

2022 Service Revisions

Revised Preliminary Proposal

Prepared for:
**Performance Monitoring and External Relations
Committee**

Final Draft

9/24/2020



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Executive Summary

In 2022, Spokane Transit will begin service on its first bus rapid transit line, the City Line, as part of the vision for high performance transit and in keeping with the *STA Moving Forward* plan. With its high capacity battery-electric buses, substantial stations, frequent service and streamlined operations, the City Line will function as part of an enhanced network to connect workers to jobs, people to services, and partner in regional economic development. To create this functionality, STA has long planned to revise existing routes that connect to the City Line corridor and introduce other service improvements concurrently. Additionally, STA intends to make other route revisions to improve system performance as part of the continuous effort to deliver service to more customers within limited resources.

An earlier preliminary proposal was published in January 2020. However, the COVID-19 pandemic has resulted in dramatic changes to travel habits and the economy. On July 16, 2020, the STA Board of Directors approved updated planning assumptions to shape annual and multi-year planning documents. The Board affirmed an adjustment for the target of annual fixed-route revenue hours for 2023 from 515,000 hours to 488,000. This assumes that the deployment timeline of *STA Moving Forward* will be adjusted while maintaining the plan to begin service on the *City Line* in May of 2022. This report outlines a revised preliminary fixed route network proposal to meet the adjusted revenue hour target for consideration and feedback. In addition to previously proposed route revisions, the revised preliminary proposal includes additional revisions not identified in the previous proposal in order to adjust to the changed conditions resulting from the pandemic.

Key objectives of sharing the Preliminary Proposal with customers and the general public are as follows:

- Ensure broad input and education to achieve an understanding of concerns and constraints.
- Help our customers understand how the proposed service revisions could affect their travel choices.
- Obtain public feedback on every aspect of the proposal in order to develop a Draft Recommendation for a formal public hearing and consideration process to take place in March 2021 prior to a final decision by the Board in May 2021.

Overview of Proposed Service Revisions

Further details of the proposed service revisions are contained in the Proposed Revisions section; however, below offers a brief summary of the goals and structure for the proposed changes contained in this Preliminary Proposal. Some of these proposed changes are programmed in the *STA Moving Forward* plan. Other changes support the *STA Moving Forward* plan by optimizing budget resources efficiently and eliminating duplication of services. Adjustments to the span of service are also proposed for some routes in order to meet the revised target. Staff reviewed the ridership of each route on evenings and weekends and have proposed some strategic adjustments.

Spokane Network Adjustments

Launch the City Line

The City Line is a six-mile long, corridor-based Bus Rapid Transit route connecting Browne's Addition to Spokane Community College by way of Downtown Spokane and the University District. The concept and design for the City Line (previously known as the Central City Line) has been developed in collaboration with numerous stakeholders over the last several years. The City Line will be implemented concurrent with other operational changes at the STA Plaza, consistent with STA's commitment to the downtown community and as described in *STA Moving Forward*. Many of the other route changes proposed throughout this report complement the launch of the City Line and the streamlining of operations at the STA Plaza.

Improve routes and service frequency in Hillyard and Northeast Spokane

The proposed concept increases service, improves connections to other parts of the region, and serves new destinations in northeast Spokane. These changes include discontinuing and/or modifying existing routes that duplicate the City Line routing. These proposed changes directly implement the *STA Moving Forward* plan.

South Hill Route Adjustments

Adjustments are proposed to address under-performing and duplicative service segments.

Spokane Valley/Millwood/Liberty Lake Network Adjustments

Route changes are proposed in Spokane Valley, Millwood, and Liberty Lake in order to serve new requested destinations and realize efficiencies. The proposed changes preserve service to destinations identified in *STA Moving Forward* while addressing under-performing segments of the existing routes.

Airway Heights/West Plains Network Adjustments

Extensions to the street network in Airway Heights are being planned and designed. The preliminary concept proposes to take advantage of these new street connections to serve new Airway Heights destinations once they are complete. The concept also acknowledges the role the City Line takes on as it becomes the primary service in Browne's Addition, allowing Routes 60 and 61, which currently travel through this neighborhood, to be relocated to Sunset Boulevard thereby providing direct access to Downtown Spokane.

Development of the Preliminary Proposal

The board-adopted six-year plan, Transit Development Plan: 2021-2026, identifies several significant service changes and improvements that would go into effect in 2022 to implement STA's ten-year strategic plan, *STA Moving Forward*. Fixed-route service design requires a robust examination of opportunities, feedback and consideration of policies and design principles. This Preliminary Proposal has been developed in accordance with the principles and policies of *Connect Spokane*, STA's comprehensive plan for public transportation, and implements the *STA Moving Forward* plan. While these are rigorous requirements and policies, they still provide ample room for public input, discussion, and technical considerations. Indeed, transit planning has both elements of art and science with a heavy dosage of constraints introduced by the built environment. Given this, virtually every improvement in the *STA Moving Forward* plan will have an appropriately scaled public input process that precedes the implementation of the service or when specific design considerations are under evaluation. Voters' approval of the funding for *STA Moving Forward* represents more of a beginning to public input rather than the final decision.

The Communication and Public Input element of *Connect Spokane: A Comprehensive Plan for Public Transportation* states:

As a public agency, Spokane Transit Authority believes that proper communications and public input is of the highest importance. To ensure transparency, accountability, and fairness, STA must use a broad range of communication tools to reach as many people as possible.

Communication and Public Input Policy 1.1 Major Service Changes mandates that when major service changes are proposed (either a large service reduction, or a restructure of the network),

STA will follow federal guidelines for public outreach as well as develop a Public Outreach plan that must receive approval by the STA Board. A public outreach plan for these service changes was adopted by the STA Board on June 20, 2019. The following table outlines the upcoming outreach strategies and a timeline for the decision process. The timeframe has been adjusted to provide additional time for plan development and public outreach since the planning assumptions have changed due to the COVID-19 pandemic.

May 2022 Service Revision Planning Schedule	
Phase/Task	Date
Revise Assumptions	May - July 2020
CEO reported that COVID-19 to change planning conditions at May Board Meeting	May 21, 2020
Board endorsed assumptions and planning framework – Board Workshop	July 1, 2020
Revised Preliminary Proposal	July - November
Staff develop revised Preliminary Proposal	July - September 2020
Preliminary Proposal published	September 30, 2020
Public and stakeholder feedback	October 1 - November 13
Draft Recommendation	November 2020 - March 2021
Staff review feedback and develop Draft Recommendation	November - December 2020
Peer review (consultant)	December 2020 - January 2021
Title VI Equity Analysis (consultant)	December 2020 - January 2021
Staff revise Draft Recommendation	February 2021
Draft Recommendation published	March 3, 2021
Public and stakeholder feedback (online survey)	March 2021
Public hearing	March 18, 2021
Final Recommendation	April - May 2021
Staff Review feedback and develop a Final Recommendation	April 2021
Final Recommendation published	May 5, 2021
Board Action	May 20, 2021
Implementation	May 2021-May 2022
Design and construct bus stop and layover improvements	May 2021-May 2022
Route changes start including the City Line	May 2022

Consistent with the adopted outreach plan prior to the development of this Preliminary Proposal, STA reached out to various stakeholders to explore opportunities and vet the goals for the service change.

First, STA solicited bus riders to participate in rider round table discussions. One discussion was held for each of four different geographical areas for which route changes are proposed.

STA then took advantage of its regularly scheduled All Employee Meeting to ask employees from various departments to help identify opportunities and priorities for the service changes. In a mapping exercise, employees were asked to note what should be preserved about existing service, what new destinations should be served, and what they believed the important current or desired travel patterns are. They were then asked to prioritize potential improvements.

An online workshop with similar exercises to those used in the All Employee Meeting was then launched to allow a wider group of stakeholders to provide input. The online workshop was open from October 10, 2019 to November 7, 2019 and had 1,575 visits and 1,315 individual users.

As noted above, an earlier addition of this Preliminary Proposal was published in January of 2020. An online presentation of the concepts and a survey was hosted between February 2 to March 3, 2020. The site received 4,467 visits and 884 completed surveys. The summary notes on the feedback obtained from this survey can be found in the appendix of this report.

The feedback obtained from these outreach strategies informed the concepts put forth in this Revised Preliminary Proposal.

Members from the Planning & Development, Operations, Customer Service, Communications, and Training Departments make up STA's internal Service Improvement Committee. This committee meets bi-monthly to discuss service ideas, resolve route safety issues, and review proposed changes to STA's bus system. This committee was also instrumental in the preparation of this Preliminary Proposal.

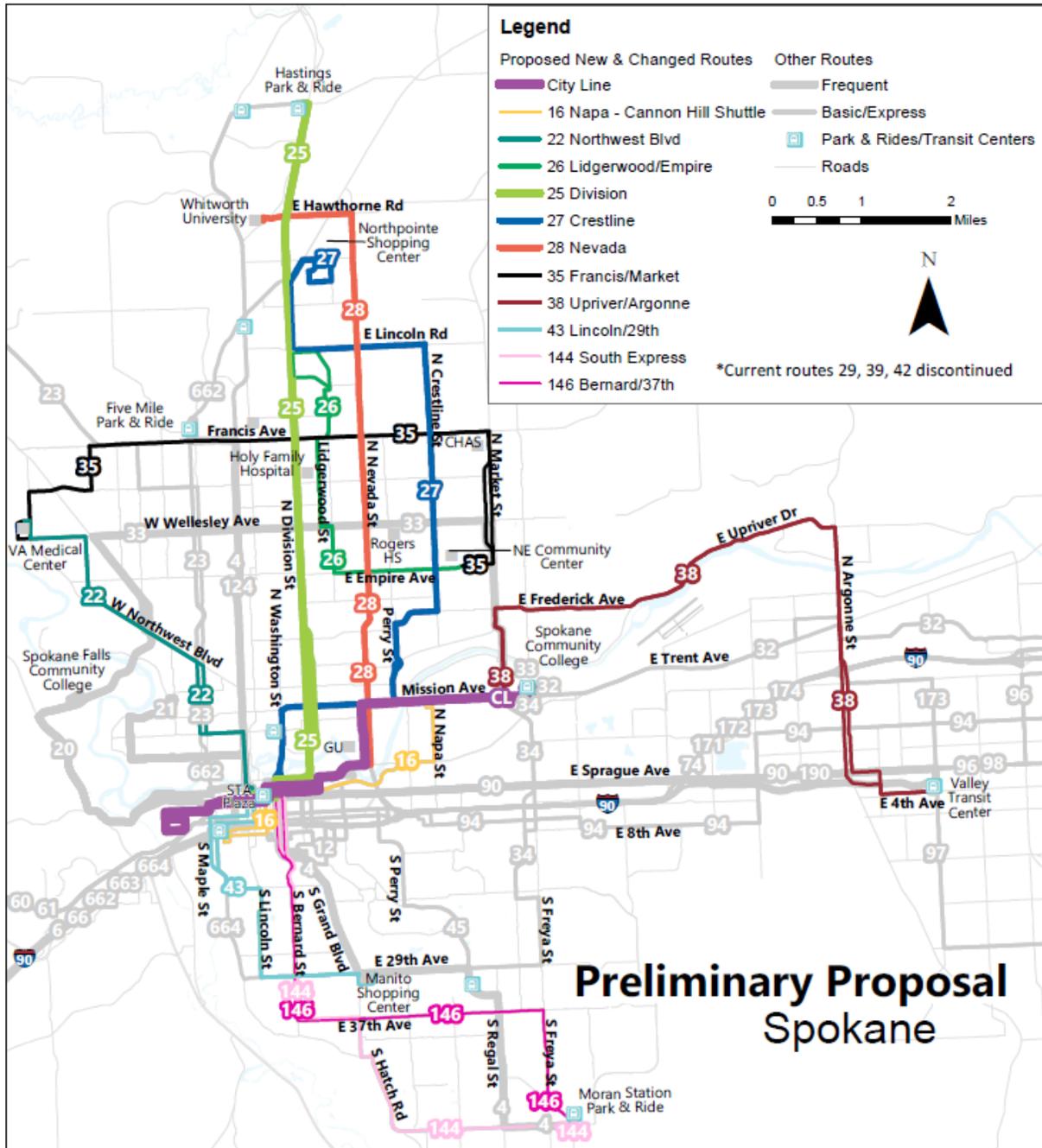
Proposed Revisions

Spokane Network Adjustments

The *STA Moving Forward* plan includes increased frequency to Hillyard and new service to areas north of Francis Ave and east of Nevada. The proposed concept increases service, improves connections to other parts of the region, and serves new destinations in northeast Spokane.

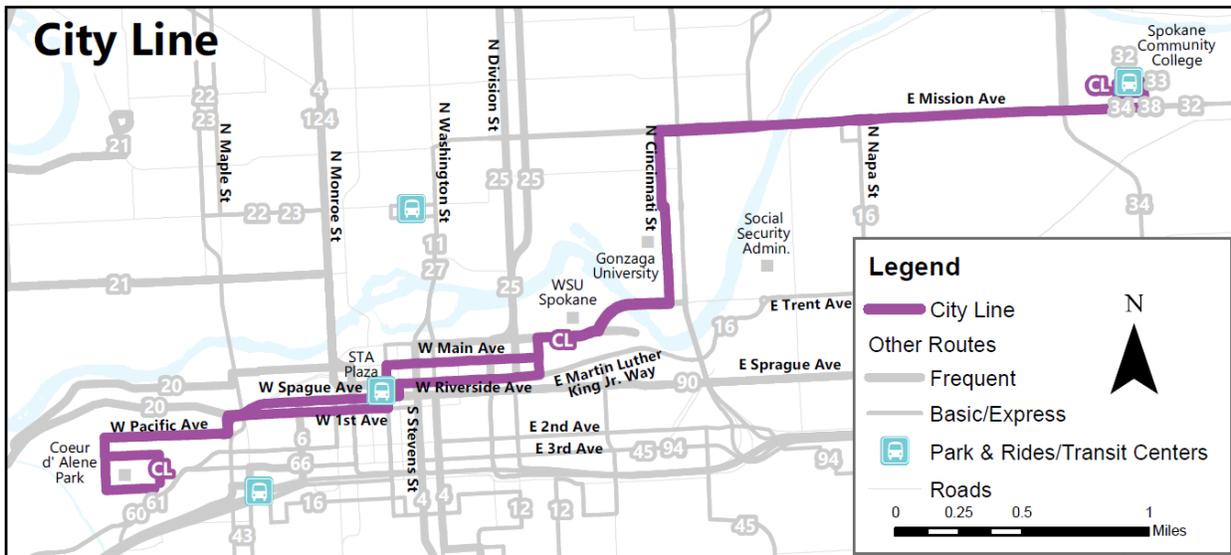
These changes include discontinuing and/or modifying existing routes that duplicate the City Line routing.

The main programmed South Hill *STA Moving Forward* improvements have already been implemented such as Routes 4 (merging of Routes 24, 44 and the S Regal St portion of Route 45) and 144 (new express route serving the new Moran Station Park & Ride). Due in part to the updated service level target constraint the entire fixed-route network was reviewed for opportunities for efficiency. Adjustments to routes in south Spokane are also proposed to address poor performing segments and underutilized trips on evenings and weekends.



Launch the City Line

The City Line is a six-mile, corridor-based Bus Rapid Transit route connecting Browne’s Addition to Spokane Community College by way of Downtown Spokane and the University District. The alignment of the City Line has been set since 2016 and is not proposed to change. The City Line is current under construction. More information on the project can be found at www.citylinespokane.com.



Route 12 South Side Medical Shuttle

The routing would remain unchanged, but the span of service would be modified to end at 8 pm weekdays. The Saturday span of service would be reduced to operate between 9 am and 5 pm and Sunday/Holiday service would be discontinued.

**New Route 16
Napa/Cannon Hill Shuttle**

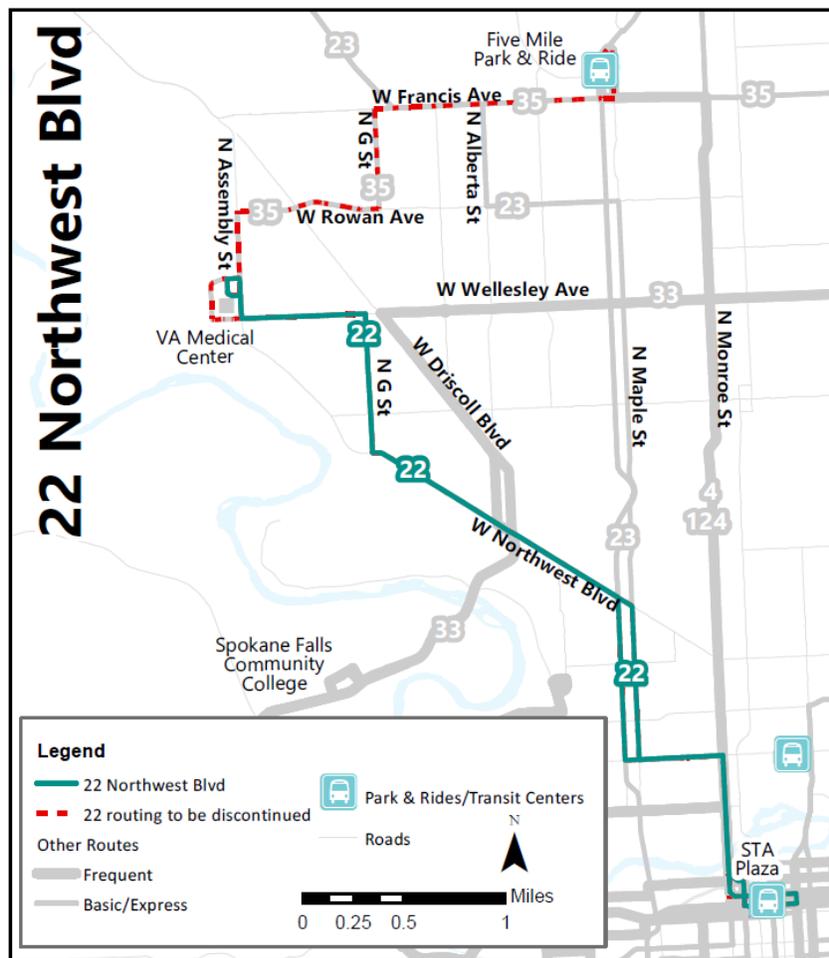
Implement a new shuttle that operates between S Cedar St and W 6th Avenue and E Mission Ave and N Napa St via Shriners Hospital, Deaconess Hospital, the STA Plaza, University District, E Martin Luther King Jr.



Way and E Trent Ave. This new shuttle would replace portions of the existing routes 29 SCC and 42 South Adams. The eastern segment of the Route 29 will be redundant with the frequent service offered by the new City Line through the University District. This provides the opportunity to modify the route in the areas where the City Line will serve. The shuttle would operate on weekdays (6 am to 8 pm) and Saturdays (9 am to 5 pm). There would be no service on Sunday/Holidays.

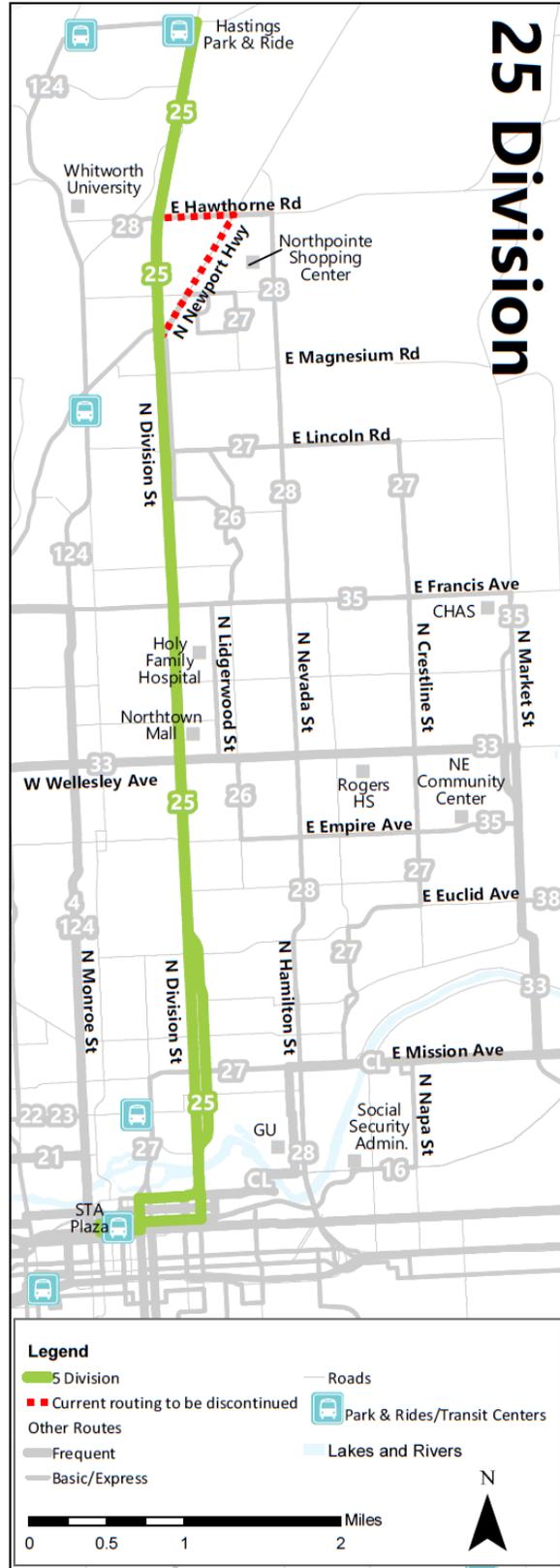
Route 22 Northwest Boulevard

Modify the route to terminate at the VA Medical Center. A new Route 35 would serve the portion of the current route between the VA Medical Center and N Maple/Ash Streets. It should be noted that Route 35 would not deviate to serve Five Mile Park & Ride. Currently passengers traveling along Francis Ave must transfer between the routes 22 and 27 at the park & ride.



Route 25 Division

The current Route 25 is proposed to be modified to operate on N Division St/Hwy 395 between Downtown Spokane and the Hastings Park & Ride instead of deviating onto N Newport Hwy and W Hawthorne Rd as it does today. Service on Newport Hwy between W Hawthorne Rd and N Division St would be partially provided by the modified Route 27; however, the routing would only extend to E Holland Ave (no service on N Newport Hwy between E Holland Ave and E Hawthorne Rd).

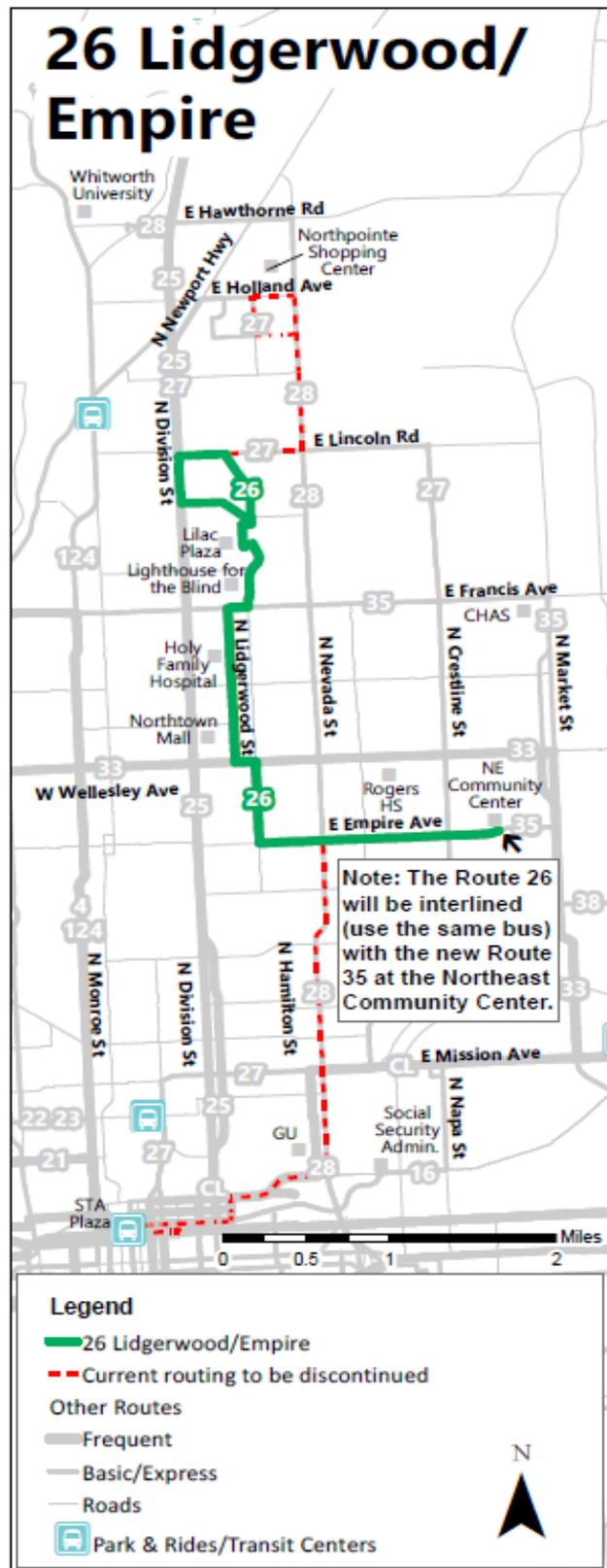


Route 26 Lidgerwood/Empire

The southern route segment of Route 26 through the University District would be replaced by the City Line and the rest of the route would be revised significantly to operate from E Lincoln Rd at Standard St to the Northeast Community Center where it would interline with the new Route 35. The shortened route would continue to serve the Lilac Plaza, Holy Family Hospital, Lighthouse for the Blind and Northtown Mall. The span of service would be modified to end at 8 pm weekdays. The Saturday span of service would be reduced to operate between 9 am and 5 pm and Sunday/Holiday service would be discontinued.

The current Route 26 Lidgerwood operates on a meandering route between E Lincoln Ave and E Empire Ave. Various segments of the route operate within less than a ½ mile away (minimum route spacing per *Connect Spokane*) of either the Route 25 Division or Route 28 Nevada. Yet feedback from customers continues to reinforce that the community values the access the route provides to key destinations. A restructure of the route is proposed to reduce unnecessary duplication while still maintaining access to key destinations.

It should be noted that the proposed Route 28 would operate with increased frequency (15 minutes at peak periods) to offset the loss of Route 26 operating on N Hamilton/N Nevada Streets. Currently, Routes 26 and 28 are purposely scheduled to provide 15-minute frequency between E Trent Ave and E Empire



Ave along N Hamilton/N Nevada Streets. The proposed changes to Route 28 means N Hamilton/N Nevada Streets would have 15-minute peak frequency from E Trent Ave all the way up to E Hawthorne Rd.

Route 27 Crestline (formerly Hillyard)

The Route 27 has experienced overcrowding during peak periods of the day. Additionally, the route design has many turning movements that can impact schedule reliability. *STA Moving Forward* included frequency and routing improvements for Hillyard and Northeast Spokane to be implemented at the same time as the City Line.

The Route 27 is proposed to be modified to reduce turning movements. Reducing the number of turns will help improve reliability. The route would be streamlined to provide faster travel times and better access in northeast Spokane. The conceptual route would operate between E Jay Ave (Walmart & Winco) and the STA Plaza via N Newport Hwy, Division St, E Lincoln Rd, N Crestline St, E Foothills Dr, N Perry St, E Mission Ave, and N Washington St. This routing would provide a frequent connection to the City Line along E Mission Ave for customers traveling to Gonzaga University, the University District, and SCC. Frequency of service during weekday peaks would be increased to every 15 minutes and every 30 minutes on Sunday/Holidays. The proposed routing would provide continuous service along N Crestline St from E Foothills Dr all the way up to E Lincoln Rd providing new service to many residential developments that currently do not have service along N Crestline



St and E Lincoln Rd north of E Francis Ave. Service on E Francis Ave and N Market St in Hillyard would be provided by the new Route 35. Service along E Rowan Ave between N Crestline St and N Market St would be discontinued and not served by any other routes.

The Northeast Community Center would be served by Routes 26 and 35 along E Empire Ave instead of operating on N Cook St. N Cook St is proposed to be closed to through vehicle traffic between the Community Center, new Hillyard Library, and new Shaw Middle School in order to facilitate a connected campus.

Route 28 Nevada

The southern segment of Route 28 (University District and Downtown Spokane) will be redundant with the frequent service offered by the new City Line. The Route 28 is proposed to be modified to end at W Spokane Falls Blvd and N Sherman Street in the University District instead of the Plaza. Passengers wishing to travel to downtown Spokane would connect to the frequent City Line. Frequency of the route would be increased to operate every 15 minutes on weekday peaks and every 30 minutes on weekends. This provides the opportunity to modify the route in the areas where the City Line will serve. Due to the COVID-19 pandemic the facilities STA used in the past for access to an operator restroom at the northern terminus of the route have not been reliably open. STA has the desire to partner with Whitworth to develop a designated operator restroom. As such the routing serving Whitworth may be modified.



Discontinue Route 29 SCC

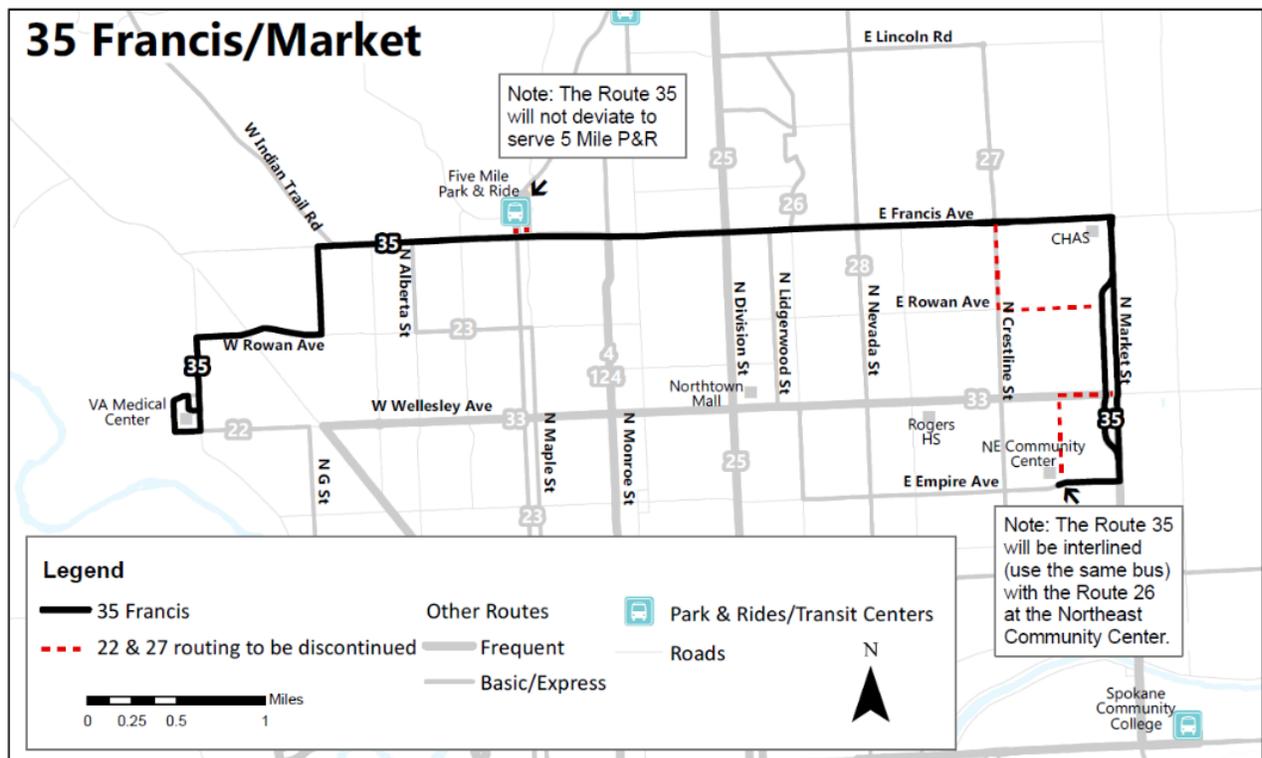
The Route 29 would be replaced by the City Line and new Route 16 which would serve the current Route 29 routing along E Martin Luther King Jr Way through the University District, E Trent Ave, and N Napa St up to E Mission Ave where the City Line would operate with frequent service. Route 16 would continue to serve the US Social Security Administration office. Service to SCC would be provided by the City Line.

Route 34 Freya

The routing would remain unchanged, but the span of service would be modified to end at 8 pm weekdays. The Saturday span of service would be reduced to operate between 8 am and 8 pm and Sunday/Holiday service would be discontinued.

New Route 35 Francis/Market

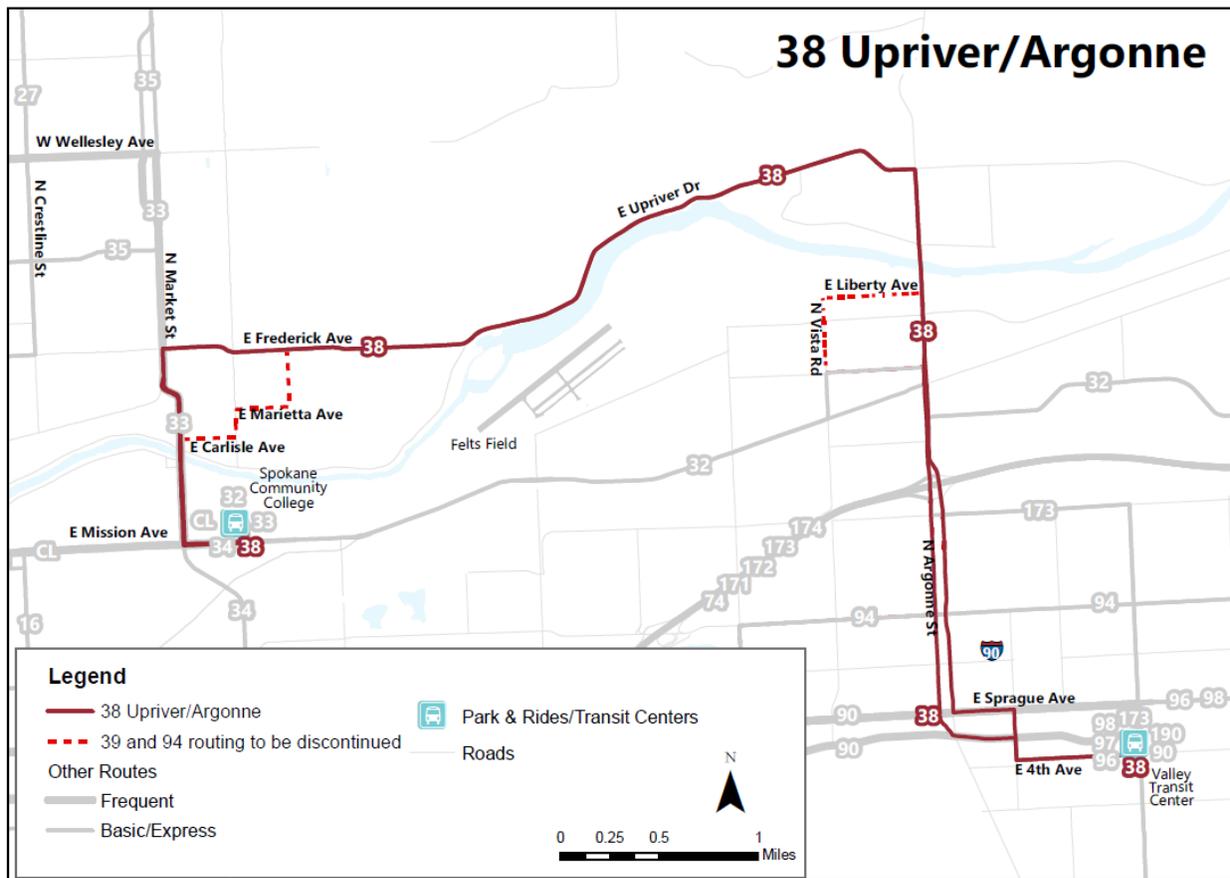
Implement a new route operating between the VA Medical Center and the Northeast Community Center via N Assembly St, W Rowan Ave, W Francis Ave, N Market St and E Garland/Empire Ave. This route would provide a continuous routing across E Francis Ave (no Five Mile Park & Ride deviation) and interline with the modified Route 26 at the Northeast Community Center along E Garland/Empire Ave. Currently, passengers traveling along Francis Ave must transfer between the Routes 22 and 27 at the Five Mile P&R. The route would provide new service to the Harmon Park/Hillyard Skateboard Park, the Hillyard Aquatic Center and the



CHAS Clinic along N Market St between E Francis Ave and E Rowan Ave. Improved routing and frequency (see Route 27) to Hillyard is a programmed *STA Moving Forward* improvement. Weekday service would end at 8 pm weekdays. The Saturday span of service would be between 9 am and 5 pm and there would be no Sunday/Holiday service.

New Route 38 Upriver/Argonne

As stated in further detail under the Spokane Valley/Millwood/Liberty Lake section below, the new route would connect Spokane Community College with the Spokane Valley. The new route primarily serves Spokane Valley, but in Spokane, the new route would serve the Minnehaha neighborhood along E Euclid and E Frederick Avenues due to the discontinuation of Route 39. However, the route would not deviate into the neighborhood as it currently does along E Carlisle Ave, N Freya St, E Marietta, and N Myrtle St.



Discontinue Route 39 Mission

The Route 39 would be replaced by the City Line and new Route 38. The new Route 38 would provide service to the Minnehaha neighborhood along E Frederick/E Euclid Avenues as well as connect customers in this area to other frequent north Spokane and Spokane Valley routes. The

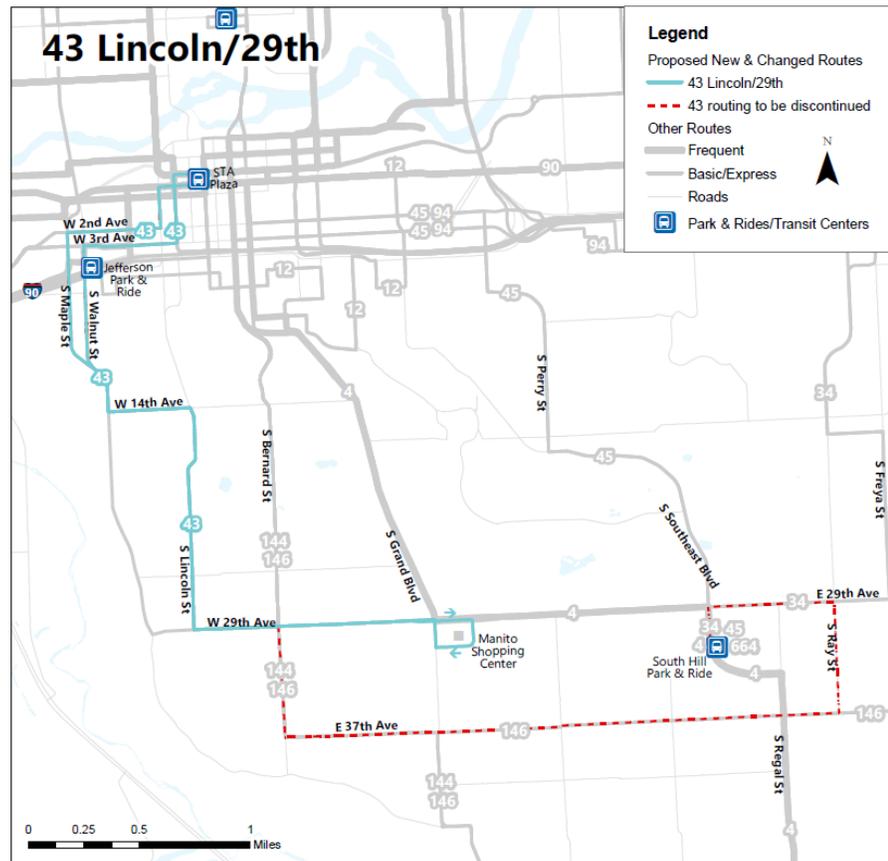
City Line will provide service on the east portion of the current route on E Mission Ave, from N. Cincinnati Street to Spokane Community College.

Discontinue Route 42 South Adams

As stated above, a new Route 16 shuttle is proposed to be implemented that operates between S Cedar St and W 6th Avenue and E Mission Ave and N Napa St via Shriners Hospital, Deaconess Hospital, the STA Plaza, University District, E Martin Luther King Jr. Way and E Trent Ave. This new shuttle would replace portions of the existing routes 29 SCC and 42 South Adams. While the current Route 42 does not fail all three performance standards established in *Connect Spokane* it has seen declining ridership in recent years. Much of the route is also close or overlapping with the Route 43. Given these factors the route is proposed for restructuring.

Route 43 Lincoln/29th (formerly Lincoln/37th)

The 37th Ave segment of the Route 43 has typically had low ridership. Per the design principles of *Connect Spokane*, routes should be designed to be as long as practical without being wasteful. Given the decline in revenue the design of the route should be reconsidered to conserve resources. The route is proposed to operate on 29th Avenue between S Bernard St and S Garfield St and end at the Manito Shopping Center instead of continuing to the South Hill Park & Ride via 37th Avenue. This would restore bus service behind the Manito Shopping Center along Garfield St and E 31st Ave. A new Route 146 would provide 30-minute peak and hourly midday service on weekdays only along S Bernard St and 37th Ave. In addition to a reduction of service along 37th Ave, service on S Ray St between E 29th and E 37th Avenues would be discontinued and not served by any other routes.

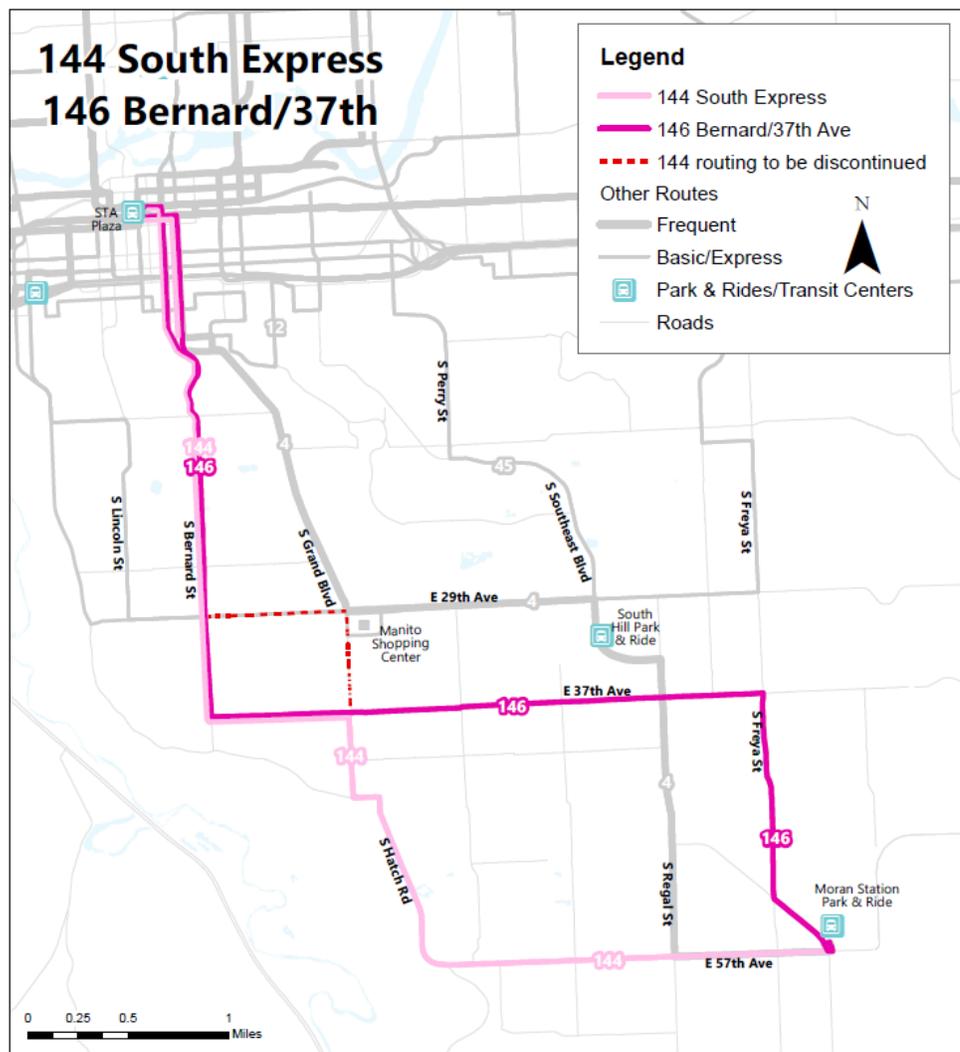


Route 144 South Express

The current route segment along S Grand Blvd between 29th and 37th Avenues and 29th Ave between S Bernard St and S Grand Blvd would be discontinued in favor of the route following the same path as the new Route 146 along 37th Ave and S Bernard St. No service would be lost because the modified Route 43 would replace service along 29th Ave while also preserving Route 144 service near Manito Shopping Center. Frequency would be reduced to 30 minutes during peaks but there would still be 15-minute service between Downtown Spokane and Moran Station Park & Ride when combined with new Route 146 by offsetting the schedules. Both routes operate between Downtown Spokane and Moran Station Park & Ride but would follow different paths. See Route 146 section below for the map of the proposed changes.

New Route 146 Bernard/37th

Implement a new weekday only route with service between Downtown Spokane and the Moran Station Park & Ride via S Bernard St, 37th Ave, S Freya St and S Palouse Hwy. Currently, Route 144 provides 15 minute weekday peak only frequency. That route would be reduced to 30 minute frequency in order to provide 30 minute frequency on new Route 146 (Route 144 resources repurposed). In addition, hourly midday frequency would be provided



along the new route which would be a reduction along 37th Ave but would restore weekday midday service along S Bernard St. There would be no weekday service.

Related Stop Revisions

The implementation of route changes considered above would result in the addition of new bus stops and the closure of others. The table below depicts the 2019 average daily boardings (Ons)/alightings (Offs) by bus stop and direction (outbound/inbound), closest alternate stop to stops that may be discontinued, and walking distance to the general location of the closest alternate stop.

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Newport Hwy @ Graves NorthPoint	25	OB	0	58	Hawthorne @ Newport Highway	Within 1/2 mile
Newport Hwy @ Graves NorthPoint	25	IB	36	0	Hawthorne @ Newport Highway	Within 1/2 mile
Newport Highway @ Holland	25	IB	34	0	Newport Highway @ N 9305	Within 1/4 Mile
Hawthorne @ College Drive	28	IB	1	0	Whitworth College Shelter	Within 1/4 Mile
Whitworth @ Wall	28	IB	1	0	Whitworth College Shelter	Within 1/2 Mile
Rowan @ Stone	27	OB	1	8	Crestline @ Joseph	Within 1/4 Mile
Rowan @ Stone	27	IB	12	0	Crestline @ Joseph	Within 1/4 Mile
Rowan @ Lacy	27	OB	1	14	Rowan @ Haven	Within 1/4 Mile
Rowan @ Lacy	27	IB	13	3	Rowan @ Haven	Within 1/4 Mile
Cook @ Wellesley	27	OB	0	33	Wellesley @ Cook	Within 1/4 Mile
Cook @ Hoffman	27	IB	20	0	Wellesley @ Cook	Within 1/4 Mile
Cook @ Rich	28	OB	11	25	Wellesley @ Cook	Within 1/4 Mile
Cook @ Rich	29	IB	21	7	Wellesley @ Cook	Within 1/4 Mile

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Northeast Community Center	27	OB	20	46	Empire @ Stone	Within 1/4 Mile
Northeast Community Center	27	IB	56	18	Empire @ Stone	Within 1/4 Mile
Washington @ Indiana	27	OB	5	26	Washington @ Mission	Within 1/4 Mile
Washington @ Nora	27	IB	31	2	Washington @ Mission	Within 1/4 Mile
Indiana @ Division	27	OB	10	11	Division @ Nora	Within 1/4 Mile
Indiana @ Division	27	IB	1	6	Division @ Nora	Within 1/4 Mile
Washington @ Maxwell	27	IB	20	19	Washington @ Mission	Within 1/4 Mile
Indiana @ Ruby	27	IB	4	12	Ruby @ Indiana	Within 1/4 Mile
Indiana @ Lidgerwood	27	OB	11	9	Ruby @ Indiana	Within 1/4 Mile
Indiana @ Lidgerwood	27	IB	6	2	Ruby @ Indiana	Within 1/4 Mile
Indiana @ Standard	27	OB	0	7	Hamilton @ Indiana	Within 1/4 Mile
Indiana @ Standard	27	IB	11	0	Hamilton @ Indiana	Within 1/4 Mile
Dakota @ Illinois	27	OB	0	7	Hamilton @ Indiana	Within 1/4 Mile
Dakota @ Illinois	27	IB	7	0	Hamilton @ Indiana	Within 1/4 Mile
Illinois @ Hamilton	27	OB	1	4	Hamilton @ Indiana	Within 1/4 Mile
Illinois @ Hamilton	27	IB	14	6	Hamilton @ Indiana	Within 1/4 Mile
Illinois @ Morton	27	OB	1	3	North Center @ Illinois	Within 1/4 Mile
Illinois @ Morton	27	IB	6	0	North Center @ Illinois	Within 1/4 Mile
Myrtle @ Cleveland	39	OB/IB	3	3	Myrtle @ Fredrick	Within 1/4 Mile
Myrtle @ Marietta	39	OB/IB	15	15	Myrtle @ Fredrick	Within 1/2 Mile
Marietta @ Rebecca	39	OB/IB	2	2	Fredrick @ Sycamore	Within 1/2 Mile

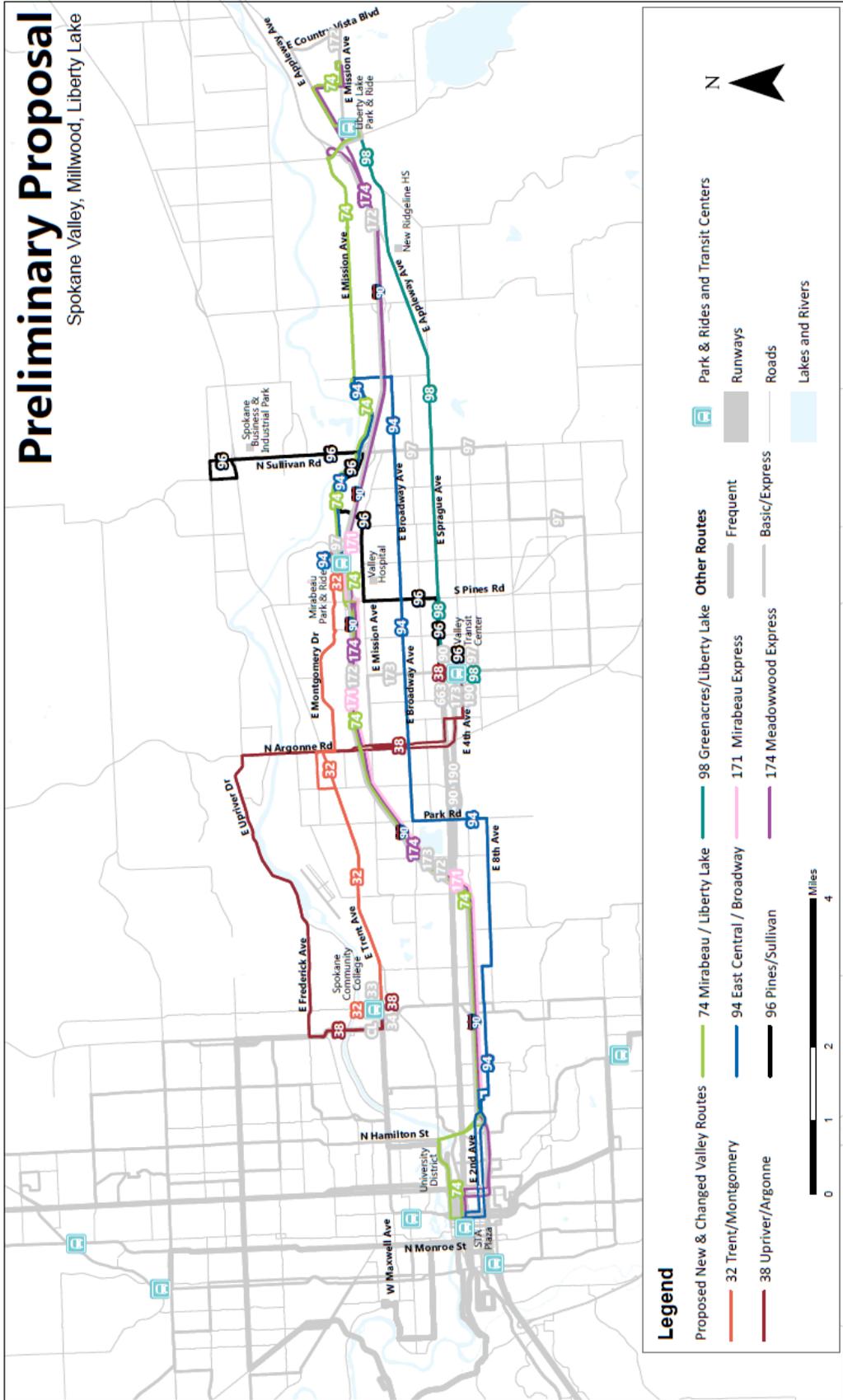
Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Freya @ Jackson	39	OB/IB	3	8	Greene @ Jackson	Within 1/2 Mile
Trent @ Havana	32	EB	0	6	4500 E Trent	Within 1/4 Mile
Trent @ Havana	32	WB	11	1	4500 E Trent	Within 1/4 Mile
Trent @ Florida	32	WB	0	0	4500 E Trent	Within 1/2 Mile
Trent @ Florida	32	EB	0	0	4500 E Trent	Within 1/2 Mile
Trent @ Julia	32	WB	0	1	Freya Way @ Trent	Within 1/2 Mile
Trent @ Julia	32	EB	1	1	Freya Way @ Trent	Within 1/2 Mile
Trent @ Freya	32	EB	5	0	Freya Way @ Trent	Within 1/4 Mile
Ray @ 32nd	43	IB	4	1	29th @ Ray	Within 1/4 Mile
Ray @ 32nd	43	OB	0	1	29th @ Ray	Within 1/4 Mile
Ray @ 35th	43	OB	0	0	Southeast Blvd. @ Regal	Within 1/4 Mile
Ray @ 35th	43	IB	2	1	Southeast Blvd. @ Regal	Within 1/4 Mile
Adams @ 6th	42	IB	26	0	5th @ Jefferson	Within 1/4 Mile
Adams @ 6th	42	OB	0	24	5th @ Jefferson	Within 1/4 Mile
Adams @ 8th	42	OB	2	18	Walnut @ 8th	Within 1/4 Mile
Cedar @ 8th	42	IB	16	0	Walnut @ 10th	Within 1/4 Mile
Cedar @ 10th	42	IB	8	0	Cedar @ 11th	Within 1/4 Mile
Adams @ 10th	42	OB	1	18	Cedar @ 11th	Within 1/4 Mile
10th @ Madison	42	OB	25	21	Cedar @ 11th	Within 1/2 Mile
Madison @ 12th	42	OB	0	0	Cedar @ 12th	Within 1/4 Mile
Madison @ 14th	42	OB	0	8	Madison @ 14th	Within 1/4 Mile

Spokane Valley/Millwood/Liberty Lake Network Adjustments

One of the projects included in the *STA Moving Forward* Plan was to “Add service on E Indiana Ave between the Spokane Valley Mall and Greenacres.” This was accomplished in May of 2017 with the implementation of the new Route 95 Mid-Valley. The Route 95 has been operating for almost three years. While ridership on the route has grown slightly, it is still lower than other similar routes. In 2019 the average ridership on the route was just 8.5 boardings per revenue hour. Other similar routes in the valley range between 12 and 15 boards per revenue hour. Changes are proposed to improve performance. To help identify other opportunities for efficiency, segments of routes were reviewed by stop level boardings and alightings by mile. Through this analysis two route segments were identified for which resources should be repurposed; the eastern segment of Route 98 (N Barker Rd and E Mission Ave) and the southern segment of Route 96 (S University Rd, 16th Ave, and S Pines Rd). The route network concept proposed below would repurpose some of the routes 95, 96 and 98’s resources by merging the routes 94 and 95, streamlining the Route 96, and redirecting the routing of Route 98 to more directly serve Liberty Lake and the new Ridgeline High School. The Route 74 is also proposed to be modified to provide weekday service to E Mission Ave that is currently provided by the route 98. The proposed concept would also keep the *STA Moving Forward* promise of providing service on E Indiana Ave between the Spokane Valley Mall and Greenacres as well as proposed changes to Liberty Lake service. A new route is proposed to connect Spokane Valley with routes operating in north Spokane via Millwood while adding a new connection to Spokane Falls Community College.

Preliminary Proposal

Spokane Valley, Millwood, Liberty Lake

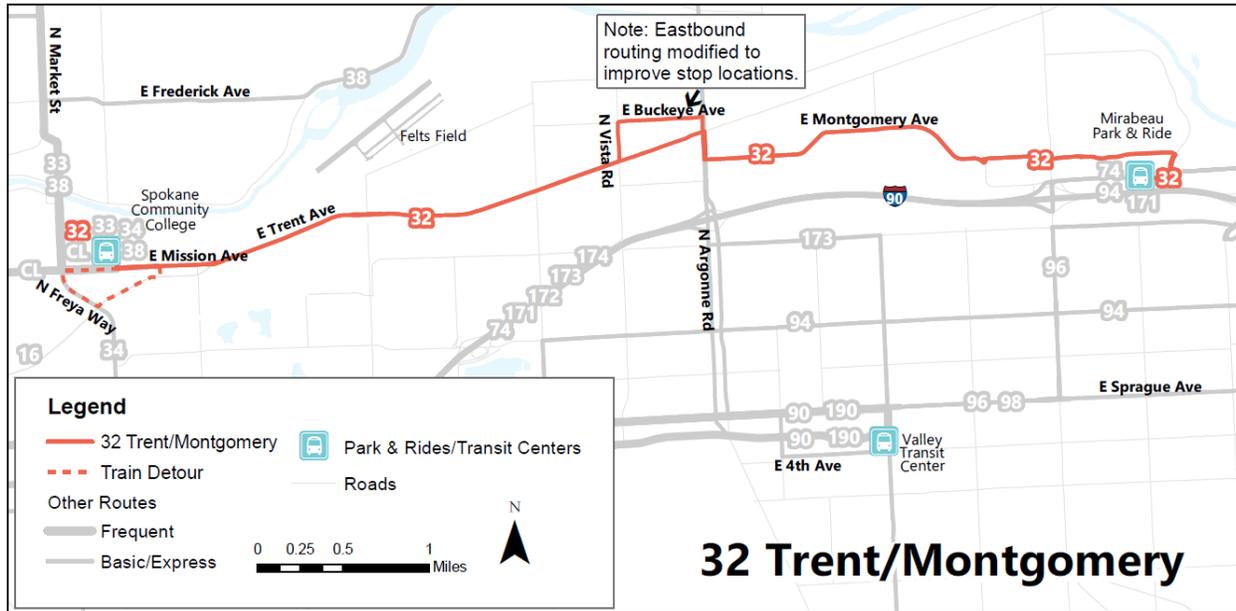


Legend

- Proposed New & Changed Valley Routes
- 74 Mirabeau / Liberty Lake
- 94 East Central / Broadway
- 96 Pines/Sullivan
- 98 Greenacres/Liberty Lake
- 171 Mirabeau Express
- 174 Meadowwood Express
- 32 Trent/Montgomery
- 38 Upriver/Argonne
- Other Routes
- Frequent
- Basic/Express
- Park & Rides and Transit Centers
- Runways
- Roads
- Lakes and Rivers

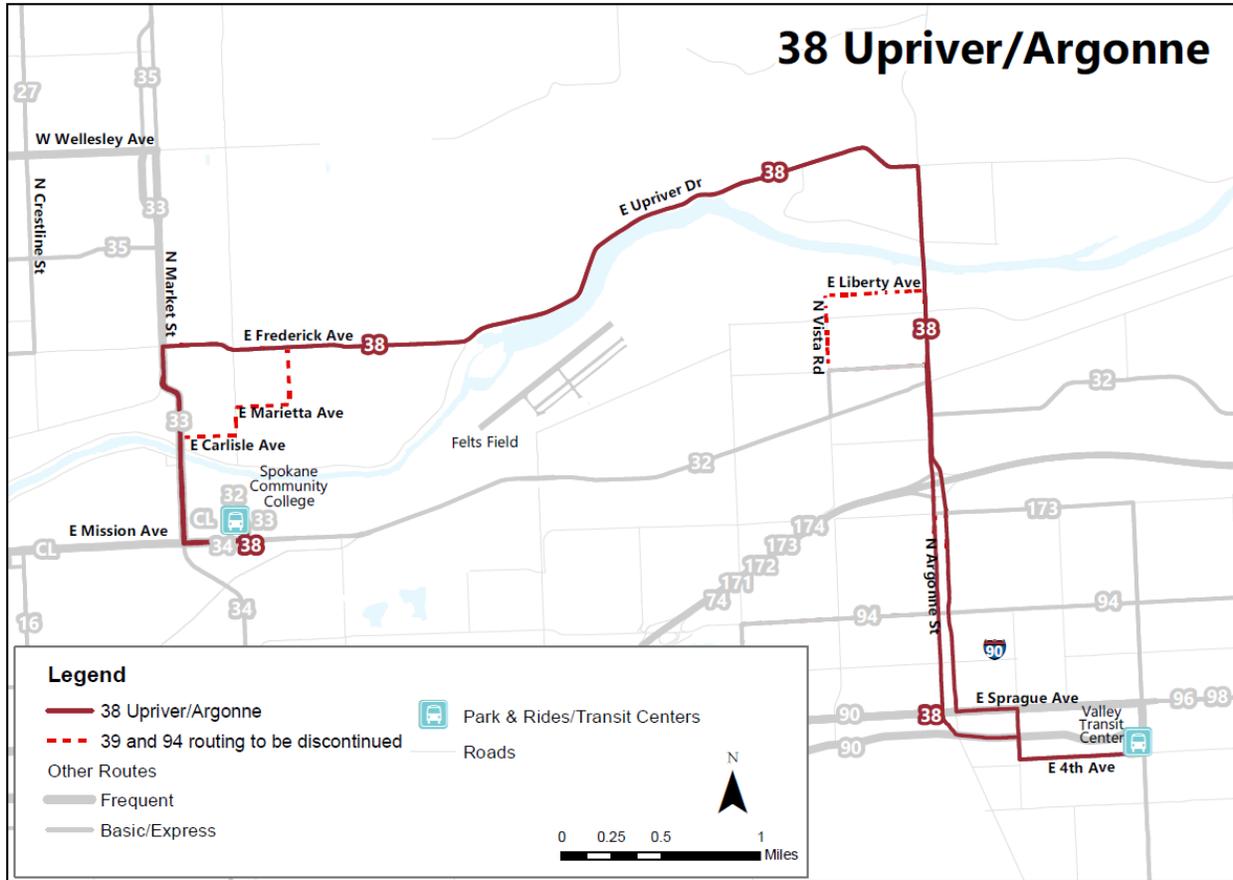
Route 32 Trent/Montgomery

Modify the eastbound routing to operate on N Vista Rd, E Buckeye Ave, and N Argonne Rd to enable more accessible stops through this Millwood segment (Department of Social and Health Services office). Furthermore, the route is proposed to remain on E Mission Ave between N Havana St and SCC instead of the current out of direction deviation via E Trent Ave, N Freya Way and E Mission Ave thereby providing a more direct routing. This current routing would be followed during railroad crossing delays.



New Route 38 Upriver/Argonne

This route would provide a new connection between Spokane Community College (SCC) and Spokane Valley. It would replace the Route 39 service in Minnehaha neighborhood, provide new service on Upriver Drive and Argonne Rd north of the Spokane River in Millwood and connect the Argonne Rd/Mullan Rd corridor to the Valley Transit Center. Service would be every 30 minutes on weekdays (service ends at 8 pm) and every hour off peak and Saturdays (9 am to 5 pm span). There would be no service on Sunday/Holidays.



Route 74 Mirabeau/Liberty Lake

The Route 74 would continue to provide service on weekdays between the Liberty Lake Park & Ride and the STA Plaza in Downtown Spokane. However, the route would be modified to serve the University District. The portion of the route between Mirabeau Park & Ride and Liberty Lake would also be modified to end at Meadowwood Technology Campus (Comcast) in Liberty Lake via E Indiana Ave, E Mission Ave, N Liberty Lake Rd, E Mission Rd, N Signal Dr, E Appleway Ave, N Molter Rd, and E Mission Ave. The route would replace the segment of the Route 98 that serves E Mission Ave between N Flora and N Harvard roads. Service on the Route 74 is proposed to be reduced to hourly during the midday and would not operate on weekends (currently does not operate on weekends).



Route 94 East Central/Broadway

As service to Millwood will be provided by the new Route 38, Route 94 is proposed to be extended east from Argonne and Mullan Roads. It will provide new service on E Broadway Ave between Argonne/Mullan and University Roads as well as absorb the current Route 95 pattern along E Broadway Ave, N Flora Rd, E Indiana Ave (Spokane Valley Mall), and end at the Mirabeau Park & Ride. There would be continuous service along E Broadway Ave between N Park and N Flora Roads. Route 95 would be discontinued.



Discontinue Route 95 Mid-Valley

As discussed earlier, the Route 95 is proposed to be discontinued. Most of the current routing would be served by the Route 94 with the exception of N University Rd between the VTC and E Broadway Ave (still served by Route 173 weekdays).

Route 96 Pines/Sullivan

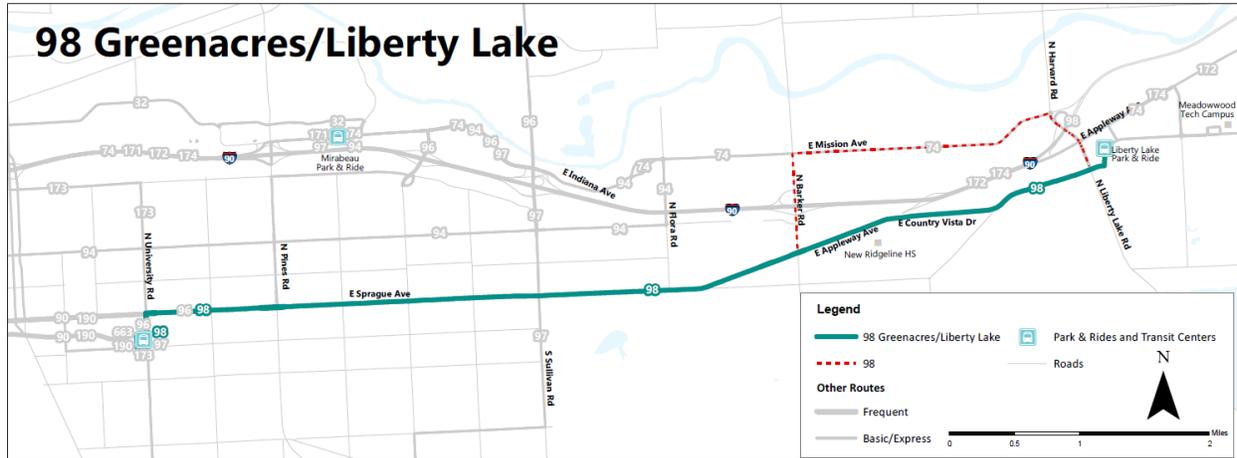
The Route 96 is proposed to be modified to serve E Sprague Ave between the VTC and S Pines Rd providing more service on E Sprague when combined with Route 98. The current Route 96 routing south from the VTC along S University Rd, E 16th Ave, and S Pines Rd between E 16th Ave and E Sprague Rd would be discontinued. Saturday span of service is proposed to be reduced to 8 am to 8 pm and Sunday/Holiday span of service would be reduced to operate between 9 am to 5 pm.



Route 98 Greenacres/Liberty Lake

The Route 98 is proposed to be modified to operate on E Appleway Ave/Country Vista Drive between Barker Rd and the Liberty Lake Park & Ride serving the new Ridgeline High School, newly constructed apartments, and retail development along the way. E Mission Ave between

N Barker Rd and the Liberty Lake Park & Ride would be served by the Route 74 on weekdays. Service along Barker Rd between E Appleway Ave and E Mission Ave would be discontinued and not served by any other routes.

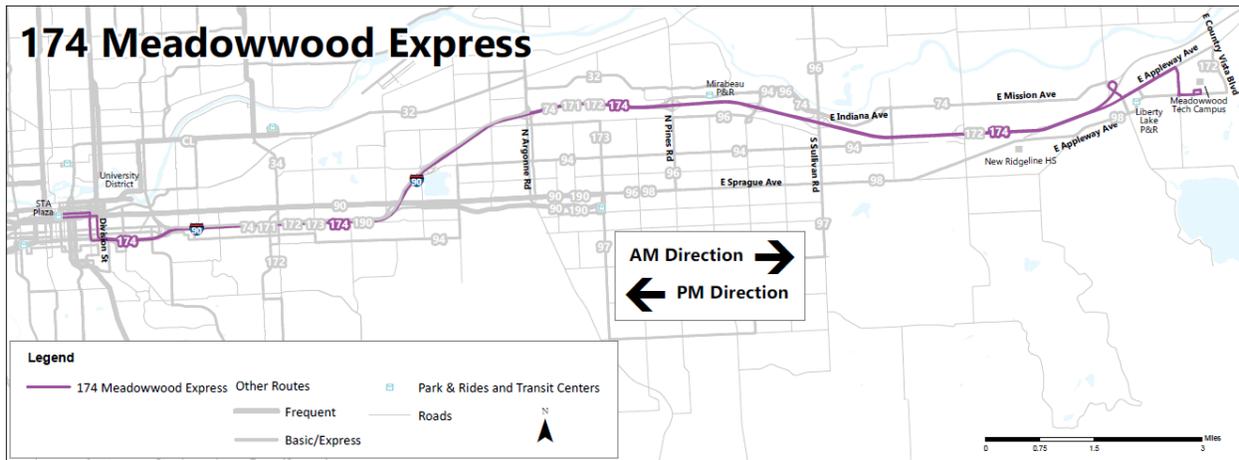


New Route 171 Mirabeau Express

The Route 171 is proposed to provide weekday peak service between Downtown Spokane and the Mirabeau Park & Ride. The new route would supplement the frequency of the Route 74 at the Mirabeau Park & Ride during the weekday peak travel times. See Route 74 section above for the map of the proposed routing.

New Route 174 Meadowwood Express

The Route 174 Meadowwood Express would provide peak weekday express service between Downtown Spokane to Liberty Lake employment sites along E Appleway Ave, N Molter Rd and end at the E Mission Ave Meadowwood Campus (Comcast). The route would operate in the eastbound direction in the AM peak and the westbound direction in the PM peak. It would be interlined with the current Route 172 Liberty Lake Express which provides service in the opposite direction. Both routes would not deviate to serve the Mirabeau Park & Ride and remain on I-90 between Liberty Lake and Downtown Spokane.



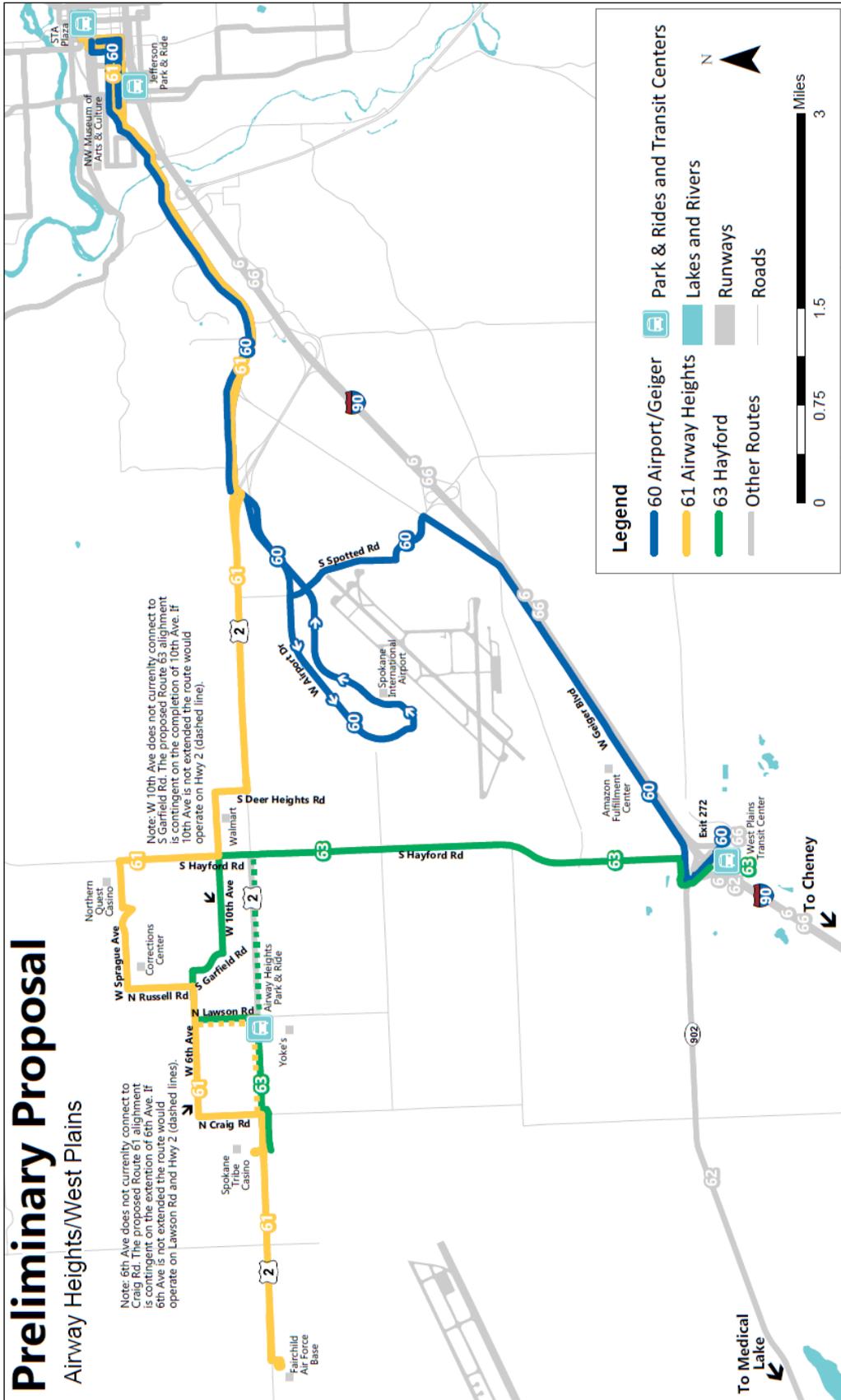
Related Stop Revisions

The implementation of route changes considered in this concept would result in the addition of new bus stops and the closure of others. The table below depicts the 2019 average daily boardings (Ons)/alightings (Offs) by bus stop and direction (outbound/inbound), closest alternate stop to stops that may be discontinued, and walking distance to the general location of the closest alternate stop.

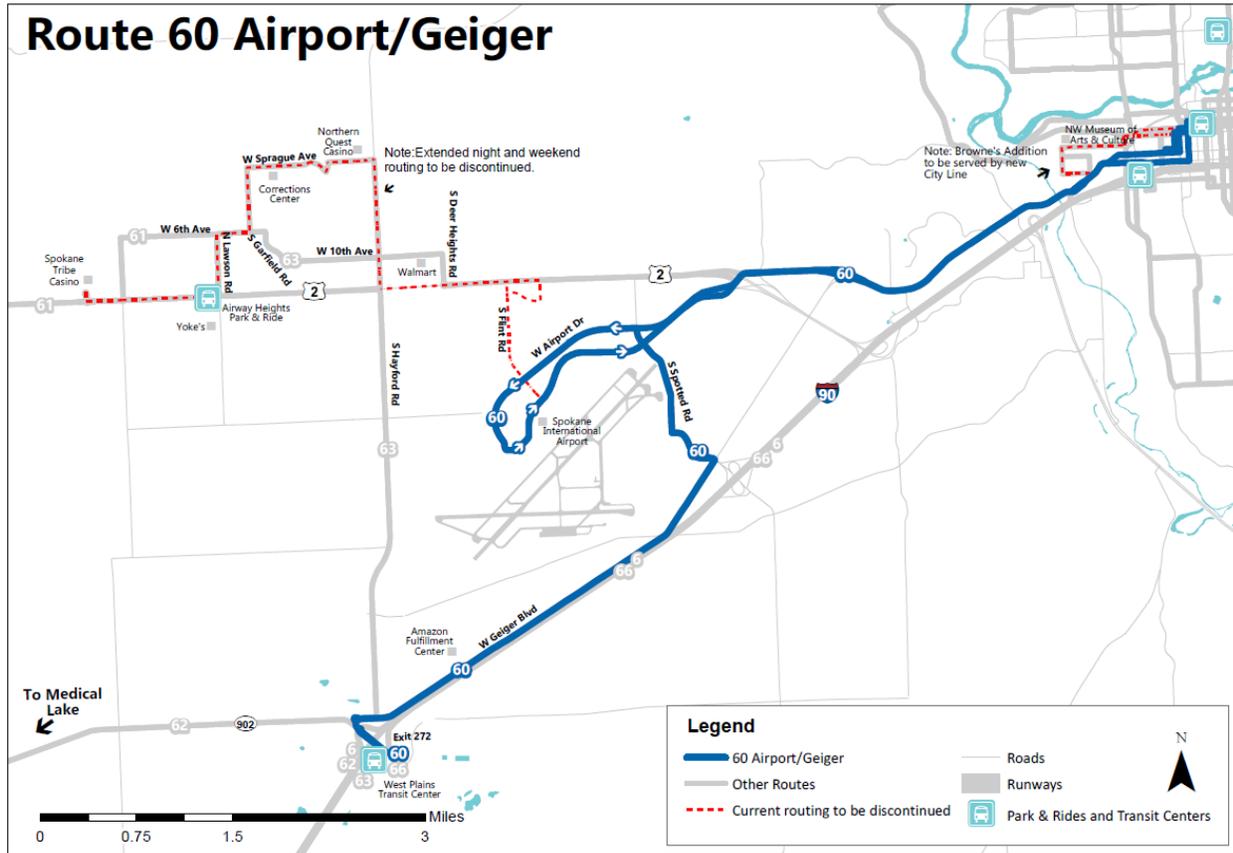
Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Liberty @ Marguerite	94	OB	1	11	Argonne @ Grace	Within 1/2 Mile
Vista @ Fairview	94	OB	0	5	Buckeye @ Dale	Within 1/2 Mile
16th @ University	96	OB	0	0	University @ 16th	Within 1/4 Mile
16th @ Pierce	96	IB	0	0	University @ 16th	Within 1/2 Mile
16th @ Pierce	96	OB	0	1	University @ 16th	Within 1/2 Mile
16th @ Bowdish	96	IB	2	0	University @ 16th	Within 1/2 Mile
16th @ Bowdish	96	OB	0	0	University @ 16th	Within 1/2 Mile
16th @ Union	96	IB	0	0	University @ 16th	Within 3/4 Mile
16th @ Union	96	OB	0	0	University @ 16th	Within 3/4 Mile
16th @ Pines	96	IB	0	0	University @ 16th	Within 1 Mile
16th @ Pines	96	OB	0	4	University @ 16th	Within 1 Mile
Pines @ 12th	96	IB	0	0	Sprague @ Pines	Within 1 Mile
Pines @ 12th	96	OB	0	0	Sprague @ Pines	Within 1 Mile
Pines @ 10th	96	OB	0	1	Sprague @ Pines	Within 3/4 Mile
Pines @ 10th	96	IB	2	0	Sprague @ Pines	Within 3/4 Mile
Pines @ 8th	96	IB	4	1	Sprague @ Pines	Within 1/2 Mile
Pines @ 8th	96	OB	2	0	Sprague @ Pines	Within 1/2 Mile
Pines @ 4th	96	OB	1	1	Sprague @ Pines	Within 1/4 Mile
Pines @ 4th	96	IB	2	0	Sprague @ Pines	Within 1/4 Mile
Pines @ 1st	96	OB	0	0	Sprague @ Pines	Within 1/4 Mile
Pines @ 1st	96	IB	3	0	Sprague @ Pines	Within 1/4 Mile
Barker @ Appleway	98	OB	1	1	Appleway @ Barker	Within 1/4 Mile
Barker @ Alki	98	OB	0	0	Appleway @ Barker	Within 1/4 Mile
Barker @ Boone	98	OB	0	6	Mission @ Harmony	Within 1/2 Mile
Barker @ Mission	98	IB	1	2	Mission @ Harmony	Within 1/4 Mile
Barker @ Mission	98	OB	0	3	Mission @ Harmony	Within 1/4 Mile

Airway Heights/West Plains Network Adjustments

Adding more trips and buses to Airway Heights during busy travel times was a planned *STA Moving Forward* improvement accomplished in 2017 by extending Route 60 to serve Airway Heights on the weekends. Further changes are necessary to avoid duplication of service through Browne's Addition. The Routes 61 and 60, which currently serve Airway Heights and the Spokane International Airport respectively, also serve Browne's Addition between Downtown Spokane and Sunset Highway. Starting in May of 2022, the City Line will provide frequent service to the Browne's Addition neighborhood. Both Routes 60 and 61 are proposed to be modified to no longer deviate through the neighborhood and instead operate on Sunset Blvd west of Downtown Spokane providing passengers more direct trips to their West Plains destinations. Further revisions to the West Plains routes are detailed in the section below.



Route 60 Airport/Geiger (formerly Airport via Browne's Addition)

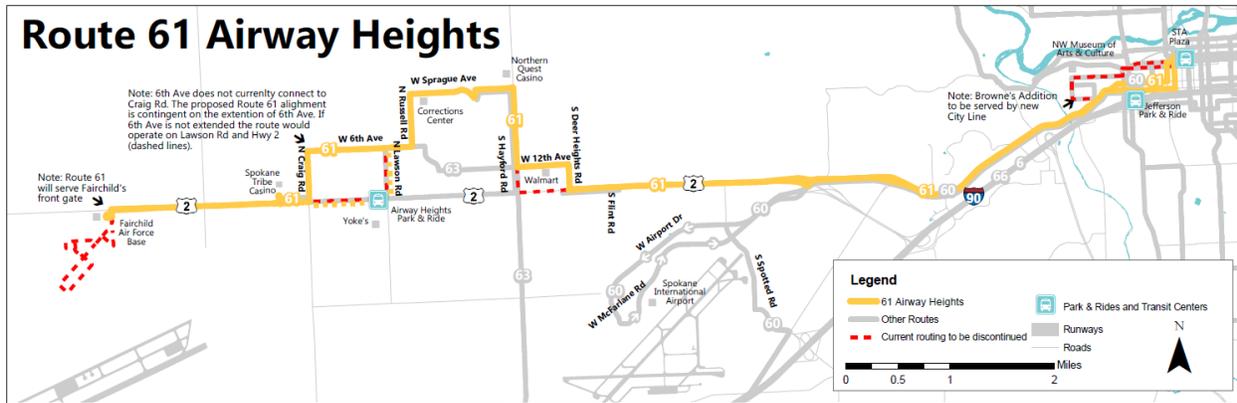


Route 61 Airway Heights (formerly Highway 2 via Browne's Addition)

Service through the Browne's Addition neighborhood would be discontinued and would operate on W Sunset Blvd due to the City Line serving the Browne's Addition neighborhood. The route would operate on S Deer Heights Rd and W 12th Avenue near Walmart in Airway Heights. The route is also proposed to be extended west on 6th Ave, contingent upon the 6th Ave being extended to N Craig Rd. Many apartments have been developed on 6th Avenue and STA has received several requests for service. If 6th Ave is not extended prior to the service change the route would operate on N Lawson Rd and terminate at the Airway Heights Park & Ride at Yoke's market. No trips on Route 61 would travel on Fairchild Air Force Base (FAFB). The frequency on weekends would be increased to 30 minutes due to the proposed Route 60 changes (the route would not be offset with Route 61 anymore to provide the STAMF promised increased frequency to Airway Heights).

A limited number of Route 61 trips currently travel on Fairchild Air Force Base (FAFB). These trips have experienced delays at the gate of FAFB due to security protocols causing traffic

congestion which can often impact on time performance. The combined average daily weekday ridership in 2019 for all the bus stops beyond the FAFB gate was 14 boardings and 24 alightings. STA buses would cease operating past the FAFB gate. Conceptually, a new FAFB-operated shuttle route operating beyond the gate could be designed to facilitate transfers with STA buses at the current FAFB gate stop. The shuttle would then transport passengers to their on-base destinations beyond the gate. The shuttle may provide access to more on-base destinations than the current Route 61 but would not be operated by STA.



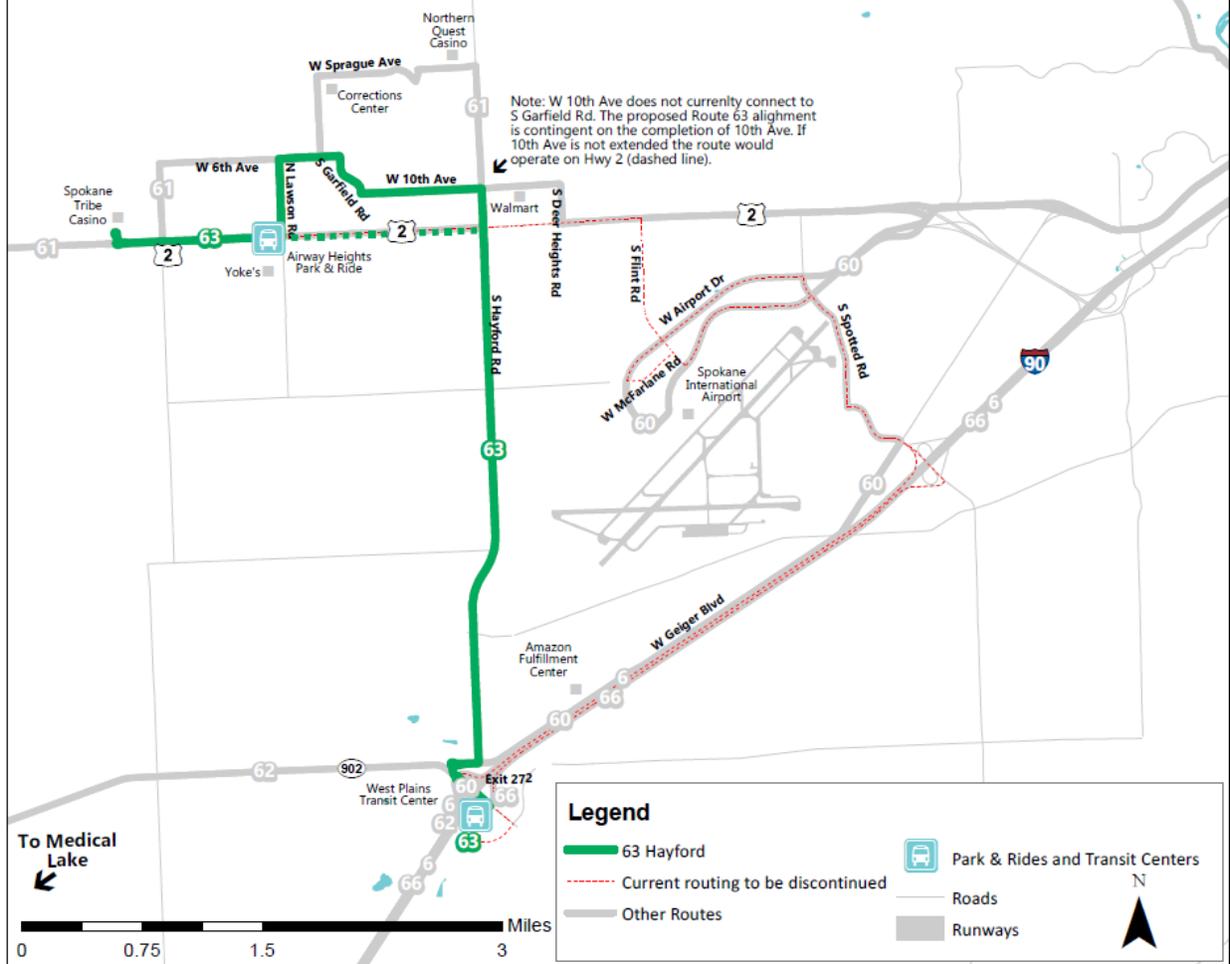
Route 62 Medical Lake

The routing would remain unchanged, but the weekend span of service would be reduced to provide less trips due to low ridership.

Route 63 Hayford

Route 63 is proposed to be modified to end at the Spokane Tribe Casino instead of the Airway Heights Park & Ride at Yoke's market. The route would also provide more direct service between the West Plains Transit Center (WPTC) and Airway Heights via Hayford Rd as well as provide new service to the neighborhood north of Hwy 2 currently served by Route 61 via 10th Ave, 6th Ave, and Lawson St. This means service to the Spokane International Airport would be discontinued. Service to SIA will still be provided by Route 60. The span of service would be modified to end at 8 pm weekdays. The weekend span of service would be reduced to operate between 9 am and 5 pm.

Route 63 Hayford



Related Stop Revisions

The implementation of the proposed route changes considered in this concept would result in the addition of new bus stops and the closure of others. The table below depicts the 2019 average daily boardings (Ons)/alightings (Offs) by bus stop and direction (outbound/inbound), closest alternate stop to stops that may be discontinued, and walking distance to the general location of the closest alternate stop.

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Fairchild @ Fitness Center	61	OB	0	1	Fairchild @ Front Gate	Within 1 Mile
Fairchild @ Spaatz	61	IB	0	0	Fairchild @ Front Gate	Within 1/2 Mile
Fairchild @ BX 101 Spaatz Rd	61	IB/OB	15	22	Fairchild @ Front Gate	Within 1/2 Mile
Fairchild @ Spaatz	61	OB	0	2	Fairchild @ Front Gate	Within 1/2 Mile
Hwy 2 @ Hayford (Walmart)	60, 61, 63	IB	84	9	Hwy 2 @ Hayford	Within 1/4 Mile
Flint @ Hilton	60, 63	OB	0	3	Hwy 2 @ Flint	Within 1/4 Mile
Flint @ Hilton	60, 63	IB	0	0	Hwy 2 @ Flint	Within 1/4 Mile
McFarlane @ Flint	63	OB	0	2	Airport Dr @ Flint	Within 1/4 Mile
Flint @ McFarlane	63	IB	1	0	Airport Dr @ Flint	Within 1/4 Mile
4th @ Hemlock	60, 61	Inbound	14	0	Cannon @ 4th (new City Line)	Within 1/4 Mile
4th @ Hemlock	60, 61	Outbound	0	13	Cannon @ 4th (new City Line)	Within 1/4 Mile
Maple @ Pacific	60, 61	Inbound	6	0	Pacific @ Oak (new City Line)	Within 1/4 Mile
Maple @ Pacific	60, 61	Outbound	5	30	Pacific @ Oak (new City Line)	Within 1/4 Mile
Pacific @ Cannon	60, 61	Inbound	43	0	Pacific @ Oak (new City Line)	Within 1/4 Mile
Pacific @ Cannon	60, 61	Outbound	3	29	Pacific @ Oak (new City Line)	Within 1/4 Mile

Proposed Service Frequency

The following table outlines the assumed frequency of service for each of the new and modified routes discussed in this Preliminary Proposal. This table is intended to provide planning level assumptions and the final schedules will be developed prior to the service change.

Assumed Approximate Frequency Shown in Minutes							
Route ¹	AM Weekday peak (~ 6:30-8:30 AM)	Mid-Weekday	PM Weekday peak (~ 4:00-6:30 PM)	Weekday Evening	Saturdays	Saturday Evenings/ Nights	Sundays and Holidays
City Line	7.5	10	7.5	15	15	30	15
25 Division	15	15	15	30-60	15-30	30	30
12 South Side Medical Shuttle	20	20	20	60 (ends 8 pm)	60	<u>NO SERVICE</u>	<u>NO SERVICE</u>
16 Napa/Cannon Hill Shuttle	30	30	30	60 (ends 8 pm)	60	<u>NO SERVICE</u>	<u>NO SERVICE</u>
22 Northwest Blvd	30	30	30	60	60	60	60
26 Lidgerwood/Empire	30	30	30	60 (ends 8 pm)	60	<u>NO SERVICE</u>	<u>NO SERVICE</u>
27 Crestline	<u>15</u>	30	<u>15</u>	30-60	<u>30</u>	30-60	<u>30</u>
28 Nevada	<u>15</u>	30	<u>15</u>	30-60	<u>30</u>	30-60	<u>30</u>
32 Trent/Montgomery	30	30	30	60	60	60	60
34 Freya	30	30	30	60 (ends 8 pm)	60	60 (ends 8 pm)	<u>NO SERVICE</u>
35 Francis/Market	30	30	30	60 (ends 8 pm)	60	<u>NO SERVICE</u>	<u>NO SERVICE</u>
38 Upriver/Argonne	30	30	30	60 (ends 8 pm)	60	<u>NO SERVICE</u>	<u>NO SERVICE</u>
43 Lincoln/29th	30	30	30	60	60	60	60
60 ² Airport/Geiger	30	30	30	60	60	60	60
61 Airway Heights	30	30	30	30-60	<u>30</u>	30-60	<u>30</u>
62 Medical Lake	60	60	60	60	<u>Reduced # of trips</u>	<u>NO SERVICE</u>	<u>Reduced # of trips</u>
63 Hayford	60	60	60	60 (ends 8 pm)	60	<u>NO SERVICE</u>	<u>60 (ends 5 pm)</u>
74 Mirabeau/Liberty Lake	30	60	30	60	<u>NO SERVICE</u>	<u>NO SERVICE</u>	<u>NO SERVICE</u>
94 East Central/Broadway	30	30	30	60	60	60	60

Assumed Approximate Frequency Shown in Minutes							
Route ¹	AM Weekday peak (~ 6:30-8:30 AM)	Mid-Weekday	PM Weekday peak (~ 4:00-6:30 PM)	Weekday Evening	Saturdays	Saturday Evenings/ Nights	Sundays and Holidays
96 Pines/Sullivan	30	30	30	60	60	60 (<u>ends 8 pm</u>)	60 (<u>ends 5 pm</u>)
98 Greenacres/Liberty Lake	30	30	30	60	60	60	60
144 North Express	<u>30</u>	NO SERVICE	<u>30</u>	60 (ends 7 pm)	NO SERVICE	NO SERVICE	NO SERVICE
146 Bernard/37th	30	60	30	60 (ends 7 pm)	NO SERVICE	NO SERVICE	NO SERVICE
171 Mirabeau Express	30	NO SERVICE	30	NO SERVICE	NO SERVICE	NO SERVICE	NO SERVICE
174 Meadowwood Express	30	NO SERVICE	30	NO SERVICE	NO SERVICE	NO SERVICE	NO SERVICE

1. Frequency data **underlined** indicates a change from current conditions or changes in service along a corridor. 2. The Route 60 frequency will be supplemented to address demand from Amazon shift changes as needed.

Plaza Operations

In 2018, STA worked with a consulting team to define the technical details of transit operations at the Plaza in order to deliver STA Moving Forward improvements and reduce the passenger-boarding impacts on adjoining buildings and businesses. In addition to the Board of Directors, the STA Citizen Advisory Committee, a technical team including staff from the City of Spokane and Downtown Spokane Partnership, coach operators, Downtown Spokane Partnership members, and round table of riders, also participated in the reviewing potential operational strategies and the evaluation of the strategies. In December of 2018 the Board accepted a roadmap to eliminate fixed-route bus boarding on sidewalks adjacent to the SRBC and Peyton buildings, continue to operate a “pulse” for the less frequent routes, have the more frequent routes “board and go,” and identify changes to curb lines to accommodate the revised operations. The curb line adjustments were completed through two construction projects over the past two years. The first phase of the plan, eliminating fixed-route boarding in front of SRBC, has been completed. While there are changes in the timing and scope of specific route adjustments, this preliminary proposal includes the completion of the revisions to Plaza Operations in 2022.

Budget Considerations

As stated in the Executive Summary, the Board affirmed an adjustment for the target for annual fixed-route revenue hours for 2023 from 515,000 hours to 488,000. This assumes that the deployment of *STA Moving Forward* will be revised but the *City Line* will begin service as planned in May of 2022.

The changes contained in this Preliminary Proposal are within the revised Board target of 488,000 revenue hours. The service plan is projected to require 132 buses at the peak period.

Other Considerations

Title VI of the Civil Rights Act

Section 601 of Title VI of the Civil Rights Act of 1964 states:

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Because STA will be implementing a Small Starts project, the City Line, as a part of these service changes, the Federal Transit Administration requires that STA conduct an equity analysis comparing service levels before and after the service change. This analysis will be conducted in conjunction with the preparation of the Draft Recommendation.

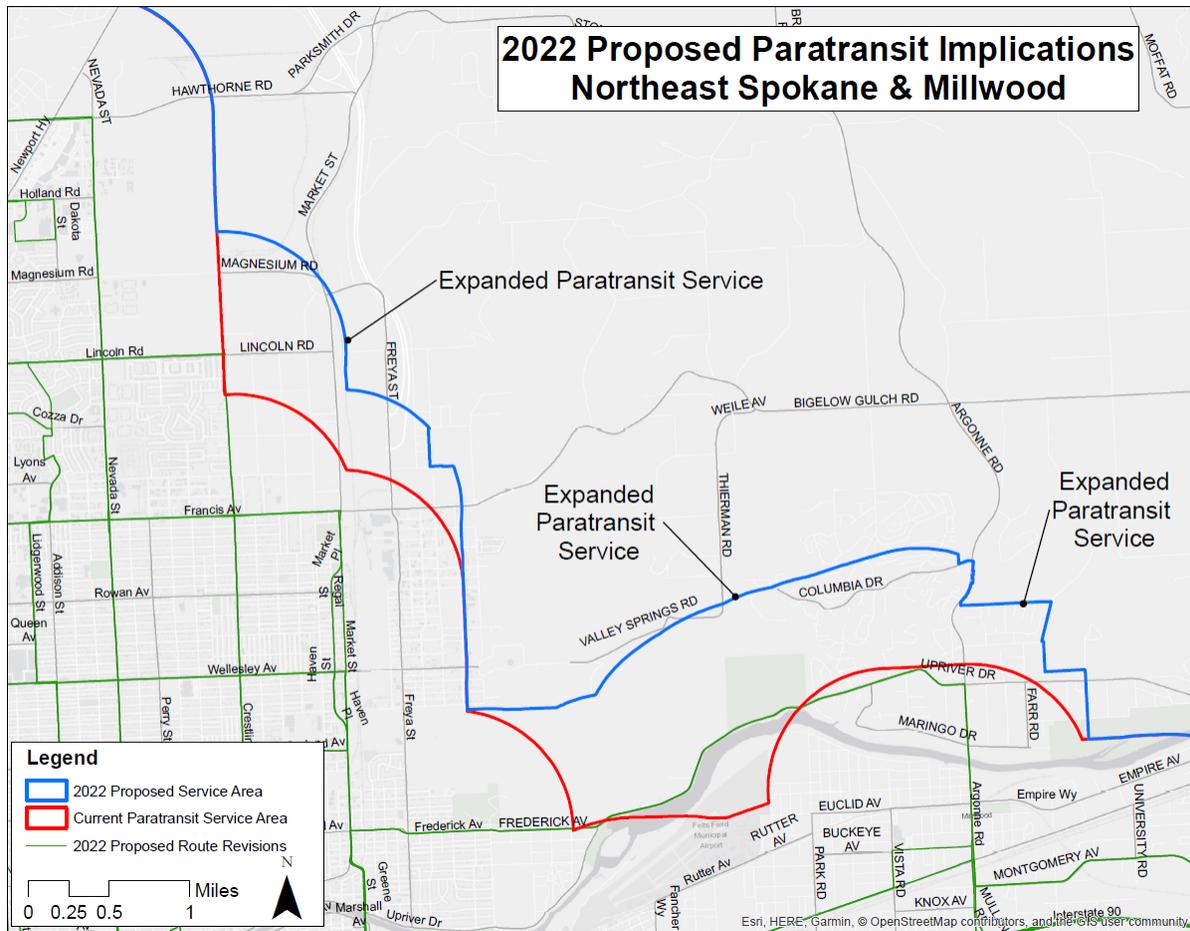
Paratransit Boundary Implications

Complementary Paratransit service is provided to persons whose disability precludes them from accessing conventional fixed-route bus service in accordance with the Americans with Disabilities Act (ADA). Pursuant to the ADA, Spokane Transit Paratransit service is provided within $\frac{3}{4}$ of a mile of each fixed route that is within the Spokane County Public Transportation Benefit Area (PTBA). Paratransit Policy 1.2 of the Comprehensive Plan for Public Transportation states that Spokane Transit will “adhere to a consistent boundary for Paratransit service availability relative to the maximum fixed-route service footprint and span provided.” Where there are exceptions, this policy makes it relatively simple to identify most locations that will be impacted by changes in routes that affect the Paratransit boundary. The maps on the following

pages show the Paratransit Service Area impacts should certain aspects of the Preliminary Proposal go into effect.

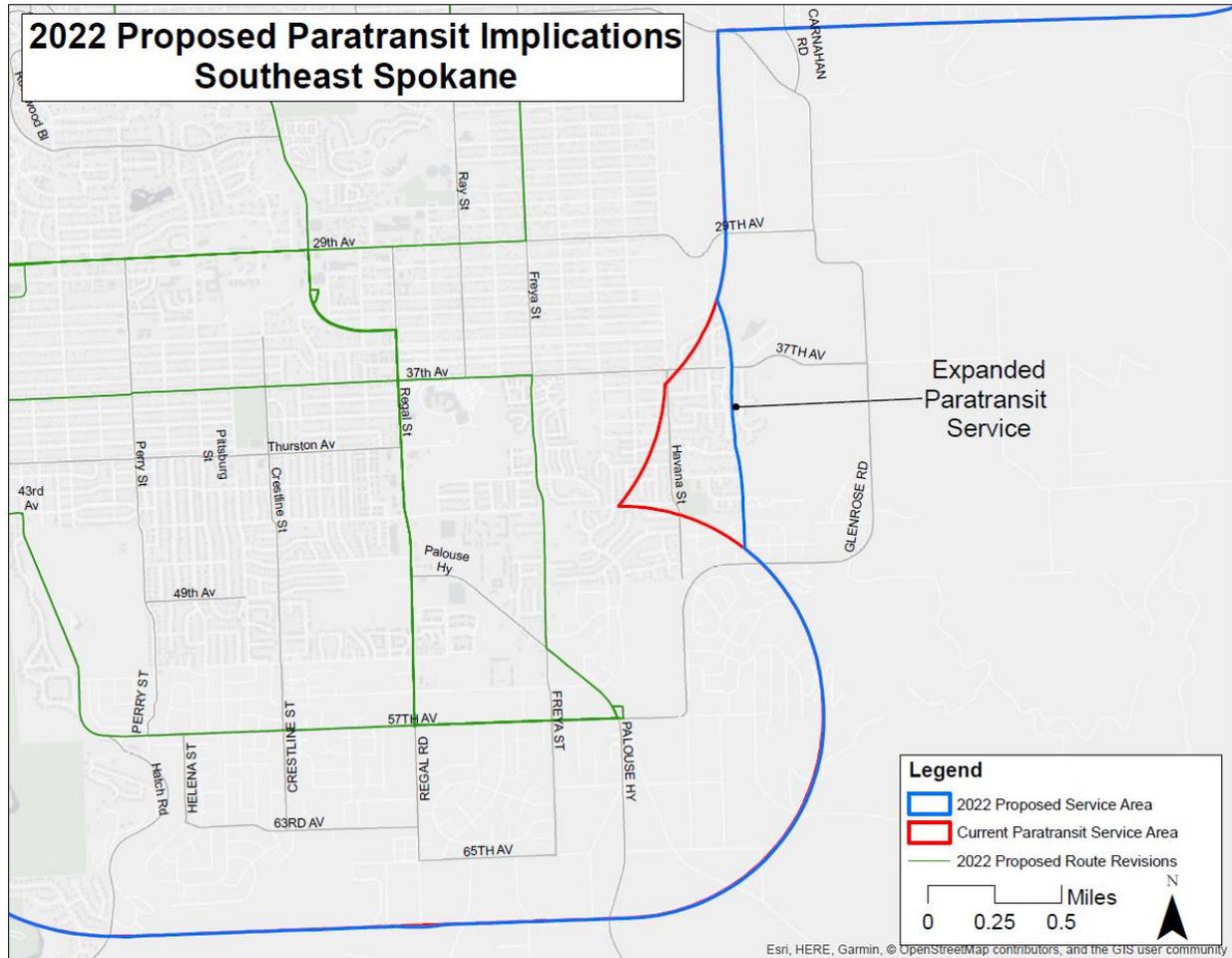
Paratransit Service Boundary Implications for Northeast Spokane & Millwood

The implementation of the proposed revisions for northeast Spokane and Millwood would expand the paratransit boundary as shown in the map below.



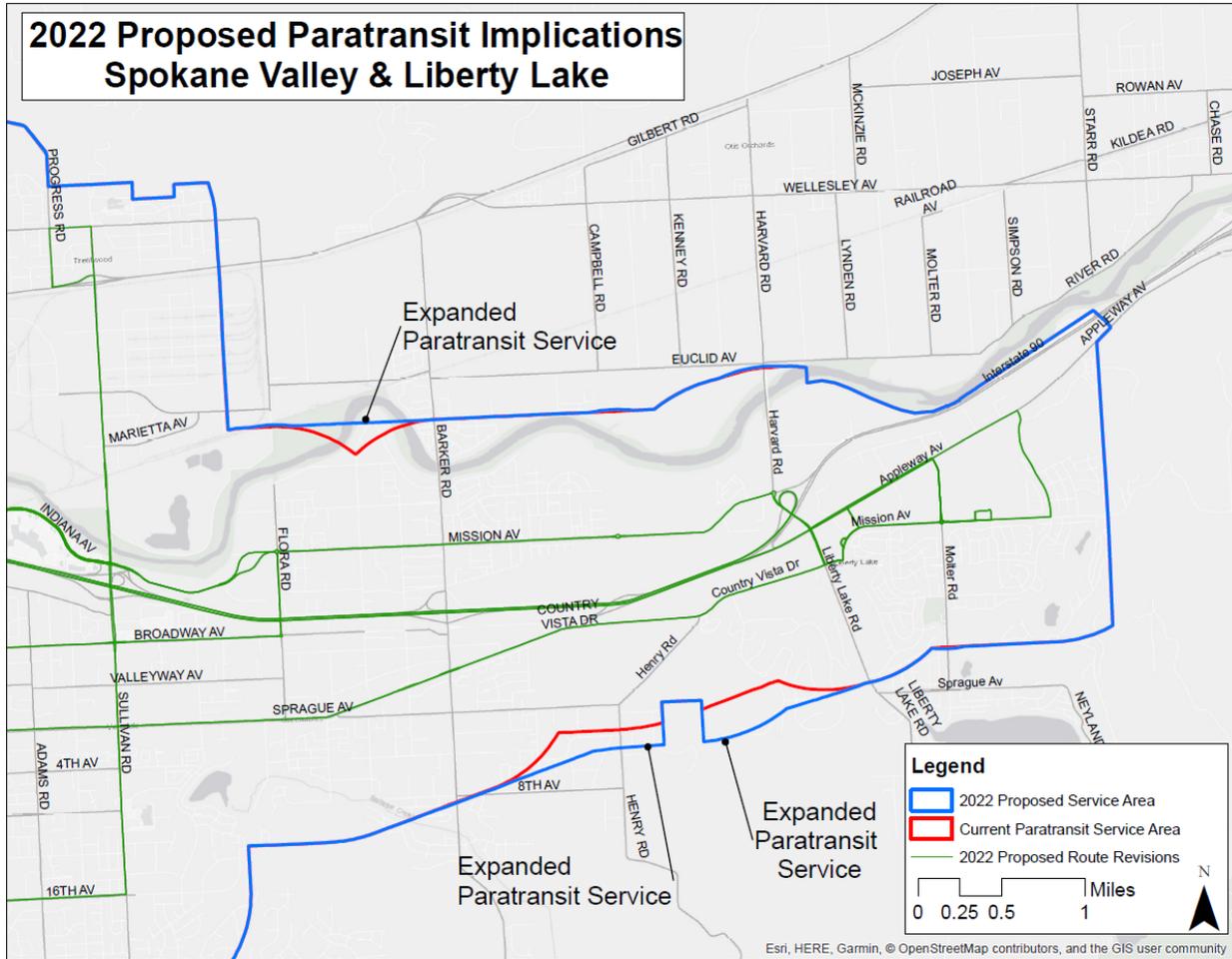
Paratransit Service Boundary Implications for Southeast Spokane.

The implementation of the proposed revisions for southeast Spokane would expand the paratransit boundary as shown in the map below.



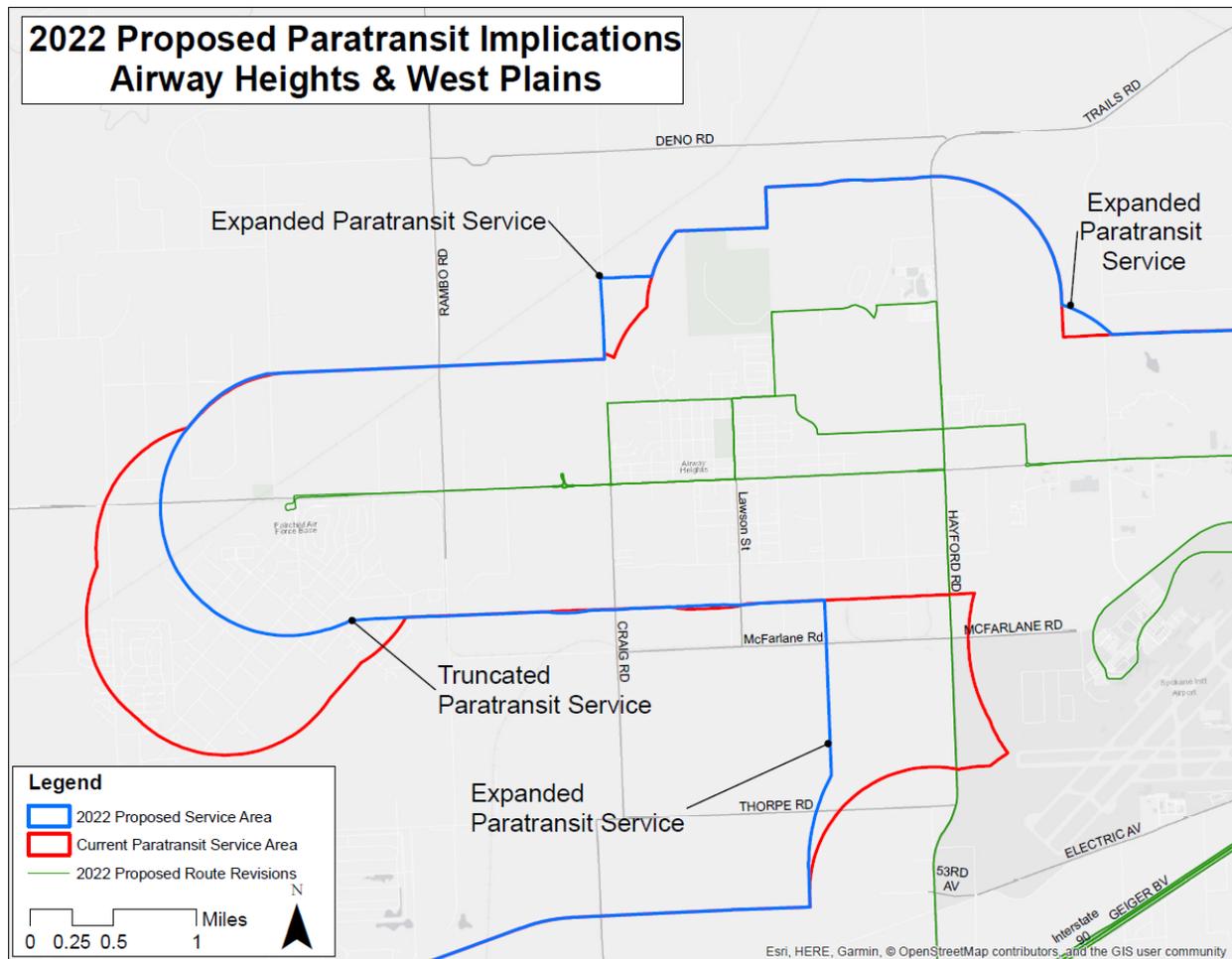
Paratransit Service Boundary Implications for the Spokane Valley and Liberty Lake

The implementation of the proposed concept for the Spokane Valley and Liberty Lake would expand the Paratransit boundary as shown in the map below.



Paratransit Service Boundary Implications for Airway Heights and Fairchild Air Force Base

The implementation of the proposed changes for the Fairchild Air Force Base, Airway Heights, and Spokane International Airport focus area would expand the Paratransit service boundary to the east and west of Airway Heights and truncate it on Fairchild Air Force Base (FAFB). In 2019, 743 paratransit trips by 17 customers were taken within the area on Fairchild Air Force Base that would no longer be within the paratransit boundary.



Appendix

Online Survey Summary Report

The following pages summarize feedback gathered through the online survey conducted February 2, 2020 to March 3, 2020. Results of the survey provide insight into the preferences and needs of current customers and other community members but is not a scientific measure of the relative importance of varying opinions.

Overview

Spokane Transit Authority (STA) hosted an online survey from February 2 to March 3, 2020 to seek feedback on a preliminary proposal of route changes in three focus areas within STA's service area:

- North Spokane
- Airway Heights/Spokane Airport/Fairchild Air Force Base
- Greater Spokane Valley

The online survey was the primary feedback tool for the Preliminary Proposal phase of planning the service revisions. It provided project background information and a survey form. Through this online survey, the public, community groups, and project stakeholders could learn about the project and provide input to help inform STA's service changes in the three focus areas. STA will use public input and additional analysis to develop a draft recommendation for service changes. The online survey asked participants to provide feedback on proposed service change concepts in the three focus areas, detailed in Appendix B. Each concept was accompanied by maps of the proposed changes.

The online survey followed an online workshop held October 10 to November 7, 2019 that provided stakeholders the chance to give feedback on service changes in the focus areas. STA used public feedback and analysis to develop the preliminary proposal on route changes.

Project outreach objectives

This engagement provided the public, community groups, and project stakeholders the ability to learn about the proposed route changes and provide input to help inform STA's draft recommendation on route changes in these focus areas. The outreach objectives included:

- Provide context related to STA's existing service and proposed service changes
- Break down complex technical information in an easy to understand format through interactive tools
- Seek feedback on proposed route changes in the three focus areas

The project team anticipated the outreach would result in the following outcomes:

- Enable stakeholders to understand how service may change in the future as an outcome of the Preliminary Proposal for Service Changes 2020-2022
- Enable stakeholders to provide input on proposed service changes in the three focus areas
- Enable stakeholders to feel that their input was recorded in meaningful ways and will genuinely affect next steps

Outreach notification process

The following methods were used to share information about the survey with community members:

- Posted notice of the survey on all fixed-route STA buses
- Posted notice of the survey at key STA facilities
- Audible notices of the survey on routes with proposed changes
- Posted notice of the survey at bus stops of routes planned to be discontinued and with high ridership with proposed changes
- Paid social media advertising targeted to stakeholders

- Printed advertising in Black Lens and Fig Tree publications
- Emails encouraging participation to Spokane County Commute Trip Reduction, City of Spokane Neighborhood Councils, organizations that serve low-income, minority, and LEP populations, and partner agencies
- Staff attendance at neighborhood meetings and other meetings upon request
- STA staff tabling at the Northeast Community Center

Key Findings

Generally, stakeholders responded positively to proposed services change concepts, as noted by the percentage of participants who indicated they supported all or some of the concept scenarios. In both Northeast Spokane and Airway Heights, Concept A appeared to be the more popular option. Participants responded most negatively to changes that proposed route elimination.

The list below provides an overview of support for proposed concepts. Themes from feedback and the most repeated themes from the write-in comments are detailed in the following sections.

Northeast Spokane

- Concept A: 69% support
 - Maintain the Route 39 to Minnehaha
 - Serve East Hillyard/URM
 - Maintain routes 26 and 28 connection to the University District
 - Serve Northpointe/Newport Highway with Route 5/25
 - Maintain direct South Hill connection of Route 47
- Concept B: 65.5% support
 - Support Route 39 to Minnehaha
 - Support of increased frequency
 - Maintain routes 26 and 28 connection to the University District
 - Maintain Route 27 connection to the downtown
 - Support for Route 2

Airway Heights/Spokane Airport/Fairchild Air Force Base

- Concept A: 78% support
 - Support for Route 60/61 to avoid Browne's Addition
 - Support for direct route between Spokane and Airway Heights
 - Desire to keep the Browne's Addition/Highway 2/Airport Airway Heights connection
- Concept B: 61% support
 - Important to have a direct route between Airway Heights and downtown
 - Support increased frequency of service to Spokane International Airport
 - Too many routes servicing Spokane International Airport

Greater Spokane Valley

- Proposed concept: 77% support
 - Concern about discontinuation of Route 74, including: travel time from Liberty Lake; frequency from Mirabeau Park-and-Ride
 - Support for proposed Route 92 and desire to keep Route 95
 - Concerns about getting to Walmart

- Desire for service on Barker Road

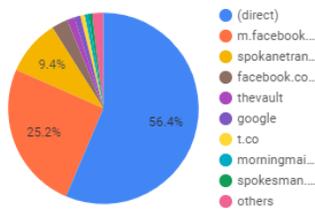
Results overview

The site had 4,467 visits by 3,806 individual users between February 2-March 3, 2020. The most daily visits were observed on February 13, with nearly 700 visitors to the site.

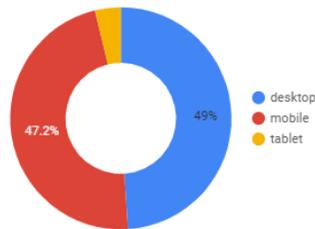
Site analytics

Over half of site visits were the result of a “direct” search, meaning visitors entered the site URL directly into their browser. Facebook referrals accounted for 25.2% of visits. Traffic sources, device, and visitor location are shown below. Full site analytics are detailed in Appendix A.

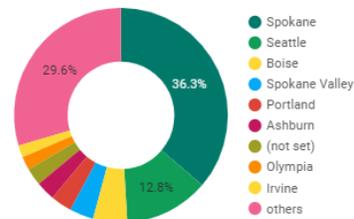
Traffic Source



Device



Visitor Location



The following sections received the most visits:

- Welcome (6,475 visits)
- Take the survey (5,436 visits)
- Next steps (1,757 visits)

Online survey

Overview

The online survey received 884 responses. The majority of comments addressed proposed changes in Northeast Spokane and the Greater Spokane Valley, with 349 and 334 responses for each area, respectively.

For each proposed concept, participants were asked to indicate their preference for the concept and proposed changes to individual routes based on the following categories:

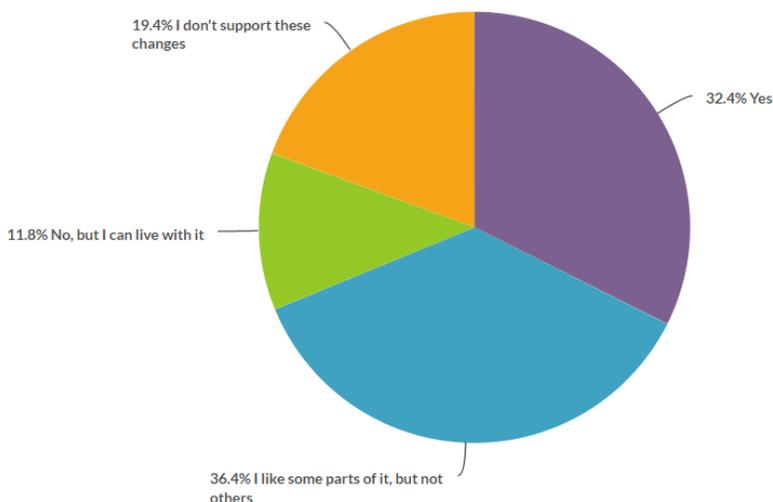
- Yes
- I like some parts of it, but not others
- No, but I can live with it
- I don't support these changes

Participant feedback for the proposed concepts in each of the focus areas is detailed below.

Northeast Spokane

Concept A:

- 69% of respondents either supported or liked some parts but not others
 - Over 50% of respondents supported proposed changes to routes 47, 92
- 19.5% of respondents did not support Concept A
 - Over 50% of respondents did not support changes to routes 26, 29, and 39
- Response for routes 5/25, 27, 28, 56 were divided between support and opposition

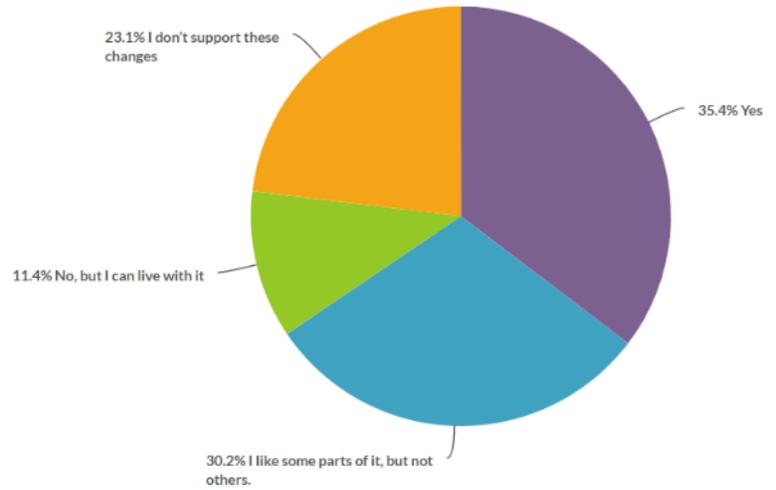


Route #	Good (5)	Might be good (4)	Doesn't affect me (3)	Might be bad (2)	Don't do it (1)	Average Score
5	13	3	2	2	8	3.4
26	6	3	2	6	18	2.2
27	21	8	0	6	15	3.3
28	8	5	2	3	6	3.3
29	3	2	0	3	8	2.3
39	2	3	0	5	17	1.8
47	15	6	0	1	0	4.6
56	6	1	0	2	1	3.9
92	14	5	2	2	2	4.1

Northeast Spokane (continued)

Concept B:

- 65.5% of respondents either supported or liked some parts but not others
 - Over 50% of respondents supported proposed changes to routes 2, 5/25, 28, 47, 92
- 34.5% of respondents did not support Concept B
 - Over 50% of respondents did not support changes to routes 29, 39
- Responses for Route 26 were divided between support and opposition

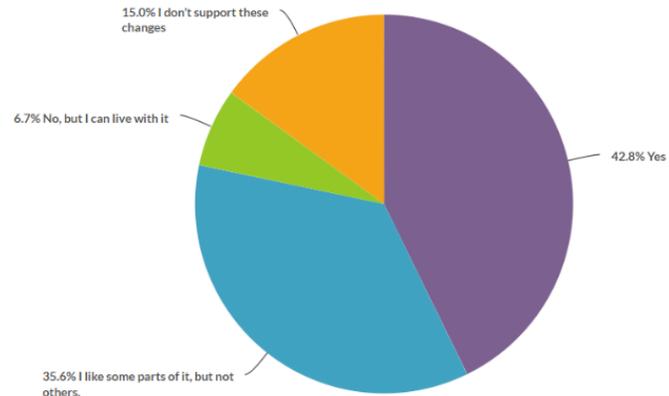


Route #	Good (5)	Might be good (4)	Doesn't affect me (3)	Might be bad (2)	Don't do it (1)	Average Score
2	22	5	0	3	7	3.9
5	8	4	0	1	7	3.3
26	6	0	0	6	12	2.3
28	7	5	0	2	6	3.3
29	1	4	0	0	6	2.5
39	1	4	0	1	16	1.8
47	10	4	0	0	3	4.1
92	9	3	1	3	1	3.9

Airway Heights/Spokane Airport/Fairchild Air Force Base

Concept A:

- 78% of respondents either supported or liked some parts of Concept A but not others
 - Over 50% of respondents supported proposed changes to routes 60 and 63
- 22% of respondents did not support Concept A
 - Nearly 30% of respondents did not support proposed changes to Route 61
- Response for Route 61 were divided between support and opposition

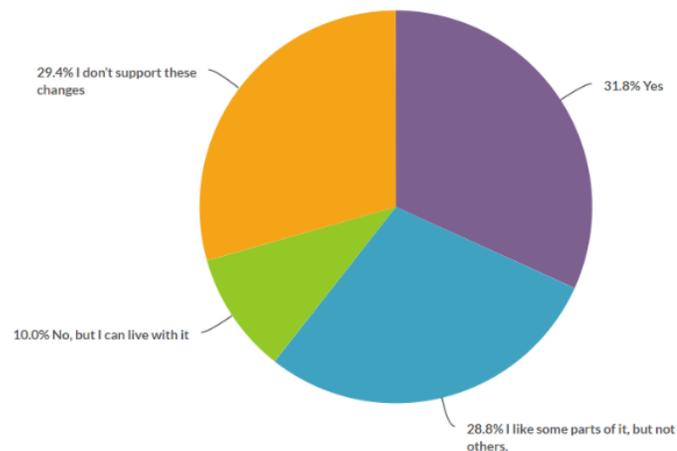


Route #	Good (5)	Might be good (4)	Doesn't affect me (3)	Might be bad (2)	Don't do it (1)	Average Score
60	14	6	2	0	8	3.6
61	13	5	1	2	9	3.3
63	10	5	0	1	2	4.1

Airway Heights/Spokane Airport/Fairchild Air Force Base

Concept B:

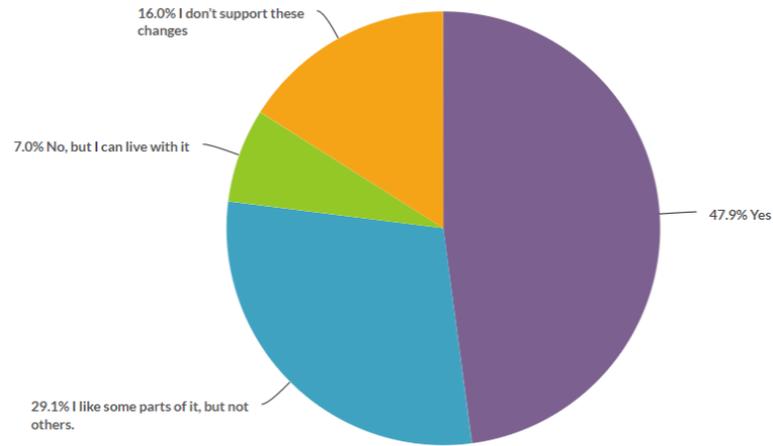
- 61% of respondents either supported or liked some parts of Concept B but not others
 - Over 50% of respondents supported proposed changes to Route 63
- 39% of respondents did not support Concept B
 - Over 50% of respondents supported proposed changes to Route 61
 - Responses for Route 60 were divided between support and opposition



Route #	Good (5)	Might be good (4)	Doesn't affect me (3)	Might be bad (2)	Don't do it (1)	Average Score
60	4	6	2	2	7	2.9
61	4	6	3	1	10	2.7
63	7	6	0	3	1	3.9

Greater Spokane Valley

- Proposed concept:
 - 77% of respondents either supported or liked some parts of proposed concept but not others
 - Over 50% of respondents supported proposed changes to routes 71, 72, 92, 96, 98, and 171
 - 23% of respondents did not support the proposed concept
 - Over 50% of respondents did not support changes to routes 74, 95



Responses for routes 93, 94, and 174 were divided between support and opposition

Route #	Good (5)	Might be good (4)	Doesn't affect me (3)	Might be bad (2)	Don't do it (1)	Average Score
71	7	4	0	1	3	3.7
72	8	3	0	4	2	3.6
74	6	7	0	9	17	2.4
92	9	2	0	0	5	3.6
93	4	1	0	1	3	3.2
94	7	2	0	2	4	3.4
95	4	1	0	4	17	1.9
96	9	1	0	2	5	3.4
98	12	0	0	2	2	4.1
171	15	7	0	2	1	4.3
174	8	3	0	1	1	4.2

Open-ended comments

Participants also had the opportunity to provide open-ended feedback on each focus area. The feedback themes and example comments are outlined below. Qualitative, open-ended feedback was coded based on generalized topics and themes. Some comments included multiple themes or no general themes, so total number of respondents is inexact.

Northeast Spokane

Concept A (180 comments)

- Maintain routes 26 and 28 on Nevada and provide direct routes through the University District
- Serve East Hillyard/URM on North Freya
- Route 5/25 should serve Northpointe/Newport Highway
- Increase service frequency, particularly for Route 27
- Support for Route 47 to have direct South Hill connection
- Euclid and Crestline areas should have direct service to downtown and service to the Plaza
- Increase east-west connections and routes north
 - Example comment:
It would be nice if there were more East/West connections that weren't so dependent on the 33. Right now to get from where I live to the western side of the city I automatically have to transfer twice. And that get's to be really difficult when the times don't always line up well.
- Maintain Route 39
 - Example comment:
Don't discontinue route 39. The neighborhood between the SCC stop and Myrtle and Frederick have a large proportion of Spokane's Disabled and Elder communities. By discontinuing route 39 it would be impacting the people who rely on that route as their only mode.
- Concerns about how discontinued routes will affect lower income, elderly and people with limited mobility
 - Example comment:
My 82 years old neighbor has mobility issues and having her walk over 1/4 mile to the nearest bus stop will basically lose her freedom to get around town without family. Also, I have a 92 years old neighbor that has good mobility, but 1/4 mile walk would be too much, especially if it's winter.

Concept B (139 comments)

- Support for Route 2 and desire to extend it to Maple/Ash
- Maintain routes 26 and 28 on Hamilton Stand provide direct routes through the University District
- Maintain Route 27 access to downtown
- Maintain Route 39 to Minnehaha
- Limit transfers
- Increase service frequency
 - Example comment:

Love the greater frequency of some routes - could be even better most routes came every 15 minutes. That's probably the most frustrating thing about the system as a whole right now.

- Provide service to medical facilities
 - Example comment:
Needs service along Lidgerwood to serve hospital and neighboring doctors offices, as riders rely on this service now. Make sure there is good access to low-cost health care services.

Airway Heights/Spokane Airport/Fairchild Air Force Base

Concept A (82 comments)

- Additional service to Spokane International Airport is not needed
- Increase service frequency to Spokane International Airport
- Preference for direct route between Spokane and Airway Heights
 - Example comment:
I think it's important to maintain a direct route from downtown to Airway Heights, not via the airport. While personally I would like to have 15-minute service to the airport, I think it's more important to have a direct route for those who live/work in Airway Heights.
- Support for Route 60/61 to avoid Browne's Addition
- Desire to keep the Browne's Addition/Highway 2/Airport Airway Heights connection
 - Example comment:
Bypassing Browne's Addition would be dreadful for the residents of that area. There are many of us who use STA to travel from this historic and densely populated area of the city west of town to the Airport and West Plains.

Concept B (75 comments)

- Important to have more routes to downtown and a direct route between Airway Heights and downtown
 - Example comment:
I absolutely do not support changes that will discontinue a direct route from Airway Heights to downtown.
- Keep Route 61 on Highway 2; avoid Spokane International Airport
 - Example comment:
Instead of Routes 60 and 61 serve the Airport Terminal, have 60 and 63 instead. Route 61 does not need to deviate away from Highway 2.
- Too many routes servicing Spokane International Airport
- Support increased frequency of service to Spokane International Airport
 - Example comment:
There should be a direct route from Spokane to Airway Heights, but there is still a need to improve frequency at the airport. There should be an airport shuttle which runs frequently, especially at peak flight hours like 7-9 am.

Greater Spokane Valley (163 comments)

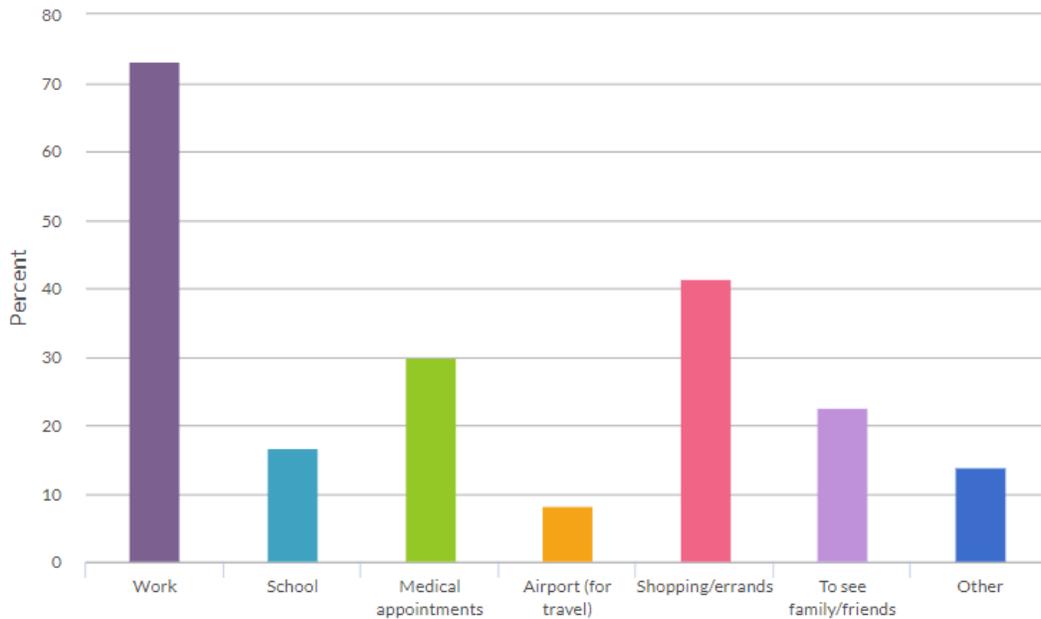
- Support for Route 92
- Concern/disappoint about discontinuation of Route 74, including travel time from Liberty Lake; frequency from Mirabeau Park-and-Ride

- Example comment:
A time study should be provided on the proposed discontinuation of route 74 and replacement by route 71 and 72. From my estimate, this change will add 20% or more time for the riders of route 74 that were going from downtown to Liberty Lake.
- Desire to maintain Route 95 and concerns about getting to Walmart
- Desire for service on Barker Road
 - Example comment:
With all of the development of housing and businesses around Barker Road, I think we need a bus that goes down Barker Road and connects with either the Liberty Lake Park and Ride or the Mirabeau Park and Ride

STA service use overview

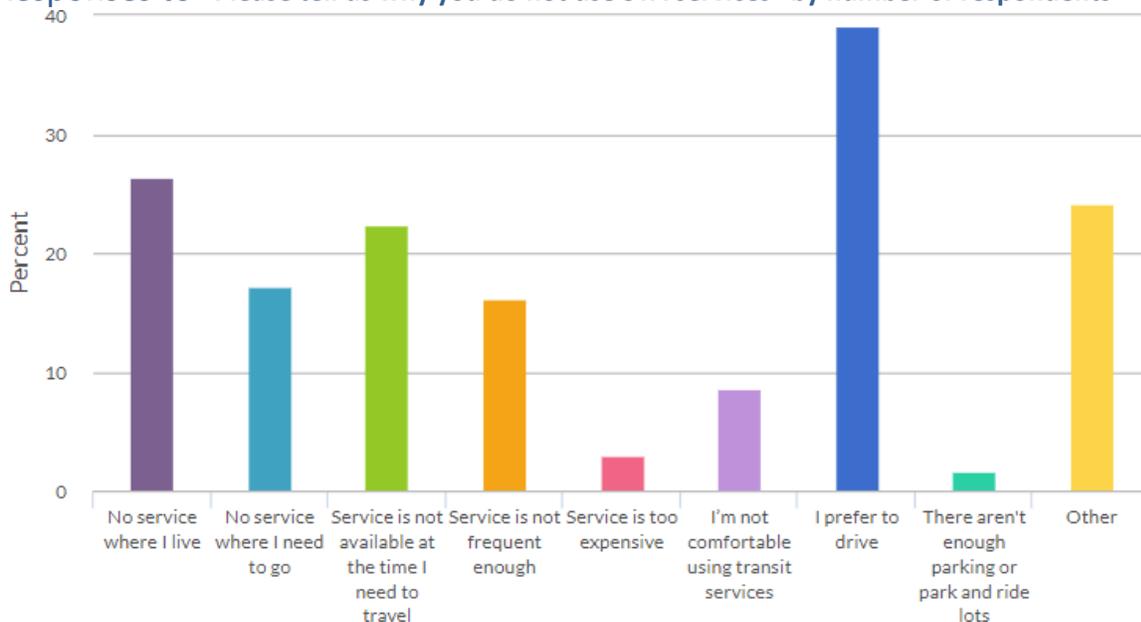
Of the survey respondents, 79.4% (674 responses) indicated they use STA services, of which 662 indicated they use STA bus service. Of bus service users, 483 respondents (73%) indicated they use bus service three or more days per week. The majority of bus trips are for work, followed by shopping and medical appointments. The figure below shows how respondents use STA bus service.

Responses to “Where do you usually go when you are using the bus?” by number of respondents



Of the 175 survey respondents who do not use STA services, the figure below shows the reasons why respondents do not use STA services.

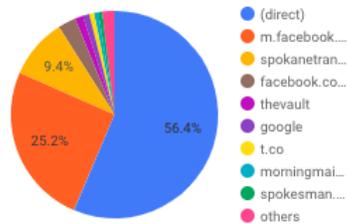
Responses to “Please tell us why you do not use STA services” by number of respondents



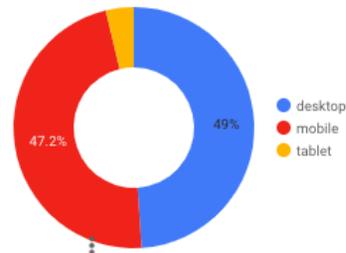
Appendix A: Survey analytics overview

Sessions	Users	Avg. Session Duration	Bounce Rate
4,467	3,809	00:02:57	29.77%

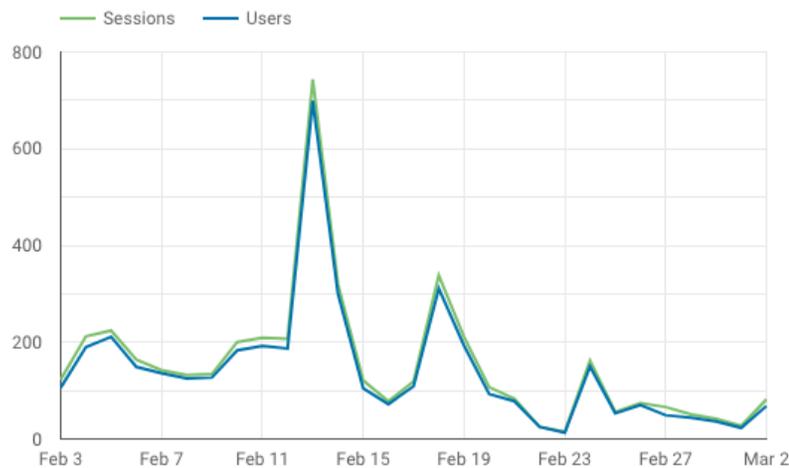
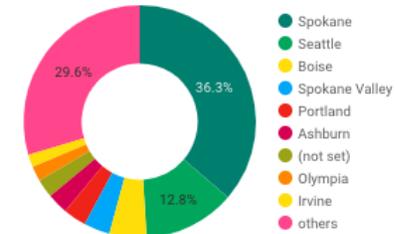
Traffic Source



Device



Visitor Location



Sections Reached	Total
1. Welcome	6,475
2. Take the survey	5,436
3. Next steps	1,757
4. end of page	593
5. الخطوات التالية	1

Appendix B: Online survey



Spokane Transit

Spokane Transit Service Changes 2021-2022

More and Better Transit

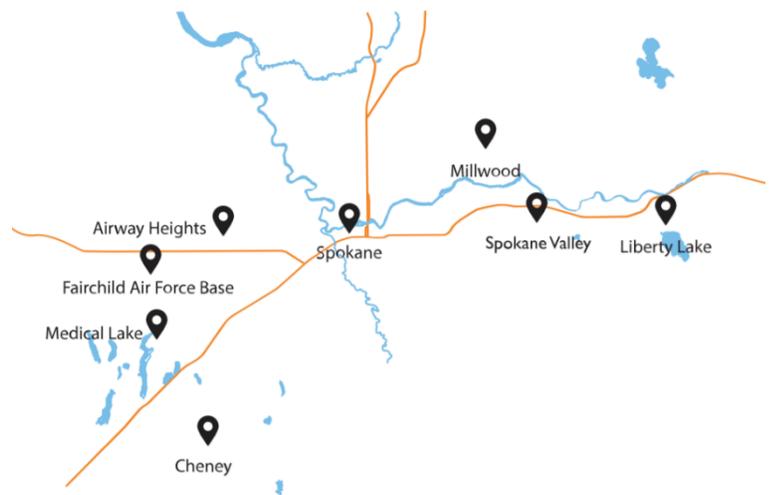
Welcome

Welcome to the survey for the Spokane Transit Service Changes: Preliminary Proposal!

Big changes are coming to transit in Spokane and we want your input!

In fall 2016, voters approved funding for *STA Moving Forward* (stamovingforward.com), Spokane Transit's 10-year plan for more and better transit. Many projects have already been completed, including expanded night and weekend service, the opening of the West Plains Transit Center and the start of six new routes.

STA is now considering route changes in three focus areas: Northeast Spokane, Airway Heights/Spokane Airport/Fairchild Air Force Base and Greater Spokane Valley.



We asked about your priorities for these areas in an online workshop in October 2019. Here's what we heard:

- The highest priority improvement is providing service to more destinations.
- People want to see faster service that is more direct and more frequent.
- Many people want to see service further north.

The concepts for proposed route changes described in the following pages were developed using these community priorities, existing route performance data and other stakeholder feedback. The potential changes are described in more detail below. Read on to view potential route changes in each of our focus areas and provide your input. A summary of the proposed changes is provided. For a full description of the proposed changes please review the 2021-2022 Service Revisions Preliminary Proposal (<https://www.spokanetransit.com/projects-plans/2021-2022-service-revisions>).

These service changes are concepts at this time. The preferred option may contain a combination of recommendations from multiple concepts rather than a single concept in its entirety. To help inform the preferred alternative, please be specific about what you like or do not like about a concept as you make comments on the following pages. STA will implement the service changes that are informed by this process in spring 2021 or spring 2022.



Spokane Transit

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STA is proposing route changes to improve service in several areas. To help inform the preferred alternative, please be specific about what you like or do not like about a concept as you make comments.

Name (optional):

If you wish to be informed of the draft recommendation and future announcements related to the service change, please provide your email address: _____

Which of the following focus areas would you like to provide feedback on? *(Circle all that apply and provide feedback in the sections below)*

- Northeast Spokane
- Airway Heights/Spokane Airport / Fairchild Air Force Base
- Greater Spokane Valley

Northeast Spokane

STA is currently considering two concepts for the Northeast Spokane focus area. Both concepts include:

- The new City Line.
- A new Route 47 between Northeast Spokane and the South Hill.
- A new Route 92 between North Spokane and Spokane Valley.
- New service on Crestline North of Francis Ave.

You can view the overall concepts below, along with a map of each specific route.

Northeast Spokane Concept A

Concept A introduces four new routes (City Line, 47, 56, 92), modifies three routes (25, 27, 28) and discontinues three routes (26, 29, 39) in the Northeast Spokane focus area. The concept is characterized by:

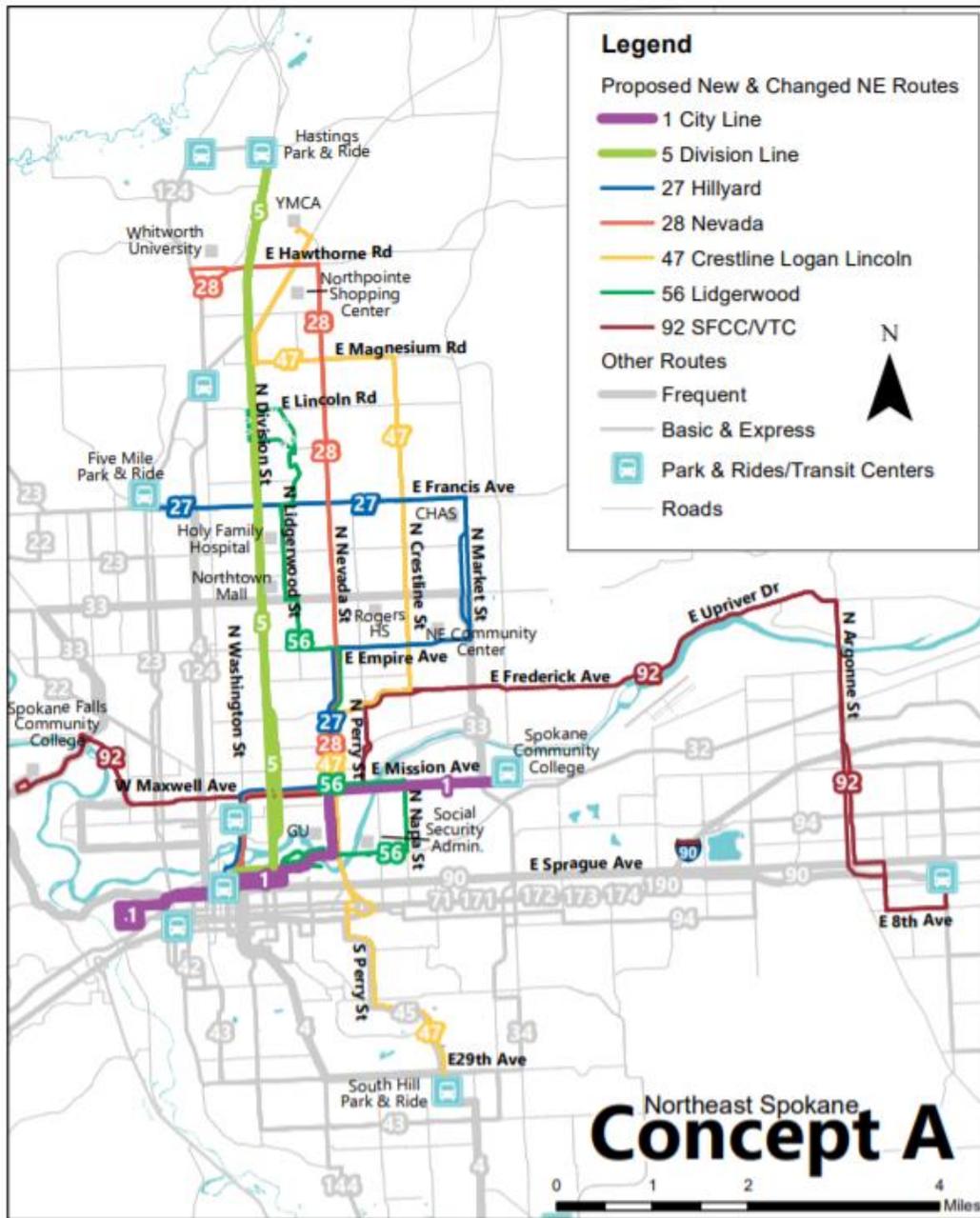
- Routes directly serving more destinations compared to Concept B.
- More routes offering service every 30 minutes on weekdays and every 60 minutes on weeknights and weekends compared Concept B.



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The proposed route changes for Concept A are detailed in the following maps.



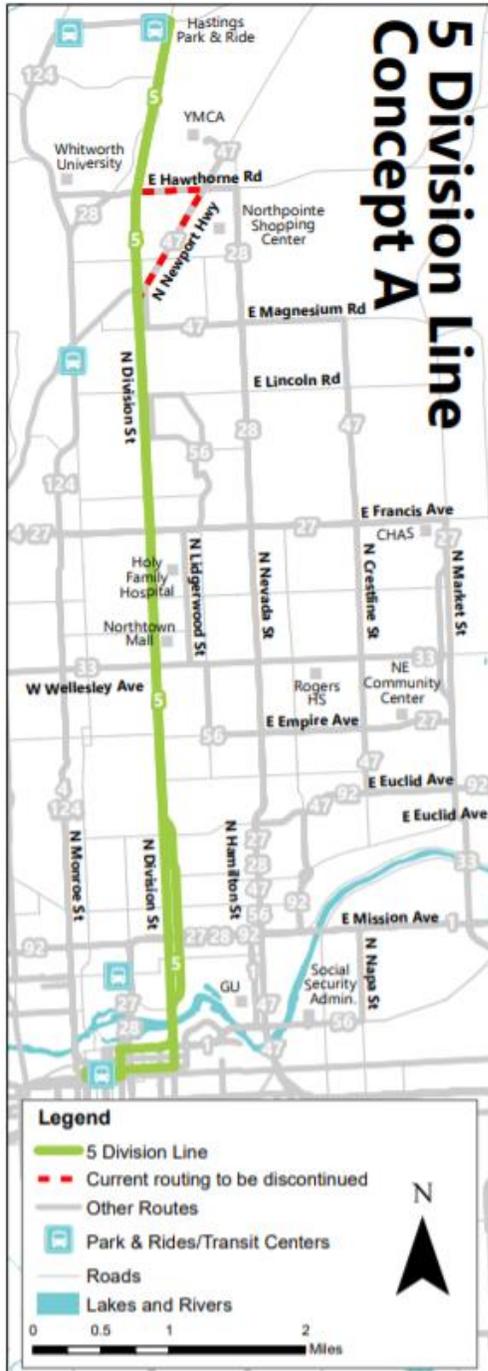
Concept A proposed service changes.



Spokane Transit

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More and Better Transit

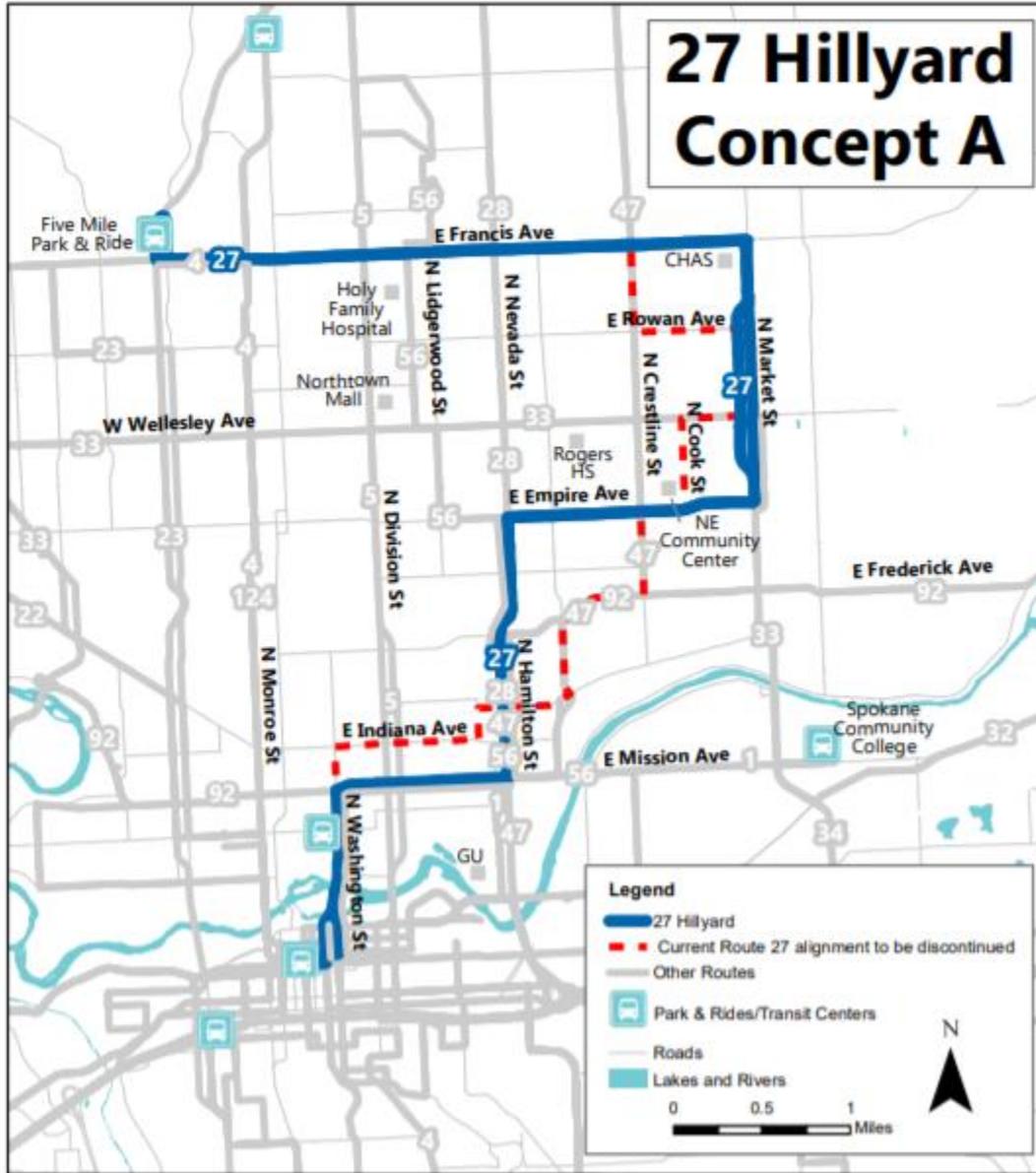


Route 5 Division Line proposed changes. Weekdays every 15 minutes, weekends every 15-30 minutes.



Spokane Transit Service Changes 2021-2022

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Route 27 Hillyard proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



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Spokane Transit Service Changes 2021-2022 More and Better Transit



Route 28 Nevada proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



Spokane Transit

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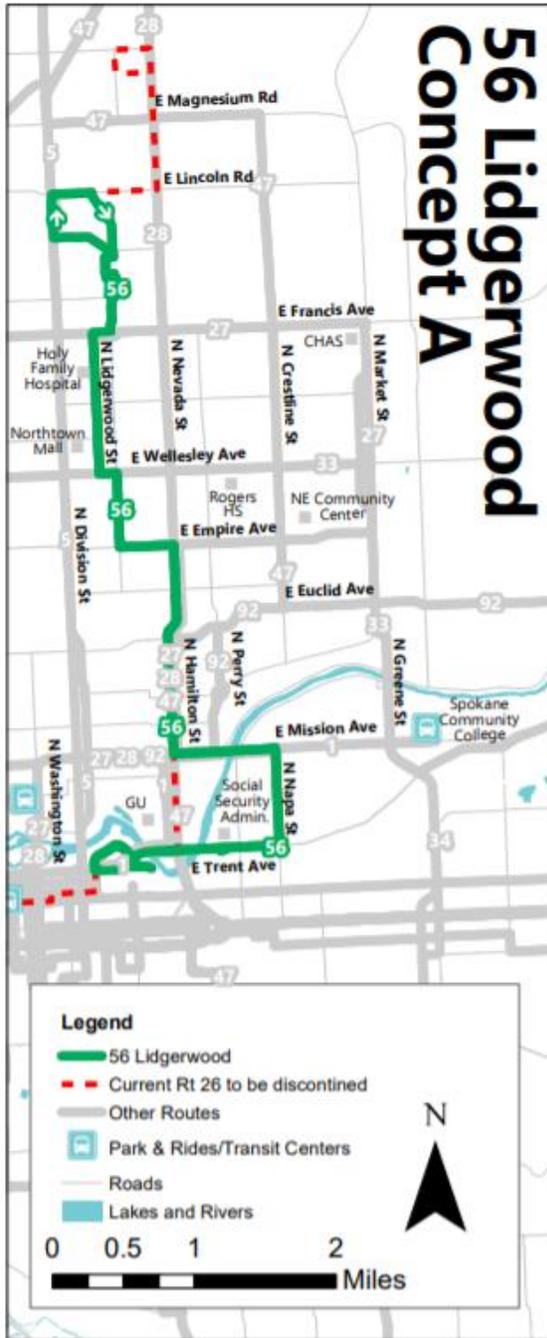
Route 47 Crestline/Logan/Lincoln proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



Spokane Transit

Spokane Transit Service Changes 2021-2022

More and Better Transit

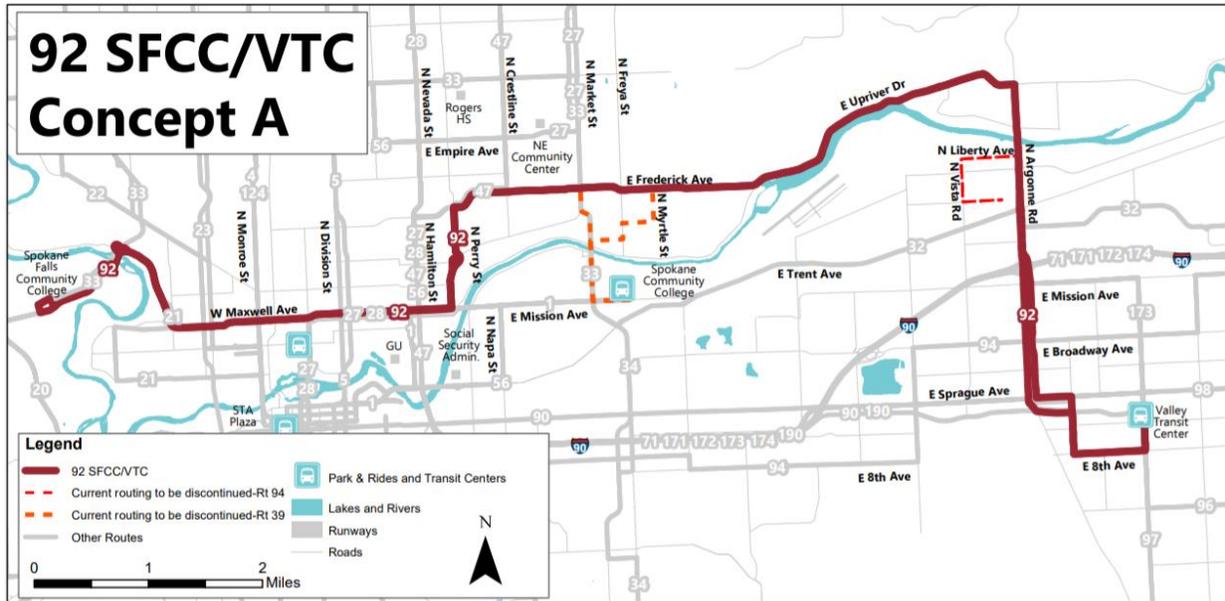


Route 56 Lidgerwood proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



Spokane Transit Service Changes 2021-2022

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Route 92 SFCC/ VTC proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.

Do you like Concept A for Northeast Spokane?

- Yes
- I like some parts of it, but not others
- No, but I can live with it
- I don't support these changes

Do you have any comments or suggestions for Concept A?

Please provide comments on the following routes for Concept A:

1. What do you think of the proposed changes to Route 5/Route 25?
 - a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:



Spokane Transit

Spokane Transit Service Changes 2021-2022 More and Better Transit

2. What do you think of the proposed changes to Route 26?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

3. What do you think of the proposed changes to Route 27?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

4. What do you think of the proposed changes to Route 28?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

5. What do you think of the proposed changes to Route 29?
- a. I think these are good changes.



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- b. I'm not sure but I think this might be good.
- c. This doesn't affect me or I don't have an opinion on this.
- d. I'm not sure but I think this might be bad.
- e. I don't think you should make these changes.
- f. Other:

6. What do you think of the proposed changes to Route 39?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

7. What do you think of the proposed changes to Route 47?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

8. What do you think of the proposed changes to Route 56?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:



Spokane Transit

Spokane Transit Service Changes 2021-2022

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9. What do you think of the proposed changes to Route 92?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

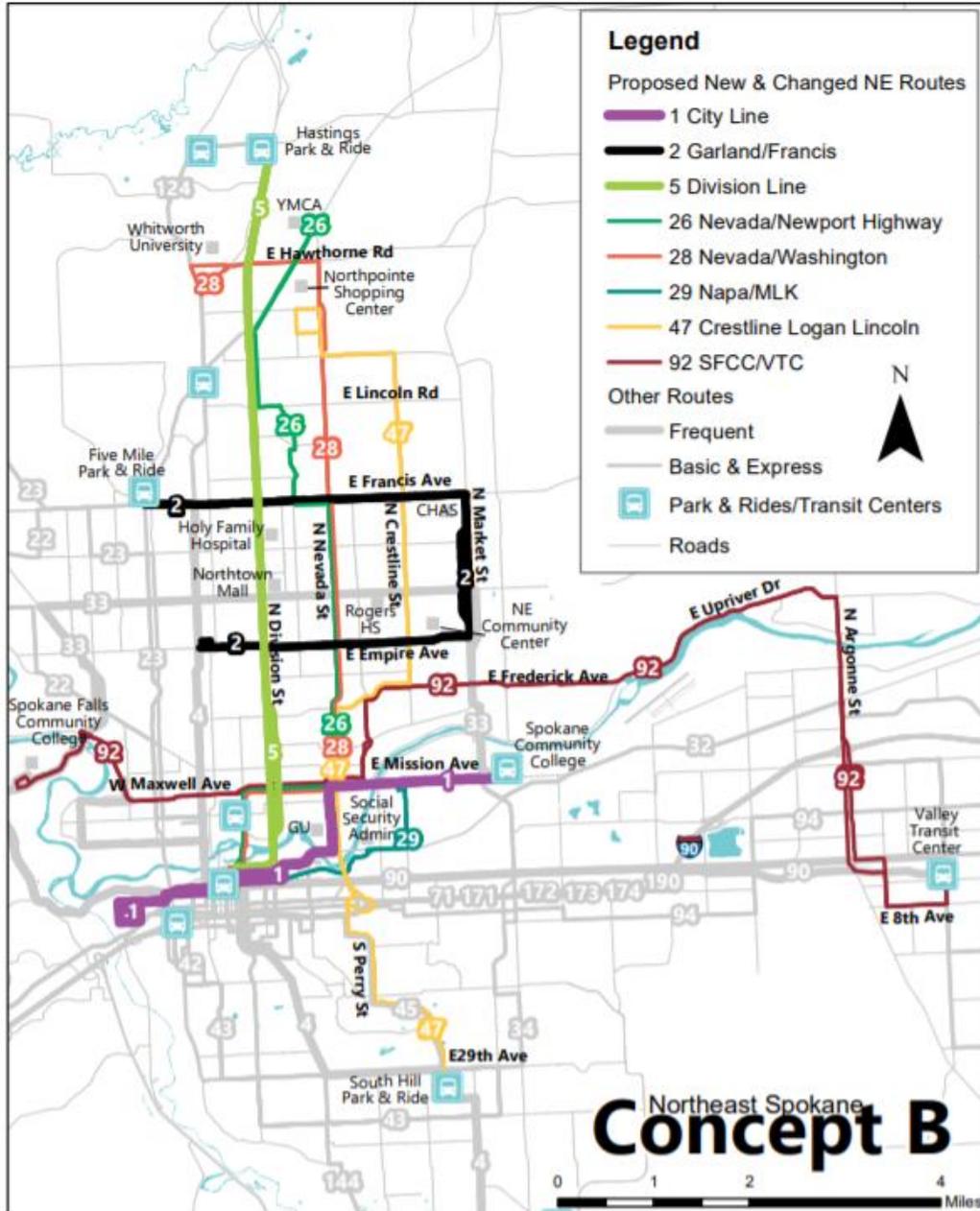


Spokane Transit

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Northeast Spokane Concept B

The proposed route changes for Concept B are detailed in the following maps.

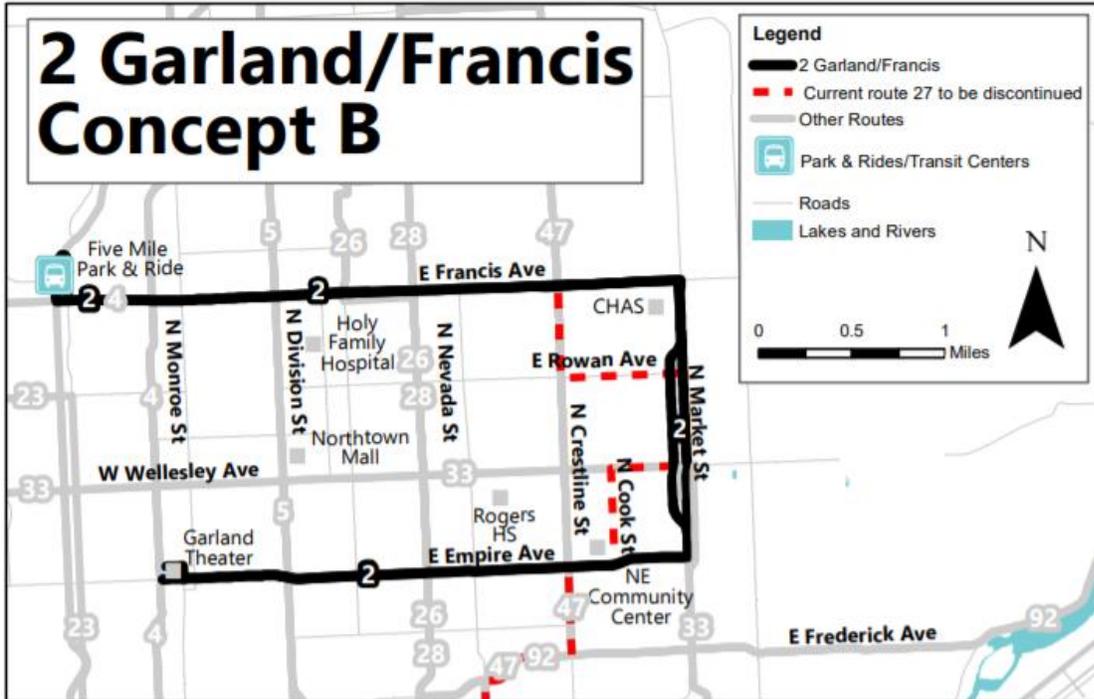


Concept B proposed service changes.



Spokane Transit Service Changes 2021-2022

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Route 2 Garland/Francis proposed changes. Weekdays every 15 minutes, weekends every 30 minutes.



Spokane Transit

Spokane Transit Service Changes 2021-2022

More and Better Transit



Route 5 Division Line proposed changes. Weekdays every 15 minutes, weekends every 15-30 minutes.



Spokane Transit

Spokane Transit Service Changes 2021-2022 More and Better Transit



Route 26 Nevada/Newport Highway proposed changes. Weekdays every 30 minutes, weekends every 60 minutes. Together with the Route 28, the two routes provide service every 15 minutes on weekdays on Nevada south of Francis.



Spokane Transit

Spokane Transit Service Changes 2021-2022 More and Better Transit

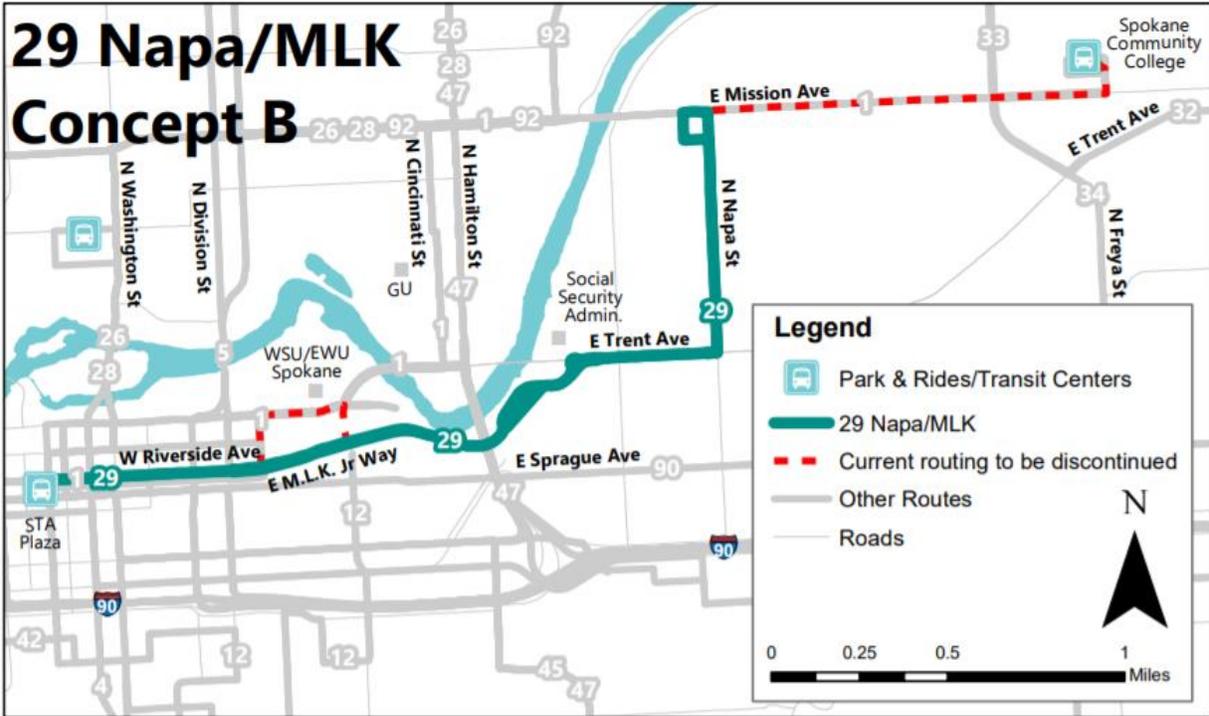


Route 28 Nevada proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



Spokane Transit Service Changes 2021-2022

More and Better Transit



Route 29 Napa/MLK proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



Spokane Transit

Spokane Transit Service Changes 2021-2022

More and Better Transit

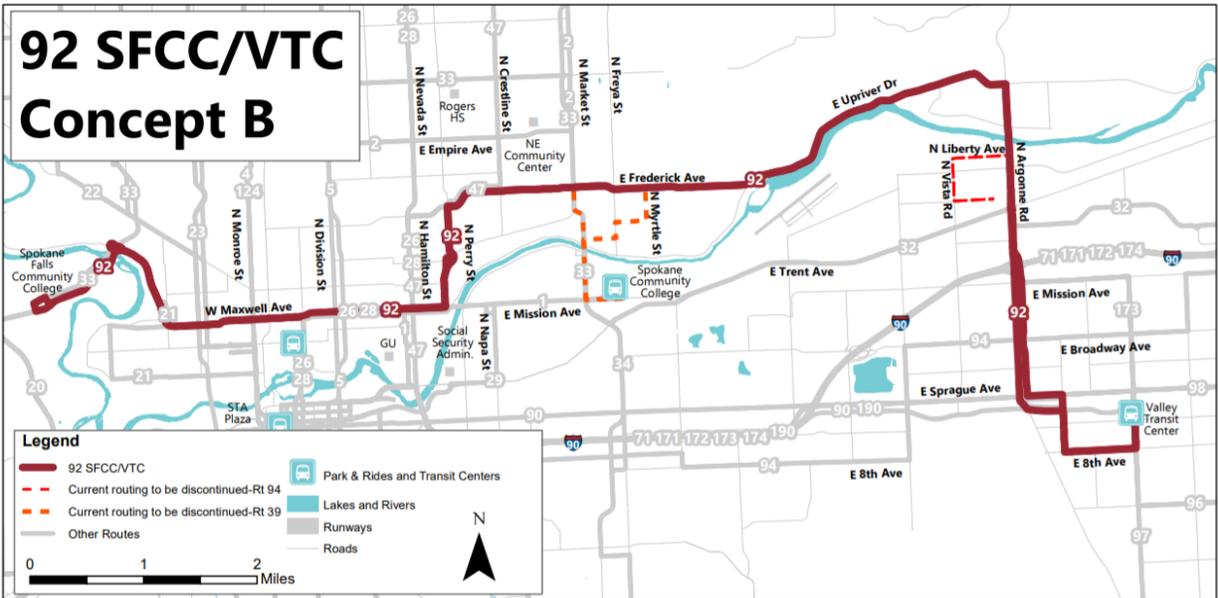


Route 47 Crestline/Logan/Lincoln proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



Spokane Transit Service Changes 2021-2022

More and Better Transit



Route 92 SFCC/VTC proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.

Do you like Concept B for Northeast Spokane?

- Yes
- I like some parts of it, but not others
- No, but I can live with it
- I don't support these changes

Do you have any comments or suggestions for Concept B?

Please provide comments on the following routes for Concept B:

1. What do you think of the proposed changes to Route 2?
 - a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:



Spokane Transit

Spokane Transit Service Changes 2021-2022 More and Better Transit

2. What do you think of the proposed changes to Route 5/Route 25?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

3. What do you think of the proposed changes to Route 26?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

4. What do you think of the proposed changes to Route 28?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

5. What do you think of the proposed changes to Route 29?
- a. I think these are good changes.



Spokane Transit

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- b. I'm not sure but I think this might be good.
- c. This doesn't affect me or I don't have an opinion on this.
- d. I'm not sure but I think this might be bad.
- e. I don't think you should make these changes.
- f. Other:

6. What do you think of the proposed changes to Route 39?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

7. What do you think of the proposed changes to Route 47?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

8. What do you think of the proposed changes to Route 92?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:



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Airway Heights/Spokane Airport / Fairchild Air Force Base

STA is currently considering two concepts for the Airway Heights/Spokane Airport/Fairchild Air Force Base focus area. Both concepts include:

- New service on W 6th Ave in Airway Heights (contingent on road improvements).
- Taking routes 60 and 61 out of Browne's Addition, as that area will be served by the new City Line.
- Extending the Route 60 to Fairchild Air Force Base.
- Discontinuing STA bus service onto Fairchild Air Force Base and connecting with an on-base shuttle at Fairchild's front gate.

You can view the overall concepts below, along with a map of each specific route.

Airway Heights/Spokane Airport / Fairchild Air Force Base Concept A

Concept A proposes the following changes:

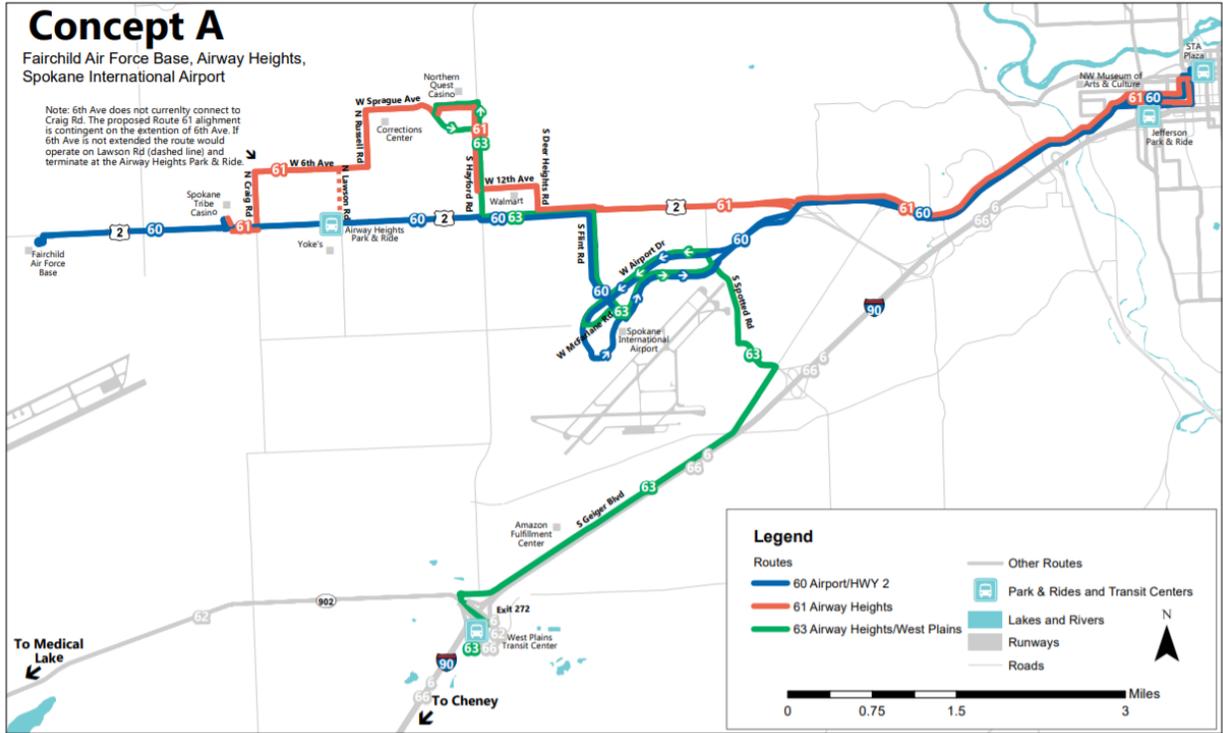
- Route 60 extended west from the Airport to Fairchild Air Force Base gate, providing new service on Highway 2 through Airway Heights.
- Route 61 modified to serve W 6th Ave and N Craig Rd (contingent upon the completion of the road connection) and terminate at the Spokane Tribe Casino.
- Route 63 modified to terminate near the Northern Quest Casino instead of the Airway Heights Park & Ride.

The proposed route changes for Concept A are detailed in the following maps.

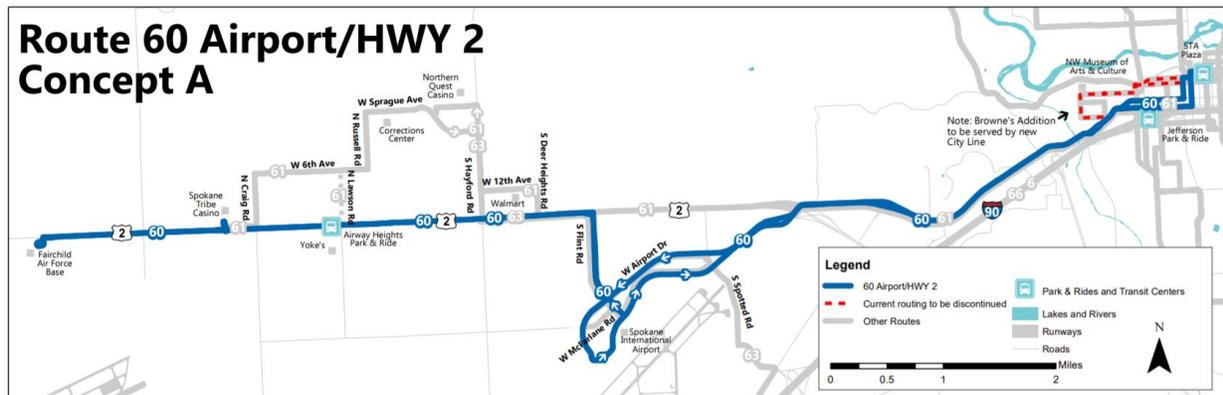


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Concept A proposed changes.



Route 60 Airway Heights/Hwy 2 proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



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Route 61 Airway Heights Concept A



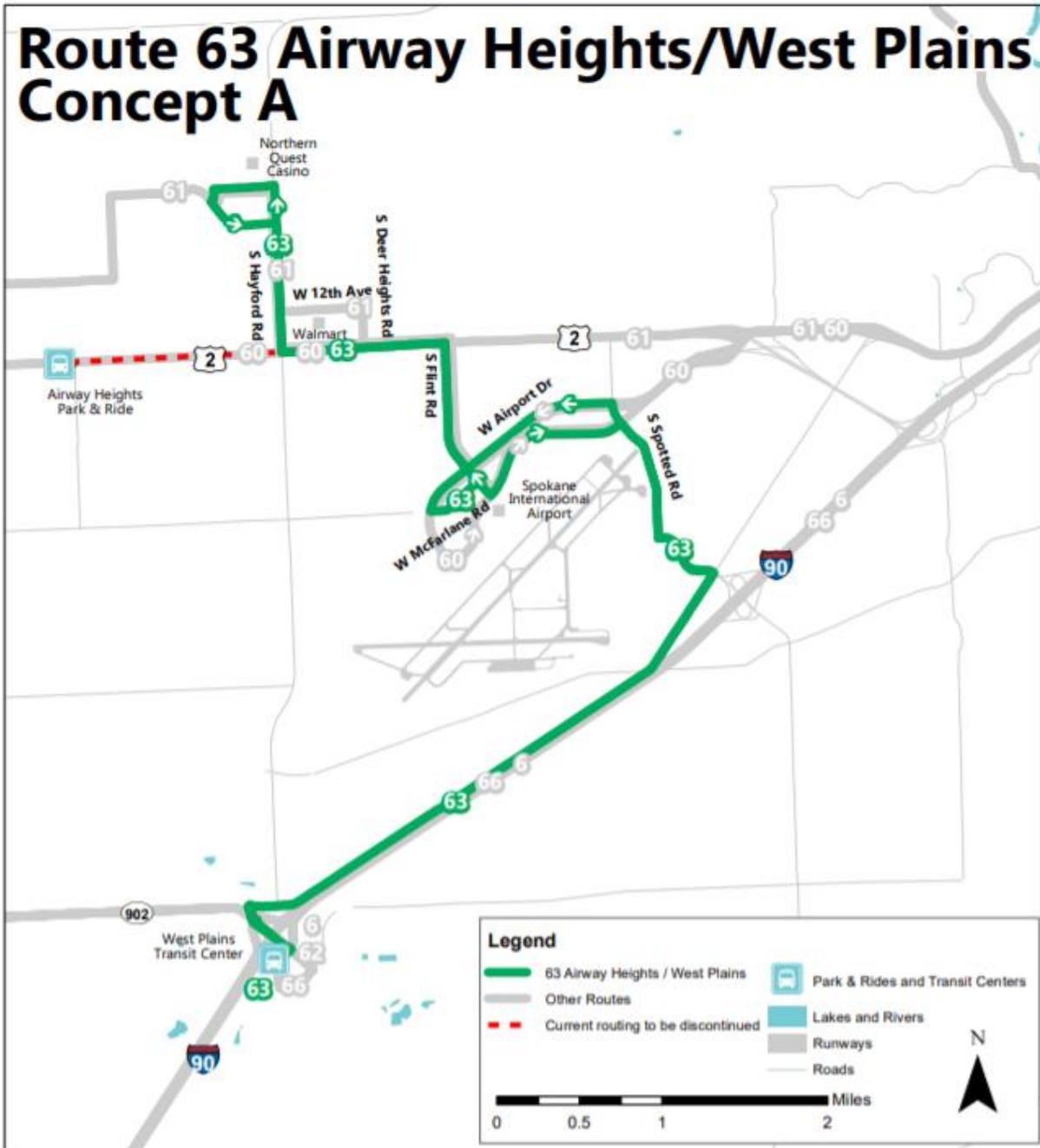
Route 61 Airway Heights proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



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Route 63 Airway Heights/West Plains proposed changes. Weekdays and weekends every 60 minutes.



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Do you like Concept A for Airway Heights/Spokane Airport / Fairchild Air Force Base?

- Yes
- I like some parts of it, but not others
- No, but I can live with it
- I don't support these changes

Do you have any comments or suggestions for Concept A?

Please provide comments on the following routes for Concept A:

1. What do you think of the proposed changes to Route 60?
 - a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

2. What do you think of the proposed changes to Route 61?
 - a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

3. What do you think of the proposed changes to Route 63?
 - a. I think these are good changes.
 - b. I'm not sure but I think this might be good.



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- c. This doesn't affect me or I don't have an opinion on this.
- d. I'm not sure but I think this might be bad.
- e. I don't think you should make these changes.
- f. Other:

Airway Heights/Spokane Airport / Fairchild Air Force Base Concept B

Concept B proposes the following changes:

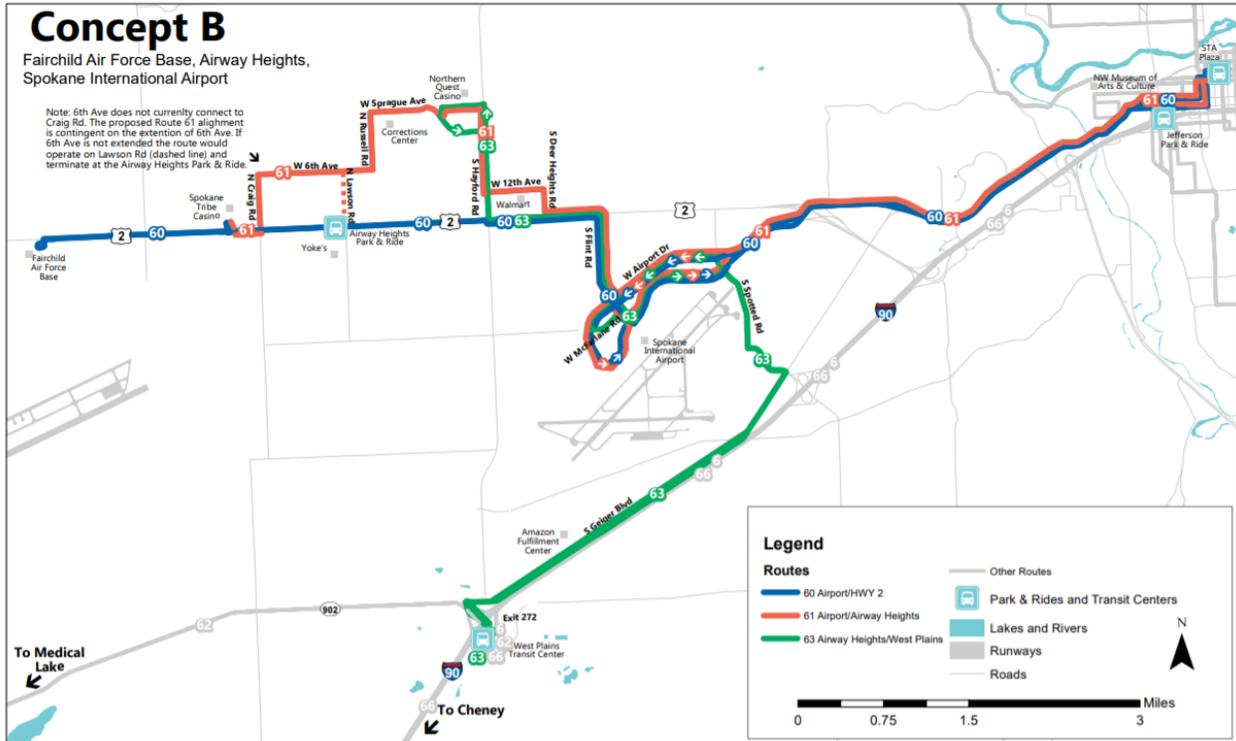
- Route 63 modified to terminate near the Northern Quest Casino instead of the Airway Heights Park & Ride.
- Route 60 extended west from the Airport to Fairchild Air Force Base gate, providing new service on Highway 2 through Airway Heights.
- Route 61 modified to serve the Spokane Airport, W 6th Ave and N Craig Rd (contingent upon the completion of the road connection) and terminate at the Spokane Tribe Casino.
- The combination of routes 60 and 61 would improve frequency of service to the airport terminal from every 30 minutes to every 15 minutes on weekdays and every 30 minutes on weekends. However, it would result in no direct trips between Downtown Spokane and Airway Heights.

The proposed route changes for Concept B are detailed in the following maps.

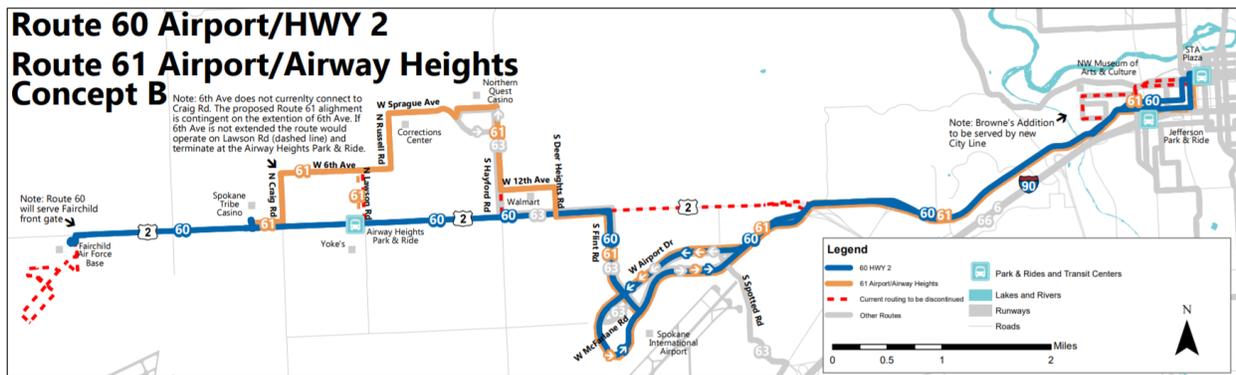


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Concept B proposed service changes.



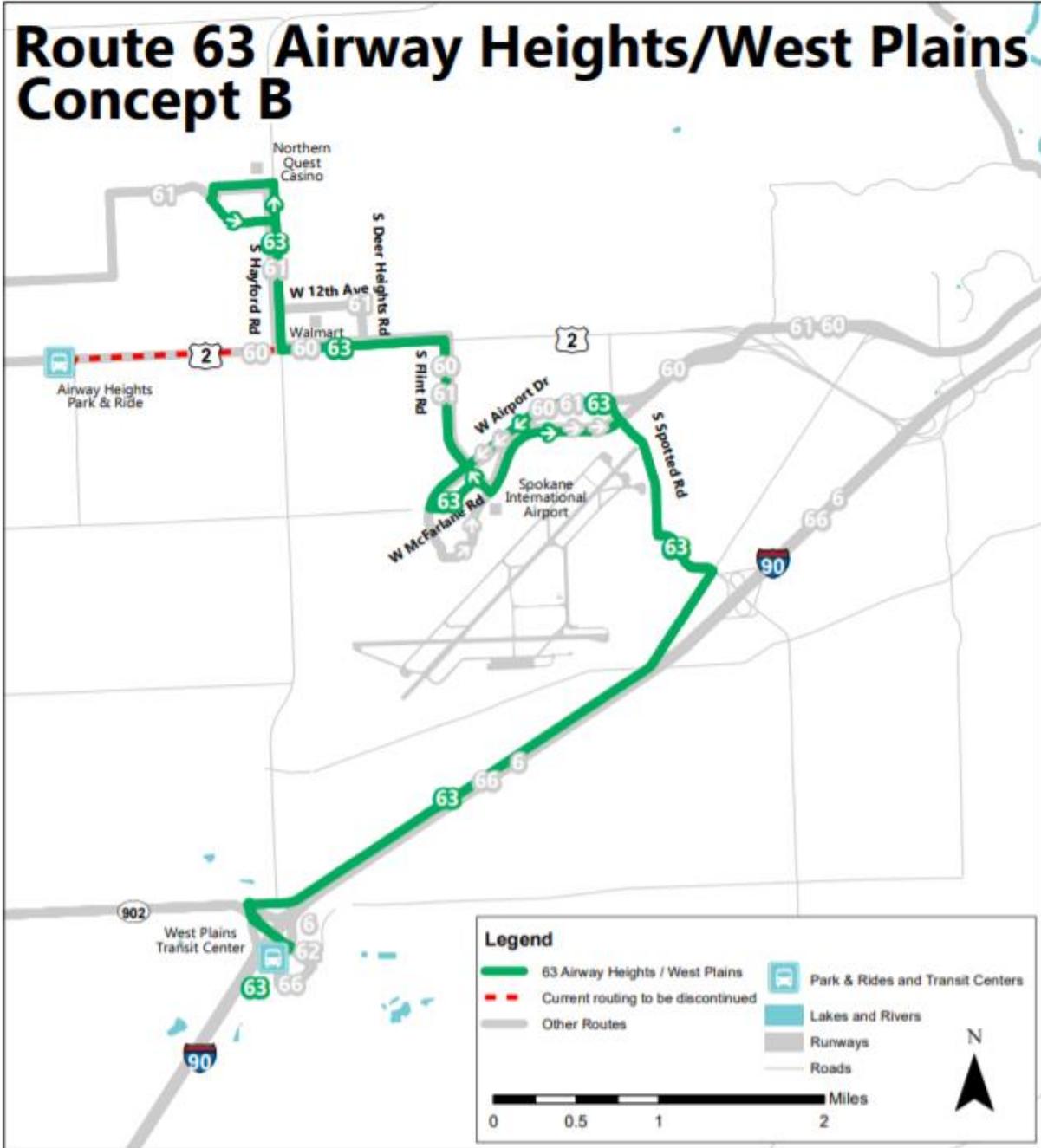
Routes 60 and 61 proposed changes. Weekdays every 30 minutes, weekends every 60 minutes. Together the routes 60 and 61 would provide service to the airport every 15 minutes on weekdays and every 30 minutes on weekends.



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Route 63 Airway Heights/West Plains proposed changes. Weekdays and weekends every 60 minutes.



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Do you like Concept B for Airway Heights/Spokane Airport / Fairchild Air Force Base?

- Yes
- I like some parts of it, but not others
- No, but I can live with it
- I don't support these changes

Do you have any comments or suggestions for Concept B?

Please provide comments on the following routes for Concept B:

1. What do you think of the proposed changes to Route 60?
 - a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

2. What do you think of the proposed changes to Route 61?
 - a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:



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3. What do you think of the proposed changes to Route 63?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:



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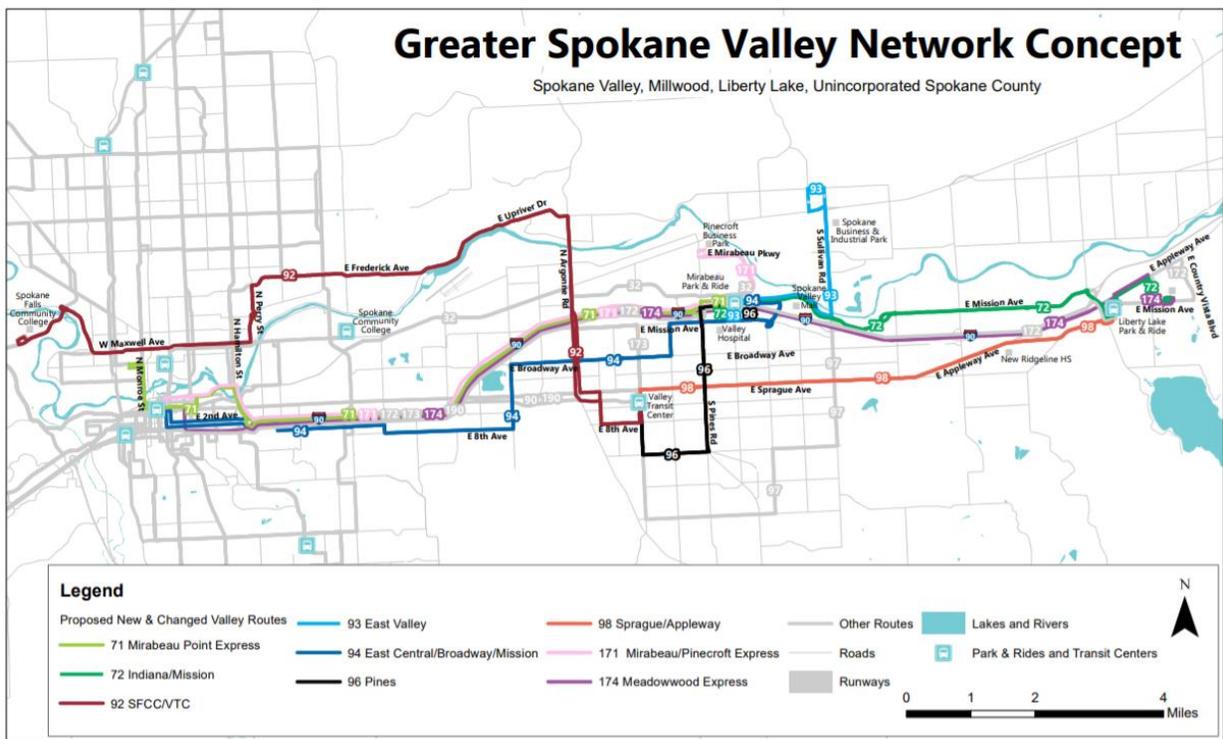
Greater Spokane Valley

STA is currently considering one concept for feedback in the Greater Spokane Valley.

The draft concept would introduce six new routes (71, 72, 92, 93, 171, 174), discontinue two routes (74, 95), and modify three routes (94, 96, 98). Some of the proposed changes include:

- New service between Spokane Valley and Liberty Lake (new Route 72, modified Route 98).
- New Route 92 between the Valley Transit Center and Spokane Falls Community College via Upriver Drive.
- New weekday peak service to Mirabeau Pkwy and the Pincroft Business Park (new Route 171).
- Discontinuing the Route 95. Some of the segments of the route will be served by other routes.

The proposed route changes in the Greater Spokane Valley are detailed in the following maps.



Proposed service changes concept.

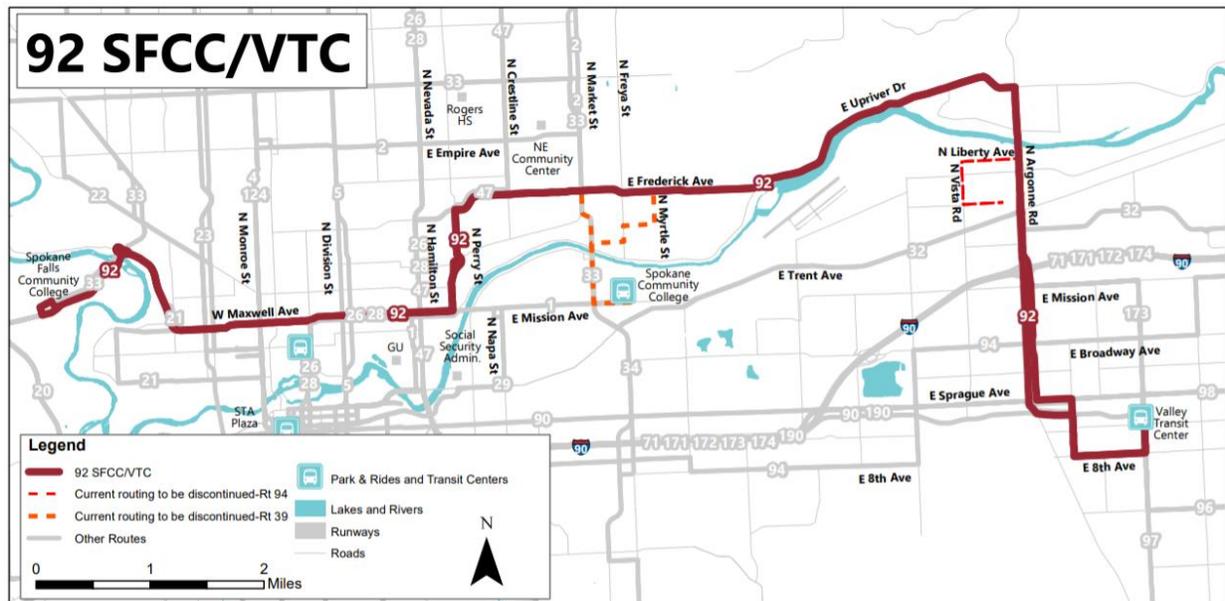


Spokane Transit Service Changes 2021-2022

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Routes 71 and 72 proposed changes. Route 71 weekdays every 30 minutes, no weekend service. Route 72 weekdays every 30 minutes, weekends every 60 minutes. On weekdays the two routes will be interlined (same bus) for a one-seat ride between Liberty Lake and Downtown Spokane.

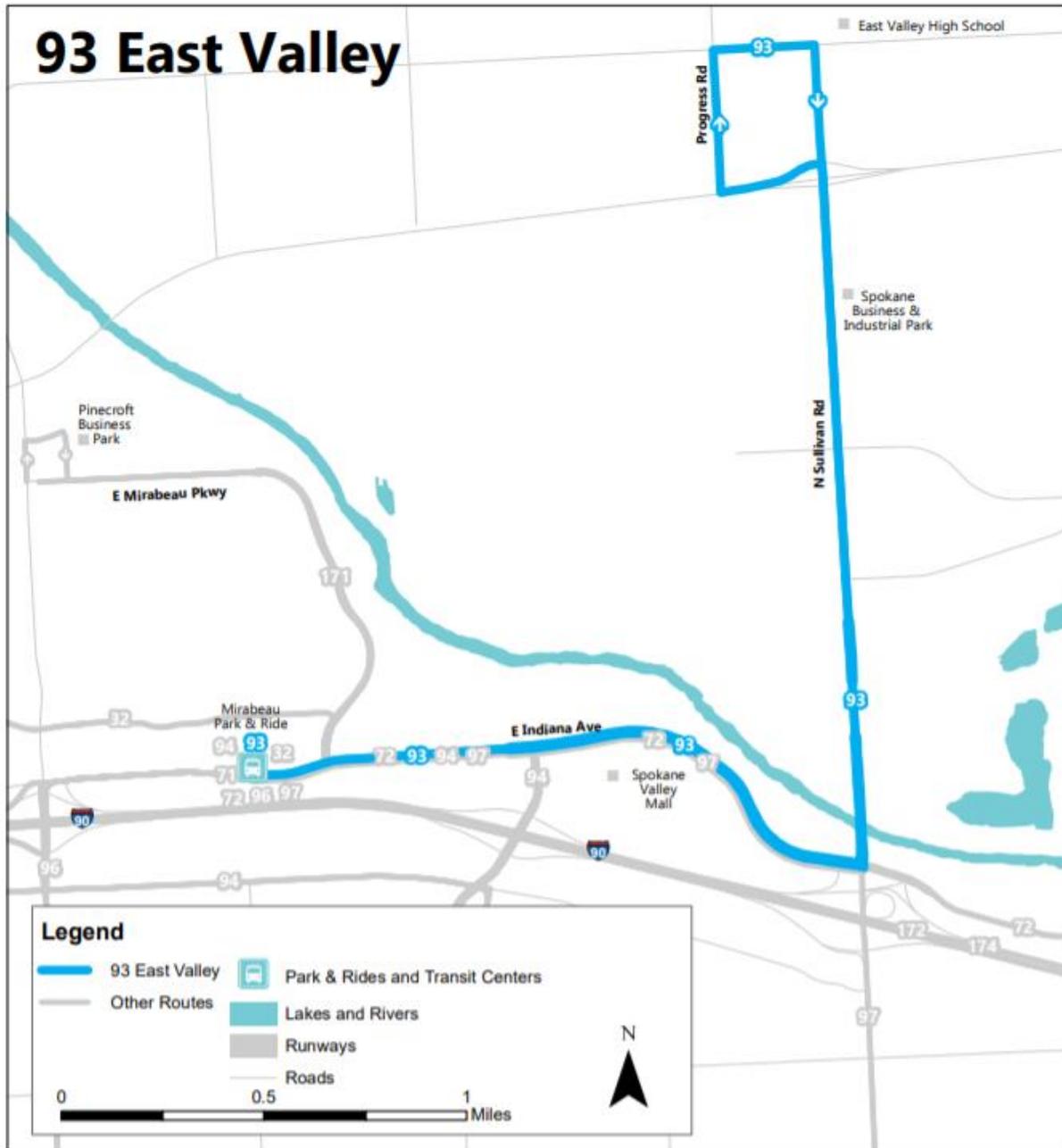


Route 92 SFCC/VTC proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



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Route 93 East Valley proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



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94 East Central/Broadway/Mission



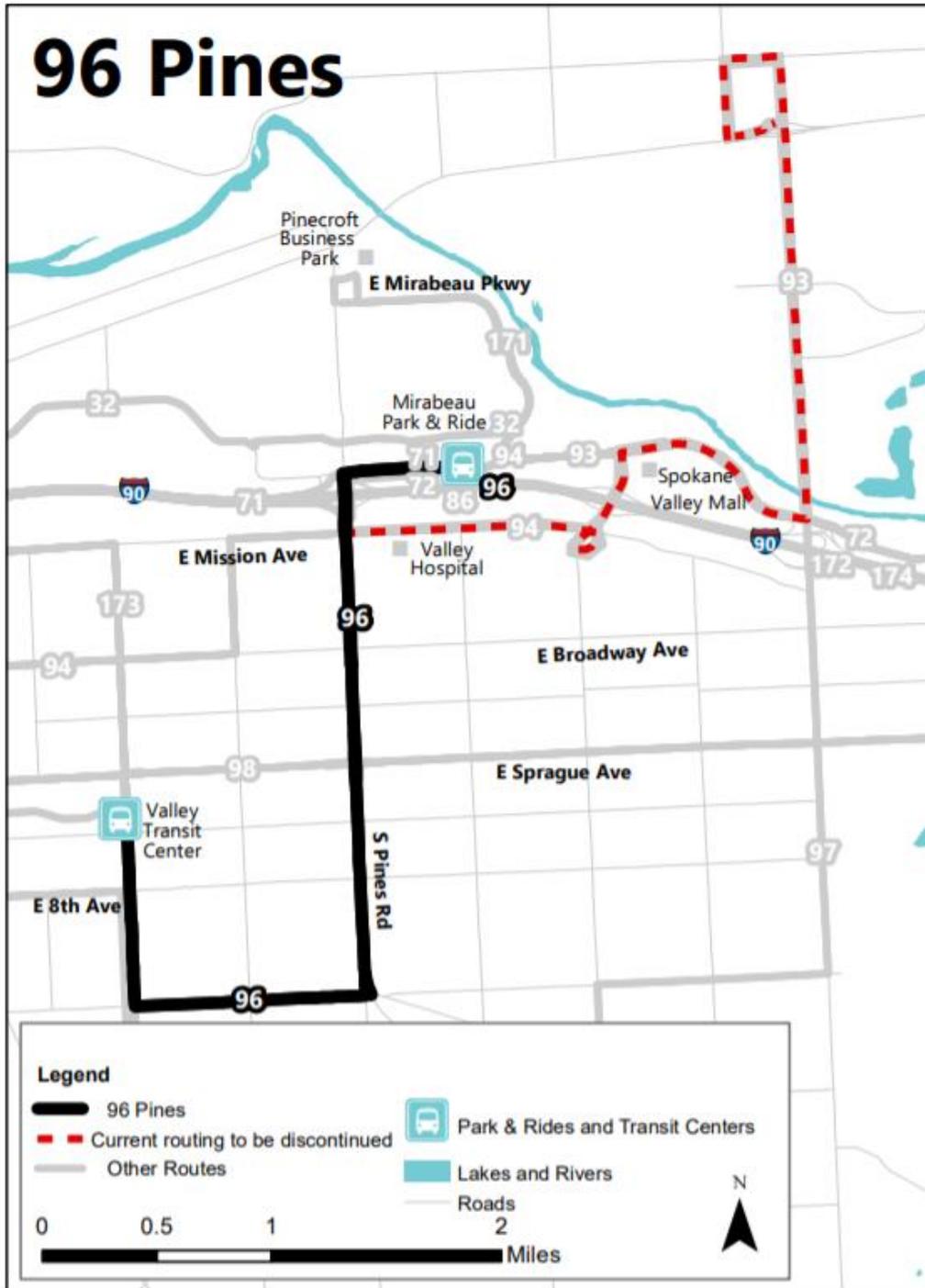
Route 94 East Central/Broadway/Mission proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



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Route 96 Pines proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.

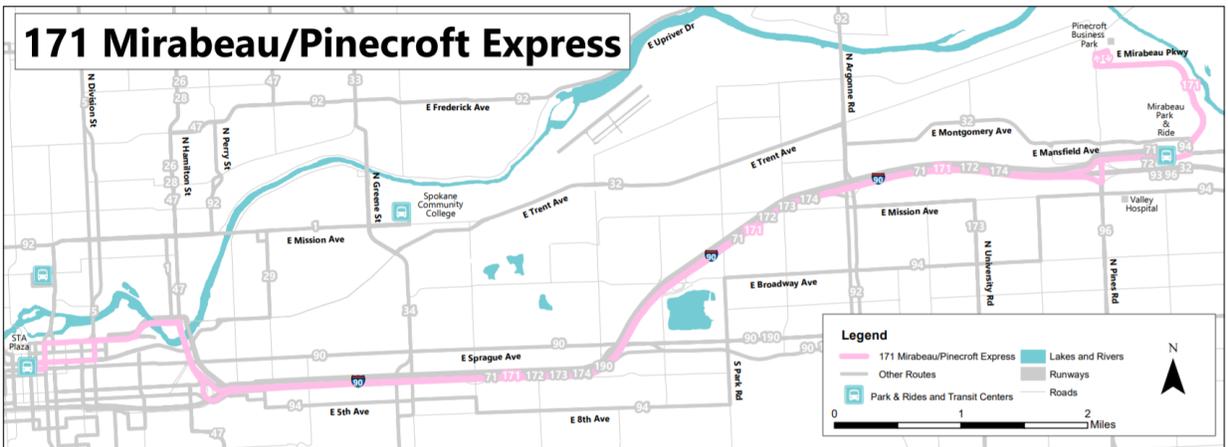


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Route 98 Sprague/ Appleyway proposed changes. Weekdays every 30 minutes, weekends every 60 minutes.



Route 171 Mirabeau/Pincroft Express proposed changes. Weekdays every 30 minutes during peak hours.



Route 174 Meadowood Express proposed changes. Weekdays every 30 minutes during peak hours



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Do you like the proposed changes in Greater Spokane Valley?

- Yes
- I like some parts of it, but not others
- No, but I can live with it
- I don't support these changes

Do you have any comments or suggestions for the proposed changes?

Please provide comments on the proposed changes

1. What do you think of the proposed changes to Route 71?
 - a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

2. What do you think of the proposed changes to Route 72?
 - a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

3. What do you think of the proposed changes to Route 74?
 - a. I think these are good changes.



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- b. I'm not sure but I think this might be good.
- c. This doesn't affect me or I don't have an opinion on this.
- d. I'm not sure but I think this might be bad.
- e. I don't think you should make these changes.
- f. Other:

4. What do you think of the proposed changes to Route 92?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

5. What do you think of the proposed changes to Route 93?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

6. What do you think of the proposed changes to Route 94?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:



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-
-
7. What do you think of the proposed changes to Route 95?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

8. What do you think of the proposed changes to Route 96?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

9. What do you think of the proposed changes to Route 98?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.
 - d. I'm not sure but I think this might be bad.
 - e. I don't think you should make these changes.
 - f. Other:

10. What do you think of the proposed changes to Route 171?
- a. I think these are good changes.
 - b. I'm not sure but I think this might be good.
 - c. This doesn't affect me or I don't have an opinion on this.



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- d. I'm not sure but I think this might be bad.
- e. I don't think you should make these changes.
- f. Other:

11. What do you think of the proposed changes to Route 174?

- a. I think these are good changes.
- b. I'm not sure but I think this might be good.
- c. This doesn't affect me or I don't have an opinion on this.
- d. I'm not sure but I think this might be bad.
- e. I don't think you should make these changes.
- f. Other:



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Please take a moment to tell us about yourself. All information will remain anonymous, and we won't ask for any contact information.

Do you use STA bus services?

- Yes
- No

How often do you use this service?

- 3 or more days a week
- 1-2 days a week
- Occasionally (less than once a week)

Do you use STA paratransit services?

- Yes
- No

How often do you use this service?

- 3 or more days a week
- 1-2 days a week
- Occasionally (less than once a week)

Do you use STA vanpool services?

- Yes
- No

How often do you use this service?

- 3 or more days a week
- 1-2 days a week
- Occasionally (less than once a week)

If you do not use STA services, please tell us why you do not.

- No service where I live
- No service where I need to go
- Service is not available at the time I need to travel
- Service is not frequent enough
- Service is too expensive
- I'm not comfortable using transit services
- I prefer to drive
- There aren't enough parking or park and ride lots
- Other:



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Where do you usually go when you are using the bus, paratransit, or vanpool?

- Work
- School
- Medical appointments
- Airport (for travel)
- Shopping/errands
- To see family/friends
- Other:

Where do you live?

- Airway Heights
- Central Spokane
- Cheney
- Coeur d'Alene
- Fairchild Air Force Base
- Geiger Heights
- Liberty Lake
- Mead
- Medical Lake
- Millwood
- Northeast Spokane
- Northwest Spokane
- Post Falls
- Spokane Valley
- South Spokane
- Other:



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What is your age?

Under 25

25-35

35-50

50-65

66+

What languages are spoken in your home?

- English
- Russian
- Spanish
- Vietnamese
- Marshallese
- Other:

Did we miss anything? Let us know if you have any additional comments or suggestions about STA service.

Thank you for participating in this survey! Your input will help make STA service better over the next three years. Your comments will be used to prepare the draft recommendation for the service change a follow-up survey will be sent in June.



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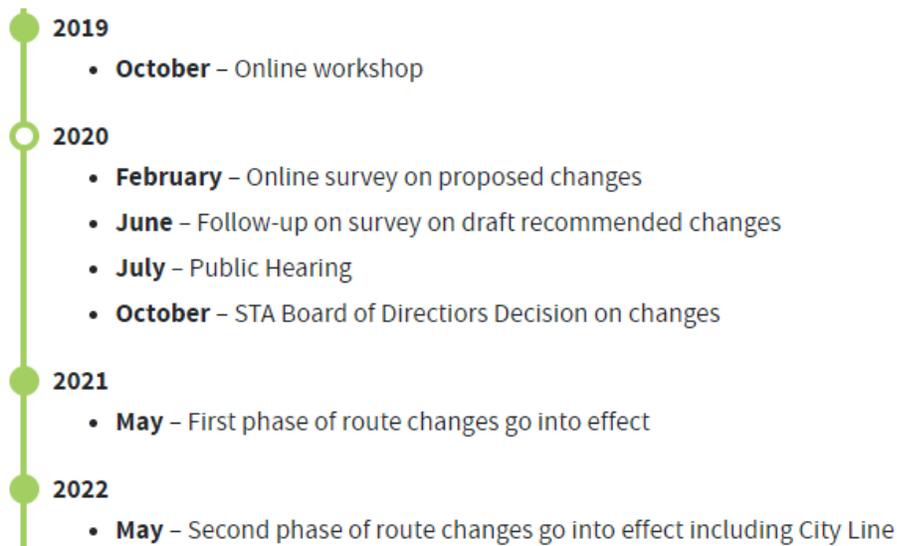
Spokane Transit Service Changes 2021-2022

More and Better Transit

Thank you for participating in STA's online survey.

Next Steps

Your feedback is valuable and will help us improve transit service to best serve the Spokane region. Based on public input and additional analysis, STA will develop a draft recommendation for service changes. STA will distribute a follow-up survey to get feedback on the draft recommendation. The STA Board of Directors will hold a public hearing on the draft recommendation in July 2020. STA will make a decision on the changes in October 2020, and route changes will go into effect in two phases in 2021 and 2022.



Contact

Kathleen Weinand, (509) 325-6055, servicechanges@spokanetransit.com

Non-Discrimination Notice

In accordance with Title VI of the Civil Rights Act of 1964, Spokane Transit does not discriminate on the basis of race, color, or national origin. For more information on your rights or the procedures to file a discrimination complaint, or to request this information in an accessible format, please contact the STA Ombudsman at (509) 325-6094 (TTY Relay 711), or STA's Administrative Office, 1230 West Boone Avenue, Spokane, WA 99201.

If information is needed in another language, contact (509) 325-6094.

Si necesita información en otro idioma, comuníquese al (509) 325-6094.

Для получения информации на другом языке звоните по тел. (509) 325-6094.

Nếu quý vị cần thông tin bằng một ngôn ngữ khác, xin vui lòng gọi số (509) 325-6094.