

September 2011 Service Reductions

Final Recommendation

Prepared for:
Board of Directors

As Recommended by:
Operations and Customer Service Committee

3/2/2011



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I. Executive Summary

Not unlike conditions across the nation, local sales tax, Spokane Transit's primary revenue source for providing public transportation, has now been in decline for nearly three years. The prolonged retraction in consumer spending as reflected in lower sales tax receipts requires STA to reduce transportation service levels in order to operate within expected resources. This report represents a final recommendation to reduce fixed route service in September 2011 by 7% as part of a multi-year effort to reduce annual operating costs to sustainable levels. It supplements the Draft Recommendation published in January 2011 and supersedes the specific recommendation in the January report where indicated herein. The table below presents key changes recommended in this report compared to the Draft Recommendation and targets established through the annual budgeting process. It is significant to note that the Final Recommendation meets the targets required for operational savings while reducing the impact to riders compared to either the Preliminary Proposal published in September 2010 or the Draft Recommendation published in January 2011.

Reduction Aspect	Reduction Target	Preliminary Proposal	Draft Recommendation	Final Recommendation
Estimated Annual Savings	\$3 million	\$3.4 - \$3.8 million	\$3.0 - \$3.4 million	\$2.9 million
Annual Fixed Route Platform Hours Reduced	30,500	34,000 - 38,000	30,000 - 34,000	29,500
Fixed Route Coaches Requirement Reduction	25 (over three-phase service reduction)	8 - 11	9 - 11	8 - 11
Fixed Route Ridership Impacts	Retain at least 85% of 2009 Ridership	7.5% to 10.5% loss of system ridership	5% to 6% loss of system ridership	4% to 6% loss of system ridership
Paratransit Customers Directly Impacted	No Target	Loss of service to 101 customers	Loss of service to 8 customers	Loss of service to 4 customers
Routes Eliminated / Consolidated	No Target	9	8	8
Routes Created	No Target	2	2	3

The remainder of this Executive Summary explains how the Final Recommendation was developed, provides a summary of the route-specific changes recommended, outlines the remaining steps for implementation and gives guidance on how to read the remainder of the report.

Development of the 2011 Final Recommendation Proposal

The public process began in September 2010 when the Board of Directors was presented with the September 2011 Service Reductions Preliminary Proposal that listed potential changes that would reduce fixed-route service hours. STA received input in the months of September through December 2010. STA staff made many presentations to community groups, jurisdictions and other institutions outlining the preliminary proposal and listening to input. Additionally, hundreds of community members filled out an online survey concerning the preliminary proposal and hundreds more submitted comment cards at the Plaza. Hundreds more learned about the proposal from displays at the Plaza, posters and rider alerts on STA buses, and from news articles.

The Draft Recommendation was presented to the Board of Directors on January 19, 2011. Notice of the February 16, 2011 public hearing was placed in the *Spokesman-Review*, placed on fixed-route vehicles, and listed on the STA website. Furthermore, the Draft Recommendation was made available to the public for comment on the STA website and the STA Planning Department held question and answer sessions at the Plaza throughout the day on February 8, 2011. All these efforts led up to the public hearing held on February 16, 2011. The following day marked the end of acceptance of written comments and testimony that would be considered in preparing this report. Written and oral testimony received by STA assisted with the development of the Final Recommendation and is included in later sections of this report.

Final Recommendations

The following table lists all Spokane Transit routes and their associated recommended changes. In most instances, the Final Recommendation is the same as that which was prepared in the Draft Recommendation in January 2011. Where changes exist, they are the result of one of three things: 1) public feedback received after the publication of the Draft Recommendation, 2) operational adjustments to improve service delivery with no measurable impact on costs and 3) service adjustments aimed at reducing costs in part to accommodate public comments elsewhere in the recommendations. Background information on the Draft Recommendation

can be found in the January 2011 Draft Recommendation report and are incorporated into this report by reference. Explanations regarding final recommendations that are different, and therefore supersede, the draft recommendations are found in Section III of this report.

Route	Draft Recommendation	Final Recommendation
1 Plaza/Arena Shuttle	<ol style="list-style-type: none"> 1. Interline with Route 2 weekdays 2. Reduce frequencies during shoulders of peak period 	Same as Draft Recommendation.
2 Southside Medical Shuttle	<ol style="list-style-type: none"> 1. Interline with Route 1 weekdays 2. Operate route 7 days a week 3. Consider minor routing modification near Deaconess Hospital 4. Consider option to reduce frequency to 20 minutes 	Same as Draft Recommendation but with modifications: <ol style="list-style-type: none"> 1. Retain current 15 minute peak frequency, but reduce mid-day frequency to 20 minutes 2. Modify route to travel on Wall St inbound thereby eliminating the 5th Ave and Lincoln St routing near Deaconess Hospital (new Route 48 would travel on 5th Ave in front of Deaconess with two-way service)
20 Spokane Falls Community College	No change	Same as Draft Recommendation.
21 West Broadway	Adjust Plaza arrival times to accommodate efficient interlining of service and improve connectivity.	Same as Draft Recommendation but with modifications: <ol style="list-style-type: none"> 1. Reduce frequency to 60 minutes weekday nights 2. Reduce frequency to 60 minutes Saturday nights 3. Reduce frequency to 60 minutes all day Sunday and on holidays
22 Northwest Boulevard	<ol style="list-style-type: none"> 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 	Same as Draft Recommendation.

Route	Draft Recommendation	Final Recommendation
23 Maple / Ash	<ol style="list-style-type: none"> 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 3. When not serving Indian Trail: clockwise loop along Rowan Ave, Alberta St, Francis Ave, Belt St then continue on Rowan Ave (east) 4. Extend weekday span of service and provide Sunday service consistent with Basic Service span policy to more fully compensate for loss of Route 31 	Same as Draft Recommendation but with modifications: Weekday Plaza arrivals would switch to :15/:45 after the hour and departures would switch to :20/:50 after the hour during peak period (slight downtown routing change).
24 Monroe	No change	Same as Draft Recommendation.
25 Division	Adjust headways on Saturday to provide 30 minute frequency of service mornings and 15-minute during the mid-day and late afternoon. Select trips would turn back at Francis Ave on Saturdays.	Same as Draft Recommendation.
26 Addison	<ol style="list-style-type: none"> 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 2. Modify route to travel on Empire Ave between Nevada and Addison Streets thereby eliminating service on Bridgeport Ave and on Addison St south of Empire Ave 3. Option to retain routing along Sharp Ave 	Same as Draft Recommendation with modifications: proceed with the U District routing
27 Crestline	<ol style="list-style-type: none"> 1. Modify route to travel on Dakota St between Illinois and Indiana Avenues 2. Extend route to Monroe St and Rosewood Ave (would not continue as Route 30) 	Same as Draft Recommendation.

Route	Draft Recommendation	Final Recommendation
28 Nevada	<ol style="list-style-type: none"> 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 2. Option to retain routing along Sharp Ave 	Same as Draft Recommendation with modifications: proceed with the U District routing
29 Spokane Community College	Modify route to terminate at Spokane Community College.	Same as Draft Recommendation.
30 Francis	Eliminate route	Same as Draft Recommendation.
31 Garland	Eliminate route	Same as Draft Recommendation.
32 Trent / Indiana	No service on Mirabeau Parkway (YMCA). Change the location of the route number change (32-97) to Mirabeau Park & Ride.	Same as Draft Recommendation.
33 Wellesley	No change	Same as Draft Recommendation.
41 Latah	Eliminate route	Same as Draft Recommendation.
42 South Maple	Eliminate route	Same as Draft Recommendation.
43 Lincoln / 37th Ave	<ol style="list-style-type: none"> 1. Modify route to serve Maple St and Walnut St thereby eliminating service on 5th Ave, Adams St, 10th Ave, and Madison St 2. Provide additional peak service north of 14th Ave 	Same as Draft Recommendation with modifications: Create new Route 48 to operate 7 days a week with service on 5 th Ave, Adams St, Cedar St, 10 th Ave, and Madison St (see explanation of Route 48 under Section III)
44 29th Ave	Retain existing inbound routing; retain proposal to eliminate circular routing in outbound direction only.	Same as Draft Recommendation.
45 Southeast Boulevard	Serve east toward Palouse Highway on 57 th Ave; retain weekday peak service on 57 th Ave to Perry St and provide 15-minute frequency in peak direction north of 57 th Ave; adjust arrival and departure times at Plaza to accommodate efficient interlining of service.	Same as Draft Recommendation.

Route	Draft Recommendation	Final Recommendation
46 Altamont	Eliminate route	Same as Draft Recommendation.
60 Airport / Browne's Addition	No change	Same as Draft Recommendation.
61 Hwy 2 / Browne's Addition	<ol style="list-style-type: none"> 1. Eliminate service to the West Spokane Industrial Park along Lawson St, McFarlane Rd, and Garfield Rd 2. Select trips serve BX during weekdays 3. Nights and weekends the route would not enter FAFB but would continue to Brooks Rd to Medical Lake Transfer Center then return on same routing 	Same as Draft Recommendation.
62 Medical Lake Hospitals	Provide weekday service to Medical Lake with service to the hospitals during non-peak times only; provide limited late night and weekend service (see Route 61).	Same as Draft Recommendation with modifications: Serve the hospitals on every trip, either outbound or inbound depending on the time of day (one AM shift would be served)
65 Cheney / EWU	Revise route to operate as commuter/peak service with six trips during each peak period (AM / PM).	Same as Draft Recommendation.
66 EWU	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.	Same as Draft Recommendation.
67 Medical Lake / Geiger	Eliminate route	Same as Draft Recommendation.
68 First Street (Cheney)	Create new route to operate along First St, Betz Rd, and Washington St in Cheney.	Same as Draft Recommendation.
72 Liberty Lake Express	Consolidate with Route 74	Same as Draft Recommendation.

Route	Draft Recommendation	Final Recommendation
73 VTC Express	Revise routing in downtown to accommodate pickup and drop-off on Riverside Ave instead of Sprague Ave; minor timepoint and schedule adjustments to accommodate changes to Plaza and VTC operations.	Same as Draft Recommendation with modifications: Plaza arrival and departure times will remain unchanged
74 Valley Limited	<ol style="list-style-type: none"> 1. Modify route to exit I-90 at Evergreen Rd (instead of Sullivan Rd) to continue service to Mirabeau Park & Ride. 2. Increase frequency to 15 minutes to accommodate demand and apply Trippers as necessary. 3. Provide 3-4 mid-day trips. 	Same as Draft Recommendation.
90 Sprague	<ol style="list-style-type: none"> 1. End route at the Valley Transit Center (VTC) 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) 3. Adjust headways on Saturday to provide 30 minute frequency of service mornings and 15 minute during the mid-day and late afternoon 	Same as Draft Recommendation with modifications: Outbound trips would begin on Riverside Ave eliminating out-of-direction travel in downtown Spokane. (See Section III for more details of the proposed routing)
91 Mission	<ol style="list-style-type: none"> 1. Reduce headways to 30 minutes 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 	Same as Draft Recommendation.
94 East Fifth	Two way service to Park and 8 th Ave. No service on Broadway west of Park Rd and on Havana St north of Fifth Ave. Serves Argonne and Mullan Roads between Broadway Ave and Liberty Ave. Layover at Bridgeport Ave and Argonne Rd. Reduce frequency on Saturdays to 60 minutes. Adjust Plaza arrival times to improve connectivity.	Same as Draft Recommendation.
95 Millwood	Eliminate route	Same as Draft Recommendation.

Route	Draft Recommendation	Final Recommendation
96 Pines	<ol style="list-style-type: none"> 1. Modify route to serve the East Valley area thereby eliminating service through the Spokane Industrial Park 2. Serve Mirabeau Park & Ride 3. Adjust schedule to improve connectivity at the VTC 4. Provide Sunday service consistent with Basic Service span policy 	Same as Draft Recommendation.
97 South Valley	<ol style="list-style-type: none"> 1. Modify route to stay on 32nd Ave thereby eliminating service on 24th Ave near Bowdish Middle School 2. Change location of route number change (32-97) to Mirabeau Park & Ride 3. Adjust schedule to improve connections at the VTC 	Same as Draft Recommendation.
98 Greenacres	New route to travel on Sprague Ave east of the VTC to the Greenacres area to continue on Mission Ave to Harvard Rd to Liberty Lake Park & Ride with 30 minute frequency on weekdays, hourly on nights and weekends.	Same as Draft Recommendation.
124 North Express	Reduce frequency to 30 minutes before and after each commute peak period (AM/PM); outbound trips would begin on Sprague Ave eliminating out-of-direction travel in downtown Spokane.	Same as Draft Recommendation.

STA expects an estimated loss of 270,434 annual boardings which represents 4% to 5.5% of the total annual boardings on fixed routes as result of the service reductions. This final recommendation also impacts Paratransit service to no more than eight active customers. This is due to the recommended elimination of Route 30, Route 41, Route 95 and the modification of Route 96. However, 11 customers will retain service based on the Route 45 proposed modification. These customers were expecting to lose service based on the September 2010 reductions with the elimination of Route 47. The customers who would lose service will be residing beyond ¼ mile from a fixed route. Impacted Paratransit customers will no longer receive service at their residence starting Sunday September 18, 2011; however, their personal eligibility for Paratransit is unaffected by these changes. In 2010, the impacted customers took 702 rides on Paratransit, or less than 0.2% of 2010 system-wide Paratransit passenger trips.

In addition to the recommendations, there are several route-specific, technical adjustments listed in the Draft Recommendation that Spokane Transit is proposing to implement concurrent with this final recommendation. These recommendations did not change and are incorporated into this report by reference. It should be noted that technical adjustments are typically not subject to board approval; however, they would take place in order to accomplish the actions listed above.

Input and Implementation Timeline

The figure below represents the timeline this planning process undertook beginning September 2010 to arrive at reduced levels of service in September 2011. The final recommendations within this report will be presented to the Operations and Customer Service Committee at its March 2, 2011 meeting in order to develop a committee recommendation for board action on March 16, 2011. This report will be modified, if necessary, to reflect the recommendation made by the Committee for consideration by the Board of Directors at the March 16, 2011 Board meeting.

It is important to note that all fixed-route and Paratransit service changes will be implemented concurrently on September 18, 2011. This will include changes to Paratransit resulting from the September 2010 service reduction. This allows for a simplification of messaging of these potential changes while still providing adequate time to those who will be impacted. All potentially affected Paratransit customers will be contacted directly. In order to achieve the reductions, various departments throughout Spokane Transit will be engaged in efforts over the next six months to implement the service changes and reductions, including but not limited to, service scheduling, bus stop placement and rider information. It is critical that a decision be made in March in order to accomplish the service reductions programmed in the 2011 budget, which requires STA to meet long term objectives to align expenses with resources available.



How to Read This Report

The remainder of this report is divided into the following sections:

II. Summary of Public Hearing/Comments on Draft Recommendation

This section provides a high-level synopsis of the comments received in writing, verbally or formally as part of the February 2011 public hearing that were considered in preparing the Final Recommendation.

III. Explanation of Changes from Draft Recommendation

Within this section is a detailed explanation on the final route recommendations and how they changed from the Draft Recommendation. Only routes that changed from the Draft Recommendation are listed. Please refer the Draft Recommendation for other proposed route changes and the Summary of Final Recommendations chart listed in Section I.

IV. Final Paratransit Boundary Adjustments

This section sets forth the Paratransit Service Area for the Draft Recommendation and the resulting impacts to registered Paratransit customers residing in areas at risk of losing service.

Appendices

A number of appendices are included at the end of this report, including maps, public feedback, and a Final Title VI report to comply with Federal requirements.

II. Summary of Public Hearing/Comments on Draft Recommendation

Consistent with other phases of the service reduction planning process, customers and concerned community members were offered multiple ways to communicate to Spokane Transit their opinions on the Draft Recommendation. These included the following:

- Formal public hearing before the Spokane Transit Board of Directors on February 16, 2011
- Emails and online comments submittals
- A telephone hotline where comments could be recorded
- Written comment on note cards available at the Plaza
- Written letters and comments submitted to Spokane Transit

The following section summarizes the public hearing comments as well as all other written and oral feedback received through the means listed above.

February 16, 2011 Public Hearing

A public hearing was held Wednesday, February 16, 2011 after being legally noticed in the *Spokesman-Review*, advertised on all STA coaches and announced on www.spokanetransit.com. There were a total of 41 speakers at the public hearing. Eight routes are recommended for elimination or consolidation. Of the eight, only Routes 41, 42 and 72 were not mentioned. Approximately six individuals testified with concerns with the elimination of routes 30 and 31. About half of them appeared to not realize that in the case of Route 30, the 22 and 27 would cover most of the existing route, and in the case of Route 31, Route 23 would be modified to serve Rowan Avenue and Alberta Street. Most of the riders who testified lived west of Maple. One spoke on behalf of his son who uses the 30 to get to work at Yoke's on Indian Trail from his apartment on North Nevada north of Francis. The modifications would make this trip difficult without traveling first to downtown. Another person testified who also worked at Yoke's. In his case, based upon his address, STA believes he will not be negatively impacted by the change; in fact, if he works some nights and Saturdays, the recommendation could dramatically reduce the time he spends waiting at the VA Hospital for the 30 to continue as the 22. Several people

testified about the need for good cross town service on Garland Avenue. One suggested that hourly headways could be a good compromise.

Five people mentioned Route 46 with three of them focused on service at 11th and Ray which represents the easternmost extreme stop along the route. That stop serves about 5 boardings and alightings on a typical weekday. Another person spoke about his apartment building being served by the 46 but not the 2. Another person suggested two changes to the 45 to mitigate the loss of the 46: one was to divert inbound buses at 29th Avenue to Ray Street, then west on 17th Avenue. The other concept was to have the 45 serve the south side of I-90 west of Arthur Street. One spoke on behalf of the Spokane Sheriff's Department and the need for inmate transportation via Route 67. One person spoke against losing Route 95 and the recommended changes to Route 94 as mitigation. His concern was first, that he preferred going to the VTC rather than Sprague to connect to buses going east, and two, he thought our proposed layover location unfit.

Four route segments changes were raised as particular concern because of loss of service: Route 62 service to the hospitals at peak travel times (five people spoke out on this issue); loss of full time service on 57th Avenue west of Regal Street and the large loop between Perry and Crestline (two spoke on this issue); the loss of service at Winston Drive between Driscoll Blvd and Assembly Street (one small segment of the 30 that would not provided with continued service); and service on Madison and Adam streets in the Cliff/Cannon neighborhood due to consolidation of routes 42 and 43 (four spoke on this issue). Route 62 riders to Medical Lake's state facilities are baffled that STA is recommending not serving them during peak periods.

Many positive comments were also received at the public hearing. The saving of service to Millwood in a way that reduced Paratransit impacts, retention of service on Addison Street between Empire and Wellesley, and new service to East Valley School District were brought up as positive changes/mitigation. Two speakers spoke in favor of routing the 26 and 28 to Riverpoint via Spokane Falls Blvd and Hamilton Street.

A petition pertaining to Route #31 was also received at the public hearing but no verbal testimony was given regarding the petition.

A copy of the public testimony and the entire Board meeting is available to view at www.spokanetransit.com or on DVD at STA's offices 1230 West Boone Avenue, Spokane, WA 99201.

Other Testimony and Comments Received

Numerous cards and emails were submitted in response to the Draft Recommendation as well as verbal comments recorded on a hotline. Verbatim comments can be found in Appendix C of this report.

STA received a total of three hotline comments, five hotline requests for more information via phone or mail, 78 written comments and six formal letters regarding the Draft Recommendation. Many of the comments and letters were in support of the changes, some offered suggestions to improve service unrelated to the Draft Recommendation and others expressed distress over what had been proposed.

STA received formal support letters from Eastern Washington University, Washington State University, Bethany Place and McKinstry Company regarding changes to service near their facilities. Other written comments dropped in the comment box or submitted electronically expressed support for the addition of Route 98, the modifications to service in Cheney, the improved headways serving Liberty Lake, and the shift of Routes 26 and 28 from Sharp Ave to Spokane Falls Blvd.

Many comments conveyed concerns about various bus routes that are recommended to be eliminated or modified. The routes with the most written comments included Routes 30, 31, 42/43 and 62.

The comments regarding the cross-town routes 30 and 31 asked to preserve the service that allowed them to travel east and west without having to go downtown. The comments expressed the sentiment that people needed those routes to ensure nearby access to a bus route or to keep their travel times from increasing. One wrote, "Please don't cancel the #31/#32. As a senior citizen, I depend on this route to get to shopping, Senior Center and Valley Mall."

Comments in response to the recommendation to Routes 42 and 43 focused on access to the bus stops. Many folks with limited mobility expressed anticipated hardship if the routes were to move. "I'm disabled and alone. I feel safe with Route 43 as I get on and off just feet from my apt," wrote one customer. This Final Recommendation addressed these comments with the inclusion of a new route serving the identified areas of concern.

The majority of the written comments focused on Route 62 and service to the Medical Lake hospitals. Some people expressed gratitude for keeping some service to Medical Lake. One wrote, "Thank you for being kind enough to keep a bus going to Medical Lake. I agree with the proposed route of the #62 Bus. Thank you. Now I can continue my education next year." Others expressed anxiety that their trip to work would be more challenging. "There are several

employees of the state who rely on bus service daily to get to and from work at both Eastern State Hospital and Lakeland Village,” noted one person. Many people expressed confusion about how the recommended bus service/vanpool combination would work for them.

III. Explanation of Changes from Draft Recommendation

The following routes changed from the Draft Recommendation. If a route is not listed below, please refer to the Draft Recommendation document for the proposed final recommendation or refer to the Summary of Final Recommendations chart listed in Section I.

Route 2 Southside Medical Shuttle

Final Recommendation

Interline Route 2 with Route 1 weekdays and operate the route 7 days a week. Retain current 15 minute peak frequency, but reduce mid-day frequency to 20 minutes. Modify route to travel on Wall St inbound thereby eliminating the 5th Ave and Lincoln St routing near Deaconess Hospital.

How it changed from Draft Recommendation

The Draft Recommendation contained options for minor routing modifications near Deaconess Hospital and an option to reduce frequency to 20 minutes all day. The proposed routing in this final recommendation is different than the routing proposed in the Draft Recommendation.

Addition Information

Outbound routing would be the same as today; however, inbound routing would use Wall St instead of 5th Ave and Lincoln St. Please see map in Appendix A. Since Route 48 would be created to serve Deaconess Hospital on 5th Ave, which was originally proposed for elimination in the Draft recommendation, the proposal for Route 2 to travel on Monroe St outbound and Lincoln St inbound was not necessary. Furthermore, the Wall St routing in this final recommendation is necessary in order to speed up Route 2 to assist with the Route 1 interline. It should be noted that Route 2 will still serve Deaconess Hospital on Wall St, just east of the building.

Route 21 West Broadway

Final Recommendation

Adjust the arrival times of Route 21 to accommodate efficient interlining of service. Reduce frequency to 60 minutes weekday nights, Saturday nights, and all day Sunday/Holidays.

How it changed from Draft Recommendation

The Draft Recommendation did not include the proposal to reduce frequency to 60 minutes weekday nights, Saturday nights, and all day Sunday/Holidays.

Addition Information

The Draft Recommendation only listed the proposal to adjust the arrival times of Route 21. However, after significant public input over the proposed loss of service on 5th Ave, Adams St, 10th Ave, and Madison St (Route 43), the Route 21 frequency reduction is necessary in order to allocate resources to the new Route 48 in order to serve the lower south hill area on the streets previously listed.

Route 23 Maple/Ash

Final Recommendation

Same as Draft Recommendation with the modification to switch the Plaza arrival times to :15/:45 after the hour and departure times to :20/:50 after the hour during peak times. This would result in a slight downtown routing change.

How it changed from Draft Recommendation

The Draft Recommendation did not include the proposal to switch the arrival and departure times or modify the routing downtown.

Addition Information

This change assists with Plaza zone availability issues and allows Route 23 to be interlined with Route 45 during peak times in order to improve connectivity with north and south Spokane as Route 23 currently does not have an interline partner. Also, Route 23 currently travels out of direction inbound on Main Ave and Stevens St to Sprague Ave. This change allows Route 23 to travel inbound on Riverside Ave thereby speeding up the route and eliminating the out of direction travel.

Route 26 Addison

Final Recommendation

Modify Route 26 to serve the University District on Spokane Falls Blvd/Trent Ave and Hamilton St east of Gonzaga University. This would eliminate service on North River Dr and Sharp Ave north of Gonzaga University. Additionally, modify Route 26 to serve Empire Ave between Nevada St and Addison St.

How it changed from Draft Recommendation

The Draft Recommendation contained an option to retain service along Sharp Ave.

Addition Information

Letters in support of the University District routing change were received from WSU, EWU, and McKinstry, a business currently renovating the former historic Great Northern Building along the proposed route. Also, two people spoke in support of this change at the public hearing. However, some comments cards were received that spoke against the elimination of Sharp Ave service. As stated in the Draft Recommendation, leaving one route (26 or 28) on Sharp Ave and modifying the other route to serve the University District results in uneven frequency to the area due to the departures times of Routes 26/28.

Route 28 Nevada

Final Recommendation

Modify Route 26 to serve the University District on Spokane Falls Blvd/Trent Ave and Hamilton St east of Gonzaga University. This would eliminate service on North River Dr and Sharp Ave north of Gonzaga University.

How it changed from Draft Recommendation

The Draft Recommendation contained an option to retain service along Sharp Ave.

Addition Information

Letters in support of the University District routing change were received from WSU, EWU, and McKinstry, a business currently renovating the former historic Great Northern Building along the proposed route. Also, two people spoke in support of this change at the public hearing. However, some comments cards were received that spoke against the elimination of Sharp Ave service. As stated in the Draft Recommendation, leaving one route (26 or 28) on Sharp Ave and modifying the other route to serve the University District results in uneven frequency to the area due to the departures times of Routes 26/28.

Route 43 Lincoln / 37th

Final Recommendation

Modify Route 43 to serve Maple St and Walnut St. Retain service on 5th Ave, Adams St, 10th Ave, and Madison St with new Route 48 which would operate seven days a week. See Route 48 below for more information and map in Appendix A.

How it changed from Draft Recommendation

The Draft Recommendation contained a proposal to eliminate service on 5th Ave, Adams St, 10th Ave, and Madison St.

Addition Information

Due to the amount of public feedback received and ridership in the lower south hill area, new Route 48 would be created to serve these riders. See Route 48 below for an explanation.

Route 48 Cannon Addition

Final Recommendation

Create new Route 48 to serve the lower south hill area along 5th Ave, Adams St, Cedar St, 10th Ave and Madison St with 30 minute frequency weekdays and headways on nights and weekends every 60 minutes or less.

How it changed from Draft Recommendation

The Draft Recommendation contained a proposal to eliminate service on 5th Ave, Adams St, 10th Ave, and Madison St. It did not contain the proposal to create the new Route 48.

Addition Information

Due to the amount of public feedback received and ridership in the lower south hill area, new Route 48 would be created to serve these riders. Please note that the proposed route number and name is subject to change. The proposed routing from the Plaza (Sprague Ave) is Monroe St to the east on 4th Ave, south on Wall St, west on 5th Ave, south on Adams St, west on 7th Ave, south on Cedar St and then performs a clockwise loop along 10th Ave, Madison St, 14th Ave and back north on Cedar St. This routing retains two-way directional service in front of Deaconess Hospital on 5th Ave. While this is a new route, it still represents a cost savings as well as an operational improvement over the current configuration of the two routes (42 and 43). Currently, both of these routes leave the Plaza at the same time. The proposed Route 48 would be offset with Route 43; therefore, this offset would create meaningful frequency options for riders in this area. Please see route map in Appendix A for complete route information.

Route 62 Medical Lake Hospitals

Final Recommendation

Provide weekday service to Medical Lake and serve the area hospitals on every trip, either outbound or inbound, depending on the time of day. As a result, only one AM shift would be served. Provide limited late night and weekend service on Route 61.

How it changed from Draft Recommendation

The Draft Recommendation contained a proposal to serve the hospitals during non-peak times only.

Addition Information

Due to the negative feedback over a vanpool option and not serving the hospitals during peak times, the proposal was modified to serve the hospitals on every trip (either outbound or inbound, but not both directions). This results in a 90 minute round trip cycle time; therefore, only the first AM shift would be served because the bus would not be able to get back to the Plaza in time to serve the second AM shift outbound as only one bus has been allocated to serve Medical Lake.

This recommendation is an exception to the Board's Comprehensive Plan policy to provide Basic Interurban service at a minimum frequency on weekdays (FR Policy 4.0) and will not likely adhere to performance standards. Staff does not believe the route will perform well.

Route 73 Valley Transit Center Express

Final Recommendation

Same as Draft Recommendation with the modification for Plaza arrival and departure times to remain unchanged.

How it changed from Draft Recommendation

The Draft Recommendation included a proposal to modify the schedule timepoints to accommodate changes to the Plaza and VTC operations.

Addition Information

After further analysis, the schedule change is unnecessary. Route 73 will continue to arrive at :07/:37 after the hour and depart at :12/:42 after the hour to/from the Plaza.

Route 90 Sprague

Final Recommendation

Same as Draft Recommendation with the modification to switch the Plaza zone assignment to Riverside Ave thereby eliminating out-of-direction travel in downtown Spokane.

How it changed from Draft Recommendation

The proposal to switch the outbound zone assignment and minor outbound route modification was not included in the Draft Recommendation.

Addition Information

Route 90 currently arrives at a Sprague Ave zone. In the outbound direction from the Plaza, the pattern takes passengers out-of-direction west before turning back around east via Monroe St and 1st Ave. The proposed routing would continue to alight passengers on Sprague Ave; however, it would circle around via Lincoln St to a Riverside Ave zone instead of traveling on 1st Ave to Bernard St. From the Riverside Ave zone outbound, the bus would travel east on Riverside Ave to south on Bernard St and then east on Sprague Ave.

IV. Final Paratransit Boundary Adjustments

Please refer to the Draft Recommendation as there were no changes to the final Paratransit boundary in this Final Recommendation.

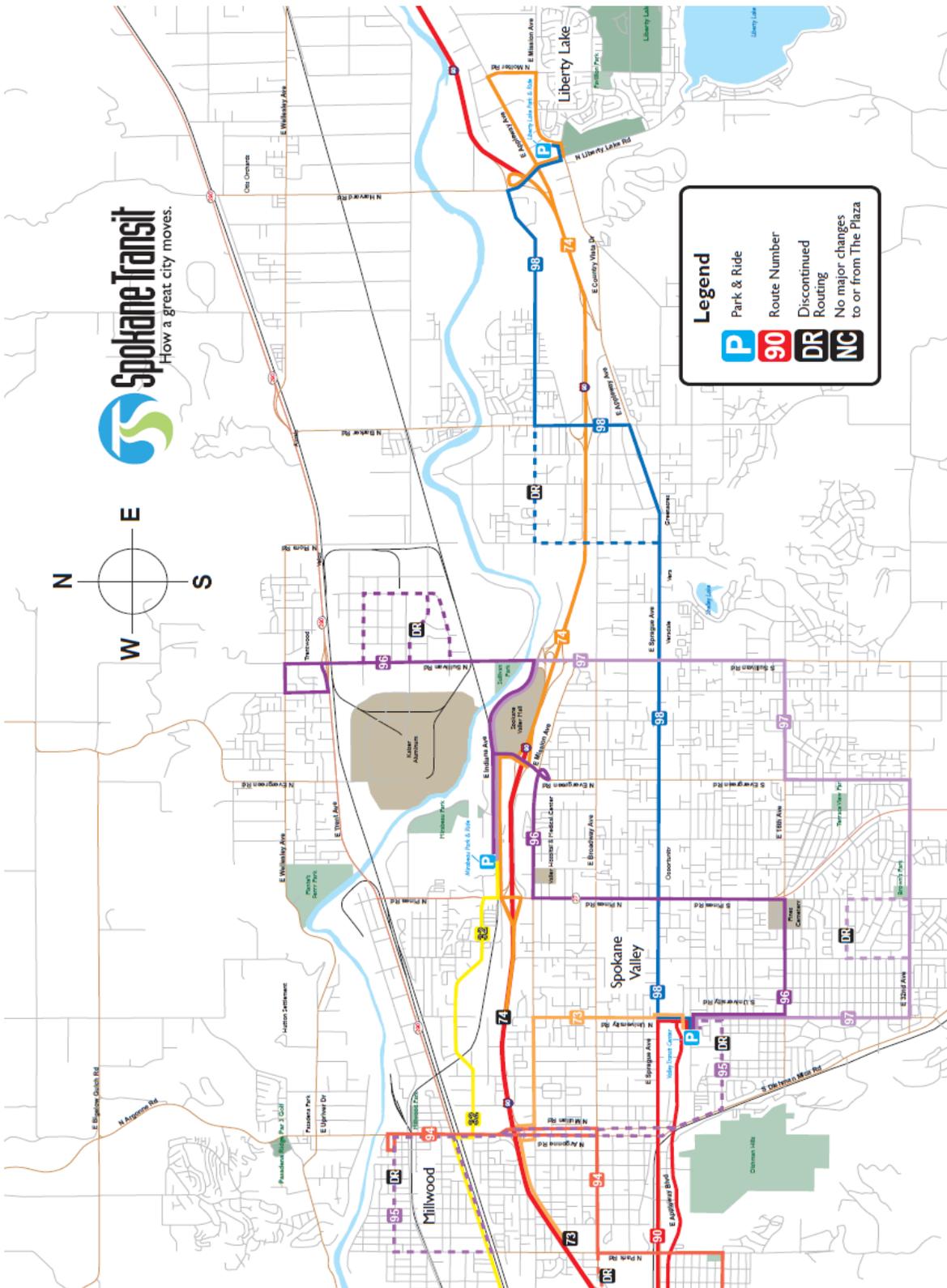
As mentioned in the Section I of the Draft Recommendation report, any changes to the Paratransit Service Area resulting from bus route changes that took effect in September 2010, or are planned to take effect in September 2011, will go into effect concurrently on September 18, 2011.

Appendix A. Route Maps

There are four maps provided in this section that indicate where the routes are recommended to operate and road segments that are proposed (see service eliminated).

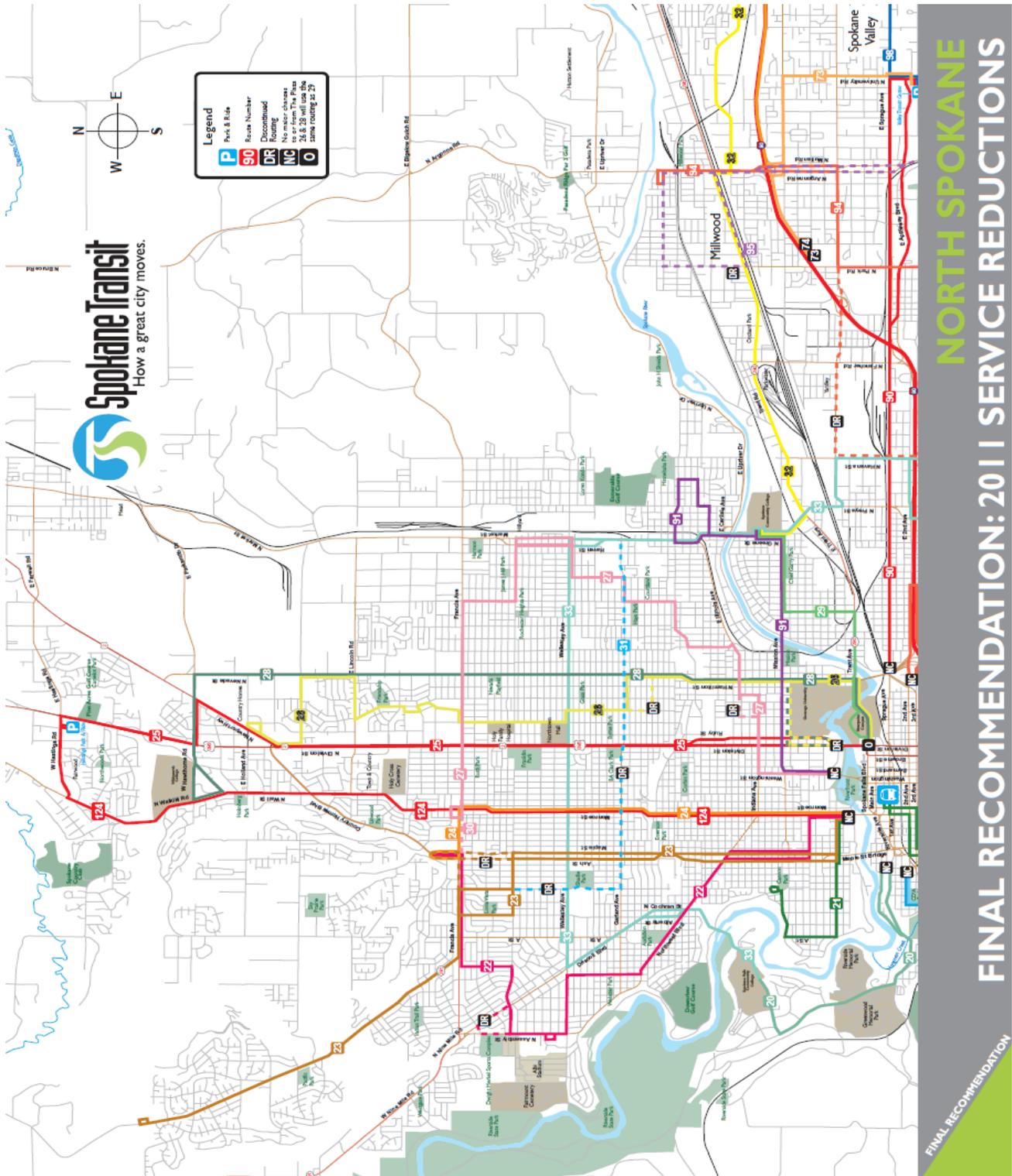
- Spokane Valley
- North Spokane
- South Spokane
- Downtown Spokane
- West Plains
- Cheney

Spokane Valley

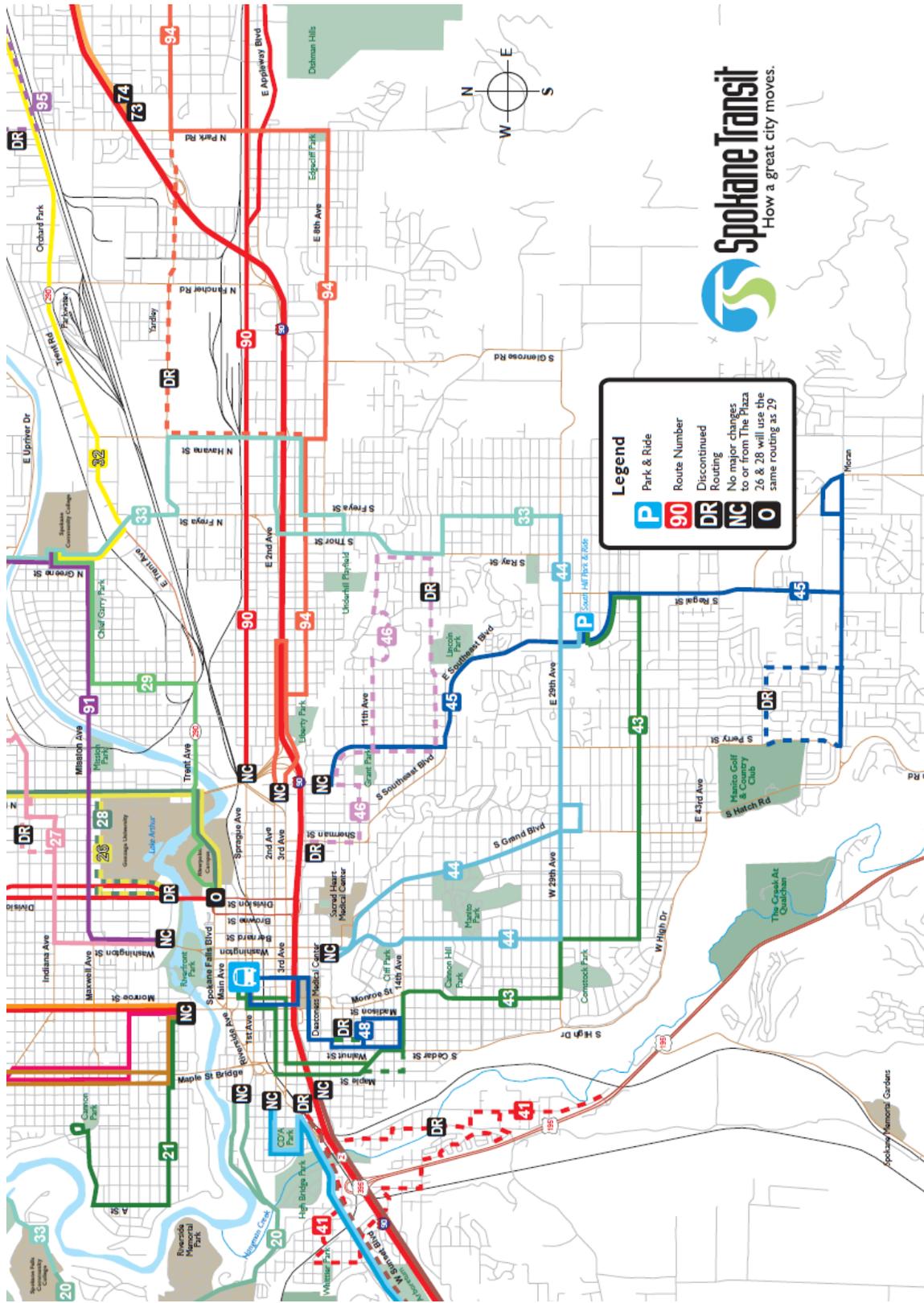


SPOKANE VALLEY
FINAL RECOMMENDATION: 2011 SERVICE REDUCTIONS

North Spokane

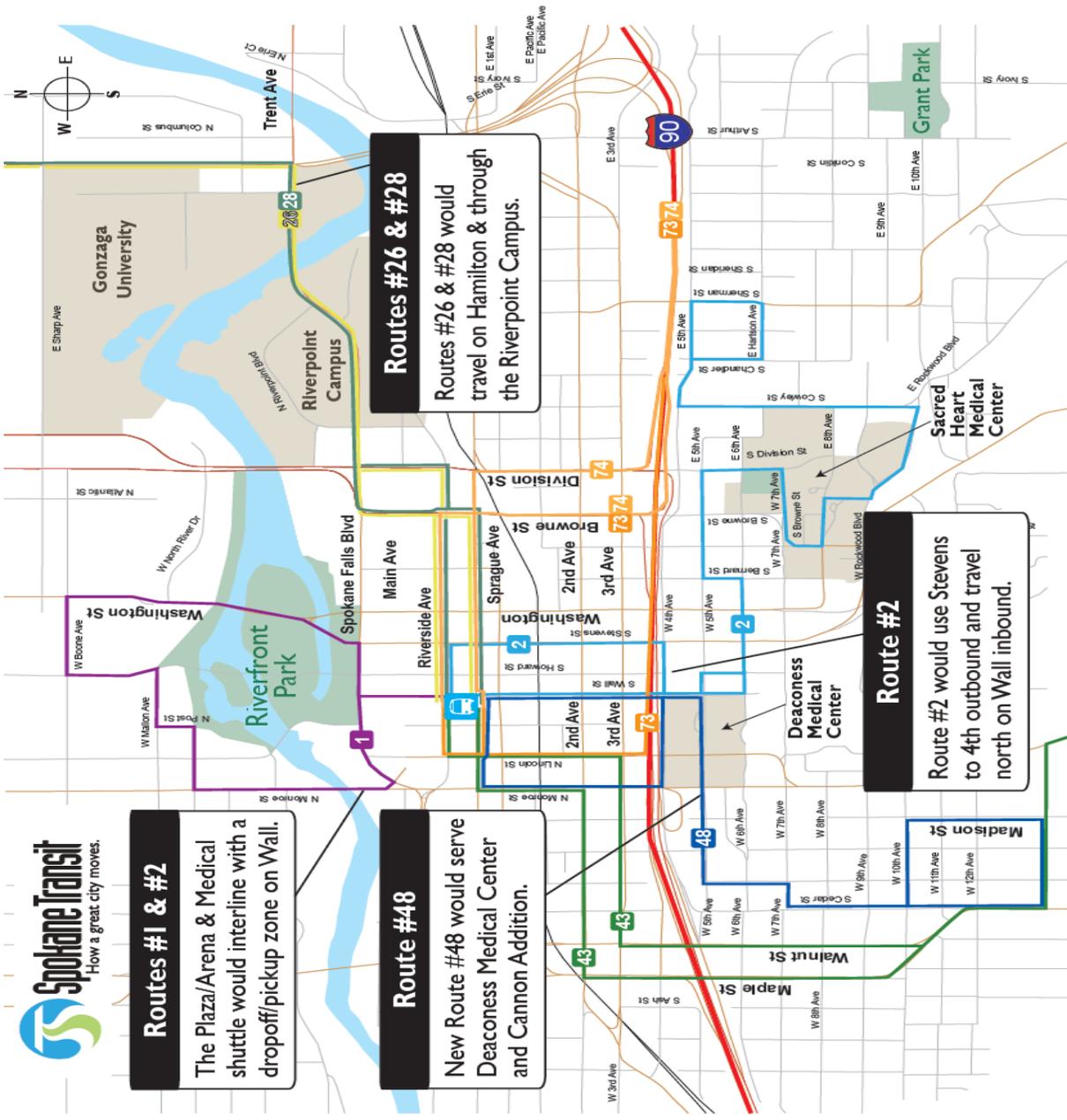


South Spokane



SOUTH SPOKANE
FINAL RECOMMENDATION: 2011 SERVICE REDUCTIONS
FINAL RECOMMENDATION

Downtown Spokane



DOWNTOWN (CHANGES ONLY)
FINAL RECOMMENDATION: 201 | SERVICE REDUCTIONS

West Plains



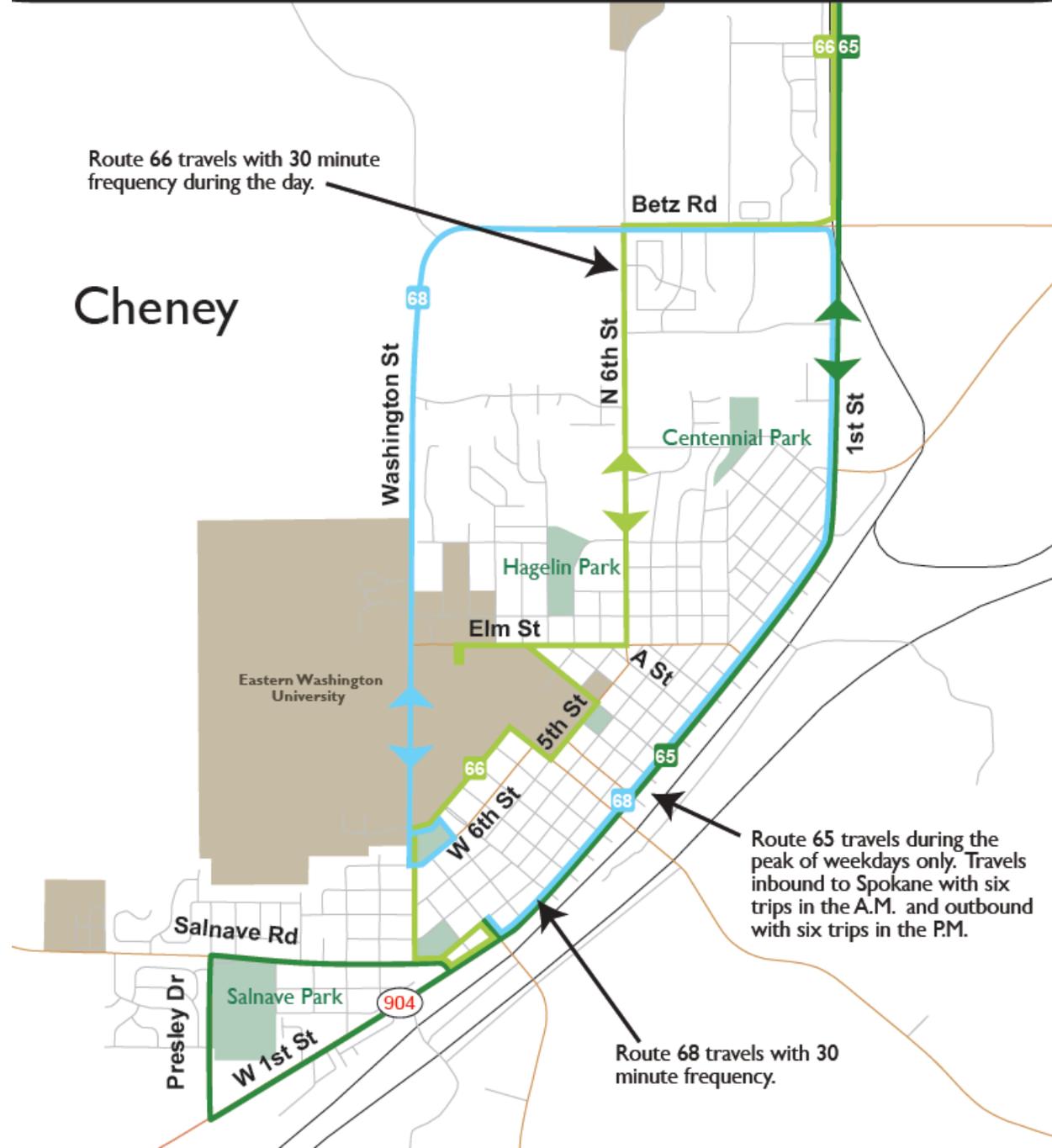
WEST PLAINS

FINAL RECOMMENDATION 2011 SERVICE REDUCTIONS

FINAL RECOMMENDATION

Cheney

Final Recommendation for Cheney Service



Appendix B. Final Title VI Analysis

Title VI Analysis remains as stated in the Draft Recommendation except for changes to the routes listed below. Please refer to the Draft Recommendation for detailed Title VI analysis.

North Spokane Service Area

Route 21 West Broadway

This route remains as proposed in the Draft Recommendation except for modifications to frequency. Route frequency will be reduced to 60 minutes on weekday nights, Saturday nights and all day Sundays and Holidays.

Route 26 Addison

This route remains as proposed in the Draft Recommendation except for the following routing change:

Modify Route 26 to serve the University District on Spokane Falls Blvd/Trent Ave and Hamilton St east of Gonzaga University. This would eliminate service on North River Dr and Sharp Ave north of Gonzaga University.

Route 28 Nevada

This route remains as proposed in the Draft Recommendation except for the following routing change:

Modify Route 28 to serve the University District on Spokane Falls Blvd/Trent Ave and Hamilton St east of Gonzaga University. This would eliminate service on North River Dr and Sharp Ave north of Gonzaga University.

EVALUATION: No discriminatory impact on low-income population.

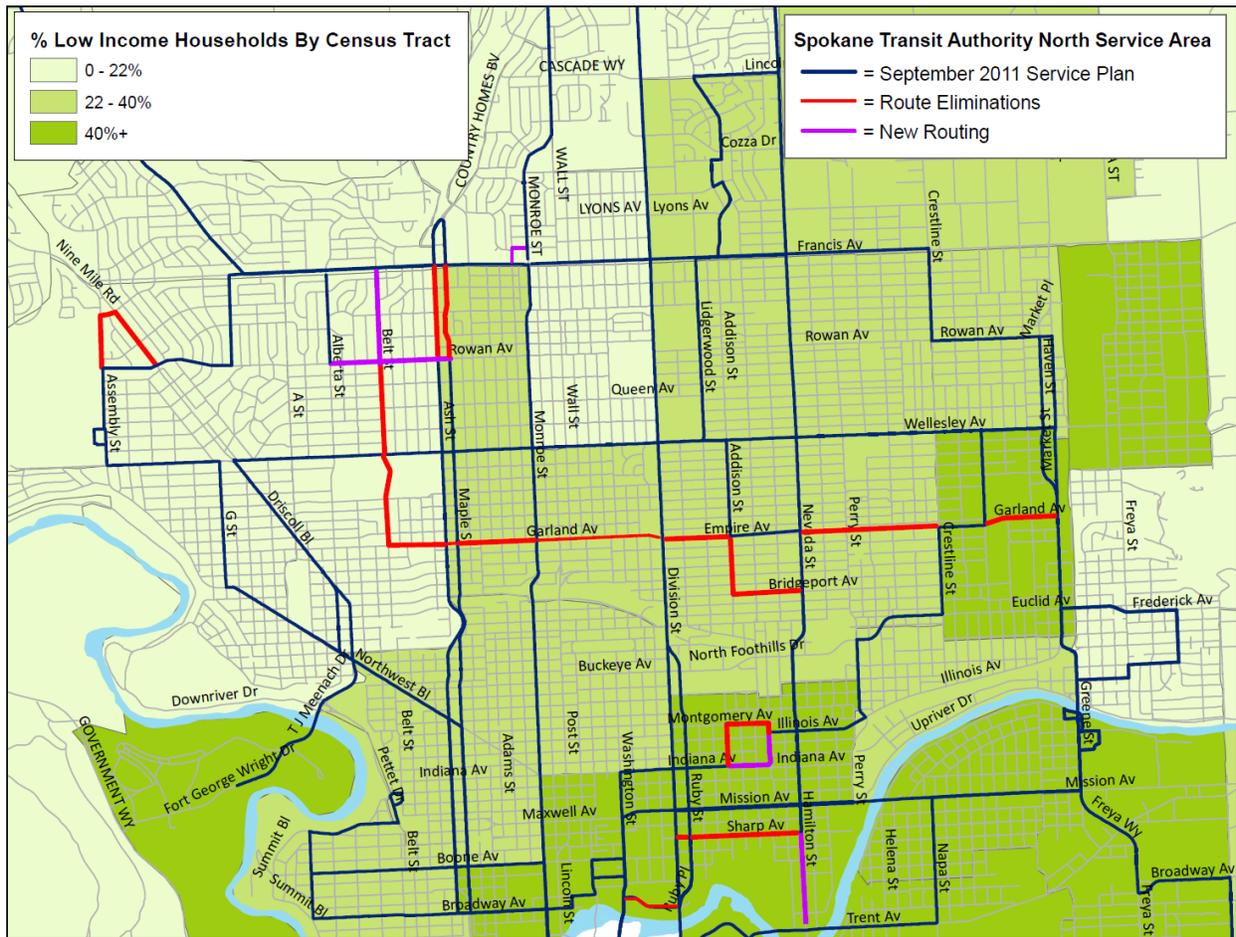


Figure 1 - Impact of Final Recommendation (North Spokane Service Changes) on Low Income Households (22% of all Spokane County households are low income. Source: 2000 Census.).

EVALUATION: No discriminatory impact on minority population.

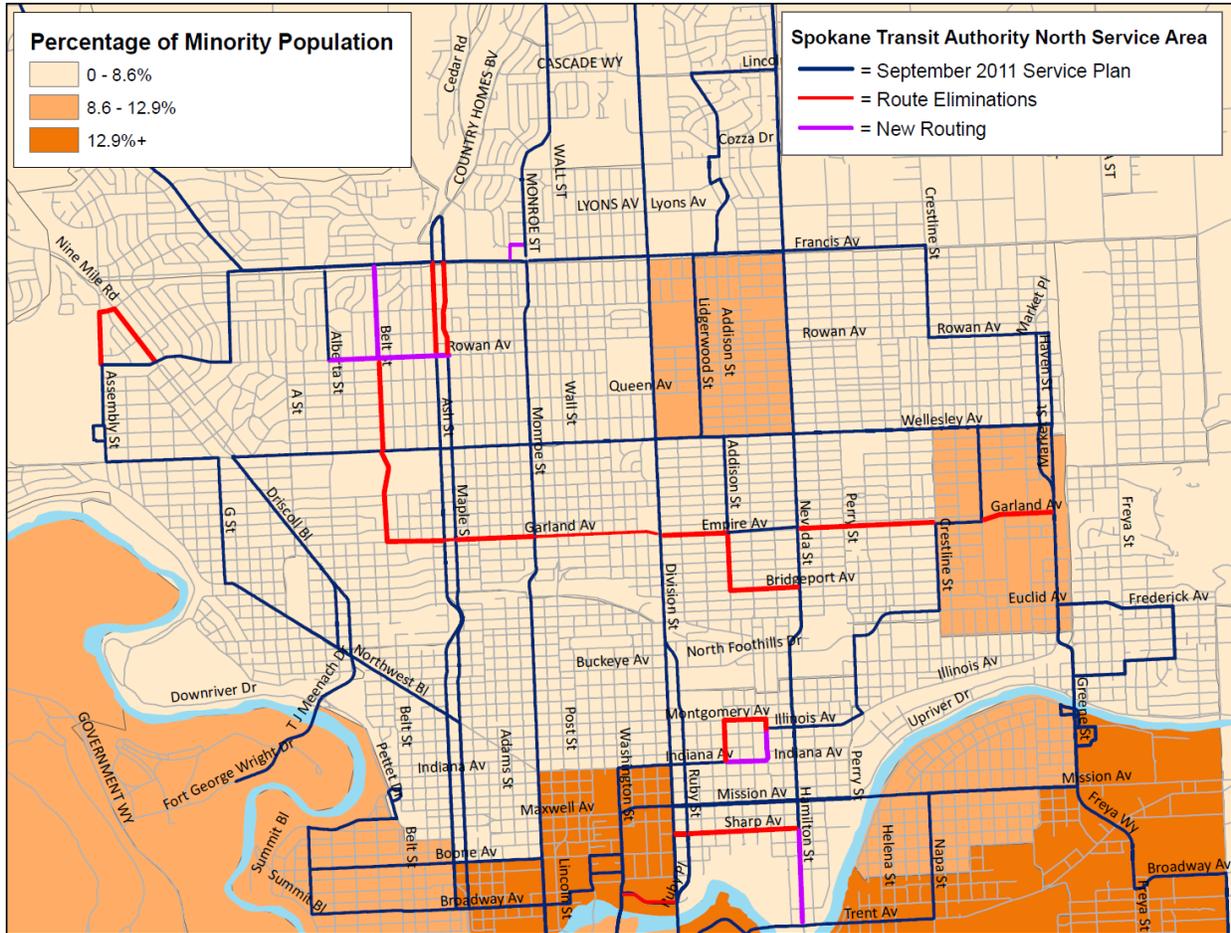


Figure 2 - Impact of Final Recommendation (North Spokane Service Changes) on Minorities (Source: 2000 Census).

South Spokane Service Area

Route 48

Route 48 is a new route that will operate seven days a week with service on 5th Avenue, Adams Street, Cedar Street, 10th Avenue and Madison Street. Route 48 will mitigate the loss of a portion of the current Route 43 on the streets listed above. The addition of Route 48 represents an improvement in service to low-income populations as opposed to the service options presented in the Draft Recommendation.

EVALUATION: No discriminatory impact on low-income population.

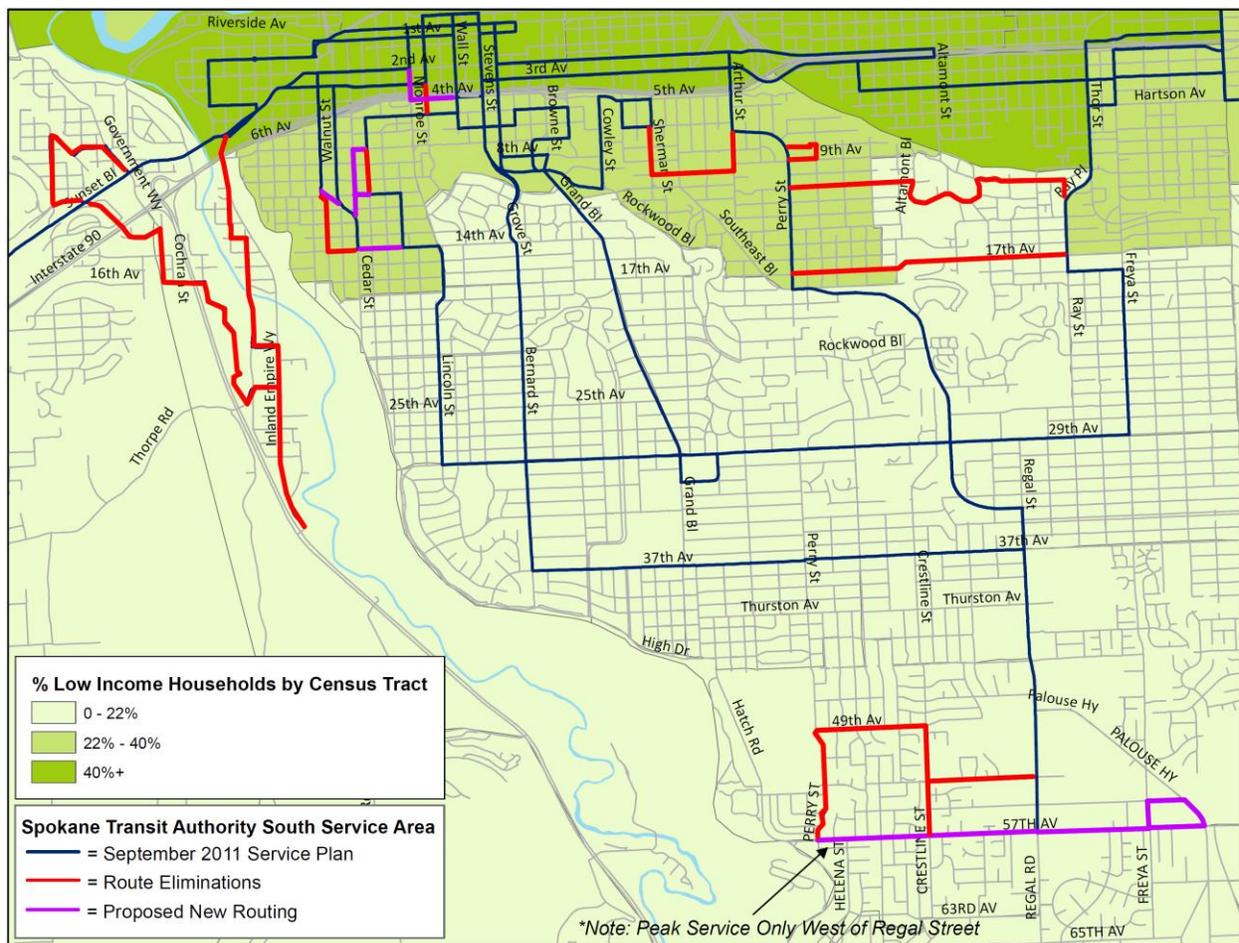


Figure 3 - Impact of Final Recommendation (South Spokane Service Changes) on Low Income Households (22% of all Spokane County households are low income. Source: 2000 Census.).

EVALUATION: No discriminatory impact on minority population.

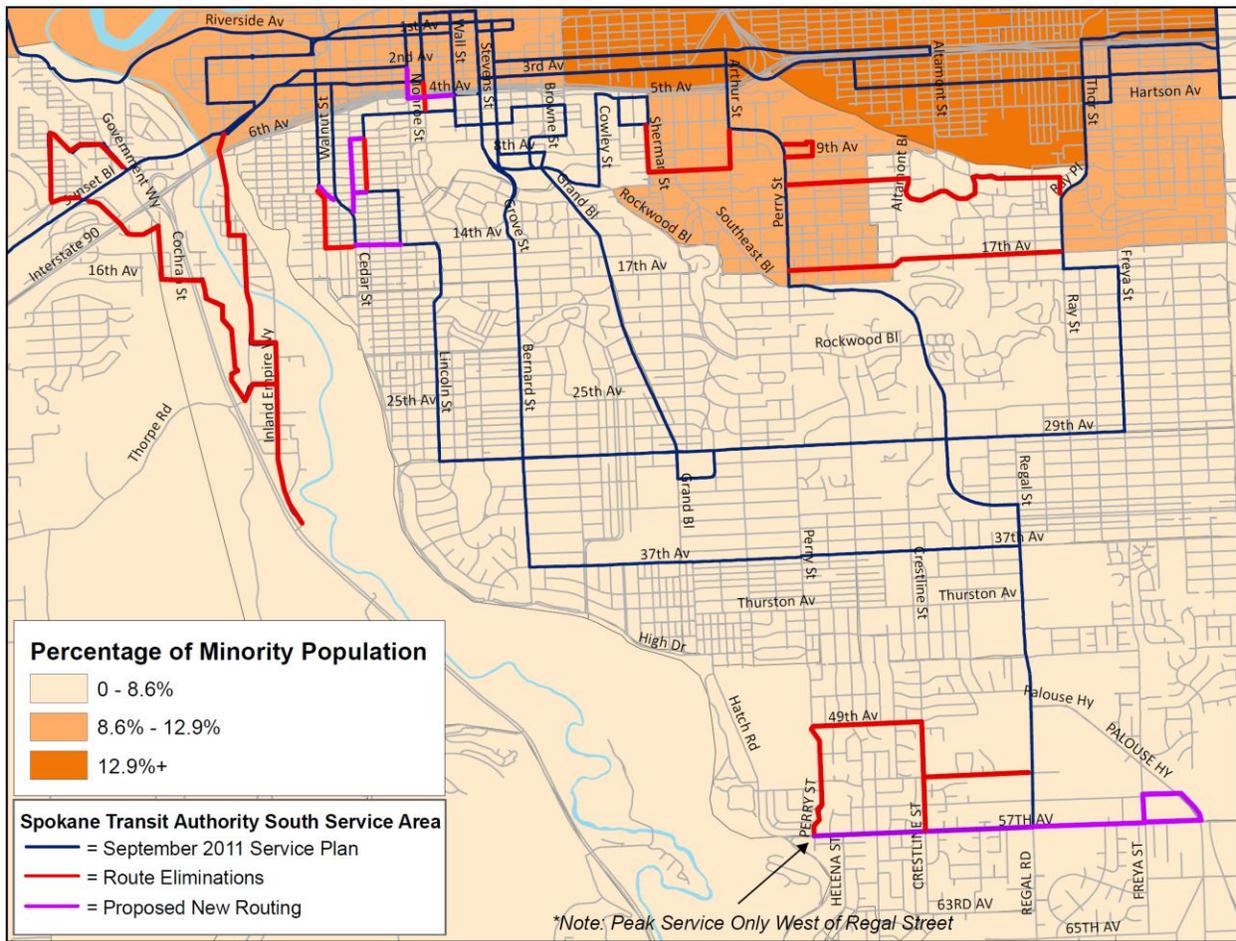


Figure 4 - Impact of Final Recommendation (South Spokane Service Changes) on Minorities (Source: 2000 Census).

Appendix C. Public Comments

Hotline Comments

The hotline comments received after the release of the Draft Recommendation through February 17, 2011 are listed below:

1. #41	This is a huge area that is being serviced right now, how can you take it away? This will affect tons of people, you have no problem spending money on lions for the Plaza waterfall but you won't spend money to keep routes.
2.	Please, please don't close the Garland route, I use this everyday and it's always full, sometimes even over-filled.
3. #62	Many use this bus to get to work at the hospital, not understanding what the new times will be. Very confusing.

“STA Questions”

The questions received after the release of the Draft Recommendation on through February 17, 2011 from STA’s general feedback email that pertain to the proposal are listed verbatim below:

2/17/11

Service Reduction Plan

Thanks for the opportunity to speak at the hearing on 2/16. The three minutes went by pretty fast; here's a few things I didn't bring up. The 31/32 offers many trip planning choices, since it intersects so many other lines. It allows choosing a midtown transfer point with a good waiting time. No other route gives a rider on the north side this much flexibility. This is the last route you should eliminate, and it should continue to connect directly with the 32. Discontinuing routes is one way to reduce platform hours, but reducing frequency gives the same result without abandoning riders. It is not uncommon for people to move into a house or apartment based on its proximity to an STA route. If each pair of routes proposed for elimination is reduced to half the current frequency, the same number of platform hours can be eliminated without stranding people. We heard from several riders for which route elimination would be a great hardship. Bus riders, for the most part, can and will adapt to changing schedules if the routes stay where they are. I heard many comments at the hearing about the 30, 31, 46 and 95.

There were also many affected by moving the 43, which is caused by elimination of the 42. Route elimination chooses inaccessibility over inconvenience. People rely on the routes that are there; they'll time their trips to accommodate lower frequency - compare that with not being able to ride at all. So please consider the part in STA's mission statement about providing convenient public transportation services. Don't give up the progress you have made bringing bus service to the people who now rely on it.

2011 Service Reduction Plan

While I know that the STA needs to make these cuts in service there is 1 area that needs limited increased service. As you probably know people who receive Social Security and/or Medicaid checks usually get them either the 1st or the 3rd of the month. Ridership increases for that first week of the month as those individuals go out to pay bills, buy groceries and do laundry and with groceries and laundry comes extra personal items when riding the bus. This is particularly evident when riding the 90 and even more so on the 25 route especially during peak afternoon and early evening travel. I've been on those buses when they are so full they are behind, they have to wave off riders at a stop and there are riders packed in so tight that are forward of the yellow line and blocking the back door. I fear that a simple fender bender could send standing riders so far forward of the line into the windshield. There needs to be some flexibility to add extra service to meet those riders needs. Many of the riders are elderly or disabled and not being able to sit and trying to get off at a stop around all these standing people and their stuff makes the route even more behind. When decisions are made on routes and times I hope you can also look at why the riders ride when they do not just looking at numbers and \$. As an advocate at the state level for the mentally ill, I'm really concerned about the reduction in services out to Eastern State Hospital (Lakeland, too) and how this would affect the visitors. Many of the visitors are family or friends of patients. Keeping those community contacts for inpatients are so important in creating success and avoiding readmission to the hospital upon discharge into the community. Please look at the scheduling with those riders in mind, too. Perhaps 1 run timed with visitors in mind in the late afternoon or early evening Monday through Sat...especially Saturday afternoon.

STA Services

I strongly support continued service to Eastern State Hospital, I have taken the bus for the past 15 years and have always appreciated it. Clients and family need this service. Please reconsider your decisions.

Route 62

I was one of the speakers last night at the STA board meeting. I appreciate having had an opportunity to do so. I would like to again stress the following points: The majority of the ridership of the 62 route as it currently stands use this service to access their workplace. We would like to continue to have the ability to do so – by bus. There are many concerns with the current plan to use van pools to complete the trip – for many of us this plan would not be feasible. This plan would also cut off access for family members visiting the hospitals during peak times. Many of us are puzzled by the plan to only serve the hospitals when very few people actually use the bus to access the hospitals (non-peak times) – and to cut off service

when it is used the most (peak times). I believe that reduction of service across the board (i.e., decreased frequency of trips throughout the STG service area) vs. eliminations of service to points of current service would better serve the public. I am concerned that STA's plan is to force all staff using the 62 into use of the vanpools for the entire commute. One of the main reason many of us ride the bus is to avoid driving in inclement weather. Most of the riders I have spoken to are not comfortable having the responsibility for the safety of a van full of passengers in inclement weather, making van pools from Spokane unthinkable. Finally, I have ridden the bus for the 10 years I have worked at the hospital. I would like to continue to do so. I participate in the commute reduction program and believe in the value of reducing my carbon footprint by not driving a car. Thank you.

Service to Medical Lake

I work at Lakeland Village in Medical Lake and we need our bus service to continue out here. ...PLEASE! There are several employees of the state who rely on bus service daily to get to and from work at both Eastern State Hospital and Lakeland Village. I know the economy calls for cuts but this route has a large ridership and doesn't seem to make any sense in cutting. I hope that the transit board will hear our pleas and reconsider. With the state budget cuts, daily life is getting hard enough for state employees and adding the price of gas to our dwindling budgets will be an even larger burden.

Medical Lake Service

I have been a bus rider since 1997 when I began working in Medical Lake. One of the things I considered when I accepted the position was the fact that bus service was offered. I find it strange that bus service for workers will be discontinued while bus service to Kettle Falls is implemented, especially at a time when we do need to cut costs and watch expenses. For some who ride the bus to work, it is their only means of transportation to and from work. Cutting the service will impact those folks who have no other way to get here.

September 2011 Service Reductions

We wish to have the following statement added into the record of the public hearing held February 16, 2011 regarding the September 2011 service reductions. We propose to keep either route 26 or 28 on Sharp Ave. providing 30 minute service to the Gonzaga University area and moving the other route to Trent Ave. as proposed. We oppose the elimination of route 31 Garland Ave. As MR. Blaska testified at the public hearing on Wednesday February 16, 2011 the Garland Route is one of the routes he does not like to see eliminated because it is doing so well and we agree. Spokane Transits financial projections state a modest increase in sales tax revenues that would not sustain service beyond 2015. Every year the revenues are budgeted low and the expenses are budgeted high, almost every year the actuals are the reverse of projections. The discussion last night regarding the unrestricted net assets did not address the fact that any board motion that restricts net assets can be changed if a board action does not meet the definition of restricted as per GAAP for governments, having said that I understand that to mean that in accordance with GAAP the funds can be used for operations. In 2008 the voters within the PTBA overwhelmingly approved to continue to pay the additional 3/10 of 1 % sales tax and the removal of the sunset clause so that STA would maintain the current level of

service hours. We understand that there are unproductive routes. However during the 2008 sales tax campaign the voters were told that with the passage of the vote STA would maintain the current level of service hours. We believe that a promise made to the community must be a promise kept. Thank You

Tim Dompier, President/Business Agent, ATU Local No. 1015

Route 62

I work at Eastern State Hospital and rely on route 62 to get to work. I pray something can be worked out to cover all 3 shifts. By my count it would take only 3 round trips to do it. I know there isn't always a lot of people on the bus but I guarantee ridership will increase with the price of gas which is going nowhere but up

Modification of Route #62 to Medical Lake

First, I appreciate the modification of the proposal to eliminate route #62 completely. The consequences for the people who live in the Medical Lake area would have been very negative and counterproductive. I am baffled, however, with the current proposal for modifying this Route. The suggestion to eliminate travel to Eastern State Hospital, Westlake, and Lakeland Village at precisely the time people are traveling to their jobs at those facilities is nonsensical. We were told a VanPool vehicle could be used to get from Medical Lake (where we would presumably be dropped off) to our work places. I tried to learn about how the Van Pool program might work for those of us who prefer to ride the bus. I contacted staff at both STA and the CTR Program. I had one friendly e-mail and conversation with the latter, but he couldn't answer my questions, so I can't really speak to this suggestion. Can someone please help me understand it? As I listened to the testimony last night, I heard a common level of frustration. Several people representing ridership on different routes asked you to consider simply eliminating one or more runs and leaving the routes intact. This looks like it would have less negative impact than modifying and/or moving routes. I was impressed by the reality of these riders, and the challenges they face. I have been employed by Eastern State Hospital for nearly nine years. During much of that time I have been a grateful and loyal customer of Spokane Transit. The bus drivers are almost without exception helpful, friendly, professional and safe. The friendships I've developed with my fellow passengers have been a bonus. The relief of not having to drive from Spokane to Medical Lake in bad weather is significant (a dear friend of mine was killed in a winter car crash on SR 902 some years ago). Contributing to the well-being of our world by not driving daily is an important action I choose to take. When I started riding the bus to Medical Lake nine years ago, the State of Washington endorsed the subsidy of bus passes, and we could receive a free pass each month at the completion of 5 round trips. This subsidy ended abruptly 2 years ago. The same year we lost our transportation subsidy, the prices of your fares increased. Last year our employer began imposing mandatory monthly "Furlough days"—an unpaid day off. This July we will begin another phase with an additional 3% wage cut, and there will surely be job losses. So, while I understand our fares don't cover the costs, and something needs to change, I believe we need to develop innovative solutions that reflect your own core values and the fact that the humans who use your service must be placed at the highest priority, and the changes should be gentle and broad. Spokane Transit might try to find a way to become an example of added support during this downturn instead

of yet another service being cut. Or, if that isn't possible, it should strive to do the least harm. I want to continue to be your customer and use public transportation. Thank you for your consideration.

Bus service

I realize that not every STA bus that runs on the various routes in the Spokane city and county is full. That is the nature of the option to drive or ride the bus. But I do notice that the buses I ride to Lakeland Village are well ridden on the 8am, 3pm and 4:15pm time slots. I occasionally ride the 6:20pm trip and that has poor ridership at least going back into Spokane. I can see dropping that time slot. To end the bus trip at the Medical Lake town stop is useless as no one can walk to their destination of Lakeland Village or ESH. STA would not even think of asking someone in Spokane to get off a bus and walk 2 miles to their destination. Please don't ask us to do that. Even a mini van pool from that starting point is time and cost inefficient. Please, at least keep the shift buses going to the current facilities served.

STA to Medical Lake

I have taken the bus to Eastern State Hospital for at least 15 years and feel strongly about the need to have that service. Clients and visitor ride the buses to visit people. It will be a shame to have limited services.

Elimination of Bus Service to Lakeland Village

The elimination of this route greatly concerns me, this will impact numerous riders that depend on this service to get to and from work. For some folks this is their only means of transportation to work. I would suggest another hard look at this decision and consider the impact this will have.

Medical Lake Bus Service

I have been a bus rider since 1997 when I began working in Medical Lake. One of the things I considered when I accepted the position was the fact that bus service was offered. I find it strange that bus service for workers will be discontinued while bus service to Kettle Falls is implemented, especially at a time when we do need to cut costs and watch expenses. For some who ride the bus to work, it is their only means of transportation to and from work. Cutting the service will impact those folks who have no other way to get here.

Bus Route Cuts

I work at Lakeland Village in Medical Lake and we need our bus service to continue out here. ...PLEASE! There are several employees of the state who rely on bus service daily to get to and from work at both Eastern State Hospital and Lakeland Village. I know the economy calls for cuts but this route has a large ridership and doesn't seem to make any sense in cutting. I hope that the transit board will hear our pleas and reconsider. With the state budget cuts, daily life is getting hard enough for state employees and adding the price of gas to our dwindling budgets will be an even larger burden.

September Service Changes

My parents are in their 80's, disabled and living in Medical Lake. They need me to come out there weekly and increasingly during emergencies. The bus is my only means of transportation. Mostly I use this bus in the early morning and late at night. I need the 8:30p.m. bus from Medical Lake to the Plaza so I can make the 9:52p.m. airport bus to work. I also need to stay as long as possible. My parents need my help. We need your help to keep the Medical Lake run as close to what the schedule is now. The alternative is frightening. Please Help... Thank You.

Service to SIP - Industrial Park

I understand that service will be severely limited --or perhaps cut altogether--to Industrial Park. And I also understand that it all boils down to a "numbers game", in terms of current/recent ridership. Although I have a vehicle and can drive to work, I've been taking the transit to my job for the past 11 years because it's made so much sense to me, economically. I've also made some great friends along the way, whom I refer to as my "Bus Buddies". If service is cut to SIP, I'll no longer have a reason to purchase a monthly pass. I would consider continued use of STA, however, if I could have service along Sullivan Ave., perhaps near McDonald's, where I could easily walk into The Park.

Proposed Route #62 changes

If the proposed changes to Route #62 pass, then you may as well cut the route all together (which I'm sure is what STA wants to do anyway). The early am and the pm buses that serve the hospitals have the largest ridership, not the mid-day buses. If I have to walk from downtown Medical Lake and then walk back to downtown Medical Lake to use the bus, I WILL DRIVE!!! I hope Medical Lake sues to get out of the STA taxing area if you cut service, why pay for services not provided?

Route 62

If the proposed changes to Route #62 stand, you may as well cut the route. How you think the mid-day trips will have more riders than the early am and pm routes is beyond me. If I can only take the bus to downtown Medical Lake and have to walk back to downtown to catch the bus home. I WILL DRIVE!!!!

2/16/11

Planning Initiatives

I ride the bus everyday: to and from work, to and from the store, to visit friends - everything. I live out in the valley and consistently use the 95, 31/32 to get to and from work and to get to the 90 to get Downtown... With the new plans - its going to be even harder to do that. I know several people that are going to be in hardship because of the new plans...it feels like you are taking away our freedom of travel... please reconsider the design, or keeping the buses as is - they are already difficult at times due to the scheduling. Thank You for Your time

2/15/11

Line 46 Cancellation

Because of the particular topology of this area there is a problem with canceling line 46. The people living at 3308 E. 11th Street, Spokane, WA 99202, a senior citizen community, would be required to access the two 33 bus stops that serve this area. Using a walker to walk up Thor Avenue is impossible because of the steepness of the hill. Using a walker to walk down Thor Avenue is also impossible because of the steepness of the hill. Even though the STA cannot control the steepness of the hill that this senior center lives on, line 46 provides the disabled with an alternative bus stop that can be reached by persons that are disabled. On a poster that is hung at the Plaza it states, We are "committed to the best transportation for the disabled". I hope this is true! It would be unfortunate if persons that are disabled that need to take line 46 are required to order an individual transport rather than access the STA. I have MS and can still ambulate but since the future of my health cannot be predicted, I may eventually need to use a walker. In addition, there are many people in this 6 building complex that do have trouble with ambulating but take the bus. Thank you for the opportunity to express my opinion.

2/14/11

Route 42

Phone call from a gentleman who lives on 10th and Maple. He has a baby with a hole in her heart and needs the bus transportation to and fro the hospital. He does not want the #42 to go away.

2/11/11

124 Route Suggestion

Good friday afternoon.... sorry to come late to the table with an "Idea" for improved service with no extra cost. I am a regular rider of the 124 route and it always ends up at the end of the route a few minutes early 5-7 minutes by my watch on several trips... SO.. What would improve service and increase ridership on that route would be one or two additional stops on the way in to and out of town.... Current stops are at Francis, Monroe and Broadway... One easy additional stop would be at Garland for full access to the Garland Business district... (perhaps even a park and ride at the Garland Theater parking lot as we do with St Marks on the 44. Also a stop at Indiana/ Northwest Blvd would be helpful. These stops are lights that more often than not the bus has to stop for the normal cycle of the lights anyway... IT would mean perhaps one or two minutes on average and would make the express service available to a wider group of commuters. Best regards.

2/9/11

Route 24 Sunday service

I read the Draft Recommendation 2011 Service Reduction Plan. I noticed increases in frequency on 25 and 90. Is there any chance we could get an extra Monroe bus on Sundays coming to the Plaza in between the 11:45 AM and 1:15 PM arrivals? These arrivals are always jammed packed.

2/8/11

Historic route name preservation

Reduction in service has been a topic for some time, and some routes may be eliminated entirely (changing kept routes to cover the eliminated route). Have I understood this correctly? I would like to propose certain route names preserved as "HISTORICAL". They have been there for EVER! There is currently the Addison but I think it is a variance of the old "Cable Ad" . And the name of Cable Ad goes clear back to the days of street cars I believe! Division is/has been there all along but it used to be called the N. Division. The East 5th keeps its original name. Sprague should be kept as E. Sprague. But my favorite is the Altamont. My gosh its been there for EONS.. To "lose" it would be losing a part of history I think (as well as they other historical names). May I suggest that if/when there are changes, you don't end the Altamont and have the SE Blvd pick up the slack.. rather you close the SE and have the Altamont pick up the slack. Same with any other routes that are "combined"... keep the historical name as the route name (ok it won't be the exact same route but still the general area) That way you get everything covered, but preserve a historical name. Thank you so much for keeping little bits and pieces of our history alive.

72/74 Schedule Changes

Looking over the proposed schedule for the 72/74 (74). I do not see any departures from Liberty Lake prior to 6:07 am. Is there going to be an earlier bus? Please say yes!!!! There are many of us catching rides downtown on the 5:44 72 from Liberty Lake...and some too on the 74 @ 5:39.

Route 72 & 74

Have seen recommended September schedule change . . . it poses a problem with our whole office with the time. We need to keep the two earlier pick up times at Liberty Lake and Mirabeau. We have to be in the office at 5:45 and 6:15 (plaza)a.m. PLEASE keep these times. We understand that the #72 will be eliminated, and will be using the #74 exclusively, love the new frequency.

Proposed route changes

I left a message on the hotline as well. I'd like to talk to someone regarding the proposed elimination of route 67. The Sheriff's Office is re-instituting programs in March at the Geiger Detention Facility, including an out of custody work crew and work release. Looking at the information, it appears there will be no service at or near the Geiger site. Am I interpreting the information correctly?

2/7/11

#43 bus route

I've heard that bus #43 will be re-routed and I request that the route remain unchanged. I use the bus stop next to Huckleberry's and it would greatly inconvenience me and the others that rely on that particular route.

1/27/11

September 2011 Service Reduction Plan

Couple of comments re: bus routes through Sharp being moved to continue down Hamilton to Trent.

1. That extra piece of Hamilton serves around 1,100 GU students so would be more visible, potentially more accessible to students along that corridor than the current Sharp bus routes 2. A student crosswalk at DeSmet: try to keep bus stops significantly down the road from that crosswalk: already having problems with student/car conflicts: a stopped bus would complicate that 3. Remember rush hour traffic to the freeway backs up enough to need four stop light cycles to reach trent...potential bus delays

at those times of day 4. Remember GU basketball game traffic is guided by police on Hamilton, and also likely to affect bus timeliness 5. Keep the Mission Ave. service at a frequency that matches the Sharp Ave service you would discontinue: another 2000 students live in that direction of the University Just some suggestions. Keep up the good work!

Route 62

Hello, I take the route 62 to Medical Lake M-F for work at Lakeland. Question on the modification of the route. If the bus drops the hospital workers off at the Medical Lake Transit center, how will we get to work from there? Also, if vans are provided, then who would drive the vans? Who would have the keys to the vans? What happens if the driver is not there that day (sick or vacation)? Thank you for not dropping the 62 route. Many of us have depended on this bus for service and are very thankful for good drivers we have had.

1/25/11

Route 94/95

If you want to help the people losing their 95 bus how about ending the 94 East Fifth with a run to Argonne and Trent to Park to Liberty to Argonne and then back to town as the 94 bus rather than going to the library. Without a bus like this I'll have to walk up to Trent and try to cross the street to the south side of Trent before the bus goes by (32) heading east on Trent. Also, without the 31 bus can you schedule the 33 to transfer people to 32 so that coming down from Shadle on 33 (since 31 won't exist) we won't have to have an incredibly long wait for the next 32 bus heading east? Also, why is it that the bus drivers can't wait when at the VTC or SCC to see if anyone on a bus pulling in wants a bus pulling out? Why do they have to leave just as the bus I am on is pulling in? Can't they wait 20-30 seconds or so to see if anyone on the bus pulling into the VTC or SCC wants to get on their bus? They'd take longer than that if they had a wheelchair.

1/24/11

Route and pickup change for 124

124 Express is used primarily for professional riders and students. Present pick up is in front of Bof A building. Proposed change is to pick up on Sprague. I would strongly recommend pick up at Sprage side of Bof A building and not on Sprague side of STA building. I along with others who work downtown would really prefer this if possible.

1/22/11

Saturday and Sunday Service

Today I wanted to connect with buses going to South Hill at the plaza. I came in using bus 21 from Broadway and Maple to downtown and by the time we got to downtown we were full and a wheelchair on board. I use the buses everyday and thought I would miss bus 22 at Boone and Maple today so I used bus 21 instead. I know you are thinking of ways to make STA efficient for everyone. Saturday and Sunday most buses are once an hour and the morning is 50 min. after the hour and 20 min. after the hour after 1pm. Would it be better if part of the buses like the north and east groups run the way they are now and then have the south and west groups run just the opposite as in 20 min. after the hour in the morning and 50 min. after the hour after 1pm. This way the wait is not an hour wait for the next batch to come in but only 30 min. Buses that change route numbers at the plaza would work with their group times like when bus 24 becomes bus 26 or 28 and bus 45 becomes bus 61. In doing this you would still run the same number of buses but not all buses hit the plaza almost at the same time and leave almost at the same time. Those wishing to connect from north to south could still get their connection without the worry of missing the next bus going in a different part of the city. Saturday there are a few buses that

are every 20 or 50 minutes after the hour like bus 24,25 and 90 I believe but on Saturday and Sunday most are 50 min after the hour mornings then 20 after the hour after 1pm. I am sure others that use STA all the time wish that part of the buses ran 30 min. difference when connecting downtown instead of how they run now. This idea can work if the groups would be setup like I have mentioned. Thank you for considering this idea at the next meetings you have with the public and with those that are working to have STA be efficient for Spokane bus riders like myself and all of us that depend on STA everyday. Thank you also for running buses even on holidays that you now do for those that use STA.

1/21/11

Changes to Express routes 72/74

Is there really a savings to your proposed changes to the Valley Express service? I would be interested to know what the savings are. What are peak hours? Reasonable service is needed in the middle of the day for riders that have children. Why is there a need for a 98? What is the net savings? If service is not good and busses are standing room only, your ridership will fall off.

1/14/11

Bus Route Changes

Please don't eliminate Bus #46 as it very much needed in our area. There are many who, like myself, who depend on this route for work, appointments, and shopping for groceries. I'm sure there are others like myself in the same predicament, like those in school. To ride alternative buses would be quite a walk especially the elderly and in the winter months. Please take my comment into consideration!

Postcard Comments/Letters

The postcard comments and letters received after the release of the Draft Recommendation through February 17, 2011 are listed below:

Holy Family
Hospital

(509) 482-0111
www.holy-family.org

I am disabled
and don't want to
see the #26
changed at all
Thanks
A Disabled Citizen

Please keep
#26, #28 on
sharp by GU.

Keep Service
on Sharp Ave by
Gonzaga!

As a Senior
Citizen I depend
on the #26 for
shopping so I
don't want the
Route change.
Thanks

A Concerned
Senior Citizen



Please don't
change the #26
as I am disabled
and need the
bus

stcu

22 NW BLVD.

perhaps go ~~up~~ ~~to~~ North
past Rowan, Right on Winston
then back to Rowan

There is almost always 5 or 6
people getting off between Rowan
AND Winston

Please don't
change the
#26 as a senior
citizen depends
on the bus

stcu

26 in U-District Use Sharp

28 in U-District Use Spokane Falls

Please do not
take away service
to 60 on Sharp.
Thank you

Tom Durst 487-
1991

Rt 29 to be Rt. 91 Meenaholm

- Extend route outward to North Upriver
Drive.
- Multiple Apt. Complexs exist on this route,
with more due to be constructed.

Recruited - Trial Period

1. for ridership
2. Hourly route - extend current route so it
alternates in & out.

IF BUS 41 RAN MORE
I WOULD RIDE IT MORE
BECAUSE IT IS CLOSER
TO MY HOUSE THAN BUS
20, 60, 61, AND 67.

Please use the space provided to comment on this topic.

Don't take out the stop/shelter
at Super 1 (29th & Garfield) -
don't move it (to Grand, etc).

Lots of older / disabled people
are at risk because of these
foolish cuts - removing stops, etc

I know because I am one!
your cuts aren't making the transit
system more efficient - they are
just making it more difficult for
your ridership - the people you
are supposed to serve.

Thank you for your participation.

you can't 
should do better!!

Do not take away the
Bus Stop/Shelter at
Manito Center. I am
disabled and need
this stop.

Don't ~~get~~
Rid of
30
modn

PROFANITY
PROFANITY

~~Don't get rid of~~
The #30 Bus
please
It helps the people
that travel on that route

Pretty Pretty Please
Don't cancel #30. I want
have no way home!!

don't take the
#30 what if there's
An old lady that
needs to go to the
Doctors

Don't get rid of
#30!

Please don't get #30 discontinued

Don't get rid of
#30 Better
not

Please don't
cancel the # 31
+ # 32 as
a senior citizen
to get where I
need to go I need
this bus **stcu**

Please don't
cancel the # 31
and # 32 as I
am disabled,
and need this
bus **stcu**

Please
don't
cancel
the # 31 + 32
as a senior
citizen I
depend on this
bus for shopping
and Senior Center
at concerned senior

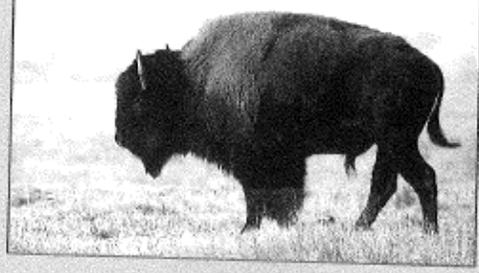
Keep Route # 31
going!

Herb
Smith

12/21/10

I am disabled
and depend on
the # 31, # 32 Route
to shop and
go where I
need to go.

Thanks
A disabled citizen



Holy Family
Hospital

(509) 482-0111
www.holy-family.org

Please don't Cancel
the # 31 + # 32

As a senior citizen
I depend on this
Route to get the
shopping, Senior Center
and Valley Mall

A Concerned Senior
Please don't cancel
the # 31 + # 32 Routes
As a senior citizen
with poor vision
I depend of the bus
Route for shopping
and HSC Thanks

A Concerned
Senior

www.holy-family.org
(509) 482-0111

Holy Family
Hospital

Holy Family
Hospital

(509) 482-0111
www.holy-family.org

Please don't Cancel

The # 31 & # 32

As a senior citizen
~~As~~ I depend on this
route for shopping
and the Senior Center

A Concerned Senior

Holy Family
Hospital

(509) 482-0111
www.holy-family.org

I am disabled
and depend on the
31 and # 32 for
shopping & Dr.
and therapy

A Disabled Citizen

THERE ARE A LOT OF PEOPLE WHO
USE THE 31 TO GET TO THE 32,
TRANSFERS TO THE 32 AT SCC ARE
SO BAD THAT WE MIGHT AS WELL
DRIVE CARS. KEEP THE 31! STA
ONLY MAKES SENSE IF USING THE
BUS DOESN'T TAKE SO LONG AS TO
BE IMPRACTICAL, DON'T SPEND THE
MONEY ON STA IF YOU DON'T WANT
PEOPLE TO BE ABLE TO USE IT.

Need Route to go along Pines to
Indiana - to get to Meribean
RR.
Will make transfers to 32
easier than headin' to
Sullivan from Pines.

32 on mission instead
of trent.

(By SCC.

Please use the space provided to comment on this topic.

Am very concerned about Rt 42 being eliminated ^{in 2011} as I am a single female & for me & the other women ^{in my area} who also takes the 42 - the safety issue at nite if we were to have to take the 43 is not good. I live on 9th & Maple & it is an ideal commute for me whenever I leave & come home. Would hope that you "STA" Business Officers or BOARD Do NOT Eliminate the #42 South Maple for all the people that do ride & for our safety as women.
Thank you!!
Queen McKenna
217-8688



Thank you for your participation.
CAROL & I both live in same apt building 30 Dec 2010

My name is James Williams
I have to have 43
STOP behind Huchel pays out
10th I am disabled and
live at 9th and Lincoln

I am also a card holder
I use the bus at least
5 day out of week please do
NOT change 43 bus I will be
stranded from work

Subject #43

I'm disabled and alone. I feel
safe with route 43 as I get on
and off just feet from my apt.
My disability consist of walking
ability, dizziness, head injury I'm
not worried with the way the route
is set up now but any change
would keep me home bound
1215 W 10th St & Spokane, 99204 Patterson

Marito loop removal 44 #1 of 3

Please use the space provided to comment on this topic.

I was disturbed to note that in the preliminary report that there is no/little input on 44 Marito loop removal from community. Fellow riders I've spoken to are concerned but also think the decision is already made. Please do not take lack of feedback this time around as invalidating previous concerns re Marito loop removal - they still exist.

Added value that would be lost w/ loop elimination include:

- 1) Park & ride w/out lost of special parked ride stop - # riders are from community & walk, but # also park/drop off - something loop provides for "1/2c" service

Thank you for your participation.



Marito loop removal 44 #2 of 3

Please use the space provided to comment on this topic.

- 2) business up sell - # riders ^{getting} on/off bus w/ stop by shopping center businesses on way home - convenience for riders, plus for business

- 3) safety - even w/ this year's "normal" snow, sidewalks are plowed under/inaccessible & bus riders in neighborhood have to walk to bus in streets - OK for ^{less bus stop} side streets, but if eliminate loop, means walking along Broadway/29th @ busiest intersection of streets - safety hazard that can be eliminated by keeping loop

- 4) customer service/unavailable - while advocating for keeping loop may seem

Thank you for your participation.



Manito loop removal 44 #343

Please use the space provided to comment on this topic.

selfish in light of cutting routes entirely, I've used all 3 stops on loop when living on different sides of Grand - all get use & help keep that neighborhood a super walkability / multi-modal model. linked to this is:

③ frequency of service - being able to catch either B or C Manito loop is a special benefit (like the "fizz" parked ride/drop off) that helps make the neighborhood such a great multi-modal model.

With so much added value in that single loop, it's a shame to cut simply to improve reliability - the best of cutting seems much less than the multiple values provided by keeping it.

Thank you for your participation.

mark m -



MARY Alice Green 2/9/2011

1705 E 58th

Do not Discontinue loop on Route 45. My husband and I need it. Weekends are popular too!

Kyong Park 448-2121
2227 E 50th

Do not discontinue loop on Route 45. My husband and I need it. Weekends are popular too!

Please use the space provided to comment on this topic.

Dear STA,

Please Do not Discontinue
Route 45 on the South
hill Please I need the Bus
I take it alot to Please
pretty please ok.

448-3044 Your Passenger
forever too
Mary Alice Green

PRELIMINARY PROPOSAL
FOR 2011 SERVICE REDUCTION PLAN

Please Leave the 46
bus on the route & Live
on. I dont want too
see it go. Lot of people
depend on it.

Barbara Houser

Thank You For
Eliminating Route 46
You are overpaid mutha.
Try Taking A cut In
your Fat Ass Salary!!!!

2011 PROPOSED REDUCTIONS-COMMENTS
Please use the space provided to comment on this topic.

Route 46- WE RIDE THE CURRENT
46 ON WEEKDAYS AFTER 8PM.
THEREFORE, PLEASE CONTINUE THE 46 AS
IS. WE RIDE ON AREAS NOT SERVED
BY THE 45.

ON THE PROPOSED COMBINED 42 & 43.
BE SURE THE CHANGED 43 SERVES
MAPLE ST. AT * 2ND AVE.

Concerned Rider

Thank you for your participation.



1 I would like to see number 62 route
to keep running in the morning during
weekdays and weekends so I can get to work.

Please use the space provided to comment on this topic.

Please do not discontinue
the 62 or 67 medical
take buses. I use each
one to get back and
forth to work and my
wife uses them to go to
school. our truck is broke
so my wife cannot drive and
I cannot drive any ways
because my licence is suspen-
ded we also have a baby
less than a year old.

please don't get rid of
our bus.

Thank you for your participation



Thank you for being
Kind enough to keep
a bus going to Medical
Lake. I agree with the
proposed route of the #62
BUS. THANK YOU EVER

NOW I CAN CONTINUE
MY EDUCATION NEXT
YEAR,

Please use the space provided to comment on this topic.

Dear Sir or Madam:

My name is Camille Fenner. I am writing to
express my feelings about the proposal to discontinue
service to Medical Lake. I occasionally visit
my mother in Medical Lake, if the proposal
goes through, I will have no other way to
see my mother who lives in Medical Lake, so before
you decide to make your final decision reconsider
your options.

Thank you,

Camille L. Fenner

Spokane, WA

Thank you for your participation.



I am not a regular user of routes 62 and 67, but I do use them when I go to the lake or camping during the summer, and I would hate to have to walk from Cheney to Medical Lake.

MORE IMPORTANTLY, I believe STA should check with the few regular riders to see how the elimination of these routes would effect them. If a person who doesn't drive and lives in Medical Lake depends on these routes to commute to work, then do you think it's fair to these people to eliminate these routes? I don't.

Do NOT discontinue
#62 or #67. They are
my only way into town.
I'm not the only one
out there. L.E.

Keep/Expand the 67
A lot of people get stranded
when released from Geiger CF
at weird hours with nothing on
their backs but T shirts in all weather
Hollis Higgins treebarkhu@yahoo.com

I ride the bus every day. I usually take the last bus from Cheney to Spokane at night. My concern would be lack of transportation to and from Cheney at night.

Will there be a route to Valley Mall from VTC if 90 is only going from Downtown to VTC?

Does that 98 will service Green Acres but what will service Maribeam PHE from VTC?

Later Buses on 547e
(Green Acres, #90)

Please do bring 94 to Millwood as shown. I am elderly and while I'm not able to get out as often as I'd like the stop at Liberty & Argonne is the nearest (1 mile walk each way) to home

and if it goes away I'm stuck waiting for rides as I no longer drive.

Thank you for listening.

I use the 95th to
get to my Agency
EVERY Payday

COMMENTS: I Like the 98 going
to Liberty Lake good JOB.

YES! I would like an STA Representative to contact me about my comment.

Name: _____

Phone: _____

Email: _____



Contact information optional.

Invest in light rail
west side to CMA
Start right of way purchase
station & connect on N South
Back up Division

You keep charging more monthly fees, keep taking routes away, oh ya, they were dropped off a block from the transit station, and now are able to hook up with the buses on the island.
So what about this oh ya
→

You a politician

PROFANITY



I think what you guys are doing is dumb 1) you raise prices 2) you cut routes. If you guys would make it so the bus ran longer at nite like Seattle (9am) you might have more business. No one likes the price raise or routes being cut this lame!

Put additional .003 sales TAX on
Ballot for for voter approval

HOW WILL THIS

HELP ME

I LIVE AT 5317 N HAWTHORNE

ST
FRED MARGIOTTA

509-2205042

Quit cutting bus Routes
and stop raising the bus
fair prices.

Because I use the bus system to get
to and from work and live
on a monthly budget

I wish Jon Snyder was still
on the STA board

Jason Wade

I think that what you board of directors are doing by cutting off services is a bad idea.

I would highly consider STA to merge with Greyhound.

My email is FaithUnited4@yahoo.com

TO WHO MAY CONCERN!

I'm am a bus rider, I have kids and need to take the bus to commute around town. But it looks as if my bus in my area will stop. I buy all my bus passes. So for the change it do to cut cost are what?

Please, Please, Please

AIR out the buses more often. The chocking smell is unbearable at times. Dead air, stale air from people breathing, sweat, clothing and body odors combined make for a toxic, foul experience. Please take action.

WENT ROOM

2/2/2011

UPDATE BATHROOM
FLOORS AND PUT TAKELESS
HAND DRIPPERS IN. ASK
BOARD MEMBERS TO
USE RESTROOMS IN PLAZA
PUT UP STALL WALLS
BETWEEN URINALS.

THIS WOULD CLEAN + PRO
IT LOOKS THE LESS VANDALISH
THERE WILL BE.

RYAN ROBISON

KHAN.ROBISON@STATA.ORG

CLEAN THE INTERIOR
FLOORS OF EACH BUS
DAILY AND SANITIZE
HAND RAILS

SERVICES
IS
BAD

It would be convenient for potential riders, considering transit choice, if blue signs had general times where appropriate:

I.E.:

Before 6:00 AM
20 and 50
past the
hour

(I suggest, on the blue sign, only if its too tacky to have full posting on a sign or paper, perpendicular to blue sign)

LOOKS GOOD

URGENT!! 1/14/2011

THE CLARITY OF YOUR
SIGNAGE ARE ~~THE~~ NEEDING
IMPROVEMENT. ASK RYAN HOWERS
TO USE THE FACILITY RESTROOMS
SO THAT YOU BETTER UNDERSTAND
STILL WORKS BETWEEN ORIGINALS
AND CLEAR PAPER TOWEL DISPENSERS
OF AUTOMATIC SHIRTS, DRINKS AND USE.
RYAN-ROBISON@HOTMAIL.COM

Please use the space provided to comment on this topic.

Instead of having Day Passes
we should have 24 hour passes.
It would be a lot more beneficial
and people would be getting their
money's worth - And just keep them
at the same price as Day Passes.

Thank you for your participation.



THE DRAFT RECOMMENDATI

Thank you
Sta for
the
rides
-Miriah

CHANGE #124 INBOUND
FAIRWOOD P+R UNTIL ALL
SNOW IS REMOVED AND
RIDERS ARE VISIBLE

COMMENTS:

Get the P+R at Country Homes
AND WALL

MIKE

Please use the space provided to comment on this topic.

By the reduction of buses
I am forced to walk home
alone at night from downtown
to Monroe + Mansfield after
I get off work. Also limits
jobs I can get because of
weekend limited service.

Lee Ann Winters
509-456-3228

MY CONCERN

I Heard The CEO OF
STA WAS GETTING A \$40,000 PAY
RAISE !! IS THIS TRUE?
IF YOU ARE PLANNING ON CUTTING
ROUTES, DRIVERS ETC., HOW CAN
THE CEO JUSTIFY A PAY RAISE.
PLEASE RESPOND!!
STA RIDER!!

John Quilbeault
509-8926711
EMAIL: JOHNQ129@SPARTHLINK.NET

- #1 It is ridiculous to have a comment box without comment cards
- #2 It seems outrageous to me that the monthly pass went up \$8 AND routes continue to be eliminated or service greatly reduced. Choose one.
- #3 Route #26 Addison is a busy route. Many people use the stops along Addison or where the route differs from the #28, including me. There is a great enough distance between what is covered by the #25 & the #28 to ~~require~~ require another route, especially in inclement weather. Please DO NOT move forward with the proposed route changes

Ed & Bob helped set up his
Chair to be set up w/ straps.
Training insufficient. Drivers
are geophobic & paranoid =
insulting to people in wheelchairs.
learn to get close to curb.
wheelchair-unfriendly attitude
- Spokane City Council ada accessible?
Dr. says no germs on wheelchair.

Difficult to get thru

Dr or Psych
come into address
psychological
problems of
people w/ wheelchairs
Drivers need to spend day in chair.

~~1:30 to 2:00~~
TO TRAINERS



Rex D. Fuller, Ph.D.
Provost and Vice President for Academic Affairs

February 16, 2011

Ms. Molly Myers
Communications Manager
Spokane Transit Authority
1229 W. Boone Avenue
Spokane, WA 99201

Subject: Proposed STA Schedule Changes for September 2011

Dear Ms. Myers:

Eastern Washington University appreciates receiving the Spokane Transit Authority update on proposed scheduling changes that, upon approval, would increase the frequency of bus service to the Riverpoint Higher Education campus.

We support the proposed changes to the routes that serve the University District. EWU students, faculty, and staff make extensive use of the STA links between the Riverpoint and Cheney campuses, and increased frequency of service to this area will encourage even greater use and ridership.

As an additional point, the proposed changes are consistent with plans to expand academic programs at Riverpoint and, as a result, to grow Riverpoint as part of the University District.

In conclusion, Eastern Washington University supports the proposed changes and encourages Spokane Transit Authority's adoption of these changes. Thank you for the opportunity for review and comment.

Sincerely,

Rex Fuller
Provost and Vice President for Academic Affairs

c: Rodolfo Arévalo, President, Eastern Washington University
Mary Voves, Vice President for Business and Finance, Eastern Washington University

 Office of Academic Affairs
220 Showalter Hall, • Cheney, WA 99004-2445 • 509.359.2201 • www.ewu.edu
Eastern Washington University is committed to equal opportunity and affirmative action in employment.



Spokane County Sheriff's Office
Ozzie D. Knezovich, Sheriff



"In partnership with the community - Dedicated to your safety"

February 14, 2011

Karl Otterstrom, Director of Planning
Spokane Transit
1230 W. Boone
Spokane, Wa. 99201

Dear Karl:

Recently, your 2011 Service Reduction Plan – Draft Recommendation came to my attention. Specifically, regarding the elimination of Route 67, which provides services to our Geiger Facility.

In 2010, the Sheriff's Detention Services Division suffered major budget reductions. Included in these reductions were 81 lay-offs. Because of those reductions, we were forced to curtail offender programs at Geiger, including Work Release.

Our goal in 2011 is to move forward once again with offender programs, which have proven to reduce recidivism, and increase public safety.

In March of 2011, we will be initiating the Sheriff's Community Correction Labor Program. This is a partial confinement program in which offenders will report to Geiger in the morning and go out with a Deputy on a Work Crew detail to do eight (8) hours of community service projects. They will return in the late afternoon, and go home for the night.

Offenders will have initial screenings, prior to their report date, to ensure their eligibility for the program. They will then be scheduled for their work date.

In addition, we are re-implementing our Work Release program. Offenders who have jobs will be housed at Geiger, and will be allowed to go to their place of employment during working hours.

As we move forward with programs, offenders will be participating in Drug-Alcohol Treatment, Job Search, and other community based services.

1100 W. Mallon • Public Safety Building • Spokane, Washington 99260-0300 • (509) 477-4739 • Fax: (509) 477-5641

Transportation is a critical component of these programs. Offenders often have limited transportation options, and rely on Spokane Transit services to meet their Court ordered obligations.

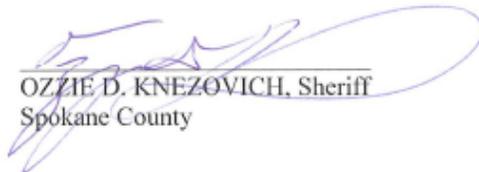
While ridership is currently down, due to the 2010 reduction of staff and the curtailment of offender programs, our expectation is ridership will increase through the year, as we move forward. Without reliable, safe transportation, these programs will be very difficult to implement.

I would appreciate your re-consideration of the proposed service cut eliminating Route 67. Barring that, Lt. Joanne Lake recently talked to one of your employees, Mike Hines, who indicated there potentially could be some modifications made to Route 60 – the Airport run, including stops at the Geiger Facility during identified high need timeframes.

Spokane Transit and the Spokane Sheriff's Office have been long-standing community partners. One of the programs referenced above is the Geiger Work Crew, which has provided snow removal services to Spokane Transit over the years.

I appreciate any help you can offer to help us mitigate this unfortunate service reduction.

Sincerely,



OZZIE D. KNEZOVICH, Sheriff
Spokane County

RECEIVED
FEB 14 2011
THORITY

February 10, 2011

Spokane Transit
ATTN: Karl Otterstrom
1230 W. Boone Ave
Spokane, Washington 99201-2686

Dear Sir:

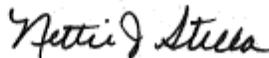
Concerning the proposed elimination of Paratransit Service, I wish to forward the following comments.

By eliminating the Route 95 fixed route service, you have put my small corner of the valley just outside the area for paratransit service, which I have used for years. This will basically isolate me to my home.

I am an amputee using a wheelchair. Your suggestion I travel to an area where service is available and safe is not an option. I will gladly loan my chair to anyone coming to my home, so they can show me how I can physically accomplish this. This is a residential neighborhood without sidewalks, and in winter such travel is impossible. My family might be able to adjust to accommodate my needs for many things, but they all work. There is no way they can provide my need for transportation to medical appointments, as they cannot be arranged outside of their working hours. My limited income does not stretch to taxi service.

I understand the elimination of Route 95, but by doing so you are sentencing me to my personal prison, my home and the immediate area around it.

Sincerely,



Nettie J. Stella
3707 N. Edgerton Rd.
Spokane Valley, WA. 99212
Paratransit # 8384

February 9, 2011

Ms. Molly Myers
Communications Manager
Spokane Transit Authority
1229 W. Boone Avenue
Spokane, WA 99201

Subject: Proposed Schedule Changes for September 2011

Dear Molly:

It has been the goal of Washington State University Spokane to increase the frequency of bus ridership at our location for a number of years. Our faculty, staff and students have identified the frequency of service to campus and the connections to the Plaza for transfers as the most important factors to enhance the use of mass transit at the Riverpoint Campus.

The proposed change that includes moving the path of travel for bus routes 26 and 28 from Sharp Avenue to Spokane Falls Boulevard, coupled with existing bus route 29 through campus, will increase service to our ridership from 30 minute intervals to a 7 to 15 minute pass through campus each hour. With this change, we anticipate an increase in ridership from our campus community from home to work and to/from business meetings between downtown and the University District.

We support the proposed change and encourage adoption of this new route to campus by the Spokane Transit Authority Board.

Sincerely,



Brian Pitcher, Chancellor, WSU Spokane



Jon Schad, Director, Facilities Operations

BETHANY PLACE

9111 UPRIVER DR
SPOKANE, WA 99206
Phone (509)924-0580
Fax (509)924-2900

January 26,2011

Spokane Transit
1230 West Boone Avenue
Spokane, WA 99201-2686

Attn: E. Susan Meyer

I was very happy to read the article in the Spokesmen Review on Monday morning concerning the STA. I was pretty sure that it stated that Para transit would be continued even though the 95 route to Millwood was being discontinued.

I placed a phone call to Carl Otterstrom on January 26, 2011 to confirm the decision that was printed. Carl did confirm that the Para transit would be continued to the residents at Bethany Place.

We are so happy and so delighted that you **heard the people**. From all of the residents, their families, the staff and the owners of Bethany Place we extend the '**BIGGEST THANK YOU**'. Thank you for showing that Spokane Transit will continue to use the positive motto "How a great city moves."

Peter LaPlante will be representing Bethany Place at the City Council meeting on February 16, 2011 to express our gratitude for the due diligence given to this strategic planning project.

Again, a sincere thank you for providing a better quality of life with safety to enhance our residents well being and health.

Sincerely,



Bernadine A. Wilson, MSC
Administrator

Cc: Carl Otterstrom



February 16, 2011

Ms. Molly Myers
Communications Manager
Spokane Transit Authority
1229 W. Boone Avenue
Spokane, WA 99201

Subject: Proposed Schedule Changes for September 2011

Dear Ms. Myers,

McKinstry Company is pleased to support the Spokane Transit Authority's Draft Recommendations dated 1/20/2011 to optimize service provided and support ridership throughout Spokane. In addition to improving transportation options for McKinstry Company employees and reducing the impact of our transportation footprint on the environment, this recommendation, if accepted, will have a positive impact on the local University District build out and facilitate student learning by improving student transportation between college campuses in Spokane.

McKinstry recently purchased the property at the intersection of Hamilton and Spokane Falls Blvd and is in the process of renovating these properties into our new Inland NW headquarters. We chose this site because of its location among the Universities and businesses of the University District and downtown Spokane—a district that by its very nature demands frequent mass transit. In addition, access to public transit is a key issue for our employees and the proposed routes connecting to this site at 850 Spokane Falls Blvd were critical components of the choice of the site to develop.

McKinstry anticipates that an adjustment of Routes 26 and 28 (Option 1) from E Sharp Ave. along N Hamilton St. to E Spokane Falls Blvd. will increase our future ridership and assist in the reduction of single occupancy vehicle transportation to and from McKinstry. If one of both of these routes were changed, McKinstry and other University District businesses would benefit from consistent North/South public transportation via Route 26 or 28 and East/West public transportation via Route 29. As a company who prides itself on sustainability, we feel that the addition of the North/South connections via Hamilton Street will offer our employees a way to participate in making a positive difference in the impact of daily life on our local environment. With these changes, we anticipate an increase in ridership to and from our offices and employee homes and to and from business meetings downtown and in the University District when our project is completed in the fall of this year.



We support the proposed changes to Routes 26 and 28 (Option 1) and encourage adoption of the increased frequency of routes into and from the University District by the Spokane Transit Authority Board.

Sincerely,

Kim Pearman-Gillman
Business Development Director

Petition to keep Bus #32 route to the Valley YMCA and CenterPlace

CenterPlace is a hub for regional events in Spokane Valley and the YMCA offers activities for youth, family and seniors

We need public transportation availability here

**Please reconsider deleting the pick-up point at the YMCA and CenterPlace
& the new Discovery Playground
on Discovery Place, Spokane Valley, WA**

*The city of Spokane Valley
advertises Discovery Playground
are on the bus route 32!*

Karen Clark-Person
Marlene Kramer
Bob Newell
E.H. Chandler
Phyllis Bromley
Henry Johnson
Charles V. Johnson
Arda Gustaf
Linda Boyer
Cott Gatter
Gus Doblin
Laurie McQueen
Sharon Bennett
Esther Postrey
Bob Postrey
Darlene Wood
May Ann Warren
Gus W
Gene Baker
Lena Baker
Lili Rignetti
May Johnson
Mike Ryan
Mike Ellis
Patty Bischoff

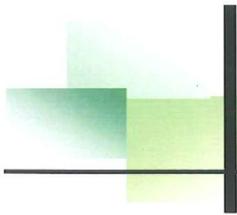
509-869-7034

Judy Thies
John Hunt
Martha Cooper
Helen Young
Selma Hair
Dor Parker
Charlotte Belker
Shirley Dunsmore
Shirley Heartburg
Mary Lee Burt
Carol Leitner
Arleen Spragg
Hilda Boyd
Helma Churchill
Margaret Cadwallader
Sue Caldwell
Glen L. Roush
Mervin Schilling
Mildred K. Malsam
Joe M. Raugle
Bob Hill
Nancy Langer
Bettina L. Hanson
E. E. Rowe
Marnie Smith
Nancy Severance All

Wendy P. [unclear]
Susan Rohrbach - need better bus service!
Luis Lopez
Joanne M. Ahondly
Richard Ostuty
Tom Wassard
Harrell Freeman
Patoy M. Bird
Barbara Mustard
Jaime A. Paster
John Clark
Jean Clark
Ron Hemming
Morle Hemming
Jane Baker
Dine Baker
Scott P. [unclear]
Peggy Cantrell
Barbara Almsted
Walter Wilton
Mick [unclear]
Kinuyo Spencer
Carol Barnett
Lee Jay Statt
Dan K. Robertson
Bernadine Krizer
Mauri [unclear]

Joe D. Di
Mardell Jansen
Robert Wilson
Nancy Austin
Lois Hargen
Marta Sigurdson
Dorothy Gagarley
Charlene Kelly
Elaine Molter
June Holman
Mallory Shell
Pat Heiner
Larry H. Heiner
Barbara Washkoeka
Rosemary Patches
Mary a Mentens
Lynn Clark
Lee Cline
Vi Cline
Suzey Wroget
Joan M. Lure
Shirley Pendleton
Elizabeth Ann Betts
Mary Ballard
Leona Kramer
Dolores Major
Alice Ford

May Ayers
Darlene Markey
Suzanne W. Bollman
Mert Bollman
THAYNE MAUCH
Madeline Luettke



East Valley School District No. 361

12325 East Grace Spokane WA 99216
Phone 509.924.1830 Fax 509.927.9500 Website www.evsd.org

Superintendent: John Glenewinkel

Board of Directors: Mitch Jensen Mike Harris Heidi Gillingham Kerri Lunstroth Roger Trainor

February 16, 2011

Spokane Transit Board of Directors
Clerk of the Authority, Jan Watson
Administration
W. 1230 Boone Avenue
Spokane, WA 99201

Re: Letter of Support for 2011 Service Reductions

To Whom It May Concern:

This is a letter of support for the route changes as a result of the proposed 2011 Service Reductions. This plan proposes changes to "Route 96 Pines". The proposal modifies the current route to serve a greater portion of East Valley School District (EVSD). This service would provide safer service to patrons in an area of the East Valley School District (closer proximity to East Valley Middle School and East Valley High School).

While only servicing a limited area of EVSD, Spokane Transit Authority (STA) and Para transit are utilized by a variety of students and families of East Valley School District. Currently, to access STA from East Valley High School or East Valley Middle School, riders walk on Sullivan, south of Keirnan (by the McDonalds) to Wellesley (almost a mile). There are sidewalks along Sullivan, however, the speed limit is 35 miles per hour and the traffic signals do not have pedestrian signals nor are there any marked crosswalks. This route change would provide safer and closer access to students and families.

East Valley School District serves many families experiencing homelessness. School is often a safe, consistent place during difficult times. The district provides bus passes for these students as well as other students and families living outside of our district.

In addition, East Valley School District was awarded a Transportation Grant through Easter Seals in 2008. This grant allowed a team to explore the transportation needs of students and community members within the school district boundaries. The team conducted a survey of the community that showed that of 340 respondents, 255 (75%) responded that they would utilize public transportation if it were available to them. A copy of the grant project is included for additional information.

While our hope is that STA services could be expanded to serve the majority of EVSD, this current proposed route change will provide a valued service to families we serve. We look forward to continued access and partnerships with STA.

Sincerely,

John Glenewinkel
Superintendent

Attachment