

September 2018 Service Revisions

Final Recommendation

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

Final

3/29/2018



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Executive Summary

Based on years of input from citizens and technical preparation, the Spokane Transit Board of Directors approved a plan that aims to maintain the existing transit system while adding more resources where needed to improve service levels throughout the region. The *STA Moving Forward* plan, which is the basis of the voter-approved Proposition 1 ballot measure, includes more than 25 projects to provide more and better transit service throughout the region.

With the voter's approval of the STA Proposition 1, the multi-year implementation of *STA Moving Forward* projects began with some of the basic service improvements that were implemented in May and September of 2017. STA will bring more *STA Moving Forward* enhancements to the transit system in 2018 as well as other route improvements as part of ongoing service and schedule adjustments as provided for in the board-adopted 2017 Transit Development Plan (TDP). Subsequent phases of the *STA Moving Forward* plan will be implemented throughout a ten-year plan horizon. More information on Proposition 1 projects can be found online at stamovingforward.com.

Development of the Final Recommendation

The *STA Moving Forward* plan, as amended, and the board-adopted 2017 Transit Development Plan (TDP) identify a number of service changes and improvements that would go into effect in 2018. According to the *STA Moving Forward* plan, the following changes are planned to go into effect September 16, 2018 at the regular service change:

- Improve weekday reliability for bus service on North Division Street in addition to improvements made in 2017 (Route 25)
- Add service on Indiana Avenue between the Spokane Valley Mall and Greenacres Phase 2 – Nights and weekends (*accomplished in 2017*).
- Add new night and weekend service to Indian Trail (Route 23).
- Add and improve service in West Central Spokane (frequency improvement proposed to be moved up from 2021).
- Expand and upgrade maintenance facilities to meet existing and projected growth requirements (no impact to routes).
- Construct the West Plains Transit Center at Exit 272 on I-90, and provide a park & ride for commuters (Phase 2 – complete connectivity of West Plains cities is scheduled for 2020).

Fixed-route service design requires a robust examination of opportunities, feedback and consideration of policies and design principles. This Final Recommendation has been developed in accordance with the principles and policies of *Connect Spokane*, STA's comprehensive plan for public transportation, while meeting the commitments set forth in the *STA Moving Forward* plan. While these are rigorous requirements and policies, they still provide for 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.

Staff presented the Preliminary Proposal for the September 2018 Service Revisions to the Board in October 2017 and sought input on the proposal through early January 2018. The outreach efforts are summarized below. Then based on STA's established policies, internal STA technical analysis, and feedback on the Preliminary Proposal, staff prepared and presented the Draft Recommendation to the STA Board Performance and External Relations Committee on January 31, 2018. Notice of the Draft Recommendation was also sent to those that submitted their email address through an online survey, which sought feedback on the various concepts within the Preliminary Proposal. The Board of Directors held a public hearing on the Draft Recommendation on March 15, 2018. The Board received no comments; however, six written comments were received and are included in the appendix of this report. The Final Recommendation represents the culmination of the evaluation and public input on the proposed service revisions.

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

It should be noted that this report contains recommendations that would impact several routes serving the City of Cheney and the West Plains due to the West Plains Transit Center Park & Ride opening and the re-opening of the remodeled Eastern Washington University Pence Union Building (PUB). This proposal also contains other individual route improvements not listed in *STA Moving Forward* in conjunction with ongoing schedule adjustments as provided for in the board-adopted 2017 Transit Development Plan (TDP).

Summary of Outreach

STA solicited input from the public on the proposed service revisions listed in the Preliminary Proposal through an online survey and outreach at several regional city council and neighborhood council meetings. A general summary of the public outreach process is below:

- A total of 1,985 responses to the online survey were received. Those without internet access had the option to fill out a paper survey by request.
- The Preliminary Proposal report was presented at the following STA Public Meetings in October 2017:
 - Performance Monitoring & External Relations Committee
 - Citizen Advisory Committee
 - STA Board of Directors
- The Preliminary Proposal was available on the STA website or by request.
- A Facebook “Live” online event explaining the proposed changes was held on 10/26/17. The event was viewed over 800 times.
- A meeting was held at Studio Cascade on 12/6/2017 with surrounding property owners related to the Route 2 extension to the U-District Bike and Pedestrian Bridge near Sprague Avenue and Sherman Street.
- Staff from the Planning and Communications departments presented on proposed changes at the following city council and neighborhood council meetings:
 - West Central Neighborhood Council – 10/11/17
 - Medical Lake City Council – 11/7/17
 - City of Cheney Planning Commission – 11/13/17
 - Indian Trail Neighborhood Council – 11/14/17
 - West Plains Chamber of Commerce- 11/15/2017
 - East Central Neighborhood Council – 11/21/17
 - City of Cheney City Council – 11/28/17, 3/13/18
- Notices of the proposed changes were posted on bus stops along impacted routes and on-board all coaches.
- Audible announcements regarding the proposed change and survey played on impacted routes.
- Information regarding the proposed changes were advertised at park & ride lots.
- Notice of the Draft Recommendation sent on 2/1/2018 to those that submitted their email address in an online survey.
- Notice of hearing posted in Spokesman-Review on 2/25/2018 and Facebook 3/13/2018
- Public Hearing held 3/15/2018

Summary of the Final Recommended Changes

The following table provides a summary of final recommended changes. More discussion and detail including maps is provided later in the report. For the most part, the Final Recommendation is the same as the Draft Recommendation. The one expectation is that the recommendation regarding express service from the Valley Transit Center (VTC) to Downtown Spokane has been revised based on customer feedback on the Preliminary Proposal and Draft Recommendation as well as additional analysis by staff.

It is important to note that scheduling changes will likely occur for routes not listed below.

Route	Final Recommendation Changes	Rationale
2 South Side Medical Shuttle	Extend route to serve new U-District pedestrian bridge.	Extending route listed as an exploratory service revision in the 2017 TDP's Service Implementation Plan; Improve mobility and productivity.
21 West Broadway	Increase weekday frequency to 15 minutes; Interline with Route 90.	Improving weekday frequency is an enhancement listed as an <i>STA Moving Forward</i> project; Plaza Route 90 Zone 2 layover shifted to the Route 21 end-of-line in order to implement "board and go" at the plaza as listed in <i>STA Moving Forward</i> .
23 Maple/Ash	Extend route to Indian Trail end-of-line weeknights and weekends; Modify route to travel on Boone Ave between Monroe and Maple Streets thereby discontinuing service on Broadway Ave.	Extending route to end-of-line is an enhancement listed as an <i>STA Moving Forward</i> project; Weekday frequency improvement on Route 21 which serves Broadway Ave.

Route	Final Recommendation Changes	Rationale
25 Division	Improve weekday outbound departure reliability by adding a downtown layover location other than the Plaza; Eliminate Plaza dwell and implement “board and go” due to Plaza zones 4 and 5 being consolidated into one zone.	Both enhancements listed as <i>STA Moving Forward</i> projects.
27 Hillyard	Improve weekday afternoon reliability.	Improving reliability is related to a broader enhancement listed as an <i>STA Moving Forward</i> project (full implementation scheduled for 2021).
61 Highway 2 via Browne’s Addition	Discontinue service to Medical Lake weeknights and weekends and extend select trips farther west on Fairchild Air Force Base.	Potential routing modification is related to the West Plains Transit Center <i>STA Moving Forward</i> project; Route 62 would serve Medical Lake seven-days a week.
62 Medical Lake	Modify route to discontinue travel on I-90 with terminals at the Medical Lake Center and the new West Plains Transit Center (WPTC) seven days a week.	Potential routing modifications are related to the West Plains Transit Center <i>STA Moving Forward</i> project; Improve level of service offered to Medical Lake and improve connectivity.
<u>NEW West Plains Route</u>	Introduce new route (Route 64 in this report) with terminals at K St. Station in the City of Cheney and Downtown Spokane via I-90 that would serve the WPTC. This route would operate seven days a week and would be the primary route connecting Cheney and Downtown Spokane on weeknights and weekends.	New route is related to the West Plains Transit Center <i>STA Moving Forward</i> project; Route 62 riders would transfer to this new route at the WPTC in order to travel to/from Downtown Spokane and to/from Cheney.

Route	Final Recommendation Changes	Rationale
66 Cheney/EWU	A new layover location will be constructed at the Surbeck Services (SUR) building for Route 66 buses. The route is proposed to not operate weeknights and weekends in favor of Route 64 becoming the primary route connecting Cheney and Downtown Spokane; Explore renumbering the AM express trips to different route numbers.	EWU PUB reconfiguration prohibits buses from turning around in the parking lot; avoid duplicative service along I-90 weeknights and weekends; Improve customer information.
68 Cheney Local	Modify route to serve Simpson Pkwy/McKeehan Way and the Presley Dr/Salnavé Rd loop with seven-days a week all day service. The Presley Dr/Salnavé Rd loop is currently only served weekdays during the peak period.	Potential routing modifications are related to the West Plains Transit Center <i>STA Moving Forward</i> project; Improve level of service offered to southwest Cheney (Presley Dr/Salnavé Rd loop), and improve schedule reliability.
90 Sprague	Eliminate Plaza dwell and implement “board and go” due to Plaza zones 4 and 5 being consolidated into one zone; Interline with Route 21	Enhancement listed as <i>STA Moving Forward</i> project; Plaza zone 2 layover shifted to Route 21 end-of-line due to modifications to zones 4 and 5.
94 East Central/Millwood	Modify inbound routing in the East Central neighborhood to eliminate service along 3 rd Ave between Magnolia and Altamont Streets and along 2 nd Ave between Arthur and Altamont Streets	Inbound routing modification listed as an exploratory service revision in the 2017 TDP’s Service Implementation Plan; Reduce out of direction travel.
124 North Express	Modify two AM peak inbound trips to begin service at Fairwood Park & Ride. Current riders that park at Hastings Park & Ride would need to park at Fairwood Park & Ride in order to board the bus on the two trips.	Improve service reliability.

Route	Final Recommendation Changes	Rationale
165 Cheney Express	Discontinue route.	Routing modifications related to the West Plains Transit Center <i>STA Moving Forward</i> project.
173 VTC Express	Continue to operate route but perform stop consolidation along the Mission Ave and University Rd route segment between Argonne/Mullan Roads and the VTC.*	Improve speed and reliability.
<u>NEW VTC Express Route</u>	Introduce new express route (Route 190 in this report) with terminals at the VTC in Spokane Valley and Downtown Spokane. This route would operate with select trips during the weekday.*	Provide VTC riders with a faster, more direct trip between the VTC and Downtown Spokane.

* Final Recommendation is different from the Draft Recommendation. More detail and discussion is provided in the Recommended Revisions section.

Timeline for Implementation

These recommended service revisions are an action item on the STA Board of Director's April 19, 2018 meeting agenda. If approved, the changes will go into effect September 16, 2018. Some of the street improvements required for the full implementation of the recommendations will likely not be complete by the service change date. The affected routes will be detoured until the improvements are complete.

Recommended Revisions

The proposed revisions, per *STA Moving Forward* and the 2017 Transit Development Plan (TDP), for September 2018 can be categorized as follows:

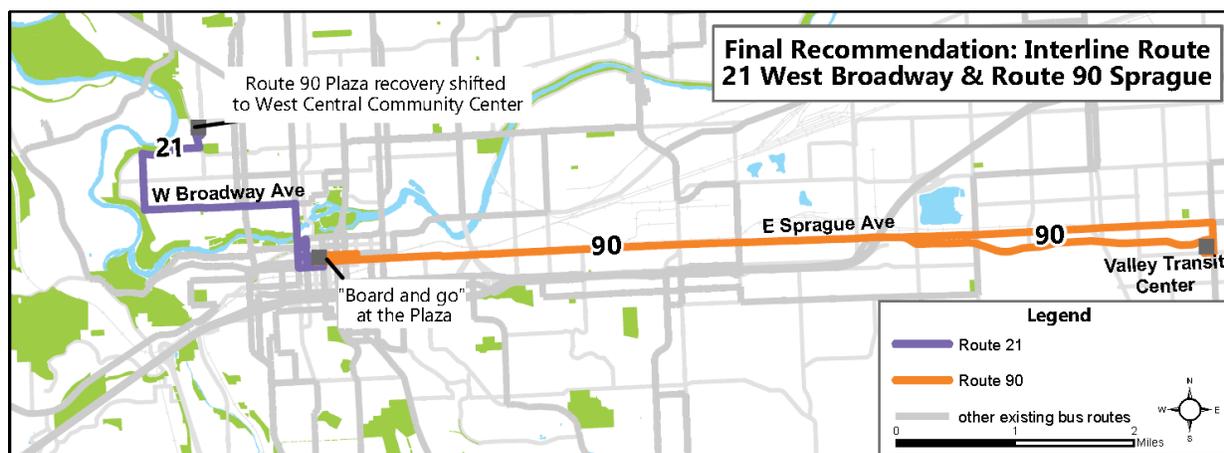
- More service on existing routes
- Modify/add service
- Modify existing routes to improve service effectiveness

More service on existing routes

Route 21 West Broadway– More Weekday Service

In 2021, the *STA Moving Forward* plan proposes to create better frequency through the West Central neighborhood and allow for north/south connections to occur throughout the city without having to travel downtown. The existing Route 21 would be extended to create these new connections once the Central City Line is operational. It is recommended that the weekday frequency improvement aspect of the 2021 plan be implemented sooner in order to interline the route with the more frequent Route 90. Plaza dwell for routes 25 Division and 90 Sprague is proposed to be minimized by implementing “board and go” operations for both routes. The Route 90 is proposed to be interlined with the shorter Route 21 to allow its layover and recovery to move from the Plaza to the Route 21 end-of-line at West Central Community Center (WCCC). Since Route 90 currently operates with 15-minute frequency on weekdays, Route 21 would improve to 15-minute frequency. Weekend frequency may also improve depending on final interline configurations. STA is working with the WCCC in order to obtain restroom access during times when the facility is closed.

It should be noted that Route 21 is currently interlined with Route 94 on weekdays. The recommended interline change with Route 90 would also create possible schedule and interline changes with routes 29, 32, 42, 43, and 94. The recommended changes are depicted on the map below.

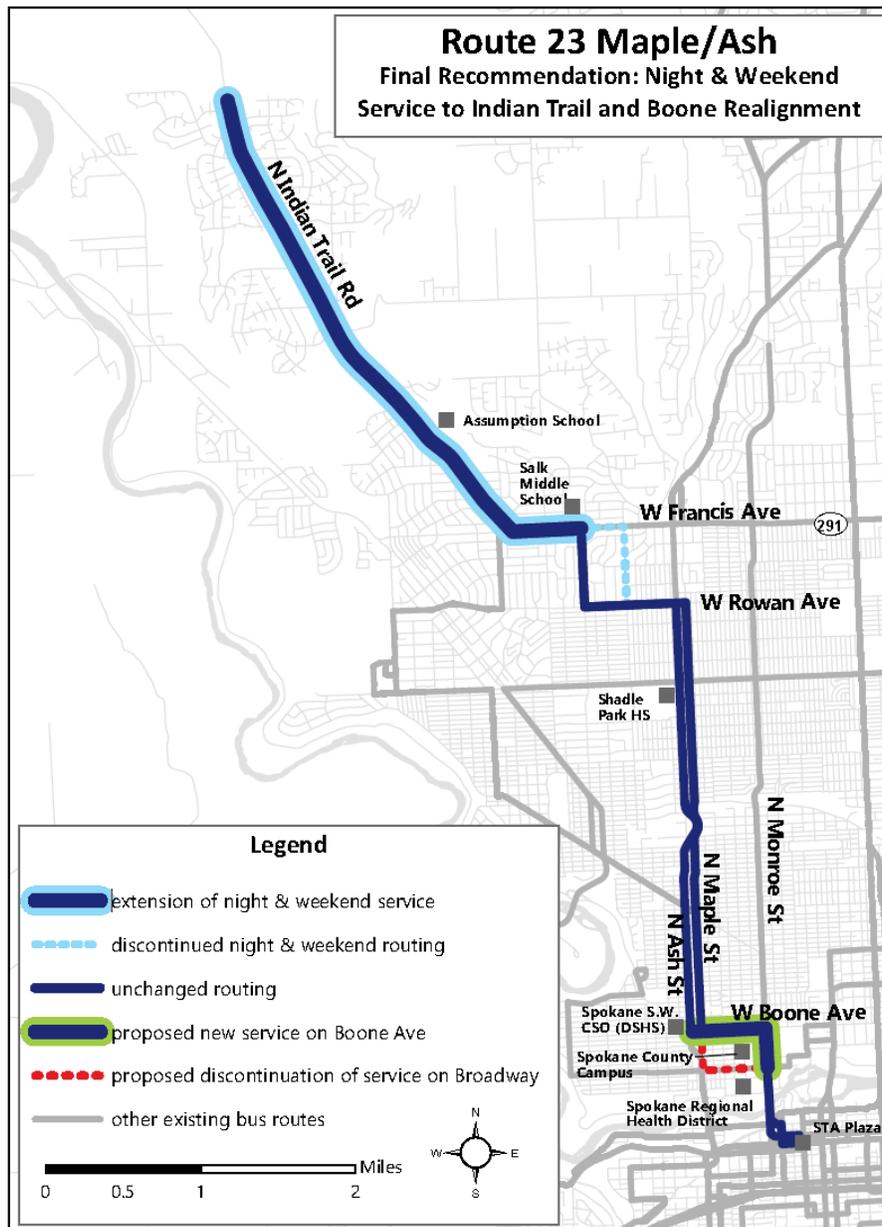


Route 23 Maple/Ash– Night and Weekend Service to Indian Trail & New Service on Boone Ave

Currently, Route 23 does not run all day to the end-of-line in Indian Trail. This means that the more than 4,800 people residing within ¼ mile of Route 23 do not have night or weekend

service. Per the *STA Moving Forward* plan, the route is proposed to be extended to the end-of-line weeknights and all-day on weekends in order to meet Spokane Transit’s basic service standards.

Furthermore, since both routes 21 and 23 serve the Spokane County Campus along Broadway Ave, it is proposed that Route 23 be modified to serve Boone Ave (between Monroe and Maple/Ash Streets), which is also served by Route 22, due to the fact that Route 21 would have increased 15-minute weekday frequency along Broadway Ave. The proposed changes are depicted on the map below.



The table below depicts the average daily boardings (Ons)/alightings (Offs) by bus stop and direction (outbound/inbound), closest alternate stop to the discontinued Route 23 stop, and walking distance to the closest alternate stop from the discontinued Route 23 stop along Broadway Ave and Maple/Ash Streets.

Route 23 Discontinued Stop Location	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Maple @ Mallon	Outbound	16	10	Boone @ Maple	Within 1/4 Mile (Routes 22/23)
Maple @ Boone	Outbound	17	59	Boone @ Maple	Within 1/4 Mile (Routes 22/23)
Ash @ Sharp	Inbound	61	22	Ash @ Maxwell	Within 1/4 Mile (Routes 22/23)
Ash @ Mallon	Inbound	37	16	Broadway @ Oak	Within 1/4 Mile (Route 21)

Modify/add service

West Plains Transit Center (WPTC)/Eastern Washington University PUB Related Route Modifications

The *STA Moving Forward* plan includes the construction of a new park and ride facility located at Exit 272 of I-90 which is currently underway. Currently, transit customers are required to travel to Downtown Spokane to make a connection between any of the cities on the West Plains. This new transit center would allow customers to change buses on the West Plains, saving time while also allowing STA to utilize existing service between Spokane and Cheney more efficiently. The full potential of this new facility would not be reached until WSDOT completes interchange improvements that would make serving the facility faster with improved ingress and egress (Phase 2). The improvements by WSDOT are anticipated to be fully operational in 2021. Complete connectivity of the West Plains cities is planned in Phase 2. Phase 1 will include serving the facility with select routes and/or trips. Some of these routes travel to the City of Cheney and serve Eastern Washington University (EWU). The 2017 TDP also includes potential changes to Routes 66, 68, and 165 due to the EWU PUB reconfiguration project that prevents STA from using the PUB as a bus layover location.

Two options for serving both of the facilities discussed above while also serving other transportation needs in the area were presented in the Preliminary Proposal. Option A proposed the most change to West Plains/Cheney bus service impacting five existing routes. This option introduced a new route that would serve the new WPTC between the proposed terminals at the STA Plaza and K St Station in the City of Cheney. Improved service frequency to Medical Lake would be provided with a connection at the WPTC to either downtown Spokane or Cheney. This option would also discontinue service along the southeast perimeter of the

EWU campus (7th St, 5th St, and C St between Washington St and Elm St), currently served by routes 68 and 165. Route 68 would be significantly modified and Route 165 would be discontinued.

Option B proposed the least amount of change to existing routes. Service would remain along 7th St, 5th St, and C St between Washington St and Elm St (currently served by Routes 68 and 165). Under this option there would be no changes to how Eagle Point is served on Route 68 along Betz Rd and Washington St. Routes 62 and 165 would be modified to serve the WPTC and the rest of the routing would remain unchanged. Both options would impact the Paratransit boundary due to the routing required to serve the WPTC and potential changes to individual routes. Option A is recommended for implementation.

West Plains Final Recommendation

Route 61– This route would not serve Medical Lake Center via Brooks Rd west of Fairchild Airforce Base on weeknights and weekends due to proposed modifications to Route 62. Select trips on the base would extend west of the current terminal. This change would impact the Paratransit boundary. See the Public Process and Implementation Timeline section for more information.

Route 62 – This route would be modified to discontinue travel on I-90 and would have terminals at the Medical Lake Center and the WPTC. This would allow for improved hourly frequency on the route seven-days a week. Connections to the City of Cheney and downtown Spokane would be provided by a new Route 64. Currently, Route 62 operates with 90 minute frequency with only nine round trips during the weekday and is served by Route 61 weeknights and weekends, but riders need to travel through Airway Heights first. The route pattern within Medical Lake would be similar to Route 62 today. The area hospitals would be served in the outbound direction from the WPTC in the AM. In the PM, the inbound trips from Medical Lake Center would serve the area hospitals and then travel to the WPTC. Some trips of Route 62 may be interlined with new Route 64 in order to streamline service at the WPTC.

Route 64 (NEW) - This new route would have terminals at the Plaza in downtown Spokane and K St Station in the City of Cheney. In between these terminals, the route would serve the new WPTC off exit 272 and Eastern Washington University via Betz Rd, 6th St, Elm St, and Washington St. The route would operate with 30 minute peak frequency on weekdays and hourly mid-day weekday frequency. During the AM/PM peak, the additional service frequency (typically every other trip) may only operate between the WPTC and Downtown Spokane to reduce wait times at the WPTC or some AM and PM peak trips may be interlined with the modified Route 62 in order to

streamline service. On nights and weekends, the route would operate with hourly frequency. Route 62 riders would transfer to/from the new route 64 at the WPTC in order to travel to/from Downtown Spokane or Cheney. This route would be the main route serving Cheney weeknights and weekends. Route 66 would no longer operate during these times. The intent is that this route would be consolidated with Route 66 at the time the WPTC is fully operational with more direct access to I-90.

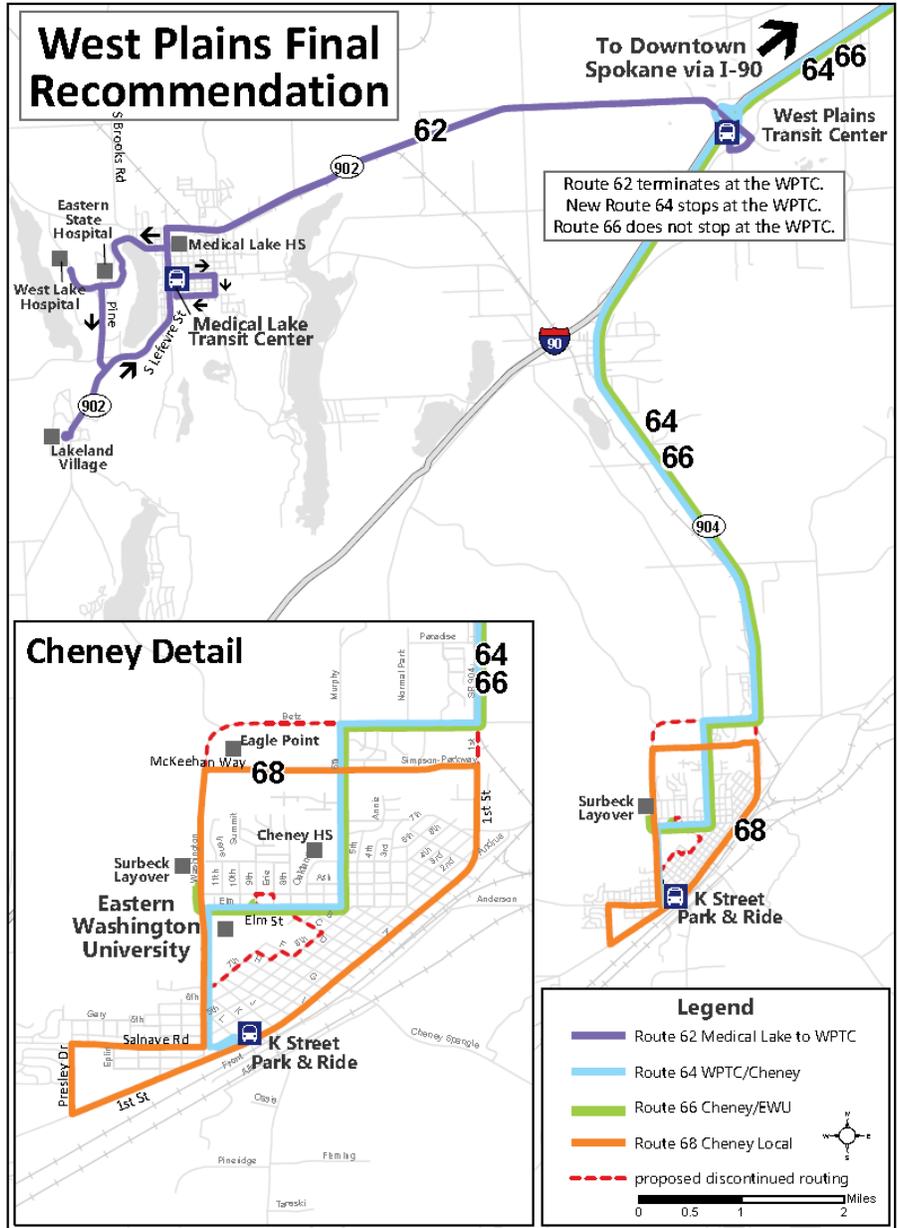
Route 66– There are no routing modifications to Route 66 that would impact current riders on weekdays; however, due to the EWU PUB reconfiguration, a new layover location will be constructed at the Surbeck Services (SUR) building on Washington Street just north of Cedar Street. Service on Elm St between Washington and 6th Streets would remain unchanged; however, new bus stops would be installed on Elm St near the redesigned EWU PUB. Buses would have layover at the SUR building (no boarding/alighting activity). Weeknights and weekends, Route 64 would be the main route connecting the City of Cheney with Downtown Spokane. It is proposed that Route 66 would not operate on weeknights and weekends to avoid duplicative service. The intent is that this route would be consolidated with Route 64 at the time the WPTC is fully operational with more direct access the I-90. Also included in this Final Recommendation is to explore renumbering the Route 66 AM express trips from the various park & rides to different route numbers based on the geographic location that the trips are originating from.

Route 68– Service would be discontinued on Betz Rd between Washington and 1st Streets in favor of serving Simpson Pkwy/Mike McKeehan Way between Washington and 1st Streets. Current Eagle Point riders would board the bus along Mike McKeehan Way which would eliminate the need for most riders to cross Washington or Betz streets in order to access transit. Service would be discontinued along 7th St, 5th St, and C St between Washington St and Elm St (southeast portion of the EWU campus). These proposed routing changes would allow Route 68 to serve the Salnave Rd, Presley Dr, and 1st St loop in southwest Cheney seven-days a week due to the proposed discontinuation of Route 165 without substantially increasing operating costs (increase bus requirement). The route would have similar clockwise (right turns) and counter-clockwise (left turns) patterns with buses originating from K St Station (instead of the EWU PUB) where the layover location would be. This route pattern is proposed to also operate on weeknights and weekends. Currently, Route 66 is interlined with Route 68 weeknights and weekends. Route 68 performs a different weeknights and weekend pattern than on weekdays due to Route 66 serving Eagle Point weeknights and

weekends. The proposed routing changes would impact the Paratransit boundary. See the Public Process and Implementation Timeline section for more information.

Route 165 – This route would be discontinued due to the proposed modification of Route 68 that would serve the Salnave Rd, Presley Dr, and 1st St loop. In the AM, current Route 165 passengers along the loop would need to transfer from Route 68 to Routes 66 (at 6th St/McKeehan Way/Simpson Parkway) or new Route 64 (at K St. Station or at 6th St/McKeehan-Simpson Pkwy) in order to travel to Downtown Spokane and vice versa from Downtown Spokane in the PM. Some early AM trips of Route 68 may be interlined with inbound Route 64 trips in order to streamline service and provide an in seat connection at K St. Station. The Route 165 only operates during the AM peak inbound (six trips) and PM peak outbound (six trips) on weekdays only. The recommended revised route 68 would provide riders in southwest Cheney with steady all-day service seven-days a week on Route 68.

The Final Recommendation for West Plains service is depicted on the following map.



The table below depicts the average daily boardings (Ons)/alightings (Offs) by bus stop and direction (outbound/inbound), closest alternate stop to the discontinued Route 66, 68 and/or Route 165 stop, and walking distance to the general location of the closest alternate stop.

Discontinued Cheney Stop Location	Routes	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Betz @ Washington (Eagle Point)	66/68	66 Outbound/68 Counter-Clockwise	24	31	Board on McKeehan Way between Washington and 6th Streets	Within 1/4 Mile (Route 68)
7th @ Washington	68/165	165 Outbound/68 Clockwise	5	4	Board on Washington Street	Within 1/4 Mile (Routes 64/68)
7th @ I	68/165	165 Outbound/68 Clockwise	4	15	Board on 1st Street or Washington Street	Within 1/2 Mile (Routes 64/68)
7th @ G	68/165	165 Outbound/68 Clockwise	4	11	Board on 1st Street or Washington Street	Within 1/2 Mile (Routes 64/68)
F Street @ 6th	68/165	165 Outbound/68 Clockwise	0	8	Board on 1st Street, Washington Street, or Elm Street	Within 1/4-1/2 Mile (Routes 64/66/68)
5th @ College	68/165	165 Outbound/68 Clockwise	0	0	Board on 1st Street, Washington Street, or Elm Street	Within 1/4-1/2 Mile (Routes 64/66/68)
C Street @ 6th	68/165	165 Outbound/68 Clockwise	0	14	Board on 1st Street or Washington Street	Within 1/4-1/2 Mile (Routes 64/66/68)
Betz @ Washington (Eagle Point)	66/68	66 Inbound/68 Clockwise	5	33	Board on McKeehan Way between Washington and 6th	Within 1/4 Mile
C Street @ 5th	68/165	165 Inbound/68 Counter-Clockwise	13	5	Board on 1st Street, Washington Street, or Elm Street	Within 1/4-1/2 Mile (Routes 64/66/68)
5th @ College	68/165	165 Inbound/68 Counter-Clockwise	0	5	Board on 1st Street, Washington Street, or Elm Street	Within 1/4-1/2 Mile (Routes 64/66/68)
F Street @ 6th	68/165	165 Inbound/68 Counter-Clockwise	6	3	Board on 1st Street, Washington Street, or Elm Street	Within 1/4-1/2 Mile (Routes 64/66/68)
G Street @ 7th	68/165	165 Inbound/68 Counter-Clockwise	6	5	Board on 1st Street or Washington Street	Within 1/2 Mile (Routes 64/68)
7th @ I	68/165	165 Inbound/68 Counter-Clockwise	3	0	Board on 1st Street or Washington Street	Within 1/4-1/2 Mile (Routes 64/68)
7th @ Washington	68/165	165 Inbound/68 Counter-Clockwise	3	5	Board on Washington Street	Within 1/4 Mile (Routes 64/68)

Route 173 VTC Express – Maintain Route 173 and Implement New Route 190

While not specifically listed in *STA Moving Forward* or the 2017 TDP, the Preliminary Proposal and Draft Recommendation revisited a concept that was first introduced with the September 2017 Draft Recommendation. Implementation of this concept was deferred until September 2018 due to the concept not being essential to the *STA Moving Forward* plan and to continue the dialogue with current riders on how their commute would be impacted by the changes as well as finalizing the new layover location for both routes.

The concept aimed to improve service effectiveness and efficiency on express service between the Valley Transit Center (VTC) and Downtown Spokane, by streamlining routing and replacing the existing Route 173 with two new express routes. Route 190 would be oriented toward the job market of Downtown Spokane and the connectivity to the Plaza (which provides good connections to other destinations such as the U-District, medical district, and SFCC/SCC). The route would provide a majority of current Route 173 riders with a faster trip (5-7 minutes savings) between the VTC and Downtown Spokane. Route 194 would have been a subordinate peak route that serves jobs within walking distance of Mission Ave and Argonne/Mullan Roads.

Based on feedback from the Preliminary Proposal and Draft Recommendation along with internal technical analysis, STA is recommending to maintain Route 173 with the current routing pattern while also creating a new Route 190 between the VTC and Downtown Spokane. The new Route 190 pattern would be different than the pattern introduced in the Preliminary Proposal and Draft Recommendation. The original concept was for Route 190 to operate along the existing Route 173 pattern along Mission Ave and University Rd and would have required those riders to travel to the VTC first before continuing to Downtown Spokane in the AM and in the PM to the VTC first before continuing to stops along Mission Ave and University Rd.

Final Recommendation

Route 173

Continue to operate route with same route pattern as today and perform stop consolidation along the Mission Ave and University Rd route segment between Argonne/Mullan Roads and the VTC. The following existing Route 173 trips are candidates to be converted to Route 190 trips:

- 1) Inbound departing the VTC at 7:25 am (7:52 am Plaza arrival)
- 2) Outbound departing the Plaza 12:42 pm (1:06 pm VTC arrival)
- 3) Outbound departing the Plaza at 1:42 pm (2:06 pm VTC arrival)
- 4) Outbound departing the Plaza at 2:42 pm (3:06 pm VTC arrival)

In addition to the converted trips above, the round trip departing the Plaza at 8:12 AM would be deleted due to low ridership and to offset some of the extra costs related to the operation of Route 190.

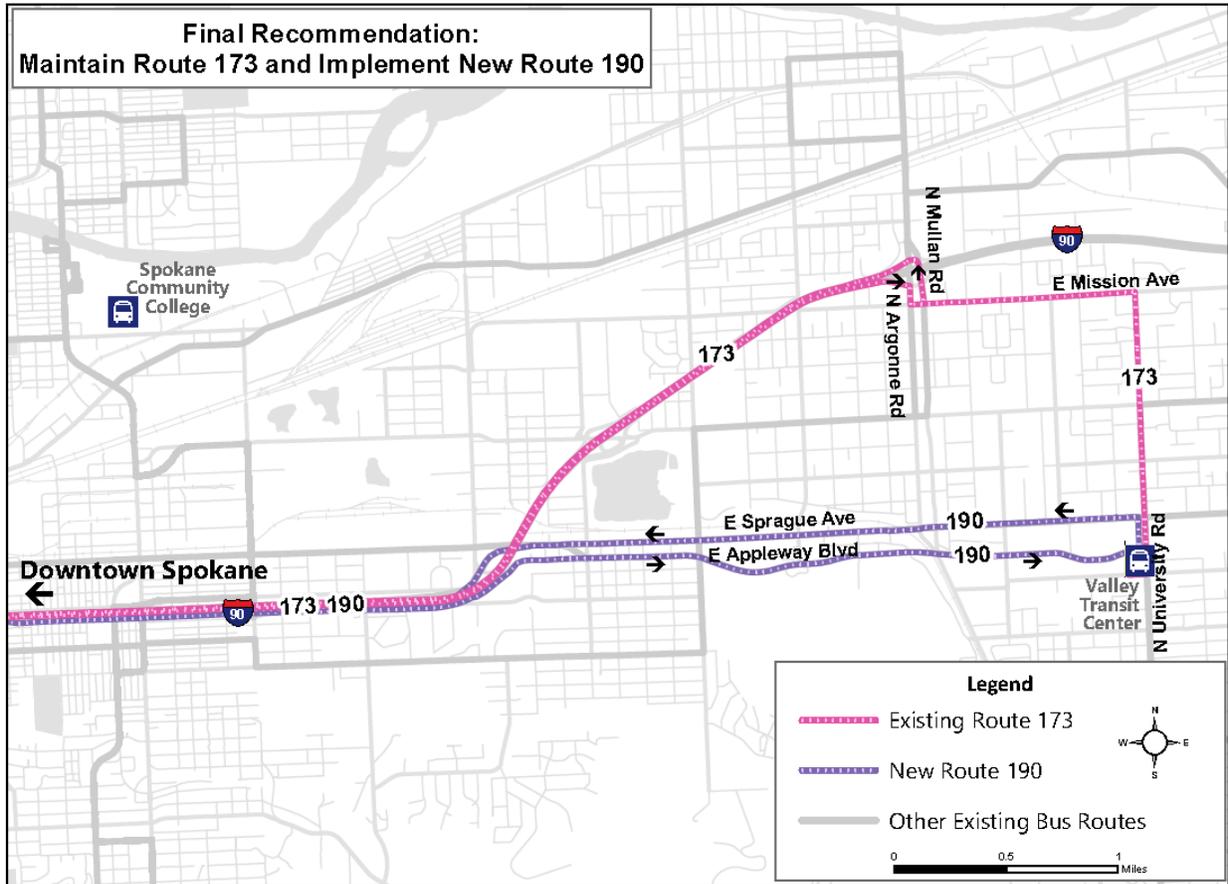
The route may be renamed in favor of naming Route 190 VTC Express because it is more of an express route than Route 173 due to the number of stops.

Route 190 (New)

The new route would operate between Downtown Spokane and the VTC. In the outbound direction from Downtown Spokane, the route would begin service at the Plaza and would first follow the same path in Downtown Spokane (same Route 173 bus stops served). Instead of exiting I-90 at Argonne Rd as Route 173 currently does, the bus would exit I-90 at Sprague Ave/Appleyway Blvd and then travel express to the VTC via Appleyway Blvd. **There is one planned stop at Dishman-Mica Rd (near the planned inbound stop at Argonne Rd) and no other Route 90 stops would be served.** This means that the bus can travel in the middle lanes along Appleyway Blvd for a majority of the route segment between I-90 and the VTC. In the inbound direction from the VTC, the route will travel express on Sprague Avenue to I-90 and then serve Downtown Spokane via the same downtown routing as Route 173 (same

Route 173 bus stops would be served). **There is one planned stop at Argonne Rd. No other Route 90 stops would be served.** This means that the bus can travel in the middle lanes along Sprague Ave for a majority of the route segment between the VTC and I-90.

The Final Recommendation concept for Route 190 is depicted on the map below.



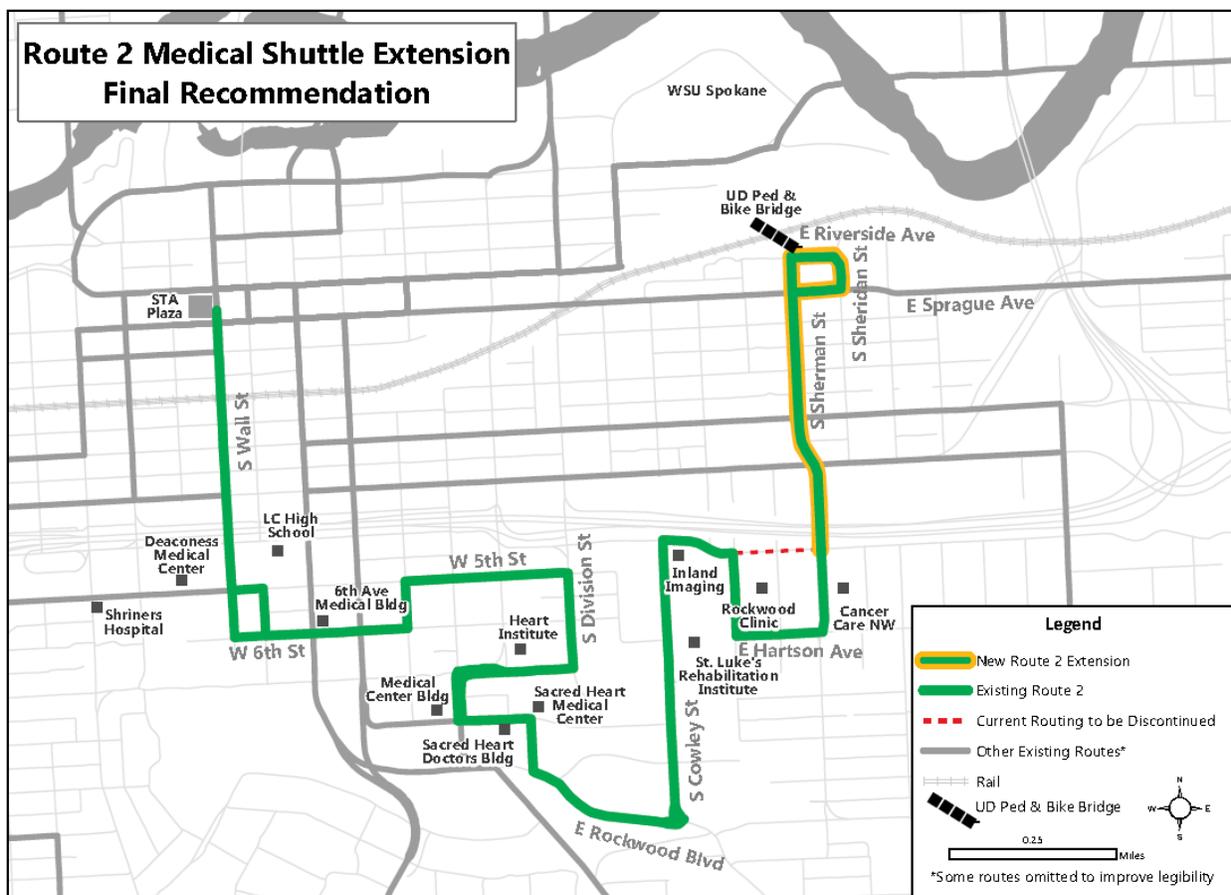
The example below is what the Route 173/Route 190 public schedules could look like if the Route 190 concept is implemented. This is intended to show current Route 173 riders how their commutes would be impacted during a given time of day. Initial bus tests concluded that VTC riders deciding to take the proposed new Route 190 would experience faster commutes by saving five to seven minutes of travel time over taking Route 173 depending on the time of day, direction of travel, and traffic conditions on I-90. More detailed scheduling work is necessary if the route is fully implemented.

Modify existing routes to improve service effectiveness

Route 2 South Side Medical Shuttle – University District Pedestrian Bridge Extension

As stated in the 2017 TDP, the Route 2 would be extended to serve the new U-District bike and pedestrian bridge located just north of Sprague Ave and Sherman St. This change would connect the U-District with medical facilities on the lower South Hill while also providing a new transfer location with Route 90 along Sprague Ave. The route has been on the Annual Route Report’s “out of compliance list” for several consecutive years consistently not meeting the Ridership and Energy standards. This change is expected to increase productivity.

Various options for how the route would be extended in the area of the Rockwood Clinic were presented in the Preliminary Proposal. The recommended option that would extend the route to serve the U-District pedestrian bridge is depicted below. This option would serve the Rockwood Clinic with two-way service along Chandler St, Hartson Ave, and Sherman St.



STA has received approval from property owners in order to improve visibility (tree trimming) for the left turn from Hartson Ave to Sherman St traveling north to the new pedestrian bridge end-of-line in the outbound direction. The inbound pattern near Rockwood Clinic would remain the same as today.

Construction of Grant Street and Riverside Avenue near the bridge is not anticipated to be completed by the September 2018 service change date so an alternative routing will be developed and implemented until completion of the entire project (tentatively scheduled for completion in 2019). STA will monitor pedestrian activity on the mixed-mode plaza and future alternatives for routing will be explored as the roads near the bridge are built out.

Route 25 Division – Improve Weekday Reliability/Plaza Operational Improvements

In addition to run time reliability improvements made in September 2017, an additional *STA Moving Forward* reliability enhancement would improve outbound departure reliability by introducing a layover location in Downtown Spokane other than the Plaza (improvement deferred from 2017). Inbound arriving buses will be able to drop off passengers at the Plaza and then travel out of service to the layover location and then return to perform outbound trips. The proposed layover location is along 2nd Ave and Lincoln St adjacent to the Conoco gas station. STA currently uses this location for bus layover and the location can accommodate a 60-foot articulated coach which the route will operate with starting in September 2018. This would improve transit operations by significantly reducing early arriving bus dwell time in front of Spokane Regional Business Center (SRBC) on Riverside Ave and Post St while also allowing late arriving inbound buses to depart outbound on time.

The *STA Moving Forward* Plaza Operational improvement will combine Plaza zones 4 and 5 into one zone to provide a longer curb length for larger buses. As part of this change, STA will implement “board and go” operations for Route 25. The dwell time would only be the time needed to load passengers. As soon as passengers finish boarding the bus it can depart the Plaza. Some of the online survey respondents were confused on how “board and go” would actually work; therefore, STA will conduct further education and outreach closer to implementation in September if the concept is implemented.

Route 27 Hillyard – Improve Weekday Reliability

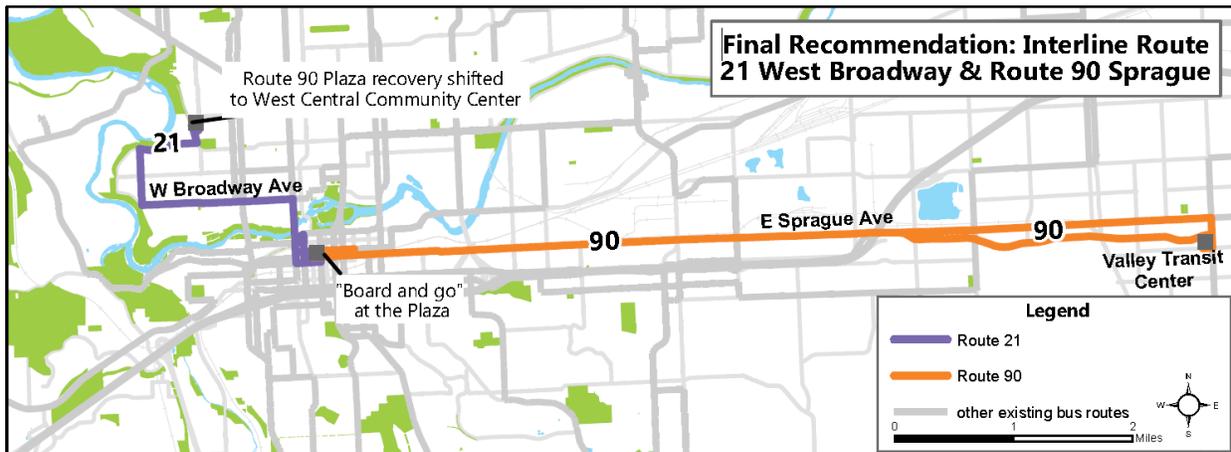
Route 27 currently experiences weekday afternoon reliability issues due to increased passenger activity and vehicular traffic, often resulting in schedule failure. To alleviate this situation, help maintain the reliability of Route 27’s schedule, and to improve the performance, it is proposed to add a bus to the schedule on weekday afternoons. The route would continue to operate with 30-minute weekday frequency. This is a near-term solution until 2021 when an *STA Moving*

Forward project would add more frequency and capacity to Northeast Spokane, likely introducing new and revised route structures. The future service investments will help reduce overcrowding during peak periods of the day.

Route 90 Sprague - Plaza Operational Improvements

The *STA Moving Forward* Plaza Operational improvement includes combining Plaza zones 4 and 5 into one zone to provide a longer curb length for larger buses (near term on Route 25). As part of this change, STA will implement “board and go” operations for Route 90. The dwell time at the Plaza would be scheduled to provide adequate time needed for passenger boarding activity, reducing or eliminating all together the layover time currently scheduled at the Plaza. As soon as passengers finish boarding the bus it can depart the Plaza. Some of the survey respondents were confused on how “board and go” would actually work; therefore, STA will conduct further education and outreach closer to implementation in September if the concept is implemented.

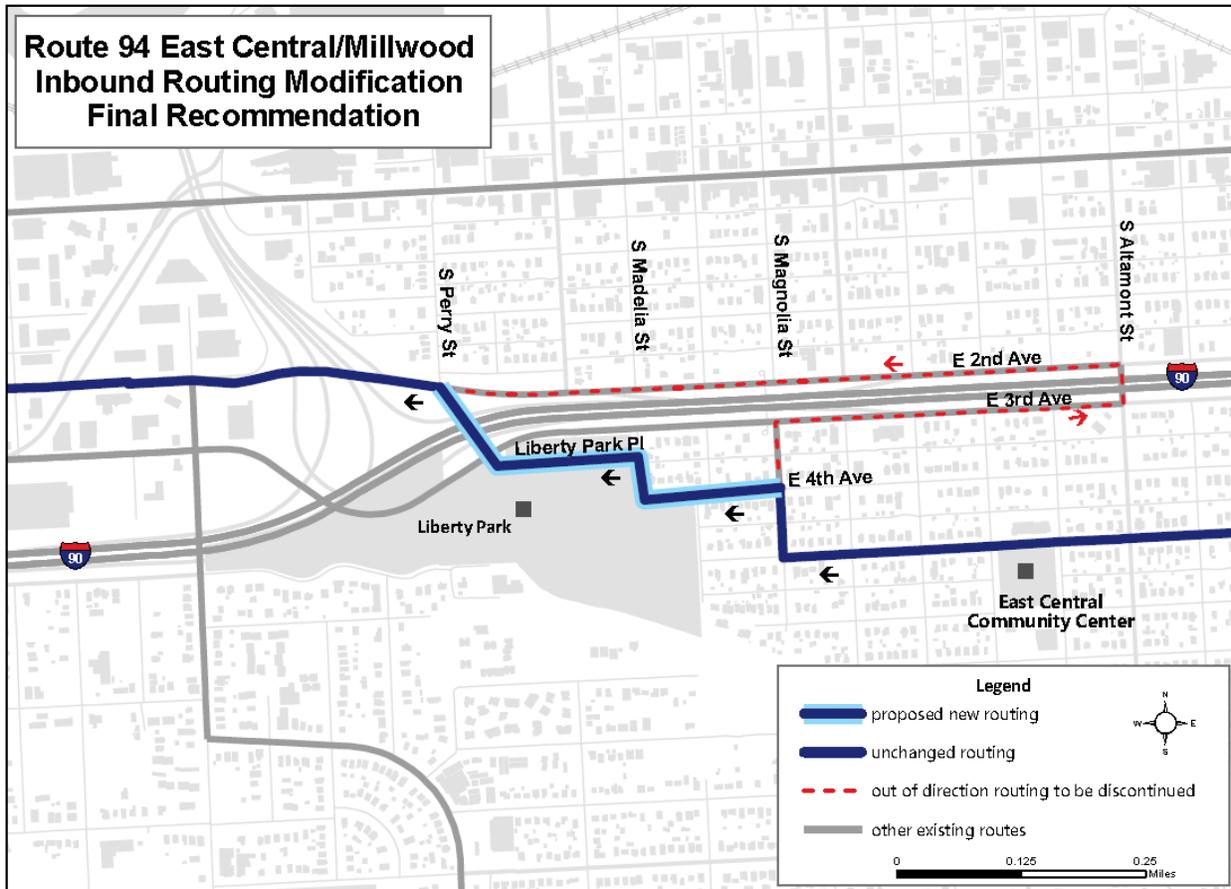
Route 90 currently has Plaza layover in zone 2 as part of the *STA Moving Forward* plan to improve weekday reliability on that route. This was implemented in September 2017. Route 90 will not have the space to layover at the Plaza after zones 4 and 5 are consolidated into one zone. Therefore, Route 90 is proposed to be interlined with Route 21 to allow the layover location to move from the Plaza to the Route 21 end-of-line at West Central Community Center (WCCC). STA would work with the WCCC in order to obtain restroom access during times when the facility is closed. The proposed changes are depicted on the map below.



Route 94 East Central/Millwood – Inbound Routing Modification

The 2017 TDP’s Service Implementation Plan lists an exploratory service revision that would reduce out of direction travel in the East Central neighborhood. Inbound from Magnolia St, the bus currently has to backtrack via 3rd Ave, Altamont St, and 2nd Ave in order to serve the time

point at 2nd Ave and Arthur St. The proposed inbound routing modification from Magnolia St is 4th Ave, Madelia St, Liberty Park Pl, and Perry St in order to travel west on 2nd Ave. This routing is depicted on the map below.



The table below depicts the average daily boardings (Ons)/alightings (Offs) by bus stop and direction (inbound), closest alternate stop to the discontinued Route 94 stop, and walking distance to the closest alternate stop from the discontinued stop.

Route 94 Discontinued Stop Location	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Magnolia @ 3rd	Inbound	8	1	5th @ Magnolia	Within 1/4 Mile
3rd @ Crestline	Inbound	1	0	5th @ Stone	Within 1/2 Mile
2nd @ Altamont	Inbound	9	3	Sprague @ Altamont on Route 90 or 5th @ Stone on Route 94	Within 1/4-1/2 Mile
2nd @ Napa	Inbound	0	0	Sprague @ Napa	Within 1/4 Mile (Route 90)
2nd @ Madelia	Inbound	1	0	Sprague @ Helena	Within 1/2 Mile (Route 90)
2nd @ Perry	Inbound	0	0	Sprague @ Helena	Within 1/2 Mile (Route 90)

Route 124 North Express – End-of-Line Routing Modification

While not specifically listed in *STA Moving Forward* or the 2017 TDP, STA presented two options for modifying the Route 124 end-of-line to Fairwood Park & Ride instead of Hastings Park & Ride in order to avoid a difficult unprotected left turn from Mayfair Rd onto Hastings Road.

A substantial number of comments received regarding the two options expressed concern about longer commute times and a desire for no change at all. Therefore, STA is recommending maintaining the same general route pattern, and that only two AM trips be modified to begin at Fairwood Park & Ride instead of Hastings Park & Ride following the same inbound pattern from Fairwood Park & Ride as today. The outbound pattern would remain the same as today ending at Hastings Park & Ride. This recommendation impacts the current AM trips that depart the Hastings Park & Ride lot at 7:24 am and 7:57 am. Hastings Park & Ride passengers on those two trips would instead need to board at the Fairwood Park & Ride or take Route 25. This recommendation does not completely solve the left turn issue; however, it does solve the issue during the busiest AM peak time when traffic volumes are generally higher on Hastings Rd. A more permanent fix will be discussed for the September 2019 service change when Route 124 is proposed to be interlined with a new South Hill express route.

An example of what the public schedule could look like if this concept is implemented is shown below. This is intended to show current riders how their commutes would be impacted and which two trips are subject to modification.

124 To Downtown Weekday

Leave Hastings P&R	Fairwood P&R	Monroe Francis	Monroe Wellesley	Monroe Broadway	Arrive Plaza	Zone	Continues as route
6	5	4	3	2	1		
5:20	5:22	5:31	5:34	5:41	5:45	1	173
5:50	5:52	6:01	6:04	6:11	6:15	P	74
6:12	6:14	6:23	6:26	6:33	6:37	B	
6:27	6:29	6:38	6:41	6:48	6:52	B	
6:42	6:44	6:53	6:56	7:03	7:07	P	74
6:54	6:56	7:06	7:09	7:16	7:22	B	
7:09	7:11	7:21	7:24	7:31	7:37	P	74
-----	7:26	7:36	7:39	7:46	7:52	B	
-----	7:59	8:08	8:11	8:18	8:22	B	
8:27	8:29	8:38	8:41	8:48	8:52	B	
3:54	3:56	4:05	4:08	4:15	4:22	P	
4:24	4:26	4:35	4:38	4:45	4:52	P	74
4:54	4:56	5:05	5:08	5:15	5:22	B	124
5:35	5:37	5:46	5:49	5:56	6:00	P	74
6:05	6:07	6:16	6:19	6:26	6:30	P	74

124 From Downtown Weekday

Zone	Leave Plaza	Monroe Broadway	Monroe Wellesley	Monroe Francis	Fairwood P&R	Arrive Hastings P&R	
	1	2	3	4	5	6	
6	6:14	6:17	6:24	6:27	6:36	6:38	
6	6:41	6:44	6:51	6:54	7:03	7:05	
6	3:11	3:14	3:21	3:24	3:33	3:35	
6	3:41	3:44	3:51	3:54	4:03	4:05	
6	4:11	4:14	4:21	4:24	4:33	4:35	
6	4:41	4:44	4:51	4:54	5:03	5:05	
6	4:56	4:59	5:06	5:09	5:18	5:20	
6	5:11	5:14	5:21	5:24	5:33	5:35	
6	5:26	5:29	5:36	5:39	5:48	5:50	
6	5:41	5:44	5:51	5:54	6:03	6:05	
6	6:11	6:14	6:21	6:24	6:33	6:35	

Bold times indicate P.M.

P = Post & Riverside, west of The Plaza

B = Bank of America, east of The Plaza

PROPOSED CHANGES

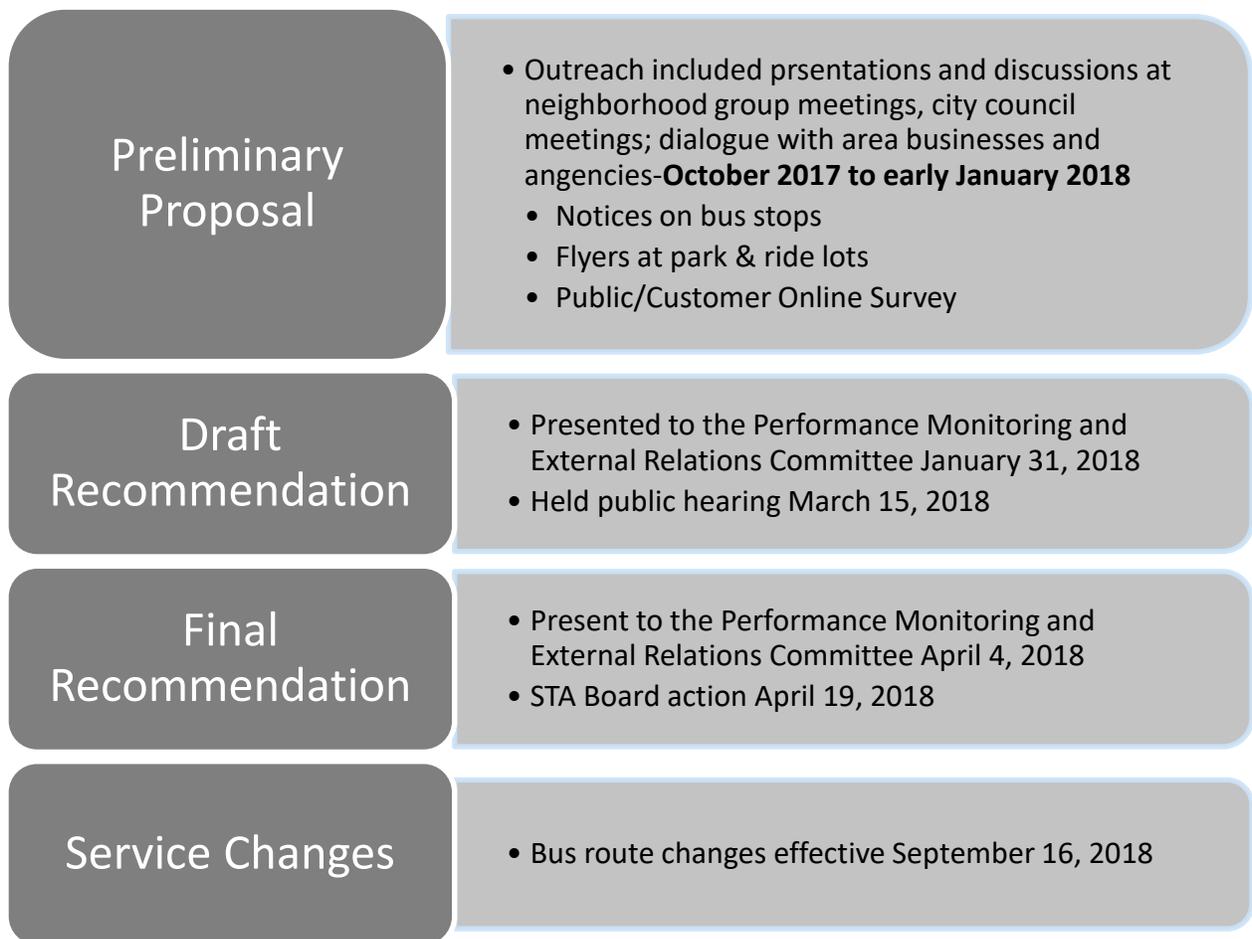
The table below depicts the average daily boardings (Ons) for the two impacted inbound Route 124 trips that currently depart from Hastings Park & Ride at 7:24 am and 7:57 am.

Current Route 124 Inbound Hastings P&R Departure Time	Hastings P&R Ons	Fairwood P&R Ons
7:24 AM	10	9
7:57 AM	6	5

Service Revision Process and Policy Implications

Although these concepts listed in this Final Recommendation have been outlined in the *STA Moving Forward* plan and TDP, the ideas for the September 2018 service change were brought forward through the public process (Preliminary Proposal and Draft Recommendation) to receive public input before service can begin. The September 2018 service changes are considered moderate (between 1.0% and 10% growth in revenue hours of service in any calendar year). The Communications and Public Input section of STA’s Comprehensive Plan mandates that a public hearing take place and requires board approval for the Final Recommendation. A public hearing took place on March 15, 2018 in order to receive public input on the Draft Recommendation. The Board received no comments on the Draft Recommendation; however, six written comments were received and are included in the Appendix of this report.

The following chart shows how the Final Recommendation phase fits into the decision-making and implementation process.



Title VI Implications

In compliance with Title VI of the Civil Rights Act of 1964, the Spokane Transit September 2018 Service Revisions includes a statement of the impacts of the proposed service changes on minority and low-income transit users. 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.

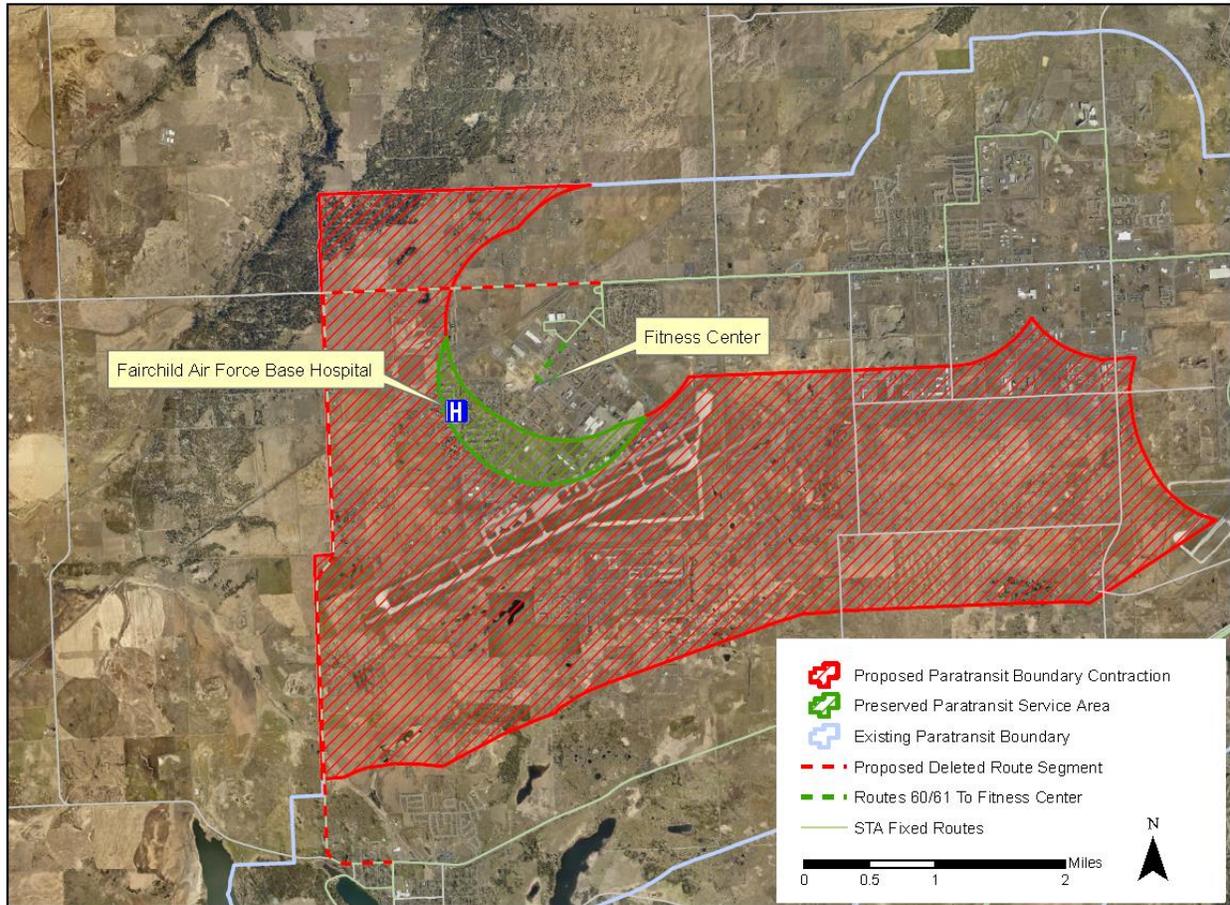
STA’s proposed September 2018 service change is classified as a moderate service change because the proposed system-wide growth between 1% and 10% of STA’s total revenue hours and not a reduction of hours. Since the service change is not considered major, a Title VI report is not required per Annex 2 listed in Connect Spokane: A Comprehensive Plan for Public Transportation.

Paratransit Boundary Implications

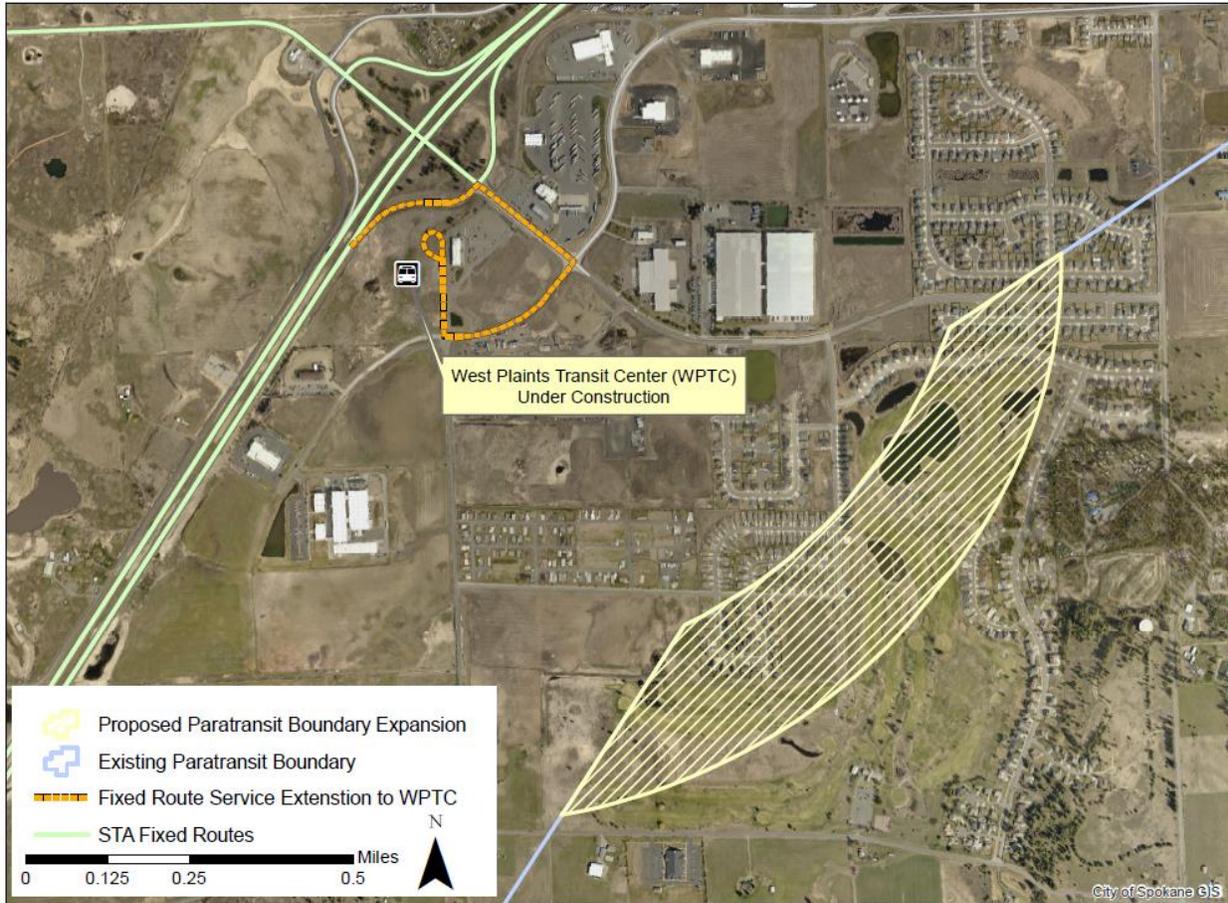
Paratransit service is provided to persons whose disability precludes them from accessing or traveling on fixed-route bus service. As a requirement of the Americans with Disabilities Act that it is complementary of fixed-route service, Spokane Transit adheres to the mandate to provide the service within $\frac{3}{4}$ of a mile of each fixed-route. 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 Final Recommendation go into effect in September of 2018.

West Plains Paratransit Impacts

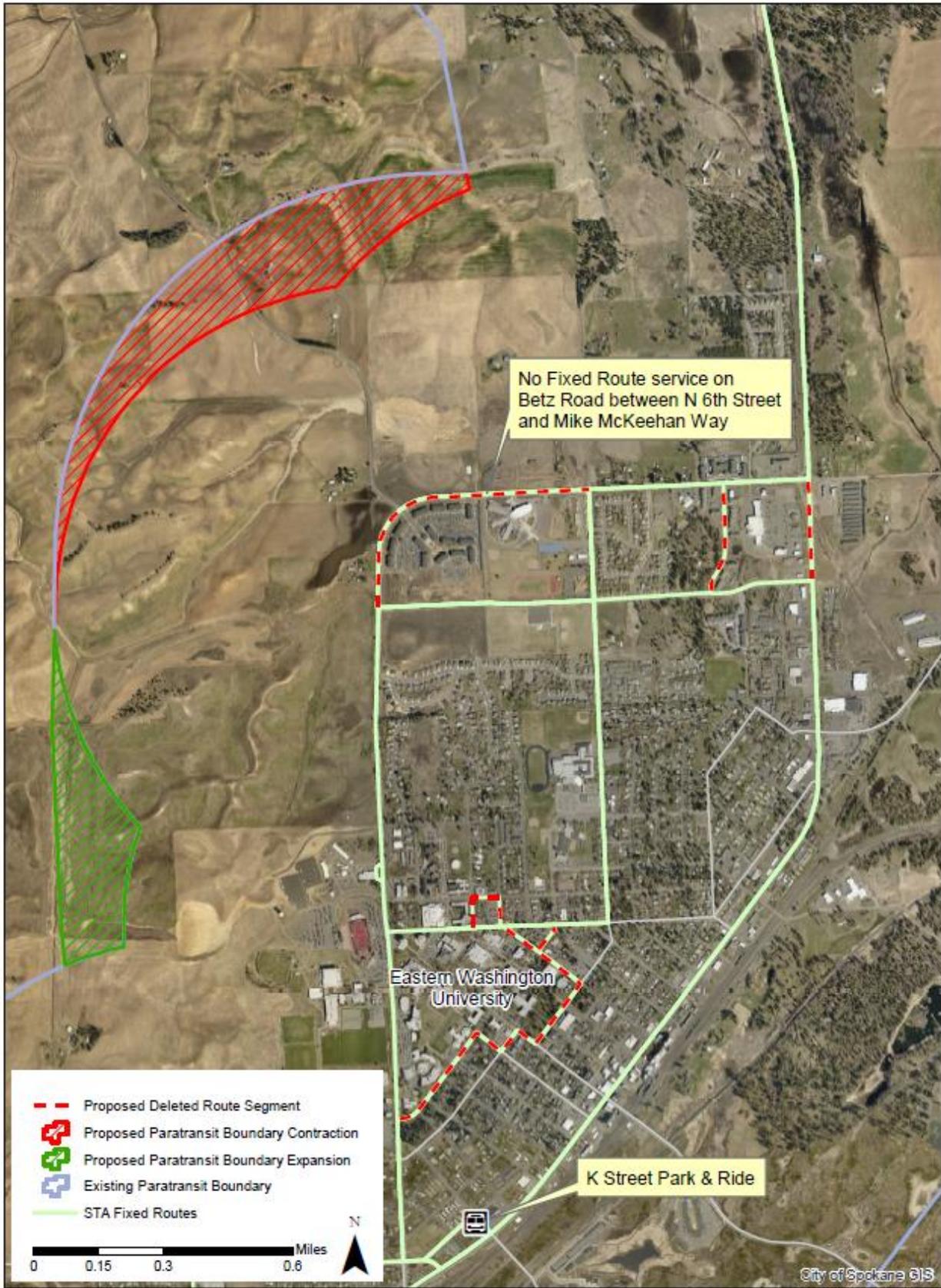
Today, Route 61 serves Medical Lake weeknights and weekends resulting in a larger expanse of the Paratransit boundary. However, this routing is not preferred, as it results in confusion regarding the route structure. Because Medical Lake would instead be served by Route 62 during these times in the West Plains Final Recommendation, the Paratransit boundary would shrink. It is proposed that select trips of the Route 61 serve additional locations within the Fairchild Air Force Base (FAFB) to improve access. This is depicted in the map below.



Due to Routes 62 and 64 serving the new West Plains Transit Center in the West Plains Final Recommendation, the Paratransit boundary would temporarily expand just east of exit 272. This expansion to the boundary could shrink when the WSDOT interchange improvements are completed (currently scheduled for 2020) because buses may not be traveling on Westbow Rd. This would cause some 2018 eligible households to then lose Paratransit eligibility after the WSDOT improvements are completed in 2020 or 2021. The initial expansion to the boundary is depicted in the map below.



Due to the proposed discontinuation of service on Betz Rd between Washington and 1st Streets in favor of serving Simpson Pkwy/Mike McKeehan Way between Washington and 1st Streets in the Final Recommendation for service in Cheney, the Paratransit boundary would shrink northwest of Eagle Point. This is depicted in the map below.



Appendix

Draft Recommendation Written Feedback

From: Weinand, Kathleen <KWeinand@spokanetransit.com>

Sent: Monday, February 12, 2018 5:08 PM

To: Jenny Stettler

Subject: RE: Elimination of the 165 Cheney route

Jennifer,

Thank you for your long-term ridership and for encouraging your employees to ride the bus.

Unfortunately, I cannot provide the exact schedules for the routes as they would be implemented. The schedules for the bus network are interconnected and take significant time to develop. Since the STA Board has not made a decision on the changes for September yet the schedules have not been developed. The changes are not a “done deal” and if we developed the schedules ahead of time they would likely not be true to the what is ultimately be implemented as changes to the draft recommendation will result in changes to the schedules. For this reason we develop the draft route changes followed by the draft schedule changes.

“Option A” in the preliminary proposal was developed not with the objective of eliminating the 165 but as an option that uses allocated resources to serve the new West Plains Transit Center, increase the hours of service to the Presley/Salnave area and Medical Lake, and maintain coverage of service in Cheney over all.

Your concerns will be passed along to the Board of directors. You may also contact them directly. Mayor Chris Grover of Cheney serves on the board. You can find his contact information here:

<https://www.cityofcheney.org/245/Mayors-Office>

You may also offer testimony at the hearing for the recommendation on March 15th at 1:30 PM, at 1230 W Boone in the STA Boardroom.

Again thank you for your support for transit and your interest in this recommendation.

Sincerely,

Kathleen Weinand, AICP
Principal Transit Planner
Spokane Transit
(509) 325-6055
KWeinand@spokanetransit.com



From: Jenny Stettler
Sent: Wednesday, February 7, 2018 8:43 PM
To: Weinand, Kathleen <KWeinand@spokanetransit.com>
Subject: Re: Elimination of the 165 Cheney route

Kathleen,

I have been riding the bus for 24 years. I know many people, just like me, that catch this commuter bus every day from these neighborhoods. I would say with all three morning runs, approximately 28 people on the Presley/ Salnave leg who use this bus every day 5 days per week. What you are asking of these people is to transfer inside of Cheney, to transfer or wait on the freeway outside of Medical Lake once the transfer center is built, and to transfer downtown. This is not just a matter of a "one seat ride". It is a matter of being able to use the transit system as efficient and reliable primary transportation to an from work.

I would like to invite you ride this bus at 6:40 in the morning from Cheney to Spokane. You will find a large ridership. I have no idea what this change would do to people catching this bus through town and at K Street. This is a huge group of riders that could be lost.

Can you provide me with the exact route and timing of these changes to the Cheney area? How do you expect people to give honest knowledgeable responses to your questionnaires without all of the information. I doubt the people who responded to your survey understood that this option would result in an total trip time of 50 minutes for what in a car is 20 a minute ride. This is not going to sound good to anyone day, night or weekend.

STA asks people to ride the bus to reduce traffic, reduce the number of parked cars, to help the environment. I as an employer do my best to promote transit with my employees only to have their schedules changed constantly by you. These changes cause everyone to readjust to accommodate all of the timing changes these so called improvements create.

Why was the question asked about eliminating this bus? Ridership is high. The process is not broken. This is change for change sake.

Please provide me detailed schedule and route information related to these changes. What methods if any are available to the riders to express concerns related to these changes?

Thank you,

Jennifer Stettler

From: Weinand, Kathleen <KWeinand@spokanetransit.com>

Sent: Wednesday, February 7, 2018 8:23 AM

To: Jenny Stettler

Subject: RE: Elimination of the 165 Cheney route

Ms. Stettler,

Thank you for your email and your ridership. Sorry for the delayed response. You are correct that should the draft recommended change be enacted by the Board of Directors the change would add another transfer to your trip from Salnave and Presley to the Spokane County Courthouse.

The two options included in the preliminary proposal presented a tradeoff between providing mid-day and weekend service to the Presley and Salnave area via the 68 and a one-seat ride between Presley and Salnave and Downtown Spokane on the 165. In an online survey more people choose the option that added mid-day and weekend service to the Presley/Salnave area. This option will provide more options for people who may not work a traditional 8 to 5/Monday – Friday job. Unfortunately, it will require an additional transfer for riders like yourself who enjoy a one-seat ride to downtown Spokane today.

We will pass your comments along to our Board of Directors. They are scheduled to have a hearing on March 15th and take action on the draft recommendation on April 19th.

Again thank you for your comments and your ridership. Please let me know if you have any other comments or questions.

Sincerely,

Kathleen Weinand, AICP
Principal Transit Planner
Spokane Transit
(509) 325-6055
KWeinand@spokanetransit.com



From: Jenny Stettler
Sent: Thursday, February 1, 2018 9:06 PM
To: Weinand, Kathleen <KWeinand@spokanetransit.com>
Subject: Elimination of the 165 Cheney route

Can you please let me know how under this new plan a commuter who uses the bus as the main source of transportation from Salnave and Presley in Cheney to the Spokane County Courthouse, arriving at 7:30am would be able to use the system?

Many people in this area of Cheney do this every day. I would assume adding another transfer into the mix will make this a very long trip. I feel like The Transit system has failed the working people in this area. When you asked us to support additional funding for you, we did. Very sad that working (voting, tax paying) commuters are the last thing on your mind.

Jennifer Stettler
509 499-

From: Kathy Catalano
Sent: Monday, February 5, 2018 8:10 AM
To: Otterstrom, Karl <KOtterstrom@spokanetransit.com>
Cc: Kenney, Matthew <MKenney@spokanetransit.com>
Subject: RE: Hi Karl

Thanks Karl. I will pass this on to our riders.

As far as not riding the new 190, I currently take the 90 Sprague in to downtown anyway in the morning as it drops me closer to work. The new 190 though just seems to me that, even though STA says it's shaving time off, it's still going down Sprague to the freeway running with all the street lights and all the traffic that goes along with that only to get on the freeway where it's usually fairly packed with traffic and merging. Just doesn't seem like it would be saving any time to me. Especially since I already know what it's like to ride down Sprague every day. I will take the "express" home in the evening, until we figure out if that really saves time.

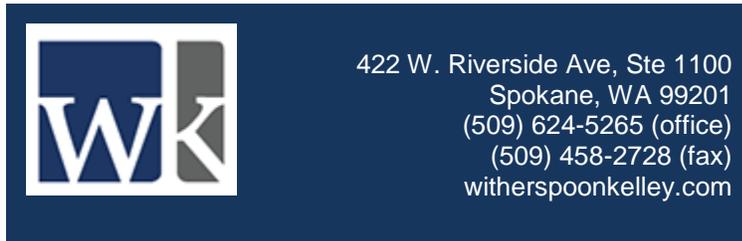
I'm sure some of the individuals I ride with might stay with the express on the way in, or at least give it a try. I do know that most of the riders that I ride with feel that even with stating our objections to the change in service, it was really not taken to heart as the change is being made anyway.

As you know, I'm speaking for all of the individuals I ride with when I voice these concerns; we have had several conversations regarding these changes. Can only hope for the best I guess.

Thanks for getting back to me.

Kathy Catalano

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From: Otterstrom, Karl [<mailto:KOtterstrom@spokanetransit.com>]

Sent: Monday, February 05, 2018 7:53 AM

To: Kathy Catalano

Cc: Kenney, Matthew

Subject: RE: Hi Karl

Hi Kathy,

It is good to hear from you.

I am curious to know why you wouldn't take the new 190. I welcome your thoughts.

As for the 90/21 connection: Going westbound, the 90 will arrive in Zone 9 to become the 21. It will likely have 5 minutes of loading time before leaving as Route 21. These times will likely be :12, :27, :42 and :57 after the hour (meaning the 90 arrives 5 minutes before then).

In the eastbound direction, the time given to load the 90 in Zone 4 of the Plaza (note zone change) will be likely 2-3 minutes only (just enough time to "board and go"). The schedule for those departures will be set based on time of day and general traffic conditions. The operator

will have their primary layover on the west end of the 21 and at the VTC. This minimizes how much space the bus takes at the Plaza (which is vehicle size + time spent). As we add bus service we have to actually reduce bus space required at/around the Plaza. Not an easy task.

I copied Matt Kenney in case he has more to add.

Thanks!

Karl Otterstrom

From: Kathy Catalano
Sent: Friday, February 2, 2018 11:50 AM
To: Otterstrom, Karl <KOtterstrom@spokanetransit.com>
Subject: Hi Karl

Long time no complaints. LOL.

Hey, I am reading this "proposal" regarding the route changes. As I have the option to take either the 90 or the 173 (guarantee I will not be taking the 173 in am, or whichever number it is becoming now), but some of us have some questions about the 90/21.

It says it will be a "load and go" at the Plaza; how does that affect the schedule at the Valley Transit Center. Does this mean we will not have set times to catch the bus? Does this mean that all times listed will be "estimated?" Just so you are aware, I currently ride the 90 to downtown at 7:30 am bus so I can be to work on time.

If you are able to answer these questions for me, I would really appreciate it. Thanks much, Karl.

Kathy Catalano
Word Processor | Witherspoon • Kelley
KathyC@witherspoonkelley.com | [vCard](#)



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witherspoonkelley.com

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From: Weinand, Kathleen
Sent: Monday, February 5, 2018 7:54 AM
To: 'Milesen,Suzette A'
Subject: RE: Route 173 VTC Express - Replace with Routes 190 and 194

Ms. Milesen,

Your interpretation of the change is correct. The intent of the recommended change is to provide a more direct trip to downtown from the VTC. Currently those boarding the 173 at the VTC travel north out-of-direction to the Argonne instead of to the closest freeway on-ramp at Sprague. The 173 was originally designed prior to the implementation of the Sprague/Appleway Couplet and at the time the current route was considered the fastest way to get downtown from the VTC. The route is recommend to change to reflect changing conditions in the street network

Unfortunately, while the recommended change would result in a faster trip for commuters using the VTC it would mean out of direction travel for you coming from your home north of I-90.

Long-term we are looking at building a park and ride at the Argonne interchange but in the mean time I am sorry to say there would not be a more direct route for you if this change is implemented.

This proposal is a draft recommendation. The board will take action on recommendation in April after a hearing in March.

Thank you for your email and please let me know if you have any other questions regarding the proposal.

Sincerely,

Kathleen Weinand, AICP
Principal Transit Planner
Spokane Transit
(509) 325-6055
KWeinand@spokanetransit.com



From: Milesen,Suzette A
Sent: Friday, February 2, 2018 8:27 AM
To: Weinand, Kathleen <KWeinand@spokanetransit.com>
Subject: RE: Route 173 VTC Express - Replace with Routes 190 and 194

Hello Kathleen,

I live off of Upriver Drive on Farr Rd.

Thank you,

Suzette Milesen | Underwriter | Select Operations
Travelers
707 W Main Ste. 300 | Crescent Building, 3rd Floor
Spokane, WA 99201
W: F:



From: Weinand, Kathleen [<mailto:KWeinand@spokanetransit.com>]
Sent: Friday, February 02, 2018 8:25 AM
To: Milesen,Suzette A
Subject: RE: Route 173 VTC Express - Replace with Routes 190 and 194

Ms. Milesen,

Thank you for your email. Would you share approximately where you are driving from to catch the bus?

Thank you.

Kathleen Weinand, AICP

Principal Transit Planner

Spokane Transit

(509) 325-6055

KWeinand@spokanetransit.com



From: Mileson,Suzette A

Sent: Friday, February 2, 2018 8:13 AM

To: Weinand, Kathleen <KWeinand@spokanetransit.com>

Subject: Route 173 VTC Express - Replace with Routes 190 and 194

Hello,

I printed the portion of the PDF that pertains to Route 173 to study and understand. Unfortunately, I was confused by the proposal and unable to determine if the changes would validate my continued use of the bus.

Currently (Monday – Friday) I catch Route 173 at Mission and Mullan at 6:51 am and arrive downtown at 7:07 am. At the end of the day I catch the 173 at 3:42pm and arrive at Mission and Mullan at 3:55 pm. I commute a total of 5 miles in my car to take the bus.

I'm unclear what time I would catch the Route 194 Inbound to arrive at work around 7:00 am. It appears I would take the 190 at 6:40 am to backtrack to VTC and then continue on Sprague to express route downtown. If this is the case, I will stop taking the bus.

This will increase my time for my commute. The current route 173 allows me to leave my house at 6:37 am to catch the 6:51 am bus and arrive downtown at 7:07 am...a 30 minute commute.

If I am understanding the new proposal correctly, it would increase my commute time to 41 minutes to arrive at work at 7:07 (departing my house at 6:26 am to catch the 6:40 am Route 190). This is quite a bit more time to negotiate when google maps indicates my commute from my home to downtown is a total of 18 minutes.

I truly hope I am misunderstanding this change and there is a more direct route offered in the morning on the 194 and then returning after 3:30pm from downtown.

Please let me know or if you have questions on my current commute.

Suzette Mileson | Underwriter | Select Operations

Travelers

707 W Main Ste. 300 | Crescent Building, 3rd Floor

Spokane, WA 99201

W: ext. F:



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From: rrambo...

Sent: Monday, February 5, 2018 1:56 PM

To: Weinand, Kathleen <KWeinand@spokanetransit.com>

Subject: Route 190 & 194

Dear Spokane Transit,

I am very disappointed the transit authority would require riders to endure an additional 33 minutes to their daily commute by using the Route revisions of 190 and 194. I highly disapprove of the route proposal replacing the current Route 173. Thank you, but it's a bad idea.

Regards,

Sent from [Mail](#) for Windows 10

From: jalanghofer

Sent: Saturday, February 10, 2018 7:04 PM

To: Weinand, Kathleen <KWeinand@spokanetransit.com>

Subject: Transit changes

Good evening,

I recently received your email with the proposed changes to several routes including the 124 express. I had submitted a survey and thanks for allowing my input.

I am very very pleased to see that the 124 express stop at Hawthorne Rd. and Waikiki has been preserved! Thank you.

I have an adult daughter with disabilities and is is able to take the 124 express bus to and from work every day on the 124 express which is wonderful and relieves a lot of stress for her which enables to be gainfully employed.

Sincerely

Julia Langhofer

PS please note my email is now

Sent from my Galaxy Tab A

From: Otterstrom, Karl
Sent: Saturday, March 24, 2018 6:26 AM
To: Robert Brock
Cc: STA Questions <STAQuestions@spokanetransit.com>
Subject: RE: Cheney Daily Commuter Concerns

Good Morning Mr. Brock,

Thanks for your email and feedback. The final recommendation for service changes will be posted online by or before April 1 and in the case of plans for Cheney, will be similar to the draft recommendation already available [online](#). Route 64 will begin at K Street Station and include service that arrives before 7 am at the Plaza. It will run 7 days a week on an hourly basis and serve the new West Plains Transit Center. Route 66 will run weekdays only, originating from Washington and Elm in Cheney, and bypass the new West Plains Transit Center. In 2021 once the interchange improvements are complete that allow for a more timely routing of buses into the transit center, routes 64 and 66 are expected to be consolidated.

Thank you for being a regular bus rider and for sharing your concerns and suggestions.

Karl Otterstrom, AICP
Director of Planning & Development
Spokane Transit
509.325.6089
kotterstrom@spokanetransit.com



-----Original Message-----

From: STA Questions

Sent: Thursday, March 15, 2018 12:04 PM

To: Robert Brock

Subject: RE: Cheney Daily Commuter Concerns

Dear Mr. Brock,

Thank you for contacting Spokane Transit and sharing this information with our staff. Providing reliable transportation and excellent customer service are top priorities at STA.

I am forwarding your message to the Director of Planning for review and inclusion in the collection public feedback for this public service change.

Sincerely,

Dustin E Hall

Communications Specialist

1230 West Boone Ave, Spokane WA 99201

-----Original Message-----

From: Robert Brock <staquestions@spokanetransit.com>

Sent: Thursday, March 15, 2018 7:52 AM

To: STA Questions <STAQuestions@spokanetransit.com>

Subject: Cheney Daily Commuter Concerns

Questions and Comments Form

Sender: Robert Brock

Email:

Subject: Cheney Daily Commuter Concerns

Question or Comment:

Hello and Good Morning.

I want to express concern over proposed route changes. I work at the County Campus and commute daily. I need to be at work at 7:30. I currently make use of the 165 in the AM which arrives at the Plaza at 7:15 and allow a connection that gets me to work on time. I ride the departing 5:05 66 home which work well, as I live a couple of blocks east 6th street.

I understand that eliminating the 165 is on the table. As long as there is 66 service that will get me downtown at 7:15 that would be ok, if not even preferable to riding the 165, which is a longer walk to catch.

I also have concerns with lengthening the commute by stopping at the Medical Lake Park and Ride and suggest that some of the express commuter routes bypass this to save time.

Thanks for the opportunity to comment