was not included in the participants priority list is shown in grey. Note that the count shown in dark blue does not mean that these respondents capped their budget limit at 0.2%, but rather that they placed these projects in a priority order such that

those were the projects above the 0.2% mark that would be fully funded by the lower tax increment. In other words, regardless of their view of which tax increment is appropriate, we can infer that if the approved increment were 0.2%, these are the projects that they would want included. Figure 12 shows the distribution of where participants limited their budgets.

Displaying responses in this way lets us understand which projects respondents felt were most important, and also which projects are most important to fund with a more limited 0.2% package.

While there was substantial variation among the various responses, four projects were included in more than 90% of responses, and within the first 0.2% on more than 30% of responses.

- Central City Line
- Division HPT
- Frequency Improvements around the network
- North Monroe – South Regal HPT

Because the Central City Line and Frequency Improvements are both large investments, they cannot both be fully funded within the first 0.2% increment. Many participants (37 of 48, 77%) funded one of these two large items, and then one or more smaller project, most commonly the Division or North Monroe – South Regal HPT. Others placed the Central City Line and Frequency Improvements in positions 1 and 2, but whichever was the second priority was counted as funded with the 0.3% increment, since 0.2% was not enough to fund both.

The third very large set of projects, grouped together as “Expanded Coverage”, was generally a lower priority for stakeholders (average priority rank 7.9), and only one respondent included it within the first 0.2% (though a majority of participants included it on the list of projects for 0.3%).

Only 1 STA Moving Forward project, service to Coeur d’Alene funded by STA, was not included in the full 0.3% increment by a majority of participants. Just 21 of 48 responses included Coeur d’Alene service on their list.

Central City Line & Frequency Improvements

The Central City Line was the only project that a majority of participants placed within the first 0.2% sales tax increment. It was also the most common first overall priority, with 23 of 48 responses placing it in first priority, and had the highest average priority position of 2.3.

Rank	Project	Count	Average Order
1	Central City Line	45.00	2.3
2	Frequency Improvements	45.00	3.1
3	Division	45.00	3.8
4	North Monroe - South Regal	45.00	4.1
5	Other Express	44.00	5.7
6	East Sprague	41.00	5.7
7	I-90 Express	41.00	5.7
8	Cheney Express (HPT)	38.00	5.7
9	Commuter Express	37.00	5.8
10	Expanded Coverage	21.00	7.9
11	Coeur d’Alene	11.00	8.5
12	Other Coverage	6.00	9.9

Figure 14: Average Project Priority Order

Like the Central City Line, Frequency Improvements to many routes in STA’s existing network is a large collective investment. Many respondents ranked both of these as high priority projects (average priority rank of Frequency Improvements was 3.1). However, as mentioned earlier, the total cost of both projects is greater than the available resources a 0.2% sales tax would generate.

Division HPT

Division HPT was the second most common project prioritized within the 0.2% increment, and was included in 46 of 48 responses within the full 0.3%. Since the Division corridor already boasts substantial frequent bus service, these improvements are a small investment compared to many of the other STA Moving Forward projects, and many participants (15 of the 20 who placed Division within the first 0.2%) chose to fund one of the Central City Line or Frequency Improvements in addition Division HPT within the first 0.2%.

Lower Priorities

The second tier of average priority has five

projects in it: East Sprague HPT improvements, I-90 Express, Cheney Express, Commuter Express, and the optional “Other Express” write-in project tiles. Each of these had an average priority of 5.7 or 5.8.

However, only 23% of stakeholders included the Other Express tile in their responses.

Expanded Coverage, Coeur d’Alene service, and “Other Coverage” were the lowest priorities on average. Of the STA Moving Forward projects, Coeur d’Alene was the only one that was included on fewer than half of stakeholders’ exercises. Note that this item specifically referred to service into Idaho funded from Spokane County sources; support may be much higher for a service more jointly funded with Idaho sources.

Other Express and Coverage suggestions

As mentioned above, each person’s exercise included four optional tiles that could be used to show express or coverage service that is not in STA Moving Forward, but which is a high priority for them. Less than 25% of participants used either of these options, but it was important to provide a way for stakeholders to express other transit priorities beyond the STA Moving Forward list.

Other Coverage suggestions were as follows:

- Ninemile Rd. Park & Ride
- Newport Hwy 395
- Lower East South Hill
- West Central to Hillyard
- Garland / Empire corridor
- Additional coverage improvements in Spokane Valley
- Grandview Thorpe / Vinegar Flats

Other Express suggestions:

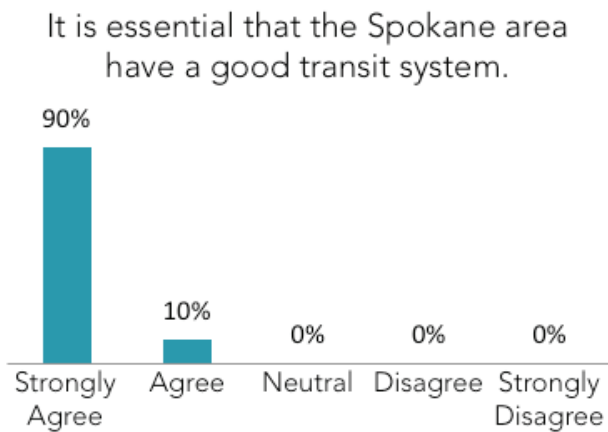
- Spokane Falls Community College

- South Hill
- North Spokane
- Post Falls
- Express running in dedicated lanes on Division
- 5 Mile Park & Ride to downtown

Silent Polling Questions

At the end of the workshop, stakeholders were asked to respond to several high-level questions with the silent polling devices.

The first question was designed to gauge the general feeling in the room towards transit--whether a good transit system (however they might choose to define it) is something that the stakeholders believed was an important thing for Spokane. Overwhelming, stakeholders responded affirmatively.



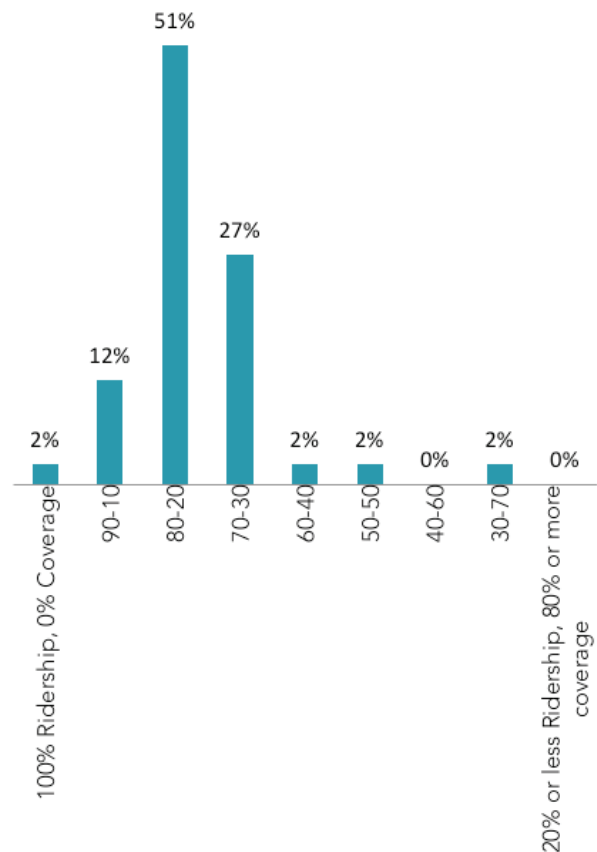
The second question asked stakeholders to describe their transit values -- what the overriding goal of transit service should be. Each respondent was able to express how they would divide the operating budget of STA between two competing goals, as explored at the end of the Prairieville exercise.

- Generating high ridership through investment in the most productive transit markets, or
- Providing coverage (basic access to the transit system, often at low frequency) to the widest area, serving the largest number of people and jobs, regardless of ridership potential.

STA's current split of resources dedicates 80% of the operating budget to the ridership goal, with 20% focused on coverage or commuter express service.

A majority of respondents (51%) agreed that the current split was appropriate. 14% thought that the system should be more ridership-oriented and 33% thought that it should focus more on the coverage goal (though of that 33%, 27% said that it should be only slightly more coverage-oriented at 70% ridership / 30% coverage).

STA's balance between ridership and coverage goals should be ...



The final two questions pertain directly to the STA's financial future. STA Moving Forward's new projects would be largely funded through an additional sales tax increment, added to STA's existing 0.6% authorization, in addition to anticipated federal grant funding. In the budget prioritization exercise, each participant was able to set their budget limit to the exact position corresponding to the cost of projects they believed STA should build. However, Washington state law requires STA to seek additional funding in

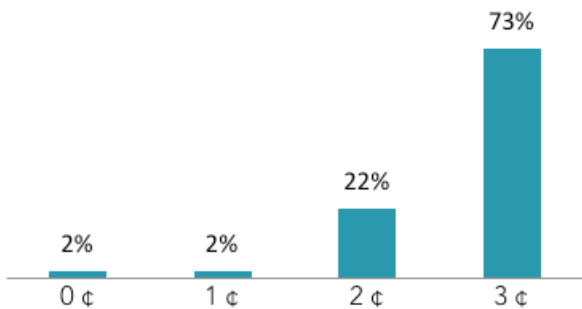
increments of one-tenth of a cent – 0.1%, 0.2%, or 0.3%. STA staff estimate that if a 0.3% sales tax were approved by voters, ½ of the revenue generated would be required to carry out a fleet maintenance and replacement plan, and to sustain existing service in the face of increasing costs and inflation.

First, stakeholders were asked which of the potential sales tax increments they would support. 95% supported at least a 0.2% increase, sufficient to fund existing service, fleet maintenance and a partial set of STA Moving Forward projects. 73% supported the full 0.3%, funding the full STA Moving Forward package.

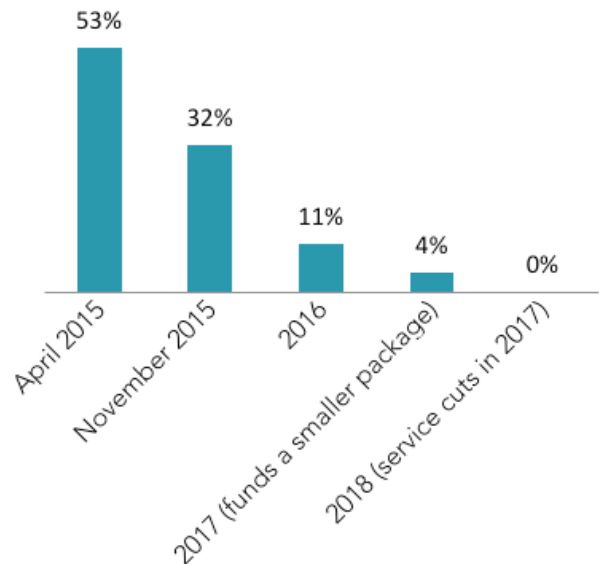
The second question on the sales tax asked about timing: when should STA refer such a measure to voters? Stakeholders were given five choices, from the next election (April 2015) through to 2018, with the understanding that due to inflation, the value of the tax and existing funding would be diminished after 2017, requiring a greater fraction of new revenues to support existing service, and funding a smaller package of improvements.

75% of stakeholders responded that STA should place a funding measure on the ballot in either April 2015 or November 2015. The chart below shows the full distribution of responses to this question:

What is the maximum additional sales tax level you support? (cents/ \$10 dollar)



A vote on a sales tax to fund STA should occur in:



Stakeholder Guidance

The STA Transit Summit was not designed to provide a definitive answer to the open questions on STA Moving Forward. Like the technical analysis STA staff have conducted to develop these projects, and like the extensive public involvement that has shaped that work, stakeholder feedback will help define the final form of the plan, and help the STA board to decide whether to ask the voters within the service area to increase STA's sales tax.

In drawing conclusions from the workshop, we must caution against self-selection bias. More than 100 stakeholders were invited, and this list was designed to reflect the diversity of points of view. However, only 53 participated in the end, and it is common for people with a lower interest in transit to be less likely to find time for these events. For that reason, the overall level of support for transit in the population is not necessarily as high as these outcomes suggest.

On the other hand, the attendees of the workshop were highly motivated, and the workshop helped to forge a nucleus of opinion leaders, representing very diverse points of view in the community, who are prepared to do the work of building consensus in the larger public toward outcomes that they all view as important. In this sense, the reported consensus among the participants is important information about the breadth of the coalition in favor of expanded transit service that could be developed in the future.

Having said that, the following strong messages emerge from the workshop:

- All stakeholders reported that they agree that it is essential that Spokane have a good transit system. This general question simply measures a basic level of acceptance that transit is an important feature of the city.
- Nearly all stakeholders expressed support for an additional sales tax increment to support STA. 73% of stakeholders felt that an additional 0.3% sales tax increment was

the maximum level of funding for STA they would feel comfortable with, while 22% said that 0.2% was the maximum increment they would feel comfortable with.

- When asked to share their opinions on which future STA projects are the highest priorities, the top three projects, measured by their average order within the list of 10, were 1) the Central City Line, 2) frequency improvements to numerous routes in the network, and 3) High-performance transit service on Division. These ideas have a common theme: They are all ridership-oriented investments (as opposed to coverage investments) and they are heavily focused on the City of Spokane. This suggests a widespread understanding that while transit is necessary across the region, the highest priorities lie in the areas where the built environment is most suited to transit, which tend to be in the historic city grid. The very wide support for the Central City Line in particular suggests a shared understanding that transit will have an especially large role to the task of redeveloping inner-city Spokane, and needs to give a high priority to that role.
- Stakeholders prefer to act quickly. 53% said that a vote on a sales tax increase should take place in April 2015; 32% said November 2015; just 15% said that a vote should take place in 2016 or later.

Appendix A: Bus Ride Survey

STA Transit Summit Survey



Now that you have taken a ride on an STA bus route, please take a few minutes to tell us about it. This short survey will ask you about your experience on STA- your answers are confidential and anonymous. Summaries of the responses to these questions may be shared with participants at the Transit Summit, but your individual response will not be made public, nor will you be identified with any specific answer.

1. Tell us about your bus ride:

Which route did you ride?

What was the date of your ride?

What time of day did you start your ride?

What was the vehicle number of the bus you rode?

2. How was the experience of waiting for the bus?

- Very Positive
- Somewhat Positive
- Neutral
- Somewhat Negative
- Very Negative

Did you feel safe at the stop? Was there adequate shelter from the weather?

3. Was the wait overly long?

- Yes, the wait was overly long.
- No, the wait was not overly long.

STA Transit Summit Survey

4. How comfortable do you feel in the company of the other passengers on the bus?

- Very Comfortable
- Somewhat Comfortable
- Neutral
- Somewhat Uncomfortable
- Very Uncomfortable

What do you notice about the other passengers?

What percentage of the people on the bus look like they're law abiding people going about their lives? If some of the people seem suspicious or dangerous (and that may be true), what cues about those people are giving you that impression?

5. How did you feel about the bus itself?

- Very Positive
- Somewhat Positive
- Neutral
- Somewhat Negative
- Very Negative

What did you notice? How was the aesthetic experience of being on the bus?

STA Transit Summit Survey

6. How was your impression of the bus driver?

- Very Positive
- Somewhat Positive
- Neutral
- Somewhat Negative
- Very Negative

What did you notice?

* 7. What seemed to be delaying the bus? Select the two factors that seem to be having the biggest impact:

- Other auto traffic?
- Traffic lights?
- Parked vehicles?
- Passengers getting on or off the bus?
- Pedestrians delaying traffic?
- People on bicycles?

Can you imagine ways that the bus could move faster?

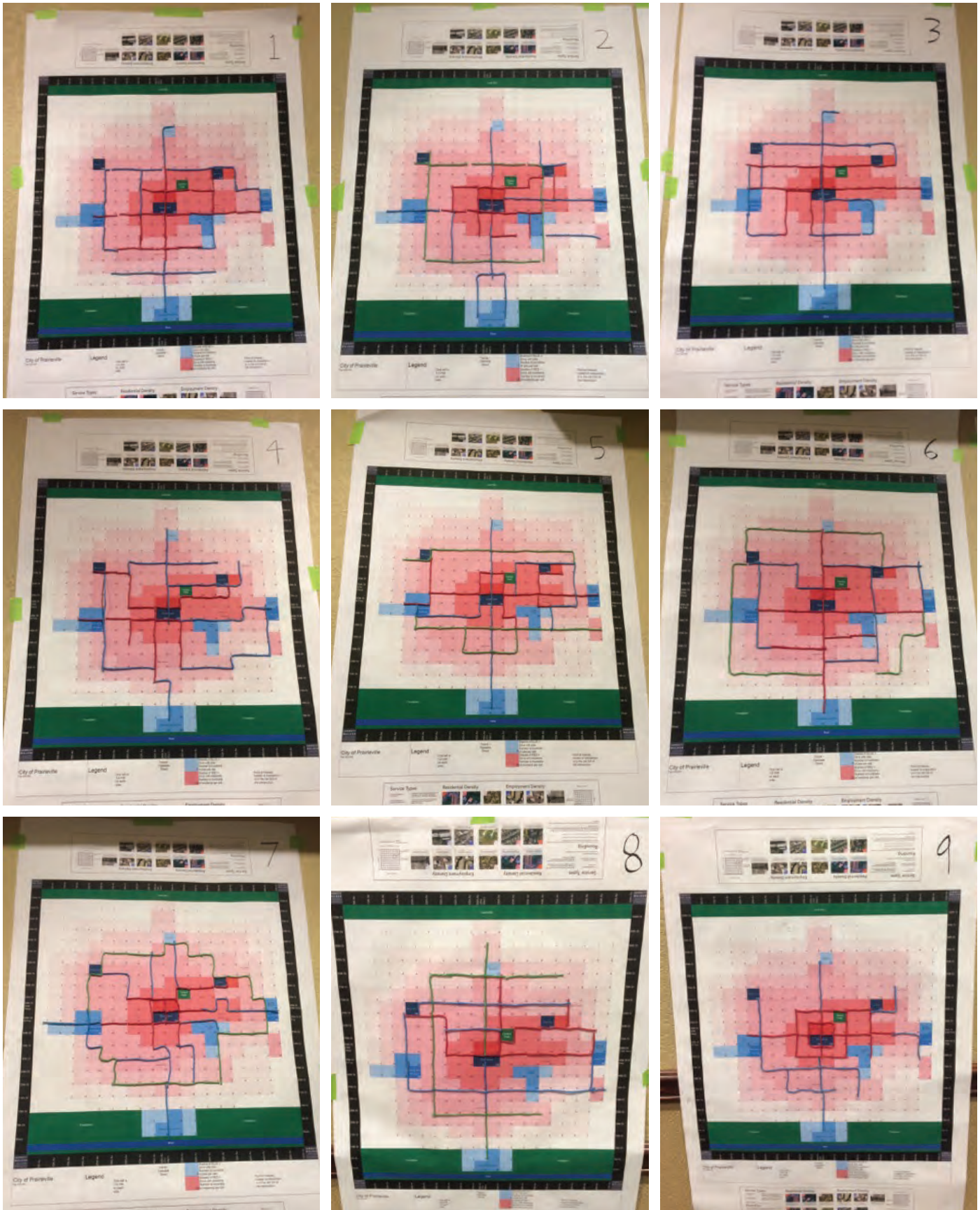
STA Transit Summit Survey

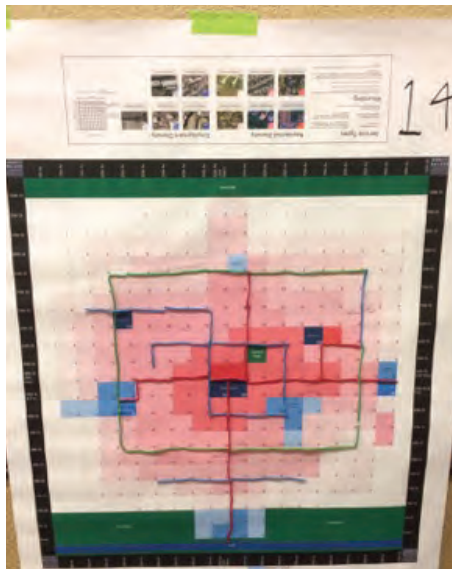
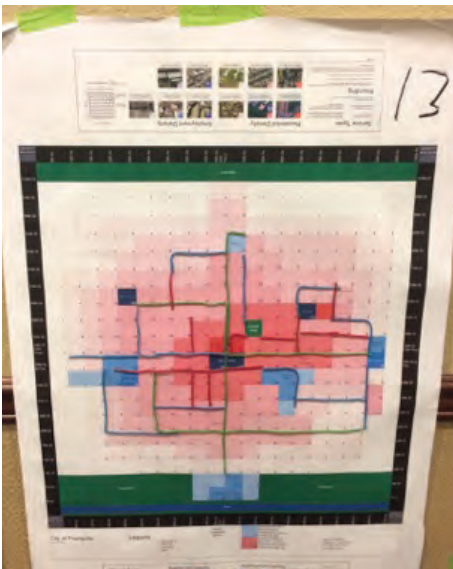
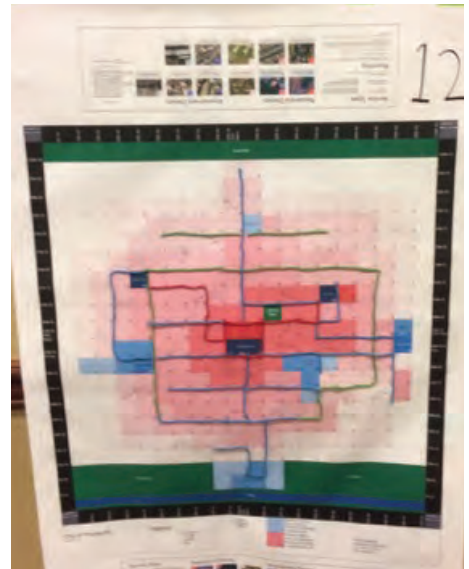
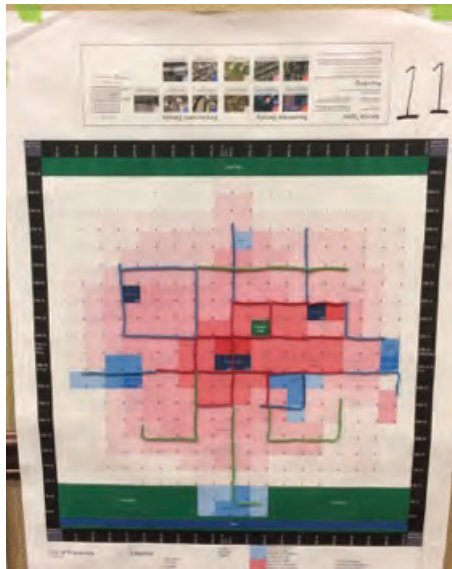
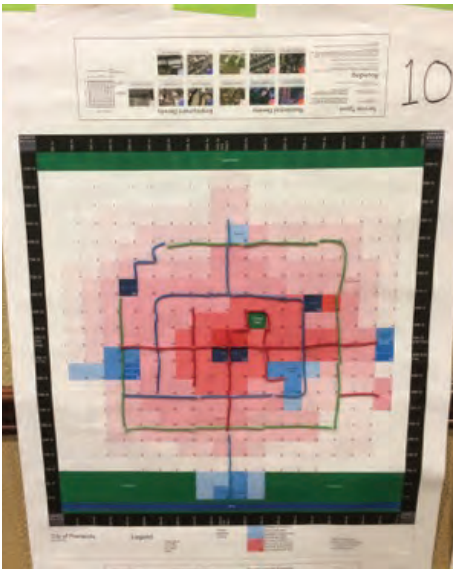
8. How comfortable would you be with someone in your family choosing to use transit instead of owning a car?

- Very Comfortable
- Somewhat Comfortable
- Neutral
- Somewhat Uncomfortable
- Very Uncomfortable

What reasons do you think somebody would have for choosing to use transit instead of a car?

Appendix B: Completed Prairieville Exercises





Appendix C: Budget Exercise Priority Data

#	Priority Order														Budget Limit
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P14		
0101	4	9	6												2.40
0102	4	2	11	5	8	1	13	6	9						2.70
0103	9	2	6	1	4	8	5	7	3	10					3.00
0104	9	4	2	5	1	3	7	6	10	8					3.00
0105	6	7	4	2	1	5	9	13	3						2.70
0106	4	9	5	3	2	1	6	7	8	10					3.00
0107	4	2	9	3	5	1	7	6	8	10					3.00
0108	4	9	2	1	3	7	6	5	10						3.00
0109	4	2	6	1	3										2.30
0110	2	7	11	6	1										2.00
0111	4	1	2	6	5	9									2.45
0112	4	3	6	2	7	9	5	1	10	8					3.00
0113	9	10	4	2	1	5	7	3	6						2.90
0114	9	1	5	2	4	7	6	3	10	8					2.90
0115	9	3	2	1	10	4	6	7	13	5	5				3.00
0116															1.50
0117	3	7	6	4	1	8	9	2	5	10					3.00
0118	4	9	2	1	5	6	3	7	13	14	14	14	14		2.95
0119	4	13	1	7	3	5	2	10	9	8					2.95
0120	9	1	2	5	4	3	6	10	7	8					3.00
0121	9	1	3	4	5	2	7	6	10	8					3.00
0122	1	9	3	4	7	5	6	2	10						2.90
0123	4	5	2	6	3	9									2.45
0124	4	1	9	2	6	10	5	3	7	8					3.00
0125	1	2	6	7	9	5	4	3	10						2.95
0126	6	8	3	7	10	11	4								2.70
0127	3	9	4	1	5	2	6	7	10	8					3.00
0128	9	4	7	6	1	2	5	3	8	10					2.95
0129	9	4	1	2	5	3	6	7	10						2.95
0130	4	1	9	3	2	5	6	7	10						2.95
0131	5	1	7	6	3	9	10								2.45
0132	1	2	5	9											1.90
0133	4	2	5	9	1	7	6	3	10	8					3.00
0134	4	1	2	11	9	5	7	6	3	10					3.10
0135	9	1	4	5	2	7	3	6	10	8					3.00
0136	9	1	2	4	6	5	7	10	3	8					3.00
0137	4	9	10	13	7	2	1	5	6						2.95
0138	4	9	2	3	1	5	6	7	10						2.95
0139	9	1	4	6	5	2	7	13	10						3.00
0140	4	9	10	1	2	5	7	3	13	11					2.95
0141	2	1	5	9	7										2.00
0142	4	9	2	5	10	1	7	3							2.85
0143	2	1	4	7	5	9									2.40
0144	4	2	1	5	7	9	10								3.00
0145	4	7	9	6	8	3	10	1	5	2					3.00
0146	4	9	10	7	6	3	5	8	1	2					3.00
0147	4	9	1	7	2	5	6	3	10						2.95
0401	9	4	1	3	2	5	6	11	8	10					3.00
0402	9	1	4	2	7	3	5	6	10						2.90

Card	Label
Division HPT	1
North Monroe - South Regal HPT	2
Cheney Express	3
Central City Line	4
East Sprague HPT	5
I-90 Express	6
Commuter Express	7
Coeur d'Alene Service	8
Frequency Improvements	9
Expanded Coverage	10
Other Express 1	11
Other Express 2	12
Other Coverage 1	13
Other Coverage 2	14

The table at left shows the project at each priority position for each of the Budget Priority Exercises that were completed. The projects are marked according to the numbering code in the table above.

Project	Count of Appearance at Priority Order											
	1	2	3	4	5	6	7	8	9	10	11	12
Division HPT	3	14	5	7	8	4	1	2	1	0	0	0
North Monroe - South Regal HPT	3	8	11	7	6	5	1	2	0	2	0	0
Cheney Express	2	2	3	5	5	6	2	9	4	0	0	0
Central City Line	23	4	7	4	3	1	2	0	0	0	0	0
East Sprague HPT	1	1	5	6	8	12	6	2	2	1	1	0
I-90 Express	2	0	6	7	3	1	13	7	2	0	0	0
Commuter Express	0	4	2	6	6	4	9	8	2	0	0	0
Coeur d'Alene Service	0	1	0	0	2	2	0	1	4	11	0	0
Frequency Improvements	14	12	4	3	2	6	2	0	2	0	0	0
Expanded Coverage	0	1	3	0	3	1	3	3	16	7	0	0
Other Express 1	0	2	1	0	1	0	1	0	1	0	0	0
Other Express 2	0	0	0	0	0	0	0	0	0	0	0	0
Other Coverage 1	1	0	1	0	0	1	2	3	0	0	0	1
Other Coverage 2	0	0	0	0	0	0	0	0	1	1	1	

This table shows the count of appearances of each project at each priority order position in the Budget Priority Exercise.

Appendix D: Poll Question Responses

1. My favorite vowel is... (Multiple Choice)

	Responses	
	Percent	Count
A	47%	23
E	16%	8
I	2%	1
O	14%	7
U	20%	10
Totals	100%	49

2. It is essential that the Spokane area have a good transit system. (Multiple Choice)

	Responses	
	Percent	Count
Strongly Agree	90%	37
Agree	10%	4
Neutral	0%	0
Disagree	0%	0
Strongly Disagree	0%	0
Totals	100%	41

3. STA's balance between ridership and coverage goals should be ... (Multiple Choice)

	Responses	
	Percent	Count
100% Ridership, 0% Coverage	2%	1
90-10	12%	5
80-20	51%	21
70-30	27%	11
60-40	2%	1
50-50	2%	1
40-60	0%	0
30-70	2%	1
20% or less Ridership, 80% or more coverage	0%	0
Totals	100%	41

4. What is the maximum sales tax level you support? (cents/ 10dollar) (Multiple Choice)

	Responses	
	Percent	Count
0 ¢	2%	1
1 ¢	2%	1
2 ¢	22%	10
3 ¢	73%	33
Totals	100%	45

5. A vote on a sales tax to fund STA should occur in: (Multiple Choice)

	Responses	
	Percent	Count
April 2015	53%	25
November 2015	32%	15
2016	11%	5
2017 (funds a smaller package)	4%	2
2018 (service cuts in 2017)	0%	0
Totals	100%	47

Appendix E

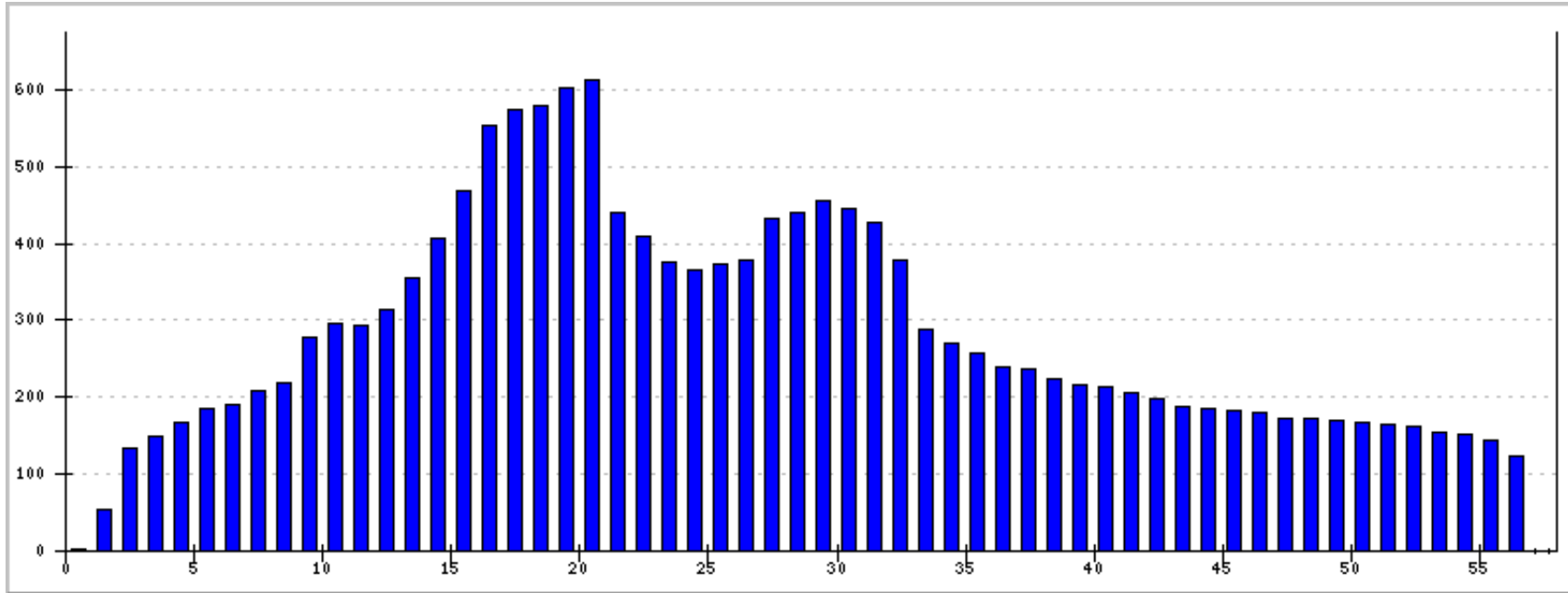
Telephone Town Hall Summary

Started at 21:28:01, Duration 00:55:54
 Average Acceptant Duration 5.15
 MAX Number of People in Conference 616

Answered Calls

Name	Number
Selects For Event	40,877
Accepts	3,388
TF Calls	21
Toll Inbound Calls	0
Answering Machines	11,835
Declines	8,819
Total Answered Calls	24,042
Talked	22
Speaker Queue	30
Screeener Queue	11
WEB Participants	0

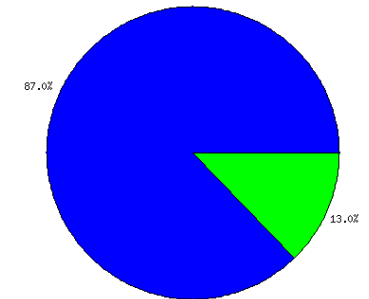
In Conference NOW / Conference Minutes



Polling Questions

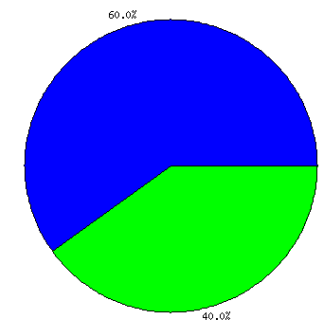
1. Would you like to see more and better transit service for the Spokane region?

ID	Answer	Responded	% of total
1	Yes	60	87
2	No	9	13



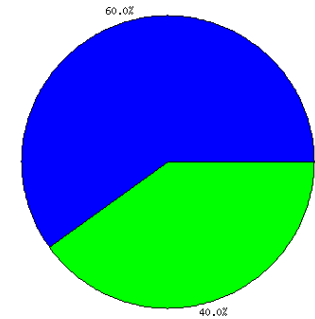
2. Would you be more likely to use public transit with extended service hours on nights and weekends?

ID	Answer	Responded	% of total
1	Yes	57	60
2	No	38	40



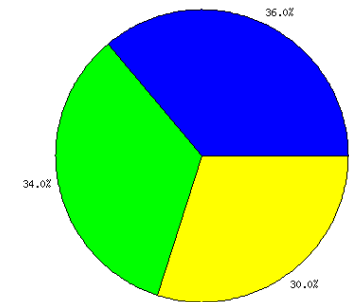
3. Could you or your family save money by becoming a one car household...

ID	Answer	Responded	% of total
1	Yes	68	60
2	No	46	40



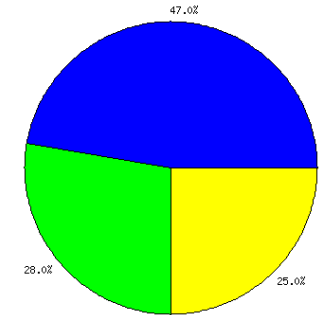
4. How likely are you to support a 0.3% increase in local sales tax to sustain existing services and provide more and better pub

ID	Answer	Responded	% of total
1	Very Likely	63	36
2	Likely	60	34
3	Not Likely	53	30



5. How likely are you to support a 0.3% increase in local sales tax to expand transit services for seniors and people with disab

ID	Answer	Responded	% of total
1	Very Likely	80	47
2	Likely	48	28
3	Not Likely	43	25



Non-Connects

Name	Number
Non Connects	4,221
Faxes	21
Busy	507
No-answer	12,086