

# September 2011 Service Reductions

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## Preliminary Proposal

***Prepared for:***  
**Board of Directors**

***Prepared by:***  
**Planning Department**

**Revised Final**

**9/30/2010**



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**This preliminary proposal was revised September 29, 2010 to reflect a consideration to Route 29 that was not included in the report submitted to the Board.**

**This preliminary proposal was revised September 30, 2010 to reflect changes to the Cheney options that were not included in the report submitted to the Board**

# Executive Summary

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Similar to conditions throughout the state and nation, economic decline and resulting decrease in sales tax revenue is requiring Spokane Transit to find cost savings and reductions. Spokane Transit is now experiencing a third year of reductions in sales tax revenue; the source of over two-thirds of its operating budget. With the majority of STA's resources dedicated to operating Fixed-Route and Paratransit service, it is impossible to make significant reductions in expenses without cutting the service provided to our customers. This month STA customers will experience the cut of nearly 3% of service approved in June 2010, affecting hundreds of daily bus passengers and also resulting in a contraction in the Paratransit service area to become effective in March 2011. The 2010 budget projected sustainable financial conditions dependent on the following service reductions in Fixed Route operations: 2% for 2011, 7% in both 2011 and 2012, representing a 16% reduction in Fixed-Route service compared to 2009. The contents of this report represent a preliminary proposal for the second phase of service reductions.

## Development of the Preliminary Proposal

Earlier in 2010, the STA Board of Directors adopted *Connect Spokane, A Comprehensive Plan for Public Transportation*. The plan establishes a framework for planning decisions now and into the future. Two key elements of the plan directly influence the development of service reductions: the High Performance Transit (HPT) Network element and the Fixed Route Service element. The HPT Network represents a long-term vision of enhanced transit service in the region, while the Fixed-Route element embodies the service design guidelines affecting near-term service delivery. In April 2010 the Board of Directors re-affirmed the need to continue planning for service reductions using the following criteria for the development of the preliminary proposal:

- Adhere to the adopted Service Design Guidelines (Fixed-Route Service element);
- Be consistent with the proposed High Performance Transit Network; and,
- Minimize ridership impact to the greatest extent possible.

STA Planning staff collaborated with other departments within the organization and sought input from coach operators and other front-line staff. In addition, input from customers and partners in Cheney have contributed to the proposed options for providing service to and within Cheney.

## Proposed Reductions and Revisions

A targeted seven percent reduction in service represents 30,500 annual platform hours of service. The proposal within this report exceeds the target by an estimated 3,500 to 7,500 annual platform hours in order to accommodate public input to the degree that is possible when cutting service. Based upon current ridership on the routes, route segments and the system today, the initial range of ridership loss is expected to be between 740,000 and 1,040,000 annual passenger boardings representing 6-9% of 2009 fixed-route ridership. The following provides a summary of the type of changes proposed and the routes that could be affected.

### Proposed Route Eliminations

In this report there are nine routes proposed to be discontinued. Roughly half of these routes do not meet two or more performance standards in the Route Performance Report issued in April 2010 and generally carry a disproportionately smaller number of passengers than an average-performing route. Some of the routes proposed to be eliminated perform satisfactorily by most standards but their loss can be mitigated with service provided on adjacent or collocated alignments. The routes proposed for elimination are:

Proposed Route Eliminations
30 Francis
31 Garland
41 Latah*
42 Maple
46 Altamont
62 Medical Lake Hospitals*
67 Medical Lake / Geiger*
72 Liberty Lake Express
95 Millwood

\*Complete eliminations with no mitigating adjustments to other bus routes

### Proposed Routing Adjustments

In order to reduce costs and mitigate the loss of service provided by the routes above, routing adjustments are proposed for the following routes. The routing adjustments vary significantly in anticipated impact on ridership; in some cases the adjustments impact 10-20 daily boardings while other changes, if implemented, would affect hundreds.

<b>Proposed Routing Adjustments</b>	
22 NW Boulevard	45 Southeast Boulevard
23 Maple / Ash	61 Hwy 2 / Browne's Addition
26 Addison	65 Cheney/EWU
27 Crestline	66 EWU
28 Nevada	74 Valley Limited
29 S.C.C.	90 Sprague
32 Trent / Indiana	91 Mission
43 Lincoln / 37 <sup>th</sup> Ave	96 Pines
44 29 <sup>th</sup> Ave	97 South Valley

### **Proposed Adjustments to Service Span and Headway**

This proposal also includes adjusting the headways or span of service on routes to reduce costs and/or mitigate loss service on other routes. The routes affected by these suggested changes are listed below.

<b>Proposed Headway/Span Adjustments</b>
1 Plaza / Arena Shuttle
2 Southside Medical Shuttle
74 Valley Limited
90 Sprague
91 Mission
124 North Express

### **Proposed New Routes**

In addition to the proposed changes above, Spokane Transit is proposing two new routes to mitigate proposed reductions and route revisions. New route 98 Greenacres is proposed to travel between the Valley Transit Center and Greenacres to mitigate the proposed adjustments to the Route 90 Sprague that would result in the 90 terminating at the Valley Transit Center. New route 68 1<sup>st</sup> Street is proposed to operate within the city of Cheney to mitigate the loss of full-time service on the Route 65 Cheney.

### **Potential Paratransit Impacts**

Paratransit is provided under federal law for those whose disability prevents them from riding Fixed-Route bus service. In accordance with the law, Spokane Transit serves locations that are within three-quarters of a mile from a bus route. While the proposal does not directly propose to curtail the level of Paratransit service, some of the proposed route eliminations and routing

adjustments reduce the Paratransit service area. Below is a listing of the areas impacted, the number of registered Paratransit customers residing in those areas, and the routes by which those areas are incorporated in the current Paratransit service area. Further analysis will be conducted in the near future to estimate number of riders who travel to areas that could lose Paratransit service.

<b>Community Affected</b>	<b>Related Bus Route</b>	<b>Estimated Paratransit Customers in Impacted Area</b>
57th & Perry	45 Southeast Blvd	7
East Valley	96 Pines	1
Fairchild	61 Hwy 2 / Browne's Addition	0
Latah Valley	41 Latah	5
Medical Lake	62 Medical Lake Hospitals 67 Medical Lake / Geiger	51
Millwood	95 Millwood	35
NW Terrace	30 Francis	1
<b>TOTAL:</b>		<b>100</b>

## **Public Process and Implementation Timeline**

While significant analysis and evaluation has taken place to prepare this preliminary proposal, public consideration and feedback is needed to refine the proposal. Key objectives of sharing the preliminary proposal with customers and the general public are as follows:

- Ensure broad input and education to achieve an understanding of concerns and constraints
- Help our customers understand how the proposed service revisions could affect their travel choices
- Obtain public feedback on every aspect of the proposal in order to develop a draft recommendation for a formal public hearing and consideration process to take place in early 2011 prior to a final decision by the Board in March 2011.

The preliminary proposal is a major phase of the public outreach phase of implementing the 2011 service change. The following chart shows how this phase fits into the decision-making and implementation process.

<p><b>Preliminary Proposal</b></p>	<ul style="list-style-type: none"> <li>• Presented to the Board September 15, 2010</li> <li>• Presented to the Operations &amp; Customer Service Committee October 6, 2010</li> <li>• Public/Customer Outreach October through December 2010</li> <li>• Employee input</li> </ul>
<p><b>Draft Recommendation</b></p>	<ul style="list-style-type: none"> <li>• Publish January 2011</li> <li>• Hold public hearing February 2011</li> </ul>
<p><b>Final Recommendation</b></p>	<ul style="list-style-type: none"> <li>• Present to Operations and Customer Service Committee March 2011</li> <li>• Obtain Board approval March 2011</li> </ul>
<p><b>Service Changes</b></p>	<ul style="list-style-type: none"> <li>• Bus route changes effective September 18, 2011</li> <li>• Paratransit boundary changes effective March 2012</li> </ul>

## Complete List of Proposed Changes

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This section provides a complete list of the proposed changes to bus routes in the system. In order to clarify which routes are affected and which are not, all 38 routes operating as of September 19, 2010 are shown. A brief explanation of the proposed changes is provided for each route. Please note that routes that will see no changes to scheduled trips may have new timetables printed to reflect changes to connecting routes and destinations. The Appendix to this report provides ridership estimates for those route segments and bus stops that would no longer be served by fixed-route bus service. The draft recommendation to be prepared later on in the public process will refine the estimated ridership loss to account for changes in frequency and the distances people are generally willing to walk to bus service. Additionally, the Appendix includes maps depicting seven geographic areas that would see changes to the Paratransit Boundary based on these proposed changes.

<b>Route</b>	<b>Proposed Changes</b>	<b>Explanation</b>
<b>1 Plaza/Arena Shuttle</b>	1. Interline with Route 2	1. Reduces peak-hour bus requirement 2. Improves schedule consistency with 15 minute frequency weekdays ( weekday peak frequency remains unchanged)
<b>2 Southside Medical Shuttle</b>	1. Interline with Route 1 2. Operate route 7 days a week	1. Improves connectivity with arena parking to the medical district 2. Mitigates the negative impacts of the proposed elimination of Route 46 3. Adds Saturday and Sunday service to the medical district
<b>20 Spokane Falls Community College</b>	<b>No change</b>	N/A
<b>21 West Broadway</b>	<b>No change</b>	N/A
<b>22 North West Boulevard</b>	1. Extend route to 5-Mile Park & Ride (would not continue as Route 30) 2. Modify route to travel on Rowan Ave (between Assembly St and Driscoll Blvd) thereby eliminating service on Assembly St north of Rowan Ave and on Driscoll Blvd north of Rowan Ave	1. Mitigate the negative impacts of the proposed elimination of Route 30 2. Mitigate passenger wait times by moving the layover to the end of the line and not mid-route 3. Reduce travel time
<b>23 Maple / Ash</b>	1. Modify route to travel on Rowan Ave and Alberta St thereby eliminating service on Maple St/Ash St north of Rowan Ave and on Francis Ave between Ash St and Alberta St 2. Eliminate service to 5-Mile Park & Ride	1. Mitigate the negative impacts of the proposed elimination of Route 31 2. Improve route productivity 3. Improve operational capacity issues at 5-Mile Park & Ride
<b>24 Monroe</b>	<b>No change</b>	N/A
<b>25 Division</b>	<b>No change</b>	N/A

<b>Route</b>	<b>Proposed Changes</b>	<b>Explanation</b>
<b>26 Addison</b>	<ol style="list-style-type: none"> <li>1. Modify route to serve the U District on Spokane Falls Blvd/Trent Ave and Hamilton St east of Gonzaga University thereby eliminating service on North River Drive and Sharp Ave north of Gonzaga University</li> <li>2. Modify route to travel on Nevada St to Wellesley Ave thereby eliminating service on Bridgeport Ave and Addison St south of Wellesley Ave</li> </ol>	<ol style="list-style-type: none"> <li>1. Improve connectivity and frequency to the U District</li> <li>2. Improve frequency on Hamilton St/Nevada St up to Wellesley Ave (15 min service weekdays with Routes 26/28)</li> </ol>
<b>27 Crestline</b>	<ol style="list-style-type: none"> <li>1. Modify route to travel on Indiana Ave (between Astor St and Hamilton St) and Hamilton St (between Indiana Ave and Illinois Ave) thereby eliminating service on Astor St and Montgomery Ave</li> <li>2. Extend route to Monroe St and Rosewood Ave (would not continue as Route 30)</li> </ol>	<ol style="list-style-type: none"> <li>1. Mitigate the negative impacts of the proposed elimination of Route 30</li> <li>2. Reduce travel time</li> </ol>
<b>28 Nevada</b>	Modify route to serve the U District on Spokane Falls Blvd/Trent Ave and Hamilton St east of Gonzaga University thereby eliminating service on North River Ave and Sharp Ave north of Gonzaga University	<ol style="list-style-type: none"> <li>1. Improve connectivity and frequency to the U District</li> <li>2. Improve frequency on Hamilton St/Nevada St up to Wellesley Ave (15 min service weekdays with Routes 26/28)</li> </ol>
<b>29 Spokane Community College</b>	Modify route to terminate at Spokane Community College.	Route 91 would serve the Minnehaha area
<b>30 Francis</b>	<b>Discontinue route</b>	Provides service to areas that generally are served or will be served by more cost effective service options (see Routes 22, 27)
<b>31 Garland</b>	<b>Discontinue route</b>	Provides service to areas that generally are served or will be served by more cost effective service options (see Route 23)
<b>32 Trent / Indiana</b>	Modify route to serve Buckeye between Vista and Argonne Roads	Mitigate the loss of Route 95 Millwood
<b>33 Wellesley</b>	<b>No change</b>	N/A
<b>41 Latah</b>	<b>Eliminate route</b>	Fails all three route performance standards
<b>42 South Maple</b>	<b>Discontinue route</b>	Consolidate with Route 43 to eliminate redundancy of coverage

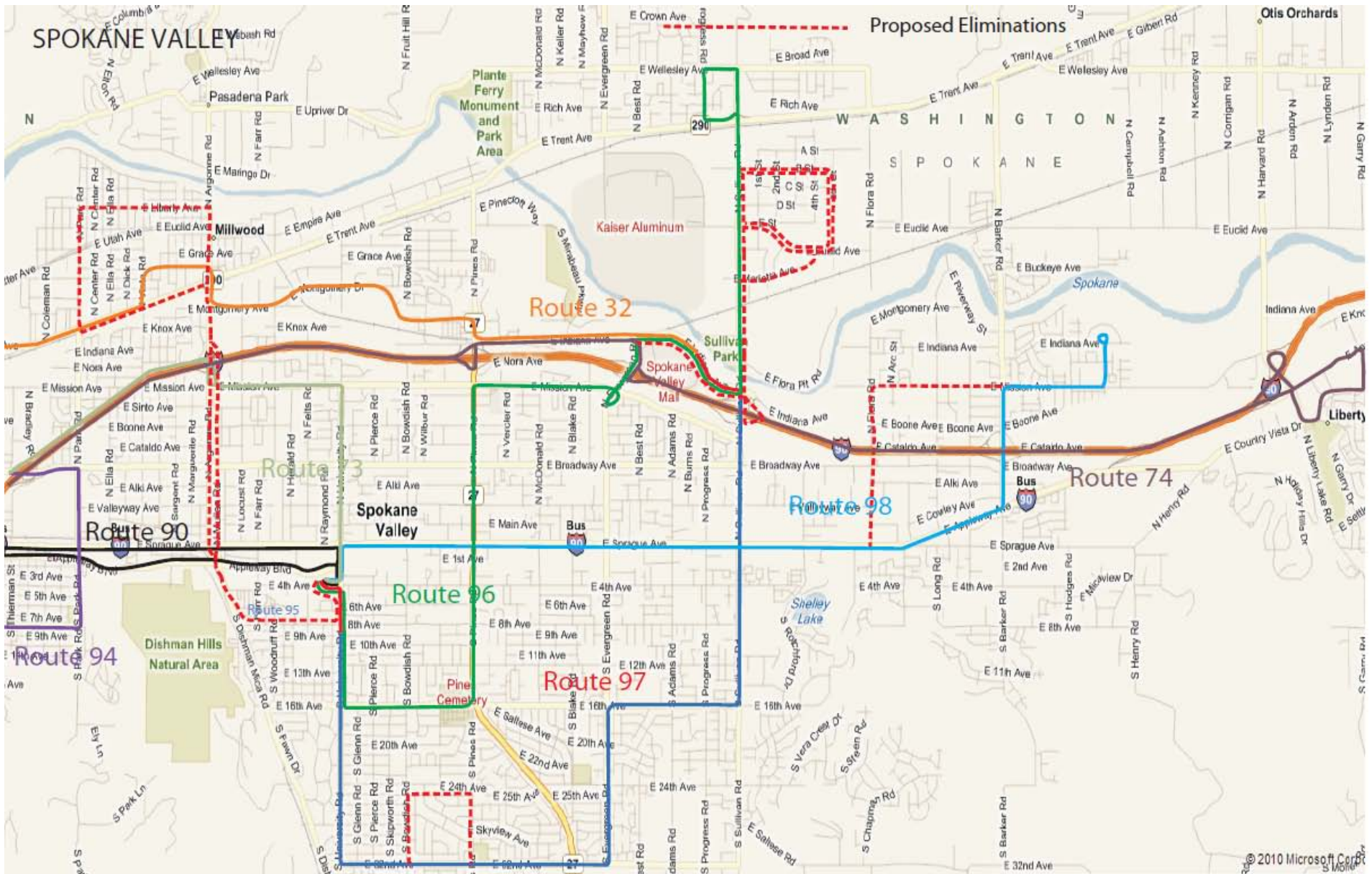
<b>Route</b>	<b>Proposed Changes</b>	<b>Explanation</b>
<b>43 Lincoln / 37<sup>th</sup> Ave</b>	Modify route to serve Maple St and Walnut St thereby eliminating service on 5 <sup>th</sup> Ave, Adams St, 10 <sup>th</sup> Ave, and Madison St	Modify routing through Cannon neighborhood to serve Maple / Walnut to mitigate proposed elimination of Route 42
<b>44 29<sup>th</sup> Ave</b>	Modify route to stay on 29 <sup>th</sup> Ave thereby eliminating the loop around Manito Shopping Center on 29 <sup>th</sup> Ave/Grand Ave	Improve schedule reliability
<b>45 Southeast Boulevard</b>	Modify route to serve 57 <sup>th</sup> Ave east of Regal St thereby eliminating service on 57 <sup>th</sup> Ave west of Regal St	Low productivity along current routing west of Regal St
<b>46 Altamont</b>	<b>Discontinue route</b>	1. Fails two of three route performance standards 2. Partially redundant service coverage with Routes 2 and 45
<b>60 Airport / Browne's Addition</b>	<b>No change</b>	N/A
<b>61 Hwy 2 / Browne's Addition</b>	1. Eliminate service to the West Spokane Industrial Park along Lawson St, McFarlane Rd, and Garfield Rd 2. Modify route to end at the Fairchild Air Force Base (FAFB) gate thereby eliminating service on base (all outbound trips would end at the FAFB gate)	1. Low productivity on route segments proposed for eliminations 2. Current service on FAFB challenged by unreliability resulting from insufficient operating recovery and elevated security requirements
<b>62 Medical Lake Hospitals</b>	<b>Discontinue route</b>	Low ridership response to improvements made in 2005
<b>65 Cheney / EWU</b>	Revise route to operate as commuter/peak service with six trips during each peak period (AM / PM)	Eliminate redundant service and underutilized trips
<b>66 EWU</b>	Route becomes the primary connection between Spokane and Cheney seven days a week, with headways reduced to 30 minutes or less during most weekday hours	Eliminate redundant service and underutilized trips
<b>67 Medical Lake / Geiger</b>	<b>Eliminate route</b>	Low ridership
<b>68 First Street (Cheney)</b>	<b>New route</b> operating along First Street in Cheney seven days per week with several routing options as depicted on the maps	Eliminate redundant service and underutilized trips and improve local circulation within Cheney
<b>72 Liberty Lake Express</b>	<b>Consolidate with Route 74</b>	Consolidate with Route 74 to maximize resources and eliminate low ridership service segments
<b>73 VTC Express</b>	<b>No change</b>	N/A

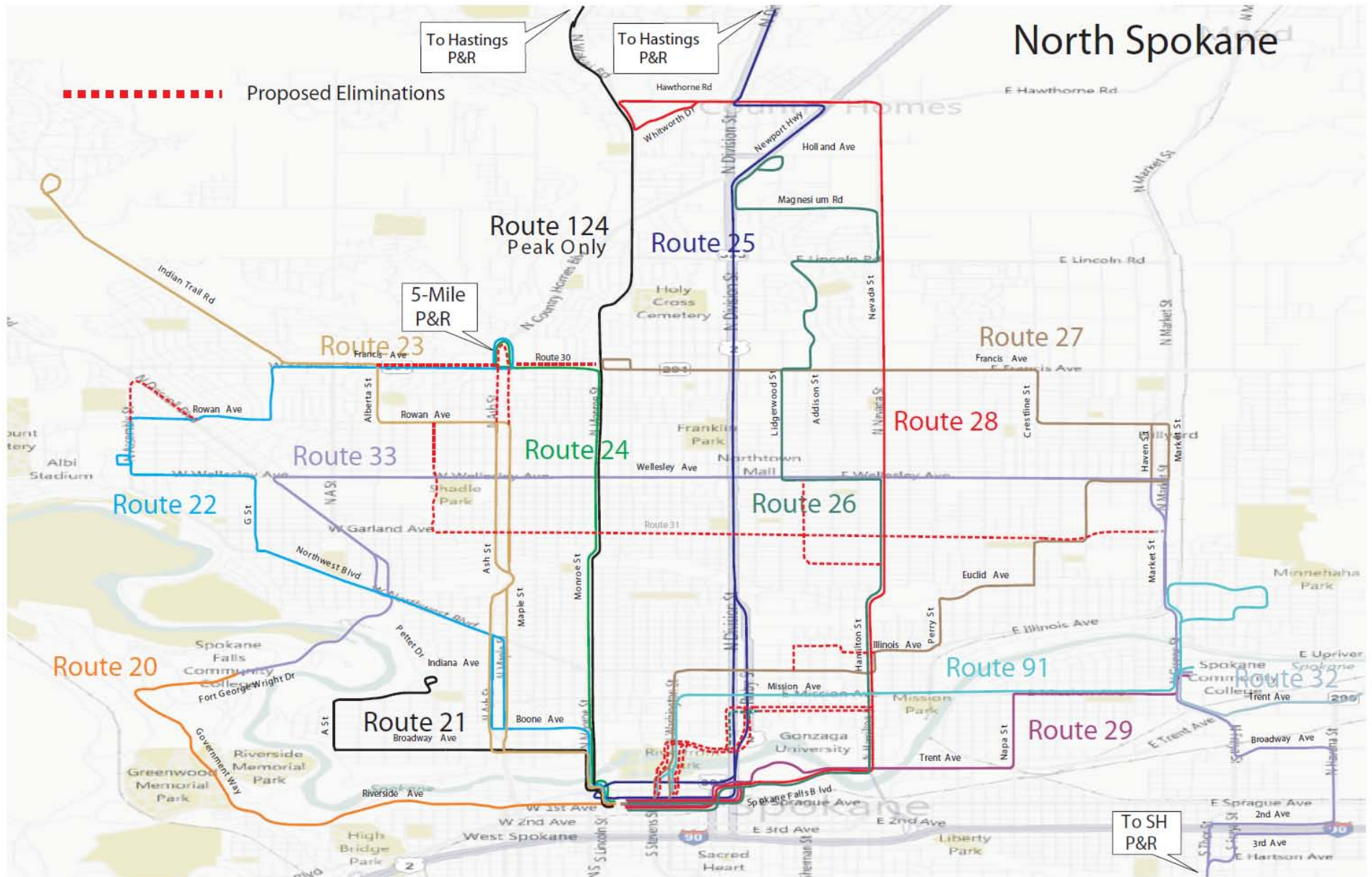
<b>Route</b>	<b>Proposed Changes</b>	<b>Explanation</b>
<b>74 Valley Limited</b>	<ol style="list-style-type: none"> <li>1. Modify route to exit I-90 at Evergreen Rd (instead of Sullivan Rd) to continue service to Mirabeau Park &amp; Ride</li> <li>2. Reduce headways to 20 minutes</li> <li>3. Eliminate mid day service</li> </ol>	<ol style="list-style-type: none"> <li>1. Consolidate with Route 72</li> <li>2. Low mid day productivity</li> </ol>
<b>90 Sprague</b>	<ol style="list-style-type: none"> <li>1. End route at the Valley Transit Center (VTC)</li> <li>2. New route 98 would serve Sprague Ave east of the VTC and the Greenacres area with 30 minute frequency on weekdays (see Route 98 below)</li> </ol>	Improve schedule reliability
<b>91 Mission</b>	<ol style="list-style-type: none"> <li>1. Reduce headways to 30 minutes</li> <li>2. Modify route to serve the Minnehaha area with current one way loop along Jackson Ave, Marietta Ave, Myrtle St, Fredrick Ave, and Euclid Ave</li> </ol>	<ol style="list-style-type: none"> <li>1. Improve connectivity and frequency to SCC (15 min service weekdays with Routes 29/91) and mitigate loss of service on nearby Sharp Ave</li> <li>2. Route 29 would no longer serve the Minnehaha area</li> </ol>
<b>94 East Fifth</b>	<b>No change</b>	N/A
<b>95 Millwood</b>	<b>Discontinue route</b>	Provides service to areas that generally are served or will be served by more cost effective service options (see Route 32)
<b>96 Pines</b>	Modify route to serve the East Valley area thereby eliminating service through the Spokane Industrial Park	<ol style="list-style-type: none"> <li>1. Low ridership within Spokane Industrial Park</li> <li>2. Improve schedule reliability</li> </ol>
<b>97 South Valley</b>	Modify route to stay on 32 <sup>nd</sup> Ave thereby eliminating service on 24 <sup>th</sup> Ave near Bowdish Middle School	Reduce travel time
<b>98 Greenacres</b>	<b>New route</b> to travel on Sprague Ave east of the VTC to the Greenacres area with 30 minute frequency on weekdays, hourly on nights and weekends	Route 90 is proposed to end at the VTC
<b>124 North Express</b>	Reduce frequency to 30 minutes before and after each commute peak period (AM/PM)	Low ridership on edges of peak period

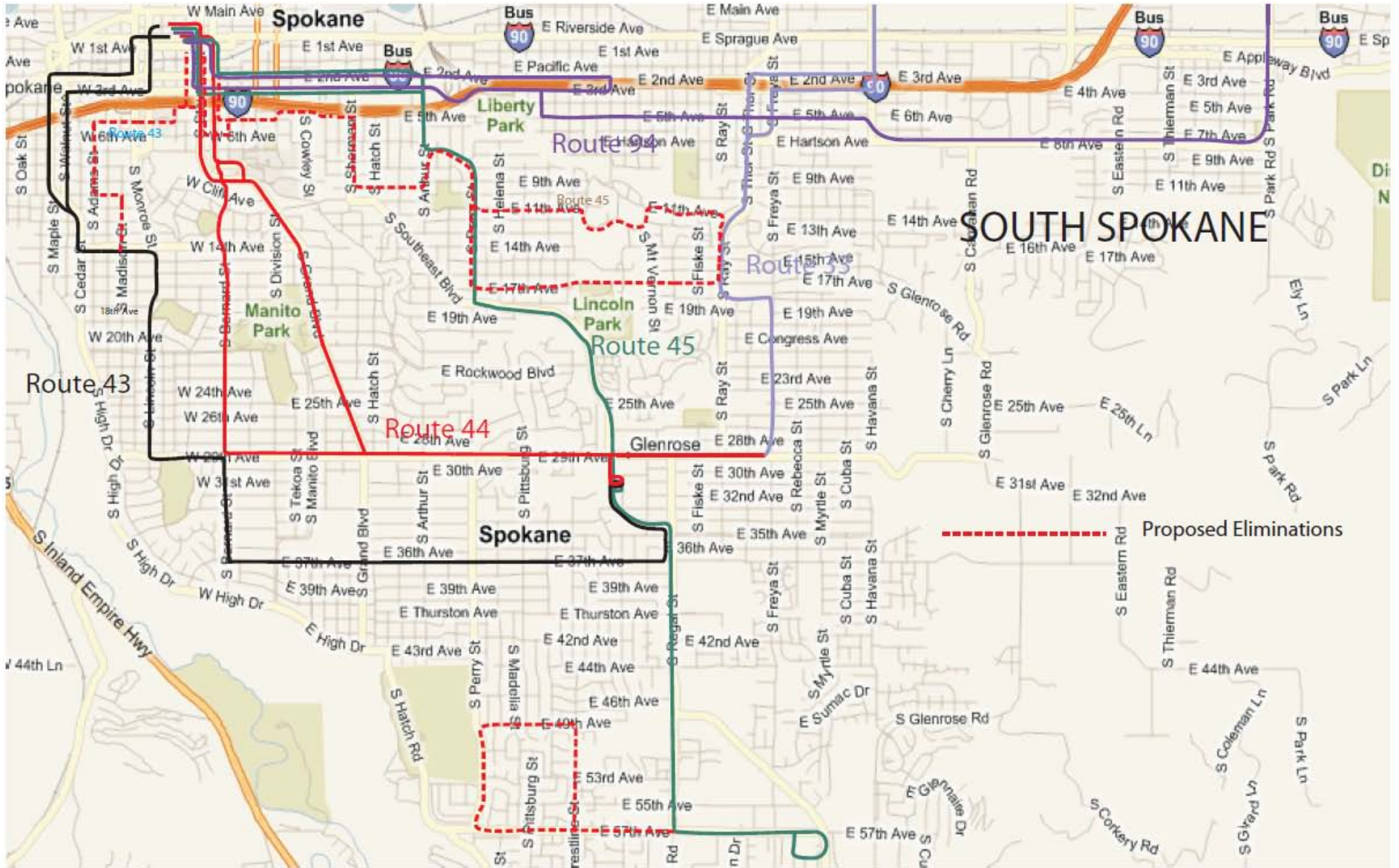
# Maps of Proposed Changes

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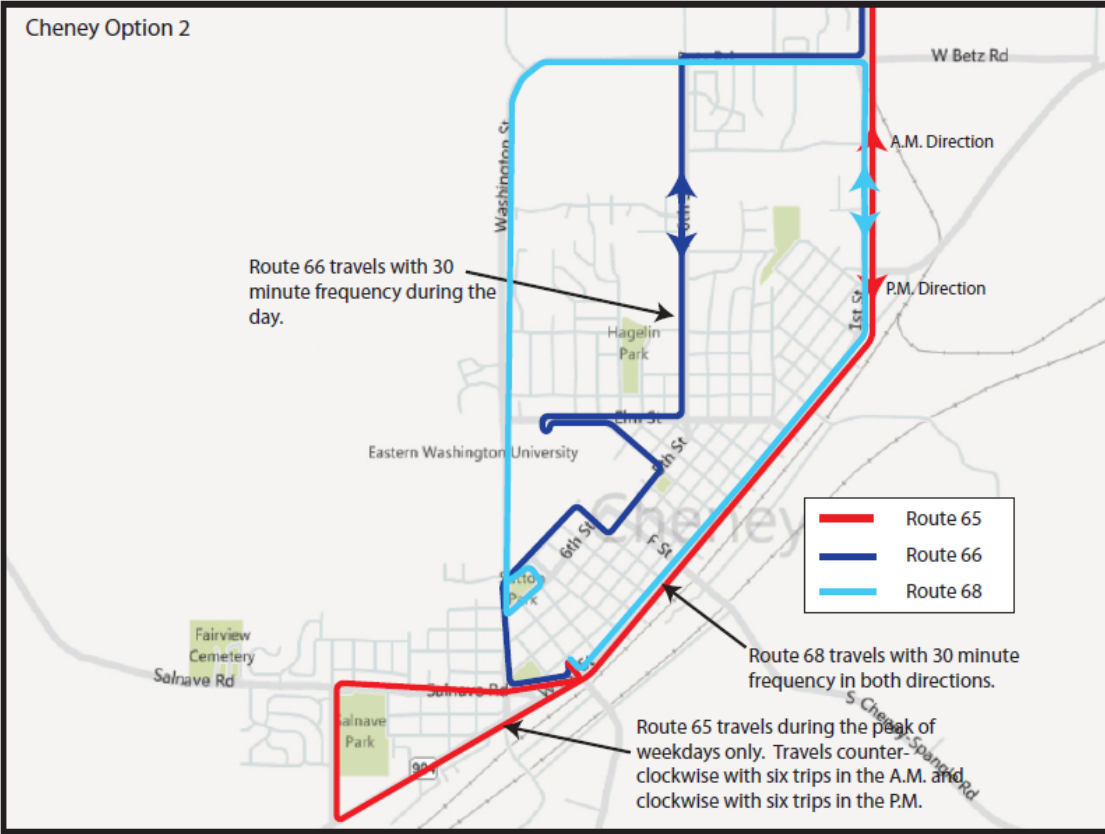
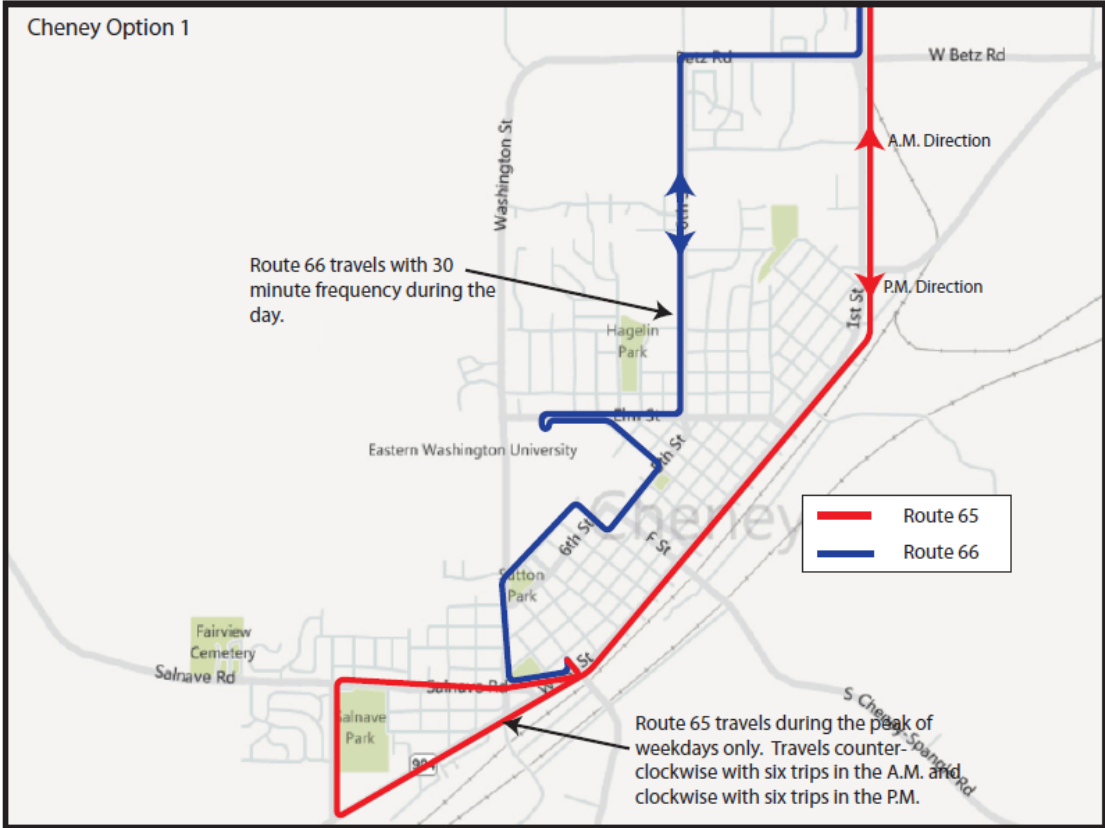
The following maps depict routing adjustments proposed in this report by geography.

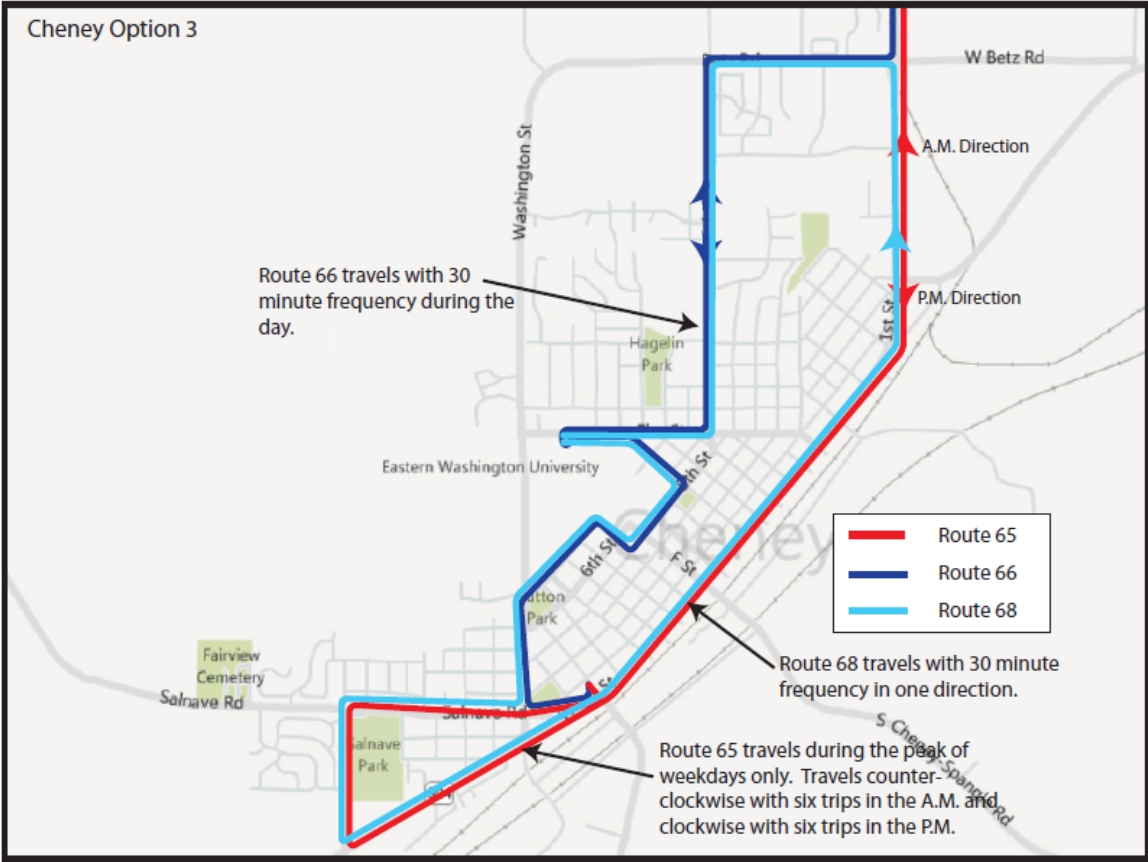












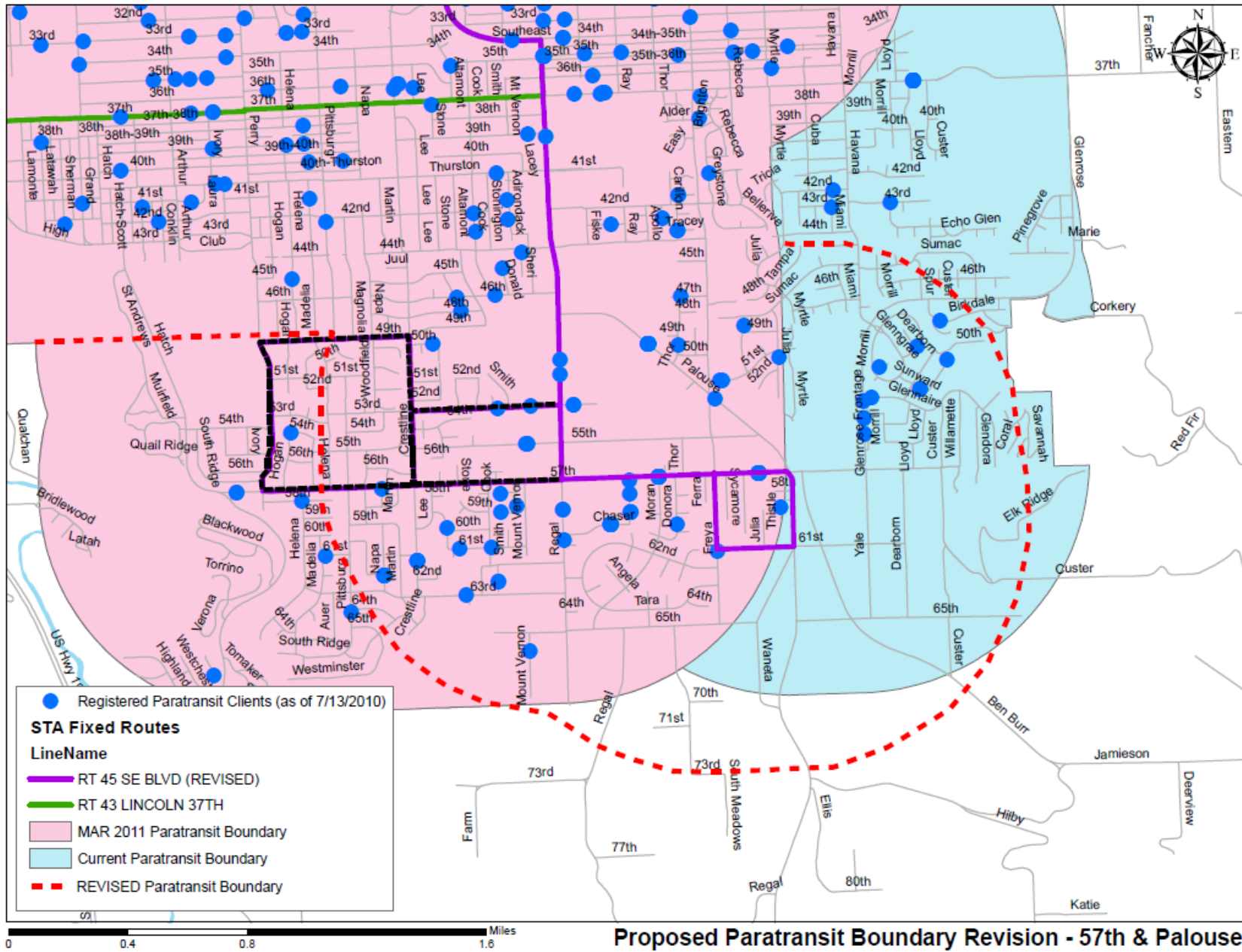
# Appendix

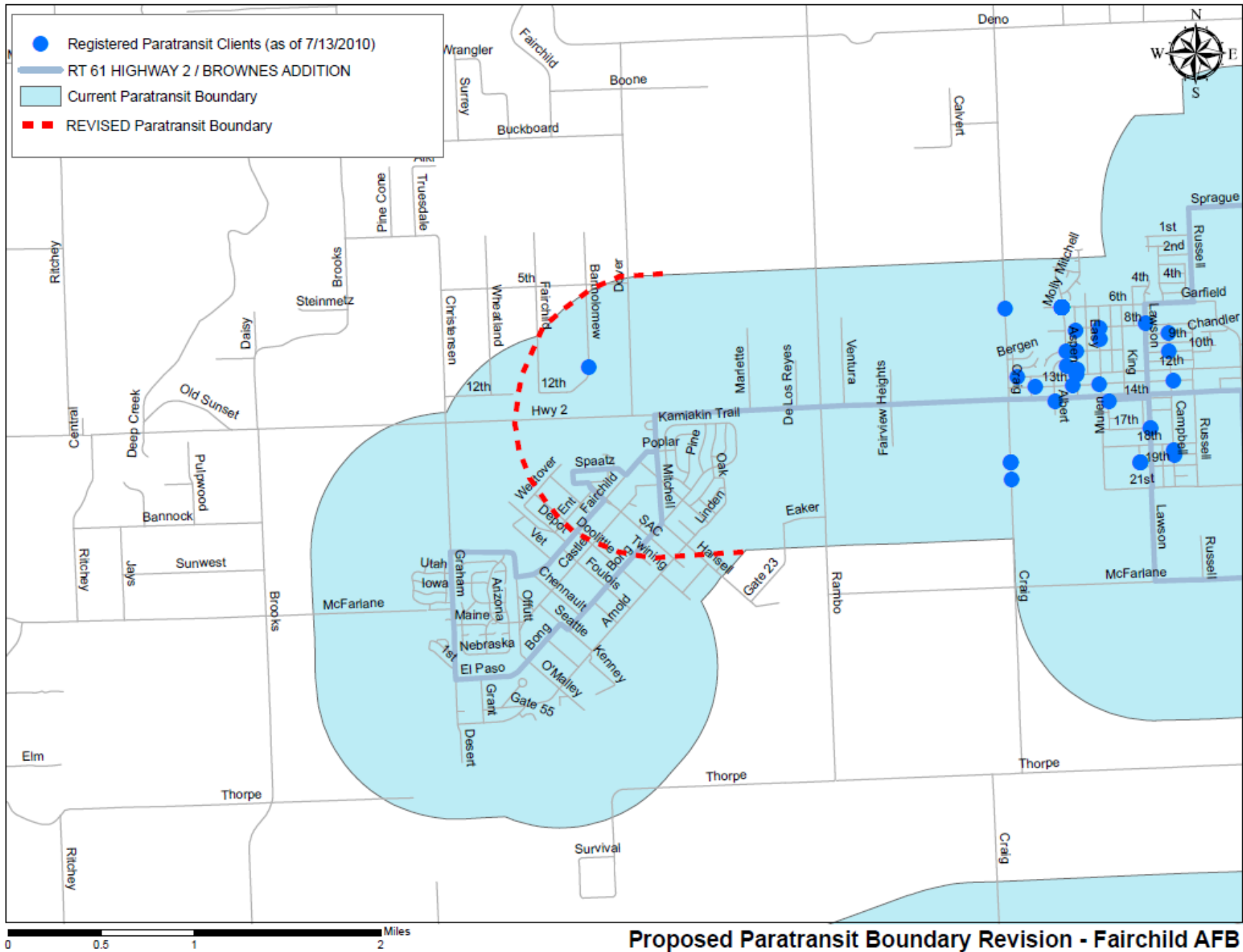
The following information is provided in the Appendix:

1. Daily boardings potentially impacted. This table shows estimated number of riders along routes or route segments where service is proposed to be eliminated. Typically ridership loss is expected where frequency and span of service are reduced and walking distances increase more than one-quarter mile. Refined estimates that better account for these variables will be developed as part of the final draft recommendation.
2. Paratransit Service Area Maps. The maps in the Appendix depict areas of the Paratransit Service Area that may be modified based upon routing adjustments and eliminations. Addresses of currently registered Paratransit customers are depicted.

<b>Proposed Change</b>	<b>Daily Boardings Potentially Impacted</b>	<b>Service Area Affected</b>
<b>North</b>		
Route 23 Maple / Ash	23 to 29	Service eliminated between Francis and Rowan
Route 26 Addison - Bridgeport/Addison south of Wellesley	168 to 205	Service eliminated on Bridgeport and Addison south of Wellesley
Route 26 Addison - Sharp/North River Drive	126 to 154	Service eliminated on Sharp and North River Drive
Route 28 Nevada	133 to 162	Service eliminated on Sharp and North River Drive
Route 30 Francis	111 to 135	Service eliminated on Assembly and Driscoll north of Rowan
Route 31 Garland	352 to 430	Service eliminated on Alberta and Garland from Alberta to Market
<b>South</b>		

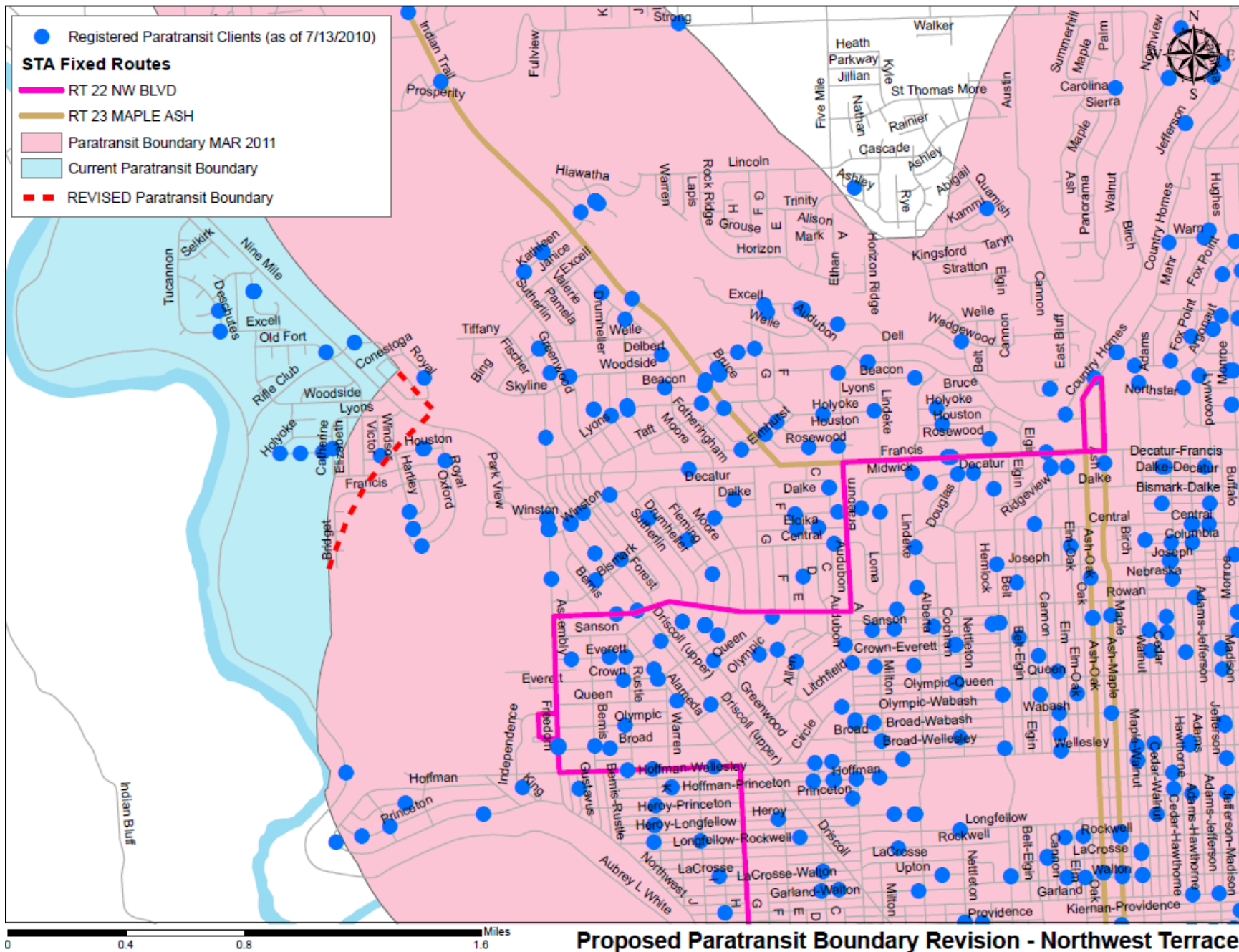
<b>Proposed Change</b>	<b>Daily Boardings Potentially Impacted</b>	<b>Service Area Affected</b>
Route 41 Latah	28 to 34	Route eliminated
Route 42 South Maple	---	Route discontinued (covered by modified Route 43)
Route 43 Lincoln / 37 <sup>th</sup> Ave	272 to 332	Route removed from Madison and Adams streets, 5 <sup>th</sup> and 10 <sup>th</sup> avenues
Route 45 Southeast Blvd	14 to 17	No service on 57th west of Regal
Route 46 Altamont	96 to 117	Route eliminated (Routes 2 and 45 continue to serve segments of route)
<b>Valley</b>		
Route 72 Liberty Lake Express - Spokane Industrial Park	20 to 24	Combined with Route 74, no service to Spokane Industrial Park
Route 72 Liberty Lake Express - Sullivan Road	19 to 23	Combined with Route 74, no service along Sullivan Road
Route 74 Valley Limited	169 to 207	Route revised to to serve Mirabeau P & R via I-90 Evergreen Exit
Route 90 Sprague - Flora	32 to 39	Replaced by Route 98 east of the VTC, no service on Flora or Mission
Route 95 Millwood	295 to 361	Route eliminated
Route 96 Pines	51 to 63	No service to Spokane Industrial Park
Route 97 South Valley	67 to 82	No service to Bowdish Middle School
<b>West Plains</b>		
Route 61 Hwy 2 / Browne's Addition	88 to 108	McFarlane loop eliminated, service to FAFB front gate only
Route 62 Medical Lake Hospitals	130 to 158	Route eliminated
Route 67 Medical Lake / Geiger	175 to 214	Route eliminated



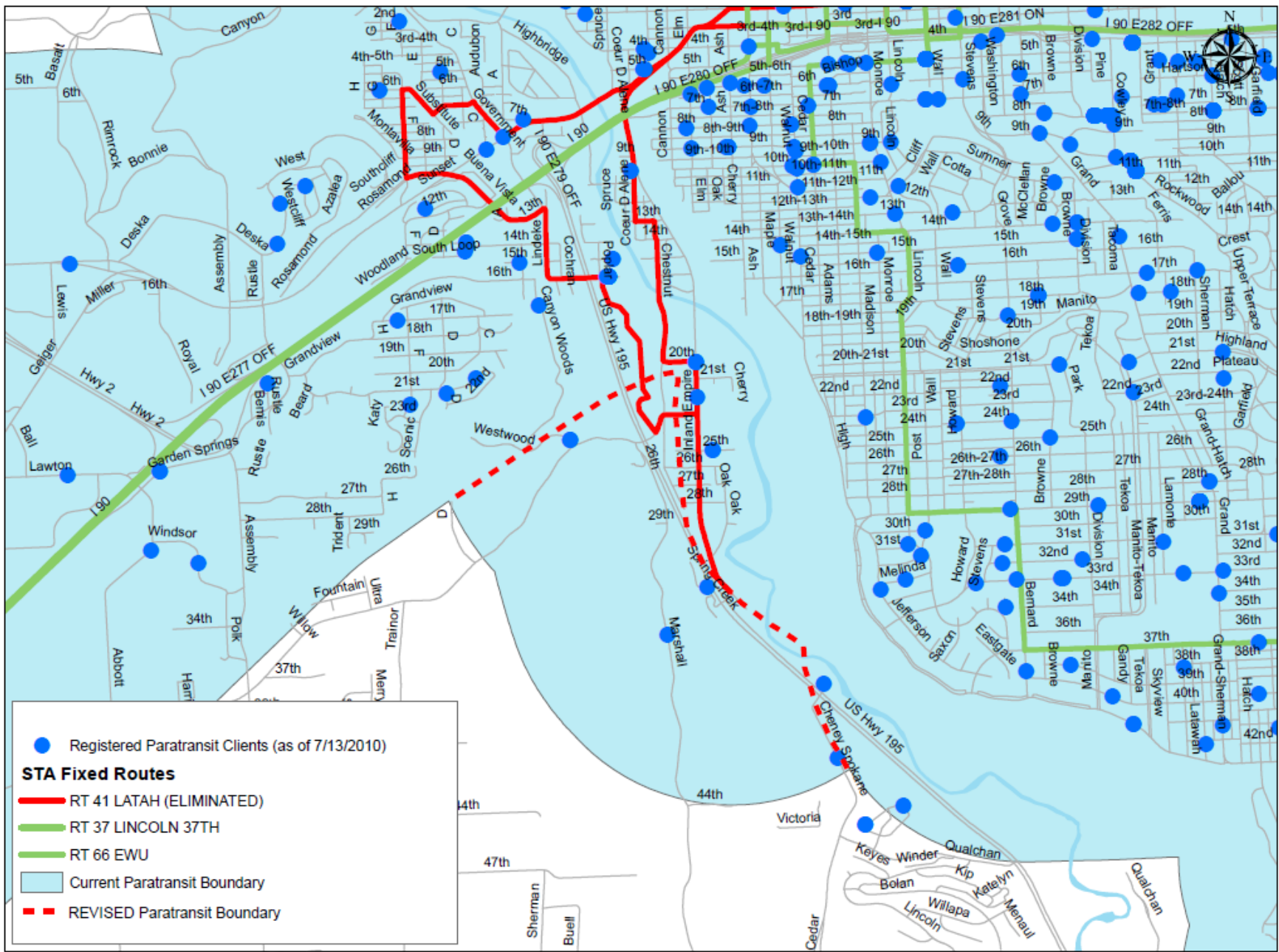


**Proposed Paratransit Boundary Revision - Fairchild AFB**









**Proposed Paratransit Boundary Revision - Latah**

