

September 2010 Service Reduction

Draft Recommendation

Prepared for:
Board of Directors

Prepared by:
Planning Department

Revised Final

4/23/2010



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Note: Minor technical corrections were made after original publication of this report on April 15, 2010. These corrections did not affect the recommendations or analyses.

Executive Summary

A debilitating scenario of fare increases and service cuts is currently taking place across the nation as transit systems confront inescapable economic realities. A recently released American Public Transportation Association (APTA) report titled Impacts of the Recession on Public Transportation Agencies outlines the extent to which transit agencies across the nation are being affected by the recession. This report shows that since January 1, 2009, eighty-four percent of public transit systems have raised fares, cut service or are considering either of those actions. Fifty-nine percent reported they have already cut service or raised fares. Furthermore, nearly seven out of 10 public transit systems are projecting budget shortfalls in their next fiscal year.

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 over two 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 draft recommendation to reduce fixed route service in September 2010 as part of a multi-year effort to reduce annual operating costs to sustainable levels.

Development of the 2010 Draft Recommendation Proposal

In February 2010, the Board of Directors was presented with the September 2010 Service Reduction Preliminary Proposal that listed potential changes that would reduce platform hours. It explained and categorized the changes in three sections: 1) Route Eliminations, 2) Select Trip and Frequency Reductions, and 3) Route Restructures. The Preliminary Proposal listed several options in order to reduce a total of approximately 13,570 platform hours, above the initial goal of 9,000 platform hours, in the event the economic situation deteriorated further or to adjust to public opinion. At this time, Spokane transit anticipates the September 2010 service reduction will precede two consecutive years of more significant reductions.

Table 1

Year	Target Annual Platform Hours Reduction	Approximate Percentage of Annual Fixed-Route Service
2010	9,000	2%
2011	30,500	7%
2012	28,500	7%

Through the months of February and March, STA staff made multiple 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 significant level of public interest indicates a deep interest in transit as well as strong concern over potential service changes and reductions. The public input process is discussed in further detail under Section II.

The September 2010 Service Reduction Preliminary Proposal presented the Board of Directors and the public with a menu of proposed route eliminations, trip and service frequency reductions, and route restructures. The route eliminations were limited to the two least performing routes of the system. The trip and service frequency reductions would reduce frequency on routes during certain periods of the day when demand is lower. The route restructures would strive to improve service utilization and efficiency.

Summary of Draft Recommendations

The following table summarizes the original action to fixed-route service proposed in the Preliminary Proposal, the proposed action as found in this draft recommendation, and the number of annual platform hours that are estimated to be reduced should the actions take effect. It is important to note that the cumulative reduction recommended at this time exceeds the target the Board of Directors set forth in their 2010 Budget. Equally important to note, it still represents less than 20% of anticipated reductions of 68,000 annual platform hours that is expected to be reduced from the system by 2012. The public had an opportunity to comment on the proposed changes which influenced the recommendations within this proposal. The public input process is discussed in further detail under Section II. Further details of the recommendations and deferred changes can be found under Sections III and IV. A summary of these recommendations and deferred/withdrawn changes are listed in the table below:

Table 2

Route	Preliminarily Proposed Action	Draft Recommendation	Approximate Annual Hours of Savings
35	Discontinue Route	Same as preliminary proposal	1,280
47	Discontinue Route	Same as preliminary proposal	1,650

Route	Preliminarily Proposed Action	Draft Recommendation	Approximate Annual Hours of Savings
20 & 33	Reduce weekday evening frequency to 60 minutes (no Clarke service)	Same as preliminary proposal	820
23	Discontinue Saturday Service	Same as preliminary proposal	670
23	Reduce weekday peak frequency to 30 minutes and eliminate Hastings P&R branch	Same as preliminary proposal	3,830
27	Reduce weekday evening and Saturday frequency to 60 minutes	Saturday proposal withdrawn	720
44 & 33	Reduce weekday evening frequency to 60 minutes	Same as preliminary proposal	400
44	Reduce Saturday frequency to 60 minutes (no Bernard service)	Same as preliminary proposal	660
74	Reduce mid day frequency to 60 min	Same as preliminary proposal	1,800
2	Increase frequency to 15 minutes and modify route to reduce overall travel time	Same as preliminary proposal	350
31	Modify route to serve Minnehaha area	Withdrawn	N/A
29	Modify route to terminate at SCC; eliminate routing on Riverpoint Blvd, South Crescent, and Minnehaha "loop"	Modify route to eliminate routing on South Crescent only (rest of route remains unchanged) Remaining proposed changes deferred or withdrawn	N/A
65	New routing serves perimeter of Cheney	Deferred	N/A

Route	Preliminarily Proposed Action	Draft Recommendation	Approximate Annual Hours of Savings
66	Only route between Cheney and Spokane with 15 minute frequency when EWU is in session, 30 minute service on non-EWU weekdays	Deferred	N/A
91	Modify route to serve Riverpoint Campus and Hamilton (Gonzaga) and increase frequency to 30 minutes	Frequency increase withdrawn; route modification same as preliminary proposal	N/A
¹TOTAL APPROXIMATE HOURS OF SAVINGS			12,180

Input and Implementation Timeline

The recommendations within this report will be presented to the Board of Directors at its April 21, 2010 meeting. The report and the draft recommendations contained herein will be available to the public on the STA website. Additionally, STA will provide notice of a public hearing to be held before the Board on May 19, 2010. Written and oral testimony on the draft recommendation received by STA and its board will assist with the development of a final recommendation, which will be considered by the Operations and Customer Service Committee on June 5, 2010 in order to develop a committee recommendation for board action on June 16, 2010. A June action date is critical in order to make the route changes in September 2010.

How to Read this Report

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

II. Summary of Public Outreach

This section provides a high-level synopsis of the public outreach conducted and summary findings from that outreach.

¹ Staff expects the total approximate hours of savings to be approximately 13,000 once detailed scheduling work is complete.

III. Draft Recommendations

Within this section is a detailed report on the recommended actions for each route potentially affected by the service reductions that build upon public input on the preliminary proposal. This section also cites 2008 and 2009 route performance data as presented in the recently published Annual Route Performance Report. This data, and the associated performance standards, identify key shortcomings or strengths of the routes under consideration in this draft recommendation.

IV. Deferred or Withdrawn Proposals

Specific aspects of the preliminary proposal have been deferred or withdrawn. This section provides a summary of those items with justification based in further analysis and/or public input.

V. Other Technical Recommendations

Other minor and technical changes contained in this section will be necessary to implement the draft recommendations in this report.

VI. Supplementary Materials

Maps, timetables and other reference materials are provided in this chapter of the report. The table of contents preceding the Executive Summary contains a full list of these resources.

VII. Public Comments

Verbatim public comments are provided in this section.

Summary of Public Outreach

In a public outreach process outlined in this section, STA solicited input from the public on the proposed service changes listed within the September 2010 Service Reduction Preliminary Proposal. Respondents had the option of participating directly online at the STA website with an option for individuals to call a message phone number and have the survey and supporting information mailed to them with a postage-paid return envelope. An informational display was also set up on the 2nd floor of the Plaza in order to solicit written comment. A general summary of the public outreach process is below:

- 393 online surveys were completed by the March 26, 2010 deadline.
- 21 requests were received for hard copies of surveys and supporting materials regarding proposed service changes by the March 26, 2010 deadline.

- 15 copies of mailed surveys returned to STA as of Tuesday, April 6, 2010.
- The Preliminary Proposal report, which listed the proposed service changes in detail, was presented to the STA Board of Directors and is available on the STA website or by request.
- An informational display was located on the 2nd floor at the Plaza across from the customer service counter. Comment cards were available for anyone who wanted to provide input. 269 relevant comment cards were received before the March 26, 2010 deadline.
- Bulkhead posters and rider-alerts were placed inside the interior of buses.
- Signage was posted at the South Hill and 5-Mile park and ride lots.
- Staff from the Planning and Communications departments attended the Chief Garry Neighborhood Council and Minnehaha Neighborhood Council meetings regarding the proposed changes.
- Planning department personnel met with City of Cheney, EWU, WSU Riverpoint, SCC, and SNAP Housing representatives regarding proposed changes.
- Official press release transmitted to media outlets throughout the region and media coverage in the *Spokesman-Review* and the *Easterner* (EWU).

Public Input Results

The survey contained specific questions about the proposed route changes. Feedback from those questions is discussed further under Section III Draft Recommendations and Section IV Deferred or Withdrawn Proposals. STA also requested the following general information from respondents:

- 1) How often they ride the bus.
- 2) Whether they use a Reduced Fare pass for seniors or persons with disabilities.
- 3) The community where they live.
- 4) The community where they go to school or work.
- 5) How the proposed changes would affect their use of Spokane Transit's bus service.
- 6) How they thought STA was doing given the proposed changes.

This information is illustrated in the following figures:

Figure 1- Frequency of Bus Use

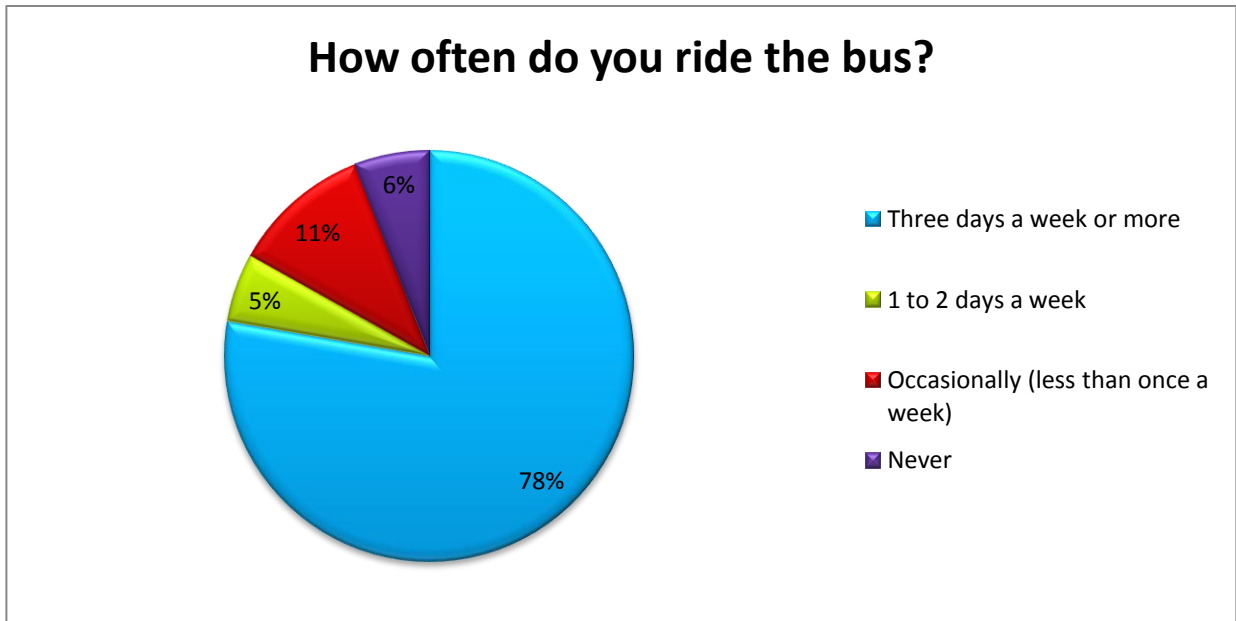


Figure 2- Pass Use

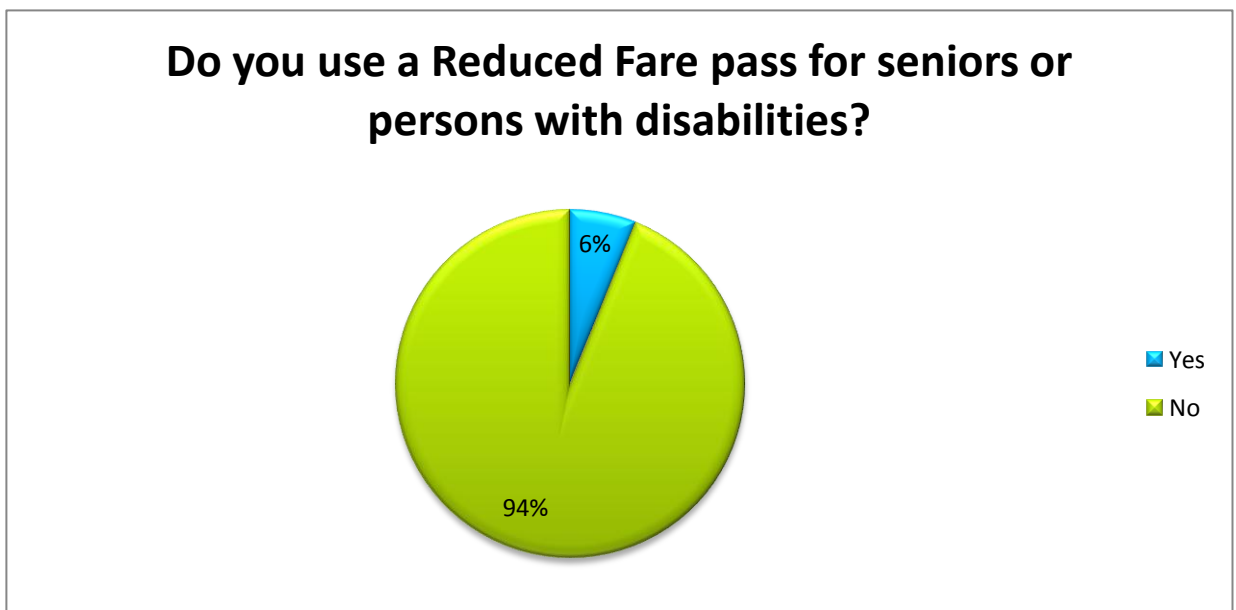


Figure 3- Where Respondents Live

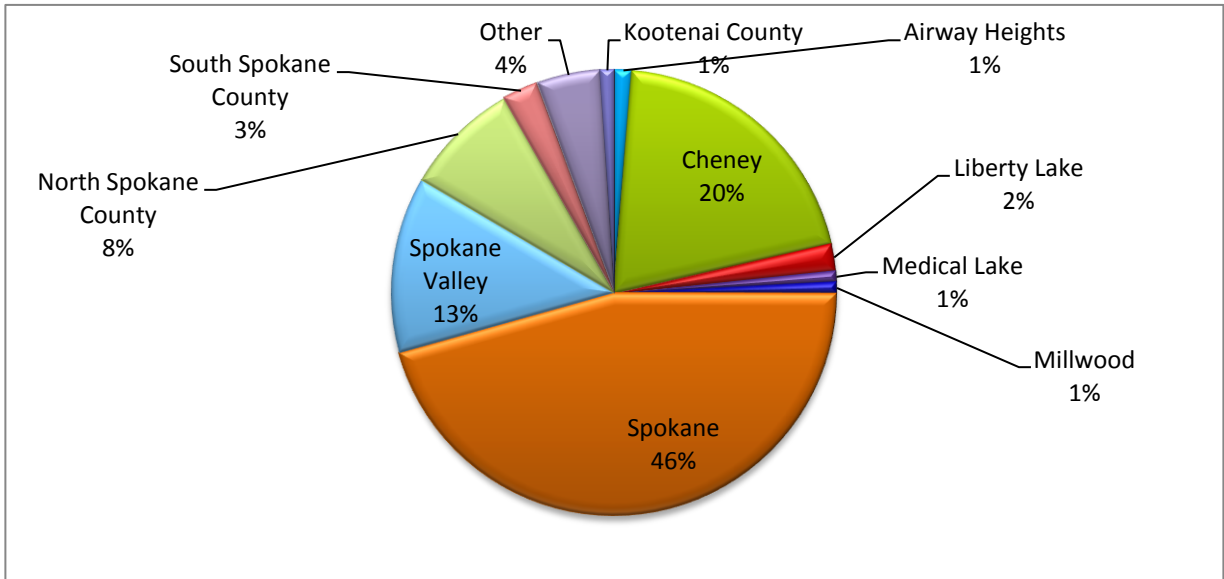


Figure 4- Work and School Destinations

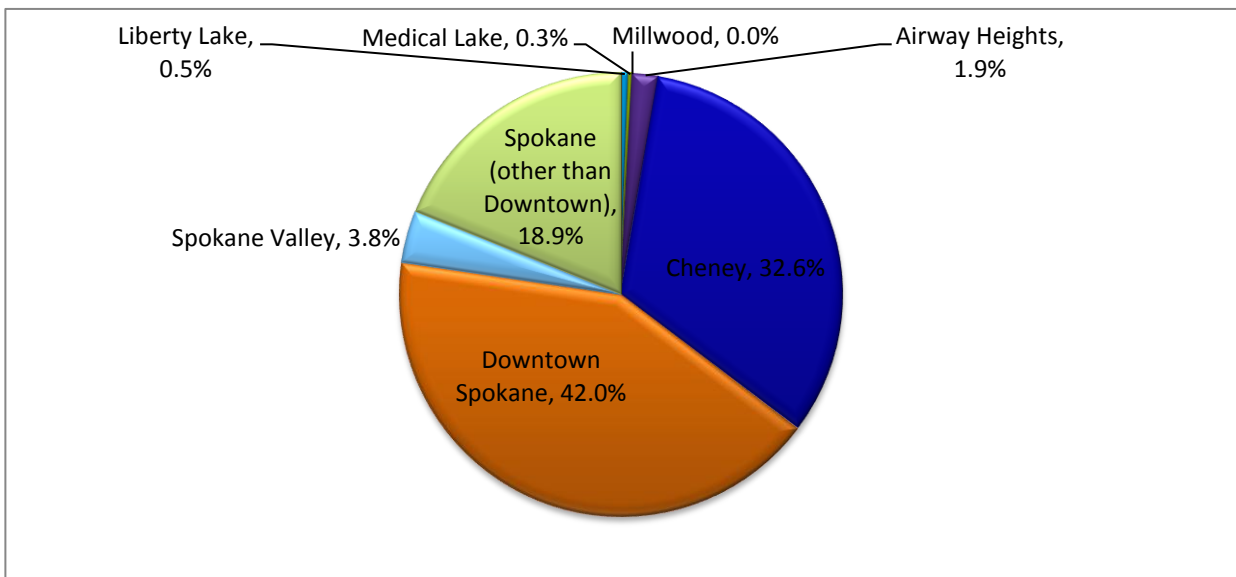


Figure 5- Effect on Future Transit Use

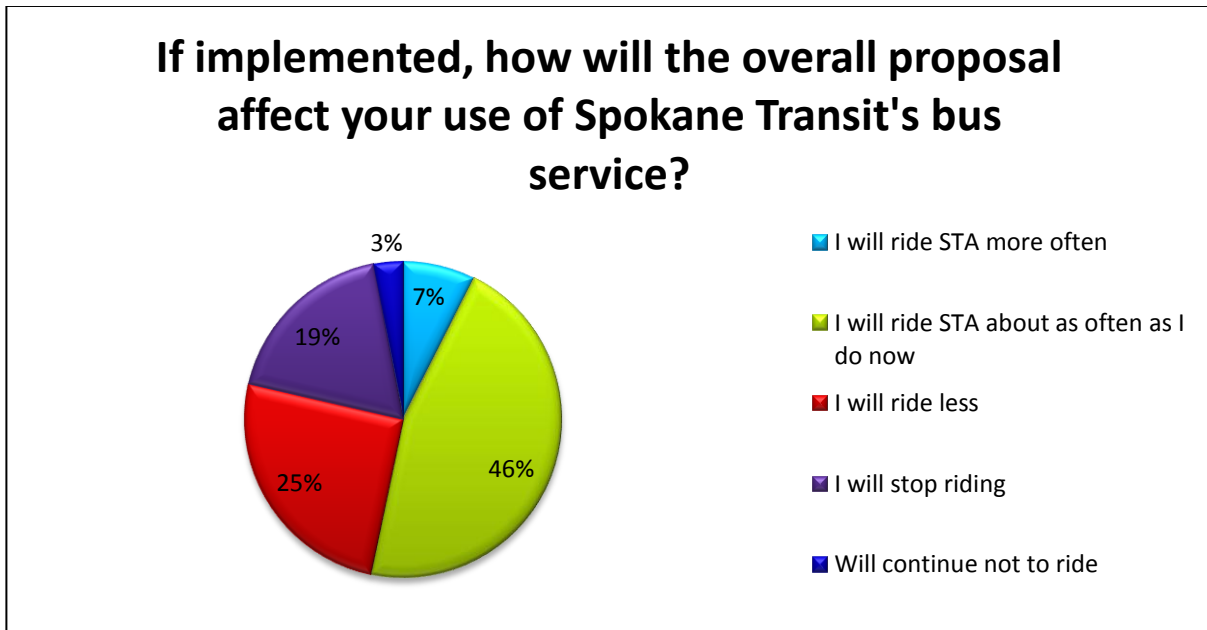
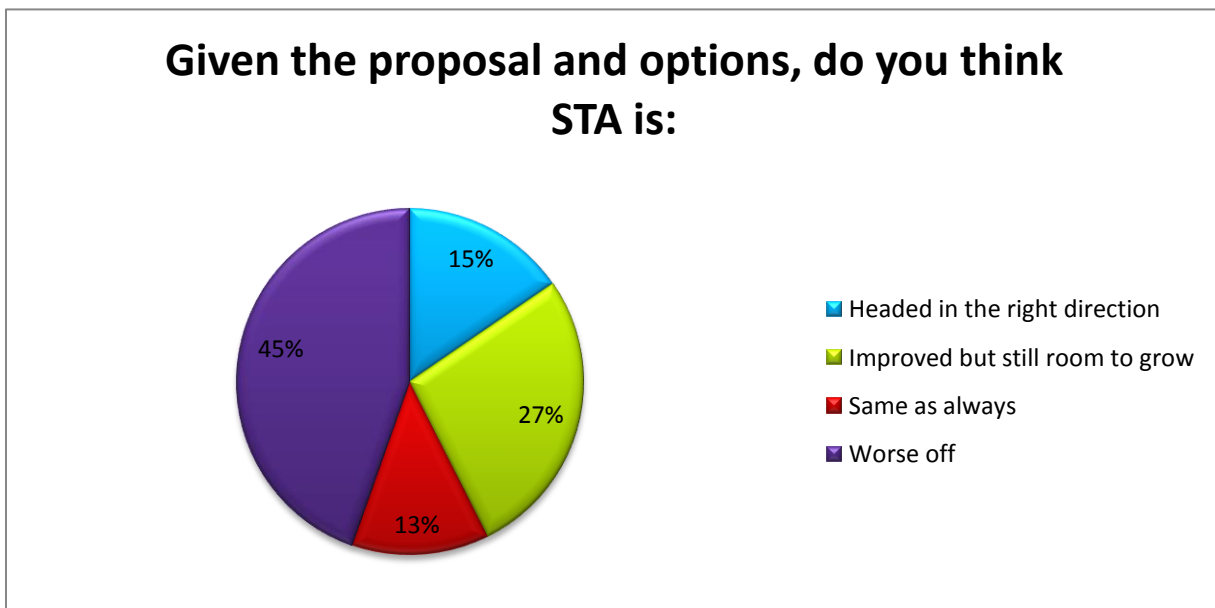


Figure 6- How STA is doing



The comments associated with the survey reflected a broad spectrum of opinions and suggestions. Some respondents believed that these route changes would eventually benefit the entire system. One wrote, "I hate to see bus service reduced, but if necessary, I think you are on the right track in increasing availability on popular routes, while leaving others uncovered." One other said, "It's tough to see services reduced or discontinued but the actual changes that would affect my bus riding habits actually are positive."

Others expressed an understanding that the reductions were necessary during challenging economic times. For example a respondent wrote, "With the economy the way it is you have to do whatever it takes to stay afloat." Another noted, "Hooray for you being fiscally responsible!"

However, the majority of comments focused on people's request for more service or to keep the service the way that it exists today. For instance, one response said, "Yes budgets are tight, but try to make the service you offer as convenient as possible to riders." Respondents voiced potential hardships as a result of the services change. Additionally some, who may not be inconvenienced themselves, expressed concerns for other riders. One said, "I will not support a system that does not support the people in the community that are most in need of the service it provides."

In response to the question asking how people view STA following the proposal, 45% of respondents answered "worse off". This may be reflection of the general displeasure for any service reductions; however, it is also worth noting that the majority of those respondents (89 of 154 (58%)) also didn't like or could not accept the proposed changes to Cheney (Route 65/Route 66). Considering that the response is largely a reaction to a piece of the proposal that will not take place, those respondents believing that STA is "worse off" could be considered significantly lower than the numbers reflect.

As stated above, 269 relevant comments were received at the informational Plaza display regarding the proposed changes. These comments generally reflect a similar spectrum of opinions to those submitted in the online survey. Verbatim responses from the comment cards has been tabulated and listed under Section VII Public Comments.

Draft Recommendations

The responses from the specific route questions within the survey helped form the following recommendations. Based on the input from the survey, data from Annual Performance Report, and staff analysis, the following changes are recommended for implementation in September 2010.

Route 35 Five Mile Park & Ride

Recommendation:

Eliminate route.

Route 35 serves the Northwest Terrace area and Five Mile Park and Ride via Francis Avenue. The route offers peak-only service on weekdays with three trips in the morning and three trips in the afternoon.

Route 35 was one of three routes that failed all three performance standards for two consecutive years.

Summary of Initial Public Input:

72% of the survey respondents indicated that they could accept the route elimination compared to 28% who could not accept it.

Question: *What do you think of the proposed elimination of the Route 35 Five Mile Park & Ride?*

Response	Response Percent	² Response Count
I accept it	34.0%	17
Don't like it , but can accept it	38.0%	19
Cannot accept it	28.0%	14

- A sample of comments from those who cannot accept the elimination of Route 35

² 298 of the 348 total respondents indicated that it was not a route they used and 45 respondents skipped the question

- “It would make it impossible for me and other to get to work on time. I am solely bus dependent.”
- “There is no other choice. The next closest bus to me is a half hour walk.”
- A sample of comments from those who can accept the elimination of Route 35
 - “This is one of my bus routes. Too little ridership.”
 - “The area is urban sprawl and costly to provide service to. It is primarily car dependent living.”

Question: *If Route 35 were eliminated, what other STA service would you most likely use?*

Response	Response Percent	³ Response Count
Vanpool service for regular commuters traveling to work sites	8.3%	1
Route 30 Francis on Assembly Street	8.3%	1
Route 23 or 24 from Five Mile Park & Ride	50.0%	6
I would no longer use STA	33.3%	4

Summary of Route 35 Performance:

Ridership Standard: Boardings Per Revenue Hour			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
12.12	3.82	11.06	3.77
Fares Standard: Farebox Recovery Ratio			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
8.24%	1.79%	8.27%	2.11%
Equivalent Energy Consumption Standard: Average Load Factor			
Standard	2008 Actual	2009 Actual	
2.84	0.38	0.65	

³ 324 of the 336 total respondents indicated that it was not a route they used and 57 respondents skipped the question

Ridership Impact:

There are approximately 14 boardings per day. STA expects a loss of all 14 daily boardings even though some respondents indicated they would ride an alternate route at Five Mile Park and Ride. All existing Route 35 riders will have no service within ½ mile and ½ hour.

Paratransit Impact:

There are nine active registered Paratransit users in the affected area. All nine users would lose service. Based on 2009 trips provided to these customers, roughly 461 annual trips will no longer be provided, or roughly 1% of annual Paratransit trips.

Impact Area: See Map 1 for route map and impact area.

Financial Impact: This change results in a reduction of approximately 1,280 annual platform hours.

Route 47 Glenrose

Recommendation:

Eliminate route.

Route 47 serves the Glenrose area and the South Hill Park and Ride. Route 47 offers peak-only service on weekdays with six trips in the morning and five trips in the afternoon.

Route 47 was one of three routes that failed all three performance standards for two consecutive years.

Summary of Initial Public Input:

- 69% of the survey respondents indicated that they could accept the route elimination compared to 31% who could not accept it.

Question: *What do you think of the proposed elimination of the Route 47 Glenrose?*

Response	Response Percent	⁴ Response Count
I accept it	20.8%	10
Don't like it , but can accept it	47.9%	23
Cannot accept it	31.3%	15

- A sample of comments from those who cannot accept the elimination of Route 47
 - “Since our son is disabled and have NO other options for transportation since his parents work, he solely relies on paratransit to transport him to and from work 4 days a week, this would be devastating to him.”
 - “I would have to walk over a mile with my kids to get to a near bus stop if this is eliminated and in the winter that is very difficult to do for people who depend on this.”
- A sample of comments from those who can accept the elimination of Route 47
 - “Stopping 47 will make me walk 1.5 miles several times/week.”
 - “This would add a 15 minute walk to my daily commute. Although this will be fine in spring and summer, in the colder periods I will probably be forced to abandon riding the bus for my safety. Since this will be conditional, I don't see adding a new carpool being advantageous.”

Question: *If Route 47 were eliminated, what other STA service would you most likely use?*

Response	Response Percent	⁵ Response Count
Vanpool service for regular commuters traveling to work sites	0.0%	0
Route 45 Southeast Boulevard service on Regal Street	22.2%	6
Route 44 or 45 from South Hill Park & Ride	48.1%	13
I would no longer use STA	29.6%	8

⁴ 297 of the 345 total respondents indicated that it was not a route they used and 48 respondents skipped the question

⁵ 312 of the 339 total respondents indicated that it was not a route they used and 54 respondents skipped the question

Summary of Route 47 Performance:

Ridership Standard: Boardings Per Revenue Hour			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
12.12	6.63	11.06	6.33
Fares Standard: Farebox Recovery Ratio			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
8.24%	3.77%	8.27%	3.39%
Equivalent Energy Consumption Standard: Average Load Factor			
Standard	2008 Actual	2009 Actual	
2.84	0.70	0.69	

Ridership Impact:

There are approximately 32 boardings per day. STA expects a loss of all 32 daily boardings even though some respondents indicated they would ride an alternate route. All existing Route 47 riders will have no service within ½ mile and ½ hour.

Paratransit Impact:

There are seven active registered Paratransit users in the affected area. All nine users would lose service. Based on 2009 trips provided to these customers, roughly 580 annual trips will no longer be provided, or roughly 1% of annual Paratransit trips.

Impact Area: See Map 2 for route map and impact area.

Financial Impact: This change results in a reduction of approximately 1,650 annual platform hours.

Other General Comments: Route Eliminations

- The elimination of Routes 35 and 47 would reduce the Paratransit Service Area; therefore, the survey included the following question:

Question: *The proposed elimination of Routes 35 and 47 would reduce the size of the Paratransit Service Area. What do you think of this outcome?*

Response	Response Percent	⁶ Response Count
I accept it	9.5%	6
Don't like it , but can accept it	39.7%	25
Cannot accept it	50.8%	32

- The general consensus was that reducing the Paratransit Service Area would severely impact people with disabilities because they are more reliant on public transit than fixed-route riders.
- 49.2% of the survey respondents indicated they could accept the reduction of the Paratransit Service Area compared to 50.8% who could not accept it.
 - There was confusion on why eliminating the routes would affect paratransit service.
 - Those opposed to this change voiced concern about the mobility of paratransit users who have no other options.
 - Another added, “I recognize your economic realities, but transit is often the ONLY transportation option for people with disabilities who need Paratransit. If you present data on how many riders would be affected and whether they have housing options within the areas that have higher service levels, I can accept this. Access to transit is definitely a factor in housing desirability.”

Route 20 & 33 City Loop – Weekday

Recommendation:

Reduce evening frequency to 60 minutes (no Clarke Avenue service on Route 20).

The City Loop clockwise is an interline of Routes 20, 33, and 44. Route 20 begins at the Plaza and serves Spokane Falls Community College (SFCC) via Clarke Avenue or Riverside Avenue. At SFCC, Route 20 switches to Route 33. From SFCC, Route 33 provides service along Wellesley Avenue, travels to Spokane Community College (SCC), and then continues up the South Hill. At Freya Street and 29th Avenue, Route 33 switches to Route 44 and travels on 29th Avenue to the South Hill Park and Ride, then ultimately down the South Hill via Grand Boulevard or Bernard Street to the Plaza.

As stated previously in the Preliminary Proposal, a reduction could be proposed for a very productive route where schedule reductions are reasonable given low demand and minimum frequency established by the Service Design Guidelines are less than existing conditions. It

⁶ 285 of the 348 total respondents indicated that it would not affect them and 45 respondents skipped the question

should be noted that the trips subject to elimination do not continue to form the entire 20-33-44 City Loop.

Route 20 met all three performance standards. Route 33 failed one of the three performance standards (Equivalent Energy Consumption).

Summary of Initial Public Input:

- 76.0% of the survey respondents indicated that they could accept the route frequency reduction compared to 24.0% who could not accept it.
 - Respondents who could accept the reductions noted that it was a reasonable change and that they do not ride that late with one respondent that noted, “I used to ride the 8:52 PM route, but many times I was the only one on the bus.”
 - Those who voiced a negative opinion did not want to wait longer for a bus which may affect transfers to other routes, that they rely on the frequent service, and that the change would impact students at SFCC. One respondent voiced concern about access to Shadle shopping center.

Question: *Regarding Route 20-33-44 City Loop, what do you think of the proposed elimination of two weeknight trips that leave the Plaza as Route 20 at 7:52 PM and 8:52 PM, thereby eliminating weeknight service on Clarke Avenue?*

Response	Response Percent	⁷ Response Count
I accept it	35.4%	34
Don't like it , but can accept it	40.6%	39
Cannot accept it	24.0%	23

⁷ 241 of the 337 total respondents indicated that it was not a route they used and 56 respondents skipped the question

Summary of Route 20 Performance:

Ridership Standard: Boardings Per Revenue Hour			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
24.24	36.52	22.13	39.25
Fares Standard: Farebox Recovery Ratio			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
8.24%	22.21%	8.27%	20.34%
Equivalent Energy Consumption Standard: Average Load Factor			
Standard	2008 Actual	2009 Actual	
5.48	7.65	8.40	

Summary of Route 33 Performance:

Ridership Standard: Boardings Per Revenue Hour			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
12.12	20.32	11.06	19.91
Fares Standard: Farebox Recovery Ratio			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
8.24%	12.90%	8.27%	11.16%
Equivalent Energy Consumption Standard: Average Load Factor			
Standard	2008 Actual	2009 Actual	
5.48	3.97	3.92	

Ridership Impact:

There are approximately 29 boardings per day on both trips. STA expects a loss of 14 daily boardings. Since this is a frequency reduction, riders are not without service; however, they will be forced to wait longer for a bus.

Paratransit Impact:

There is no impact to paratransit service.

Impact Area: See Map 3 for route map and impact area.

Schedule Impact: See Attachment 1. Circled trips would potentially be eliminated or modified and is subject to change.

Financial Impact: This change results in a reduction of approximately 820 annual platform hours.

Route 23 Maple/Ash – Saturday

Recommendation:

Discontinue Saturday service.

Route 23 provides service from the Plaza in Downtown Spokane to Five Mile Park and Ride on Saturdays. It should be noted that Saturday service is currently provided; however, no Sunday/Holiday service is provided on Route 23. On Saturdays, Route 24 operates more frequent and attractive 30 minute service frequency parallel to Route 23, which offers 60 minute service.

In 2009, Route 23 failed one of the three performance standards (Equivalent Energy Consumption). It should be noted that in 2008, Route 23 failed the ridership performance standard and in 2009, narrowly met the ridership performance standard.

Summary of Initial Public Input:

- 74.4% of the survey respondents indicated that they could accept the Saturday service elimination compared to 25.6% who could not accept it.
 - Respondents who could accept the reductions noted that they do not typically use Route 23 on Saturdays and that they would adjust to using an alternate route with one respondent that noted, “I use this route it gets me close to work. I was actually hoping to see Sunday service but can use another route.”
 - Those who voiced a negative opinion noted that they use the route on Saturdays to get to work or shopping areas and that the elimination of the route would be a change they could not accept. Below is a sample of those comments:

“You are affecting people who cannot afford another mode of transportation.”

“I am moving to the corner of Maple and Rowan on June 30th and this will become my primary bus route. During the winters the 24 is TOTALLY unreliable because of the Garland Hill. I work 6 days a week, that includes Saturday. This would be a dramatic difference in my life.”

“I would be left stranded with no way to get to and from work, because I can’t afford to buy fuel and Five Mile and Francis is a long walk.”

- There are many alternate options for riders who currently use Route 23 on Saturdays with 76.7% of the survey respondents indicating that they would now use Route 21, 22, 24, 31, or 33 with 46.7% stating that they would use Route 24. 23.3% of the respondents indicated that they would no longer use STA.

Question: *What do you think of the proposed elimination of the Route 23 Maple/Ash Saturday service?*

Response	Response Percent	⁸ Response Count
I accept it	28.0%	23
Don't like it , but can accept it	46.3%	38
Cannot accept it	25.6%	21

Question: *If Route 23 were eliminated on Saturdays, what other STA service would you most likely use?*

Response	Response Percent	⁹ Response Count
Route 21 West Broadway	6.7%	4
Route 22 Northwest Boulevard	10.0%	6
Route 24 Monroe which offers better frequency	46.7%	28
Route 31 Garland	1.7%	1
Route 33 Wellesley	11.7%	7
I would no longer use STA	23.3%	14

⁸ 253 of the 335 total respondents indicated that it was not a route they used and 58 respondents skipped the question

⁹ 268 of the 328 total respondents indicated that it was not a route they used and 65 respondents skipped the question

Summary of Route 23 Performance:

Ridership Standard: Boardings Per Revenue Hour			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
24.24	22.15	22.13	22.14
Fares Standard: Farebox Recovery Ratio			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
8.24%	15.51%	8.27%	22.04%
Equivalent Energy Consumption Standard: Average Load Factor			
Standard	2008 Actual	2009 Actual	
5.16	4.40	4.36	

Ridership Impact:

There are approximately 205 boardings per Saturday. STA expects a loss of 103 boardings based on some respondents indicating they would ride an alternate route. No riders will be without service within a close proximity.

Paratransit Impact:

There is no impact to paratransit service.

Impact Area: Existing routing (Maple/Ash corridors) that does not intersect other STA routes.

Financial Impact: This change results in a reduction of approximately 670 annual platform hours.

Route 23 Maple/Ash – Weekday

Recommendation:

Reduce peak frequency to 30 minutes and eliminate Hasting Park and Ride branch.

Route 23 provides service from the Plaza to Five Mile Park and Ride. On weekdays from the Five Mile Park and Ride, the route has branches that serve Indian Trail Road and Hastings Park and Ride.

Route 23 shares the same path to Hastings Park and Ride as Route 124. This is a duplication of service without strong ridership demand. Up to three stops could be added on Route 124 between Francis Avenue and Hastings Park and Ride to lessen the impact of frequency reduction. The proposed location of these stops is listed under Section V Other Technical Recommendations.

In 2009, Route 23 failed one of the three performance standards (Equivalent Energy Consumption). It should be noted that in 2008, Route 23 failed the ridership performance standard and in 2009, narrowly met the ridership performance standard.

Summary of Initial Public Input:

- 72.6% of the survey respondents indicated that they could accept the route frequency reduction compared to 27.4% who could not accept it.
 - Respondents who could accept the reductions noted that the 5-Mile area is primarily auto oriented with low density with one respondent that noted, “I think it is redundant with the North Express.”
 - Those who voiced a negative opinion noted that STA would be reducing service to the well used 5-Mile Park and Ride lot and voiced overload concerns during rush hour with one respondent that noted, “I don’t like that during rush hour the 23 would only run every 30 minutes. The 5:12 PM bus is full and I usually get one of the last seats if I get one at all. I would no longer ride the bus if it is going to be that packed and I know for sure that I will have to stand.”
 - There was confusion as some respondents did not realize that up to 3 stops could be added on Route 124 on the eliminated section from Francis Avenue to Hastings Park and Ride. One respondent noted, “I know several commuters who live in that section to be eliminated, but who cannot easily get to Francis Ave to catch the 124.”
- There are many alternate options for riders who currently use Route 23 with 66.7% of the survey respondents indicating that they would now use Routes 24, 124, or 22 with 40.7% stating that they would use Route 124. 33.3% of the respondents indicated that they would no longer use STA.
 - One respondent pointed out that the questions we asked regarding Route 23 did not explicitly mention the reduced frequency from 15 minutes during peak times to 30 minutes during peak times. They noted, “You do not have a question regarding the changing the 23 from 15 to 30 min, so I will address here. I know that looking at a day’s worth of rider may make the route seem under used, but I have been riding this route for 14 years and I can state from personal experience, it is not unusual to have to stand when riding any of busses from 7 to 8 am (from 5 mile) and 4:45 to 5:12 pm (plaza). If you do change, larger buses should be assigned to the route. I have always thought the #23 and 24 should not leave the plaza at the same time.”

Question: *Regarding the Route 23 Maple/Ash, what do you think of the proposed elimination of service between Five Mile Park & Ride and Hastings Park & Ride?*

Response	Response Percent	¹⁰ Response Count
I accept it	22.6%	14
Don't like it , but can accept it	50.0%	31
Cannot accept it	27.4%	17

Question: *If Route 23 no longer serves between Five Mile Park & Ride and Hastings Park & Ride, what other STA service would you most likely use?*

Response	Response Percent	¹¹ Response Count
Route 24 Monroe	22.2%	6
Route 124 North Express	40.7%	11
Route 22 Northwest Boulevard	3.7%	1
I would no longer use STA	33.3%	9

Summary of Route 23 Performance: See Route 23 Maple/Ash – Saturday above.

Ridership Impact:

There are approximately 53 daily boardings on the Route 23 Hastings Park and Ride branch. STA expects a loss of 27 boardings based on some respondents indicating they would ride Route 124 if more stops were added. On the Hastings branch, approximately 10 daily riders could be more than ½ mile from a bus stop depending on the final locations of the additional Route 124 stops. Overall, Route 23 has approximately 854 weekday daily boardings. STA expects a loss of 427 boardings. Since this is a frequency reduction, riders still have options; however, they will be forced to wait longer for a bus.

Paratransit Impact:

There is no impact to paratransit service.

Impact Area: See Map 4 for route map and impact area.

Schedule Impact: See Attachment 2. Circled trips would potentially be eliminated or modified and is subject to change.

¹⁰ 264 of the 326 total respondents indicated that it was not a route they used and 67 respondents skipped the question

¹¹ 297 of the 324 total respondents indicated that it was not a segment they used and 69 respondents skipped the question

Financial Impact: This change results in a reduction of approximately 3,830 annual platform hours.

Route 27 Crestline – Weekday

Recommendation:

Reduce evening frequency to 60 minutes.

The North Loop counter-clockwise is an interline of Routes 27, 30 and 22. Route 27 begins at the Plaza and travels to northeast Spokane. At Francis Avenue and Crestline Street, Route 27 switches to Route 30 which travels along Francis Avenue to the VA Medical Center. At the VA Medical Center, Route 30 switches to Route 22 and then continues inbound to Downtown Spokane at the Plaza.

When Route 27 is interlined with Route 30, the outbound pattern in the Hillyard area is north on Market Street, west on Rowan Avenue, and then north on Crestline Street. At Crestline Street and Francis Avenue, Route 27 switches to Route 30. On three trips weekday nights, the pattern switches to continue north on Market Street past Rowan Avenue to west on Francis Avenue. At Francis Avenue and Crestline Street, it turns south on Crestline Street to come inbound as Route 27 and does not continue as Route 30 causing passenger confusion. This would eliminate service on the upper northeast section of Hillyard (three weekday trips). It should be noted that even though STA recommends deferring the frequency change on Saturday, service in the same upper northeast section of Hillyard would still be eliminated to reduce confusion over all service days.

As stated previously in the Preliminary Proposal, a reduction could be proposed for a very productive route where schedule reductions are reasonable given low demand and minimum frequency established by the Service Design Guidelines are less than existing conditions. It should be noted that the trips subject to elimination do not continue to form the entire 22-30-27 North Loop.

Route 27 met all three performance standards.

Summary of Initial Public Input:

- 64.4% of the survey respondents indicated that they could accept the route frequency reduction compared to 35.6% who could not accept it.
 - Respondents who could accept the reductions noted that it was a reasonable change and that they do not ride that late with one respondent that noted, “Some will have

to go on the earlier to make it to places on time but it is not too large of a change and I think it will work.”

- Those who voiced a negative opinion did not want to wait longer for a bus which may affect transfers to other routes, that they rely on the frequent service, and that the frequency change on Saturdays would overcrowd the buses and impact their mobility. One respondent noted, “This route serves an important link for those traveling between North Central HS and the Red Cross to Downtown Spokane, both of which have regular activities on weeknights and Saturdays. This creates a hardship.”

Question: *Regarding Route 27 Crestline, what do you think of the proposed reduction of service frequency on weeknight and Saturdays from 30 minutes to 60 minutes?*

Response	Response Percent	¹² Response Count
I accept it	20.3%	12
Don't like it , but can accept it	44.1%	26
Cannot accept it	35.6%	21

Summary of Route 27 Performance:

Ridership Standard: Boardings Per Revenue Hour			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
24.24	32.45	22.13	31.60
Fares Standard: Farebox Recovery Ratio			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
8.24%	19.17%	8.27%	18.61%
Equivalent Energy Consumption Standard: Average Load Factor			
Standard	2008 Actual	2009 Actual	
5.48	9.47	9.31	

Ridership Impact:

There are approximately 30 boardings per day on the three weekday trips subject to elimination. STA expects a loss of 15 daily boardings. Since this is a frequency reduction, riders are not without service; however, they will be forced to wait longer for a bus. On the Francis

¹² 273 of the 332 total respondents indicated that it was not a route they used and 61 respondents skipped the question

Avenue and Market Street loop, there is minimal boarding and alighting activity and the ridership loss is expected to be minimal.

Paratransit Impact:

There is one registered Paratransit users in the affected area. This person would lose service. Based on 2009 trips provided to these customers, roughly 12 annual trips will no longer be provided, or less than 1% of annual Paratransit trips.

Impact Area: Market Street north of Rowan Avenue, Francis Avenue west of Market Street to Crestline Street. See Map 5 for route map and impact area.

Schedule Impact: See Attachment 3. Circled trips would potentially be eliminated or modified and is subject to change.

Financial Impact: This change results in a reduction of approximately 720 annual platform hours.

Route 44 & 33 City Loop – Weekday

Recommendation:

Reduce evening frequency to 60 minutes (no Bernard Street service on Route 44).

The City Loop counter-clockwise is an interline of Routes 44, 33, and 20. Route 44 begins at the Plaza, travels up the South Hill via Grand Boulevard or Bernard Street, and serves the South Hill Park and Ride along 29th Avenue. At 29th Avenue and Freya Street, Route 44 switches to Route 33. Route 33 travels down the South Hill to SCC and then ultimately along Wellesley Avenue westbound to SFCC. At SFCC, Route 33 switches to Route 20 inbound to the Plaza via Clarke Avenue or Riverside Avenue.

As stated previously in the Preliminary Proposal, a reduction could be proposed for a very productive route where schedule reductions are reasonable given low demand and minimum frequency established by the Service Design Guidelines are less than existing conditions. It should be noted that the trips subject to elimination do not continue to form the entire 44-33-20 City Loop.

Route 44 met all three performance standards. Route 33 failed one of the three performance standards (Equivalent Energy Consumption).

Summary of Initial Public Input:

- 75.0% of the survey respondents indicated that they could accept the route frequency reduction compared to 25.0% who could not accept it.

- Respondents who could accept the reductions noted that it was a reasonable change and that they do not ride that late with one respondent that noted, “I think this time of the night is still needed, but as long as the bus still runs late (even if it is every hour) it could still be worked out.” Another noted, “Just a little further to walk.”
- Those who voiced a negative opinion did not want to wait longer for a bus which may affect transfers to other routes and were concerned because they work late with one respondent that noted, “I often work late and use the bus to get home. Concerned I would get stranded and need to drive my car on those days.”

Question: *Regarding Route 20-33-44 City Loop, what do you think of the proposed elimination of two weeknight trips that leave the Plaza as Route 44 at 7:55 PM and 8:55 PM?*

Response	Response Percent	¹³ Response Count
I accept it	30.8%	32
Don't like it , but can accept it	44.2%	46
Cannot accept it	25.0%	26

Summary of Route 44 Performance:

Ridership Standard: Boardings Per Revenue Hour			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
24.24	36.90	22.13	36.83
Fares Standard: Farebox Recovery Ratio			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
8.24%	21.68%	8.27%	27.49%
Equivalent Energy Consumption Standard: Average Load Factor			
Standard	2008 Actual	2009 Actual	
5.48	6.86	7.05	

¹³ 232 of the 336 total respondents indicated that it was not a route they used and 57 respondents skipped the question

Summary of Route 33 Performance: See Route 20 & 33 City Loop- Weekday above. The Route 33 trips subject to elimination are not complete trips and end at Havana Street and Sprague Avenue.

Ridership Impact:

There are approximately 10 boardings per day on both trips. STA expects a loss of 5 daily boardings. Since this is a frequency reduction, riders are not without service; however, they will be forced to wait longer for a bus. There are no riders without service (service west of Bernard Street on Route 43 and service east of Bernard Street on Route 44 Grand Avenue).

Paratransit Impact:

There is no impact to paratransit service.

Impact Area: Bernard Street and 29th Avenue (between Grand Boulevard and Bernard Street) on the South Hill. See Map 3 for route map and impact area.

Schedule Impact: See Attachment 4. Circled trips would potentially be eliminated or modified and is subject to change.

Financial Impact: This change results in a reduction of approximately 400 annual platform hours.

Route 44 29th Ave – Saturday

Recommendation:

Reduce Saturday frequency to 60 minutes (no Bernard Street service).

On Saturdays, Route 44 offers 30 minute frequency most of the day. This allows for alternating trips up Grand Boulevard and Bernard Street. These trips end at the South Hill Park and Ride, layover, then continue inbound as Route 44 back down the South Hill via Grand Boulevard or Bernard Street. These trips are not interlined with Route 33 and Route 20 on the counter-clockwise City Loop. All interlined clockwise and counter-clockwise Saturday City Loop trips operate on 60 minute frequency.

As stated previously in the Preliminary Proposal, a reduction could be proposed for a very productive route where schedule reductions are reasonable given low demand and minimum frequency established by the Service Design Guidelines are less than existing conditions. All remaining trips would travel on Grand Boulevard to form the City Loop.

Route 44 met all three performance standards.

Paratransit Impact:

There is no impact to paratransit service.

Impact Area: Bernard Street and 29th Avenue (between Grand Boulevard and Bernard Street) on the South Hill. See Map 3 for route map and impact area.

Schedule Impact: See Attachment 5. Circled trips would potentially be eliminated or modified and is subject to change. All remaining trips would travel on Grand Boulevard to form the City Loop.

Financial Impact: This change results in a reduction of approximately 660 annual platform hours.

Route 74 Valley Limited

Recommendation:

Reduce mid day frequency to 60 minutes.

Route 74 provides service from the Plaza to the Liberty Lake Park and Ride. Route 74 also serves the Mirabeau Park and Ride and the Spokane Valley Mall.

As stated previously in the Preliminary Proposal, a reduction could be proposed for a very productive route where schedule reductions are reasonable given low demand and minimum frequency established by the Service Design Guidelines are less than existing conditions.

Route 74 failed one of the three performance standards (Ridership). There is greater demand during peak times on this route. The low mid day ridership negatively influences the overall ridership performance standard.

Summary of Initial Public Input:

- 63.0% of the survey respondents indicated that they could accept the route frequency reduction compared to 37.0% who could not accept it.
 - Respondents who could accept the reductions noted that it was a reasonable change and that there is low mid day ridership with one respondent that noted, “It would be inconvenient for me when I need to use the 74 to get to Liberty Lake in the middle of the day. However, I have been on that bus in the middle of the day and there have been a few times when I was the only rider so I think that change is completely understandable.” Another noted, “Good idea as long as the peak times still remained the same.”

- Those who voiced a negative opinion did not want to wait longer for a bus which may affect transfers to other routes and were concerned because they like the 30 minute mid day frequency options in the event they had to leave work early with one respondent that noted, “I sometimes have to leave work during non peak hours to get to doctor appointments. Having to wait 60 minutes for the bus will make me lose more time off work.” Another noted, “I usually get back to downtown from Cheney in the middle of the day and if you changed the frequency to every 60 minutes I would be stuck downtown for up to 45 minutes.

Question: *Regarding Route 74 Valley Limited, what do you think of the proposed service frequency change during the midday from 30 minutes to 60 minutes?*

Response	Response Percent	¹⁵ Response Count
I like it	9.9%	8
Don't like it , but can accept it	53.1%	43
Cannot accept it	37.0%	30

Summary of Route 74 Performance:

Ridership Standard: Boardings Per Revenue Hour			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
24.24	17.19	22.13	15.33
Fares Standard: Farebox Recovery Ratio			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
8.24%	12.36%	8.27%	13.11%
Equivalent Energy Consumption Standard: Average Load Factor			
Standard	2008 Actual	2009 Actual	
5.48	7.61	6.83	

¹⁵ 253 of the 334 total respondents indicated that it was not a route they used and 59 respondents skipped the question

Ridership Impact:

There are approximately 158 mid day boardings per day on Route 74. STA expects a loss of 79 daily boardings. Since this is a frequency reduction, riders are not without service; however, they will be forced to wait longer for a bus.

Paratransit Impact:

There is no impact to paratransit service.

Impact Area: Routing to remain the same.

Schedule Impact: See Attachment 6. Circled trips would potentially be eliminated or modified and is subject to change.

Financial Impact: This change results in a reduction of approximately 1,800 annual platform hours.

Route 2 Southside Medical Shuttle

Recommendation:

Increase frequency to 15 minutes and modify route to reduce overall travel time. Retain inbound routing to serve Deaconess Hospital on 5th Avenue.

Route 2 serves the downtown Plaza and medical facilities in the vicinity of I-90 and the South Hill and offers 20-minute service on weekdays only.

Route 2 failed two of the three performance standards (Ridership and Equivalent Energy Consumption). The proposed change is an attempt to increase the route's productivity. No additional revenue hours are required for this service improvement which also improves the Plaza zone usage because most other routes operate every 15, 30, or 60 minutes.

Summary of Initial Public Input:

- 94.2% of the survey respondents indicated that they liked or accepted the route change and frequency increase compared to 5.8% who could not accept it.
 - Respondents overwhelmingly accepted the changes noting that it would bring more travel flexibility with one respondent that noted, "Seems like every 15 minutes on a service increases its attractiveness over own-car use, good for core area, and convenience of customers/employees on route."

- Those who voiced a negative opinion were concerned over the routing change and losing front door service to Deaconess Hospital with one respondent that noted, “I should not have to walk from Shriners and Deaconess to catch a bus...or wait for the other one as well.” Another noted, “I use the #2 shuttle to get to work at Deaconess and to get to town. There are a lot of people who depend on the shuttle to get to their appts at Deaconess as well as to go to town from Deaconess or to Sacred Heart from Deaconess or to the Orthopedic office across from Lewis and Clark High School. It is just plain WRONG!!!!!! To take away our service on the #2 shuttle.”

Question: *What do you think of the proposed change for the Route 2 Southside Medical Shuttle that will allow an increase of service frequency to every 15 minutes?*

Response	Response Percent	¹⁶ Response Count
I like it	86.0%	104
Don't like it , but can accept it	8.3%	10
Cannot accept it	5.8%	7

Summary of Route 2 Performance:

Ridership Standard: Boardings Per Revenue Hour			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
24.24	16.77	22.13	16.35
Fares Standard: Farebox Recovery Ratio			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
8.24%	9.87%	8.27%	9.17%
Equivalent Energy Consumption Standard: Average Load Factor			
Standard	2008 Actual	2009 Actual	
5.35	3.81	3.67	

Ridership Impact:

STA expects an increase of approximately 27 daily boardings.

¹⁶ 214 of the 335 total respondents indicated that it was not a route they used and 58 respondents skipped the question

Paratransit Impact:

There is no impact to paratransit service.

Impact Area: See Map 6 for proposed route map and impact area.

Schedule Impact: Schedule to be determined; however, it is known that outbound departures from the Plaza would leave at :12, :27, :42, and :57 after.

Financial Impact: This change results in a reduction of approximately 350 annual platform hours. This is due to 30 minutes between the first two trips in the early AM and the late PM when demand is lower.

Route 29 SCC

Recommendation:

Modify route travel on Mission Avenue and Greene Street between Napa Street and Spokane Community College, thus eliminating service on South Crescent Avenue. Remaining route remains unchanged.

Route 29 provides service from the Plaza in Downtown Spokane to Spokane Community College (SCC). The route also serves Riverpoint Campus, Union Gospel Mission, Gonzaga University, and the Minnehaha area.

The City of Spokane has approached STA regarding assistance with the rebuild of South Crescent Avenue. This rebuild requires approximately \$230,000 worth of improvements that are required because of current and potential future bus service. Removing service from South Crescent Avenue will provide a savings to STA and the City of Spokane during tough economic times. Since South Crescent Avenue is scheduled for rebuild this summer which will require STA to detour onto Mission Avenue, riders would be familiar with Route 29 traveling along Mission Avenue by the time of the September 2010 service change.

A number of other changes were originally proposed for Route 29. These include eliminating the Minnehaha loop service (Route 31 would serve the area), eliminating the Riverpoint Boulevard routing, and interlining Route 29 with Route 61 (currently interlined with Route 65). These are discussed in further detail under Section IV Deferred or Withdrawn Proposals.

Route 29 met all three performance standards.

Summary of Initial Public Input:

- 76.6% of the survey respondents indicated that they liked or could accept the routing change compared to 23.4% who could not accept it.

- Respondents who could accept the reductions noted that it should make the route more efficient and will speed up the route; however, others stated that they do not utilize that portion of the route.
- Those who voiced a negative opinion were concerned over crossing Mission Avenue and with the mobility of disabled riders in the South Crescent Avenue area. One respondent noted, “I would have to cross either Mission or Greene at high traffic parts of the day where there are no safe pedestrian crossings and the nearest bus stop would be over ½ mile from my home. Another noted, “By eliminating the South Crescent route you will cause several of us who have limited mobility/children, to walk 8 blocks or more to the nearest bus stop. This becomes increasingly dangerous at night and in the winter.

Question: *What do you think of the proposed change for Route 29 that would move service from South Crescent to Mission Ave?*

Response	Response Percent	¹⁷ Response Count
I like it	41.6%	32
Don't like it , but can accept it	35.1%	27
Cannot accept it	23.4%	18

Summary of Route 29 Performance:

Ridership Standard: Boardings Per Revenue Hour			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
24.24	29.41	22.13	29.67
Fares Standard: Farebox Recovery Ratio			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
8.24%	19.18%	8.27%	16.83%
Equivalent Energy Consumption Standard: Average Load Factor			
Standard	2008 Actual	2009 Actual	
5.48	8.56	7.87	

¹⁷ 244 of the 321 total respondents indicated that it was not a route they used and 72 respondents skipped the question

Ridership Impact:

There are approximately 66 weekday daily boardings along South Crescent Avenue. STA expects a loss of two daily boardings. There are approximately 38 Saturday boardings. STA expects a loss of 11 Saturday boardings. There are approximately 19 Sunday boardings. STA expects a loss of 10 Sunday boardings.

Paratransit Impact:

There is no impact to paratransit service.

Impact Area: See Map 7 for proposed route map and impact area.

Schedule Impact: Timepoints may be adjusted due to faster travel times along Mission Avenue; however, overall timepoints will not dramatically change.

Financial Impact: There is no financial impact of this change as platform hours will not change.

Route 91 Mission

Recommendation:

Modify route to serve Riverpoint Campus and Hamilton Street east of Gonzaga University and eliminate routing on Washington Street and on Mission Avenue west of Hamilton Street. Frequency remains unchanged.

The preliminary proposal for Route 91 was to increase frequency and modify the route to serve Riverpoint Campus thereby following the same path as Route 29 up to Hamilton Street in order to create 15 minute frequency to Riverpoint Campus and SCC. This revised technical change would still create 15 minute service at times; however, it would not be consistent throughout the entire day. Up until approximately noon on weekdays, Route 91 departs the Plaza at :35 after the hour. Factoring in Route 29, the departures to Riverpoint Campus and SCC would be :20 after, :35 after, and :50 after with the next Route 29 departure at :20 after. Therefore, the frequency of service would be 15 minutes, 15 minutes, and 30 minutes. This pattern would change in the afternoon with Route 91 departing the Plaza at :05 after the hour. Factoring in Route 29, the departures to Riverpoint Campus and SCC would be :05 after, :20 after, and :50 after with the next Route 91 departure at :05 after. Therefore, the afternoon frequency of service would be 15 minutes, 30 minutes, and 15 minutes.

On weekday nights and weekends, both routes would be offset in order to create 30 minute frequency to Riverpoint Campus and SCC. Currently, Route 91 departs and arrives at the Plaza approximately the same time as Route 29. For example, Route 91 leaves SCC two minutes

earlier than Route 29 and both routes arrive at the Plaza at the same time. This recommended change would offset the departure times at the Plaza to give riders more frequency options to Riverpoint Campus and SCC. However, current transfers at the Plaza would be affected because Route 91 would not be on its current transfer pulse.

Route 91 failed one of the three performance standards (Ridership) although it showed significant improvement from 2008 to 2009.

Summary of Initial Public Input:

- 90.8% of the survey respondents indicated that they liked or could accept the frequency and routing change compared to 9.2% who could not accept it.
 - Respondents who liked the changes noted that it should increase ridership in the area with one respondent who noted, “Important for students, since many rely on public transportation.”
 - Those who voiced a negative opinion did not like the fact the service would be cut on Mission Avenue between Washington Street and Hamilton Street. One respondent noted, “How are people going to get to North Central HS?” Another mentioned the lack of a left turn light from Mission to Hamilton and noted, “That turn lane backs up and will take the bus many light cycles to get through.”
- 95.1% of the survey respondents indicated that they liked or could accept the combined changes to Route 29 and Route 91 compared to 4.9% who could not accept it.
 - Respondents who liked the changes noted that the increased frequency and access would make it more convenient to use public transportation.
 - One respondent who voiced a negative opinion did not like increasing service on Route 91 at the expense of other routes in the system and noted, “They shouldn’t increase this if they have to cut back on other routes because of money.”

Question: *What do you think of the proposed change for the Route 91 Mission to serve Riverpoint Campus and Hamilton on 30 minute frequency?*

Response	Response Percent	¹⁸ Response Count
I like it	75.5%	74
Don’t like it , but can accept it	15.3%	15
Cannot accept it	9.2%	9

¹⁸ 234 of the 332 total respondents indicated that it was not a route they used and 61 respondents skipped the question

Question: *What do you think of the proposed changes to Route 91 Mission Ave and Route 29 SCC to increase frequency to Riverpoint and SCC to every 15 minutes during the day and 30 minutes nights and weekends?*

Response	Response Percent	¹⁹ Response Count
I like it	85.2%	104
Don't like it , but can accept it	9.8%	12
Cannot accept it	4.9%	6

Summary of Route 91 Performance:

Ridership Standard: Boardings Per Revenue Hour			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
24.24	14.97	22.13	20.48
Fares Standard: Farebox Recovery Ratio			
2008 Standard	2008 Actual	2009 Standard	2009 Actual
8.24%	9.54%	8.27%	11.18%
Equivalent Energy Consumption Standard: Average Load Factor			
Standard	2008 Actual	2009 Actual	
5.48	4.52	5.67	

Ridership Impact:

There are approximately 148 weekday daily boardings in the impacted areas along Washington Street and Mission Avenue (from Washington Street to Hamilton Street). STA expects a loss of 18 daily boardings. There are approximately 119 Saturday boardings. STA expects a loss of 13 Saturday boardings. There are approximately 73 Sunday boardings. STA expects a loss of 13 Sunday boardings. However, an increase in ridership is expected due to the positive feedback that would help offset the ridership losses on the eliminated sections of Washington Street and Mission Avenue.

Paratransit Impact:

There is no impact to paratransit service.

¹⁹ 210 of the 332 total respondents indicated that it was not a route they used and 61 respondents skipped the question

Impact Area: See Map 8 for proposed route map and impact area.

Schedule Impact: Schedule to be determined.

Financial Impact: There is no financial impact of this change as platform hours will not change.

Deferred or Withdrawn Proposals

Route 29 SCC

Recommendation:

Defer the following proposed changes:

- 1) Modify route to terminate at SCC.
- 2) Eliminate routing on Riverpoint Boulevard.
- 3) Eliminate Minnehaha “loop”

There are two major challenges to implementing these changes. First, because of the current round trip travel time of Route 65 Cheney and its interline with the Route 29, changes to Route 29, without making concurrent changes to Route 65, would result in a significant cost increase. Secondly, the initial proposal suggested Route 29 would end at SCC and Route 31 would service the Minnehaha area and Riverwalk/Beau Rivage developments. This area is very difficult to serve due to physical limitations beyond STA’s control including gravel roads, missing sidewalks and the adjacency of the Centennial trail to Upriver Drive. The Riverwalk development, owned and managed by the Spokane Neighborhood Action Program (SNAP), accommodates low income residents who, in many cases, do not have a private automobile. The development contains about 100 units. Beau Rivage, a neighboring apartment complex, has just under 400 units. While these developments contain a sizable opportunity for transit ridership, their location makes operating transit difficult at best. After meeting SNAP representatives, staff concluded that additional capital investments would be needed to accommodate transit in this location. These include adequate roadways to accommodate buses, accessible paths and loading zones for transit customers, and a means whereby a bus can turn around and lay-over between inbound and outbound trips.

Therefore, it is recommended that Route 29 continue to serve SCC and the Minnehaha area as is today with the exception of the South Crescent Avenue portion, which would be eliminated as described under Section III Draft Recommendations.

Route 66 when EWU was in session. However, the change would require future Route 65 riders to transfer to Route 66 in order to travel to downtown Spokane. The change would also eliminate service to the Presley Drive/Salnavé Road area in the City of Cheney.

Although a majority liked the proposed changes because of the increased frequency of Route 66, the main reasons for opposition were the elimination of the Presley Drive/Salnavé Road area, an added transfer for those in Cheney wanting to travel downtown, and having Route 66 end at K Street Station as opposed to the EWU Pub. There would also be needed infrastructure improvements such as shelter additions and relocations that would not be feasible to make by September 2010.

STA staff met with EWU representatives regarding needed improvements to the EWU Pub area in order to make bus operations more efficient. The outcome was to provide for a bus zone within the parking area for staging of buses at peak times in addition to removing one metered parking spot to allow for a greater turning radius for buses approaching the curb at the EWU Pub.

It is important to note that although the preliminary proposals for Cheney have been deferred, reducing the round trip travel time of Route 65 is essential to making other improvements and service reductions. For 2011 service reductions, Staff will evaluate other options for reducing operating costs of service to Cheney.

Summary of Initial Public Input:

Route 65 Cheney

- 55.5% of the survey respondents indicated that they liked or could accept the Route 65 changes compared to 44.5% who could not accept it.
- Those that could accept the changes:
 - It would provide the City of Cheney with more access to areas currently not served.
 - More efficient.
 - Easier for students and university employees to get around the City of Cheney.
 - Makes sense.
- Those who voiced a negative opinion:
 - Elimination of service to the Presley Drive/Salnavé Road area.
 - Paratransit impact.
 - Having to transfer to Route 66 being a huge inconvenience.
 - The current “in seat” transfer to the Riverpoint Campus.

- K Street Station not being able to handle the extra cars and transfer activity in addition to having to walk there to catch the bus with the elimination of the Presley Drive/Salnavé Road area.

Question: *What do you think of the proposed change that would make Route 65 a shuttle that serves Cheney only? This change would require a transfer from Route 65 to Route 66 to get to Spokane.*

Response	Response Percent	²² Response Count
I like it	22.3%	47
Don't like it , but can accept it	33.2%	70
Cannot accept it	44.5%	94

Route 66 EWU

- 72.1% of the survey respondents indicated that they liked or could accept the Route 65 changes compared to 27.9% who could not accept it.
- Those that could accept the changes:
 - Increased frequency.
 - Increased ridership.
 - Greater flexibility for students and faculty.
- Those who voiced a negative opinion:
 - Route 66 not ending at the PUB.
 - Elimination of service to the Presley Drive/Salnavé Road area on Route 65.
 - Overcrowding issues.
 - Undesirable routing options.
 - Having to transfer to Route 66 being a huge inconvenience for Route 65 riders.
 - The current “in seat” transfer to the Riverpoint Campus on Route 65.

Question: *What do you think of the proposed change that would make Route 66, operating on 15 minute frequency when school is in session and 30 minute frequency at other times, the only route that connects Spokane and the EWU campus?*

²² 133 of the 344 total respondents indicated that it was not a route they used and 49 respondents skipped the question

Response	Response Percent	²³ Response Count
I like it	52.3%	116
Don't like it , but can accept it	19.8%	44
Cannot accept it	27.9%	62

Route 91 Mission

Recommendation:

Defer increasing the frequency to 30 minutes.

A full implementation of service frequency improvements to Route 91 Mission requires other routing changes, including a restructure of service in Cheney and the Minnehaha neighborhood. The initial proposal had Route 29 ending at SCC and Route 31 serving the Minnehaha area and SNAP housing. As stated before, this area is very difficult to serve due to physical limitations beyond STA's control.

Due to the deferment of the Route 29, Route 31, and Route 65/66 changes, it is recommended that Route 91 continue its frequency because of the added cost of additional platform hours.

Route 27 Crestline - Saturday

Recommendation:

Defer decreasing the frequency to 60 minutes.

Due to the high ridership on Saturdays and the amount of negative comments, it is recommended that the frequency remain at 30 minutes on Saturdays.

²³ 121 of the 343 total respondents indicated that it was not a route they used and 50 respondents skipped the question

Other Technical Recommendations

Route 124 North Express

Recommendation:

Add up to three additional stops to Route 124 between Francis Avenue and Hastings Park and Ride. This action would help offset the recommended elimination of the Route 23 Hastings branch discussed under Section III - Route 23 Maple/Ash Weekday.

Ridership Impact: Here are four possible additional stop options for each direction:

Outbound from Francis

- 1) Wall Street @ Cascade Way
- 2) Wall Street @ Country Homes Boulevard
- 3) Waikiki Road @ Hawthorne Road
- 4) Mill Road @ Woodway Avenue

Inbound from Hastings Park and Ride

- 1) Mill Road @ Woodway Avenue
- 2) Waikiki Road @ Hawthorne Road
- 3) Wall Street @ Country Homes Boulevard
- 4) Wall Street @ Cascade Way

These are current Route 23 stops and the locations were selected for safety reasons due to available crosswalks. Also, all locations but Mill Road have a signal light.

Impact Area: See Map 4 for proposed stop locations and impact area.

Schedule Impact: Due to low ridership in the area, the additional stops are not expected to impact the speed and reliability of the route.

Route 27 Crestline - Saturday

Recommendation:

Short turn select trips that do not continue as the North Loop at Rowan Avenue and Market Street/Haven Street (30 minute frequency remains intact).

Since these select trips do not continue as Route 30, the pattern is north on Market Street, left on Rowan Avenue, and then right on Crestline Street. Because the route operates independently, the bus then turns right on Francis Avenue, right on Market Street to travel

south on Haven Street, and then left on Wellesley Avenue in order to layover at Market Street and Wellesley Avenue. This positions the bus to come inbound. From the layover location, the bus travels north on Market Street to left on Francis Avenue, and left on Crestline Street to become the inbound Route 27 trip. Short turning the select trips would eliminate the confusion, but still leave the 30 minute frequency intact.

As stated under Section IV Route 27 Crestline – Saturday above, the proposed change to reduce Saturday frequency on Route 27 was withdrawn. However, service in the same upper northeast section of Hillyard would still be eliminated to reduce confusion over all service days.

Summary of Initial Public Input:

STA did not request specific input from the public for this routing change; however, riders did provide feedback on the proposed Saturday frequency reduction which is recommended for deferment. Riders can also provide feedback at the May 19, 2010 public hearing. See Route 27 Crestline –Weekday under Section III above for the summary of public input.

Summary of Route 27 Performance:

See Route 27 Crestline –Weekday under Section III above.

Ridership Impact:

There is minimal boarding and alighting activity and the ridership loss is expected to be minimal; however, riders would have to wait longer to catch a bus along Crestline Street/Rowan Avenue or walk to 30 minute service on Market Street or Haven Street.

Paratransit Impact:

See Route 27 Crestline –Weekday under Section III above.

Impact Area: On Crestline Street (between Francis Avenue and Rowan Avenue) and on Rowan Avenue (between Crestline Street and Market Street). See Map 5 for proposed route map and impact area.

Schedule Impact: Timepoints would remain unchanged; however, the bus would not travel to the current Francis Avenue and Crestline Street timepoint on the select trips that do not continue the entire North Loop.

Financial Impact: There is no anticipated financial impact of this change as platform hours will not change; however, a monetary savings is expected with the reduction of platform miles.

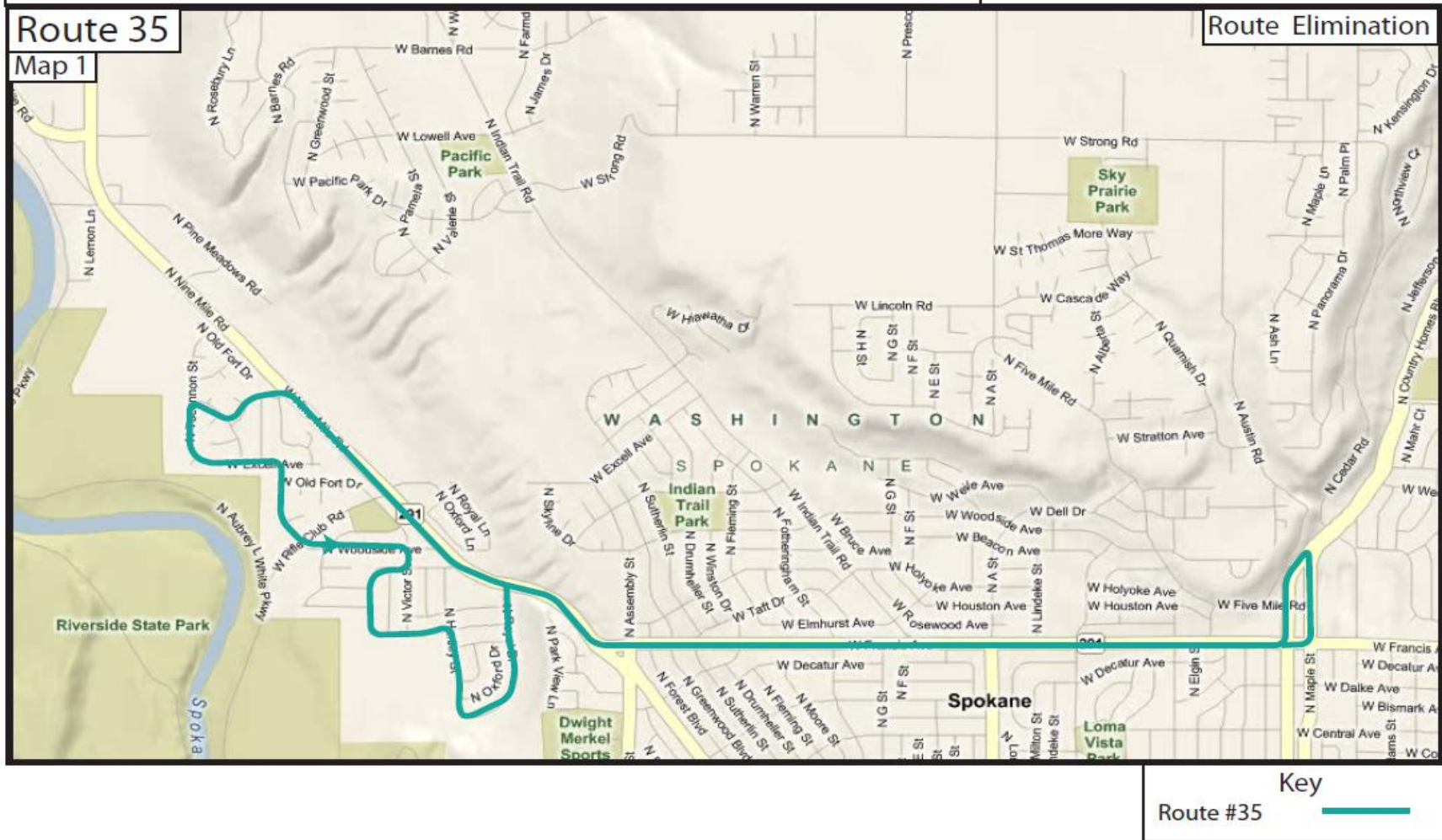
Supplementary Materials

Map Appendix

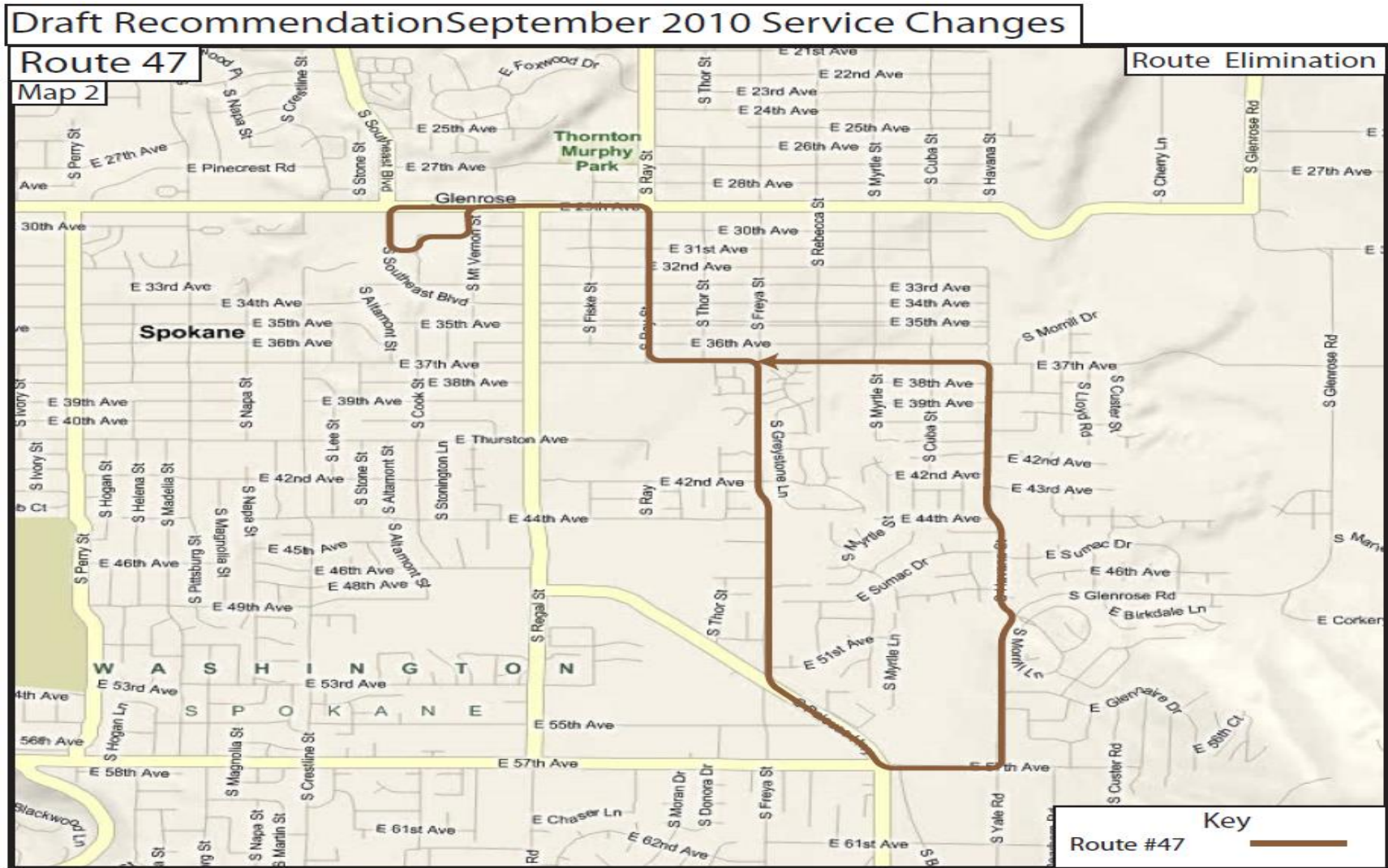
Map 1- Route 35 48
Map 2- Route 47 49
Map 3- City Loop..... 50
Map 4- Route 23 51
Map 5- Route 27 52
Map 6- Route 2 53
Map 7- Route 29 54
Map 8- Route 91 55

Map 1- Route 35

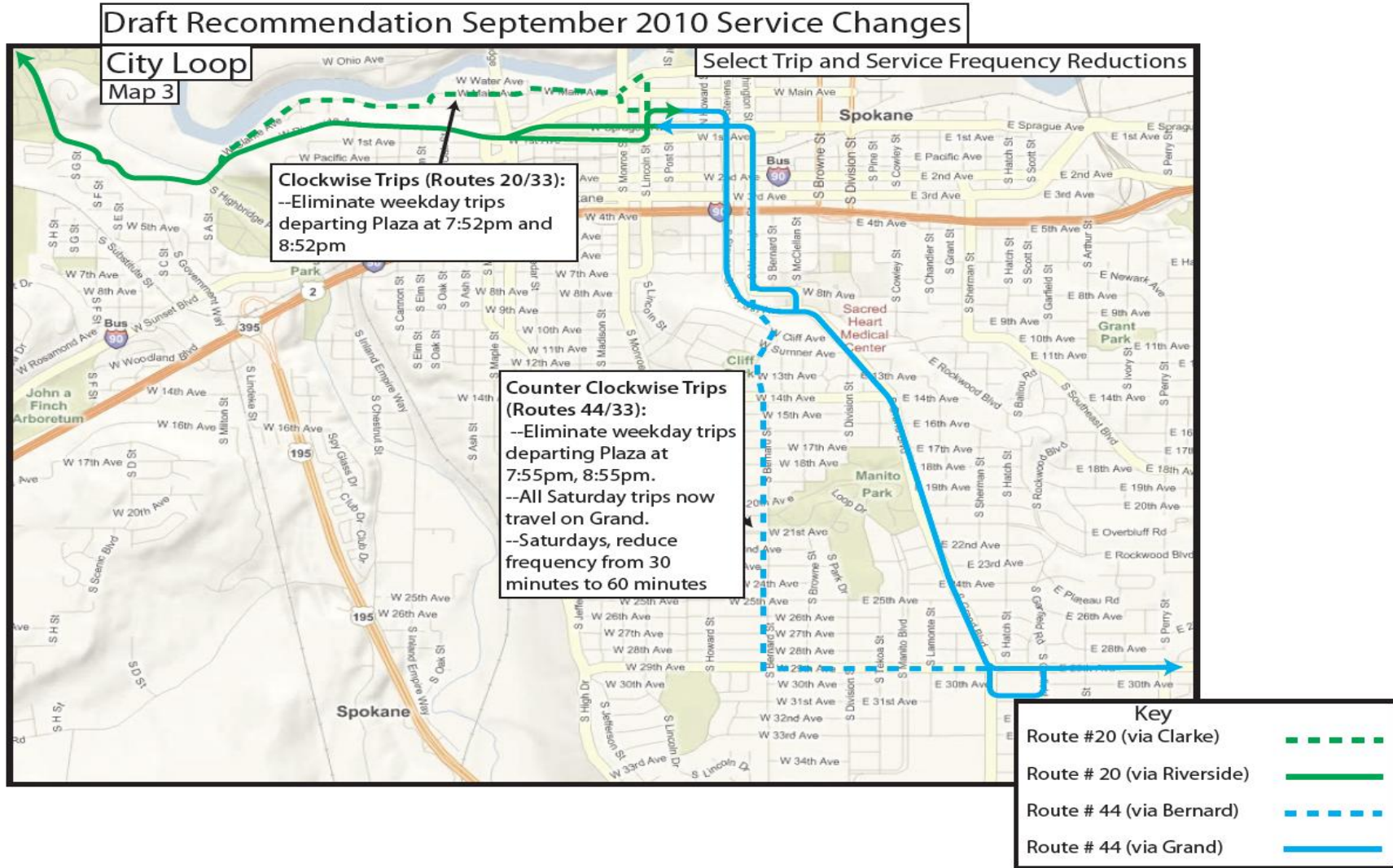
Draft Recommendation September 2010 Service Changes



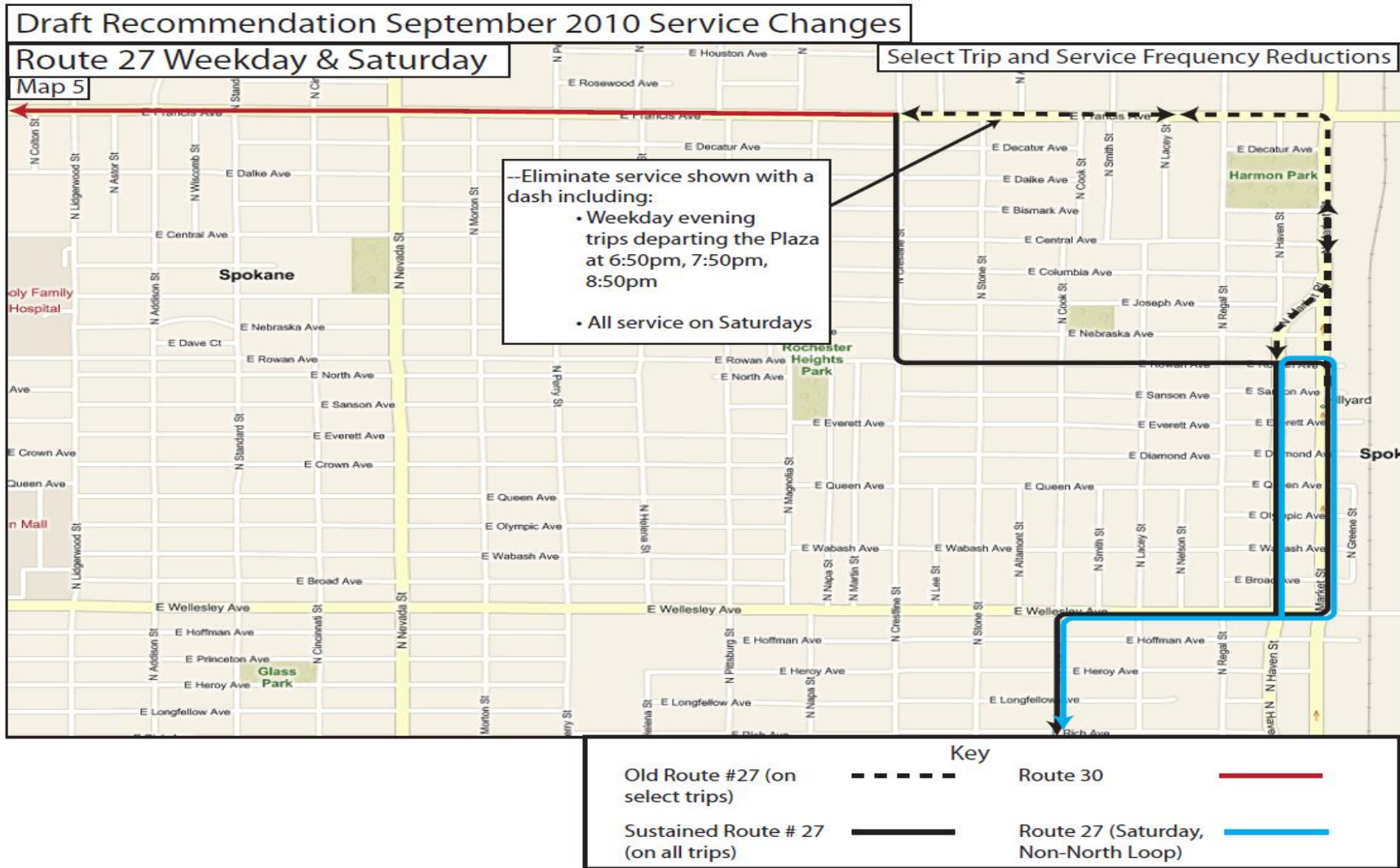
Map 2- Route 47



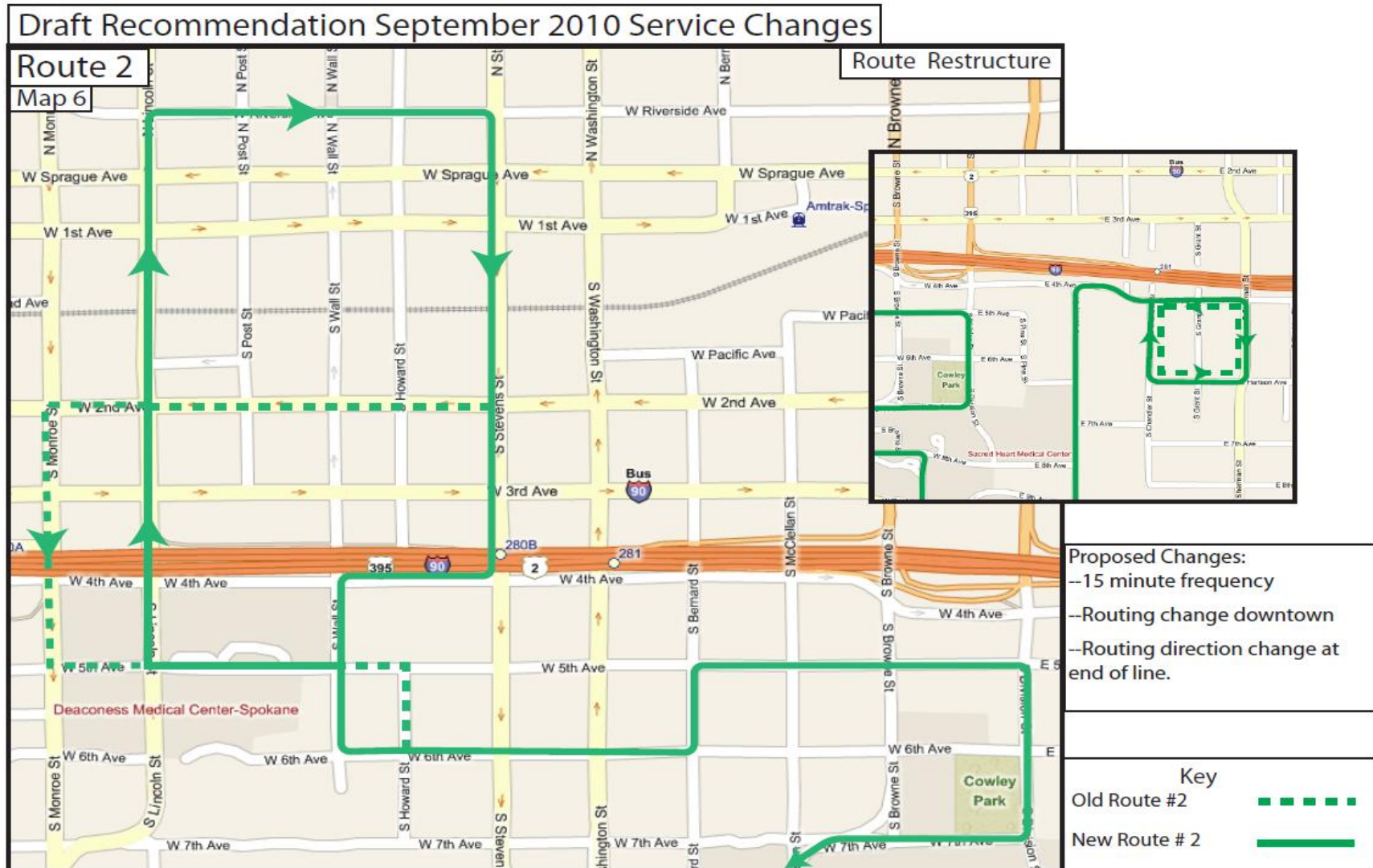
Map 3- City Loop



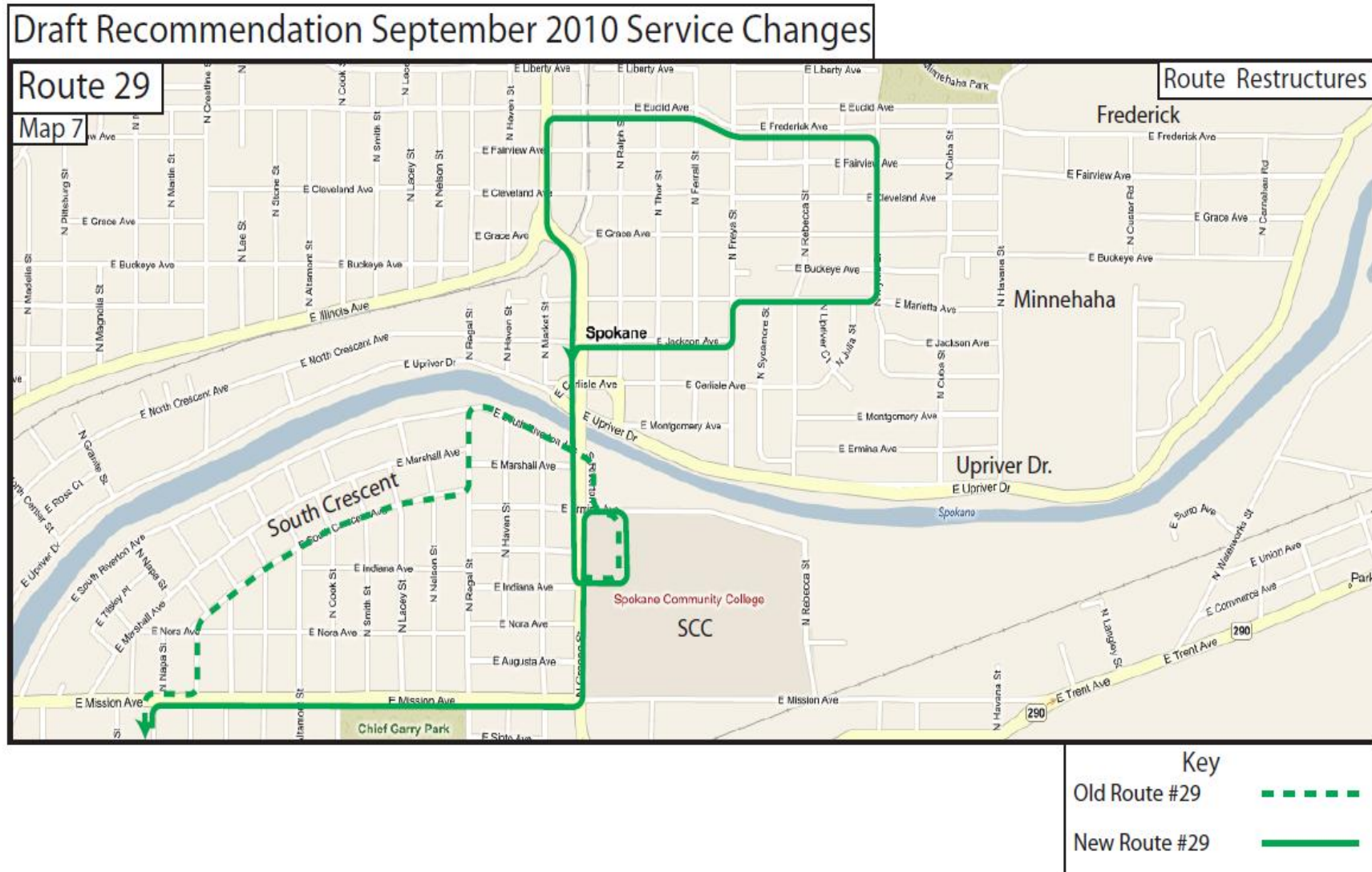
Map 5- Route 27



Map 6- Route 2

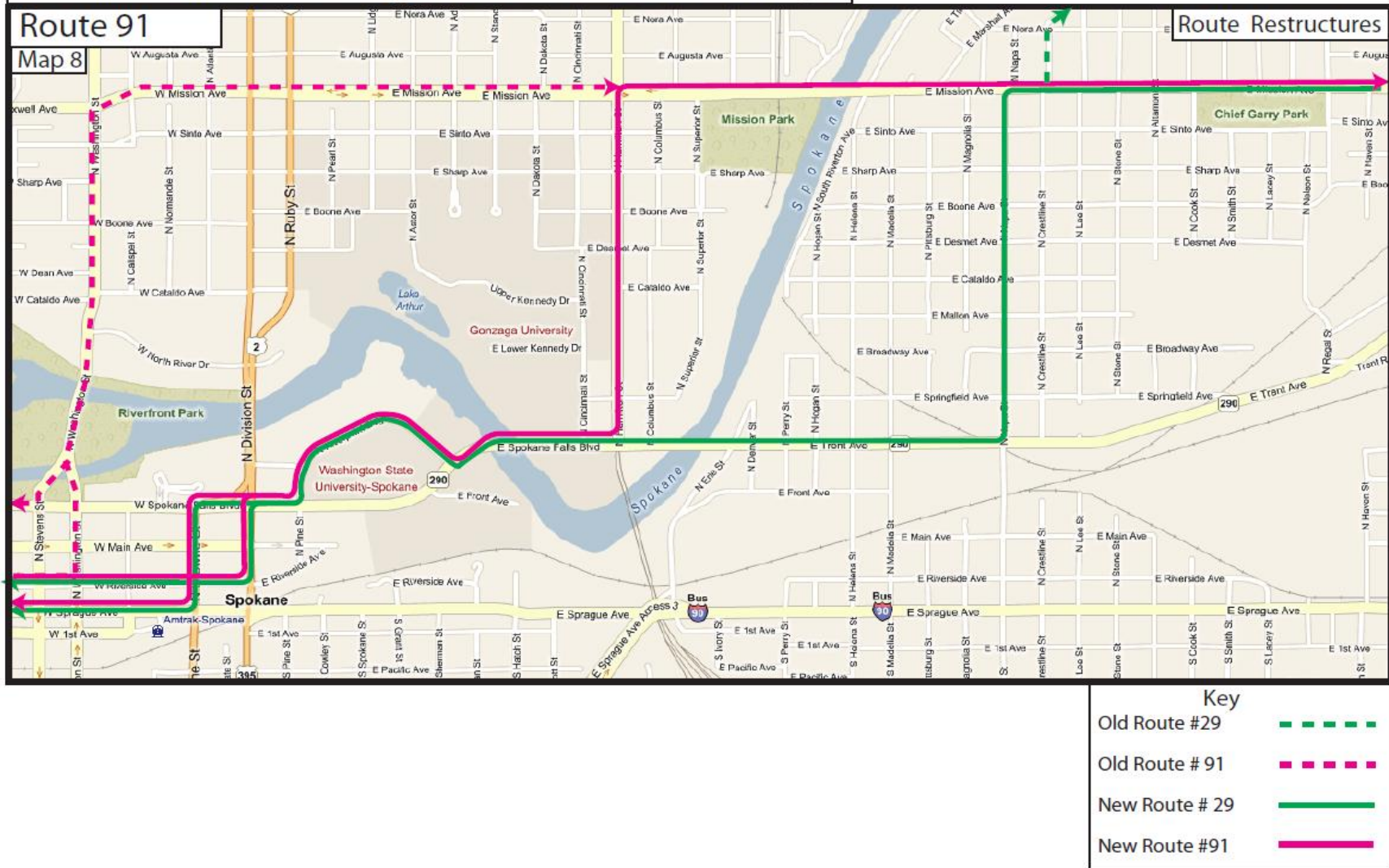


Map 7- Route 29



Map 8- Route 91

Draft Recommendation September 2010 Service Changes



Attachment Appendix – Circled Trips Proposed for Elimination

Attachment 1- City Loop Clockwise Weekday

SFCC				Wellesley							29th Ave							
20	From Downtown Weekday			33	Eastbound Weekday							44	To Downtown Weekday					
Zone	1 Leave Plaza	2 Broadmoor Apts	Clark Ash	SFCC	Belt Wellesley	Wellesley Division	Wellesley Haven	8 SCC	Arrive Sprague Havana	Leave Sprague Havana	18th Roy	29th Freya	South Hill Park & Ride	29th Bernard	14th Grand	Arrive Plaza	Zone	Continues as route
										5:39	5:45	b5:49	5:54	6:01		6:12	8	
										6:04	6:10	g6:14	6:19		6:26	6:37	8	20c
										6:19	6:25	b6:29	6:34	6:41		6:52	8	20
										6:34	6:40	g6:44	6:49		6:56	7:07	8	20c
										6:49	6:55	b6:59	7:04	7:11		7:22	8	20
										7:04	7:10	g7:14	7:19		7:26	7:37	8	20c
8	6:27	6:30		6:37	6:30	6:37	6:43	6:51	7:00	7:19	7:25	b7:29	7:34	7:41		7:52	8	20c
8	6:42		6:45	6:52	7:00	7:07	7:13	7:21	7:30	7:49	7:55	b7:59	8:04	8:11		8:22	8	20
8	6:57	7:00		7:07	7:15	7:22	7:28	7:36	7:45	8:04	8:10	g8:14	8:19		8:26	8:37	8	20c
8	c7:12		7:15	7:22	7:30	7:37	7:43	7:51	8:00	8:19	8:25	b8:29	8:34	8:41		8:52	8	20
8	7:27	7:30		7:37	7:45	7:52	7:58	8:06	8:15	8:34	8:40	g8:44	8:49		8:56	9:07	8	20c
8	c7:42		7:45	7:52	8:00	8:07	8:13	8:21	8:30	8:49	8:55	b8:59	9:04	9:11		9:22	8	20
8	7:57	8:00		8:07	8:15	8:22	8:28	8:36	8:45	9:04	9:10	g9:14	9:19		9:26	9:37	8	20c
8	c8:12		8:15	8:22	8:30	8:37	8:43	8:51	9:00	9:19	9:25	b9:29	9:34	9:41		9:52	8	20
8	8:27	8:30		8:37	8:45	8:52	8:58	9:06	9:15	9:34	9:40	g9:44	9:49		9:56	10:07	8	20c
8	c8:42		8:45	8:52	9:00	9:07	9:13	9:21	9:30	9:49	9:55	b9:59	10:04	10:11		10:22	8	20
8	8:57	9:00		9:07	9:15	9:22	9:28	9:36	9:45	10:04	10:10	g10:14	10:19		10:26	10:37	8	20c
8	c9:12		9:15	9:22	9:30	9:37	9:43	9:51	10:00	10:19	10:25	b10:29	10:34	10:41		10:52	8	20
8	9:27	9:30		9:37	9:45	9:52	9:58	10:06	10:15	10:34	10:40	g10:44	10:49		10:56	11:07	8	20c
8	c9:42		9:45	9:52	10:00	10:07	10:13	10:21	10:30	10:49	10:55	b10:59	11:04	11:11		11:22	8	20
8	9:57	10:00		10:07	10:15	10:22	10:28	10:36	10:45	11:04	11:10	g11:14	11:19		11:26	11:37	8	20c
8	c10:12		10:15	10:22	10:30	10:37	10:43	10:51	11:00	11:19	11:25	b11:29	11:34	11:41		11:52	8	20
8	10:27	10:30		10:37	10:45	10:52	10:58	11:06	11:15	11:34	11:40	g11:44	11:49		11:56	12:07	8	20c
8	c10:42		10:45	10:52	11:00	11:07	11:13	11:21	11:30	11:49	11:55	b11:59	12:04	12:11		12:22	8	20
8	10:57	11:00		11:07	11:15	11:22	11:28	11:36	11:45	12:04	12:10	g12:14	12:19		12:26	12:37	8	20c
8	c11:12		11:15	11:22	11:30	11:37	11:43	11:51	12:00	12:19	12:25	b12:29	12:34	12:41		12:52	8	20
8	11:27	11:30		11:37	11:45	11:52	11:58	12:06	12:15	12:34	12:40	g12:44	12:49		12:56	1:07	8	20c
8	c11:42		11:45	11:52	12:00	12:07	12:13	12:21	12:30	12:49	12:55	b12:59	1:04	1:11		1:22	8	20
8	11:57	12:00		12:07	12:15	12:22	12:28	12:36	12:45	1:04	1:10	g1:14	1:19		1:26	1:37	8	20c
8	c12:12		12:15	12:22	12:30	12:37	12:43	12:51	1:00	1:19	1:25	b1:29	1:34	1:41		1:52	8	20
8	12:27	12:30		12:37	12:45	12:52	12:58	1:06	1:15	1:34	1:40	g1:44	1:49		1:56	2:07	8	20c
8	c12:42		12:45	12:52	1:00	1:07	1:13	1:21	1:30	1:49	1:55	b1:59	2:04	2:11		2:22	8	20
8	12:57	1:00		1:07	1:15	1:22	1:28	1:36	1:45	2:04	2:10	g2:14	2:19		2:26	2:37	8	20c
8	c1:12		1:15	1:22	1:30	1:37	1:43	1:51	2:00	2:19	2:25	b2:29	2:34	2:41		2:52	8	20
8	1:27	1:30		1:37	1:45	1:52	1:58	2:06	2:15	2:34	2:40	g2:44	2:49		2:56	3:07	8	20c
8	c1:42		1:45	1:52	2:00	2:07	2:13	2:21	2:30	2:49	2:55	b2:59	3:04	3:11		3:22	8	20
8	1:57	2:00		2:07	2:15	2:22	2:28	2:36	2:45	3:04	3:10	g3:14	3:19		3:26	3:37	8	20c
8	c2:12		2:15	2:22	2:30	2:37	2:43	2:51	3:00	3:19	3:25	b3:29	3:34	3:41		3:52	8	20
8	2:27	2:30		2:37	2:45	2:52	2:58	3:06	3:15	3:34	3:40	g3:44	3:49		3:56	4:07	8	20c
8	c2:42		2:45	2:52	3:00	3:07	3:13	3:21	3:30	3:49	3:55	b3:59	4:04	4:11		4:22	8	20
8	2:57	3:00		3:07	3:15	3:22	3:28	3:36	3:45	4:04	4:10	g4:14	4:19		4:26	4:37	8	20c
8	c3:12		3:15	3:22	3:30	3:37	3:43	3:51	4:00	4:19	4:25	b4:29	4:34	4:41		4:52	8	20
8	3:27	3:30		3:37	3:45	3:52	3:58	4:06	4:15	4:34	4:40	g4:44	4:49		4:56	5:07	8	20c
8	c3:42		3:45	3:52	4:00	4:07	4:13	4:21	4:30	4:49	4:55	b4:59	5:04	5:11		5:22	8	20
8	3:57	4:00		4:07	4:15	4:22	4:28	4:36	4:45	5:04	5:10	g5:14	5:19		5:26	5:37	8	20c
8	c4:12		4:15	4:22	4:30	4:37	4:43	4:51	5:00	5:19	5:25	b5:29	5:34	5:41		5:52	8	20
8	4:27	4:30		4:37	4:45	4:52	4:58	5:06	5:15	5:34	5:40	g5:44	5:49		5:56	6:07	8	
8	c4:42		4:45	4:52	5:00	5:07	5:13	5:21	5:30									
8	4:57	5:00		5:07	5:15	5:22	5:28	5:36	5:45	6:04	6:10	g6:14	6:19		6:26	6:37	8	
8	c5:12		5:15	5:22	5:30	5:37	5:43	5:51	6:00									
8	5:27	5:30		5:37	5:45	5:52	5:58	6:06	6:15	6:34	6:40	b6:44	6:49	6:56		7:07	8	
8	c5:42		5:45	5:52	6:00	6:07	6:13	6:21	6:30									
8	5:57	6:00		6:07	6:15	6:22	6:28	6:36	6:45	7:04	7:10	g7:14	7:19		7:26	7:37	8	
8	6:22	6:25		6:32	6:40	6:47	6:53	7:01	7:10	7:34	7:40	b7:44	7:49	7:56		8:07	8	
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8	7:22	7:25		7:32	7:40	7:47	7:53	8:01	8:10	8:34	8:40	b8:44	8:49	8:56		9:07	8	
8	7:52		7:55	8:02	8:10	8:17	8:23	8:31	8:40	9:04	9:10	9:14						
8	8:22	8:25		8:32	8:40	8:47	8:53	9:01	9:10	9:34	9:40	9:44	9:49		9:56	10:07	B	
8	8:52		8:55	9:02	9:10	9:17	9:23	9:31	9:40	10:04	10:10	10:14						
8	9:22	9:25		9:32	9:40	9:47	9:53	10:01	10:10	10:34	10:40	g10:44	10:49		10:56	11:07	B	
8	10:22	10:25		10:32	10:40	10:47	10:53	11:01	11:10									
8	11:22	11:25		11:32	11:40	11:47	11:53	12:01	12:10									

Attachment 2- Route 23 Weekday

23 From Downtown Weekday							23 To Downtown Weekday								
Zone	Leave Plaza 1	Broadway Monroe 2	Maple Wellesley 3	5-Mile P&R 4	Arrive Hastings P&R 5	Arrive Indian Trail end of line 6	Leave Indian Trail end of line 6	Leave Hastings P&R 5	Leave 5-Mile P&R 4	Ash Wellesley 3	Broadway Monroe 2	Arrive Plaza 1	Zone	Continues as route	
	---	---	---	---	---	---	5:03	---	5:20	5:25	5:35	5:45	10	23	
	---	---	---	---	---	---	5:30	---	5:47	5:52	6:02	6:12	10	23	
	---	---	---	---	---	---	---	5:54	6:12	6:17	6:27	6:37	10	23	
	---	---	---	---	---	---	6:10	---	6:27	6:32	6:42	6:52	10	23	
	---	---	---	---	---	---	---	6:24	6:42	6:47	6:57	7:07	10	23	
10	5:57	6:01	6:11	6:17	---	6:29	6:40	---	6:57	7:02	7:12	7:22	10	23	
	---	---	---	---	---	---	---	6:54	7:12	7:17	7:27	7:37	10	23	
10	6:27	6:31	6:41	6:47	---	6:59	7:10	---	7:27	7:32	7:42	7:52	10	23	
10	6:42	6:46	6:56	7:02	7:18	---	---	7:24	7:42	7:47	7:57	8:07	10		
10	6:57	7:01	7:11	7:17	---	7:29	7:40	---	7:57	8:02	8:12	8:22	10	23	
10	7:12	7:16	7:26	7:32	7:48	---	---	7:54	8:12	8:17	8:27	8:37	10		
10	7:27	7:31	7:41	7:47	---	7:59	8:10	---	8:27	8:32	8:42	8:52	10		
10	7:42	7:46	7:56	8:02	8:18	---	---	8:30	8:57	9:02	9:12	9:22	10	23	
10	7:57	8:01	8:11	8:17	---	8:29	---	---	---	---	---	---	10		
10	8:27	8:31	8:41	8:47	---	8:59	---	---	---	---	---	---	10		
10	8:57	9:01	9:11	9:17	---	9:29	---	---	---	---	---	---	10		
10	9:27	9:31	9:41	9:47	---	9:59	---	---	9:57	10:02	10:12	10:22	10	23	
10	10:27	10:31	10:41	10:47	---	10:59	---	---	10:57	11:02	11:12	11:22	10	23	
10	11:27	11:31	11:41	11:47	---	11:59	---	---	11:57	12:02	12:12	12:22	10	23	
10	12:27	12:31	12:41	12:47	---	12:59	---	---	12:57	1:02	1:12	1:22	10	23	
10	1:27	1:31	1:41	1:47	---	1:59	---	---	2:12	2:17	2:27	2:37	10	23	
	---	---	---	---	---	---	---	---	3:12	3:17	3:27	3:37	10	23	
10	2:42	2:46	2:56	3:02	---	3:14	3:25	---	3:42	3:47	3:57	4:07	10	23	
10	3:12	3:16	3:26	3:32	---	3:44	3:55	---	4:12	4:17	4:27	4:37	10	23	
10	h3:42	3:46	3:56	4:02	4:18	---	---	4:24	4:42	4:47	4:57	5:07	10	23	
10	---	---	---	---	---	---	4:40	---	4:57	5:02	5:12	5:22	10	23	
10	h4:12	4:16	4:26	4:32	4:48	---	---	4:54	5:12	5:17	5:27	5:37	10	23	
10	4:27	4:31	4:41	4:47	---	4:59	5:10	---	5:27	5:32	5:42	5:52	10	23	
10	h4:42	4:46	4:56	5:02	5:18	---	---	5:24	5:42	5:47	5:57	6:07	10	23	
10	4:57	5:01	5:11	5:17	---	5:29	5:40	---	5:57	6:02	6:12	6:22	10		
10	h5:12	5:16	5:26	5:32	5:48	---	---	5:54	6:12	6:17	6:27	6:37	10		
10	5:27	5:31	5:41	5:47	---	5:59	---	---	---	---	---	---	10		
10	h5:42	5:46	5:56	6:02	6:18	---	---	---	---	---	---	---	10		
10	5:57	6:01	6:11	6:17	---	6:29	---	---	---	---	---	---	10		
10	h6:22	6:26	6:36	6:42	6:58	---	---	---	---	---	---	---	10		

Trip converted to Indian Trail
 Trip converted to Indian Trail
 Trip converted to Indian Trail
 Trip converted to Indian Trail
 Trip converted to Indian Trail
 Trip converted to Indian Trail
 Trip converted to Indian Trail

this trip would come from Indian Trail

Attachment 3- North Loop Weekday

Crestline						Francis				NW Blvd.					
27	From Downtown Weekday					30	Westbound Weekday			22	To Downtown Weekday				
Zone	1 Leave Plaza	11 Indiana Division	10 Illinois Hamilton	9 Northeast Community Cir.	8 Wellesley Haven	7 Francis Crestline	6 Francis Division	5 Francis "G" Street	4 Arrive Veterans Hospital	4 Leave Veterans Hospital	3 NW Blvd. Cochran	2 STA	1 Arrive Plaza	Zone	Continues as route
	---	---	---	---	---	5:33	5:39	5:46	5:53	5:53	6:00	6:08	6:15	1	27
	---	---	---	---	---	6:03	6:09	6:16	6:23	6:23	6:30	6:38	6:45	1	27
	---	---	---	---	---	6:33	6:39	6:46	6:53	6:53	7:00	7:08	7:15	1	27
1	6:31	6:38	6:42	6:51	6:56	7:03	7:09	7:16	7:23	7:23	7:30	7:38	7:45	1	27
1	7:01	7:08	7:12	7:21	7:26	7:33	7:39	7:46	7:53	7:53	8:00	8:08	8:15	1	27
1	7:31	7:38	7:42	7:51	7:56	8:03	8:09	8:16	8:23	8:23	8:30	8:38	8:45	1	27
1	8:01	8:08	8:12	8:21	8:26	8:33	8:39	8:46	8:53	8:53	9:00	9:08	9:15	1	27
1	8:31	8:38	8:42	8:51	8:56	9:03	9:09	9:16	9:23	9:23	9:30	9:38	9:45	1	27
1	9:01	9:08	9:12	9:21	9:26	9:33	9:39	9:46	9:53	9:53	10:00	10:08	10:15	1	27
1	9:31	9:38	9:42	9:51	9:56	10:03	10:09	10:16	10:23	10:23	10:30	10:38	10:45	1	27
1	10:01	10:08	10:12	10:21	10:26	10:33	10:39	10:46	10:53	10:53	11:00	11:08	11:15	1	27
1	10:31	10:38	10:42	10:51	10:56	11:03	11:09	11:16	11:23	11:23	11:30	11:38	11:45	1	27
1	11:01	11:08	11:12	11:21	11:26	11:33	11:39	11:46	11:53	11:53	12:00	12:08	12:15	1	27
1	11:20	11:27	11:31	11:40	11:45	11:52	11:58	12:05	12:12	12:23	12:30	12:38	12:45	1	27
1	11:50	11:57	12:01	12:10	12:15	12:22	12:28	12:35	12:42	12:53	1:00	1:08	1:15	1	27
1	12:20	12:27	12:31	12:40	12:45	12:52	12:58	1:05	1:12	1:23	1:30	1:38	1:45	1	27
1	12:50	12:57	1:01	1:10	1:15	1:22	1:28	1:35	1:42	1:53	2:00	2:08	2:15	1	27
1	1:20	1:27	1:31	1:40	1:45	1:52	1:58	2:05	2:12	2:23	2:30	2:38	2:45	1	27
1	1:50	1:57	2:01	2:10	2:15	2:22	2:28	2:35	2:42	2:53	3:00	3:08	3:15	1	27
1	2:20	2:27	2:31	2:40	2:45	2:52	2:58	3:05	3:12	3:23	3:30	3:38	3:45	1	27
1	2:50	2:57	3:01	3:10	3:15	3:22	3:28	3:35	3:42	3:53	4:00	4:08	4:15	1	27
1	3:20	3:27	3:31	3:40	3:45	3:52	3:58	4:05	4:12	4:23	4:30	4:38	4:45	1	27
1	3:50	3:57	4:01	4:10	4:15	4:22	4:28	4:35	4:42	4:53	5:00	5:08	5:15	1	27
1	4:20	4:27	4:31	4:40	4:45	4:52	4:58	5:05	5:12	5:23	5:30	5:38	5:45	1	27
1	4:50	4:57	5:01	5:10	5:15	5:22	5:28	5:35	5:42	5:53	6:00	6:08	6:15	1	27
1	5:20	5:27	5:31	5:40	5:45	5:52	5:58	6:05	6:12	---	---	---	---		
1	5:50	5:57	6:01	6:10	6:15	6:22	6:28	6:35	6:42	6:53	7:00	7:08	7:15	1	27
1	6:20	6:27	6:31	6:40	6:45	6:52	6:58	7:05	7:12	7:53	8:00	8:08	8:15	1	27
1	6:50	6:57	7:01	7:07	7:12	#7:17	---	---	---	---	---	---	---		
1	7:20	7:27	7:31	7:40	7:45	7:52	7:58	8:05	8:12	8:53	9:00	9:08	9:15	1	27
1	7:50	7:57	8:01	8:07	8:12	#8:17	---	---	---	---	---	---	---		
1	8:20	8:27	8:31	8:40	8:45	8:52	8:58	9:05	9:12	9:53	10:00	10:08	10:15	1	27
1	8:50	8:57	9:01	9:07	9:12	9:17	---	---	---	---	---	---	---		
1	9:20	9:27	9:31	9:40	9:45	9:52	9:58	10:05	10:12	10:53	11:00	11:08	11:15	1	27
1	10:20	10:27	10:31	10:40	10:45	10:52	---	---	---	---	---	---	---		
1	11:20	11:27	11:31	11:40	11:45	11:52	---	---	---	---	---	---	---		

NW Blvd.

Francis

Crestline

22 From Downtown Weekday		30 Eastbound Weekday							27 To Downtown Weekday						
Zone	1	2	3	4	4	5	6	7	8	9	10	11	1	Zone	Continues as route
	Leave Plaza	STA	NW Blvd. Cochran	Arrive Veterans Hospital	Leave Veterans Hospital	Francis "G" Street	Francis Division	Francis Crestline	Wellesley Haven	Northeast Community Ctr.	Illinois Hamilton	Indiana Division	Arrive Plaza		
	—	—	—	—	—	—	—	5:40	5:47	5:51	6:00	6:04	6:15	8	22
	—	—	—	—	5:49	5:56	6:05	6:10	6:17	6:21	6:30	6:34	6:45	8	22
	—	—	—	—	6:19	6:26	6:35	6:40	6:47	6:51	7:00	7:04	7:15	8	22
8	6:20	6:25	6:32	6:40	6:49	6:56	7:05	7:10	7:17	7:21	7:30	7:34	7:45	8	22
8	6:50	6:55	7:02	7:10	7:19	7:26	7:35	7:40	7:47	7:51	8:00	8:04	8:15	8	22
8	7:20	7:25	7:32	7:40	7:49	7:56	8:05	8:10	8:17	8:21	8:30	8:34	8:45	8	22
8	7:50	7:55	8:02	8:10	8:19	8:26	8:35	8:40	8:47	8:51	9:00	9:04	9:15	8	22
8	8:20	8:25	8:32	8:40	8:49	8:56	9:05	9:10	9:17	9:21	9:30	9:34	9:45	8	22
8	8:50	8:55	9:02	9:10	9:19	9:26	9:35	9:40	9:47	9:51	10:00	10:04	10:15	8	22
8	9:20	9:25	9:32	9:40	9:49	9:56	10:05	10:10	10:17	10:21	10:30	10:34	10:45	8	22
8	9:50	9:55	10:02	10:10	10:19	10:26	10:35	10:40	10:47	10:51	11:00	11:04	11:15	8	22
8	10:20	10:25	10:32	10:40	10:49	10:56	11:05	11:10	11:17	11:21	11:30	11:34	11:45	8	22
8	10:50	10:55	11:02	11:10	11:19	11:26	11:35	11:40	11:47	11:51	12:00	12:04	12:15	8	22
8	11:20	11:25	11:32	11:40	11:49	11:56	12:05	12:10	12:17	12:21	12:30	12:34	12:45	8	22
8	11:50	11:55	12:02	12:10	12:19	12:26	12:35	12:40	12:47	12:51	13:00	13:04	13:15	8	22
8	12:20	12:25	12:32	12:40	12:49	12:56	1:05	1:10	1:17	1:21	1:30	1:34	1:45	8	22
8	12:50	12:55	1:02	1:10	1:19	1:26	1:35	1:40	1:47	1:51	2:00	2:04	2:15	8	22
8	1:20	1:25	1:32	1:40	1:49	1:56	2:05	2:10	2:17	2:21	2:30	2:34	2:45	8	22
8	1:50	1:55	2:02	2:10	2:19	2:26	2:35	2:40	2:47	2:51	3:00	3:04	3:15	8	22
8	2:20	2:25	2:32	2:40	2:49	2:56	3:05	3:10	3:17	3:21	3:30	3:34	3:45	8	22
8	2:50	2:55	3:02	3:10	3:19	3:26	3:35	3:40	3:47	3:51	4:00	4:04	4:15	8	22
8	3:20	3:25	3:32	3:40	3:49	3:56	4:05	4:10	4:17	4:21	4:30	4:34	4:45	8	22
8	3:50	3:55	4:02	4:10	4:19	4:26	4:35	4:40	4:47	4:51	5:00	5:04	5:15	8	22
8	4:20	4:25	4:32	4:40	4:49	4:56	5:05	5:10	5:17	5:21	5:30	5:34	5:45	8	22
8	4:50	4:55	5:02	5:10	5:19	5:26	5:35	5:40	5:47	5:51	6:00	6:04	6:15	8	22
8	5:20	5:25	5:32	5:40	5:49	5:56	6:05	6:10	6:17	6:21	6:30	6:34	6:45	8	22
8	5:50	5:55	6:02	6:10	6:19	6:26	6:35	6:40	6:47	6:51	7:00	7:04	7:15	8	22
	—	—	—	—	—	—	—	—	#7:21	7:24	7:31	7:35	7:45	1	27
8	6:20	6:25	6:32	*6:40	7:19	7:26	7:35	7:40	7:47	7:51	8:00	8:04	8:15	8	22
	—	—	—	—	—	—	—	—	#8:21	8:24	8:31	8:35	8:45	1	27
8	7:20	7:25	7:32	*7:40	8:19	8:26	8:35	8:40	8:47	8:51	9:00	9:04	9:15	8	22
8	8:20	8:25	8:32	*8:40	9:19	9:26	9:35	9:40	9:47	9:51	10:00	10:04	10:15	8	22
8	9:20	9:25	9:32	*9:40	10:19	10:26	10:35	10:40	10:47	10:51	11:00	11:04	11:15	8	22
8	10:20	10:25	10:32	10:40	—	—	—	—	—	—	—	—	—	—	—
8	11:20	11:25	11:32	11:40	—	—	—	—	—	—	—	—	—	—	—

Attachment 6- Route 74 Weekday

74 From Downtown Weekday							74 To Downtown Weekday						
Zone	Arena Lot	Leave Plaza	Mirabeau Park & Ride	Spokane Valley Mall	Mission Molter	Arrive Liberty Lake P&R	Leave Liberty Lake P&R	Mission Molter	Spokane Valley Mall	Mirabeau Park & Ride	Arrive Plaza	Zone	Continues as route
1	—	—	—	—	—	—	5:12	—	5:22	5:27	5:45	p	74
1	4:52	5:02	5:20	5:23	5:33	5:38	5:30	—	5:49	5:54	6:12	p	74
1	5:32	5:42	6:00	6:03	6:13	6:18	6:19	—	6:29	6:34	6:52	p	74
1	6:02	6:12	6:30	6:33	6:43	6:48	6:49	—	6:59	7:04	7:22	p	74
1	—	6:42	7:00	7:03	7:13	7:18	7:19	—	7:29	7:34	7:52	p	74
1	—	7:12	7:30	7:33	7:43	7:48	7:49	—	7:59	8:04	8:22	p	74
1	—	7:42	8:00	8:03	8:13	8:18	8:19	—	8:29	8:34	8:52	p	74
1	—	8:12	8:30	8:33	8:43	8:48	8:49	—	8:59	9:04	9:22	p	74
1	—	8:42	9:00	9:03	9:13	9:18	9:19	—	9:29	9:34	9:52	p	74
1	—	9:12	9:30	9:33	9:43	9:48	9:49	—	9:59	10:04	10:22	p	74
1	—	9:42	10:00	10:03	10:13	10:18	10:19	—	10:29	10:34	10:52	p	74
1	—	10:12	10:30	10:33	10:43	10:48	10:49	—	10:59	11:04	11:22	p	74
1	—	10:42	11:00	11:03	11:13	11:18	11:19	—	11:29	11:34	11:52	p	74
1	—	11:12	11:30	11:33	11:43	11:48	11:49	—	11:59	12:04	12:22	p	74
1	—	11:42	12:00	12:03	12:13	12:18	12:19	—	12:29	12:34	12:52	p	74
1	—	12:12	12:30	12:33	12:43	12:48	12:49	—	12:59	1:04	1:22	p	74
1	—	12:42	1:00	1:03	1:13	1:18	1:19	—	1:29	1:34	1:52	p	74
1	—	1:12	1:30	1:33	—	1:45	1:45	1:49	1:59	2:04	2:22	p	74
1	—	1:42	2:00	2:03	—	2:15	2:15	2:19	2:29	2:34	2:52	p	74
1	—	2:12	2:30	2:33	—	2:45	2:45	2:49	2:59	3:04	3:22	p	74
1	—	2:42	3:00	3:03	—	3:15	3:15	3:19	3:29	3:34	3:52	p	74
1	—	3:12	3:30	3:33	—	3:45	3:45	3:49	3:59	4:04	4:22	p	74
1	—	3:42	4:00	4:03	—	4:15	4:15	4:19	4:29	4:34	4:52	p	74
1	—	4:12	4:30	4:33	—	4:45	4:45	4:49	4:59	5:04	5:22	p	74
1	—	4:42	5:00	5:03	—	5:15	5:15	5:19	5:29	5:34	5:52	p	74
1	—	5:12	5:30	5:33	—	5:45	5:45	5:49	5:59	6:04	6:22	p	74
1	—	5:42	6:00	6:03	—	6:15	6:15	6:19	6:29	6:34	6:52	p	74
1	—	6:22	6:40	6:43	—	6:55	—	—	—	—	—	p	74

Public Comments (Attachments)

Verbatim Relevant Comments From Comment Cards

1. I don't think that there should be route eliminations or anything because I like the bus the way it is. I can get to work and other things that I do on time.
2. I feel this is a very feasible approach to restructure your overall operations to maintain peak daily ridership in the city. With me being mentally disabled the #2 medical extension to 15 minutes greatly improves my ability for my family to see doctors more frequently. Keep doing a good job. Thank you.
3. I strongly agree with the Part II of the proposed trip & service frequency reductions. I also strongly agree to Group II of this proposal. I also agree with the route restrictions on routes 29, 31, 91, 65 & 66. I also agree with the bus stop consolidation proposal. Thank you for your time.
4. Later buses on the weekends!
5. I use the Route #29 everyday and live in Minnehaha. I would be very upset because then there is no transportation in my area. I rely on the bus system to get downtown.
6. Please include service north of Francis on Saturday and Sunday for the 28 Nevada.
7. Proposed II: Trip Service Reduction. I believe that extending to 30 minutes is a good idea but I still use 23 on Saturday for work so I need that route. Group 2: The no-service on Bernard is no problem, but extending wait to 60 minutes is a bit much, 45 minutes will in excess would be more plausible and less hampering. Route Restructure: #2 should stay at 20.
8. The addition of the 31 bus going to Riverwalk (snap) would be a godsend for me and my 2 kids. We just got approved for housing there and my biggest concern was how far the apartment is to the bus. An easy walk for myself but a bit of a struggle with a 2 year old and a 9 year old who doesn't enjoy walking. 😊 😊

9. I do not agree with consolidating stops. As it sits now, many riders walk a lengthy distance to reach a stop. By moving stops and removing stops it will only increase this distance. Many of the elderly and disabled riders already struggle with mobility issues and this will add an additional burden.
10. I am a single mother of three children and I depend on the bus everyday to transport my children and me. There is never any way of getting where we might go. I think you should leave the buses as they are because it is more convenient to frequent riders like myself. Thank you.
11. No service reduction. Disabled need transportation.
12. Have there been considerations to “decentralize” service by structuring routes to center off of satellite Park & Rides, reducing the number of routes needed downtown? I am not sure what the pros and cons would be without data from an analysis done on service areas, but wondered if this would help make bus routes more efficient.
13. So the last sheet before you get to the table about the stops on the route are going to change? Or am I going to have to walk farther to my bus stop to come in to town. Now I walk 3 blocks and at night. I do get nervous. The rest of what is proposed is o-k on paper, but what does this really mean? A long walk home for buses. So I already knew this was going to happen! This was from in the news across the nation starting in Chicago.
14. Do not agree with Route #29 change at all.
15. This makes it harder on people in the areas affected who depend on that area’s bus service. The fare was increased and now bus routes are eliminated? Not that fair to those who depend on STA who are low income.
16. I have lived in the Minnehaha area throughout my life. We have people in our neighborhood that have senior citizens and people with disabilities. If you get rid of the Minnehaha loop, it will create a lot of problems for people who live near Marietta.
17. There is no reason to reduce Bus Route 27 time to every hour. A LOT of people use that bus.

18. I am a single mother of two living on \$493 a month. Restricting routes and raising bus prices is ridiculous and will result in more traffic collisions as more people will be driving rather than taking the bus. If prices ARE to be raised, extend routes and frequency and quit stealing from bus patrons!
19. Less service means less ridership. Leaving disables without transportation. No cuts in routes.
20. When would we expect service to be restored to near current levels? When we voted in the tax we had expected this would eventually IMPROVE service. Those of us who purchase a bus pass every month are paying twice – pass and tax. Recent fare increases means we pay more for less. Again. You talk about 16% reduction because of the tax, but no mention of when or even IF you would ever be able to increase levels to near current levels – Ever?
21. I think one way to increase ridership, the real ideal solution to this money problem, would be to aggressively target and support the bike commuters and those in the outlying areas. I am in favor to reduce the number of stops to ¼ mile as proposed so the bike riders wouldn't be affected as much.
22. Please keep service open late at night so I can go home from downtown to West Central after 6 p.m.
23. You need more service on the Sprague & Division bus. It's usually so crowded you have to stand (not comfortably) the whole trip at certain peak hours of transportation. Thank you.
24. I do not approve of the route reduction and elimination of the Minnehaha route. That is where I live and I do not drive!!
25. I know this is a bit extreme, but why can't tax dollars support the transit system fully? Perhaps some sort of incentive (as if the individual cost avoidance isn't enough) to increase ridership. With cuts in service it makes it difficult to personally justify public transportation. We need to accept the concept as a community and encourage (demand?) more participation.
26. I live way out by Farwell Elementary School. No bus service. You talk about increasing service but you eliminate. What good is it to express our opinions? You don't listen. I

am a bus rider every day. You ask people to come to the meetings but you already have it in your mind what you're going to do.

27. Don't get rid of #23. That's how I get from the Park & Ride by my apartment to work.
28. There are too many people who ride the 27 to reduce it to every 60 minutes on Saturday. I rely on that bus to get to work on the weekends, as do many other people.
29. It would prove economical and efficiency to go about the route change for the 29 but allow 91 to remain in its current route.
30. I think reduction is more favorable to termination of routes.
31. The proposed ideas seem very well thought out w/out affecting the main routes unnecessarily! Obviously there will be some people affected by the two eliminated bus routes; however, they appear to be more in the high income areas. As long as the lower income areas are still serviced as normal, I don't see as big of a problem as low income needs greatly depend on public transportation. Also, the effects to Cheney seem well placed. Bus stop consolidation would work very well for some of the busier streets & thoroughfares.
32. Instead of these reductions why not raise the fares to the full rate proposed in the increase notice!!
33. No, because you would lose a lot of business.
34. I think with all the changes to bus routes you are going to impact a lot of people. I hope you all know what you are doing to us riders. You already jacked up bus passes to \$40.00, what more do you want from us. You should look at some other states that have no bus routes whatsoever at all. I think what you are doing is nuts, you all need your heads examined by a shrink.
35. I consider it very objectionable to EVER eliminate any bus route from any area on weekends or evenings. Most routes are on a 60 minute schedule by that time anyway – so service is minimal as it stands. To eliminate routes for weekends means people who depend on routes for their sole transport CAN'T GO ANYWHERE on those days – Remember, not everyone drives, or works only 9 – 5!

36. Route eliminations seems like the best idea ☺
37. I don't think it's fair to be cutting all of these times. It could really mess people up.
38. Don't do it!! I live off NW Blvd. on Route 22, right behind the stop by Jitterz Java. I take that stop to downtown but don't take 22 home because I have to cross dangerous dark traffic to go home from the other side of the street. So I take #20 SFCC home. Please don't reduce service to #20 SFCC after 5 or 6 p.m. or later as this is my commute home. Please keep routes frequent or increase in the early a.m. and late hours. This would make it possible for blue collar workers to get to work early and come home late.
39. Buses like 42 & 43 or 45 & 94 run same times. Maybe the times could be switched up so if one bus is missed or late we could still catch the other one. Also, there are a lot of prostitutes with pimps at the Plaza with teens. It is really a growing issue. Thank you.
40. I think doing away with some buses will make it harder for elderly and handicapped. It will also make it hard on those that have kids. Some people are court ordered to look for jobs or housing, they can't do this if they have no bus service.
41. I can live with this proposal. Thanks.
42. I agree with Proposal 1, but if it affects too many paratransit customers then another thing needs to be done. Any buses you take off another bus should cover enough of an area to keep paratransit customers to be able to get to and from their homes.
43. Riders require service - We need more riders for more service – both are essential for a better service. Attracting riders with more available ticker service a more economical process can improve all concerned.
44. I am against this. I think that the transit system is perfect just the way it is, and should be left alone! Thank you, guys!
45. I ride the 23 in the morning and evening and it is usually standing room only, especially at night. I am not sure how you are going to cut the service to every ½ hour and not leave people standing at the Plaza as a full bus leaves. Also, I've ridden the bus for over a year and have only been asked to fill out one survey. You should ask for feedback

more often. A lot of the drivers do not announce stops. Some announce every stop, which proves they have been properly trained.

46. You should add Sunday service for the 23 route.
47. Dump unnecessary routes, increase weekend day and night service.
48. All I have heard for years is how we can improve STA; by reducing causes people to use other resources, what about people who don't have no other resources but the bus, especially people who work later than 11:00 pm.
49. I feel the proposed service changes are an efficient means to save money and provide more consistent and faster service. The plan does a good job in "cutting the fat." I especially like the stop consolidation plan. I regularly ride Routes 20, 33 & 25, and often think to myself, "Why can't you walk" to the next stop or something to that ilk. I think it's an improvement overall and will make my bus trips more enjoyable.
50. First, all these proposals are brilliant. But it's a way toward route elimination. Keep up the good work.
51. #25 & 90 need to stay on longer, start earlier and this includes the weekends especially, because Spokane Transit serves the poorest people in the community and those people work the late and early and weekend shifts mostly. We are not 9 – 5 people like the management at STA.
52. In my opinion, you should keep the 23 bus going on Saturdays because that is about the only way I can get to my tutor's house.
53. Keep Monroe Bus and #43 on regular schedule. Don't try to make too many changes affecting bus times. Keep Division on regular schedule please.
54. Even though I do not use Routes 35 and 47, those that live in these areas are mostly car owners I think. Route 23 to Hastings Road is covered by Routes 25 or 124 so yes, Route 23 need not go there as well. For Route 27, why this one goes through Hillyard is beyond me. Route 44 I do use some and mostly on the weekend if going to South Hill Park and Ride. Route 2 looks good with 15 minute service. New Route 31 going along Upriver Drive would be great for nothing goes there at this time and see if riders in this area would use STA.

55. The new idea for Route 91 would work but it could serve Upriver Drive from Mission by Avista building to SCC for there are many apartments along this section and should they wish to use STA must walk to Mission in order to ride STA.
56. I am a monthly bus pass user. I recently began attending Interface College downtown to study computer science. I chose a bus pass because it is cheaper, and with the high frequency and good geographic coverage of the STA system I felt confident that the bus would be a good way to get where I need to go and get home in 20 minutes or so if there was an emergency with my children. I support the idea of reducing the # of stops on a route to a degree to reduce trip time and maintenance cost over the idea of reducing whole routes. I think following ideas like those used in lean manufacturing techniques, working on the details, could yield larger savings and be less of a broad sword technique and more of a painful but necessary surgical removal of services. Please support the less able and thank you for your police patrolling efforts. God bless you.
57. Please do not reduce service on Bernard #44.
58. A better plan would be to eliminate Saturday and Sunday service. Keep the routes that you now have and go to ½ hour and 1 hour on those routes.
59. Don't change the bus time or take away bus. I use the bus. I don't drive. I use the bus everyday to go to work and take 3 kids out for summer activities. Without the bus it would be a long summer.
60. #74: Gets full when EWU students go back to valley.
61. #90: Need another bus around 6:00 at Valley Transfer Center.
62. Don't alter the 29 SCC route. If you do, I will no longer ride the bus.
63. Consolidating stops is a good idea to save money but could you please then make them more of those shelter ones that protect from the precipitation and the puddle splashes. Also, the trip planner online is buggy and always wants to send me to 27th and Bernard until I refresh a bunch of times.
64. First of all I have ridden every route and some of the restructures will make a dramatic negative change to an awesome system. The fare increase was the first mistake. Now,

instead of a loose bill you have to have change; or. you guys can modify your machine to print out change cards so we don't feel cheated for paying two bucks.

65. Too many people use the S. Crescent part on the #29 SCC so do not eliminate it.
66. You just raised the fare over 20%, how can you call for another 2% and more reductions. This is outrageous.
67. Increase bus times . . . Keep buses running longer than 11:20!!!
68. We need to run buses later: People do work nights. And run the Crestline more on weekends, not less. And run all buses later on all weekends.
69. More bus #90.
70. I take the #29 SCC bus to get to Spokane, which I work in. If you stop the 29 bus from going through Napa Ave., I won't be able to get to my job.
71. Don't eliminate any routes!
72. There needs to be a bus from Northtown, Division & Wellesley, to the AMC. The trip downtown to catch the #22 takes a long time.
73. Concerns regarding changes to #27: I rely on #27 to get home from work and I take the 8:20 pm from the Plaza. My only other option would be the 8:22 pm Mission. Since I live on E. Upriver Drive, that involves an 8 block walk down Upriver, which is pretty darned dark. I take the bus twice a day, to and from work 5 days a week. By the way, why can't the 91 go down Upriver Drive to and from town. Thank you for the opportunity to comment.
74. I agree with the modifications to a certain extent. I do not agree with cutting out bus routes on Saturdays and I don't agree with no service on Bernard on Saturdays. Thank you for letting me comment.
75. Despite what your map appears to show, #124 does not duplicate the #23 Hastings services because its stops are so limited (i.e., nothing between Francis and the Hastings P&R). There is no service to this part of town (West of Division, E. of 5 Mile Bluff) except the #23 Hastings loop. Please reconsider eliminate it. When eliminating bus stops as part of "consolidation", PLEASE: 1) Post notices at the former stop locations to tell riders

where they've moved to (and that they've been eliminated); and 2) Remove the eliminated stops from Trip Planner schedules on-line. This has been a problem for me with 4 different stops in the past year – and I'm just one person! Many others have been unpleasantly surprised as well.

76. Eliminate: 35 – Yes; 47- No; Saturday 23 - No, but reduce service. Consider taking frequency of least traveled to two a.m. trips and two p.m. trips (after 6 p.m.). For other routes except Division – Sprague – Wellesley and other most traveled routes consider frequency of other 2 – 2 ½ hours after 7 p.m. and on weekends. *This will use less gas; *Less payroll for those times because you can alternate a single driver for multiple routes.
77. Would it be possible to achieve the platform goal while increasing frequency of buses on heavy use routes during peak times? I commute into downtown on weekdays on the 90. The buses are consistently standing room only between 4p.m. to 6 p.m. Is there a way to raise additional revenue? There is a common business adage that, “You cannot cut your way to success.” How might STA analyze ridership and frequency of routes to maximize the efficiency of the route and add more routes that are financially sustainable? What percentage of the operating budget comes from fares? What percentage comes from taxes? I hate to see STA have to cut if any alternatives are possible.
78. This service reduction stuff reminds me of communist Russia before the fall. Like this idiot box is really gonna be considered valuable. How are we gonna have a clean environment by giving up all full-sized trucks (gas hogs) and using mass transit as a solution to urban sprawl and population explosion when the price to use it goes up and the service goes down? The gap between the rich and the poor is so wide right now it feels like the middle ages. I can't feed my wife and kids for all the time I spend running the meaningless rat race.
79. Be part of the solution. Practice efficient methods and planning. Provide a safe, clean service. If I have to walk 1/8 mile more to the bus stop I don't care, but get me there every day, most of us have to work weekends now and don't ask me to keep paying more and more for less and less.
80. For increasing the 91 route is a good idea. Eliminating the S. Crescent portion of the 29 is a horrible idea. As a resident of that part of the route I strongly disapprove. Also, because I know many disabled people that live in my neighborhood that have to take the bus, it is difficult for them to get around and if you take out that part they will have to travel further to catch the bus which is unfair and POINT BLANK DISCRIMINATING TO THE DISABLED COMMUNITY.

81. I believe the proposed changes are well met and considered. Good job.
82. I have been on Bernard Street for 60 years and have always had bus service and do not drive. You cut out Sunday service, next you want to cut out more.
83. I used to ride the bus regularly for school and work. Over the past 15 years I have lowered my use due to the inconsistency of service. I have debated over the years to go back to bus service but this is the reason I will not: I cannot risk job hours due to your schedule changes.
84. Circumventing the Minnehaha area is a HUGE mistake. I, myself, am not able to walk up to Frederick or down to Upriver. As it is, I must walk 6 blocks to a bus stop. I have found this to be a blessing. Take into consideration the older residents in this area! This is very disturbing. Does Minnehaha not count? Bad idea, folks! Think about the riders -

85. Which route will serve the area on Mission and Washington if the proposed changes to route 91 are approved?
86. You have routes that run part of a day. Instead of eliminating service consider this for 23 and 44.
87. Instead of eliminating routes, decrease frequency and make better connections for buses – Don't lose riders!
88. Don't change anything! Thanx
89. #23 Maple/Ash: People using the CHAS clinic need the Saturday bus – decrease frequency.
90. #44 Bernard – should not be stopped – decrease frequency.
91. Connections need to be improved between Saturday buses with FAFB and airport from South Hill.
92. I am disappointed that you want to cut service! I do not have a car and depend on the bus. If you take away Sunday service it would affect people who have to work on the weekends. I would lose \$500 a month because I wouldn't be able to go to work. I cannot afford your stupidity!!
93. I take the 33 city loop to work at SFCC and it would not be any longer feasible for me should that route be discontinued or changed from 30 minutes to 60 minutes. I know that bus drivers must keep their jobs, but so do we passengers. Please don't discontinue any of these routes as well as the
94. 27 that I use from home. God bless.

95. You need to add service on 23, say from 8 a.m. until 3 p.m., other services like 91, 26, and 28 also. Please think before you cut times, routes. Because look at all the people who take these buses every day, okay, just think about all.
96. I want 90 to run on Sundays and make it bigger.
97. Please don't do anything with 74 bus. Because it gets me to downtown when I need to be at my appointments on time. Thank you very much. Have a nice day.
98. Please don't do anything with the 74 bus because I rely on it every day because it is my main transport and it would ruin my life. Thank you very much.
99. I believe that if you are going to raise prices you should not reduce the services.
100. Please don't discontinue 33/44 route inbound. I catch the last one @ 11:40 @ Thor & 5th, my only way home as there is no 94 after 8 p.m.
101. 26 run on Sunday.
102. #25 Saturday and Sunday later p.m. service. #25 – Sunday a.m. – earlier service.
103. RE: #23 H elimination: It would make more sense to eliminate #124 that services less stops and therefore services less riders. I want the #23 H to continue to remain in service.
104. All proposals are do-able. Smart moves to reduce platform hours. Thank you for explaining the problems and proposed solutions. I think that the #35 Five Mile bus should be replaced with a bus that travels the entire length of Rowan & Central, then proceeds southbound along Market Street, Wellesley Avenue and N. Freya to SCC. I also firmly believe that the #47 Glenrose bus should be replaced by a Rockwood Blvd. bus.
105. Make the 25 Division a larger bus. It's crowded!
106. Increase service on the #25 bus by eliminating wasteful bus stops such as Graves Rd., Andrew Rd., Lincoln, Jackson, Dalton, Shannon/Knox, and Joseph (among several others). Keep the frequency the same for the #124 bus, though.
107. For the #74 reduction, which midday frequencies will be eliminated? Could you post this clarification on the STA website. Thank you!
108. I live near SCC and the people need #29 on the Crescent. Please do not change route. P.S. There are a lot of people that ride over in that area. Thank you.

109. Don't limit Bus 20 or 74.
110. #27: Reduce evening frequency 60 minutes on weekdays? 27 evenings are already hourly after 7:20. Reducing it earlier would make it much more difficult to catch/transfer/get home in time to families. It means we would be out much longer than we are now. Just to go to the store takes a minimum of 1 ½ hours of riding and transferring. Don't make it longer, please. Some of us have NO choice. You raised our rates and now you're cutting our service, too? We can't win ☹
111. You are not aware of the necessity of Saturday service #27. I need it. Also, evening sucks on the city loop. Thank you.
112. Please do not cut back on the bus routes! We need STA and even more options than are currently available. I am against any changes, as there is not enough flexibility in scheduling and routes right now!!
113. I would like to see no change on weekends. Saturday and Sunday are family days so many of us depend on the buses on those days.
114. As long as service between Plaza and Sacred Heart Medical Center isn't eliminated I am fine with the changes. I can't drive in the snow and rely on the bus to get to and from work during those months.
115. Route(s) 20, 31, 33 & 34 is/are the service routes I rely upon 5 days per week so as in order to commute in a timely manner to and from work – shall I stop working?
116. Most everything is great. But please don't reduce the number of buses/how often they run. Especially with the recent fare increases. If anything, increase how often buses run. Especially on the weekends and especially in the Valley.
117. The cross town 33 & 44 need to cut out the 45 minute wait. I had myself and 2 grandkids, we took the 44 & 33 cross town bus, I used up the 2 hour trip waiting for the 33 & 44. Why don't you make all the buses have an hour wait from 6 p.m. on.
118. I think changing the routes is too confusing for the people that ride the bus, and you should lower the fare back to one dollar at least.
119. I think eliminating 23 to Hastings is a good idea, because most people don't ride 23 to the Park and Ride. Finally, 24 being 15 minutes is awesome for riders to get downtown faster.

120. I think, instead of make frequency decrease, you should get rid of routes – what’s the point of the downtown shuttle route? Aren’t all stops on that route covered by other buses? I don’t think you should eliminate Bernard #44 on weekends.
121. As a resident in the 5000 block of east Frederick, I am in favor of the changes proposed for the #29 to #31. I only hope bus stops are planned along east Frederick. At the present I have a ½ hour walk to Myrtle, to access the buses. I transfer to the #27 downtown and arrive at the N.E. Community Center 1 ½ hours after leaving home. My trips will be considerably shorter and as a senior the walk is a threat to my health.
122. As long as I can get to SFCC easily and that the #74 stays the same I’m fine.
123. Don’t limit the #74 to one hour and allow the #20 bus to continue through 8:00 p.m.
124. On Routes 61 and 60 need stop above Government Way at Acenda for safety for handicapped. There is no sidewalk. Please consider.
125. Please do not change any of the routes. Changing routes will affect those in wheelchairs (including me), making it harder to use the bus services. Please consider those patrons who can’t walk, and how this will restrict independence. I feel this would be a bad move for STA. Thanks.
126. Bus line: I don’t like that idea very much, but the reason I moved there was to get closer to the bus. I have trouble walking, especially in the winter. Could you make it a little bit closer. Thank you.
127. Please leave the 46 and 91 the way it is. More direct route and gets me to work on time.
128. Changing the distance between bus stops seems like it would speed up the buses only a little, but wouldn’t save STA very much money. If stops are moved, it will cost time and money to move them back when sales tax revenue increases. So that proposal doesn’t seem to carry that much benefit, but it will be a hardship to the many elderly and infirm riders. Let’s not do that one.
129. We could realize that money is only worth what people make it worth. Just not reduce anything. More is needed.

130. I like the bus system the way it is. No more please. Thank you.
131. I think to just keep the same, not change anything. Cause of the riders that do the 29 to 65 to Cheney is nice for them.
132. I am a regular rider on the 31/32/97, riding about four days a week. That route is a good point-to-point cross-town route connecting north Spokane to the Valley. Adding the loop in Minnehaha will slow this route down at the expense of its usefulness as a connecting route. Please do not add a meandering side trip to a route used by so many as a through route. Thank you.
133. I think eliminating routes and thus service to certain areas all together is a bad idea. The riders who live/go there would never be able to go there on bus, especially the 47 Glenrose – no other buses service that area at all.
134. I live on the #29 route and also there is a lot of others that need this line so please do not stop the bus. People also need it because of the new SSS office. Thank you.
135. #27 Crestline: Run two extra buses AM and PM to handle overloads. Obviously, we would weekends as well. Makes no sense to cut routes unless you work for the city. Hmmmmm.....
136. I take the #23 bus daily. Increase service to every 15 during the peak afternoon hours. I notice the #24 leaves every 15 minutes, but the #23 does not. I believe there will be enough riders to justify. Thank you.
137. It seems that all the routes that go to the colleges are looking at reductions. College students (most of us) don't have a lot of money, so we need the buses. I know that part of my tuition covers bus fares, and should that no longer become feasible the colleges might be inclined to withdraw from your services for a more efficient alternative.
138. This is stupid. We need more buses to the valley not less. You suck!
139. You guys should find a better way.

140. I think you should not change the routes because people need to take the bus like me 5 days a week and you would lose business and you can lose out on a lot of money because you changed the route.
141. Reduction of service should equal in reduced fare.
142. Better maps! Bring back the N. Standard route. Post signs: "One fare, one seat". This would alleviate some misleading overcrowding.
143. I feel that the hike in fare should offset the loss in service provided. When are the customers ever going to get a break (Seniors)!!
144. We need more hours on the buses on weekdays to minimize weekends 11 pm.
145. Eliminate unnecessary routes, increase morning and night service on weekends. Most employers expect employees to work weekends whether early mornings or late at night. Extend some weekday service to add more early mornings and later at night. Then everyone should take the bus for 1 year, then driving and save on gas, and anything else to prove that. That I see if even everyone at STA staff would take the bus and City Hall and any also. Then STA could have funds to take all bus stops here in Spokane.
146. The plan seems very feasible and very thought out. This plan does affect a bus route I frequent, but do what's needed to keep up the good service. I only have one concern. I've always wondered why you don't keep up with bar times. DUI and alcohol related traffic accidents would be dramatically reduced if you ran every other hour past eleven so a trip at one and 3 a.m. for those who need a safe ride home rather than jumping in a car. This is advice from someone who despises alcohol. I HATE IT! STA Patron #1
147. Everything looks fine except the Mission route proposal change. Please do not change the Mission bus route.
148. Increase time on routes 92 and 2 is a great thing! Thanks!
149. Cutting back on the amount of trips out to SFCC could seriously affect the men and women studying there. I just need to know that it has been considered.

150. Which buses are you going to at the first of next year or stop running altogether? In our current ecological, environmental and our economical state, when more people are accessing public transportation, why on earth would you cut back on routes, times, and availability to our bus service? We need more public transportation, not less! We need extended routes. You raise the fare rate, then right after reduce the routes.
151. I really like the idea of the 91 Mission bus running every half hour, but why change the route?
152. I think you guys dumb by cutting buses how we supposed to get around.
153. Please do not eliminate Saturday service on the #23! Many people in my neighborhood depend on this bus and do not always have the luxury of working normal weekday hours. Reduced frequency would be a better option.
154. I think this is a good plan. The routes indicated to eliminate are good and this seems well worked out!
155. I depend on Route #23 on Saturday and I live near Hastings – please do not cut this service – or the #20. Please do not change the frequency of the #23 to 60 minutes.
156. I don't like it only because then I will have to take 2 more buses to get to school.
157. #29 South Crescent: You are leaving a lot of older people to walk "7 blocks" to Mission. You are to serve the public, not make it hard for older people to catch the bus.
158. Stop running the 61 through Browne's Addition, it makes it late when it turns to the 45.
159. Looks great! Good thinking, Pals!
160. I think you guys should extend the times that all buses run. Increasing the time frequency will only affect Spokane in a negative way.
161. This sucks! Nobody will be able to get anywhere.
162. Moving the 43 to Bernard – how stupid. Are you under the impression that people living west of Lincoln don't mind walking a half mile to catch the bus? Good grief.

163. Reduce service to Browne's Addition, it makes the 45 constantly late, thank you.
164. I really don't think it's a good idea to change bus service; it will hurt the families with kids and service. I think it's wrong.
165. All service on weekends hourly except the #26 Division and #90 Sprague. These should be every 30 minutes.
166. Extend Nevada bus route one stop to North YMCA.
167. I am sick of these transfer times, waiting at the Plaza for 30 minutes.
168. Consolidation? Perish the thought! Don't even think about it! Put yourselves in the same boat of the people whose lives and careers depend on 'reliable' transportation – see how you would like it! Leave the routes alone. Lower the fares! Please, for God's sake, DON'T CHANGE WHAT WORKS!! If it works, and has worked, why change it?
169. The proposed service reduction to the city loop route would increase the difficulty of riding an already inconvenient mode of transport for commuters and patrons on the South Hill.
170. Reducing frequency on a route to 60 minutes will make it almost unusable. If it is getting little use now, it should be considered for either elimination or maintained at a minimum of 30 minutes service.
171. I like the increase of the 91 to 30 minutes. But it would be nice to have the buses run later at night, and more frequently on Saturdays. Have more buses out to Industrial Park. Thank you!
172. Please do not reduce service. I depend on public transportation as my sole means of getting around. The 23 route is already spaced out enough. I can't imagine how you could cut back service to this route anymore. If you cut this or any other route, I will save money and buy a car, as you keep raising fares; it won't take long to buy a cheap one with the money I'll be saving. I can walk, and I will. Why raise fares and cut service? Doesn't make any sense to me!
173. I think that the new plan for routes 91 and 29 are a great idea. "Thanks for the ride".

174. I don't agree with these ideas you have. Especially any changes made with the #27 Crestline or #90 Sprague. Also, the price increase is very bad for me. I use the bus to get around and it has been an expensive inconvenience. I think if you raise the price of something you should increase quality!
175. WE ALL NEED FAST, SAFE, RELIABLE STA! PLEASE, NO ELIMIATIONS OF BUS ROUTES. PLEASE???????
176. Service reductions should be based on ridership. Reducing mid-day frequency for the #74 seems like a good idea. Although there are a lot of stops on East Sprague – you should give consideration to how many riders are disabled or elderly – Moving stops further apart may create a hardship or barrier to riding.
177. GIVE SERIOUS THOUGHT TO REVERSING THE Flora-Mission-Barker loop every other departure from the Plaza. Clockwise departing Plaza at 7:12, 8:12, 9:12, etc. and counter-clockwise at 6:42, 7:42, 8:42, etc. This change would require a stop at Corbin heading eastbound. The availability of the bus stopping at Corbin may well benefit the many seniors presently not using the bus due to the fear of crossing the HIGH traffic intersection of Sprague/Corbin/Appleway.
178. Consider change to Route #90 to Greenacres continuing east on Sprague/Appleway to Barker with an additional stop at Tshirley and Corbin roads. Elimination of Flora/Mission would not inconvenience the two passengers a week using these roads. Keep the layover at Barker and Boone rather than inconvenience the elderly with wheelchairs and/or walkers having to change buses at the Valley Transit Center. Ambulatory inconvenienced (those with canes/crutches) need not have more aggravation in their travel plans. Also, the change of buses at the Valley Transit Center is a hassle for the mother with her stroller and children.
179. I ride the 44 on 29th and I depend on these routes. I cannot afford to drive to work every day so this service is very important to me. I would hate for this to change. The every 15 minutes is extremely helpful. Thank you.
180. Yes, you need more buses, 25's running on f***ing Division, and more 90/96 running later by the Valley Mall. Thank you.
181. I agree with the Hastings plan. As an Eastern student the new route would make it easier to get to classes (less walking).
182. How dare you threaten to take away my every 15 minute 44! You should be ashamed of yourselves! Once an hour! Ha! You ever waited an hour on a bus??!? No thank you.

183. Cutting down on the 27 Crestline route is absolutely ludicrous. As it is, they now run a second bus at peak times and both buses are jam-packed. If this goes through I hope that the butt-kissers responsible for this insanity are forced to ride this bus during the jam-packed peak hours. It's too bad that the fat cats in their "ivory towers" don't use their brains!
184. I am among several people who ride the buses 24/7. When you eliminate buses it is difficult to get to work or school. It causes people to not ride the buses when you reduce or raise fares. The more you eliminate them, the more I am thinking of not taking the bus. Very frustrating when you raise the bus fares and eliminate routes.
185. Increase 44 Bernard frequency including Saturdays and Sundays. Many people I know usually take the Bernard and have to walk ½ mile for 43 Lincoln on Saturday/Sunday.
186. I am very opposed to the change in service for the 44. I live on the Bernard route as do many others – most older – who use this bus as their only means of transport. We already have no Sunday service – Saturday stops before six... Can you consider other means.
187. I walk a mile to and a mile from the bus to get to and from work. If the 67 ran more often that would seriously cut down my commute home of 1:15 per trip. We need more transit vehicles running more often.
188. Hey there. . . Fewer stops means less passengers and poorer service. We keep undermining a service that used to serve more people better. With the increase in ridership, what's that all about?
189. #74 – Please DO NOT STOP!!! it during the day. If you drop it to once an hour it would not be such a hardship. The 90 is hell to ride in to downtown from the Valley.
190. Route 29 – Please don't change it. If you eliminate S. Crescent, that means a lot of us (including children) will have to cross four lanes of traffic on Mission or Greene. Eliminating the Minnihaha area will create a longer travel time for commuters; Longer walking time and time at SCC waiting for transfers.
191. I live on the 27 Crestline route and appreciate the Saturday time and the after 7:00 p.m. times. I do a lot of volunteer work after 5:00 p.m. and am disabled. So the sooner I can get home and rest the better. There are a lot of people who ride this route. I would be surely disappointed if the route changed.
192. Think change 27 hour on weekend is mess up.

193. I think the new proposals are horrible beyond belief! You eliminate my bus route on South Crescent. It is not the job of public transit to make money. You are to serve the people!!! Your ideas are basically class warfare. You have no concern for the working poor. I think STA vote years ago to get extra revenue was just the act of carpet baggers and confederate men. Shame on you!! Count me out as an STA supporter.
194. Start Monroe at 3 a.m. and Sprague at 3:30 a.m. and I would ride six days a week.
195. Please don't reduce the 91 Mission. It's already an hour 15 bus and further delays would be bad for me going to work and school.
196. Us riders of #2 south side medical would like to see it run on Saturdays until 2 or 3 p.m. and the #26 every 30 minutes on Sundays. Thank you.
197. If schedule adjustments leads to lower fare, I'm all in. I don't like the possibility of restricting travel times on Saturdays or eliminating Saturday service. The weekend is the time where we need to go places and the Sunday schedule is a hassle already. Maybe restricting or eliminating Saturday schedules for infrequently ridden buses would be good. Just keep the main ones running!
198. Please put back a stop near the YMCA, especially for seniors and disabled who use the Y for therapy. Thank you. Broadway stop too far for some.
199. #29 on South Crescent: Please leave it. It helps me and many others get to needed places! Thank you!
200. It would be nice if Sunday service would be improved to twice an hour or shared the same service as Saturdays. I like the stops being further apart. I think that will improve a lot of the commotion. The 20, 90 and 24 are all main bus routes right through the city. I feel they need to remain as they are with routes like the 94, 29, 31 feeling the tug more. LOL. Thank you.
201. I agree with your service reductions for 2010. Reducing service on certain routes because of low ridership just makes sense. STA does need to make sure that they are doing this to save money, though. Keep up the good service.
202. Please do not cut services on #44. Cut back on #42 or something else.
203. Please keep the #44 on Bernard. Do not get rid of the night routes!
204. I don't think the 44 bus should be changed because there is a lot of people that take both 44 bus and the times need to stay the same.

205. Hello, I strongly oppose cutting #27 on Saturdays and evenings to once an hour because I and my mother live on that bus route. We are both disabled and we also volunteer for many functions at our church. Reducing these times would leave us waiting at bus stops for a lengthy time and impede on our ability to help the homeless and needy people in our community. If you have questions and responses, please call 328-3233 or e-mail to jacquapace1965@aol.com. Respectfully.
206. Eliminating S. Crescent portion of Rt. #29 will not be beneficial. It will decrease ridership due to increased hassles. A better option could be to move the portion to S. Riverton, due to the large amounts of apartment complexes and potential riders. ☺
207. RE: Bus Stop Consolidation: It would be helpful if a rider could know the bus stops. If I come to a street that I know the bus goes on, I don't know where the nearest stop is to my right or left. I may walk two blocks one way to find a stop when there was one a block away on the other side. The blue bus stop sign is difficult to see, especially on a busy street (like Division) with lots of signs.
208. Keep the ½ hour frequency from 6 p.m. weekdays on, on routes 20 & 33. We shop at Wal-Mart and can't afford to wait 1 hour after 6 p.m. due to living in a bad neighborhood. Keep the ½ hour frequency on Saturdays on Route #44.
209. Please don't change 90 - E. Sprague bus routes. OK (44)
210. The route reduction to the 31/32 would affect me drastically as I live on Post off of Garland.

CHENEY ROUTES

211. The proposed #65 Cheney bus should be extended southward so that it turns around using W. 5th, "L" Street, W. 3rd, and "K" Street, instead of W. 6th, "J" Street and 7th Avenue. This would make it easier for people to access the apartments west of Cheney. Placing the route on these lower streets would also avoid the need to turn around on a hill.
212. On a previous comment I wrote, I made a slight mistake. I mentioned that the proposed Route 65 should be extended southward so that it turns around using W. 5th,

“L”, W. 3rd, and “K” Streets. However, what I really meant to say was that it should turn around utilizing Washington, W. 5th, “L” and W. 3rd Streets. I just wanted to correct that minor mistake.

213. Like new 66 Route. New Cheney Loop 65 ought to go in a continuous circle, clock-wise for less passenger street crossing and also run down to Salnave Elementary to pick up old 65 route.
214. I don't think that during the 9 months of school messing with the 65/66 routes is a good idea. The reason being that you have students/employees for both Cheney and Spokane that need to be either at work or school in the morning hours and that means by 7 or 8. This change could really screw these people.
215. I don't want to lose access on the #65 to Salnave. I live in Cheney and work in Spokane and I'd have to walk from Salnave to K Street every day to get on a bus to come to work. Not cool.
216. Please do not stop service to EWU PUB. It is the only way I can get there at 6:00 A.M.
217. While I approve of most of it, the cut in the 65 route leaves a lot of disabled people who live in the apartments in that cut without a ride. Many of them, friends of mine, can barely walk as it is. Please reconsider that cut.
218. Routes 65/66: Retain Salnave/Presley/W. 1st service (adds about 5 minutes to route, services low income and student housing in west end of Cheney). Bus can proceed west on Salnave from K Street Station and return eastbound on W. 1st. Optimal second stop at K Street.
219. I am a student advocate for EWU. The 66 makes sense. The 65 does not. We have people on that bus from the correctional facilities, disabled, elderly and low income. Our students also live in Salnave area. I would like you to present to the ASEWU student body under Alex. Thank you.
220. I don't think it's a very good idea to decentralize the PUB (on Route 65) as students would be forced to walk an additional 3 – 4 blocks to 7th Street (which would be the nearest bus stop). I think that it would be a better idea (for the new Route 66) to still provide bus service to the PUB by utilizing N. 9th, Cedar, 7th, and Ash. This way, the bus would only deviate slightly from 6th Street while maintaining access to the heart of campus.

221. I live in a mobile home park called Hayford Village, which is 15 miles from Spokane at Hayford and Richland Roads. The problem is that the closest bus stop to where I live is the #62/#67 bus stops by the Shell Station in the Medical Lake exit, which is 1 ½ miles away and I have to walk through a dangerous intersection to get there, which is ridiculous. I would like to have a bus stop that is a lot closer to where I live that is easier and safer for me.
222. The new route for the 66 is inconvenient and might make me late for my classes. I am fine with it as long as it arrives 15 minutes before the hour.
223. The 65 bus route and the 66 bus route should not change. If we used the new plan, ¼ of Cheney would not get bus service. A lot of bus riders live around that ¼ of Cheney, including myself.
224. The route restructuring of 66 does not specify if there will be changes to the 66 from VTC at 7 and 8 am, or if it does, it seems vague. The 66 from VTC is rather important to my getting to school on time.
225. Do not change the 66. It's perfect the way it is.
226. Please go to the EWU PUB – many students live in the dorms.
227. I ride the 65 Cheney @ 5:45 each morning. Heard a rumor that service would not start until 7 AM! The 5:45 bus is packed, why eliminate it?
228. I live in Cheney and I'm disabled, and the 65 to go to Spokane bus stop is in front of my home and all the changes you plan on doing is crap. It's not helping the community at all. I have appt. at 7 or 8 in the morning so how am I supposed to get to my doctor's appointment? How's my husband supposed to get to work. You raised prices on the bus, isn't that enough? I think it's a BAD MISTAKE!
229. My subject is on possibly reinstating the stop next to the Taco Bell in Airway (61 bus) and cutting one stop of the 3 by Wal-Mart.
230. Route 65/66: Bus 66 on 6th Street; Reroute but to travel on Simpson Parkway, turn on Ogden Way (behind Safeway) to Betz Rd. This route change would include

student apartments on Ogden Way and local residents in development of Simpson Parkway.

231. I frequently ride the 65 and 29 to get from my home to Riverpointe campus. Route restructuring of the 65, 66 and 29 seem like very good ideas to me. I also like to propose reduction in service and trip frequencies as a way to save money. I do not like eliminating routes, but if they aren't well utilized by the community, I say cut them.
232. Please do not change #65 & #66. These routes are excellent for trip to and from Spokane. They are not meant for endless circles around Cheney, which is so small you can easily bike/walk from one end to another. The #65 already takes about twice the time from EWU back and forth to Spokane. It would also leave people with no dry, warm place to wait for the bus. The result would be that everyone would hop back into their cars and you would lose much of your ridership. I would rather see an increase in fare for #65 and #66 and other duties, routes, etc. for drivers' down time.
233. I like the changes. The 66 on a 15 minute schedule is much needed.
234. How is this going to affect #65 Cheney & 66? Not right.
235. Since 1997 I have used #65 to the Plaza and now #60 to get to work at the Spokane Airport. I need to be on the job at 8:00 p.m. 5:15 p.m. #65 from "K" Street station; 6:52 p.m. #60 to Airport. I hope there are no radical changes to this run. Thank you for excellent service.
236. I'm over 60 and low income. The bus is what I use to get to work, groceries, and such. You have raised fares by \$7 – I get a monthly pass and plan to raise again next year. Your weekend service is not enough, especially on Sundays. I sometimes have to walk a mile or so and through winter snows to get to a bus. To reduce or do away with stops and buses will not help the people who use them and only have that form of transportation. The buses are crowded and many times I have to stand – through much of my ride. Please try and find money to maintain current service – to reduce puts people in jeopardy – with not being able to get around – maybe even not to their needed job.
237. Add #65 & 66 bus on bus noticed. #65 & 66 bus better on September 2010 need schedule. Thank you. Light Rail happy get in Spokane to Liberty Lake.

238. I ride the bus every day from Cheney to Spokane. I like to see more bus per 30 minutes instead of one hour or non-rush hours. I like #66 because more buses in school time. Also faster, too. I don't like the new way you planned.
239. I think that the EWU schedule should be kept the same, yet another route should become more frequent. #23 Valley bus has a gap between 10:00 a.m. and 3:00 p.m. Why? Can't there be a bus, let's say, 12:30 – 1:30? Please consider.
240. My house and its neighbors on Salnave will no longer have a bus route because of 65 restructuring, even though we are on the 'outskirts' of Cheney. The closest bus will be a 20+ minute walk! This is inexcusable.
241. 1st, don't forget we have students who do use #74 and Cheney. We are grateful that we are able to use the buses any day and hour. Thank you.
242. I use the 65 & 66. A stop at the PUB for the 66 would be nice, but as long as it wouldn't be a very far walk to campus, it's fine. Thank you.
243. Do not change route 66. The Pence Union Building is a central spot for student traffic. If you do change the route, where will it drop off all the students? There is truly no better spot to drop off students than the Pence Union Building.
244. A bus between Cheney and Airway Heights for students, maybe mornings and afternoons only.
245. #65/66: OK, so long as service from Cheney starts before 7 a.m. to allow commute to get to work by 8 a.m. and back.
246. RE: #65, Cheney/EWU, I live near Presley in an apartment near HUGE neighborhoods as well as 4 large apartment complexes. Eliminating Presley/Salnave service WILL hurt the many riders in the rest of town. Thanks
247. Bus #65: I believe bus service to the west end of Cheney should continue. Many people live past Washington Street and to eliminate service would cause hardship to a large segment of Cheney's population.
248. #65: I have lived in Cheney for 20+ years. During that time bus service has provided rides for early morning commuters and students who live in the area. Seniors

are served very well. With the cut of Presley/Salnave some wouldn't be able to take advantage of vans – distance too great. It works fine!!! Please don't try to economize too much – you'll lose riders > income. #66 & 65 > The new pick up points do not serve students – distance to walk – weather, etc. Seniors will not be aided in any way. In favor of user-friendly.

249. Comment on bus #65: I strongly urge that bus 65 service the west end of Cheney as it does now. The Salnave and Presley route is necessary for many people.

250. Route 65 & 66: I think making only one bus travel from Spokane to Cheney is a great idea. However, eliminating Pence Union Building service is not because the PUB is the best suited location for a main transfer station because it provides a heated indoor waiting area and serves the students perfectly. The increased route frequencies might lessen this flaw in the plan but they will not eliminate it.

251. I don't like that a stop at the PUB would be eliminated. That would make it very difficult for a lot of EWU students to get home and to their classes on time from the bus stops.

252. When I come home to Cheney, #65 is always full. Sometimes I have to stand up all the way back to Cheney. I like more buses after 6 p.m., every 30 minutes, too. If there are more buses, there will be more people to ride on it.

253. Two years ago when the economy tanked we sold our second car and I started riding the bus from Cheney to Fairchild AFB where I work. Currently I walk approximately 1 ½ city blocks to Salnave and Presley where I get picked up and dropped off by the bus. In September, if the loop to the west side of Cheney is eliminated I'll have to walk one mile to the K Street Park and Ride. No matter what the weather conditions may be. So please, reconsider your proposal to eliminate that service to that part of Cheney. There are other passengers and students from EWU that depend on the bus service in this part of Cheney. Thanks. (I'm 67 years old.)

254. I would not like any changes in the 65 & 66 route, I've been using the bus service for 3 years out of Cheney, and like it the way it is.

255. Please continue service on 66 to the EWU PUB. Many bus riders live in the dorms at EWU.

256. If you want to change the frequency of the #65 Cheney/EWU bus – o.k. But please don't change it to a loop that stays in Cheney or eliminates the Salnave/Presley route part. I occasionally go and look at where I used to live in Cheney (near Salnave) and I go the dentist that's right behind Banner Bank on 1st Street regularly. Thanks.
257. #65 Cheney – It's ridiculous or crazy to make all the bus riders walk or drive to catch the bus at K Street Station. There is a large population in West Cheney (east of Washington) that will lose service. You call that progress?
258. It would be a bad idea eliminating some of 65 and 66. People need that.
259. I love the changes to the 66! It would make it so much easier for me to get to school!
260. Route 65: Are you going to eliminate the Salnave area? Not go down Presley? Why? If it's not broke, please don't fix it!
261. I do not agree with the route changes for 65 and 29 bus routes.
262. I have rode the 65 Cheney bus for 1 ½ years back and forth to work. If you change this bus' times I don't know if I can get to work on time.
263. I've ridden the Spokane buses for 59 years! These changes are terrible! Salnave park is a very busy park – should continue to have bus service – Many times I need to go beyond Salnave Park – more than a mile from K Street Station – that's a long ways for an old woman to have to walk in bad weather and after dark! Please reconsider – talk to Cheney bus riders – get their ideas.
264. I feel that not as many people will ride the buses if the #66 does not go to the PUB at EWU. Perhaps you should make it more clear why you are changing that particular route. Thank you.
265. The PUB is a critical stop at the campus.
266. I think that the #66 bus from Cheney to Spokane should still stop at PUB. Many students rely on being able to quickly catch that bus after class, myself included. Also, removing the PUB as a stop would be a waste of a station that buses can easily access. Anyways, that's my vote. Thank you for everything that you've done for EWU students in the past. STA is amazing! 😊
267. More #65 to Cheney. #66 only services EWU. Not fair to people who live in Cheney.

268. I understand why 65/66 is a target for restructuring. It has always seemed inefficient to have both 65/66 travelling to Cheney. But both buses need to service the PUB. As an EWU student, I would be very frustrated if the buses didn't service the PUB and all the surrounding buildings on campus. I like the idea that 65 will just stay in Cheney; if that happens, however, 66 should service Riverpoint.

269. Route #66: I am an EWU student and I use this route very frequently and I know many students that do as well. Terminating the stop at the EWU PUB would not benefit the passengers of this route at all; in fact, it would greatly inconvenience all of them. Please reconsider this grievous error. Thank you.