

**Your opinion is welcome
and valued at STA!**

***Do you want more discount
options?***

***Do you want to pay as you
go and save money?***

***How important is a cash
fare option on the bus?***

**Learn more and share your input
SpokaneTransit.com/FareSurvey**



Spokane Transit

If you have a disability and require special accommodation to participate, or if the information is needed in another language, please contact (509) 325-6094.

Si necesita información en otro idioma, comuníquese al (509) 325-6094.

Для получения информации на другом языке звоните по тел. (509) 325-6094.

Nếu quý vị cần thông tin bằng một ngôn ngữ khác, xin vui lòng gọi số (509) 325-6094.

**Give your feedback on STA's
proposed new fare policy!**



USE YOUR CELLPHONE TO SCAN THE QR CODE
AND TAKE THE FARE POLICY SURVEY

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Modern Fares for a Modern Transit System

Spokane Transit will soon implement a modernized fare collection system that empowers riders to manage their fares online and to use contactless fare payment tools like mobile devices or STA's new smartcard.

This important technology improvement stems from customer feedback to make the fare payment process easier, more convenient and more accessible. It also has the operational benefit of enabling faster boarding times as fewer customers pay the fare with cash.

Most importantly, however, this new approach to fare payment aims to create the best value for STA's customers by ensuring they pay the right fare for the way they ride transit. These changes help address fare inequities and increase access to public transit for all by reducing financial barriers.



WHY HAVE FARES?

Fares are an important revenue source and pay for about 20% of the cost to provide public transit. Without them, the region would have less transit service

NEW SMARTCARDS

Most customers would manage their smartcard funds by adding value to an online fare account with a debit or credit card, then paying their fare with their smartcard or mobile app.

Those who cannot use an online account will have access to the expanded retail outlet network and STA Plaza where cash or debit/credit cards can be used to load value.

NEW DISCOUNTS

Honored Rider (60+): 50% fare discount for people 60 and older and individuals with disabilities.

Stars & Stripes: 50% fare discount for active-duty military personnel and veterans

Rider-In-Training: Unlimited free riders for pass holders ages 6-12

Rider's License: 50% fare discount for youth pass holders ages 13-18

Student: A 20% discount for those enrolled in educational or training programs

FARE CAPPING

Fare capping rewards passengers with unlimited rides for a day or a month, after they've spent the same amount as a Day Pass or Month Pass with their smartcard.

MONTHLY PASS

Each month, a customer with an STA smart card would pay \$2 per trip until they've taken 30 trips and paid a total of \$60, which equals the cost of a monthly pass. After that, the customer would get unlimited trips for the rest of the month.

DAY PASS

A customer with an STA smart card would pay \$2 for the first ride of the day. The second ride of the day would be an additional \$2, which means the customer would have paid for the cost of a \$4 Day Pass. The customer would then have unlimited rides for the rest of the day without paying more.

PAYING WITH CASH

Passengers paying with cash can delay the bus, causing transfer connections to be missed and congestion as traffic backs up behind the bus.

The STA Plaza and region-wide retail network locations would allow cash-paying customers to load funds to their online fare accounts. This reduces the number of passengers paying cash at the farebox.

Take the survey & give STA your feedback
at SpokaneTransit.com/FareSurvey.