

LIFE IN MOTION



FROM THE DRIVER'S SEAT

This has been an incredible year for Spokane Transit. In the second year of STA Moving Forward, the region's 10-year plan for more and better service, we have made it easier than ever for residents and visitors to choose transit.

We enhanced our busiest routes, added more service and improved access. By connecting people to jobs, education, health care, retail and entertainment across the region, we are helping drive economic prosperity throughout the service area.

The much-anticipated Bus Rapid Transit (BRT) line, the Central City Line, is making great progress. Once complete, it will better connect people between Browne's Addition, through Downtown Spokane, the University District and Gonzaga University, to Spokane Community College. We anticipate signing a Small Starts Grant Agreement with the Federal Transit Administration before the end of 2019, and the \$53.4 million grant has already been allocated. This investment will prove to be transformational for the people traveling this line, and it will also enhance the land and communities located along this important corridor.

Aside from the Central City Line, we are expanding our fleet to meet the needs of a

growing region. In 2018 we acquired seven new 60-foot buses manufactured by New Flyer and six 40-foot buses by Gillig, all of which were made in the United States. Additionally, upon completion of a comprehensive analysis, we expect to add battery-electric buses to our fleet, starting with the new Monroe-Regal Line and then the Central City Line. These battery-powered, zero-emission buses will make transit more comfortable, cost-effective and even more beneficial for the environment.

Smart stewardship of public funds continues to be our top priority. The agency has no debt, and as demonstrated by several years of receiving an "unqualified opinion" by the State Auditor's Office (the best report an organization can earn), we manage resources prudently and strategically to leverage maximum public benefit. We are grateful for the public's trust as we invest in public transit on their behalf.

Everything we do at Spokane Transit is made possible by the leadership of the STA Board which approves the plans, projects and funding that make public transit as effective as it is. Additionally, we have an astounding team of professionals who operate and maintain our vehicles, plan our new services, build

Park & Rides, take reservations for Paratransit service, keep our facilities clean and so much more. An organization's success is measured in the engagement of its employees – and I thank our employees for their work in making STA a success.

Through all of these efforts and more, we are proud to service the Spokane region and surrounding cities. From all of us at Spokane Transit, thank you for your support.

E. Susan Meyer

E. SUSAN MEYER
CHIEF EXECUTIVE OFFICER





YEAR IN REVIEW & A LOOK AHEAD

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BUILDING A BETTER REGION FOR ALL

2018 Improvements

West Plains Transit Center – Phase 1

The West Plains Transit Center, served by the new Route **64** and improved Route **62**, facilitated stronger connectivity between Spokane, Cheney and Medical Lake. The facility was completed in the fall of 2018 and features 200 parking stalls, real time information, electric vehicle charging stations and enhanced shelters. With nearly 36,000 boardings in the first 10 months, this transit center is one of the most used stops in the STA system.

Route **62** rides in 2018 — 32,636
Route **64** rides in 2018 — 53,934

Improved Reliability for Bus Service on Sprague Avenue

STA improved passenger amenities to support continued growth of Route **90** Sprague. These improvements are in keeping with the revitalization efforts in the Sprague Union District. Board and Go, a tactic to reduce wait times at The Plaza, was put into operation on Route **90** to allow for swifter boarding and a reduced footprint.

Improved Service on North Division Street

Upgraded shelters and new sidewalks were installed to improve the customer experience along Route **25** Division. This popular route, which carries more passengers annually than any other route, received larger capacity buses to meet current demand.

Route **25** improvements made at 43 stops
Route **25** over 1 mile of new sidewalks were created to fill gaps in pedestrian infrastructure

Service to Indian Trail on Nights and Weekends

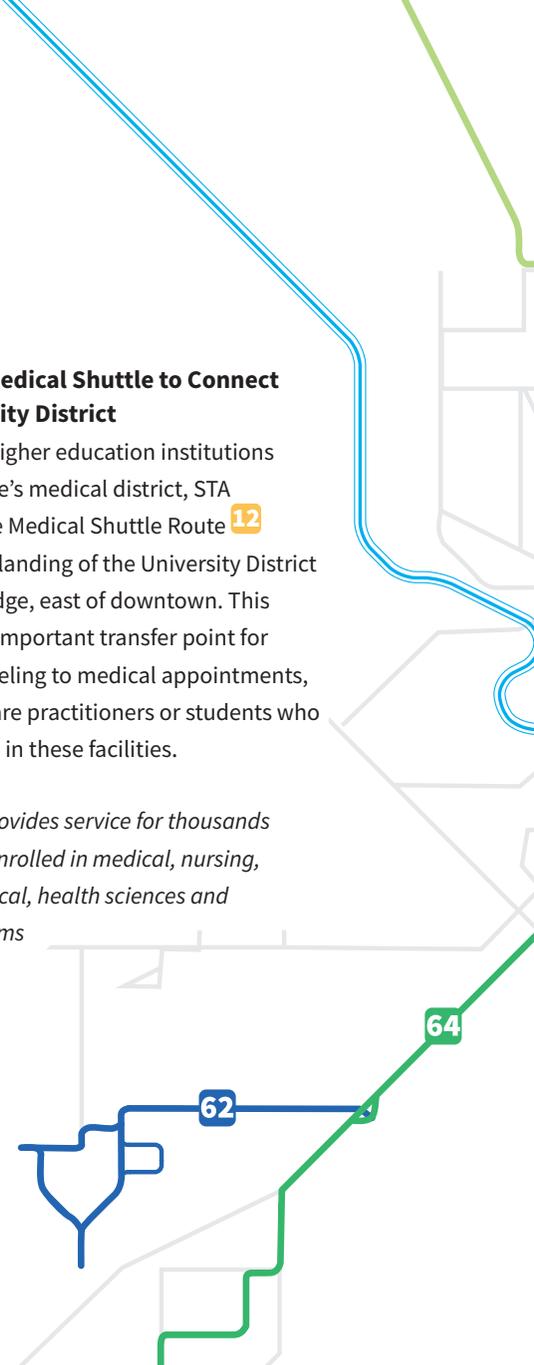
In September 2018, night and weekend bus service was added for Indian Trail's 4,800+ residents. Since implementing the service, STA has been providing more than 100 bus trips each weekend.

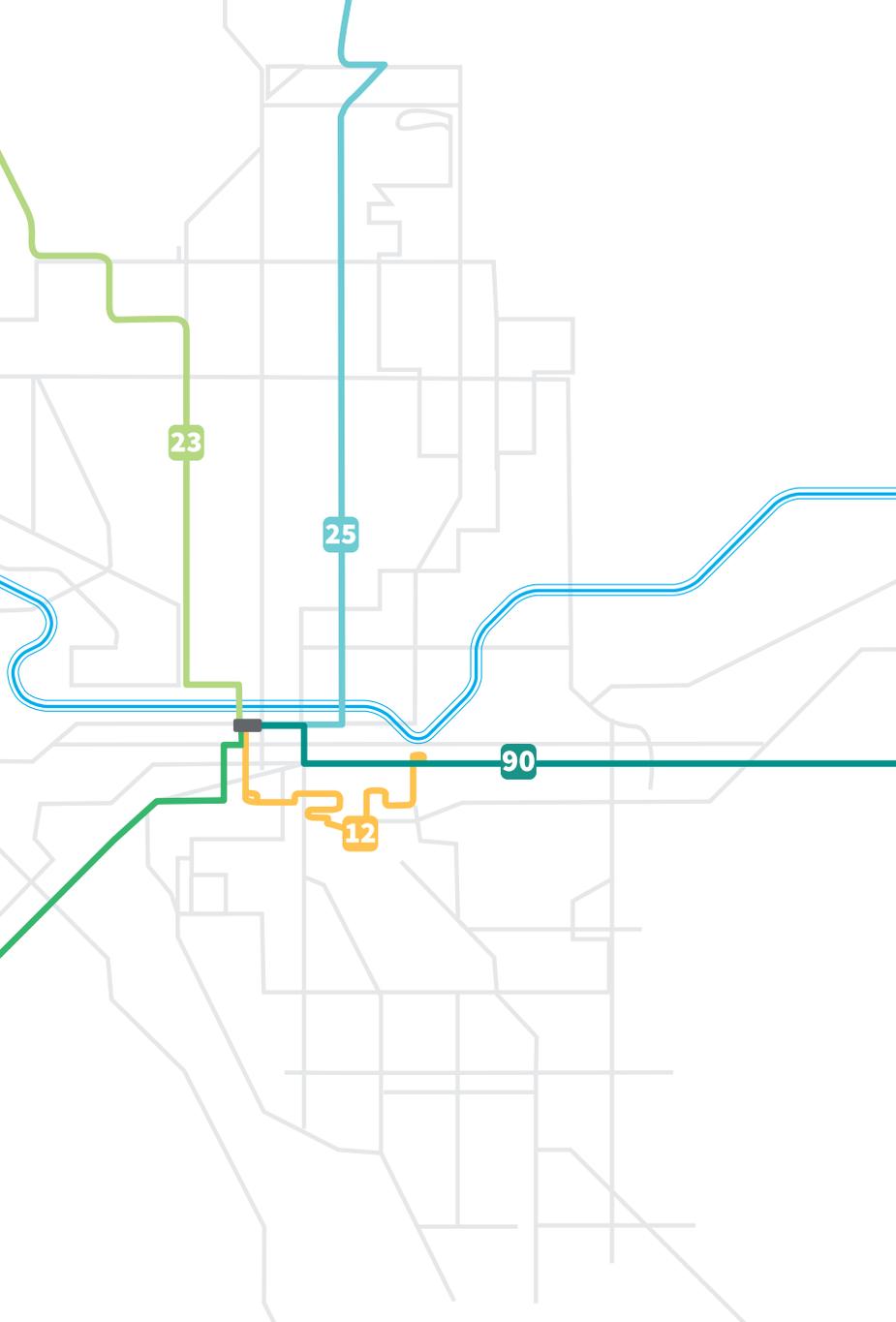
Route **23** rides in 2018 – 301,131

Extended Medical Shuttle to Connect the University District

To connect higher education institutions with Spokane's medical district, STA extended the Medical Shuttle Route **12** to the south landing of the University District Gateway Bridge, east of downtown. This provides an important transfer point for patients traveling to medical appointments, and healthcare practitioners or students who work or train in these facilities.

Route **12** provides service for thousands of students enrolled in medical, nursing, pharmaceutical, health sciences and other programs





STA Moving Forward

In 2018, we successfully implemented voter-approved transit projects scheduled for the second year of STA Moving Forward, STA's strategic 10-year plan to provide more and better transit throughout the region.

The commitments outlined in the plan **maintain, improve** and **expand** our transit system. STA Moving Forward is designed to connect workers to jobs, people to important services and to help advance the economic development priorities of each of our municipal partners.

The goal is to make our region more connected but with fewer cars on the road and less pollution, and more access to destinations and experiences.

Maintain the existing transit system including Paratransit and Vanpool service

Improving customer options by providing more frequent trips, installing better passenger amenities, making faster connections and implementing high performance transit service in the region's busiest corridors

Expand transit service by introducing new routes, extending service hours and expanding access to transit through new and enhanced Park & Ride lots

2019-2020 IMPROVEMENTS



Monroe-Regal Line

Monroe-Regal Line – Fall 2019

The 11.4-mile Monroe-Regal Line will operate between north and south Spokane by streamlining three of STA's highest performing routes into a new line that will run from the Five Mile Park & Ride in North Spokane to the future Moran Station Park & Ride at 57th Avenue and the Palouse Highway. The new line will offer 15-minute weekday service and 30-minute night and weekend service. It is estimated to provide over a million rides annually.

South Commuter Express – Fall 2019

This commuter line will travel every 15 minutes between the future Moran Station Park & Ride and Downtown Spokane with limited stops along 57th Avenue, portions of 29th Avenue and Bernard Street during peak travel times.

Moran Station Park & Ride – Fall 2019

This Park & Ride on the South Hill will have approximately 100 parking stalls and serve as the southern terminal for the South Commuter Express and the Monroe-Regal Line.



Spokane Community College Transit Center

Spokane Community College Transit Center – Fall 2019

Located at Spokane Community College, the new transit center will be a multi-modal transit hub for regular bus routes and will include electric charging infrastructure for the future Central City Line. It will serve as the eastern end point of the Central City Line, allowing for future system growth and helping to streamline connectivity for those traveling between Spokane Valley and North Spokane. State Regional Mobility Grant funds supported this project.

Spokane Falls Station – Fall 2019

Located at Spokane Falls Community College, this station will be served by Routes 20 and 33. Its convenient location will allow hundreds of students and others access to transit while reducing pedestrian crossings at Fort George Wright Drive. The Spokane Falls Station is a result of a partnership between STA, the Community Colleges of Spokane, the City of Spokane and the West Hills Neighborhood, and is made possible through a grant from the Washington State Department of Transportation and local transit funding.



Boone Northwest Garage

Boone Northwest Garage – Summer 2019

The new 68,640-square-foot Boone Northwest Garage will service and store part of the additional fleet needed to realize the STA Moving Forward improvements. It features a vehicle washer and will accommodate future electric charging infrastructure for battery electric buses. Vehicles to be serviced in the garage include the fleet for the Central City Line and the Monroe Regal Line. The garage can accommodate ten 60-foot buses, six 40-foot coaches, and 22 Paratransit vans.

West Plains Transit Center – Fall 2019

The second phase of this project will enable connections to Airway Heights, Spokane International Airport and businesses along Geiger Boulevard via the new Route 63. To reduce travel time and traffic congestion, Phase 2 will also include bus-only lanes from the south side of the interchange at I-90 Exit 272.

West Plains Rural Highway Stops Improvements – Fall 2019

STA will improve existing stops as well as add new stops at various locations in the West Plains.

2021 and Beyond

Dates are estimated

2021

- Cheney Line
- Improved Service on North Division Street – Phase 2
- Increased Frequency of Buses to Airway Heights on Weekdays
- Expanded Hillyard and Northeast Spokane Routes
- Logan and Lincoln Heights Connection
- West Central Neighborhood Improvements

2022

- Relocation and Expansion of Mirabeau Point Park & Ride in Spokane Valley
- Central City Line

2023

- Improvements on East Sprague Avenue – Phase 2
- Liberty Lake Express – Phase 2
- Relocation and Expansion of Liberty Lake Park & Ride

2024

- Night and Weekend Service to Liberty Lake via Route 74

2025

- Post Falls and Coeur d'Alene High Performance Corridor (Pilot Basis)

Additional System Improvements

- Expanded Paratransit Service
- Improvements to Rider Amenities
- Expanded Bus Fleet to Match Increased Service Needs
- Replacement of Retired Buses and Vans
- System-Wide Optimization Based on Customer Feedback

HIGH PERFORMANCE TRANSIT NETWORK



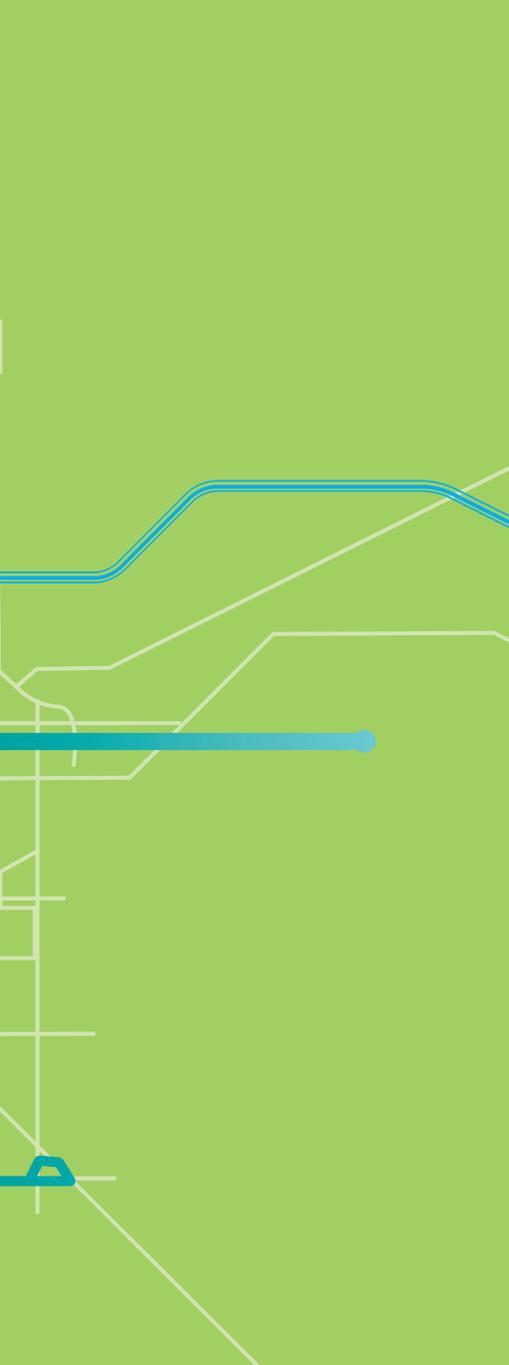
Creating a More Connected Community

Spokane County's population is projected to increase to nearly 600,000 by 2040*, resulting in more people using our roadways and transit systems. STA's solution for today and the future is the High Performance Transit (HPT) Network, a series of efficient, higher-frequency routes.

HPT will move more people which means fewer cars on the road. Travel on an HPT line will be easy and convenient, allowing riders to pay their fare in advance and board quickly. Stations along HPT lines offer features such as real-time travel information and near-level boarding, to allow for a more efficient and user-friendly experience.

Attracting a strong workforce and new businesses to our region requires an effective and accessible transportation system that provides various options for getting to work, school, entertainment, recreation and everyday services. HPT lines are anticipated to create positive economic impacts for the region by increasing land and improvement values, and connecting workers to jobs. The HPT Network will deliver frequent and reliable bus service on six key corridors.

**Source: Spokane Regional Transportation Council, Horizon 2040, 2018*



Monroe-Regal Line *Coming 2019*

The Monroe-Regal Line will provide a strong north/south connection. The line will board and go quickly to reduce wait times and will offer frequent, reliable all-day service – every 15 minutes on weekdays, and at least every 30 minutes during evenings, weekends and holidays. The Monroe-Regal Line will feature new amenities and begin operating electric buses as early as 2020.

Division Line *Coming 2021*

Route 25 is undergoing passenger amenity improvements including more shelters, better accessibility and larger capacity buses. Further enhancement of this route will improve boarding times and on-time performance. A study is taking place to reimagine how Route 25 will function after the opening of US395 North Spokane Corridor.

Cheney Line *Coming 2021*

The Cheney Line will operate between Cheney and Downtown Spokane and improve service through the West Plains by increasing the frequency, hours of service, and passenger amenities.

Central City Line *Coming 2022*

The Central City Line (CCL) will be a new six-mile bus rapid transit (BRT) route between Browne's Addition and Spokane Community College, connecting through Downtown Spokane and the University District, including Gonzaga University.

Sprague Line *Coming 2023*

STA will continue the implementation of improvements made in the Sprague Union District in September 2017 by upgrading amenities and infrastructure on Sprague Avenue. This will result in faster boarding for passengers and increased on-time performance. STA will continue to work with the City of Spokane and other stakeholders on this project.

I-90/Valley Line *Coming 2024*

The I-90/Valley Line is envisioned to be a two-way, all-day express transit service traveling from the Spokane International Airport, through Downtown Spokane and the University District, and extending east to Spokane Valley and Liberty Lake, with a planned pilot extension to Post Falls and Coeur d'Alene along Interstate 90.

CENTRAL CITY LINE

Providing Efficiency in the Core

The Central City Line (CCL) will be a new six-mile bus rapid transit (BRT) route between Browne's Addition and Spokane Community College, connecting through Downtown Spokane and the University District, including Gonzaga University. Stations for the CCL will feature near-level platforms to facilitate all-door boarding, off-board ticketing and distinct branding. Transit Signal Priority (TSP) and other roadway changes will improve service, speed and reliability. The project aims to combine frequency and efficiency with a modern streetcar-like experience.

In April 2019, the Federal Transit Administration (FTA) announced the allocation of a \$53.4 million Small Starts grant for Spokane Transit's Central City Line project. An allocation signals FTA's intent to support the project, subject to STA satisfactorily completing the rigorous requirements for such a grant. An executed grant agreement is expected by the end of 2019.

The federal announcement came on the heels of the Washington State Legislature's action to make the remaining 2015 Connecting Washington funds available in the 2019-2021 Transportation budget.

The CCL is scheduled to begin running in 2022. It is projected to provide 1 million trips annually and is estimated to have a \$175 million economic impact over 20 years.



*1 MILLION
RIDES
PER YEAR
PROJECTED*

**EARLY AND
LATE NIGHT
SERVICE 7
DAYS A WEEK**

CCL

**LAND AND
IMPROVEMENT VALUES
PROJECTED TO
INCREASE \$175 MILLION
OVER 20 YEARS**

**MODERN
ELECTRIC
BUSES**

**\$53.4 MILLION
ALLOCATED FOR SMALL
STARTS GRANT**



FUNDING A SUSTAINABLE FUTURE

Customer Fares

In 2016, the STA Board of Directors voted to phase in a new passenger fare structure, raising fares for the first time in five years. On July 1, 2017, the first phase went into effect. The second phase took place in July 2018 when the price of a two-hour bus pass changed to \$2.

This decision aligns with the STA Board's passenger fare policy which aims to have riders pay at least 20% of the cost to operate the buses, as the 80% balance is paid by local (voter-approved), state and federal taxes.

Simplifying Fare Payment

STA is researching mobile ticketing technology and options to improve Smart Card functionality to make it easier and more convenient to pay fares in the future.

Sales and Use Tax Rate

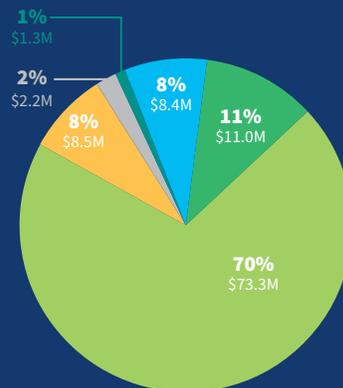
In 2016, voters in each city and the unincorporated county inside the Public Transportation Benefit Area (PTBA) approved Spokane Transit's Proposition 1, authorizing an increase in local sales and use tax rate of up to 0.2% to fund the STA Moving Forward Plan to maintain, improve and expand public transit in Spokane Transit's service region. The new tax rate took effect in two phases, with a one-tenth of one percent (0.1%) step on April 1, 2017, and a second one-tenth of one percent (0.1%) step on April 1, 2019.

Grants

Another important revenue source is grants, which made up 18% of STA's total revenue in 2018.

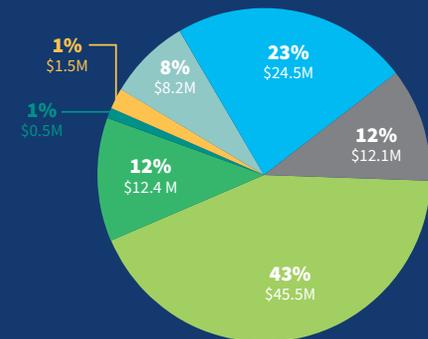
2018 Revenue \$104.7 Million

- Capital Grants
- Passenger Fares and Other Transit Revenue
- Local Voter-Approved Sales Tax
- Federal Operating Grants
- State Operating Grants
- Miscellaneous



2018 Expenditures \$104.7 Million

- Capital
- Paratransit
- Fixed Route Bus
- Future Capital
- Vanpool
- Plaza
- Administration





PROVIDING COMMUTING OPTIONS

Choosing public transit benefits everyone in the region, including vehicles moving freight and those who drive their cars. Transit connects our communities, strengthens the economy and reduces traffic congestion on our roads. STA offers three service options to meet everyone's transportation needs.

Fixed Route

Regular Bus Service

STA provides fixed route, regular bus service throughout the Spokane County transit service area. Forty routes are served by 147 buses, 28 of which are hybrid diesel-electric, and the rest of which run on clean diesel. Through the projects implemented in the first two years of STA Moving Forward, STA has added new and expanded service, increasing overall service hours by almost 5.5% in 2018.

Mobility Training

STA's Mobility Training Program helps seniors and people with disabilities learn how to confidently use the bus and helps reduce demand for Paratransit.

Vanpool

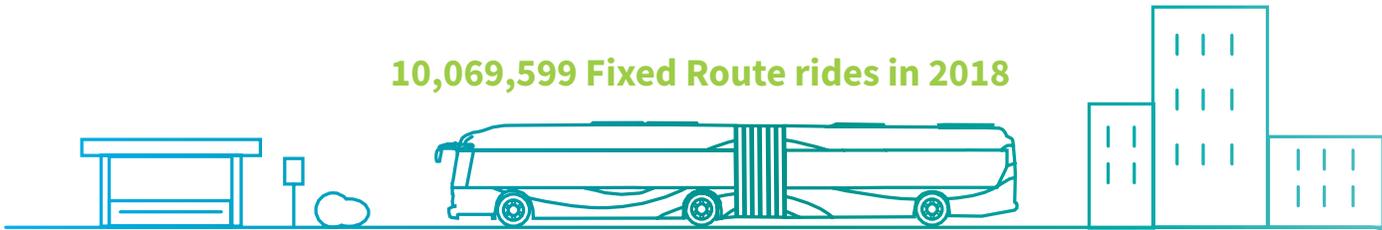
STA's Vanpool service allows people who live and work in approximately the same area to commute together in an STA van. Commuters can choose from a 7-, 12- or 15-passenger van for round trip commutes that range from 20 to 100-plus miles. Vanpool service is available in Eastern Washington and North Idaho, as long as the commute begins or ends within STA's service area.

Vanshare, a new option to improve access to transit, was introduced as an option for commuters who live or work close to fixed route bus service, but outside walking distance from a bus stop. Customers can take the bus most of the way to work, but if they need a ride from home to a transit stop, or from a park and ride to a workplace, Vanshare can be used to bridge the gap.

Paratransit

STA's Paratransit service provides door-to-door, wheelchair-accessible shared ride transportation service for individuals whose disabilities prevent them from using the regular fixed-route buses. STA operates at the lowest cost per passenger among the urban transit agencies in Washington State.

10,069,599 Fixed Route rides in 2018

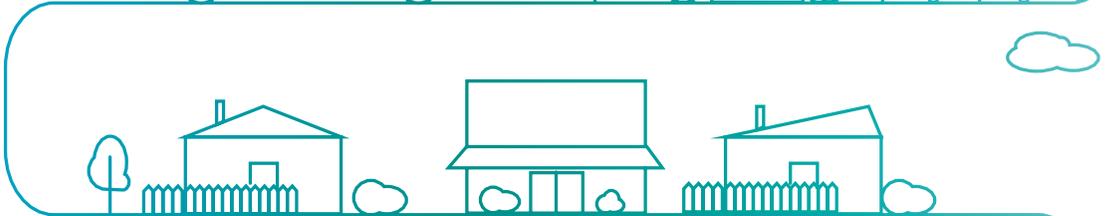


1,663 bus stops in the system

**132 shelters
along routes**



**5.5% increase
in Fixed Route
vehicle hours**



412,581 Paratransit trips in 2018

**1,335 average daily
Paratransit trips**



**97.4% of Vanpool operating
and administrative costs
covered by commuter fares**



SHARING THE BENEFITS OF TRANSIT

Universal Transit Access Pass

STA's Universal Transit Access Pass (UTAP) program gives participants unlimited access to local transit through agreements between STA and large organizations.

Participants

UTAP participants currently enrolled in or employed by participating organizations can ride the bus without having to pay an out-of-pocket fare. In keeping with STA's pay-per-trip model, each ride is electronically tracked and charged to the annual contract for each organization.

Partnerships

In 2018, STA formed a partnership with real estate developer Greenstone Corp. to provide free access to transit for residents, business owners and employees in Kendall Yards. This pilot program, paid for by Greenstone Corp., is part of an initiative to improve walkability in the neighborhood and reduce the need for parking.

1,505,419

Universal Transit Access Pass (UTAP) program rides in 2018

7,074

Kendall Yards
(first three months)

691,773

Eastern Washington University

31,460

Washington State University Spokane

617,983

Community Colleges of Spokane
(Spokane Falls Community College & Spokane Community College)

46,477

Gonzaga University

12,233

Whitworth University
(first year)

40,105

Spokane County

58,314

City of Spokane

EMPLOYEE SPOTLIGHT

Driven to success through service

The Washington State Department of Transportation annually honors two exemplary individuals and one team from each public transportation agency across the state to receive Wall of Fame awards. Honorees are selected based on their dedication, innovation, customer service skills and professionalism.



PAUL HOFFMAN
TRAINING INSTRUCTOR

For over 20 years, Paul has proven his innovation, developing creative tools and training styles that help STA's new drivers. As a team member, Paul is always willing to help others or share his extensive knowledge. His creativity is an inspiration to his co-workers.



BRYON ADAMS
TRANSIT OFFICER

Bryon can be counted on during emergency incidents. Having served STA for almost 18 years as Defensive Tactics Instructor and the Team Scheduler, Bryon has been involved in numerous volatile and medical emergency situations.



Lance Durbin, Angela Brown and Matt Kampster

PARATRANSIT SUPERVISORS TEAM

The Paratransit Supervisors team contributed to numerous projects throughout the year, but most notably their leadership was displayed in their efforts to provide timely service to customers on the weekends. Their efforts, combined with the contributions of our dispatchers and van operators, enabled more than 1,000 additional customers to be picked up on time in the 4th quarter of 2018.

HOW GREAT CITIES

AIRWAY HEIGHTS
CHENEY
LIBERTY LAKE
MEDICAL LAKE
MILLWOOD
SPOKANE
SPOKANE VALLEY

MOVE.

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, visit www.spokanetransit.com. All phone numbers are accessible for people who are deaf or hard of hearing through Relay 711. Upon request, alternative formats of this document will be produced for people who are disabled. Call (509) 325-6094 or email ombudsman@spokanetransit.com.



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