



WSTA Proposed Service Changes

Preliminary Community Feedback

March 4, 2026

Scan the QR Code



to visit the website
and [take our survey!](#)



- **Survey data indicates public response to the Proposed Service Changes depends heavily on two things:**
 - **Is the Route that the survey respondent uses the most proposed for elimination?**
 - **Are they taking the survey:**
 - **on paper** (where there are City staff nearby to answer questions) or
 - **online** (where there is not a way to immediately ask questions)

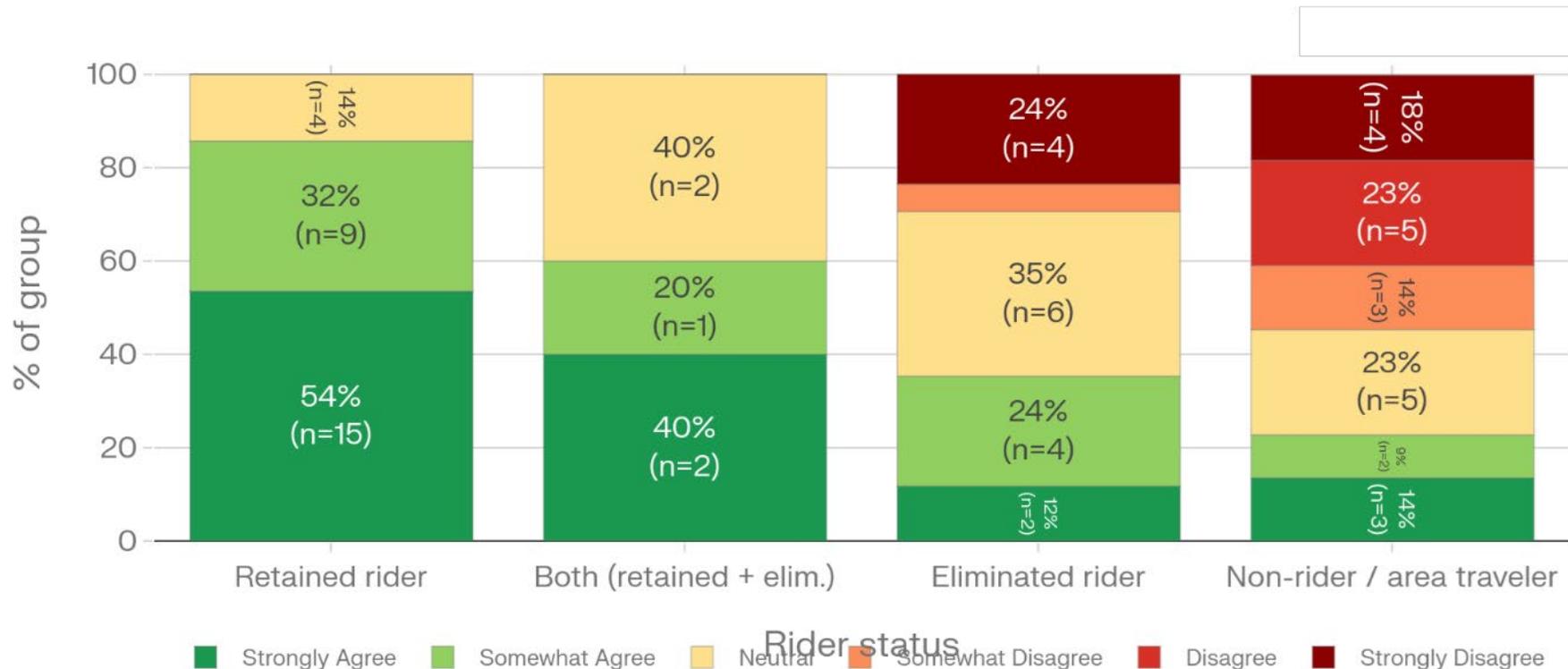


Response to 30-Minute Service: Online

- Agree or Disagree: *“Buses arriving every 30 minutes will make me more likely to ride WSTA.”*

Frequency increase agreement by rider status

All retained routes (92,93,96,86,105,81,103,89) | n=72 responses

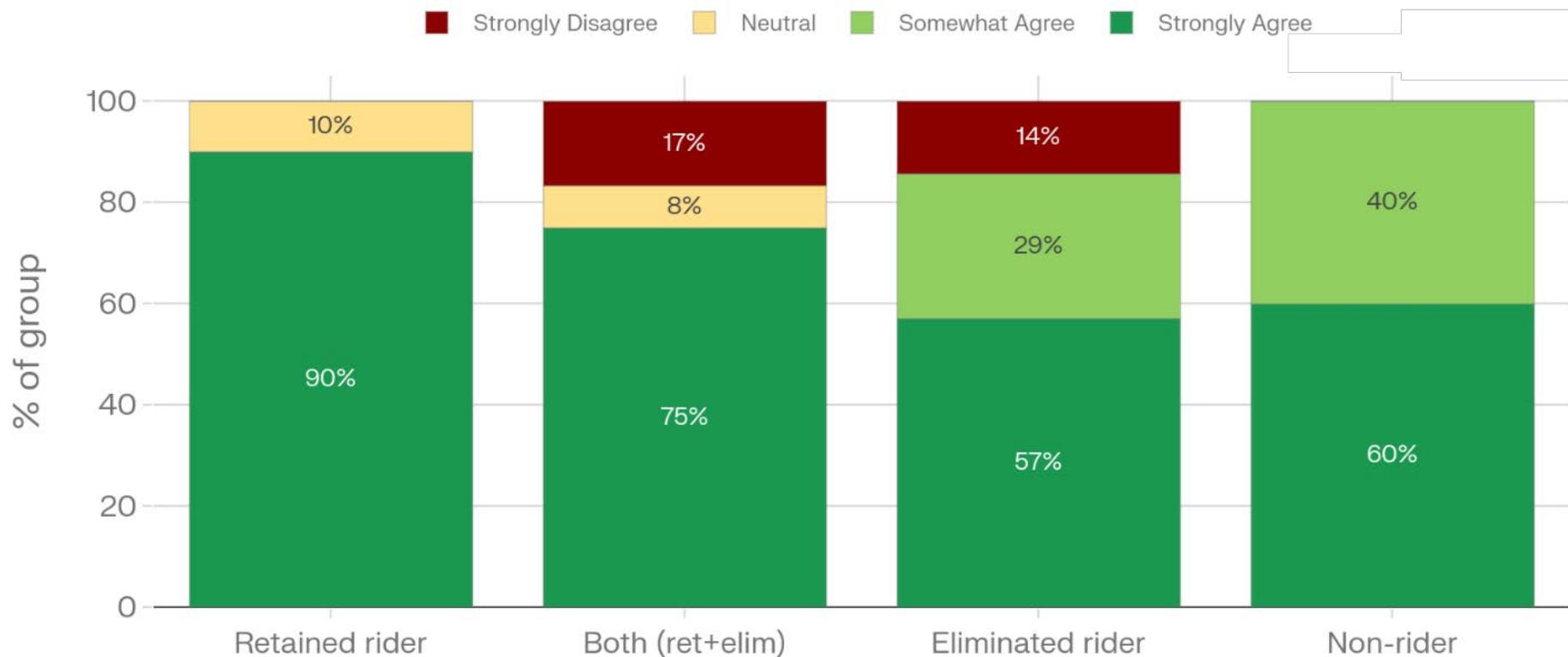




- **Agree or Disagree: “Buses arriving every 30 minutes will make me more likely to ride WSTA.”**

Frequency increase agreement by rider status — PAPER surveys

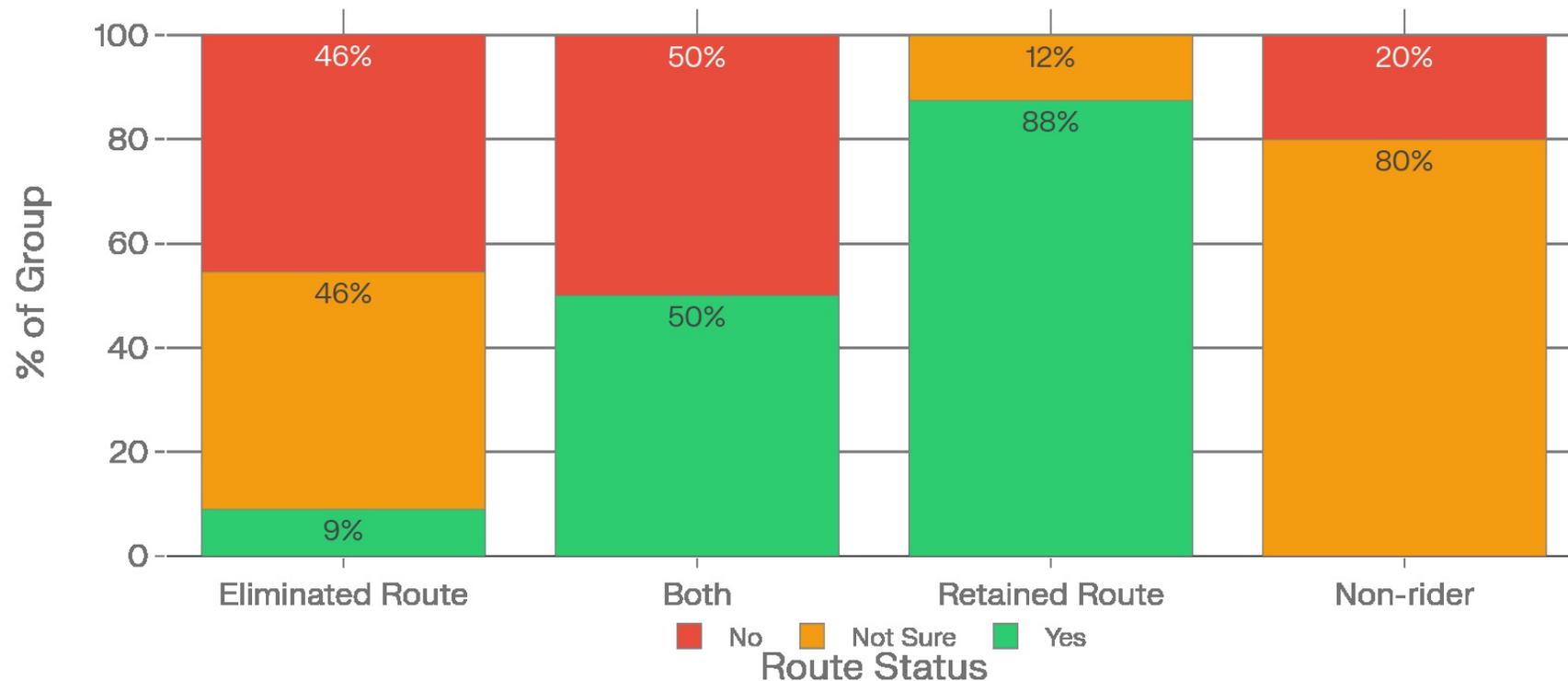
All retained routes (92,93,96,86,105,81,103,89) | n=34 responses



- ***“Do you think you would use the new WSTA-X crosstown route?”***

WSTA-X Receptivity by Route Status (All Areas)

North + South combined | n=39 responses

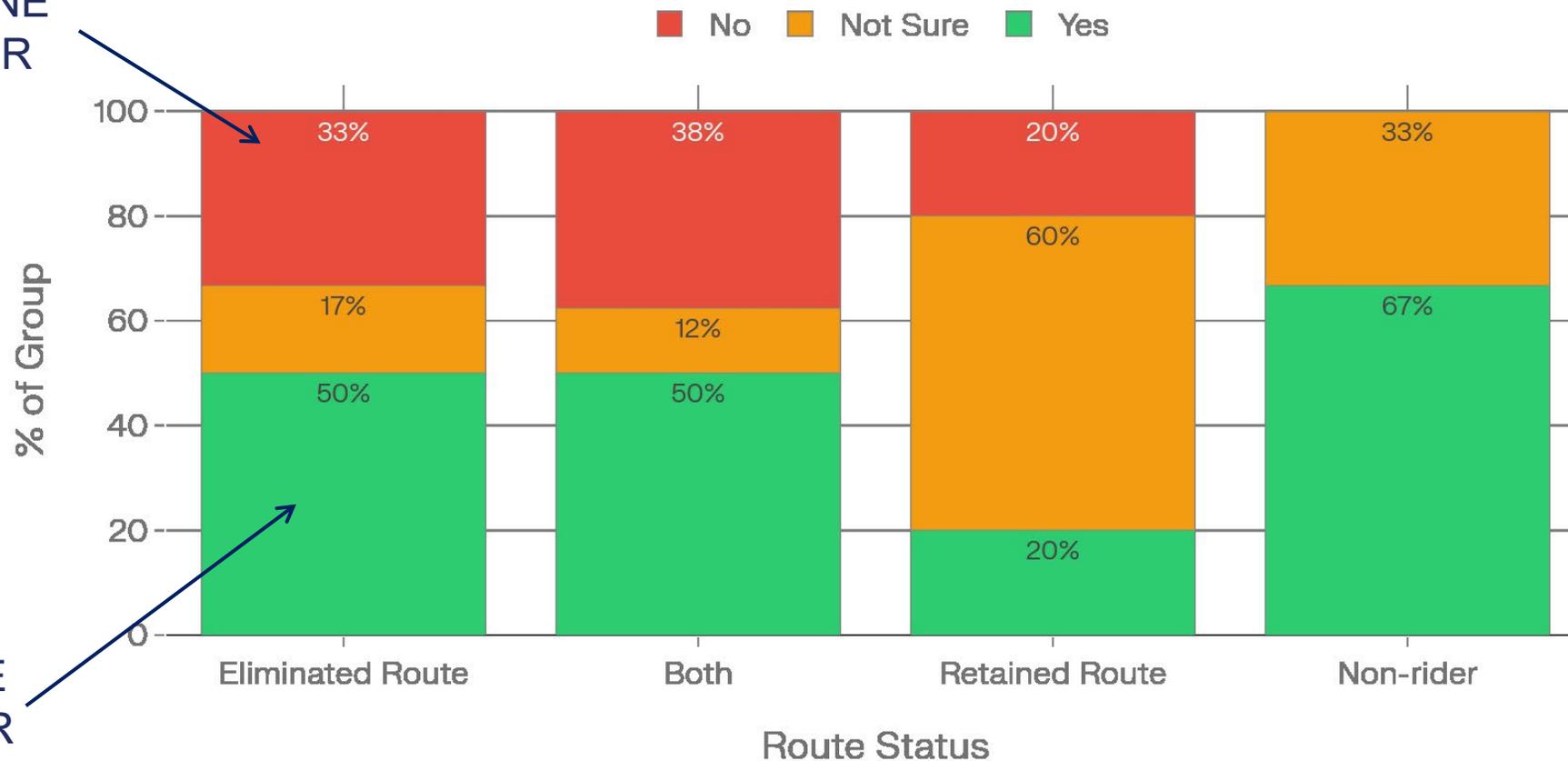


- “Do you think you would use the new WSTA-X crosstown route?”

WSTA-X Receptivity by Route Status — PAPER surveys

North + South combined | n=22 responses

NO:
46% ONLINE
33% PAPER



YES:
9% ONLINE
50% PAPER



- **SE paper respondents show stronger frequency support:** Routes 86 and 105 received near-unanimous "Strongly Agree" on frequency (5 and 7 respectively), with only 1 "Strongly Disagree" each — much more enthusiastic than the divided online SE responses where disagreement was common.
- **Consistent Route 108 Rider Concern** – both online and paper survey takers indicate that the loss of Route 108 is significant for them. 11 out of 15 respondents said there is no other way to make their trip.
- **Varied Route 101 Rider Concern** – the proposed WSTA-X South overlaps with much of today's Route 101. About half of Route 101 riders believe they will be able to complete their trips using other routes. The remainder of the 15 respondents are split between "not sure" and "unable to complete their trip."



- **Only 11 respondents** across both online and paper combined
- **Low comments on routes with other fixed-route alternatives:**
 - **Route 82** – did not receive a single comment
 - **Route 102** – only 2 comments
- **Ride frequency is low:** 3 ride only 1–5 times per month; only 1 rides every day. The SW online sample includes more people who use WSTA occasionally.
- **WSTA-X Interest:** 5 said “Yes,” 3 said “Not Sure,” None said “No”



- **Route 87 shortening** – 10 comments, 5 can still use WSTA
- **Route 88** – several riders concerned about lost access to Woods Rd. Some may be eligible for Trans-AID
- **Route 89** frequency change was positively received
- **Route 109 impact not as bad in paper surveys:** Online riders were **80% negative**; paper riders were only **43% negative**, with 5 of 7 saying they *can* complete their trip via WSTA-X North or alternatives.
- **WSTA-X North & Microtransit:** 1/3 plan to use them, 1/3 do not, 1/3 are not sure



- **Most NE Changes widely supported**
- **Route 93** – Approx. 50% would walk to Cameron Ave to use Route 93, 50% would walk to New Walkertown Rd to use Route 96. Most or all would keep using WSTA.
- **Route 92 and 96** frequency increases supported.



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