

INTRODUCTION

Spokane Regional Transportation Council (SRTC) requested a sampling of Spokane Transit Authority riders within the Spokane Washington area. SRTC required a total of 5,000 completed surveys from these riders.

Critical Data, Inc. a Spokane-based specialized strategic marketing and research firm was contacted by the SRTC, and after meeting with STA and SRTC management the project was *commenced on November 27, 2002. Surveying of riders was completed on December 10, 2002.*

The surveys were performed in-person by Critical Data, Inc. with riders on all Spokane Transit Authority routes. The number of surveys to be completed were specified by bus route based upon ridership for that specific route.

Survey respondents are riders 16 years of age and older who were intercepted and interviewed while riding their bus.

SRTC required that *5,000 surveys* by route be completed – *4,500 ‘short-form’ surveys* and *500 ‘long-form’ surveys*. Critical Data, Inc. exceeded this amount and completed the following:

<u>Short form surveys required</u>	<u>Actual number of short form surveys completed</u>
4,500	5,135
<u>Long form surveys required</u>	<u>Actual number of long form surveys completed</u>
500	572
<u>TOTAL surveys required</u>	<u>Actual number of TOTAL surveys completed</u>
5,000	5,707

This report contains the responses to all questions and is depicted:

- As a total group
- By route
- Be demographic

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY
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AGE CATEGORY: 50-64

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	443	50.5%
Work	195	22.2%
Shopping	93	10.6%
Doctor/medical	38	4.3%
Personal business/errands	53	6.0%
College	17	1.9%
High school or junior high school	0	0.0%
Other	34	3.9%
Did not respond/no comment	5	0.6%
Total	878	100%

Top responses for “other”:

- **Friend’s**
- **YMCA**
- **Plaza**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	632	72.0%
I transferred from bus route number	166	18.9%
I bicycled	2	0.2%
I carpooled and then parked	1	0.1%
I drove alone then parked	38	4.3%
I was dropped off	15	1.7%
Other	11	1.3%
Did not respond/no comment	13	1.5%
Total	878	100%

Responses for “other” include:

- Arena shuttle
- STA Plaza

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
1	1	0.6%
20	3	1.8%
21	11	6.6%
22	6	3.6%
23	2	1.2%
24	7	4.2%
25	7	4.2%
26	6	3.6%
27	9	5.4%
29	2	1.2%
33	9	5.4%
40	4	2.4%
42	3	1.8%
43	4	2.4%
44	7	4.2%
45	4	2.4%
46	5	3.0%
61	1	0.6%
64	5	3.0%
65	2	1.2%
66	1	0.6%

73	2	1.2%
90	17	10.2%
91	3	1.8%
94	4	2.4%
95	1	0.6%
96	1	0.6%
97	2	1.2%
Arena	1	0.6%
Crestline	1	0.6%
Sprague	1	0.6%
Wall	1	0.6%
Did not respond/no comment	33	19.9%
Total	166	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Did not respond/no comment	115	18.2%
Less than one block	44	7.0%
½ hour	1	0.2%
1	144	22.8%
1.5	12	1.9%
2	122	19.3%
2.5	5	0.8%
3	63	10.0%
4	45	7.1%
4.5	2	0.3%
5	26	4.1%
5.5	1	0.2%
6	22	3.5%
7	4	0.6%
7.5	1	0.2%
8	8	1.3%
9	1	0.2%
10	6	0.9%
12	4	0.6%
13	1	0.2%
16	1	0.2%
20 blocks or more	4	0.6%
Total	632	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	330	37.6%
Work	167	19.0%
Shopping	136	15.5%
Personal business/errands	100	11.4%
Other	73	8.3%
Doctor/medical	52	5.9%
College	11	1.3%
Did not respond/no comment	8	0.9%
High school or junior high school	1	0.1%
Total	878	100%

Top responses for “other”:

- **Library**
- **Airport**
- **Arena**
- **Plaza**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will transfer to bus route number	182	20.7%
I will walk	574	65.4%
I will bicycle	3	0.3%
I will carpool	8	0.9%
I will drive alone	68	7.7%
I will be picked up	13	1.5%
Other	13	1.5%
Did not respond/no comment	17	1.9%
Total	878	100%

Responses for “other” include:

- **Park and ride**
- **Wheelchair**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
Did not respond/no comment	45	24.7%
Shuttle/Arena shuttle	2	1.1%
1	2	1.1%
9	2	1.1%
20	2	1.1%
21	3	1.6%
22	11	6.0%
23	1	0.5%
24	6	3.3%
25	17	9.3%
26	7	3.8%
27	7	3.8%
29	6	3.3%
33	6	3.3%
40	1	0.5%
42	6	3.3%
43	7	3.8%
44	10	5.5%
45	3	1.6%
46	6	3.3%
61	2	1.1%
64	1	0.5%
65	1	0.5%
73	1	0.5%
90	16	8.8%
91	2	1.1%
94	9	4.9%
95	1	0.5%
96	1	0.5%
97	2	1.1%
Division	1	0.5%

**182 responded to the question*

Question allowed for more than one response

Percentage based on number of respondents

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Did not respond/no comment	102	17.8%
Less than one block	53	9.2%
1	134	23.3%
1.5	17	3.0%
2	103	18.0%
2.5	5	0.9%
3	60	10.5%
3.5	3	0.5%
4	38	6.6%
4.5	1	0.2%
5	14	2.4%
5.5	1	0.2%
6	22	3.8%
7	4	0.7%
8	3	0.5%
9	1	0.2%
10	4	0.7%
12	3	0.5%
13	2	0.3%
16	1	0.2%
20 or more blocks	3	0.5%
Total	574	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
I would not have made this trip	225	25.6%
Drive alone	189	21.5%
Walk	170	19.4%
Someone would drive me	142	16.2%
Taxi	58	6.6%
Other	36	4.1%
Carpool	30	3.4%
Bicycle	17	1.9%
Did not respond/no comment	11	1.3%
Total	878	100%

Responses for “other” include:

- **Friend’s**
- **I do not know**
- **Family would help**

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	603	68.7%
2 – 4 days per week	183	20.8%
1 – 4 days per month	63	7.2%
Less than once per month	24	2.7%
Did not respond/no comment	5	0.6%
Total	878	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	551	62.8%
Cash fare	255	29.0%
Senior or disable fare	61	6.9%
Shuttle fare	11	1.3%
Total	878	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Monthly pass	405	46.1%
Not applicable (chose “monthly fares” or “other”)	293	33.4%
Monthly senior or disabled pass	143	16.3%
Commute Trip Reduction pass	31	3.5%
Student pass	6	0.7%
Total	878	100%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Tokens	2	25.0%
Cash	1	12.5%
Dependant pass	1	12.5%
Pay daily until my car is fixed	1	12.5%
STA employee	1	12.5%
STA employee spouse	1	12.5%
Sterling Saving Bank pay all but \$8 per month	1	12.5%
Total	9	100%

6.) What is your age category?

All respondents in this report are ages 50-64

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	435	49.6%
\$15,000 - \$27,500	167	19.0%
\$27,501 - \$42,500	104	11.8%
\$42,505 or more	112	12.8%
Did not respond/no comment	52	5.9%
Refused	8	0.9%
Total	878	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	34	45.9%
Changing service from 15 minute to 30 minute service	19	25.7%
Other	9	12.2%
Late night service after 11:30 PM	5	6.8%
Did not respond/no comment	5	6.8%
Special event service (Like Bloomsday)	2	2.7%
Total	74	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	46	62.2%
Did not respond/no comment	21	28.4%
Weekend service (Saturday & Sunday) and holidays	3	4.0%
Late night service after 11:30 PM	3	4.0%
Curb to curb service rather than door to door	1	1.4%
Total	74	100%

Responses for “other” include:

- **Affordability**
- **All of the above would affect me**
- **Early AM**

See database for complete responses to this question.

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT*
Convenience store/coffee or espresso stands	33	44.6%
Did not respond/no comment	25	33.8%
Dry cleaning services	7	9.5%
Vending machines	7	9.5%
On-site daycare at the Plaza	5	6.8%
Car care facilities (lube, oil, filter services)	3	4.1%

**74 persons responded to the question
 Question allowed for more than one response
 Percentage based on number of respondents*

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY
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AGE CATEGORY: UNDER 18

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	235	48.4%
High school or junior high school	143	29.4%
Other	34	7.0%
Shopping	22	4.5%
Personal business/errands	18	3.7%
Work	13	2.7%
College	11	2.3%
Did not respond/no comment	6	1.2%
Doctor/medical	4	.8%
Total	486	100%

Top responses for “other”:

- Friends/family
- Job

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	359	74.0%
I transferred from bus route number	93	19.1%
I was dropped off	20	4.1%
Did not respond/no comment	5	1.0%
I bicycled	4	.8%
Other	3	.6%
I drove alone then parked	2	.4%
I carpooled and then parked	0	.0%
Total	486	100%

Responses for “other” include:

- combination of walked, transferred, bicycled

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
21	4	4.3%
22	4	4.3%
23	3	3.1%
24	11	11.8%
25	6	6.5%
26	7	7.5%
27	3	3.1%
33	3	3.1%
41	1	1.1%
42	2	2.2%
44	1	1.1%
46	5	5.4%
61	2	2.2%
64	2	2.2%
65	2	2.2%
90	7	7.5%
91	4	4.3%
94	2	2.2%
95	1	1.1%
97	1	1.1%
Did not respond/no comment	22	23.7%
Total	93	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
1	66	18.4%
1.5	7	1.9%
2	63	17.5%
2.5	4	1.1%
3	54	15.0%
3.5	1	.3%
4	37	10.3%
4.5	4	1.1%
5	14	3.9%
6	20	5.5%
7	5	1.4%
8	5	1.4%
9	3	.8%
10	2	.6%
11	1	.3%
12	2	.6%
20 or more	2	.6%
Did not respond/no comment	47	13.1%
Less than one block	19	5.3%
Across campus	2	.6%
A lot	1	.3%
Total	359	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	174	35.8%
High school or junior high school	101	20.8%
Other	65	13.4%
Shopping	47	9.7%
Work	44	9.1%
Personal business/errands	34	7.0%
College	9	1.8%
Doctor/medical	6	1.2%
Did not respond/no comment	6	1.2%
Total	486	100%

Top responses for “other”:

- Friends/family
- Downtown

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will walk	340	70.0%
I will transfer from bus route number	112	23.0%
I will be picked up	17	3.5%
Other	7	1.5%
Did not respond/no comment	6	1.2%
I will bicycle	3	.6%
I will carpool	1	.2%
I will drive alone	0	.0%
Total	486	100%

Responses for “other” include:

- skate, will already be there, combination of walk & bicycle.

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	3	2.7%
21	7	6.2%
22	5	4.5%
24	7	6.2%
25	15	13.4%
26	5	4.5%
27	7	6.2%
33	3	2.7%
43	5	4.5%
44	5	4.5%
45	3	2.7%
46	1	.9%
61	1	.9%
64	1	.9%
65	2	1.8%
90	7	6.2%
91	2	1.8%
94	8	7.1%
95	1	.9%
Did not respond/no comment	24	21.4%
Total	112	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
1	52	15.3%
1.5	11	3.2%
10	2	.6%
12	2	.6%
14	1	.3%
18	1	.3%
2	63	18.5%
2.5	1	.3%
3	53	15.6%
3.5	2	.6%
4	29	8.5%
5	16	4.7%
6	17	5.0%
7	8	2.3%
8	2	.6%
9	1	.3%
Did not respond/no comment	55	16.2%
Less than one block	23	6.8%
3 miles	1	.3%
Total	340	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	143	29.4%
Someone would drive me	142	29.2%
I would not have made this trip	123	25.3%
Drive alone	23	4.7%
Taxi	18	3.7%
Carpool	12	2.5%
Other	12	2.5%
Bicycle	11	2.3%
Did not respond/no comment	2	.4%
Total	486	100%

Responses for “other” include:

- skateboard, a friend

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	321	66.0%
2 – 4 days per week	115	23.7%
1 – 4 days per month	28	5.8%
Less than once per month	18	3.7%
Did not respond/no comment	4	.8%
Total	486	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	287	59.0%
Cash fare	190	39.1%
Shuttle fare	6	1.2%
Senior or disable fare	3	.7%
Total	486	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Monthly pass	218	44.9%
Not applicable (chose “daily fares” or “other”)	198	40.7%
Student pass	64	13.2%
Monthly senior or disabled pass	4	.8%
Commute Trip Reduction pass	2	.4%
Total	486	100%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Token	3	42.8%
Free pass	1	14.3%
Mother works for STA	1	14.3%
Dependant	1	14.3%
Did not respond/no comment	1	14.3%
Total	7	100%

6.) What is your age category?

**This report is sorted by age category, see title*

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	372	76.5%
Did not respond/no comment	67	13.8%
\$15,000 - \$27,500	26	5.4%
\$27,501 - \$42,500	14	2.9%
Refused	4	.8%
\$42,501 or more	3	.6%
Total	486	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	14	45.1%
Changing service from 15 minute to 30 minute service	7	22.6%
Late night service after 11:30 PM	4	12.9%
Special event service (Like Bloomsday)	3	9.7%
Other	3	9.7%
Total	31	100%

Responses for “other” include:

- Everything, nothing.

See database for complete responses to this question.

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	19	61.3%
Did not respond/no comment	5	16.1%
Weekend service (Saturday & Sunday) and holidays	3	9.6%
Late night service after 11:30 PM	2	6.5%
Special event service (Like Bloomsday)	2	6.5%
Curb to curb service rather than door to door	0	.0%
Total	31	100%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT*
Convenience store/coffee or espresso stands	21	67.7%
Vending machines	12	38.7%
Did not respond/no comment	4	12.9%
On-site daycare at the Plaza	2	6.4%
Dry cleaning services	2	6.4%
Car care facilities (lube, oil, filter services)	2	6.4%

**31 responded to the question*

Question allowed for more than one response

Percentages based on number of respondents

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY
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AGE CATEGORY: 18-24

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	640	50.2%
Work	166	13.0%
College	143	11.2%
Personal business/errands	98	7.7%
Other	80	6.3%
Shopping	73	5.7%
High school or junior high school	36	2.8%
Doctor/medical	22	1.7%
Did not respond/no comment	17	1.4%
Total	1275	100%

Top responses for “other”:

- Friends/family
- Daycare/school

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	898	70.4%
I transferred from bus route number	267	20.9%
I was dropped off	44	3.5%
I drove alone then parked	17	1.3%
Did not respond/no comment	16	1.3%
I bicycled	16	1.3%
Other	12	.9%
I carpooled and then parked	5	.4%
Total	1275	100%

Responses for “other” include:

- skateboard, taxi

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	18	6.7%
21	7	2.7%
22	13	4.9%
23	7	2.7%
24	25	9.4%
25	27	10.1%
26	8	3.0%
27	15	5.6%
29	9	3.4%
30	3	1.2%
33	13	4.9%
40	5	1.9%
42	1	.4%
43	2	.7%
44	4	1.5%
45	6	2.2%
46	6	2.2%
47	1	.4%
61	7	2.7%
64	2	.7%
65	14	5.2%
73	1	.4%

(1C. If transferred,...continued)

90	28	10.5%
91	7	2.7%
94	5	1.9%
95	1	.4%
96	2	.7%
97	3	1.2%
Did not respond/no comment	26	9.7%
Total	267	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	86	9.6%
1	228	25.4%
1.5	10	1.1%
2	158	17.6%
2.5	5	.6%
3	79	8.8%
4	63	7.0%
4.5	1	.1%
5	41	4.6%
5.5	2	.2%
6	32	3.6%
7	12	1.3%
8	12	1.3%
9	3	.3%
10	16	1.8%
11	1	.1%
12	2	.2%
15	5	.6%
17-18	4	.4%
20 or more	6	.7%
1.5 miles	1	.1%
Across campus	1	.1%
Not far	1	.1%
Did not respond/no comment	129	14.4%
Total	898	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	435	34.1%
Work	262	21.0%
Personal business/errands	147	11.5%
Shopping	125	9.8%
College	115	9.0%
Other	105	8.2%
Did not respond/no comment	36	2.8%
Doctor/medical	30	2.4%
High school or junior high school	20	1.6%
Total	1275	100%

Top responses for “other”:

- Friends/family
- Job

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will walk	897	70.4%
I will transfer from bus route number	293	23.0%
I will be picked up	27	2.1%
Did not respond/no comment	17	1.3%
I will drive alone	14	1.1%
I will bicycle	13	1.0%
Other	9	.7%
I will carpool	5	.4%
Total	1275	100%

Responses for “other” include:

- Skateboard, walk home

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
1	2	.7%
20	10	3.4%
21	12	4.1%
22	8	2.7%
23	3	1.0%
24	9	3.1%
25	30	10.2%
26	8	2.7%
27	14	4.8%
29	7	2.4%
30	5	1.7%
32	1	.3%
33	8	2.7%
40	2	.7%
42	4	1.4%
43	4	1.4%
44	8	2.7%
45	7	2.4%
46	4	1.4%
61	4	1.4%
62	1	.3%
65	7	2.4%
73	2	.7%
90	37	12.6%
91	8	2.7%
92	2	.7%
94	6	2.0%
95	3	1.0%
96	2	.7%
97	4	1.4%
Did not respond/no comment	71	24.3%
Total	293	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
1	213	23.7%
1.5	12	1.4%
2	162	18.1%
2.5	6	.7%
3	88	9.8%
4	65	7.3%
4.5	2	.2%
5	32	3.6%
6	40	4.4%
7	12	1.3%
8	7	.8%
9	1	.1%
10	6	.7%
11	1	.1%
12-14	5	.5%
15	1	.1%
20 or more	7	.8%
Did not respond/no comment	157	17.5%
Less than one block	78	8.7%
Across the street	1	.1%
I don't know	1	.1%
Total	897	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	317	24.9%
Someone would drive me	290	22.7%
I would not have made this trip	358	28.1%
Drive alone	108	8.5%
Taxi	70	5.5%
Carpool	42	3.3%
Other	29	2.2%
Bicycle	56	4.4%
Did not respond/no comment	5	.4%
Total	1275	100%

(3. If transit had not been available,...continued)

Responses for “other” include:

- skateboard, not sure/don’t know.

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	877	68.8%
2 – 4 days per week	259	20.3%
1 – 4 days per month	90	7.0%
Less than once per month	48	3.8%
Did not respond/no comment	1	.1%
Total	1275	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	647	50.7%
Cash fare	612	48.0%
Shuttle fare	8	.65%
Senior or disabled fare	8	.65%
Total	1275	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	600	47.1%
Monthly pass	528	41.4%
Student pass	109	8.5%
Monthly senior or disabled pass	28	2.2%
Commuter Trip Reduction pass	10	.8%
Total	1275	100%

(5. How do you pay...continued)

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Did not respond/no comment	6	40.0%
Token/Transit Coins	2	13.4%
Free pass	2	13.4%
Employee pass/company pays	2	13.4%
College quarter pass	1	6.6%
Sometimes I buy a monthly pass, sometimes I don't	1	6.6%
I won't buy them	1	6.6%
Total	15	100%

6.) What is your age category?

**This report is sorted by age category, see title*

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	995	78.0%
\$15,000 - \$27,500	200	15.7%
Did not respond/no comment	33	2.6%
\$27,501 - \$42,500	26	2.0%
\$42,501 or more	15	1.2%
Refused	6	.5%
Total	1275	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	46	32.2%
Changing service from 15 minute to 30 minute service	46	32.2%
Late night service after 11:30 PM	24	16.8%
Special event service (Like Bloomsday)	11	7.6%
Other	8	5.6%
Did not respond/no comment	8	5.6%
Total	143	100%

Responses for “other” include:

- Everything, no change.

See database for complete responses to this question.

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	95	66.4%
Did not respond/no comment	34	24.0%
Weekend service (Saturday & Sunday) and holidays	5	3.4%
Late night service after 11:30 PM	5	3.4%
Special event service (Like Bloomsday)	2	1.4%
Curb to curb service rather than door to door	2	1.4%
Total	143	100%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT*
Convenience store/coffee or espresso stands	80	55.9%
Did not respond/no comment	34	23.8%
Vending machines	31	21.7%
On-site daycare at the Plaza	19	13.3%
Car care facilities (lube, oil, filter services)	11	7.7%
Dry cleaning services	9	6.3%

**143 responded to the question
 Question allowed for more than one response
 Percentages based on number of respondents*

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY
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AGE CATEGORY: 25 – 34

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	540	49.3%
Work	173	15.8%
Personal business/errands	115	10.5%
Shopping	95	8.7%
College	72	6.6%
Other	61	5.6%
Doctor/medical	31	2.8%
Did not respond/no comment	6	0.5%
High school or junior high school	2	0.2%
Total	1095	100%

Top responses for “other”:

- **Job search**
- **Daycare**
- **Friend’s house**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	774	70.8%
I transferred from bus route number	227	20.7%
I bicycled	18	1.6%
I carpooled and then parked	5	0.5%
I drove alone then parked	29	2.6%
I was dropped off	32	2.9%
Other	9	0.8%
Did not respond/no comment	1	0.1%
Total	1095	100%

Responses for “other” include:

- Trolley
- Skate
- Deer Park shuttle

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
Did not respond/no comment	38	16.7%
Trolley	1	0.4%
North Loop	1	0.4%
North Monroe	1	0.4%
All	1	0.4%
2	2	0.9%
3	1	0.4%
20	5	2.2%
21	7	3.1%
22	6	2.6%
23	3	1.3%
24	11	4.8%
25	21	9.3%
26	10	4.4%
27	9	4.0%
29	7	3.1%
30	1	0.4%
33	3	1.3%
40	6	2.6%
42	7	3.1%

43	8	3.5%
44	12	5.3%
45	2	0.9%
46	7	3.1%
61	3	1.3%
64	3	1.3%
65	10	4.4%
72	2	0.9%
73	5	2.2%
81	1	0.4%
90	22	9.7%
91	4	1.8%
94	4	1.8%
95	2	0.9%
97	1	0.4%
Total	1095	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	65	8.4%
1	105	13.6%
1.5	7	0.9%
2	99	12.8%
2.5	2	0.3%
3	57	7.4%
3.5	3	0.4%
4	47	6.1%
4.5	2	0.3%
5	18	2.3%
6	13	1.7%
7	11	1.4%
8	8	1.0%
9	3	0.4%
10	9	1.2%
11-12	1	0.1%
20 blocks or more	4	0.5%
Did not respond/no comment	320	41.3%
Total	774	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	365	33.3%
Work	237	21.6%
Shopping	135	12.3%
Doctor/medical	38	3.5%
Personal business/errands	153	14.0%
College	47	4.3%
High school or junior high school	2	0.2%
Other	97	8.9%
Did not respond/no comment	21	1.9%
Total	1095	100%

Top responses for “other”:

- **Courthouse**
- **Downtown**
- **Friend’s**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will walk	778	71.1%
I will transfer to bus route number	214	19.5%
I will drive alone	31	2.8%
I will be picked up	22	2.0%
I will bicycle	15	1.4%
Other	15	1.4%
Did not respond/no comment	12	1.1%
I will carpool	8	0.7%
Total	1095	100%

Responses for “other” include:

- Trolley
- Deer Park shuttle

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
Did not respond/no comment	49	22.9%
1	3	1.4%
20	2	0.9%
21	11	5.1%
22	12	5.6%
23	3	1.4%
24	5	2.3%
25	25	11.7%
26	6	2.8%
27	10	4.7%
29	3	1.4%
30	4	1.9%
33	14	6.5%

40	4	1.9%
42	4	1.9%
43	7	3.3%
44	11	5.1%
45	2	0.9%
46	4	1.9%
60	1	0.5%
61	3	1.4%
64	4	1.9%
65	2	0.9%
76	1	0.5%
90	14	6.5%
91	2	0.9%
94	4	1.9%
95	6	2.8%
96	2	0.9%
Division to plaza	1	0.5%
South Maple	1	0.5%
East Sprague	1	0.5%

**214 responded to the question
Question allowed for more than one response
Percentage based on number of respondents*

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	89	11.4%
1	144	18.5%
1.5	14	1.8%
2	138	17.7%
2.5	2	0.3%
3	81	10.4%
3.5	3	0.4%
4	64	8.2%
4.5	2	0.3%
5	25	3.2%
6	18	2.3%
7	11	1.4%
8	9	1.2%
9	3	0.4%
10	9	1.2%
12	1	0.1%
15-16	2	0.3%
20 or more blocks	5	0.6%
Did not respond/no comment	158	20.3%
Total	778	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	293	26.7%
I would not have made this trip	263	24.0%
Someone would drive me	206	18.8%
Drive alone	119	10.9%
Taxi	72	6.6%
Bicycle	52	4.7%
Carpool	49	4.5%
Other	36	3.3%
Did not respond/no comment	5	0.5%
Total	1095	100%

Responses for “other” include:

- Not sure
- Drive with suspended license

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	740	67.6%
2 – 4 days per week	255	23.3%
1 – 4 days per month	73	6.7%
Less than once per month	23	2.1%
Did not respond/no comment	4	0.4%
Refused	0	0.0%
Total	1095	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	566	51.7%
Cash fare	482	44.0%
Senior or disable fare	33	3.0%
Shuttle fare	13	1.2%
Other	1	0.1%
Total	1095	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	491	44.8%
Monthly pass	488	44.6%
Monthly senior or disabled pass	58	5.3%
Student pass	41	3.7%
Commuter Trip Reduction pass	17	1.6%
Total	1095	100.0%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Tokens	1	
Total		

6.) **What is your age category?**

All respondents are ages 25-34

7.) **What is your annual income?**

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	634	57.9%
\$15,000 - \$27,500	321	29.3%
\$27,501 - \$42,500	83	7.6%
\$42,505 or more	30	2.7%
Did not respond/no comment	24	2.2%
Refused	3	0.3%
Total	1095	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	44	35.2%
Changing service from 15 minute to 30 minute service	36	28.8%
Late night service after 11:30 PM	17	13.6%
Special event service (Like Bloomsday)	10	8.0%
Other	9	7.2%
Did not respond/no comment	9	7.2%
Total	125	100.0%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	78	62.4%
Weekend service (Saturday & Sunday) and holidays	7	5.6%
Late night service after 11:30 PM	5	4.0%
Special event service (Like Bloomsday)	4	3.2%
Curb to curb service rather than door to door	3	2.4%
Did not respond/no comment	28	22.4%
Total	125	100%

Responses for “other” include:

- **Change service from 30 minutes to 60 minutes**
- **Early mornings**

See database for complete responses to this question.

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT*
Convenience store/coffee or espresso stands	62	49.6%
Did not respond/no comment	29	23.2%
Vending machines	23	18.4%
Dry cleaning services	12	9.6%
On-site daycare at the Plaza	11	8.8%
Car care facilities (lube, oil, filter services)	6	4.8%
Bathrooms	1	0.8%

**125 responded to this question*

Question allowed for more than one response

Percentage based on number of respondents

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY
--

AGE CATEGORY 35-49

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	846	50.9%
Work	315	18.9%
Personal business/errands	145	8.7%
Shopping	123	7.4%
Other	102	6.1%
Doctor/medical	71	4.3%
College	48	2.9%
Did not respond/no comment	12	0.7%
High school or junior high school	2	0.1%
Total	1664	100%

Top responses for “other”:

- **Work release**
- **Friend’s house**
- **Plaza**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	1146	69.0%
I transferred from bus route number	325	19.5%
I bicycled	37	2.2%
I carpooled and then parked	8	0.5%
I drove alone then parked	62	3.7%
I was dropped off	39	2.3%
Other	28	1.7%
Did not respond/no comment	19	1.1%
Total	1664	100%

Responses for “other” include:

- **Bus stop is outside building I work in**
- **On campus**
- **Wheelchair**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
Did not respond/no comment	56	17.2%
2	1	0.3%
3	1	0.3%
4	1	0.3%
19	1	0.3%
20	10	3.1%
21	13	4.0%
22	11	3.4%
23	4	1.2%
24	20	6.2%
25	24	7.4%
26	16	4.9%
27	18	5.5%
29	6	1.8%
30	3	0.9%
33	16	4.9%
40	7	2.2%
42	7	2.2%
43	9	2.8%

44	9	2.8%
45	7	2.2%
46	6	1.8%
47	1	0.3%
48	1	0.3%
50	1	0.3%
55	1	0.3%
61	7	2.2%
64	3	0.9%
65	9	2.8%
71	2	0.6%
72	1	0.3%
73	2	0.6%
90	34	10.5%
91	4	1.2%
92	1	0.3%
94	14	4.3%
95	97	29.8%
A	1	0.3%
Shuttle	1	0.3%
E Sprague	1	0.3%

**325 responded to this question*

Question allowed for more than one response

Percentage based on number of respondents

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Did not respond/no comment	208	18.2%
Less than one block	87	7.6%
1	265	23.1%
1.5	10	0.9%
2	205	17.9%
2.5	15	1.3%
3	107	9.3%
3.5	1	0.1%
4	87	7.6%
4.5	1	0.1%
5	53	4.6%
5.5	0	0.0%
6	29	2.5%
6.5	0	0.0%
7	14	1.2%
7.5	2	0.2%
8	17	1.5%
8.5	0	0.0%
9	6	0.5%
9.5	0	0.0%
10	13	1.1%
11-12	15	1.3%
13-14	3	0.3%
15-16	2	0.2%
17-18	0	0.0%
20 or more blocks	6	0.5%
Total	1146	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	585	35.3%
Work	355	21.3%
Shopping	182	10.9%
Doctor/medical	91	5.5%
Personal business/errands	260	15.6%
College	35	2.1%
High school or junior high school	4	0.2%
Other	123	7.4%
Did not respond/no comment	29	1.7%
Total	1664	100%

Top responses for “other”:

- **Downtown**
- **Friend’s**
- **Hospital**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will transfer to bus route number	387	23.3%
I will walk	1102	66.1%
I will bicycle	32	1.9%
I will carpool	8	0.5%
I will drive alone	73	4.4%
I will be picked up	21	1.3%
Other	20	1.2%
Did not respond/no comment	21	1.3%
Total	1664	100%

Responses for “*other*” include:

- **Taxi**
- **Park and ride**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
Did not respond/no comment	81	20.9%
1	2	0.5%
20	5	1.3%
21	22	5.7%
22	12	3.1%
23	10	2.6%
24	20	5.2%
25	36	9.3%
26	8	2.1%
27	10	2.6%
29	12	3.1%
33	13	3.4%
40	8	2.1%
41	1	0.3%
42	8	2.1%
43	12	3.1%
44	13	3.4%
45	4	1.0%
46	12	3.1%
50	1	0.3%
55	1	0.3%
61	12	3.1%
64	7	1.8%
65	5	1.3%
72	1	0.3%
73	1	0.3%
90	42	10.9%
91	1	0.3%
94	14	3.6%
95	5	1.3%
96	1	0.3%
97	3	0.8%
Trolley	1	0.3%
Shuttle	1	0.3%
Same	2	0.5%

**387 responded to this question
 Question allowed for more than one response
 Percentage based on number of respondents*

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Did not respond/no comment	227	20.5%
Less than one block	116	10.5%
1	232	21.0%
1.5	11	1.0%
2	196	17.8%
2.5	6	0.5%
3	110	10.0%
3.5	3	0.3%
4	78	7.1%
5	37	3.4%
6	31	2.8%
7	9	0.8%
7.5	1	0.1%
8	12	1.1%
9	4	0.4%
9.5	1	0.1%
10	8	0.7%
11-12	7	0.6%
13-14	2	0.2%
15-16	5	0.5%
17-18	0	0.0%
20 or more blocks	5	0.5%
Sprague to 11 th	1	0.1%
Total	1102	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	443	26.6%
I would not have made this trip	368	22.1%
Drive alone	286	17.2%
Someone would drive me	258	15.5%
Taxi	111	6.7%
Bicycle	82	4.9%
Other	57	3.4%
Carpool	49	2.9%
Did not respond/no comment	10	0.6%
Total	1664	100.0%

Responses for “other” include:

- I would have to live elsewhere
- Special Mobility Services
- Hitch hike

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	1116	67.1%
2 – 4 days per week	374	22.5%
1 – 4 days per month	112	6.7%
Less than once per month	57	3.4%
Did not respond/no comment	5	0.3%
Total	1664	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	915	55.0%
Cash fare	664	39.9%
Senior or disable fare	72	4.3%
Shuttle fare	13	0.8%
Other	1	0.1%
Total	1664	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Monthly pass	757	45.5%
Not applicable (chose “monthly fares” or “other”)	681	40.9%
Monthly senior or disabled pass	138	8.3%
Commuter Trip Reduction pass	38	2.3%
Student pass	33	2.0%
Other	17	1.0%
Total	1664	100%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Tokens	12	66.5%
Employee pass	2	11.1%
VIP Pass	1	5.6%
Did not respond/no comment	1	5.6%
Quarterly passes	1	5.6%
Free ride	1	5.6%
Total	18	100%

6.) **What is your age category?**
All respondents in this section are ages 35-49

7.) **What is your annual income?**

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	934	56.1%
\$15,000 - \$27,500	411	24.7%
\$27,501 - \$42,500	178	10.7%
\$42,505 or more	90	5.4%
Did not respond/no comment	51	3.1%
Total	1664	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Changing service from 15 minute to 30 minute service	65	42.5%
Weekend service (Saturday & Sunday) and holidays	50	32.7%
Late night service after 11:30 PM	12	7.8%
Did not respond/no comment	12	7.8%
Other	10	6.5%
Special event service (Like Bloomsday)	4	2.6%
Total	153	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	94	61.4%
Did not respond/no comment	32	20.9%
Weekend service (Saturday & Sunday) and holidays	7	4.6%
Late night service after 11:30 PM	7	4.6%
Special event service (Like Bloomsday)	7	4.6%
Curb to curb service rather than door to door	6	3.9%
Total	153	100%

Responses for “other” include:

- Express service
- Route/schedule changes such as would lengthen the commute
- Weekday #71

See database for complete responses to this question.

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT*
Convenience store/coffee or espresso stands	63	41.2%
Dry cleaning services	22	14.4%
On-site daycare at the Plaza	19	12.4%
Vending machines	17	11.1%
Did not respond/no comment	15	9.8%
Car care facilities (lube, oil, filter services)	11	7.2%

**153 responded to this question*

Question allowed for more than one response

Percentage based on number of respondents

FINDINGS:	SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY
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AGE CATEGORY: OVER 65

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	132	50.8%
Work	15	5.8%
Shopping	35	13.5%
Doctor/medical	31	11.8%
Personal business/errands	24	9.2%
College	3	1.2%
High school or junior high school	0	0.0%
Other	17	6.5%
Did not respond/no comment	3	1.2%
Total	260	100%

Top responses for “other”:

- **YMCA**
- **Senior Center**
- **VA Hospital**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	184	70.8%
I transferred from bus route number	47	18.1%
I was dropped off	12	4.6%
I drove alone then parked	7	2.6%
Did not respond/no comment	5	1.9%
Other	3	1.2%
I bicycled	1	0.4%
I carpooled and then parked	1	0.4%
Total	260	100%

Responses for “other” include:

- Wheelchair
- Walk to Plaza

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	1	2.1%
22	1	2.1%
23	1	2.1%
24	5	10.6%
25	1	2.1%
26	6	12.9%
27	2	4.3%
29	1	2.1%
33	1	2.1%
40	2	4.3%
42	1	2.1%
44	7	14.9%
45	2	4.3%
46	1	2.1%
65	1	2.1%
9	1	2.1%
90	6	12.8%
95	1	2.1%
Did not respond/no comment	6	12.8%
Total	47	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	11	6.0%
1	61	33.3%
1.5	1	0.5%
2	24	13.0%
2.5	2	1.1%
3	17	9.2%
4	14	7.6%
5	6	3.3%
6	3	1.6%
7	2	1.1%
8	1	0.5%
10	1	0.5%
12	2	1.1%
Did not respond/no comment	39	21.2%
Total	184	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	100	38.5%
Work	14	5.4%
Shopping	55	21.2%
Doctor/medical	24	9.2%
Personal business/errands	38	14.6%
College	1	0.4%
High school or junior high school	0	0.0%
Other	25	9.5%
Did not respond/no comment	3	1.2%
Total	260	100%

Top responses for “other”:

- **Senior Center**
- **Church**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will transfer to bus route number	40	15.4%
I will walk	200	76.9%
I will bicycle	2	0.8%
I will carpool	0	0.0%
I will drive alone	4	1.5%
I will be picked up	2	0.8%
Other	8	3.1%
Did not respond/no comment	4	1.5%
Total	260	100%

Responses for “other” include:

- VA Transport
- Shuttle
- Wheelchair

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
Did not respond/no comment	12	30.0%
1	1	2.5%
9	1	2.5%
21	1	2.5%
22	1	2.5%
24	2	5.0%
25	1	2.5%
33	3	7.5%
42	3	7.5%
43	2	5.0%
44	2	5.0%
45	2	5.0%
65	1	2.5%
90	8	20.0%
Total	40	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Did not respond/no comment	38	19.0%
Less than one block	23	11.5%
1	50	25.0%
1.5	2	1.0%
2	37	18.5%
2.5	2	1.0%
3	21	10.5%
4	9	4.5%
5	6	3.0%
6	4	2.0%
7	2	1.0%
8	1	0.5%
10	4	2.0%
12	1	0.5%
Total	200	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
I would not have made this trip	79	30.4%
Someone would drive me	48	18.5%
Taxi	38	14.6%
Walk	38	14.6%
Drive alone	33	12.7%
Other	18	6.9%
Did not respond/no comment	5	1.9%
Bicycle	1	0.4%
Total	260	100%

Responses for “other” include:

- Ride with a friend
- STA Van
- Family would take me

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	111	42.7%
2 – 4 days per week	100	38.5%
1 – 4 days per month	36	13.8%
Less than once per month	9	3.5%
Did not respond/no comment	4	1.5%
Total	260	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose "monthly fares" or "other")	117	45.0%
Senior or disable fare	106	40.8%
Cash fare	36	13.8%
Shuttle fare	1	0.4%
Total	260	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose "monthly fares" or "other")	129	49.6%
Monthly senior or disabled pass	89	34.2%
Monthly pass	37	14.2%
Commuter Trip Reduction pass	5	1.9%
Student pass	0	0.0%
Total	260	100.0%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Buy tokens	1	100%
Total	1	100%

6.) What is your age category?

All respondents over 65 years

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	137	52.7%
\$15,000 - \$27,500	60	23.1%
\$27,501 - \$42,500	25	9.6%
\$42,505 or more	14	5.4%
Did not respond/no comment	24	9.2%
Total	260	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	15	42.8%
Changing service from 15 minute to 30 minute service	10	28.6%
Late night service after 11:30 PM	4	11.4%
Special event service (Like Bloomsday)	3	8.6%
Other	3	8.6%
Total	35	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	12	34.3%
Did not respond/no comment	12	34.3%
Curb to curb service rather than door to door	6	17.0%
Special event service (Like Bloomsday)	3	8.6%
Weekend service (Saturday & Sunday) and holidays	1	2.9%
Late night service after 11:30 PM	1	2.9%
Total	35	100%

Responses for “other” include:

- Day service
- Dropping routes

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA’s Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	15	42.9%
Did not respond/no comment	13	37.1%
Vending machines	3	8.6%
On-site daycare at the Plaza	2	5.7%
Dry cleaning services	1	2.9%
Car care facilities (lube, oil, filter services)	1	2.9%
Total	35	100%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 96

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	31	59.6%
Work	7	13.5%
Shopping	7	13.5%
Personal business/errands	4	7.7%
High School/Junior High School	2	3.8%
Other	1	1.9%
Total	52	100.0%

Top responses for “other”:

- DSHS

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	38	73.1%
I transferred from bus route number	9	17.3%
I bicycled	2	3.8%
I was dropped off	2	3.8%
I carpoled and then parked	1	2.0%
Total	52	100.0%

Responses for “other” include:

- There were no “other” responses

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
90	4	44.5%
95	1	11.1%
96	1	11.1%
97	1	11.1%
Did not respond/no comment	2	22.2%
Total	9	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	3	7.9%
1	14	36.9%
3	5	13.2%
4	3	7.9%
5	2	5.3%
8	1	2.6%
9	1	2.6%
Greater than 10	2	5.3%
Did not respond/no comment	7	18.4%
Total	38	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	24	46.2%
Work	7	13.5%
Other	6	11.5%
Shopping	5	9.6%
Doctor/medical	4	7.7%
Personal business/errands	3	5.8%
College	2	3.8%
High School or Junior High School	1	1.9%
Total	52	100.0%

Top responses for “other”:

- **Library**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	38	73.1%
I transferred from bus route number	9	17.3%
I will be picked up	2	3.9%
I bicycled	1	1.9%
I carpoled	1	1.9%
Did not respond/no comment	1	1.9%
Total	52	100.0%

Responses for “other” include:

- There were no “other” responses

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
23	1	11.1%
43	1	11.1%
90	5	55.6%
96	1	11.1%
Did not respond/no comment	1	11.1%
Total	9	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	4	10.5%
1	10	26.4%
2	6	15.8%
3	2	5.3%
4	4	10.5%
5	1	2.6%
7	1	2.6%
8	1	2.6%
Greater than 10	1	2.6%
Did not respond/no comment	8	21.1%
Total	38	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
I would not have made this trip	17	32.7%
Someone would drive me	12	23.1%
Walk	11	21.2%
Taxi	6	11.5%
Bicycle	3	5.8%
Drive alone	2	3.8%
Did not respond/no comment	1	1.9%
Total	52	100.0%

Responses for “other” include:

- There were no “other” responses

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	38	73.1%
2 – 4 days per week	12	23.1%
Did not respond/no comment	2	3.8%
Total	52	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	35	67.3%
Cash fare	15	28.8%
Senior or disable fare	2	3.9%
Total	52	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	17	47.8%
Monthly pass	32	43.4%
Monthly senior or disabled pass	2	4.4%
Commute Trip Reduction pass	1	4.4%
Total	52	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	4	7.7%
18-24	9	17.3%
25-34	18	34.6%
35-49	14	26.9%
50-64	5	9.7%
Over 65	1	1.9%
Did not respond/no comment	1	1.9%
Total	52	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	38	73.0%
\$15,000 - \$27,500	6	11.5%
\$27,501 - \$42,500	2	3.9%
\$42,505 or more	2	3.9%
Did not respond/no comment	4	7.7%
Total	52	100.0%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Sat & Sun) and holidays	2	40.0%
Changing service from 15 min to 30 min service	2	40.0%
Other	1	20.0%
Total	5	100.0%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	3	60.0%
Special event service (like Bloomsday)	1	20.0%
Did not respond/no comment	1	20.0%
Total	5	100.0%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	5	100.0%
Total	5	100.0%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE #1

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	69	46.0%
Work	67	44.7%
Shopping	2	1.3%
Doctor/medical	2	1.3%
Personal business/errands	4	2.7%
High school or junior high school	1	0.7%
Other	5	3.3%
Total	150	100%

Top responses for “other”:

- **School mentoring**
- **Arena**
- **Car**
- **Auto repair shop**
- **Dentist**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	78	52.0%
I drove alone then parked	56	37.2%
I transferred from bus route number	9	6.0%
I carpoled and then parked	3	2.0%
I bicycled	1	0.7%
I was dropped off	1	0.7%
Other	1	0.7%
Did not respond/no comment	1	0.7%
Total	150	100%

Responses for “other” include:

- STA

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
3	1	11.1%
24	1	11.1%
29	1	11.1%
44	1	11.1%
44	1	11.1%
45	1	11.1%
45	1	11.1%
94	1	11.1%
Did not respond/no comment	1	11.1%
Total	9	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	5	6.4%
1	32	41.0%
2	14	17.9%
3	6	7.7%
4	4	5.1%
5	5	6.4%
6	2	2.6%
7	2	2.6%
8	1	1.3%
10	1	1.3%
13	1	1.3%
Did not respond/no comment	5	6.4%
Total	78	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Work	61	40.7%
Home	51	34.0%
Other	17	11.3%
Personal business/errands	9	6.0%
Shopping	8	5.3%
Doctor/medical	2	1.3%
High school or junior high school	1	0.7%
Did not respond/no comment	1	0.7%
Total	150	100%

Top responses for “other”:

- **Arena**
- **Plaza**
- **School GED**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will walk	76	50.7%
I will drive alone	51	34.0%
I transferred from bus route number	10	6.7%
Other	5	3.3%
I will carpool	3	2.0%
Did not respond/no comment	3	2.0%
I will bicycle	1	0.7%
I will be picked up	1	0.7%
Total	150	100%

Responses for “other” include:

- Trolley
- Shuttle

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
Did not respond/no comment	2	20.0%
21	1	10.0%
25	1	10.0%
25	1	10.0%
42	1	10.0%
44	1	10.0%
45	1	10.0%
90	1	10.0%
94	1	10.0%
Total	10	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	8	10.5%
1	32	42.2%
2	8	10.5%
3	8	10.5%
5	4	5.3%
6	2	2.6%
8	1	1.3%
Did not respond/no comment	13	17.1%
Total	76	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Drive alone	77	51.3%
Walk	42	28.0%
I would not have made this trip	10	6.7%
Someone would drive me	10	6.7%
Other	8	5.3%
Carpool	2	1.3%
Bicycle	1	0.7%
Total	150	100%

Responses for “other” include:

- I would illegally drive a car
- Don’t know
- Pay to park downtown

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	105	70.0%
2 – 4 days per week	32	21.3%
1 – 4 days per month	7	4.7%
Less than once per month	5	3.3%
Did not respond/no comment	1	0.7%
Total	150	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	106	70.7%
Cash fare	30	20.0%
Shuttle fare	12	8.0%
Senior or disable fare	2	1.3%
Total	150	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Monthly pass	96	64.0%
Not applicable (chose “monthly fares” or “other”)	44	29.3%
Commuter Trip Reduction pass	6	4.0%
Monthly senior or disabled pass	3	2.0%
Student pass	1	0.7%
Total	150	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	2	1.3%
18-24	20	13.3%
25-34	35	23.3%
35-49	55	36.7%
50-64	37	24.7%
Over 65	1	0.7%
Total	150	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	45	30.0%
\$15,000 - \$27,500	34	22.7%
\$27,501 - \$42,500	37	24.7%
\$42,505 or more	26	17.3%
Did not respond/no comment	8	5.3%
Total	150	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Late night service after 11:30 PM	2	50.0%
Changing service from 15 minute to 30 minute service	2	50.0%
Total	4	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	3	75.0%
Did not respond/no comment	1	25.0%
Total	4	100%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT*
Did not respond/no comment	2	50%
On-site daycare at the Plaza	1	25%
Convenience store/coffee or espresso stands	1	25%
Vending machines	1	25%

**4 responded to the question
Question allowed for more than one response
Percentage based on number of respondents*

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 20
--

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	106	54.9%
College	58	30.1%
High school or junior high school	9	4.7%
Work	4	2.1%
Shopping	4	2.1%
Personal business/errands	4	2.1%
Did not respond/no comment	4	2.1%
Doctor/medical	3	1.6%
Other	1	0.5%
Total	193	100.0%

Top responses for “other”:

- **Courthouse**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	148	76.7%
I transferred from bus route number	35	18.1%
I bicycled	3	1.6%
I was dropped off	3	1.6%
Did not respond/no comment	2	1.0%
I carpooled and then parked	1	0.5%
I drove alone then parked	1	0.5%
Total	193	100.0%

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	9	25.7%
21	1	2.9%
24	4	11.4%
25	2	5.7%
26	1	2.9%
40	2	5.7%
43	1	2.9%
44	4	11.4%
45	3	8.6%
46	1	2.9%
61	2	5.7%
90	1	2.9%
Did not respond/no comment	4	11.4%
Total	35	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	10	6.8%
1	50	33.8%
2	36	24.3%
3	9	6.1%
4	10	6.8%
5	6	4.1%
6	1	0.7%
7	6	4.1%
10	2	1.4%
Did not respond/no comment	18	12.2%
Total	148	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	69	35.8%
College	57	29.5%
Work	29	15.0%
High school or junior high school	9	4.7%
Other	8	4.1%
Doctor/medical	7	3.6%
Shopping	6	3.1%
Personal business/errands	5	2.6%
Did not respond/no comment	3	1.6%
Total	193	100.0%

Top responses for “other”:

- **Movies**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	120	62.2%
I transferred from bus route number	60	31.1%
Did not respond/no comment	4	2.1%
I bicycled	3	1.6%
I will be picked up	3	1.6%
Other	2	1.0%
I drove alone then parked	1	0.5%
Total	193	100.0%

Responses for “other” include:

- None given

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	9	15.0%
22	1	1.7%
24	2	3.3%
25	3	5.0%
26	3	5.0%
27	4	6.7%
29	2	3.3%
33	1	1.7%
40	1	1.7%
42	1	1.7%
43	2	3.3%
44	3	5.0%
45	1	1.7%
46	1	1.7%
61	1	1.7%
64	1	1.7%
65	2	3.3%
90	4	6.7%
92	1	1.7%
94	3	5.0%
Did not respond/no comment	14	23.3%
Total	60	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	15	12.5%
1	37	30.8%
1 1/2	1	0.8%
2	23	19.2%
3	10	8.3%
4	7	5.8%
5	4	3.3%
6	4	3.3%
7	2	1.7%
9	1	0.8%
10	1	0.8%
11	1	0.8%
30	1	0.8%
33	1	0.8%
Did not respond/no comment	12	10.0%
Total	120	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
I would not have made this trip	55	28.5%
Someone would drive me	45	23.3%
Walk	27	14.0%
Drive Alone	23	11.9%
Carpool	15	7.8%
Bicycle	12	6.2%
Other	8	4.1%
Taxi	6	3.1%
Did not respond/no comment	2	1.0%
Total	193	100.0%

Responses for “other” include:

- Not sure

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	141	73.1%
2 – 4 days per week	32	16.6%
1 – 4 days per month	9	4.7%
Less than once per month	7	3.6%
Did not respond/no comment	4	2.1%
Total	193	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Did not respond/no comment	100	51.8%
Cash fare	80	41.5%
Senior or disable fare	6	3.1%
N/A	6	3.1%
Tokens or passes	2	1.0%
Shuttle fare	1	0.5%
Total	193	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Monthly pass	73	37.8%
Did not respond/no comment	69	35.8%
Student pass	25	13.0%
N/A	11	5.7%
Monthly senior or disabled pass	9	4.7%
Commute Trip Reduction pass	6	3.1%
Total	193	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	27	14.0%
18-24	77	39.9%
25-34	36	18.7%
35-49	27	14.0%
50-64	14	7.3%
Over 65	8	4.1%
Did not respond/no comment	4	2.1%
Total	193	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	121	62.7%
\$15,000 - \$27,500	31	16.1%
\$27,501 - \$42,500	10	5.2%
\$42,505 or more	7	3.6%
Did not respond/no comment	24	12.4%
Total	193	100.0%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Changing service from 15 minute to 30 minute service	23	39.7%
Weekend service (Saturday & Sunday) and holidays	13	22.4%
Late night service after 11:30 PM	7	12.1%
Special event service (Like Bloomsday)	7	12.1%
Other	7	12.1%
Did not respond/no comment	1	1.7%
Total	58	100.0%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	43	74.1%
Late night service after 11:30 PM	2	3.4%
Special event service (Like Bloomsday)	2	3.4%
Curb to curb service rather than door to door	2	3.4%
Weekend service (Saturday & Sunday) and holidays	1	1.7%
Did not respond/no comment	8	13.8%
Total	58	100.0%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	25	43.1%
Did not respond/no comment	19	32.8%
On-site daycare at the Plaza	8	13.8%
Vending machines	4	6.9%
Dry cleaning services	1	1.7%
Car care facilities (lube, oil, filter services)	1	1.7%
Total	58	100%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 21
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Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	125	69%
Other	19	10%
Personal business/errands	12	7%
Work	11	6%
Shopping	6	3%
Doctor/medical	4	2%
College	2	1%
High school or junior high school	1	1%
Did not respond/no comment	2	1%
Total	182	100%

Top responses for “other”:

- **Friends**
- **Treatment**
- **Court facilities**
- **Health facilities**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	131	72%
I transferred from bus route number	43	24%
I was dropped off	5	3%
I bicycled	1	1%
Other	1	1%
I carpoled and then parked	0	0%
I drove alone then parked	0	0%
Did not respond/no comment	1	1%
Total	182	100%

Responses for “other” include:

- **Skateboard**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	2	5%
21	2	5%
22	1	2%
23	1	2%
25	6	14%
26	2	5%
27	2	5%
29	1	2%
33	1	2%
44	2	5%
45	1	2%
46	1	2%
65	2	5%
73	4	9%
81	1	2%
90	6	14%
94	2	5%
Did not respond/no comment	6	14%
Total	43	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	23	18%
1	28	21%
1.5	1	1%
2	20	15%
3	14	11%
4	4	3%
5	3	2%
6	3	2%
8	1	1%
10	1	1%
Greater than 10	1	1%
Did not respond/no comment	38	29%
Total	131	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Personal business/errands	39	21%
Other	34	19%
Work	33	18%
Home	28	15%
Shopping	22	12%
Doctor/medical	17	9%
High school or junior high school	7	4%
College	2	1%
Did not respond/no comment	0	15%
Total	182	100%

Top responses for “other”:

- **Friends**
- **Courthouse**
- **Shopping**
- **City programs**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	133	73%
I transferred from bus route number	44	24%
I bicycled	1	1%
Other	1	1%
I carpooled and then parked	0	0%
I drove alone then parked	0	0%
I was dropped off	0	0%
Did not respond/no comment	3	2%
Total	182	100%

Responses for “other” include:

- **Skateboard**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
21	21	48%
22	2	5%
25	9	20%
27	3	7%
33	3	7%
45	1	2%
61	1	2%
64	1	2%
90	6	14%
91	1	2%
Did not respond/no comment	7	16%
Total	44	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	28	21%
1	34	26%
1.5	1	1%
2	27	20%
3	15	11%
4	8	6%
5	4	3%
6	3	2%
7	0	0%
8	1	1%
Greater than 10	2	2%
Did not respond/no comment	12	9%
Total	133	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	72	40%
I would not have made this trip	45	25%
Someone would drive me	30	16%
Taxi	17	9%
Drive alone	9	5%
Bicycle	5	3%
Carpool	2	1%
Other	2	1%
Did not respond/no comment	0	0%
Total	182	100%

Responses for “other” include:

- My children would help
- Quadrecycle

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	117	64%
2 – 4 days per week	45	25%
1 – 4 days per month	14	8%
Less than once per month	6	3%
Did not respond/no comment	0	0%
Total	182	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	102	56.0%
Cash fare	66	36.3%
Senior or disable fare	12	6.6%
Shuttle fare	2	1.1%
Did not respond/no comment	0	0.0%
Total	182	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	80	44.0%
Monthly pass	76	41.8%
Monthly senior or disabled pass	21	11.5%
Student pass	5	2.7%
Commute Trip Reduction pass	0	0.0%
Did not respond/no comment	0	0.0%
Total	182	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	11	6%
18-24	25	14%
25-34	38	21%
35-49	75	41%
50-64	28	15%
Over 65	5	3%
Total	182	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	126	69%
\$15,000 - \$27,500	36	20%
\$27,501 - \$42,500	7	4%
\$42,505 or more	5	3%
Did not respond/no comment	8	4%
Total	182	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Changing service from 15 minute to 30 minute service	1	100%
Weekend service (Saturday & Sunday) and holidays	0	0%
Late night service after 11:30 PM	0	0%
Special event service (Like Bloomsday)	0	0%
Other	0	0%
Did not respond/no comment	0	0%
Total	1	100%

***Only one long survey completed on route 21**

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	1	100%
Weekend service (Saturday & Sunday) and holidays	0	0%
Late night service after 11:30 PM	0	0%
Special event service (Like Bloomsday)	0	0%
Curb to curb service rather than door to door	0	0%
Did not respond/no comment	0	0%
Total	1	100%

***Only one long survey completed on route 21**

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT*
On-site daycare at the Plaza	1	20.0%
Dry cleaning services	1	20.0%
Convenience store/coffee or espresso stands	1	20.0%
Vending machines	1	20.0%
Car care facilities (lube, oil, filter services)	1	20.0%
Did not respond/no comment	1	20.0%
Total	5	100%

**1 responded to this question*

Question allowed for more than one response

Percentage based on number of responses

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE #22
--

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	125	42.1%
Work	43	14.5%
Personal business/errands	40	13.5%
Shopping	30	10.1%
Other	22	7.4%
Doctor/medical	19	6.4%
High school or junior high school	14	4.7%
College	4	1.3%
Total	297	100%

Top responses for “other”:

- **Job searching**
- **Friend’s house**
- **Downtown**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	200	67.4%
I transferred from bus route number	77	25.9%
I was dropped off	6	2.0%
Other	6	2.0%
I bicycled	5	1.8%
I carpooled and then parked	1	0.3%
I drove alone then parked	1	0.3%
Did not respond/no comment	1	0.3%
Total	297	100%

Responses for “other” include:

- Wheelchair
- I run

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	1	1.3%
22	5	6.5%
23	1	1.3%
24	4	5.2%
25	9	11.7%
27	3	3.9%
29	1	1.3%
30	1	1.3%
33	7	9.1%
40	5	6.5%
42	3	3.9%
44	2	2.6%
45	1	1.3%
46	3	3.9%
61	1	1.3%
64	2	2.6%
90	10	13.0%
91	1	1.3%
94	3	3.9%
Did not respond/no comment	14	18.1%
Total	77	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	27	13.5%
1	31	15.5%
1.5	1	0.5%
2	41	20.5%
2.5	4	2.0%
3	21	10.5%
4	12	6.0%
4.5	2	1.0%
5	8	4.0%
6	8	4.0%
7	1	0.5%
8	1	0.5%
10	6	3.0%
11	1	0.5%
12	2	1.0%
Did not respond/no comment	34	17.0%
Total	200	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	120	40.4%
Personal business/errands	42	14.1%
Shopping	38	12.8%
Other	36	12.1%
Work	28	9.4%
Doctor/medical	17	5.7%
High school or junior high school	14	4.7%
College	1	0.3%
Did not respond/no comment	1	0.3%
Total	297	100%

Top responses for “other”:

- **Friend’s**
- **Downtown**
- **Interview**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will walk	217	73.1%
I will transfer to bus route number	64	21.5%
I will be picked up	6	2.0%
I will bicycle	4	1.3%
Other	4	1.3%
I will carpool	1	0.4%
I will drive alone	1	0.4%
Total	297	100%

Responses for “other” include:

- **Just shopping**
- **I will pay another dollar to get home on the same bus**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
1	1	1.6%
20	1	1.6%
21	1	1.6%
22	8	12.5%
24	2	3.1%
25	9	14.0%
26	1	1.6%
27	2	3.1%
33	6	9.4%
40	1	1.6%
43	2	3.1%
44	2	3.1%
46	2	3.1%
61	1	1.6%
64	2	3.1%
90	8	12.5%
94	1	1.6%
97	1	1.6%
Did not respond/no comment	13	20.2%
Total	64	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	10	4.6%
1	39	18.0%
1.5	6	2.8%
2	46	21.2%
2.5	1	0.5%
3	39	18.0%
4	24	11.0%
5	9	4.1%
6	4	1.8%
7	1	0.5%
8	2	0.9%
10	2	0.9%
12	2	0.9%
20	1	0.5%
Did not respond/no comment	31	14.3%
Total	217	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	95	32.0%
I would not have made this trip	81	27.3%
Someone would drive me	49	16.5%
Taxi	24	8.1%
Drive alone	21	7.1%
Bicycle	11	3.7%
Other	6	2.0%
Carpool	5	1.7%
Did not respond/no comment	5	1.7%
Total	297	100%

Responses for “other” include:

- Drive with suspended license
- I would die
- Rent a car

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	203	68.4%
2 – 4 days per week	57	19.2%
1 – 4 days per month	27	9.1%
Less than once per month	6	2.0%
Did not respond/no comment	4	1.3%
Total	297	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	185	62.3%
Cash fare	100	33.7%
Senior or disable fare	10	3.4%
Shuttle fare	2	0.7%
Total	297	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Monthly pass	135	45.4%
Not applicable (chose “monthly fares” or “other”)	112	37.7%
Monthly senior or disabled pass	37	12.5%
Student pass	11	3.7%
Commuter Trip Reduction pass	2	0.7%
Total	297	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	35	11.8%
18-24	57	19.2%
25-34	60	20.2%
35-49	72	24.3%
50-64	53	17.8%
Over 65	16	5.4%
Did not respond/no comment	4	1.3%
Total	297	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	184	62.0%
\$15,000 - \$27,500	57	19.2%
\$27,501 - \$42,500	14	4.6%
\$42,505 or more	18	6.1%
Did not respond/no comment	24	8.1%
Total	297	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	10	47.6%
Changing service from 15 minute to 30 minute service	5	23.8%
Late night service after 11:30 PM	4	19.0%
Other	1	4.8%
Did not respond/no comment	1	4.8%
Total	21	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	16	76.2%
Did not respond/no comment	3	14.3%
Weekend service (Saturday & Sunday) and holidays	2	9.5%
Total	21	100%

Responses for “other” include:

- Everything

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA’s Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT*
Convenience store/coffee or espresso stands	9	42.9%
Vending machines	5	23.8%
Did not respond/no comment	4	19.0%
On-site daycare at the Plaza	3	14.3%
Dry cleaning services	1	4.8%
Car care facilities (lube, oil, filter services)	1	4.8%

**21 persons responded to this question
Question allowed for more than one response
Percentage based on number of respondents*

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 23

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	85	49.7%
Work	43	25.1%
Personal business/errands	13	7.6%
Shopping	10	5.8%
Doctor/medical	8	4.7%
Other	7	4.1%
High school or junior high school	4	2.3%
College	1	0.6%
Total	171	100.0%

Top responses for “other”:

- **Courthouse**
- **Friend's house**
- **Plaza**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	126	73.7%
I transferred from bus route number	28	16.4%
I drove alone then parked	9	5.3%
I was dropped off	4	2.3%
Other	3	1.8%
I bicycled	1	0.6%
Total	171	100.0%

Responses for “other” include:

- Skywalk
- Bus

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
1	1	3.6%
22	1	3.6%
23	1	3.6%
24	2	7.1%
25	1	3.6%
29	2	7.1%
33	2	7.1%
42	3	10.7%
43	2	7.1%
44	1	3.6%
72	1	3.6%
90	5	17.9%
94	1	3.6%
Did not respond/no comment	5	17.9%
Total	28	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	12	9.5%
1 1/2	3	2.4%
1	34	27.0%
2	23	18.3%
3	19	15.1%
4	5	4.0%
5	5	4.0%
6	9	7.1%
7	1	0.8%
8	4	3.2%
10	1	0.8%
Did not respond/no comment	10	7.9%
Total	126	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	68	39.8%
Work	46	26.9%
Personal business/errands	14	8.2%
Shopping	12	7.0%
Other	12	7.0%
Doctor/medical	11	6.4%
College	4	2.3%
High school or junior high school	3	1.8%
Friends	1	0.6%
Total	171	100.0%

Top responses for “other”:

- **Job Interview**
- **Hospital to visit**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	124	72.5%
I transferred from bus route number	30	17.5%
I drove alone then parked	10	5.8%
I will be picked up	5	2.9%
I bicycled	1	0.6%
Did not respond/no comment	1	0.6%
Total	171	100.0%

Responses for “other” include:

-

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
So Maple	1	3.3%
Division	1	3.3%
1	1	3.3%
20	1	3.3%
21	1	3.3%
22	2	6.7%
23	4	13.3%
24	1	3.3%
26	1	3.3%
27	1	3.3%
30	1	3.3%
33	1	3.3%
44	1	3.3%
45	1	3.3%
65	1	3.3%
90	1	3.3%
94	3	6.7%
Did not respond/no comment	7	23.3%
Total	30	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	14	11.3%
1	16	12.9%
2	28	22.6%
2 1/2	1	0.8%
3	14	11.3%
4	17	13.7%
5	8	6.5%
6	5	4.0%
8	1	0.8%
15	1	0.8%
Did not respond/no comment	19	15.3%
Total	124	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Drive alone	48	28.1%
Someone would drive me	38	22.2%
I would not have made this trip	37	21.6%
Walk	28	16.4%
Taxi	9	5.3%
Other	5	2.9%
Bicycle	3	1.8%
Carpool	2	1.2%
Did not respond/no comment	1	0.6%
Total	171	100.0%

Responses for “*other*” include:

- Hitchhike

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
Less than once per month	2	1.2%
1 – 4 days per month	8	4.7%
2 – 4 days per week	42	24.6%
5 or more days per week	119	69.6%
Total	171	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Cash fare	51	29.8%
Senior or disable fare	9	5.3%
Shuttle fare	2	1.2%
Token	1	0.6%
Did not respond/no comment	108	63.2%
Total	171	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Monthly pass	87	50.9%
Monthly senior or disabled pass	8	4.7%
Commute Trip Reduction pass	5	2.9%
Student pass	4	2.3%
Did not respond/no comment	67	39.2%
Total	171	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	13	7.6%
18-24	19	11.1%
25-34	36	21.1%
35-49	53	31.0%
50-64	44	25.7%
Over 65	5	2.9%
Did not respond/no comment	1	0.6%
Total	171	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	95	55.6%
\$15,000 - \$27,500	35	20.5%
\$27,501 - \$42,500	18	10.5%
\$42,505 or more	14	8.2%
Did not respond/no comment	9	5.3%
Total	171	100.0%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Changing service from 15 minute to 30 minute service	8	72.7%
Weekend service (Saturday & Sunday) and holidays	1	9.1%
Late night service after 11:30 PM	1	9.1%
Won't affect me-will drive	1	9.1%
Total	11	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	7	63.6%
Late night service after 11:30 PM	1	9.1%
Did not respond/no comment	3	27.3%
Total	11	100.0%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Dry cleaning services	3	27.3%
Convenience store/coffee or espresso stands	3	27.3%
Did not respond/no comment	5	45.5%
Total	11	100.0%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 24

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	185	52%
Work	43	12%
Personal business/errands	38	11%
Other	31	9%
High school or junior high school	29	8%
Shopping	18	5%
College	9	3%
Doctor/medical	5	1%
Did not respond/no comment	1	0%
Total	359	100%

Top responses for “other”:

- **Public facilities**
- **Food**
- **Recreation**
- **Health facilities**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	277	72%
I transferred from bus route number	61	24%
I was dropped off	8	3%
Other	5	1%
I bicycled	1	1%
I carpooled and then parked	1	0%
I drove alone then parked	0	0%
Did not respond/no comment	6	1%
Total	359	100%

Responses for “other” include:

- **Errands**
- **Bus stops at apartment**
- **Skateboard**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
2?	2	3%
20	2	3%
21	3	5%
23	2	3%
24	4	7%
25	3	5%
26	3	5%
27	1	2%
29	2	3%
33	3	5%
40	2	3%
41	1	2%
43	1	2%
44	6	10%
64	1	2%
65	4	7%
90	7	11%
92	1	2%
Did not respond/no comment	11	18%
Total	61	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than 1 block	13	5%
1	45	16%
1.5	1	0%
2	45	16%
2.5	6	2%
3	32	12%
4	37	13%
5	15	5%
6	4	1%
7	7	3%
8	4	1%
10	3	1%
Greater than 10	6	2%
Did not respond/no comment	59	21%
Total	277	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	116	32%
Personal business/errands	77	21%
Work	52	14%
Other	45	13%
Shopping	38	11%
High school or junior high school	13	4%
Doctor/medical	11	3%
College	4	1%
Did not respond/no comment	2	1%
Total	359	100%

Top responses for “other”:

- **Friends/family**
- **Shopping**
- **Shopping**
- **City programs**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	254	70.8%
I transferred from bus route number	81	22.6%
Other	6	1.7%
I bicycled	3	0.8%
I will be picked up	3	0.8%
I carpoled and then parked	2	0.6%
I drove alone then parked	2	0.6%
I was dropped off	0	0.0%
Did not respond/no comment	8	2.2%
Total	359	100%

Responses for “other” include:

- **No further information**
- **Skateboard**
- **Let me off right out front**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
E. Sprague	1	1.2%
21	4	4.9%
22	4	4.9%
24	8	9.9%
25	10	12.3%
27	3	3.7%
29	3	3.7%
30	1	1.2%
32	1	1.2%
33	5	6.2%
40	1	1.2%
43	3	3.7%
44	2	2.5%
46	1	1.2%
61	1	1.2%
65	2	2.5%
90	6	7.4%
94	2	2.5%
Did not respond/no comment	23	28.4%
Total	81	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	18	7.1%
1	35	13.8%
1.5	7	2.8%
2	40	15.7%
2.5	1	0.4%
3	30	11.8%
3.5	1	0.4%
4	23	9.1%
5	7	2.8%
6	14	5.5%
7	3	1.2%
8	1	0.4%
Greater than 10	3	1.2%
Did not respond/no comment	71	28.0%
Total	254	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	122	34.0%
I would not have made this trip	81	22.6%
Someone would drive me	72	20.1%
Taxi	26	7.2%
Drive alone	20	5.6%
Other	18	5.0%
Bicycle	9	2.5%
Carpool	8	2.2%
Did not respond/no comment	3	0.8%
Total	359	100%

Responses for “*other*” include:

- Call a friend
- Skateboard
- Whatever it takes

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	233	64.9%
2 – 4 days per week	71	19.8%
1 – 4 days per month	26	7.2%
Less than once per month	22	6.1%
Did not respond/no comment	7	1.9%
Total	359	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”	204	56.8%
Cash fare	141	39.3%
Senior or disable fare	12	3.3%
Shuttle fare	2	0.6%
Total	359	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”	155	43.2%
Monthly pass	157	43.7%
Monthly senior or disabled pass	23	6.4%
Student pass	14	3.9%
Commute Trip Reduction pass	10	2.8%
Total	359	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	66	18.4%
18-24	74	20.6%
25-34	72	20.1%
35-49	83	23.1%
50-64	49	13.6%
Over 65	12	3.3%
Did not respond/no comment	3	0.8%
Total	359	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	228	69%
\$15,000 - \$27,500	71	20%
\$27,501 - \$42,500	20	4%
\$42,505 or more	12	3%
Did not respond/no comment	28	4%
Total	359	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	13	41.9%
Changing service from 15 minute to 30 minute service	9	29.0%
Late night service after 11:30 PM	4	12.9%
Special event service (Like Bloomsday)	3	9.7%
Other	2	6.5%
Did not respond/no comment	0	0.0%
Total	31	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	19	61.3%
Late night service after 11:30 PM	3	9.7%
Curb to curb service rather than door to door	2	6.5%
Weekend service (Saturday & Sunday) and holidays	1	3.2%
Special event service (Like Bloomsday)	1	3.2%
Did not respond/no comment	5	16.1%
Total	31	100%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	17	54.8%
On-site daycare at the Plaza	4	12.9%
Dry cleaning services	1	3.2%
Vending machines	0	0.0%
Car care facilities (lube, oil, filter services)	0	0.0%
Did not respond/no comment	9	29.0%
Total	31	100%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE #25
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Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	325	52.6%
Shopping	76	12.3%
Work	66	10.7%
Other	50	8.1%
Personal business/errands	40	6.5%
Doctor/medical	23	3.7%
High school or junior high school	19	3.1%
College	15	2.4%
Did not respond/no comment	4	0.6%
Total	618	100%

Top responses for “other”:

- **Downtown**
- **Treatment center**
- **Hotel**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	409	66.2%
I transferred from bus route number	142	23.0%
Did not respond/no comment	19	3.1%
I was dropped off	18	2.9%
I drove alone then parked	15	2.4%
I bicycled	12	1.9%
Other	2	0.3%
I carpooled and then parked	1	0.2%
Total	618	100%

Responses for “other” include:

- Cab
- Cash

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	4	2.8%
21	4	2.8%
22	4	2.8%
23	2	1.4%
24	11	7.8%
25	10	7.0%
26	8	5.7%
27	4	2.8%
29	4	2.8%
30	3	2.1%
33	10	7.0%
40	3	2.2%
42	2	1.4%
43	3	2.2%
44	4	2.8%
45	2	1.4%
46	5	3.5%
47	1	0.7%
61	5	3.6%
64	1	0.7%
65	10	7.0%
90	11	7.7%

91	2	1.4%
94	3	2.1%
95	1	0.7%
Did not respond/no comment	23	16.2%
North Loop	1	0.7%
Wall	1	0.7%
Total	142	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	24	5.9%
1	76	18.6%
1.5	7	1.7%
2	78	19.1%
2.5	3	0.7%
3	44	10.8%
4	34	8.3%
4.5	1	0.2%
5	22	5.4%
6	12	2.9%
7	6	1.5%
8	6	1.5%
9	4	1.0%
10	6	1.5%
11	1	0.2%
12	4	1.0%
14	1	0.2%
17	1	0.2%
20 blocks or more	5	1.2%
Across campus	3	0.7%
Across the street	2	0.5%
Did not respond/no comment	69	16.9%
Total	409	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	146	23.6%
Work	144	23.3%
Shopping	111	18.0%
Personal business/errands	87	14.1%
Did not respond/no comment	64	10.4%
Doctor/medical	29	4.7%
Other	24	3.9%
College	7	1.1%
High school or junior high school	6	1.0%
Total	618	100.0%

Top responses for “other”:

- **Bank**
- **Daycare**
- **Downtown**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will walk	420	68.0%
I will transfer to bus route number	146	23.6%
Did not respond/no comment	19	3.1%
I will be picked up	16	2.6%
I will bicycle	8	1.3%
I will drive alone	4	0.6%
Other	4	0.6%
I will carpool	1	0.2%
Total	618	100%

Responses for “other” include:

- Wheeling in chair
- Will walk, bus doesn’t run later

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
Hamilton	1	0.7%
20	1	0.7%
21	7	4.8%
22	5	3.4%
23	1	0.7%
24	5	3.4%
25	19	13.0%
26	5	3.4%
27	2	1.4%
29	2	1.4%
30	2	1.4%
33	11	7.5%
40	4	2.7%
42	1	0.7%
43	1	0.7%
44	4	2.7%
45	1	0.7%
46	6	4.1%
55	1	0.7%
61	2	1.4%
65	3	2.1%

76	1	0.7%
90	15	10.3%
91	3	2.1%
92	1	0.7%
94	4	2.7%
95	3	2.1%
97	1	0.7%
Did not respond/no comment	34	23.3%
Total	146	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	37	8.8%
1	95	22.6%
1.5	9	2.1%
2	64	15.2%
2.5	3	0.7%
3	40	9.5%
3.5	1	0.2%
4	38	9.0%
4.5	1	0.2%
5	11	2.6%
6	16	3.8%
7	2	0.5%
8	3	0.7%
10	3	0.7%
12	2	0.5%
15	1	0.2%
18	1	0.2%
20 blocks or more	5	1.2%
Did not respond/no comment	88	21.0%
Total	420	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	181	29.3%
I would not have made this trip	173	28.0%
Someone would drive me	122	19.7%
Drive alone	55	8.9%
Taxi	26	4.2%
Bicycle	24	3.9%
Did not respond/no comment	18	2.9%
Carpool	15	2.4%
Other	4	0.6%
Total	618	100.0%

Responses for “*other*” include:

- Go somewhere closer
- I probably wouldn’t have made this trip

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	399	64.6%
2 – 4 days per week	142	23.0%
1 – 4 days per month	44	7.1%
Less than once per month	24	3.9%
Did not respond/no comment	9	1.4%
Total	618	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	366	59.2%
Cash fare	240	38.8%
Senior or disable fare	9	1.5%
Shuttle fare	3	0.5%
Total	618	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Monthly pass	274	44.3%
Not applicable (chose “daily fares” or “other”)	259	41.9%
Monthly senior or disabled pass	59	9.5%
Student pass	18	2.9%
Commuter Trip Reduction pass	8	1.3%
Total	618	100.0%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Tokens	2	28.6%
Sterling Saving Bank pay all but \$8 per month/ bus pass partially paid for by employer	2	28.6%
None given	2	28.6%
Free Ride Ticket	1	14.2%
Total	7	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	44	7.1%
18-24	145	23.5%
25-34	132	21.3%
35-49	195	31.5%
50-64	77	12.5%
Over 65	19	3.1%
Did not respond/no comment	6	1.0%
Total	618	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	410	66.3%
\$15,000 - \$27,500	127	20.6%
\$27,501 - \$42,500	36	5.8%
\$42,505 or more	18	2.9%
Did not respond/no comment	27	4.4%
Total	618	100.0%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Changing service from 15 minute to 30 minute service	33	44.6%
Weekend service (Saturday & Sunday) and holidays	21	28.4%
Late night service after 11:30 PM	11	14.8%
Special event service (Like Bloomsday)	5	6.8%
Other	4	5.4%
Total	74	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	50	67.6%
Did not respond/no comment	14	18.9%
Weekend service (Saturday & Sunday) and holidays	4	5.4%
Late night service after 11:30 PM	2	2.7%
Special event service (Like Bloomsday)	2	2.7%
Curb to curb service rather than door to door	2	2.7%
Total	74	100.0%

Responses for “other” include:

- We need more service
- None, I am happy with the way it is now

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT*
Convenience store/coffee or espresso stands	38	51.4%
Vending machines	21	28.4%
Did not respond/no comment	16	21.6%
Dry cleaning services	12	16.2%
On-site daycare at the Plaza	10	13.5%
Car care facilities (lube, oil, filter services)	4	5.4%

**74 persons responded to the question
 Question allowed for more than one response
 Percentage based on number of respondents*

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 26

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	321	61.5%
Shopping	59	11.3%
Work	48	9.2%
Personal business/errands	32	6.1%
Other	27	5.2%
Doctor/Medical	15	2.9%
High school or junior high school	12	2.3%
College	6	1.1%
Did not respond/no comment	2	0.4%
Total	522	100%

Top responses for “other”:

- **Restaurant**
- **Friend's home**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	380	72.8%
I transferred from bus route number	102	19.5%
I was dropped off	18	3.4%
Did not respond/no comment	7	1.3%
I bicycled	5	1.0%
I drove alone then parked	4	0.8%
Other	3	0.6%
I carpooled and then parked	3	0.6%
Total	522	100.0%

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	1	1.0%
21	4	3.9%
22	6	5.9%
23	3	2.9%
24	4	3.9%
25	6	5.9%
26	3	2.9%
27	6	5.9%
29	2	2.0%
30	1	1.0%
33	5	4.9%
40	1	1.0%
42	2	2.0%
43	1	1.0%
44	4	3.9%
45	2	2.0%
46	2	2.0%
48	1	1.0%
61	1	1.0%
64	1	1.0%
65	2	2.0%
90	14	13.7%
91	2	2.0%
94	3	2.9%
Arena	1	1.0%
Did not respond/no comment	24	23.5%
Total	102	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	34	8.9%
From Mead	1	0.3%
A lot	1	0.3%
1	75	19.7%
1 ½	6	1.6%
2	89	23.4%
2 ½	2	0.5%
3	30	7.9%
4	25	6.6%
5	27	7.1%
6	10	2.6%
7	1	0.3%
8	9	2.4%
9	3	0.8%
10	5	1.3%
12	1	0.3%
14	1	0.3%
15	2	0.5%
17	3	0.8%
20 minutes	1	0.3%
28	1	0.3%
50	1	0.3%
Did not respond/no comment	52	13.7%
Total	380	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Work	129	24.7%
Home	119	22.8%
Shopping	117	22.4%
Personal business/errands	62	11.9%
Other	49	9.4%
Doctor/medical	23	4.4%
College	13	2.5%
High school or junior high school	10	1.9%
Total	522	100.0%

Top responses for “other”:

- **Friend’s house**
- **Plaza**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	356	68.2%
I transferred from bus route number	128	24.5%
I will be picked up	15	2.9%
Did not respond/no comment	7	1.3%
Other	6	1.1%
I will carpool	6	1.1%
I drove alone then parked	2	0.4%
I will bicycle	2	0.4%
Total	522	100.0%

Responses for “other” include:

- Stay

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
Trolley	2	1.6%
1	5	3.9%
20	4	3.1%
21	5	3.9%
22	5	3.9%
23	3	2.3%
25	16	12.5%
26	5	3.9%
27	3	2.3%
33	5	3.9%
43	5	3.9%
44	8	6.3%
45	2	1.6%
46	1	0.8%
61	1	0.8%
65	3	2.3%
73	1	0.8%
90	10	7.8%
91	2	1.6%
94	6	4.7%
Did not respond/no comment	36	28.1%
Total	128	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	38	10.7%
1	63	17.7%
1 ½	10	2.8%
2	66	18.5%
2 ½	5	1.4%
3	44	12.4%
4	24	6.7%
5	10	2.8%
6	15	4.2%
7	4	1.1%
8	2	0.6%
9	1	0.3%
10	6	1.7%
13	1	0.3%
15	1	0.3%
Other	3	0.8%
Did not respond/no comment	63	17.7%
Total	356	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	137	26.2%
I would not have made this trip	137	26.2%
Someone would drive me	107	20.5%
Taxi	44	8.4%
Drive alone	29	5.6%
Carpool	28	5.4%
Bicycle	24	4.6%
Other	11	2.1%
None given	5	1.0%
Total	522	100.0%

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	329	63.0%
2 – 4 days per week	132	25.3%
1 – 4 days per month	51	9.8%
Less than once per month	9	1.7%
None given	1	0.2%
Total	522	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	295	56.5%
Cash fare	227	43.5%
Senior or disable fare	12	2.3%
Total	522	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	241	46.2%
Monthly pass	209	40.0%
Monthly senior or disabled pass	52	10.0%
Commute Trip Reduction pass	8	1.5%
Student pass	12	2.3%
Total	522	100.0%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Token	2	66.7%
Free ride pass	1	33.3%
Total	3	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	53	10.2%
18-24	136	26.1%
35-49	130	24.9%
25-34	110	21.1%
50-64	76	14.6%
Over 65	15	2.9%
Did not respond/no comment	2	0.4%
Total	522	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	356	68.2%
\$15,000 - \$27,500	102	19.5%
\$27,501 - \$42,500	30	5.7%
\$42,505 or more	7	5.2%
Did not respond/no comment	27	1.3%
Total	522	100.0%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	8	80.0%
Late night service after 11:30 PM	1	10.0%
Changing service from 15 minute to 30 minute service	1	10.0%
Total	10	100.0%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	10	100.0
Total	10	100.0%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Dry cleaning services	6	60.0%
Vending machines	3	30.0%
On-site daycare at the Plaza	1	10.0%
Total	10	100.0%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 27
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Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	76	37.3%
Work	42	20.6%
Personal business/errands	24	11.8%
Other	17	8.3%
Shopping	11	5.4%
High school or junior high school	10	4.9%
College	10	4.9%
Doctor/medical	9	4.4%
Did not respond/no comment	5	2.5%
Total	204	100%

Top responses for “other”:

- **Public facilities**
- **Family**
- **Recreation**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	134	65.7%
I transferred from bus route number	54	26.5%
I was dropped off	7	3.4%
I bicycled	4	2.0%
I carpoled and then parked	1	0.5%
I drove alone then parked	1	0.5%
Other	0	0.0%
Did not respond/no comment	3	1.5%
Total	204	100%

Responses for “other” include:

- No responses

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
27	7	13.0%
4?	2	3.7%
42	1	1.9%
44	1	1.9%
65	1	1.9%
91	1	1.9%
Did not respond/no comment	41	75.9%
Total	54	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than 1 block	6	4.5%
1	31	23.1%
2	17	12.7%
2.5	1	0.7%
3	6	4.5%
4	12	9.0%
5	12	9.0%
6	6	4.5%
8	2	1.5%
9	1	0.7%
10	1	0.7%
Greater than 10	2	1.5%
Did not respond/no comment	27	20.1%
Total	134	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	99	48.5%
Personal business/errands	30	14.7%
Work	30	14.7%
Shopping	16	7.8%
Other	13	6.4%
Doctor/medical	6	2.9%
High school or junior high school	5	2.5%
College	5	2.5%
Did not respond/no comment	0	0.0%
Total	204	100%

Top responses for “other”:

- **Friends/family**
- **School**
- **Daycare**
- **City programs**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	150	73.5%
I transferred from bus route number	38	18.6%
I will be picked up	7	3.4%
Other	3	1.5%
I bicycled	3	1.5%
I carpoled and then parked	0	0.0%
I drove alone then parked	0	0.0%
I was dropped off	0	0.0%
Did not respond/no comment	3	1.5%
Total	204	100%

Responses for “other” include:

- No further information
- Skateboard
- Let me off right out front

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
22	1	2.6%
24	2	5.3%
25	2	5.3%
26	1	2.6%
27	10	26.3%
29	3	7.9%
30	2	5.3%
33	2	5.3%
42	1	2.6%
44	3	7.9%
65	1	2.6%
72	1	2.6%
90	1	2.6%
91	1	2.6%
94	1	2.6%
Did not respond/no comment	6	15.8%
Total	38	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Across the street	1	0.7%
Less than one block	13	8.7%
1	25	16.7%
1.5	2	1.3%
2	25	16.7%
2.5	1	0.7%
3	11	7.3%
4	15	10.0%
5	7	4.7%
6	7	4.7%
7	1	0.7%
8	2	1.3%
9	1	0.7%
10	1	0.7%
Did not respond/no comment	38	25.3%
Total	150	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	61	29.9%
I would not have made this trip	52	25.5%
Someone would drive me	32	15.7%
Taxi	14	6.9%
Other	14	6.9%
Drive alone	12	5.9%
Bicycle	11	5.4%
Carpool	5	2.5%
Did not respond/no comment	3	0.5%
Total	204	100%

Responses for “other” include:

- Ask for a ride
- Catch a ride
- I would have to pay for it

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	149	73.0%
2 – 4 days per week	40	19.6%
1 – 4 days per month	10	4.9%
Less than once per month	2	1.0%
Did not respond/no comment	3	1.5%
Total	204	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	120	58.8%
Cash fare	79	38.7%
Senior or disable fare	4	2.0%
Shuttle fare	1	0.5%
Total	204	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	86	42.2%
Monthly pass	84	41.2%
Monthly senior or disabled pass	21	10.3%
Student pass	10	4.9%
Commuter Trip Reduction pass	3	1.5%
Total	204	100%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Free ride	1	50%
Dependant	1	50%
Total	2	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	24	11.8%
18-24	60	29.4%
25-34	26	12.7%
35-49	63	30.9%
50-64	22	10.8%
Over 65	8	3.9%
Did not respond/no comment	1	0.5%
Total	204	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	141	69.1%
\$15,000 - \$27,500	42	20.6%
\$27,501 - \$42,500	11	5.4%
\$42,505 or more	2	1.0%
Did not respond/no comment	8	3.9%
Total	204	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	10	41.7%
Changing service from 15 minute to 30 minute service	9	37.5%
Late night service after 11:30 PM	3	12.5%
Other	1	4.2%
Special event service (Like Bloomsday)	0	0.0%
Did not respond/no comment	1	4.2%
Total	24	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	17	70.8%
Weekend service (Saturday & Sunday) and holidays	1	4.2%
Late night service after 11:30 PM	0	0.0%
Special event service (Like Bloomsday)	0	0.0%
Curb to curb service rather than door to door	0	0.0%
Did not respond/no comment	6	25.0%
Total	24	100%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	14	58.3%
On-site daycare at the Plaza	2	8.3%
Vending machines	2	8.3%
Dry cleaning services	1	4.2%
Car care facilities (lube, oil, filter services)	0	0.0%
Did not respond/no comment	5	20.8%
Total	24	100%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 29
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Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	75	41.0%
College	39	21.3%
Work	26	14.2%
Personal business/errands	14	7.7%
Other	14	7.7%
High school or junior high school	8	4.4%
Shopping	4	2.2%
Doctor/medical	3	1.5%
Total	183	100.0%

Top responses for “other”:

- **Friend’s house**
- **STA Plaza**
- **School**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	124	67.8%
I transferred from bus route number	42	23.0%
I was dropped off	6	3.3%
Other	5	2.7%
I bicycled	3	1.6%
I drove alone then parked	2	1.1%
I carpoled and then parked	1	0.5%
Total	183	100%

Responses for “*other*” include:

- **Bus stops at school**
- **Wheelchair**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
19	1	2.4%
20	2	4.8%
21	2	4.8%
22	3	7.1%
24	2	4.8%
25	4	9.5%
27	1	2.4%
29	3	7.1%
33	1	2.4%
40	1	2.4%
42	1	2.4%
44	1	2.4%
45	1	2.4%
61	2	4.8%
65	7	16.7%
73	1	2.4%
90	2	4.8%
94	2	4.8%
Did not respond/no comment	6	14.3%

**42 responded to this question*

Question allowed for more than one response

Percentage based on number of respondents

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	12	9.0%
1	21	16.9%
1.5	5	3.6%
2	21	16.9%
2.5	3	2.4%
3	13	10.5%
4	12	9.7%
5	2	1.6%
6	7	5.6%
8	3	2.4%
10	2	1.6%
12	2	1.6%
Across campus	1	0.8%
Did not respond/no comment	20	16.1%
Total	124	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	81	44.4%
College	29	15.8%
Personal business/errands	25	13.7%
Work	18	9.8%
Other	15	8.2%
Shopping	11	6.0%
High school or junior high school	3	1.6%
Doctor/medical	1	0.5%
Total	183	100%

Top responses for “other”:

- **St. Vincent de Paul**
- **Mission**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will transfer to bus route number	46	25.1%
I will walk	124	67.9%
I will bicycle	4	2.2%
I will carpool	2	1.1%
I will drive alone	3	1.6%
I will be picked up	1	0.5%
Other	3	1.6%
Total	183	100%

Responses for “other” include:

- **Wheelchair**
- **Return trip**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
20	1	2.2%
21	1	2.2%
22	2	4.3%
24	4	8.7%
25	1	2.2%
26	1	2.2%
27	1	2.2%
29	6	13.0%
33	2	4.3%
40	1	2.2%
42	1	2.2%
43	3	6.5%
44	2	4.3%
45	2	4.3%
46	1	2.2%
61	2	4.3%
62	1	2.2%
64	1	2.2%
65	1	2.2%
90	3	6.5%
91	1	2.2%
94	3	6.5%
E Sprague	1	2.2%
Did not respond/no comment	5	10.9%

**46 responded to this question*

Question allowed for more than one response

Percentage based on number of respondents

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	18	14.5%
1	29	23.4%
1.5	5	3.6%
2	21	16.9%
2.5	2	1.6%
3	15	12.1%
4	3	2.4%
5	4	3.2%
6	6	4.8%
7	1	0.8%
8	1	0.8%
Did not respond/no comment	19	15.3%
Total	124	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	47	25.7%
I would not have made this trip	46	25.1%
Someone would drive me	35	19.1%
Drive alone	24	13.1%
Bicycle	10	5.5%
Taxi	8	4.4%
Other	7	3.8%
Carpool	6	3.3%
Total	183	100.0%

Responses for “other” include:

- A friend
- Walk

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	123	67.2%
2 – 4 days per week	46	25.1%
1 – 4 days per month	10	5.5%
Less than once per month	4	2.2%
Total	183	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	102	55.7%
Cash fare	74	40.4%
Senior or disable fare	6	3.3%
Shuttle fare	1	0.5%
Total	183	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	81	44.3%
Monthly pass	64	35.0%
Monthly senior or disabled pass	24	13.1%
Student pass	14	7.7%
Total	183	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	16	8.7%
18-24	52	28.4%
25-34	29	15.8%
35-49	63	34.5%
50-64	15	8.2%
Over 65	8	4.4%
Total	183	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	134	73.2%
\$15,000 - \$27,500	26	14.2%
\$27,501 - \$42,500	13	7.1%
\$42,505 or more	3	1.6%
Refused	7	3.8%
Total	183	100.0%

Please note: Questions 8 and 9 are from the long survey only. No long surveys were completed for route 29.

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 30

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	59	51.8%
Personal business/errands	21	18.4%
Shopping	10	8.8%
Doctor/medical	8	7.0%
Work	7	6.1%
College	5	4.4%
High school or junior high school	2	1.8%
Friend's house	1	0.9%
Did not respond/no comment	1	0.9%
Total	114	100.0%

Top responses for "other":

- **Friend's house**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	80	70.2%
I transferred from bus route number	27	23.7%
I bicycled	1	0.9%
I was dropped off	3	2.6%
Did not respond/no comment	3	2.6%
Total	114	100.0%

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
25	5	18.5%
26	1	3.7%
27	14	51.9%
33	1	3.7%
42	3	11.1%
65	1	3.7%
90	1	3.7%
Did not respond/no comment	1	3.7%
Total	27	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	12	15.0%
1	23	28.8%
2	8	10.0%
3	8	10.0%
4	3	3.8%
5	7	8.8%
6	5	6.3%
8	3	3.8%
10	1	1.3%
Did not respond/no comment	10	12.5%
Total	80	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	45	39.5%
Personal business/errands	23	20.2%
Work	18	15.8%
Shopping	12	10.5%
College	7	6.1%
Doctor/medical	3	2.6%
High school or junior high school	2	1.8%
Other	2	1.8%
Did not respond/no comment	2	1.8%
Total	114	100.0%

Top responses for “other”:

- **DSHS**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	88	77.2%
I transferred from bus route number	16	14.0%
I will be picked up	3	2.6%
Did not respond/no comment	7	6.1%
Total	114	100.0%

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
20	1	6.3%
25	3	18.8%
26	1	6.3%
27	3	18.8%
30	1	6.3%
33	1	6.3%
61	1	6.3%
Did not respond/no comment	6	37.5%

**16 responded to this question.*

Question allowed for more than one response.

Percent based on number of respondents.

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	16	18.2%
1	19	21.6%
1 ½	2	2.3%
2	10	11.4%
3	7	8.0%
4	9	10.2%
4 ½	1	1.1%
5	2	2.3%
6	3	3.4%
8	1	1.1%
Did not respond/no comment	18	20.5%
Total	88	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	37	32.5%
Someone would drive me	32	28.1%
I would not have made this trip	18	15.8%
Taxi	10	8.8%
Drive alone	8	7.0%
Carpool	4	3.5%
Bicycle	1	0.9%
Did not respond/no comment	4	3.5%
Total	114	100.0%

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	75	65.8%
2 – 4 days per week	31	27.2%
1 – 4 days per month	3	2.6%
Less than once per month	3	2.6%
Did not respond/no comment	2	1.8%
Total	114	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	70	61.4%
Cash fare	41	36.0%
Senior or disable fare	3	2.6%
Shuttle fare	0	0.0%
Total	114	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	48	42.1%
Monthly pass	46	40.4%
Monthly senior or disabled pass	14	12.3%
Student pass	6	5.3%
Total	114	100.0%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Token	1	100.0%
Total	1	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	6	5.3%
18-24	30	26.3%
25-34	20	17.5%
35-49	33	28.9%
50-64	17	14.9%
Over 65	6	5.3%
Did not respond/no comment	2	1.8%
Total	114	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	76	66.7%
\$15,000 - \$27,500	24	21.1%
\$27,501 - \$42,500	6	5.3%
\$42,505 or more	1	0.9%
Did not respond/no comment	7	6.1%
Total	114	100.0%

Please note: Questions 8 and 9 are from the long survey only. No long surveys were completed for route 30.

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays		
Late night service after 11:30 PM		
Special event service (Like Bloomsday)		
Changing service from 15 minute to 30 minute service		
Other		
Did not respond/no comment		
Total		

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit		
Weekend service (Saturday & Sunday) and holidays		
Late night service after 11:30 PM		
Special event service (Like Bloomsday)		
Curb to curb service rather than door to door		
Did not respond/no comment		
Total		

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
On-site daycare at the Plaza		
Dry cleaning services		
Convenience store/coffee or espresso stands		
Vending machines		
Car care facilities (lube, oil, filter services)		
Did not respond/no comment		
Total		

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 33

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	167	48.4%
Shopping	35	10.1%
Work	32	9.3%
Personal business/errands	29	8.4%
Other	24	7.0%
College	20	5.8%
High school or junior high school	19	5.5%
Doctor/medical	14	4.1%
Did not respond/no comment	5	1.4%
Total	345	100%

Top responses for “other”:

- **Public facilities**
- **Friends**
- **Shopping**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	261	75.7%
I transferred from bus route number	55	15.9%
I was dropped off	12	3.5%
Other	2	0.6%
I bicycled	7	2.0%
I carpoled and then parked	1	0.3%
I drove alone then parked	3	0.9%
Did not respond/no comment	4	1.2%
Total	345	100%

Responses for “other” include:

- **Walked to Plaza**
- **Stop at campus**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
Plaza	1	1.8%
2?	1	1.8%
20	1	1.8%
21	2	3.6%
22	4	7.3%
23	1	1.8%
24	2	3.6%
25	6	10.9%
26	6	10.9%
27	1	1.8%
29	1	1.8%
33	1	1.8%
44	1	1.8%
45	1	1.8%
46	6	10.9%
90	6	10.9%
91	1	1.8%
94	2	3.6%
Did not respond/no comment	11	20.0%
Total	55	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than 1 block	29	11.1%
1	81	31.0%
1.5	4	1.5%
2	46	17.6%
2.5	2	0.8%
3	20	7.7%
4	13	5.0%
5	12	4.6%
6	9	3.4%
7	5	1.9%
7.5	1	0.4%
8	5	1.9%
9	1	0.4%
10	4	1.5%
Greater than 10	2	0.8%
Did not respond/no comment	32	12.3%
Total	261	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	92	26.7%
Shopping	66	19.1%
Work	52	15.1%
Other	45	13.0%
Personal business/errands	39	11.3%
High school or junior high school	18	5.2%
College	18	5.2%
Doctor/medical	15	4.3%
Did not respond/no comment	0	0.0%
Total	345	100%

Top responses for “other”:

- **Friends**
- **Hospital**
- **Food**
- **Church**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	261	73.5%
I transferred from bus route number	65	18.6%
I will be picked up	4	3.4%
Other	3	1.5%
I bicycled	7	1.5%
I carpoled and then parked	1	0.0%
I drove alone then parked	0	0.0%
I was dropped off	0	0.0%
Did not respond/no comment	4	1.5%
Total	345	100%

Responses for “other” include:

- Walk
- VA transport
- Bus stop is near the location

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
Division/Plaza	1	1.5%
21	4	6.2%
22	5	7.7%
23	2	3.1%
24	1	1.5%
25	5	7.7%
29	1	1.5%
3?	1	1.5%
33	4	6.2%
44	6	9.2%
46	3	4.6%
65	4	6.2%
90	11	16.9%
Did not respond/no comment	17	26.2%
Total	65	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	40	15.3%
1	64	24.5%
1.5	3	1.1%
2	53	20.3%
3	29	11.1%
3.5	1	0.4%
4	12	4.6%
5	10	3.8%
6	7	2.7%
7	3	1.1%
8	1	0.4%
9	1	0.4%
10	2	0.8%
Greater than 10	5	1.9%
Did not respond/no comment	29	11.1%
Total	261	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Someone would drive me	92	26.7%
I would not have made this trip	81	23.5%
Walk	74	21.4%
Drive alone	30	8.7%
Bicycle	24	7.0%
Taxi	22	6.4%
Other	15	4.3%
Carpool	4	1.2%
Did not respond/no comment	3	0.3%
Total	345	100%

Responses for “other” include:

- **Ride with a friend**
- **Buss pass**
- **Family**

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	210	60.9%
2 – 4 days per week	85	24.6%
1 – 4 days per month	25	7.2%
Less than once per month	23	6.7%
Did not respond/no comment	2	0.6%
Total	345	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	158	45.8%
Cash fare	151	43.8%
Senior or disable fare	30	8.7%
Shuttle fare	6	1.7%
Total	345	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	176	51.0%
Monthly pass	117	33.9%
Monthly senior or disabled pass	27	7.8%
Student pass	24	7.0%
Commute Trip Reduction pass	1	0.3%
Total	345	100%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Dependant pass	1	100%
Total	1	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	45	13.0%
18-24	72	20.9%
25-34	50	14.5%
35-49	86	24.9%
50-64	45	13.0%
Over 65	46	13.3%
Did not respond/no comment	1	0.3%
Total	345	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	203	58.8%
\$15,000 - \$27,500	84	24.3%
\$27,501 - \$42,500	32	9.3%
\$42,505 or more	14	4.1%
Refused	8	2.3%
Did not respond/no comment	4	1.2%
Total	345	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	21	39.6%
Changing service from 15 minute to 30 minute service	12	22.6%
Late night service after 11:30 PM	9	17.0%
Special event service (Like Bloomsday)	7	13.2%
Other	1	1.9%
Did not respond/no comment	3	5.7%
Total	53	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	23	43.4%
Late night service after 11:30 PM	3	5.7%
Weekend service (Saturday & Sunday) and holidays	2	3.8%
Special event service (Like Bloomsday)	2	3.8%
Curb to curb service rather than door to door	1	1.9%
Did not respond/no comment	22	41.5%
Total	53	100%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	19	35.8%
On-site daycare at the Plaza	4	7.5%
Vending machines	7	13.2%
Dry cleaning services	3	5.7%
Car care facilities (lube, oil, filter services)	2	3.8%
Did not respond/no comment	18	34.0%
Total	53	100%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 41

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	16	69.5%
Work	3	13.0%
Shopping	2	8.7%
Personal business/errands	1	4.4%
Doctor/Medical	1	4.4%
Total	23	100.0%

Top responses for “other”:

- *There were no “other” responses*

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	19	82.6%
I transferred from bus route number	4	17.4%
Total	23	100.0%

Responses for “other” include:

- *There were no “other” responses*

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
21	1	25.0%
25	1	25.0%
44	1	25.0%
46	1	25.0%
Total	4	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	1	5.3%
1	5	26.3%
2	5	26.3%
2.5	1	5.3%
3	3	15.8%
4	2	10.5%
Did not respond/no comment	2	10.5%
Total	19	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Work	8	34.7%
Other	7	30.4%
Home	6	26.1%
Doctor/medical	1	4.4%
College	1	4.4%
Total	23	100.0%

Top responses for “other”:

- Visiting friends

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	19	82.6%
I transferred from bus route number	3	13.0%
I carpoled	1	4.4%
Total	23	100.0%

Responses for “other” include:

- *There were no “other” responses*

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
27	1	33.3%
65	1	33.3%
Did not respond/no comment	1	33.3%
Total	3	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
1	4	21.0%
2	6	31.6%
3	4	21.0%
6	1	5.4%
Did not respond/no comment	4	21.0%
Total	19	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Someone would drive me	8	34.8%
Walk	7	30.4%
Drive alone	5	21.7%
I would not have made this trip	2	8.7%
Other	1	4.4%
Total	23	100.0%

Responses for “*other*” include:

- “I don’t know”

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	14	60.9%
2 – 4 days per week	5	21.7%
1 – 4 days per month	4	17.4%
Total	23	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	12	52.2%
Cash fare	10	43.5%
Senior or disable fare	1	4.3%
Total	23	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	11	47.8%
Monthly pass	10	43.4%
Monthly senior or disabled pass	1	4.4%
Commute Trip Reduction pass	1	4.4%
Total	23	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	2	8.7%
18-24	4	17.4%
25-34	4	17.4%
35-49	6	26.1%
50-64	7	30.4%
Total	23	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	10	43.5%
\$15,000 - \$27,500	7	30.4%
\$27,501 - \$42,500	2	8.7%
\$42,505 or more	4	17.4%
Total	23	100.0%

Please note: Questions 8 and 9 are from the long survey only

- 8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?**

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	1	100.0%
Total	1	100.0%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
Did not respond/no comment	1	100.0%
Total	1	100.0%

- 9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?**

RESPONSE	TIMES MENTIONED	PERCENT
On-site daycare at Plaza	1	100.0%
Total	1	100.0%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 42

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	38	38.0%
Shopping	32	32.0%
Work	15	15.0%
Personal business/errands	10	10.0%
Other	2	2.0%
Did not respond/no comment	2	2.0%
High school or junior high school	1	1.0%
Total	100	100.0%

Top responses for “other”:

- **Restaurant**
- **Friend's home**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	82	82.0%
I transferred from bus route number	13	13.0%
Other	1	1.0%
Did not respond/no comment	4	4.0%
Total	100	100.0%

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
25	1	7.7%
26	1	7.7%
27	4	30.8%
45	1	7.7%
90	1	7.7%
91	1	7.7%
Did not respond/no comment	4	30.8%
Total	13	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	5	6.0%
1	16	19.3%
2	7	8.4%
3	3	3.6%
4	4	4.8%
5	1	1.2%
6	2	2.4%
7	1	1.2%
10	1	1.2%
Did not respond/no comment	42	51.8%
Total	82	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	48	48%
Shopping	25	25%
Personal business/errands	11	11%
Work	7	7%
Doctor/medical	4	4%
Other	3	3%
College	1	1%
High school or junior high school	1	1%
Total	100	100.0%

Top responses for “other”:

- **Downtown**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	85	85.0%
I transferred from bus route number	10	10.0%
I drove alone then parked	1	1.0%
Other	1	1.0%
Did not respond/no comment	3	3.0%
Total	100	100.0%

Responses for “other” include:

- None given

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
25	2	20.0%
42	2	20.0%
46	1	10.0%
90	1	10.0%
Did not respond/no comment	4	40.0%
Total	10	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	4	4.7%
1	19	22.4%
2	16	18.8%
3	3	3.5%
3 ½	1	1.2%
4	2	2.4%
5	1	1.2%
7	1	1.2%
15	1	1.2%
12	1	1.2%
Did not respond/no comment	36	42.4%
Total	85	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	42	42.0%
I would not have made this trip	23	23.0%
Taxi	13	13.0%
Someone would drive me	11	11.0%
Drive alone	9	9.0%
Bicycle	2	2.0%
Total	100	100.0%

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	72	72.0%
2 – 4 days per week	21	21.0%
1 – 4 days per month	6	6.0%
Less than once per month	1	1.0%
Total	100	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	48	48.0%
Cash fare	42	42.0%
Senior or disable fare	10	10.0%
Total	100	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	51	51.0%
Monthly pass	43	43.0%
Monthly senior or disabled pass	3	3.0%
Commute Trip Reduction pass	2	2.0%
Student pass	1	1.0%
Total	100	100.0%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Bus pass	1	100.0%
Total	1	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
35-49	34	34.0%
50-64	19	19.0%
25-34	15	15.0%
18-24	14	14.0%
Over 65	12	12.0%
Under 18	5	5.0%
Did not respond/no comment	1	1.0%
Total	100	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	56	56.0%
\$15,000 - \$27,500	32	32.0%
\$27,501 - \$42,500	6	6.0%
\$42,505 or more	3	3.0%
Did not respond/no comment	3	3.0%
Total	100	100.0%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	12	85.7%
Late night service after 11:30 PM	2	14.3%
Total	14	100.0%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	6	42.9%
Weekend service (Saturday & Sunday) and holidays	3	21.4%
Curb to curb service rather than door to door	3	21.4%
Late night service after 11:30 PM	2	14.3%
Total	14	100.0%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	10	71.4%
On-site daycare at the Plaza	1	7.1%
Dry cleaning services	1	7.1%
Vending machines	1	7.1%
Did not respond/no comment	1	7.1%
Total	14	100.0%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 43
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Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	73	38.8%
Work	41	21.8%
Shopping	33	17.6%
Other	16	8.5%
Doctor/medical	11	5.9%
Personal business/errands	7	3.7%
College	4	2.1%
High school or junior high school	1	0.5%
Did not respond/no comment	2	1.1%
Total	188	100%

Top responses for “other”:

- **Bank**
- **Ymca**
- **Family/friends**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	133	70.7%
I transferred from bus route number	38	20.2%
Other	7	3.7%
I bicycled	3	1.6%
I was dropped off	1	0.5%
I carpoled and then parked	0	0.0%
I drove alone then parked	0	0.0%
Did not respond/no comment	6	3.2%
Total	188	100%

Responses for “other” include:

- **Wheelchair**
- **I ride the bus**
- **Skateboard**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
21	1	2.6%
22	1	2.6%
23	3	7.9%
24	1	2.6%
25	3	7.9%
26	5	13.2%
29	1	2.6%
42	1	2.6%
43	4	10.5%
44	2	5.3%
46	1	2.6%
61	1	2.6%
65	1	2.6%
90	5	13.2%
91	2	5.3%
94	2	5.3%
Did not respond/no comment	4	10.5%
Total	38	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than 1 block	9	6.9%
1	38	29.0%
2	17	13.0%
3	15	11.5%
4	6	4.6%
5	3	2.3%
6	1	0.8%
8	1	0.8%
10	1	0.8%
Greater than 10	3	2.3%
Did not respond/no comment	36	27.5%
Total	133	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	106	56.4%
Shopping	29	15.4%
Work	18	9.6%
Personal business/errands	16	8.5%
Other	14	7.4%
Doctor/medical	2	1.1%
High school or junior high school	1	0.5%
College	1	0.5%
Did not respond/no comment	1	0.5%
Total	188	100%

Top responses for “other”:

- **Bank**
- **School**
- **Food**
- **Church**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	136	72.3%
I transferred from bus route number	39	20.7%
I bicycled	3	1.6%
Other	2	1.1%
I will be picked up	1	0.5%
I drove alone then parked	1	0.5%
I carpooled and then parked	0	0.0%
I was dropped off	0	0.0%
Did not respond/no comment	6	3.2%
Total	188	100%

Responses for “other” include:

- Wheelchair
- Driver stops in front of house

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
21	1	2.6%
23	1	2.6%
24	3	7.7%
25	5	12.8%
26	2	5.1%
40	1	2.6%
42	1	2.6%
43	9	23.1%
44	3	7.7%
90	3	7.7%
96	1	2.6%
Did not respond/no comment	9	23.1%
Total	39	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	13	9.6%
1	30	22.1%
1.5	2	1.5%
2	18	13.2%
2.5	1	0.7%
3	19	14.0%
3.5	1	0.7%
4	5	3.7%
5	7	5.1%
6	1	0.7%
7	2	1.5%
10	1	0.7%
Did not respond/no comment	36	26.5%
Total	136	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	52	27.7%
I would not have made this trip	39	20.7%
Someone would drive me	31	16.5%
Taxi	28	14.9%
Drive alone	19	10.1%
Bicycle	9	4.8%
Other	6	3.2%
Carpool	4	2.1%
Did not respond/no comment	0	0.0%
Total	188	100%

Responses for “other” include:

- Paratransit
- Hitch hike
- Change jobs

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	135	71.8%
2 – 4 days per week	42	22.3%
1 – 4 days per month	8	4.3%
Less than once per month	1	0.5%
Did not respond/no comment	2	1.1%
Total	188	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	90	45.8%
Cash fare	87	43.8%
Senior or disable fare	11	8.7%
Shuttle fare	0	1.7%
Total	188	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	97	51.6%
Monthly pass	79	42.0%
Monthly senior or disabled pass	7	3.7%
Student pass	4	2.1%
Commute Trip Reduction pass	1	0.5%
Total	188	100%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Tokens	1	50%
Employee pass	1	50%
Total	2	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	4	2.1%
18-24	35	18.6%
25-34	40	21.3%
35-49	59	31.4%
50-64	37	19.7%
Over 65	13	6.9%
Did not respond/no comment	0	0.0%
Total	188	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	109	58.0%
\$15,000 - \$27,500	56	29.8%
\$27,501 - \$42,500	13	6.9%
\$42,505 or more	6	3.2%
Refused	3	1.6%
Did not respond/no comment	1	0.5%
Total	188	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	16	59.3%
Changing service from 15 minute to 30 minute service	5	18.5%
Late night service after 11:30 PM	3	11.1%
Special event service (Like Bloomsday)	3	11.1%
Other	0	0.0%
Did not respond/no comment	0	0.0%
Total	27	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	13	48.1%
Weekend service (Saturday & Sunday) and holidays	4	14.8%
Late night service after 11:30 PM	3	11.1%
Special event service (Like Bloomsday)	2	7.4%
Curb to curb service rather than door to door	1	3.7%
Did not respond/no comment	4	14.8%
Total	27	100%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	22	81.5%
On-site daycare at the Plaza	3	11.1%
Dry cleaning services	2	7.4%
Vending machines	0	0.0%
Car care facilities (lube, oil, filter services)	0	0.0%
Did not respond/no comment	0	0.0%
Total	27	100%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 44
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Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	101	39.5%
Work	42	16.4%
Shopping	25	9.8%
Other	23	9.0%
Personal business/errands	21	8.2%
Doctor/medical	20	7.8%
College	17	6.6%
High school or junior high school	6	2.3%
Did not respond/no comment	1	0.4%
Total	256	100.0%

Top responses for “other”:

- **Friend’s**
- **VA Hospital**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	187	73.0%
I transferred from bus route number	55	21.5%
I was dropped off	8	3.1%
I bicycled	3	1.2%
I drove alone then parked	2	0.8%
Did not respond/no comment	1	0.4%
Total	256	100.0%

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
A	1	1.8%
Shuttle	1	1.8%
20	4	7.3%
21	1	1.8%
22	4	7.3%
23	1	1.8%
24	3	5.5%
25	5	9.1%
26	4	7.3%
27	3	5.5%
33	2	3.6%
40	3	5.5%
42	1	1.8%
43	2	3.6%
44	2	3.6%
45	1	1.8%
46	2	3.6%
64	1	1.8%
90	4	7.3%
94	2	3.6%
Did not respond/no comment	8	14.5%
Total	55	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	11	5.9%
1	44	23.5%
1.5	8	4.3%
2	35	18.7%
2.5	3	1.6%
3	19	10.2%
4	18	9.6%
5	4	2.1%
6	2	1.1%
7	2	1.1%
8	2	1.1%
10	4	2.1%
12	1	0.5%
Did not respond/no comment	34	18.2%
Total	187	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	111	43.4%
Work	38	14.8%
Shopping	29	11.3%
Personal business/errands	28	10.9%
Other	25	9.8%
Doctor/medical	19	7.4%
College	3	1.2%
High school or junior high school	3	1.2%
Total	256	100.0%

Top responses for “other”:

- **Downtown**
- **Hospital**
- **Friend’s**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will walk	186	72.7%
I will transfer to bus route number	54	21.1%
I will bicycle	3	1.2%
I will be picked up	3	1.2%
Other	3	1.2%
I will carpool	2	0.8%
I will drive alone	2	0.8%
Did not respond/no comment	3	1.2%
Total	256	100.0%

Responses for “other” include:

- No respondents specified “other” on this route

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
21	1	1.9%
22	5	9.3%
24	1	1.9%
25	6	11.1%
26	3	5.6%
27	2	3.7%
29	1	1.9%
30	1	1.9%
33	1	1.9%
42	1	1.9%
43	1	1.9%
44	7	13.0%
45	2	3.7%
46	2	3.7%
61	1	1.9%
90	3	5.6%
94	2	3.7%
Shuttle	1	1.9%
Did not respond/no comment	14	25.9%

**54 responded to this question*

Question allowed for more than one response

Percentage based on number of respondents

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	16	8.6%
1	51	27.6%
1.5	4	2.2%
2	39	21.0%
3	9	4.8%
3.5	2	1.1%
4	17	9.1%
5	6	3.2%
6	8	4.3%
7	3	1.6%
7.5	1	0.5%
10	1	0.5%
14	1	0.5%
20	1	0.5%
Did not respond/no comment	27	14.5%
Total	186	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
I would not have made this trip	72	28.1%
Walk	58	22.7%
Someone would drive me	46	18.0%
Drive alone	35	13.7%
Taxi	21	8.2%
Other	12	4.7%
Carpool	6	2.3%
Bicycle	5	2.0%
Did not respond/no comment	1	0.4%
Total	256	100.0%

Responses for “*other*” include:

- Friend’s car
- Dad’s truck

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	145	56.7%
2 – 4 days per week	71	27.7%
1 – 4 days per month	33	12.9%
Less than once per month	6	2.3%
Did not respond/no comment	1	0.4%
Total	256	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	117	45.7%
Cash fare	122	47.7%
Senior or disable fare	17	6.6%
Total	256	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	133	52.0%
Monthly pass	100	39.1%
Monthly senior or disabled pass	11	4.3%
Student pass	9	3.5%
Commute Trip Reduction pass	3	1.2%
Total	256	100.0%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Free pass	1	50.0%
Employee	1	50.0%
Total	2	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	19	7.4%
18-24	61	23.8%
25-34	36	14.1%
35-49	71	27.8%
50-64	49	19.1%
Over 65	18	7.0%
Did not respond/no comment	2	0.8%
Total	256	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	152	59.4%
\$15,000 - \$27,500	56	21.9%
\$27,501 - \$42,500	27	10.5%
\$42,505 or more	10	3.9%
Did not respond/no comment	11	4.3%
Total	256	100.0%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Changing service from 15 minute to 30 minute service	5	35.7%
Weekend service (Saturday & Sunday) and holidays	4	28.6%
Late night service after 11:30 PM	2	14.3%
Special event service (Like Bloomsday)	2	14.3%
Did not respond/no comment	1	7.1%
Total	14	100.0%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	7	50.0%
Curb to curb service rather than door to door	2	14.3%
Weekend service (Saturday & Sunday) and holidays	1	7.1%
Special event service (Like Bloomsday)	1	7.1%
Did not respond/no comment	3	21.4%
Total	14	100.0%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	8	57.2%
Dry cleaning services	1	7.1%
Did not respond/no comment	5	35.7%
Total	14	100.0%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE #45
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Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	49	50.0%
Work	23	23.4%
Shopping	6	6.1%
Doctor/medical	3	3.1%
Personal business/errands	6	6.1%
College	3	3.1%
High school or junior high school	4	4.1%
Other	4	4.1%
Total	98	100%

Top responses for “other”:

- **YMCA**
- **Health Club**
- **Casino**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	79	80.7%
I transferred from bus route number	14	14.3%
Other	2	2.0%
I was dropped off	1	1.0%
Did not respond/no comment	2	2.0%
Total	98	100%

Responses for “other” include:

- Across campus
- At work, stops outside

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	1	7.1%
24	1	7.1%
25	3	21.5%
27	4	28.8%
40	1	7.1%
43	1	7.1%
65	1	7.1%
90	1	7.1%
Did not respond/no comment	1	7.1%
Total	13	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	11	13.9%
1	20	25.3%
1.5	3	3.8%
2	12	15.2%
3	4	5.1%
4	3	3.8%
5	5	6.3%
6	5	6.3%
7	3	3.8%
12	2	2.5%
20	2	2.5%
Did not respond/no comment	9	11.4%
Total	79	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	37	37.8%
Work	33	33.7%
Shopping	9	9.2%
Personal business/errands	8	8.2%
Doctor/medical	4	4.1%
Other	4	4.1%
College	3	3.1%
Total	98	100.0%

Top responses for “other”:

- **Friend’s house**
- **Post office**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will walk	81	82.7%
I will transfer to bus route number	10	10.2%
I will drive alone	2	2.0%
I will be picked up	1	1.0%
Other	1	1.0%
Did not respond/no comment	3	3.1%
Total	98	100%

Responses for “other” include:

- **I will take another bus ride**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
1	1	10%
20	1	10%
21	1	10%
29	2	20%
45	2	20%
90	1	10%
Did not respond/no comment	2	20%
Total	10	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	8	9.9%
1	16	19.8%
1.5	2	2.5%
2	12	14.8%
3	4	4.9%
4	2	2.5%
5	4	4.9%
6	3	3.7%
7	3	3.7%
12	1	1.2%
20	2	2.5%
Did not respond/no comment	24	29.6%
Total	81	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Drive alone	22	22.4%
I would not have made this trip	22	22.4%
Walk	19	19.4%
Someone would drive me	17	17.3%
Taxi	10	10.2%
Other	3	3.1%
Carpool	2	2.0%
Bicycle	2	2.0%
Did not respond/no comment	1	1.0%
Total	98	100.0%

Responses for “other” include:

- **Family**
- **Public services**

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	61	62.2%
2 – 4 days per week	28	28.6%
1 – 4 days per month	8	8.2%
Less than once per month	1	1.0%
Total	98	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	56	57.1%
Cash fare	38	38.8%
Senior or disable fare	4	4.1%
Total	98	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	42	42.9%
Monthly pass	44	44.9%
Monthly senior or disabled pass	7	7.1%
Commuter Trip Reduction pass	3	3.1%
Student pass	2	2.0%
Total	98	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	4	4.1%
18-24	14	14.3%
25-34	12	12.2%
35-49	34	34.7%
50-64	24	24.5%
Over 65	10	10.2%
Total	98	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	40	40.8%
\$15,000 - \$27,500	26	26.5%
\$27,501 - \$42,500	9	9.2%
\$42,505 or more	17	17.3%
Did not respond/no comment	6	6.1%
Total	98	100.0%

Please note: Questions 8 and 9 are from the long survey only. No long surveys were completed for this route.

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE #46
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Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	71	57.3%
Doctor/medical	16	12.9%
Work	13	10.5%
Personal business/errands	8	6.5%
Other	8	6.5%
Shopping	4	3.2%
High school or junior high school	2	1.6%
College	1	0.8%
Did not respond/no comment	1	0.8%
Total	124	100.0%

Top responses for “other”:

- **The Mall**
- **Daybreak**
- **The Bon**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	88	71.0%
I transferred from bus route number	30	24.2%
I was dropped off	2	1.6%
Other	2	1.6%
I bicycled	1	0.8%
I carpooled and then parked	1	0.8%
Total	124	100.0%

Responses for “other” include:

- Wheelchair
- Across the street

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
20	1	3.3%
21	3	10.0%
22	2	6.7%
23	1	3.3%
24	3	10.0%
26	2	6.7%
27	1	3.3%
46	1	3.3%
46	2	6.7%
61	1	3.3%
64	1	3.3%
65	2	6.7%
90	3	10.0%
91	1	3.3%
94	1	3.3%
Did not respond/no comment	6	20.0%

**30 responded to this question*

Question allowed for more than one response

Percentage based on number of respondents

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	5	5.7%
1	31	35.2%
1.5	1	1.1%
2	15	17.0%
2.5	1	1.1%
3	8	9.1%
4	9	10.2%
5	2	2.3%
8	1	1.1%
13	1	1.1%
Did not respond/no comment	14	15.9%
Total	88	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	35	28.2%
Work	23	18.5%
Doctor/medical	21	16.9%
Personal business/errands	21	16.9%
Shopping	12	9.7%
Other	7	5.6%
College	3	2.4%
High school or junior high school	2	1.6%
Total	124	100.0%

Top responses for “other”:

- Plaza
- To eat

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will walk	81	65.3%
I will transfer to bus route number	36	29.0%
I will bicycle	3	2.4%
Other	2	1.6%
Did not respond/no comment	2	1.6%
Total	124	100.0%

Responses for “other” include:

- **No responses to this question**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
20	1	2.8%
21	1	2.8%
22	2	5.6%
23	1	2.8%
24	3	8.3%
25	6	16.7%
26	2	5.6%
27	3	8.3%
29	2	5.6%
40	1	2.8%
42	1	2.8%
44	1	2.8%
46	4	11.1%
90	1	2.8%
94	2	5.6%
Did not respond/no comment	7	19.4%

**36 responded to this question*

Question allowed for more than one response

Percentage based on number of respondents

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	1	1.2%
1	17	21.0%
1.5	1	1.2%
2	14	17.3%
2.5	1	1.2%
3	7	8.6%
4	5	6.2%
5	2	2.5%
13	1	1.2%
Did not respond/no comment	32	39.5%
Total	81	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	30	24.2%
Someone would drive me	29	23.4%
I would not have made this trip	27	21.8%
Drive alone	12	9.7%
Other	12	9.7%
Taxi	9	7.3%
Carpool	2	1.6%
Bicycle	2	1.6%
Did not respond/no comment	1	0.8%
Total	124	100.0%

Responses for “other” include:

- **I would have to buy a car**
- **Friend**

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	82	66.1%
2 – 4 days per week	30	24.2%
1 – 4 days per month	6	4.8%
Less than once per month	5	4.0%
Did not respond/no comment	1	0.8%
Total	124	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	46	37.1%
Cash fare	46	37.1%
Senior or disable fare	31	25.0%
Shuttle fare	1	0.8%
Total	124	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	45	36.3%
Monthly pass	49	39.5%
Monthly senior or disabled pass	24	19.4%
Student pass	3	2.4%
Commute Trip Reduction pass	3	2.4%
Total	124	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	6	4.8%
18-24	19	15.3%
25-34	18	14.5%
35-49	37	29.8%
50-64	28	22.6%
Over 65	15	12.1%
Did not respond/no comment	1	0.8%
Total	124	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	78	62.9%
\$15,000 - \$27,500	20	16.1%
\$27,501 - \$42,500	10	8.1%
\$42,505 or more	5	4.0%
Did not respond/no comment	11	8.9%
Total	124	100.0%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	21	47.7%
Changing service from 15 minute to 30 minute service	10	22.7%
Other	7	15.9%
Late night service after 11:30 PM	5	11.4%
Did not respond/no comment	1	2.3%
Total	44	100.0%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	32	72.7%
Did not respond/no comment	6	13.6%
Weekend service (Saturday & Sunday) and holidays	3	6.8%
Late night service after 11:30 PM	2	4.5%
Curb to curb service rather than door to door	1	2.3%
Total	44	100.0%

If other:

RESPONSE	TIMES MENTIONED	PERCENT
No reduction	1	14.3%
Late night service after 11:30 pm	1	14.3%
Late night after 9pm	1	14.3%
Dropping routes	1	14.3%
Certain bus route drops	1	14.3%
All buses to go everywhere	1	14.3%
#91 is already one every hour, not good.	1	14.3%
Total	7	100%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT*
Convenience store/coffee or espresso stands	20	45.5%
On-site daycare at the Plaza	8	18.2%
Did not respond/no comment	8	18.2%
Car care facilities (lube, oil, filter services)	5	11.4%
Vending machines	3	6.8%
Dry cleaning services	2	4.5%

**44 responded to this question*

Question allowed for more than one response

Percentage based on number of respondents

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE #61
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Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	43	41.3%
Work	29	27.9%
Personal business/errands	12	11.5%
Other	9	8.7%
Shopping	5	4.8%
High school or junior high school	4	3.8%
Doctor/medical	2	1.9%
Total	104	100.0%

Top responses for “other”:

- **Fairchild AFB**
- **Casino**
- **Church**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	72	69.2%
I transferred from bus route number	14	13.5%
Other	8	7.7%
I was dropped off	7	6.7%
I bicycled	1	1.0%
I carpoled and then parked	1	1.0%
Did not respond/no comment	1	1.0%
Total	104	100.0%

Responses for “other” include:

- **Taxi**
- **Arena Shuttle**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
21	1	7.1%
23	1	7.1%
25	2	14.4%
27	1	7.1%
45	1	7.1%
50	1	7.1%
65	2	14.4%
91	1	7.1%
94	1	7.1%
Did not respond/no comment	3	21.5%
Total	14	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	3	4.2%
1	16	22.2%
2	16	22.2%
3	9	12.5%
4	6	8.3%
5	6	8.3%
6	6	8.3%
7	2	2.8%
8	1	1.4%
15	1	1.4%
Did not respond/no comment	6	8.3%
Total	72	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	42	40.4%
Personal business/errands	16	15.4%
Shopping	15	14.4%
Other	15	14.4%
Work	13	12.5%
Doctor/medical	1	1.0%
College	1	1.0%
Did not respond/no comment	1	1.0%
Total	104	100.0%

Top responses for “other”:

- **Dad’s house/see Dad**
- **Military Base**
- **Casino**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will walk	71	68.3%
I will transfer to bus route number	24	23.1%
I will drive alone	3	2.9%
I will be picked up	2	1.9%
Other	2	1.9%
I will bicycle	1	1.0%
Did not respond/no comment	1	1.0%
Total	104	100.0%

Responses for “other” include:

- Get off this bus
- Hitch hike

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
21	4	16.7%
25	3	12.5%
26	1	4.2%
27	1	4.2%
61	3	12.5%
65	1	4.2%
90	4	16.7%
Arena Shuttle	1	4.2%
Did not respond/no comment	6	25.0%
Total	24	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	7	9.9%
1	14	19.7%
2	10	14.1%
3	5	7.0%
4	2	2.8%
5	5	7.0%
6	6	8.5%
7	3	4.2%
8	5	7.0%
10	1	1.4%
11	1	1.4%
20	1	1.4%
Did not respond/no comment	11	15.5%
Total	71	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
I would not have made this trip	52	50.0%
Someone would drive me	19	18.3%
Taxi	10	9.6%
Walk	7	6.7%
Drive alone	6	5.8%
Other	6	5.8%
Bicycle	2	1.9%
Carpool	1	1.0%
Did not respond/no comment	1	1.0%
Total	104	100.0%

Responses for “other” include:

- **Hitchhike**
- **Would have to find some other way to get to work**

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	68	65.4%
2 – 4 days per week	20	19.2%
1 – 4 days per month	12	11.5%
Less than once per month	4	3.8%
Total	104	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	53	51.0%
Cash fare	48	46.2%
Senior or disable fare	3	2.9%
Total	104	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	47	45.2%
Monthly pass	50	48.1%
Monthly senior or disabled pass	4	3.8%
Commuter Trip Reduction pass	2	1.9%
Student pass	1	1.0%
Total	104	100%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Tokens	1	50.0%
Free pass	1	50.0%
Total	2	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	6	5.8%
18-24	29	27.9%
25-34	17	16.3%
35-49	31	29.8%
50-64	17	16.3%
Over 65	3	2.9%
Did not respond/no comment	1	1.0%
Total	104	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	63	60.6%
\$15,000 - \$27,500	28	26.9%
\$27,501 - \$42,500	4	3.8%
\$42,505 or more	6	5.8%
Did not respond/no comment	3	2.9%
Total	104	100.0%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	11	91.7%
Changing service from 15 minute to 30 minute service	1	8.3%
Total	12	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	12	100%
Total	12	100%

- 9.) **Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?**

RESPONSE	TIMES MENTIONED	PERCENT*
Convenience store/coffee or espresso stands	10	83.3%
Vending machines	2	16.7%
Did not respond/no comment	1	8.3%

**12 persons responded to this question
Question allowed for more than one response
Percentage based on number of respondents*

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 62
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Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	15	65.2%
Work	6	26.1%
Personal business/errands	1	4.3%
Friend's	1	4.3%
Total	23	100.0%

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	6	26.1%
I transferred from bus route number	3	13.0%
I bicycled	2	8.7%
I carpooled and then parked	1	4.3%
I drove alone then parked	7	30.4%
I was dropped off	3	13.0%
Bus stop is outside building I work in	1	4.3%
Total	23	100.0%

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
24	1	33.3%
25	1	33.3%
46	1	33.3%
Total	3	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than 1	2	33.3%
1	2	33.3%
12	1	16.7%
Did not respond/no comment	1	16.7%
Total	6	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Work	13	56.5%
Home	7	30.4%
Personal business/errands	2	8.7%
Friend's	1	4.3%
Total	23	100.0%

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	13	56.5%
I drove alone then parked	3	13.0%
I transferred from bus route number	2	8.7%
I bicycled	2	8.7%
I carpooled and then parked	1	4.3%
I will be picked up	1	4.3%
Other	1	4.3%
Total	23	100.0

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
26	1	50.0%
43	1	50.0%
Total	2	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than 1	2	15.4%
1	2	15.4%
2	2	15.4%
3	5	38.5%
6	1	7.7%
Did not respond/no comment	1	7.7%
Total	13	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Drive alone	12	52.2%
I would not have made this trip	5	21.7%
Carpool	1	4.3%
Someone would drive me	2	8.7%
Bicycle	2	8.7%
Call for a ride	1	4.3%
Total	23	100.0%

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	17	73.9%
2 – 4 days per week	6	26.1%
Total	23	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Cash fare	6	26.1%
Senior or disable fare	1	4.3%
Shuttle fare	1	4.3%
Did not respond/no comment	15	65.2%
Total	23	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Monthly pass	15	65.2%
Commute Trip Reduction pass	3	13.0%
Student pass	1	4.3%
Did not respond/no comment	4	17.4%
Total	23	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	0	0%
18-24	1	4.3%
25-34	2	8.7%
35-49	14	60.9%
50-64	6	26.1%
Total	23	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	5	21.7%
\$15,000 - \$27,500	4	17.4%
\$27,501 - \$42,500	6	26.1%
\$42,505 or more	6	26.1%
Did not respond/no comment	2	8.7%
Total	23	100.0%

Please note: Questions 8 and 9 are from the long survey only

Route 62 contained no long survey responses.

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 64

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	31	55.4%
Work	6	10.7%
Personal business/errands	5	8.9%
Doctor/medical	4	7.1%
Shopping	3	5.4%
High school or junior high school	3	5.4%
Other	2	3.6%
College	1	1.8%
Did not respond/no comment	1	1.8%
Total	56	100%

Top responses for “other”:

- **Friends house**
- **Geiger**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	39	69.6%
I transferred from bus route number	9	16.1%
I bicycled	3	5.4%
Other	2	3.6%
I was dropped off	1	1.8%
I carpoled and then parked	1	1.8%
I drove alone then parked	0	0.0%
Did not respond/no comment	1	1.8%
Total	56	100%

Responses for “*other*” include:

- Live at Skyline
- I ride the bus

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
22	1	11.1%
24	1	11.1%
25	1	11.1%
27	2	22.2%
44	1	11.1%
Did not respond/no comment	3	33.3%
Total	9	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than 1 block	8	14.3%
1	10	17.9%
2	6	10.7%
3	2	3.6%
4	2	3.6%
6	3	5.4%
Greater than 10	2	3.6%
Did not respond/no comment	6	10.7%
Total	39	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Personal business/errands	17	30.4%
Home	16	28.6%
Other	11	19.6%
Work	8	14.3%
Shopping	3	5.4%
Doctor/medical	1	1.8%
High school or junior high school	0	0.0%
College	0	0.0%
Did not respond/no comment	0	0.0%
Total	56	100%

Top responses for “other”:

- **Airport**
- **Family**
- **Work**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	39	69.6%
I transferred from bus route number	13	23.2%
I bicycled	2	3.6%
I will be picked up	1	1.8%
Other	0	0.0%
I drove alone then parked	0	0.0%
I carpoled and then parked	0	0.0%
I was dropped off	0	0.0%
Did not respond/no comment	1	1.8%
Total	56	100%

Responses for “other” include:

N/A

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
23	1	7.7%
24	2	15.4%
25	1	7.7%
27	1	7.7%
29	1	7.7%
44	1	7.7%
64	3	23.1%
90	1	7.7%
Did not respond/no comment	2	15.4%
Total	13	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	6	10.7%
1	7	12.5%
2	3	5.4%
3	2	3.6%
4	2	3.6%
6	2	3.6%
Greater than 10	2	3.6%
Did not respond/no comment	15	26.8%
Total	39	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	16	28.6%
Someone would drive me	12	21.4%
I would not have made this trip	11	19.6%
Taxi	8	14.3%
Bicycle	4	7.1%
Drive alone	3	5.4%
Other	2	3.6%
Carpool	0	0.0%
Did not respond/no comment	0	0.0%
Total	56	100%

Responses for “*other*” include:

- Would not be able to
- All of the above

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	38	67.9%
2 – 4 days per week	9	16.1%
1 – 4 days per month	5	8.9%
Less than once per month	3	5.4%
Did not respond/no comment	1	1.8%
Total	56	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	30	53.6%
Cash fare	25	44.6%
Senior or disable fare	1	1.8%
Shuttle fare	0	0.0%
Total	56	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	26	46.4%
Monthly pass	24	42.9%
Monthly senior or disabled pass	4	7.1%
Student pass	2	3.6%
Commute Trip Reduction pass	0	0.0%
Total	56	100%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Pay daily until my car is fixed	1	100%
Total	1	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	5	8.9%
18-24	18	32.1%
25-34	11	19.6%
35-49	17	30.4%
50-64	4	7.1%
Over 65	1	1.8%
Did not respond/no comment	0	0.0%
Total	56	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	37	66.1%
\$15,000 - \$27,500	10	17.9%
\$27,501 - \$42,500	6	10.7%
\$42,505 or more	0	0.0%
Did not respond/no comment	3	5.4%
Total	56	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Saturday & Sunday) and holidays	3	37.5%
Changing service from 15 minute to 30 minute service	2	25.0%
Other	2	25.0%
Special event service (Like Bloomsday)	1	12.5%
Late night service after 11:30 PM	0	0.0%
Did not respond/no comment	0	0.0%
Total	8	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	6	75.0%
Weekend service (Saturday & Sunday) and holidays	0	0.0%
Late night service after 11:30 PM	0	0.0%
Special event service (Like Bloomsday)	0	0.0%
Curb to curb service rather than door to door	0	0.0%
Did not respond/no comment	2	25.0%
Total	8	100%

If other,

RESPONSE	TIMES MENTIONED	PERCENT
No change	1	50%
None of these would effect me	1	50%
Total	2	100%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	3	37.5%
On-site daycare at the Plaza	1	12.5%
Car care facilities (lube, oil, filter services)	1	12.5%
Dry cleaning services	0	0.0%
Vending machines	0	0.0%
Did not respond/no comment	3	37.5%
Total	8	100%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 65

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	90	35.9%
College	76	30.3%
Work	57	22.7%
Personal business/errands	10	4.0%
Shopping	8	3.2%
Other	6	2.4%
High school or junior high school	2	0.8%
Doctor/medical	1	0.4%
Did not respond/no comment	1	0.4%
Total	251	100%

Top responses for “other”:

- **Plaza**
- **5th st.**
- **Motels/hotels**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	167	66.5%
I transferred from bus route number	41	16.3%
I drove alone then parked	25	10.0%
I was dropped off	9	3.6%
Other	4	1.6%
I bicycled	2	0.8%
I carpooled and then parked	1	0.4%
Did not respond/no comment	2	0.8%
Total	251	100%

Responses for “other” include:

- Wheelchair
- On Campus

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	4	9.8%
24	4	9.8%
25	2	4.9%
26	4	9.8%
27	1	2.4%
29	4	9.8%
43	2	4.9%
44	1	2.4%
47	1	2.4%
61	1	2.4%
64	2	4.9%
72	2	4.9%
90	4	9.8%
91	1	2.4%
Did not respond/no comment	8	19.5%
Total	41	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than 1 block	9	5.4%
1	57	34.1%
1.5	1	0.6%
2	32	19.2%
3	18	10.8%
4	10	6.0%
5	5	3.0%
6	2	1.2%
7	2	1.2%
8	1	0.6%
10	1	0.6%
Greater than 10	3	1.8%
Did not respond/no comment	26	15.6%
Total	167	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	136	54.2%
College	37	14.7%
Work	33	13.1%
Other	15	6.0%
Personal business/errands	12	4.8%
Shopping	10	4.0%
High school or junior high school	5	2.0%
Doctor/medical	1	0.4%
Did not respond/no comment	2	0.8%
Total	251	100%

Top responses for “other”:

- **Friends**
- **Public services**
- **School**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	161	64.1%
I transferred from bus route number	41	16.3%
I drove alone then parked	38	15.1%
I will be picked up	6	2.4%
I bicycled	3	1.2%
I carpooled and then parked	1	0.4%
Other	0	0.0%
I was dropped off	0	0.0%
Did not respond/no comment	1	0.4%
Total	251	100%

Responses for “other” include:

No other responses given

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
1	2	4.9%
22	1	2.4%
23	2	4.9%
24	7	17.1%
25	3	7.3%
26	1	2.4%
27	2	4.9%
42	2	4.9%
43	1	2.4%
44	2	4.9%
45	4	9.8%
60	1	2.4%
61	1	2.4%
64	1	2.4%
90	1	2.4%
91	2	4.9%
94	1	2.4%
Did not respond/no comment	7	17.1%
Total	41	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	12	7.5%
1	48	29.8%
1.5	3	1.9%
2	34	21.1%
2.5	2	1.2%
3	19	11.8%
3.5	1	0.6%
4	10	6.2%
5	1	0.6%
6	6	3.7%
7	2	1.2%
8	1	0.6%
Greater than 10 blocks	5	3.1%
Did not respond/no comment	17	10.6%
Total	161	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Drive alone	104	41.4%
I would not have made this trip	67	26.7%
Someone would drive me	36	14.3%
Carpool	24	9.6%
Other	10	4.0%
Walk	4	1.6%
Taxi	2	0.8%
Bicycle	2	0.8%
Did not respond/no comment	2	0.8%
Total	251	100%

Responses for “other” include:

- Would not be able to work in Spokane
- Walk

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	150	59.8%
2 – 4 days per week	63	25.1%
1 – 4 days per month	22	8.8%
Less than once per month	15	6.0%
Did not respond/no comment	1	0.4%
Total	251	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	136	54.2%
Cash fare	112	44.6%
Senior or disable fare	3	1.2%
Shuttle fare	0	0.0%
Total	251	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	110	43.8%
Monthly pass	67	26.7%
Student pass	54	21.5%
Commute Trip Reduction pass	15	6.0%
Monthly senior or disabled pass	5	2.0%
Total	251	100%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Quarterly pass	2	66.6%
Tokens	1	33.3%
Total	3	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	14	5.6%
18-24	73	29.1%
25-34	63	25.1%
35-49	58	23.1%
50-64	36	14.3%
Over 65	4	1.6%
Did not respond/no comment	3	1.2%
Total	251	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	133	53.0%
\$15,000 - \$27,500	47	18.7%
\$27,501 - \$42,500	31	12.4%
\$42,505 or more	31	12.4%
Refused	1	0.4%
Did not respond/no comment	8	3.2%
Total	251	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Changing service from 15 minute to 30 minute service	18	30.0%
Weekend service (Saturday & Sunday) and holidays	8	13.3%
Other	7	11.7%
Special event service (Like Bloomsday)	2	3.3%
Late night service after 11:30 PM	0	0.0%
Did not respond/no comment	25	41.7%
Total	60	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	26	43.3%
Weekend service (Saturday & Sunday) and holidays	1	1.7%
Curb to curb service rather than door to door	1	1.7%
Late night service after 11:30 PM	0	0.0%
Special event service (Like Bloomsday)	0	0.0%
Did not respond/no comment	32	53.3%
Total	60	100%

If other,

RESPONSE	TIMES MENTIONED	PERCENT
Changing from 30 to 60 minutes	1	14.3%
Trips to Cheney and back, need that	1	14.3%
I would choose D except the current frequency of service is 30 or 60 minutes depending on the time of day.	1	14.3%
Changing service from 30 minute	1	14.3%
n/a Cheney Bus	1	14.3%
Changes in regular service might effect me	1	14.3%
Change service from 30 min to 60 min	1	14.3%
Total	7	100%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT*
Convenience store/coffee or espresso stands	17	28.3%
Dry cleaning services	4	6.7%
Vending machines	3	5.0%
Car care facilities (lube, oil, filter services)	2	3.3%
On-site daycare at the Plaza	0	0.0%
Did not respond/no comment	37	61.7%
Total	60	100%

**60 Responded to question*

Question allowed for more than one response

Percentage based on number of responses

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 71

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Work	57	83.8%
Home	5	7.3%
College	4	5.9%
Other	2	3.0%
Personal business/errands	0	.0%
Shopping	0	.0%
Doctor/medical	0	.0%
High school or junior high school	0	.0%
Total	68	100%

Top responses for “other”:

- Seminar
- Work release

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	54	79.4%
I transferred from bus route number	9	13.3%
I bicycled	2	2.9%
I drove alone then parked	2	2.9%
I was dropped off	1	1.5%
Other	0	0%
I carpoled and then parked	0	0%
Total	68	100%

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	1	11.1%
21	1	11.1%
26	1	11.1%
40	1	11.1%
65	1	11.1%
71	2	22.25%
90	2	22.25%
Total	9	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	1	1.85%
1	19	35.3%
2	14	25.9%
3	6	11.1%
4	1	1.85%
8	2	3.7%
10	1	1.85%
11	1	1.85%
Did not respond/no comment	9	16.6%
Total	54	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	60	88.2%
Work	4	5.9%
Personal business/errands	1	1.5%
Other	1	1.5%
Shopping	0	0%
Doctor/medical	0	0%
High school or junior high school	0	0%
College	0	0%
Did not respond/no comment	2	2.9%
Total	68	100%

Response for “other”:

- Work release

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will walk	24	35.3%
I will drive alone	21	30.9%
I will transfer to bus route number	17	25.0%
Other	4	5.9%
I will carpool	2	2.9%
I will bicycle	0	0%
I will be picked up	0	0%
Total	68	100%

Responses for “*other*” include:

- Park and Ride

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
21	2	11.76%
24	2	11.76%
26	2	11.76%
27	1	5.89%
43	1	5.89%
44	2	11.76%
64	3	17.66%
90	2	11.76%
Did not respond/no comment	2	11.76%
Total	17	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	1	4.17%
1	4	16.67%
2	3	12.50%
2.5	1	4.17%
4	4	16.67%
7	2	8.33%
8	2	8.33%
10	2	8.33%
Did not respond/no comment	5	20.83%
Total	24	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Drive alone	29	42.6%
I would not have made this trip	11	16.2%
Carpool	10	14.7%
Someone would drive me	8	11.8%
Walk	4	5.9%
Bicycle	2	2.9%
Taxi	1	1.5%
Other	1	1.5%
Did not respond/no comment	2	2.9%
Total	68	100%

Responses for “*other*” include:

- Wouldn’t have

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	57	83.8%
2 – 4 days per week	8	11.8%
1 – 4 days per month	2	2.9%
Less than once per month	1	1.5%
Total	68	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	47	69.1%
Cash fare	19	27.9%
Senior or disable fare	1	1.5%
Shuttle fare	1	1.5%
Total	68	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	21	30.9%
Monthly pass	44	64.7%
Student pass	2	2.9%
Commute Trip Reduction pass	1	1.5%
Monthly senior or disabled pass	0	0%
Total	68	100%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Spouse pass	2	50.0%
Cash	1	25.0%
Tokens	1	25.0%
Total	4	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	1	1.5%
18-24	5	7.3%
25-34	13	19.1%
35-49	36	53.0%
50-64	12	17.6%
Over 65	1	1.5%
Total	68	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	19	28.0%
\$15,000 - \$27,500	26	38.2%
\$27,501 - \$42,500	10	14.7%
\$42,505 or more	9	13.2%
Did not respond/no comment	3	4.4%
Refused	1	1.5%
Total	68	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Changing service from 15 minute to 30 minute service	14	56.0%
Weekend service (Saturday & Sunday) and holidays	3	12.0%
Other	3	12.0%
Late night service after 11:30 PM	2	8%
Special event service (Like Bloomsday)	1	4%
Did not respond/no comment	2	8%
Total	25	100%

Responses for “other” include:

- **Cut in service, express service**

See database for complete responses to this question.

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	9	36%
Curb to curb service rather than door to door	2	8%
Weekend service (Saturday & Sunday) and holidays	1	4%
Late night service after 11:30 PM	1	4%
Special event service (Like Bloomsday)	1	4%
Did not respond/no comment	11	44%
Total	25	100%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	10	40%
Vending machines	4	16%
Dry cleaning services	3	12%
Car care facilities (lube, oil, filter services)	2	8%
On-site daycare at the Plaza	1	4%
Did not respond/no comment	5	20%
Total	25	100%

**FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL
ON-BOARD PASSENGER SURVEY ROUTE # 72**

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Work	43	87.8%
Home	4	8.2%
College	2	4.1%
Total	49	100.0%

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	35	71.4%
I transferred from bus route number	6	12.2%
I bicycled	1	2.0%
I drove alone then parked	3	6.1%
I was dropped off	3	6.1%
Other	1	2.0%
Total	49	100.0%

Responses for “other” include:

- **Arena Trolley**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
21	1	16.7%
23	1	16.7%
25	1	16.7%
45	1	16.7%
91	1	16.7%
94	1	16.7%
Total	6	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	2	5.7%
1	11	31.4%
1.5	1	2.9%
2	7	20.0%
2.5	1	2.9%
3	4	11.4%
4	4	11.4%
5	1	2.9%
12	2	5.7%
Did not respond/no comment	2	5.7%
Total	35	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	44	89.8%
Work	3	6.1%
Personal business/errands	1	2.0%
Did not respond/no comment	1	2.0%
Total	49	100%

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will drive alone	28	57.1%
I will transfer to bus route number	6	12.2%
I will be picked up	6	12.2%
I will walk	5	10.2%
I will carpool	3	6.1%
I will bicycle	1	2.0%
Total	49	100.0%

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
25	1	16.7%
27	1	16.7%
40	1	16.7%
46	1	16.7%
Did not respond/no comment	2	33.3%
Total	6	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
1	1	20.0%
2	1	20.0%
4	1	20.0%
7	1	20.0%
9	1	20.0%
Total	5	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Drive alone	41	83.7%
I would not have made this trip	3	6.1%
Carpool	4	8.2%
Someone would drive me	1	2.0%
Total	49	100.0%

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	37	75.5%
2 – 4 days per week	12	24.5%
Total	49	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Cash fare	10	20.4%
Did not respond/no comment	39	79.6%
Total	49	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	8	16.3%
Monthly pass	35	71.4%
Commute Trip Reduction pass	6	12.2%
Total	49	100%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Tokens from Agilent	1	100%
Total	1	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	0	0%
18-24	6	12.2%
25-34	2	4.1%
35-49	21	42.9%
50-64	20	40.8%
Over 65	0	0%
Total	49	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	4	8.2%
\$15,000 - \$27,500	16	32.7%
\$27,501 - \$42,500	10	20.4%
\$42,505 or more	10	20.4%
Did not respond/no comment	9	18.4%
Total	49	100.0%

Please note: Questions 8 and 9 are from the long survey only. No long surveys for this route were completed.

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 73
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Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Work	23	52.3%
Home	16	36.3%
Personal business/errands	2	4.5%
High School/Junior High School	1	2.3%
Doctor/Medical	1	2.3%
Shopping	1	2.3%
Total	44	100.0%

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	27	61.4%
I drove alone	9	20.5%
I transferred from bus route number	5	11.3%
I carpoled	2	4.5%
I was dropped off	1	2.3%
Total	44	100.0%

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
24	2	11.8%
25	1	5.8%
26	2	11.8%
33	2	11.8%
43	1	5.8%
44	2	11.8%
46	1	5.8%
90	2	11.8%
94	2	11.8%
Did not respond/no comment	2	11.8%
Total	17	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	7	10.4%
1	12	17.9%
1.5	1	1.5%
2	8	11.9%
3	9	13.4%
4	7	10.4%
5	4	6.0%
6	6	9.0%
Over 20 blocks	1	1.5%
Did not respond/no comment	12	17.9%
Total	67	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Work	25	27.5%
Home	24	26.3%
Other	10	11.0%
Personal business/errands	9	9.9%
Shopping	6	6.6%
High School or Junior High School	4	4.4%
College	4	4.4%
Doctor/medical	2	2.2%
Did not respond/no comment	7	7.7%
Total	91	100.0%

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	69	75.8%
I transferred from bus route number	17	18.7%
Other	1	1.1%
Did not respond/no comment	4	4.4%
Total	91	100.0%

Responses for “other” include:

- **Transfer**
- **Walk**
- **Bicycle**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
21	2	11.8%
24	1	11.8%
25	3	17.6%
26	2	11.8%
90	3	17.6%
91	1	5.9%
Did not respond/no comment	5	29.4%
Total	17	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	6	8.7%
1	10	14.5%
1.5	1	1.4%
2	14	20.3%
3	5	7.2%
4	5	7.2%
5	3	4.3%
6	2	2.9%
7	2	2.9%
10	2	2.9%
Greater than 10	3	4.3%
Did not respond/no comment	16	23.2%
Total	69	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
I would not have made this trip	23	25.2%
Walk	22	24.2%
Someone would drive me	18	19.8%
Drive alone	11	12.1%
Bicycle	5	5.5%
Carpool	4	4.4%
Taxi	3	3.3%
Other	2	2.2%
Did not respond/no comment	3	3.3%
Total	91	100.0%

Responses for “*other*” include:

- Walk, bicycle, carpool

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	68	74.7%
2 – 4 days per week	18	19.8%
1 – 4 days per month	4	4.4%
Less than once per month	1	1.1%
Total	91	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	48	57.7%
Cash fare	35	38.5%
Senior or disable fare	7	7.7%
Shuttle Fare	1	1.1%
Total	91	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	43	47.3%
Monthly pass	38	41.7%
Monthly senior or disabled pass	6	6.6%
Commute Trip Reduction pass	2	2.2%
Student pass	2	2.2%
Total	91	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	5	5.5%
18-24	26	28.6%
25-34	15	16.5%
35-49	24	26.3%
50-64	16	17.6%
Over 65	5	5.5%
Total	91	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	66	72.5%
\$15,000 - \$27,500	15	16.5%
\$27,501 - \$42,500	6	6.6%
Did not respond/no comment	3	3.3%
\$42,501 or more	1	1.1%
Total	91	100.0%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit were required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Late night service after 11:30 PM	1	100.0%
Total	1	100.0%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	1	100.0%
Total	1	100.0%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	1	100.0%
Total	1	100.0%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 90
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Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	319	53.5%
Personal business/errands	79	13.3%
Work	66	11.1%
Shopping	40	6.7%
Other	32	5.4%
High school or junior high school	22	3.7%
Doctor/medical	20	3.4%
College	17	2.9%
Did not respond/no comment	1	0.2%
Total	596	100%

Top responses for “other”:

- **Public services**
- **Job interviews**
- **Friends/family**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	392	65.8%
I transferred from bus route number	137	23.0%
I was dropped off	26	4.4%
I bicycled	15	2.5%
I drove alone then parked	14	2.3%
Other	5	0.8%
I carpooled and then parked	2	0.3%
Did not respond/no comment	5	0.8%
Total	596	100%

Responses for “other” include:

- **Wheelchair**
- **On Campus**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	4	2.9%
21	7	5.1%
22	7	5.1%
23	1	0.7%
24	17	12.4%
25	4	2.9%
26	5	3.6%
27	7	5.1%
29	1	0.7%
30	2	1.5%
33	10	7.3%
40	3	2.2%
42	2	1.5%
43	3	2.2%
44	2	1.5%
45	2	1.5%
46	2	1.5%
61	2	1.5%
64	3	2.2%
65	2	1.5%
90	12	8.8%
91	6	4.4%
94	1	0.7%
95	4	2.9%
96	2	1.5%
97	7	5.1%
Did not respond/no comment	19	13.9%
Total	137	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than 1 block	24	6.1%
1	61	15.6%
1.5	5	1.3%
2	63	16.1%
2.5	3	0.8%
3	34	8.7%
4	44	11.2%
4.5	2	0.5%
5	17	4.3%
6	12	3.1%
7	9	2.3%
8	8	2.0%
9	3	0.8%
10	6	1.5%
Greater than 10	15	3.8%
Did not respond/no comment	86	21.9%
Total	392	100%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	199	33.4%
Work	131	22.0%
Personal business/errands	113	19.0%
Shopping	56	9.4%
Other	47	7.9%
Doctor/medical	23	3.9%
High school or junior high school	9	1.5%
College	8	1.3%
Did not respond/no comment	10	1.7%
Total	596	100%

Top responses for “other”:

- **Downtown**
- **Public services**
- **Family**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	398	66.8%
I transferred from bus route number	148	24.8%
I will be picked up	14	2.3%
I bicycled	12	2.0%
Other	10	1.7%
I drove alone then parked	6	1.0%
I carpooled and then parked	1	0.2%
I was dropped off	0	0.0%
Did not respond/no comment	7	1.2%
Total	596	100%

Responses for “other” include:

- *Greyhound*
- *Bus*
- *Wheelchair*

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
20	2	1.4%
21	9	6.1%
22	4	2.7%
23	2	1.4%
24	4	2.7%
25	11	7.4%
26	2	1.4%
27	3	2.0%
29	5	3.4%
33	6	4.1%
40	3	2.0%
42	9	6.1%
43	4	2.7%
44	1	0.7%
45	1	0.7%
46	1	0.7%
50	1	0.7%
61	4	2.7%
90	23	15.5%
91	3	2.0%
94	3	2.0%
95	5	3.4%
96	3	2.0%
97	5	3.4%
Did not respond/no comment	34	23.0%
Total	148	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	32	8.0%
1	61	15.3%
1.5	5	1.3%
2	70	17.6%
2.5	1	0.3%
3	42	10.6%
4	23	5.8%
4.5	1	0.3%
5	14	3.5%
6	13	3.3%
7	8	2.0%
8	9	2.3%
9	4	1.0%
10	5	1.3%
Greater than 10 blocks	9	2.3%
Did not respond/no comment	101	25.4%
Total	398	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
I would not have made this trip	164	27.5%
Walk	151	25.3%
Someone would drive me	114	19.1%
Drive alone	55	9.2%
Taxi	33	5.5%
Bicycle	33	5.5%
Carpool	19	3.2%
Other	17	2.9%
Did not respond/no comment	10	1.7%
Total	596	100%

Responses for “*other*” include:

- Buss pass
- Ride with the kids
- Not sure

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	395	66.3%
2 – 4 days per week	135	22.7%
1 – 4 days per month	43	7.2%
Less than once per month	19	3.2%
Did not respond/no comment	4	0.7%
Total	596	100%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	255	42.8%
Cash fare	266	44.6%
Senior or disable fare	63	10.6%
Shuttle fare	12	2.0%
Total	596	100%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	260	43.6%
Monthly pass	260	43.6%
Monthly senior or disabled pass	48	8.1%
Student pass	20	3.4%
Commute Trip Reduction pass	8	1.3%
Total	596	100%

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Tokens	4	66.7%
I'm going to get bus pass	1	16.7%
Sometimes a monthly pass	1	16.7%
Total	6	100%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	40	6.7%
18-24	148	24.8%
25-34	131	22.0%
35-49	195	32.7%
50-64	67	11.2%
Over 65	12	2.0%
Did not respond/no comment	3	0.5%
Total	596	100%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	412	69.1%
\$15,000 - \$27,500	111	18.6%
\$27,501 - \$42,500	37	6.2%
\$42,505 or more	8	1.3%
Did not respond/no comment	28	4.7%
Total	596	100%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Changing service from 15 minute to 30 minute service	22	37.3%
Weekend service (Saturday & Sunday) and holidays	19	32.2%
Late night service after 11:30 PM	9	15.3%
Other	6	10.2%
Special event service (Like Bloomsday)	2	3.4%
Did not respond/no comment	1	1.7%
Total	59	100%

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	38	64.4%
Special event service (Like Bloomsday)	5	8.5%
Late night service after 11:30 PM	4	6.8%
Weekend service (Saturday & Sunday) and holidays	1	1.7%
Curb to curb service rather than door to door	1	1.7%
Did not respond/no comment	10	16.9%
Total	59	100%

If other,

RESPONSE	TIMES MENTIONED	PERCENT
None	2	33.3%
Any, its impossible as it is, cutting it may as well cancel it.	1	16.7%
Don't ride enough	1	16.7%
Don't stop before 11 pm ever	1	16.7%
Total	6	100%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT*
Convenience store/coffee or espresso stands	30	50.8%
Vending machines	10	16.9%
On-site daycare at the Plaza	9	15.3%
Car care facilities (lube, oil, filter services)	8	13.6%
Dry cleaning services	6	10.2%
Did not respond/no comment	13	22.0%

**59 Responded to question*

Question allowed for more than one response

Percentage based on number of responses

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 91

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	58	63.7%
Work	8	8.8%
Personal business/errands	8	8.8%
High School/Junior High School	4	4.4%
Doctor/Medical	3	3.3%
Shopping	3	3.3%
Other	2	2.2%
College	1	1.1%
Did not respond/no comment	4	4.4%
Total	91	100.0%

Top responses for “other”:

- **DSHS**
- **Work Source**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	67	73.6%
I transferred from bus route number	17	18.7%
I was dropped off	3	3.3%
I drove alone	2	2.2%
Other	2	2.2%
Total	91	100.0%

Responses for “*other*” include:

- Transfer, walked, bicycle

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
24	2	11.8%
26	2	11.8%
33	2	11.8%
44	2	11.8%
90	2	11.8%
94	2	11.8%
25	1	5.8%
43	1	5.8%
46	1	5.8%
Did not respond/no comment	2	11.8%
Total	17	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	7	10.4%
1	12	17.9%
1.5	1	1.5%
2	8	11.9%
3	9	13.4%
4	7	10.4%
5	4	6.0%
6	6	9.0%
Greater than 10	1	1.5%
Did not respond/no comment	12	17.9%
Total	67	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Work	25	27.5%
Home	24	26.3%
Other	10	11.0%
Personal business/errands	9	9.9%
Shopping	6	6.6%
High School or Junior High School	4	4.4%
College	4	4.4%
Doctor/medical	2	2.2%
Did not respond/no comment	7	7.7%
Total	91	100.0%

Top responses for “other”:

- **DSHS**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	69	75.8%
I transferred from bus route number	17	18.7%
Other	1	1.1%
Did not respond/no comment	4	4.4%
Total	91	100.0%

Responses for “*other*” include:

- Transfer, walk, bicycle

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
21	2	11.8%
24	1	5.9%
25	3	17.6%
26	2	11.8%
90	3	17.6%
91	1	5.9%
Did not respond/no comment	5	29.4%
Total	17	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	6	8.7%
1	10	14.5%
1.5	1	1.4%
2	14	20.3%
3	5	7.2%
4	5	7.2%
5	3	4.3%
6	2	2.9%
7	2	2.9%
10	2	2.9%
Greater than 10	3	4.3%
Did not respond/no comment	16	23.2%
Total	69	100%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
I would not have made this trip	23	25.2%
Walk	22	24.2%
Someone would drive me	18	19.8%
Drive alone	11	12.1%
Bicycle	5	5.5%
Carpool	4	4.4%
Taxi	3	3.3%
Other	2	2.2%
Did not respond/no comment	3	3.3%
Total	91	100.0%

Responses for “other” include:

- Walk, bicycle, carpool

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	68	74.7%
2 – 4 days per week	18	19.8%
1 – 4 days per month	4	4.4%
Less than once per month	1	1.1%
Total	91	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	48	57.7%
Cash fare	35	38.5%
Senior or disable fare	7	7.7%
Shuttle Fare	1	1.1%
Total	91	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	43	47.3%
Monthly pass	38	41.7%
Monthly senior or disabled pass	6	6.6%
Commute Trip Reduction pass	2	2.2%
Student pass	2	2.2%
Total	91	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	5	5.5%
18-24	26	28.6%
25-34	15	16.5%
35-49	24	26.3%
50-64	16	17.6%
Over 65	5	5.5%
Total	91	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	66	72.5%
\$15,000 - \$27,500	15	16.5%
\$27,501 - \$42,500	6	6.6%
\$42,501 or more	1	1.1%
Did not respond/no comment	3	3.3%
Total	91	100.0%

Please note: Questions 8 and 9 are from the long survey only

- 8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Late night service after 11:30 PM	1	100.0%
Total	1	100.0%

Responses for “other” include:

- There were no “other” responses

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	1	100.0%
Total	1	100.0%

- 9.) Are there any other services that you would use if they were located at the Plaza or at any of STA’s Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	1	100.0%
Total	1	100.0%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 94

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	120	75.0%
Work	4	2.5%
High School/Junior High School	2	1.2%
Doctor/Medical	4	2.5%
Shopping	7	4.4%
Other	10	6.3%
Personal business/errands	8	5.0%
Did not respond/no comment	5	3.1%
Total	160	100.0%

Top responses for “other”:

- **Friends**
- **Job Search**

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	125	78.1%
I transferred from bus route number	31	19.4%
I was dropped off	3	1.9%
Other	1	.6%
Total	160	100.0%

Responses for “other” include:

- STA Plaza

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
21	1	3.2%
24	4	12.9%
25	4	12.9%
26	2	6.5%
29	1	3.2%
33	2	6.5%
40	1	3.2%
42	1	3.2%
43	1	3.2%
44	1	3.2%
45	2	6.5%
61	1	3.2%
65	1	3.2%
Did not respond/no comment	9	29.0%
Total	31	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	5	4.0%
1	26	20.8%
1.5	3	2.4%
2	23	18.4%
2.5	4	3.2%
3	20	16.0%
3.5	1	0.8%
4	7	5.6%
5	5	4.0%
6	4	3.2%
8	2	1.6%
10	1	0.8%
Greater than 10	3	2.4%
Did not respond/no comment	21	16.8%
Total	125	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Work	42	26.3%
Home	31	19.4%
Shopping	21	13.1%
Personal business/errands	20	12.5%
Other	19	11.9%
Doctor/medical	10	6.2%
High School or Junior High School	8	5.0%
College	4	2.5%
Did not respond/no comment	5	3.1%
Total	160	100.0%

Top responses for “other”:

- **Friends**
- **School/Learning**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	105	65.6%
I transferred from bus route number	45	28.2%
Other	5	3.1%
I will be picked up	2	1.3%
I bicycled	1	.6%
I carpoled	1	.6%
Did not respond/no comment	1	.6%
Total	160	100.0%

Responses for “other” include:

- **Bus Pass**

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
1	1	2.2%
21	2	4.5%
22	1	2.2%
24	1	2.2%
25	4	8.9%
26	1	2.2%
27	1	2.2%
33	2	4.5%
40	1	2.2%
42	1	2.2%
43	1	2.2%
45	1	2.2%
46	1	2.2%
61	3	6.7%
64	1	2.2%
90	2	4.4%
94	9	20.0%
Shuttle	1	2.2%
Did not respond/no comment	11	24.5%
Total	45	100%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	6	5.7%
1	23	21.9%
2	23	21.9%
2.5	2	1.9%
3	15	14.2%
3.5	1	1.0%
4	4	3.8%
5	5	4.7%
6	1	1.0%
7	1	1.0%
8	1	1.0%
10	1	1.0%
Greater than 10	1	1.0%
Did not respond/no comment	21	20.0%
Total	105	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Walk	42	26.2%
I would not have made this trip	41	25.6%
Someone would drive me	39	24.4%
Drive alone	15	9.4%
Taxi	10	6.3%
Bicycle	3	1.9%
Other	3	1.9%
Carpool	1	.6%
Did not respond/no comment	6	3.7%
Total	160	100.0%

Responses for “*other*” include:

- Bus

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	108	67.5%
2 – 4 days per week	35	21.9%
1 – 4 days per month	9	5.6%
Less than once per month	5	3.1%
Did not respond/no comment	3	1.9%
Total	160	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	105	65.6%
Cash fare	44	27.5%
Senior or disable fare	8	5.0%
Shuttle Fare	3	1.9%
Total	160	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	57	35.6%
Monthly pass	71	44.4%
Monthly senior or disabled pass	28	17.5%
Commute Trip Reduction pass	3	1.9%
Student pass	1	.6%
Total	160	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	18	11.2%
18-24	24	15.0%
25-34	26	16.2%
35-49	47	29.4%
50-64	31	19.4%
Over 65	11	6.9%
Did not respond/no comment	3	1.9%
Total	160	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	105	65.6%
\$15,000 - \$27,500	28	17.5%
\$27,501 - \$42,500	12	7.5%
\$42,501 or more	3	1.9%
Did not respond/no comment	12	7.5%
Total	160	100.0%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Sat & Sun) and holidays	2	100.0%
Total	2	100.0%

Responses for “*other*” include:

- “Route/schedule changes such as would lengthen the commute”

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	1	50.0%
Did not respond/no comment	1	50.0%
Total	2	100.0%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA’s Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Did not respond/no comment	2	100.0%
Total	2	100.0%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 95

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	40	83.3%
Work	4	8.3%
High School/Junior High School	2	4.2%
Doctor/Medical	1	2.1%
Personal business/errands	1	2.1%
Total	48	100.0%

Top responses for “other”:

- There were no “other” responses

See database for complete responses to this question.

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	37	77.1%
I transferred from bus route number	11	22.9%
Total	48	100.0%

Responses for “other” include:

- There were no “other” responses

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
46	1	9.0%
55	1	9.0%
73	5	45.5%
90	2	18.2%
Did not respond/no comment	2	18.2%
Total	11	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	3	8.1%
1	12	32.5%
2	3	8.1%
3	5	13.5%
4	6	16.2%
5	1	2.7%
8	1	2.7%
9	1	2.7%
10	1	2.7%
Greater than 10	1	2.7%
Did not respond/no comment	3	8.1%
Total	37	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Work	27	56.3%
Home	7	14.6%
Other	3	6.2%
Personal business/errands	3	6.2%
College	3	6.2%
Doctor/medical	2	4.2%
High School or Junior High School	2	4.2%
Shopping	1	2.1%
Total	48	100.0%

Top responses for “other”:

- **Job Hunting**
- **Church**

See database for complete responses to this question.

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	31	73.1%
I transferred from bus route number	17	17.3%
Total	48	100.0%

Responses for “other” include:

- There were no “other” responses

See database for complete responses to this question.

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
1	1	5.9%
33	1	5.9%
73	3	17.6%
90	3	11.8%
95	6	35.3%
96	1	5.9%
Did not respond/no comment	3	17.6%

**17 responded to the question*

Some respondents named multiple route numbers

Percentage based on number of respondents

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	6	19.4%
1	12	38.7%
2	4	12.9%
4	3	9.6%
3	2	6.5%
10	2	6.5%
6	1	3.2%
11-12	1	3.2%
Total	31	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Someone would drive me	12	25.0%
Walk	11	22.9%
I would not have made this trip	8	16.7%
Taxi	5	10.4%
Bicycle	4	8.3%
Drive alone	3	6.3%
Carpool	3	6.3%
Other	2	4.1%
Total	48	100.0%

Responses for “*other*” include:

- “I don’t know”

See database for complete responses to this question.

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	36	75.0%
2 – 4 days per week	10	20.8%
1 – 4 days per month	2	4.2%
Total	48	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	23	47.9%
Cash fare	23	47.9%
Senior or disable fare	2	4.2%
Total	48	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	19	39.6%
Monthly pass	22	45.8%
Monthly senior or disabled pass	3	6.3%
Student pass	3	6.3%
Commute Trip Reduction pass	1	2.0%
Total	48	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	3	6.2%
18-24	12	25.0%
25-34	11	22.9%
35-49	13	27.1%
50-64	5	10.4%
Over 65	2	4.2%
Did not respond/no comment	2	4.2%
Total	48	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	26	54.1%
\$15,000 - \$27,500	18	37.5%
\$27,501 - \$42,500	1	2.1%
Did not respond/no comment	3	6.3%
Total	48	100.0%

Please note: Questions 8 and 9 are from the long survey only

8.) If Spokane Transit is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service

RESPONSE	TIMES MENTIONED	PERCENT
Weekend service (Sat & Sun) and holidays	5	45.5%
Changing service from 15 min to 30 min service	4	36.3%
Special event service (Like Bloomsday)	1	9.1%
Other	1	9.1%
Total	11	100.0%

Responses for “other” include:

- “Route/schedule changes such as would lengthen the commute”

Paratransit

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	7	63.6%
Weekend service (Sat & Sun) and holidays	1	9.1%
Special event service (like Bloomsday)	1	9.1%
Did not respond/no comment	2	18.2%
Total	11	100.0%

9.) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

RESPONSE	TIMES MENTIONED	PERCENT
Convenience store/coffee or espresso stands	4	36.4%
Did not respond/no comment	4	36.4%
Vending machines	2	18.1%
Dry cleaning services	1	9.1%
Total	11	100.0%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 97

Please note: Questions 1 through 7 represent short and long surveys combined.

1A.) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	12	57.1%
Work	3	14.3%
Personal business/errands	2	9.5%
Doctor/medical	1	4.8%
High school or junior high school	1	4.8%
Pay bills	1	4.8%
Friend's house	1	4.8%
Total	21	100.0%

1B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

1C.) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	15	71.4%
I transferred from bus route number	5	23.8%
I bicycled	1	4.8%
Total	21	100.0%

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
90	3	60.0%
91	1	20.0%
95	1	20.0%
Total	5	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	3	21.4%
1	6	42.9%
2	1	7.1%
6	1	7.1%
10	1	7.1%
Did not respond/no comment	2	14.3%
Total	14	100.0%

2A.) Where are you going?

RESPONSE	TIMES MENTIONED	PERCENT
Home	7	33.3%
Work	4	19.0%
Shopping	2	9.5%
Doctor/medical	2	9.5%
Personal business/errands	2	9.5%
High school or junior high school	2	9.5%
College	1	4.8%
To a Friend's	1	4.8%
Total	21	100.0%

2B.) What is the exact location or name of that place? Please write the address.

See database for complete responses to this question.

2C.) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	12	57.1%
I transferred from bus route number	7	33.3%
I bicycled	1	4.8%
Did not respond/no comment	1	4.8%
Total	21	100.0%

If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT
90	6	85.7%
97	1	14.3%
Total	7	100.0%

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	1	8.3%
1	4	33.3%
1.5	1	8.3%
2	3	25.0%
3	1	8.3%
Did not respond/no comment	2	16.7%
Total	12	100.0%

3.) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
Bicycle	5	23.8%
Walk	4	19.0%
I would not have made this trip	4	19.0%
Someone would drive me	4	19.0%
Taxi	3	14.3%
Drive alone	1	4.8%
Total	21	100.0%

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	17	81.0%
2 – 4 days per week	2	9.5%
1 – 4 days per month	1	4.8%
Less than once per month	1	4.8%
Total	21	100.0%

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	10	47.6%
Cash fare	10	47.6%
Senior or disable fare	1	4.8%
Did not respond/no comment	0	0%
Total	21	100.0%

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	10	47.6%
Monthly pass	7	35.0%
Monthly senior or disabled pass	2	10.0%
Student pass	1	5.0%
Did not respond/no comment	0	0%
Total	21	100.0%

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	4	19.0%
18-24	2	9.5%
25-34	6	28.6%
35-49	5	23.8%
50-64	4	19.0%
Over 65	0	0%
Total	21	100.0%

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	15	71.4%
\$15,000 - \$27,500	4	19.0%
\$27,501 - \$42,500	1	4.8%
\$42,505 or more	1	4.8%
Total	21	100.0%

Please note: Questions 8 and 9 are from the long survey only

Route 97 contained no long survey responses.

**DEMOGRAPHICS: SRTC/SPOKANE TRANSIT AUTHORITY
ON-BOARD PASSENGER SURVEY**

1.) How often do you ride Spokane Transit?

5 or more days per week:

Under 18

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	249	78%
Did not respond/no comment	43	13%
\$15,000 - \$27,500	20	6%
\$27,501 - \$42,500	4	1%
\$42,501 – or more	3	1%
Refused	0	0%
Total	319	100%

18 - 24

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	685	78%
\$15,000 - \$27,500	137	16%
Did not respond/no comment	29	3%
\$27,501 - \$42,500	18	2%
\$42,505 or more	7	1%
Refused	0	0%
Total	876	100%

25 – 34

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	446	60%
\$15,000 - \$27,500	208	28%
\$27,501 - \$42,500	48	7%
Did not respond/no comment	18	2%
\$42,505 or more	15	2%
Refused	3	0%
Total	738	100%

35 - 49

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	647	58%
\$15,000 - \$27,500	279	25%
\$27,501 - \$42,500	107	10%
\$42,505 or more	49	4%
Did not respond/no comment	30	3%
Refused	4	0%
Total	1116	100%

50 – 64

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	304	50%
\$15,000 - \$27,500	123	20%
\$27,501 - \$42,500	68	11%
\$42,505 or more	64	11%
Did not respond/no comment	36	6%
Refused	7	1%
Total	602	100%

Over 65

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	62	55%
\$15,000 - \$27,500	32	29%
Did not respond/no comment	6	5%
\$27,501 - \$42,500	5	5%
\$42,505 or more	3	3%
Refused	3	3%
Total	111	100%

2 – 4 days per week:

Under 18

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	85	74%
Did not respond/no comment	21	18%
\$27,501 - \$42,500	6	5%
Refused	2	2%
\$15,000 - \$27,500	1	1%
\$42,501 – or more	0	0%
Total	115	100%

18 - 24

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	209	80%
\$15,000 - \$27,500	36	14%
\$27,501 - \$42,500	5	2%
\$42,505 or more	5	2%
Did not respond	4	2%
Refused	0	0%
Total	259	100%

25 – 34

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	134	53%
\$15,000 - \$27,500	84	33%
\$27,501 - \$42,500	21	8%
\$42,505 or more	10	4%
Did not respond/no comment	6	2%
Refused	0	0%
Total	255	100%

35- 49

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	205	55%
\$15,000 - \$27,500	89	24%
\$27,501 - \$42,500	42	11%
\$42,505 or more	27	7%
Did not respond	10	3%
Refused	1	0%
Total	374	100%

50 – 64

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	87	47%
\$15,000 - \$27,500	32	17%
\$42,505 or more	27	15%
\$27,501 - \$42,500	24	13%
Did not respond/no comment	12	7%
Refused	1	1%
Total	183	100%

Over 65

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	57	57%
\$15,000 - \$27,500	17	17%
\$27,501 - \$42,500	11	11%
Did not respond/no comment	7	7%
\$42,505 or more	6	6%
Refused	2	2%
Total	100	100%

1 – 4 days per month:

Under 18

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	21	75%
Did not respond/no comment	4	14%
\$15,000 - \$27,500	2	7%
\$27,501 - \$42,500	1	4%
\$42,501 – or more	0	0%
Refused	0	0%
Total	28	100%

18 - 24

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	67	76%
\$15,000 - \$27,500	14	16%
\$42,505 or more	3	3%
\$27,501 - \$42,500	2	2%
Did not respond/no comment	2	2%
Refused	1	1%
Total	89	100%

25 – 34

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	40	57%
\$15,000 - \$27,500	18	25%
\$27,501 - \$42,500	8	11%
\$42,505 or more	5	7%
Refused	0	0%
Did not respond/no comment	0	0%
Total	71	100%

35 - 49

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	53	47%
\$15,000 - \$27,500	32	29%
\$27,501 - \$42,500	16	14%
\$42,505 or more	10	9%
Did not respond/no comment	1	1%
Refused	0	0%
Total	112	100%

50 – 64

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	32	50%
\$42,505 or more	13	21%
\$15,000 - \$27,500	9	14%
\$27,501 - \$42,500	6	10%
Did not respond/no comment	3	5%
Refused	0	0%
Total	63	100%

Over 65

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	14	39%
\$15,000 - \$27,500	8	22%
\$27,501 - \$42,500	6	17%
Did not respond/no comment	4	11%
\$42,505 or more	3	8%
Refused	1	3%
Total	36	100%

Less than once per month:

Under 18

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	12	66%
\$27,501 - \$42,500	3	17%
Did not respond/no comment	3	17%
\$15,000 - \$27,500	0	0%
\$42,501 – or more	0	0%
Refused	0	0%
Total	18	100%

18 - 24

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	32	67%
\$15,000 - \$27,500	13	27%
Did not respond/no comment	2	4%
\$27,501 - \$42,500	1	2%
\$42,505 or more	0	0%
Refused	0	0%
Total	48	100%

25 – 34

RESPONSE	TIMES MENTIONED	PERCENT
\$15,000 - \$27,500	9	39%
Less than \$15,000	7	30%
\$27,501 - \$42,500	6	26%
Did not respond/no comment	1	4%
\$42,505 or more	0	0%
Refused	0	0%
Total	23	100%

35 - 49

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	26	46%
\$27,501 - \$42,500	13	23%
\$15,000 - \$27,500	10	18%
Did not respond/no comment	4	7%
\$42,505 or more	3	5%
Refused	1	2%
Total	57	100%

50 – 64

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	10	43%
\$42,505 or more	8	34%
\$27,501 - \$42,500	4	18%
\$15,000 - \$27,500	1	5%
Refused	0	0%
Did not respond/no comment	0	0%
Total	24	100%

Over 65

RESPONSE	TIMES MENTIONED	PERCENT
\$27,501 - \$42,500	3	34%
Less than \$15,000	2	22%
\$15,000 - \$27,500	2	22%
\$42,505 or more	1	11%
Did not respond/no comment	1	11%
Refused	0	0%
Total	9	100%

FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY
--

1-A) Where are you coming from?

RESPONSE	TIMES MENTIONED	PERCENT
Home	2853	50.0%
Work	884	15.5%
Personal business/errands	457	8.0%
Shopping	442	7.7%
Other	300	5.3%
College	295	5.2%
Doctor/medical	201	3.5%
High school or junior high school	185	3.2%
Did not respond/no comment	90	1.6%
Total	5707	100%

Top responses for *other*:

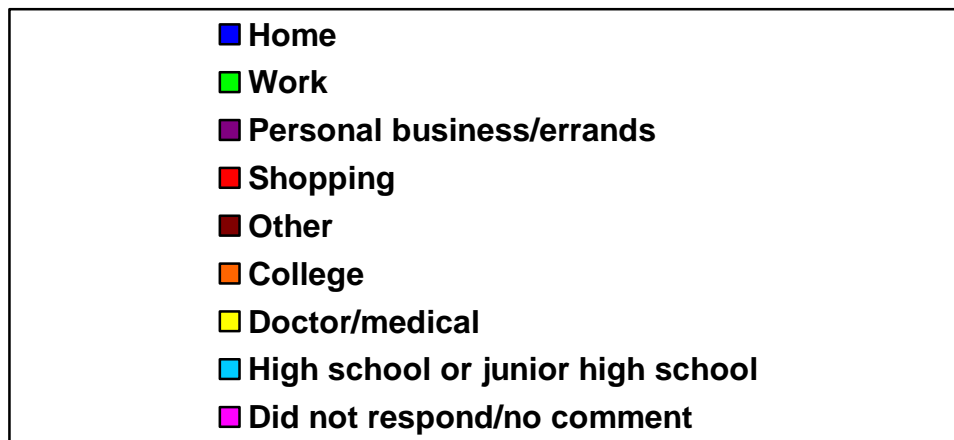
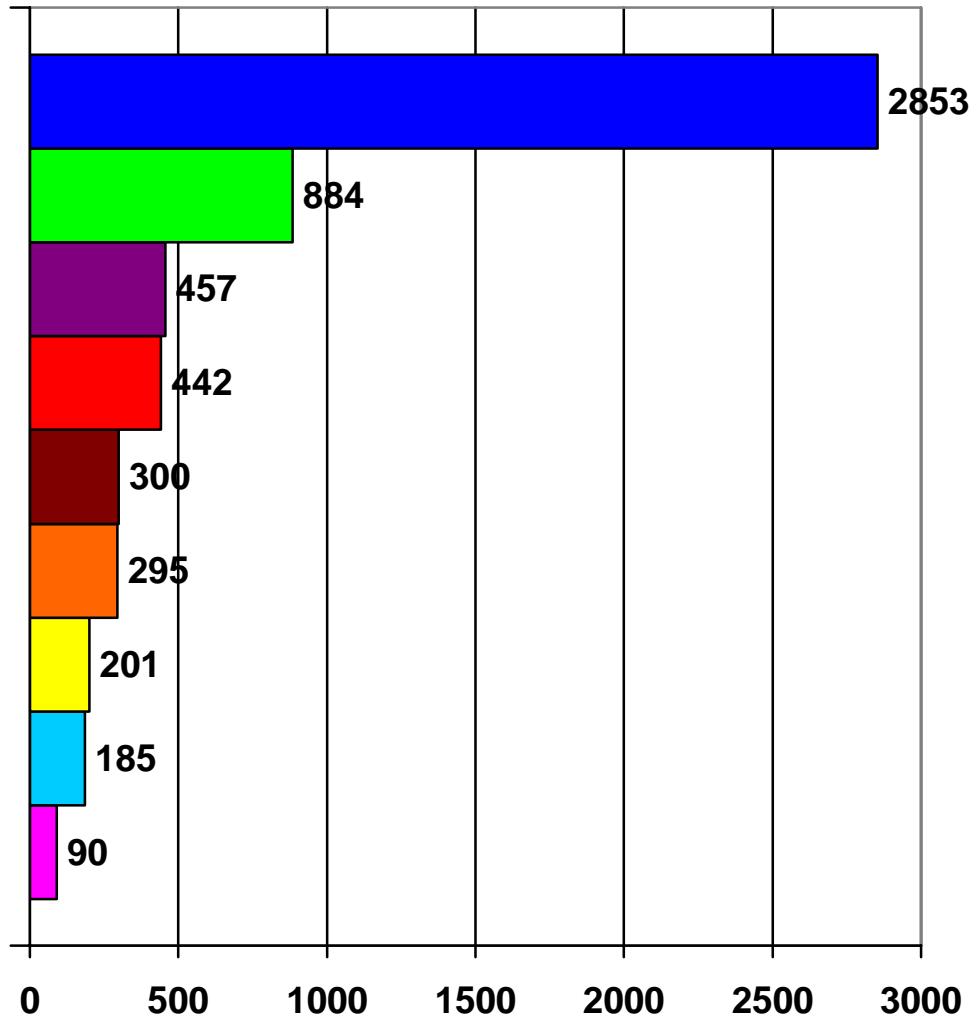
- **Friend's house**
- **Library**
- **Plaza**
- **Job search**
- **YMCA**

See database for complete responses to this question

1-B) What is the exact location or name of that place? Please write the address.

- *See database for complete responses to this question.*

Where are you coming from?
(In number of respondents)



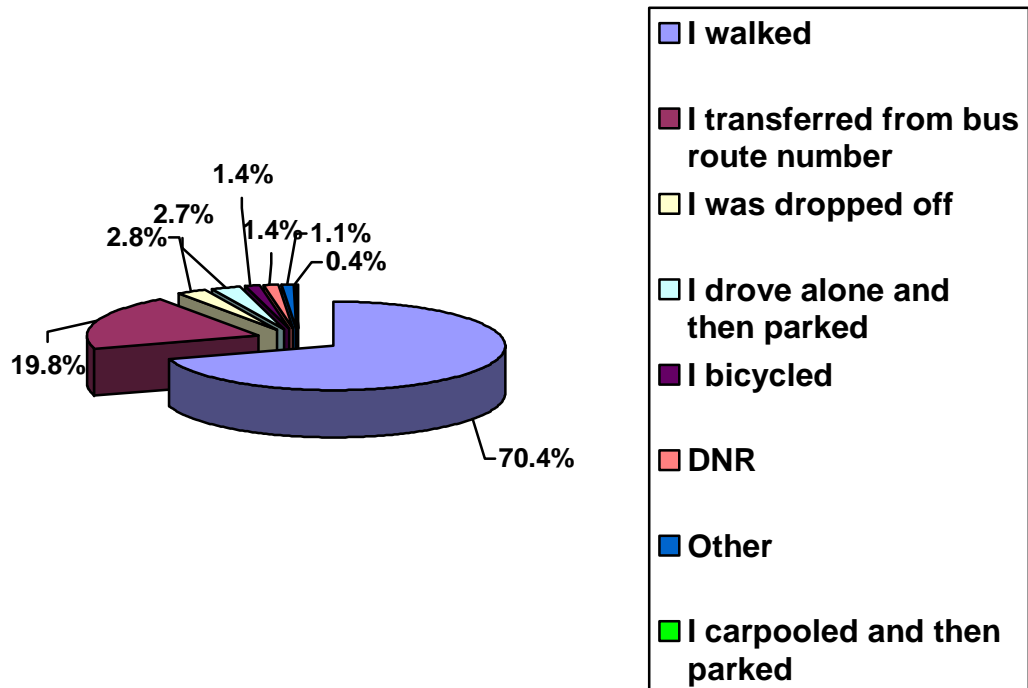
1-C) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
I walked	4016	70.4%
I transferred from bus route number	1128	19.8%
I was dropped off	162	2.8%
I drove alone then parked	156	2.7%
I bicycled	80	1.4%
Other	64	1.1%
I carpooled and then parked	23	0.4%
Did not respond/no comment	78	1.4%
Total	5707	100%

Responses for *other* include:

- Taxi, skateboard, wheelchair, trolley, and skywalk.

See database for complete responses to this question



If transferred, from what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
1	1	0.1%
20	41	3.6%
21	42	3.7%
22	43	3.8%
23	19	1.7%
24	79	7.0%
25	85	7.5%
26	54	4.8%
27	57	5.1%
29	27	2.4%
30	7	0.6%
33	47	4.2%
40	25	2.2%
41	1	0.1%
42	21	1.9%
43	23	2.0%
44	41	3.6%
45	21	1.9%
46	31	2.7%
47	2	0.2%
48	1	0.1%
50	1	0.1%
55	1	0.1%
61	20	1.8%
64	15	1.3%
65	38	3.4%
66	1	0.1%
71	2	0.2%
72	3	0.3%
73	11	1.0%
81	1	0.1%
90	115	10.2%
91	23	2.0%
92	1	0.1%
94	29	2.6%
95	7	0.6%
96	3	0.3%

97	8	0.7%
North Loop	1	0.1%
All	1	0.1%
Arena	1	0.1%
Crestline	1	0.1%
E Sprague	1	0.1%
N Monroe	1	0.1%
Plaza	1	0.1%
Shuttle	1	0.1%
Sprague	1	0.1%
Trolley	1	0.1%
Wall	1	0.1%
Did not respond/no comment	183	16.3%

**1128 responded to the question
Some respondents named multiple route numbers
Percentage based on number of respondents*

Top 10 responses by route number*

90	115	10.2%
21	42	3.7%
22	43	3.8%
24	79	7.0%
25	85	7.5%
26	54	4.8%
27	57	5.1%
33	47	4.2%
44	41	3.6%
65	38	3.4%

**1128 responded to the question
Some respondents named multiple route numbers
Percentage based on number of respondents*

If walked, how many blocks?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	312	7.8%
1	947	23.6%
1.5	49	1.2%
2	710	17.8%
2.5	36	0.9%
3	381	9.5%
3.5	3	0.1%
4	301	7.5%
4.5	9	0.2%
5	180	4.5%
5.5	3	0.1%
6	123	3.1%
6.5	1	0.0%
7	45	1.1%
7.5	3	0.1%
8	57	1.4%
9	15	0.4%
10	51	1.3%
11-12	31	0.8%
13-14	6	0.1%
15-16	10	0.2%
17-18	5	0.1%
20 or more	24	0.6%
1.5 miles	1	0.0%
A LOT	1	0.0%
Across campus	4	0.1%
Across street	1	0.0%
Don't know	1	0.0%
From Mead	1	0.0%
Not far	1	0.0%
Thru parking lot	1	0.0%
Did not respond/no comment	703	17.5%
Total	4016	100%

2-A) Where are you going to?

RESPONSE	TIMES MENTIONED	PERCENT
Home	2005	35.1%
Work	1084	19.0%
Personal business/errands	737	12.9%
Shopping	684	12.0%
Other	492	8.6%
Doctor/medical	241	4.2%
College	221	3.9%
High school or junior high school	130	2.3%
Did not respond/no comment	113	2.0%
Total	5707	100%

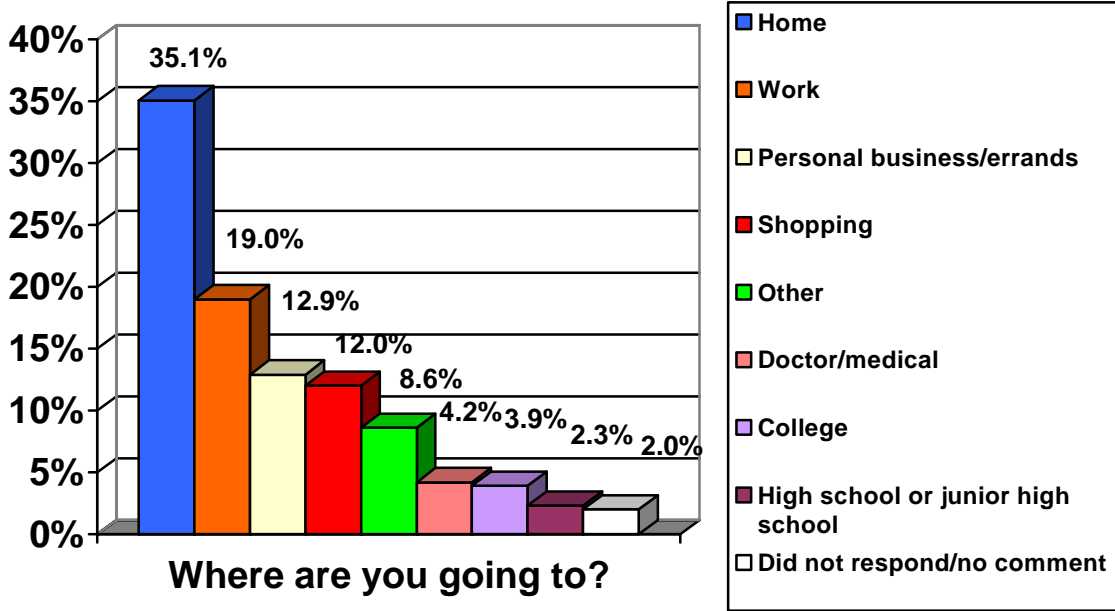
Responses for *other* include:

- **Friend's house**
- **Hospital**
- **Library**
- **Plaza**
- **Job hunting**

See database for complete responses to this question.

2-B) What is the exact location or name of that place? Please write the address.

- *See database for complete responses to this question*



2-C) How will you get from the bus stop to your final destination?

RESPONSE	TIMES MENTIONED	PERCENT
I will walk	3904	68.5%
I will transfer to bus route number	1238	21.7%
I will drive alone	191	3.3%
I will be picked up	102	1.8%
I will bicycle	70	1.2%
Other	68	1.2%
I will carpool	30	0.5%
Did not respond/no comment	104	1.8%
Total	5707	100%

Responses for *other* include:

- Wheelchair
- Park and ride
- Shuttle
- Skate
- Trolley

If transferring, to what bus route?

RESPONSE	TIMES MENTIONED	PERCENT*
1	9	0.7%
20	22	1.8%
21	59	4.8%
22	49	4.0%
23	19	1.5%
24	54	4.4%
25	126	10.2%
26	37	3.0%
27	50	4.0%
29	29	2.3%
30	8	0.6%
32	1	0.1%
33	51	4.1%
40	15	1.2%

41	1	0.1%
42	27	2.2%
43	37	3.0%
44	49	4.0%
45	21	1.7%
46	27	2.2%
50	1	0.1%
55	1	0.1%
60	1	0.1%
61	23	1.9%
62	1	0.1%
64	13	1.1%
65	19	1.5%
72	1	0.1%
73	4	0.3%
76	1	0.1%
90	125	10.1%
91	15	1.2%
92	2	0.2%
94	41	3.3%
95	16	1.3%
96	6	0.5%
97	10	0.8%
Same	4	0.3%
Division/Division to plaza	2	0.2%
E. Sprague	2	0.2%
Shuttle	2	0.2%
Arena Shuttle	1	0.1%
Don't know	1	0.1%
Hamilton	1	0.1%
South Maple	1	0.1%
Trolley	1	0.1%
Did not respond/no comment	278	22.5%

**1238 responded to the question*

Some respondents named multiple route numbers

Percentage based on number of respondents

Top 10 responses by route number*

21	59	4.8%
22	49	4.0%
24	54	4.4%
25	126	10.2%
26	37	3.0%
27	50	4.0%
33	51	4.1%
44	49	4.0%
90	125	10.1%
94	41	3.3%

**1238 responded to the question*

Some respondents named multiple route numbers

Percentage based on number of respondents

If walking, how many blocks will you walk?

RESPONSE	TIMES MENTIONED	PERCENT
Less than one block	382	9.8%
1	826	21.3%
1.5	39	1.0%
2	698	17.9%
2.5	22	0.6%
3	418	10.7%
3.5	11	0.3%
4	283	7.2%
4.5	5	0.1%
5	130	3.3%
5.5	1	0.0%
6	133	3.4%
7	46	1.2%
7.5	1	0.0%
8	34	0.9%
9	10	0.3%
9.5	1	0.0%
10	33	0.8%
11-12	17	0.4%
13-14	7	0.2%
15-16	7	0.2%
18	1	0.0%
20 or more	20	0.5%
1.5 miles	1	0.0%
3 miles	1	0.0%
A lot	1	0.0%
Sprague to 11 th	1	0.0%
Did not respond/no comment	775	19.9%
Total	3904	100%

3) If transit had not been available how would you have made this trip?

RESPONSE	TIMES MENTIONED	PERCENT
I would not have made this trip	1418	24.8%
Walk	1408	24.7%
Someone would drive me	1089	19.1%
Drive alone	762	13.4%
Taxi	371	6.5%
Bicycle	219	3.8%
Carpool	182	3.2%
Other	177	3.1%
Did not respond/no comment	81	1.4%
Total	5707	100%

4) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
5 or more days per week	3783	66.3%
2 – 4 days per week	1289	22.6%
1 – 4 days per month	403	7.1%
Less than once per month	179	3.1%
Did not respond/no comment	53	0.9%
Total	5707	100%

5) How do you pay for this trip?

Daily fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	3073	53.8%
Cash fare	2252	39.5%
Senior or disabled fare	283	5.0%
Shuttle fare	51	0.9%
Other	48	0.8%
Total	5707	100%

Monthly passes:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	2449	42.9%
Monthly pass	2439	42.7%
Monthly senior or disabled pass	461	8.1%
Student pass	253	4.4%
Commute Trip Reduction pass	105	1.8%
Total	5707	100.0%

6) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	485	8.5%
18 – 24	1276	22.4%
25 – 34	1095	19.2%
35 – 49	1664	29.2%
50 – 64	878	15.4%
Over 65	260	4.6%
Refused	1	0.0%
Did not respond/no comment	48	0.8%
Total	5707	100%

7) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	3512	61.5%
\$15,000 - \$27,500	1185	20.8%
\$27,501 - \$42,500	426	7.5%
\$42,505 or more	265	4.6%
Refused	33	0.6%
Did not respond/no comment	286	5.0%
Total	5707	100%

Hello, my name is _____, and I'm with Critical Data here in Spokane. I'm not trying to sell you anything. We're conducting a ridership survey for Spokane Transit. Could you please take just a minute and fill this out for me? It does not ask for your name and the information will only be used by Spokane Transit. As a thank you for filling out this survey, I can offer you two free ride passes.

(NOTE: IF THEY TELL YOU THAT THEY HAVE A BUS PASS, TELL THEM THAT THESE PASSES ARE TRANSFERABLE AND THEY CAN GIVE THEM TO A FRIEND)

ADDITIONAL INFORMATION:

Street intersections must be noted as such:

- 1) Street direction (N, S, E, W)**
- 2) Street name (Division, Sprague)**
- 3) Street type (St. Ave.)**
- 4) Street direction (N, S, E, W) (*For the cross street*)**
- 5) Street name (Division, Sprague)**
- 6) Street type (St. Ave.)**

Street Addresses must be noted as such:

- 1) Street direction (N, S, E, W)**
- 2) Street number (101 , 3440, etc.)**
- 3) Street name (Division, Sprague)**
- 4) Street type (St. Ave.)**
- 5) Zip Code**

ON-BOARD PASSENGER SURVEY

1-A) Where are you coming from? (*Circle one response*)

- A) Home
- B) Work
- C) Shopping
- D) Doctor/Medical
- E) Personal business/errands
- F) College
- G) High School or Junior High School
- H) Other (Please state) _____

1-B) What is the exact location or name of that place? Please write the address.
If you do not know the address, please write the nearest cross street.

1-C) How did you get to the bus stop to board this bus?

- A) I transferred from bus route number _____
- B) I walked (How many blocks did you walk? _____)
- C) I bicycled
- D) I carpoled and then parked
- E) I drove alone then parked
- F) I was dropped off
- G) Other (Please specify) _____

2-A) Where are you going to?

- A) Home
- B) Work
- C) Shopping
- D) Doctor/Medical
- E) Personal business/errands
- F) College
- G) High School or Junior High School
- H) Other (Please state) _____

2-B) What is the exact location or name of that place? Please write the address.
If you do not know the address, please write the nearest cross street.

2-C) How will you get from the bus stop to your final destination?

- A) I will transfer to bus route number _____
- B) I will walk (How many blocks will you walk? _____)
- C) I will bicycle
- D) I will carpool
- E) I will drive alone
- F) I will be picked up
- G) Other (Please specify) _____

PLEASE TURN THIS SHEET OVER FOR MORE QUESTIONS

3) If transit had not been available how would you have made this trip?

- A) Drive alone
- B) Taxi
- C) Walk
- D) I would not have made this trip
- E) Carpool
- F) Someone would drive me
- G) Bicycle
- H) Other (Specify) _____

4) How often do you ride Spokane Transit?

- A) 5 or more days per week
- B) 2 – 4 days per week
- C) 1 – 4 days per month
- D) Less than once per month

5)How do you pay for this trip?

Daily fares: (Circle one)

- A) Cash fare
- B) Senior or disabled fare
- C) Shuttle fare

Monthly passes: (Circle one)

- A) Monthly pass
- B) Monthly senior or disabled pass
- C) Student pass
- D) Commute Trip Reduction pass

Other (Please specify) _____

6) What is your age category?

- A) Under 18
- B) 18 – 24
- C) 25-34
- D) 35-49
- E) 50 – 64
- F) Over 65
- B) 50-64

7) What is your annual income?

- A) Less than \$15,000
- B) 15,000 - \$ 27,500
- C) \$27501 - \$42,500
- D) \$42,505 or more

8) Do you have any comments about transit service?

- A) Yes (Please write your comments below)
- B) No

Thank you for your input. Please return this completed form to the bus surveyor. If you are unable to complete this survey on this bus, please give it to the driver on your next trip.

Hello, my name is _____, and I'm with Critical Data here in Spokane. I'm not trying to sell you anything. We're conducting a ridership survey for Spokane Transit. Could you please take just a minute and fill this out for me? It does not ask for your name and the information will only be used by Spokane Transit. As a thank you for filling out this survey, I can offer you two free ride passes.

(NOTE: IF THEY TELL YOU THAT THEY HAVE A BUS PASS, TELL THEM THAT THESE PASSES ARE TRANSFERABLE AND THEY CAN GIVE THEM TO A FRIEND)

ADDITIONAL INFORMATION:

Street intersections must be noted as such:

- 1) Street direction (N, S, E, W)**
- 2) Street name (Division, Sprague)**
- 3) Street type (St. Ave.)**
- 4) Street direction (N, S, E, W) (*For the cross street*)**
- 5) Street name (Division, Sprague)**
- 6) Street type (St. Ave.)**

Street Addresses must be noted as such:

- 1) Street direction (N, S, E, W)**
- 2) Street number (101 , 3440, etc.)**
- 3) Street name (Division, Sprague)**
- 4) Street type (St. Ave.)**
- 5) Zip Code**

ON-BOARD PASSENGER SURVEY

1-A) Where are you coming from? (*Circle one response*)

- A) Home
- B) Work
- C) Shopping
- D) Doctor/Medical
- E) Personal business/errands
- F) College
- G) High School or Junior High School
- H) Other (Please state) _____

1-B) What is the exact location or name of that place? Please write the address. If you do not know the address, please write the nearest cross street.

1-C) How did you get to the bus stop to board this bus?

- A) I transferred from bus route number _____
- B) I walked (How many blocks did you walk? _____)
- C) I bicycled
- D) I carpooled and then parked
- E) I drove alone then parked
- F) I was dropped off
- G) Other (Please specify) _____

2-A) Where are you going to?

- A) Home
- B) Work
- C) Shopping
- D) Doctor/Medical
- E) Personal business/errands
- F) College
- G) High School or Junior High School
- H) Other (Please state) _____

2-B) What is the exact location or name of that place? Please write the address. If you do not know the address, please write the nearest cross street.

2-C) How will you get from the bus stop to your final destination?

- A) I will transfer to bus route number _____
- B) I will walk (How many blocks will you walk? _____)
- C) I will bicycle
- D) I will carpool
- E) I will drive alone
- F) I will be picked up
- G) Other (Please specify) _____

PLEASE TURN THIS SHEET OVER FOR MORE QUESTIONS

3) If transit had not been available how would you have made this trip?

- A) Drive alone
- B) Taxi
- C) Walk
- D) I would not have made this trip
- E) Carpool
- F) Someone would drive me
- G) Bicycle
- H) Other (Specify) _____

4) How often do you ride Spokane Transit?

- A) 5 or more days per week
- B) 2 – 4 days per week
- C) 1 – 4 days per month
- D) Less than once per month

5)How do you pay for this trip?

Daily fares: *(Circle one)*

- A) Cash fare
- B) Senior or disabled fare
- C) Shuttle fare

Monthly passes: *(Circle one)*

- A) Monthly pass
- B) Monthly senior or disabled pass
- C) Student pass
- D) Commute Trip Reduction pass

Other (Please specify) _____

6) What is your age category?

- A) Under 18
- B) 18-24
- C) 25-34
- D) 35-49
- E) 50-64
- F) Over 65

7) What is your annual income?

- A) Less than \$15,000
- B) \$15,000 - \$27,500
- C) \$27501 - \$42,500
- D) \$42, 501 – or more

8) If Spokane Transit (STA) is required to make service reductions, which reduction would have the most effect on you?

Fixed Route bus service (choose one)

- A) Weekend service (Saturday & Sunday) and holidays
- B) Late night service after 11:30 PM
- C) Special event service (Like Bloomsday)
- D) Changing service from 15 minute to 30 minute service
- E) Other (Please explain)

Paratransit (choose one)

- A) I do not use paratransit
- B) Weekend service (Saturday & Sunday) and holidays
- C) Late night service after 11:30 PM
- D) Special event service (Like Bloomsday)
- E) Curb to curb service rather than door to door

9) Are there any other services that you would use if they were located at the Plaza or at any of STA's Park & Ride lots?

Please check any of these services that you would use:

- A) On-site daycare at the Plaza _____
- B) Dry cleaning services _____
- C) Convenience store/coffee or espresso stands _____
- D) Vending machines _____
- E) Car care facilities (lube, oil, filter services) _____

10) What is the first thing that comes to mind when you think of STA?

11) What is your biggest concern about STA?

12) What do you think is the community's biggest concern about STA?

13) What do you think is STA's biggest strength?

Thank you for your input. Please return this completed form to the bus surveyor. If you are unable to complete this survey on this bus, please give it to the driver on your next trip.