

**SPOKANE COUNTY COORDINATED  
PUBLIC TRANSIT-HUMAN SERVICES  
TRANSPORTATION PLAN**

**October 2007**

**Prepared by:**



**Adopted by  
SRTC Board  
December 13, 2007**

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## Introduction

The Spokane County Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) was developed through the cooperative efforts of the Spokane Regional Transportation Council (SRTC) and Spokane Transit Authority (STA) on behalf of Spokane County. The SRTC is the Regional Transportation Planning Organization (RTPO) serving Spokane County. Spokane Transit provides fixed-route bus, paratransit, and vanpool services within the Spokane County Public Transportation Benefit Area (PTBA).

The Spokane Regional Transportation Council was formed to oversee planning and federal funding for transportation projects in Spokane County. The SRTC receives direction from a board of local elected officials representing the metropolitan-area cities and highway districts. Federal law requires a Metropolitan Planning Organization (MPO) such as SRTC when an urban area's population exceeds 50,000, as certified by the U.S. Census Bureau.

The Spokane County PTBA was formed in 1981 by an over-whelming majority of the voters in Spokane County. At the same time a three-tenths of one percent (0.3%) sales tax was approved to fund the transit authority. In 2004, the voters within the PTBA authorized an additional 0.3% sales tax to fully fund STA. This second 0.3% sunsets in 2009. Spokane Transit is governed by a nine member board of directors made up of regionally elected public officials.

### **SAFETEA-LU (Safe, Accountable Flexible, Efficient Transportation Equity Act: A Legacy for Users)**

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, commonly referred to as SAFETEA-LU was signed into law in 2005 and authorizes guaranteed funding for federal surface transportation programs, including federal transit programs, through fiscal year 2009.

Starting in fiscal year 2007, projects funded through these three programs included in SAFETEA-LU, including the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317), and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) are required to be derived from a locally developed, coordinated public transit-human services transportation plan.

Recognizing the significant transportation challenges faced by individuals with special transportation needs, SAFETEA-LU guidance issued by the Federal Transportation Administration (FTA) indicates that the plan should be a "unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services."

The information compiled to create this plan was obtained from a number of sources used during the preparation of a variety of other plans and reports in recent years and conversations with stakeholders including those specifically affected by this Coordinated Plan as well as anyone who has an interest in, or is affected by, SRTC's or STA's actions.<sup>1</sup> This includes:

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<sup>1</sup> A copy of SRTC's Public Involvement Policy can be found as Appendix A of this Plan.

- Citizens who attend public meetings or submit input during public comment periods
- Local business owners and managers
- Area land and real estate developers
- Users of public transportation
- Citizens who participated in the 2002 On-Board Passenger Study of Spokane Transit Authority riders (available at <http://www.srtc.org/documentsstudiesplans.html>)
- Citizens who participated in a 2005 Spokane and Kootenai County Regional Travel Survey<sup>2</sup>
- Representatives from social service agencies that met on September 26, 2007

This document is incorporated by reference into the Regional Transportation Plan for Spokane County.

**Community Description**

Spokane County, Washington is made up of 1,763 square miles of beautiful terrain, surrounded by mountains and lakes. The County seat is Spokane, on the banks of the Spokane River. The County has seen a noticeable population expansion in recent years, due in part to the beauty, affordability and "livability" of the area.

Tourism, call centers, a wide variety of manufacturing industries, and the medical sector all provided hundreds of new jobs in recent years. The largest private employers in the County now are two health-care providers: Sacred Heart Medical Center and Empire Health Services, which operates Deaconess and Valley hospitals. A map of the Spokane County area is contained as map 1 of this Plan.

**Demographics**

A 2006 estimate puts Spokane County's population at 446,706. Spokane is Washington's second largest city. According to 2000 census data, Spokane County grew by almost seven percent between the years 2000 and 2006. The median age for Spokane County is 35. As of 2005, 12.5% of Spokane County residents were 65 or older, 1% higher than the statewide rate of 11.5%.

The increase in older citizens translates to a need for increased alternative transportation sources as many people rely less on personal vehicles and more on public transportation as they age.

**Table 1 Senior Population Figures**

<b>General Characteristics</b>	<b>Total Population</b>	<b>Persons 65 Years +</b>	<b>Percent</b>
Washington	6,395,798	735,517	11.5%
Spokane County	446,706	55,838	12.5%

Source: 2000 US Census

The percentage of Spokane County residents living below the poverty level (13.3%) is slightly higher overall than the national average (12.7%), but is much higher in several specific areas. According to the 2000 U.S. Census, more than 15% of residents in Airway Heights, Cheney, the City of Spokane, and Deer Park live below the poverty level, as shown in Table 2.

<sup>2</sup> The 2005 Spokane and Kootenai County Regional Travel Survey is included as Appendix C of this Plan.

**Table 2 Median Income by Location**

	<b>2000 Population</b>	<b>Median Household Income in 1999</b>	<b>Percent Below Poverty Level</b>
Spokane County	446,714	\$37,308	12.5%
Airway Heights	4,500	\$29,829	22%
Cheney	10,130	\$22,593	31%
City of Spokane	201,600	\$32,273	16%
Deer Park	3,017	\$32,470	15.1%
Fairchild Air Force Base	4,357	\$33,512	5%
Greenacres	5,158	\$36,290	10.5%
Liberty Lake	4,660	\$60,854	3.2%
Medical Lake	3,758	\$42,159	14.8%
Opportunity	25,065	\$38,658	9%
Otis Orchards-East Farms	6,318	\$46,946	4.2%
Trentwood	4,388	\$41,128	8.6%
Veradale	9,387	\$46,676	4.1%

Source: U.S. Census

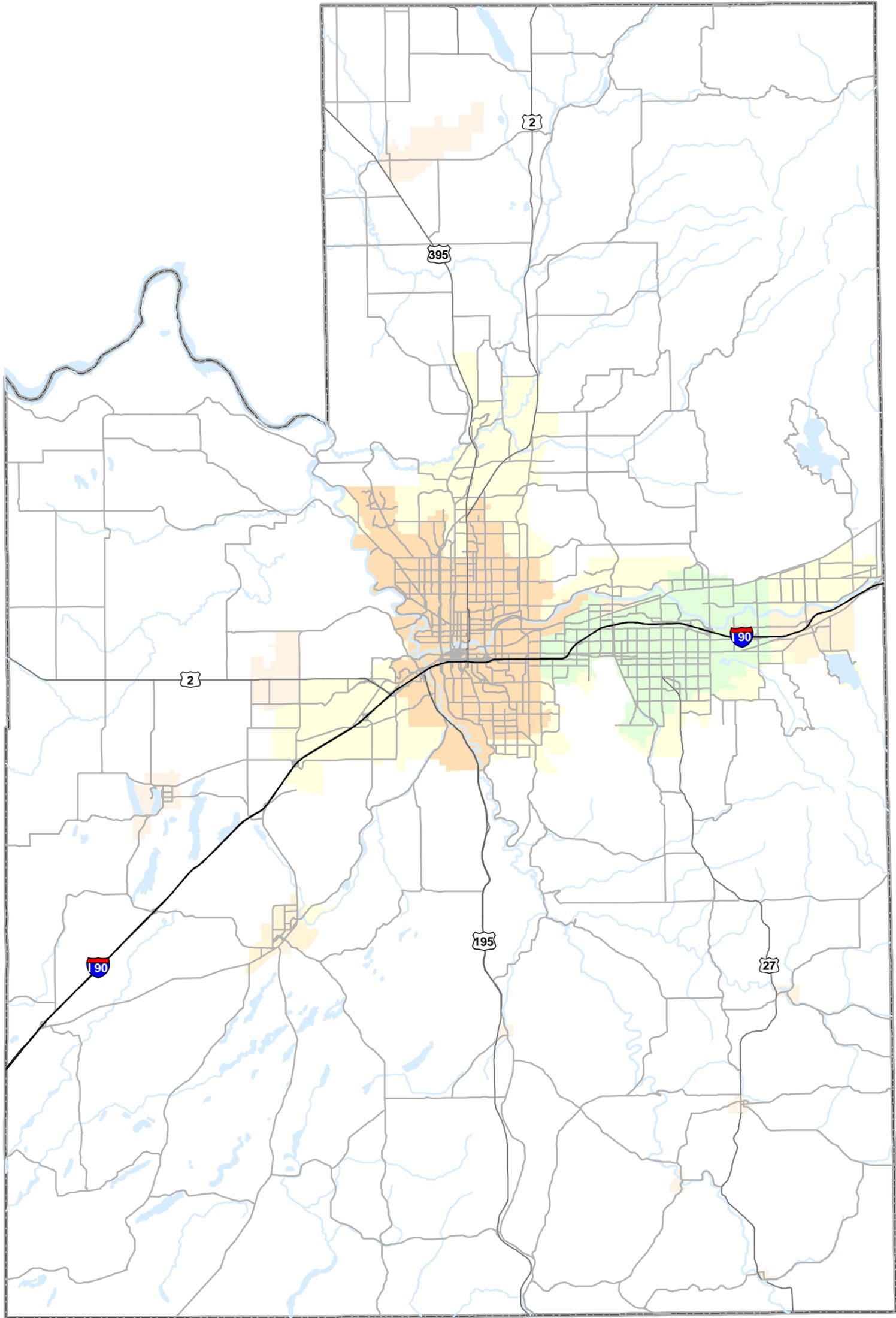
As Table 3 illustrates, 19% of Spokane County residents are considered disabled, which is higher than the rest of the country, at 15%. In Washington State, 15% of total residents are considered disabled.

For this Table, the definition of ‘disability’ is consistent with definitions reported in the 2000 Census, which included two questions with a total of six subparts with which to identify people with disabilities. This definition differs from that used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual’s disability must prevent him/her from independently being able to use the fixed-route transit service, even if the vehicle itself is accessible to persons with disabilities (i.e. lift or ramp equipped).

**Table 3 Disability Status (Population 5 Years and Older)**

	<b>Total Population</b>	<b># of People With Disabilities</b>	<b>Percent</b>
Spokane County	446,706	72,669	19%
Washington	6,395,798	981,007	15%
United States	299,398,484	49,746,248	15%

Source: U.S. Census



## Spokane County, Washington

### Legend

- Urban Area Boundary
- City of Spokane
- City of Spokane Valley
- Small Towns



## **Service Inventory**

Currently, there are a number of organizations providing transportation services in Spokane County. Several of these providers offer transportation only to specific client groups, charge for their services, or restrict use based on specific eligibility requirements. Spokane Transit Authority is currently the only service open and affordable to all members of the general public. However, STA's service area does not extend throughout Spokane County. A map of the Spokane County PTBA is included as Figure 2.

### **Care Cars for Elders**

*Care Cars for Elders* is a program offered through Spokane Mental Health that offers volunteer transportation service for seniors who need assistance getting to medical appointments. Care Cars provides over 4,500 rides per year for ambulatory seniors who are medically fragile. Clients are pre-screened over the telephone and must be sixty years of age or older, need an escort and have no other means of transportation. Volunteer drivers are recruited, screened, and go through an orientation process. They use their personal cars to transport clients and are reimbursed for gas through funds provided by Spokane County, donations and fundraisers. Many of the volunteers give up their mileage reimbursement to help the program's financial situation.

*Care Cars for Elders* lost its funding from Spokane Mental Health three years ago. The Spokane County Commissioners stepped in with some funding and a warning for *Care Cars* to broaden its financial support.

### **Caring Concierge**

*Caring Concierge* is a for-profit, fee-based business that provides a variety of personal services to the general public, including transportation for ambulatory clients. People, including those who are elderly or disabled, call in advance to set up transportation to their destination, whether to medical appointments, shopping or personal errands. The owner of the local Caring Concierge franchise is a social worker, willing to attend appointments with clients, in order to facilitate conversations with medical staff, especially for seniors with dementia. Services can be retained on a routine basis or individually as needed.

### **Caritas Center**

Churches in northwest Spokane united to form *Caritas Center*, a neighborhood center serving the area north of Wellesley and west of Division and the Spokane County portion of the 99026 zip code, on the east side of the river. One of the services provided by the Caritas Center is limited, ambulatory transportation for seniors or people who are disabled who require transportation help in order to remain living in their own home. This service is part of Catholic Charities' Volunteer Chore Services program. Citizens wishing to use the services must be pre-approved Caritas clients and are required to call approximately two weeks in advance to set up transportation for medical appointments and necessary shopping trips. The service is free to clients, but is constrained by limited resources.

### **Catholic Charities Volunteer Chore Services**

*Catholic Charities Volunteer Chore Services* is a partnership between volunteers and individuals in need. Volunteer drivers transport ambulatory senior citizens on a low-income and adults with disabilities from their homes to medical appointments and to the grocery store. Drivers also deliver bags of food/commodities monthly to clients who are confined to their home. Drivers provide the vehicle and auto insurance and must pass a Washington State Patrol background check. Clients are screened over the telephone to determine eligibility and then are required to call 48 hours in advance to schedule transportation.

There is no charge to the client for the service and mileage reimbursement is available to drivers. The program is funded primarily through state funding with some additional funding from the Catholic Charities Christmas collection.

There are Volunteer Chore Services offices serving all of Eastern Washington. The Spokane Chore office has approximately 100 different clients using their transportation services each month and thirty volunteer drivers.

### **DAV Transportation Network**

The *Disabled American Veterans (DAV)* Transportation Network provides rides for veterans from all over the area to Spokane's Department of Veterans Affairs (VA) medical facilities. The network is administered by DAV Hospital Service Coordinators (HSCs) at the VA's 172 medical centers across the United States. Veterans are asked to call several days in advance to arrange for transportation. All DAV van drivers are volunteers and do not receive payment for the services they provide.

The program is funded by DAV Departments and Chapters, which purchase and donate vans to the VA medical facilities for use in the Transportation Network. DAV HSCs also help veterans file claims for VA benefits and refer veterans to DAV National Service Officers for professional benefits assistance.

### **Greyhound**

*Greyhound* operates intercity buses into Spokane via Interstate 90 to/from Idaho and the west side of Washington State. Eastbound trips leave Spokane at 9 a.m. and 6:15 p.m. daily. Westbound trips leave at 12:00 a.m., 7:25 a.m. and 3:45 p.m. daily.

### **New Hope Resource Center**

The *New Hope Resource Center* is a non-profit conglomeration of churches in far north Spokane County (Mead, Colbert, Elk, Chattaroy, and Riverside) who have united to offer a variety of services. One of those services is providing transportation for ambulatory seniors and people who are disabled. Pre-approved clients must call in advance to set up rides to services of any kinds, whether medical related or just to run errands. There is no set limit on mileage and transportation services are free.

### **Northwest MedVan**

*Northwest MedVan* provides transportation Monday through Friday within a specified service area to appointments at the four area hospitals, St. Luke's Rehabilitation, and to the Doctors buildings connected with the hospitals, at no charge. Twenty-four hour advance notice is required and service is on a first come/first served basis.

### **Omnibus, Inc.**

*Omnibus* is a charter and shuttle operation, mostly serving the Spokane Airport. The company offers general public rides but charges more than local cab companies so sees little activity in this area. Omnibus operates five vans ranging from 21- to 25-passenger capability.

### **Our Place**

*Our Place* is a non-profit ecumenical effort of seven churches in the West Central area of the City of Spokane. Among its services, *Our Place* offers very limited local transportation assistance for residents of West Central only. Clients who qualify and show proof of insurance, title and license can receive a \$15 gas voucher once per year. Individual bus passes are also provided to clients who demonstrate that they have no other form of transportation, up to 32 two-hour passes per year.

**Quality Wheelchair Transport**

*Quality Wheelchair Transport* accepts Medicaid and contracts with nursing homes, convalescent facilities, and the Veterans' Affairs Medical Center to provide transportation to people who are elderly, disabled and/or on a low-income. *Quality Wheelchair Transport* does not offer service to private homes. Clients must call 24 hours in advance to reserve a seat on one of the six vans used Monday through Friday. On Saturday, two vans are available for transport, and one on Sunday.

**Precious Cargo**

*Precious Cargo* is a for-profit, fee-based transportation service for people who are elderly and/or disabled in Spokane County, Coeur d'Alene, and Davenport. *Precious Cargo* is able to transport wheelchairs.

**Senior Residential Facilities**

A number of senior residential and assisted living facilities have vans to provide transportation for their residents. Most provide shopping trips once or twice a week and regularly scheduled medical trips.

**Special Mobility Services**

*Special Mobility Services* (SMS) is a non-profit provider of transportation to Medicaid recipients in the seven northeast counties of Washington. Transportation services are provided to Medicaid clients who are attending *Medicaid-paid appointments* when the client has no other means of transportation available. Clients are required to call 48 hours in advance to arrange transportation. Clients are screened in advance for eligibility. *Special Mobility Services* contracts with other transportation providers to give clients access to whatever type of services they require. Clients are normally only transported to the closest provider of type in their local area. However, clients are sometimes flown to Seattle or other large cities to receive treatments not available in northeast Washington. In addition, SMS distributes fuel vouchers and bus passes to clients who are able to drive or ride a bus, but don't have the funding to do so. *Special Mobility Services* also operates Rural Mobility Routes between Spokane and Ritzville, Davenport, Deer Park, Newport, and Priest River, Idaho.

**Specialty Transport**

*Specialty Transport* is a for-profit business that contracts with Specialty Mobility Services to provide transportation services to the elderly and disabled. Specialty Transport has been operating for six years and currently has six vans in steady use. Clients schedule rides by appointment in advance.

**Wheels R Turning**

*Wheels R Turning* is a for-profit, fee-based, non-emergency medical transportation service for people who are ambulatory, use wheelchairs, or need transport using a gurney to locations within Washington and Idaho. *Wheels R Turning* is able to transport larger wheelchairs.

**Spokane Transit Authority (STA)**

*Spokane Transit Authority* includes Airway Heights, Cheney, Medical Lake, Millwood, Liberty Lake, Spokane, Spokane Valley, and some unincorporated areas of Spokane County. Spokane Transit operates seven days a week, 365 days a year.

Spokane Transit also provides Paratransit service, a wheelchair-accessible shared ride service for individuals who are determined to be eligible for service because their disabilities prevent them from using the regular fixed route bus service. Paratransit operates in a service area that is comparable to that of the fixed route service and follows the rules required through the Americans with Disabilities Act (ADA).

Vanpools are another transportation resource offered by STA for people who commute at least 10 one-way miles to work. Vanpool riders who live and work in approximately the same area commute together in an STA 7- or 15-passenger van. Each rider pays a low monthly fare based on daily travel distance and number of riders using the van. Fares cover the costs of operating the van, including

gas, maintenance and insurance. One of the van's commuters volunteers to drive and receives defensive driving and safety training from STA.

Another program offered through the combined efforts of the paratransit and vanpool departments is "Special Use" vanpools. This limited number of vans is offered to local social service agencies that serve clients who also are eligible for STA paratransit services. The Special Use vans operate similarly to the commuter vanpools, except the Special Use vans can be used for any purpose as long as the trip would otherwise be taken on paratransit. At this time, a Washington State Special Needs Transportation grant covers the costs of operating the van, including gas, maintenance and insurance.

'Travel Training' is a free Spokane Transit program that helps seniors and persons with disabilities gain more independence by assisting them to become fixed route bus riders. Program participants learn how the system works and most importantly, how the bus system works for the customer's specific needs and schedule. For each training, the STA Travel Trainers design a one-on-one, individualized training plan, which includes accompanying the customer on the bus.

Funding for STA's services is largely provided by a local sales tax only levied within the Public Transportation Benefit Area (a special taxing district established by Washington State for the purpose of providing public transportation). By state law, the only legal means of local public funding for transit agencies is through a sales and use tax of no more than 0.9% on taxable purchases. Currently, STA collect 0.6%. Voter approval is required before a tax can be levied.

The average weekday ridership on STA buses is 29,038, Saturday ridership is 12,123, and Sunday is 6,808; up 15% between August 2005 and August 2006. Paratransit ridership increased 6% from August to August. Total customer trips for vanpool service rose significantly, up 43% from August '05 to August '06 due to putting additional vans into service.

Spokane Transit services approximately 39 routes, seven days a week, 365 days a year. Nine out of the top ten routes for ridership are along major arterials in the urban area, particularly in north Spokane. Table 4 shows the route numbers, names and ridership numbers for the top ten routes.

**Table 4 Top STA Routes by Ridership Numbers**

<b>Route #</b>	<b>Route Name</b>	<b>2006 Annual Ridership</b>
90	Sprague	1,028,159
25	Division	794,696
33	Wellesley	533,204
24	Monroe	516,293
44	29 <sup>th</sup> Avenue	377,221
27	Crestline	345,726
66	Eastern Washington University	283,694
22	Northwest Boulevard	267,550
21	West Broadway	260,012
45	Southeast Boulevard	243,958

Spokane Transit offers a variety of fare options to accommodate all riders. The adult one-way fare is \$1.00. The Reduced Fare for people who are age 65 or over; those with qualifying disabilities; and/or those with valid Social Security Administration documents; and Paratransit fares are 50 cents, and a day pass is \$2.50. An adult pass is \$33 per month, a youth pass is \$20 per month (or a \$39.95 summer youth pass can be purchased that provides unlimited rides for the months of June, July and August), and a Reduced Fare pass is \$16.50 per month.

In addition, STA offers 'City Ticket' for \$19 a month. City Ticket drivers park their personal vehicles outside the downtown core at the Spokane Veterans Memorial Arena and ride to downtown on a STA Streetcar shuttle. Service is as frequent as every five minutes during peak commute hours.

Eastern Washington University (EWU) 'Eagle Pass' allows EWU faculty, staff and students to ride free by swiping their EagleCard when boarding the bus. The partnership between Spokane Transit and EWU is designed to reduce additional parking lots, lower student living costs and meet the state-mandated commute trip reduction goals for reducing employee commuter traffic. The program is paid for by EWU Parking Services, the University, and Associated Students of EWU.



## Stakeholders Needs Assessment

Stakeholders identified the following needs for public transportation and public transportation alternatives in Spokane County<sup>3</sup>:

- Expanded STA routes/route hours.
- Additional transportation providers for people who are elderly or disabled or on a low-income. Several of the non-profit providers contacted by telephone for this plan said that funding is minimal and the need is maximal. As one program director described it, 'Business is *too good.*'
- Care Cars needs a broader financial base since losing funding from Spokane Mental Health.
- Increased numbers of Special Use vans.
- Sidewalks installed on streets that don't currently have any.
- Sidewalks/bus stops cleared of snow more effectively and efficiently; improved accessibility on sidewalks/bus stops for people who use wheelchairs.
- Service to people who are elderly or disabled outside of STA's paratransit service boundary. Access to transportation is a significant challenge for people who are disabled who live outside of the paratransit service area.
- Provide transportation services connecting Kootenai County to Spokane and/or Spokane Transit.
- Transportation is needed from rural areas, such as outside of Spokane County lines, to Spokane.
- Implement a streetcar system through downtown Spokane to the U-District and other districts.
- Improved north-south roadway capacity through the Spokane area, such as with the completion of the North Spokane Corridor.
- Place shelters at more bus stops.
- There is significant demand for medical transportation in Spokane County, which is relatively well served by SMS and other agencies, but could use additional providers.
- An alternative to STA is needed when fixed route and Paratransit rides are too long for people who are ill or extremely frail.
- There is significant demand for transportation in Spokane County for citizens *not* qualified for Medicaid. Many of the current non-Medicaid providers say their budgets are extremely tight and they aren't sure from year to year if they will be able to retain funding.
- Increased options for basic non-medical trips such as groceries or prescriptions or for non-emergency medical services such as alternative health care, elective procedures, and dental services. There are companies who charge to take clients to do everyday errands, but not many who do it free-of-charge or for reduced rates.
- There are growing concerns regarding the future transportation needs of an increasingly aging population, particularly those with low incomes.
- STA does not offer special services, such as increased security, that may be required for mental health patients.
- Transportation options are needed for clients who are not allowed to use STA services due to behavioral problems.
- Access to jobs for people on low-incomes and residents who are disabled is a major concern.
- Increased transportation options for juveniles and young adults in the county who are unable to drive and have difficulties improving their lives because they do not have reliable transportation to employment.
- STA bus and paratransit operations do not cover the off-shift times (late night and/or early morning) often associated with entry-level employment.

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<sup>3</sup> Comments used to compile Needs Assessment list were gathered from public comments received through the North East Transportation Study, East Valley/West Rathdrum Prairie Transportation Study, Bridging the Valley Study, South Spokane Transportation Study, On-Board Passenger Study, STA TDP; STA one-on-one provider meetings, and the Spokane and Kootenai County Regional Travel Survey.

- Except for STA fixed route and taxi services, there is very little transportation service that can be reserved on the same day that service is needed.
- The depressed economy in rural areas of Spokane County, combined with increasing housing prices has led to increased levels of poverty in rural communities. Many of these households cannot afford to operate a car. Transportation between rural areas and job centers is a priority need. Establishing fixed routes in rural areas is not justifiable because the population densities do not warrant the service.

### **Local Coordinated Planning**

The Coordinated Plan required by SAFETEA-LU builds on cooperative efforts already visible in the Spokane region. Agencies that provide transportation services in Spokane County recognize the need for coordination and fill in accordingly, in an effort to plug gaps in transportation needs. Some examples are:

- Special Mobility Services contracts with smaller agencies such as Specialty Transport.
- Eastern Washington University has made special arrangements with STA to provide free bus passes to students in an effort to reduce vehicle miles traveled and address its parking shortage.
- A few Spokane Transit vanpools currently run between Kootenai County and Spokane, reducing the number of single occupancy vehicles on Interstate 90 during the workweek.
- SRTC and STA coordinated on the 2002 On Board Passenger Survey<sup>4</sup> of STA riders to gauge public transportation users' wants and needs.
- Local agencies such as SRTC, STA, Spokane Regional Clean Air Agency, and Washington State Department of Transportation work with the County's Commute Trip Reduction program to encourage citizens to bike, walk, carpool, vanpool, ride the bus to work, or use any other alternative to driving alone.
- The Care Cars for Elders program cannot serve citizens in wheelchairs so refers them to other agencies and companies.
- Care Cars for Elders also refers people who are not over 60 years of age to other providers, such as STA or Specialty Mobility Services.
- STA provides a limited number of accessible Special Use vans to social service agencies to help fill the transportation gaps faced by their clients.
- With funding from the Washington State Special Needs Transportation grant program, STA provides Travel Training; matches funds for the current JARC program; and partners with Feed Spokane (a consortium of free meal providers) to distribute monthly bus passes.

### **Strategies**

Starting in Fiscal Year 2006, projects funded through three programs included in SAFETEA-LU are required to be derived from a locally-developed, coordinated public transit-human services transportation plan. Those programs are: Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317), and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310).

The programs focus on the needs of people whose transportation needs cannot be met through means such as access to automobiles or public transportation. The Spokane County coordinated plan will use the Washington State statutory definition of people with special transportation needs: "those people, including their attendants, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation."

The three programs and examples of eligible projects are described below:

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<sup>4</sup> The 2002 On Board Passenger Survey is included as Appendix B of this Plan.

### **Job Access and Reverse Commute (JARC)**

The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. Federal funds are distributed on a formula basis reflecting that area's low-income population. When used for operating purposes, JARC funds must be matched 50/50. Capital projects are matched on an 80% JARC/20% local basis. Matching funds cannot come from other Federal Transit programs but can be matched by other federal programs, local or state funds.

Examples of eligible JARC projects include:

- Later night and weekend public transportation service
- Reverse commutes between Spokane and Kootenai County
- Guaranteed Ride Home Programs
- Vanpools to improve access to employment or training sites

### **New Freedom Program**

The New Freedom Program provides funding to serve persons with disabilities. The objective of the New Freedom Program is to provide new or enhanced public transportation and public transportation alternatives beyond those required by the ADA for individuals with disabilities in both rural and urbanized areas. Federal funds are distributed based on an area's population of people with disabilities. The match requirements for New Freedom programs are the same as for JARC.

Examples of programs eligible New Freedom funds include:

- Alternative transportation programs for people with disabilities to access employment
- Provide transportation in geographic areas beyond the paratransit service area
- Provide transportation to people too frail to use paratransit
- Build transportation facilities such as sidewalks, accessible bus stops and shelters

### **Elderly and Disabled Program (Section 5310)**

Funds for this program are allocated by formula for capital costs of providing services to seniors and people with disabilities. Typically, vans or small buses are available to support non-profit transportation providers. A 20% match is required.

### **Solutions Suggested for Mitigating Needs**

In an effort to meet the needs listed above and implement additional public transportation and alternative public transportation services in Spokane County, it is recommended that the following steps be taken:

- Provide more extensive training for drivers who work with citizens in wheelchairs.
- Coordinate Medicare, Special Mobility Services, and Spokane Transit to provide better, more expansive service.
- Meet with employers to discuss where transportation boundaries are and what is available to get employees and/or customers to their businesses.
- Consider compensating family members, friends, neighbors, etc. for providing transportation.
- Create private/public partnerships to provide transportation services.
- Provide more special needs vans to agencies.
- Develop a 'pool' of personal care attendants for all agencies to use when an attendant is needed to accompany clients to medical appointments.
- Create a program for agencies to share vans.
- Educate agencies and citizens that they can use Special Mobility Services for traveling rural routes.
- Get citizen groups more involved.
- Examine and reconsider current structure of Paratransit corridor.

- Develop alternate service outside of Spokane Transit.
- Educate public on paratransit service area.
- Develop a 'travel trainer' or 'bus buddy' program of volunteers who either teach elderly and disabled people how to use the bus and paratransit or who actually ride with them to make sure they reach appointments and receive the help they need.

### **Implementation Strategies**

In order to accomplish the suggested mitigation methods above, the following steps are recommended:

1. Build on and continue to improve communications, cooperation, and coordination between SRTC, STA, human service providers, human service transportation providers and other groups or individuals in the Spokane region who are interested in transportation for seniors, those on low incomes, people who are disabled, and the people who are striving to increase their employability.
2. Convene meeting of human service providers with a special interest in seniors, people who are disabled and/or employment for review of, additions to, and finalization of public transportation and public alternative transportation needs. (First meeting held September 2007)
3. Establish a Public Transportation – Human Services Coordinated Planning Working Group to improve future planning processes, update the Coordinated Plan, and establish program funding prioritization criteria. Additionally, the Working Group will be responsible for recommending the prioritized programs to the SRTC Board of Directors and the STA Board of Directors.
4. With input from the Working Group, expand the larger stakeholder list to continually assure comprehensive representation of social service providers.

The Working Group will, at least, be comprised of:

- Representative from SRTC
- Representative from STA
- Representative from the Medicaid provider
- Representative from alternative transportation providers
- Representative from social service providers for seniors
- Representative from social service providers for people who are disabled
- Representative from service providers for people on low-incomes seeking employment

5. Reconvene large stakeholder meeting at least once a year for continual coordination and long-range planning.

Additional suggestions were given during the public comment period, including a letter of support from Aging and Long Term Care of Eastern Washington suggesting some specific uses for available funds, a request from a citizen to adjust an existing STA route in order to service more elderly and disabled citizens living near the Sunset Hill in Spokane, and a letter from the Kalispel Tribe outlining Tribal transportation needs and a new Tribal Transportation System that is in the works for 2008.

The Transit System will serve the Kalispel Indian Reservation near Usk and Cusick and Reservation lands in Airway Heights. It will be designed to provide better service to tribal members who work or live in Spokane, deliver tribal members to appointments in Airway Heights, improve transportation from the Reservation to Spokane and vice versa, and provide transportation between rural areas and job centers.

Those letters and comments can be found in Appendix D of this Plan.

## **Appendix A**

**SRTC Public Involvement Policy**

## **Spokane Regional Transportation Council Public Involvement Policy Revision**

**2007**

Spokane Regional Transportation Council (SRTC) encourages a proactive and meaningful public involvement process to the citizens of Spokane and its partner agencies. In the spirit and intent of SRTC's bylaws, which state, "...the interests of all citizens will best be served by coordinated and cooperative transportation planning," SRTC holds the same standard true for public involvement.

SRTC will provide timely public notice and disclosure of information and public access unbiased by race, ethnicity, gender, economic level or any other population boundary. Early and continuing public involvement in transportation planning (i.e. regional plans, major investment studies, the Transportation Improvement Plan, etc.) is the goal and main objective of the public involvement portion of SRTC. This includes identification of transportation issues of citizen concern through a well-considered public participation process.

SRTC's Public Involvement Policy is a fluid document. Revisions will be considered annually or as needed and all changes in any SRTC policy are available for public review and comment both on the agency's website ([www.srtc.org](http://www.srtc.org)) and in hard copy form.

### **SRTC's Public Involvement Policy is based on the following principles:**

1. Public education through distribution of information strengthens regional transportation policy and regional plans.
2. Inclusion of the traditionally underserved through alternate modes of communication fortifies the whole.
3. Public input is highest when citizens of all ethnicity, gender and backgrounds are well informed; when they have the opportunity to voice their concerns; and when their concerns have been addressed.
4. There are many solutions to a problem.

### **Public Involvement Procedure**

1. Prior to review and action by the SRTC Board, all regional plans, TIPs, and major amendments will be subject to review and comment by SRTC's Transportation Technical Committee (TTC).
2. SRTC may create, when necessary, new citizen committees. Conversely, SRTC may disband citizen committees that are no longer deemed productive.
3. All committee meetings will be open to the public.
4. The scheduled meeting dates of the SRTC Board will be published on the agency website and in newspapers of general circulation. Various ethnic community groups as well as organizations that assist individuals with disabilities will be informed of these dates in order to access all facets of the population. Notice of additional meetings will be sent to newspapers of general circulation a minimum of 10 days prior to the meeting. Regularly scheduled meeting dates of

all board-created committees will be issued to the general public on a regular basis through such avenues as the news media, general mailings, and so on.

5. Public comment will be solicited on all regional plans, TIPs or major amendments (including a TIP amendment which adds or deletes a project which contributes to and /or reduces transportation-related emissions). At least 30 days prior to the SRTC Board adopting a regional plan, TIP, or amendment, a legal notice summarizing the document or amendments indicating where copies for review can be obtained and where to send comments will be placed in newspapers of general circulation.

6. SRTC staff will consider all public comments. When significant comments are received on the regional plan or TIP, a summary, analysis and report on the disposition of all comments will be made part of the final document.

7. If the final document differs substantially from the one that was made available for public comment or raises new issues, an additional opportunity for public comment will be made available.

8. The SRTC public process will be coordinated with ongoing local, regional and statewide public involvement processes wherever possible in order to enhance public involvement.

### **Publications**

Copies of all reports, Major Investment Studies, bylaws, policies, etc., will be published on the SRTC web site on either the 'Documents, Studies and Plans' or 'Projects' pages.

SRTC is in the process of publishing *A Citizens' Guide to Transportation*. Copies will be available in Spanish, Russian and English and a large print version available on SRTC's web site. The guide will be updated as needed.

A quarterly SRTC newsletter will be published and distributed to partner agencies, libraries, community centers, neighborhood councils and concerned citizens and groups. This will also be published on the agency web site.

### **Public Meetings**

Meetings for public comment will be held prior to the adoption of any major plan or TIP. A record of comments received and responses will be archived and included with the final document.

1. Public meetings will be held prior to the adoption of the regional plan or TIP. Notice of such meetings will be published in newspapers of general circulation at least ten days prior to such meetings.

2. Annually SRTC will hold a public meeting to review planning assumptions and the plan-development process with interested parties and the general public.

3. SRTC will actively seek feedback and encourage participation from all public sectors.

4. All public meetings will be accessible to the disabled.

## **Public Outreach Strategies**

Public participation activities will require a wide variety of tools to reach various audiences. The following lists the audiences, strategies, and materials that may increase public involvement.

### ***Key Audiences:***

- Public voters
- Media
- Legislators/elected officials
- Special interest groups/involved members of the public
  - a. environmental groups
  - b. social groups
  - c. civic groups
  - d. business groups
- Neighborhoods/neighborhood councils
- Traditionally underserved populations such as ethnic citizens or citizens with Limited English Proficiency

### ***Strategies for Outreach to Minority/Low Income Populations:***

SRTC seeks to increase opportunities for public comment on its activities, including its policies, programs, and transportation studies. SRTC is particularly interested in providing opportunities for underserved populations to provide input into planning activities.

SRTC will implement the following strategies in an attempt to reach minority/low income and traditionally underserved populations:

- Advertisements for public meetings will be published in area general-circulation newspapers and publications.
- Minority/ethnic organizations will be notified of public meetings/hearings/projects/activities by e-mail, with the goal of engaging traditionally underserved populations in a culturally appropriate manner.
- When multiple meetings will be held for a single project, efforts will be made to ensure a diversity of meeting locations are utilized, in an effort to reach all segments of the affected population.
- SRTC's Public Education/Information Coordinator will seek opportunities to speak at meetings of groups involving minority/low income and traditionally underserved citizens.
- Notice of all public meetings/hearings will be posted on the front page of the SRTC website at [www.srtc.org](http://www.srtc.org).
- A quarterly newsletter of SRTC activities will be emailed to local jurisdictions, interested citizens, citizen groups and any other person/group that expresses an interest in receiving it. The newsletter will also be posted to the front page of the SRTC website.

- Press releases will be distributed to local media outlets in order to inform citizens of any meetings/hearings or other SRTC activities or issues the public should be aware of.
- SRTC's Public Education/Information Coordinator will make arrangements to speak at the meetings of neighborhood councils that are affected by projects/activities organized by or involving SRTC.

***Strategies for Outreach to Limited English Proficiency Populations:***

The results of a "four-factor analysis" conducted in 2005/2006 showed there is not a great need for translation services in the Spokane area. The analysis showed the greatest potential benefits would be for people who speak Spanish or Russian at home (2.93% of the total population). Accordingly, SRTC will be concentrating any necessary Limited English Proficiency efforts primarily on these populations.

SRTC has established the following policies for providing information to individuals with LEP:

- SRTC has created a list of all staff members who speak a second language semi-fluently. One staff member speaks semi-fluent Spanish, one speaks semi-fluent French and one speaks semi-fluent Japanese. These staff members have agreed to be initial points of contact for citizens who speak the language each staff member is "semi-fluent" in. Staff members will assist callers by arranging interpretation or translation services as necessary.
- Flyers and other informational material, written in the identified populations' language, will be posted/distributed in locations frequented by Title VI-identified populations.
- Research will be conducted into locating any possible Spokane-area publications that target minority populations in order to replace La Prensa Bilingue as a source for disseminating information to minority and LEP populations. La Prensa Bilingue is no longer in operation.

***Materials:***

SRTC public information materials communicate simply, efficiently, and concisely to the public concerning transportation projects. Examples of materials include but are not limited to: brochures, maps, line drawings, renderings, presentations, fact sheets and web sites.

Approved by SRTC Board on May 10, 2007

## **Appendix B**

**On-Board Passenger Survey**

## **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:

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

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

- As a total group
- By route
- Be demographic

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY</b>
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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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>443</b>	<b>50.5%</b>
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%
<b>Total</b>	<b>878</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>632</b>	<b>72.0%</b>
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%
<b>Total</b>	<b>878</b>	<b>100%</b>

**Responses for “other” include:**

- Arena shuttle
- STA Plaza

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Did not respond/no comment</b>	<b>33</b>	<b>19.9%</b>
<b>Total</b>	<b>166</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Did not respond/no comment	115	18.2%
Less than one block	44	7.0%
½ hour	1	0.2%
<b>1</b>	<b>144</b>	<b>22.8%</b>
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%
<b>Total</b>	<b>632</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>330</b>	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%
<b>Total</b>	<b>878</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
I will transfer to bus route number	182	20.7%
<b>I will walk</b>	<b>574</b>	<b>65.4%</b>
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%
<b>Total</b>	<b>878</b>	<b>100%</b>

**Responses for “other” include:**

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

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Did not respond/no comment	102	17.8%
Less than one block	53	9.2%
<b>1</b>	<b>134</b>	<b>23.3%</b>
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%
<b>Total</b>	<b>574</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I would not have made this trip</b>	<b>225</b>	<b>25.6%</b>
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%
<b>Total</b>	<b>878</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>5 or more days per week</b>	<b>603</b>	<b>68.7%</b>
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%
<b>Total</b>	<b>878</b>	<b>100%</b>

**5.) How do you pay for this trip?**

**Daily Fares:**

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

**Monthly Fares:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Monthly pass</b>	<b>405</b>	<b>46.1%</b>
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%
<b>Total</b>	<b>878</b>	<b>100%</b>

**Other:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Tokens</b>	<b>2</b>	<b>25.0%</b>
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%
<b>Total</b>	<b>9</b>	<b>100%</b>

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

*All respondents in this report are ages 50-64*

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>435</b>	<b>49.6%</b>
\$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%
<b>Total</b>	<b>878</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>34</b>	<b>45.9%</b>
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	<b>5</b>	6.8%
Special event service (Like Bloomsday)	2	2.7%
<b>Total</b>	<b>74</b>	<b>100%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>46</b>	<b>62.2%</b>
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%
<b>Total</b>	<b>74</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Convenience store/coffee or espresso stands</b>	<b>33</b>	<b>44.6%</b>
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*

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY</b>
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**AGE CATEGORY: UNDER 18**

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>235</b>	<b>48.4%</b>
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%
<b>Total</b>	<b>486</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>359</b>	<b>74.0%</b>
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%
<b>Total</b>	<b>486</b>	<b>100%</b>

**Responses for “other” include:**

- combination of walked, transferred, bicycled

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>93</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>359</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>174</b>	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%
<b>Total</b>	<b>486</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will walk</b>	<b>340</b>	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%
<b>Total</b>	<b>486</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>112</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>340</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>143</b>	<b>29.4%</b>
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%
<b>Total</b>	<b>486</b>	<b>100%</b>

**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
<b>5 or more days per week</b>	<b>321</b>	<b>66.0%</b>
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%
<b>Total</b>	<b>486</b>	<b>100%</b>

5.) How do you pay for this trip?

Daily Fares:

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

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Monthly pass</b>	<b>218</b>	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%
<b>Total</b>	<b>486</b>	<b>100%</b>

Other:

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

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
<b>Less than \$15,000</b>	<b>372</b>	<b>76.5%</b>
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%
<b>Total</b>	<b>486</b>	<b>100%</b>

**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
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>14</b>	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%
<b>Total</b>	<b>31</b>	<b>100%</b>

**Responses for “other” include:**

- Everything, nothing.

*See database for complete responses to this question.*

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>19</b>	<b>61.3%</b>
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%
<b>Total</b>	<b>31</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Convenience store/coffee or espresso stands</b>	<b>21</b>	<b>67.7%</b>
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*

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY</b>
--

**AGE CATEGORY: 18-24**

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

---

**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>640</b>	<b>50.2%</b>
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%
<b>Total</b>	<b>1275</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>898</b>	<b>70.4%</b>
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%
<b>Total</b>	<b>1275</b>	<b>100%</b>

**Responses for “other” include:**

- skateboard, taxi

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>267</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>898</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>435</b>	<b>34.1%</b>
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%
<b>Total</b>	<b>1275</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will walk</b>	<b>897</b>	<b>70.4%</b>
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%
<b>Total</b>	<b>1275</b>	<b>100%</b>

**Responses for “other” include:**

- Skateboard, walk home

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>293</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>897</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>317</b>	<b>24.9%</b>
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%
<b>Total</b>	<b>1275</b>	<b>100%</b>

**(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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>5 or more days per week</b>	<b>877</b>	<b>68.8%</b>
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%
<b>Total</b>	<b>1275</b>	<b>100%</b>

**5.) How do you pay for this trip?**

**Daily Fares:**

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

**Monthly Fares:**

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

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

**Other:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>15</b>	<b>100%</b>

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

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

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>995</b>	<b>78.0%</b>
\$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%
<b>Total</b>	<b>1275</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>46</b>	<b>32.2%</b>
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%
<b>Total</b>	<b>143</b>	<b>100%</b>

**Responses for “other” include:**

- Everything, no change.

*See database for complete responses to this question.*

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>95</b>	<b>66.4%</b>
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%
<b>Total</b>	<b>143</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Convenience store/coffee or espresso stands</b>	<b>80</b>	<b>55.9%</b>
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*

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY</b>
--

**AGE CATEGORY: 25 – 34**

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

---

**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>540</b>	<b>49.3%</b>
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%
<b>Total</b>	<b>1095</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>774</b>	<b>70.8%</b>
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%
<b>Total</b>	<b>1095</b>	<b>100%</b>

**Responses for “other” include:**

- Trolley
- Skate
- Deer Park shuttle

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Did not respond/no comment</b>	<b>38</b>	<b>16.7%</b>
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%
<b>Total</b>	<b>1095</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>774</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>365</b>	<b>33.3%</b>
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%
<b>Total</b>	<b>1095</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will walk</b>	<b>778</b>	<b>71.1%</b>
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%
<b>Total</b>	<b>1095</b>	<b>100%</b>

**Responses for “other” include:**

- Trolley
- Deer Park shuttle

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Did not respond/no comment</b>	<b>49</b>	<b>22.9%</b>
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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	89	11.4%
1	144	18.5%
1.5	14	1.8%
<b>2</b>	<b>138</b>	<b>17.7%</b>
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%
<b>Total</b>	<b>778</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>293</b>	<b>26.7%</b>
I would not have made this trip	263	24.0%
Someone would drive me	206	18.8%
<b>Drive alone</b>	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%
<b>Total</b>	<b>1095</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>5 or more days per week</b>	<b>740</b>	<b>67.6%</b>
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	<b>0</b>	0.0%
<b>Total</b>	<b>1095</b>	<b>100%</b>

**5.) How do you pay for this trip?**

**Daily Fares:**

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

**Monthly Fares:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Not applicable (chose “daily fares” or “other”)</b>	<b>491</b>	<b>44.8%</b>
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%
<b>Total</b>	<b>1095</b>	<b>100.0%</b>

Other:

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Tokens</b>	<b>1</b>	
<b>Total</b>		

6.) **What is your age category?**  
*All respondents are ages 25-34*

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>634</b>	<b>57.9%</b>
\$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%
<b>Total</b>	<b>1095</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>44</b>	<b>35.2%</b>
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%
<b>Total</b>	<b>125</b>	<b>100.0%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>78</b>	<b>62.4%</b>
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%
<b>Total</b>	<b>125</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Convenience store/coffee or espresso stands</b>	<b>62</b>	<b>49.6%</b>
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*

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY</b>
--

**AGE CATEGORY 35-49**

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>846</b>	<b>50.9%</b>
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%
<b>Total</b>	<b>1664</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>1146</b>	<b>69.0%</b>
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%
<b>Total</b>	<b>1664</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Did not respond/no comment</b>	<b>56</b>	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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Did not respond/no comment	208	18.2%
Less than one block	87	7.6%
<b>1</b>	<b>265</b>	<b>23.1%</b>
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%
<b>Total</b>	<b>1146</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>585</b>	<b>35.3%</b>
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%
<b>Total</b>	<b>1664</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will transfer to bus route number</b>	<b>387</b>	<b>23.3%</b>
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%
<b>Total</b>	<b>1664</b>	<b>100%</b>

**Responses for “*other*” include:**

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

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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 <sup>th</sup>	1	0.1%
<b>Total</b>	<b>1102</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>443</b>	<b>26.6%</b>
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%
<b>Total</b>	<b>1664</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>5 or more days per week</b>	<b>1116</b>	<b>67.1%</b>
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%
<b>Total</b>	<b>1664</b>	<b>100%</b>

5.) How do you pay for this trip?

**Daily Fares:**

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

**Monthly Fares:**

RESPONSE	TIMES MENTIONED	PERCENT
<b>Monthly pass</b>	<b>757</b>	<b>45.5%</b>
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%
<b>Total</b>	<b>1664</b>	<b>100%</b>

**Other:**

RESPONSE	TIMES MENTIONED	PERCENT
<b>Tokens</b>	<b>12</b>	<b>66.5%</b>
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%
<b>Total</b>	<b>18</b>	<b>100%</b>

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

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>934</b>	<b>56.1%</b>
\$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%
<b>Total</b>	<b>1664</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Changing service from 15 minute to 30 minute service</b>	<b>65</b>	<b>42.5%</b>
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%
<b>Total</b>	<b>153</b>	<b>100%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>94</b>	<b>61.4%</b>
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%
<b>Total</b>	<b>153</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Convenience store/coffee or espresso stands</b>	<b>63</b>	<b>41.2%</b>
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*

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY</b>
--

**AGE CATEGORY: OVER 65**

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>132</b>	<b>50.8%</b>
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%
<b>Total</b>	<b>260</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>184</b>	<b>70.8%</b>
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%
<b>Total</b>	<b>260</b>	<b>100%</b>

**Responses for “other” include:**

- Wheelchair
- Walk to Plaza

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>20</b>	<b>1</b>	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%
<b>Total</b>	<b>47</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	11	6.0%
<b>1</b>	<b>61</b>	<b>33.3%</b>
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%
<b>Total</b>	<b>184</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>100</b>	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%
<b>Total</b>	<b>260</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
I will transfer to bus route number	40	15.4%
<b>I will walk</b>	<b>200</b>	<b>76.9%</b>
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%
<b>Total</b>	<b>260</b>	<b>100%</b>

**Responses for “other” include:**

- VA Transport
- Shuttle
- Wheelchair

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Did not respond/no comment</b>	<b>12</b>	<b>30.0%</b>
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%
<b>Total</b>	<b>40</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Did not respond/no comment	38	19.0%
Less than one block	23	11.5%
<b>1</b>	<b>50</b>	<b>25.0%</b>
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%
<b>Total</b>	<b>200</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>260</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>5 or more days per week</b>	<b>111</b>	<b>42.7%</b>
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%
<b>Total</b>	<b>260</b>	<b>100%</b>

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%
<b>Total</b>	<b>260</b>	<b>100%</b>

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%
<b>Total</b>	<b>260</b>	<b>100.0%</b>

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Buy tokens	1	100%
<b>Total</b>	<b>1</b>	<b>100%</b>

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%
<b>Total</b>	<b>260</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>15</b>	<b>42.8%</b>
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%
<b>Total</b>	<b>35</b>	<b>100%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>12</b>	<b>34.3%</b>
<b>Did not respond/no comment</b>	<b>12</b>	<b>34.3%</b>
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%
<b>Total</b>	<b>35</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Convenience store/coffee or espresso stands</b>	<b>15</b>	<b>42.9%</b>
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%
<b>Total</b>	<b>35</b>	<b>100%</b>

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 96</b>
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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
<b>Home</b>	<b>31</b>	<b>59.6%</b>
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%
<b>Total</b>	<b>52</b>	<b>100.0%</b>

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
<b>I walked</b>	<b>38</b>	<b>73.1%</b>
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%
<b>Total</b>	<b>52</b>	<b>100.0%</b>

Responses for “other” include:

- There were no “other” responses

*See database for complete responses to this question.*

**If transferred, from what bus route?**

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

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	3	7.9%
<b>1</b>	<b>14</b>	<b>36.9%</b>
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%
<b>Total</b>	<b>38</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>24</b>	<b>46.2%</b>
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%
<b>Total</b>	<b>52</b>	<b>100.0%</b>

**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?**

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

**Responses for “other” include:**

- There were no “other” responses

See database for complete responses to this question.

**If transferred, from what bus route?**

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

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	4	10.5%
<b>1</b>	<b>10</b>	<b>26.4%</b>
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%
<b>Total</b>	<b>38</b>	<b>100.0%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I would not have made this trip</b>	<b>17</b>	<b>32.7%</b>
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%
<b>Total</b>	<b>52</b>	<b>100.0%</b>

**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
<b>5 or more days per week</b>	<b>38</b>	<b>73.1%</b>
2 – 4 days per week	12	23.1%
Did not respond/no comment	2	3.8%
<b>Total</b>	<b>52</b>	<b>100.0%</b>

5.) How do you pay for this trip?

Daily Fares:

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

Monthly Fares:

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

6.) What is your age category?

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

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>38</b>	<b>73.0%</b>
\$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%
<b>Total</b>	<b>52</b>	<b>100.0%</b>

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
<b>Weekend service (Sat &amp; Sun) and holidays</b>	<b>2</b>	<b>40.0%</b>
<b>Changing service from 15 min to 30 min service</b>	<b>2</b>	<b>40.0%</b>
Other	1	20.0%
<b>Total</b>	<b>5</b>	<b>100.0%</b>

**Paratransit**

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

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%
<b>Total</b>	<b>5</b>	<b>100.0%</b>

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>69</b>	<b>46.0%</b>
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%
<b>Total</b>	<b>150</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>78</b>	<b>52.0%</b>
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%
<b>Total</b>	<b>150</b>	<b>100%</b>

**Responses for “other” include:**

- STA

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>9</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	5	6.4%
<b>1</b>	<b>32</b>	<b>41.0%</b>
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%
<b>Total</b>	<b>78</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Work</b>	<b>61</b>	<b>40.7%</b>
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%
<b>Total</b>	<b>150</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will walk</b>	<b>76</b>	<b>50.7%</b>
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%
<b>Total</b>	<b>150</b>	<b>100%</b>

**Responses for “*other*” include:**

- Trolley
- Shuttle

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Did not respond/no comment</b>	<b>2</b>	<b>20.0%</b>
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%
<b>Total</b>	<b>10</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	8	10.5%
<b>1</b>	<b>32</b>	<b>42.2%</b>
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%
<b>Total</b>	<b>76</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Drive alone</b>	<b>77</b>	<b>51.3%</b>
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%
<b>Total</b>	<b>150</b>	<b>100%</b>

**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
<b>5 or more days per week</b>	<b>105</b>	<b>70.0%</b>
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%
<b>Total</b>	<b>150</b>	<b>100%</b>

5.) How do you pay for this trip?

Daily Fares:

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

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Monthly pass</b>	<b>96</b>	<b>64.0%</b>
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%
<b>Total</b>	<b>150</b>	<b>100%</b>

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%
<b>35-49</b>	<b>55</b>	<b>36.7%</b>
50-64	37	24.7%
Over 65	1	0.7%
<b>Total</b>	<b>150</b>	<b>100%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>45</b>	<b>30.0%</b>
\$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%
<b>Total</b>	<b>150</b>	<b>100%</b>

**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**

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

**Paratransit**

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

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Did not respond/no comment</b>	<b>2</b>	<b>50%</b>
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*

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY    ROUTE # 20</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>106</b>	<b>54.9%</b>
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%
<b>Total</b>	<b>193</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>148</b>	<b>76.7%</b>
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%
<b>Total</b>	<b>193</b>	<b>100.0%</b>

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>20</b>	<b>9</b>	<b>25.7%</b>
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%
<b>Total</b>	<b>35</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	10	6.8%
<b>1</b>	<b>50</b>	<b>33.8%</b>
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%
<b>Total</b>	<b>148</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>69</b>	<b>35.8%</b>
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%
<b>Total</b>	<b>193</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>120</b>	<b>62.2%</b>
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%
<b>Total</b>	<b>193</b>	<b>100.0%</b>

**Responses for “other” include:**

- None given

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Did not respond/no comment</b>	<b>14</b>	<b>23.3%</b>
<b>Total</b>	<b>60</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	15	12.5%
<b>1</b>	<b>37</b>	<b>30.8%</b>
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%
<b>Total</b>	<b>120</b>	<b>100.0%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I would not have made this trip</b>	<b>55</b>	<b>28.5%</b>
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%
<b>Total</b>	<b>193</b>	<b>100.0%</b>

**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
<b>5 or more days per week</b>	<b>141</b>	<b>73.1%</b>
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%
<b>Total</b>	<b>193</b>	<b>100%</b>

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Did not respond/no comment</b>	<b>100</b>	<b>51.8%</b>
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%
<b>Total</b>	<b>193</b>	<b>100.0%</b>

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Monthly pass</b>	<b>73</b>	<b>37.8%</b>
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%
<b>Total</b>	<b>193</b>	<b>100.0%</b>

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	27	14.0%
<b>18-24</b>	<b>77</b>	<b>39.9%</b>
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%
<b>Total</b>	<b>193</b>	<b>100.0%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>121</b>	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%
<b>Total</b>	<b>193</b>	<b>100.0%</b>

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
<b>Changing service from 15 minute to 30 minute service</b>	<b>23</b>	<b>39.7%</b>
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%
<b>Total</b>	<b>58</b>	<b>100.0%</b>

**Paratransit**

RESPONSE	TIMES MENTIONED	PERCENT
<b>I do not use paratransit</b>	<b>43</b>	<b>74.1%</b>
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%
<b>Total</b>	<b>58</b>	<b>100.0%</b>

**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
<b>Convenience store/coffee or espresso stands</b>	<b>25</b>	<b>43.1%</b>
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%
<b>Total</b>	<b>58</b>	<b>100%</b>



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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>125</b>	<b>69%</b>
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%
<b>Total</b>	<b>182</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>131</b>	<b>72%</b>
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%
<b>Total</b>	<b>182</b>	<b>100%</b>

**Responses for “other” include:**

- **Skateboard**

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
20	2	5%
21	2	5%
22	1	2%
23	1	2%
<b>25</b>	<b>6</b>	<b>14%</b>
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%
<b>90</b>	<b>6</b>	<b>14%</b>
94	2	5%
Did not respond/no comment	6	14%
<b>Total</b>	<b>43</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	23	18%
<b>1</b>	<b>28</b>	<b>21%</b>
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%
<b>Total</b>	<b>131</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Personal business/errands</b>	<b>39</b>	<b>21%</b>
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%
<b>Total</b>	<b>182</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>133</b>	<b>73%</b>
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%
<b>Total</b>	<b>182</b>	<b>100%</b>

**Responses for “other” include:**

- **Skateboard**

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>21</b>	<b>21</b>	<b>48%</b>
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%
<b>Total</b>	<b>44</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	28	21%
<b>1</b>	<b>34</b>	<b>26%</b>
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%
<b>Total</b>	<b>133</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>72</b>	<b>40%</b>
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%
<b>Total</b>	<b>182</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>5 or more days per week</b>	<b>117</b>	<b>64%</b>
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%
<b>Total</b>	<b>182</b>	<b>100%</b>

**5.) How do you pay for this trip?**

**Daily Fares:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Not applicable (chose “monthly fares” or “other”)</b>	<b>102</b>	<b>56.0%</b>
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%
<b>Total</b>	<b>182</b>	<b>100%</b>

**Monthly Fares:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Not applicable (chose “daily fares” or “other”)</b>	<b>80</b>	<b>44.0%</b>
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%
<b>Total</b>	<b>182</b>	<b>100%</b>

6.) What is your age category?

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

7.) What is your annual income?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>126</b>	<b>69%</b>
\$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%
<b>Total</b>	<b>182</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Changing service from 15 minute to 30 minute service</b>	<b>1</b>	<b>100%</b>
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%
<b>Total</b>	<b>1</b>	<b>100%</b>

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

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>1</b>	<b>100%</b>
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%
<b>Total</b>	<b>1</b>	<b>100%</b>

**\*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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
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%
<b>Total</b>	<b>5</b>	<b>100%</b>

*\*1 responded to this question*

*Question allowed for more than one response*

*Percentage based on number of responses*

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY    ROUTE #22</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>125</b>	<b>42.1%</b>
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%
<b>Total</b>	<b>297</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>200</b>	<b>67.4%</b>
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%
<b>Total</b>	<b>297</b>	<b>100%</b>

**Responses for “other” include:**

- Wheelchair
- I run

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>90</b>	<b>10</b>	<b>13.0%</b>
91	1	1.3%
94	3	3.9%
Did not respond/no comment	14	18.1%
<b>Total</b>	<b>77</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	27	13.5%
1	31	15.5%
1.5	1	0.5%
<b>2</b>	<b>41</b>	<b>20.5%</b>
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%
<b>Total</b>	<b>200</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>120</b>	<b>40.4%</b>
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%
<b>Total</b>	<b>297</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will walk</b>	<b>217</b>	<b>73.1%</b>
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%
<b>Total</b>	<b>297</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
1	1	1.6%
20	1	1.6%
21	1	1.6%
22	8	12.5%
24	2	3.1%
<b>25</b>	<b>9</b>	<b>14.0%</b>
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%
<b>Total</b>	<b>64</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	10	4.6%
1	39	18.0%
1.5	6	2.8%
<b>2</b>	<b>46</b>	<b>21.2%</b>
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%
<b>Total</b>	<b>217</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>95</b>	<b>32.0%</b>
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%
<b>Total</b>	<b>297</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>5 or more days per week</b>	<b>203</b>	<b>68.4%</b>
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%
<b>Total</b>	<b>297</b>	<b>100%</b>

5.) How do you pay for this trip?

**Daily Fares:**

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

**Monthly Fares:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Monthly pass</b>	<b>135</b>	<b>45.4%</b>
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%
<b>Total</b>	<b>297</b>	<b>100%</b>

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%
<b>35-49</b>	<b>72</b>	<b>24.3%</b>
50-64	53	17.8%
Over 65	16	5.4%
Did not respond/no comment	4	1.3%
<b>Total</b>	<b>297</b>	<b>100%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>184</b>	<b>62.0%</b>
\$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%
<b>Total</b>	<b>297</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>10</b>	<b>47.6%</b>
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%
<b>Total</b>	<b>21</b>	<b>100%</b>

**Paratransit**

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

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Convenience store/coffee or espresso stands</b>	<b>9</b>	<b>42.9%</b>
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*

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY    ROUTE # 23</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>85</b>	<b>49.7%</b>
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%
<b>Total</b>	<b>171</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>126</b>	<b>73.7%</b>
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%
<b>Total</b>	<b>171</b>	<b>100.0%</b>

**Responses for “other” include:**

- Skywalk
- Bus

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>90</b>	<b>5</b>	<b>17.9%</b>
94	1	3.6%
Did not respond/no comment	5	17.9%
<b>Total</b>	<b>28</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	12	9.5%
1 1/2	3	2.4%
<b>1</b>	<b>34</b>	<b>27.0%</b>
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%
<b>Total</b>	<b>126</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>68</b>	<b>39.8%</b>
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%
<b>Total</b>	<b>171</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>124</b>	<b>72.5%</b>
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%
<b>Total</b>	<b>171</b>	<b>100.0%</b>

**Responses for “other” include:**

- 

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>23</b>	<b>4</b>	<b>13.3%</b>
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%
<b>Total</b>	<b>30</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	14	11.3%
1	16	12.9%
<b>2</b>	<b>28</b>	<b>22.6%</b>
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%
<b>Total</b>	<b>124</b>	<b>100.0%</b>

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

RESPONSE	TIMES MENTIONED	PERCENT
<b>Drive alone</b>	<b>48</b>	<b>28.1%</b>
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%
<b>Total</b>	<b>171</b>	<b>100.0%</b>

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%
<b>5 or more days per week</b>	<b>119</b>	<b>69.6%</b>
<b>Total</b>	<b>171</b>	<b>100.0%</b>

5.) How do you pay for this trip?

**Daily Fares:**

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

**Monthly Fares:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Monthly pass</b>	<b>87</b>	<b>50.9%</b>
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%
<b>Total</b>	<b>171</b>	<b>100.0%</b>

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%
<b>35-49</b>	<b>53</b>	<b>31.0%</b>
50-64	44	25.7%
Over 65	5	2.9%
Did not respond/no comment	1	0.6%
<b>Total</b>	<b>171</b>	<b>100.0%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>95</b>	<b>55.6%</b>
\$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%
<b>Total</b>	<b>171</b>	<b>100.0%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Changing service from 15 minute to 30 minute service</b>	<b>8</b>	<b>72.7%</b>
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%
<b>Total</b>	<b>11</b>	<b>100%</b>

**Paratransit**

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

**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?**

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

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY    ROUTE # 24</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>185</b>	<b>52%</b>
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%
<b>Total</b>	<b>359</b>	<b>100%</b>

**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?**

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

**Responses for “other” include:**

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

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>90</b>	<b>7</b>	<b>11%</b>
92	1	2%
Did not respond/no comment	11	18%
<b>Total</b>	<b>61</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than 1 block	13	5%
<b>1</b>	<b>45</b>	<b>16%</b>
1.5	1	0%
<b>2</b>	<b>45</b>	<b>16%</b>
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%
<b>Total</b>	<b>277</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>116</b>	<b>32%</b>
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%
<b>Total</b>	<b>359</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>254</b>	<b>70.8%</b>
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%
<b>Total</b>	<b>359</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
E. Sprague	1	1.2%
21	4	4.9%
22	4	4.9%
24	8	9.9%
<b>25</b>	<b>10</b>	<b>12.3%</b>
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%
<b>Total</b>	<b>81</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	18	7.1%
1	35	13.8%
1.5	7	2.8%
<b>2</b>	<b>40</b>	<b>15.7%</b>
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%
<b>Total</b>	<b>254</b>	<b>100%</b>

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

RESPONSE	TIMES MENTIONED	PERCENT
<b>Walk</b>	<b>122</b>	<b>34.0%</b>
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%
<b>Total</b>	<b>359</b>	<b>100%</b>

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
<b>5 or more days per week</b>	<b>233</b>	<b>64.9%</b>
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%
<b>Total</b>	<b>359</b>	<b>100%</b>

5.) How do you pay for this trip?

**Daily Fares:**

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

**Monthly Fares:**

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

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%
<b>35-49</b>	<b>83</b>	<b>23.1%</b>
50-64	49	13.6%
Over 65	12	3.3%
Did not respond/no comment	3	0.8%
<b>Total</b>	<b>359</b>	<b>100%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>228</b>	<b>69%</b>
\$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%
<b>Total</b>	<b>359</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>13</b>	<b>41.9%</b>
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%
<b>Total</b>	<b>31</b>	<b>100%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>19</b>	<b>61.3%</b>
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%
<b>Total</b>	<b>31</b>	<b>100%</b>

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%
<b>Total</b>	<b>31</b>	<b>100%</b>

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>325</b>	<b>52.6%</b>
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%
<b>Total</b>	<b>618</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>409</b>	<b>66.2%</b>
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%
<b>Total</b>	<b>618</b>	<b>100%</b>

**Responses for “other” include:**

- Cab
- Cash

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
20	4	2.8%
21	4	2.8%
22	4	2.8%
23	2	1.4%
<b>24</b>	<b>11</b>	<b>7.8%</b>
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%
<b>90</b>	<b>11</b>	<b>7.7%</b>

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%
<b>Total</b>	<b>142</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	24	5.9%
<b>1</b>	<b>76</b>	<b>18.6%</b>
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%
<b>Total</b>	<b>409</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>146</b>	<b>23.6%</b>
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%
<b>Total</b>	<b>618</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will walk</b>	<b>420</b>	<b>68.0%</b>
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%
<b>Total</b>	<b>618</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Hamilton	1	0.7%
20	1	0.7%
21	7	4.8%
22	5	3.4%
23	1	0.7%
24	5	3.4%
<b>25</b>	<b>19</b>	<b>13.0%</b>
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%
<b>Total</b>	<b>146</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	37	8.8%
<b>1</b>	<b>95</b>	<b>22.6%</b>
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%
<b>Total</b>	<b>420</b>	<b>100.0%</b>

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

RESPONSE	TIMES MENTIONED	PERCENT
<b>Walk</b>	<b>181</b>	<b>29.3%</b>
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%
<b>Total</b>	<b>618</b>	<b>100.0%</b>

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
<b>5 or more days per week</b>	<b>399</b>	<b>64.6%</b>
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%
<b>Total</b>	<b>618</b>	<b>100%</b>

5.) How do you pay for this trip?

**Daily Fares:**

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

**Monthly Fares:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Monthly pass</b>	<b>274</b>	<b>44.3%</b>
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%
<b>Total</b>	<b>618</b>	<b>100.0%</b>

**Other:**

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

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%
<b>35-49</b>	<b>195</b>	<b>31.5%</b>
50-64	77	12.5%
Over 65	19	3.1%
Did not respond/no comment	6	1.0%
<b>Total</b>	<b>618</b>	<b>100%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>410</b>	<b>66.3%</b>
\$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%
<b>Total</b>	<b>618</b>	<b>100.0%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Changing service from 15 minute to 30 minute service</b>	<b>33</b>	<b>44.6%</b>
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%
<b>Total</b>	<b>74</b>	<b>100%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>50</b>	<b>67.6%</b>
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%
<b>Total</b>	<b>74</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Convenience store/coffee or espresso stands</b>	<b>38</b>	<b>51.4%</b>
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*

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 26</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>321</b>	<b>61.5%</b>
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%
<b>Total</b>	<b>522</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>380</b>	<b>72.8%</b>
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%
<b>Total</b>	<b>522</b>	<b>100.0%</b>

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>90</b>	<b>14</b>	<b>13.7%</b>
91	2	2.0%
94	3	2.9%
Arena	1	1.0%
Did not respond/no comment	24	23.5%
<b>Total</b>	<b>102</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>2</b>	<b>89</b>	<b>23.4%</b>
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%
<b>Total</b>	<b>380</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Work</b>	<b>129</b>	<b>24.7%</b>
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%
<b>Total</b>	<b>522</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>356</b>	<b>68.2%</b>
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%
<b>Total</b>	<b>522</b>	<b>100.0%</b>

**Responses for “other” include:**

- Stay

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>128</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	38	10.7%
1	63	17.7%
1 ½	10	2.8%
<b>2</b>	<b>66</b>	<b>18.5%</b>
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%
<b>Total</b>	<b>356</b>	<b>100.0%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>137</b>	<b>26.2%</b>
<b>I would not have made this trip</b>	<b>137</b>	<b>26.2%</b>
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%
<b>Total</b>	<b>522</b>	<b>100.0%</b>

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
<b>5 or more days per week</b>	<b>329</b>	<b>63.0%</b>
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%
<b>Total</b>	<b>522</b>	<b>100.0%</b>

5.) How do you pay for this trip?

Daily Fares:

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

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Not applicable (chose “daily fares” or “other”)</b>	<b>241</b>	<b>46.2%</b>
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%
<b>Total</b>	<b>522</b>	<b>100.0%</b>

Other:

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

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	53	10.2%
<b>18-24</b>	<b>136</b>	<b>26.1%</b>
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%
<b>Total</b>	<b>522</b>	<b>100.0%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>356</b>	<b>68.2%</b>
\$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%
<b>Total</b>	<b>522</b>	<b>100.0%</b>

**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**

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

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
I do not use paratransit	10	100.0
<b>Total</b>	<b>10</b>	<b>100.0%</b>

**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?**

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

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>76</b>	<b>37.3%</b>
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%
<b>Total</b>	<b>204</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>134</b>	<b>65.7%</b>
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%
<b>Total</b>	<b>204</b>	<b>100%</b>

**Responses for “other” include:**

- No responses

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>27</b>	<b>7</b>	<b>13.0%</b>
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%
<b>Total</b>	<b>54</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than 1 block	6	4.5%
<b>1</b>	<b>31</b>	<b>23.1%</b>
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%
<b>Total</b>	<b>134</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>99</b>	<b>48.5%</b>
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%
<b>Total</b>	<b>204</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>150</b>	<b>73.5%</b>
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%
<b>Total</b>	<b>204</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
22	1	2.6%
24	2	5.3%
25	2	5.3%
26	1	2.6%
<b>27</b>	<b>10</b>	<b>26.3%</b>
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%
<b>Total</b>	<b>38</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Across the street	1	0.7%
Less than one block	13	8.7%
<b>1</b>	<b>25</b>	<b>16.7%</b>
1.5	2	1.3%
<b>2</b>	<b>25</b>	<b>16.7%</b>
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%
<b>Total</b>	<b>150</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>61</b>	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%
<b>Total</b>	<b>204</b>	<b>100%</b>

**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
<b>5 or more days per week</b>	<b>149</b>	<b>73.0%</b>
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%
<b>Total</b>	<b>204</b>	<b>100%</b>

5.) How do you pay for this trip?

Daily Fares:

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

Monthly Fares:

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

Other:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Free ride</b>	<b>1</b>	<b>50%</b>
<b>Dependant</b>	<b>1</b>	<b>50%</b>
<b>Total</b>	<b>2</b>	<b>100%</b>

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%
<b>35-49</b>	<b>63</b>	<b>30.9%</b>
50-64	22	10.8%
Over 65	8	3.9%
Did not respond/no comment	1	0.5%
<b>Total</b>	<b>204</b>	<b>100%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>141</b>	<b>69.1%</b>
\$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%
<b>Total</b>	<b>204</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>10</b>	<b>41.7%</b>
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%
<b>Total</b>	<b>24</b>	<b>100%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>17</b>	<b>70.8%</b>
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%
<b>Total</b>	<b>24</b>	<b>100%</b>

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%
<b>Total</b>	<b>24</b>	<b>100%</b>

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>75</b>	<b>41.0%</b>
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%
<b>Total</b>	<b>183</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>124</b>	<b>67.8%</b>
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%
<b>Total</b>	<b>183</b>	<b>100%</b>

**Responses for “*other*” include:**

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

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
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%
<b>65</b>	<b>7</b>	<b>16.7%</b>
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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	12	9.0%
<b>1</b>	<b>21</b>	<b>16.9%</b>
1.5	5	3.6%
<b>2</b>	<b>21</b>	<b>16.9%</b>
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%
<b>Total</b>	<b>124</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>81</b>	<b>44.4%</b>
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%
<b>Total</b>	<b>183</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
I will transfer to bus route number	46	25.1%
<b>I will walk</b>	<b>124</b>	<b>67.9%</b>
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%
<b>Total</b>	<b>183</b>	<b>100%</b>

**Responses for “other” include:**

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

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
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%
<b>29</b>	<b>6</b>	<b>13.0%</b>
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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	18	14.5%
<b>1</b>	<b>29</b>	<b>23.4%</b>
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%
<b>Total</b>	<b>124</b>	<b>100.0%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>47</b>	<b>25.7%</b>
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	<b>7</b>	3.8%
Carpool	6	3.3%
<b>Total</b>	<b>183</b>	<b>100.0%</b>

**Responses for “other” include:**

- A friend
- Walk

*See database for complete responses to this question.*

**4.) How often do you ride Spokane transit?**

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

**5.) How do you pay for this trip?**

**Daily Fares:**

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

**Monthly Fares:**

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

6.) What is your age category?

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

7.) What is your annual income?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>134</b>	<b>73.2%</b>
\$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%
<b>Total</b>	<b>183</b>	<b>100.0%</b>

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

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 30</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>59</b>	<b>51.8%</b>
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%
<b>Total</b>	<b>114</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>80</b>	<b>70.2%</b>
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%
<b>Total</b>	<b>114</b>	<b>100.0%</b>

**If transferred, from what bus route?**

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

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	12	15.0%
1	<b>23</b>	<b>28.8%</b>
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%
<b>Total</b>	<b>80</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>45</b>	<b>39.5%</b>
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%
<b>Total</b>	<b>114</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>88</b>	<b>77.2%</b>
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%
<b>Total</b>	<b>114</b>	<b>100.0%</b>

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
20	1	6.3%
<b>25</b>	<b>3</b>	<b>18.8%</b>
26	1	6.3%
<b>27</b>	<b>3</b>	<b>18.8%</b>
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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	16	18.2%
<b>1</b>	<b>19</b>	<b>21.6%</b>
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%
<b>Total</b>	<b>88</b>	<b>100.0%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>37</b>	<b>32.5%</b>
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%
<b>Total</b>	<b>114</b>	<b>100.0%</b>

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
<b>5 or more days per week</b>	<b>75</b>	<b>65.8%</b>
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%
<b>Total</b>	<b>114</b>	<b>100.0%</b>

5.) How do you pay for this trip?

Daily Fares:

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

Monthly Fares:

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

Other:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Token</b>	<b>1</b>	<b>100.0%</b>
<b>Total</b>	<b>1</b>	<b>100.0%</b>

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%
<b>35-49</b>	<b>33</b>	<b>28.9%</b>
50-64	17	14.9%
Over 65	6	5.3%
Did not respond/no comment	2	1.8%
<b>Total</b>	<b>114</b>	<b>100.0%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>76</b>	<b>66.7%</b>
\$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%
<b>Total</b>	<b>114</b>	<b>100.0%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>		
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		
<b>Total</b>		

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>		
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		
<b>Total</b>		

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

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY    ROUTE # 33</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>167</b>	<b>48.4%</b>
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%
<b>Total</b>	<b>345</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>261</b>	<b>75.7%</b>
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%
<b>Total</b>	<b>345</b>	<b>100%</b>

**Responses for “other” include:**

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

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>25</b>	<b>6</b>	<b>10.9%</b>
<b>26</b>	<b>6</b>	<b>10.9%</b>
27	1	1.8%
29	1	1.8%
33	1	1.8%
44	1	1.8%
45	1	1.8%
<b>46</b>	<b>6</b>	<b>10.9%</b>
<b>90</b>	<b>6</b>	<b>10.9%</b>
91	1	1.8%
94	2	3.6%
Did not respond/no comment	11	20.0%
<b>Total</b>	<b>55</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than 1 block	29	11.1%
<b>1</b>	<b>81</b>	<b>31.0%</b>
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%
<b>Total</b>	<b>261</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>92</b>	<b>26.7%</b>
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%
<b>Total</b>	<b>345</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>261</b>	<b>73.5%</b>
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 carpooled 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%
<b>Total</b>	<b>345</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>90</b>	<b>11</b>	<b>16.9%</b>
Did not respond/no comment	17	26.2%
<b>Total</b>	<b>65</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	40	15.3%
<b>1</b>	<b>64</b>	<b>24.5%</b>
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%
<b>Total</b>	<b>261</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Someone would drive me</b>	<b>92</b>	<b>26.7%</b>
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%
<b>Total</b>	<b>345</b>	<b>100%</b>

**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
<b>5 or more days per week</b>	<b>210</b>	<b>60.9%</b>
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%
<b>Total</b>	<b>345</b>	<b>100%</b>

5.) How do you pay for this trip?

Daily Fares:

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

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Not applicable (chose “daily fares” or “other”)</b>	<b>176</b>	<b>51.0%</b>
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%
<b>Total</b>	<b>345</b>	<b>100%</b>

Other:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Dependant pass</b>	<b>1</b>	<b>100%</b>
<b>Total</b>	<b>1</b>	<b>100%</b>

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%
<b>35-49</b>	<b>86</b>	<b>24.9%</b>
50-64	45	13.0%
Over 65	46	13.3%
Did not respond/no comment	1	0.3%
<b>Total</b>	<b>345</b>	<b>100%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>203</b>	<b>58.8%</b>
\$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%
<b>Total</b>	<b>345</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>21</b>	<b>39.6%</b>
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%
<b>Total</b>	<b>53</b>	<b>100%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>23</b>	<b>43.4%</b>
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%
<b>Total</b>	<b>53</b>	<b>100%</b>

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%
<b>Total</b>	<b>53</b>	<b>100%</b>

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 41</b>
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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
<b>Home</b>	<b>16</b>	<b>69.5%</b>
Work	3	13.0%
Shopping	2	8.7%
Personal business/errands	1	4.4%
Doctor/Medical	1	4.4%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

**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
<b>I walked</b>	<b>19</b>	<b>82.6%</b>
I transferred from bus route number	4	17.4%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

**Responses for “other” include:**

- *There were no “other” responses*

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
21	1	25.0%
25	1	25.0%
44	1	25.0%
46	1	25.0%
<b>Total</b>	<b>4</b>	<b>100.0%</b>

**If walked, how many blocks?**

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

**2A.) Where are you going?**

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

**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
<b>I walked</b>	<b>19</b>	<b>82.6%</b>
I transferred from bus route number	3	13.0%
I carpoled	1	4.4%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

**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%
<b>Total</b>	<b>3</b>	<b>100.0%</b>

**If walked, how many blocks?**

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

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%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

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%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

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%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

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%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

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%
<b>50-64</b>	<b>7</b>	<b>30.4%</b>
<b>Total</b>	<b>23</b>	<b>100.0%</b>

7.) What is your annual income?

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

**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**

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

**Paratransit**

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

- 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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
On-site daycare at Plaza	1	100.0%
<b>Total</b>	<b>1</b>	<b>100.0%</b>

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY    ROUTE # 42</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>38</b>	<b>38.0%</b>
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%
<b>Total</b>	<b>100</b>	<b>100.0%</b>

**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?**

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

**If transferred, from what bus route?**

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

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	5	6.0%
<b>1</b>	<b>16</b>	<b>19.3%</b>
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%
<b>Total</b>	<b>82</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>48</b>	<b>48%</b>
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%
<b>Total</b>	<b>100</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>85</b>	<b>85.0%</b>
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%
<b>Total</b>	<b>100</b>	<b>100.0%</b>

**Responses for “other” include:**

- None given

*See database for complete responses to this question.*

**If transferred, from what bus route?**

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

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	4	4.7%
<b>1</b>	<b>19</b>	<b>22.4%</b>
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%
<b>Total</b>	<b>85</b>	<b>100.0%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>42</b>	<b>42.0%</b>
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%
<b>Total</b>	<b>100</b>	<b>100.0%</b>

**4.) How often do you ride Spokane transit?**

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

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%
<b>Total</b>	<b>100</b>	<b>100.0%</b>

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%
<b>Total</b>	<b>100</b>	<b>100.0%</b>

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Bus pass	1	100.0%
<b>Total</b>	<b>1</b>	<b>100.0%</b>

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%
<b>Total</b>	<b>100</b>	<b>100.0%</b>

7.) What is your annual income?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>56</b>	<b>56.0%</b>
\$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%
<b>Total</b>	<b>100</b>	<b>100.0%</b>

**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**

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

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>6</b>	<b>42.9%</b>
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%
<b>Total</b>	<b>14</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Convenience store/coffee or espresso stands</b>	<b>10</b>	<b>71.4%</b>
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%
<b>Total</b>	<b>14</b>	<b>100.0%</b>

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>73</b>	<b>38.8%</b>
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%
<b>Total</b>	<b>188</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>133</b>	<b>70.7%</b>
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%
<b>Total</b>	<b>188</b>	<b>100%</b>

**Responses for “other” include:**

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

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
21	1	2.6%
22	1	2.6%
23	3	7.9%
24	1	2.6%
25	3	7.9%
<b>26</b>	<b>5</b>	<b>13.2%</b>
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%
<b>90</b>	<b>5</b>	<b>13.2%</b>
91	2	5.3%
94	2	5.3%
Did not respond/no comment	4	10.5%
<b>Total</b>	<b>38</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than 1 block	9	6.9%
<b>1</b>	<b>38</b>	<b>29.0%</b>
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%
<b>Total</b>	<b>133</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>106</b>	<b>56.4%</b>
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%
<b>Total</b>	<b>188</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>136</b>	<b>72.3%</b>
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%
<b>Total</b>	<b>188</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>43</b>	<b>9</b>	<b>23.1%</b>
44	3	7.7%
90	3	7.7%
96	1	2.6%
Did not respond/no comment	9	23.1%
<b>Total</b>	<b>39</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	13	9.6%
<b>1</b>	<b>30</b>	<b>22.1%</b>
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%
<b>Total</b>	<b>136</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>52</b>	<b>27.7%</b>
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%
<b>Total</b>	<b>188</b>	<b>100%</b>

**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
<b>5 or more days per week</b>	<b>135</b>	<b>71.8%</b>
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%
<b>Total</b>	<b>188</b>	<b>100%</b>

5.) How do you pay for this trip?

Daily Fares:

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

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Not applicable (chose “daily fares” or “other”)</b>	<b>97</b>	<b>51.6%</b>
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%
<b>Total</b>	<b>188</b>	<b>100%</b>

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Tokens	1	50%
Employee pass	1	50%
<b>Total</b>	<b>2</b>	<b>100%</b>

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%
<b>35-49</b>	<b>59</b>	<b>31.4%</b>
50-64	37	19.7%
Over 65	13	6.9%
Did not respond/no comment	0	0.0%
<b>Total</b>	<b>188</b>	<b>100%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>109</b>	<b>58.0%</b>
\$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%
<b>Total</b>	<b>188</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>16</b>	<b>59.3%</b>
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%
<b>Total</b>	<b>27</b>	<b>100%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>13</b>	<b>48.1%</b>
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%
<b>Total</b>	<b>27</b>	<b>100%</b>

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
<b>Convenience store/coffee or espresso stands</b>	<b>22</b>	<b>81.5%</b>
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%
<b>Total</b>	<b>27</b>	<b>100%</b>

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>101</b>	<b>39.5%</b>
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%
<b>Total</b>	<b>256</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>187</b>	<b>73.0%</b>
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%
<b>Total</b>	<b>256</b>	<b>100.0%</b>

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>25</b>	<b>5</b>	<b>9.1%</b>
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%
<b>Total</b>	<b>55</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	11	5.9%
<b>1</b>	<b>44</b>	<b>23.5%</b>
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%
<b>Total</b>	<b>187</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>111</b>	<b>43.4%</b>
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%
<b>Total</b>	<b>256</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will walk</b>	<b>186</b>	<b>72.7%</b>
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%
<b>Total</b>	<b>256</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
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%
<b>44</b>	<b>7</b>	<b>13.0%</b>
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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	16	8.6%
<b>1</b>	<b>51</b>	<b>27.6%</b>
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%
<b>Total</b>	<b>186</b>	<b>100%</b>

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

RESPONSE	TIMES MENTIONED	PERCENT
<b>I would not have made this trip</b>	<b>72</b>	<b>28.1%</b>
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%
<b>Total</b>	<b>256</b>	<b>100.0%</b>

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
<b>5 or more days per week</b>	<b>145</b>	<b>56.7%</b>
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%
<b>Total</b>	<b>256</b>	<b>100%</b>

**5.) How do you pay for this trip?**

**Daily Fares:**

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

**Monthly Fares:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Not applicable (chose “daily fares” or “other”)</b>	<b>133</b>	<b>52.0%</b>
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%
<b>Total</b>	<b>256</b>	<b>100.0%</b>

**Other:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Free pass	1	50.0%
Employee	1	50.0%
<b>Total</b>	<b>2</b>	<b>100%</b>

6.) What is your age category?

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

7.) What is your annual income?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>152</b>	<b>59.4%</b>
\$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%
<b>Total</b>	<b>256</b>	<b>100.0%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Changing service from 15 minute to 30 minute service</b>	<b>5</b>	<b>35.7%</b>
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%
<b>Total</b>	<b>14</b>	<b>100.0%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>7</b>	<b>50.0%</b>
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%
<b>Total</b>	<b>14</b>	<b>100.0%</b>

**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?**

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

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>49</b>	<b>50.0%</b>
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%
<b>Total</b>	<b>98</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>79</b>	<b>80.7%</b>
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%
<b>Total</b>	<b>98</b>	<b>100%</b>

**Responses for “other” include:**

- Across campus
- At work, stops outside

*See database for complete responses to this question.*

**If transferred, from what bus route?**

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

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	11	13.9%
<b>1</b>	<b>20</b>	<b>25.3%</b>
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%
<b>Total</b>	<b>79</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>37</b>	<b>37.8%</b>
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%
<b>Total</b>	<b>98</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will walk</b>	<b>81</b>	<b>82.7%</b>
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%
<b>Total</b>	<b>98</b>	<b>100%</b>

**Responses for “other” include:**

- I will take another bus ride

*See database for complete responses to this question.*

**If transferred, from what bus route?**

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

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	8	9.9%
<b>1</b>	<b>16</b>	<b>19.8%</b>
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%
<b>Total</b>	<b>81</b>	<b>100.0%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Drive alone</b>	<b>22</b>	<b>22.4%</b>
<b>I would not have made this trip</b>	<b>22</b>	<b>22.4%</b>
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%
<b>Total</b>	<b>98</b>	<b>100.0%</b>

**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
<b>5 or more days per week</b>	<b>61</b>	<b>62.2%</b>
2 – 4 days per week	28	28.6%
1 – 4 days per month	8	8.2%
Less than once per month	1	1.0%
<b>Total</b>	<b>98</b>	<b>100.0%</b>

5.) How do you pay for this trip?

Daily Fares:

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

Monthly Fares:

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

6.) What is your age category?

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

7.) What is your annual income?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>40</b>	<b>40.8%</b>
\$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%
<b>Total</b>	<b>98</b>	<b>100.0%</b>

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

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>71</b>	<b>57.3%</b>
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%
<b>Total</b>	<b>124</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>88</b>	<b>71.0%</b>
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%
<b>Total</b>	<b>124</b>	<b>100.0%</b>

**Responses for “other” include:**

- Wheelchair
- Across the street

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
20	1	3.3%
<b>21</b>	<b>3</b>	<b>10.0%</b>
22	2	6.7%
23	1	3.3%
<b>24</b>	<b>3</b>	<b>10.0%</b>
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%
<b>90</b>	<b>3</b>	<b>10.0%</b>
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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	5	5.7%
<b>1</b>	<b>31</b>	<b>35.2%</b>
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%
<b>Total</b>	<b>88</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>35</b>	<b>28.2%</b>
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%
<b>Total</b>	<b>124</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will walk</b>	<b>81</b>	<b>65.3%</b>
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%
<b>Total</b>	<b>124</b>	<b>100.0%</b>

**Responses for “other” include:**

- **No responses to this question**

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
20	1	2.8%
21	1	2.8%
22	2	5.6%
23	1	2.8%
24	3	8.3%
<b>25</b>	<b>6</b>	<b>16.7%</b>
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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	1	1.2%
<b>1</b>	<b>17</b>	<b>21.0%</b>
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%
<b>Total</b>	<b>81</b>	<b>100.0%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Walk</b>	<b>30</b>	<b>24.2%</b>
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%
<b>Total</b>	<b>124</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>5 or more days per week</b>	<b>82</b>	<b>66.1%</b>
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%
<b>Total</b>	<b>124</b>	<b>100%</b>

**5.) How do you pay for this trip?**

**Daily Fares:**

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

**Monthly Fares:**

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

6.) What is your age category?

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

7.) What is your annual income?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>78</b>	<b>62.9%</b>
\$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%
<b>Total</b>	<b>124</b>	<b>100.0%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>21</b>	<b>47.7%</b>
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%
<b>Total</b>	<b>44</b>	<b>100.0%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>32</b>	<b>72.7%</b>
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%
<b>Total</b>	<b>44</b>	<b>100.0%</b>

**If other:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>7</b>	<b>100%</b>

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?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Convenience store/coffee or espresso stands</b>	<b>20</b>	<b>45.5%</b>
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*

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>43</b>	<b>41.3%</b>
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%
<b>Total</b>	<b>104</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>72</b>	<b>69.2%</b>
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%
<b>Total</b>	<b>104</b>	<b>100.0%</b>

**Responses for “other” include:**

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

*See database for complete responses to this question.*

**If transferred, from what bus route?**

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

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	3	4.2%
<b>1</b>	<b>16</b>	<b>22.2%</b>
<b>2</b>	<b>16</b>	<b>22.2%</b>
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%
<b>Total</b>	<b>72</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>42</b>	<b>40.4%</b>
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%
<b>Total</b>	<b>104</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will walk</b>	<b>71</b>	<b>68.3%</b>
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%
<b>Total</b>	<b>104</b>	<b>100.0%</b>

**Responses for “other” include:**

- Get off this bus
- Hitch hike

*See database for complete responses to this question.*

**If transferred, from what bus route?**

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

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	7	9.9%
<b>1</b>	<b>14</b>	<b>19.7%</b>
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%
<b>Total</b>	<b>71</b>	<b>100.0%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I would not have made this trip</b>	<b>52</b>	<b>50.0%</b>
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%
<b>Total</b>	<b>104</b>	<b>100.0%</b>

**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
<b>5 or more days per week</b>	<b>68</b>	<b>65.4%</b>
2 – 4 days per week	20	19.2%
1 – 4 days per month	12	11.5%
Less than once per month	4	3.8%
<b>Total</b>	<b>104</b>	<b>100.0%</b>

5.) How do you pay for this trip?

Daily Fares:

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

Monthly Fares:

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

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Tokens	1	50.0%
Free pass	1	50.0%
<b>Total</b>	<b>2</b>	<b>100%</b>

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%
<b>35-49</b>	<b>31</b>	<b>29.8%</b>
50-64	17	16.3%
Over 65	3	2.9%
Did not respond/no comment	1	1.0%
<b>Total</b>	<b>104</b>	<b>100.0%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>63</b>	<b>60.6%</b>
\$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%
<b>Total</b>	<b>104</b>	<b>100.0%</b>

**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
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>11</b>	<b>91.7%</b>
Changing service from 15 minute to 30 minute service	1	8.3%
<b>Total</b>	<b>12</b>	<b>100%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
I do not use paratransit	12	100%
<b>Total</b>	<b>12</b>	<b>100%</b>

- 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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Convenience store/coffee or espresso stands</b>	<b>10</b>	<b>83.3%</b>
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*

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

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**1A.) Where are you coming from?**

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

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>6</b>	<b>26.1%</b>
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%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
24	1	33.3%
25	1	33.3%
46	1	33.3%
<b>Total</b>	<b>3</b>	<b>100.0%</b>

**If walked, how many blocks?**

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

**2A.) Where are you going?**

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

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>13</b>	<b>56.5%</b>
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%
<b>Total</b>	<b>23</b>	<b>100.0</b>

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
26	1	50.0%
43	1	50.0%
<b>Total</b>	<b>2</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than 1	2	15.4%
1	2	15.4%
2	2	15.4%
<b>3</b>	<b>5</b>	<b>38.5%</b>
6	1	7.7%
Did not respond/no comment	1	7.7%
<b>Total</b>	<b>13</b>	<b>100.0%</b>

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

RESPONSE	TIMES MENTIONED	PERCENT
<b>Drive alone</b>	<b>12</b>	<b>52.2%</b>
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%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

4.) How often do you ride Spokane transit?

RESPONSE	TIMES MENTIONED	PERCENT
<b>5 or more days per week</b>	<b>17</b>	<b>73.9%</b>
2 – 4 days per week	6	26.1%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

5.) How do you pay for this trip?

**Daily Fares:**

RESPONSE	TIMES MENTIONED	PERCENT
<b>Cash fare</b>	<b>6</b>	<b>26.1%</b>
Senior or disable fare	1	4.3%
Shuttle fare	1	4.3%
Did not respond/no comment	15	65.2%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

**Monthly Fares:**

RESPONSE	TIMES MENTIONED	PERCENT
<b>Monthly pass</b>	<b>15</b>	<b>65.2%</b>
Commuter Trip Reduction pass	3	13.0%
Student pass	1	4.3%
Did not respond/no comment	4	17.4%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	0	0%
18-24	1	4.3%
25-34	2	8.7%
<b>35-49</b>	<b>14</b>	<b>60.9%</b>
50-64	6	26.1%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
Less than \$15,000	5	21.7%
\$15,000 - \$27,500	4	17.4%
<b>\$27,501 - \$42,500</b>	<b>6</b>	<b>26.1%</b>
<b>\$42,505 or more</b>	<b>6</b>	<b>26.1%</b>
Did not respond/no comment	2	8.7%
<b>Total</b>	<b>23</b>	<b>100.0%</b>

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

**Route 62 contained no long survey responses.**

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 64</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>31</b>	<b>55.4%</b>
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%
<b>Total</b>	<b>56</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>39</b>	<b>69.6%</b>
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%
<b>Total</b>	<b>56</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
22	1	11.1%
24	1	11.1%
25	1	11.1%
<b>27</b>	<b>2</b>	<b>22.2%</b>
44	1	11.1%
Did not respond/no comment	3	33.3%
<b>Total</b>	<b>9</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than 1 block	8	14.3%
<b>1</b>	<b>10</b>	<b>17.9%</b>
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%
<b>Total</b>	<b>39</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Personal business/errands</b>	<b>17</b>	<b>30.4%</b>
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%
<b>Total</b>	<b>56</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>39</b>	<b>69.6%</b>
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%
<b>Total</b>	<b>56</b>	<b>100%</b>

**Responses for “other” include:**

N/A

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
23	1	7.7%
24	2	15.4%
25	1	7.7%
27	1	7.7%
29	1	7.7%
44	1	7.7%
<b>64</b>	<b>3</b>	<b>23.1%</b>
90	1	7.7%
Did not respond/no comment	2	15.4%
<b>Total</b>	<b>13</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	6	10.7%
<b>1</b>	<b>7</b>	<b>12.5%</b>
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%
<b>Total</b>	<b>39</b>	<b>100%</b>

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

RESPONSE	TIMES MENTIONED	PERCENT
<b>Walk</b>	<b>16</b>	<b>28.6%</b>
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%
<b>Total</b>	<b>56</b>	<b>100%</b>

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
<b>5 or more days per week</b>	<b>38</b>	<b>67.9%</b>
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%
<b>Total</b>	<b>56</b>	<b>100%</b>

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%
<b>Total</b>	<b>56</b>	<b>100%</b>

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%
<b>Total</b>	<b>56</b>	<b>100%</b>

Other:

RESPONSE	TIMES MENTIONED	PERCENT
Pay daily until my car is fixed	1	100%
<b>Total</b>	<b>1</b>	<b>100%</b>

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%
<b>35-49</b>	<b>17</b>	<b>30.4%</b>
50-64	4	7.1%
Over 65	1	1.8%
Did not respond/no comment	0	0.0%
<b>Total</b>	<b>56</b>	<b>100%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>37</b>	<b>66.1%</b>
\$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%
<b>Total</b>	<b>56</b>	<b>100%</b>

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
<b>Weekend service (Saturday &amp; Sunday) and holidays</b>	<b>3</b>	<b>37.5%</b>
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%
<b>Total</b>	<b>8</b>	<b>100%</b>

**Paratransit**

RESPONSE	TIMES MENTIONED	PERCENT
<b>I do not use paratransit</b>	<b>6</b>	<b>75.0%</b>
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%
<b>Total</b>	<b>8</b>	<b>100%</b>

**If other,**

RESPONSE	TIMES MENTIONED	PERCENT
No change	1	50%
None of these would effect me	1	50%
<b>Total</b>	<b>2</b>	<b>100%</b>

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%
<b>Total</b>	<b>8</b>	<b>100%</b>

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY    ROUTE # 65</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>90</b>	<b>35.9%</b>
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%
<b>Total</b>	<b>251</b>	<b>100%</b>

**Top responses for “other”:**

- **Plaza**
- **5<sup>th</sup> 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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>167</b>	<b>66.5%</b>
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%
<b>Total</b>	<b>251</b>	<b>100%</b>

**Responses for “other” include:**

- Wheelchair
- On Campus

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>20</b>	<b>4</b>	<b>9.8%</b>
<b>24</b>	<b>4</b>	<b>9.8%</b>
25	2	4.9%
<b>26</b>	<b>4</b>	<b>9.8%</b>
27	1	2.4%
<b>29</b>	<b>4</b>	<b>9.8%</b>
43	2	4.9%
44	1	2.4%
47	1	2.4%
61	1	2.4%
64	2	4.9%
72	2	4.9%
<b>90</b>	<b>4</b>	<b>9.8%</b>
91	1	2.4%
Did not respond/no comment	8	19.5%
<b>Total</b>	<b>41</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than 1 block	9	5.4%
<b>1</b>	<b>57</b>	<b>34.1%</b>
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%
<b>Total</b>	<b>167</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>136</b>	<b>54.2%</b>
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%
<b>Total</b>	<b>251</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>161</b>	<b>64.1%</b>
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%
<b>Total</b>	<b>251</b>	<b>100%</b>

**Responses for “other” include:**

*No other responses given*

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
1	2	4.9%
22	1	2.4%
23	2	4.9%
<b>24</b>	<b>7</b>	<b>17.1%</b>
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%
<b>Total</b>	<b>41</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	12	7.5%
<b>1</b>	<b>48</b>	<b>29.8%</b>
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%
<b>Total</b>	<b>161</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Drive alone</b>	<b>104</b>	<b>41.4%</b>
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%
<b>Total</b>	<b>251</b>	<b>100%</b>

**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
<b>5 or more days per week</b>	<b>150</b>	<b>59.8%</b>
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%
<b>Total</b>	<b>251</b>	<b>100%</b>

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Not applicable (chose “monthly fares” or “other”)</b>	<b>136</b>	<b>54.2%</b>
Cash fare	112	44.6%
Senior or disable fare	3	1.2%
Shuttle fare	0	0.0%
<b>Total</b>	<b>251</b>	<b>100%</b>

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Not applicable (chose “daily fares” or “other”)</b>	<b>110</b>	<b>43.8%</b>
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%
<b>Total</b>	<b>251</b>	<b>100%</b>

Other:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Quarterly pass</b>	<b>2</b>	<b>66.6%</b>
Tokens	1	33.3%
<b>Total</b>	<b>3</b>	<b>100%</b>

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	14	5.6%
<b>18-24</b>	<b>73</b>	<b>29.1%</b>
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%
<b>Total</b>	<b>251</b>	<b>100%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>133</b>	<b>53.0%</b>
\$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%
<b>Total</b>	<b>251</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Changing service from 15 minute to 30 minute service</b>	<b>18</b>	<b>30.0%</b>
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%
<b>Total</b>	<b>60</b>	<b>100%</b>

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>26</b>	<b>43.3%</b>
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%
<b>Total</b>	<b>60</b>	<b>100%</b>

**If other,**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>7</b>	<b>100%</b>

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%
<b>Total</b>	<b>60</b>	<b>100%</b>

*\*60 Responded to question*

*Question allowed for more than one response*

*Percentage based on number of responses*

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY    ROUTE # 71</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Work</b>	<b>57</b>	<b>83.8%</b>
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%
<b>Total</b>	<b>68</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>54</b>	<b>79.4%</b>
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%
<b>Total</b>	<b>68</b>	<b>100%</b>

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
20	1	11.1%
21	1	11.1%
26	1	11.1%
40	1	11.1%
65	1	11.1%
<b>71</b>	<b>2</b>	<b>22.25%</b>
<b>90</b>	<b>2</b>	<b>22.25%</b>
<b>Total</b>	<b>9</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	1	1.85%
<b>1</b>	<b>19</b>	<b>35.3%</b>
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%
<b>Total</b>	<b>54</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>60</b>	<b>88.2%</b>
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%
<b>Total</b>	<b>68</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will walk</b>	<b>24</b>	<b>35.3%</b>
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%
<b>Total</b>	<b>68</b>	<b>100%</b>

Responses for “*other*” include:

- Park and Ride

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
21	2	11.76%
24	2	11.76%
26	2	11.76%
27	1	5.89%
43	1	5.89%
44	2	11.76%
<b>64</b>	<b>3</b>	<b>17.66%</b>
90	2	11.76%
Did not respond/no comment	2	11.76%
<b>Total</b>	<b>17</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	1	4.17%
<b>1</b>	<b>4</b>	<b>16.67%</b>
2	3	12.50%
2.5	1	4.17%
<b>4</b>	<b>4</b>	<b>16.67%</b>
7	2	8.33%
8	2	8.33%
10	2	8.33%
Did not respond/no comment	5	20.83%
<b>Total</b>	<b>24</b>	<b>100%</b>

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

RESPONSE	TIMES MENTIONED	PERCENT
<b>Drive alone</b>	<b>29</b>	<b>42.6%</b>
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%
<b>Total</b>	<b>68</b>	<b>100%</b>

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
<b>5 or more days per week</b>	<b>57</b>	<b>83.8%</b>
2 – 4 days per week	8	11.8%
1 – 4 days per month	2	2.9%
Less than once per month	1	1.5%
<b>Total</b>	<b>68</b>	<b>100%</b>

5.) How do you pay for this trip?

**Daily Fares:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Not applicable (chose “monthly fares” or “other”)	47	69.1%
<b>Cash fare</b>	<b>19</b>	<b>27.9%</b>
Senior or disable fare	1	1.5%
Shuttle fare	1	1.5%
<b>Total</b>	<b>68</b>	<b>100%</b>

**Monthly Fares:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Not applicable (chose “daily fares” or “other”)	21	30.9%
<b>Monthly pass</b>	<b>44</b>	<b>64.7%</b>
Student pass	2	2.9%
Commute Trip Reduction pass	1	1.5%
Monthly senior or disabled pass	0	0%
<b>Total</b>	<b>68</b>	<b>100%</b>

**Other:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Spouse pass</b>	<b>2</b>	<b>50.0%</b>
Cash	1	25.0%
Tokens	1	25.0%
<b>Total</b>	<b>4</b>	<b>100%</b>

6.) What is your age category?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Under 18	1	1.5%
18-24	5	7.3%
25-34	13	19.1%
<b>35-49</b>	<b>36</b>	<b>53.0%</b>
50-64	12	17.6%
Over 65	1	1.5%
<b>Total</b>	<b>68</b>	<b>100%</b>

7.) What is your annual income?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than \$15,000	19	28.0%
<b>\$15,000 - \$27,500</b>	<b>26</b>	<b>38.2%</b>
\$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%
<b>Total</b>	<b>68</b>	<b>100%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Changing service from 15 minute to 30 minute service</b>	<b>14</b>	<b>56.0%</b>
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%
<b>Total</b>	<b>25</b>	<b>100%</b>

**Responses for “other” include:**

- **Cut in service, express service**

*See database for complete responses to this question.*

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I do not use paratransit</b>	<b>9</b>	<b>36%</b>
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%
<b>Total</b>	<b>25</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Convenience store/coffee or espresso stands</b>	<b>10</b>	<b>40%</b>
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%
<b>Total</b>	<b>25</b>	<b>100%</b>

**FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL  
ON-BOARD PASSENGER SURVEY    ROUTE # 72**

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

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Work</b>	<b>43</b>	<b>87.8%</b>
Home	4	8.2%
College	2	4.1%
<b>Total</b>	<b>49</b>	<b>100.0%</b>

*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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>35</b>	<b>71.4%</b>
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%
<b>Total</b>	<b>49</b>	<b>100.0%</b>

**Responses for “other” include:**

- **Arena Trolley**

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
21	1	16.7%
23	1	16.7%
25	1	16.7%
45	1	16.7%
91	1	16.7%
94	1	16.7%
<b>Total</b>	<b>6</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	2	5.7%
<b>1</b>	<b>11</b>	<b>31.4%</b>
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%
<b>Total</b>	<b>35</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>44</b>	<b>89.8%</b>
Work	3	6.1%
Personal business/errands	1	2.0%
Did not respond/no comment	1	2.0%
<b>Total</b>	<b>49</b>	<b>100%</b>

*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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I will drive alone</b>	<b>28</b>	<b>57.1%</b>
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%
<b>Total</b>	<b>49</b>	<b>100.0%</b>

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
25	1	16.7%
27	1	16.7%
40	1	16.7%
46	1	16.7%
Did not respond/no comment	2	33.3%
<b>Total</b>	<b>6</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
1	1	20.0%
2	1	20.0%
4	1	20.0%
7	1	20.0%
9	1	20.0%
<b>Total</b>	<b>5</b>	<b>100.0%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Drive alone</b>	<b>41</b>	<b>83.7%</b>
I would not have made this trip	3	6.1%
Carpool	4	8.2%
Someone would drive me	1	2.0%
<b>Total</b>	<b>49</b>	<b>100.0%</b>

*See database for complete responses to this question.*

**4.) How often do you ride Spokane transit?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>5 or more days per week</b>	<b>37</b>	<b>75.5%</b>
2 – 4 days per week	12	24.5%
<b>Total</b>	<b>49</b>	<b>100%</b>

**5.) How do you pay for this trip?**

**Daily Fares:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Cash fare	10	20.4%
Did not respond/no comment	39	79.6%
<b>Total</b>	<b>49</b>	<b>100%</b>

**Monthly Fares:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Not applicable (chose “daily fares” or “other”)	8	16.3%
Monthly pass	35	71.4%
Commute Trip Reduction pass	6	12.2%
<b>Total</b>	<b>49</b>	<b>100%</b>

**Other:**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Tokens from Agilent	1	100%
<b>Total</b>	<b>1</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Under 18	0	0%
18-24	6	12.2%
25-34	2	4.1%
<b>35-49</b>	<b>21</b>	<b>42.9%</b>
50-64	20	40.8%
Over 65	0	0%
<b>Total</b>	<b>49</b>	<b>100%</b>

7.) What is your annual income?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than \$15,000	4	8.2%
<b>\$15,000 - \$27,500</b>	<b>16</b>	<b>32.7%</b>
\$27,501 - \$42,500	10	20.4%
\$42,505 or more	10	20.4%
Did not respond/no comment	9	18.4%
<b>Total</b>	<b>49</b>	<b>100.0%</b>

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

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 73</b>
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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
<b>Work</b>	<b>23</b>	<b>52.3%</b>
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%
<b>Total</b>	<b>44</b>	<b>100.0%</b>

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
<b>I walked</b>	<b>27</b>	<b>61.4%</b>
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%
<b>Total</b>	<b>44</b>	<b>100.0%</b>

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>24</b>	<b>2</b>	<b>11.8%</b>
25	1	5.8%
<b>26</b>	<b>2</b>	<b>11.8%</b>
<b>33</b>	<b>2</b>	<b>11.8%</b>
43	1	5.8%
<b>44</b>	<b>2</b>	<b>11.8%</b>
46	1	5.8%
<b>90</b>	<b>2</b>	<b>11.8%</b>
<b>94</b>	<b>2</b>	<b>11.8%</b>
Did not respond/no comment	2	11.8%
<b>Total</b>	<b>17</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	7	10.4%
<b>1</b>	<b>12</b>	<b>17.9%</b>
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%
<b>Total</b>	<b>67</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Work</b>	<b>25</b>	<b>27.5%</b>
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%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>69</b>	<b>75.8%</b>
I transferred from bus route number	17	18.7%
Other	1	1.1%
Did not respond/no comment	4	4.4%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

**Responses for “other” include:**

- **Transfer**
- **Walk**
- **Bicycle**

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
21	2	11.8%
24	1	11.8%
<b>25</b>	<b>3</b>	<b>17.6%</b>
26	2	11.8%
<b>90</b>	<b>3</b>	<b>17.6%</b>
91	1	5.9%
Did not respond/no comment	5	29.4%
<b>Total</b>	<b>17</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>Total</b>	<b>69</b>	<b>100%</b>

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

RESPONSE	TIMES MENTIONED	PERCENT
<b>I would not have made this trip</b>	<b>23</b>	<b>25.2%</b>
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%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

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
<b>5 or more days per week</b>	<b>68</b>	<b>74.7%</b>
2 – 4 days per week	18	19.8%
1 – 4 days per month	4	4.4%
Less than once per month	1	1.1%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	48	57.7%
<b>Cash fare</b>	<b>35</b>	<b>38.5%</b>
Senior or disable fare	7	7.7%
Shuttle Fare	1	1.1%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	43	47.3%
<b>Monthly pass</b>	<b>38</b>	<b>41.7%</b>
Monthly senior or disabled pass	6	6.6%
Commute Trip Reduction pass	2	2.2%
Student pass	2	2.2%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	5	5.5%
<b>18-24</b>	<b>26</b>	<b>28.6%</b>
25-34	15	16.5%
35-49	24	26.3%
50-64	16	17.6%
Over 65	5	5.5%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

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%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

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%
<b>Total</b>	<b>1</b>	<b>100.0%</b>

**Paratransit**

RESPONSE	TIMES MENTIONED	PERCENT
I do not use paratransit	1	100.0%
<b>Total</b>	<b>1</b>	<b>100.0%</b>

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%
<b>Total</b>	<b>1</b>	<b>100.0%</b>

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY    ROUTE # 90</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>319</b>	<b>53.5%</b>
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%
<b>Total</b>	<b>596</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>392</b>	<b>65.8%</b>
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%
<b>Total</b>	<b>596</b>	<b>100%</b>

**Responses for “other” include:**

- Wheelchair
- On Campus

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
20	4	2.9%
21	7	5.1%
22	7	5.1%
23	1	0.7%
<b>24</b>	<b>17</b>	<b>12.4%</b>
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%
<b>Total</b>	<b>137</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than 1 block	24	6.1%
1	61	15.6%
1.5	5	1.3%
<b>2</b>	<b>63</b>	<b>16.1%</b>
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%
<b>Total</b>	<b>392</b>	<b>100%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>199</b>	<b>33.4%</b>
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%
<b>Total</b>	<b>596</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>398</b>	<b>66.8%</b>
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%
<b>Total</b>	<b>596</b>	<b>100%</b>

**Responses for “other” include:**

- *Greyhound*
- *Bus*
- *Wheelchair*

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>90</b>	<b>23</b>	<b>15.5%</b>
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%
<b>Total</b>	<b>148</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	32	8.0%
1	61	15.3%
1.5	5	1.3%
<b>2</b>	<b>70</b>	<b>17.6%</b>
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%
<b>Total</b>	<b>398</b>	<b>100%</b>

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

RESPONSE	TIMES MENTIONED	PERCENT
<b>I would not have made this trip</b>	<b>164</b>	<b>27.5%</b>
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%
<b>Total</b>	<b>596</b>	<b>100%</b>

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
<b>5 or more days per week</b>	<b>395</b>	<b>66.3%</b>
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%
<b>Total</b>	<b>596</b>	<b>100%</b>

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	255	42.8%
<b>Cash fare</b>	<b>266</b>	<b>44.6%</b>
Senior or disable fare	63	10.6%
Shuttle fare	12	2.0%
<b>Total</b>	<b>596</b>	<b>100%</b>

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	260	43.6%
<b>Monthly pass</b>	<b>260</b>	<b>43.6%</b>
Monthly senior or disabled pass	48	8.1%
Student pass	20	3.4%
Commute Trip Reduction pass	8	1.3%
<b>Total</b>	<b>596</b>	<b>100%</b>

Other:

RESPONSE	TIMES MENTIONED	PERCENT
<b>Tokens</b>	<b>4</b>	<b>66.7%</b>
I'm going to get bus pass	1	16.7%
Sometimes a monthly pass	1	16.7%
<b>Total</b>	<b>6</b>	<b>100%</b>

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%
<b>35-49</b>	<b>195</b>	<b>32.7%</b>
50-64	67	11.2%
Over 65	12	2.0%
Did not respond/no comment	3	0.5%
<b>Total</b>	<b>596</b>	<b>100%</b>

7.) What is your annual income?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>412</b>	<b>69.1%</b>
\$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%
<b>Total</b>	<b>596</b>	<b>100%</b>

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
<b>Changing service from 15 minute to 30 minute service</b>	<b>22</b>	<b>37.3%</b>
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%
<b>Total</b>	<b>59</b>	<b>100%</b>

**Paratransit**

RESPONSE	TIMES MENTIONED	PERCENT
<b>I do not use paratransit</b>	<b>38</b>	<b>64.4%</b>
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%
<b>Total</b>	<b>59</b>	<b>100%</b>

**If other,**

RESPONSE	TIMES MENTIONED	PERCENT
<b>None</b>	<b>2</b>	<b>33.3%</b>
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%
<b>Total</b>	<b>6</b>	<b>100%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
<b>Convenience store/coffee or espresso stands</b>	<b>30</b>	<b>50.8%</b>
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*

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 91</b>
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Please note: Questions 1 through 7 represent short and long surveys combined.

**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>58</b>	<b>63.7%</b>
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%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>67</b>	<b>73.6%</b>
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%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

**Responses for “other” include:**

- **Transfer, walked, bicycle**

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>24</b>	<b>2</b>	<b>11.8%</b>
<b>26</b>	<b>2</b>	<b>11.8%</b>
<b>33</b>	<b>2</b>	<b>11.8%</b>
<b>44</b>	<b>2</b>	<b>11.8%</b>
<b>90</b>	<b>2</b>	<b>11.8%</b>
<b>94</b>	<b>2</b>	<b>11.8%</b>
25	1	5.8%
43	1	5.8%
46	1	5.8%
Did not respond/no comment	2	11.8%
<b>Total</b>	<b>17</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	7	10.4%
<b>1</b>	<b>12</b>	<b>17.9%</b>
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%
<b>Total</b>	<b>67</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Work</b>	<b>25</b>	<b>27.5%</b>
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%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>69</b>	<b>75.8%</b>
I transferred from bus route number	17	18.7%
Other	1	1.1%
Did not respond/no comment	4	4.4%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

Responses for “*other*” include:

- Transfer, walk, bicycle

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
21	2	11.8%
24	1	5.9%
<b>25</b>	<b>3</b>	<b>17.6%</b>
26	2	11.8%
<b>90</b>	<b>3</b>	<b>17.6%</b>
91	1	5.9%
Did not respond/no comment	5	29.4%
<b>Total</b>	<b>17</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	6	8.7%
1	10	14.5%
1.5	1	1.4%
<b>2</b>	<b>14</b>	<b>20.3%</b>
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%
<b>Total</b>	<b>69</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I would not have made this trip</b>	<b>23</b>	<b>25.2%</b>
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%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

**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
<b>5 or more days per week</b>	<b>68</b>	<b>74.7%</b>
2 – 4 days per week	18	19.8%
1 – 4 days per month	4	4.4%
Less than once per month	1	1.1%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

5.) How do you pay for this trip?

**Daily Fares:**

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	48	57.7%
<b>Cash fare</b>	<b>35</b>	<b>38.5%</b>
Senior or disable fare	7	7.7%
Shuttle Fare	1	1.1%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

**Monthly Fares:**

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	43	47.3%
<b>Monthly pass</b>	<b>38</b>	<b>41.7%</b>
Monthly senior or disabled pass	6	6.6%
Commute Trip Reduction pass	2	2.2%
Student pass	2	2.2%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	5	5.5%
<b>18-24</b>	<b>26</b>	<b>28.6%</b>
25-34	15	16.5%
35-49	24	26.3%
50-64	16	17.6%
Over 65	5	5.5%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>66</b>	<b>72.5%</b>
\$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%
<b>Total</b>	<b>91</b>	<b>100.0%</b>

**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**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Late night service after 11:30 PM	1	100.0%
<b>Total</b>	<b>1</b>	<b>100.0%</b>

**Responses for “other” include:**

- There were no “other” responses

**Paratransit**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
I do not use paratransit	1	100.0%
<b>Total</b>	<b>1</b>	<b>100.0%</b>

- 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?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Convenience store/coffee or espresso stands	1	100.0%
<b>Total</b>	<b>1</b>	<b>100.0%</b>

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 94</b>
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Please note: Questions 1 through 7 represent short and long surveys combined.

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>120</b>	<b>75.0%</b>
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%
<b>Total</b>	<b>160</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>125</b>	<b>78.1%</b>
I transferred from bus route number	31	19.4%
I was dropped off	3	1.9%
Other	1	.6%
<b>Total</b>	<b>160</b>	<b>100.0%</b>

**Responses for “other” include:**

- STA Plaza

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
21	1	3.2%
<b>24</b>	<b>4</b>	<b>12.9%</b>
<b>25</b>	<b>4</b>	<b>12.9%</b>
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%
<b>Total</b>	<b>31</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	5	4.0%
<b>1</b>	<b>26</b>	<b>20.8%</b>
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%
<b>Total</b>	<b>125</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Work</b>	<b>42</b>	<b>26.3%</b>
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%
<b>Total</b>	<b>160</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>105</b>	<b>65.6%</b>
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%
<b>Total</b>	<b>160</b>	<b>100.0%</b>

**Responses for “other” include:**

- **Bus Pass**

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
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%
<b>94</b>	<b>9</b>	<b>20.0%</b>
Shuttle	1	2.2%
Did not respond/no comment	11	24.5%
<b>Total</b>	<b>45</b>	<b>100%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	6	5.7%
<b>1</b>	<b>23</b>	<b>21.9%</b>
<b>2</b>	<b>23</b>	<b>21.9%</b>
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%
<b>Total</b>	<b>105</b>	<b>100.0%</b>

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

RESPONSE	TIMES MENTIONED	PERCENT
<b>Walk</b>	<b>42</b>	<b>26.2%</b>
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%
<b>Total</b>	<b>160</b>	<b>100.0%</b>

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
<b>5 or more days per week</b>	<b>108</b>	<b>67.5%</b>
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%
<b>Total</b>	<b>160</b>	<b>100.0%</b>

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	105	65.6%
<b>Cash fare</b>	<b>44</b>	<b>27.5%</b>
Senior or disable fare	8	5.0%
Shuttle Fare	3	1.9%
<b>Total</b>	<b>160</b>	<b>100.0%</b>

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	57	35.6%
<b>Monthly pass</b>	<b>71</b>	<b>44.4%</b>
Monthly senior or disabled pass	28	17.5%
Commute Trip Reduction pass	3	1.9%
Student pass	1	.6%
<b>Total</b>	<b>160</b>	<b>100.0%</b>

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%
<b>35-49</b>	<b>47</b>	<b>29.4%</b>
50-64	31	19.4%
Over 65	11	6.9%
Did not respond/no comment	3	1.9%
<b>Total</b>	<b>160</b>	<b>100.0%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>105</b>	<b>65.6%</b>
\$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%
<b>Total</b>	<b>160</b>	<b>100.0%</b>

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%
<b>Total</b>	<b>2</b>	<b>100.0%</b>

Responses for “*other*” include:

- “Route/schedule changes such as would lengthen the commute”

**Paratransit**

RESPONSE	TIMES MENTIONED	PERCENT
<b>I do not use paratransit</b>	<b>1</b>	<b>50.0%</b>
Did not respond/no comment	1	50.0%
<b>Total</b>	<b>2</b>	<b>100.0%</b>

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%
<b>Total</b>	<b>2</b>	<b>100.0%</b>

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY    ROUTE # 95</b>
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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
<b>Home</b>	<b>40</b>	<b>83.3%</b>
Work	4	8.3%
High School/Junior High School	2	4.2%
Doctor/Medical	1	2.1%
Personal business/errands	1	2.1%
<b>Total</b>	<b>48</b>	<b>100.0%</b>

**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
<b>I walked</b>	<b>37</b>	<b>77.1%</b>
I transferred from bus route number	11	22.9%
<b>Total</b>	<b>48</b>	<b>100.0%</b>

**Responses for “other” include:**

- There were no “other” responses

See database for complete responses to this question.

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
46	1	9.0%
55	1	9.0%
<b>73</b>	<b>5</b>	<b>45.5%</b>
90	2	18.2%
Did not respond/no comment	2	18.2%
<b>Total</b>	<b>11</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	3	8.1%
<b>1</b>	<b>12</b>	<b>32.5%</b>
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%
<b>Total</b>	<b>37</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Work</b>	<b>27</b>	<b>56.3%</b>
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%
<b>Total</b>	<b>48</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>31</b>	<b>73.1%</b>
I transferred from bus route number	17	17.3%
<b>Total</b>	<b>48</b>	<b>100.0%</b>

**Responses for “other” include:**

- There were no “other” responses

*See database for complete responses to this question.*

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
1	1	5.9%
33	1	5.9%
73	3	17.6%
90	3	11.8%
<b>95</b>	<b>6</b>	<b>35.3%</b>
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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	6	19.4%
<b>1</b>	<b>12</b>	<b>38.7%</b>
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%
<b>Total</b>	<b>31</b>	<b>100.0%</b>

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

RESPONSE	TIMES MENTIONED	PERCENT
<b>Someone would drive me</b>	<b>12</b>	<b>25.0%</b>
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%
<b>Total</b>	<b>48</b>	<b>100.0%</b>

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
<b>5 or more days per week</b>	<b>36</b>	<b>75.0%</b>
2 – 4 days per week	10	20.8%
1 – 4 days per month	2	4.2%
<b>Total</b>	<b>48</b>	<b>100.0%</b>

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	23	47.9%
<b>Cash fare</b>	<b>23</b>	<b>47.9%</b>
Senior or disable fare	2	4.2%
<b>Total</b>	<b>48</b>	<b>100.0%</b>

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	19	39.6%
<b>Monthly pass</b>	<b>22</b>	<b>45.8%</b>
Monthly senior or disabled pass	3	6.3%
Student pass	3	6.3%
Commute Trip Reduction pass	1	2.0%
<b>Total</b>	<b>48</b>	<b>100.0%</b>

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%
<b>35-49</b>	<b>13</b>	<b>27.1%</b>
50-64	5	10.4%
Over 65	2	4.2%
Did not respond/no comment	2	4.2%
<b>Total</b>	<b>48</b>	<b>100.0%</b>

7.) What is your annual income?

RESPONSE	TIMES MENTIONED	PERCENT
<b>Less than \$15,000</b>	<b>26</b>	<b>54.1%</b>
\$15,000 - \$27,500	18	37.5%
\$27,501 - \$42,500	1	2.1%
Did not respond/no comment	3	6.3%
<b>Total</b>	<b>48</b>	<b>100.0%</b>

**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
<b>Weekend service (Sat &amp; Sun) and holidays</b>	<b>5</b>	<b>45.5%</b>
Changing service from 15 min to 30 min service	4	36.3%
Special event service (Like Bloomsday)	1	9.1%
Other	1	9.1%
<b>Total</b>	<b>11</b>	<b>100.0%</b>

**Responses for “other” include:**

- “Route/schedule changes such as would lengthen the commute”

**Paratransit**

RESPONSE	TIMES MENTIONED	PERCENT
<b>I do not use paratransit</b>	<b>7</b>	<b>63.6%</b>
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%
<b>Total</b>	<b>11</b>	<b>100.0%</b>

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?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Convenience store/coffee or espresso stands</b>	<b>4</b>	<b>36.4%</b>
Did not respond/no comment	4	36.4%
Vending machines	2	18.1%
Dry cleaning services	1	9.1%
<b>Total</b>	<b>11</b>	<b>100.0%</b>

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY ROUTE # 97</b>
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**Please note: Questions 1 through 7 represent short and long surveys combined.**

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**1A.) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>12</b>	<b>57.1%</b>
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%
<b>Total</b>	<b>21</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>15</b>	<b>71.4%</b>
I transferred from bus route number	5	23.8%
I bicycled	1	4.8%
<b>Total</b>	<b>21</b>	<b>100.0%</b>

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>90</b>	<b>3</b>	<b>60.0%</b>
91	1	20.0%
95	1	20.0%
<b>Total</b>	<b>5</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	3	21.4%
<b>1</b>	<b>6</b>	<b>42.9%</b>
2	1	7.1%
6	1	7.1%
10	1	7.1%
Did not respond/no comment	2	14.3%
<b>Total</b>	<b>14</b>	<b>100.0%</b>

**2A.) Where are you going?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>7</b>	<b>33.3%</b>
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%
<b>Total</b>	<b>21</b>	<b>100.0%</b>

**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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I walked</b>	<b>12</b>	<b>57.1%</b>
I transferred from bus route number	7	33.3%
I bicycled	1	4.8%
Did not respond/no comment	1	4.8%
<b>Total</b>	<b>21</b>	<b>100.0%</b>

**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>90</b>	<b>6</b>	<b>85.7%</b>
97	1	14.3%
<b>Total</b>	<b>7</b>	<b>100.0%</b>

**If walked, how many blocks?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	1	8.3%
<b>1</b>	<b>4</b>	<b>33.3%</b>
1.5	1	8.3%
2	3	25.0%
3	1	8.3%
Did not respond/no comment	2	16.7%
<b>Total</b>	<b>12</b>	<b>100.0%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Bicycle</b>	<b>5</b>	<b>23.8%</b>
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%
<b>Total</b>	<b>21</b>	<b>100.0%</b>

**4.) How often do you ride Spokane transit?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>5 or more days per week</b>	<b>17</b>	<b>81.0%</b>
2 – 4 days per week	2	9.5%
1 – 4 days per month	1	4.8%
Less than once per month	1	4.8%
<b>Total</b>	<b>21</b>	<b>100.0%</b>

5.) How do you pay for this trip?

Daily Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “daily fares” or “other”)	10	47.6%
<b>Cash fare</b>	<b>10</b>	<b>47.6%</b>
Senior or disable fare	1	4.8%
Did not respond/no comment	0	0%
<b>Total</b>	<b>21</b>	<b>100.0%</b>

Monthly Fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	10	47.6%
<b>Monthly pass</b>	<b>7</b>	<b>35.0%</b>
Monthly senior or disabled pass	2	10.0%
Student pass	1	5.0%
Did not respond/no comment	0	0%
<b>Total</b>	<b>21</b>	<b>100.0%</b>

6.) What is your age category?

RESPONSE	TIMES MENTIONED	PERCENT
Under 18	4	19.0%
18-24	2	9.5%
<b>25-34</b>	<b>6</b>	<b>28.6%</b>
35-49	5	23.8%
50-64	4	19.0%
Over 65	0	0%
<b>Total</b>	<b>21</b>	<b>100.0%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>15</b>	<b>71.4%</b>
\$15,000 - \$27,500	4	19.0%
\$27,501 - \$42,500	1	4.8%
\$42,505 or more	1	4.8%
<b>Total</b>	<b>21</b>	<b>100.0%</b>

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

**Route 97 contained no long survey responses.**

<b>DEMOGRAPHICS: SRTC/SPOKANE TRANSIT AUTHORITY ON-BOARD PASSENGER SURVEY</b>
---

**1.) How often do you ride Spokane Transit?**

*5 or more days per week:*

**Under 18**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>249</b>	<b>78%</b>
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%
<b>Total</b>	<b>319</b>	<b>100%</b>

**18 - 24**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>685</b>	<b>78%</b>
\$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%
<b>Total</b>	<b>876</b>	<b>100%</b>

**25 – 34**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>446</b>	<b>60%</b>
\$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%
<b>Total</b>	<b>738</b>	<b>100%</b>

**35 - 49**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>647</b>	<b>58%</b>
\$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%
<b>Total</b>	<b>1116</b>	<b>100%</b>

**50 – 64**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>304</b>	<b>50%</b>
\$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%
<b>Total</b>	<b>602</b>	<b>100%</b>

**Over 65**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>62</b>	<b>55%</b>
\$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%
<b>Total</b>	<b>111</b>	<b>100%</b>

*2 – 4 days per week:*

**Under 18**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>85</b>	<b>74%</b>
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%
<b>Total</b>	<b>115</b>	<b>100%</b>

**18 - 24**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>209</b>	<b>80%</b>
\$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%
<b>Total</b>	<b>259</b>	<b>100%</b>

**25 – 34**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>134</b>	<b>53%</b>
\$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%
<b>Total</b>	<b>255</b>	<b>100%</b>

**35- 49**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>205</b>	<b>55%</b>
\$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%
<b>Total</b>	<b>374</b>	<b>100%</b>

**50 – 64**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>87</b>	<b>47%</b>
\$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%
<b>Total</b>	<b>183</b>	<b>100%</b>

**Over 65**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>57</b>	<b>57%</b>
\$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%
<b>Total</b>	<b>100</b>	<b>100%</b>

*1 – 4 days per month:*

**Under 18**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>21</b>	<b>75%</b>
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%
<b>Total</b>	<b>28</b>	<b>100%</b>

**18 - 24**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>67</b>	<b>76%</b>
\$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%
<b>Total</b>	<b>89</b>	<b>100%</b>

**25 – 34**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>40</b>	<b>57%</b>
\$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%
<b>Total</b>	<b>71</b>	<b>100%</b>

**35 - 49**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>53</b>	<b>47%</b>
\$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%
<b>Total</b>	<b>112</b>	<b>100%</b>

**50 – 64**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>32</b>	<b>50%</b>
\$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%
<b>Total</b>	<b>63</b>	<b>100%</b>

**Over 65**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>14</b>	<b>39%</b>
\$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%
<b>Total</b>	<b>36</b>	<b>100%</b>

*Less than once per month:*

**Under 18**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>12</b>	<b>66%</b>
\$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%
<b>Total</b>	<b>18</b>	<b>100%</b>

**18 - 24**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>32</b>	<b>67%</b>
\$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%
<b>Total</b>	<b>48</b>	<b>100%</b>

**25 – 34**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>\$15,000 - \$27,500</b>	<b>9</b>	<b>39%</b>
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%
<b>Total</b>	<b>23</b>	<b>100%</b>

**35 - 49**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>26</b>	<b>46%</b>
\$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%
<b>Total</b>	<b>57</b>	<b>100%</b>

**50 – 64**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>10</b>	<b>43%</b>
\$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%
<b>Total</b>	<b>24</b>	<b>100%</b>

**Over 65**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>\$27,501 - \$42,500</b>	<b>3</b>	<b>34%</b>
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%
<b>Total</b>	<b>9</b>	<b>100%</b>

<b>FINDINGS: SPOKANE REGIONAL TRANSPORTATION COUNCIL ON-BOARD PASSENGER SURVEY</b>
--

**1-A) Where are you coming from?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>2853</b>	<b>50.0%</b>
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%
<b>Total</b>	<b>5707</b>	<b>100%</b>

**Top responses for *other*:**

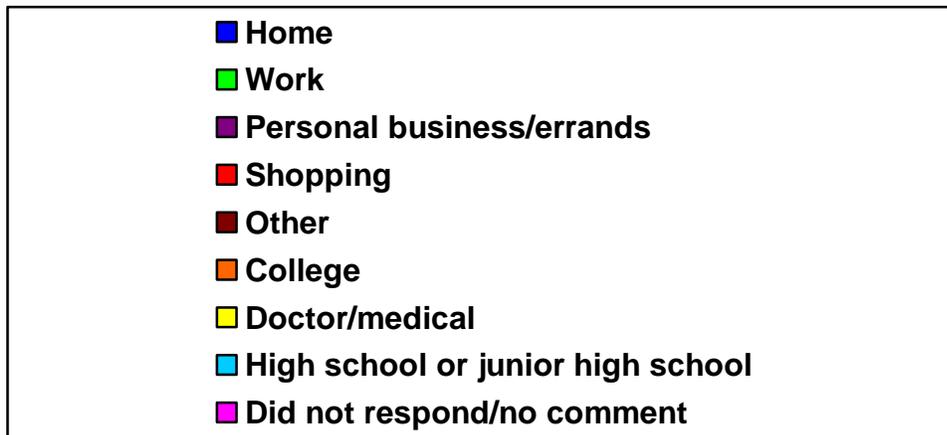
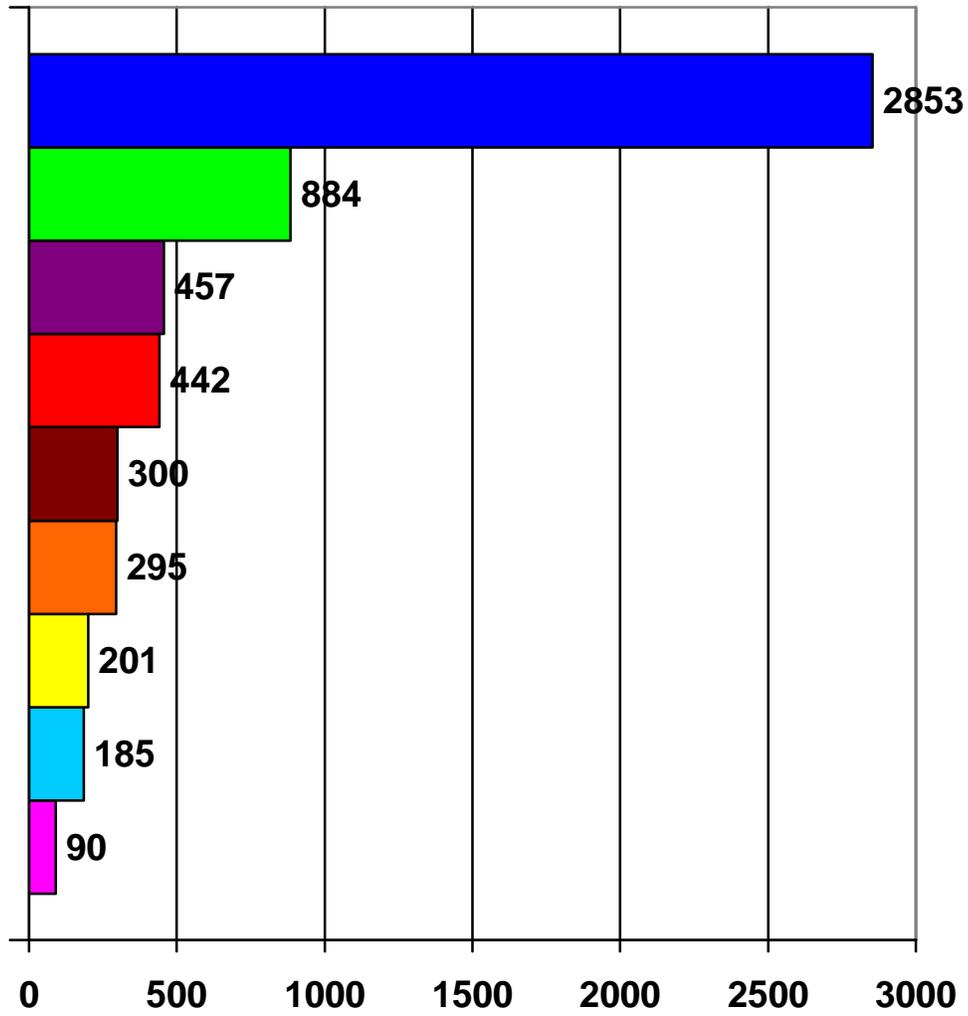
- **Friend's house**
- **Library**
- **Plaza**
- **Job search**
- **YMCA**

*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)*



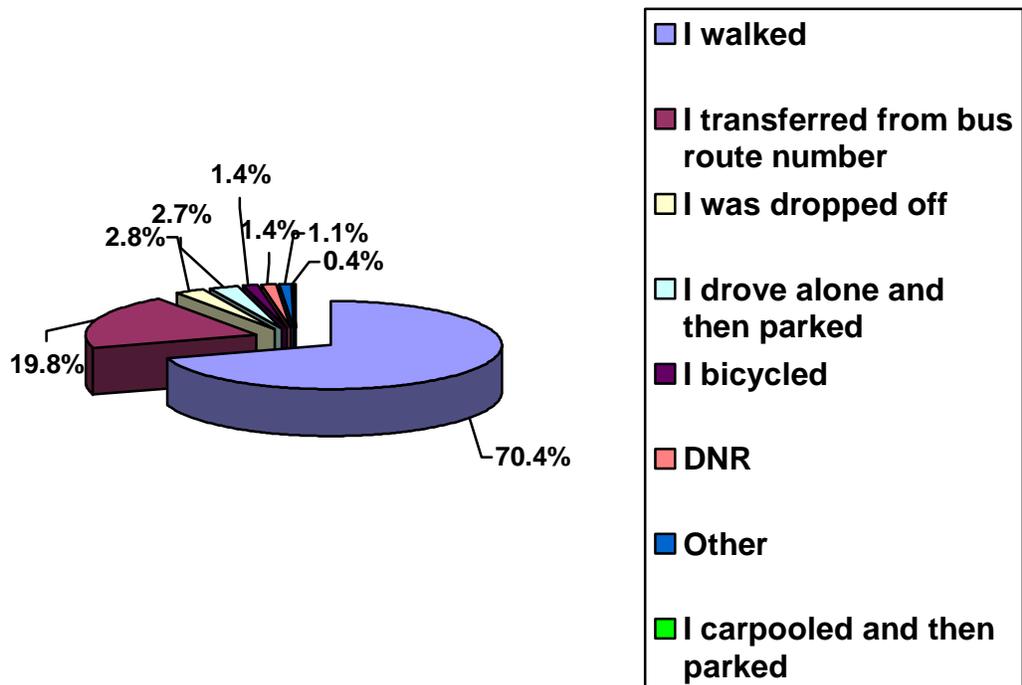
1-C) How did you get to the bus stop to board this bus?

RESPONSE	TIMES MENTIONED	PERCENT
<b>I walked</b>	<b>4016</b>	<b>70.4%</b>
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%
<b>Total</b>	<b>5707</b>	<b>100%</b>

Responses for *other* include:

- Taxi, skateboard, wheelchair, trolley, and skywalk.

*See database for complete responses to this question*



**If transferred, from what bus route?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT*</b>
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%
<b>90</b>	<b>115</b>	<b>10.2%</b>
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\***

<b>90</b>	<b>115</b>	<b>10.2%</b>
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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	312	7.8%
<b>1</b>	<b>947</b>	<b>23.6%</b>
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%
<b>Total</b>	<b>4016</b>	<b>100%</b>

**2-A) Where are you going to?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Home</b>	<b>2005</b>	<b>35.1%</b>
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%
<b>Total</b>	<b>5707</b>	<b>100%</b>

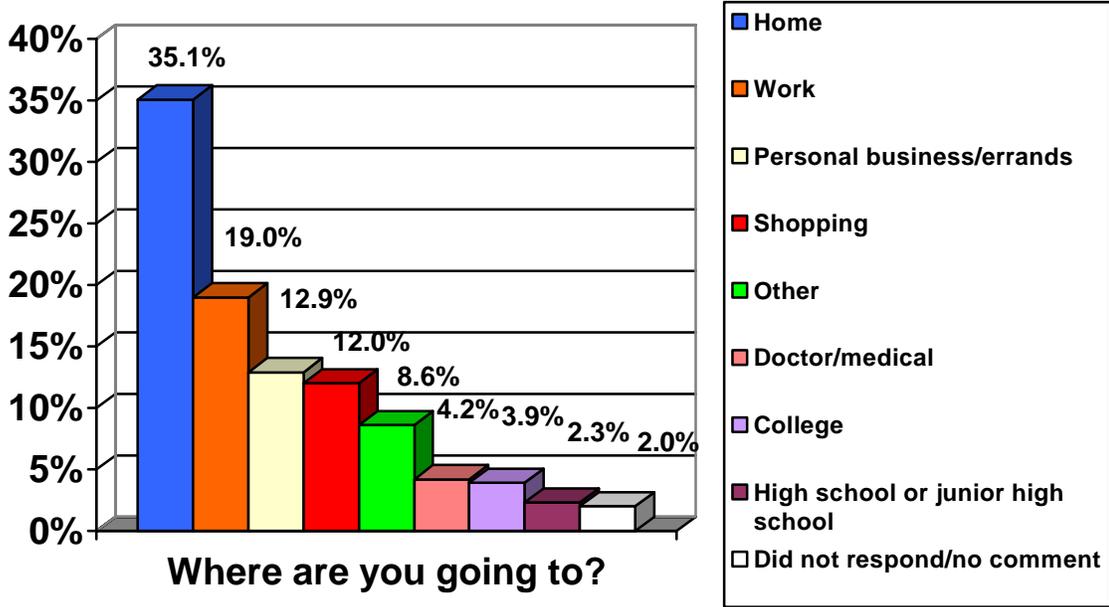
**Responses for *other* include:**

- **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
<b>I will walk</b>	<b>3904</b>	<b>68.5%</b>
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%
<b>Total</b>	<b>5707</b>	<b>100%</b>

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%
<b>25</b>	<b>126</b>	<b>10.2%</b>
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%
<b>25</b>	<b>126</b>	<b>10.2%</b>
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?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Less than one block	382	9.8%
<b>1</b>	<b>826</b>	<b>21.3%</b>
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 <sup>th</sup>	1	0.0%
Did not respond/no comment	775	19.9%
<b>Total</b>	<b>3904</b>	<b>100%</b>

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

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>I would not have made this trip</b>	<b>1418</b>	<b>24.8%</b>
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%
<b>Total</b>	<b>5707</b>	<b>100%</b>

**4) How often do you ride Spokane transit?**

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>5 or more days per week</b>	<b>3783</b>	<b>66.3%</b>
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%
<b>Total</b>	<b>5707</b>	<b>100%</b>

5) How do you pay for this trip?

Daily fares:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	3073	53.8%
<b>Cash fare</b>	<b>2252</b>	<b>39.5%</b>
Senior or disabled fare	283	5.0%
Shuttle fare	51	0.9%
Other	48	0.8%
<b>Total</b>	<b>5707</b>	<b>100%</b>

Monthly passes:

RESPONSE	TIMES MENTIONED	PERCENT
Not applicable (chose “monthly fares” or “other”)	2449	42.9%
<b>Monthly pass</b>	<b>2439</b>	<b>42.7%</b>
Monthly senior or disabled pass	461	8.1%
Student pass	253	4.4%
Commute Trip Reduction pass	105	1.8%
<b>Total</b>	<b>5707</b>	<b>100.0%</b>

6) What is your age category?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
Under 18	485	8.5%
18 – 24	1276	22.4%
25 – 34	1095	19.2%
<b>35 – 49</b>	<b>1664</b>	<b>29.2%</b>
50 – 64	878	15.4%
Over 65	260	4.6%
Refused	1	0.0%
Did not respond/no comment	48	0.8%
<b>Total</b>	<b>5707</b>	<b>100%</b>

7) What is your annual income?

<b>RESPONSE</b>	<b>TIMES MENTIONED</b>	<b>PERCENT</b>
<b>Less than \$15,000</b>	<b>3512</b>	<b>61.5%</b>
\$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%
<b>Total</b>	<b>5707</b>	<b>100%</b>

**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.**

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- 1) Street direction (N, S, E, W)**
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- 3) Street type (St. Ave.)**
- 4) Street direction (N, S, E, W) (*For the cross street*)**
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- 6) Street type (St. Ave.)**

**Street Addresses must be noted as such:**

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- 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

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.*

## **Appendix C**

**2005 Spokane and Kootenai County Regional Travel Survey**

SRTC & KMPO

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# SPOKANE AND KOOTENAI COUNTY REGIONAL TRAVEL SURVEY

*Final Report*

July 2005



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NuStats

3006 Bee Caves Rd., Suite A-300 ■ Austin, Texas 78746  
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Contact: Johanna Zmud, *Project Director*



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# EXECUTIVE SUMMARY

## BACKGROUND

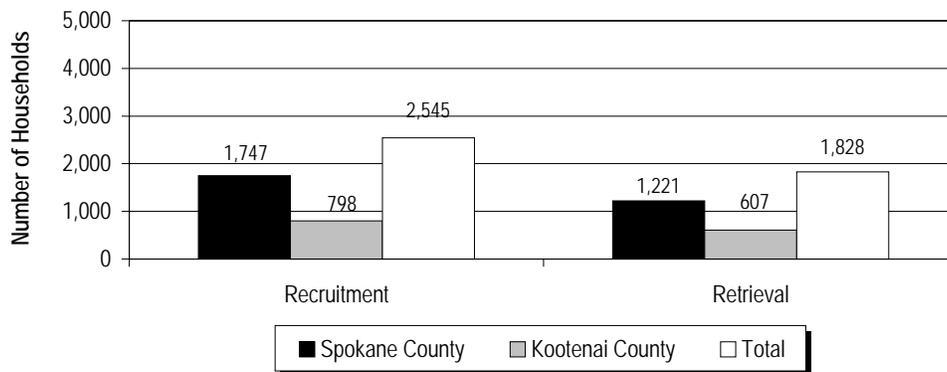
In Spring 2005, the Spokane Regional Transportation Council (SRTC) contracted with NuStats to conduct a Household Travel Characteristics Study (hereafter referred to as the household travel survey).<sup>1</sup> The goal of this survey was to create a database containing accurate information on trips, trip characteristics, household characteristics, and person characteristics for a representative sample of households in Spokane and Kootenai Counties. These data will be used to update travel demand forecast models, to identify Transportation Improvement Plan priorities, and to inform other transportation planning and policy needs of the counties. NuStats designed the survey, managed data collection, processed and geocoded the data, provided quality control and assurance, analyzed the survey data, and created the weighting, and expansion factors. NuStats' DataSource conducted the telephone interviews and mailed the travel log packets. Keith Lawton served as an expert consultant to ensure that resultant data would meet SRTC and KMPO needs.

## SURVEY METHODOLOGY

The survey universe was comprised of households with telephones in Spokane and Kootenai Counties. The household travel survey was conducted using standard travel survey methods and computer-aided telephone interviewing (CATI) technology. It entailed the collection of activity and travel information for all household members regardless of age during a specific 24-hour period. The survey relied on the willingness of study area residents to (1) provide demographic information about the household, its members and its vehicles in a recruitment stage and (2) record all travel in a log for a specific 24-hour period in a retrieval stage. No incentives were provided to respondents, although an extensive public information campaign was executed by SRTC at the start of the project to emphasize the importance of and benefits from participating.

Survey work began with design activities in March 2005, followed by a pilot study in April 2005. The full study ran from May 9 through June 15, 2005. As Figure 1 indicates, a total of 2,545 households were recruited (105 percent of a goal of 2,400 households). By design, 69 percent of the households recruited were located in Spokane County and 31 percent were located in Kootenai County.

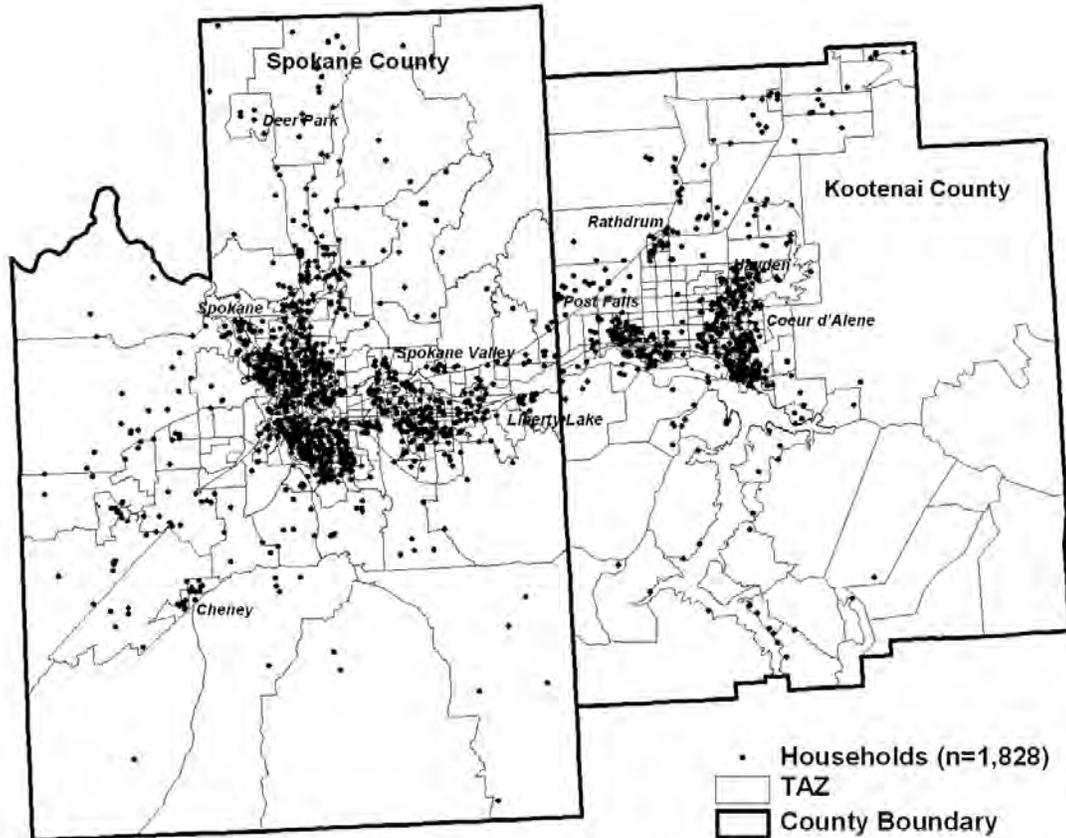
FIGURE 1: SURVEYED HOUSEHOLDS BY COUNTY FOR RECRUITMENT AND RETRIEVAL STAGES



<sup>1</sup> SRTC was acting on behalf of itself and of the Kootenai Metropolitan Planning Organization (KMPO).

Travel data were retrieved from 1,855 households; however, data cleaning and editing processes reduced the number of retrieved households to 1,828 (103 percent of a goal of 1,800 households). Figure 2 provides the geographic distribution of these participating households. Using this latter number, NuStats achieved a travel data retrieval rate of 72 percent (1,828 / 2,545).

FIGURE 2: GEOGRAPHIC DISTRIBUTION OF PARTICIPATING HOUSEHOLDS



*N=1,221 Spokane County and 607 Kootenai County unweighted households.*

## KEY FINDINGS

The study area covered Spokane County in Washington and Kootenai County in Idaho. Our universe was 163,611 households in Spokane County and 41,308 households in Kootenai County. Table 1 present key demographic statistics for these households. Total persons in the sample were expanded to represent 397,437 persons in Spokane County and 103,576 persons in Kootenai County. Sampled households in Spokane County had 2.43 persons, 1.21 workers, and 2.09 vehicles. In Kootenai County, sampled household had 2.51 persons, 1.25 workers, and 2.34 vehicles.

**TABLE 1: KEY HOUSEHOLD STATISTICS FOR SPOKANE AND KOOTENAI COUNTIES**

KEY HOUSEHOLD STATISTICS*	SPOKANE COUNTY	KOOTENAI COUNTY	TOTAL
Total Households	163,611	41,308	204,919
Total Households (SRTC/KMPO 2003)	182,816	52,345	235,161
Total Persons	397,437	103,576	501,013
Persons per HH	2.43	2.51	2.44
Total Workers	198,316	51,584	249,900
Workers per HH	1.21	1.25	1.22
Total Vehicles	342,230	96,635	438,865
Vehicles per HH	2.09	2.34	2.14

*Base: 1,221 Spokane County and 607 Kootenai County households weighted by geography to represent 163,611 Spokane County and 41,308 Kootenai County households.*

*\*Note: Estimates in this table are based on Census 2000 with the exception of the row "Total Households (SRTC/KMPO 2003)" which is based on projections provided by SRTC and KMPO.*

Table 2 provides key trip statistics for households in the study area. Over 2 million trips are taken on average weekday in Spokane and Kootenai Counties. Eighty percent of these trips are by residents of Spokane County, and 20 percent are by Kootenai County residents. This total estimate of trips equates to more than 10 trips per household in the study area and more than 4 trips per person. Most of these trips are vehicle trips (90 percent). Non-motorized trips account for 9 percent of all trips, and transit trips account for 1 percent of all trips.

**TABLE 2: KEY TRIP STATISTICS FOR SPOKANE AND KOOTENAI COUNTIES<sup>2</sup>**

KEY TRIP STATISTICS	SPOKANE COUNTY	KOOTENAI COUNTY	TOTAL
Total Person Trips	1,752,956	446,154	2,199,109
Mean Trips per HH	10.71	10.80	10.73
Mean Trips per Person	4.41	4.31	4.39
Mean Trips per Adult (16+)	4.57	4.47	4.55
Mean Trip Duration (minutes)	17.89	16.98	17.70
Total Vehicle Trips	1,560,402	413,965	1,974,367
Total Transit Trips	28,408	408	28,816
Total Non-motorized Trips	163,611	31,236	194,847

*Base: 1,221 Spokane County and 607 Kootenai County households weighted by geography to represent 163,611 Spokane County and 41,308 Kootenai County households.*

<sup>2</sup> Total vehicle trips, total transit trips, and total non-motorized trips do not sum to total person trips because a category of miscellaneous trips (e.g., airplane) have been omitted from the trip totals shown in this table.

Table 3 provides the distribution of trip origins and destinations by sub-areas of the two counties. The City of Spokane accounted for 51 percent of trip origins and trip destinations in Spokane County and 41 percent of the regional total. Coeur d'Alene accounted for 43 percent of trip origins and trip destinations in Kootenai County and 9 percent of the regional total.

**TABLE 3: TRIP ORIGINS AND DESTINATIONS BY COUNTY SUB-AREA**

COUNTY SUB-AREA	TRIP ORIGIN		TRIP DESTINATION	
	COUNT	PERCENT	COUNT	PERCENT
<b>Spokane County</b>				
City of Spokane	891,033	51%	889,023	51%
City of Spokane Valley	319,275	18%	320,079	18%
Liberty Lake	22,792	1%	22,926	1%
Rest of Spokane County	507,799	29%	506,125	29%
<b><i>Subtotal Spokane County</i></b>	<b><i>1,740,899</i></b>	<b><i>79%</i></b>	<b><i>1,738,153</i></b>	<b><i>79%</i></b>
<b>Kootenai County</b>				
Coeur d'Alene	187,473	43%	186,997	43%
Hayden	40,413	9%	40,141	9%
Post Falls	82,627	19%	83,238	19%
Rest of Kootenai County	126,630	29%	126,431	29%
<b><i>Subtotal Kootenai County</i></b>	<b><i>437,144</i></b>	<b><i>20%</i></b>	<b><i>436,805</i></b>	<b><i>20%</i></b>
Unknown and Out of Area	21,067	1%	24,151	1%
<b><i>Total</i></b>	<b><i>2,199,109</i></b>	<b><i>100%</i></b>	<b><i>2,199,109</i></b>	<b><i>100%</i></b>

*Base: 13,082 Spokane and 6,556 Kootenai unlinked trips weighted by geography to represent 1,752,956 Spokane and 446,154 Kootenai trips.*

Table 4 illustrates cross-table travel distribution for work and shopping. Among those Spokane County households that made a work or shopping trip on their travel day, only 2 percent (respectively) traveled into Kootenai County. On the other hand in Kootenai County, 13 percent of households reporting a work trip traveled into Spokane County on their travel day, and 9 percent of shopper households reported shopping in Spokane County.

**TABLE 4: CROSS-COUNTY TRAVEL FOR WORK AND FOR SHOPPING**

TRAVELED CROSS-COUNTY FOR WORK	SPOKANE COUNTY		KOOTENAI COUNTY	
	HOUSEHOLDS	PERCENT	HOUSEHOLDS	PERCENT
<b>All Households</b>				
Yes	2,814	2%	4,083	10%
No	160,797	98%	37,225	90%
<b><i>Total</i></b>	<b><i>163,611</i></b>	<b><i>100%</i></b>	<b><i>41,308</i></b>	<b><i>100%</i></b>
<b>All Worker Households</b>				
Yes	2,814	2%	4,083	13%
No	121,804	98%	27,357	87%
<b><i>Total</i></b>	<b><i>124,618</i></b>	<b><i>100%</i></b>	<b><i>31,440</i></b>	<b><i>100%</i></b>

**TABLE 4: CROSS-COUNTY TRAVEL FOR WORK AND FOR SHOPPING (CONT.)**

TRAVELED CROSS-COUNTY FOR SHOPPING	SPOKANE COUNTY		KOOTENAI COUNTY	
	HOUSEHOLDS	PERCENT	HOUSEHOLDS	PERCENT
All Households				
Yes	2,546	2%	2,450	6%
No	161,065	98%	38,858	94%
<i>Total</i>	<b>163,611</b>	<b>100%</b>	<b>41,308</b>	<b>100%</b>
All Shopping Households				
Yes	2,546	2%	2,450	9%
No	103,044	98%	24,907	91%
<i>Total</i>	<b>105,590</b>	<b>100%</b>	<b>27,357</b>	<b>100%</b>

*Base: 1,221 Spokane County and 607 Kootenai County households weighted by geography to represent 163,611 Spokane County and 41,308 Kootenai County households.*

Tables 5 and 6 present comparative statistics within Spokane and Kootenai Counties and compare the travel survey statistics from these counties to those of other recent surveys in the Northwest. In the hub of the Inland Northwest, there is a range of household vehicles available from 1.83 vehicles per household in the City of Spokane to 2.47 vehicles available in Hayden. In Kootenai County, average vehicle occupancy ranged from 1.67 in Coeur D’Alene to 1.85 in Post Falls, and in Spokane County, average vehicle occupancy ranged from 1.62 in City of Spokane to 1.89 in Liberty Lake. Person and household trip rates varied across the region, from highs of 4.70 trips per person in Post Falls and 4.48 trips per person in the City of Spokane to lows of 4.13 trips per person in Hayden and 4.23 trips per person in the City of Spokane Valley.

**TABLE 5: COMPARATIVE STATISTICS WITHIN THE HUB OF THE INLAND NORTHWEST**

KEY STATISTICS	CITY OF SPOKANE	CITY OF SPOKANE VALLEY	LIBERTY LAKE	REST OF SPOKANE COUNTY	COEUR D’ALENE	HAYDEN	POST FALLS	REST OF KOOTENAI COUNTY
Sample Size	580	208	15	418	198	47	93	269
Household Size	2.29	2.37	3.13	2.62	2.30	2.55	2.63	2.61
Household Vehicles	1.83	2.08	2.27	2.46	1.95	2.47	2.32	2.61
Person Trip Rate	4.48	4.23	4.34	4.41	4.42	4.13	4.70	4.13
Household Trip Rate	10.28	10.05	13.60	11.55	10.16	10.55	12.39	10.77
Vehicle Occupancy	1.62	1.70	1.89	1.65	1.67	1.73	1.85	1.83

*Base: 1,221 Spokane County and 607 Kootenai County households weighted by geography to represent 163,611 Spokane County and 41,308 Kootenai County households.*

The comparability of Spokane County and Kootenai County household travel survey statistics with those from other surveys should be done with caution. However, the data reveal similarities with Boise patterns and distinct differences with Yakima County and Seattle.

**TABLE 6: COMPARATIVE STATISTICS WITH OTHER REGIONS IN NORTHWEST**

KEY STATISTICS	SPOKANE COUNTY	KOOTENAI COUNTY	YAKIMA COUNTY	BOISE	SEATTLE
Year of Survey	2005	2005	2003	2002	1999
Sample Size	1,221	607	1,107	2,582	6,000
Household Size	2.4	2.5	2.9	2.6	2.4
Household Vehicles	2.1	2.3	1.9	2.0	1.9
Person Trip Rate	4.4	4.3	3.4*	4.2	3.6
Household Trip Rate	10.7	10.8	7.0*	11.1	8.6
Vehicle Occupancy	1.8	1.8	1.5	Not reported	Not reported

*Base: 1,221 Spokane County and 607 Kootenai County households weighted by geography to represent 163,611 Spokane County and 41,308 Kootenai County households.*

*\* Trip data collected only from those persons aged 16 and older. Thus, the trip rates reported are only for persons aged 16 and older.*



# SURVEY METHODS

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## INTRODUCTION

The Household Travel Characteristics Study was a comprehensive survey of the travel patterns of households located in the center of the Inland Northwest in the spring of 2005. The survey universe was defined as all households with telephones residing within Spokane County (Washington) and Kootenai County (Idaho). Eligible households included those English-speaking households residing in the two-county region that provided a valid home address, information about their households and vehicles, and ultimately provided detailed 24-hour travel data. The goal of the study was to document demographic and travel behavior characteristics for a minimum of 1,800 regional households. This goal was achieved and the final data set contains demographic and trip information for 1,828 households.

The survey was conducted over a five-month period, from March 2005 through July 2005. The general progression of the project began in March 2005 with the design stage, where the data elements to support modeling and other desired analyses were identified to craft the recruitment and retrieval questionnaires as well as the 24-hour travel log provided to respondents to record their travel. At the same time that consideration was given to what would be collected, equal attention was given to who would be surveyed. This information was used to formalize a sampling plan that would provide sufficient samples in desired proportions to support county-specific modeling. In April 2005, cognitive interviews were used to pre-test the survey materials, and a pilot test was conducted to assess respondent reaction to the survey and to confirm that the survey questions would yield the desired data. The results of these two testing initiatives were used to revise the questionnaires, materials, and procedures for data collection and processing. The full study data collection activities began in late April 2005, with travel dates assigned from Monday, May 5 through Friday, June 10 for Spokane County and through Tuesday, June 21 for Kootenai County. As the travel data were collected, they were processed and geocoded as well as subjected to a series of quality assurance tests. The final task included the creation of expansion weights that would adjust the data with regard to geographic distribution and magnify the survey results to the study area population.

This section of the report provides details about the methodology used to conduct the survey through the stages described above. It concludes with documentation on the development of the weights and expansion factors for use with the final data set. Within each section, the methods used as well as the outcomes from those methods are discussed.

## SAMPLE SIZE

The target sample size was 1,800 households – of which 1,200 were from Spokane County and 600 were from Kootenai County. To ensure an adequate minimum number of sampled households from Kootenai County, the proposed sample size was disproportionately distributed between the two counties (see Table 7). It was determined that 2,400 households would need to be recruited to result in 1,800 households with completed travel logs. A probability design was used to select a sample that would truly represent the survey universe.

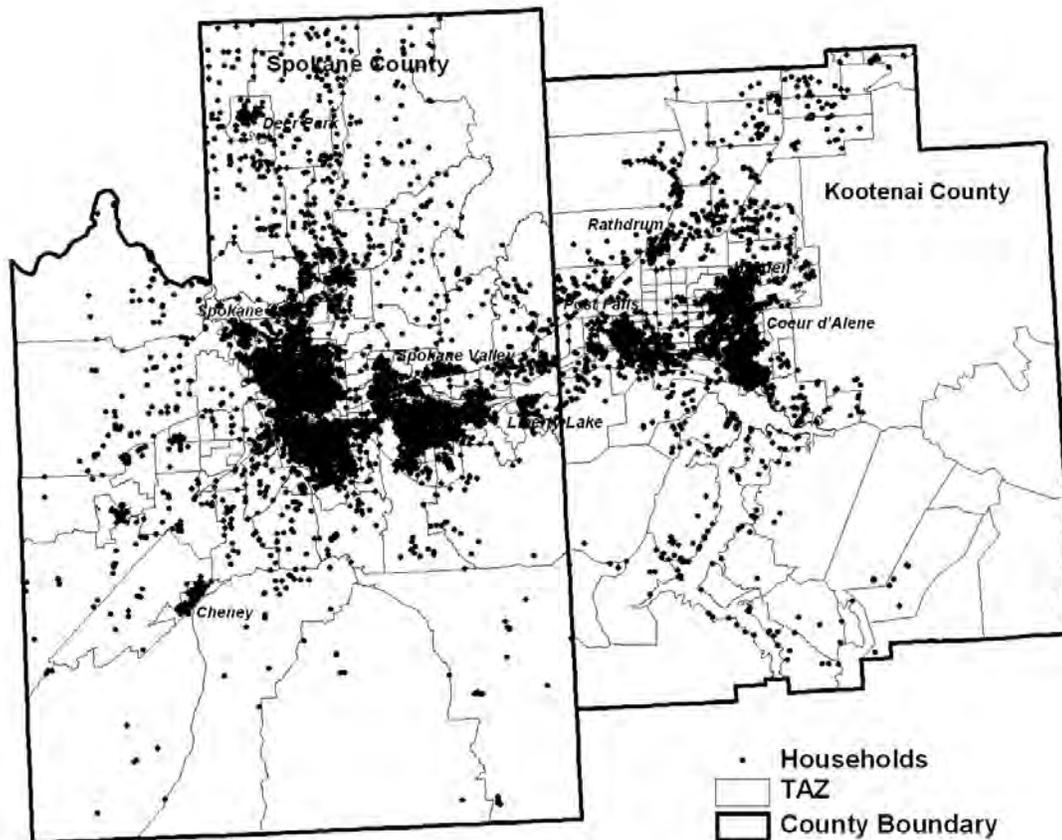
TABLE 7: PROPOSED SAMPLE SIZES BY COUNTY

COUNTY	TOTAL HOUSEHOLDS (HHS)	% OF TOTAL HHS	PROPOSED SAMPLE	% OF SAMPLE
Kootenai	41,308	20.2%	600	33.0%
Spokane	163,611	79.8%	1,200	67.0%
<i>Total</i>	204,919	100.0%	1,800	100.0%

## SAMPLE PROCESSING

After determining the sample size, NuStats procured Random Digit Dial (RDD) telephone sample from Marketing Systems Group, Inc.<sup>3</sup> With an RDD sample, listed telephone numbers are generated from working exchanges and blocks for the telephone numbers in the study area. Then, all possible combinations of telephone numbers within these working exchanges and blocks are generated – resulting in unlisted telephone numbers as well as listed. NuStats estimated that about 30,000 sample records would be required to yield the required 2,400 recruited households. This estimate included 6,000 sample records that were held “in reserve.” After the RDD sample was generated, MSG matched these numbers to a listed telephone database. For those records that matched, address information was appended. NuStats pre-geocoded all records containing address information (home locations). Figure 3 below provides the geographic distribution of known household locations along with sample records. Each sample type was partitioned into replicates<sup>4</sup> and sent to the telephone survey center. Only individual replicates were released for dialing, and sample management rules were in place to ensure that each piece is thoroughly “worked” before it was declared “dead<sup>5</sup>.” This process ensured that interviews were not done only with the easiest to reach households.

FIGURE 3: GEOGRAPHIC DISTRIBUTION OF SAMPLED HOUSEHOLDS



<sup>3</sup> MSG is a nationally known survey sample vendor located in Ft. Washington, PA.

<sup>4</sup> Spokane replicates contain 500 pieces of sample, and Kootenai replicates contain 250 pieces. Each contained a combination of matched and unmatched RDD sample proportional to the match rates produced by MSG.

<sup>5</sup> A piece of sample was considered dead if no interview has been conducted or no contact has been made after 6 attempts.

## SURVEY MATERIALS

The objectives of the household travel survey required comprehensive survey instruments to collect demographic and socioeconomic details about households and persons, vehicle information, details of work and school travel, and detailed data of all trips made on an assigned travel day. A complete list of variables collected in the survey (i.e., Data Dictionary) can be found in Appendix A. The survey instruments contained several components and samples of each are provided in the Appendices.

- **Advance Letter** – Letter addressed to the sampled households with a known address on custom-designed SRTC or KMPO letterhead that provided information about the survey and pre-notification of the recruitment telephone call.
- **Bookmark** – Auxiliary piece that communicated the top five reasons to participate in the survey.
- **Household Recruitment Questionnaire** – A computer-assisted telephone interviewing (CATI) instrument with approximately 33 questions, covering household characteristics, household member characteristics, and vehicle characteristics.
- **Cover Letter** – Letter addressed to recruited households on customized SRTC or KMPO letterhead thanking them for participating in the survey and providing instructions on how to complete the travel logs.
- **Travel Log** – Custom-designed 24-hour travel log for adults and children, along with instruction and example sheets. The log captured place name, address, arrival time, travel mode, activity, and departure time for all trips starting at 3 a.m. on the travel day and ending at 2:59 a.m. on the following day.
- **Trip Retrieval Questionnaire** – A CATI instrument with approximately 22 questions, covering travel characteristics.

## PILOT TEST

The pilot test was conducted in April 2005. There were two parts to the pilot test: cognitive interview testing of the materials and a comprehensive “dress rehearsal” of the procedures and instruments designed for use in the household travel survey. Cognitive interviews were conducted with 10 respondents, 4 of whom brought a child age 12 to 15 with them (so the child logs could be tested as well). Based on the cognitive interviews, textual changes were made in the advance letter, cover letter, and travel log (with instruction and example sheet). For the dress rehearsal, we executed all required survey tasks: sample generation, recruitment, mailing of respondent materials, reminder calls, retrieval, geocoding, quality assurance and data delivery. In total, 24 households were recruited to travel of which 17 completed travel logs for a completion rate of 71 percent. No changes were made in materials or processes following the dress rehearsal.

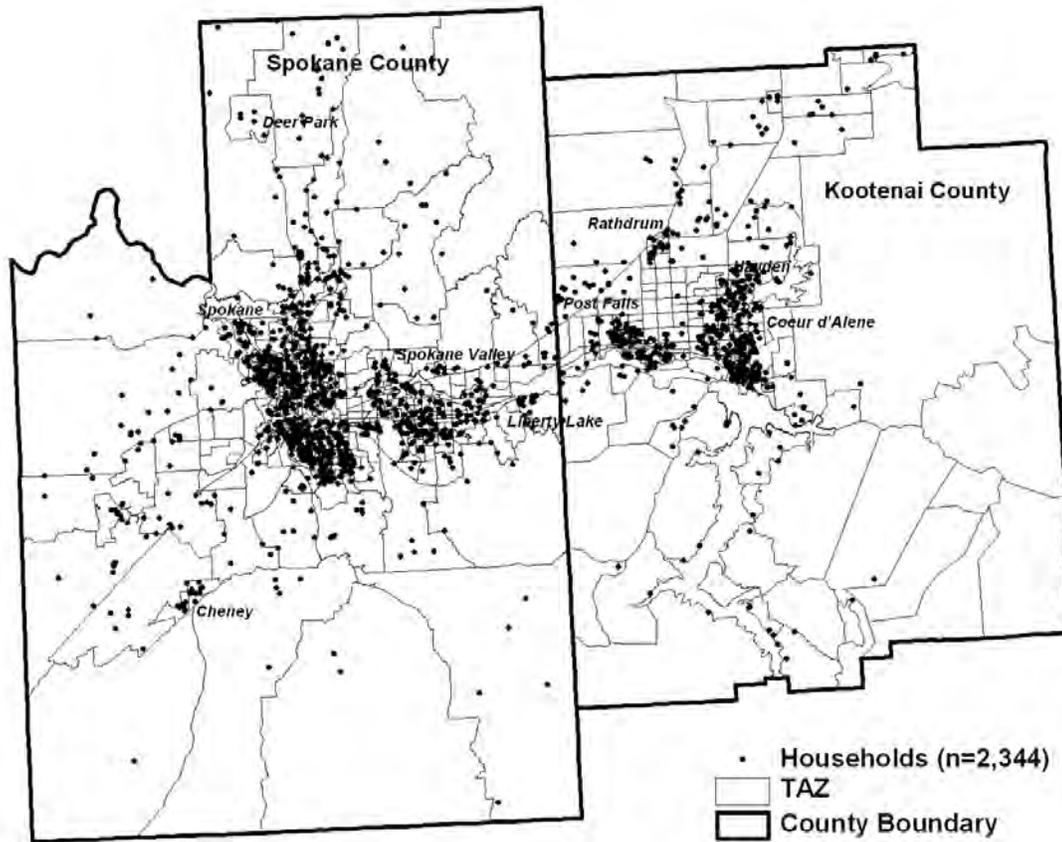
## RECRUITMENT INTERVIEWING

The recruitment calls began in early May 2005 and continued through mid-June 2005, recruiting a total of 2,545 households. As Table 8 indicates, 1,747 households from Spokane County, and 798 households from Kootenai County. Figure 4 provides the geographic distribution of the recruited households. Each sampled household was telephoned by an interviewer to determine if they would participate in the study. If the household agreed, demographic information was collected including income, household size, vehicle ownership, and other household characteristics. In addition, demographic characteristics were obtained for each member of the household such as age, gender, employment and school status (see Appendix D for the household recruitment questionnaire). The recruitment interview was administered using a CATI program.

**TABLE 8: RECRUITED HOUSEHOLDS BY COUNTY**

	SPOKANE COUNTY	KOOTENAI COUNTY	TOTAL
Recruited Households	1,747	798	2,545
Goal	1,600	800	2,400

**FIGURE 4: GEOGRAPHIC DISTRIBUTION OF RECRUITED HOUSEHOLDS**



*Base: 1,747 Spokane County and 798 Kootenai County households completed during the recruitment process.*

Over the course of the recruitment effort 17,092 telephone numbers were called (see Table 9). Of these:

- 3,884 (23 percent) resulted in contact with *eligible* households.
- 4,962 (29 percent) were determined to be *ineligible* (non-working, non-household or non-voice lines, and households living out side the study area).
- 8,249 (48 percent) were unable to be classified as *eligible* or *ineligible* after six call attempts.

**TABLE 9: RECRUITMENT CALL OUTCOMES BY COUNTY**

RECRUITMENT STATISTICS	KOOTENAI COUNTY		SPOKANE COUNTY		TOTAL	
Sample Pieces Used	5,717		11,375		17,092	
Recruits	798	14%	1747	15%	2,545	15%
HHs Eligible for Recruit	1,151	20%	2,733	24%	3,884	23%
Ineligible Sample	2,016	35%	2,946	26%	4,962	29%
Eligibility Unknown Sample	2,551	45%	5,698	50%	8,249	48%
Non-English Speaking HHs Contacted	11	0%	84	1%	95	1%
Ratio of Good to Bad Sample	36.34%		48.12%		43.91%	
Expected Eligible Sample to Come	927		2742.143687		3,622	
Official Response Rate	38.40%		31.91%		33.91%	
Refusal Rate	25.98%		33.30%		31.13%	
Ratio of CM to Eligible	69.33%		63.92%		65.53%	
Average Interview Length	15.20	Minutes	15.35	Minutes	15.31	Minutes

*Base: 11,375 Spokane County and 5,717 Kootenai County households called during recruitment process.*

Of the *eligible* households reached, 2,545 of the 3,884 agreed to participate in the study (66 percent). The average length of the recruitment call was 15.3 minutes. It took, on average, slightly less than three call attempts to reach a household for recruitment in Spokane County and slightly more than three call attempts to reach a household for recruitment in Kootenai County. Table 10 shows the average interview length and the average number of call attempts it took to reach each household based on household size. As indicated in that table, the larger the household, the longer the interview length. In addition, the number of call attempts increased with household size.

**TABLE 10: RECRUITMENT INTERVIEW LENGTH AND AVERAGE NUMBER OF CONTACTS BY COUNTY**

SPOKANE COUNTY	HOUSEHOLD SIZE								TOTAL
	1	2	3	4	5	6	7	8	
# of Households	368	680	285	240	109	44	13	8	1,747
Mean Attempts	2.84	2.79	3.15	3.05	3.10	3.66	2.00	2.00	2.93
Average Duration (minutes)	11.38	13.89	16.69	19.28	21.03	23.17	20.30	28.63	15.35
KOOTENAI COUNTY	HOUSEHOLD SIZE								TOTAL
	1	2	3	4	5	6	7	8	
# of Households	146	323	114	131	53	21	6	4	798
Mean Attempts	3.05	2.78	3.43	3.18	3.79	3.38	4.50	3.00	3.09
Average Duration (minutes)	10.86	13.86	15.20	19.67	20.82	19.72	22.11	28.15	15.20

*Base: 1,747 Spokane County and 798 Kootenai County households were completed during the recruitment process.*

Most recruitment questions were answered completely by respondents with very few respondents refusing to provide the requested information (see Table 11). Household income evidenced the highest rates of missing data, but at 4 percent of all records this is very low. This low percent reflects respondent buy-in to the survey. Typically, income non-response is closer to 10 percent.

**TABLE 11: MISSING DATA RATES FOR RECRUITMENT DATA ELEMENTS**

VARIABLE NAME	VARIABLE DESCRIPTION	BASE	MISSING COUNT	MISSING %
<b>Household</b>				
AREA	Household County	1,828	0	0%
HHSIZE	No. of Persons in Household	1,828	0	0%
TOTVEH	Number of Motorized Vehicles Available for Use by HH Members	1,828	0	0%
STRUCT	Household Structure Type	1,828	0	0%
OWNRENT	Own or Rent Status of Home	1,828	3	0%
HMPARK	Home Parking Spaces	1,764	39	2%
NOPHN	Lack of Phone Service	1,828	0	0%
LENGTH	Length of Lack of Phone Service	1,828	0	0%
INCAT	Income Category	1,828	82	4%
INCOME	Total 2004 Annual Household Income	1,828	82	4%
<b>Vehicle</b>				
YEAR	Vehicle Year	3,974	100	3%
MAKE	Vehicle Make	3,974	33	1%
MODEL	Vehicle Model	3,974	175	4%
BODY	Vehicle Body Type	3,974	13	0%
<b>Person</b>				
AGE	Person X -Age	4,488	61	1%
GENDER	Person X -Gender	4,488	10	0%
LIC	Person X - Valid drivers license	3,575	10	0%
RELATION	Relation to head	4,488	1	0%
PRIMACT	Work Status	3,575	5	0%
COMDRIV	Commercial Driver	2,238	3	0%
STUDENT	Student status	4,488	0	0%
SCHOOL	School Type of Main School	1,166	9	1%
SLOC	School Location	1,166	10	1%
JOBLOC	Job Location	2,238	27	1%
NOTRAV	Reason for no Travel on Travel day	395	0	0%

*Base: 1,747 Spokane County and 798 Kootenai County households were completed during the recruitment process.*

## RETRIEVAL INTERVIEWING

The day following recruitment, the demographic information was processed into the master data set and travel log packets were assembled for each recruited household. Travel days were scheduled 7 to 10 days after recruitment to allow for sufficient time for packets to reach the households using first-class mail. The night prior to the assigned travel day, reminder calls were made to the households. The day after an assigned travel day or at the appointed time, telephone calls were made to retrieve the travel data recorded by each household member. The interviews were guided using CATI programs of the retrieval instrument

(see Appendix G). In total, “usable” travel information was retrieved from 1,828 households (see Table 12). This is a retrieval rate of 72 percent across the two counties. The geographic distribution of these households is presented in Figure 2 (page ii). About 13 percent of recruited households refused to provide their travel information when contacted during the retrieval phase. The rest of the households not completed could not be contacted during the retrieval phase.

**TABLE 12: RETRIEVED HOUSEHOLDS BY COUNTY**

	SPOKANE COUNTY	KOOTENAI COUNTY	TOTAL
Recruited	1,747	798	2,545
Retrieved	1,221	607	1,828
Retrieval %	70%	76%	72%

*Base: 1,747 Spokane County and 798 Kootenai County households were completed during the recruitment process.*

The goal during fieldwork was to manage the recruitment and retrieval of households so that assigned travel days were evenly distributed across the days of the week. Table 13 indicates that the day-of-week distribution was fairly consistent ranging from about 18 percent of travel days on a Tuesday to 22 percent of travel days on a Friday.

**TABLE 13: TRAVEL DAY DISTRIBUTION FOR RECRUITED HOUSEHOLDS BY COUNTY**

TRAVEL DAY	SPOKANE COUNTY		KOOTENAI COUNTY		TOTAL	
	COUNT	%	COUNT	%	COUNT	%
Monday	369	21%	166	21%	535	21%
Tuesday	295	17%	173	22%	468	18%
Wednesday	350	20%	156	20%	506	20%
Thursday	342	20%	142	18%	484	19%
Friday	391	22%	161	20%	552	22%
<i>Total</i>	<b>1,747</b>	<b>100%</b>	<b>798</b>	<b>100%</b>	<b>2,545</b>	<b>100%</b>

*Base: 1,747 Spokane County and 798 Kootenai County households were completed during the recruitment process.*

Table 14 presents the unweighted trip rates by day of week for households in Spokane and Kootenai Counties. Thursday had the highest reported trip rates (11.11 trips per household), and Monday had the lowest (10.35 trips per household).

**TABLE 14: DISTRIBUTION OF HOUSEHOLDS BY DAY OF WEEK AND TRIP RATES**

HH COUNTY	TRAVEL DAY	# OF HH TRIPS ON TRAVEL DAY (UNWEIGHTED)		
		MEAN	N	STD. DEV.
Spokane	Monday	9.794872	234	7.126736
	Tuesday	10.62679	209	7.917510
	Wednesday	10.34630	257	7.282840
	Thursday	11.14815	243	8.400774
	Friday	11.51439	278	9.077970
	<i>Total</i>	<b>10.71417</b>	<b>1,221</b>	<b>8.037578</b>

HH COUNTY	TRAVEL DAY	# OF HH TRIPS ON TRAVEL DAY (UNWEIGHTED)		
		MEAN	N	STD. DEV.
Kootenai	Monday	11.37302	126	8.127715
	Tuesday	10.93182	132	7.917700
	Wednesday	11.06780	118	9.358692
	Thursday	11.01905	105	8.383800
	Friday	9.658730	126	7.644253
	<i>Total</i>	<b>10.80066</b>	<b>607</b>	<b>8.280647</b>
Total	Monday	10.34722	360	7.518889
	Tuesday	10.74487	341	7.907332
	Wednesday	10.57333	375	7.988584
	Thursday	11.10920	348	8.383779
	Friday	10.93564	404	8.689620
	<i>Total</i>	<b>10.74289</b>	<b>1,828</b>	<b>8.116933</b>

*Base: 1,221 Spokane County and 607 Kootenai County households were completed during the retrieval process.*

The average retrieval interview length was 28 minutes, and it took almost 8 call attempts to reach each household and to retrieve travel information from each household member (see Table 15). The interview length did vary considerably by household size, with several retrieval calls in Kootenai County averaging 90 minutes.

**TABLE 15: RETRIEVAL INTERVIEW LENGTH AND AVERAGE NUMBER OF CONTACTS BY COUNTY**

SPOKANE COUNTY	HOUSEHOLD SIZE								TOTAL
	1	2	3	4	5	6	7	8	
# of Households	286	514	189	154	67	24	9	3	1,246
Mean Attempts	7.83	6.48	7.66	7.58	10.12	11.67	6.78	11.67	7.42
Average Duration (minutes)	16.50	24.40	32.99	40.54	40.57	52.48	40.41	51.69	27.48
KOOTENAI COUNTY	HOUSEHOLD SIZE								TOTAL
	1	2	3	4	5	6	7	8	
# of Households	117	273	78	88	35	13	2	3	609
Mean Attempts	6.42	6.33	8.05	12.47	9.63	7.77	6.00	9.00	7.69
Average Duration (minutes)	16.02	21.96	30.00	37.07	39.60	46.96	90.14	69.69	26.04

*Base: 1,221 Spokane County and 607 Kootenai County households were completed during the retrieval process.*

As with the recruitment interview, missing data was rare in the retrieval interview (see Table 16). Highest rates of missing data were noted for questions eliciting information on transit mode (i.e., amount of fare and bus route used).

**TABLE 16: MISSING DATA RATES FOR RETRIEVAL DATA ELEMENTS**

VARIABLE NAME	VARIABLE DESCRIPTION	BASE	MISSING COUNT	MISSING %
<b>Person</b>				
TYPDAY	Typical Travel Day	4,488	9	0%
TYPPLAN	Day Planned In Advance	4,488	78	2%
<b>Trip</b>				
MODE	Mode of Activity	19,638	2	0%
PARKTYPE	Parking Structure	17,083	172	1%
PAYPARK	Parking Cost	17,083	0	0%
FAREAMNT	Amount of Fare (Taxi, Shuttle, Bus, Transit)	210	30	14%
BUSROUTE	Bus Route Used	203	20	10%
GENTRAV	General Travel	19,638	64	0%
ACTIV1	Destination Primary Activity Purpose	24,126	6	0%
VEHAVAIL	Vehicle Available	19,638	6	0%
VEHNO	Vehicle Number	17,068	59	0%
PARTY	Members in Travel Party	19,638	0	0%
HH_MEM	Number of Household Members on Activity	19,638	0	0%
PER_TRP	Person on Activity	19,638	0	0%

*Base: 1,221 Spokane County and 607 Kootenai County households were completed during the retrieval process.*

## PROCESSING

Data processing took place throughout the study, beginning with the creation of the advance brochure mailing, continuing with the release of sample for recruitment, processing recruitment data for the respondent mail out, appending the retrieval data to the master tables, and performing initial quality control measures on the data. A master control file tracked the progress of each household through the various survey stages. Codes were used to allow immediate identification of cases that were not progressing according to schedule as well as, confirmation that cleared cases moved along. Routine data checks included the following:

- Data range checks to ensure data were inside the expected ranges for each variable and for agreement across data files (for example, if the household had 4 persons and 2 vehicles, there should be 4 records in the person file and 2 records in the vehicle file).
- Confirmation that travel data were collected from all household members.
- If a person reported no travel, the household was flagged for manual review to confirm that the reason for non-travel was appropriate based on the demographic characteristics of the household member. Cases where the reason for non-travel was suspect or did not make sense within the context of the available demographic information were flagged and returned to DataSource for confirmation or replacement.

Within the travel data itself, several items were checked. The following are examples of conditions researched within the trip data:

- Did each trip begin and end at a different location? Loop trips (those that have the same origin and destination) might be neighborhood walks, which were treated as at-home non-work activities rather than a trip.
- Did each person return home at the end of the travel day? If not, did the final recorded destination make sense within the context of the household and person characteristics?
- For all instances where a respondent reported traveling with other household members, was the shared trip reported for all other household members and was this information consistent?
- For all trips with “auto-driver” as the reported mode, was the respondent a licensed driver?
- For all trips reported as “auto-passenger,” did another household member report the same trip as an auto-driver? If not, did the passenger report riding in a non-household vehicle with at least one other person making the trip?

## GEOCODING

The term “geocoding” defines the process of evaluating address information with the goal of assigning a geocode corresponding to the state plane coordinates of the location. This process took place throughout the course of the project, beginning with the home addresses, continuing with habitual addresses (work and school locations), and also including the trip ends (non-home and non-habitual locations) collected during the retrieval stage of the project.

Using ArcView software, all home, work, school and trip locations reported were subjected to the geocoding task, using coverage files provided by SRTC. During the course of the project, respondents reported visiting a total of 11,580 addresses, which comprise the final “location” file for the 1,828 households that completed the study. Of these, 96 percent were successfully matched to latitude/longitude coordinates or identified as falling outside the study area. The distribution of addresses by type and geocoding status is shown in Table 17.

**TABLE 17: GEOCODING MATCH RATES BY ADDRESS TYPE**

MATCH RATES	HOME		WORK		SCHOOL		ACTIVITY	
	Matched	1,828	100%	1,683	89%	997	95%	6,413
Unmatched	0	0%	191	10%	34	4%	239	4%
Out of Area	0	0%	25	1%	15	1%	155	2%
<i>Total</i>	<b>1,828</b>		<b>1,899</b>		<b>1,046</b>		<b>6,807</b>	

*Base: 1,221 Spokane County and 607 Kootenai County households were completed during the retrieval process.*

## DATA WEIGHTING AND EXPANSION

Table 18 presents the computational values for the expansion weight that is included in the final data set. This variable was developed to expand the sample data to represent the total households in Spokane and Kootenai Counties and at the same time to account for over-sampling in Kootenai County. The Census 2000 data for these counties was used to calculate this factor.

**TABLE 18: HOUSEHOLD-BASED WEIGHT / EXPANSION CALCULATION**

	SPOKANE COUNTY	KOOTENAI COUNTY
2005 Survey Sample	1,221	607
Census 2000 Households	163,611	41,308
Census 2000-Based Weight	133.9975	68.05272
SRTC/ KMPO 2003 Households	182,816	52,345
SRTC/ KMPO 2003-Based Weight	149.72645	86.23558

*Base: 1,221 Spokane County and 607 Kootenai County households were completed during the retrieval process.*

## DATA FILE CREATION

After completion of data collection and data editing tasks, the survey data were contained in five files:

- 1) Household data file – the household is the unit of analysis, with 1,828 records. Contains data elements relating to household demographics such as household size, vehicles available to household and household income.
- 2) Person data file – persons within the household are the units of analysis, with 4,488 records. Contains data elements relating to persons, such as age, gender, work, and school status.
- 3) Trip data file – trips made by persons within households are the units of analysis, with 19,638 (Origin-Destination) records. Contains information relating to travel, such as locations, purpose, mode, and time of travel.
- 4) Vehicle data file – vehicles owned by households are the units of analysis, with 3,974 records. Contains information relating to vehicles, such as make, model, year, and body type.
- 5) Location data file – all locations pertinent to households and trips made by persons within households, with 11,580 records. Contains a location number that links to trip, person, and household files.

All data files contain certain variables, such as sample number (unique number assigned to each household). A data dictionary for each of the files is presented in Appendix A.



# SAMPLE VALIDATION

## SAMPLE VALIDATION TO 2000 CENSUS

Tables 19 – 23 compare the *unweighted* sample distributions on key demographic variables with 2000 Census data. This evaluation indicates that the survey sample was a good reflection of the population. Any deviations from the Census distribution were within tolerable levels so no compensatory weights were applied to the data. Demographic subgroups that are over-represented in the survey sample include: 2-person households, middle-income households (i.e., those with annual household incomes of \$50,000 to \$75,000), persons 55 to 64 years of age, and those living in single-family dwellings. On the other hand, households with only one vehicle available are under-represented in the survey sample.

**TABLE 19: HOUSEHOLD SIZE**

HOUSEHOLD SIZE	SPOKANE COUNTY ( <i>UNWEIGHTED</i> )				KOOTENAI COUNTY ( <i>UNWEIGHTED</i> )			
	CENSUS		SAMPLE		CENSUS		SAMPLE	
1	46,053	28%	289	24%	9,045	22%	118	19%
2	55,432	34%	504	41%	15,291	37%	276	45%
3	25,636	16%	182	15%	6,795	16%	76	13%
4 or more	36,490	22%	246	20%	10,177	25%	137	23%
<i>Total</i>	<b>163,611</b>	<b>100%</b>	<b>1,221</b>	<b>100%</b>	<b>41,308</b>	<b>100%</b>	<b>607</b>	<b>100%</b>

Base: 1,221 Spokane County and 607 Kootenai County households were completed during the retrieval process.

**TABLE 20: HOUSEHOLD VEHICLES**

HOUSEHOLD VEHICLES	SPOKANE COUNTY ( <i>UNWEIGHTED</i> )				KOOTENAI COUNTY ( <i>UNWEIGHTED</i> )			
	CENSUS		SAMPLE		CENSUS		SAMPLE	
0	14,353	9%	48	4%	1,782	4%	16	3%
1	53,455	33%	308	25%	11,063	27%	119	20%
2	63,205	39%	519	43%	17,690	43%	253	42%
3	22,934	14%	228	19%	7,325	18%	140	23%
4 or more	9,664	6%	118	10%	3,448	8%	79	13%
<i>Total</i>	<b>163,611</b>	<b>100%</b>	<b>1,221</b>	<b>101%</b>	<b>41,308</b>	<b>100%</b>	<b>607</b>	<b>101%</b>

Base: 1,221 Spokane County and 607 Kootenai County households were completed during the retrieval process.

Note: Sample percents do not sum to 100 percent due to rounding.

**TABLE 21: RESIDENCE TYPE**

RESIDENCE TYPE	SPOKANE COUNTY ( <i>UNWEIGHTED</i> )				KOOTENAI COUNTY ( <i>UNWEIGHTED</i> )			
	CENSUS		SAMPLE		CENSUS		SAMPLE	
Single family house or duplex	120,803	74%	1,009	83%	31,402	76%	527	87%
Multiple family dwelling (4-plex, town home, apartment)	31,600	19%	136	11%	4,307	10%	39	6%
Mobile home	11,060	7%	76	6%	5,491	13%	41	7%
Boat, RV, Van, etc.	148	0%	0	0%	108	0%	0	0%
<i>Total</i>	<b>163,611</b>	<b>100%</b>	<b>1,221</b>	<b>100%</b>	<b>41,308</b>	<b>100%</b>	<b>607</b>	<b>100%</b>

Base: 1,221 Spokane County and 607 Kootenai County households were completed during the retrieval process.

**TABLE 22: HOUSEHOLD INCOME**

HOUSEHOLD INCOME	SPOKANE COUNTY (UNWEIGHTED)				KOOTENAI COUNTY (UNWEIGHTED)			
	CENSUS		SAMPLE		CENSUS		SAMPLE	
Less than \$10,000	16,348	10%	61	5%	3,339	8%	18	3%
\$10 - \$14,999	11,797	7%	52	5%	3,003	7%	19	4%
\$15 - \$24,999	24,590	15%	109	10%	6,098	15%	61	11%
\$25 - \$34,999	23,847	15%	152	14%	6,410	15%	74	14%
\$35 - \$49,999	28,727	18%	184	17%	8,437	20%	88	16%
\$50 - \$74,999	31,619	19%	291	26%	7,996	19%	143	26%
\$75 - \$99,999	13,943	9%	130	12%	3,358	8%	69	13%
\$100 - \$149,999	8,917	5%	77	7%	1,823	4%	44	8%
\$150 - \$199,999	1,961	1%	29	3%	505	1%	10	2%
\$200,000 or more	2,077	1%	19	2%	411	1%	14	3%
<b>Total</b>	<b>163,826</b>	<b>100%</b>	<b>1,104</b>	<b>101%</b>	<b>41,380</b>	<b>100%</b>	<b>540</b>	<b>100%</b>

Base: 1,221 Spokane County and 607 Kootenai County households were completed during the retrieval process.  
 Note: Sample percents do not sum to 100 percent due to rounding.

**TABLE 23: RESPONDENT AGE**

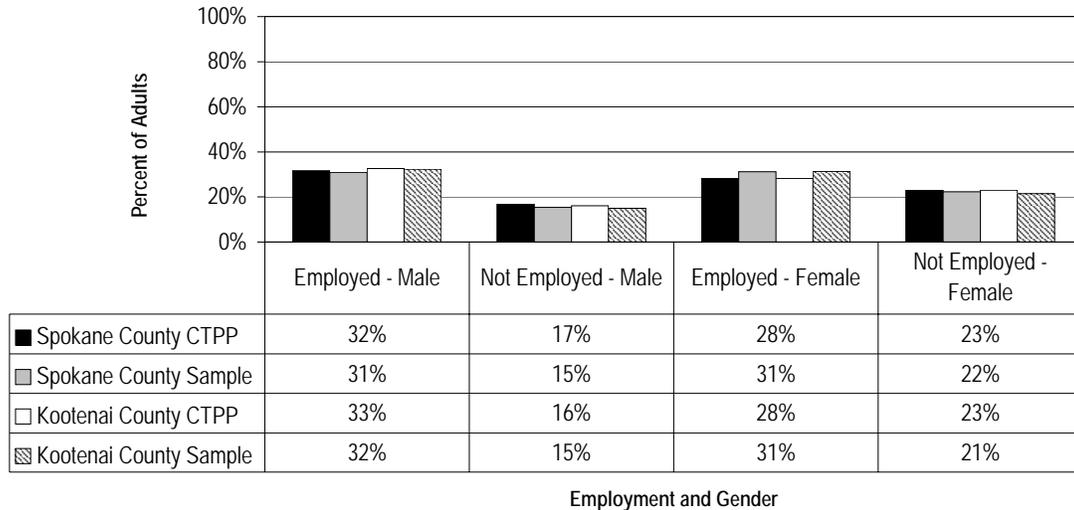
AGE	SPOKANE COUNTY (UNWEIGHTED)				KOOTENAI COUNTY (UNWEIGHTED)			
	CENSUS		SAMPLE		CENSUS		SAMPLE	
15 to 24 years	11,981	7%	34	3%	2,441	6%	10	2%
25 to 34 years	27,171	17%	158	13%	6,674	16%	68	11%
35 to 44 years	36,171	22%	190	16%	9,048	22%	104	17%
45 to 54 years	34,584	21%	301	25%	8,795	21%	151	25%
55 to 64 years	20,557	13%	225	19%	5,957	14%	137	23%
65 to 74 years	15,828	10%	175	14%	4,475	11%	80	13%
75 to 84 years	12,913	8%	100	8%	3,041	7%	36	6%
85 years and over	4,406	3%	28	2%	877	2%	9	2%
<b>Total</b>	<b>163,611</b>	<b>100%</b>	<b>1,211</b>	<b>100%</b>	<b>41,308</b>	<b>100%</b>	<b>595</b>	<b>99%</b>

Base: 1,221 Spokane County and 607 Kootenai County households were completed during the retrieval process.  
 Note: Sample percents do not sum to 100 percent due to rounding.

## SAMPLE VALIDATION TO CENSUS TRANSPORTATION PLANNING PACKAGE

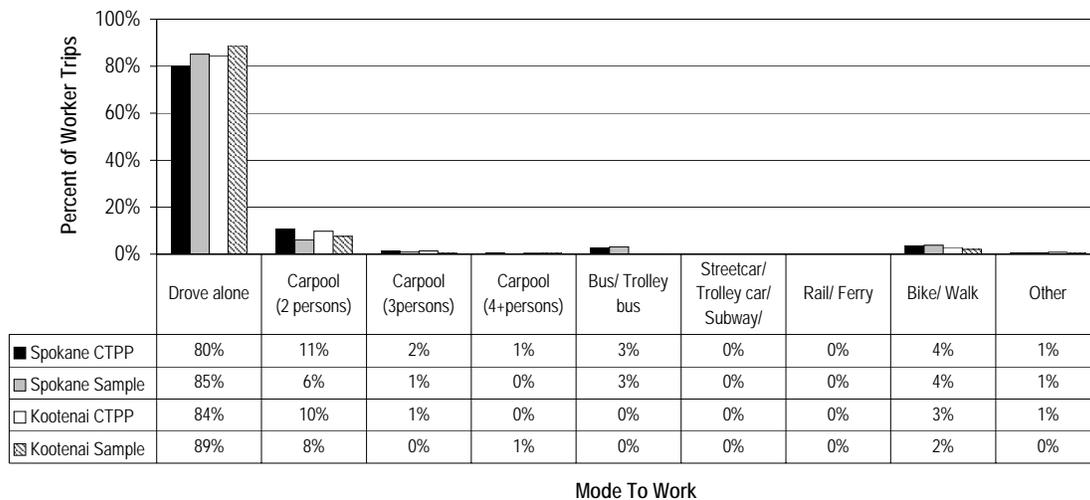
The 2000 Census Transportation Planning Package Profile (CTPP) was also used to evaluate the survey data. As shown in Figures 5–7, the employment status and commute trip characteristics of the participating household members tracks those reflected in the CTPP fairly well. The proportions of employed persons by gender closely matched the CTPP. As in the CTPP data, the majority of employed respondents in the survey reported driving alone to work on the assigned travel day. Our sample does slightly under-represent carpoolers.

**FIGURE 5: GENDER OF WORKERS COMPARISON BY COUNTY**



Base: 2,381 Spokane County and 1,191 Kootenai County household adults weighted by geography to represent 319,048 Spokane County and 81,051 Kootenai County adults.

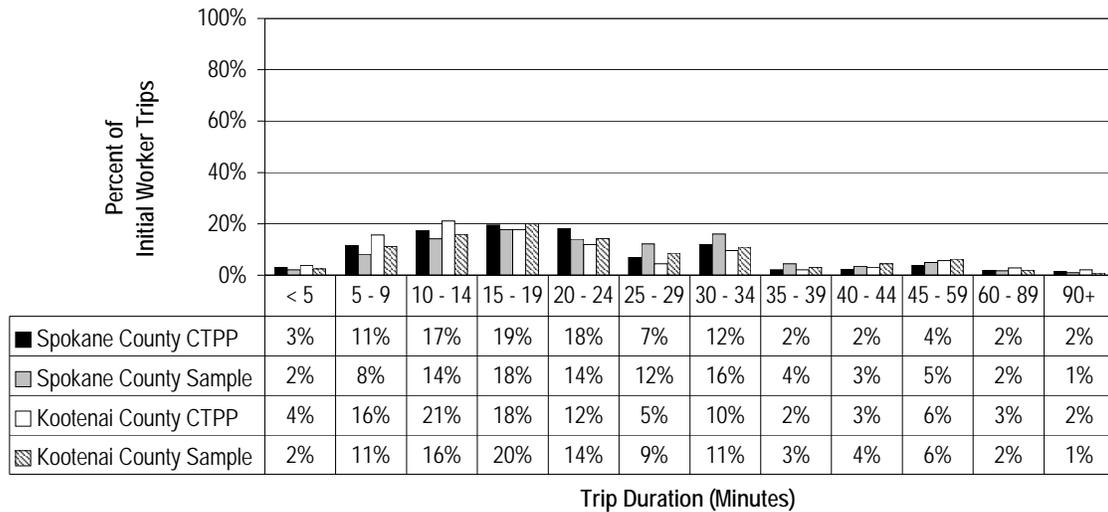
**FIGURE 6: MODE TO WORK BY COUNTY**



Base: 1,008 Spokane County and 492 Kootenai County initial worker trips weighted by geography to represent 135,070 Spokane County and 33,482 Kootenai County trips.

The survey respondents generally reported the same work commute time as that captured in the Census journey to work data. The largest noticeable difference between the two data sources is in the 25 to 29 minute commutes. The slight differences noted elsewhere might be attributable to the way the Census question was worded (how many minutes did it usually take this person to get to work last week) compared to how the work trip travel time was computed (time it took to leave home and arrive at work on a specific travel day, with the trip start and end times being reported by our respondents).

FIGURE 7: COMMUTE TRAVEL TIME COMPARISON BY COUNTY



Base: 1,008 Spokane County and 492 Kootenai County initial worker trips weighted by geography to represent 135,070 Spokane County and 33,482 Kootenai County trips.

## LIMITATIONS OF THE DATA

The next sections of this report present results from the 2005 household travel survey for Spokane and Kootenai Counties. When interpreting these results, it is important to do so within the data limitations. Significant issues related to limitations of the data are addressed below.

**Response Rate and Survey Nonresponse.** Some level of nonresponse occurs in every voluntary survey. Low response rates are attributable to a variety of factors, including growing resistance among U.S. householders to surveys in general and telephone surveys in particular; the changing patterns of telephone access to American households; and the growing number of households for which English is not a first language – making telephone communication for survey respondents who are not native English speakers difficult.<sup>6</sup> Household travel surveys are particularly susceptible to nonresponse. These surveys are complex, requiring a two-stage interview process plus the completion of a travel diary by household members. Since each interview stage has an accompanying level of nonresponse, the overall response rate – given by the product of the response rates for the two interviews – tends to be lower than that for a survey involving only one interview. For the present survey, the overall response rate was 25 percent -- as the product of the recruitment interview (34 percent) and the retrieval interview (72 percent). Finally, “noncontacts” were a major challenge during fieldwork, comprising 48 percent of all released and dialed sample.

**Under-Reporting of Trips.** An important determinant of data quality is the accuracy of the reported trips. To enhance reporting accuracy, most household travel surveys rely on travel logs in which respondents are asked to record each trip for a specific time period (e.g., 24-hours). Yet even with the use of logs, under-reporting of trips by survey respondents is a well-documented occurrence. Memory decay,

<sup>6</sup> The survey was designed to include English-speakers only.

failure to understand or to follow survey instructions, unwillingness to report full details of travel, and simple carelessness all contribute to the incomplete collection of travel data. Extensive pretesting of the survey materials were done prior to fieldwork, and the subsequent modifications resulted in the high trip rates reported in this document. Thus, it is likely that under-reporting of trips is less of a concern in this survey than in others.

**Coverage Bias.** The survey population for the present survey was households with telephones in the Spokane County and Kootenai County. This choice of method resulted in the systematic exclusion of non-telephone households from the sample. Because non-telephone households share important characteristics with users of public transportation, such as zero auto ownership and lower household incomes, the survey may not fully represent these types of households and the transit market share in the region.

**Response Bias.** Surveys are prone to nonresponse errors, due to the fact that certain types of households selected in a sample do not participate surveys or individual household members fail to answer an item in an interview. The unweighted sample slightly over-represented 2-person households, middle-income households (i.e., those with annual household incomes of \$50,000 to \$75,000), persons 55 to 64 years of age, and those living in single-family dwellings. On the other hand, households with only one vehicle available are under-represented in the survey sample.



# TRAVEL & ACTIVITY PATTERNS

As indicated in Table 24, more than 2 million trips were made within Spokane County and Kootenai County on an average weekday. This estimate assumes an average of 10.7 trips per household and 4.4 trips per person.

**TABLE 24: TRIP RATES PER PERSON, PER ADULT, PER CHILD, AND PER HOUSEHOLD BY COUNTY**

TRIP RATES	SPOKANE COUNTY	KOOTENAI COUNTY	TOTAL
Total Person Trips Weighted	1,752,956	446,154	2,199,109
Total Person Trips Unweighted	13,082	6,556	19,638
Total Adult (16+) Trips - Weighted	1,184,002	269,012	1,453,015
Total Adult (16+) Trips - Unweighted	8,836	3,953	12,789
Total Child (under 16) Trips - Weighted	294,393	81,799	376,192
Total Child (under 16) Trips - Unweighted	2,197	1,202	3,399
Total Commercial Driver Trips - Weighted	257,007	86,835	343,843
Total Commercial Driver Trips - Unweighted	1,918	1,276	3,194
Mean Trips per HH - Weighted	10.71	10.80	10.73
Mean Trips per HH - Unweighted	10.71	10.80	10.74
Mean Trips per Person - Weighted	4.41	4.31	4.39
Mean Trips per Person - Unweighted	4.41	4.31	4.38
Mean Trips per Adult (16+) - Weighted	4.43	4.24	4.39
Mean Trips per Adult (16+) - Unweighted	4.43	4.24	4.37
Mean Trips per Child (under 16) - Weighted	3.76	3.66	3.74
Mean Trips per Child (under 16) - Unweighted	3.76	3.66	3.72
Mean Trips per Commercial Driver (16+) - Weighted	5.37	5.43	5.39
Mean Trips per Commercial Driver (16+) - Unweighted	5.37	5.43	5.40

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

Study area households primarily traveled within their county of residence (see Table 25). For Spokane County households, 50 percent of trips ended in the City of Spokane and 18 percent ended in the City of Spokane Valley. About one percent of trips ended in Kootenai County. For Kootenai County households, 41 percent of trips ended in Coeur d'Alene and 18 percent were in Post Falls. Five percent of trip destinations among Kootenai County households were in Spokane County.

**TABLE 25: PERSON TRIP<sup>7</sup> DESTINATIONS BY COUNTY OF RESIDENCE**

	ORIGIN	SPOKANE COUNTY HOUSEHOLDS	DESTINATION									
			UNKNOWN	CITY OF SPOKANE	CITY OF SPOKANE VALLEY	LIBERTY LAKE	REST OF SPOKANE COUNTY	COEUR D'ALENE	HAYDEN	POST FALLS	REST OF KOOTENAI COUNTY	TOTAL
	ORIGIN	Unknown	0.1%	0.3%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.8%
		City of Spokane	0.3%	38.7%	2.9%	0.2%	8.0%	0.0%	0.0%	0.1%	0.1%	50.3%
		City of Spokane Valley	0.2%	3.0%	11.6%	0.4%	2.5%	0.0%	0.0%	0.0%	0.1%	17.8%
		Liberty Lake	0.0%	0.2%	0.4%	0.4%	0.2%	0.0%	0.0%	0.0%	0.0%	1.2%
		Rest of Spokane County	0.4%	7.9%	2.6%	0.2%	17.4%	0.1%	0.0%	0.0%	0.1%	28.7%
		Coeur d'Alene	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.2%
		Hayden	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Post Falls	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%
		Rest of Kootenai County	0.0%	0.1%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.1%	0.6%
		<b>Total:</b>	<b>1.0%</b>	<b>50.2%</b>	<b>18.0%</b>	<b>1.2%</b>	<b>28.5%</b>	<b>0.2%</b>	<b>0.0%</b>	<b>0.2%</b>	<b>0.4%</b>	<b>99.7%</b>
	ORIGIN		DESTINATION									
		KOOTENAI COUNTY HOUSEHOLDS	UNKNOWN	CITY OF SPOKANE	CITY OF SPOKANE VALLEY	LIBERTY LAKE	REST OF SPOKANE COUNTY	COEUR D'ALENE	HAYDEN	POST FALLS	REST OF KOOTENAI COUNTY	TOTAL
		Unknown	0.4%	0.0%	0.0%	0.0%	0.0%	0.4%	0.1%	0.1%	0.4%	1.4%
		City of Spokane	0.0%	0.9%	0.1%	0.0%	0.3%	0.3%	0.1%	0.2%	0.3%	2.2%
		City of Spokane Valley	0.0%	0.1%	0.3%	0.0%	0.0%	0.2%	0.0%	0.4%	0.3%	1.3%
		Liberty Lake	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%
		Rest of Spokane County	0.1%	0.2%	0.1%	0.0%	0.1%	0.1%	0.0%	0.3%	0.3%	1.2%
		Coeur d'Alene	0.3%	0.3%	0.3%	0.0%	0.1%	27.7%	2.6%	3.1%	6.4%	40.8%
		Hayden	0.1%	0.1%	0.0%	0.0%	0.0%	2.6%	3.5%	0.3%	2.3%	8.9%
		Post Falls	0.1%	0.3%	0.3%	0.0%	0.2%	3.0%	0.3%	9.8%	3.8%	17.8%
	Rest of Kootenai County	0.4%	0.4%	0.2%	0.0%	0.4%	6.6%	2.3%	3.5%	12.4%	26.2%	
	<b>Total:</b>	<b>1.4%</b>	<b>2.3%</b>	<b>1.3%</b>	<b>0.0%</b>	<b>1.1%</b>	<b>40.9%</b>	<b>8.9%</b>	<b>17.8%</b>	<b>26.2%</b>	<b>99.9%</b>	

Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.

Note: Column and row percents do not sum to 100 percent due to rounding.

<sup>7</sup> Defined as trips by all modes of travel

## MODE OF TRAVEL

Trips in Spokane County and Kootenai County were made by a wide range of modes of transportation, from personal vehicles to public transit to horseback (see Table 26). However, the vast majority of trips (86%) were made in a personal vehicle -- either as a driver (64 percent) or as a passenger (22 percent).

**TABLE 26: MODE OF TRAVEL FOR DAILY PERSON TRIPS BY COUNTY**

MODE TO ACTIVITY	SPOKANE COUNTY		KOOTENAI COUNTY		TOTAL	
	TRIPS	PERCENT	TRIPS	PERCENT	TRIPS	PERCENT
Personal auto driver	1,115,664	64%	291,674	65%	1,407,338	64%
Personal auto passenger	378,409	22%	110,382	25%	488,791	22%
Motorcycle/Moped	2,680	0%	340	0%	3,020	0%
Public Transit	26,934	2%	136	0%	27,070	1%
School Bus	54,671	3%	10,276	2%	64,947	3%
Taxi/Limo	804	0%	68	0%	872	0%
Walk	151,015	9%	24,023	5%	175,038	8%
Bicycle	11,792	1%	6,873	2%	18,665	1%
Skateboard/Scooter/Golfcart	804	0%	272	0%	1,076	0%
Shuttle	2,412	0%	204	0%	2,616	0%
Airplane	536	0%	408	0%	944	0%
Paratransit/Vanpool	1,474	0%	272	0%	1,746	0%
Emergency Vehicle	1,340	0%	0	0%	1,340	0%
Work Vehicle Driver (Utility/Bus/Multiwheeler)	4,422	0%	1,021	0%	5,443	0%
Horse	0	0%	68	0%	68	0%
Don't know/ Refused	0	0%	136	0%	136	0%
<b>Total</b>	<b>1,752,957</b>	<b>101%</b>	<b>446,153</b>	<b>99%</b>	<b>2,199,110</b>	<b>99%</b>

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

*Note: Column percents do not sum to 100 percent due to rounding.*

Vehicle driver trips accounted for 64 percent of all trips, with most of these being single occupancy vehicle (SOV) trips (see Table 27). Transit trips accounted for 2 percent of Spokane County and zero percent of Kootenai County trips. Walk and bike trips were 9 percent of all trips, with more walk than bike trips reported. Figure 8 presents the geographical distribution of trip destinations across the two counties.

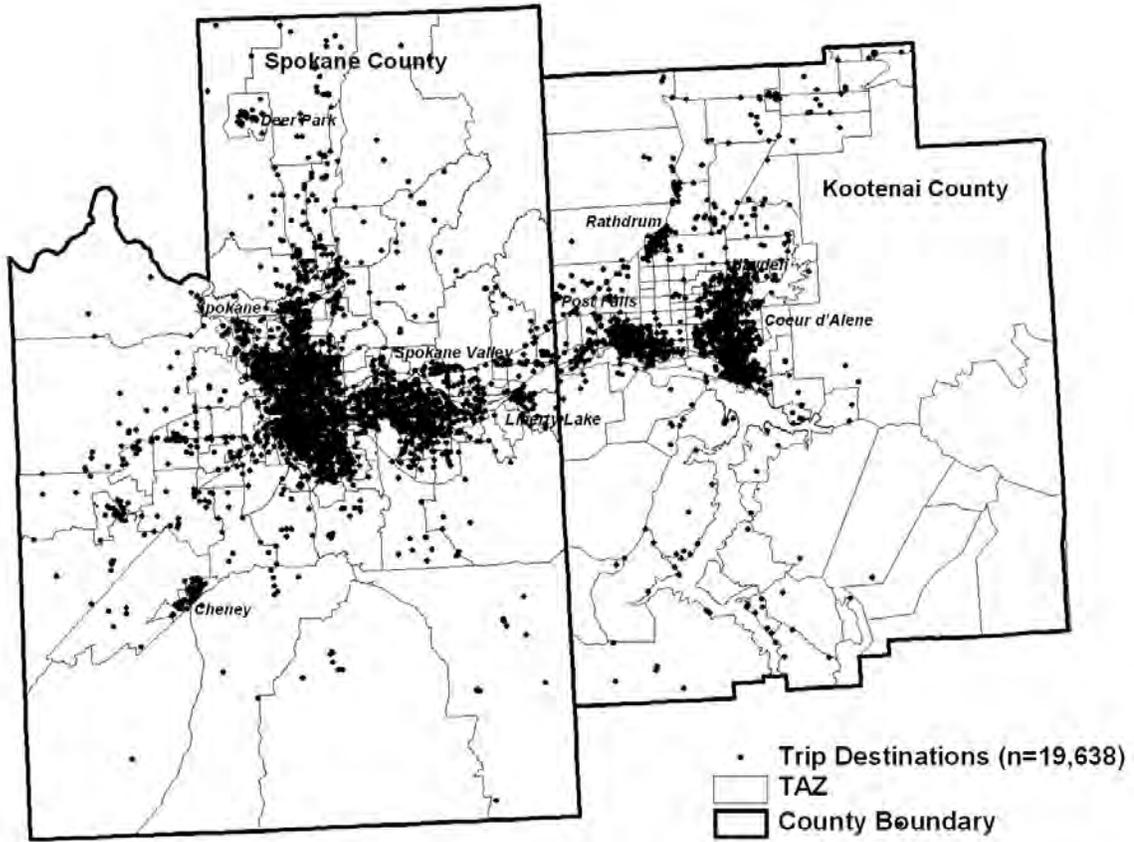
**TABLE 27: TOTAL NUMBER OF TRIP TYPE AND TRAVEL MODE BY COUNTY**

TRIP TYPES		SPOKANE COUNTY		KOOTENAI COUNTY	
		COUNT	PERCENT	COUNT	PERCENT
Vehicle Driver Trips	Drive Alone	871,118	78%	225,867	77%
	With 1 Passenger	179,557	16%	49,542	17%
	With 2 or more	64,989	6%	16,265	6%
	<b>Total</b>	<b>1,115,664</b>	<b>64%</b>	<b>291,674</b>	<b>65%</b>
Vehicle Passenger Trips		378,409	22%	110,382	25%
Public Transit Trips		28,407	2%	408	0%
Other Trips	Walk	151,015	9%	24,023	5%
	Bicycle	11,792	1%	6,873	2%
	School Bus	54,671	3%	10,276	2%
	Motorcycle	2,680	0%	340	0%
	Taxi/Shuttle	3,216	0%	272	0%
	Other	7,102	0%	1,905	0%
<b>Total</b>		<b>1,752,956</b>	<b>101%</b>	<b>446,154</b>	<b>99%</b>

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

*Note: Column percents do not sum to 100 percent due to rounding.*

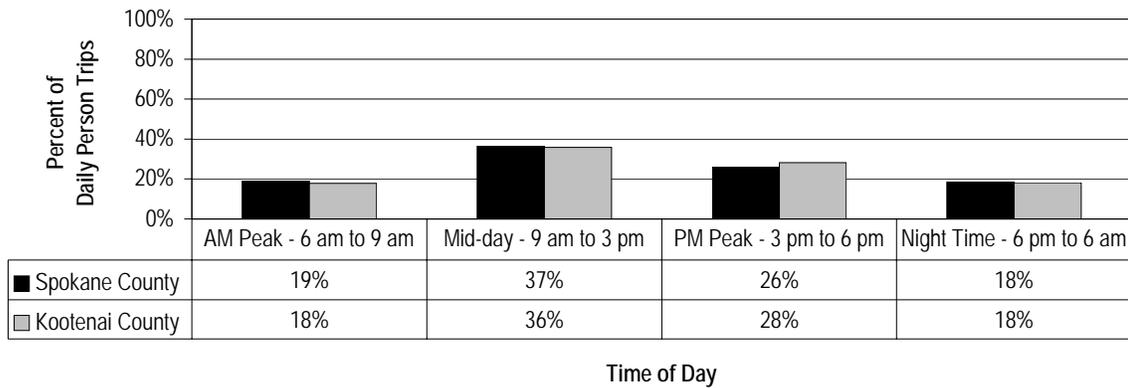
FIGURE 8: TRIP DESTINATIONS FOR DAILY PERSON TRIPS



## TIME OF TRAVEL

As Figure 9 indicates, time of travel did not vary significantly by county of residence. While the highest number of trips took place in Mid-day (9 a.m. to 3 p.m.), PM peak (3 p.m. to 6 p.m.<sup>8</sup>) was the time of day with the heaviest concentrated travel (26 percent of trips by Spokane County residents and 28 percent of trips by Kootenai County residents in a three-hour period). The two peak periods (AM and PM) accounted for nearly half of all trips. About 37 percent of trips occurred in the 6-hour period between 9 a.m. and 3 p.m. About 18 percent of all trips took place during the evening hours (6 p.m. to 6 a.m.). Time of travel did not differ significantly by county of residence.

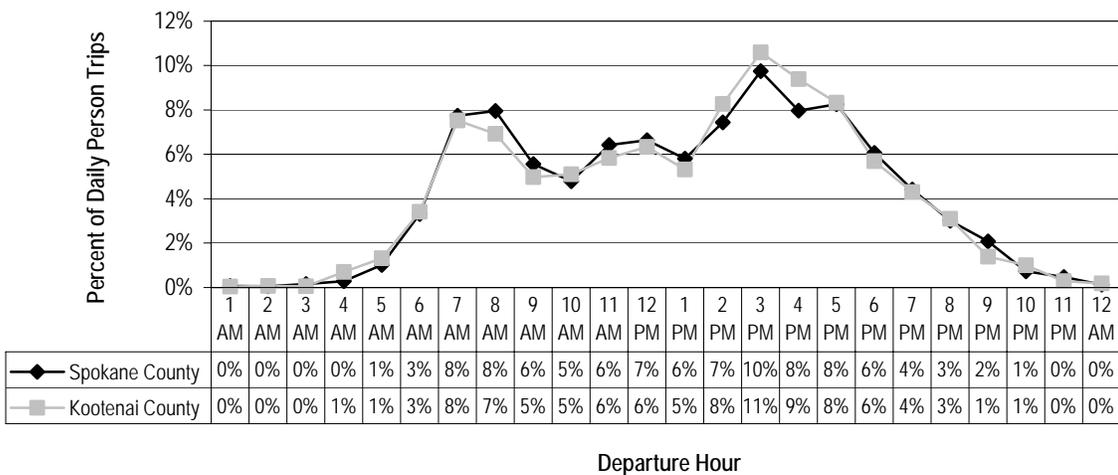
**FIGURE 9: TRIP DISTRIBUTION BY TIME OF DAY BY COUNTY**



*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

On an average weekday, most trips in the region were made within a 60-minute window between 3 p.m. and 4 p.m. (see Figure 10). Also significant were the 4 p.m. to 5 p.m., 2 p.m. to 3 p.m., and 7 a.m. to 8 a.m. time periods.

**FIGURE 10: TRIP DEPARTURE HOUR BY COUNTY**

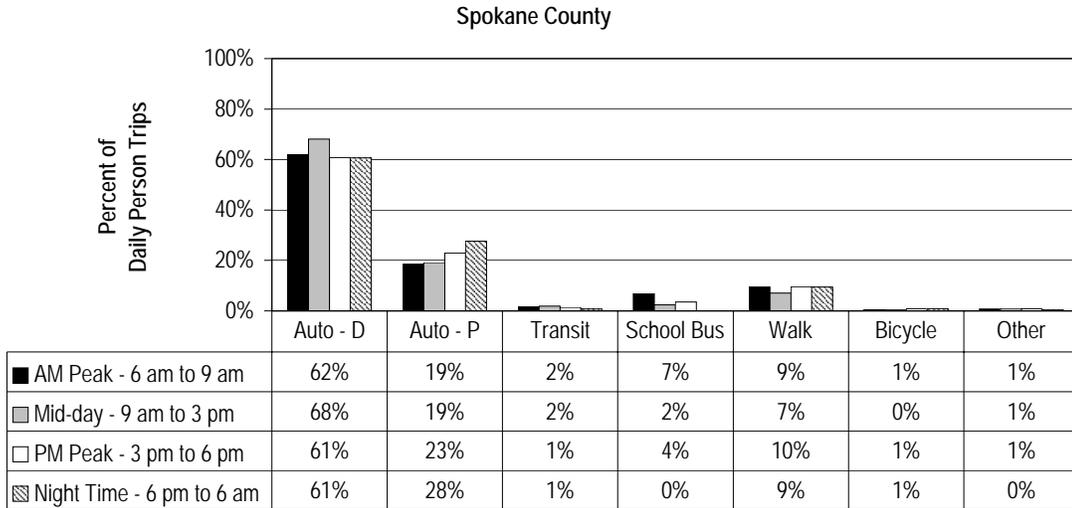


*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

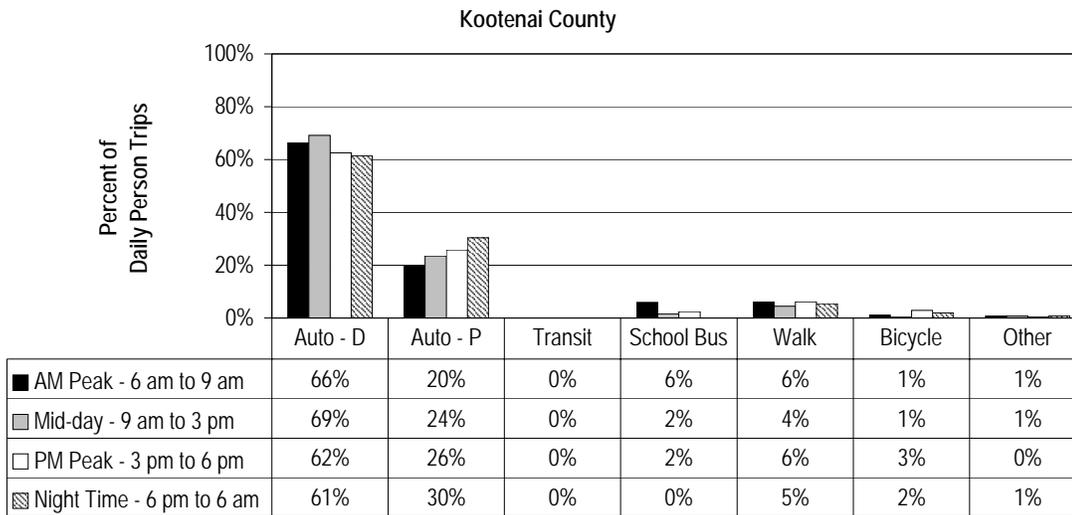
<sup>8</sup> Definitions for time periods were provided by SRTC.

There were only slight differences in time of travel by mode of travel (see Figure 11). Most notable was that the propensity to carpool increased throughout the day, so that carpooling trips were greatest during the Night time period.

FIGURE 11: MODE OF TRAVEL DISTRIBUTION BY TIME OF DAY BY COUNTY



Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.



Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.

The maps on the following pages (Figures 12–15) present the destinations of trips during the AM peak, Mid-day, PM peak, and Night time periods.

FIGURE 12: AM PEAK DAILY PERSON TRIP DESTINATIONS

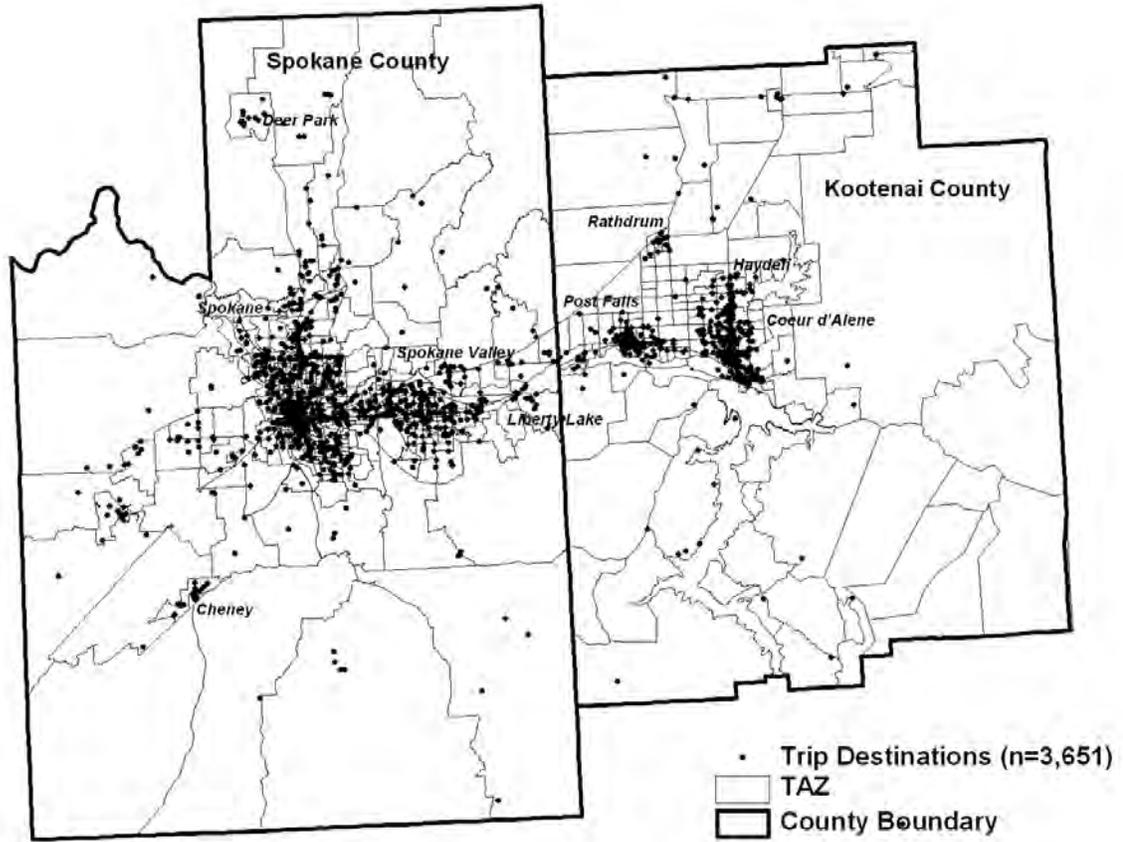


FIGURE 13: MID-DAY DAILY PERSON TRIP DESTINATIONS

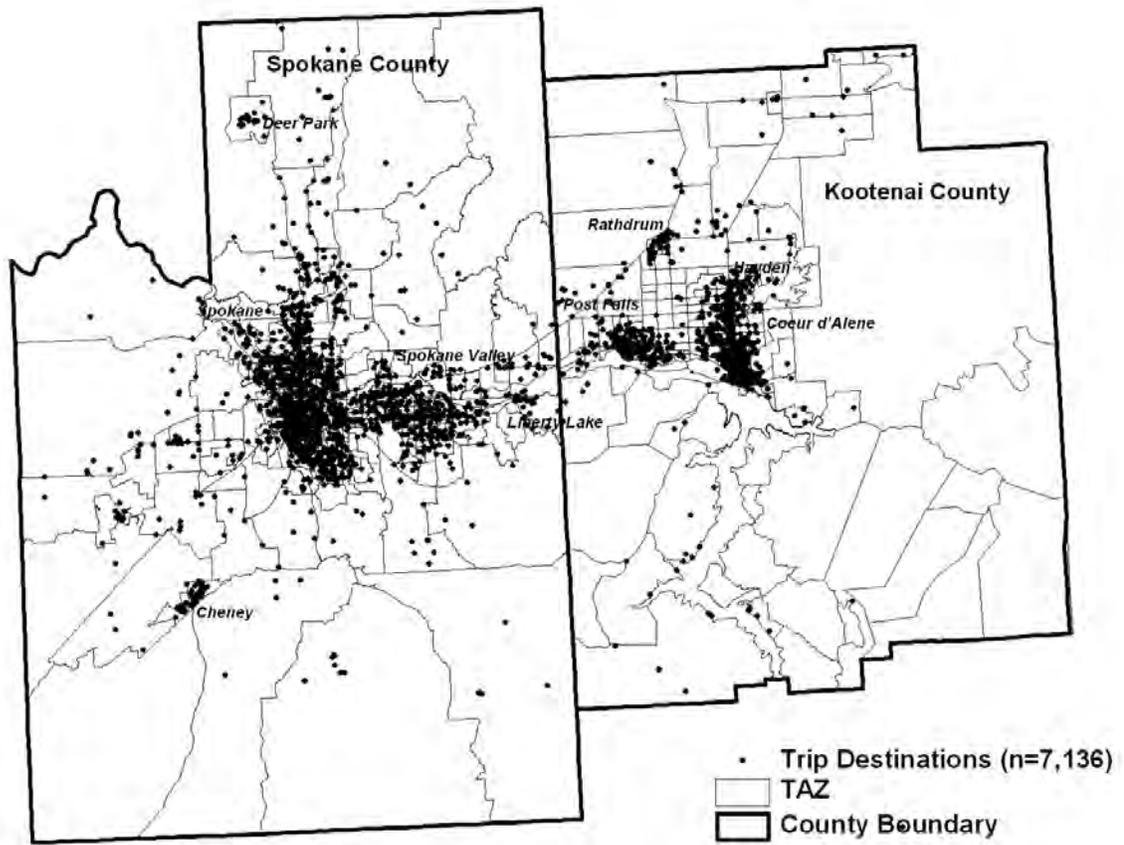


FIGURE 14: PM PEAK DAILY PERSON TRIP DESTINATIONS

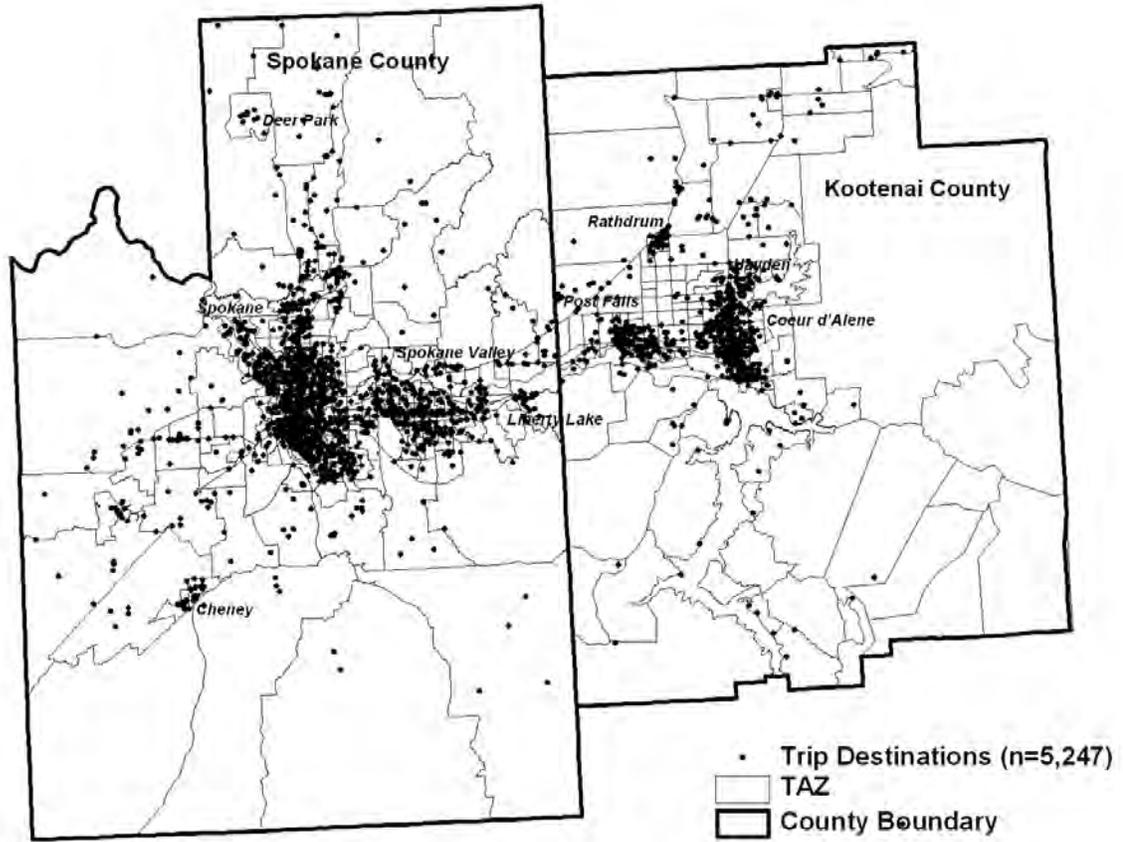
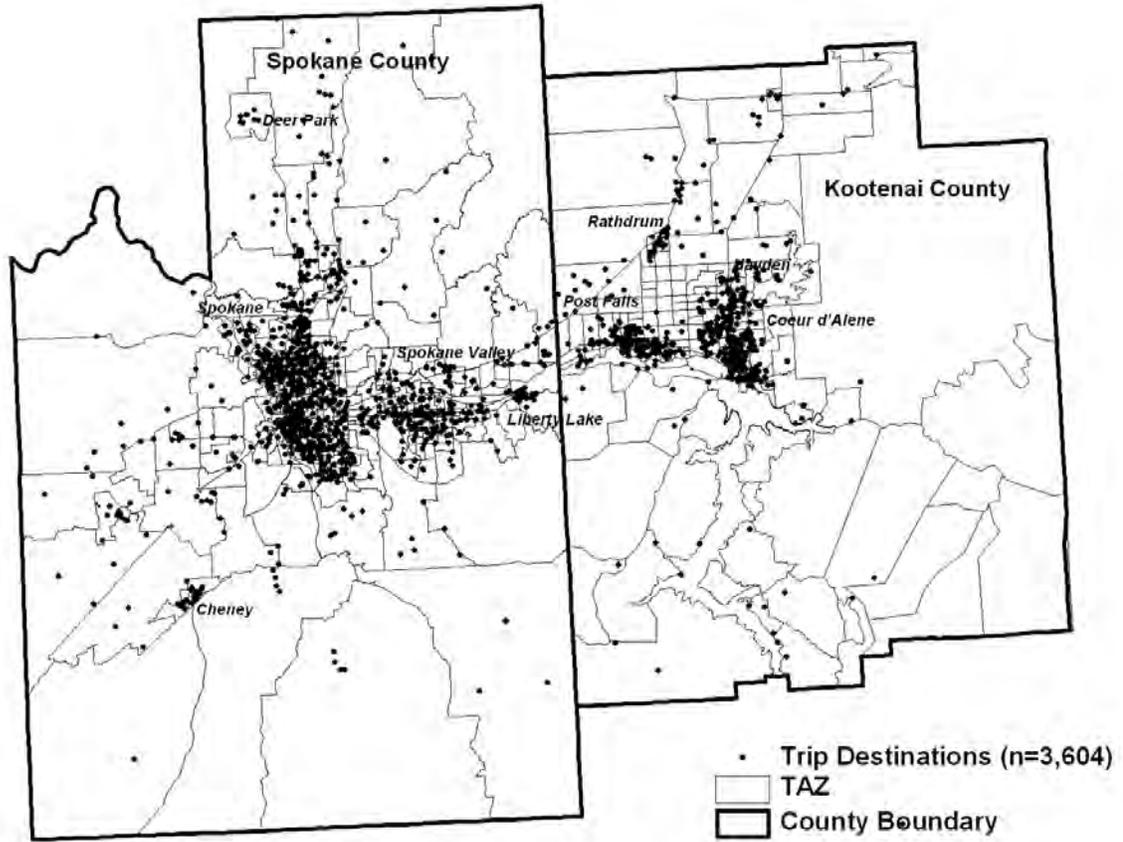


FIGURE 15: EVENING DAILY PERSON TRIP DESTINATIONS



## TRIP ACTIVITIES AND TRIP PURPOSE

In the travel logs, respondents reported the activities that were done in association with the travel undertaken. Of the 2 million trips on an average weekday, 24 percent were for shopping activities (e.g., minor and major shopping, eating out, quick stop) (see Table 28). Twenty-one percent were trips to work or a work-related activity. Eleven percent were to conduct personal business (i.e., non-shopping errands).

**TABLE 28: VOLUME AND PERCENT OF DAILY PERSON TRIPS BY PRIMARY TRIP ACTIVITY BY COUNTY**

DESTINATION PRIMARY TRIP PURPOSE	SPOKANE COUNTY		KOOTENAI COUNTY		TOTAL	
	COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT
Work	266,387	15%	68,461	15%	334,848	15%
Minor Shopping	246,823	14%	62,881	14%	309,704	14%
Personal business	185,185	11%	53,830	12%	239,014	11%
School	147,665	8%	34,639	8%	182,304	8%
Eating or drinking at restaurant/bar	111,218	6%	25,111	6%	136,329	6%
Work-related	103,446	6%	30,760	7%	134,206	6%
Visiting friends or relatives	104,920	6%	26,745	6%	131,665	6%
Dropping off someone	88,974	5%	25,724	6%	114,698	5%
Picking up someone	78,523	4%	20,416	5%	98,938	4%
Tagging along with someone else on their activity	60,031	3%	22,866	5%	82,897	4%
Quick stop	60,567	3%	15,788	4%	76,355	3%
Change mode of travel	61,773	4%	5,104	1%	66,877	3%
Outdoor recreation participation	50,651	3%	12,454	3%	63,105	3%
Medical	48,105	3%	9,051	2%	57,156	3%
Religious	23,182	1%	4,696	1%	27,877	1%
Entertainment	33,097	2%	6,873	2%	39,971	2%
Indoor recreation participation	30,551	2%	5,989	1%	36,540	2%
Loop trip (start and end at same place)	24,924	1%	6,329	1%	31,252	1%
Major Shopping	13,132	1%	4,219	1%	17,351	1%
Community/Political meeting	8,844	1%	3,471	1%	12,315	1%
Childcare	2,814	0%	476	0%	3,290	0%
Volunteer	1,340	0%	0	0%	1,340	0%
School Related	670	0%	272	0%	942	0%
Don't Know/ Refused	134	0%	0	0%	134	0%
<b>Total</b>	<b>1,752,956</b>	<b>100%</b>	<b>446,154</b>	<b>100%</b>	<b>2,199,109</b>	<b>100%</b>

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

Trip purpose was a variable derived from the primary activities that respondents reported engaging in at each place recorded in their travel logs. Trips were categorized into purposes according to the following definitions:

- 1) **Home-Based Work (HBW)** – Trips between home and work.
- 2) **Home-Based Retail (HBR)** – All trips made with a home activity at one end of the trip and a shopping activity at the other end.
- 3) **Home-Based Other (HBO)** – All trips with a home activity at one end of a trip and an activity not accounted for by work or shop at the other end.
- 4) **Non-Home Based (NHB)** – All other trips that do not begin or end at a trip-maker’s home.

Table 29 indicates that of the 1,752,956 million trips taken in Spokane County on an average weekday, most were HBO trips (38 percent) or NHB (35 percent). HBR accounted for 15 percent of all trips in Spokane County, and HBW accounted for 11 percent of trips. A similar trip purpose pattern was observed among the 446,154 trips taken in Kootenai County.

**TABLE 29: VOLUME AND PERCENT OF DAILY PERSON TRIPS BY TYPE BY COUNTY**

TRIP TYPE	SPOKANE COUNTY		KOOTENAI COUNTY	
	TRIPS	PERCENT	TRIPS	PERCENT
HBW	197,244	11%	52,196	12%
HBR	268,933	15%	66,692	15%
HBO	670,256	38%	175,032	39%
NHB	616,523	35%	152,234	34%
<b>Total</b>	<b>1,752,956</b>	<b>99%</b>	<b>446,154</b>	<b>100%</b>

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.  
Note: Column percents do not sum to 100 percent due to rounding.*

Table 30 illustrates that the trip purpose pattern changes slightly when just vehicle driver trips are considered. HBO trips decrease in relation to total trips. NHB, HBR, and HBW trip increase.

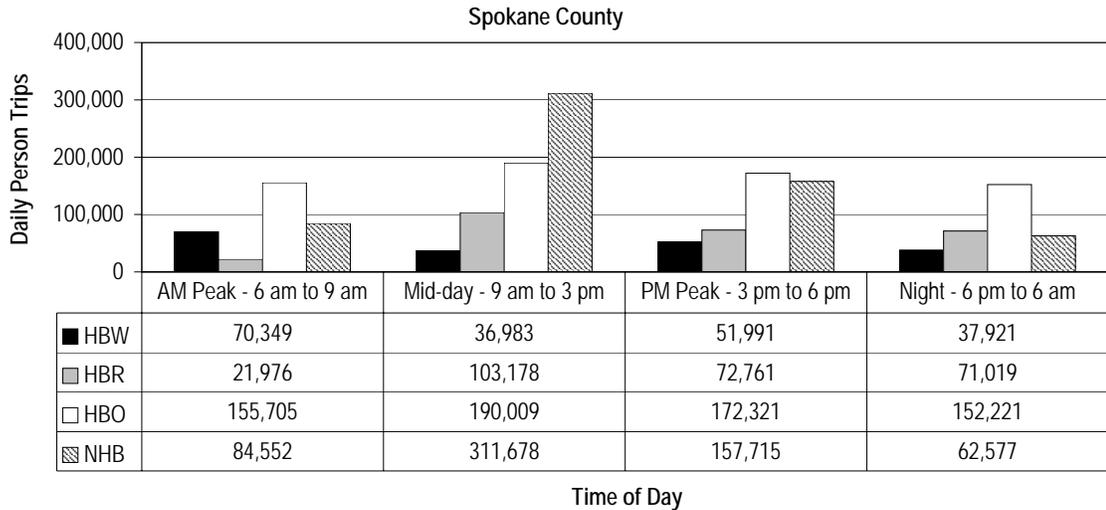
**TABLE 30: VOLUME AND PERCENT OF VEHICLE DRIVER TRIPS BY TYPE BY COUNTY**

TRIP TYPE	SPOKANE COUNTY		KOOTENAI COUNTY	
	TRIPS	PERCENT	TRIPS	PERCENT
HBW	177,145	16%	47,977	16%
HBR	192,286	17%	46,208	16%
HBO	346,920	31%	90,374	31%
NHB	406,415	36%	108,476	37%
<b>Total</b>	<b>1,122,765</b>	<b>100%</b>	<b>293,035</b>	<b>100%</b>

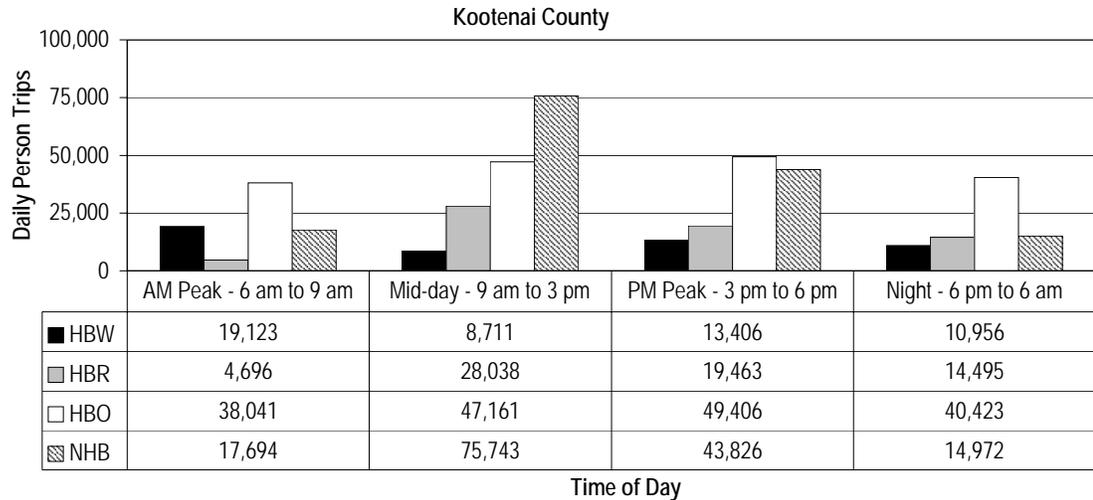
*Base: 8,379 Spokane County and 4,036 Kootenai County unlinked vehicle driver trips weighted by geography to represent 1,122,765 Spokane County and 293,035 Kootenai County trips.*

Figure 16 indicates that the distribution of trip purpose by time of day is comparable for Spokane and Kootenai Counties. NHB trips cluster in the mid-day. Mid-day is also the time of day for most HBR and HBO trips. The AM peak period has less “spread” of HBW trips to other times of day than does the PM peak. Kootenai County results for the PM peak had slightly more HBO trips relative to other trip purposes than did Spokane County.

**FIGURE 16: TRIP PURPOSE BY TIME OF DAY BY COUNTY**



*Base: 13,082 Spokane County unlinked trips weighted by geography to represent 1,752,956 Spokane County trips.*

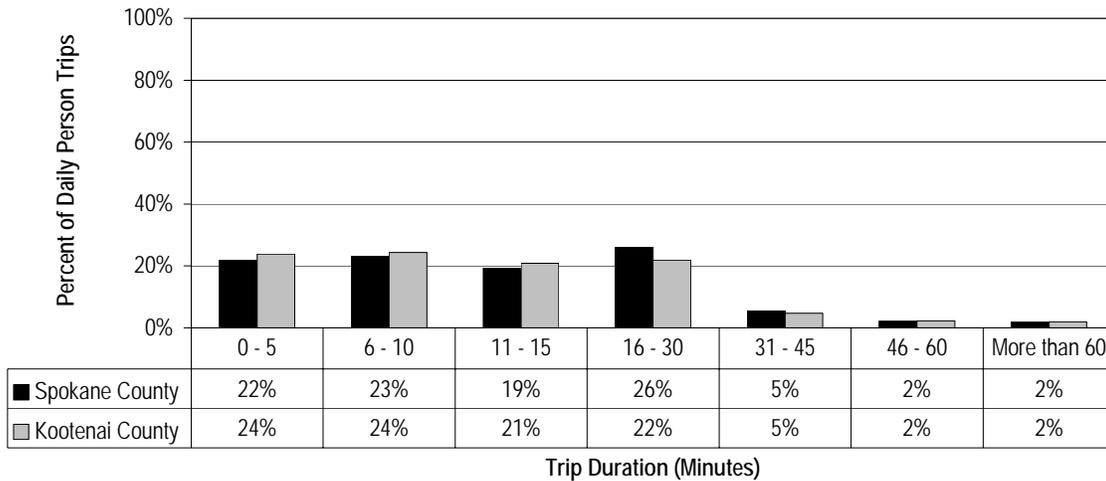


*Base: 6,556 Kootenai County unlinked trips weighted by geography to represent 446,154 Kootenai County trips.*

## TRIP DURATION

Overall, travel lengths were slightly longer in Spokane County than in Kootenai County (see Figure 17). About 35 percent of trips took were 16 minutes or longer in Spokane County compared to 31 percent of trips in Kootenai County. The average length of all trips in Spokane County was 18 minutes, and the median travel time was 14 minutes. In Kootenai County, mean travel time was 17 minutes and median travel time was 12 minutes.

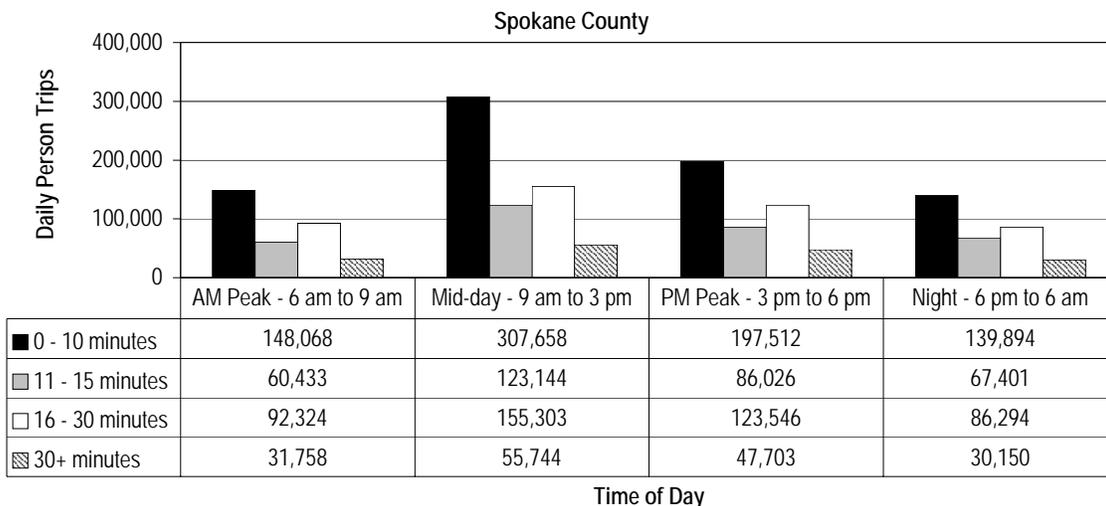
FIGURE 17: TRIP DURATION BY COUNTY



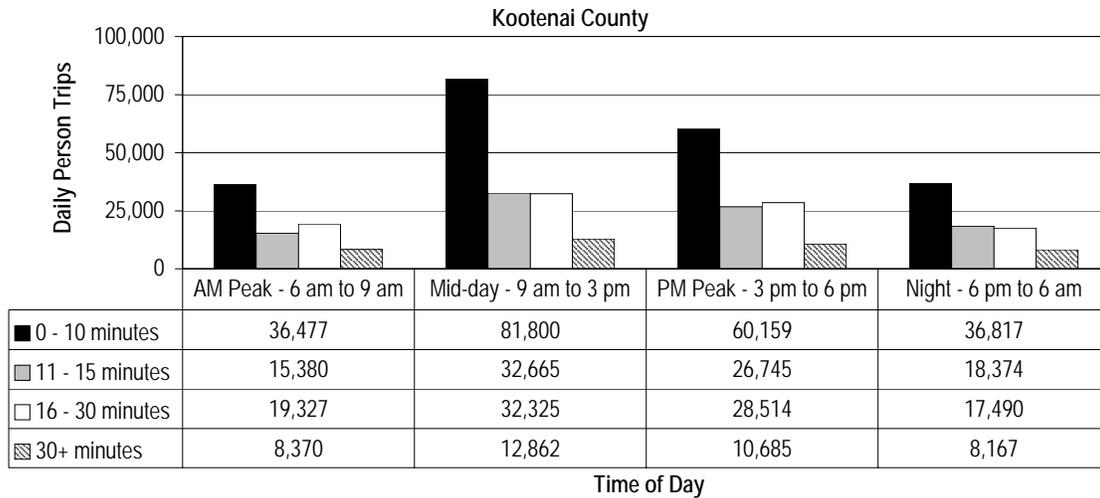
Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.

The general patterns of trip durations by time of day were similar, but not identical, for Spokane and Kootenai Counties (see Figure 18). For Spokane County households, short trips (0-10 minutes) were the most common for each of the time of day periods, followed by trips of 16 – 30 minutes. For Kootenai County households, short trips were the most common, but trips of 11 – 15 minutes and 16 – 30 minutes were almost equally represented.

FIGURE 18: TRIP DURATION BY TIME OF DAY BY COUNTY



Base: 13,082 Spokane County unlinked trips weighted by geography to represent 1,752,956 Spokane County trips.



Base: 6,556 Kootenai County unlinked trips weighted by geography to represent 446,154 Kootenai County trips.

According to Table 31, HBW trips were the longest trips, on average, in terms of both distance (8 miles) and duration (21 minutes). Kootenai County households reported the longer HBW trips than did Spokane County households in terms of distance (8.7 miles versus 7.6 miles) but shorter HBW in terms of duration (20 minutes versus 21.5 minutes). HBR trips were the shortest trips in terms of duration (14.6 minutes) and distance (4.6 miles).

**TABLE 31: MEAN TRAVEL TIME AND MEAN TRAVEL DISTANCE BY PURPOSE BY COUNTY**

TRIP PURPOSE		SPOKANE COUNTY		KOOTENAI COUNTY		TOTAL	
		DISTANCE	TRIP DURATION	DISTANCE	TRIP DURATION	DISTANCE	TRIP DURATION
HBW	Mean	7.61	21.46	8.69	20.05	7.98	20.98
	N	1,311	1,472	670	767	1,981	2,239
	Std. Deviation	6.99	15.43	9.76	13.86	8.05	14.93
HBR	Mean	4.47	14.42	4.98	14.86	4.63	14.56
	N	1,974	2,007	950	980	2,924	2,987
	Std. Deviation	5.60	17.53	7.10	13.50	6.13	16.31
HBO	Mean	4.46	19.01	5.24	17.62	4.72	18.54
	N	4,765	5,002	2,450	2,572	7,215	7,574
	Std. Deviation	5.66	30.10	8.42	32.52	6.74	30.95
NHB	Mean	4.07	17.04	4.56	16.11	4.23	16.74
	N	4,200	4,601	1,995	2,237	6,195	6,838
	Std. Deviation	5.37	28.61	7.51	25.79	6.14	27.72
TOTAL	Mean	4.66	17.89	5.35	16.98	4.89	17.58
	N	12,250	13,082	6,065	6,556	18,315	19,638
	Std. Deviation	5.80	26.69	8.19	26.34	6.70	26.57

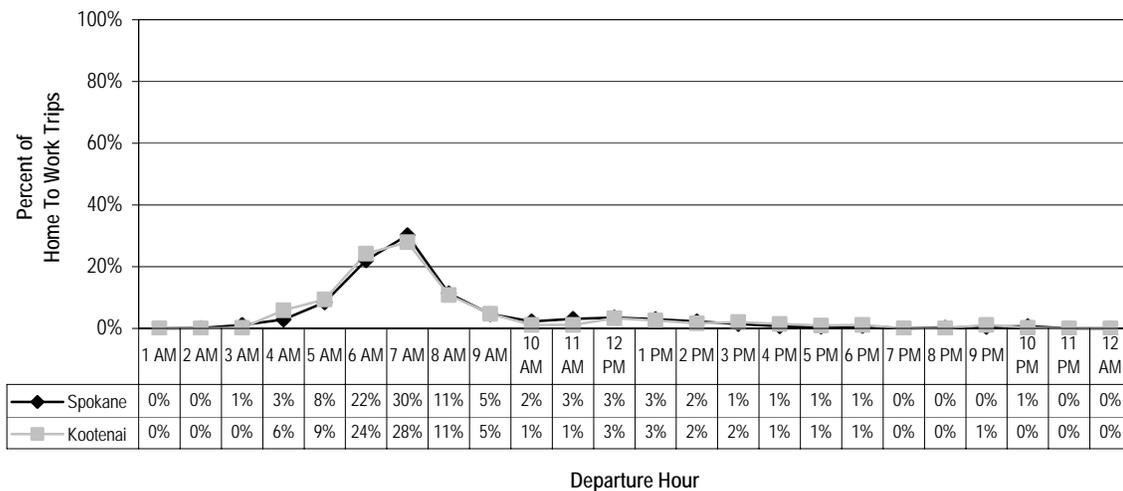
Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.



# TRAVEL FOR WORK

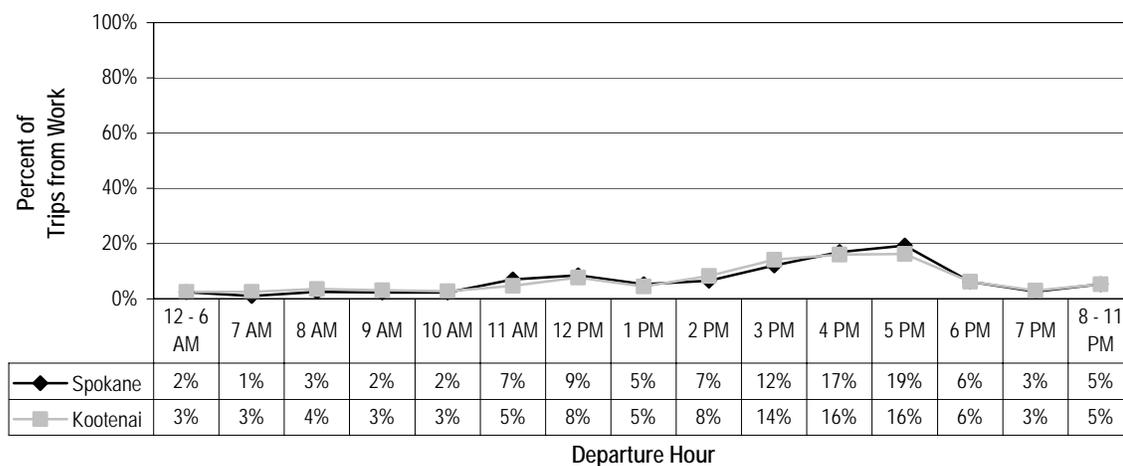
Because of their unique characteristics and significance to transportation planning, specialized analyses were done on work trips. The household survey data were expanded to represent 249,900 employed persons. These employed persons made more than 223,000 work trips on an average weekday. The vast majority of the initial trips to work started between the hours of 6 a.m. and 8 a.m. (see Figure 19). The “peak” of the AM peak appears to be between 7 a.m. and 8 a.m. Trips “to work” began as early as 4 a.m. and were virtually non-existent by 4 p.m. Figure 20 shows trips from work. Trips from work clustered between 3 p.m. to 6 p.m., with most between 5 p.m. and 6 p.m. However, trips “from work” took place on an average weekday from 11 a.m. to 10 p.m.

**FIGURE 19: STARTING HOUR FOR TRIPS TO WORK BY COUNTY**



*Base: 804 Spokane County and 426 Kootenai County initial work trips weighted by geography to represent 107,734 Spokane County and 28,990 Kootenai County trips.*

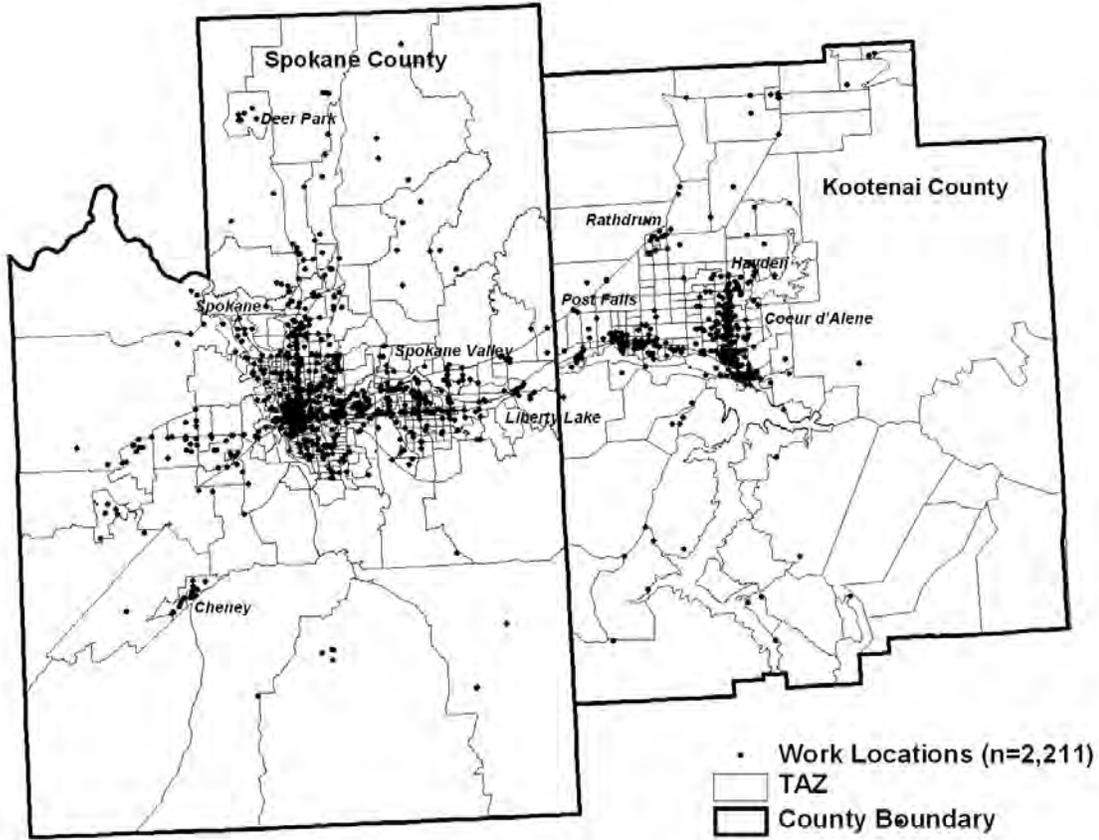
**FIGURE 20: STARTING HOUR FOR TRIPS FROM WORK BY COUNTY**



*Base: 1324 Spokane County and 668 Kootenai County trips from work weighted by geography to represent 177,413 Spokane County and 45,459 Kootenai County trips from work.*

The destinations of these trips to work are shown in Figure 21.

FIGURE 21: MAP OF WORK LOCATIONS



According to Table 32, one-third of home-based work trips (HBW) made by Spokane County residents were started in the City of Spokane and ended in with the City of Spokane (33 percent). In fact, the City of Spokane comprised 51 percent of all HBW destinations for Spokane County residents and 2 percent for Kootenai County residents. The City of Spokane Valley comprised 3 percent of Kootenai County residents' HBW destinations. HBW trips made by Kootenai County residents most frequently started in Coeur d'Alene and ended in Coeur d'Alene (21 percent). Coeur d'Alene accounted for 40 percent of all HBW destinations among residents of Kootenai County.

**TABLE 32: ORIGINS AND DESTINATIONS OF TRAVEL FOR HOME-BASED WORK (HBW) TRIPS BY COUNTY SUB-AREAS**

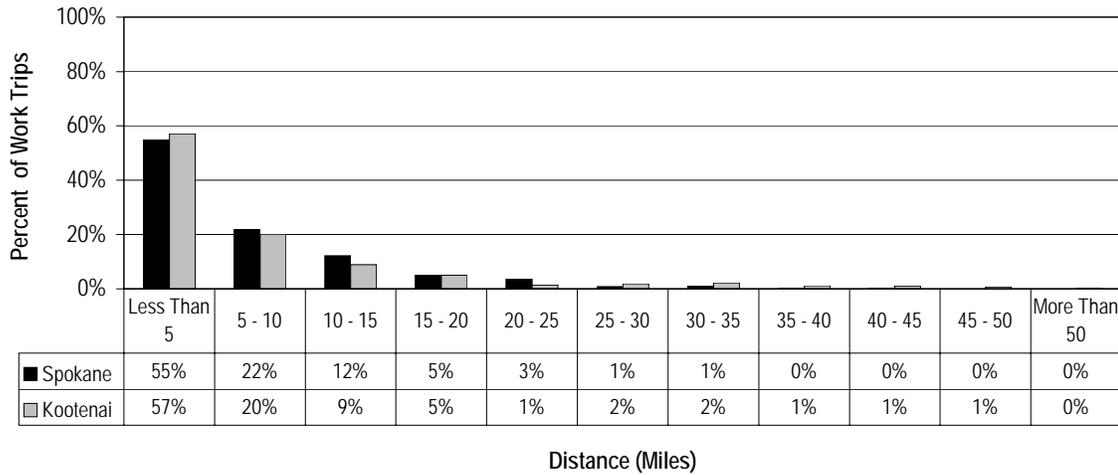
	SPOKANE COUNTY RESIDENT HBW TRIPS	HBW DESTINATION									
		UNKNOWN	CITY OF SPOKANE	CITY OF SPOKANE VALLEY	LIBERTY LAKE	REST OF SPOKANE COUNTY	COEUR D'ALENE	HAYDEN	POST FALLS	REST OF KOOTENAI COUNTY	TOTAL
HBW ORIGIN	Unknown	0.0%	0.3%	0.1%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.7%
	City of Spokane	0.3%	32.5%	5.6%	0.7%	10.6%	0.1%	0.1%	0.0%	0.1%	50.0%
	City of Spokane Valley	0.1%	5.1%	6.7%	0.4%	3.0%	0.0%	0.0%	0.1%	0.2%	15.6%
	Liberty Lake	0.0%	0.7%	0.1%	0.2%	0.2%	0.1%	0.0%	0.1%	0.0%	1.4%
	Rest of Spokane County	0.4%	12.0%	3.5%	0.3%	14.9%	0.3%	0.0%	0.0%	0.1%	31.5%
	Coeur d'Alene	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.2%
	Hayden	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
	Post Falls	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.3%
	Rest of Kootenai County	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.3%
	<i>Total</i>	<b>0.8%</b>	<b>50.8%</b>	<b>16.2%</b>	<b>1.8%</b>	<b>29.3%</b>	<b>0.5%</b>	<b>0.1%</b>	<b>0.2%</b>	<b>0.4%</b>	<b>100.1%</b>
	KOOTENAI COUNTY RESIDENTS HBW TRIPS	HBW DESTINATION									
		UNKNOWN	CITY OF SPOKANE	CITY OF SPOKANE VALLEY	LIBERTY LAKE	REST OF SPOKANE COUNTY	COEUR D'ALENE	HAYDEN	POST FALLS	REST OF KOOTENAI COUNTY	TOTAL
HBW ORIGIN	Unknown	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.3%	1.3%	2.3%
	City of Spokane	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.1%	0.9%	0.3%	1.8%
	City of Spokane Valley	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.1%	0.4%	0.8%	1.8%
	Liberty Lake	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.2%
	Rest of Spokane County	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.5%	0.8%	1.4%
	Coeur d'Alene	0.9%	0.8%	0.8%	0.1%	0.1%	21.4%	2.1%	3.1%	8.1%	37.4%
	Hayden	0.0%	0.1%	0.3%	0.0%	0.0%	3.0%	1.6%	0.8%	2.0%	7.8%
	Post Falls	0.4%	0.9%	0.8%	0.0%	0.5%	4.2%	0.8%	4.3%	3.5%	15.4%
	Rest of Kootenai County	1.3%	0.5%	0.7%	0.3%	0.5%	9.4%	2.1%	4.2%	13.0%	32.0%
	<i>Total</i>	<b>2.6%</b>	<b>2.3%</b>	<b>2.6%</b>	<b>0.4%</b>	<b>1.1%</b>	<b>39.9%</b>	<b>6.8%</b>	<b>14.5%</b>	<b>29.9%</b>	<b>100.1%</b>

Base: 1,472 Spokane County and 767 Kootenai County unlinked home-based work trips weighted by geography to represent 197,244 Spokane County and 52,196 Kootenai County trips.

Note: Column and row percents do not sum to 100 percent due to rounding.

Figure 22 provides the distances for work trips. The average work trip for Spokane County households was of a slightly shorter distance than that for Kootenai County households (6.7 miles versus 7.5 miles). While more than half of all work trips in across both counties were less than 5 miles, about one in ten were 15 miles or more. In Spokane County, 10 percent of trips to work were more than 15 miles and 1 percent were more than 30 miles in distance. In Kootenai County, on the other hand, 13 percent were more than 15 miles and 5 percent were more than 30 miles.

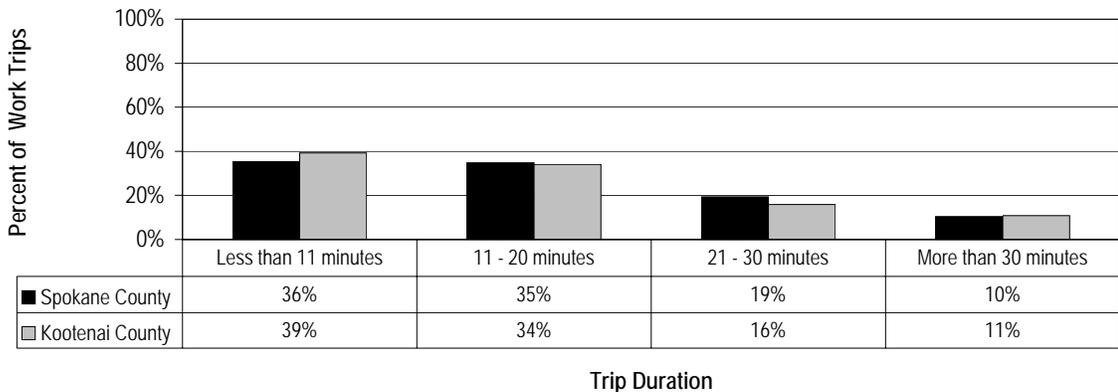
**FIGURE 22: DISTANCE OF TRIP TO WORK BY COUNTY**



*Base: 1,322 Spokane County and 665 Kootenai County work trips weighted by geography to represent 177,145 Spokane County and 45,255 Kootenai County trips.*

While trips to work were slightly shorter in distance in Spokane County than in Kootenai County, Spokane County trips were slightly longer in duration (see Figure 23). The average reported travel times to work for Spokane and Kootenai County residents were 18.8 minutes and 18.7 minutes, respectively. It took longer, on average, for households in Spokane County to travel from work than to work (19.3 minutes versus 18.8 minutes). For Kootenai County residents, the trip from work was slightly shorter (18.5 minutes versus 18.7 minutes).

**FIGURE 23: DURATION OF WORK TRIPS BY COUNTY**



*Base: 1,322 Spokane County and 665 Kootenai County work trips weighted by geography to represent 177,145 Spokane County and 45,255 Kootenai County trips.*

According to Table 33, the majority of work trips were done by single occupancy vehicles (SOV) in Spokane County (83 percent) and in Kootenai County (87 percent). The proportion of residents who use high occupancy vehicles (HOV) for work travel was comparable across the two counties (8 percent in Spokane County and 9 percent in Kootenai County). The use of alternative modes, such as transit and non-motorized means, was higher in Spokane County than in Kootenai County (10 percent versus 3 percent).

**TABLE 33: MODE OF WORK TRIP**

MODE	SPOKANE COUNTY		KOOTENAI COUNTY	
	TRIPS	PERCENT	TRIPS	PERCENT
SOV	146,727	83%	39,539	87%
HOV	13,936	8%	4,083	9%
Transit	3,082	2%	68	0%
Walk	10,318	6%	1,293	3%
Bike	1,608	1%	204	0%
Other	1,474	1%	68	0%
<i>Total</i>	<b>177,145</b>	<b>101%</b>	<b>45,255</b>	<b>99%</b>

*Base: 1,322 Spokane County and 665 Kootenai County work trips weighted by geography to represent 177,145 Spokane County and 45,255 Kootenai County trips.  
Note: Column percents do not sum to 100 percent due to rounding.*

Even within counties, mode to work varied among residents (see Table 34). Virtually all households in Spokane County (outside of City of Spokane) used SOV to travel to work. City of Spokane residents relied heavily on SOV (79 percent) but also used HOV (9 percent), walk (8 percent), transit (2 percent), and bike (1 percent). In Kootenai County, nine of ten households used SOV in Hayden (90 percent) and Post Falls (88%). Residents of Coeur d’Alene were more varied in their mode to work with SOV (87 percent), HOV (9 percent), and walk (4 percent).

**TABLE 34: MODE OF WORK TRIP BY COUNTY SUB-AREA**

MODE	CITY OF SPOKANE	CITY OF SPOKANE VALLEY	LIBERTY LAKE	REST OF SPOKANE COUNTY	COEUR D’ALENE	HAYDEN	POST FALLS	REST OF KOOTENAI COUNTY
SOV	79%	90%	95%	85%	87%	90%	88%	85%
HOV	9%	5%	0%	7%	9%	10%	10%	13%
Transit	2%	0%	0%	2%	0%	0%	0%	0%
Walk	8%	3%	5%	3%	4%	0%	0%	3%
Bike	1%	1%	0%	1%	0%	0%	2%	0%
Other	0%	2%	0%	1%	0%	0%	1%	0%
<i>Total</i>	<b>99%</b>	<b>101%</b>	<b>100%</b>	<b>99%</b>	<b>100%</b>	<b>100%</b>	<b>101%</b>	<b>101%</b>

*Base: 1,322 Spokane County and 665 Kootenai County work trips weighted by geography to represent 177,145 Spokane County and 45,255 Kootenai County trips.  
Note: Column percents do not sum to 100 percent due to rounding.*

Average vehicle occupancy (AVO) in Spokane and Kootenai Counties was 1.10 and 1.13 persons per vehicle respectively (see Table 35). Single occupancy vehicles comprised more than 90 percent of all personal vehicles used to travel for work on an average weekday.

**TABLE 35: VEHICLE OCCUPANCY FOR WORK TRIPS IN PERSONAL VEHICLES**

VEHICLE OCCUPANCY	SPOKANE COUNTY		KOOTENAI COUNTY	
	TRIPS	PERCENT	TRIPS	PERCENT
SOV	146,325	91%	39,334	91%
HOV (2)	10,586	7%	3,198	7%
HOV (3+)	3,082	2%	817	2%
<b>Total</b>	<b>159,993</b>	<b>100%</b>	<b>43,350</b>	<b>100%</b>
<b>AVO</b>	<b>1.11</b>		<b>1.13</b>	

*Base: 1,194 Spokane County and 637 Kootenai County personal auto work trips weighted by geography to represent 159,993 Spokane County and 43,350 Kootenai County trips.*

Table 36 provides information on parking at the work location. Most workers parked their vehicles in a parking lot. On-street parking was more prevalent than parking garages. Parking was free for virtually all workers. Only 3 percent of workers in Spokane County, and 1 percent in Kootenai County paid to park at their work locations.

**TABLE 36: PARKING TYPE AT WORK LOCATION BY COUNTY**

PARKING TYPE	SPOKANE COUNTY		KOOTENAI COUNTY	
	TRIPS	PERCENT	TRIPS	PERCENT
Parking garage	6,834	4%	544	1%
Parking lot	138,687	90%	39,539	94%
On-street parking	7,102	5%	2,042	5%
Carport	268	0%	0	0%
Residential garage/driveway	2,010	1%	68	0%
<b>Total</b>	<b>154,901</b>	<b>100%</b>	<b>42,193</b>	<b>100%</b>

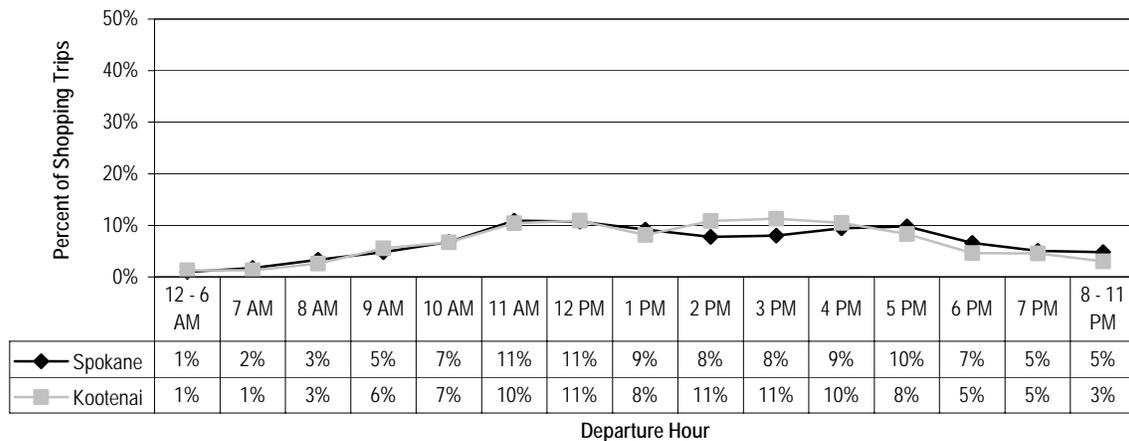
*Base: 1,322 Spokane County and 665 Kootenai County work trips weighted by geography to represent 177,145 Spokane County and 45,255 Kootenai County trips.*



# TRAVEL FOR SHOPPING

Shopping trips are becoming more important as they comprise larger proportions of all trips in a region. The travel survey data were expanded to represent 314,930 shopping trips, compared to about 223,000 work trips for the region. Eighty percent of shopping trips were made by residents of Spokane County, and 20 percent were made by residents of Kootenai County. Travel for shopping in Spokane County peaked during the hours of 11 a.m. to 1 p.m. and 4 p.m. to 6 p.m. on an average weekday (see Figure 24). In Kootenai County, no peaks were observed, with a spread from 11 a.m. to 5 p.m. Yet in both counties, shopping trips started as early as 6 a.m. continued throughout the day until 11 p.m. at night.

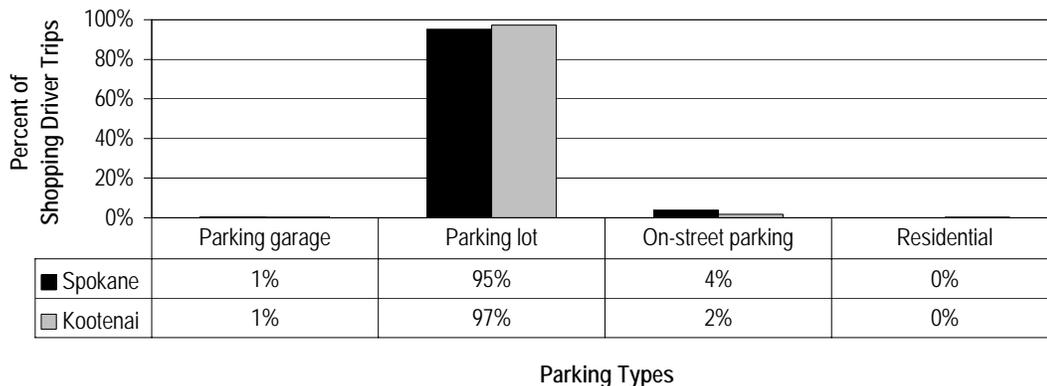
**FIGURE 24: STARTING HOUR FOR SHOPPING TRIPS BY COUNTY**



*Base: 1,881 Spokane County and 924 Kootenai County unlinked shopping trips weighted by geography to represent 252,049 Spokane County and 62,881 Kootenai County trips.*

Figure 25 indicates the type of parking used at shopping destinations. Most regional residents parked in a parking lot. Very few used on-street parking or a parking garage. One percent of Spokane County (and zero percent of Kootenai County) residents paid for parking at a shopping location on an average weekday.

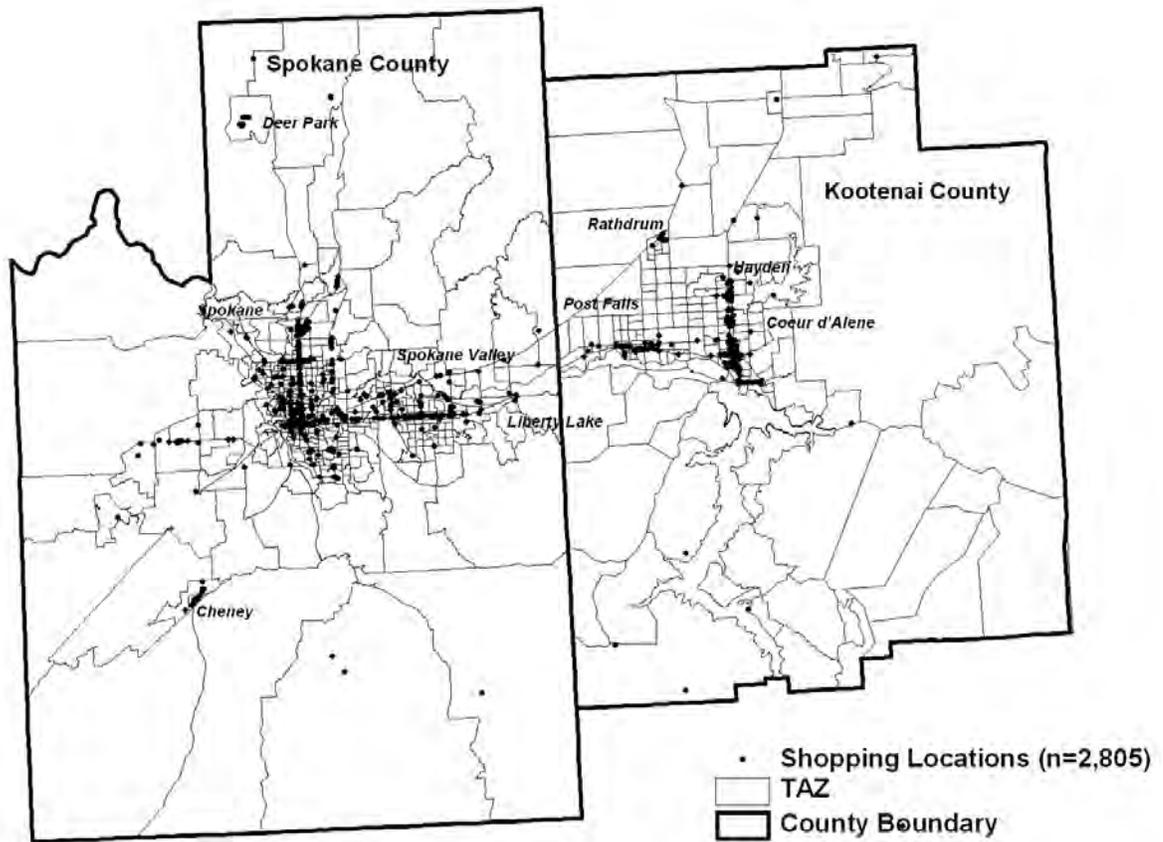
**FIGURE 25: PARKING TYPE AT SHOPPING LOCATION BY COUNTY**



*Base: 1,881 Spokane County and 924 Kootenai County unlinked shopping trips weighted by geography to represent 252,049 Spokane County and 62,881 Kootenai County trips.*

Figure 26 indicates the geographic distribution of these shopping trips across the two counties.

FIGURE 26: MAP OF SHOPPING LOCATIONS



*Base: 1,881 Spokane County and 924 Kootenai County unlinked shopping trips weighted by geography to represent 252,049 Spokane County and 62,881 Kootenai County trips.*

According to Table 37, the City of Spokane comprised 50 percent of all home-based retail (HBR) destinations for Spokane County residents and the City of Spokane Valley comprised another 18 percent. For Kootenai County residents, Coeur d'Alene comprised 45 percent of all destinations and Post Falls comprised 17percent.

**TABLE 37: ORIGINS AND DESTINATIONS OF TRAVEL FOR HOME-BASED RETAIL (HBR) TRIPS BY COUNTY SUB-AREAS**

	HBR ORIGIN	HBR DESTINATION									
		UNKNOWN	CITY OF SPOKANE	CITY OF SPOKANE VALLEY	LIBERTY LAKE	REST OF SPOKANE COUNTY	COEUR D'ALENE	HAYDEN	POST FALLS	REST OF KOOTENAI COUNTY	TOTAL
	<b>SPOKANE COUNTY RESIDENTS HBR TRIPS</b>										
	Unknown	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%
	City of Spokane	0.0%	39.6%	1.8%	0.0%	10.3%	0.0%	0.0%	0.0%	0.0%	51.7%
	City of Spokane Valley	0.0%	2.6%	12.9%	0.4%	3.5%	0.0%	0.0%	0.1%	0.3%	19.8%
	Liberty Lake	0.0%	0.0%	0.1%	0.4%	0.3%	0.0%	0.0%	0.0%	0.0%	.8%
	Rest of Spokane County	0.0%	7.7%	2.6%	0.1%	15.9%	0.1%	0.0%	0.0%	0.0%	26.4%
	Coeur d'Alene	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
	Hayden	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Post Falls	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rest of Kootenai County	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
	<b>Total</b>	<b>0.0%</b>	<b>49.9%</b>	<b>17.8%</b>	<b>.9%</b>	<b>30.1%</b>	<b>0.1%</b>	<b>0.0%</b>	<b>0.1%</b>	<b>0.3%</b>	<b>99.2%</b>
	<b>KOOTENAI COUNTY RESIDENT HBR TRIPS</b>										
	Unknown	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	0.4%
	City of Spokane	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.1%	0.0%	0.6%
	City of Spokane Valley	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.1%	0.5%	1.0%	1.8%
	Liberty Lake	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rest of Spokane County	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.4%
	Coeur d'Alene	0.1%	0.2%	0.0%	0.0%	0.0%	29.7%	3.0%	3.5%	10.5%	47.0%
	Hayden	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	3.1%	0.4%	3.3%	9.6%
	Post Falls	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.3%	9.8%	4.9%	18.3%
	Rest of Kootenai County	0.3%	0.1%	0.4%	0.1%	0.1%	7.7%	1.8%	2.6%	9.0%	22.1%
	<b>Total</b>	<b>0.4%</b>	<b>0.3%</b>	<b>0.4%</b>	<b>0.1%</b>	<b>0.1%</b>	<b>44.6%</b>	<b>8.3%</b>	<b>17.1%</b>	<b>28.9%</b>	<b>100.2%</b>

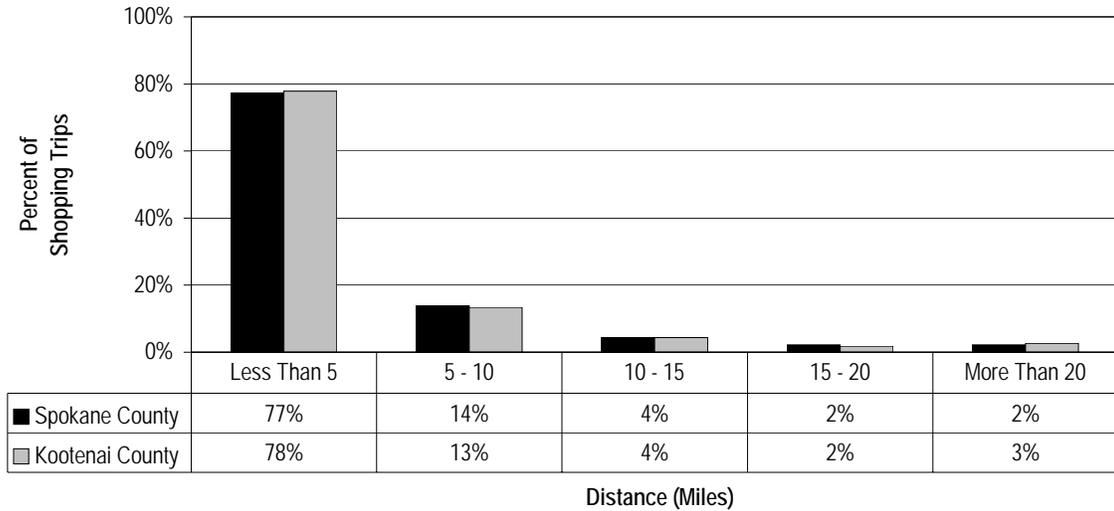
Base: 2,007 Spokane County and 980 Kootenai County unlinked home based other (retail) trips weighted by geography to represent 268,933 Spokane County and 66,692 Kootenai County trips.

\* Unknown represents trip ends for which a location could not be determined.

Note: Column and row percents do not sum to 100 percent due to rounding.

There were no observed differences in distances traveled to shop between Spokane County and Kootenai County residents. In both counties, more than three-fourths of shopping trips were less than 5 miles in distance and 2-3 percent were more than 20 miles in distance (see Figure 27).

FIGURE 27: SHOPPING TRIP DISTANCE BY COUNTY



Base: 1,881 Spokane County and 924 Kootenai County unlinked shopping trips weighted by geography to represent 252,049 Spokane County and 62,881 Kootenai County trips.

Table 38 illustrates the diversity of modes of travel used by Spokane County and Kootenai County residents. In Spokane County, 51 percent of shoppers used SOV, 43 percent used HOV, 5 percent walked, and 1 percent used transit. In Kootenai County, 48 percent used SOV, 47% used HOV, 4 percent walked, and 1 percent biked.

TABLE 38: MODE OF SHOPPING TRIPS

MODE	SPOKANE COUNTY		KOOTENAI COUNTY	
	TRIPS	PERCENT	TRIPS	PERCENT
SOV	128,504	51%	30,079	48%
HOV	108,672	43%	29,671	47%
Transit	2,010	1%	68	0%
Walk	11,926	5%	2,518	4%
Bike	268	0%	544	1%
Other	670	0%	0	0%
<b>Total</b>	<b>252,049</b>	<b>100%</b>	<b>62,881</b>	<b>100%</b>

Base: 1,881 Spokane County and 924 Kootenai County unlinked shopping trips weighted by geography to represent 252,049 Spokane County and 62,881 Kootenai County trips.

Table 39 displays the variance in mode of travel for shopping within counties. SOV was used less for shopping trips than HBW trips. SOV was used most frequently among residents of Liberty Lake (79 percent) and Hayden (68 percent). Nearly half of residents of the City of Spokane Valley tended to shop with other household member (48 percent used HOV for shopping) as did residents of Coeur d’Alene and Post Falls (each with 49 percent).

**TABLE 39: MODE OF SHOPPING TRIPS BY COUNTY SUB-AREAS**

MODE	CITY OF SPOKANE	CITY OF SPOKANE VALLEY	LIBERTY LAKE	REST OF SPOKANE COUNTY	COEUR D’ALENE	HAYDEN	POST FALLS	REST OF KOOTENAI COUNTY
SOV	51%	49%	79%	51%	44%	68%	50%	50%
HOV	41%	48%	21%	46%	49%	29%	49%	47%
Transit	1%	0%	0%	0%	0%	0%	0%	0%
Walk	6%	2%	0%	3%	5%	2%	2%	3%
Bike	0%	0%	0%	0%	1%	0%	0%	0%
Other	0%	0%	0%	1%	0%	0%	0%	0%
<b>Total</b>	<b>99%</b>	<b>99%</b>	<b>100%</b>	<b>101%</b>	<b>99%</b>	<b>99%</b>	<b>101%</b>	<b>100%</b>

*Base: 1,881 Spokane County and 924 Kootenai County unlinked shopping trips weighted by geography to represent 252,049 Spokane County and 62,881 Kootenai County trips.*

*Note: Column percents do not sum to 100 percent due to rounding.*



# TRAVEL FOR RECREATION

Recreational trips were defined as trips for outdoor recreation (e.g., jogging, hiking, boating, hunting), indoor recreation (e.g., bowling, gym), and entertainment (e.g., movies, sports event). In general, residents in both counties made more outdoor recreational trips than other types. Residents of Spokane County reported 568 recreational trips, which were expanded to represent 76,111 recreational trips. Table 40 indicates that most of these trips were for outdoor recreation (45 percent). Kootenai County residents reported 241 recreational trips, representing 16,401 recreational trips. Almost half (49 percent) were outdoor recreation trips.

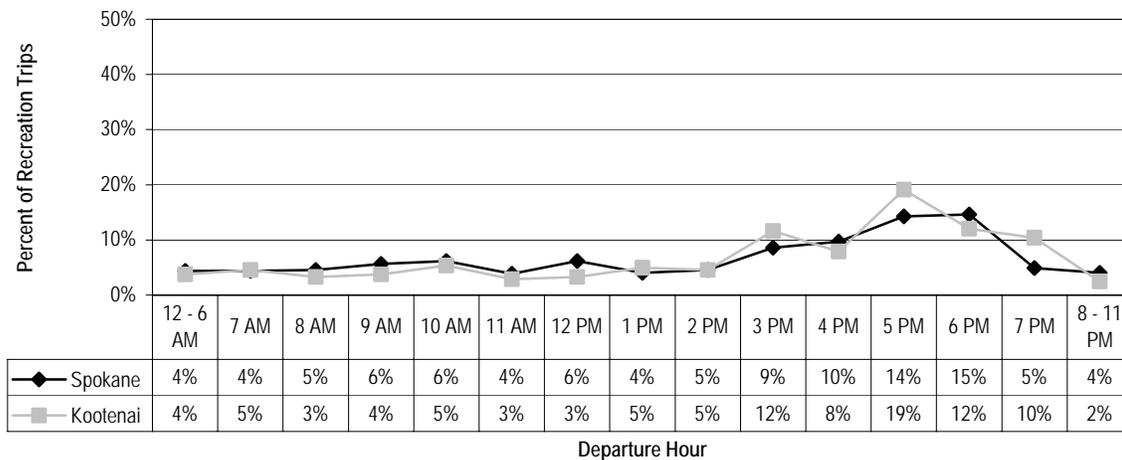
**TABLE 40: TYPE OF RECREATIONAL TRIP BY COUNTY**

RECREATION TYPE	SPOKANE COUNTY		KOOTENAI COUNTY	
	TRIPS	PERCENT	TRIPS	PERCENT
Outdoor Recreation	34,437	45%	7,962	49%
Entertainment	21,440	28%	4,628	28%
Indoor Recreation	20,234	27%	3,811	23%
<i>Total</i>	<b>76,111</b>	<b>100%</b>	<b>16,401</b>	<b>100%</b>

*Base: 568 Spokane County and 241 Kootenai County unlinked recreation trips weighted by geography to represent 76,111 Spokane County and 16,401 Kootenai County trips.*

On an average weekday, most recreational trips were made between 5 p.m. and 7 p.m. in Spokane County and 5 p.m. and 6 p.m. in Kootenai County (See Figure 28). Recreational travel began as early as 5 a.m. and was virtually non-existent by 10 p.m.

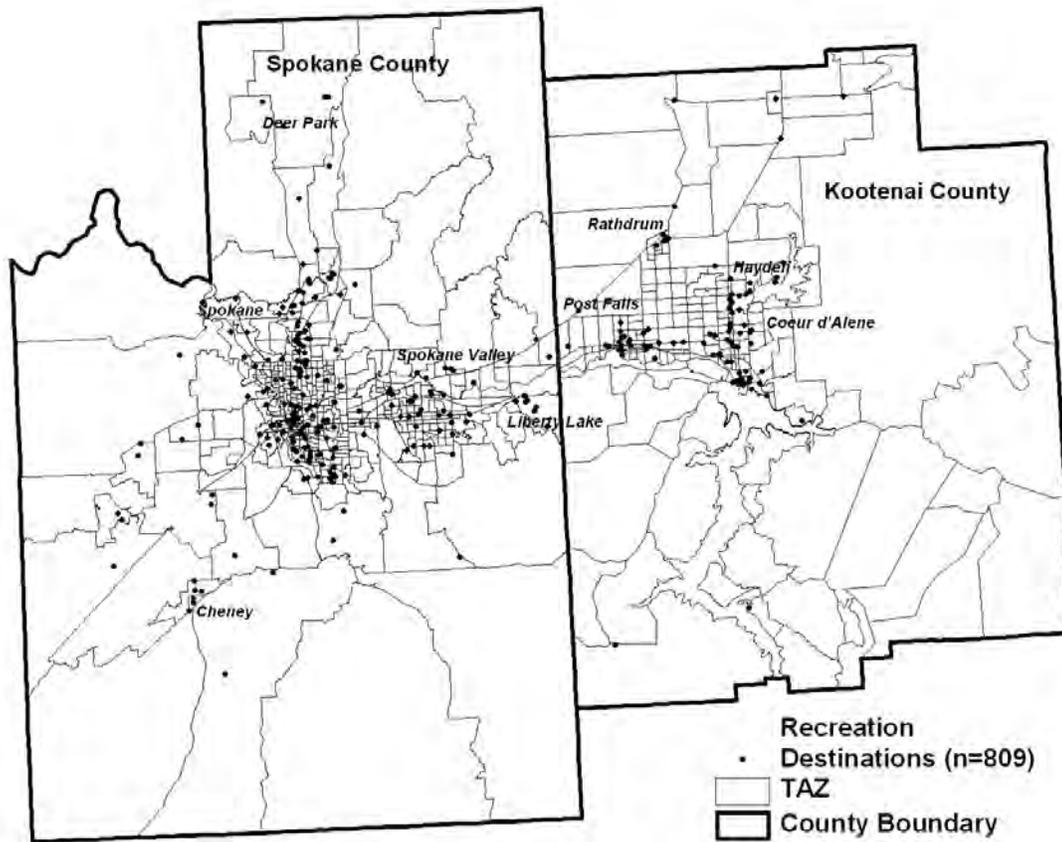
**FIGURE 28: STARTING HOUR FOR RECREATION TRIPS BY COUNTY**



*Base: 568 Spokane County and 241 Kootenai County unlinked recreation trips weighted by geography to represent 76,111 Spokane County and 16,401 Kootenai County trips.*

The geographical distribution of these trips is provided in Figure 29.

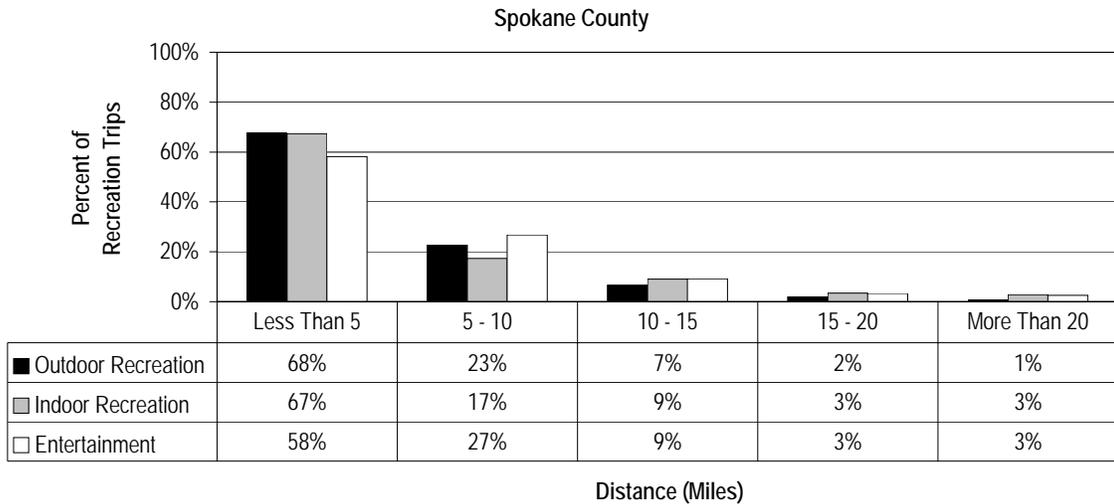
FIGURE 29: MAP OF RECREATION DESTINATION LOCATIONS



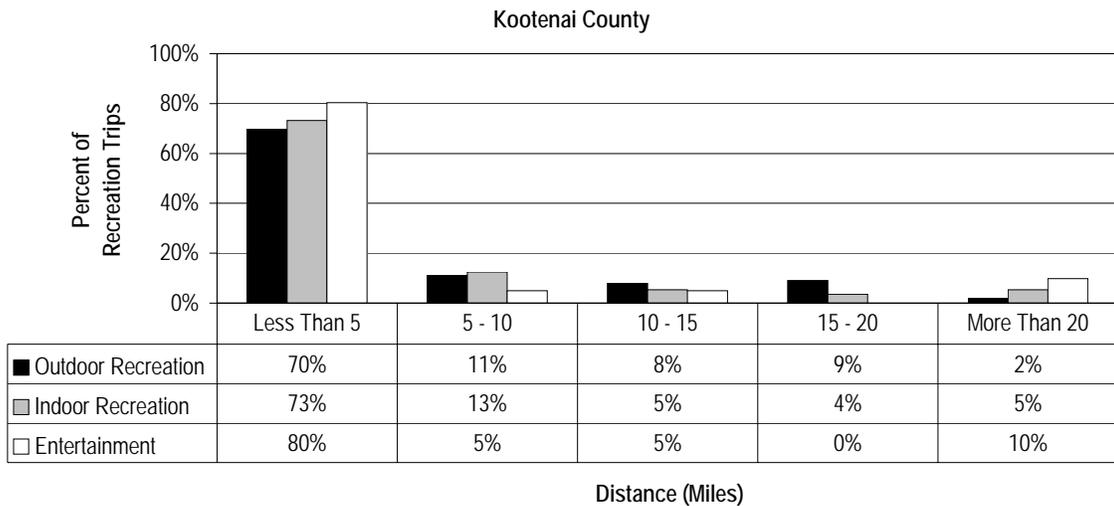
*Base: 568 Spokane County and 241 Kootenai County unlinked recreation trips weighted by geography to represent 76,111 Spokane County and 16,401 Kootenai County trips.*

While outdoor recreation was the most frequent type of recreational trip made by residents of the two counties, the distances traveled for outdoor recreational travel were quite short (see Figure 30). More than two-thirds of these types of trips in both counties were less than five miles in distance. Spokane County residents traveled farther to partake in indoor recreation and entertainment activities. Kootenai County residents stayed quite close to home for their entertainment travel. In fact, 80 percent of entertainment trips were less than 5 miles in distance. Of the three types of recreational trips, the longest distances traveled by Kootenai County residents were for outdoor recreational activities.

**FIGURE 30: RECREATION TRIP DISTANCE BY TYPE OF RECREATION BY COUNTY**



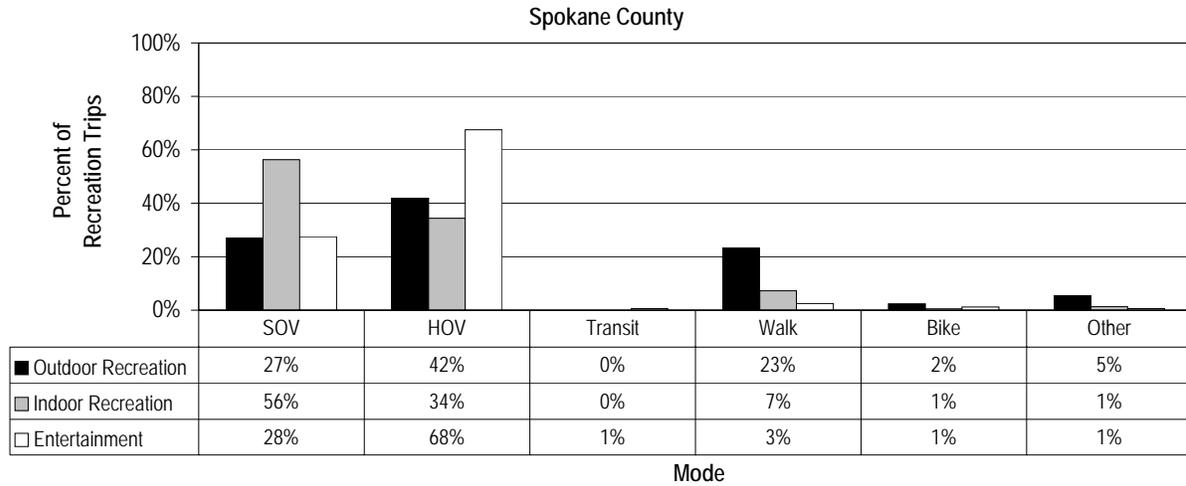
*Base: 568 Spokane County unlinked recreation trips weighted by geography to represent 76,111 Spokane County trips.*



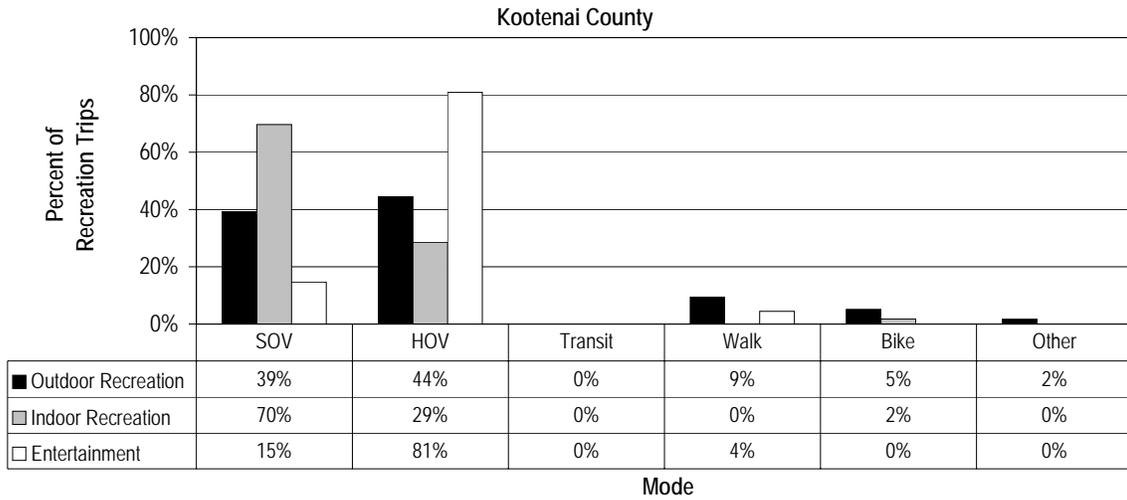
*Base: 241 Kootenai County unlinked recreation trips weighted by geography to represent 16,401 Kootenai County trips.*

The mode of travel for varied by type of recreational activity, and the patterns observed were similar for both counties (see Figure 31). Travel for outdoor recreational activities was done (in rank order) by HOV, SOV, walk, and bike. For indoor recreational activities, travel was by SOV, HOV, walk, and bike. And for entertainment, the vast majority was by HOV.

**FIGURE 31: MODE OF RECREATION TRIPS BY TYPE OF RECREATION BY COUNTY**



*Base: 568 Spokane County unlinked recreation trips weighted by geography to represent 76,111 Spokane County trips.*



*Base: 241 Kootenai County unlinked recreation trips weighted by geography to represent 16,401 Kootenai County trips.*

The final tables in this report section on recreational travel provide a look at the distribution of non-work and non-retail trips by county geographies. According to Table 41, the City of Spokane comprised 46 percent of all HBO Non-Retail destinations for Spokane County residents and 1 percent for Kootenai County residents. For Kootenai County residents, Coeur d'Alene comprised 34 percent of all destinations and Post Falls comprised 20 percent.

**TABLE 41: ORIGINS AND DESTINATIONS OF TRAVEL FOR HOME-BASED OTHER (HBO) NON-RETAIL TRIPS BY COUNTY SUB-AREAS**

	SPOKANE COUNTY RESIDENTS HBO NON-RETAIL TRIPS	HBO NON-RETAIL DESTINATION									
		UNKNOWN	CITY OF SPOKANE	CITY OF SPOKANE VALLEY	LIBERTY LAKE	REST OF SPOKANE COUNTY	COEUR D'ALENE	HAYDEN	POST FALLS	REST OF KOOTENAI COUNTY	TOTAL
HBO NON-RETAIL ORIGIN	Unknown	0.0%	0.2%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.6%
	City of Spokane	0.3%	35.8%	2.2%	0.2%	6.8%	0.1%	0.0%	0.0%	0.1%	45.5%
	City of Spokane Valley	0.2%	2.3%	11.4%	0.4%	2.3%	0.0%	0.0%	0.0%	0.1%	16.7%
	Liberty Lake	0.0%	0.2%	0.5%	0.6%	0.2%	0.0%	0.0%	0.0%	0.0%	1.5%
	Rest of Spokane County	0.5%	7.6%	2.8%	0.2%	24.1%	0.0%	0.0%	0.0%	0.2%	35.4%
	Coeur d'Alene	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Hayden	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Post Falls	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rest of Kootenai County	0.0%	0.1%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.3%
	<b>Total</b>	<b>1.0%</b>	<b>46.2%</b>	<b>17.1%</b>	<b>1.4%</b>	<b>33.8%</b>	<b>0.1%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.4%</b>	<b>100.0%</b>
	KOOTENAI COUNTY RESIDENT HBO NON-RETAIL TRIPS	HBO NON-RETAIL DESTINATION									
		UNKNOWN	CITY OF SPOKANE	CITY OF SPOKANE VALLEY	LIBERTY LAKE	REST OF SPOKANE COUNTY	COEUR D'ALENE	HAYDEN	POST FALLS	REST OF KOOTENAI COUNTY	TOTAL
HBO NON-RETAIL ORIGIN	Unknown	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.2%	0.3%	0.8%
	City of Spokane	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.1%	0.2%	0.5%	1.1%
	City of Spokane Valley	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.2%	0.0%	0.3%
	Liberty Lake	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rest of Spokane County	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.3%	0.5%
	Coeur d'Alene	0.3%	0.3%	0.1%	0.0%	0.2%	21.5%	1.9%	2.7%	6.5%	33.5%
	Hayden	0.1%	0.1%	0.0%	0.0%	0.0%	1.8%	4.2%	0.3%	2.8%	9.3%
	Post Falls	0.1%	0.2%	0.1%	0.0%	0.2%	3.1%	0.3%	11.0%	4.9%	19.9%
	Rest of Kootenai County	0.3%	0.4%	0.2%	0.0%	0.6%	6.9%	3.1%	4.9%	18.2%	34.6%
	<b>Total</b>	<b>0.8%</b>	<b>1.0%</b>	<b>0.4%</b>	<b>0.0%</b>	<b>1.0%</b>	<b>34.1%</b>	<b>9.6%</b>	<b>19.6%</b>	<b>33.5%</b>	<b>100.0%</b>

Base: 5,002 Spokane County and 2,572 Kootenai County unlinked home based other (non-retail) trips weighted by geography to represent 670,256 Spokane County and 175,032 Kootenai County trips.

\* Unknown represents trip ends for which a location could not be determined.

According to Table 42, the City of Spokane comprised 54 percent of all NHB destinations for Spokane County residents and 4 percent for Kootenai County residents. For Kootenai County residents, Coeur d’Alene comprised 47 percent of all destinations and Post Falls comprised 17 percent.

**TABLE 42: ORIGINS AND DESTINATIONS OF TRAVEL FOR NON HOME-BASED (NHB) TRIPS BY COUNTY SUB-AREAS**

	SPOKANE COUNTY RESIDENT NHB TRIPS	NHB DESTINATION									
		UNKNOWN	CITY OF SPOKANE	CITY OF SPOKANE VALLEY	LIBERTY LAKE	REST OF SPOKANE COUNTY	COEUR D’ALENE	HAYDEN	POST FALLS	REST OF KOOTENAI COUNTY	TOTAL
NHB ORIGIN	Unknown	0.4%	0.4%	0.2%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	1.3%
	City of Spokane	0.6%	43.4%	3.3%	0.1%	7.5%	0.0%	0.0%	0.2%	0.1%	55.2%
	City of Spokane Valley	0.3%	3.2%	12.9%	0.4%	2.0%	0.0%	0.0%	0.0%	0.1%	18.9%
	Liberty Lake	0.0%	0.1%	0.5%	0.3%	0.2%	0.0%	0.0%	0.0%	0.0%	1.1%
	Rest of Spokane County	0.4%	7.0%	2.0%	0.2%	11.6%	0.0%	0.0%	0.0%	0.1%	21.3%
	Coeur d’Alene	0.0%	0.0%	0.1%	0.1%	0.0%	0.3%	0.0%	0.0%	0.1%	0.6%
	Hayden	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Post Falls	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.1%	0.4%
	Rest of Kootenai County	0.0%	0.1%	0.2%	0.0%	0.2%	0.1%	0.0%	0.1%	0.3%	1.0%
	<b>Total</b>	<b>1.6%</b>	<b>54.3%</b>	<b>19.3%</b>	<b>1.1%</b>	<b>22.0%</b>	<b>0.5%</b>	<b>0.1%</b>	<b>0.4%</b>	<b>0.8%</b>	<b>99.8%</b>
	KOOTENAI COUNTY RESIDENT NHB TRIPS	NHB DESTINATION									
		UNKNOWN	CITY OF SPOKANE	CITY OF SPOKANE VALLEY	LIBERTY LAKE	REST OF SPOKANE COUNTY	COEUR D’ALENE	HAYDEN	POST FALLS	REST OF KOOTENAI COUNTY	TOTAL
NHB ORIGIN	Unknown	1.1%	0.0%	0.0%	0.0%	0.1%	0.4%	0.2%	0.0%	0.3%	2.1%
	City of Spokane	0.0%	2.5%	0.2%	0.1%	0.8%	0.3%	0.0%	0.1%	0.2%	4.2%
	City of Spokane Valley	0.0%	0.2%	0.8%	0.1%	0.1%	0.1%	0.0%	0.7%	0.1%	2.1%
	Liberty Lake	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.2%
	Rest of Spokane County	0.3%	0.5%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.2%	2.2%
	Coeur d’Alene	0.3%	0.2%	0.5%	0.0%	0.1%	36.0%	3.5%	3.4%	3.9%	47.9%
	Hayden	0.1%	0.0%	0.0%	0.0%	0.0%	3.2%	3.5%	0.2%	1.6%	8.6%
	Post Falls	0.0%	0.3%	0.4%	0.0%	0.2%	2.3%	0.2%	10.2%	2.1%	15.7%
	Rest of Kootenai County	0.2%	0.5%	0.0%	0.0%	0.2%	4.7%	1.5%	2.2%	7.0%	16.3%
	<b>Total</b>	<b>2.0%</b>	<b>4.2%</b>	<b>2.3%</b>	<b>0.2%</b>	<b>1.9%</b>	<b>47.1%</b>	<b>8.9%</b>	<b>17.3%</b>	<b>15.4%</b>	<b>99.3%</b>

Base: 4,601 Spokane County and 2,237 Kootenai County unlinked non-home based trips weighted by geography to represent 616,523 Spokane County and 152,234 Kootenai County trips.

\* Unknown represents trip ends for which a location could not be determined.

Note: Column and row percents do not sum to 100 percent due to rounding.



# TRAVEL FOR SCHOOL

The household travel survey data were expanded to represent 130,523 students. Students were defined as persons enrolled in daycare, grade school (K-12), and college, trade, or post-graduate institutions. These students made 110,521 trips to school on an average weekday (see Table 43).

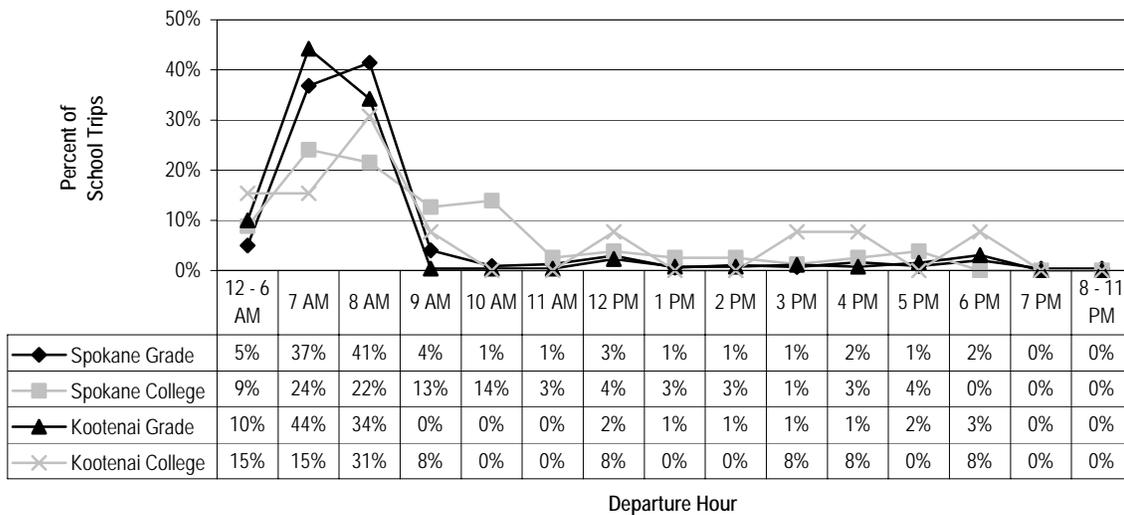
**TABLE 43: TYPE OF SCHOOL TRIP BY COUNTY**

TYPE OF SCHOOL TRIP	SPOKANE COUNTY		KOOTENAI COUNTY	
	TRIPS	PERCENT	TRIPS	PERCENT
Daycare	6,566	7%	1,361	7%
K-12th	73,431	81%	17,694	89%
College, Trade, Post-Graduate	10,586	12%	885	4%
<i>Total</i>	90,582	100%	19,939	100%

*Base: 679 Spokane County and 297 Kootenai County unlinked school trips weighted by geography to represent 90,582 Spokane County and 19,939 Kootenai County trips.*

Figure 32 indicates that among all students, most departed for their educational institutions between the hours of 7 a.m. and 9 a.m. About another quarter of travel to colleges or universities in Spokane County was done in the late morning (9 a.m. to 11 a.m.). However, in Kootenai County this additional travel was not observed in the morning but in the late afternoon (3 p.m. to 7 p.m.).

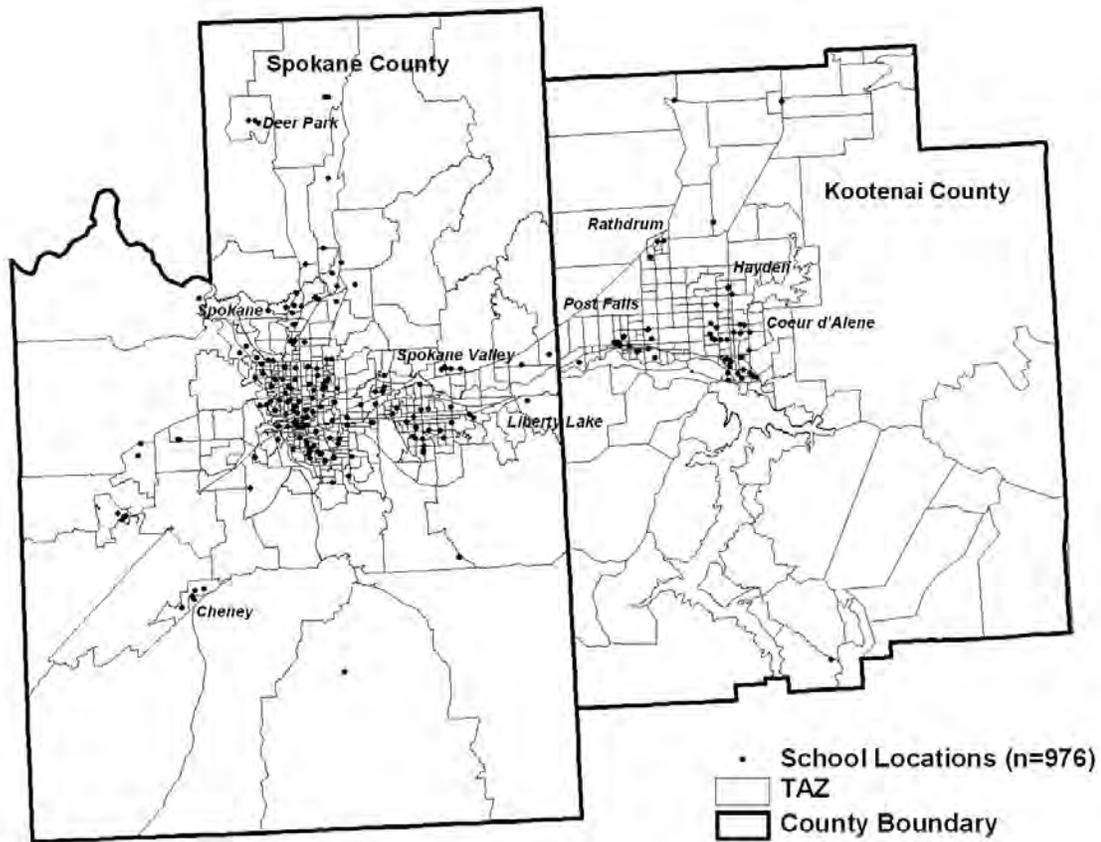
**FIGURE 32: STARTING HOUR FOR SCHOOL (GRADE SCHOOL - COLLEGE) TRIPS BY COUNTY**



*Base: 679 Spokane County and 297 Kootenai County unlinked school trips weighted by geography to represent 90,582 Spokane County and 19,939 Kootenai County trips.*

A geographical distribution of these trips is presented in Figure 33.

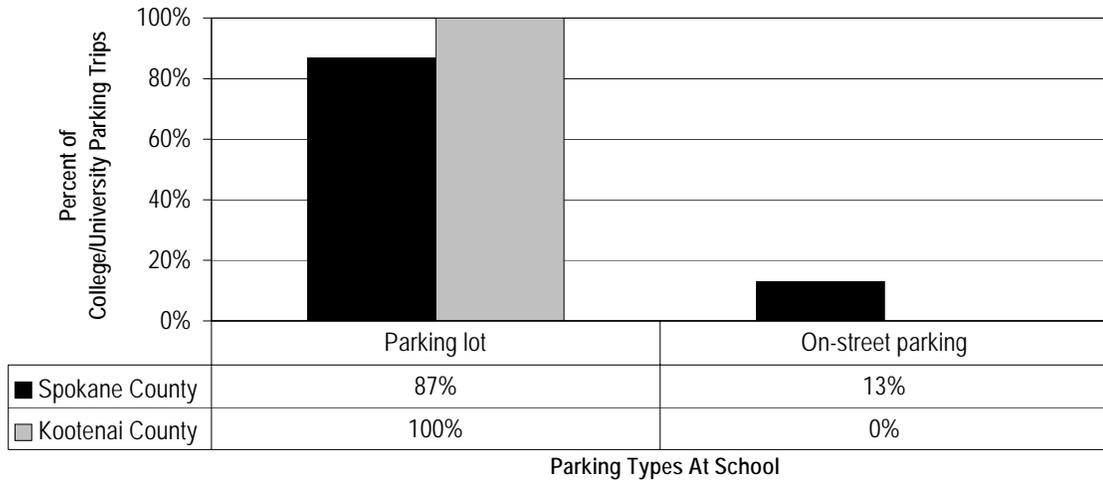
FIGURE 33: MAP OF SCHOOL DESTINATION LOCATIONS



*Base: 679 Spokane County and 297 Kootenai County unlinked school trips weighted by geography to represent 90,984 Spokane County and 20,212 Kootenai County trips.*

For the vast majority of trips to a college or university, the driver parked in a parking lot rather than on-street parking (see Figure 34). All parking done at institutes of higher education in Kootenai County was in a parking lot. In Spokane County, parking lots were used in 87 percent of all trips of this type and on-street parking was used in 13 percent.

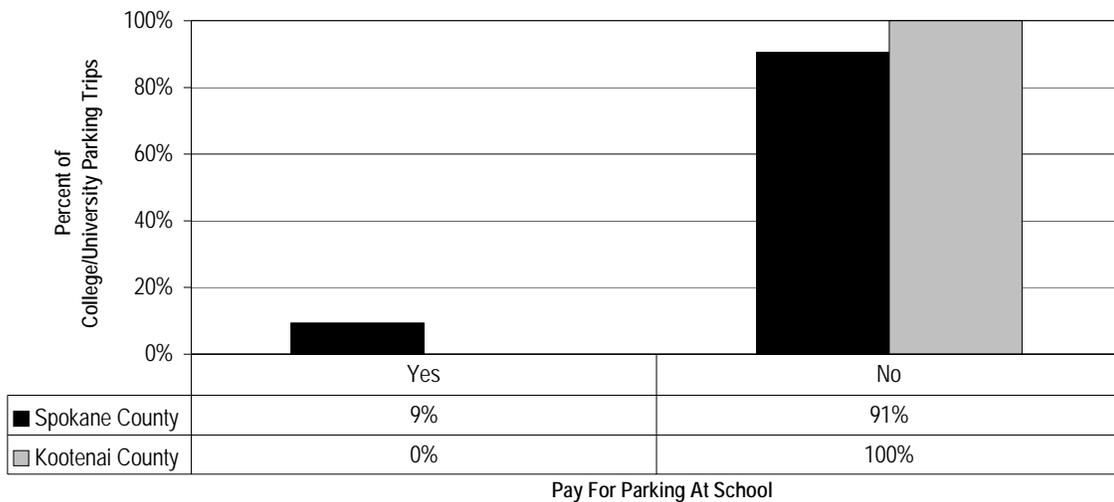
**FIGURE 34: PARKING TYPE AT INSTITUTES OF HIGHER EDUCATION**



*Base: 79 Spokane County and 13 Kootenai County unlinked college, university trips weighted by geography to represent 10,586 Spokane County and 855 Kootenai County trips.*

In Spokane County, the driver needed to pay for parking for about one in ten trips to institutes of higher education (9 percent). No instances of having to pay to park were observed among trips in Kootenai County.

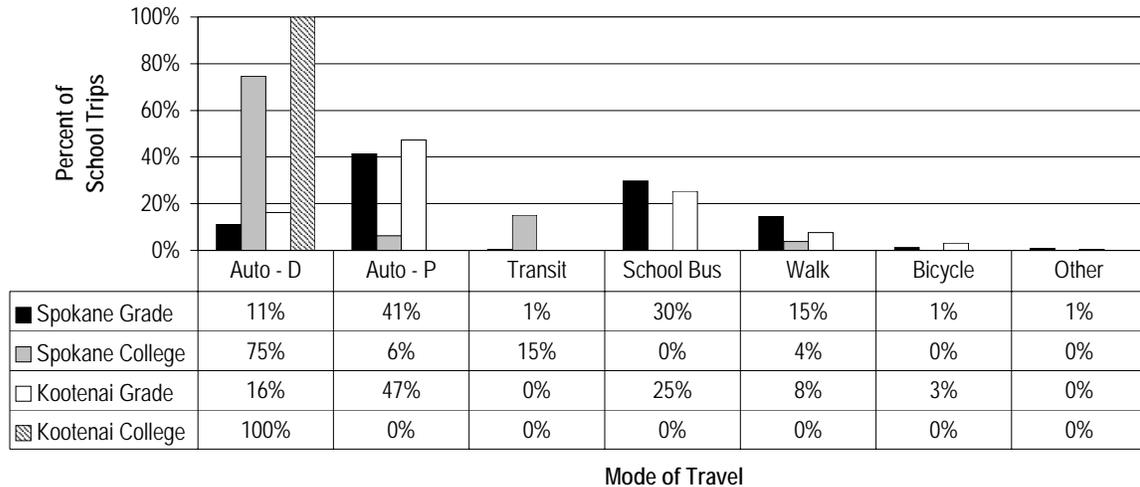
**FIGURE 35: PAY FOR PARKING AT INSTITUTES OF HIGHER EDUCATION BY COUNTY**



*Base: 679 Spokane County and 297 Kootenai County unlinked school trips weighted by geography to represent 90,984 Spokane County and 20,212 Kootenai County trips.*

College or university students typically drove themselves to school (75 percent in Spokane County and 100 percent in Kootenai County). Fifteen percent of Spokane County college or university students took transit, and 4 percent walked. Among grade school students, most were driven to school by someone else. A small percentage of older students drove themselves (11 percent in Spokane County, and 16 percent in Kootenai County). About one-third of grade school students in Spokane County took the school bus (30 percent) and 15 percent walked. In Kootenai County, 25 percent took a school bus, 8 percent walked, and 3 percent rode a bus, 8 percent walked, and 3 percent rode a bus.

**FIGURE 36: MODE OF SCHOOL TRIPS (GRADE SCHOOL-COLLEGE) BY COUNTY**



*Base: 627 Spokane County and 273 Kootenai County unlinked grade school and college trips weighted by geography to represent 84,016 Spokane County and 18,578 Kootenai County trips.*



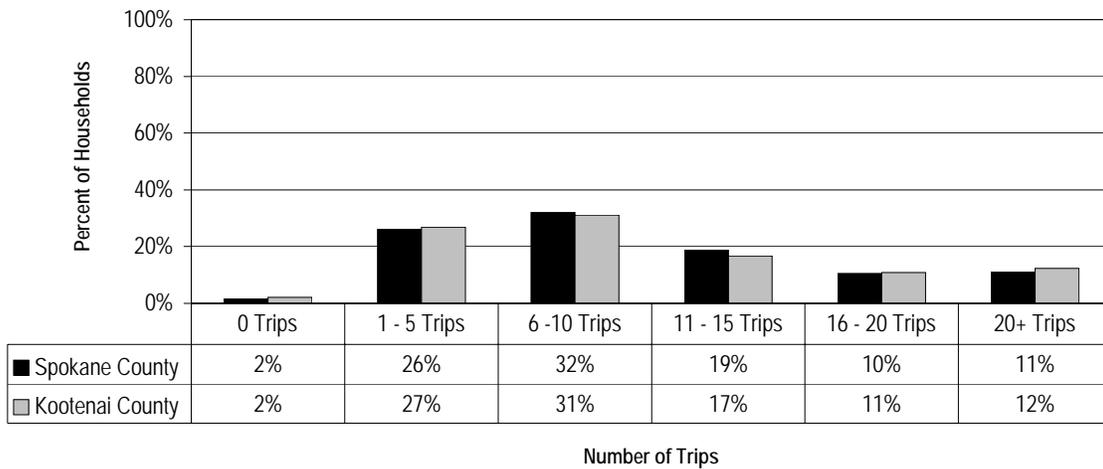
# HOUSEHOLD CHARACTERISTICS/TRAVEL BEHAVIOR

The purpose of this report section is to review the travel behavior reported by the 1,828 participating households in order to document the extent to which their travel behavior varies. This section also includes summaries of trip rates by the different household characteristics for Spokane County and Kootenai County.

## VOLUME OF TRAVEL

Households in Spokane County and Kootenai County shared similar volume of travel patterns (see Figure 37). Of the participating households, 2% reported making no travel on the assigned travel day. This proportion is well within the standards for a 0-trip household rate (not to exceed 10%) and is a strong indicator of the quality of the data. Of those households that did report travel, most reported making 15 trips or less (77% and 75%, respectively in Spokane and Kootenai). Yet, one in ten households reported a high volume of travel (20+ trips).

FIGURE 37: NUMBER OF TRIPS PER HOUSEHOLD BY COUNTY



*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips*

The average household daily trip rate was 10.73 trips in the region. The average was 10.71 trips per household in Spokane County and 10.80 per household in Kootenai County. As shown in Table 44, the average daily trip rate did vary among the various communities in the counties.

**TABLE 44: HOUSEHOLDS AND TRIPS BY RESIDENCE LOCATION (COUNTY SUB-AREA)**

COUNTY SUB-AREA	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
<b>Spokane County</b>					
City of Spokane	77,719	48%	798,893	46%	10.28
City of Spokane Valley	27,871	17%	280,055	16%	10.05
Liberty Lake*	2,010	1%	27,335	2%	13.60
Rest of Spokane County	56,011	34%	646,672	37%	11.55
<b>Subtotal Spokane County</b>	<b>163,611</b>	<b>80%</b>	<b>1,752,956</b>	<b>80%</b>	<b>10.71</b>
<b>Kootenai County</b>					
Coeur d'Alene	13,474	17%	136,854	17%	10.16
Hayden	3,198	4%	33,754	4%	10.55
Post Falls	6,329	8%	78,397	10%	12.39
Rest of Kootenai County	18,306	24%	197,149	25%	10.77
<b>Subtotal Kootenai County</b>	<b>41,308</b>	<b>20%</b>	<b>446,154</b>	<b>20%</b>	<b>10.80</b>
<b>Total</b>	<b>204,919</b>	<b>100%</b>	<b>2,199,109</b>	<b>100%</b>	<b>10.73</b>

*Base: 1,221 Spokane County and 607 Kootenai County households weighted by geography to represent 163,611 Spokane County and 41,308 Kootenai County households.*

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

*\* Unweighted data for Liberty Lake is 20 cases. Therefore, the results for Liberty Lake should be used cautiously due to the reliability of the data.*

## HOUSEHOLD COMPOSITION AND TRIP-MAKING

Average daily household trip rates increased as household size increased, which is a normal trend in travel survey data (see Table 45). One-person households in Spokane County made 4.61 trips on an average weekday, whereas households with more than four persons made an average of 20.12 trips. In Kootenai County, a similar pattern was observed, in which one-person households made 5.11 trips and households with four or more persons made 19.79 trips.

**TABLE 45: HOUSEHOLDS AND TRIPS BY HOUSEHOLD SIZE BY COUNTY**

SPOKANE COUNTY					
HOUSEHOLD SIZE	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
1	38,725	24%	178,485	10%	4.61
2	67,535	41%	590,125	34%	8.74
3	24,388	15%	321,058	18%	13.16
4+	32,963	20%	663,288	38%	20.12
<b>Total</b>	<b>163,611</b>	<b>100%</b>	<b>1,752,956</b>	<b>100%</b>	<b>10.71</b>

**TABLE 45: HOUSEHOLDS AND TRIPS BY HOUSEHOLD SIZE BY COUNTY (CONT.)**

KOOTENAI COUNTY					
HOUSEHOLD SIZE	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
1	8,030	19%	41,036	9%	5.11
2	18,783	45%	151,621	34%	8.07
3	5,172	13%	69,005	15%	13.34
4+	9,323	23%	184,491	41%	19.79
<i>Total</i>	<b>41,308</b>	<b>100%</b>	<b>446,154</b>	<b>99%</b>	<b>10.80</b>

*Base: 1,221 Spokane County and 607 Kootenai County households weighted by geography to represent 163,611 Spokane County and 41,308 Kootenai County households.*

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

*Note: Column percents do not sum to 100 percent due to rounding.*

Households with 2 or more workers reported more than twice the number of trips as those without workers (see Table 46). The rates of travel among households with workers were quite similar for Spokane and Kootenai Counties. However, households with no workers in Kootenai County reported higher trip rates than the zero-worker households in Spokane County (7.24 versus 6.58 trips per household).

**TABLE 46: HOUSEHOLDS AND TRIPS BY NUMBER OF WORKERS BY COUNTY**

SPOKANE COUNTY					
HOUSEHOLD WORKERS	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
0	38,993	24%	256,471	15%	6.58
1	60,165	37%	611,699	35%	10.17
2	56,279	34%	735,646	42%	13.07
3+	8,174	5%	149,139	9%	18.25
<i>Total</i>	<b>163,611</b>	<b>100%</b>	<b>1,752,956</b>	<b>101%</b>	<b>10.71</b>
KOOTENAI COUNTY					
HOUSEHOLD WORKERS	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
0	9,868	24%	71,455	16%	7.24
1	14,495	35%	144,544	32%	9.97
2	14,359	35%	182,654	41%	12.72
3+	2,586	6%	47,501	11%	18.37
<i>Total</i>	<b>41,308</b>	<b>100%</b>	<b>446,154</b>	<b>100%</b>	<b>10.80</b>

*Base: 1,221 Spokane County and 607 Kootenai County households weighted by geography to represent 163,611 Spokane County and 41,308 Kootenai County households.*

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

*Note: Column percents do not sum to 100 percent due to rounding.*

Table 47 indicates that the presence of children had a dramatic effect on the volume of trips that a household reported. Households with two children reported more than double the trips of households with no children. Households with four or more children reported nearly five times as many trips. While the relative increases in trip-making with the presence of children were the same among Spokane and Kootenai County households, there was a notable difference between the households with only one child. Households in Spokane County with only one child reported a higher volume of trip-making than did households with one child in Kootenai County (15.04 versus 12.58 trips per household).

**TABLE 47: HOUSEHOLDS AND TRIPS BY PRESENCE OF CHILDREN BY COUNTY**

SPOKANE COUNTY					
HOUSEHOLD CHILDREN	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
0	120,464	74%	984,882	56%	8.18
1	18,090	11%	272,015	16%	15.04
2	17,688	11%	322,130	18%	18.21
3	5,494	3%	111,888	6%	20.37
4	1,206	1%	37,117	2%	30.78
5+	670	0%	24,924	1%	37.20
<i>Total</i>	<b>163,611</b>	<b>100%</b>	<b>1,752,956</b>	<b>99%</b>	<b>10.71</b>
KOOTENAI COUNTY					
HOUSEHOLD CHILDREN	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
0	29,603	72%	244,105	55%	8.25
1	4,900	12%	61,656	14%	12.58
2	4,083	10%	74,790	17%	18.32
3	1,974	5%	43,145	10%	21.86
4	476	1%	11,705	3%	24.57
5+	272	1%	10,752	2%	39.50
<i>Total</i>	<b>41,308</b>	<b>101%</b>	<b>446,154</b>	<b>101%</b>	<b>10.80</b>

*Base: 1,221 Spokane County and 607 Kootenai County households weighted by geography to represent 163,611 Spokane County and 41,308 Kootenai County households.*

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

*Note: Column percents do not sum to 100 percent due to rounding.*

The previous tables have indicated that both the presence of workers in the household and the presence of children are associated with trip-making. However, Table 48 illustrates that the presence of children has a more direct effect. Households with zero workers but with kids reported more than twice the number of trips as did zero-worker households without kids.

**TABLE 48: HOUSEHOLDS AND TRIPS BY HOUSEHOLD STRUCTURE BY COUNTY**

SPOKANE COUNTY					
HOUSEHOLD STRUCTURE	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
No Workers w/ Kids*	1,876	1%	23,852	1%	12.71
1 Worker w/ Kids	15,946	10%	283,137	16%	17.76
2+ Workers w/ Kids	25,326	15%	461,086	26%	18.21
No Workers w/o Kids	37,117	23%	232,620	13%	6.27
1 Worker w/o Kids	44,219	27%	328,562	19%	7.43
2+ Workers w/o Kids	39,127	24%	423,700	24%	10.83
<b>Total</b>	<b>163,611</b>	<b>100%</b>	<b>1,752,956</b>	<b>99%</b>	<b>10.71</b>
KOOTENAI COUNTY					
HOUSEHOLD STRUCTURE	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
No Workers w/ Kids*	544	1%	10,888	2%	20.00
1 Worker w/ Kids	4,151	10%	65,943	15%	15.89
2+ Workers w/ Kids	7,009	17%	125,217	28%	17.86
No Workers w/o Kids	9,323	23%	60,567	14%	6.50
1 Worker w/o Kids	10,344	25%	78,601	18%	7.60
2+ Workers w/o Kids	9,936	24%	104,937	24%	10.56
<b>Total</b>	<b>41,308</b>	<b>100%</b>	<b>446,154</b>	<b>101%</b>	<b>10.80</b>

*Base: 1,221 Spokane County and 607 Kootenai County households weighted by geography to represent 163,611 Spokane County and 41,308 Kootenai County households.*

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

*\* Unweighted data for No Workers w/ Kids is 14 cases for Spokane and 8 cases for Kootenai. Therefore, the results for No Workers w/ Kids should be used cautiously due to the reliability of the data.*

*Note: Column percents do not sum to 100 percent due to rounding.*

## SOCIO-ECONOMIC STATUS AND TRIP-MAKING

In general, household trip rates increased as income increased (see Table 49). Households reporting annual household incomes of more than \$50,000 made nearly twice as many trips as did those reporting annual household incomes of less than \$50,000.

**TABLE 49: HOUSEHOLDS AND TRIPS BY HOUSEHOLD INCOME BY COUNTY**

SPOKANE COUNTY					
HOUSEHOLD INCOME	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
Below \$50K	4,288	3%	30,685	2%	7.16
Above \$50K	4,824	3%	61,505	4%	12.75
Less than \$10,000	8,174	5%	38,725	2%	4.74
\$10-\$14,999	6,968	4%	43,147	2%	6.19
\$15-\$24,999	14,606	9%	121,938	7%	8.35
\$25-\$34,999	20,368	12%	214,128	12%	10.51
\$35-\$49,999	24,656	15%	246,019	14%	9.98
\$50-\$74,999	38,993	24%	486,143	28%	12.47
\$75-\$99,999	17,420	11%	230,476	13%	13.23
\$100-\$149,999	10,318	6%	121,536	7%	11.78
\$150-\$199,999	3,886	2%	54,269	3%	13.97
\$200,000 or more	2,546	2%	39,261	2%	15.42
Don't Know/ Refused	6,566	4%	65,123	4%	9.92
<i>Total</i>	<b>163,611</b>	<b>100%</b>	<b>1,752,956</b>	<b>100%</b>	<b>10.71</b>
KOOTENAI COUNTY					
HOUSEHOLD INCOME	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
Below \$50K	953	2%	7,214	2%	7.57
Above \$50K	1,361	3%	15,584	3%	11.45
Less than \$10,000	1,225	3%	7,418	2%	6.06
\$10-\$14,999	1,293	3%	7,146	2%	5.53
\$15-\$24,999	4,151	10%	25,724	6%	6.20
\$25-\$34,999	5,036	12%	48,726	11%	9.68
\$35-\$49,999	5,989	15%	77,308	17%	12.91
\$50-\$74,999	9,732	24%	110,790	25%	11.38
\$75-\$99,999	4,696	11%	55,055	12%	11.72
\$100-\$149,999	2,994	7%	50,971	11%	17.02
\$150-\$199,999	681	2%	6,329	1%	9.30
\$200,000 or more	953	2%	13,406	3%	14.07
Don't Know/ Refused	2,246	5%	20,484	5%	9.12
<i>Total</i>	<b>41,308</b>	<b>99%</b>	<b>446,154</b>	<b>100%</b>	<b>10.80</b>

*Base: 1,221 Spokane County and 607 Kootenai County households weighted by geography to represent 163,611 Spokane County and 41,308 Kootenai County households.*

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

*Note: Column percents do not sum to 100 percent due to rounding.*

The rate of household travel increased as vehicle ownership increased (see Table 50). Households with no vehicles in Spokane County reported 5.94 average daily household trips and those in Kootenai County reported only 4.25 trips per household, compared to an average of 10.73 trips for the regional as a whole. The mobility rate for households with one vehicle was fairly consistent across the two counties and showed the same relative increases for households with 2 or more vehicles.

**TABLE 50: HOUSEHOLDS AND TRIPS BY VEHICLE OWNERSHIP BY COUNTY**

SPOKANE COUNTY					
VEHICLE OWNERSHIP	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
0	6,432	4%	38,189	2%	5.94
1	41,271	25%	274,561	16%	6.65
2	69,545	43%	788,308	45%	11.34
3	30,551	19%	408,826	23%	13.38
4+	15,812	10%	243,072	14%	15.37
<i>Total</i>	<b>163,611</b>	<b>101%</b>	<b>1,752,956</b>	<b>100%</b>	<b>10.71</b>
KOOTENAI COUNTY					
VEHICLE OWNERSHIP	HOUSEHOLDS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
0	1,089	3%	4,628	1%	4.25
1	8,098	20%	56,143	13%	6.93
2	17,217	42%	187,894	42%	10.91
3	9,527	23%	127,735	29%	13.41
4+	5,376	13%	69,754	16%	12.97
<i>Total</i>	<b>41,308</b>	<b>101%</b>	<b>446,154</b>	<b>101%</b>	<b>10.80</b>

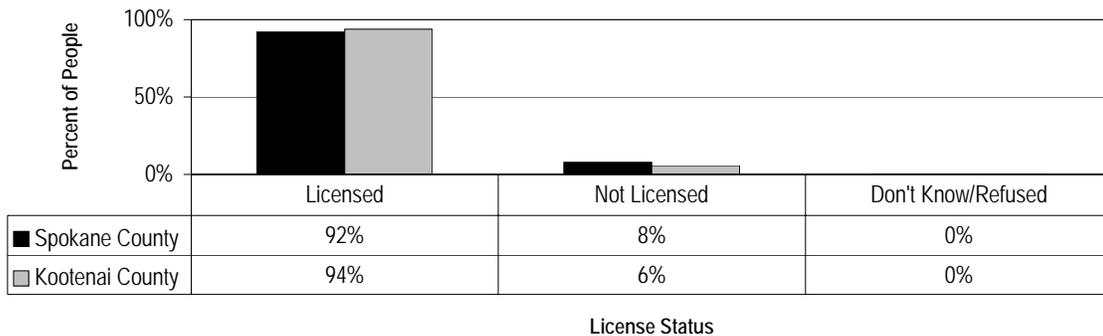
*Base: 1,221 Spokane County and 607 Kootenai County households weighted by geography to represent 163,611 Spokane County and 41,308 Kootenai County households.*

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

*Note: Column percents do not sum to 100 percent due to rounding.*

About 4 percent of households in Spokane County and 3 percent in Kootenai County were without an available vehicle (see Figure 38). These percentages are somewhat smaller than the percentage of unlicensed drivers in the two counties (8% in Spokane County and 6 percent in Kootenai County).

**FIGURE 38: LICENSED DRIVERS BY COUNTY**



*Base: 2,381 Spokane County and 1,194 Kootenai County household adults weighted by geography to represent 319,048 Spokane County and 81,255 Kootenai County adults.*

The expanded survey data indicated that a total of 438,865 vehicles were owned by residents of Spokane and Kootenai Counties (an average of 2.14 vehicles per household). The distribution of vehicle makes was consistent between the two counties. The most common makes of vehicles in the region were Ford, Chevrolet, Toyota, and Dodge (see Table 51).

**TABLE 51: MAKE OF VEHICLES BY COUNTY**

SPOKANE COUNTY			KOOTENAI COUNTY		
VEHICLE MAKE	VEHICLES	PERCENT	VEHICLE MAKE	VEHICLES	PERCENT
FORD	61,103	18%	FORD	17,694	18%
CHEVROLET	44,889	13%	CHEVROLET	15,040	16%
TOYOTA	32,561	10%	DODGE	9,936	10%
DODGE	26,264	8%	TOYOTA	8,030	8%
HONDA	21,038	6%	GMC	5,376	6%
SUBARU	14,874	4%	HONDA	5,036	5%
NISSAN	12,596	4%	SUBARU	3,811	4%
MAZDA	11,390	3%	JEEP	2,790	3%
JEEP	10,452	3%	NISSAN	2,654	3%
BUICK	10,318	3%	OLDSMOBILE	1,974	2%
GMC	10,318	3%	PONTIAC	1,905	2%
PONTIAC	8,442	2%	BUICK	1,837	2%
CHRYSLER	8,174	2%	MAZDA	1,837	2%
SATURN	6,432	2%	CADILLAC	1,633	2%
OLDSMOBILE	6,164	2%	Other	1,497	2%
VOLKSWAGEN	5,896	2%	MERCURY	1,293	1%
CADILLAC	4,690	1%	CHRYSLER	1,157	1%
MERCURY	4,690	1%	ISUZU	1,089	1%
KIA	4,154	1%	VOLKSWAGEN	1,021	1%
Other	4,154	1%	BMW	885	1%
PLYMOUTH	3,484	1%	LINCOLN	885	1%
HYUNDAI	3,082	1%	KIA	749	1%
BMW	2,412	1%	SUZUKI	749	1%
Don't Know	2,278	1%	VOLVO	749	1%
GEO	2,144	1%	MITSUBISHI	681	1%
MERCEDES	2,010	1%	SATURN	612	1%
VOLVO	2,010	1%	HYUNDAI	612	1%
SUZUKI	1,876	1%	PLYMOUTH	612	1%
LINCOLN	1,742	1%	Don't Know	612	1%
ACURA	1,608	0%	LEXUS	612	1%
ISUZU	1,608	0%	HARLEY DAVIDSON	544	1%
YAMAHA	1,340	0%	MERCEDES	408	0%
LEXUS	1,072	0%	ACURA	408	0%
AUDI	938	0%	GEO	340	0%
HARLEY DAVIDSON	938	0%	KAWASAKI	340	0%
MITSUBISHI	938	0%	AUDI	272	0%
KAWASAKI	804	0%	INFINITI	204	0%
SAAB	804	0%	YAMAHA	204	0%

SPOKANE COUNTY			KOOTENAI COUNTY		
VEHICLE MAKE	VEHICLES	PERCENT	VEHICLE MAKE	VEHICLES	PERCENT
INFINITI	536	0%	Refused	204	0%
DAEWOO	536	0%	PORSCHE	68	0%
Refused	536	0%	SAAB	68	0%
JAGUAR	402	0%	DAEWOO	68	0%
PORSCHE	402	0%	HUMMER	68	0%
RANGE ROVER	134	0%	SCION	68	0%
HUMMER	0	0%	JAGUAR	0	0%
SCION	0	0%	RANGE ROVER	0	0%
<i>Total</i>	<b>342,230</b>	<b>100%</b>	<i>Total</i>	<b>96,635</b>	<b>100%</b>

*Base: 2,554 Spokane County and 1,420 Kootenai County household vehicles weighted by geography to represent 342,230 Spokane County and 96,635 Kootenai County vehicles.*

Table 52 compares the body styles of vehicles owned by Spokane County and Kootenai County residents. Pick-up trucks and sports utility vehicles (SUVs) are more likely to be owned by Kootenai County residents than by Spokane County residents. In both counties, it appears that pick-up trucks are used for specialized trip purposes as a proportion of trips made by these vehicles is less than their percent of all vehicles.

**TABLE 52: HOUSEHOLDS AND TRIPS BY AUTO BODY TYPE BY COUNTY**

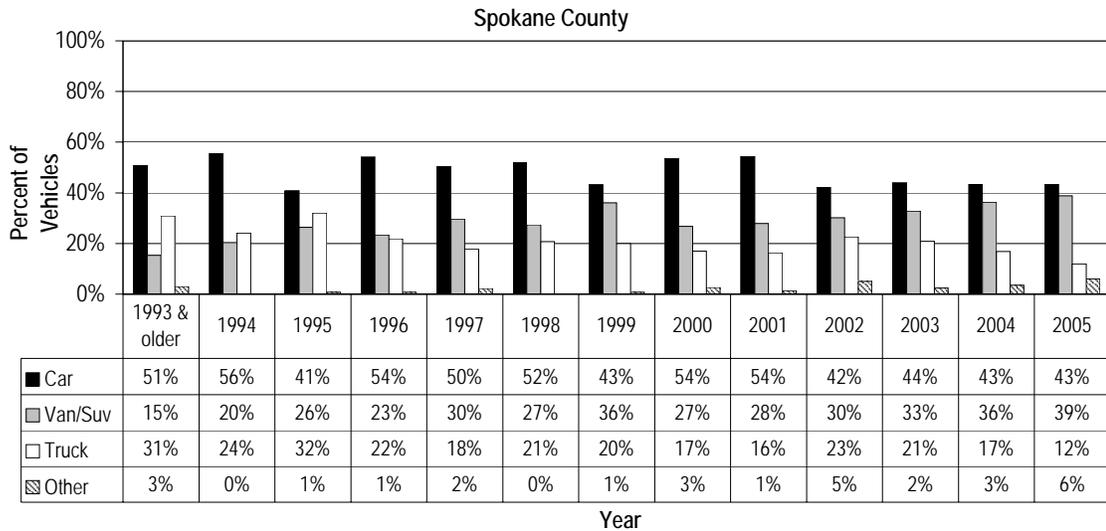
BODY STYLE	SPOKANE COUNTY				
	VEHICLES	PERCENT	TRIPS	PERCENT	TRIPS/ VEHICLE
Auto/Car/Station wagon	167,363	49%	716,217	51%	4.28
Van (mini, cargo, passenger)	26,934	8%	178,485	13%	6.63
SUV - sport utility vehicle	54,805	16%	278,313	20%	5.08
Pickup Truck	82,140	24%	228,600	16%	2.78
Other type of truck	1,206	0%	804	0%	0.67
RV - recreational vehicle	2,546	1%	268	0%	0.11
Motorcycle/Moped	6,164	2%	3,886	0%	0.63
Don't Know/ Refused	1,072	0%	2,010	0%	1.88
<i>Total</i>	<b>342,230</b>	<b>100%</b>	<b>1,408,582</b>	<b>100%</b>	<b>4.12</b>
BODY STYLE	KOOTENAI COUNTY				
	VEHICLES	PERCENT	TRIPS	PERCENT	TRIPS/ VEHICLE
Auto/Car/Station wagon	37,293	39%	149,852	40%	4.02
Van (mini, cargo, passenger)	6,873	7%	44,302	12%	6.45
SUV - sport utility vehicle	19,463	20%	100,582	27%	5.17
Pickup Truck	28,854	30%	79,077	21%	2.74
Other type of truck	204	0%	0	0%	0
RV - recreational vehicle	1,089	1%	817	0%	0.75
Motorcycle/Moped	2,518	3%	272	0%	0.11
Don't Know/ Refused	340	0%	612	0%	1.80
<i>Total</i>	<b>96,635</b>	<b>100%</b>	<b>375,515</b>	<b>100%</b>	<b>3.89</b>

*Base: 2,554 Spokane County and 1,420 Kootenai County household vehicles weighted by geography to represent 342,230 Spokane County and 96,635 Kootenai County vehicles.*

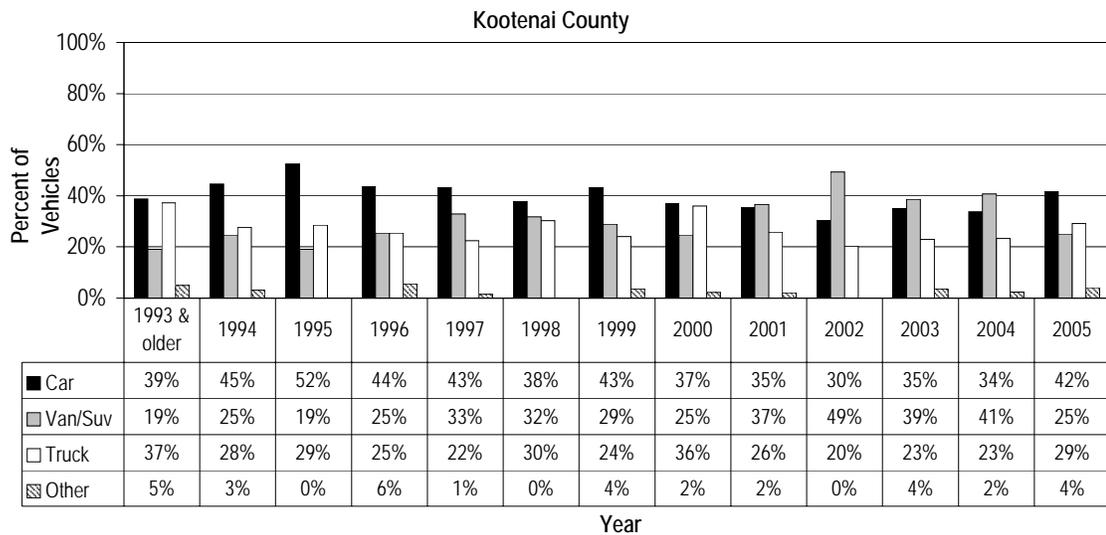
*Base: 10,512 Spokane County and 5,518 Kootenai County trips using household vehicles weighted by geography to represent 1,408,582 Spokane County and 375,515 Kootenai County trips.*

Among vehicles owned by Spokane County residents, newer vehicles (i.e., those acquired in the past four years), the proportion of SUVs has increased and the proportion of trucks has decreased compared with earlier models. The vehicles owned by Kootenai County residents showed a similar trend.

**FIGURE 38A: VEHICLE YEAR BY BODY TYPE BY COUNTY**



*Base: 2,554 Spokane County household vehicles weighted by geography to represent 342,230 Spokane vehicles.*



*Base: 1,420 Kootenai County household vehicles weighted by geography to represent 96,635 Kootenai County vehicles.*



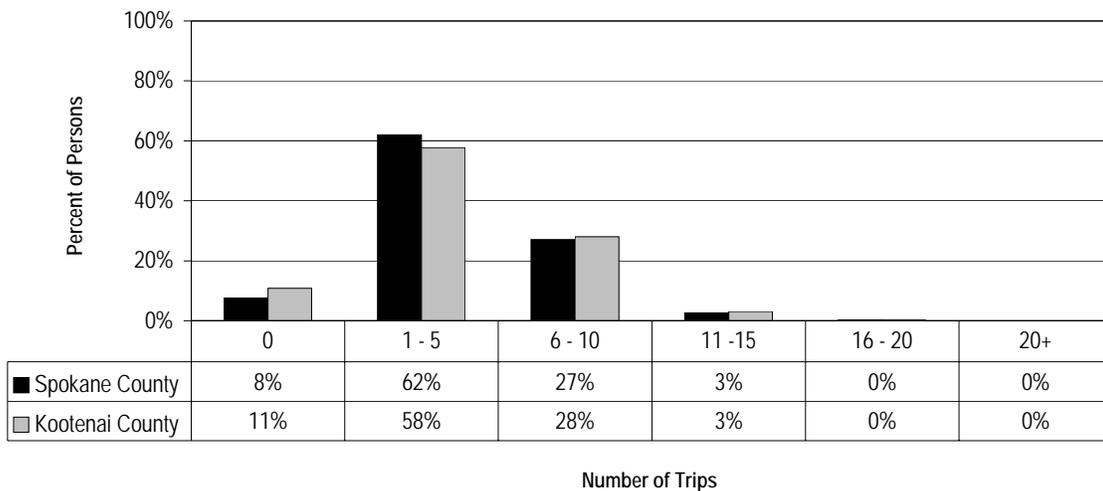
# PERSON CHARACTERISTICS/TRAVEL BEHAVIOR

This report section provides demographic and other data about study area persons. The 4,488 sampled persons in the household travel survey were expanded to represent a household member population of 501,013 persons. These persons reported over 2 million trips, averaging 4.39 trips per person and 4.55 trips per adult (age 16+).

## VOLUME AND QUALITY OF TRAVEL

The majority of persons reported between one and five trips on an average weekday, with the average number of trips of 4.41 trips per person in Spokane County and 4.13 trips per person in Kootenai County (see Figure 39). For adults (age 16+) the average was 4.57 trips per day in Spokane County and 4.47 trips per day in Kootenai County. A few outliers reported making more than 15 trips per day. About one in ten persons reported making no trips on their assigned travel day (8 percent of persons in Spokane County and 11 percent of persons in Kootenai County).

FIGURE 39: NUMBER OF TRIPS PER PERSON BY COUNTY



*Base: 2,966 Spokane County and 1,522 Kootenai County household persons weighted by geography to represent 397,437 Spokane County and 103,576 Kootenai County persons.*

All persons in the sample completed a travel log in which they recorded their travel for a 24-hour period. When these travel data were retrieved, each person was asked if the assigned travel day was typical for him or her. As shown in Table 53, for most persons (81%), the answer was “yes.” Persons for whom the travel day was typical made slightly more trips on average than those for whom it was not typical (4.41 trips versus 4.23 trips).

**TABLE 53: ASSIGNED TRAVEL DAY A TYPICAL DAY?**

TYPICAL DAY	TOTAL (SPOKANE COUNTY & KOOTENAI COUNTY)				
	PERSONS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
Yes	407,734	81%	1,798,174	82%	4.41
No	85,892	17%	363,621	17%	4.23
Don't Know	7,387	2%	37,315	2%	5.05
<i>Total</i>	<b>501,013</b>	<b>100%</b>	<b>2,199,109</b>	<b>101%</b>	<b>4.39</b>

*Base: 2,966 Spokane County and 1,522 Kootenai County household persons weighted by geography to represent 397,437 Spokane County and 103,576 Kootenai County persons.  
Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.  
Note: Column percents do not sum to 100 percent due to rounding.*

These persons were also asked if their travel on the assigned day was planned in advanced or changed as the day progressed. Again, most persons (87%) said that their travel was planned in advanced (see Table 54). Persons who changed their travel as the day progressed made significantly more trips on the assigned day (5.53 trips versus 4.23 trips).

**TABLE 54: TRAVEL ON ASSIGNED DAY PLANNED IN ADVANCE OR CHANGED AS DAY PROGRESSED**

PLANNED DAY	TOTAL (SPOKANE COUNTY & KOOTENAI COUNTY)				
	PERSONS		TRIPS		TRIPS/ HOUSEHOLD
	COUNT	PERCENT	COUNT	PERCENT	
Planned	435,154	87%	1,841,334	84%	4.23
Changed	56,858	11%	314,677	14%	5.53
Don't Know	9,001	2%	43,098	2%	4.79
<i>Total</i>	<b>501,013</b>	<b>100%</b>	<b>2,199,109</b>	<b>100%</b>	<b>4.39</b>

*Base: 2,966 Spokane County and 1,522 Kootenai County household persons weighted by geography to represent 397,437 Spokane County and 103,576 Kootenai County persons.  
Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

## DEMOGRAPHIC CHARACTERISTICS

On average, women reported a higher level of trip-making than men (see Table 55). This is consistent across many travel surveys and with recent literature, since in general; women assume more of the childcare and household responsibilities.

**TABLE 55: PERSONS AND TRIPS BY GENDER BY COUNTY**

SPOKANE COUNTY					
GENDER	PERSONS		TRIPS		TRIPS/ PERSON
	COUNT	PERCENT	COUNT	PERCENT	
Male	185,855	47%	794,739	45%	4.28
Female	211,046	53%	956,206	55%	4.53
Refused*	536	0%	2,010	0%	3.75
<i>Total</i>	<b>397,437</b>	<b>100%</b>	<b>1,752,956</b>	<b>100%</b>	<b>4.41</b>
KOOTENAI COUNTY					
GENDER	PERSONS		TRIPS		TRIPS/ PERSON
	COUNT	PERCENT	COUNT	PERCENT	
Male	50,019	48%	210,555	47%	4.21
Female	53,149	51%	233,761	52%	4.40
Refused*	408	0%	1,837	0%	4.50
<i>Total</i>	<b>103,576</b>	<b>99%</b>	<b>446,154</b>	<b>99%</b>	<b>4.31</b>

*Base: 2,966 Spokane County and 1,522 Kootenai County household persons weighted by geography to represent 397,437 Spokane County and 103,576 Kootenai County persons.*

*Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.*

*\* Unweighted data for Refused is 4 cases for Spokane and 6 cases for Kootenai. Therefore, the results for Refused cases should be used cautiously due to the reliability of the data.*

*Note: Column percents do not sum to 100 percent due to rounding.*

In Spokane County, average daily person trip rates increased with age until the 35-44 year old group (almost 5 trips per day), then declined to 4.25 trips per day for those age 65 and older (see Table 56). This is a consistent pattern observed among other household travel surveys. In Kootenai County, on the other hand, average daily person trip rates increased with age until the 45-54 year old group (almost 5 trips per day), then declined at much steeper rate than that observed in Spokane County to an average of 3.99 trips per day. Travel by children under the age of 15 was fairly consistent across the two counties, averaging 3.7 trips per child per day. Trip-making increased among young adults (between the ages of 16 and 24), averaging 4.2 trips per day.

**TABLE 56: PERSONS AND TRIPS BY AGE BY COUNTY**

SPOKANE COUNTY					
AGE	PERSONS		TRIPS		TRIPS/ PERSON
	COUNT	PERCENT	COUNT	PERCENT	
Under 5 years	20,636	5%	73,565	4%	3.56
5 to 14 years	53,063	13%	203,810	12%	3.84
15 to 24 years	37,653	9%	160,529	9%	4.26
25 to 34 years	42,611	11%	194,162	11%	4.56
35 to 44 years	47,837	12%	237,712	14%	4.97

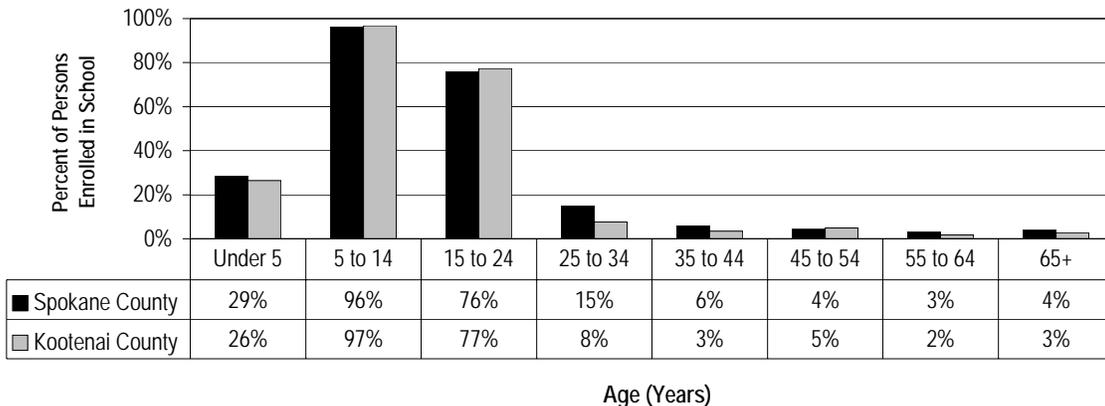
SPOKANE COUNTY					
AGE	PERSONS		TRIPS		TRIPS/ PERSON
	COUNT	PERCENT	COUNT	PERCENT	
45 to 54 years	71,823	18%	338,612	19%	4.71
55 to 64 years	54,269	14%	248,029	14%	4.57
65 years or older	65,257	16%	277,509	16%	4.25
Refused	4,288	1%	19,028	1%	4.44
<b>Total</b>	<b>397,437</b>	<b>99%</b>	<b>1,752,956</b>	<b>100%</b>	<b>4.41</b>
KOOTENAI COUNTY					
AGE	PERSONS		TRIPS		TRIPS/ PERSON
	COUNT	PERCENT	COUNT	PERCENT	
Under 5 years	5,921	6%	20,416	5%	3.45
5 to 14 years	14,904	14%	56,484	13%	3.79
15 to 24 years	9,323	9%	38,178	9%	4.09
25 to 34 years	8,847	9%	41,172	9%	4.65
35 to 44 years	13,679	13%	62,132	14%	4.54
45 to 54 years	18,034	17%	89,762	20%	4.98
55 to 64 years	16,265	16%	70,026	16%	4.31
65 years or older	14,631	14%	58,321	13%	3.99
Refused	1,974	2%	9,663	2%	4.90
<b>Total</b>	<b>103,576</b>	<b>100%</b>	<b>446,154</b>	<b>101%</b>	<b>4.31</b>

Base: 2,966 Spokane County and 1,522 Kootenai County household persons weighted by geography to represent 397,437 Spokane County and 103,576 Kootenai County persons.  
 Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.  
 Note: Column percents do not sum to 100 percent due to rounding.

### SCHOOL ATTENDEES

School attendance percentages are quite comparable for Spokane and Kootenai Counties for children and young adults (see Figure 40). However among adults, a greater proportion of Spokane County residents were enrolled in some sort of school.

FIGURE 40: PERSONS ENROLLED IN SCHOOL BY AGE BY COUNTY



Base: 2,966 Spokane County and 1,522 Kootenai County household persons weighted by geography to represent 397,437 Spokane County and 103,576 Kootenai County persons.

Among adults (age 25 and older), students typically made more trips than non-students (see Table 57). On the other hand, for persons under age 25, non-students tended to travel more than students.

**TABLE 57: TRIPS BY STUDENTS/ NON-STUDENTS BY COUNTY**

AGE (YEARS)	SPOKANE									
	STUDENTS					NON-STUDENTS				
	PERSONS	PERCENT	TRIPS	PERCENT	TRIPS/ PERSON	PERSONS	PERCENT	TRIPS	PERCENT	TRIPS/ PERSON
Under 5	5,896	6%	20,234	5%	3.43	14,740	5%	53,331	4%	3.62
5 to 14	51,053	49%	195,100	46%	3.82	2,010	1%	8,710	1%	4.33
15 to 24	28,541	27%	120,598	28%	4.23	9,112	3%	39,931	3%	4.38
25 to 34	6,432	6%	30,685	7%	4.77	36,179	12%	163,477	12%	4.52
35 to 44	2,814	3%	15,142	4%	5.38	45,023	15%	222,570	17%	4.94
45 to 54	3,082	3%	13,802	3%	4.48	68,741	23%	324,810	24%	4.73
55 to 64	1,608	2%	8,710	2%	5.42	52,661	18%	239,320	18%	4.54
65 +	2,546	2%	14,338	3%	5.63	62,711	21%	263,171	20%	4.20
Refused	2,010	2%	7,906	2%	3.93	2,278	1%	11,122	1%	4.88
<b>Total</b>	<b>103,982</b>	<b>100%</b>	<b>426,514</b>	<b>100%</b>	<b>4.10</b>	<b>293,455</b>	<b>99%</b>	<b>1,326,442</b>	<b>100%</b>	<b>4.52</b>
AGE (YEARS)	KOOTENAI									
	STUDENTS					NON-STUDENTS				
	PERSONS	PERCENT	TRIPS	PERCENT	TRIPS/ PERSON	PERSONS	PERCENT	TRIPS	PERCENT	TRIPS/ PERSON
Under 5	1,565	6%	6,737	6%	4.30	4,355	6%	13,679	4%	3.14
5 to 14	14,427	54%	55,531	51%	3.85	476	1%	953	0%	2.00
15 to 24	7,214	27%	30,488	28%	4.23	2,110	3%	7,690	2%	3.65
25 to 34	681	3%	4,219	4%	6.20	8,166	11%	36,953	11%	4.52
35 to 44	476	2%	1,497	1%	3.14	13,202	17%	60,635	18%	4.59
45 to 54	885	3%	5,172	5%	5.85	17,149	22%	84,590	25%	4.93
55 to 64	272	1%	1,293	1%	4.75	15,992	21%	68,733	20%	4.30
65 +	408	2%	1,429	1%	3.50	14,223	18%	56,892	17%	4.00
Refused	612	2%	2,518	2%	4.11	1,361	2%	7,146	2%	5.25
<b>Total</b>	<b>26,541</b>	<b>100%</b>	<b>108,884</b>	<b>100%</b>	<b>4.10</b>	<b>77,036</b>	<b>100%</b>	<b>337,269</b>	<b>100%</b>	<b>4.38</b>

Base: 2,966 Spokane County and 1,522 Kootenai County household persons weighted by geography to represent 397,437 Spokane County and 103,576 Kootenai County persons.

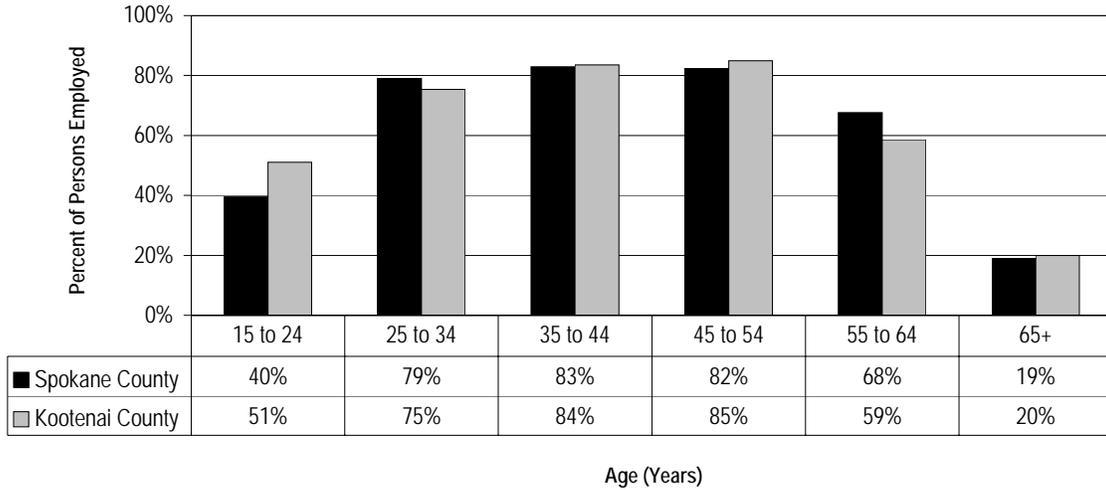
Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.

Note: Column percents do not sum to 100 percent due to rounding.

## EMPLOYMENT

A greater proportion of young adults in Kootenai County reported being employed than did those in Spokane County (51 percent versus 40 percent) (see Figure 41). On the other hand, a greater proportion of persons 55 and older in Spokane County reported employment than did those in Kootenai County. Within other age categories, the proportions of employed to non-employed persons were fairly consistent.

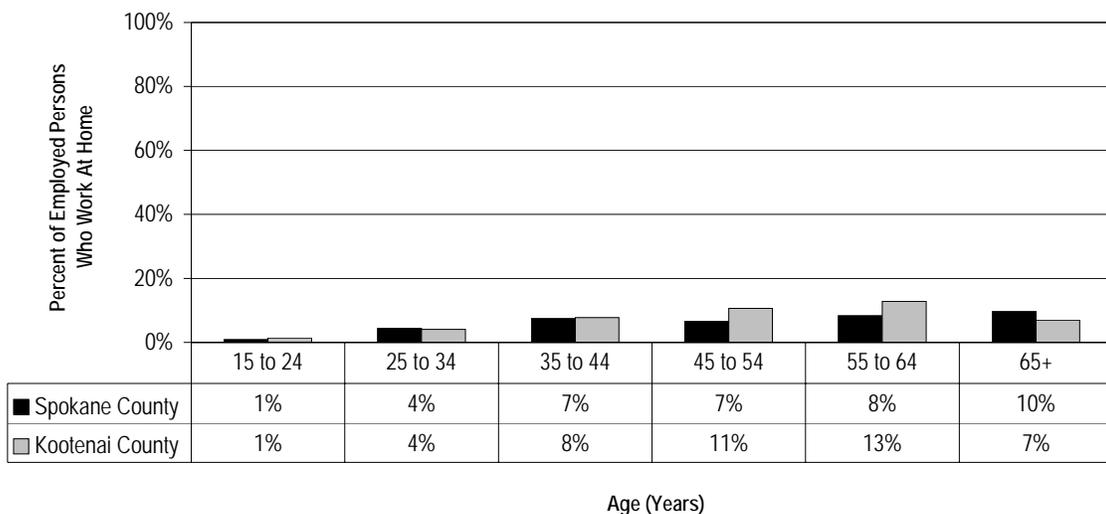
**FIGURE 41: PERSONS EMPLOYED BY AGE BY COUNTY**



*Base: 2,966 Spokane County and 1,522 Kootenai County household persons weighted by geography to represent 397,437 Spokane County and 103,576 Kootenai County persons.*

In general, about 10 percent of persons in the region reported working at home, with slightly higher percentages among Kootenai County persons (see Figure 42). Propensity to work at home did increase with age, with highest percentages among persons age 55 and older.

**FIGURE 42: PERCENT OF PERSONS WHO WORK AT HOME BY AGE BY COUNTY**



*Base: 1,480 Spokane County and 758 Kootenai County workers weighted by geography to represent 198,316 Spokane County and 51,584 Kootenai County workers.*

In Spokane County, persons employed part-time had the highest trip rates on average (5.12 trips per person), followed by full-time homemakers (5.08 trips per person) (see Table 58). Persons employed full-time made 4.68 trips on average, and non-employed persons had the lowest trip rates 3.91 trips per person. In Kootenai County, trip rates among persons employed part-time (4.68 trips per person), full-time (4.65 trips per person), and homemakers (4.61 trips per person) showed no statistical difference. Non-employed persons did make significantly fewer trips (3.87 trips per person).

**TABLE 58: PERSONS AND TRIPS BY EMPLOYMENT STATUS BY COUNTY**

AGE (YEARS)	SPOKANE COUNTY									
	EMPLOYED FULL-TIME					EMPLOYED PART-TIME				
	PERSONS	PERCENT	TRIPS	PERCENT	TRIPS/ PERSON	PERSONS	PERCENT	TRIPS	PERCENT	TRIPS/ PERSON
15 to 24	5,762	4%	28,273	4%	4.91	9,112	17%	41,673	15%	4.57
25 to 34	26,800	18%	119,526	18%	4.46	6,834	13%	37,117	14%	5.43
35 to 44	31,623	22%	153,293	23%	4.85	8,040	15%	40,869	15%	5.08
45 to 54	48,775	34%	224,044	33%	4.59	10,452	20%	57,619	21%	5.51
55 to 64	28,407	20%	134,668	20%	4.74	8,308	16%	41,941	16%	5.05
65 +	3,082	2%	16,482	2%	5.35	9,380	18%	46,765	17%	4.99
Refused	1,072	1%	4,288	1%	4.00	670	1%	4,154	2%	6.20
<i>Total</i>	<b>145,521</b>	<b>101%</b>	<b>680,574</b>	<b>101%</b>	<b>4.68</b>	<b>52,795</b>	<b>100%</b>	<b>270,139</b>	<b>100%</b>	<b>5.12</b>
	FULL-TIME HOMEMAKER					NOT EMPLOYED				
Under 5	0	0%	0	0%	0.00	20,636	12%	73,565	11%	3.56
5 to 14	0	0%	0	0%	0.00	53,063	30%	203,810	29%	3.84
15 to 24	1,072	5%	4,288	4%	4.00	21,708	12%	86,294	12%	3.98
25 to 34	5,092	25%	22,780	22%	4.47	3,886	2%	14,740	2%	3.79
35 to 44	4,422	22%	27,469	27%	6.21	3,752	2%	16,080	2%	4.29
45 to 54	3,618	18%	23,182	23%	6.41	8,978	5%	33,767	5%	3.76
55 to 64	2,814	14%	12,194	12%	4.33	14,740	8%	59,227	8%	4.02
65 +	2,948	15%	10,988	11%	3.73	49,713	28%	202,738	29%	4.08
Refused	134	1%	1,206	1%	9.00	2,278	1%	9,246	1%	4.06
<i>Total</i>	<b>20,100</b>	<b>100%</b>	<b>102,106</b>	<b>100%</b>	<b>5.08</b>	<b>178,753</b>	<b>100%</b>	<b>699,467</b>	<b>99%</b>	<b>3.91</b>

**TABLE 58: PERSONS AND TRIPS BY EMPLOYMENT STATUS BY COUNTY (CONT.)**

AGE (YEARS)	KOOTENAI COUNTY									
	EMPLOYED FULL-TIME					EMPLOYED PART-TIME				
	PERSONS	PERCENT	TRIPS	PERCENT	TRIPS/ PERSON	PERSONS	PERCENT	TRIPS	PERCENT	TRIPS/ PERSON
15 to 24	1,633	4%	6,193	3%	3.79	3,130	25%	13,883	23%	4.43
25 to 34	5,716	15%	26,268	15%	4.60	953	7%	4,219	7%	4.43
35 to 44	9,459	24%	43,282	24%	4.58	1,974	16%	8,711	15%	4.41
45 to 54	13,202	34%	66,215	37%	5.02	2,110	17%	12,590	21%	5.97
55 to 64	7,146	18%	31,304	17%	4.38	2,382	19%	12,181	20%	5.11
65 +	885	2%	3,130	2%	3.54	2,042	16%	7,350	12%	3.60
Refused	817	2%	4,423	2%	5.42	136	1%	681	1%	5.00
<b>Total</b>	<b>38,858</b>	<b>99%</b>	<b>180,816</b>	<b>100%</b>	<b>4.65</b>	<b>12,726</b>	<b>101%</b>	<b>59,614</b>	<b>99%</b>	<b>4.68</b>
AGE (YEARS)	KOOTENAI COUNTY									
	FULL-TIME HOMEMAKER					NOT EMPLOYED				
	PERSONS	PERCENT	TRIPS	PERCENT	TRIPS/ PERSON	PERSONS	PERCENT	TRIPS	PERCENT	TRIPS/ PERSON
Under 5	0	0%	0	0%	0.00	5,921	13%	20,416	11%	3.45
5 to 14	0	0%	0	0%	0.00	14,904	32%	56,484	32%	3.79
15 to 24	272	5%	1,089	4%	4.00	4,287	9%	17,013	10%	3.97
25 to 34	1,701	29%	8,166	30%	4.80	476	1%	2,518	1%	5.29
35 to 44	1,157	20%	5,921	22%	5.12	1,089	2%	4,219	2%	3.88
45 to 54	1,293	22%	5,172	19%	4.00	1,429	3%	5,784	3%	4.05
55 to 64	953	16%	5,240	19%	5.50	5,784	13%	21,301	12%	3.68
65 +	544	9%	1,701	6%	3.13	11,161	24%	46,140	26%	4.13
Refused	0	0%	0	0%	0.00	817	2%	3,743	2%	4.58
<b>Total</b>	<b>5,921</b>	<b>101%</b>	<b>27,289</b>	<b>100%</b>	<b>4.61</b>	<b>45,868</b>	<b>99%</b>	<b>177,618</b>	<b>99%</b>	<b>3.87</b>

Base: 13,082 Spokane County and 6,556 Kootenai County unlinked trips weighted by geography to represent 1,752,956 Spokane County and 446,154 Kootenai County trips.

Base: 2,966 Spokane County and 1,522 Kootenai County household persons weighted by geography to represent 397,437 Spokane County and 103,576 Kootenai County represent 397,437 Spokane County and 103,576 Kootenai County persons

Note: Column percents do not sum to 100 percent due to rounding.



# CONCLUSIONS

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## SUMMARY OF HOUSEHOLD TRAVEL SURVEY RESULTS

The 2005 household travel survey for Spokane County and Kootenai County provided a rich source of data on the characteristics of travel in the two counties. In total, 1,828 regional households were represented in the final data. While these survey data were inclusive of households in the region, slight deviations from the population parameters occurred. The Census 2000 indicated more 1-vehicle households than were reflected in the survey data. In addition, the survey data included somewhat more 2-person households, middle-income households, persons ages 55 to 64, and persons living in single-family households than did Census 2000.

Results from the 2005 household travel survey showed that daily travel in the region totaled about 2 million trips. The majority of regional trip origins and destinations were in the City of Spokane (51 percent). Coeur d'Alene accounted for 9 percent. Kootenai County residents were more likely to cross the county border for travel for work or shopping than were Spokane County residents.

On a daily basis, residents averaged 4.39 trips per person – most of them in a personal vehicle. The average number of trips per person was higher in Spokane County (4.41) than in Kootenai County (4.31). These estimates were slightly higher than the 4.1 daily trips per person evidenced for the nation in the 2001 National Household Travel Survey (NHTS).

While the majority of daily trips were taken in personal vehicles, non-motorized trips (e.g., walk and bike) accounted for 9 percent of all trips in the region. Transit trips accounted for 1 percent of all trips. These proportions were quite similar to those observed for the nation in the NHTS (i.e., 87 percent personal vehicle; 9 percent walking; 2 percent transit). Residents in Kootenai County made a smaller percentage of their overall all trips by non-motorized means (7 percent) than did residents of Spokane County (9%).

Approximately 439,000 personal vehicles were available for regular use among regional residents. This estimate equated to 2.09 vehicles per household in Spokane County and 2.34 vehicles per household in Kootenai County. By comparison, there were 2.43 persons per household in Spokane County and 2.51 persons per household in Kootenai County. In Spokane County, 49 percent of available vehicles were cars or station wagons; 24 percent were vans or SUVs; and 24 percent were light trucks. In Kootenai County, 39 percent were cars or station wagons; 27 percent were vans or SUVs; and 30 percent were light trucks. Four percent of households surveyed in Spokane County reported zero cars, as did 3 percent of Kootenai County households.

The largest percent of daily trips were taken for shopping and errands (35 percent). Thirteen percent of daily trips were social or recreational. Fifteen percent of daily trips were taken for commuting, and another 6 percent were work-related. Most trips for commuting purposes were taken by single occupancy vehicles (SOVs), with 83 percent of commuters citing this mode in Spokane County and 87 percent reporting this mode in Kootenai County. The average vehicle occupancy for work trips was 1.11 persons per vehicle for Spokane County and 1.13 persons per vehicle for Kootenai County. Trips made in the region, across all purposes, averaged 17.7 minutes in length.

## MODEL DEVELOPMENT

The survey sample was of adequate size to develop models of trip generation and destination choice (trip distribution). The survey sample was also representative of the socio-economic distributions and the car ownership levels of the region. The overall generation rate of 10.73 trips per household and, more importantly, 4.39 trips per person were satisfyingly high, implying little missed travel.

In terms of trips by mode, there were not enough transit trips for direct model development. The non-motorized travel, however, were high enough for modeling. Our conclusions were that the survey data were a high quality base for model development. This survey data set could be used for either trip-based or activity-tour based model development (the latter being preferable as it avoids the lack of specificity in non-home based models). The non-motorized travel was concentrated in those households that have closer access to activity locations (work, shopping, schools) – more urban and dense. A quick analysis of walk trip variation should indicate whether to add this element to the model structure.

### Additional Data Needed For Model Development

**Motorized travel.** The most important addition will be network generated zone-to-zone impedances (skims) by peak and off-peak to attach to each reported trip. These would include distance, in-vehicle travel time by auto, and parking costs at destination (if any). For model application, impedance values for transit will also be needed. These typically include in-vehicle time, walk time, waiting time, transfer time, number of transfers and fare. The transit mode choice model will probably have to be developed as a calibration to secondary data (e.g. on-board survey, cordon counts, screenline counts and whatever other ridership data is available). This calibration can be carried out when working in application with the full data set or with the survey data set that has been factored to the universe.

**Non-motorized travel.** Since the analysis of variability in rates and shares of these modes showed enough difference to indicate an importance, the following data additions will prove useful: (1) Accessibility to activity opportunities from the home: This can be measured by the number of jobs, retail jobs, retail establishments, schools etc. within a radius of home (typically ¼ mile, ½ mile, 1 mile) calculated by using a GIS, preferably with parcel level data. (2) Accessibility to activity opportunities from activity locations, such as work, might be useful for estimating non-motorized mode for non-home based travel, but in the context of this region will probably be less important. If easy to capture, this might be worthwhile.



# APPENDICES

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## A. Data Dictionary

## B. Advance Letter

- Spokane County
- Kootenai County

## C. Bookmark

- Spokane County
- Kootenai County

## D. Household Recruitment Questionnaire

## E. Cover Letter (Log Package)

- Spokane County
- Kootenai County

## F. Travel Log (includes Instructions and Example Sheet)

- Spokane County - Adult
- Spokane County - Youth
- Kootenai County - Adult
- Kootenai County - Youth

## G. Trip Retrieval Questionnaire



# APPENDIX A. DATA DICTIONARY

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Var Name	Variable Description	Data Type	Width	Values	Actual Question Text (Interviewers' Version)
RECTYPE	Record Type	N	1	1=Household Data	
SAMPN	Household ID Number	N	7	Assigned unique identifier	
HHADDR	Household Location Reference Number	N	7	Unique value linking RECTYPE = 1 to Location File	
AREA	Household County	N	1	1=Spokane 2=Kootenai	Which county do you live in?
HHSIZE	No. of persons in household	N	2	Total number of persons in household	How many people, including yourself, live in your household? [includes all persons who sleep there at least 3 nights per week]
REC_HHSZ	Recoded Household Size	N	1	1=1, 2=2, 3=3, 4=4+	Post-processed
TOTVEH	Number of motorized vehicles available for use by HH members	N	2	Ordinal Variable	How many vehicles are presently available to members of your household? This includes all cars, vans, trucks, SUVs, motorcycles and mopeds, whether owned or leased or provided by an employer and in working condition.
REC_VEH	Recoded Number of vehicles available	N	1	0=0, 1=1, 2=2, 3=3, 4=4+	Post-processed
STRUCT	Household structure type	N	1	1=Single family house or duplex 2=Multiple family dwelling (4-plex, townhome, apartment) 3=Mobile home 8=Other 9=REFUSED	Do you live in a house, duplex, townhome, apartment, or mobile home?
OWNRENT	Own or rent status of home	N	1	1=Own 2=Rent 3=Caretaking/Housesitting 9=REFUSED	Do you own or rent your home?
HMPARK	Home Parking Spaces	N	2	[Enter Number] 98=DON'T KNOW 99=REFUSED	How many off-street parking spaces are available to you at your home? For example, if you live in a house how many vehicles can be parked in your garage or on your driveway, and if you live in an apartment, how many open spaces are typically in the parking lot for you?
NOPHN	Lack of phone service	N	1	1=Yes 2=No 8=DON'T KNOW 9=REFUSED	Have there been times within the past 12 months when the home you were living in did not have telephone service for reasons other than brief service or equipment problems?
LENGTH	Length of lack of phone service	N	1	1=LESS THAN 1 WEEK 2=1-2 WEEKS 3=2 WEEKS TO LESS THAN ONE MONTH 4=ONE MONTH TO LESS THAN THREE MONTHS 5=3 MONTHS TO LESS THAN 6 MONTHS 6=6 MONTHS TO LESS THAN 1 YEAR 7=ONE YEAR OR LONGER 8=DK 9=RF	[IF NOPHN=1, ASK:] How long were you without phone service?

Var Name	Variable Description	Data Type	Width	Values	Actual Question Text (Interviewers' Version)
INCAT	Income Category	N	2	01=Below 50K; 02=Above 50K; 99=DK/RF	
INCOME	Total 2004 annual household income	N	2	01=Below \$50K 02=Above \$50K 11=Less than \$10,000 12=\$10-\$14,999 13=\$15-\$24,999 14=\$25-\$34,999 15=\$35-\$49,999 21=\$50-\$74,999 22=\$75-\$99,999 23=\$100-\$149,999 24=\$150-\$199,999 25=\$200,000 or more 99=DK/RF	What was the total household income in 2004 from all sources before taxes, for all members of your household? I will read you a series of income ranges.
TRAVDAY	Travel Day	N	3	216=Monday, April 25, 2005 230=Monday, May 09, 2005 231=Tuesday, May 10, 2005 232=Wednesday, May 11, 2005 233=Thursday, May 12, 2005 234=Friday, May 13, 2005 237=Monday, May 16, 2005 238=Tuesday, May 17, 2005 239=Wednesday, May 18, 2005 240=Thursday, May 19, 2005 241=Friday, May 20, 2005 244=Monday, May 23, 2005 245=Tuesday, May 24, 2005 246=Wednesday, May 25, 2005 247=Thursday, May 26, 2005 248=Friday, May 27, 2005 252=Tuesday, May 31, 2005 253=Wednesday, June 01, 2005 254=Thursday, June 02, 2005 255=Friday, June 03, 2005 258=Monday, June 06, 2005 259=Tuesday, June 07, 2005 260=Wednesday, June 08, 2005 261=Thursday, June 09, 2005 262=Friday, June 10, 2005 269=Friday, June 17, 2005 272=Monday, June 20, 2005	What day is best for you to keep track of your travel on?
DAY	Day of the week of travel day	N	1	1=Monday; 2=Tuesday, 3=Wednesday, 4=Thursday; 5=Friday	Post-processed
HTRIPS	Number of Household trips on Travel Date	N	2	Sum of trips per household	Post-processed
HADTRIPS	Number of Household trips per adults (16+)	N	2	Sum of trips per household	Post-processed
NADULT	Number of HH Adults (16+)	N	2	Sum of persons per household where AGE>14	Post-processed
NCHILD	Number of HH Children (Less than age 16)	N	2	Sum of persons per household where AGE<15	Post-processed
NLICENS	Number of Licensed Drivers	N	2	Sum of licensed drivers per household	Post-processed
NWORK	Number of HH Workers (Full-time and Part-time)	N	2	Sum of workers per household	Post-processed
REC_NWRK	Recorded Number of workers	N	1	0=0, 1=1, 2=2, 3=3+	Post-processed

Var Name	Variable Description	Data Type	Width	Values	Actual Question Text (Interviewers' Version)
NSTUD	Number of HH Students	N	2	Sum of students per household	Post-processed
REC_STUD	Recorded Number of Students	N	1	0=0, 1=1, 2=2, 3=3+	Post-processed
FINWGT	Final Weight/Expansion	N	9.6		Post-processed
RECTYPE	Record Type	N	1	2=Person Data	
SAMPN	Household ID Number	N	7	Assigned unique identifier	
PERNO	Person ID Number	N	2	Person # within each household	Person Number
W1_ADDR	Work Reference Number	N	7	Number linking RECTYPE=2 to Location File	Post-processed
S1_ADDR	School Reference Number	N	7	Number linking RECTYPE=2 to Location File	Post-processed
AGE	Person X -Age	N	2	98=98 or older , 99 DK/RF	What is X's age in years?
GENDER	Person X -Gender	N	1	1=Male 2=Female 9=Refused	What is X's gender?
LIC	Person X - Valid drivers license	N	1	1=Yes 2=No 8=DON'T KNOW 9=REFUSED	[If AGE>15]: Does X have a valid driver's license?
INTERVWD	Respondent Flag (person interviewed)	N	1	1=Yes 2=No	
TYPDAY	Typical Travel Day	N	1	1 =Yes 2= No – Why not?(Enter Why) 9=REFUSED	[IF INTERVWD=1 ASK:] In general would you say that ASSN was a typical day for you?
O_TYPDAY	Typical Travel Day	C	255		[IF INTERVWD=1 ASK:] In general would you say that ASSN was a typical day for you?
TYPPLAN	Day Planned In Advance	N	1	1=Planned 2=Changed – What happened that caused the change in plans? (Enter Reason) 9=REFUSED	[IF INTERVWD=1 ASK:] In general would you say that ASSN was a typical day for you?
O_TYPPLAN	Day Planned In Advance	C	255		[IF INTERVWD=1 ASK:] In general would you say that ASSN was a typical day for you?
RELATION	Relation to head	N	1	0=SELF 1=Husband/wife/unmarried partner 2=Son/Daughter 3=Mother/Father/Mother In-law/Father In-law 4=Other relative 5=Non-relative 6=Household help 9=DK/RF	What is X's relationship to you?
PRIMACT	Work Status	N	2	01=Employed full-time 02=Employed part-time 03=Regular Volunteer 04=Retired, working 05=Retired, not working 06=Full-time homemaker 07=Full-time student, not working 08=Full-time student, working 09=Disabled 10=Unemployed, looking for work 11=Unemployed, not looking for work 97=Other 99=DK/RF	[If AGE>15]: Which of the following best describes your current situation?

Var Name	Variable Description	Data Type	Width	Values	Actual Question Text (Interviewers' Version)
O_PRMACT	Other Work Status	C	60		
COMDRIV	Commercial Driver	N	1	1=Yes 2=No 8=DON'T KNOW 9=REFUSED	Do you make multiple trips during your work shift for commercial purposes? (i.e., courier, real estate, plumbers, electricians, delivery person)
STUDENT	Student status	N	1	1=Yes 2=No 8=DON'T KNOW 9=REFUSED	Does X attend school or take classes?
SCHOOL	School Type of Main School	N	1	1=Daycare/Pre-School 2=K-6th grade 3=7th-12th grade 4=College/University 5=Vocational/Trade 6=Post Graduate 7=OTHER, SPECIFY 8=Religious 9=DK/RF	[IF STUDENT=1, ASK:] What type of school is it?
SLOC	School Location	N	1	1=Home 2=Address given 9=DK/RF	[IF STUDENT=1, ASK:] Where is the school located?
JOBLOC	Job Location	N	1	1=Home 2=Fixed location 3=No fixed address 9=DK/RF	[IF PRIMACT=1-3,7, ASK:] What kind of location do you work out of?
PTRIPS	Person Trips	N	2	Sum of trips per person	Post-processed
NOTRAV	Reason for no Travel on Travel day	C	60		[IF PTRIPS=0] Why did you not travel on this day?
REC_AGE	Recoded Age	N	1	1=Under 5 years 2=5 to 14 years 3=15 to 24 years 4=25 to 34 years 5=35 to 44 years 6=45 to 54 years 7=55 to 64 years 8=65 years or older	Post-processed
FINWGT	Final Weight/Expansion	N	9.6		
RECTYPE	Record Type	N	1	3=Vehicle Data	
SAMPN	Household ID Number	N	7	Assigned unique identifier	
VEHNO	Vehicle ID Number	N	1	Vehicle # within each household	
YEAR	Vehicle Year	N	4	Model year	What is the year of your vehicle?
MAKE	Vehicle Make	N	2	(SEE "MAKE" CODE LIST)	What is the make of your vehicle?
O_MAKE	Make - Other	C	60	Indicate other make if "MAKE" = 97	
MODEL	Vehicle Model	C	60		What is the model?

Var Name	Variable Description	Data Type	Width	Values	Actual Question Text (Interviewers' Version)
BODY	Vehicle Body Type	N	1	1=Auto/Car/Station Wagon 2=Van (mini, cargo, passenger) 3=SUV - sport utility vehicle 4=Pickup Truck 5=Other type of truck 6=RV - recreational vehicle 7=Motorcycle/Moped 97=Other (specify) 99=DK/Refused	What type of vehicle is this, auto, van, pickup, etc?
FINWGT	Final Weight/Expansion	N	9.6		Post-processed
RECTYPE	Record Type	N	1	4=Activity Data	
SAMPN	HH ID Number	N	7	Assigned unique identifier	
PERNO	Person ID Number	N	2	Person # within each household	
PLANO	Trip ID Number	N	2	Trip # for each person within each household	
OLOCNO	Origin Location Reference #	N	7	Number linking RECTYPE=3 to Location File	What is the address of place X
OPTYPE	Origin Place Type	N	2	01= HOME 02= MY Primary WORKPLACE provided in recruitment 03= MY SCHOOL 04= NEW PLACE 05= Out of the travel study area	
DEP_HR	Departure hour	N	2	Military time (0-23)	What time did you depart from place X?
DEP_MIN	Departure minute	N	2	0-59	What time did you depart from place X?
DLOCNO	Destination Location reference number	N	7	Number linking RECTYPE=3 to Location File	
DPTYPE	Destination Place Type	N	2	01= HOME 02= MY Primary WORKPLACE provided in recruitment 03= MY SCHOOL 04= NEW PLACE 05= Out of the travel study area	
MODE	Mode of activity	N	2	1=Personal auto driver 2=Personal auto passenger 3=Motorcycle/Moped 4=Public Transit (Spokane Transit Authority) 5=School Bus 6=Taxi/Limousine service 7=Walk/Wheelchair/Stroller 8=Bicycle 9=Skateboard/Scooter/Golfcart 10=Shuttle 11=Airplane 12=Paratransit/Vanpool 13=Emergency Vehicle 14=Work Vehicle Driver (Utility/Bus/Multiwheeler) 15=Horse 97=Other, specify 99=DK/RF	How did you get to the place?
O_MODE	Other mode type	C	30		[IF MODE=97]
PAYPARK	Parking Cost	N	4.2		[IF MODE = 1-3, ASK]: How much did you pay for parking?

Var Name	Variable Description	Data Type	Width	Values	Actual Question Text (Interviewers' Version)
PARKTYPE	Parking Structure	N	1	1=Parking garage 2=Parking lot 3=On-street parking 4=Carport 5=Residential garage/driveway 0=Did not park 9=DK/RF	[IF MODE = 1-3, ASK]: Where did you park?
FAREAMNT	Amount of Fare (Taxi, Shuttle, Bus, Transit)	N	4.2		if the person took a taxi, shuttle, transit, bus etc. how much did they pay?
BUSROUTE	Bus Route Used	C	30		if the person took a bus, which routes did they use?
GENTRAV	General Travel	N	1	1 Planned general travel 2 Unexpected trip	[IF INTERVWD=1 ASK:] Was your travel to this location part of your general travel plan for the day, or was it an unexpected trip that resulted from other things that occurred that day?
ACTIV1	Destination Primary Activity Purpose	N	2	1 = At home activities (sleeping, watching TV, eating, personal care, housework, etc.) 2 = Working at home (job related-for pay) 3 = Work (including regular volunteer work) 4 = Work-related (meeting, errand, etc.) 5 = Minor Shopping (frequent, grocery, clothes) 6 = Major Shopping (occasional, COSTCO, appliance, car, etc.) 7 = Medical 8 = Personal business (bank, pay bill, dry cleaning, errands, etc.) 9 = Visiting friends or relatives 10 = Religious 11 = Community/Political meeting 12 = Attend school or classes 13 = Eating or drinking at restaurant/bar 14 = Outdoor recreation participation (skiing, snowmobiling, fishing, hiking, etc.) 15 = Indoor recreation participation (bowling, ice skating, etc.) 16 = Entertainment (movie, sports event, show, etc.) 17 = Loop trip beginning and ending at same place (walking dog, jogging, biking, etc.) 18 = Picking up someone 19 = Dropping off someone 20 = Quick stop (gas, ATM, coffee, newspaper) 21 = Tagging along with someone else on their activity 22 = Change Mode of Travel 23 = Childcare 24 = Volunteer (not regular) 25 = School Related 97=OTHER SPECIFY	What was the MAIN activity you did at this location?
ACTIV2	other activity purpose at this location	N	2	[ACTIV]	What was the SECOND activity you did at this location?
ACTIV3	other activity purpose at this location	N	2	[ACTIV]	What was the THIRD activity you did at this location?

Var Name	Variable Description	Data Type	Width	Values	Actual Question Text (Interviewers' Version)
O_ACTIV	Specified Activity	T	100		
VEHAVAIL	Vehicle Available	N	1	1=Yes; 2= No; 8=Don't know; 9=Refused	[If mode=1,2,5,6,7, or 97, ask] Was a personal automobile available for this activity?
VEHNO	Vehicle Number				
PARTY	Members in Travel Party	N	2	99=DK/RF	How many people, including yourself, were on this activity?
HH_MEM	Number of Household Members on Activity	N	2	Ordinal Variable, 99=DK/RF	[Ask if PARTY>0] How many other household members were on this activity with you?
PER_TRP	Person on Activity	C	10	Person # on Trip, 10= More than 5 persons traveling with	[IF HH_MEM>0], ASK:] Who was the person?
ARR_HR	Arrival Hour	N	2	Military time (0-23)	What time did you arrive at place X?
ARR_MIN	Arrival Minute	N	2	0-59	What time did you arrive at place X?
TRPDUR	Trip Duration	N	4	Calculated (Arrival Time-Departure of Previous Place)	Post-processed
REC_TDUR	Recoded Trip Duration	N	1	1=0-5 minutes 2=6-10 minutes 3=11-15 minutes 4=16-30 minutes 5=31-45 minutes 6=46-60 minutes 7=More than 60 minutes	Post-processed
ACTDUR	Activity Duration	N	4	Calculated (Arrival Time-Departure Time)	Post-processed
SPDFLAG	Speed Violation Flag	N	1	0=No speed violation 1=Respondent error. Miles=0 Same area but gave different location 2=Add 5 minutes, passes speed check 3=Add 10 minutes, passes speed check 4=Add 15 minutes, passes speed check 5=Unresolved speed violation (too fast) 6=Subtracted 5 minutes, passes speed check 7=Unresolved speed violation (too slow)	Post-processed
FINWGT	Final Weight/Expansion	N	9.6		
RECTYPE	Record Type	N	1	5=Location Data	
LOCTYPE	Location Type	N	1	1=Home 2=Work 3=School 5=Activity end	Pulls from master LOC
LOCNO	Location Number	N	7	Reference Number linked to household, person and trip data	
LOCATION	Name of Place	C	60		What is the name of the location to where you went?
PRE_DIR	Pre-Direction	C	20		
PRE_TYP	Pre-Type	C	20		
STREET_NUM	Street Number	N	20		What is the street address of that place? - Number
STREET_NAM	Street Name	C	60		What is the street address of that place? - Name
STREET_TYP	Street Type	C	20		
SUF_DIR	Suffix Direction	C	20		
ADD_TYP	Street Type	C	10		What is the street address of that place? - Type
ADD_DIR	Street Direction	C	2		What is the street address of that place? - Direction
CITY	Place city	C	24		In what city is the place located?

Var Name	Variable Description	Data Type	Width	Values	Actual Question Text (Interviewers' Version)
XSTREET	Place Cross Streets	C	60		What is the nearest cross street or streets to that place?
LANDMARK	Nearest Landmark	C	60		What is the nearest major landmark?
COUNTY	Place County	C	50		In what county is that place located?
STATE	State	C	2		Which state is that in?
ZIP	Zip code	N	5		What is the zip code of that place?
XCORD	Longitude of Place	N	17.5		
YCORD	Latitude of Place	N	17.5		
AV_STATU	Arcview Status	C	1	M=Matched U=Unmatched C=Cursor Match K=Kootenai Look Up Table O=Out of Area Y=Match to City Centroid Z=Match to Zip Code Centroid	
AV_ADD	Arcview Address	C	50		
AV_ZONE	Arcview Zip Code	N	5		
AV_SIDE	Arcview Side	C	1		
AV_SCORE	Arcview Score	N	3		
QCFLAG	Quality Control Flag	N	1	1=Given City matches geocoded city and Given Zip matches geocoded zip code 2=Given Zip matches geocoded zip code 3=Given city matches geocoded city 4=Point Verified Visually (or verified unmatched, out of area)	
GEOZIP	Geocoded Zip code	N	5		
GEOCITY	Geocoded City	C	32		
TRAVEL_T	Location is Traveled To	N	1	1=Yes	
TAZ	TAZ	N	3		

"MAKE" Code List

Label	Code
ACURA	1
AUDI	2
BMW	3
BUICK	4
CADILLAC	5
CHEVROLET	6
CHRYSLER	7
DAEWOO	41
DODGE	8
FORD	9
GEO	10
GMC	11
HARLEY DAVIDS	12
HONDA	13
HUMMER	42
HYUNDAI	14
INFINITI	15
ISUZU	16
JAGUAR	17
JEEP	18
KAWASAKI	19
KIA	20
LEXUS	21
LINCOLN	22
MAZDA	23
MERCURY	24
MERCEDES	25
MITSUBISHI	26
NISSAN	27
OLDSMOBILE	28
PLYMOUTH	29
PONTIAC	30
PORSCHE	31
RANGE ROVER	32
SAAB	33
SATURN	34
SCION	43
SUBARU	35
SUZUKI	36
TOYOTA	37
VOLKSWAGEN	38
VOLVO	39
YAMAHA	40
OTHER, SPECIF	97
DK	98
RF	99



## APPENDIX B. ADVANCE LETTER

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Survey conducted by NuStats  
on behalf of:

**SRTC**

Spokane Regional Transportation Council  
221 W. First Avenue, Suite 310 • Spokane, WA 99201-3613  
509/343-6370 FAX: 509/343-6400

**Our Mission:**

To provide efficient movement of people and goods through the Spokane Region with multi-modal transportation choices.

**Partner Agencies:**

- City of Spokane
- Spokane County
- City of Spokane Valley
- Spokane Transit Authority
- Washington State Department of Transportation
- Washington State Transportation Commission
- City of Airway Heights
- City of Cheney
- City of Deer Park
- Town of Fairfield
- Town of Latah
- City of Liberty Lake
- City of Medical Lake
- Town of Millwood
- Town of Rockford
- Town of Spangle
- Town of Waverly

DATE

John Smith  
1234 Main Street  
Spokane, WA 99201

Dear John,

**We need your help!** Your household has been selected, together with a few other families in the <<ZIP>> zipcode, to participate in the **Spokane County Regional Travel 5 Survey**, sponsored by SRTC – your local transportation planning agency. This survey will collect data about where our families go and how they get there. SRTC will use the survey results to plan projects such as jogging paths, sidewalks, bike routes, transit services, new roads and existing road maintenance that affect access to jobs, air quality, and/or quality of life.

What are we asking of you?

- **First, participate in a 10-minute telephone interview.** In the next few days, you'll receive a phone call between 4:00 and 9:00 pm to confirm your participation. An interviewer from NuStats/DataSource, a nationally recognized survey research firm, will call to answer any of your questions and also to ask some questions about your household.
- **Next, record your travel for 24 hours.** After the phone call, you will receive personalized travel logs in the mail. Your family should use the logs to record all the places they visit, or stops they make, whether it's around town or out of town, on an assigned day. We ask your help in ensuring that everyone in your household over the age of 12 fills out their travel logs completely and accurately. Parents should fill out the logs of children under age 12.
- **Finally, provide your travel information in a follow-up phone call.** An interviewer will call after your travel day to collect the information from each person's travel log. The interviewer must speak directly with each person age 12 and older. If the logs were used to record exactly where people went, this interview is quick!

Confidentiality is critical to the success of our survey. We want you to feel secure in providing candid responses to our questions and *in giving us* your travel information. All information will be held in strict confidence. If you want to find out more about this survey, visit the survey website at [www.nustats.com/travel5](http://www.nustats.com/travel5) or call Ed Hayes of SRTC at (509) 343-6370 or email [ehayes@src.org](mailto:ehayes@src.org).

Thank you – your participation will really make a difference!

Glenn Miles, *Transportation Manager*  
SRTC

Amy Sooy, *Chair, Board of Directors*  
SRTC



Survey conducted by NuStats  
on behalf of:



221 W. First Avenue, Suite 310  
Spokane, WA 99201  
1.800.698.1927 • kmpo.net

**Our Mission:**

To cooperatively develop a transportation plan for the safe and efficient movement of people and goods in Kootenai County.

**Partner Agencies:**

City of Coeur d'Alene  
City of Post Falls  
City of Hayden  
City of Rathdrum  
Coeur d'Alene Tribe  
East Side Highway District  
Idaho Transportation Department  
Kootenai County, Idaho  
Lakes Highway District  
Post Falls Highway District  
Worley Highway District

DATE

John Smith  
1234 Main Street  
Coeur d'Alene, ID XXXXX

Dear John,

**We need your help!** Your household has been selected, together with a few other families in the <<ZIP>> zipcode, to participate in the **Kootenai County Regional Travel 5 Survey**, sponsored by KMPO – your local transportation planning agency. This survey will collect data about where our families go and how they get there. KMPO will use the survey results to plan projects such as jogging paths, sidewalks, bike routes, transit services, new roads and existing road maintenance that affect access to jobs, air quality, and/or quality of life.

What are we asking of you?

- **First, participate in a 10-minute telephone interview.** In the next few days, you'll receive a phone call between 4:00 and 9:00 pm to confirm your participation. An interviewer from NuStats/DataSource, a nationally recognized survey research firm, will call to answer any of your questions and also to ask some questions about your household.
- **Next, record your travel for 24 hours.** After the phone call, you will receive personalized travel logs in the mail. Your family should use the logs to record all the places they visit, or stops they make, whether it's around town or out of town, on an assigned day. We ask your help in ensuring that everyone in your household over the age of 12 fills out their travel logs completely and accurately. Parents should fill out the logs of children under age 12.
- **Finally, provide your travel information in a follow-up phone call.** An interviewer will call after your travel day to collect the information from each person's travel log. The interviewer must speak directly with each person age 12 and older. If the logs were used to record exactly where people went, this interview is quick!

Confidentiality is critical to the success of our survey. We want you to feel secure in providing candid responses to our questions and *in giving us* your travel information. All information will be held in strict confidence. If you want to find out more about this survey, visit the survey website at [www.nustats.com/travel5](http://www.nustats.com/travel5) or call Ed Hayes of SRTC at (509) 343-6370 or email [ehayes@src.org](mailto:ehayes@src.org).

Thank you – your participation will really make a difference!

Glenn Miles, *Executive Director*  
Kootenai MPO

Dixie Reid, *Chair, Board of Directors*  
Kootenai MPO



## APPENDIX C. BOOKMARK

---



## Top 5 reasons to participate:

1. Transportation is important to our community.
2. Everybody needs transportation access to perform daily activities.
3. Sound transportation planning requires reliable information.
4. Making the right transportation improvements is extremely important to the health of our local economy.
5. Your participation will provide a solid foundation for this region's transportation future.

**The "Travel 5" logo was selected because it represents many different aspects of the Travel Survey.  
The "5" stands for:**

- **2005**
- **5 ways of getting around Spokane County**
- **5 things we hope to learn from the study**
- **5 ways your participation will help future transportation**
- **5 top reasons you should participate (see other side!)**

**If you have any questions about the survey, please visit the Travel Survey website at:  
<http://www.nustats.com/travel5>.**



## Top 5 reasons to participate:

1. Transportation is important to our community.
2. Everybody needs transportation access to perform daily activities.
3. Sound transportation planning requires reliable information.
4. Making the right transportation improvements is extremely important to the health of our local economy.
5. Your participation will provide a solid foundation for this region's transportation future.

**The "Travel 5" logo was selected because it represents many different aspects of the Travel Survey.  
The "5" stands for:**

- **2005**
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- **5 things we hope to learn from the study**
- **5 ways your participation will help future transportation**
- **5 top reasons you should participate (see other side!)**

**If you have any questions about the survey, please visit the Travel Survey website at:  
<http://www.nustats.com/travel5>.**



# APPENDIX D. HOUSEHOLD RECRUITMENT QUESTIONNAIRE

---

## Spokane County and Kootenai County Household Travel Survey Recruitment Questionnaire

*Note: We will know whether we are contacting Spokane or Kootenai county. Questions must be worded to be county specific.*

H1-Area

- 1 SPOKANE
- 2 KOOTENAI

### Introduction

Hi – my name is \_\_\_\_\_ and I'm calling on behalf of the Spokane Regional Transportation Council<sup>1</sup>. We're interviewing families in the County about their daily travel. This study will benefit your community by providing information about residents travel patterns for better transportation planning and identification of transportation improvements.

May I speak with [Imported Name] or an adult in the household?

We're conducting a study to understand why and how people travel as part of planning for future transportation needs. You may have received a letter providing information about the study. The study is purely a research effort, and your answers will be completely confidential.

For the first part of the study, I'll be asking some questions about your household. These questions are important to making sure that everyone in the Spokane county is properly represented in the study.

For the second part of this study, we're asking households to record their travel for a 24-hour period. The travel details help us to understand how and when people travel. We will send you logs to use to record your trip information.

In order to prepare those logs, I need to get some information about each person in your household. Again, I want to assure you that this information is for research purposes only and will be held in strict confidence.

### Screeners

S1 – CELLPHN

Did I reach you on your Household telephone line, a cell phone, or some other number?

- 1 Household Line - Continue
- 2 Cell phone or some other number – “May I have a non-cell phone number to re-contact you”  
SET AS CALLBACK
- 9 REFUSED - Terminate

S2 – FTIMERES

Do you consider yourself a full time or seasonal resident of the Spokane county [Kootenai County]?

- 1 Full time - Continue
- 2 Seasonal - Terminate “Thank you but this study is designed for full time residents of the region.” [make sure this is a disposition]
- 9 REFUSED - Terminate “Thank you but without this information, your household will not be eligible to participate in this study.” PAUSE AND GIVE FINAL OPPORTUNITY FOR RESPONDENT TO ANSWER BEFORE TERMINATING

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<sup>1</sup> Or, Kootenai Metropolitan Planning Organization, depending on which county as been called.

## Household Data

### H2 – HHSIZE

How many people, including yourself, live in your household? [Includes all persons who sleep there at least 3 nights per week]

ENTER NUMBER

98 DON'T KNOW – TERMINATE WITH BELOW TEXT

99 REFUSED – terminate "Thank you but without this information, your household will not be eligible to participate in this study." PAUSE AND GIVE FINAL OPPORTUNITY FOR RESPONDENT TO ANSWER BEFORE TERMINATING

### H3 – TOTVEH

How many vehicles are presently available to members of your household? This includes all cars, vans, trucks, SUVs, motorcycles and mopeds, whether owned or leased or provided by an employer and in working condition.

ENTER NUMBER

98 DON'T KNOW – TERMINATE WITH BELOW TEXT

99 REFUSED – terminate "Thank you but without this information, your household will not be eligible to participate in this study." PAUSE AND GIVE FINAL OPPORTUNITY FOR RESPONDENT TO ANSWER BEFORE TERMINATING

### H4 – STRUCT

Do you live in a house, cabin, duplex, town home, apartment, or mobile home?

1 Single family house or duplex

2 Multiple family dwelling (4-plex, town home, apartment)

3 Mobile home

8 Other (Specify)

9 REFUSED

**[If TOTVEH>0]- ELSE SKIP TO 5**

### H5A – HMPARK

How many off-street parking spaces are available to you at your home? For example, if you live in a house how many vehicles can be parked in your garage or on your driveway, and if you live in an apartment, how many open spaces are typically in the parking lot for you?

ENTER NUMBER

98 DON'T KNOW

99 REFUSED

### H5 – OWNRENT

Do you own or rent your home?

1 Own

2 Rent

3 Caretaking/ House-sitting

9 Don't Know/ Refused

### H6 – NOPHN

Have there been times within the past 12 months when the home you were living in did not have telephone service for reasons other than brief service or equipment problems?

1 Yes

2 No

8 Don't Know

9 REFUSED

**[If NOPHN=1]- ELSE SKIP TO H8**

H7 – LENGTH

How long were you without phone service?

- 1 LESS THAN 1 WEEK
- 2 1-2 WEEKS
- 3 2 WEEKS TO LESS THAN ONE MONTH
- 4 ONE MONTH TO LESS THAN THREE MONTHS
- 5 3 MONTHS TO LESS THAN 6 MONTHS
- 6 6 MONTHS TO LESS THAN 1 YEAR
- 7 ONE YEAR OR LONGER
- 8 DK
- 9 REFUSED

H8 – INCAT

Including all 2004 income sources before taxes was your household income above or below \$50,000?

- 1 ABOVE \$50K
- 2 BELOW \$50K
- 99 DON'T KNOW/ REFUSED

H9 – INCOME

More specifically, what range does your household income fall into, Stop me when I read the correct range.

- 11 Less than \$10,000
- 12 \$10-\$14,999
- 13 \$15-\$24,999
- 14 \$25-\$34,999
- 15 \$35-\$49,999
- 21 \$50-\$74,999
- 22 \$75-\$99,999
- 23 \$100-\$149,999
- 24 \$150-\$199,999
- 25 \$200,000 or more
- 99 DON'T KNOW/ REFUSED

**Vehicle Data**

Now I need to get some information about each vehicle. Starting with the vehicle that is driven the most, what is the vehicle year, make, and model?

V1 – YEAR

What is the year of your vehicle?

ENTER NUMBER – [1900 – 2006]

V2 - Make

What is the Vehicle make?

- |    |                 |    |            |
|----|-----------------|----|------------|
| 1  | ACURA           | 15 | HUMMER     |
| 2  | AUDI            | 16 | HYUNDAI    |
| 3  | BMW             | 17 | INFINITI   |
| 4  | BUICK           | 18 | ISUZU      |
| 5  | CADILLAC        | 19 | JAGUAR     |
| 6  | CHEVROLET       | 20 | JEEP       |
| 7  | CHRYSLER        | 21 | KAWASAKI   |
| 8  | DAEWOO          | 22 | KIA        |
| 9  | DODGE           | 23 | LEXUS      |
| 10 | FORD            | 24 | LINCOLN    |
| 11 | GEO             | 25 | MAZDA      |
| 12 | GMC             | 26 | MERCURY    |
| 13 | HARLEY DAVIDSON | 27 | MERCEDES   |
| 14 | HONDA           | 28 | MITSUBISHI |

29	NISSAN	38	SUBARU
30	OLDSMOBILE	39	SUZUKI
31	PLYMOUTH	40	TOYOTA
32	PONTIAC	41	VOLKSWAGEN
33	PORSCHE	42	VOLVO
34	RANGE ROVER	43	YAMAHA
35	SAAB	97	OTHER, SPECIFY
36	SATURN	98	DON'T KNOW
37	SCION	99	REFUSED

V2 - MODEL

What is the model?

V3 - BODY

And which of the following best describes this vehicle?

- 1 Auto/Car/Station wagon
- 2 Van (mini, cargo, and passenger)
- 3 SUV - sport utility vehicle
- 4 Pickup Truck
- 5 Other type of truck (work truck)
- 6 RV - recreational vehicle
- 7 Motorcycle
- 97 Other (specify)
- 99 DON'T KNOW/ REFUSED

**Person Data**

Now I need to get some information about each person in your household, so I can prepare individual travel logs. Again, I want to assure you that this information is for research purposes only and will be held in strict confidence. Earlier you indicated that there were <HHSIZE> persons in your household.

BEGIN SERIES OF QUESTIONS WITH RESPONDENT, THEN COLLECT FOR OTHER HOUSEHOLD MEMBERS

P1 – NAME

What is person#'s/your first name?

P2 – RELATION

What is NAME's relationship to you? [DO NOT ASK FOR RESPONDENT]

- 1 SELF
- 2 Husband/wife/unmarried partner
- 3 Son/Daughter
- 4 Mother/Father/Mother In-law/Father In-law
- 5 Other relative
- 6 Non-relative
- 7 Household help
- 9 DON'T KNOW/ REFUSED

P3 – GENDER

And what is NAME's gender?

[RECORD BY OBSERVATION FROM RELATION or ASK RESPONDENT]

- 1 MALE
- 2 FEMALE
- 9 REFUSED

P4 – AGE

How old is NAME?

ENTER IN YEARS

- 98 98 or older
- 99 DON'T KNOW/ REFUSED

**[If AGE>15]- ELSE SKIP TO P19**

P5 – LIC

Do(es) you/he/she have a valid driver's license?

- 1 Yes
- 2 No
- 8 Don't Know
- 9 REFUSED

P6 – PRIMACT

Which of the following best describes your/his/her current situation?

- 1 Employed full-time
- 2 Employed part-time
- 3 Regular Volunteer
- 4 Retired
- 5 Full-time homemaker
- 6 Full-time student, not working
- 7 Full-time student, working
- 8 Disabled
- 9 Unemployed, looking for work
- 10 Unemployed, not looking for work
- 97 Other – [O\_PRMACT]
- 99 DON'T KNOW/ REFUSED

**[If PRIMACT= (1,2,3,7)]- ELSE SKIP TO P19**

P7 – JOBLOC

What kind of location do(es) you/he/she work out of? or volunteer at?

- 1 Home
- 2 Fixed location
- 3 No fixed address
- 9 DON'T KNOW/ REFUSED

P8 – WNAME

What is the name of [your/his/her] employer? IF SELF-EMPLOYED, OBTAIN NAME OF BUSINESS

**[If JOBLOC=2]- ELSE SKIP TO P18**

P9 – P17

Where is NAME's job located?

- [WAD\_NUM] - Address Number
- [WAD\_NAM] - Address Street Name
- [WAD\_TYP] - Address Street Type
- [WAD\_DIR] - Address Street Direction
- [WCITY] - City
- [WSTAT] - State:
- [WZIP] - ZIP:
- [WXSTR] - Cross Streets:
- [WLAND] - Landmarks:

P18 – COMDRIV THESE PERSONS SHOULD BE FLAGGED BECAUSE WILL RECEIVE A SECOND TRAVEL LOG SHEET.

Do you make multiple trips during your work shift for commercial purposes? (i.e., courier, real estate, plumbers, electricians, delivery person)?

- 1 Yes
- 2 No
- 8 Don't Know
- 9 REFUSED

P19 – STUDENT

Does NAME attend school or take classes?

- 1 Yes
- 2 No
- 8 Don't Know
- 9 REFUSED

**[If STUDENT=1]- ELSE SKIP TO H10**

P20 – SCHOOL

What type of school is it?

- 1 Daycare/Pre-School
- 2 K-6th grade
- 3 7th-12th grade
- 4 College/University
- 5 Vocational/Trade
- 6 Post Graduate
- 7 OTHER, SPECIFY
- 9 DON'T KNOW/ REFUSED

P21 – SLOC

Where is the school located?

- 1 Home
- 2 Fixed location
- 9 DON'T KNOW/ REFUSED

P22 – SNAME

What is the name of [your/his/her] school?

**[If SLOC=2]- ELSE SKIP TO H10**

P23 – P31

Where is this location?

- [SAD\_NUM] - Address Number
- [SAD\_NAM] - Address Street Name
- [SAD\_TYP] - Address Street Type
- [SAD\_DIR] - Address Street Direction
- [CITY] - City
- [SSTAT] - State:
- [SZIP] - ZIP:
- [SXSTR] - Cross Streets:
- [SLAND] - Landmarks:

## Household Data

### H10 – TRAVDAY

Okay – we're almost finished. First, we'd like everyone in your household to keep track of their travel on [DAY and DATE]. Is this okay?

Enter assignment number

999 NOT AVAILABLE ON ABOVE DAYS

### H11 – H15

And what is your address? [IF LISTED SAMPLE, CONFIRM ADDRESS, IF UNLISTED: OBTAIN]

**\*\*PHYSICAL ADDRESS. NO P.O. BOXES ALLOWED\*\***

[HAD\_NUM] - Address Number

[HAD\_NAM] - Address Street Name

[HAD\_TYP] - Address Street Type

[HAD\_DIR] - Address Street Direction

[HCITY] - City

[HSTAT] - State:

[HZIP] - ZIP:

[HXSTR] - Cross Streets:

[HCNTY] - County:

### H16

Is this also your mailing address? IF NOT, OBTAIN MAILING ADDRESS

### H17 - RETTIME

After you record your travel, we'll call you back to obtain your travel information. When would be the best time to reach you?

1 Morning

2 Afternoon

3 Evening

### H18 – ALTPHON

And should we call you at this telephone number or is there a different phone number where you would prefer to be called?

1 This number

2 Different number \_\_\_ - \_\_\_ - \_\_\_\_

Thank you for participating in this study. Please tell the other members of your household how important their participation is. We'll call you on [DAY PRIOR TO TRAVEL DAY] to make sure you've received your travel logs and to answer any questions you might have.

If you have any questions or comments, you can reach us at 1-877-261-4621.

Thank you and have a good day/night.



## APPENDIX E. COVER LETTER

---



John Smith  
1234 Main Street  
Spokane, WA 99201

DATE

Dear John,

Thank you for participating in the **Spokane County Regional Travel 5 Survey!**

**Your assigned travel day is:**  
**<<assigned day>>**

Survey conducted by NuStats  
on behalf of:



**Our Mission:**

To provide efficient movement of people and goods through the Spokane Region with multi-modal transportation choices.

**And its partner agencies:**

- City of Spokane
- Spokane County
- City of Spokane Valley
- Spokane Transit Authority
- Washington State Department of Transportation
- Washington State Transportation Commission
- City of Airway Heights
- City of Cheney
- City of Deer Park
- Town of Fairfield
- Town of Latah
- City of Liberty Lake
- City of Medical Lake
- Town of Millwood
- Town of Rockford
- Town of Spangle
- Town of Waverly

What are we asking of you?

- **First, record your travel for 24 hours.** This package contains personalized travel logs. Your family should use the logs to record all the places they visit, or stops they make, whether it's around town or out of town, on <<assigned day>>. Please ensure that all persons age 12 and older fill out the travel logs completely and accurately. Parents should fill out the logs of children under age 12.
- **Last, provide your travel information in a follow-up phone call.** An interviewer from NuStats/ DataSource will call after <<assigned day>> to collect the information from each person's travel log. The interviewer must speak directly with each person age 12 and older. Use the logs to record exactly where you travel, and this interview will be quick!

Remember, all information will be held in strict confidence. If you have questions about anything related to this survey, please contact Ramon Dickerson of NuStats by phone (toll-free) at 1-866-687-8287 or email rdickerson@nustats.com.

Thank you – your help with this important survey will make a difference!

Glenn Miles, *Transportation Manager*  
SRTC

Amy Sooy, *Chair, Board of Directors*  
SRTC

**Getting Your Travel Log Started:**

1. **Read the Instructions / Example sheet first.** Use it to help you correctly fill out your travel log.
2. **Record each place you go, when you arrived, how you got there, what you did there, and what time you left.** Your travel day begins at 3 a.m. (or when you wake up). Carry your log with you during your travel day - this will help you remember to record ALL your trips and the EXACT times. *Be sure to refer back to the Instructions and Example sheet as needed.*
3. **Remember to record all trips, not just driving trips.** This includes short walks, quick stops like for gas, coffee and other personal errands, and loop trips that begin and end at the same place (e.g., walking the dog, biking, jogging).



Survey conducted by NuStats  
on behalf of:



221 W. First Avenue, Suite 310  
Spokane, WA 99201  
1.800.698.1927 • kmpo.net

**Our Mission:**

To cooperatively develop a  
transportation plan for the safe and  
efficient movement of people and  
goods in Kootenai County.

**Partner Agencies:**

City of Coeur d'Alene  
City of Post Falls  
City of Hayden  
City of Rathdrum  
Coeur d'Alene Tribe  
East Side Highway District  
Idaho Transportation Department  
Kootenai County, Idaho  
Lakes Highway District  
Post Falls Highway District  
Worley Highway District

John Smith  
1234 Main Street  
Coeur d'Alene, ID XXXXX

DATE

Dear John,

Thank you for participating in the **Kootenai County Regional Travel 5 Survey!**

**Your assigned travel day is:**  
<<assigned day>>

What are we asking of you?

- **First, record your travel for 24 hours.** This package contains personalized travel logs. Your family should use the logs to record all the places they visit, or stops they make, whether it's around town or out of town, on <<assigned day>>. Please ensure that all persons age 12 and older fill out the travel logs completely and accurately. Parents should fill out the logs of children under age 12.
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Thank you – your help with this important survey will make a difference!

Glenn Miles, *Executive Director*  
Kootenai MPO

Dixie Reid, *Chair, Board of Directors*  
Kootenai MPO

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3. **Remember to record all trips, not just driving trips.** This includes short walks, quick stops like for gas, coffee and other personal errands, and loop trips that begin and end at the same place (e.g., walking the dog, biking, jogging).



## APPENDIX F. TRAVEL LOG

---

**STOP** DID YOU REMEMBER TO RECORD . . .

- ✓ Each stop you made, even quick stops to grab some food, get gas, or cash from an ATM?
- ✓ All trips you made even those after 6pm or after work?
- ✓ Exact place names and complete addresses?
- ✓ Accurate arrival and departure times?

WHAT DO I DO WITH MY COMPLETED LOGS?



**Keep your completed logs by the phone** – We will call you to collect the information. Or, you can call our toll-free survey hotline (877-261-4621) to provide your information.



**Mail** – After we collect your information by phone, return your completed logs in the postage paid envelope provided in your packet.

*For assistance, call NuStats toll free at 877-261-4621*

**THANK YOU FOR YOUR PARTICIPATION!**

If you need help filling out your Travel Log, please call toll free at:

877-261-4621

For more information about the survey, please call:

Ramon Dickerson, NuStats  
866-687-8287, ext. 11  
rdickerson@nustats.com

or

Ed Hayes, SRTC  
509-343-6370  
ehayes@srhc.org

or

visit the project web page at  
[www.nustats.com/travel5](http://www.nustats.com/travel5)

**SURVEY CONDUCTED BY NUSTATS ON BEHALF OF:**

**SRTC**

Spokane Regional Transportation Council

221 W. First Avenue, Suite 310 • Spokane, WA 99201-3613  
509/343-6370 • www.srtc.org



NuStats



**PERSONAL ONE-DAY TRAVEL AND ACTIVITY LOG FOR:**

Record each PLACE you go to and the ACTIVITIES you do there beginning at 3 a.m. (or when you wake up) on your assigned travel day and ending at 2:59 a.m. the following day (or when you go to sleep on your travel day).



Carry this log with you on your assigned travel day and record your activities and trips as you go - *this helps you record all the places you visit, the activities you do there, and to provide accurate arrival/departure times and complete addresses.*

← LISTS 1 & 2 are inside flap

Follow the easy to use example inside! →



# Instructions & Example Sheet

- 1 Begin your Log wherever you are at 3 a.m. on your Travel Day. Record every PLACE you go, even quick stops on the way to work/school, or after you get home, including walking the dog, biking, or jogging.
- 2 Record the PLACE NAME and COMPLETE ADDRESS (including a cross street & landmark).
- 3 Record the EXACT TIME you ARRIVE at each place.
- 4 Record the code from LIST 1 CODES (located on the flap in Log) for "HOW did you get there?"
- 5 Record the code from LIST 2 CODES (located on the flap in Log) for "WHAT did you do there?"
- 6 Record the EXACT TIME you LEAVE each place.

	1 What is the NAME OF THE PLACE?	2 What is the ADDRESS? <i>Address City, State Zip Nearest Cross street &amp; Landmark</i>	3 What TIME did you ARRIVE? <i>(record exact times)</i>	4 HOW did you get there? <i>(use LIST 1 CODES)</i>	5 WHAT did you do there? <i>(use LIST 2 CODES)</i>	6 What TIME did you LEAVE? <i>(record exact times)</i>
PLACE 1	WHERE were you at 3 a.m. <input checked="" type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Other: _____	Home address was provided in first telephone interview.	<del>7:16 am/pm</del>	<del>1 </del>	1	6:58 am/pm
PLACE 2	Next PLACE NAME: Chevron	1005 W. 3rd Ave. Spokane, WA 99201 S. Monroe St.	7:16 am/pm	1	20	7:21 am/pm
PLACE 3	Next PLACE NAME: My Work	Work address was provided in first telephone interview.	7:52 am/pm	1	3	12:01 am/pm
PLACE 4	Next PLACE NAME: Subway Restaurant	1902 W. Francis Ave. Spokane, WA 99205 N. Elm St.	12:10 am/pm	7	13	12:52 am/pm
PLACE 5	Next PLACE NAME: My Work	Work address was provided in first telephone interview.	1:01 am/pm	7	3	5:11 am/pm
PLACE 6	Next PLACE NAME: My Home	Home address was provided in first telephone interview.	6:02 am/pm	1	1	7:05 am/pm
PLACE 7	Next PLACE NAME: Walk around neighborhood	No address needed for walk, jog or bike trips that start & end at the same address.	7:05 am/pm	7	17, 14	7:45 am/pm
PLACE 8	Next PLACE NAME: My Home	Home address was provided in first telephone interview.	7:45 am/pm	7	1	Last PLACE of the day for this person.

- 7 Loop trips are trips that begin and end at the same address - like walking the dog, going for a jog or bike ride - without stopping at another PLACE. Record code 17 and any other code that applies from LIST 2 CODES.



# Example Travel Day

These photos correspond to the written example on the other side.

Your day will have different types of trips and you may have more or fewer PLACES to record.

Written example on other side! →

**STOP** DID YOU REMEMBER TO RECORD . . .

- ✓ Each PLACE you go, even going to the park to play basketball, walking to a convenience store, or to a friend's house?
- ✓ All trips you made even those after 6pm or after school?
- ✓ Exact place names and complete addresses?
- ✓ Exact times you got somewhere and the time you left?

WHAT DO I DO WITH MY COMPLETED LOGS?

-  **Thank you for helping. Keep your completed logs by the phone.**  
  
**If you are 12 - 15 years old:**  
 We will call you to collect the information. Or, your parents can call our toll-free survey hotline (877-261-4621) to provide your information.  
  
**If you are under age 12:**  
 Please give your log to your parents. We'll call them to get the information.
-  **Mail** – After we call and get your information, please give your parents your completed log to mail back to us.

**THANK YOU FOR YOUR PARTICIPATION!**

If you need help filling out your Travel Log, ask your parents for help.

or

visit the project web page at [www.nustats.com/travel5](http://www.nustats.com/travel5)

**SURVEY CONDUCTED BY NUSTATS ON BEHALF OF:**

**SRTC**  
**Spokane Regional Transportation Council**  
 221 W. First Avenue, Suite 310 • Spokane, WA 99201-3613  
 509/343-6370 • [www.srtc.org](http://www.srtc.org)



**PERSONAL ONE-DAY TRAVEL AND ACTIVITY LOG FOR KIDS AND YOUTH (UNDER 16):**

Record each PLACE you go to and the ACTIVITIES you do there beginning at 3 a.m. (or when you wake up) on your assigned travel day and ending at 2:59 a.m. the following day (or when you go to sleep on your travel day).

 **HINT!** Carry this log with you on your assigned travel day and record your activities and trips as you go - *this helps you record all the places you visit, the activities you do there, and to provide accurate arrival/departure times and complete addresses.*

← **LISTS 1 & 2 are inside flap**

**Follow the easy to use example inside!** →



Record each PLACE you go, beginning with wherever you are at 3 a.m. on your travel day.

Why Begin at 3 a.m.? You will probably be home asleep at 3 a.m. If you are, check "Home," write everything you did there and then record the exact time you leave for the first time. If you are someplace other than your Home, please provide the name and address of the location.

	What is the NAME OF THE PLACE?	What is the ADDRESS? <i>Address City, State Zip Nearest Cross street and Landmark</i>	What TIME did you ARRIVE? <i>(record exact times)</i>	HOW did you get there? <i>(use LIST 1 CODES)</i>	WHAT did you do there? <i>(use LIST 2 CODES)</i>	What TIME did you LEAVE? <i>(record exact times)</i>
PLACE 1	WHERE were you at <b>3 a.m.</b> ? <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Other: _____		<del>                    </del>	<del>                    </del>		:      am/pm
PLACE 2	Next PLACE NAME:		:      am/pm			:      am/pm
PLACE 3	Next PLACE NAME:		:      am/pm			:      am/pm
PLACE 4	Next PLACE NAME:		:      am/pm			:      am/pm
PLACE 5	Next PLACE NAME:		:      am/pm			:      am/pm
PLACE 6	Next PLACE NAME:		:      am/pm			:      am/pm
PLACE 7	Next PLACE NAME:		:      am/pm			:      am/pm
PLACE 8	Next PLACE NAME:		:      am/pm			:      am/pm



Did you record EVERY PLACE you went, even the park, walking to a friend's or a convenience store, and any place you went after returning home from school? Did you record exact place names, complete addresses and all activities? Did you include your trip home if it was the last trip of the day? If you have more than eight PLACES on your survey day, record the additional PLACES on a separate piece of paper.

**LIST 1 CODES: HOW did you get there?**

- 2 Passenger in a car, truck, or van
- 3 Passenger on a Motorcycle or Moped
- 4 Public transit (*Spokane Transit Authority*)
- 5 School bus
- 6 Taxi/Limousine service
- 7 Walk
- 8 Bicycle
- 97 Other: (*write code 97 & tell us how you got there*)

**LIST 2 CODES: WHAT did you do there?**

- At-Home Activities:**
- 1 At home activities (*sleeping, watching TV, eating, on computer, hanging out, etc.*)
- Personal/Household: (Not at home)**
- 5 Shopping (*buying clothes, games, DVDs, etc.*)
  - 7 Doctor or Dentist appointment
  - 9 Hanging out (*with friends, at mall, etc.*)
  - 10 Church
- School**
- 12 At school, school event, after-school program, or daycare
- Entertainment/Recreation: (Not at home)**
- 13 Restaurant/fast food meal
  - 14 Outdoor recreation (*exercising, baseball, softball, basketball, soccer, tennis, hockey, etc.*)
  - 15 Indoor recreation (*skating, gymnastics, tennis, etc.*)
  - 16 Entertainment (*watch movie, sports event, etc.*)
- Other:**
- 17 Loop trip that begins & ends at the same address (*walking dog, jogging, biking, etc.*)
  - 18 Picking up someone
  - 19 Dropping off someone
  - 20 Quick stop for drinks, snacks, etc.
  - 21 Tagging along with someone else on their activity
  - 22 Change mode of transportation (*from walk to bus, bus to walk, car to bus, etc.*)
  - 97 Other: (*write code 97 & tell us what you did*)

# Instructions & Example Sheet

- 1 Begin your Log wherever you are at 3 a.m. on your Travel Day. Record every PLACE you go, even quick stops on the way to school, or after you get home, including walking the dog, biking, jogging, or going to the park.
- 2 Record the PLACE NAME and COMPLETE ADDRESS (including a cross street & landmark).
- 3 Record the EXACT TIME you ARRIVE at each place.
- 4 Record the code from LIST 1 CODES (located on the flap in Log) for "HOW did you get there?"
- 5 Record the code from LIST 2 CODES (located on the flap in Log) for "WHAT did you do there?"
- 6 Record the EXACT TIME you LEAVE each place.

	1 What is the NAME OF THE PLACE?	2 What is the ADDRESS? <i>Address City, State Zip Nearest Cross street &amp; Landmark</i>	3 What TIME did you ARRIVE? <i>(record exact times)</i>	4 HOW did you get there? <i>(use LIST 1 CODES)</i>	5 WHAT did you do there? <i>(use LIST 2 CODES)</i>	6 What TIME did you LEAVE? <i>(record exact times)</i>
PLACE 1	WHERE were you at 3 a.m. <input checked="" type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Other: _____	Home address was provided in first telephone interview.	<del>8:12 am/pm</del>	<del>7</del>	1	8:11 am/pm
PLACE 2	Next PLACE NAME: School Bus Stop	N. Nevada St. & E. Joseph Ave. Spokane, WA 99207	8:12 am/pm	7	22	8:14 am/pm
PLACE 3	Next PLACE NAME: My School	School address was provided in first telephone interview.	8:30 am/pm	5	12	2:50 am/pm
PLACE 4	Next PLACE NAME: Friend's House	1234 E. Columbia Ave. Spokane, WA 99208	3:03 am/pm	2	14	5:41 am/pm
PLACE 5	Next PLACE NAME: Hastings Video	7304 N. Division St. Spokane, WA 99208 E. Gozza Dr.	5:49 am/pm	2	5	6:17 am/pm
PLACE 6	Next PLACE NAME: My Home	Home address was provided in first telephone interview.	6:26 am/pm	2	1	6:27 am/pm
PLACE 7	Next PLACE NAME: Walk the dog	No address needed for walk, jog or bike trips that start & end at the same address.	6:27 am/pm	7	17, 14	6:36 am/pm
PLACE 8	Next PLACE NAME: My Home	Home address was provided in first telephone interview.	6:36 am/pm	7	1	Last PLACE of the day for this person.

- 7 Loop trips are trips that begin and end at the same address - like walking the dog, going for a jog or bike ride - without stopping at another PLACE. Record code 17 and any other code that applies from LIST 2 CODES.

*If you have questions, please ask your parents for help!*



# Example Travel Day

These photos correspond to the written example on the other side.

Your day will have different types of trips and you may have more or fewer PLACES to record.

Written example on other side! →

**STOP** DID YOU REMEMBER TO RECORD . . .

- ✓ Each stop you made, even quick stops to grab some food, get gas, or cash from an ATM?
- ✓ All trips you made even those after 6pm or after work?
- ✓ Exact place names and complete addresses?
- ✓ Accurate arrival and departure times?

WHAT DO I DO WITH MY COMPLETED LOGS?



**Keep your completed logs by the phone** – We will call you to collect the information. Or, you can call our toll-free survey hotline (877-261-4621) to provide your information.



**Mail** – After we collect your information by phone, return your completed logs in the postage paid envelope provided in your packet.

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**THANK YOU FOR YOUR PARTICIPATION!**

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or

Ed Hayes, SRTC  
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ehayes@src.org

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**SURVEY CONDUCTED BY NUSTATS ON BEHALF OF:**



Kootenai Metropolitan Planning Organization  
221 W. First Avenue, Suite 310  
Spokane, WA 99201-3613  
1.800.698.1927 • kmpo.net



**PERSONAL ONE-DAY TRAVEL AND ACTIVITY LOG FOR:**

Record each PLACE you go to and the ACTIVITIES you do there beginning at 3 a.m. (or when you wake up) on your assigned travel day and ending at 2:59 a.m. the following day (or when you go to sleep on your travel day).



Carry this log with you on your assigned travel day and record your activities and trips as you go - *this helps you record all the places you visit, the activities you do there, and to provide accurate arrival/departure times and complete addresses.*

← LISTS 1 & 2 are inside flap

Follow the easy to use example inside! →



Record each PLACE you go, beginning with wherever you are at 3 a.m. on your travel day.

Why Begin at 3 a.m.? Most people are home asleep at 3 a.m. If so, check **“Home,”** write all the activities you did there and then record the exact time you leave for the first time. If you are someplace other than your Home or Work, please provide the name and address of the location. **If your work involves driving (bus, real estate, plumbing, EMS, etc.) record trips made as part of your job as Code 4 - “Work-related.”**

	What is the NAME OF THE PLACE?	What is the ADDRESS? <i>Address City, State Zip Nearest Cross street and Landmark</i>	What TIME did you ARRIVE? <i>(record exact times)</i>	HOW did you get there? <i>(use LIST 1 CODES)</i>	WHAT did you do there? <i>(use LIST 2 CODES)</i>	What TIME did you LEAVE? <i>(record exact times)</i>
PLACE 1	WHERE were you at <b>3 a.m.</b> ? <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Other: _____		<del>                    </del>	<del>                    </del>		:      am/pm
PLACE 2	Next PLACE NAME:		:      am/pm			:      am/pm
PLACE 3	Next PLACE NAME:		:      am/pm			:      am/pm
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Did you record EVERY PLACE you went, even short walks, jogging, quick stops, and any place you went after returning home from work? Did you record exact place names, complete addresses and all activities? Did you include your trip home if it was the last trip of the day? If you have more than eight PLACES on your survey day, record the additional PLACES on a separate piece of paper.

**LIST 1 CODES: HOW did you get there?**

- 1 Driver - Auto/Truck/Van
- 2 Passenger - Auto/Truck/Van
- 3 Motorcycle/Moped
- 4 Public transit
- 5 School bus
- 6 Taxi/Limousine service
- 7 Walk
- 8 Bicycle
- 97 Other: *(write code 97 & tell us how you got there)*

**LIST 2 CODES: WHAT did you do there?**

- At-Home Activities:**
- 1 At home activities *(sleeping, watching TV, eating, personal care, housework, etc.)*
  - 2 Working at home *(job related-for pay)*
- Work/Work-Related:**
- 3 Work *(including regular volunteer work)*
  - 4 Work-related *(outside meeting, sales call, etc.)*
- Personal/Household:**
- 5 Minor shopping *(grocery, clothes, etc.)*
  - 6 Major shopping *(appliance, car, furniture)*
  - 7 Medical
  - 8 Personal business *(bank, pay bill, dry cleaning, non-shopping errands, etc.)*
  - 9 Visiting friends or relatives
  - 10 Religious service/meeting
  - 11 Community/Political meeting
- School**
- 12 Attend school or classes
- Entertainment/Recreation:**
- 13 Restaurant/fast food meal, drink at bar
  - 14 Outdoor recreation *(jogging, exercising, boating, hunting, fishing, hiking, etc.)*
  - 15 Indoor recreation *(bowling, gym, etc.)*
  - 16 Entertainment *(watch movie, sports event, etc.)*
- Other:**
- 17 Loop trip that begins & ends at the same address *(walking dog, jogging, biking, etc.)*
  - 18 Picking up someone
  - 19 Dropping off someone
  - 20 Quick stop *(gas, ATM, coffee, etc.)*
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# Instructions & Example Sheet

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PLACE 1	WHERE were you at 3 a.m. <input checked="" type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Other: _____	Home address was provided in first telephone interview.	<del>7:16 am/pm</del>	<del>1 </del>	1	6:58 am/pm
PLACE 2	Next PLACE NAME: Sande's Chevron	406 W. Appleway Ave. Coeur d'Alene, ID 83814 Lincoln Way	7:16 am/pm	1	20	7:21 am/pm
PLACE 3	Next PLACE NAME: My Work	Work address was provided in first telephone interview.	7:52 am/pm	1	3	12:01 am/pm
PLACE 4	Next PLACE NAME: Subway Restaurant	2102 N. 4th. St. Coeur d'Alene, ID 83814 E. Hattie Ave.	12:10 am/pm	7	13	12:52 am/pm
PLACE 5	Next PLACE NAME: My Work	Work address was provided in first telephone interview.	1:01 am/pm	7	3	5:11 am/pm
PLACE 6	Next PLACE NAME: My Home	Home address was provided in first telephone interview.	6:02 am/pm	1	1	7:05 am/pm
PLACE 7	Next PLACE NAME: Walk around neighborhood	No address needed for walk, jog or bike trips that start & end at the same address.	7:05 am/pm	7	17, 14	7:45 am/pm
PLACE 8	Next PLACE NAME: My Home	Home address was provided in first telephone interview.	7:45 am/pm	7	1	Last PLACE of the day for this person.

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**If you are 12 - 15 years old:**  
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**If you are under age 12:**  
Please give your log to your parents. We'll call them to get the information.

 **Mail** – After we call and get your information, please give your parents your completed log to mail back to us.

**THANK YOU FOR YOUR PARTICIPATION!**

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Record each PLACE you go, beginning with wherever you are at 3 a.m. on your travel day.

Why Begin at 3 a.m.? You will probably be home asleep at 3 a.m. If you are, check "Home," write everything you did there and then record the exact time you leave for the first time. If you are someplace other than your Home, please provide the name and address of the location.

	What is the NAME OF THE PLACE?	What is the ADDRESS? <i>Address City, State Zip Nearest Cross street and Landmark</i>	What TIME did you ARRIVE? <i>(record exact times)</i>	HOW did you get there? <i>(use LIST 1 CODES)</i>	WHAT did you do there? <i>(use LIST 2 CODES)</i>	What TIME did you LEAVE? <i>(record exact times)</i>
PLACE 1	WHERE were you at <b>3 a.m.</b> ? <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Other: _____		<del>                    </del>	<del>                    </del>		: am/pm
PLACE 2	Next PLACE NAME:		: am/pm			: am/pm
PLACE 3	Next PLACE NAME:		: am/pm			: am/pm
PLACE 4	Next PLACE NAME:		: am/pm			: am/pm
PLACE 5	Next PLACE NAME:		: am/pm			: am/pm
PLACE 6	Next PLACE NAME:		: am/pm			: am/pm
PLACE 7	Next PLACE NAME:		: am/pm			: am/pm
PLACE 8	Next PLACE NAME:		: am/pm			: am/pm



Did you record EVERY PLACE you went, even the park, walking to a friend's or a convenience store, and any place you went after returning home from school? Did you record exact place names, complete addresses and all activities? Did you include your trip home if it was the last trip of the day? If you have more than eight PLACES on your survey day, record the additional PLACES on a separate piece of paper.

**LIST 1 CODES: HOW did you get there?**

- 2 Passenger in a car, truck, or van
- 3 Passenger on a Motorcycle or Moped
- 4 Public transit (*Spokane Transit Authority*)
- 5 School bus
- 6 Taxi/Limousine service
- 7 Walk
- 8 Bicycle
- 97 Other: (*write code 97 & tell us how you got there*)

**LIST 2 CODES: WHAT did you do there?**

- At-Home Activities:**
- 1 At home activities (*sleeping, watching TV, eating, on computer, hanging out, etc.*)
- Personal/Household: (Not at home)**
- 5 Shopping (*buying clothes, games, DVDs, etc.*)
  - 7 Doctor or Dentist appointment
  - 9 Hanging out (*with friends, at mall, etc.*)
  - 10 Church
- School**
- 12 At school, school event, after-school program, or daycare
- Entertainment/Recreation: (Not at home)**
- 13 Restaurant/fast food meal
  - 14 Outdoor recreation (*exercising, baseball, softball, basketball, soccer, tennis, hockey, etc.*)
  - 15 Indoor recreation (*skating, gymnastics, tennis, etc.*)
  - 16 Entertainment (*watch movie, sports event, etc.*)
- Other:**
- 17 Loop trip that begins & ends at the same address (*walking dog, jogging, biking, etc.*)
  - 18 Picking up someone
  - 19 Dropping off someone
  - 20 Quick stop for drinks, snacks, etc.
  - 21 Tagging along with someone else on their activity
  - 22 Change mode of transportation (*from walk to bus, bus to walk, car to bus, etc.*)
  - 97 Other: (*write code 97 & tell us what you did*)

# Instructions & Example Sheet

- 1 Begin your Log wherever you are at 3 a.m. on your Travel Day. Record every PLACE you go, even quick stops on the way to school, or after you get home, including walking the dog, biking, jogging, or going to the park.
- 2 Record the PLACE NAME and COMPLETE ADDRESS (including a cross street & landmark).
- 3 Record the EXACT TIME you ARRIVE at each place.
- 4 Record the code from LIST 1 CODES (located on the flap in Log) for "HOW did you get there?"
- 5 Record the code from LIST 2 CODES (located on the flap in Log) for "WHAT did you do there?"
- 6 Record the EXACT TIME you LEAVE each place.

	1 What is the NAME OF THE PLACE?	2 What is the ADDRESS? <i>Address City, State Zip Nearest Cross street &amp; Landmark</i>	3 What TIME did you ARRIVE? <i>(record exact times)</i>	4 HOW did you get there? <i>(use LIST 1 CODES)</i>	5 WHAT did you do there? <i>(use LIST 2 CODES)</i>	6 What TIME did you LEAVE? <i>(record exact times)</i>
PLACE 1	WHERE were you at 3 a.m. <input checked="" type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Other: _____	Home address was provided in first telephone interview.	<del>8:12 am/pm</del>	<del>7</del>	1	8:11 am/pm
PLACE 2	Next PLACE NAME: School Bus Stop	N. 19th St. & E. Thomas Ln. Coeur d'Alene, ID 88314	8:12 am/pm	7	22	8:14 am/pm
PLACE 3	Next PLACE NAME: My School	School address was provided in first telephone interview.	8:30 am/pm	5	12	2:50 am/pm
PLACE 4	Next PLACE NAME: Friend's House	1234 E. Gilbert Ave. Coeur d'Alene, ID 88314	3:03 am/pm	2	14	5:41 am/pm
PLACE 5	Next PLACE NAME: Hastings Video	101 Best Ave. Coeur d'Alene, ID 88314 N. Government Way	5:49 am/pm	2	5	6:17 am/pm
PLACE 6	Next PLACE NAME: My Home	Home address was provided in first telephone interview.	6:26 am/pm	2	1	6:27 am/pm
PLACE 7	Next PLACE NAME: Walk the dog	No address needed for walk, jog or bike trips that start & end at the same address.	6:27 am/pm	7	17, 14	6:36 am/pm
PLACE 8	Next PLACE NAME: My Home	Home address was provided in first telephone interview.	6:36 am/pm	7	1	Last PLACE of the day for this person.

- 7 Loop trips are trips that begin and end at the same address - like walking the dog, going for a jog or bike ride - without stopping at another PLACE. Record code 17 and any other code that applies from LIST 2 CODES.

*If you have questions, please ask your parents for help!*



# Example Travel Day

These photos correspond to the written example on the other side.

Your day will have different types of trips and you may have more or fewer PLACES to record.

Written example on other side! →



# APPENDIX G. TRIP RETRIEVAL QUESTIONNAIRE

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## Spokane County and Kootenai County Household Travel Survey Trip Retrieval Questionnaire

### Introduction

Hi – my name is \_\_\_\_\_ and I'm calling on behalf of the Spokane Regional Transportation Council<sup>1</sup>, regarding the Transportation Travel Study your household recently completed. May I please speak with [RESPONDENT] or someone over the age of 18? I'm calling to collect your travel information.

Our records show that you recorded travel on [ASSN].

### Activity Data

DATA IS GATHERED FOR EACH HOUSEHOLD MEMBER

ENTER PERSON #

P1 – INTERVWD

Note to Interviewer: WAS THIS PERSON INTERVIEWED

- 1 Yes
- 2 No

**[If INTERVWD=1]- ELSE SKIP TO PTYPE**

P1a – TYPDAY

In general would you say that ASSN was a typical day for you?

- 1 Yes
- 2 No – Why not?(Enter Why)

P1b – TYPPLAN

Was most of your travel for this day planned in advance or did you change your plans as the day progressed?

- 1 Planned
- 2 Changed – What happened that caused the change in plans? (Enter Reason)

P2 - PTYPE

IF PLACE 1: Okay, let's start at the beginning of your travel day. Where were you at 3 am on [ASSN]?  
OTHERWISE: Where did you go next?

- 01 HOME
- 02 MY PRIMARY WORKPLACE PROVIDED IN RECRUITMENT
- 12 CORRECTED / NEW PRIMARY WORK ADDRESS
- 03 MY SCHOOL
- 13 CORRECTED / NEW SCHOOL ADDRESS
- 77 PREVIOUSLY ENTERED PLACE > ROW NUMBER
- 88 NEW PLACE
- 99 OUT OF THE TRAVEL STUDY AREA

**[If PLANO > 1]- ELSE SKIP**

---

<sup>1</sup> Or, Kootenai Metropolitan Planning Organization, depending on which county as been called.

P2A – PLACHECK

Did you/NAME make any stops along your travel to [ptype] (this place), such as a quick errand, to stop for gas, grab some food, or to pick up drop off a friend or family member?

- 1 Yes – Flag a counter variable ADDCHEK1 then take interviewer back to collect unreported trip info at the front of this roster.
- 2 No – CONTINUE COLLECTING CURRENT TRIP

**[If PTYPE=12,13,88 or 99]- ELSE SKIP TO ARR\_TIME**

P3 – P12

OBTAIN NAME AND ADDRESS INFORMATION FOR PLACE

- [PNAME] - Location:
- [PAD\_NUM] - Address Number
- [PAD\_NAM] - Address Street Name
- [PAD\_TYP] - Address Street Type
- [PAD\_DIR] - Address Street Direction
- [PCITY] - City
- [PSTAT] - State:
- [PZIP] - ZIP:
- [PXSTR] - Cross Streets:
- [PLAND] - Landmarks:

P13 – ARR\_TIME

IF PLACE 1: ENTER 0300. What time did you arrive at this location?  
[ENTER IN MILITARY TIME]

P14 – MODE

How did you get to this place? MULTIPLE CHOICE

- 1 Personal auto driver
- 2 Personal auto passenger
- 3 Motorcycle/Moped
- 4 Public Transit (Spokane Transit Authority)
- 5 School Bus
- 6 Taxi/Limousine service
- 7 Walk
- 8 Bicycle
- 97 Other, specify
- 99 DK/RF

**[If MODE=4]- ELSE SKIP TO PARTY**

P15 – BUSROUTE

Which bus route was used?  
[ENTER ROUTE]

P16 – PARTY

How many people, including yourself, were on this activity?

**[If PARTY > 0]- ELSE SKIP TO PAYPARK**

P17 - HH\_MEM

How many other household members were on this activity with you?

**[If HH\_MEM > 0]- ELSE SKIP TO PAYPARK**

P18 – PER\_TRP

Which household members were these?  
[ENTER PERSON NUMBERS]

**[If MODE 1-3]- ELSE SKIP TO FAREAMNT**

**P19 – PAYPARK**

How much did you pay for parking?  
\$[##.##]

**P20 – PARKTYPE**

Where did you park?  
1 Parking garage  
2 Parking lot  
3 On-street parking  
9 DK/RF

**[If MODE (4,6,7)]- ELSE SKIP TO VEHAVAIL**

**P21 – FAREAMNT**

How much did they pay for ride?  
\$[##.##]

**P22 - VEHAVAIL**

Was a personal automobile available for this activity?  
1 Yes  
2 No  
8 Don't Know  
9 REFUSED

**P22 - VEHAVAIL**

Was a personal automobile available for this activity?  
1 Yes  
2 No  
8 Don't Know  
9 REFUSED

**[If INTERVWD=1]- ELSE SKIP TO PTYPE**

**P22a - GENTRAV**

Was your travel to this location part of your general travel plan for the day, or was it an unexpected trip that resulted from other things that occurred that day?

- 1 Planned general travel
- 2 Unexpected trip

**P23 – ACTIV1**

What was your MAIN activity you did at this location?  
1 At home activities (sleeping, watching TV, eating, personal care, housework, etc.)  
2 Working at home (job related-for pay)  
3 Work (including regular volunteer work)  
4 Work-related (meeting, errand, etc.)  
5 Minor Shopping (frequent, grocery, clothes)  
6 Major Shopping (occasional, COSTCO, appliance, car, etc.)  
7 Medical  
8 Personal business (bank, pay bill, dry cleaning, errands, etc.)  
9 Visiting friends or relatives  
10 Religious  
11 Community/Political meeting  
12 Attend school or classes

- 13 Eating or drinking at restaurant/bar
- 14 Outdoor recreation participation (skiing, snowmobiling, fishing, hiking, etc.)
- 15 Indoor recreation participation (bowling, ice skating, etc.)
- 16 Entertainment (movie, sports event, show, etc.)
- 17 Loop trip beginning and ending at home (walking dog, jogging, biking, etc.)
- 18 Picking up someone
- 19 Dropping off someone
- 20 Quick stop (gas, ATM, coffee, newspaper)
- 21 Tagging along with someone else on their activity
- 22 Change Mode of Travel
- 97 OTHER SPECIFY
- 99 DON'T KNOW/ REFUSED

P24 – ACTIV2-3

Where there any other activities you did at this location? [ALLOW 2 MORE]  
[SAME CODESET AS ACTIV1]

P25 – DEP\_TIME

IF LAST PLACE: ENTER 0259. What time did you leave this location?  
[ENTER IN MILITARY TIME]

**[If DEP\_TIME = 259] ELSE SKIP**

P26 - LASTTRIP

Did you/NAME make any additional trips after you were settled in for the evening, such as to run a quick errand, grocery shopping, video rental, grab a bite to eat, or to pick up drop off another person?

- 1 Yes – Flag a counter variable ADDCHEK2 - GO BACK TO CHANGE DEPARTURE TIME  
AND COLLECT UNREPORTED TRIPS
- 2 No – CONTINUE TO NEXT PERSON

P27 – NOTRAV

IF NO TRAVEL: Why did you not travel on this day?  
[ENTER REASON]

LOOP BACK TO OBTAIN NEXT PLACE OR ADDITIONAL PEOPLE

Great, those are all the questions I have for you today. We appreciate you for taking the time to help us with this important study. Thank you and good day/evening.

## **Appendix D**

**Public Comment**

**Public Comments Received Regarding Spokane County Coordinated  
Public Transit-Human Services Transportation Plan**

- The match required to receive SAFETEA-LU money can be a major barrier to area social service agencies.
- Perhaps classifications should be developed to determine how severe a citizens' disability is.
- It is difficult to find services for younger people in wheelchairs.
- Lack of sidewalks is a major issue in the Spokane area.
- More protected, clean, covered bus shelters are needed in the area.
- There is going to be a push in effect to educate government agencies to take into consideration the age wave that is approaching. The amount and affect of 'baby boomers' should be incorporated into every plan and document developed.
- Jurisdictions should look into some of the new kinds of crosswalks being used in European countries.
- Start a public service campaign of how to behave on public transit.

December 11, 2007

Susan Millbank  
Community Ombudsman  
Accessibility Officer  
Spokane Transit  
1230 W Boone Ave  
Spokane, WA 99201

Dear Ms. Milbank:

This letter is to provide you with comments on behalf of the Kalispel Tribe of Indians, in response to the Draft Spokane County Coordinated Public Transit- Human Services Transportation Plan.

The Kalispel Tribe consists of 394 members; of these, about 98 members live on the Kalispel Indian Reservation located near the communities of Usk and Cusick in Pend Oreille County, and about 100 members live in Spokane County. The total land area within the boundaries of the Kalispel Indian Reservation is 4,781 acres. The Tribe also has 290 acres of Reservation lands in Airway Heights within Spokane County. Recently, the Tribe was awarded a grant through the Federal Transit Administration (FTA) to help address tribal transportation needs. As a result, the Tribe is examining and documenting in more detail its transportation needs and possible alternatives to address these needs.

Many of the needs and concerns faced by tribal members are consistent with those identified through your planning process. In particular, we concur with the needs to:

- **Expand fixed routes and service hours.** Some tribal members residing or working in Spokane rely on Spokane Transit. In addition, the Tribe sponsors court-mandated treatment programs in its Airway Heights facility; these classes or workshops often do not end until 9:00 pm. Persons traveling in the evening, and especially those who make a transfer to another route, must often endure long and inconvenient travel times.
- **Improve transportation from rural areas into Spokane.** This issue has been raised numerous times through our planning process. Many elders would like to travel more frequently into Spokane for medical appointments, or to take advantage of cultural or social events occurring in Spokane. The lack of transportation has prevented them from accessing the city. In addition, it is important to point out that transportation is needed from Spokane into Usk and to Tribal headquarters. Most tribal employees reside in Spokane and travel to Usk

for employment purposes. A new Wellness Center is opening in 2008, which will expand the number of employees on-site.

- **Transportation between rural areas and job centers is a priority need.** Again, we concur with the identification of this need. As you have pointed out, employment opportunities are limited for those without access to a car, or for persons without a valid driver's license, insurance, etc.

We would also like to comment on the strategies you have identified, in particular the following:

- **Develop alternate service outside of Spokane Transit.** As mentioned above, tribal members experience significant transportation needs to travel between tribal headquarters and Spokane. We support any strategies that would enhance transportation to address this need.
- **Meet with employers to discuss where transportation boundaries are and what is available to get employees and/or customers to their businesses.** We concur that this is a viable strategy, and we would welcome an opportunity to meet with you about our employment related needs. We also suggest you consider using JARC funds to expand evening bus service that serves the Airway Heights facility (presently served by Route #61) that provides mandatory workshops for persons who are transit dependent and required to complete treatment programs in order to access employment or training opportunities.

We would like to request that the final plan make specific reference to the transportation needs of tribal transportation members and include the suggested strategies referenced in this letter.

Thank you very much for the opportunity to provide comments on the draft plan.

Sincerely yours,

Paul Wilson, Director  
Department of Community Planning & Development



# AGING & LONG TERM CARE OF EASTERN WASHINGTON

1222 N. Post, Spokane, Washington 99201 • (509) 458-2509 • FAX (509) 458-2003

December 3, 2007

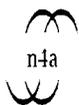
Staci Leham  
Spokane Regional Transportation Council  
221 West First Avenue, Suite 310  
Spokane, WA 99201

RE: Letter of Comment

Dear Ms Leham:

As the local Area Agency on Aging (AAA), Aging and Long Term Care of Eastern Washington (ALTCEW) knows that the availability of transportation services is a crucial component for maintaining the independence of older persons and individuals with disabilities living in Spokane County. In the past, ALTCEW has worked close with the Spokane Regional Transportation Council (SRTC), Spokane Transit Authority (STA) and other community-based organizations to improve and/or expand the availability of transportation services in Spokane County. ALTCEW appreciated the opportunity to be involved in the initial development of the Spokane County Coordinated Public Transit-Human Services Transportation Plan. Implementation strategies for mitigating need are well developed. We also support the establishment of a work group including representation from social service agencies providing activities for seniors and individuals with disabilities. ALTCEW will continue the availability of staff in support of the work group's efforts. Reconvening a large stakeholder meeting at least once a year for coordination and long-range planning is a sound practice.

With that same spirit of cooperation, we support the general principles outlined in the draft Spokane County Coordinated Public Transit-Human Services Transportation Plan. We also offer our specific support to the efforts in applying for funding under the provisions of the Safe, Accountable Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETY-LU). We suggest that, the Job Access and Reverse Commute (JARC) funds may prove to be a way to provide paid and non-paid caregivers transportation services during non-traditional work hours and days. The Section 5310 funds could be used for capital costs related to providing services to seniors and people with disabilities by making vans and small buses available to non-profit organizations in Spokane County.



For individuals with disabilities living in Spokane County, the New Freedom Program may prove to be the most significant of the three by funding new or enhanced public transportation alternatives beyond those required by the Americans With Disabilities Act (ADA). We encourage the use of New Freedom funds to accomplish the following: (a) Provide transportation services in geographic areas beyond the current paratransit boundaries; (b) Use the funds to provide and/or expand transportation services like the Care Cars model for people too frail to use paratransit; and (c) Build additional transportation facilities such as sidewalks, accessible bus stops and shelters.

It is Aging and Long Term Care of Eastern Washington's hope that the addition and coordination of these programs will provide a significant increase in needed resources available for older persons and individuals with disabilities living in Spokane County.

Please let me know if I can be of any further assistance.

Sincerely,

A handwritten signature in black ink that reads "Nick Beamer". The signature is fluid and cursive, with a long horizontal flourish extending to the right. Below the signature, the initials "SLS" are written in a smaller, simpler hand.

Nick Beamer  
Executive Director

pc: Fran Bessermin  
Maria Henandez-Peck  
Mike Hilborn  
Susan Millbank  
Sharen Schermer

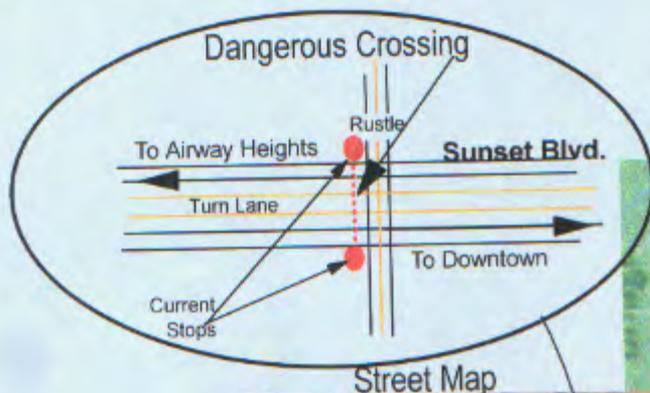
# Request to Spokane Transit Authority -- RE: Adjustment to Route 64

This is a request to have a route adjustment and new bus stop located at the corner of Rustle Street and Westcliff Pl. on Sunset Hill in West Spokane.

**Neighborhood information:** 1) The STA had a route into this area during the EXPO that was later discontinued. Since that time there has been a growth of 262 residential units and a office building (under construction) in a four block area, on Rustle Rd. and Westcliff Pl. Many of the residents are aging and elderly. 2) For individuals seeking to go downtown from the North side of the Sunset Blvd. they are required to cross five lanes of traffic (without a crosswalk) to get to the bus stop. 3) That stretch of Sunset Blvd. is on a hill where eastbound traffic is rounding a corner before turning downhill and the speed limit is reducing to 40 MPH, requiring special attention from drivers to observe dashboard information, taking attention away from unprotected pedestrians. 4) Drivers coming uphill are attempting to not lose speed (esp. trucks). 5) During rain & snow in either direction and during sunset for drivers traveling west, visibility is greatly reduced. 6) A new Wal\*Mart Superstore has opened up 4 miles west on Sunset Blvd. and will draw shoppers from more distant locations. Already traffic is increasing and as development continues the traffic will make this crossing area even more dangerous. 7) An informal neighborhood poll is being organized, if a professional survey is needed there are volunteers willing to help.

**Adjustment Request:** Have Transit Bus exit Sunset Blvd. at Assembly, and take the 7/10 mile loop, traveling to Deska Drive, then turn right onto Rustle Rd. with a stop at the intersection of Rustle and Westcliff Pl. The bus could then travel back to Assembly via Burch and continue on to serve the south side of Sunset Blvd. as it always has. (Adjustment noted in green, on maps below.)

Contact Person: Mara Greene  
1311 S Westcliff Pl. #307  
Spokane WA 99224  
509.989.4211



Transit Route Map

