

2022 Service Revisions

Final Recommendation

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

Final

4/29/2021



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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. Overall, the recommended changes will grow the fixed-route system by approximately 13% in annual revenue hours.

Overview of Recommended Service Revisions

Further details of the recommended service revisions are contained in the Recommended Revisions section. A dynamic online map of the recommended network can be viewed at: <https://tinyurl.com/zpzmuv4r>. Below offers a brief summary of the goals and structure for the recommended changes contained in this Final Recommendation. Some of these recommended changes are programmed in the *STA Moving Forward* plan. Other changes support the *STA Moving Forward* plan by optimizing budget resources efficiently and repurposing duplicative services.

Sunday Span Improvements

Explore extending the span of Sunday service on future HPT routes to include earlier morning service and later evening service. This would include four of the six HPT corridors identified in *STA Moving Forward* (current/planned routes 4, 6, 25 and 90), plus Route 33 Wellesley, a future HPT corridor that provides essential connectivity in north Spokane. This will improve access to jobs for the 145,153 people who live within a half-mile of stops on these routes.

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, the University District, and Gonzaga University. The City Line will be implemented

concurrently 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 recommended 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 recommended changes increase service, improve connections to other parts of the region, and serve new destinations in northeast Spokane. This includes introducing more frequent and direct service along Crestline Street, a new east-west connection north of the River and minimizing differences in routing for routes 26 and 28 to maximize segments of Nevada Street with more frequent service. These changes include discontinuing and/or modifying existing routes that duplicate the City Line routing. These recommended changes directly implement the *STA Moving Forward* plan.

Spokane Valley/Millwood/Liberty Lake Network Adjustments

Route changes are recommended in Spokane Valley, Millwood, and Liberty Lake to serve new requested destinations and improve efficiency of service. The recommended changes preserve service to destinations identified in the *STA Moving Forward* plan.

Airway Heights/West Plains Network Adjustments

The recommended route revisions take advantage of planned arterial connections to serve new Airway Heights destinations. Service between Airway Heights and the West Plains Transit Center on Route 63 is recommended to be more direct, while service along Geiger Boulevard is accomplished by extending service between the Spokane International Airport and the transit center along Route 60. The recommended changes acknowledge the role the City Line takes on as it becomes the primary service in Browne's Addition by relocating routes 60 and 61 to Sunset Boulevard thereby providing more direct access to Downtown Spokane.

Development of the Final Recommendation

The board-adopted six-year plan, the 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 Final Recommendation has been developed in accordance with the principles and policies of

Connect Spokane, STA's comprehensive plan for public transportation. 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. Voters' approval of the funding for *STA Moving Forward* represents the beginning of 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.

Consistent with the adopted outreach plan prior to the development of this Recommendation, 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 were 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.

A Preliminary Proposal was published in January 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.

A revised Preliminary Proposal was published September 24, 2020 in order to reflect the changed planning assumptions in anticipation of the impacts of the COVID-19 pandemic. STA hosted an online survey October 5, 2020 to November 13, 2020 that received 960 responses. Staff also discussed the proposal with 13 neighborhood council groups.

A draft recommendation and Title VI Equity Analysis were published on February 25, 2021. STA hosted a dynamic online map of the Draft Recommendation that the public could submit comments on and a companion online survey. Sixty comments were posted on the map and 127 people participated in the online survey. The complete survey responses are attached in the appendix of this document.

Comments on the online map identified a desire for better east-west connection in north central Spokane. STA hosted a special virtual meeting focused on the topic on the evening of April 15, 2021. The information gathered at the meeting has been incorporated into this final recommendation.

The STA Board of Directors held a Public Hearing on the Draft Recommendation on April 15, 2021.

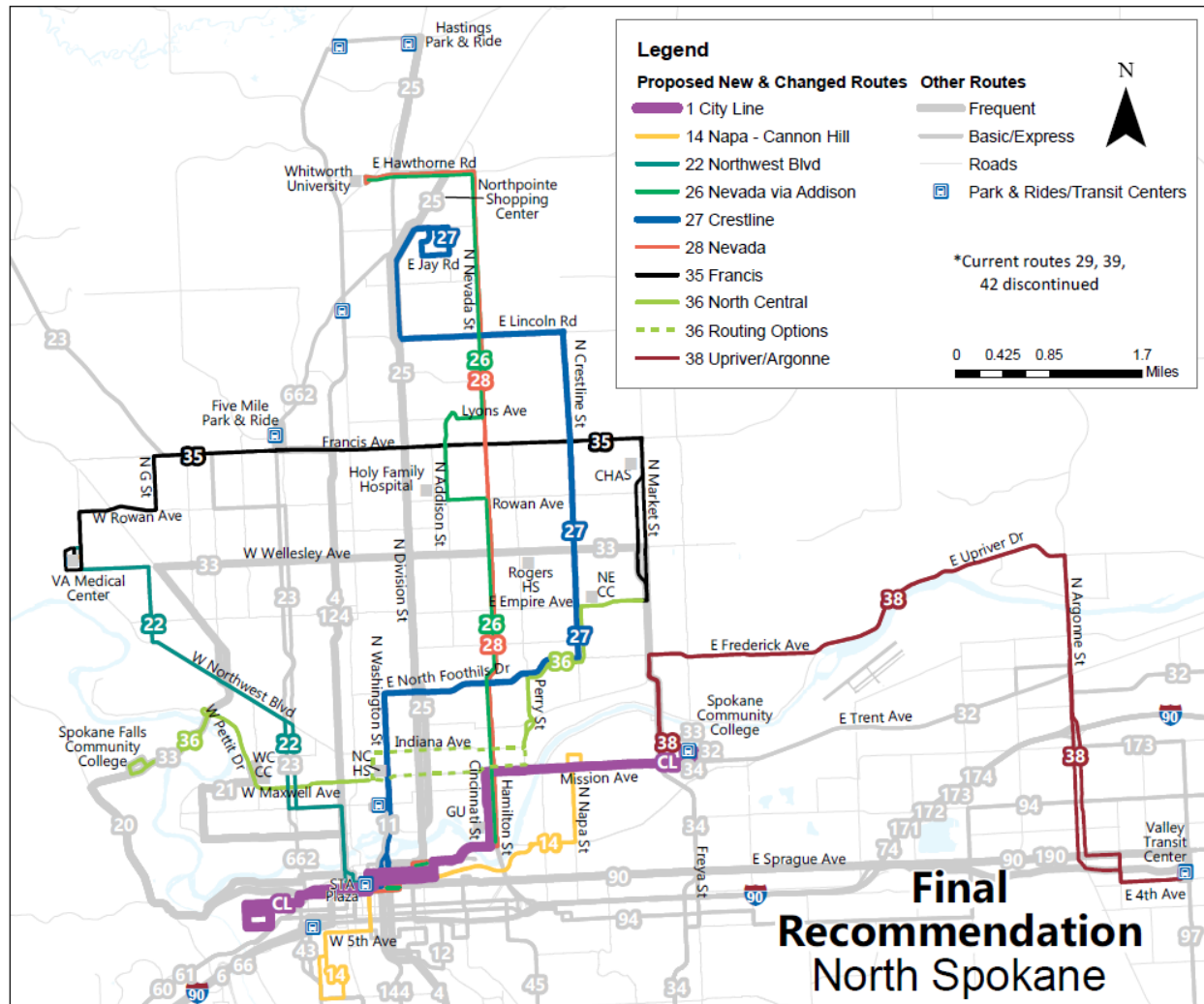
Members from the Planning & Development, Operations, Customer Service, Communications, and Training Departments make up STA's internal Service Improvement Committee. This committee meets bi-weekly to discuss service ideas, resolve route safety issues, and review proposed changes to STA's bus system.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

Recommended Revisions

Spokane Network Adjustments

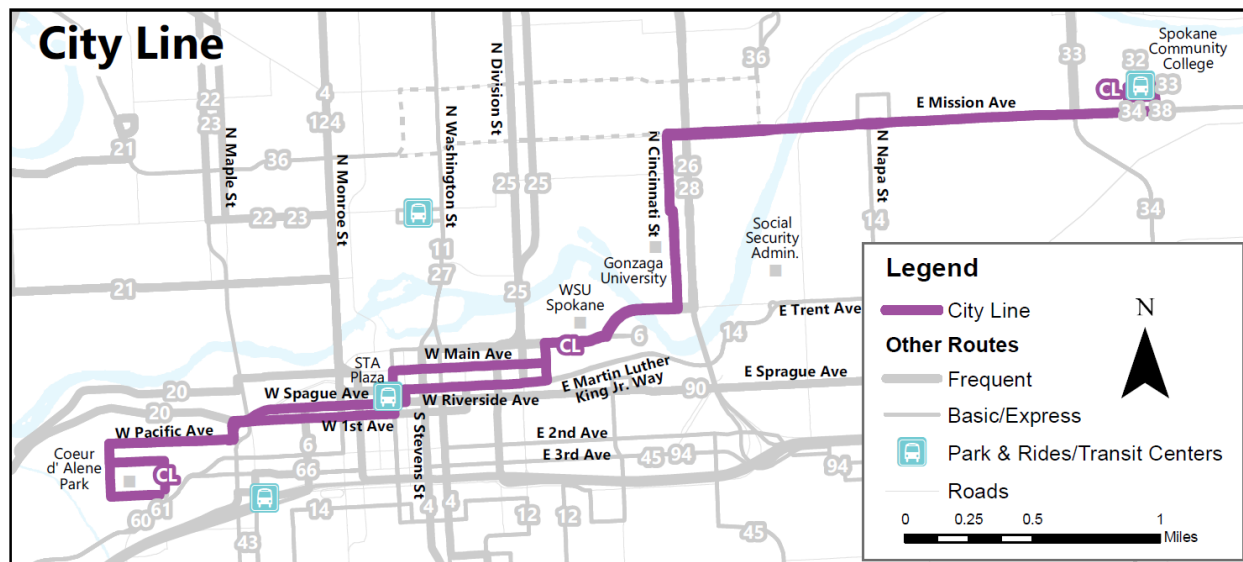
The *STA Moving Forward* plan includes increased frequency to Hillyard and new service to areas north of Francis Ave and east of Nevada St. The recommended changes increase service, improve connections to other parts of the region, and serve new destinations in northeast Spokane. These changes include 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). Adjustments to routes 34, 42, and 43 in south Spokane were proposed in the Revised Preliminary Proposal and Draft Recommendation. However, in this Final Recommendation only minor changes are recommended to the South Hill network.



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, the University District and Gonzaga University. The alignment of the City Line has been set since 2016 and the City Line is currently under construction. More information on the project can be found at www.citylinespokane.com.



The 4 Monroe/Regal (Five Mile Park & Ride to Moran Station)

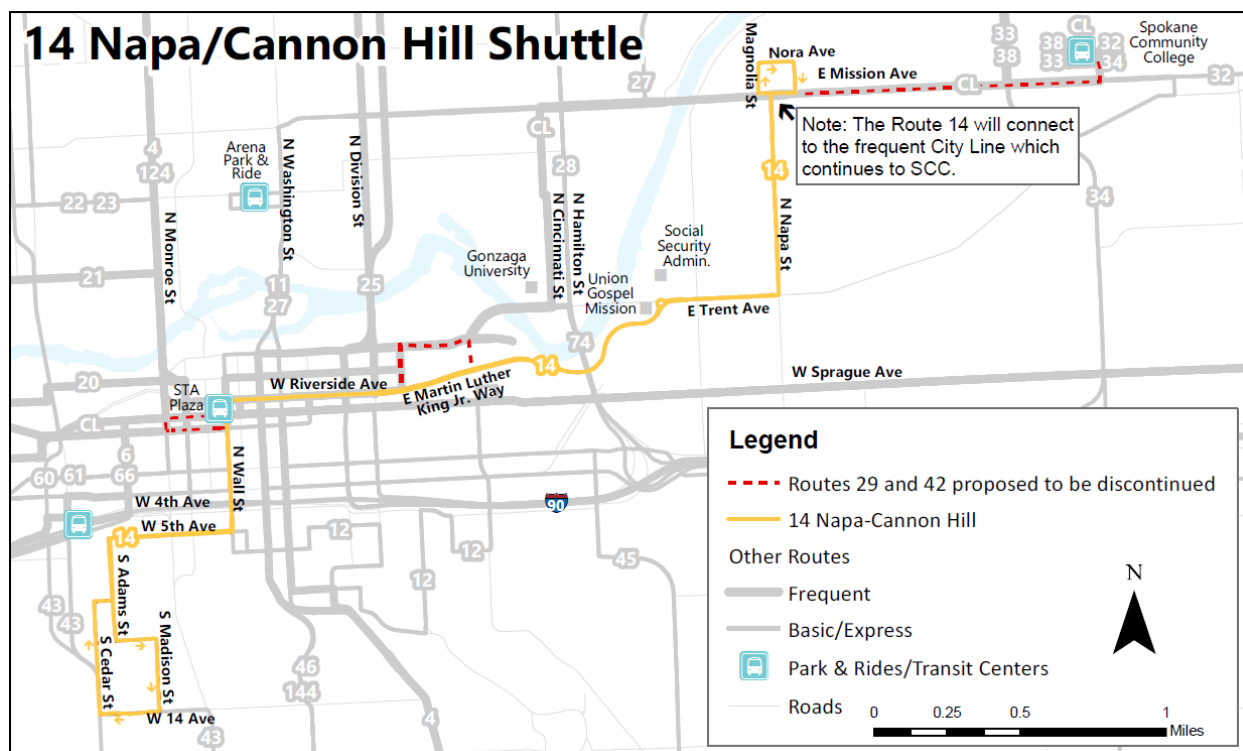
Explore extending the span of Sunday/Holiday service.

The 6 Cheney/West Plains (currently Route 64)

Explore extending the span of Sunday/Holiday service.

New Route 14 Napa/Cannon Hill Shuttle

Implement a new route that operates between S Madison St and 14th Avenue (current Route 42) 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 a portion of the existing route 29 SCC and the entire Cannon Hill routing of the 42 South Adams. The eastern segment of 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 at the same frequency and span of service as the current routes 29 and 42 (every 30 minutes weekdays, every hour evenings and weekends).



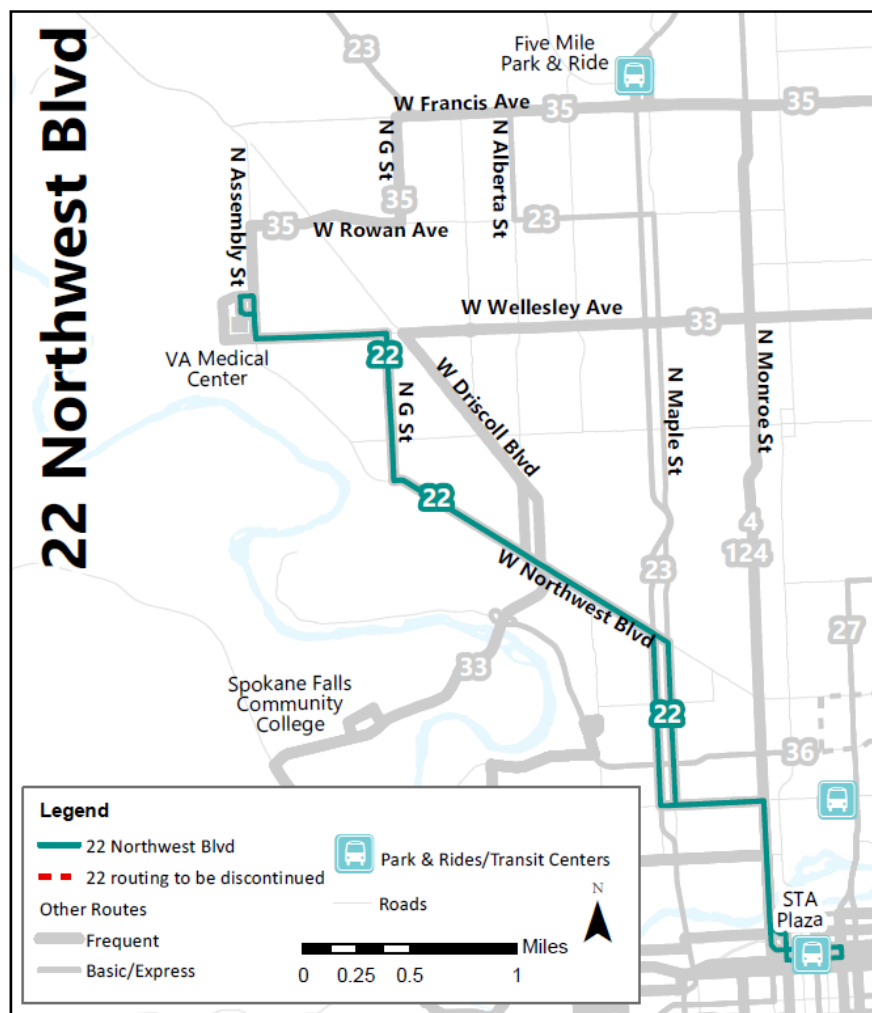
Route 20 SFCC

Modify to alight passengers at 1st Ave and Wall St one block south of the Plaza in the inbound direction instead of at the Plaza. This would help alleviate capacity issues at the Plaza. The outbound direction of the route would still board at the Plaza. The route is further recommended to be interlined with routes 26 and 28. Upon arriving at 1st Ave and Wall St the route would become either the Route 26 or the 28 and continue to Nevada St. When route 26

or 28 arrive at the Plaza they would become the Route 20. The 1st Ave at Wall St stop location still requires further evaluation and coordination to finalize before implementation.

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. Routes 22 and 35 would be interlined at the VA Medical Center and passengers wanting to continue past the VA could ride through on the same bus. 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.



25 Division

Explore extending the span of Sunday/Holiday service.

The route is further recommended to be interlined with Route 20 in downtown Spokane. Upon arriving at the Plaza, it would become Route 20 and continue to Spokane Falls Community College. When the Route 20 arrives downtown it would become the Route 26 at 1st Ave and Wall St one block south of the Plaza.

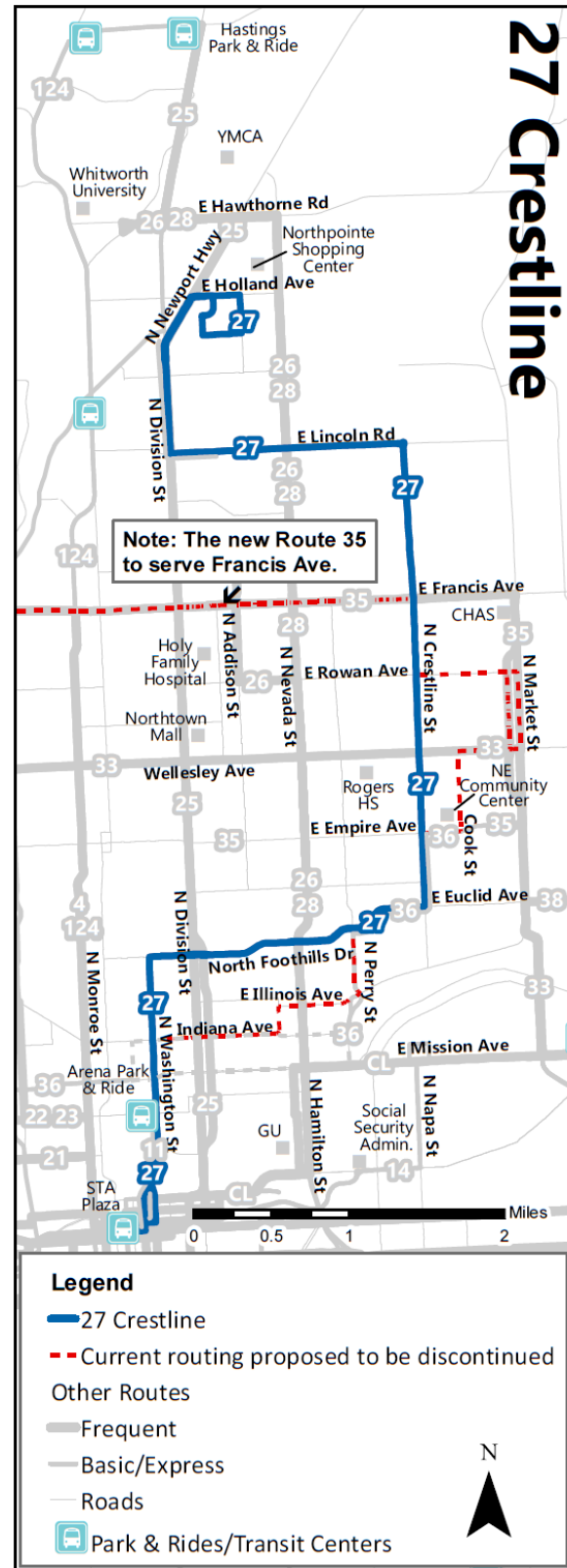
The span of service is recommended to stay the same as the current Route 26.

Route 27 Crestline (formerly Hillyard)

Streamline, improve frequency during weekday peaks, and extend the route north.

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.

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 recommended route would operate between N Dakota Ave (Walmart & Winco) and the STA Plaza via N Newport Hwy, Division St, E Lincoln Rd, N Crestline St, E North Foothills Dr, W Buckeye, and N Washington St. Frequency of service during weekday peaks would be increased to every 15 minutes and every 30 minutes on Sunday/Holidays. Service frequency at other times (mid-day, Saturdays) would continue to be every 30 minutes. The



recommended routing would also provide continuous service along N Crestline St from E North Foothills Dr all the way up to E Lincoln Rd providing new service to many residential developments that currently do not have service. 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.

The Northeast Community Center would be served by new Route 36 along E Empire Ave instead of the current stop on N Cook St. N Cook St is recommended by Spokane Public Schools and City of Spokane to be closed to through vehicle traffic between the Community Center, new Hillyard Library, and new Shaw Middle School to facilitate a connected campus.

Service along Indiana Ave could be served by the new Route 36 depending on the results of the final alignment for the route.

Route 28 Nevada

Interline with Route 20 in downtown Spokane and simplify the routing around Whitworth University.

Upon arriving at the Plaza, it would become Route 20 and continue to Spokane Falls Community College. When the Route 20 arrives downtown it would become the Route 28 at 1st Ave and Wall St one block south of the Plaza.

This recommendation also includes simplifying how Route 28 serves Whitworth University.



Today the route performs a one-way loop along N Whitworth Dr, N Waikiki Rd, and W Hawthorne Rd. This loop is recommended to be discontinued while still maintaining service to Whitworth's most popular Route 28 stops.

Discontinue Route 29 SCC

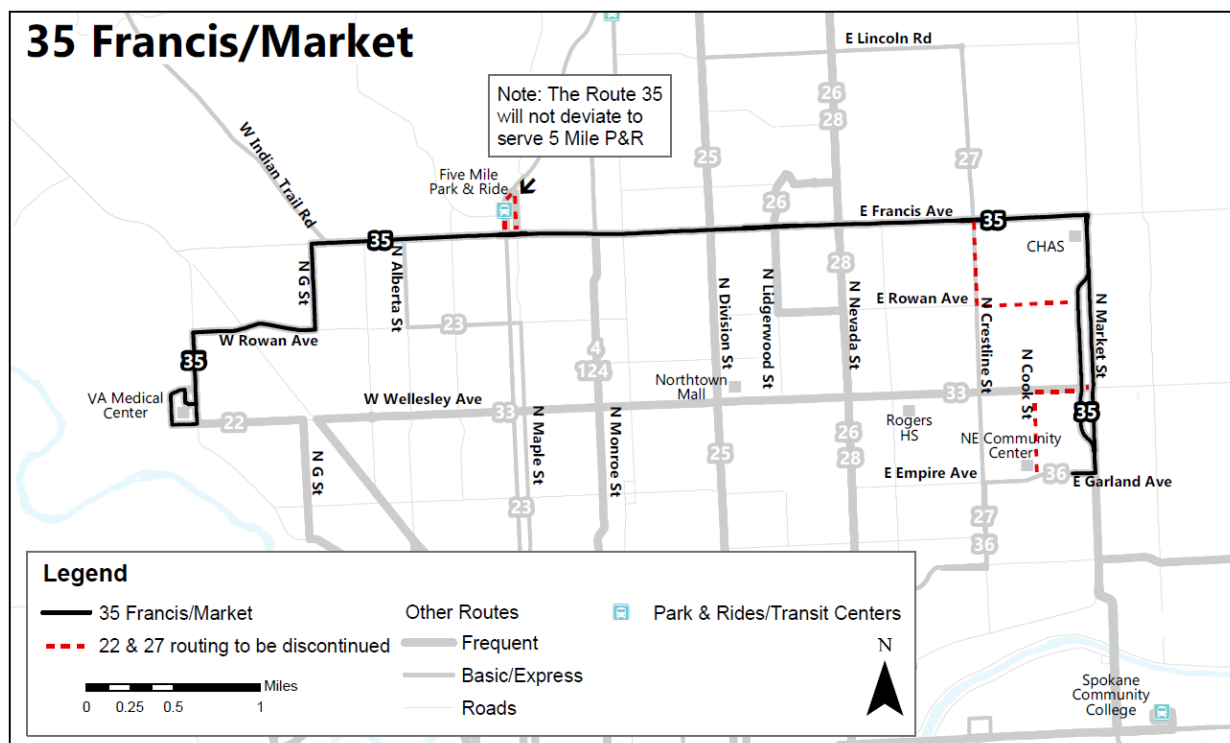
The Route 29 is recommended to be replaced by the City Line and new Route 14 which would serve the current Route 29 routing along E Martin Luther King Jr Way through the University District, E Trent Ave, and N Napa St up to E Mission Ave where the City Line would operate with frequent service. Route 14 would continue to serve the US Social Security Administration office. Service to SCC would be provided by the City Line.

Route 33 Wellesley

Improve weekday evening frequency from service every 60 minutes to service every 30 minutes. Explore extending the span of Sunday/Holiday service.

New Route 35 Francis/Market

Implement a new route operating between the VA Medical Center and E Garland Ave at Market St via N Assembly St, W Rowan Ave, W Francis Ave, and N Market St. This route would provide a continuous service across E Francis Ave (no Five Mile Park & Ride deviation). 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. Upon arrival at Garland and Market the route is recommended to be interlined (use the same bus) with a new Route 36 that proceeds west. The eastbound Route 36 is also proposed to be interlined with Route 35 upon arriving at Garland at Market. Route 35 is recommended to provide service every 30 minutes on weekdays and every 60 minutes evenings, weekends, and holidays. Along with the lengthened Route 27, this new route is part of the *STA Moving Forward* programmed improvements to routes and frequency to Hillyard / Northeast Spokane.



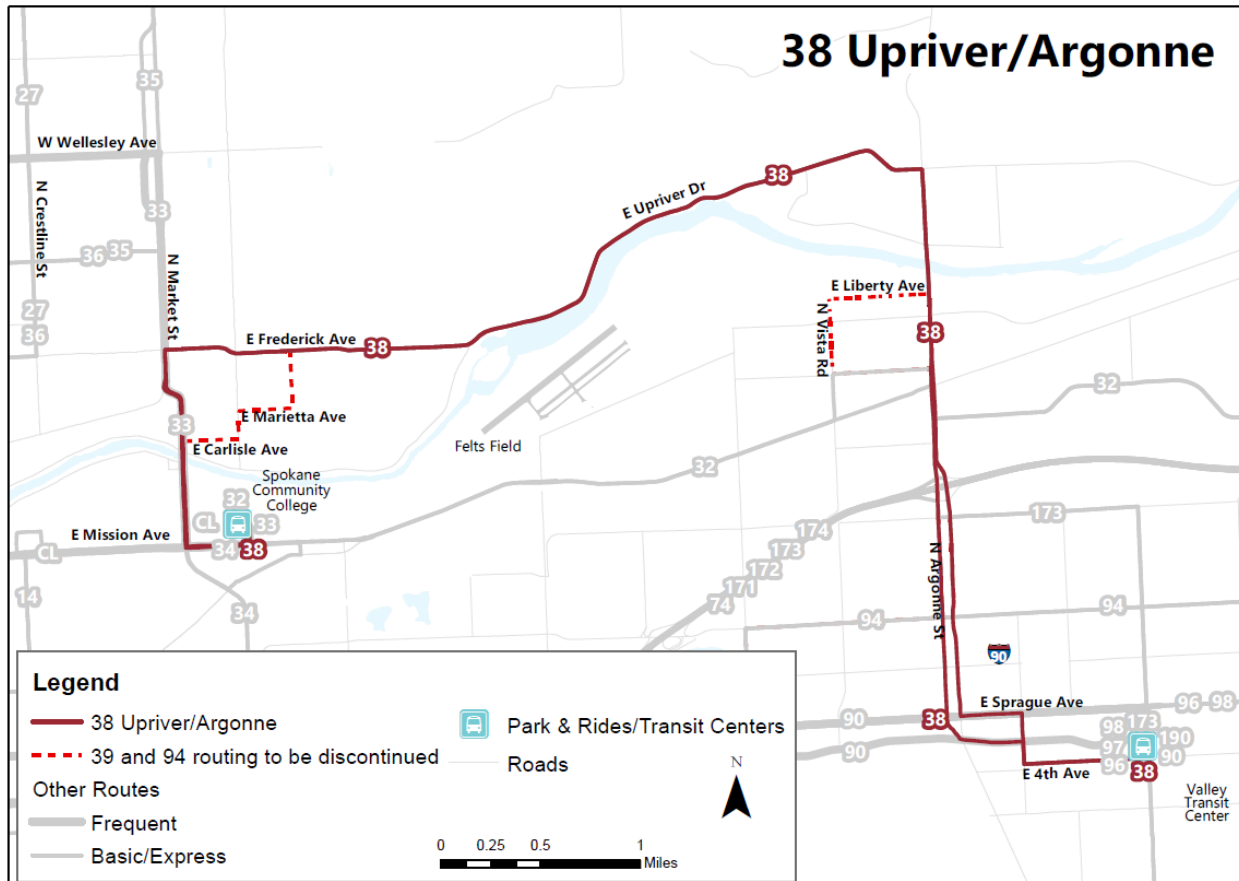
New Route 36 North Central

Implement a new route operating between Spokane Falls Community College and Garland Ave at Market St, via the West Central Community Center, North Central High School, and the Northeast Community Center. The desire for an east-west connection north of the river was identified through input on the Preliminary Proposal and the Draft Recommendation. More analysis is needed in order to finalize the routing for the middle segment of the route. The final routing will be determined in the coming months prior to implementation of the service changes. Two potential options are shown in dashed lines in the map below. The route is recommended to be interlined (use the same bus) with the Route 35 at Garland Ave at Market St. The Route 36 would provide service every 30 minutes on weekdays and every 60 minutes evenings, weekends, and holidays.



New Route 38 Upriver/Argonne

Implement a new route from Spokane Community College to the Valley Transit Center via Upriver Drive and Argonne/Mullan Rds. The new route primarily serves Spokane Valley, but in Spokane, it would serve the Minnehaha neighborhood along E Euclid and E Frederick Avenues as a replacement to the discontinued Route 39. However, the route would not serve E Carlisle Ave, N Freya St, E Marietta, and N Myrtle St as the Route 39 currently does. Further detail is provided in the Spokane Valley/Millwood/Liberty Lake section below.



Discontinue Route 39 Mission

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 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

Route 42 is recommended to be replaced by the new Route 14 described above. The new Route 14 will have a more direct path to the lower South Hill from the STA Plaza in the outbound direction, discontinuing the current out of direction travel on Sprague Ave, Monroe St and 1st Ave used by the Route 42.

Route 90 Sprague

Explore extending the span of Sunday/Holiday 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. For the purposes of this table, “less than 2 city blocks” is less than approximately one-eighth of a mile or 660 feet.

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
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
Standard @ Lincoln	26	OB	0	1	Lincoln @ Dakota	Within 1/4 Mile
Standard @ Lincoln	26	IB	7	0	Lincoln @ Dakota	Within 1/4 Mile
Standard @ Dakota	26	OB	0	3	Lincoln @ Dakota	Within 1/4 Mile
Standard @ Lidgerwood	26	IB	4	0	Lincoln @ Dakota	Within 1/4 Mile
Standard @ Cozza	26	IB	1	0	Nevada @ Sharpsburg	Within 1/2 Mile
Standard @ Cozza	26	OB	0	4	Nevada @ Sharpsburg	Within 1/2 Mile
Wiscomb @ Wedgewood	26	IB	39	11	Addison @ Lyons	Within 1/4 Mile
Wiscomb @ Wedgewood	26	B	6	26	Addison @ Lyons	Within 1/4 Mile

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Lidgerwood @ Francis	26	IB	4	0	Francis @ Lidgerwood	Less than 2 city blocks
Lidgerwood @ Francis	26	OB	0	4	Francis @ Lidgerwood	Less than 2 city blocks
Lidgerwood @ Dalke	26	IB	7	0	Francis @ Lidgerwood	Less than 2 city blocks
Lidgerwood @ Dalke	26	OB	0	15	Francis @ Lidgerwood	Less than 2 city blocks
Lidgerwood @ Central	26	OB	0	12	Division @ Central	Within 1/2 Mile
Lidgerwood @ Columbia	26	IB	20	0	Division @ Central	Within 1/2 Mile
Lidgerwood @ Joseph	26	OB	0	2	Division @ Rowan	Within 1/2 Mile
Lidgerwood @ Rowan	26	IB	9	0	Division @ Rowan	Within 1/4 Mile
Lidgerwood @ Rowan	26	OB	1	13	Division @ Rowan	Within 1/4 Mile
Lidgerwood @ Everett	26	IB	2	0	Division @ Queen	Within 1/2 Mile
Lidgerwood @ Everett	26	OB	0	2	Division @ Queen	Within 1/2 Mile
Lidgerwood @ Olympic/Wabash	26	IB	15	21	Wellesley @ Lidgerwood	Less than 2 city blocks
Lidgerwood @ Wabash	26	OB	11	14	Wellesley @ Lidgerwood	Less than 2 city blocks
Addison @ Longfellow	26	OB	0	7	Division @ Longfellow	Within 1/2 Mile
Addison @ Longfellow	26	IB	5	0	Division @ Longfellow	Within 1/2 Mile
Addison @ Walton	26	OB	0	1	Empire @ Addison	Within 1/4 Mile
Addison @ Walton	26	IB	1	0	Empire @ Addison	Within 1/4 Mile
Empire @ Addison	26	OB	1	2	Nevada @ Empire	Within 1/2 Mile
Empire @ Addison	26	IB	0	0	Nevada @ Empire	Within 1/2 Mile
Empire @ Standard	26	OB	0	0	Nevada @ Empire	Within 1/4 Mile

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Empire @ Standard	26	IB	2	0	Nevada @ Empire	Within 1/4 Mile
Empire @ Nevada	26	OB	2	19	Nevada @ Empire	Less than 2 city blocks
Empire @ Nevada	26	IB	10	2	Nevada @ Empire	Less than 2 city blocks
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
Rowan @ Haven	27	OB	0	22	Haven @ Diamond	Within 1/4 Mile
Rowan @ Haven	27	IB	16	1	Haven @ Diamond	Less than 2 city blocks
Cook @ Wellesley	27	OB	0	33	Wellesley @ Cook	Less than 2 city blocks
Cook @ Hoffman	27	IB	20	0	Wellesley @ Cook	Within 1/4 Mile
Cook @ Rich	27	OB	11	25	Wellesley @ Cook	Within 1/4 Mile
Cook @ Rich	27	IB	21	7	Wellesley @ Cook	Within 1/4 Mile
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
Dakota @ Illinois	27	OB	0	7	Hamilton @ Indiana	Within 1/4 Mile
Illinois @ Dakota	27	IB	7	0	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

Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Illinois @ Hamilton	27	OB	1	4	Hamilton @ Indiana	Less than 2 city blocks
Illinois @ Hamilton	27	IB	14	6	Hamilton @ Indiana	Less than 2 city blocks
Myrtle @ Cleveland	39	OB/IB	3	3	Myrtle @ Fredrick	Less than 2 city blocks
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
Freya @ Jackson	39	OB/IB	3	8	Greene @ Jackson	Within 1/2 Mile
Myrtle @ Fredrick	39	OB/IB	1	0	Fredrick @ Sycamore	Less than 2 city blocks
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
2nd @ Post	94	IB	0	0	Wall @ 2nd	Less than 2 city blocks
Mission @ Marshall	39	IB	30	5	Mission @ Napa (new City Line)	Less than 2 city blocks
Mission @ Magnolia	39	OB	0	25	Mission @ Napa (new City Line)	Less than 2 city blocks
Mission @ Napa	39	OB	0	5	Mission @ Napa (new City Line)	Less than 2 city blocks
Mission @ Crestline	29, 39	IB	23	2	Mission @ Napa (new City Line)	Less than 2 city blocks
Mission @ Crestline	29, 39	OB	4	3	Mission @ Napa (new City Line)	Less than 2 city blocks
Mission @ Stone	29, 39	IB	6	0	Mission @ Cook (new City Line)	Less than 2 city blocks

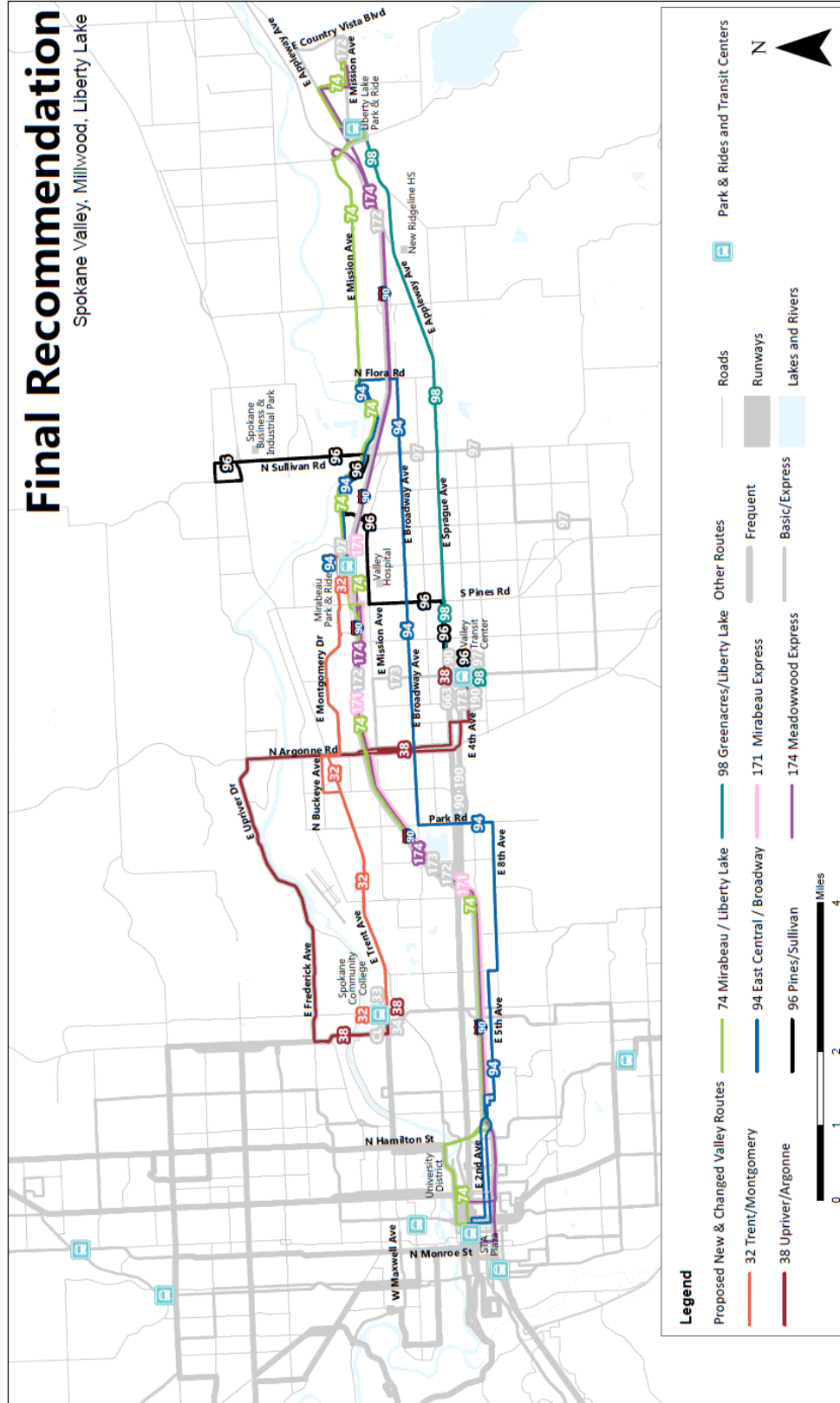
Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Mission @ Stone	29, 39	OB	1	9	Mission @ Cook (new City Line)	Less than 2 city blocks
Mission @ Cook	29, 39	IB	5	0	Mission @ Cook (new City Line)	Less than 2 city blocks
Mission @ Cook	29, 39	OB	0	9	Mission @ Cook (new City Line)	Less than 2 city blocks
Mission @ Lacey	29, 39	IB	3	0	Mission @ Cook (new City Line)	Less than 2 city blocks
Mission @ Regal	29, 39	OB	0	28	Mission @ Regal (new City Line)	Less than 2 city blocks
Mission @ Lacey	29, 39	OB	0	2	Mission @ Cook (new City Line)	Less than 2 city blocks
Mission @ Regal	29, 39	IB	36	2	Mission @ Regal (new City Line)	Less than 2 city blocks
Mission @ Upriver Dr.	29, 39	OB	0	11	Mission @ Perry (new City Line)	Less than 2 city blocks
Mission @ Upriver Dr.	29, 39	IB	9	0	Mission @ Perry (new City Line)	Less than 2 city blocks
Wall @ Riverside	11	OB	104	0	Wall @ Main (new City Line)	Less than 2 city blocks
Riverside @ Browne	26, 28, 29	IB	29	1	Riverside @ Bernard (new City Line)	Less than 2 city blocks
Spokane Falls Blvd. @ WSU/EWU	26, 28, 29	IB	29	12	Spokane Falls Blvd. @ WSU (new City Line)	Less than 2 city blocks
Spokane Falls Blvd. @ WSU/EWU	26, 28, 29	OB	8	40	Spokane Falls Blvd. @ WSU (new City Line)	Less than 2 city blocks
Spokane Falls Blvd. @ Front	26, 29	IB	16	10	Spokane Falls Blvd. @ WSU (new City Line)	Less than 2 city blocks
Spokane Falls Blvd @ Riverpoint	26, 28	OB	1	7	Spokane Falls Blvd. @ WSU (new City Line)	Less than 2 city blocks

Spokane Valley/Millwood/Liberty Lake Network Adjustments

To help identify opportunities for efficiency, segments of routes were reviewed by stop level boardings and alightings. Through this analysis two route segments were identified for which resources could 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 recommended below would repurpose some of the resources of the routes 95, 96 and 98 by merging the routes 94 and 95, streamlining the Route 96, and redirecting a portion of Route 98 to more directly serve Liberty Lake and the new Ridgeline High School. Route 74 is also recommended to be modified to provide weekday service on E Mission Ave that is currently provided by Route 98. A new route is recommended to connect Spokane Valley with routes operating in north Spokane via Millwood while adding a new connection to Spokane Falls Community College.

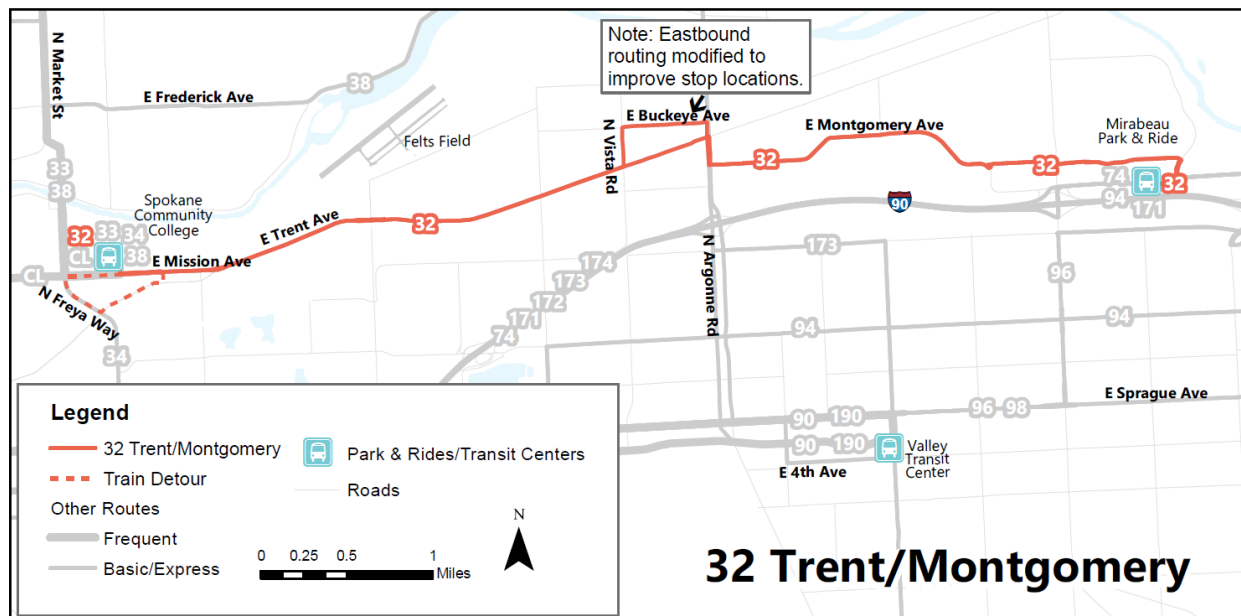
Final Recommendation

Spokane Valley, Millwood, Liberty Lake



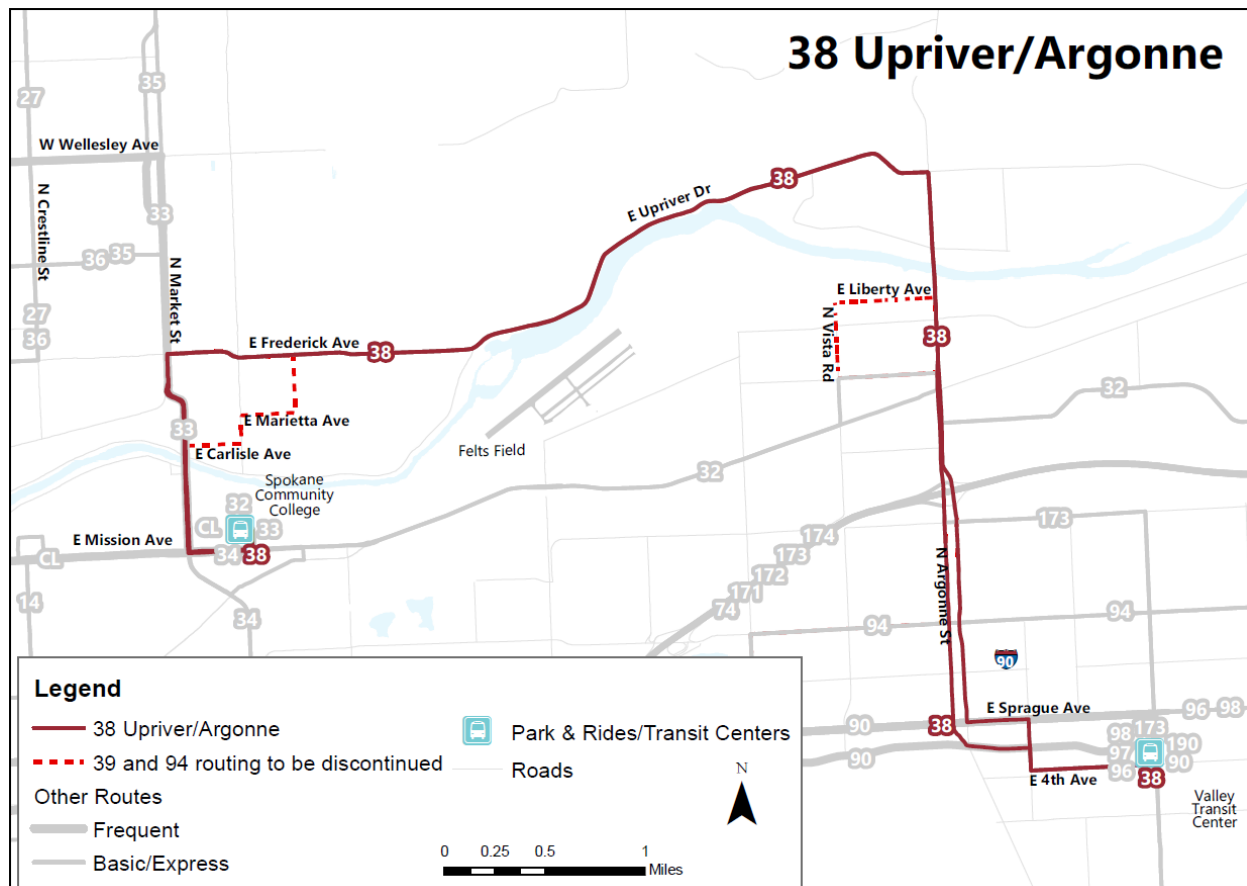
Route 32 Trent/Montgomery

Modify the eastbound routing to operate on N Vista Rd, E Buckeye Ave, and N Argonne Rd to enable more accessible stops through the Millwood segment (Department of Social and Health Services office). Furthermore, the route is recommended to operate 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. The current routing would be followed during railroad crossing delays. This rerouting is contingent upon identifying a strategy for communicating to Coach Operators that the route is blocked by a train crossing.



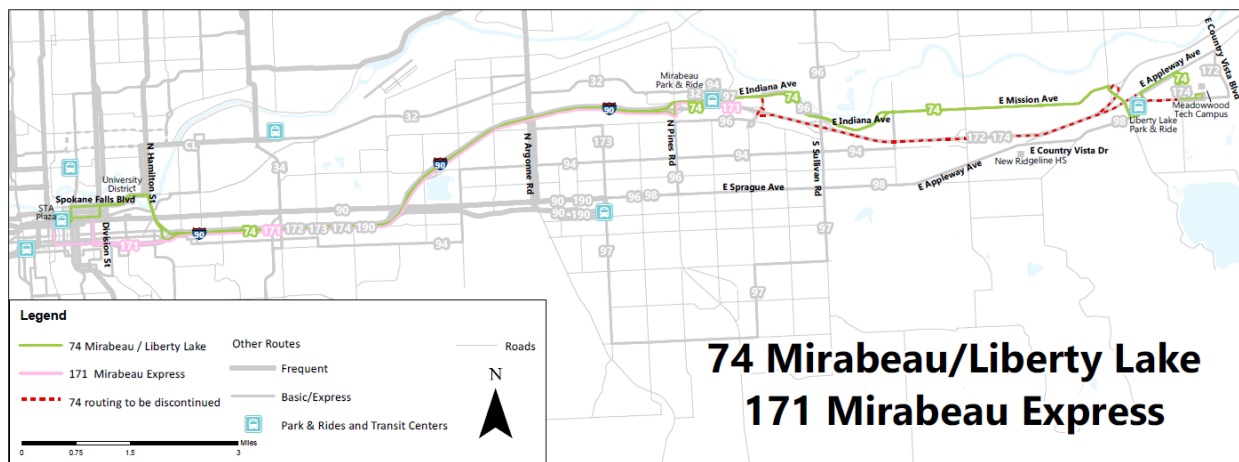
New Route 38 Upriver/Argonne

Provide a new route between Spokane Community College (SCC) and Spokane Valley as mentioned in the North Spokane section above. 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 and every hour off peak, weekends, and holidays.



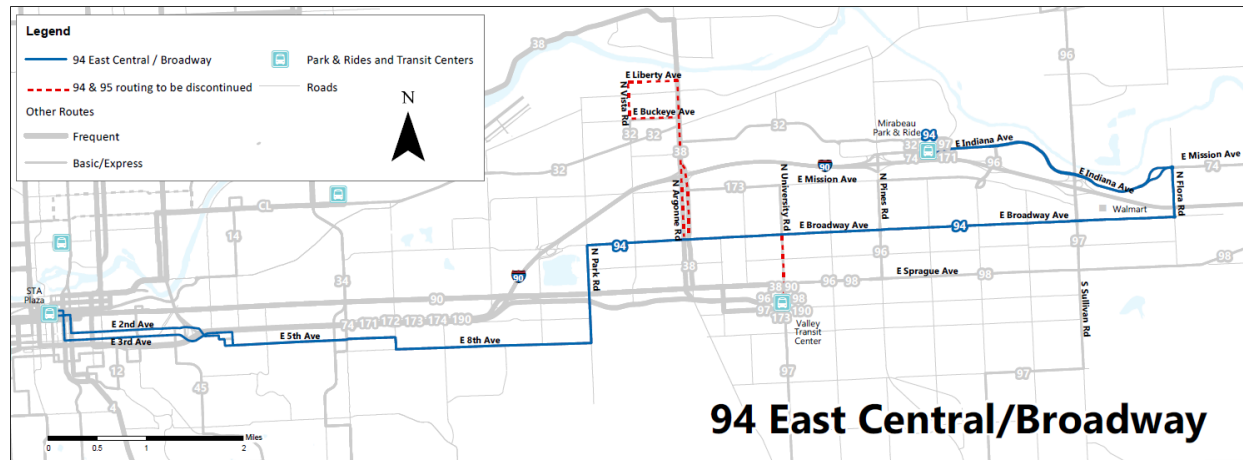
Route 74 Mirabeau/Liberty Lake

Modify the routing to serve more destinations. 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 also replace the segment of the Route 98 that serves E Mission Ave between N Flora and N Harvard roads.



Route 94 East Central/Broadway

Extend the route east from Argonne and Mullan Roads to 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. Service to Millwood and N Argonne/Mullan would be provided by the new Route 38. Route 95 is recommended to be discontinued.



Discontinue Route 95 Mid-Valley

Route 95 is recommended to be discontinued. Most of the current routing would be served by the extended Route 94 except for N University Rd between the VTC and E Broadway Ave (still served by Route 173 weekdays).

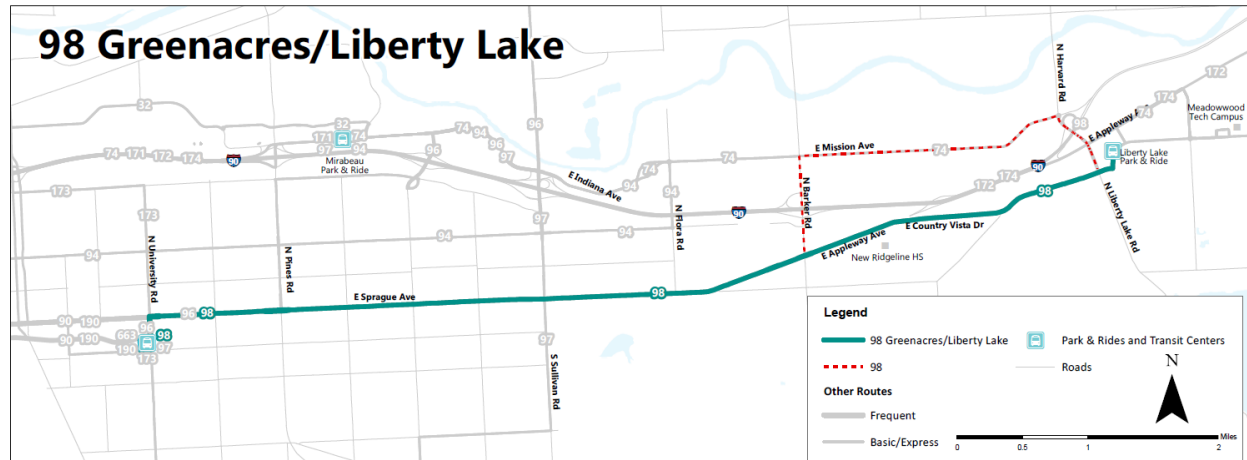
Route 96 Pines/Sullivan

Modify the routing 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 is recommended to be discontinued. The streamlined routing will significantly reduce out of direction travel.



Route 98 Greenacres/Liberty Lake

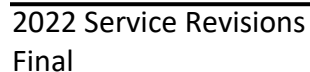
Modify to operate on E Appleway Ave/Country Vista Drive between Barker Rd and the Liberty Lake Park & Ride serving the new Ridgeline High School, newly constructed apartments, and retail development along the way. E Mission Ave between N Barker Rd and the Liberty Lake Park & Ride would be served by the modified Route 74 on weekdays only. 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

Implement a new route for 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 recommended routing.

Implement a new route to 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. For the purposes of this table, “less than 2 city blocks” is less than approximately one-eighth of a mile or 660 feet.

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	Less than 2 city blocks
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	Less than 2 city blocks
Pines @ 1st	96	IB	3	0	Sprague @ Pines	Less than 2 city blocks
Barker @ Appleway	98	OB	1	1	Appleway @ Barker	Within 1/4 Mile
Barker @ Alki	98	OB	0	0	Appleway @ Barker	Less than 2 city blocks

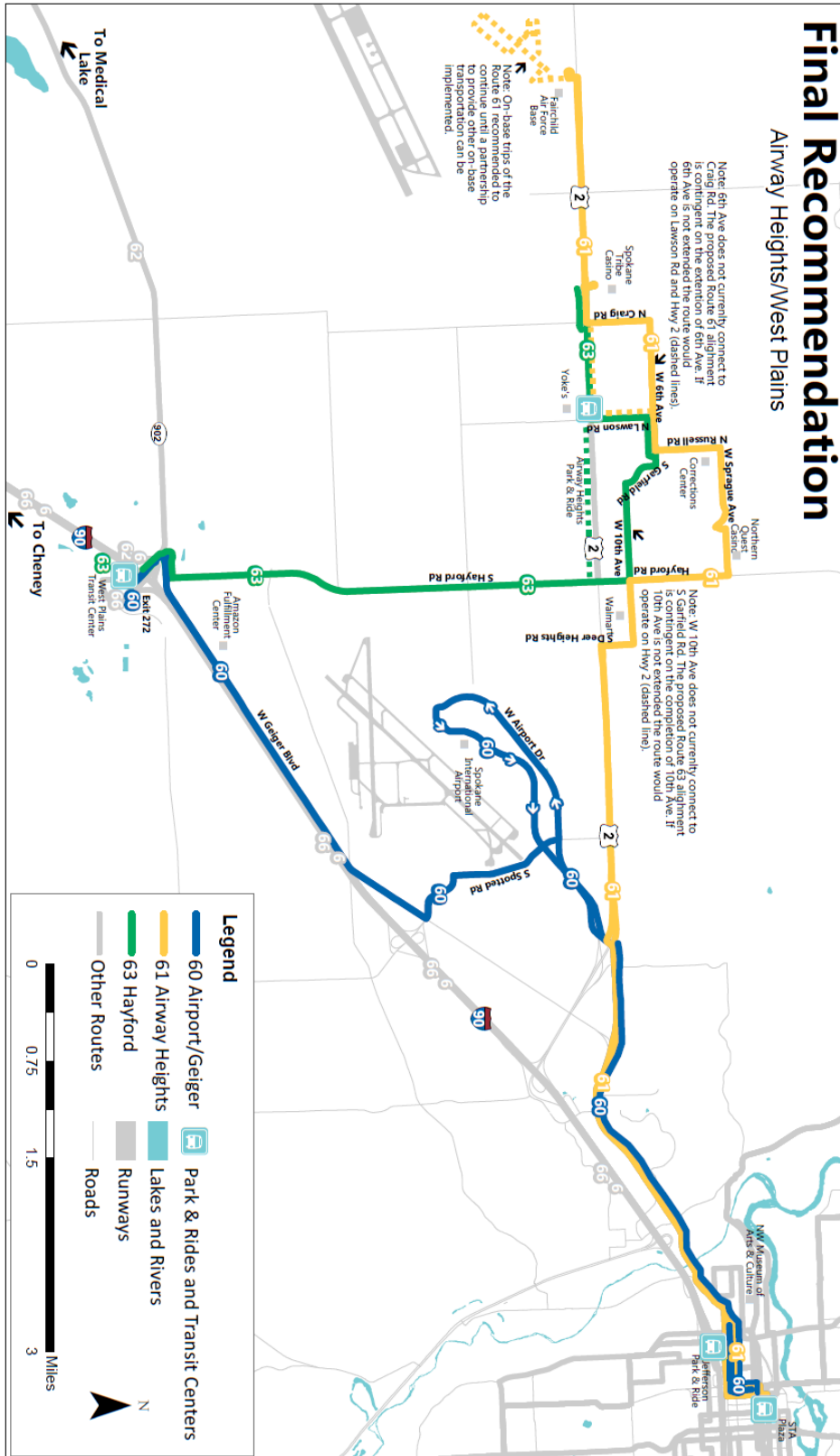
Discontinued Stop	Routes Served	Direction	Ons	Offs	Closest Alternate Stop	Walking Distance
Barker @ Boone	98	OB	0	6	Mission @ Harmony	Within 1/2 Mile
Barker @ Boone	98	IB	9	0	Mission @ Harmony	Within 1/2 Mile
Barker @ Mission	98	IB	1	2	Mission @ Harmony	Within 1/4 Mile
Barker @ Mission	98	OB	0	3	Mission @ 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. Routes 60 and 61, which currently serve the Spokane International Airport and Airway Heights 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 recommended 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.

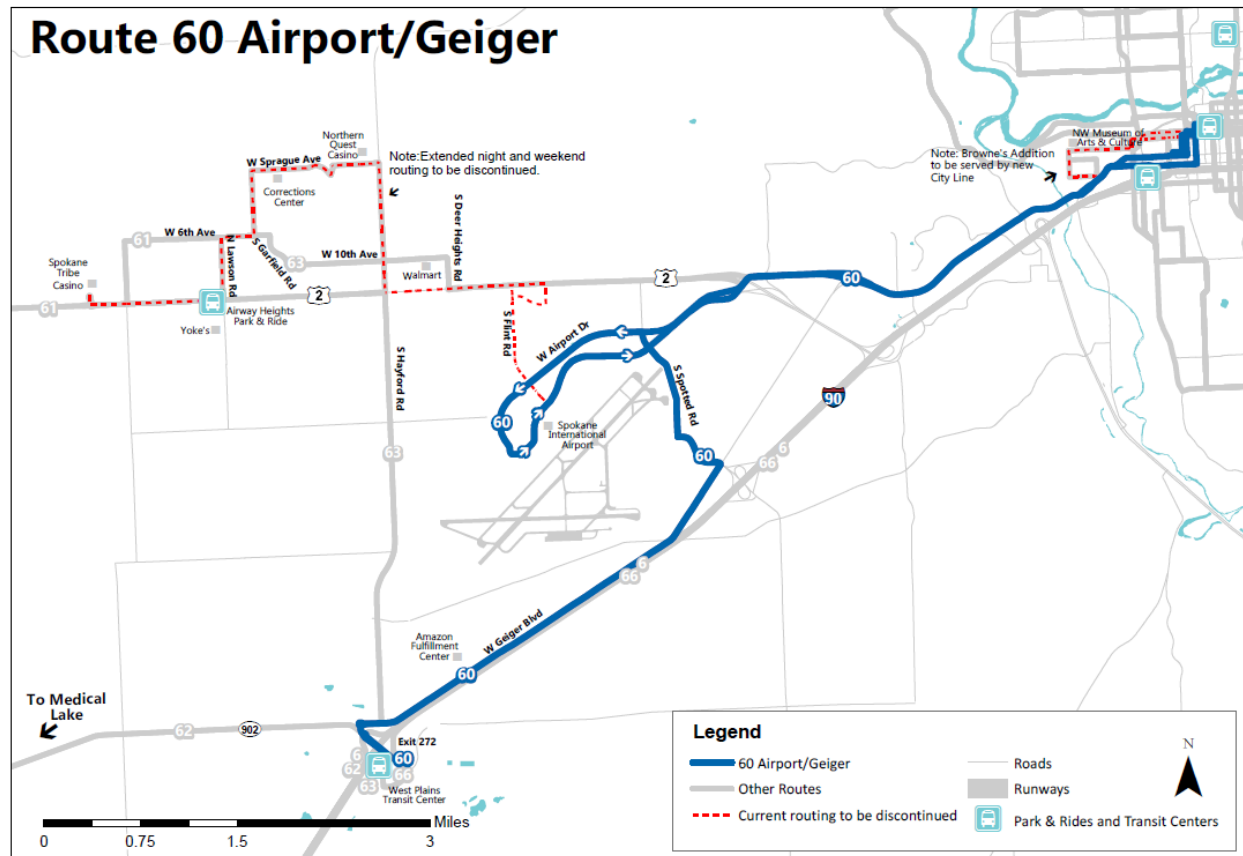
Final Recommendation

Airway Heights/West Plains



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

Service through the Browne's Addition neighborhood will be discontinued, and the route will operate on W Sunset Blvd due to the City Line serving the Browne's Addition neighborhood. The route is recommended to extend past Spokane International Airport to serve Geiger Blvd and the West Plains Transit Center (WPTC) providing more service to the new Amazon Fulfillment Center along Geiger Blvd, which has seen a significant growth in ridership with the current Route 633. The route would operate at the same frequency and hours of service as the current Route 60 (every 30 minutes weekdays and every hour nights and weekends).

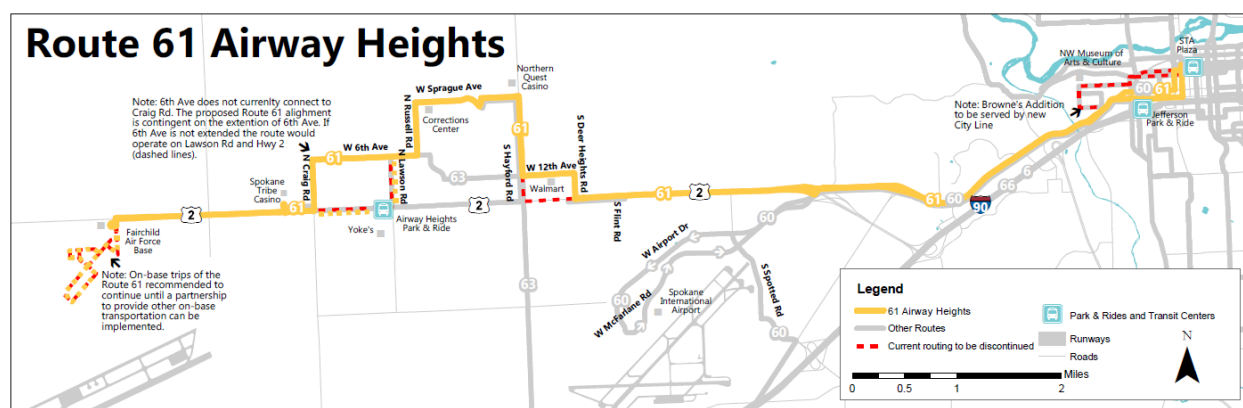


Route 61 Airway Heights (formerly Highway 2 via Browne's Addition)

Service through the Browne's Addition neighborhood will be discontinued, and the route will 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 recommended to extend 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. As the Route 60 is recommended to be extended to the West Plains Transit Center, it would no longer supplement frequency to Airway Heights on nights and weekends as it does today. To mitigate this change and maintain the *STA Moving Forward* added trips to Airway Heights, the frequency of the Route 61 on weekends is recommended to be increased to 30 minutes.

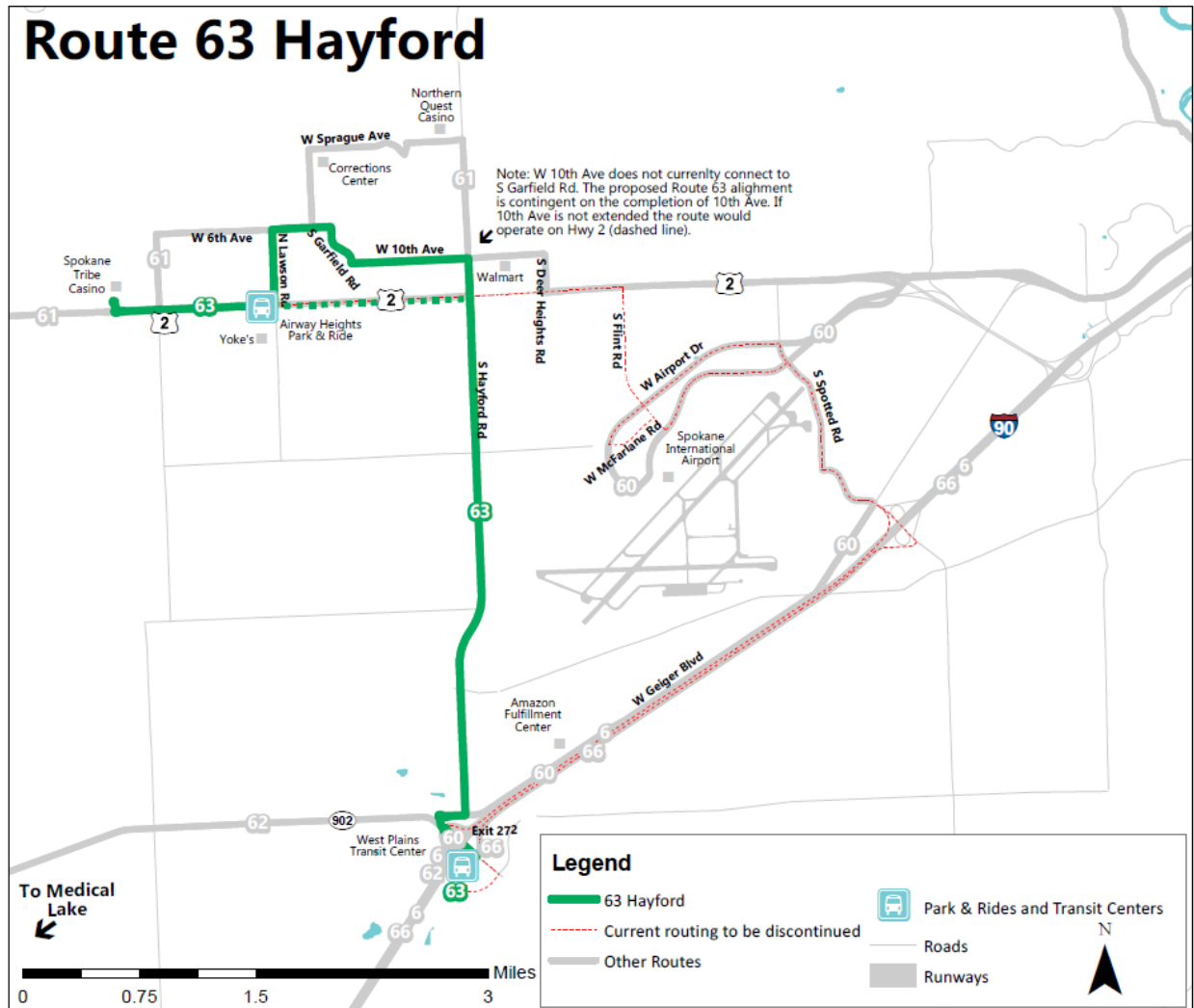
A limited number of Route 61 trips currently travel on Fairchild Air Force Base (FAFB). These trips experience delays at the gate of FAFB due to security protocols causing traffic congestion which can often impact on time performance. The combined average daily weekday ridership in 2019 for all the bus stops beyond the FAFB gate was 14 boardings and 24 alightings.

STA and FAFB staff have discussed a partnership to provide a new on-base shuttle. Conceptually, the shuttle route would 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. Route 61 will continue to provide trips to on-base destinations until an on-base shuttle is operational. Changes to Route 61 on the base will not take effect until such time a shuttle is put into service.



Route 63 Hayford

Route 63 is recommended 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 on this route would be discontinued. Service to SIA would still be provided by Route 60.



Related Stop Revisions

The implementation of the recommended route changes 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. For the purposes of this table, “less than 2 city blocks” is less than approximately one-eighth of a mile or 660 feet.

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
Hayford @ 12th Ave,	60, 61	IB	2	10	12th @ Hayford	Less than 2 city blocks
Hwy 2 @ Hayford (Walmart)	60, 61, 63	IB	84	9	Hwy 2 @ Hayford	Less than 2 city blocks
Flint @ Hilton	60, 63	OB	0	3	Hwy 2 @ Flint	Less than 2 city blocks
Flint @ Hilton	60, 63	IB	0	0	Hwy 2 @ Flint	Less than 2 city blocks
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	IB	14	0	Cannon @ 4th (new City Line)	Less than 2 city blocks
4th @ Hemlock	60, 61	OB	0	13	Cannon @ 4th (new City Line)	Less than 2 city blocks
Pacific @ Maple	60, 61	IB	6	0	Pacific @ Oak (new City Line)	Less than 2 city blocks
Maple @ Pacific	60, 61	OB	5	30	Pacific @ Oak (new City Line)	Less than 2 city blocks
Pacific @ Cannon	60, 61	IB	43	0	Pacific @ Oak (new City Line)	Less than 2 city blocks
Pacific @ Cannon	60, 61	OB	3	29	Pacific @ Oak (new City Line)	Less than 2 city blocks
Cannon @ 4 th	60, 61	IB	15	24	Sunset @ 4 th	Less than 2 city blocks
Cannon @ Sunset	60, 61	OB	25	11	Sunset @ 4 th	Less than 2 city blocks

Recommended Service Frequency

The following table outlines the assumed frequency of service for each of the new and modified routes discussed in this Final Recommendation. 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
14 Napa/Cannon Hill Shuttle	30	30	30	60	60	60	60
22 Northwest Blvd	30	30	30	60	60	60	60
26 Nevada via Addison	30	30	30	60	60	60	60
27 Crestline	<u>15</u>	30	<u>15</u>	30-60	30	30-60	<u>30</u>
28 Nevada	30	30	30	60	60	60	60
32 Trent/Montgomery	30	30	30	60	60	60	60
34 Freya	30	30	30	60	60	60	60
35 Francis	30	30	30	60	60	60	60
36 North Central	30	30	30	60	60	60	60
38 Upriver/Argonne	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>
63 Hayford	60	60	60	60	60	60	60
74 Mirabeau/Liberty Lake	<u>30</u>	<u>30</u>	<u>30</u>	60	NO SERVICE	NO SERVICE	NO SERVICE
94 East Central/Broadway	30	30	30	60	60	60	60
96 Pines/Sullivan	30	30	30	60	60	60	60
98 Greenacres/Liberty Lake	30	30	30	60	60	60	60
144 North Express	<u>15-30</u>	NO SERVICE	<u>15-30</u>	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 would be supplemented to address demand from Amazon shift changes as needed/if possible, all service days.

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 a round table of riders, also participated in the reviewing and evaluating of potential operational 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. This road map includes continuing to operate a “pulse” for the less frequent routes, having the more frequent routes “board and go,” and 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 Final Recommendation includes the completion of the revisions to Plaza Operations in 2022.

Budget Considerations

The implementation of the fixed-route network described above is estimated to require 514,300 annual revenue hours. For reference the current fixed route network requires 455,100 annual revenue hours. It would require an estimated 136 AM peak vehicles and 133 PM peak vehicles. The estimated peak vehicles include scheduled standby vehicles. For reference the pre-pandemic peak vehicle pullout was 122.

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.

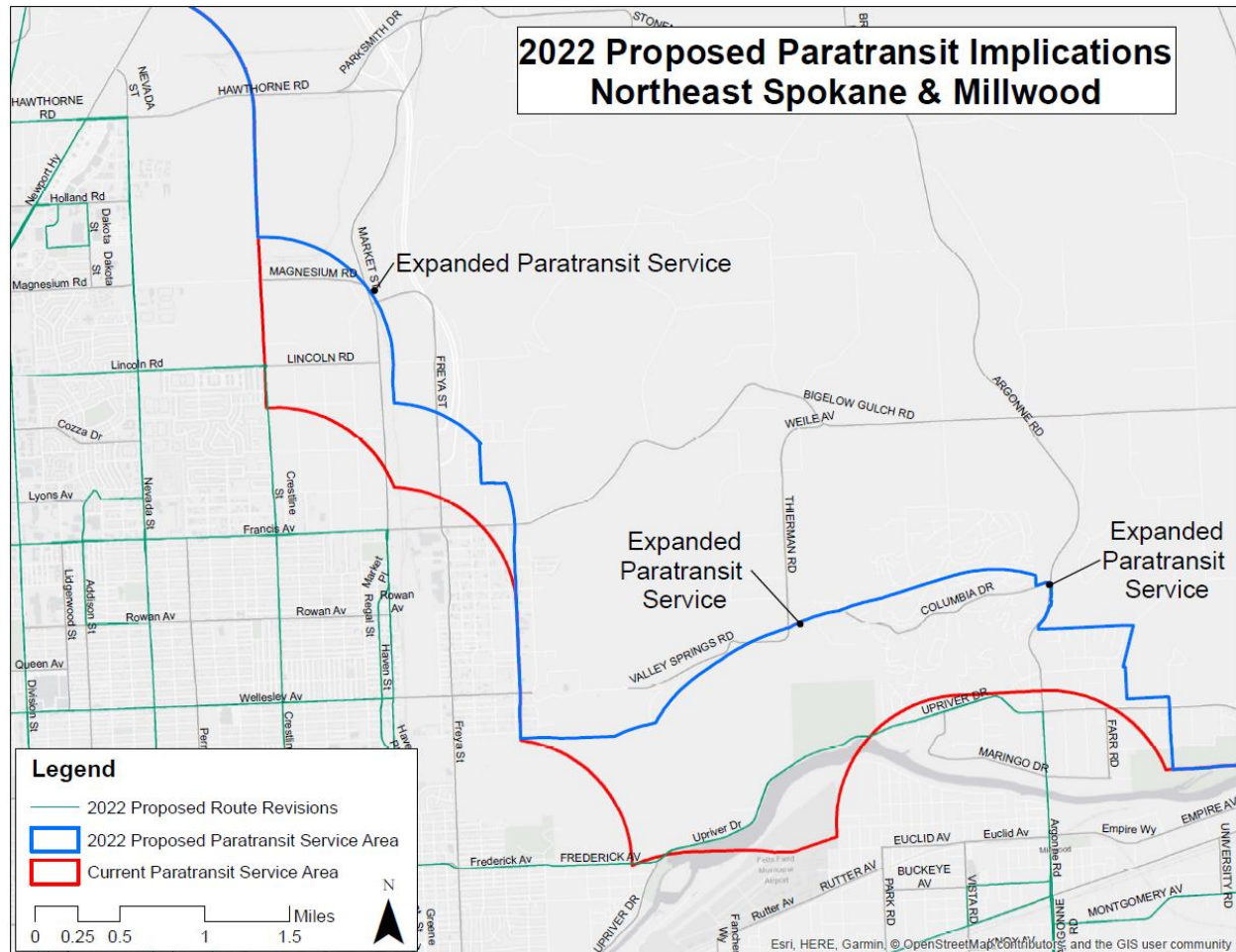
Due to the size of the service increase and as STA will be implementing a Small Starts project, the City Line, as a part of these service changes, STA conducted an equity analysis comparing service levels before and after the service change. This analysis has been conducted by the transit planning consultant firm Nelson|Nygaard at the time of the Draft Recommendation. The full Title VI Analysis report can be found in the appendix of this report. Although this Final Recommendation differs slightly from the Draft Recommendation the findings that there are no Disparate Impacts or Disproportionate Burdens anticipated as a result of these service changes remain the same.

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.” 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. All recommended changes result in expansions. None result in reductions.

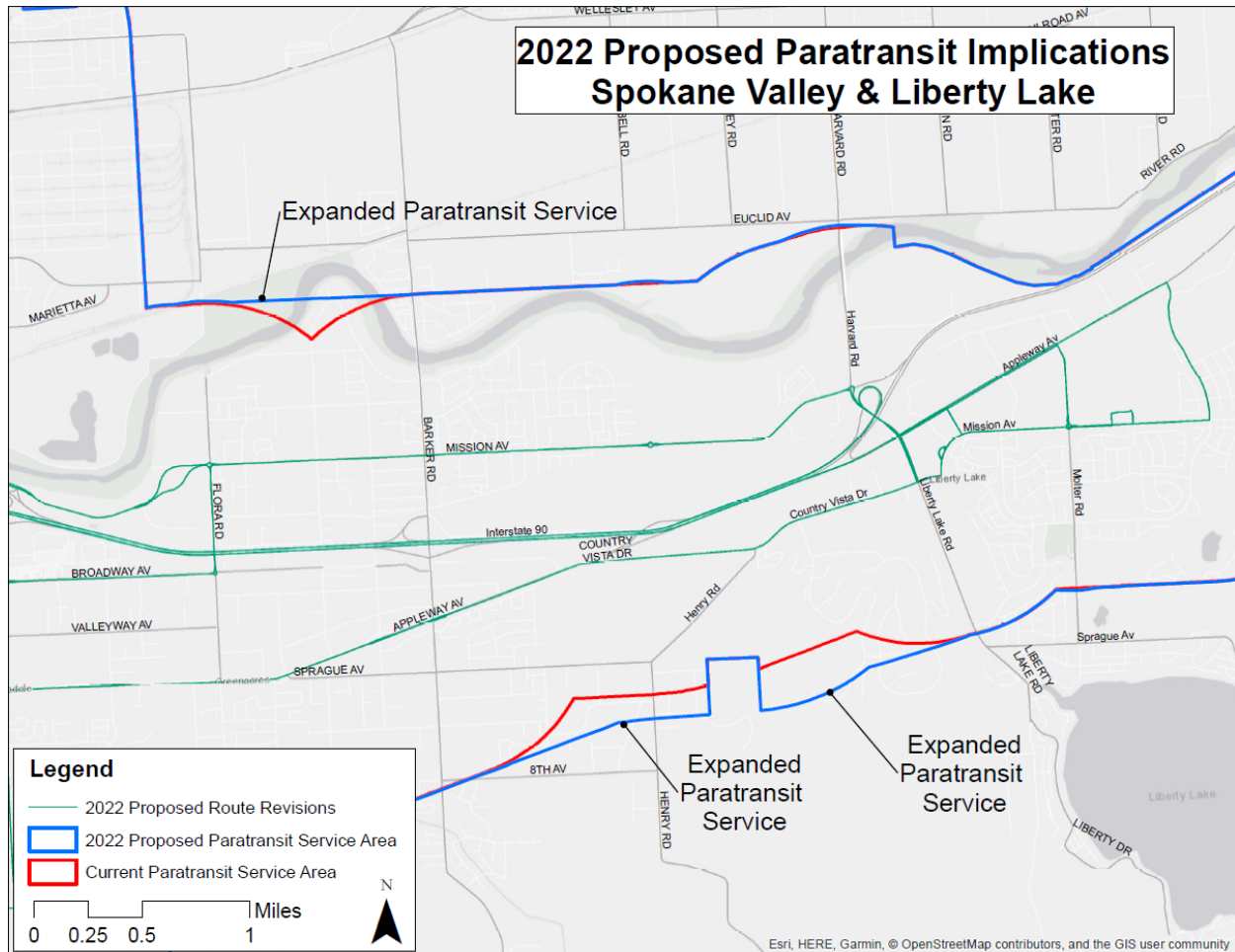
Paratransit Service Boundary Implications for Northeast Spokane & Millwood

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



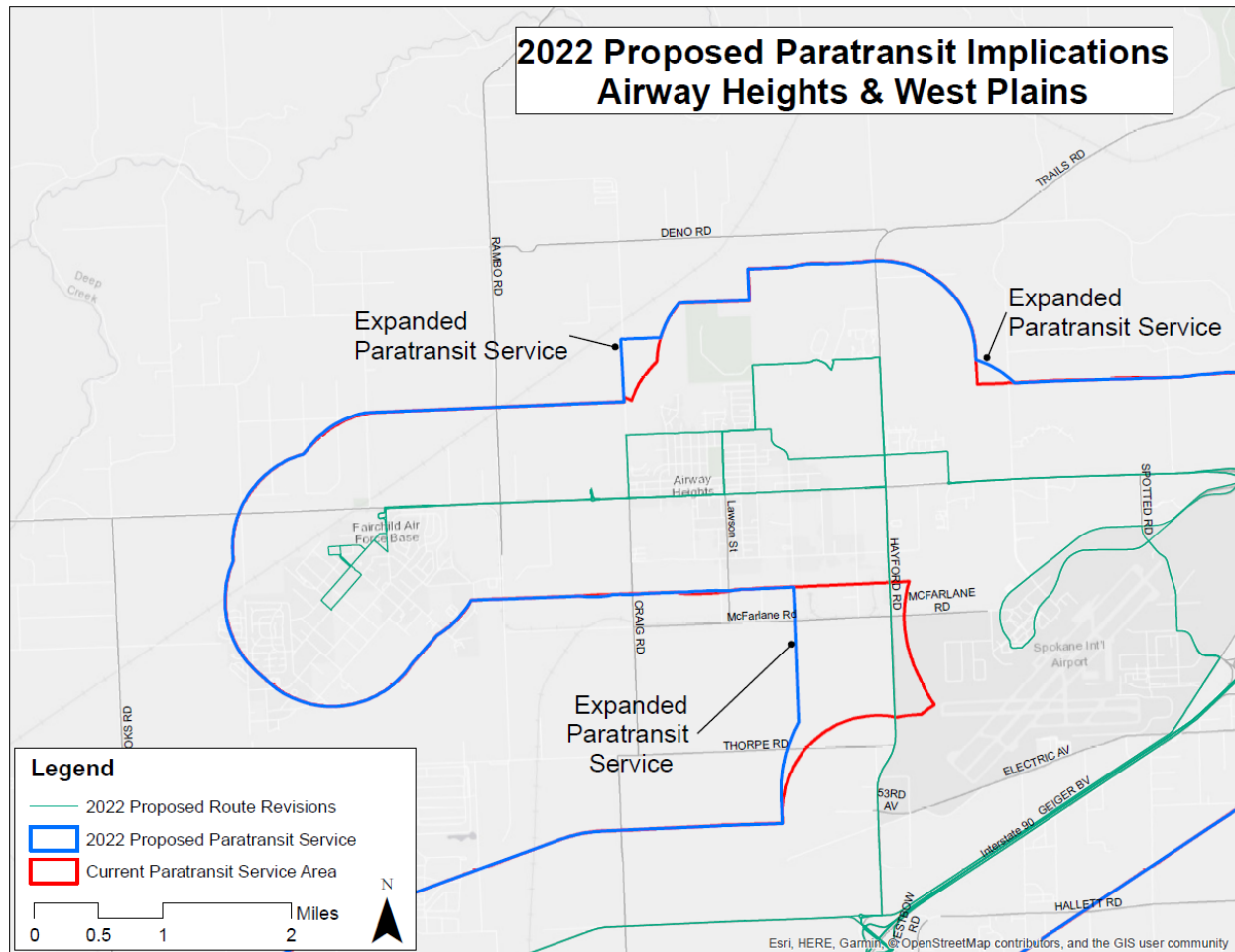
Paratransit Service Boundary Implications for the Spokane Valley and Liberty Lake

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



Paratransit Service Boundary Implications for Airway Heights

The implementation of the recommended changes to Airway Heights, and Spokane International Airport focus area would expand the Paratransit service boundary to the east and west of Airway Heights.



Appendix

Title VI Analysis Report



2022 Service Change Proposal Title VI Equity Analysis Final Report

March 2021

EXECUTIVE SUMMARY

Spokane Transit Authority (STA) is in the process of evaluating a proposed service change planned for implementation in 2022. This service change includes several changes related to service span, service frequency, and route alignments to improve transit service throughout the service area and to realign service to better integrate with the City Line Bus Rapid Transit route, scheduled to begin operations in 2022. In accordance with Title VI of the Civil Rights Act, this service change is evaluated to ensure that any impacts are equitable and there are no Disparate Impacts or Disproportionate Burdens to minority or low-income populations.

According to STA's Title VI Policy, each route is evaluated to determine whether it is classified as a minority route or a low-income route based on the population and demographics of the surrounding census tracts. Routes that are designated as minority or low-income routes and result in a service reduction are considered to create Disparate Impacts and Disproportionate Burdens, respectively. All routes that were classified as minority and/or low-income and were altered as a part of this proposed service change are shown in Figure 1.

Figure 1 Change in Annual Trips by Route Classification

Route	Classification	Change in Trips	% Change in Trips
Route 26	Minority & Low-Income	-	-
Route 27	Minority & Low-Income	7,990	37%
Route 28	Minority & Low-Income	-	-
Route 29	Minority & Low-Income	-19,110	-100%
Route 32	Minority & Low-Income	-	-
Route 34	Minority & Low-Income	-	-
Route 39	Minority & Low-Income	-19,925	-100%
Route 42	Minority & Low-Income	-17,870	-100%
Route 60	Minority & Low-Income	-	-
Route 61	Minority & Low-Income	2,125	11%
Route 63	Minority	-	-
Route 94	Low-Income	-	-

Route 29, Route 39, and Route 42 are the only such routes that both experience a reduction in service in this proposed service change and are classified as minority and/or low-income routes. The STA Title VI Program policy states that Disparate Impacts and Disproportionate Burdens would result for all three of these routes. However, this does not account for the addition of new routes that continue providing service in the area. All three of these routes are proposed to be removed from service and entirely or partially replaced by a combination of the City Line, a new Route 14, and a new Route 38.

A further analysis at the census tract level identifies the change in the annual number of trips operating within each census tract served by the three removed routes. This analysis shows that all census tracts currently served by these routes would have improved transit service in the service proposal. Thus, any potential Disparate Impact or Disproportionate Burden associated with Route 29, Route 39, and Route 42 would be mitigated and there are collectively no Disparate Impacts or Disproportionate Burdens under the proposed service change.

INTRODUCTION

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis 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 has committed to the Federal Transit Administration (FTA) objectives set forth in circular 4702.1B through their Title VI Program and Comprehensive Plan. These objectives work to ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

In Fall of 2016, voters approved funding for *STA Moving Forward*, Spokane Transit Authority’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 four new routes.

STA is now engaged in planning for service improvements that are programmed and funded for 2022. Some of these improvements include:

- Expanded Hillyard and Northeast Spokane routes
- Implementation of the Central City Line (Bus Rapid Transit Route)

These improvements were developed through an analysis of the local market and existing services, as well as an extensive outreach process with riders and community stakeholders. Using this information, a Preliminary Service Change Proposal was developed and refined to create a single Draft Recommendation for these service improvements. The elements of this Draft Recommendation will be examined as part of this Equity Analysis.

Under this Draft Recommendation service change proposal, all census tracts currently served by STA will continue to receive fixed-route transit service. This Equity Analysis focuses primarily on how changes in STA service differently affect communities characterized by particular demographics. The income and race, as reported by the 2019 American Community Survey, of individuals within the service area was examined to determine whether the proposed service changes would disproportionately impact classes protected by Title VI. Specific focus was placed on identifying whether areas with disproportionately high low-income and/or minority residents would see significant service reductions under the Draft Recommendation service change.

Data and Thresholds

For the Draft Recommendation service change, this analysis measures the impacts of recommended STA service changes on low-income and minority communities by comparing the annual number of trips accessible within the September 2020 network to those accessible within the proposed 2022 network. Data concerning these communities were obtained by way of the 2019 American Community Survey (ACS).

Service Area

Per the STA Title VI Policy, any census tracts partially or completely contained within the Public Transportation Benefit Area (PTBA) boundary is considered a part of the service area. In addition to this definition, a 1/2 mile buffer around STA’s existing 2020 fixed-route network and the recommended 2022 network were created. These buffers, considered a comfortable walk to transit by the FTA, were then overlaid on the census tracts partially or entirely within the PTBA

boundary to represent access to transit service at the census tract level for a supplemental analysis.

Demographic Data: Income

The FTA defines individuals who reside in households where total household income is equal to or less than the ACS poverty level as “low-income.” The following table (Figure 2) shows the poverty guidelines for 2019.

Figure 2 Poverty Guidelines for 2019

Persons in Family/Household	Poverty Guideline
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430
For families/households with more than 8 persons, add \$4,420 for each additional person.	

Source: U.S. Department of Health & Human Services, 2019

For the 2019 ACS, household income data were collected. These combined characteristics were then assessed against the appropriate poverty threshold, depending on household size, to render a number of persons within each census tract that would be considered “low-income” according to the FTA definition. This number was then compared to the total population resulting in a percentage of population classified as “low-income” for each census tract.

Demographic Data: Race

In an effort to calculate a percentage of census tract population that identifies as a racial minority, the 2019 ACS was again consulted. Self-identified racial composition is reported via the ACS on an individual, rather than household, basis. For the purpose of this equity analysis, individuals who identified as any race other than White were considered minorities. The number of individuals per census tract who identified as minorities was assessed against the total population to render a percent minority population for each census tract.

Census Tract Classification

All census tracts within the STA service area were classified as representing one of the following: minority, low-income, neither or both. A census tract would receive the minority classification if its proportion of minority residents was 10% higher than the average minority proportion for the entire service area. The same is true of each census tract’s proportion of resident’s who are low-income. If a census tract’s population was above both the thresholds for minority and low-income proportions, then it was classified as “both;” the opposite rendered a classification of “neither.” The service area average proportions for minority and low-income populations and respective

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Spokane Transit Authority

impact and burden thresholds are shown below in Figure 3. The number and percent of census tracts in the service area falling into each classification are shown below in Figure 4 and are displayed on the map contained in Figure 5.

Figure 3 2019 Low-Income and Minority Classification Thresholds

Minority		Low-Income	
Service Area Average	Impact Threshold	Service Area Average	Burden Threshold
12.8%	14.1%	13.4%	14.7%

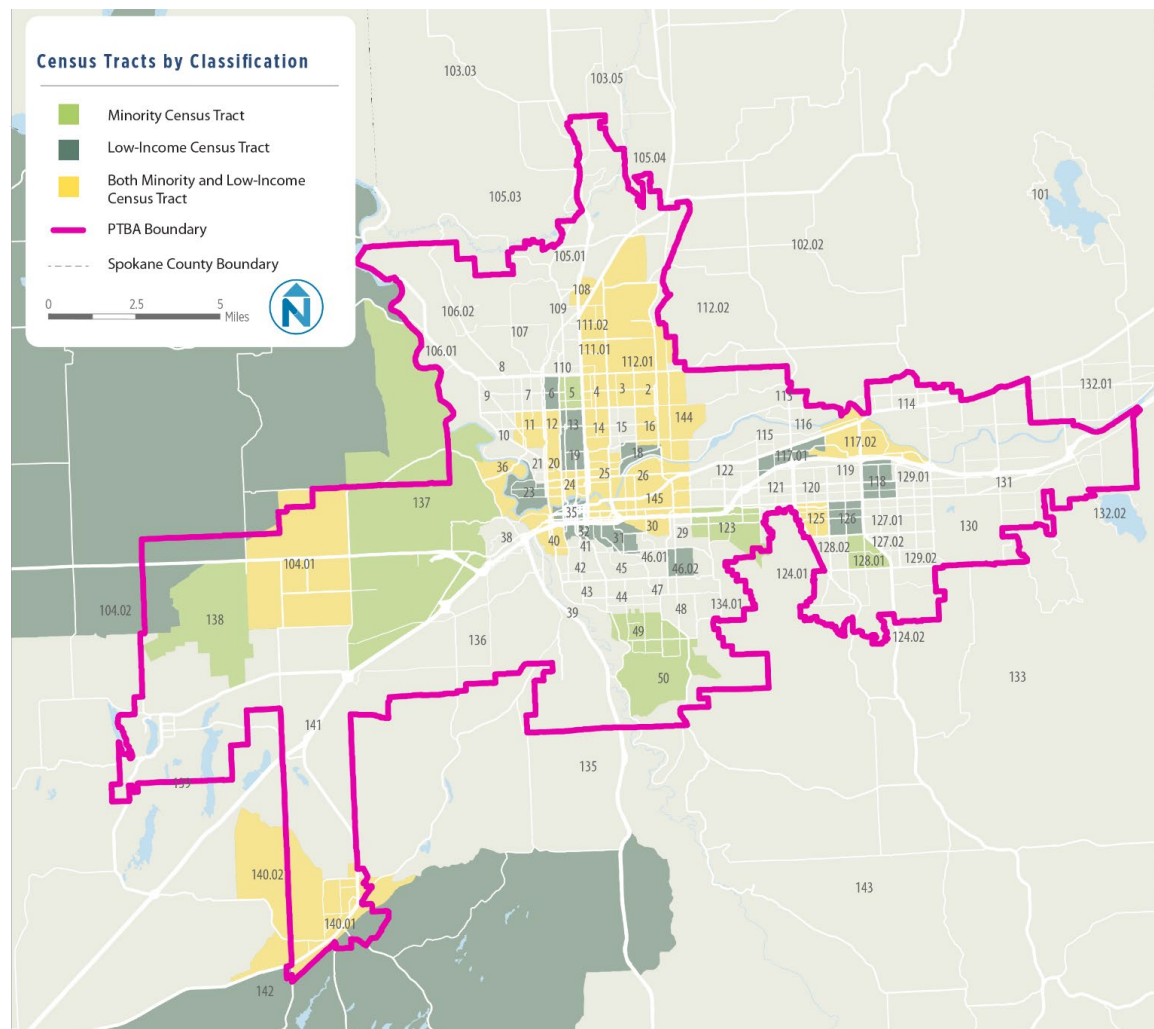
Source: US Census Bureau, American Community Survey 2019

Figure 4 Census Tract Classifications

Minority	Low-Income	Both	Neither
7 (7%)	14 (14%)	25 (26%)	52 (53%)

Source: US Census Bureau, American Community Survey 2019

Figure 5 Census Tracts by Minority and Low-Income Classification



Disparate Impact and Disproportionate Burden Threshold

In accordance with FTA guidelines, the following criteria for defining the disparate impact and disproportionate burden thresholds were used in this analysis:

- **Disparate Impact** – When a major service change impacts a census tract with a minority population that exceeds the average minority population of the service area by 10% or more, a disparate impact exists and the impacts will be assessed and evaluated for mitigation. To determine if a disparate impact exists, each route impacted is analyzed to determine the percentage of minority population along that route. This is done by adding all of the census tracts along that route.
- **Disproportionate Burden** – When a major service change impacts a census tract with a low-income population that exceeds the average low-income population of the service area by 10% or more, a disproportionate burden exists and the impacts will be assessed and evaluated for mitigation. To determine if a disparate impact exists, each route impacted is analyzed to determine the percentage of low-income population along that route. This is done by adding all of the census tracts along that route.

These thresholds are defined in STA's Impact Policy for Major Service Changes (and Disproportionate Burden Policy), which are included in STA's current Title VI Program.

Route Classification

In accordance with STA's Title VI Program, all routes were analyzed to determine if they were considered a minority or low-income route by evaluating the combined proportion of minority and low-income populations within census tracts adjacent to each route. The results of this analysis for each route in the existing STA system is shown in Figure 6 with routes proposed to be altered under the service change proposal identified in bold. Minority and low-income classified routes are also displayed in the maps contained in Figure 7 and Figure 8, respectively.

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Figure 6 Route Classifications

Minority Only Routes	Low-Income Only Routes	Both Low-Income & Minority Routes	Neither Low-Income Nor Minority Routes
<ul style="list-style-type: none"> ▪ Route 62 ▪ Route 63 	<ul style="list-style-type: none"> ▪ Route 23 ▪ Route 45 ▪ Route 90 ▪ Route 94 ▪ Route 173 ▪ Route 190 ▪ Route 662 	<ul style="list-style-type: none"> ▪ Route 11 ▪ Route 12 ▪ Route 20 ▪ Route 21 ▪ Route 25 ▪ Route 26 ▪ Route 27 ▪ Route 28 ▪ Route 29 ▪ Route 32 ▪ Route 33 ▪ Route 34 ▪ Route 39 ▪ Route 42 ▪ Route 60 ▪ Route 61 ▪ Route 64 ▪ Route 66 ▪ Route 67 ▪ Route 68 ▪ Route 663 ▪ Route 664 	<ul style="list-style-type: none"> ▪ Route 4 ▪ Route 22 ▪ Route 43 ▪ Route 74 ▪ Route 95 ▪ Route 96 ▪ Route 97 ▪ Route 98 ▪ Route 124 ▪ Route 144 ▪ Route 172 ▪ Route 633

Source: US Census Bureau, American Community Survey 2019

Figure 7 Existing STARoutes by Minority Classification

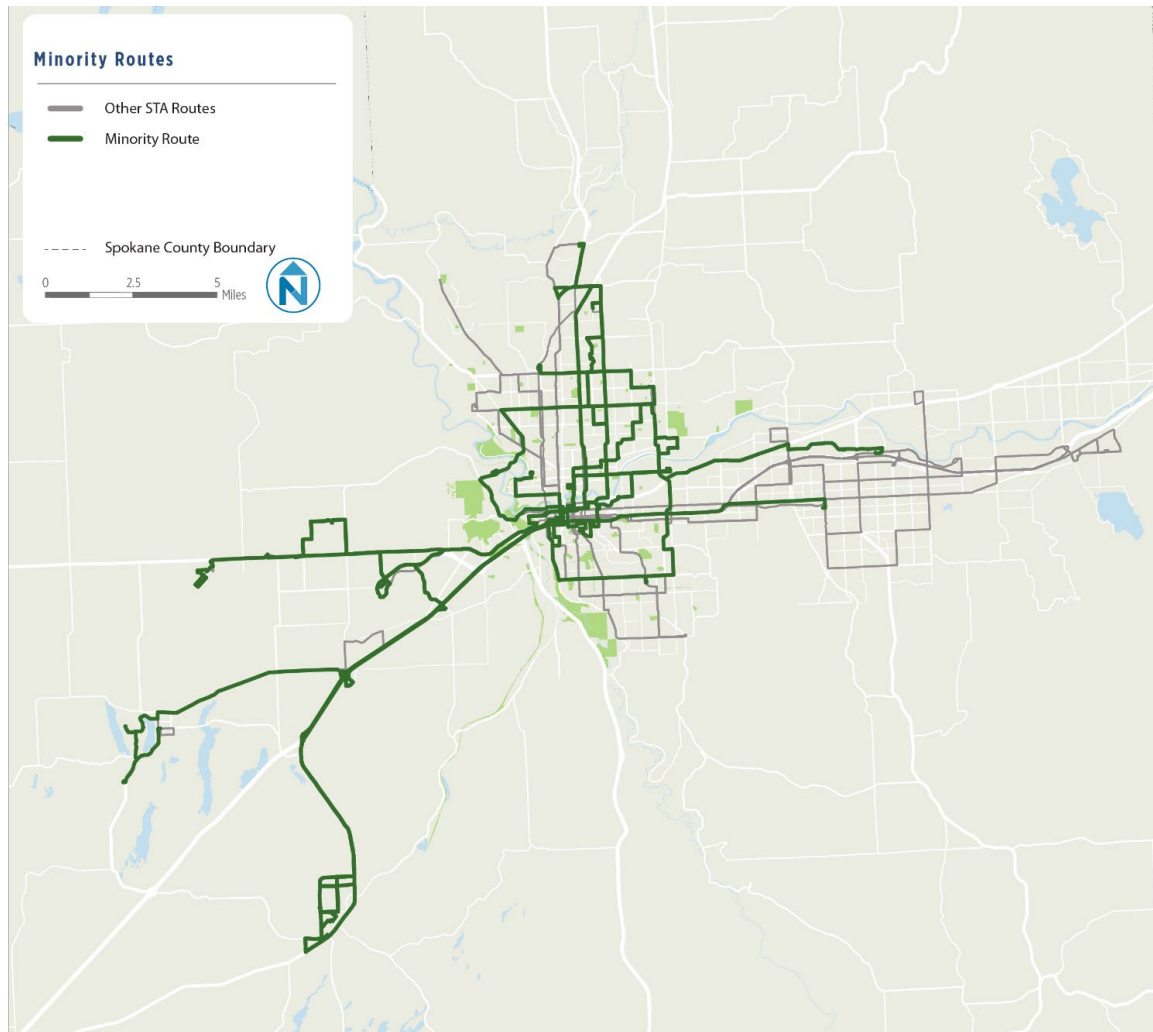
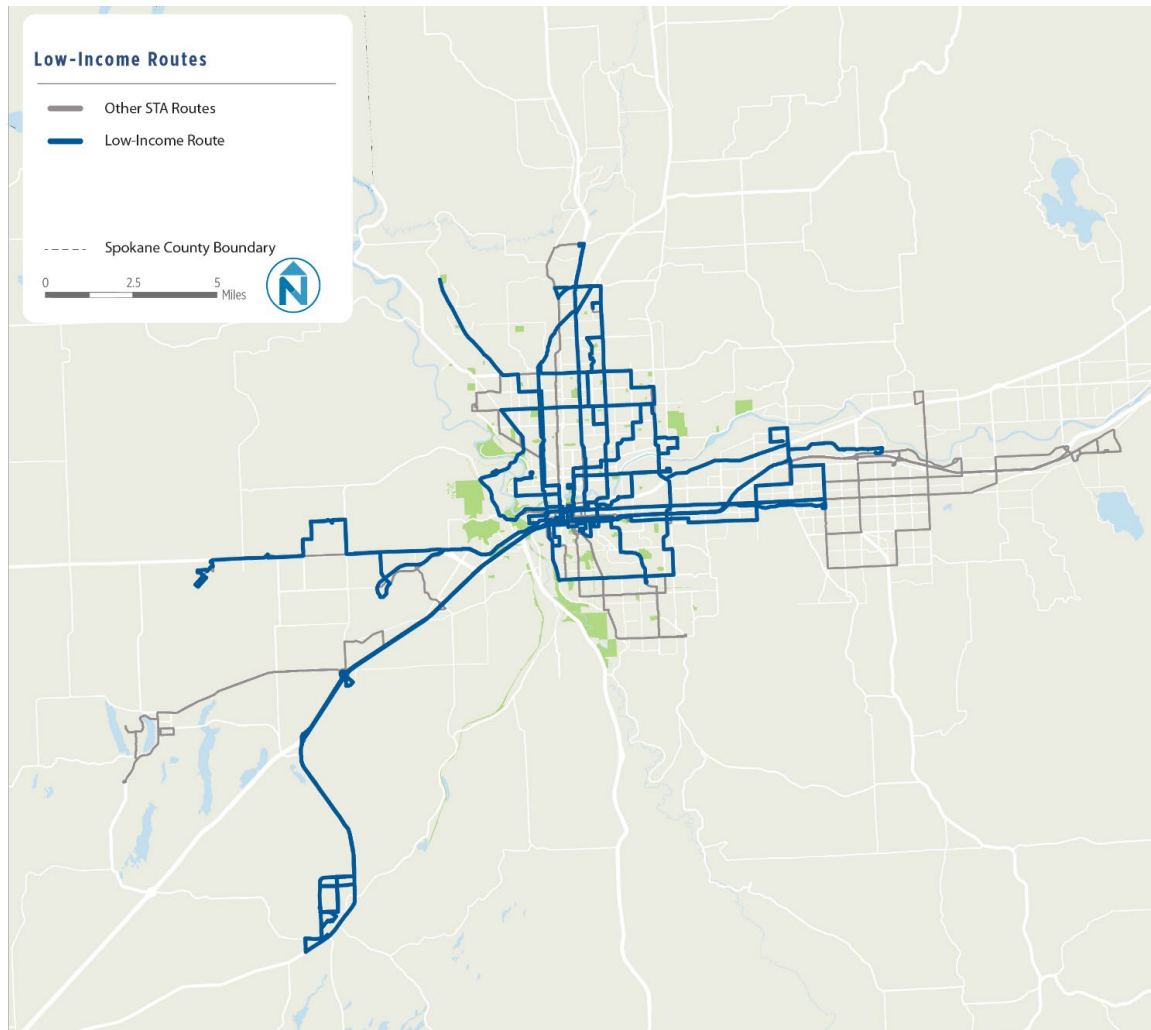


Figure 8 Existing STARoutes by Low-Income Classification



SERVICE ANALYSIS

Determining Service Increase or Decrease

To calculate existing service levels, each existing route's total number of annual trips was used. The annual trips generally reflect the number of times a rider will be able to access transit from a given location. The annual trips for each route in the 2020 and recommended 2022 networks were then compared to determine the change in service at the route level. Approximately, 21% of routes would see an increase in service, including new routes added to the system, and 10% of routes would have decreased service, including routes that are eliminated from service (Figure 9). In many of these cases, new routes or existing routes are revised to continue serving areas with removed or decreased service.

In addition to this analysis at the route level, each census tract within the service area was also assigned the sum of the total annual trips of all routes whose 1/2 mile buffer passed through it. This was done for both the 2020 and recommended 2022 networks. The proposed annual trips

figure was then subtracted from the existing annual trips to determine the change in service: increased service, decreased service, or no change. Approximately 67% of census tracts served under the 2022 proposed network will experience an increase in STA service under the recommended service plan. Around 20% of census tracts served by the proposed network will experience decreased STA service. Figure 10 and Figure 11 show areas where service is proposed for removal and routes categorized by the change in annual trips, respectively.

Figure 9 Service Change Overview

Service Change Category	Census Tracts in Service Area	Routes
Increased Service	66 (67%)	11 (21%)
No Change in Service	13 (13%)	36 (69%)
Decreased Service	19 (20%)	5 (10%)

Figure 10 Existing STA Service Proposed for Removal

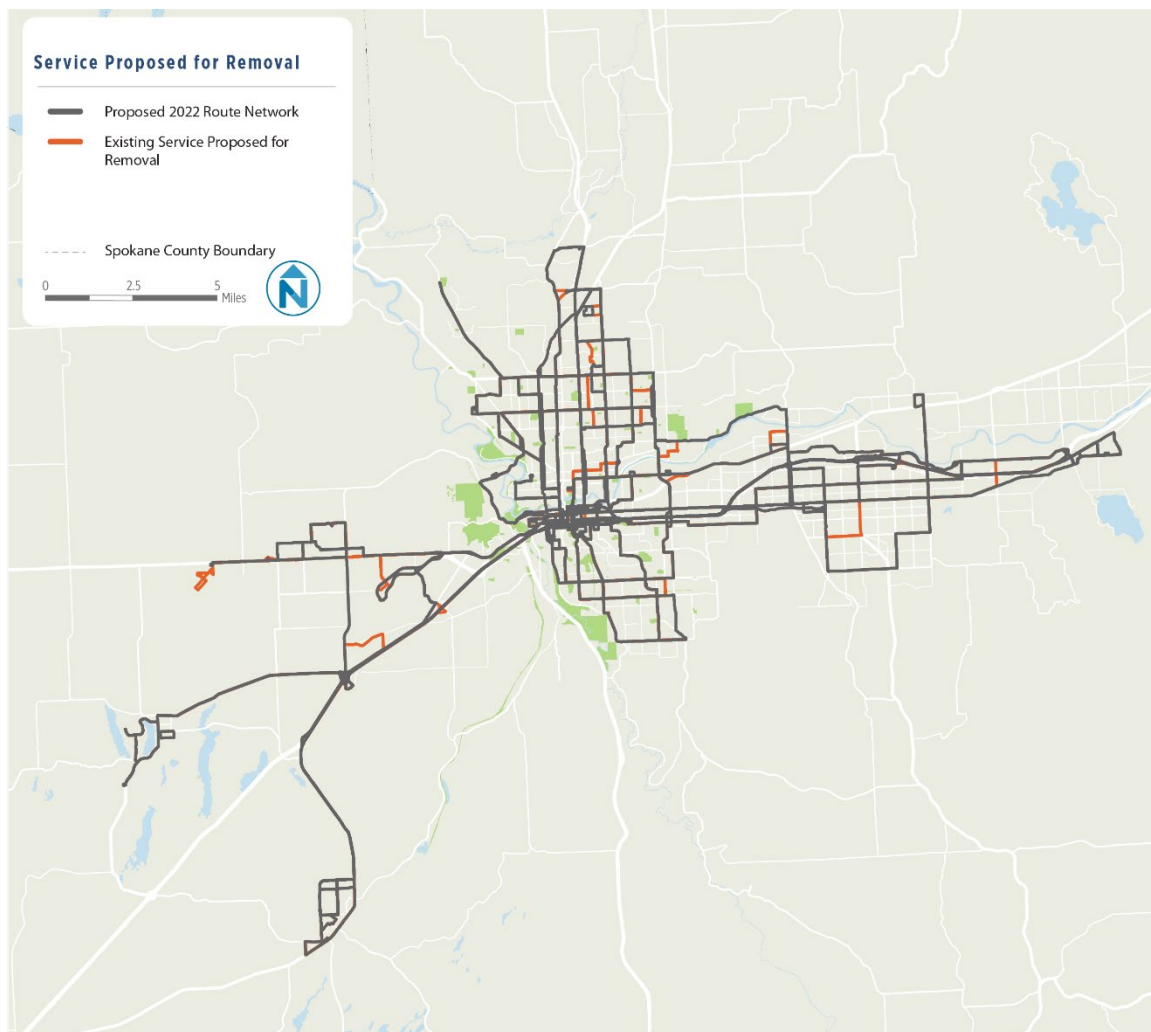
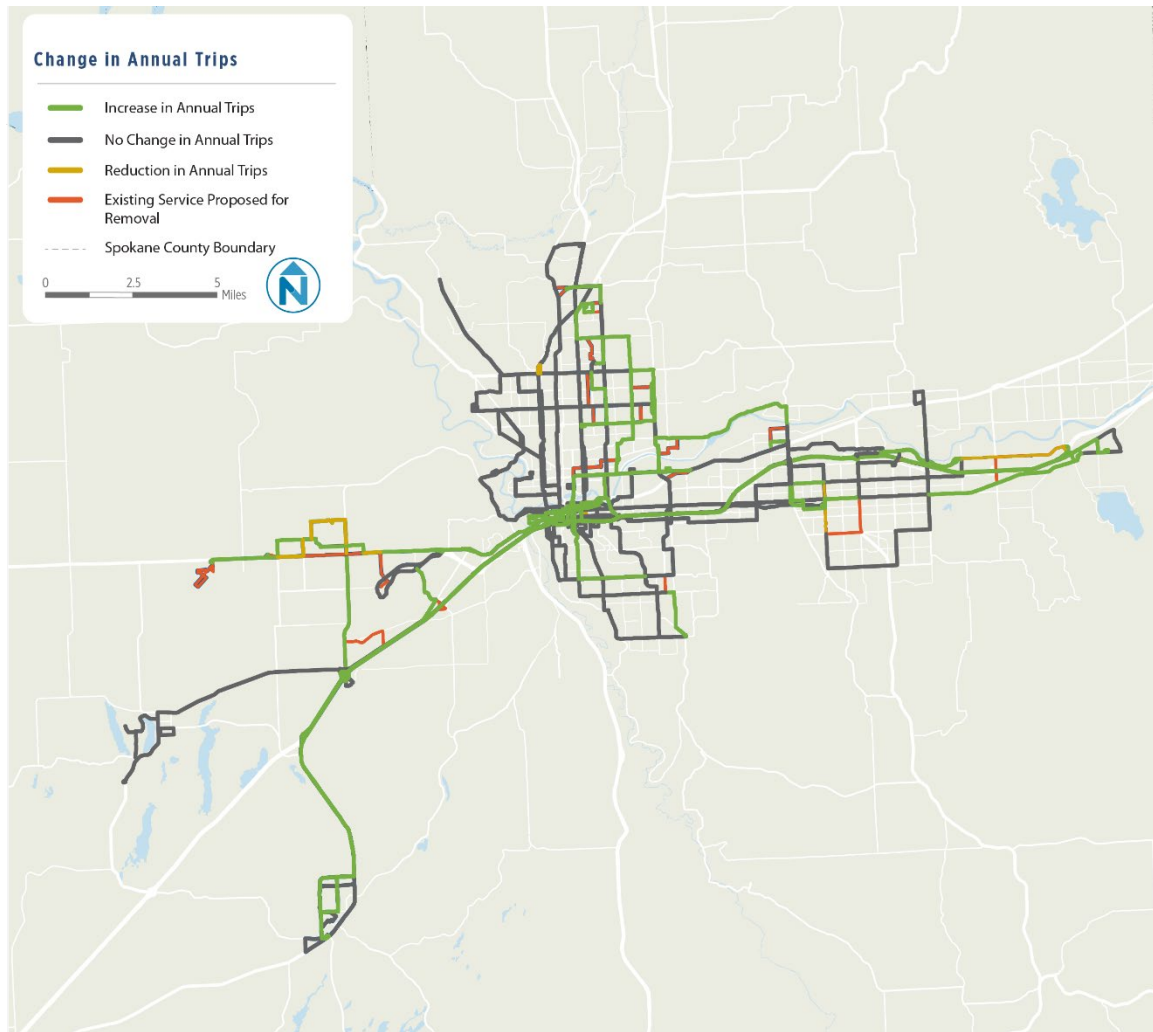


Figure 11 Change in Annual Trips from 2020 to 2022 – STA Network by Route



CHANGE IN SERVICE ANALYSIS

The 2022 proposed network and service plan include changes to route alignments, service span, and service frequency to provide faster, more direct service, and to realign or remove redundant service to better align with the implementation of the City Line. In cases where routes are removed and replaced with other services, particularly the City Line, census tracts may see an increase in annual trips. The change in trips for all minority and low-income routes evaluated as a part of this service change is shown in Figure 12. Routes categorized by service change are shown overlayed with minority and low-income classified census tracts in Figure 13.

Figure 12 Service Change by Minority and Low-Income Routes

Route	Classification	Change in Trips	% Change in Trips
Route 26	Minority & Low-Income	-	-
Route 27	Minority & Low-Income	7,990	37%
Route 28	Minority & Low-Income	-	-
Route 29	Minority & Low-Income	-19,110	-100%
Route 32	Minority & Low-Income	-	-
Route 34	Minority & Low-Income	-	-
Route 39	Minority & Low-Income	-19,925	-100%
Route 42	Minority & Low-Income	-17,870	-100%
Route 60	Minority & Low-Income	-	-
Route 61	Minority & Low-Income	2,125	11%
Route 63	Minority	-	-
Route 94	Low-Income	-	-

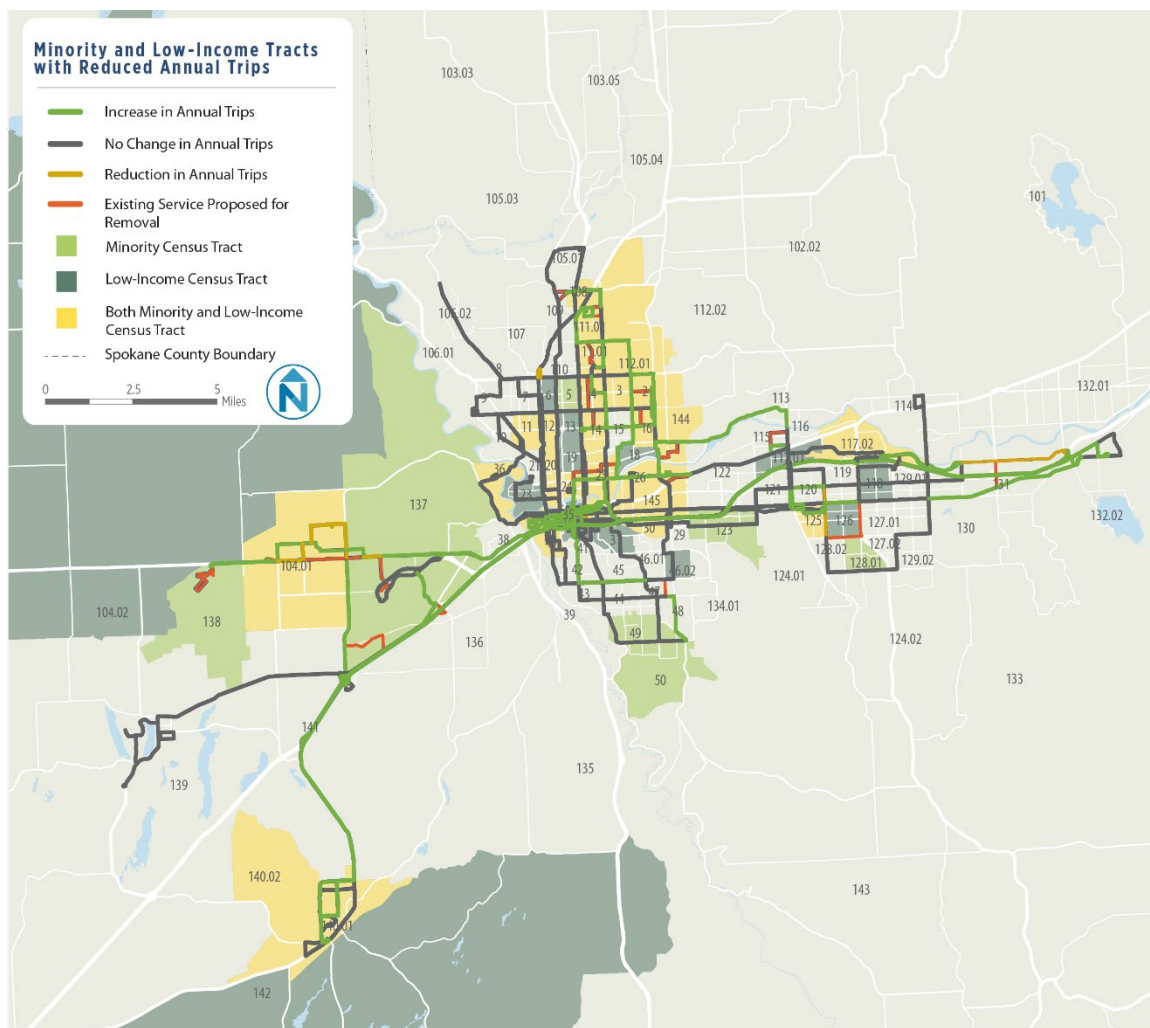
Route 29, Route 39, and Route 42 are the only such routes that both experience a reduction in service in this proposed service change and are classified as minority and/or low-income routes. The STA Title VI Program policy states that disparate impacts and disproportionate burdens would result for all three of these routes. However, this does not account for the addition of new routes that continue providing service in the area. All three of these routes are proposed to be removed from service and entirely or partially replaced by a combination of the City Line, a new Route 14, and a new Route 38.

A further analysis at the census tract level identifies the change in the annual number of trips operating within each census tract served by the three removed routes (Figure 14). This analysis shows that while these three routes are removed, all census tracts currently served by these routes would have improved transit service in the proposed service change. Thus, any potential Disparate Impact or Disproportionate Burden associated with Route 29, Route 39, and Route 42 would be mitigated and there are no Disparate Impacts or Disproportionate Burdens under the proposed service change.

Figure 13 Change in Trips at the Census Tract Level for Routes with Reduced Service

Route 29		Route 39		Route 42	
Census Tract	Change in Annual Trips	Census Tract	Change in Annual Trips	Census Tract	Change in Annual Trips
26	+88,205	16	+36,400	32	+65,375
35	+64,810	18	+77,805	35	+64,810
145	+88,195	24	+64,810	40	+64,630
		25	+76,155		
		26	+88,205		
		35	+64,810		
		144	+48,820		
		145	+88,195		

Figure 14 Change in Annual Trips from 2020 to 2022– STA Network by Routewith Census Tract Classifications



Census Tract Analysis

While not required to determine disparate impacts or disproportionate burdens according to STA's Title VI Program, a supplemental analysis was conducted to determine potential impacts at the census tract level. The results of the combined census tract classification and service analysis found that eight census tracts were identified as being low-income/minority and having reduced service under the 2022 proposed service change (shown in Figure 15), including:

- Census tract 4
- Census tract 5
- Census tract 6
- Census tract 20
- Census tract 46.02
- Census tract 104.01
- Census tract 128.01

Census Tract 4

Census tract 4 is located in north Spokane between Francis Ave, Nevada St, Wellesley Ave, and Division St. In this census tract, Route 27 is replaced with Route 35 at a lower peak frequency, reducing the number of trips operating through the census tract. However, census tract 4 is also served with multiple 15-minute frequency routes operating on Wellesley Ave, Division St, and Nevada St. This service change was made to provide higher frequency service along the Hillyard corridor on the revised Route 27 and ensures that a number of high frequency north-south and east-west routes continue serving census tract 4. While there are fewer annual trips, this tract continues to have a high level of transit accessibility.

Census Tract 5

Census tract 5 is located in north Spokane between Francis Ave, Monroe St, Wellesley Ave, and Division St. In this census tract, Route 27 is replaced with Route 35 at a lower peak frequency, reducing the number of trips operating through the census tract. However, census tract 5 is also served with multiple 15-minute frequency routes operating on Wellesley Ave, Monroe St, and Division St. This service change was made to provide higher frequency service along the Hillyard corridor on the revised Route 27 and ensures that a number of high frequency north-south and east-west routes continue serving census tract 5. While there are fewer annual trips, this tract continues to have a high level of transit accessibility.

Census Tract 6

Census tract 6 is located in north Spokane between Francis Ave, Monroe St, Wellesley Ave, and Ash St. In this census tract, Route 27 is replaced with Route 35 at a lower peak frequency, reducing the number of trips operating through the census tract. However, census tract 6 is also served with multiple 15-minute frequency routes operating on Wellesley Ave and Monroe St. This service change was made to provide higher frequency service along the Hillyard corridor on the revised Route 27 and ensures that a number of high frequency north-south and east-west routes continue serving census tract 6. While there are fewer annual trips, this tract continues to have a high level of transit accessibility.

Census Tract 20

Census tract 20 is located north of downtown Spokane and is roughly bound by Courtland Ave, Monroe St, Boone Ave, and Ash St. No service is directly removed from this census tract as a result of the 2022 service change proposal. However, the existing Route 39 operates within 1/2 mile of the census tract and was attributed to the annual trips serving census tract 20 in the existing network. In the 2022 proposed network, Route 39 is removed and partially replaced by the City Line at a higher frequency. However, the City Line alignment would not operate within 1/2 mile of census tract 20. Census tract 20 would continue to have access to transit service on Monroe St, Boone Ave, Maple St, Ash Ave, and Northwest Blvd and would continue to be within 1/2 mile of Route 27. No service would be removed from within census tract 20, only within 1/2 mile of the census tract.

Census Tract 46.02

Census tract 46.02 is located to the southeast of downtown Spokane and is roughly bound by 17th Ave, Havana St, 29th Ave, and Ray St. In the existing network, the census tract is served by both Routes 34 and 43, which connect at the South Hill Park-and-Ride located just over 1/2 mile east of the census tract. The proposed recommendation includes realigning Route 43 on a more direct alignment on 29th Ave west of the South Hill Park-and-Ride rather than deviating out of direction onto Ray St and 37th Ave. The segment of 29th Ave between Ray St and Southeast Blvd would now only be served by Route 34, not a combination of both Route 34 and Route 43. The reduction of service in this tract is due to removing the overlapping service on this segment. Additionally, in the proposed service change Routes 34 and 43 would interline at 39th Ave and Southeast Blvd meaning census tract 46.02 would continue to have access to both routes at the same level of service as they are currently operating. No service would be removed from within census tract 46.02, only within 1/2 mile of the census tract.

Census Tract 104.01

Census tract 104.01 is located in the Airway Heights neighborhood between Rambo Rd, Deno Rd, Hayford Rd, and Thorpe Rd and is served by Routes 60, 61, and 63. The proposed service changes in this census tract are intended to achieve three specific goals:

- Provide faster, more direct service
- Provide simpler, easier to understand service
- Improve local service in Airway Heights

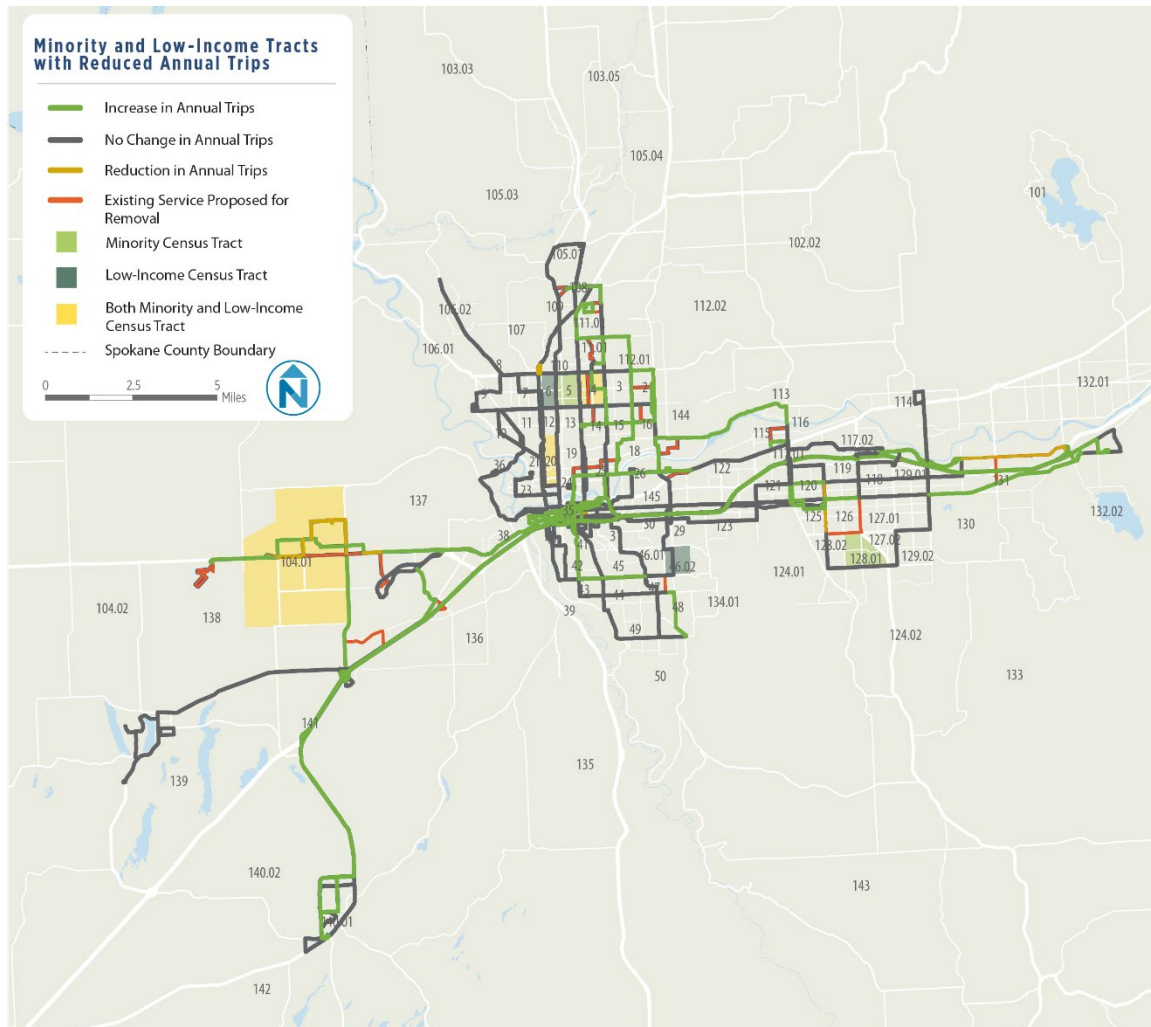
This service change achieves these goals by making Route 60 operate more consistently, removing the evening and weekend only service through Airway Heights and operating fewer deviations. Route 61 would operate more frequently, providing more useful service in Airway Heights throughout the day. Route 63 would operate a more direct alignment through Airway Heights on Hayford Rd, providing service to a larger area of this census tract than currently exists. Additionally, both Route 60 and Route 61 would provide faster, more direct service into downtown Spokane.

Census Tract 128.01

Census tract 128.01 is located in Spokane Valley, generally between 16th Ave, SR 27, 32nd Ave, and Bowdish Rd and is currently served by Routes 96 and 97. In the proposed service change, Route 96 would be realigned to provide more direct service between the Valley Transit Center, Valley

Mall, and Spokane Industrial Park. As a part of this realignment, service no longer operates south of 4th Ave on University Road, 16th Ave, or Pines Rd. This change removes Route 96 from census tract 128.01, including six stops at the intersections of 16th Ave & Pines Rd, 16th Ave & Union Rd, 16th Ave & Bowdish Rd. These six stops combined for an average of zero daily boardings and four daily alightings in 2020. This service change was made to provide faster, more direct service to higher ridership areas and removes service from low ridership areas.

Figure 15 Minority and Low-Income Census Tracts with Reduced Annual Trips

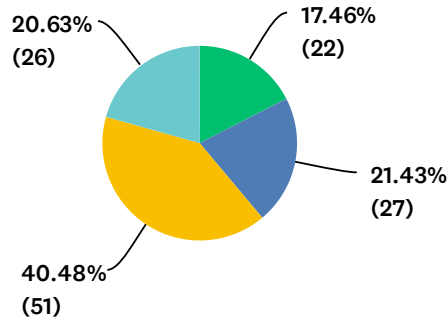


Online Survey Summary Report

The following pages summarize feedback gathered through the online survey conducted March 1, 2021 to April 15, 2021. 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.

Q1 After reviewing the map, how do you think the proposed bus network will impact your proximity to an STA bus route?

Answered: 126 Skipped: 1

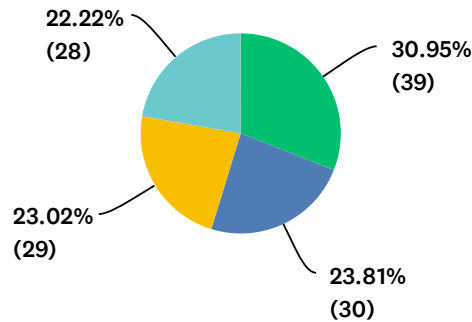


- A bus route will be closer to my home, work, school, or other frequent destination of mine
- A bus route will be further from my home, work, school, or other frequent destination of mine
- The proximity of a bus route to my home, work, school, or other frequent destination of mine would not change
- My travel will not be impacted by the proposed bus network

ANSWER CHOICES	RESPONSES	
A bus route will be closer to my home, work, school, or other frequent destination of mine	17.46%	22
A bus route will be further from my home, work, school, or other frequent destination of mine	21.43%	27
The proximity of a bus route to my home, work, school, or other frequent destination of mine would not change	40.48%	51
My travel will not be impacted by the proposed bus network	20.63%	26
TOTAL		126

Q2 After reviewing the map, how do you think the proposed bus network will impact where you are able to go by bus?

Answered: 126 Skipped: 1

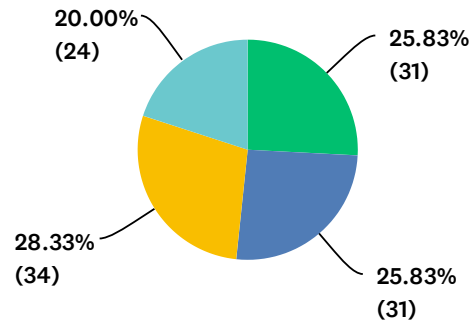


- I will be able to go to more places I want and need to by bus
- I will be able to go to fewer places I want and need to by bus
- The proposed bus network will not change the number of places I could go to by bus
- My travel will not be impacted by the proposed bus network

ANSWER CHOICES	RESPONSES	
I will be able to go to more places I want and need to by bus	30.95%	39
I will be able to go to fewer places I want and need to by bus	23.81%	30
The proposed bus network will not change the number of places I could go to by bus	23.02%	29
My travel will not be impacted by the proposed bus network	22.22%	28
TOTAL		126

Q3 After reviewing the map, how do you think the proposed bus network will impact how often the bus comes on the route or corridor you most frequently use?

Answered: 120 Skipped: 7

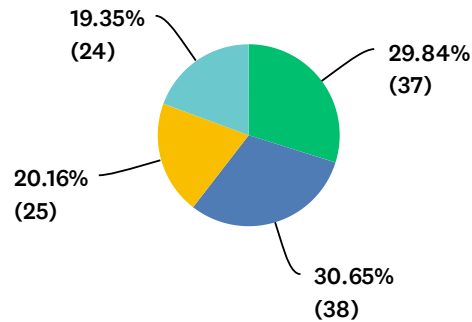


- The bus will come more often on the route or corridor I most frequently use
- The bus will come less often on the route or corridor I most frequently use
- There will be no change to how often the bus comes on the route or corridor I most frequently use
- My travel will not be impacted by the proposed bus network

ANSWER CHOICES	RESPONSES	
The bus will come more often on the route or corridor I most frequently use	25.83%	31
The bus will come less often on the route or corridor I most frequently use	25.83%	31
There will be no change to how often the bus comes on the route or corridor I most frequently use	28.33%	34
My travel will not be impacted by the proposed bus network	20.00%	24
TOTAL		120

Q4 After reviewing the map, how do you think the proposed bus network will impact how long it takes you to get places by bus?

Answered: 124 Skipped: 3

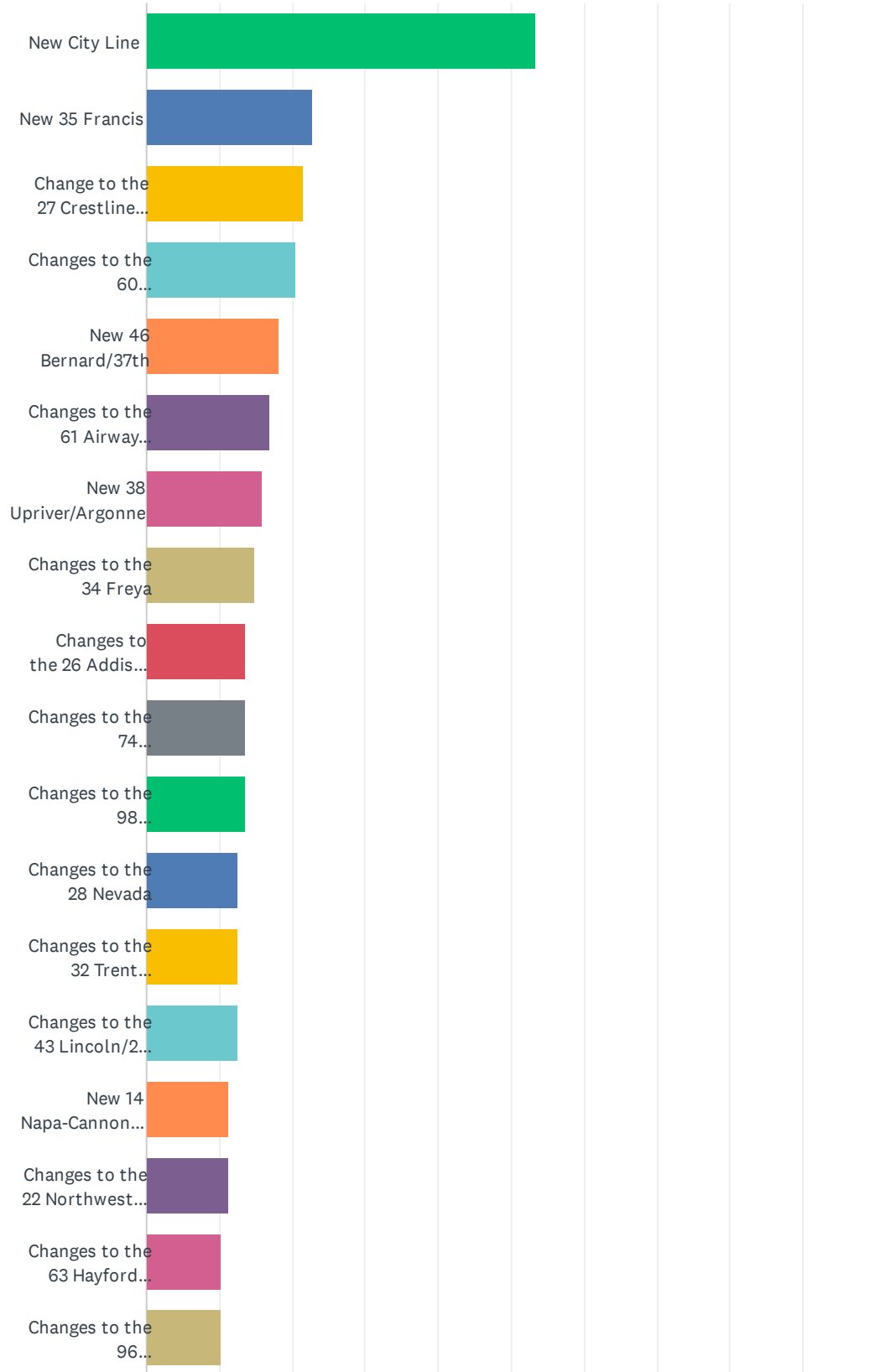


- It looks like it will be faster to get to places I want or need to go to by bus
- It looks like it will be slower to get to places I want or need to go to by bus
- There is no change to how long it takes me to go places by bus
- My travel will not be impacted by the proposed bus network

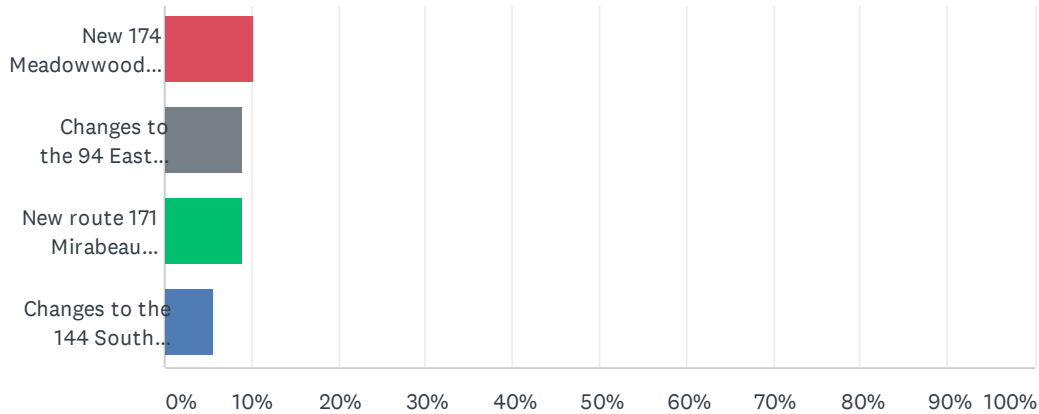
ANSWER CHOICES	RESPONSES	
It looks like it will be faster to get to places I want or need to go to by bus	29.84%	37
It looks like it will be slower to get to places I want or need to go to by bus	30.65%	38
There is no change to how long it takes me to go places by bus	20.16%	25
My travel will not be impacted by the proposed bus network	19.35%	24
TOTAL		124

Q5 What recommended new routes or changes to routes are you looking forward to? Check all the apply.

Answered: 88 Skipped: 39



Draft Recommendation 2022 Service Revisions Survey



ANSWER CHOICES	RESPONSES	
New City Line	53.41%	47
New 35 Francis	22.73%	20
Change to the 27 Crestline (currently Hillyard)	21.59%	19
Changes to the 60 Airport/Geiger	20.45%	18
New 46 Bernard/37th	18.18%	16
Changes to the 61 Airway Heights	17.05%	15
New 38 Upriver/Argonne	15.91%	14
Changes to the 34 Freya	14.77%	13
Changes to the 26 Addison (currently Lidgerwood)	13.64%	12
Changes to the 74 Mirabeau/Liberty Lake	13.64%	12
Changes to the 98 Greenacres/Liberty Lake	13.64%	12
Changes to the 28 Nevada	12.50%	11
Changes to the 32 Trent Montgomery	12.50%	11
Changes to the 43 Lincoln/29th (currently 37th Ave)	12.50%	11
New 14 Napa-Cannon Hill	11.36%	10
Changes to the 22 Northwest Blvd	11.36%	10
Changes to the 63 Hayford (currently Airway Heights/West Plains)	10.23%	9
Changes to the 96 Pines/Sullivan	10.23%	9
New 174 Meadowwood Express	10.23%	9
Changes to the 94 East Central/Broadway	9.09%	8
New route 171 Mirabeau Express	9.09%	8
Changes to the 144 South Express	5.68%	5
Total Respondents: 88		

#	WHY?	DATE
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Draft Recommendation 2022 Service Revisions Survey

1	i take bus 12 to go home an 90 to walmart but ive noticed the 12 bus drivers ARE NOT FRIENDLY	4/15/2021 10:38 AM
2	I have to ride the #4 and it is not shown above.	4/11/2021 3:41 PM
3	I would be able to travel more places without needing to transfer as much.	4/9/2021 12:32 AM
4	I think the 26 Addison should run more on Saturdays as that is when I do a lot of running around on the 26.	4/3/2021 12:51 PM
5	I'm glad upriver drive will be more accessible. I'm really glad they'll be a frequent city line bus that goes to Brown's addition, and my 61 bus will get to the airway heights Walmart in a safer manner!	3/25/2021 8:20 PM
6	I don't have to walk so far to the bus stop on Francis and Crestline	3/25/2021 11:03 AM
7	So much confusion people think the 60 goes to the casino all the time.	3/25/2021 1:51 AM
8	Expanded coverage but not running beyond 30 minutes.	3/23/2021 4:16 AM
9	I'm excited about the new electric buses.	3/20/2021 7:16 PM
10	These are the routes that I take on a frequent basis.	3/20/2021 3:08 PM
11	I take the bus because it's convenient. If I leave early the bus comes every 30 minutes, if the proposal comes into play and I have to wait an hour. I will reconsider my options.	3/18/2021 9:53 AM
12	More convenient for my route and longer extension on Argonne	3/18/2021 8:37 AM
13	Shortened trips to appointments	3/17/2021 6:16 PM
14	after looking over the map- I do not see the #39 or buses going to 5 mile shopping center. The maps and route times are hard to understand. Why couldn't you just leave them alone.	3/17/2021 1:30 PM
15	it was easy to get downtown	3/16/2021 11:56 PM
16	I am really liking the City Line especially as this will open up the ability to just make quick runs downtown or even still spend the whole day. I also really like the Mirabeau Express as there are more and more businesses going in at that area near the mall and it will open up the ability to hit those easier and more frequently.	3/16/2021 8:28 PM
17	I do a lot of North Spokane, Valley, Downtown, and University District commuting, so this is exciting.	3/16/2021 7:48 PM
18	Instead of walking all the way to a 4 route to go downtown, I should be able to catch this bus closer to my home	3/16/2021 4:14 PM
19	Once again you are forgetting that these neighborhoods need the service that you will be taking away from us. Why do you think that everyone can easily walk to Division or Nevada. I use a walker and my friends use wheelchairs. We depended on this service to get us to Winco and do our shopping. This new proposal means that we will have to find another way to get where we need to go. Also we do use this route to get to LOTS of doctors' offices that we will no longer be able to get to easily. Maybe you guys need to walk in our shoes to see what these service changes will do for us. Formally a bus rider.	3/16/2021 12:56 PM
20	we need service to Bernard. and the other 2 sound like great additions. will the 27 still go by the Community Center? that's important. what is this 14?? are you getting rid of the 42? is it merging with 43? i wish it was easier to read what the proposed routes are. I'm not seeing any explanations. Don't touch the 43 around 29th and Lincoln!!! It MUST continue to go thru there. thx.	3/16/2021 9:30 AM
21	you will be taking away my bus in the minnhaha route. besides myself there are two other elderly ladies that ride the bus. we are not able to walk to a stop that is farther away.	3/15/2021 3:51 PM
22	Tell me why are you do you want to take away service to Lilac Plaza to Winco Walmart. What good does it do to send this bus up to Whitworth. The people of this neighborhood deserve to have service without having to walk to Division or Nevada.	3/15/2021 2:33 PM
23	Turning on Lyons to Nevada and skipping standard to Lincoln will greatly and negatively affect my all my commutes by bus.	3/14/2021 6:10 AM

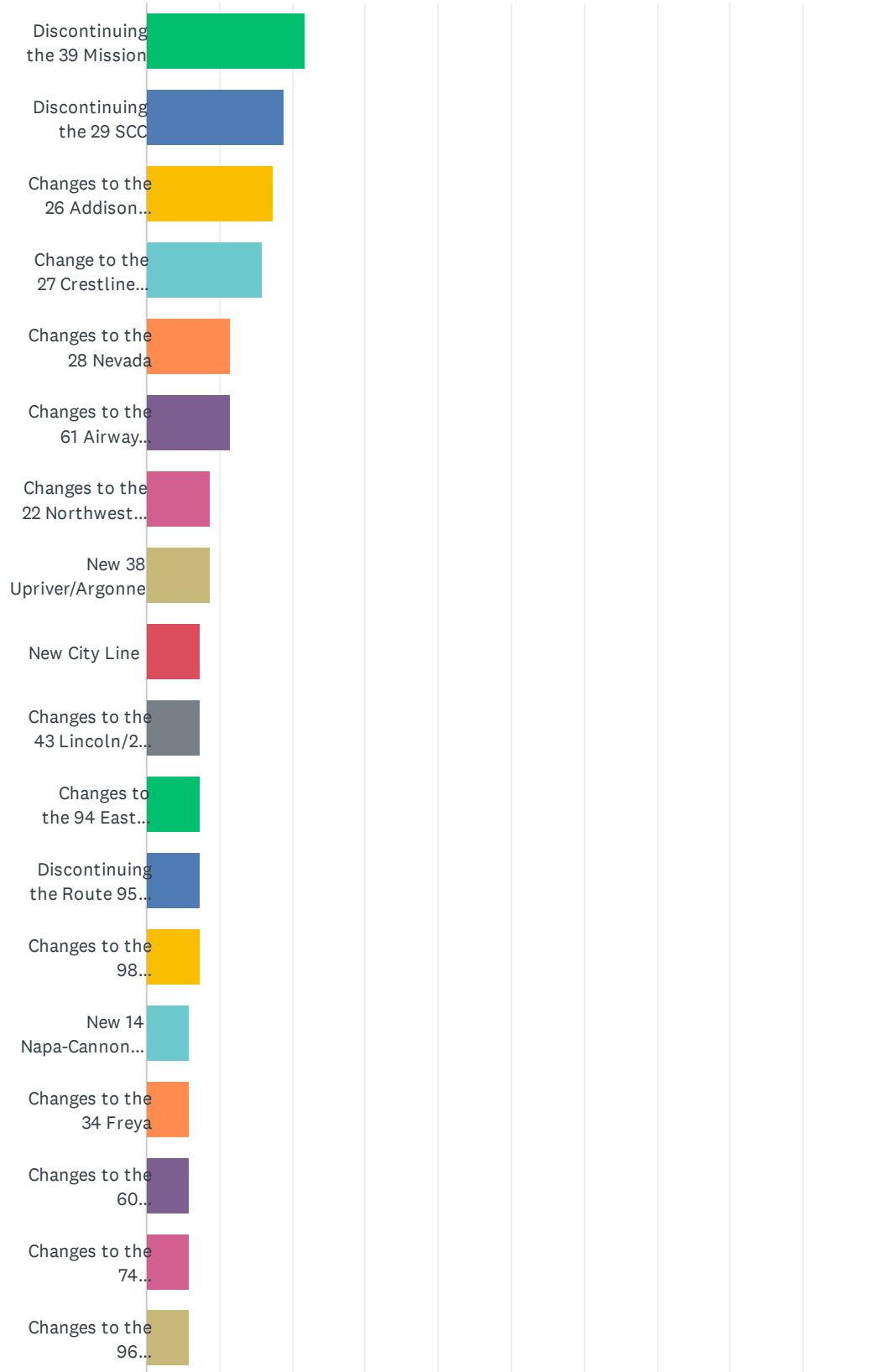
Draft Recommendation 2022 Service Revisions Survey

24	I use these routes occasionally.	3/13/2021 8:06 PM
25	The 60/61 changes will hopefully make the Airway Heights Walmart safer; Curious to the "New City Line" workings, as well as 'how' the 27 will impact going to Church (when "In-door meetings" resume, @ the LDS chapel on Post/Indiana). The Valley ones, are also a curiosity, on how such will impact the few times I needed to go to the County Library, as well as the LDS Temple. (or, "Job Searching")	3/13/2021 11:51 AM
26	I take the 144 to work everyday. With the frequency of the route being reduced, the change in routes 43 and 46 offer me an alternate option to get me into downtown. I have to make another connection to get to Kendall Yard (which has plenty of options for me to choose from), so it's nice to have a back up route to take if I miss the bus or there is a delay due to weather, etc..	3/12/2021 9:49 AM
27	The 38 Upriver/ Argonne is going to be about a quarter mile walk from my place to Myrtle and Frederick (if there is a stop there). I might as well as walk down to SCC and catch the bus at that point.	3/12/2021 8:31 AM
28	Closer to home... Do not have to walk miles to get to a stop.	3/11/2021 2:29 PM
29	None of the above. There is no bus route available to where I live.	3/11/2021 2:25 PM
30	Service will be slower going through more residential neighborhoods.	3/11/2021 1:13 PM
31	More direct route home in the PM	3/11/2021 11:57 AM
32	I think I will be able to utilize them more	3/10/2021 8:24 AM
33	5:45am start time for this route will suck. Change it back to 5:26 at ne community center.	3/10/2021 5:26 AM
34	I can go farther without changing buses	3/9/2021 7:33 PM
35	Both are new routes that impact the ones I travel most for work.	3/9/2021 11:30 AM
36	It looks like some increased frequency might help me. Also, I enjoy exploring new and different parts of town by bus, and this will let me do that.	3/9/2021 8:37 AM
37	More routes to accommodate amazon employees	3/9/2021 8:16 AM
38	It will allow more access to places further away.	3/9/2021 7:29 AM
39	To my knowledge the 124 Express isn't changing, that's the bus route I use.	3/9/2021 7:26 AM
40	Get there faster.	3/7/2021 8:59 PM
41	To be honest, I do not think that you need to update anything. Whenever there is any kind of change, times are never adhered to and overall service becomes less useful.	3/7/2021 8:38 PM
42	I use these to get to my VA Hospital appointments	3/7/2021 8:22 PM
43	I like the expanded areas.	3/6/2021 7:43 PM
44	it takes 1.5 hours to get from home to work and 1.75 hours to get back home, I can drive in 35 min. each way	3/6/2021 6:57 PM
45	The 27 crestline buss going outbound is closer to my house but still pretty far. I live in Dogtown Hillyard like right behind Safeway distribution center. The walk to the bustop 27 crestline going downtown is what really kills me. Is there any plans for a bus going to and from downtown on Freya and Francis street across from market/ wellsly area.. There are a lot of businesses and residential homes around here too that seem to have been forgotten about or not cared so much for. This is the only reason why I want to move. Literally the walk is like a mile away and I have leg,hip and other joint pain issues.	3/6/2021 11:49 AM
46	Looking forward to faster travel times downtown, and to easier airport access from Cheney	3/5/2021 3:29 PM
47	More routes in more places better for everyone	3/5/2021 7:57 AM
48	NA	3/5/2021 7:16 AM
49	Better connections to where I need to go plus more frequent service in downtown Spokane	3/4/2021 5:48 PM
50	I am glad the 22 & 35 are connected. I also like not having to wait at the 5-mile P&R to go along Francis. I also like the increased frequency to Whitworth University. I am also pleased	3/3/2021 10:48 PM

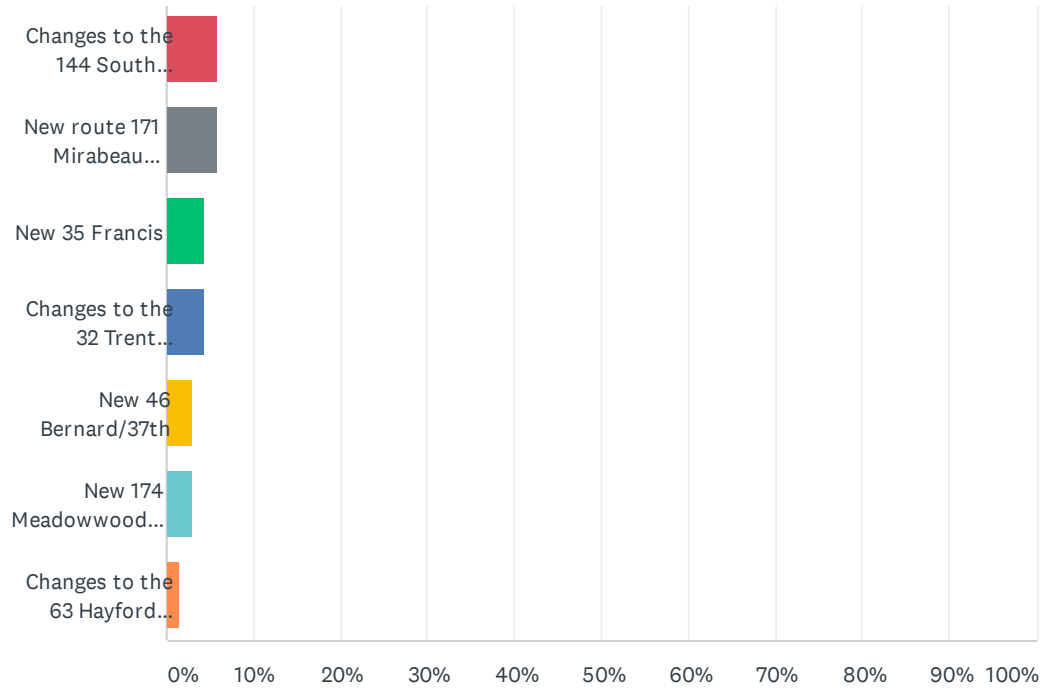
that Sunday and Saturday service was reinstated from earlier plans.

Q6 What recommended discontinued, new, or changed routes are you concerned about? Check all the apply.

Answered: 69 Skipped: 58



Draft Recommendation 2022 Service Revisions Survey



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ANSWER CHOICES	RESPONSES
Discontinuing the 39 Mission	21.74% 15
Discontinuing the 29 SCC	18.84% 13
Changes to the 26 Addison (currently Lidgerwood)	17.39% 12
Change to the 27 Crestline (currently Hillyard)	15.94% 11
Changes to the 28 Nevada	11.59% 8
Changes to the 61 Airway Heights	11.59% 8
Changes to the 22 Northwest Blvd	8.70% 6
New 38 Upriver/Argonne	8.70% 6
New City Line	7.25% 5
Changes to the 43 Lincoln/29th (currently 37th Ave)	7.25% 5
Changes to the 94 East Central/Broadway	7.25% 5
Discontinuing the Route 95 Mid-Valley	7.25% 5
Changes to the 98 Greenacres/Liberty Lake	7.25% 5
New 14 Napa-Cannon Hill	5.80% 4
Changes to the 34 Freya	5.80% 4
Changes to the 60 Airport/Geiger	5.80% 4
Changes to the 74 Mirabeau/Liberty Lake	5.80% 4
Changes to the 96 Pines/Sullivan	5.80% 4
Changes to the 144 South Express	5.80% 4
New route 171 Mirabeau Express	5.80% 4
New 35 Francis	4.35% 3
Changes to the 32 Trent Montgomery	4.35% 3
New 46 Bernard/37th	2.90% 2
New 174 Meadowwood Express	2.90% 2
Changes to the 63 Hayford (currently Airway Heights/West Plains)	1.45% 1
Total Respondents: 69	

#	WHY?	DATE
1	Eliminates some Logan neighborhood patrons	4/15/2021 1:02 PM
2	i donot see the bus 90 or 11?? why?	4/15/2021 10:38 AM
3	I have to ride the #4 and it is not shown above	4/11/2021 3:41 PM
4	By not going on Fairchild Airforce Base, it will negatively impact the people who work on the base.	3/27/2021 1:24 PM
5	Expanded coverage but on leaving on 30 minutes.	3/23/2021 4:16 AM

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6	Right now I take 39 from my house and it goes to directly to the plaza which is right by where I work. I like this because I don't have to transfer bus routes, but with this new map it looks like I'll have to transfer.	3/20/2021 11:42 PM
7	My route to/from work.	3/20/2021 3:34 PM
8	I am not sure but it looks like this bus will only be serviced in the morning and afternoon. I think that will be a bad idea as I have seen the bus packed all day long.	3/20/2021 3:08 PM
9	This route goes right by my house	3/20/2021 1:08 AM
10	The 26 will go down lions to and from nevada not on Lincoln. That will leave me out.	3/19/2021 6:33 AM
11	I live at Mission & N Hamilton and take 26 and 28 almost daily for shopping, the gym and work. I hope the routes are more frequent. I REALLY depend on these two routes.	3/18/2021 6:07 PM
12	I need route 74 to run every 30 minutes, as sometimes I get off work earlier than later. If I have to wait for an hour, I'd take an Uber.	3/18/2021 9:53 AM
13	Will the times be changing or stay the same?	3/18/2021 8:37 AM
14	I finally have an idea of when the bus is coming and a major change in timing will be difficult to adjust to	3/17/2021 6:16 PM
15	There are several elderly people living in the #39 bus area and them would not be able to walk to the closes bus stop as you have it. Me included. I suffered a stroke about 9 months ago and my vision is still impaired and my balance is not very good. SHAME on you for taking away our bus!!!!	3/17/2021 1:30 PM
16	I wish all buses ran past midnight. Even just until 1 am or at the very least ones like the 33 and the 25 because I personally know countless people who still work a "swing shift" and would take the bus more often and drive less if they could conceivably get home.	3/16/2021 8:28 PM
17	Now that 26 will run on Nevada up to Hawthorne, it would be interesting to see if its northern terminus could shift to the YMCA rather than serving Whitworth. This would open up a connection to a healthy recreation destination for the community. If Whitworth students need more than the 30-minute frequency of Route 28, they can easily walk the extra 0.20 miles to Division. Plus, I'm not sure if the stretch of Hawthorne between Division & Newport Highway needs three bus routes (25, 28, and proposed 26) serving it. Is there data showing how many people commute between Whitworth and Lilac Plaza/Lighthouse for the Blind (which is the only difference between 26 & 28)? If there's not many, then it may make sense to run 26 to the YMCA rather than Whitworth.	3/16/2021 7:48 PM
18	Really no service on Pines south of Sprague. What know one lives down there.	3/16/2021 12:56 PM
19	what is replacing the 29??? and will it still connect with 32? Because that is one of the ways i can get to valley, without taking the 90!	3/16/2021 9:30 AM
20	why can't you leave our bus routes alone. I bet none of you has ever had to depend on the bus. I have been riding the buses for 45+ years.	3/15/2021 3:51 PM
21	I live in Minnehaha neighborhood and eliminating the 39 would mean no bus for me.	3/15/2021 11:52 AM
22	I may not be able to use the bus if it does not run fro Lyons to Lincoln on standard. I purchased a house where I did because of the 26 route worked for me. I Evan called and asked if the bus was in any jepordy of discontinuing. I know it's not discontinued but for me it may just as well be.	3/14/2021 6:10 AM
23	Use sometimes--not often	3/13/2021 8:06 PM
24	Depending on the timeframe of "Church Events", or, if a bus was missed, we often used both the 24 & 27, to get to / come home from the LDS Church (on Post/Indiana). These changes may impact that reliably to do so in a timely manner.	3/13/2021 11:51 AM
25	This is the bus I take everyday and appreciate the frequency in case I miss the bus, however, this bus is often empty so I understand the need to revise this route. I'm hopeful the changes to routes 43 and 46 will offer me alternatives to get me to work on time.	3/12/2021 9:49 AM
26	We have a lot of elderly residents and people with mobility issues that relies on the 39 bus, which runs in the neighborhood. Moving it to Frederick is going to create problems, especially	3/12/2021 8:31 AM

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for my 93 years old neighbor, as well as my 80 something years old neighbor, since one of them have mobility issues.

27	Once covid restrictions change and people go back to the office it will mean that I will have very limited options for taking the bus to work when it only runs every 30 minutes. It was already cut from throughout the day to only mornings/evenings when it changed from the 44 to the 144. This would cut it even more, which is very disappointing.	3/11/2021 4:31 PM
28	22- M- F currently runs every 30 minutes starting at 0615. Changing to 0615 - 1845 every 30 minutes, then to 60 minutes after 1845.	3/11/2021 2:32 PM
29	Will it only be one direction?	3/11/2021 2:29 PM
30	N/A, I am unable to use the bus at this time due to where I live. There are zero stops close to my home.	3/11/2021 2:25 PM
31	The new roundabout on highway 2 will be a bottle neck for the bus 61 returning to Downtown. Please install an traffic light for pedestrians crossing highway 2 roundabout.	3/11/2021 1:13 PM
32	The added time getting off the freeway and going thru the Gonzaga district and then downtown, and same going home, is extremely concerning and will probably mean I will take the bus less frequently.	3/11/2021 12:03 PM
33	Old folks that live at Lilac Plaza depend on the stop. Won't be able to walk to the new stop. No body takes of the sidewalks in the area. Moving the stop will really hurt those people.	3/10/2021 3:12 PM
34	These will effect routes I use often and will make it harder to travel	3/10/2021 8:24 AM
35	Don't start later. Start earlier.	3/10/2021 5:26 AM
36	I wish the Napa-Cannon Hill route would go to Manito Park in the summer. Those who live on the west side of the S. Hill would have to go transfer downtown or walk many blocks East to get to the park.	3/9/2021 7:33 PM
37	While it doesn't really impact me, as I can transfer at the plaza to the city line, I am concerned about those bus riders who get on/off around the Union Gospel Mission, along Trent, on the Eastbound route. I'm sure you have accounted for this but it was difficult to read that map to be sure.	3/9/2021 11:30 AM
38	Just the relearning of the new routes.	3/9/2021 7:29 AM
39	To my knowledge, the 124 Express isn't changing, that's the bus route I use.	3/9/2021 7:26 AM
40	Crestline route will no longer provide easy access to NE Community Center, Shaw Middle School, On-Track Academy, or NewTech Skills Center. The SCC route could also be used to access other routes without having to ride to the Plaza.	3/9/2021 6:39 AM
41	The routes and maps are too difficult to understand; nothing on here lists the 173 but on the maps it shows the 173 as taking 45 minutes to get from the VTC to downtown, and that has never been the case. 45 minutes seems like an awful long time.	3/8/2021 3:17 PM
42	Cause it takes the stops away from my home.	3/8/2021 12:44 PM
43	Still no midday or weekend service for 57th Ave which would allow me to walk to a bus stop currently need to drive to Moran Station	3/8/2021 5:46 AM
44	It will take longer to get to my destinations cuz longer wait times	3/7/2021 8:59 PM
45	Stop changing everything.	3/7/2021 8:38 PM
46	i need the bus to travel standard from Lyons to Lincoln so i can go to work by 6.am	3/7/2021 4:43 PM
47	#94 is still on 30 monikers on weekdays and on the hour on weekends.	3/6/2021 7:43 PM
48	it takes 1.5 hours to get from home to work and 1.75 hours to get back home, I can drive in 35 min. each way	3/6/2021 6:57 PM
49	Cannon hill route is too short. Really doesn't go anywhere. Route it to Manito center?	3/6/2021 2:44 PM
50	I just wish there were bus routes on the other side of hillyard.From Francis down Freya street. The other side of the train tracks and soon to be other side of freeway. We walk across the	3/6/2021 11:49 AM

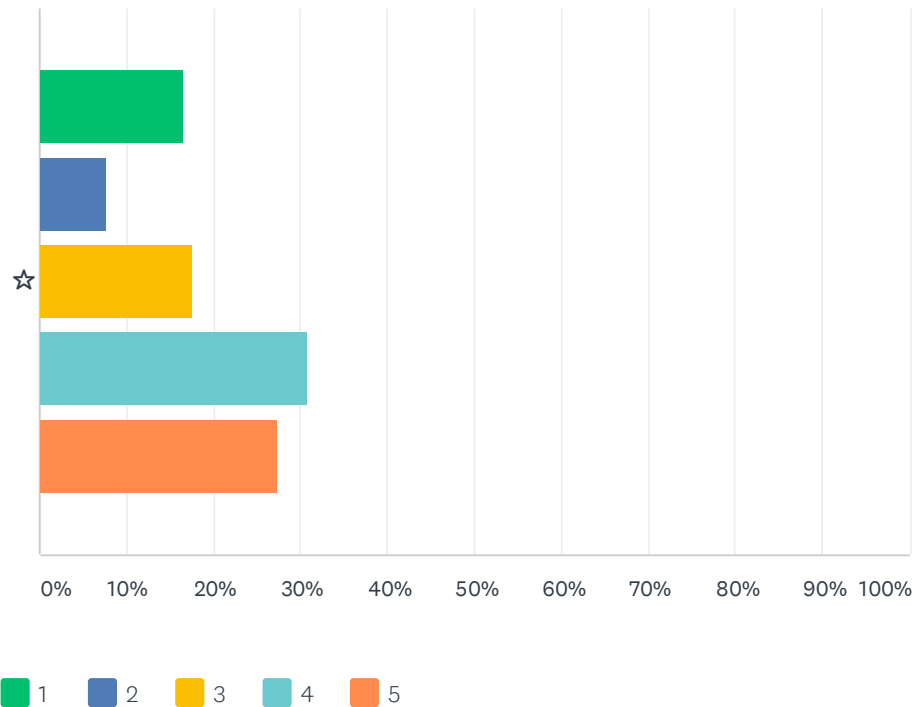
Draft Recommendation 2022 Service Revisions Survey

field (soon to be freeway) to get to the bus stop without this we have to walk all the way up to Francis then further on and backtrack to get to the downtown 27 bus stop.

51	NA	3/5/2021 7:16 AM
52	I need to see exact time point changes for the 22 35 routes for my commute on Sunday. A earlier beginning time would be ideal	3/4/2021 11:24 PM
53	I don't like transferring	3/4/2021 3:26 PM
54	I have no concerns.	3/3/2021 10:48 PM

Q7 After reviewing the map rate your overall approval of the proposed draft bus network for 2022.

Answered: 91 Skipped: 36



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	16.48%	7.69%	17.58%	30.77%	27.47%	91	3.45
	15	7	16	28	25		

#	PLEASE EXPLAIN, NOTING ANY CHANGES TO SPECIFIC ROUTES THAT IMPACT YOUR RATING.	DATE
1	Improved routes and service times	4/15/2021 1:02 PM
2	The routes that are near me require a bus commute that are almost 4 times longer than driving or riding my bike. I miss riding the bus, but it's simply not practical from a time perspective.	4/11/2021 5:23 PM
3	The 61 route. By not going on the Fairchild Airforce Base, it will negatively impact those who work on base because many have mobility problems. So walking to and from work will hinder them.	3/27/2021 1:24 PM
4	I love how you have allowed for more times available on many routes that didn't have this option before.	3/25/2021 8:20 PM
5	The only thing I really care about is the transferring buses thing for work. If I want to go anywhere else I don't really care as much about the transfers, but for work I'd like to know that I'll be on time. More transfers means it could take longer.	3/20/2021 11:42 PM
6	Not a fan of the changes to route 27. My elderly grandmother, who lives near the currently serviced Illinois corridor, will have a much more difficult time getting to the bus stop. The complete cancellation of route 42 means I will also have a longer walk to a bus stop, which can be troublesome due to being differently abled.	3/20/2021 7:16 PM
7	My concern is with the 27, will it be running every 15 minutes all day? Or is it just 15 in the morning and night? I ride that route daily all times during the day, and 15 minutes in the morning and night will not help. If it isn't running all day.	3/20/2021 3:08 PM

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8	The 26 that works well for me will become unusable to me	3/19/2021 6:33 AM
9	If the Mirabeau Express runs every 30 minutes that will keep me as a customer.	3/18/2021 9:53 AM
10	I would give the proposed draft a -12 being the worst of the worst. It doesn't look like you have improvised any routes but instead made it more difficult for people to get to wear their going. Instead of changing the bus times every 4 months and now trying to change routes and numbers why can't you leave things alone!!!!	3/17/2021 1:30 PM
11	I wish all buses ran past midnight. Even just until 1 am or at the very least ones like the 33 and the 25 because I personally know countless people who still work a "swing shift" and would take the bus more often and drive less if they could conceivably get home.	3/16/2021 8:28 PM
12	Thank you for maintaining Sunday and evening service on the routes that were proposed to have those reductions in the last proposal. 7-day a week service with evening hours truly serves the community since we all have different lives and schedules to attend to. Also, thank you for maintaining downtown service on 26 & 28.	3/16/2021 7:48 PM
13	Spokane does have a good transit system and moving forward it seems to be going on the right track	3/16/2021 4:14 PM
14	I don't think that you people really know what your ridership needs. I think that you look at a map and say this looks good. I will not be riding the bus anymore if these changes happen. Also I don't see why Liberty Lake gets so much.	3/16/2021 12:56 PM
15	I like a few new routes, like Bernard. And Upriver. Great additions. You are making me very nervous with 29, 43, 74 and a few other routes I take. And I dont want you to get rid of Millwood 94. cant you work it out that you go Broadway, and still go to Millwood? i dont want to change buses to go to Millwood, when i have one bus that whole way right now. I take buses every day, and as you can see, I take MANY routes.	3/16/2021 9:30 AM
16	For one, being able to add more shuttle services to make it available for customers to be able to take a vantage of the shuttle service to get to and from the train station when the Amtrak ticket counters are open between 10 PM and 5:30 AM at the bus barn every 30 minutes and then every 15 minutes for lunch right when the greyhound ticket counter open from 6 AM to 12 noon and then every 30 minutes from 3:30 PM to 6:30 PM and that's for the shuttle going to the Spokane Intermodal Station for passengers can have more options to choose from when they arrive by train, or bus. So that's it also, got a route that will go directly to the Coeur d'Alene resort find Spokane so that passengers as soon as I get to the Coeur d'Alene resort can I have access to available amenities at the Coeur d'Alene resort. So those are my two things	3/15/2021 4:28 PM
17	Why are you wasting the tax money you were given. You really have not expanded service. You are just making it harder for the working class to get places.	3/15/2021 2:33 PM
18	I can only speak for my bus route. The last proposal eliminated nights and weekend service. At least you brought that back. There is still no bus inside Minnehaha neighborhood for the elderly to get to. There is a freeway being built so passengers can't walk through a freeway to get to bus service on market and Jackson. Elderly can't walk a 1/2 mile to Frederick to get to a bus. why can't the new 38 just detour through the neighborhood? travel on Euclid, turn south on Freya to Marietta, then turn on myrtle to travel to Euclid again then to the valley.	3/15/2021 11:52 AM
19	26 route change I don't see where there will be a positive impact for people. I see only negative impact for those between Lyons and lincoln	3/14/2021 6:10 AM
20	All in all, things look 'ok'. Only a physical trial of certain routes, especially "cross-city" routes, will tell the real reality of things.	3/13/2021 11:51 AM
21	The changes to routes 144, 43, and 46 seem to provide more flexibility in work commute. I'm hopeful they will allow me to still get to work and back home in a timely manner. It's also exciting to see there will be a route that takes riders directly to EWU campus from 29th&Division. While I no longer need commute as I am taking classes online, it is great that I could potentially have a quick way to get to campus should the need arise.	3/12/2021 9:49 AM
22	Getting rid of the route in the Minnehaha Neighborhood and moving it up to Frederick to catch the bus makes it easier for people to catch the 33 bus on Greene St/ Market St or walk down to SCC. Keeping the route in our neighborhood and sending it out to Upriver and Frederick is a better solution, since not very many people will catch the bus out on Upriver Drive towards Argonne. It'll be revised within the first couple to few years and get rid of that route too.	3/12/2021 8:31 AM

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23	144 - cutting back again would directly impact my commute.	3/11/2021 4:31 PM
24	I won't be able to take an earlier bus on route 22, which I occasionally do now.	3/11/2021 2:32 PM
25	Theres no bus service between Hayford and Lawson in Airway Heights. Lots of businesses are along the way.	3/11/2021 1:13 PM
26	I no longer ride because the stop at rebecca and frederick was moved. Now the stop further down is too far. The walk is terrible in winter the snowplows bury the sidewalks any no one clears them.	3/11/2021 1:05 PM
27	I can not tell where the Dr / hospitals are on your routes, I can not tell which government buildings you go to ... including schools and Libraries, and I can not tell how often you go to these places but it looks very intriguing. It also doesn't show where the park and rides are for those who might have moved from say Cheney to N. Spokane.	3/11/2021 12:25 PM
28	Please see my note above.	3/11/2021 12:03 PM
29	For me, having the 174 will make things better - I'll have to see how things line up with the 45 (AM 45 to 174 and PM 174 to 45), but even with a 10 minute wait, it will be better or the same.	3/11/2021 11:57 AM
30	I have heard many complaints and have proposed many changes myself. I think that many of the changes were needed and will serve the community well.	3/10/2021 6:55 AM
31	I will be late for work	3/10/2021 5:26 AM
32	looks like i will no longer have a bus	3/9/2021 7:36 PM
33	The bus schedule remains much the same for me.	3/9/2021 7:33 PM
34	The entire bus system needs to be reassessed using valid per seat mile costs and the return on investment. This shouldn't be a nonprofit entity. Average riders should be paying what it costs to operate the seat they are sitting in and people with valid and documented needs for free or reduced ridership should have to validate their need and then be given free or reduced costs passes. My entire demographic finds no value what so ever in the sta system because it is not built around the needs of the businesses in our community and in turn doesn't support the employees that work for them.	3/9/2021 7:17 PM
35	It looks like I'm going to have more buses near me.	3/9/2021 8:37 AM
36	Needs to be more access to the Cheney/West plains and 633 route for Amazon Employees. They employ many people with disabilities. This population being able to use the normal bus system will put less of a strain on the Para Transit.	3/9/2021 8:16 AM
37	I really like the added length of the new routes and the ease of the city line.	3/9/2021 7:29 AM
38	Overall, I think the map services the area to the best of STA abilities currently.	3/9/2021 7:26 AM
39	I work downtown and use the bus as alternate transportation for work. Currently the distance I walk is approximately six block from my residence to the bus stop. The new route changes will add several additional blocks and I am not willing to walk that distance in inclement weather while carrying my laptop and needed documents from work.	3/9/2021 6:39 AM
40	I'm only going off what I think I see, which is the 173 Valley Express looks like it's being removed from the freeway. I have never experienced it taking 45 minutes to get from downtown to the Valley, even in bad traffic. The maps are not helping me follow what STA is trying to implement.	3/8/2021 3:17 PM
41	change is hard, Just getting use to using Google maps when taking the bus. Hoping it's updated with all the changes. Otherwise, love that Spokane is progressing.	3/8/2021 2:54 PM
42	For the routes I use the most, service will be better. However, need much more info on city line.	3/7/2021 8:59 PM
43	Making these changes, as previous ones, have only made it more difficult to get anywhere in a timely fashion.	3/7/2021 8:38 PM
44	route 26. the proposed new route will make it very hard for me to use	3/7/2021 4:43 PM
45	i think the adult fair so be lowered to like 30 because so of the rider are tight on money and 60 is a lot	3/7/2021 1:19 PM

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46	Rte 4, Regal-5 Mile. I ride the bus to work at 0525 Mon-Fri. There are currently 5 people that get on at my stop at 0525. Looks like the earliest bus will now be 0545, which will make me late for work. It appears I will now have to walk the 2.25 miles to work each morning! I give this plan zero stars.	3/6/2021 8:48 PM
47	I like how outbound 27 goes all the way up to Francis street.	3/6/2021 11:49 AM
48	Would love to see even better integration of Cheney into the overall network but honestly this map is pretty solid on that front	3/5/2021 3:29 PM
49	Everything still runs through downtown. There should be easier access to visit your part of town without going downtown or waiting 45 minutes for connections. A north side circular, one for the valley and the south hill.	3/5/2021 8:46 AM
50	More routes is better for everyone I don't have to walk so far to get to my bus stop really like these changes seems like u finally listened to the people	3/5/2021 7:57 AM
51	NA	3/5/2021 7:16 AM
52	No specifics for the 22 35. Earlier than 8 am on Sunday needs to be added.	3/4/2021 11:24 PM
53	Looking forward to frequent service during the rush hour on routes 46/144	3/4/2021 5:48 PM
54	helps a lot of people	3/4/2021 3:26 PM
55	I think that the new routes will be more helpful for people who have to walk a long distance to the next bus stop	3/4/2021 1:22 PM
56	Higher frequency and less wait time for where I need to go.	3/3/2021 10:48 PM
57	There must and shall be more frequent bus routes, or make them become BRT within 2023-2025, since Spokane is growing, for colleges and hospitals.	3/3/2021 10:25 PM

Q8 Is there anything else you would like to share about the proposed 2022 bus route changes?

Answered: 39 Skipped: 88

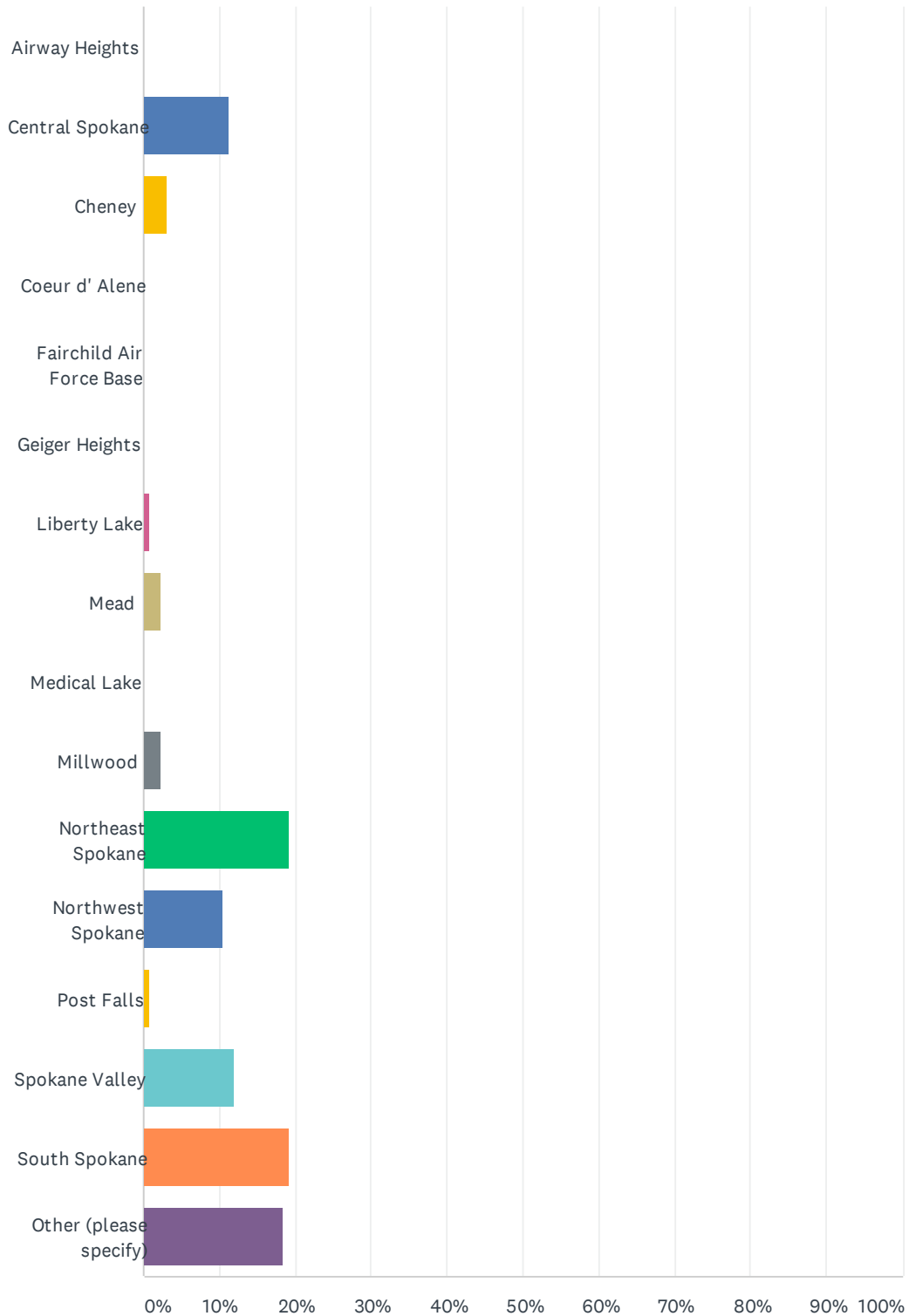
#	RESPONSES	DATE
1	Keep up the great work	4/15/2021 1:02 PM
2	I wish that there was an east west route that linked Perry and Ray near 17th that went straight to downtown.	4/11/2021 5:23 PM
3	I would have to get around more again to know. Right now, thanks to COVID, I don't just hop on a bus with impunity.	4/11/2021 3:41 PM
4	not at this time.	4/3/2021 12:51 PM
5	Haven't ridden the bus in ages and certainly don't intend to as long as masks are required	4/1/2021 4:19 PM
6	I'm pretty satisfied, and excited for these new changes!	3/25/2021 8:20 PM
7	Increased service beyond 30 minute schedules.	3/23/2021 4:16 AM
8	Make all the buses more frequent. The 74 Mirabeau needs to happen on weekends!	3/18/2021 6:07 PM
9	The Valley is growing fast. In fact, more than 400+ apartment units are being built. If STA limits their route times could be a deciding factor to lose potential riders. I would consider keeping Routes 95 and 74 as close to current times as possible. By 2022, we will be back to normal with means more vehicles on the highway. Buses are great way to get around town. Promote the routes on television to encourage people to ride the bus instead of driving. Less stress, less parking fees, less gas usage. The new people moving into the area may need/want to ride the bus.	3/18/2021 9:53 AM
10	No one else wanted that central line but Susan Meyers, it is a waste of money. You should have put it on East Sprague and gone out toward Liberty Lake and the state line or up north.	3/17/2021 1:30 PM
11	I wish all buses ran past midnight. Even just until 1 am or at the very least ones like the 33 and the 25 because I personally know countless people who still work a "swing shift" and would take the bus more often and drive less if they could conceivably get home.	3/16/2021 8:28 PM
12	When you guys do this settles down to the Spokane Intermodal Station, that should leave from our park and ride lot including Valley transit Center, liberty Lake Park and ride, Mirabeau Park and ride, South Hill Park and ride, Hastings Park and ride, Kay Street Station, EWU, and Jefferson Lines. Also, when you guys stop at the intermodal station you guys should pull in the parking lot, and drop off and pick up right at the front door at the train station. So just to let you know that, also, when you guys drop off and pick up at the Coeur d'Alene resort, drop off at the front doors this way passengers can get right to the front door as soon as I get off the bus. Also, you guys should add airport express buses from all parking ride lots to the Spokane international Airport so the passengers can get to the airport a lot faster from all park and bright lights. So just to let you know that those are the proposed changes that I have in common for May 2022 like I said before for the intermodal Shuttle 10 PM to 5:30 AM every 30 minutes, five 40 5 AM to 12:15 PM every 15 minutes for Greyhound and then 3:30 PM to 6:30 PM every 30 minutes for Greyhound also when you do Airport Express Buses, you guys should leave all parking ride lights every 30 minutes with arrivals starting at 4 AM and the last arrival beginning at 10 PM when you leave the intermodal station, you guys should leave every 30 minutes from 10:15 PM to 5:45 PM for Amtrak at nine for Great hound every 15 minutes from 5:45 AM to 12:15 PM, and then every 30 minutes on 4 PM to 6:30 PM. For when you leave the intermodal station. Leaving from the airport, you guys should leave the airport every hour on the hour from 6 AM, till 1 AM seven days a week. So that's what I got for you	3/15/2021 4:28 PM
13	keep service to elderly and disable and nights and weekend service.	3/15/2021 11:52 AM
14	Please keep the bus stop at Sunset Hwy/7th (ie: the one just prior the Gov Way light), as many of us are disabled & that's the best access to our Apts. (Sunset Hill Apts)	3/13/2021 11:51 AM

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15	I am fairly new to taking public transit and my expectations have been blown away with how well STA maintains its routes by keeping things updated every quarter. They are often small changes that don't impact me, but it's great to know that STA is always looking to make improvements to be as efficient as possible for its riders. Thank you for taking on this huge endeavor and taking our feedback into consideration.	3/12/2021 9:49 AM
16	Nothing	3/12/2021 8:31 AM
17	Add a couple or few more buses on the 61 route.	3/11/2021 1:13 PM
18	Map looks excellent.	3/11/2021 12:25 PM
19	Don't change bus 25 route. I'm dependent on it	3/11/2021 12:18 PM
20	I completely understand that covid has had a huge impact on the number of bus riders. Once we are back to a new "normal", and we are going to work downtown again, this new schedule will make it way less likely that I will continue to be a bus rider, which is sad since I have been an avid commuter for work for 12 years.	3/11/2021 12:03 PM
21	Get rid of the smoking area at the Plaza or move the 12 and the 11.	3/10/2021 3:12 PM
22	Start earlier not later.	3/10/2021 5:26 AM
23	it sucks	3/9/2021 7:36 PM
24	Not at this time	3/9/2021 7:33 PM
25	Note that pre-COVID, I rode the bus 5x per week to work. Since COVID, I have been working from home so do not ride it often. I plan to return to riding to work every day, post-COVID.	3/9/2021 11:30 AM
26	need more service between Route 64 and Route 633. There are several people with disabilities that live in Cheney & work at Amazon. Please make it easier for them to use these bus routes to get to work.	3/9/2021 8:16 AM
27	nope	3/9/2021 7:29 AM
28	n/a	3/9/2021 7:26 AM
29	I love that the crosstown and monroe run often as my granddaughter takes city bus to school. Thank you	3/8/2021 3:14 PM
30	How is the city line adapting to the needs of the disabled population? For example, will there be more than 1 exit/ entrance for those of us who need assistance getting on or off the buses? Besides the longer times to get on or off the bus?	3/7/2021 8:59 PM
31	Stop making it so hard for us.	3/7/2021 8:38 PM
32	Don't change the time of the first run for Rte 4.	3/6/2021 8:48 PM
33	it takes 1.5 hours to get from home to work and 1.75 hours to get back home, I can drive in 35 min. each way	3/6/2021 6:57 PM
34	Please, pretty please add another small bus line that goes up Freya (towards Francis) for us folks who live in Dogtown Hillyard! Or a catwalk. Please don't forget about us over here.	3/6/2021 11:49 AM
35	I think it's a good proposal	3/5/2021 7:16 AM
36	Earlier than 8 am on Sundays need to be considered. Add 30 minute schedules on 22 and 23 for Saturday.	3/4/2021 11:24 PM
37	no	3/4/2021 3:26 PM
38	Looks good!	3/3/2021 10:48 PM
39	Make more frequent routes in and within the Downtown Area, West and East Spokane.	3/3/2021 10:25 PM

Q9 Where do you live?

Answered: 125 Skipped: 2



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ANSWER CHOICES	RESPONSES
Airway Heights	0.00% 0
Central Spokane	11.20% 14
Cheney	3.20% 4
Coeur d' Alene	0.00% 0
Fairchild Air Force Base	0.00% 0
Geiger Heights	0.00% 0
Liberty Lake	0.80% 1
Mead	2.40% 3
Medical Lake	0.00% 0
Millwood	2.40% 3
Northeast Spokane	19.20% 24
Northwest Spokane	10.40% 13
Post Falls	0.80% 1
Spokane Valley	12.00% 15
South Spokane	19.20% 24
Other (please specify)	18.40% 23
TOTAL	125

#	OTHER (PLEASE SPECIFY)	DATE
1	im on lower south hill	4/15/2021 10:38 AM
2	Palouse	4/11/2021 3:41 PM
3	400 block of Longfellow Ave.	4/3/2021 12:51 PM
4	Perry District	3/29/2021 3:48 PM
5	Garland District	3/27/2021 1:24 PM
6	Colbert	3/26/2021 7:18 PM
7	Right outside of Brown's Addition towards Airway Heights.	3/25/2021 8:20 PM
8	I don't know I recently moved, but it's along the current route 39	3/20/2021 11:42 PM
9	Logan / Gonzaga	3/18/2021 6:07 PM
10	otis orchard wa	3/16/2021 11:56 PM
11	Ive been in Cheney, but moving back to Spokane. In future, might live in Medical lake area, thats why im concerned about that bus too.	3/16/2021 9:30 AM
12	Between Browne's Addition / Cheney. (ie: Sunset Hyw & Gov Way)	3/13/2021 11:51 AM
13	South Hill	3/12/2021 9:49 AM
14	Pasadena	3/11/2021 2:29 PM
15	Qualchen	3/11/2021 2:25 PM
16	West Central Spokane	3/11/2021 1:13 PM

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17	North Spokane	3/11/2021 12:18 PM
18	Hillyard	3/10/2021 5:26 AM
19	Not sure that I'm in south Spokane or central Spokane.	3/9/2021 11:30 AM
20	Colbert	3/9/2021 7:26 AM
21	Colbert	3/8/2021 3:25 PM
22	Downtown Spokane	3/8/2021 2:54 PM
23	West Central Spokane	3/5/2021 7:16 AM

Q10 What is your zip code?

Answered: 118 Skipped: 9

#	RESPONSES	DATE
1	99204	4/15/2021 1:02 PM
2	99025	4/15/2021 10:38 AM
3	99206	4/12/2021 6:40 AM
4	99202	4/11/2021 5:23 PM
5	99223	4/11/2021 3:41 PM
6	99204	4/9/2021 12:32 AM
7	99223	4/6/2021 7:54 PM
8	99223	4/5/2021 10:05 AM
9	99207	4/3/2021 12:51 PM
10	99207	4/1/2021 4:19 PM
11	99201	3/31/2021 4:33 PM
12	99202	3/29/2021 3:48 PM
13	99005	3/26/2021 7:18 PM
14	99224	3/25/2021 8:20 PM
15	99208	3/25/2021 11:03 AM
16	99208	3/25/2021 7:39 AM
17	99218	3/25/2021 1:51 AM
18	99202	3/23/2021 4:16 AM
19	99203	3/22/2021 10:16 AM
20	99217	3/20/2021 11:42 PM
21	99204	3/20/2021 7:16 PM
22	99206	3/20/2021 3:34 PM
23	99207	3/20/2021 3:08 PM
24	99206	3/20/2021 1:08 AM
25	99217	3/19/2021 6:41 PM
26	99208	3/19/2021 6:33 AM
27	99202	3/18/2021 6:07 PM
28	99216	3/18/2021 9:53 AM
29	99212	3/18/2021 8:37 AM
30	99205	3/17/2021 6:16 PM
31	99217	3/17/2021 1:30 PM
32	99027	3/16/2021 11:56 PM
33	99217	3/16/2021 8:28 PM

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34	99202	3/16/2021 5:07 PM
35	99202	3/16/2021 4:14 PM
36	99207	3/16/2021 12:56 PM
37	99004	3/16/2021 9:30 AM
38	9920899208	3/15/2021 4:28 PM
39	99207	3/15/2021 2:33 PM
40	99217	3/15/2021 11:52 AM
41	99204	3/15/2021 8:26 AM
42	99w08	3/14/2021 6:10 AM
43	99223	3/13/2021 8:06 PM
44	99208	3/13/2021 3:11 PM
45	99224	3/13/2021 11:51 AM
46	99203	3/12/2021 9:49 AM
47	99217	3/12/2021 8:31 AM
48	99203	3/11/2021 8:17 PM
49	99205	3/11/2021 7:33 PM
50	99203	3/11/2021 4:31 PM
51	99206	3/11/2021 2:36 PM
52	99205	3/11/2021 2:32 PM
53	99217	3/11/2021 2:29 PM
54	99224	3/11/2021 2:25 PM
55	99206	3/11/2021 1:13 PM
56	99205	3/11/2021 1:13 PM
57	99217	3/11/2021 1:05 PM
58	99004	3/11/2021 12:25 PM
59	99218	3/11/2021 12:18 PM
60	99037	3/11/2021 12:03 PM
61	99203	3/11/2021 11:57 AM
62	99206	3/10/2021 4:33 PM
63	99202	3/10/2021 3:12 PM
64	99207	3/10/2021 8:24 AM
65	99224	3/10/2021 7:05 AM
66	99207	3/10/2021 6:55 AM
67	99207	3/10/2021 5:26 AM
68	99016	3/10/2021 3:36 AM
69	99208	3/9/2021 7:36 PM
70	99204	3/9/2021 7:33 PM
71	99205	3/9/2021 7:17 PM

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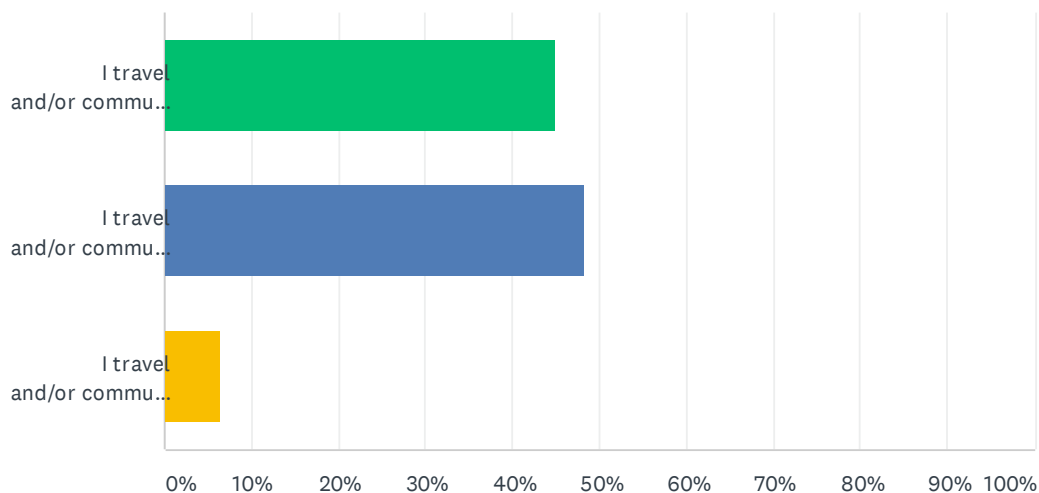
72	99203	3/9/2021 11:30 AM
73	99218	3/9/2021 11:20 AM
74	99202	3/9/2021 11:10 AM
75	83854	3/9/2021 9:51 AM
76	99207	3/9/2021 9:32 AM
77	99037	3/9/2021 9:09 AM
78	83854	3/9/2021 8:46 AM
79	99223	3/9/2021 8:37 AM
80	99201	3/9/2021 8:16 AM
81	99004	3/9/2021 8:16 AM
82	99207	3/9/2021 7:29 AM
83	99005	3/9/2021 7:26 AM
84	99207	3/9/2021 6:39 AM
85	99224	3/8/2021 3:30 PM
86	99005	3/8/2021 3:25 PM
87	99206	3/8/2021 3:17 PM
88	99205	3/8/2021 3:14 PM
89	99016	3/8/2021 3:00 PM
90	99201	3/8/2021 2:54 PM
91	99205	3/8/2021 2:42 PM
92	99218	3/8/2021 12:44 PM
93	99223	3/8/2021 5:46 AM
94	99223	3/7/2021 8:59 PM
95	99204	3/7/2021 8:38 PM
96	99201	3/7/2021 8:22 PM
97	99208	3/7/2021 4:43 PM
98	99201	3/7/2021 1:19 PM
99	99223	3/6/2021 8:48 PM
100	99202	3/6/2021 7:43 PM
101	99206	3/6/2021 6:57 PM
102	99208	3/6/2021 2:44 PM
103	99217	3/6/2021 11:49 AM
104	99223	3/6/2021 8:40 AM
105	99207	3/5/2021 10:01 PM
106	99004	3/5/2021 3:29 PM
107	99201	3/5/2021 9:51 AM
108	99202	3/5/2021 8:46 AM
109	99005	3/5/2021 8:37 AM

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110	99217	3/5/2021 7:57 AM
111	99201	3/5/2021 7:16 AM
112	99205	3/4/2021 11:24 PM
113	99203	3/4/2021 5:48 PM
114	99207	3/4/2021 3:26 PM
115	99205	3/4/2021 1:22 PM
116	99201	3/3/2021 11:22 PM
117	99205	3/3/2021 10:48 PM
118	99223	3/3/2021 10:38 AM

Q11 How has the COVID-19 pandemic changed your travel on a daily basis?

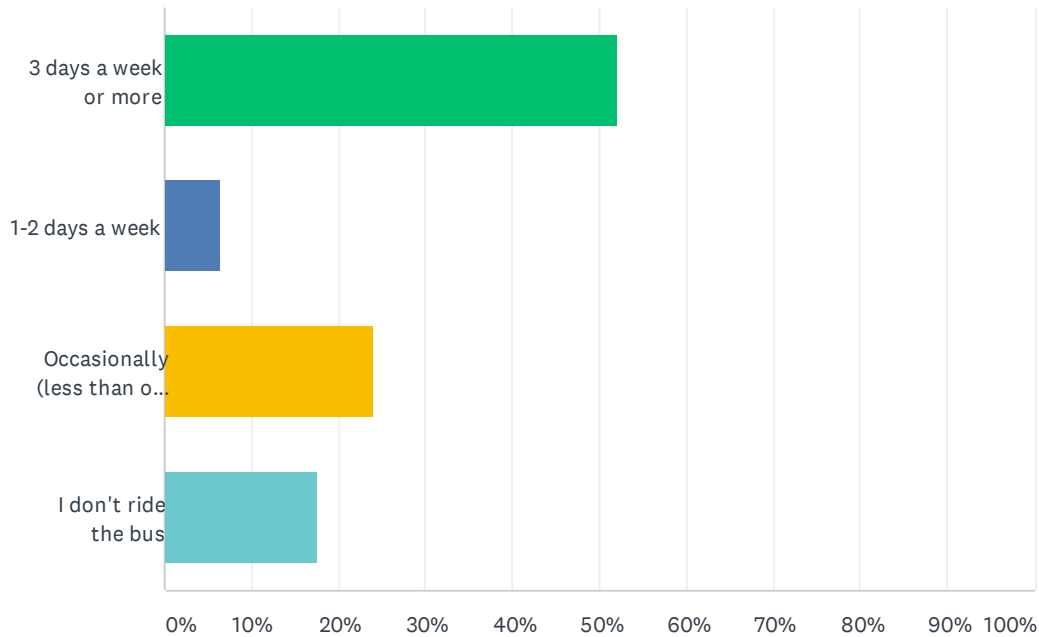
Answered: 122 Skipped: 5



ANSWER CHOICES	RESPONSES	
I travel and/or commute about the same amount.	45.08%	55
I travel and/or commute less	48.36%	59
I travel and/or commute more	6.56%	8
TOTAL		122

Q12 How often do you ride the bus?

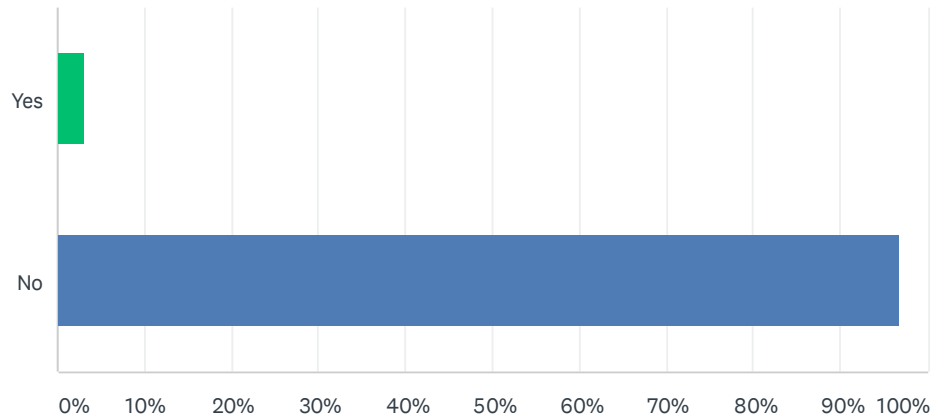
Answered: 125 Skipped: 2



ANSWER CHOICES	RESPONSES	
3 days a week or more	52.00%	65
1-2 days a week	6.40%	8
Occasionally (less than once a week)	24.00%	30
I don't ride the bus	17.60%	22
TOTAL		125

Q13 Do you use paratransit service?

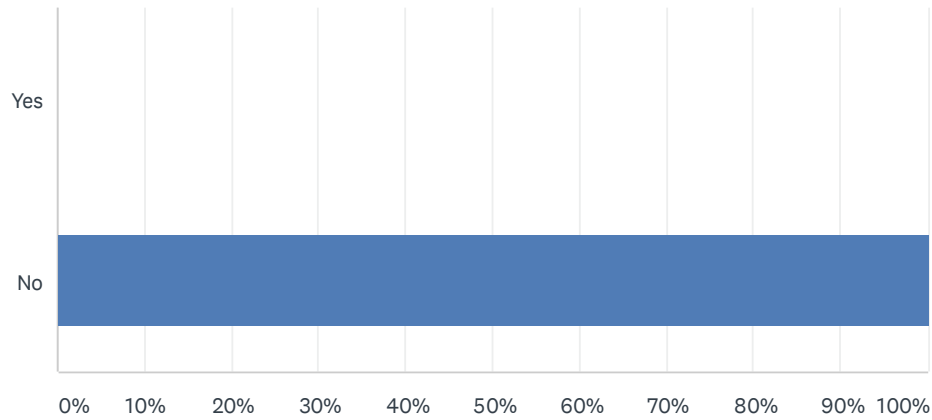
Answered: 125 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	3.20%	4
No	96.80%	121
TOTAL		125

Q14 Do you use vanpool service?

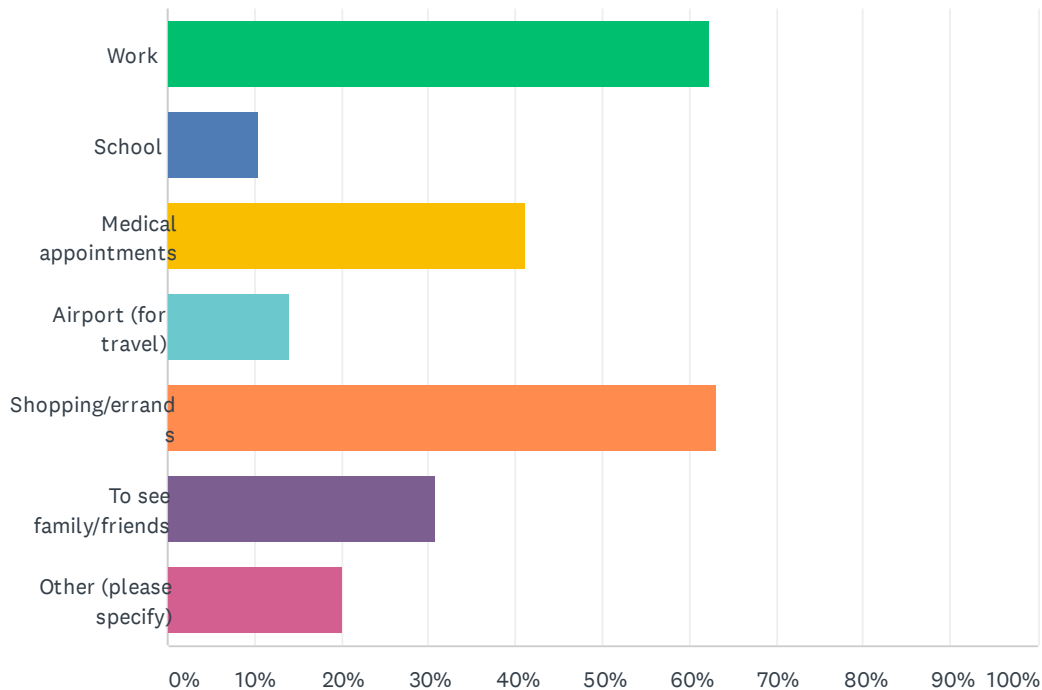
Answered: 126 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	126
TOTAL		126

Q15 Where do you go when you are using the bus, paratransit, or vanpool? Check all that apply.

Answered: 114 Skipped: 13



ANSWER CHOICES	RESPONSES	
Work	62.28%	71
School	10.53%	12
Medical appointments	41.23%	47
Airport (for travel)	14.04%	16
Shopping/errands	63.16%	72
To see family/friends	30.70%	35
Other (please specify)	20.18%	23
Total Respondents: 114		

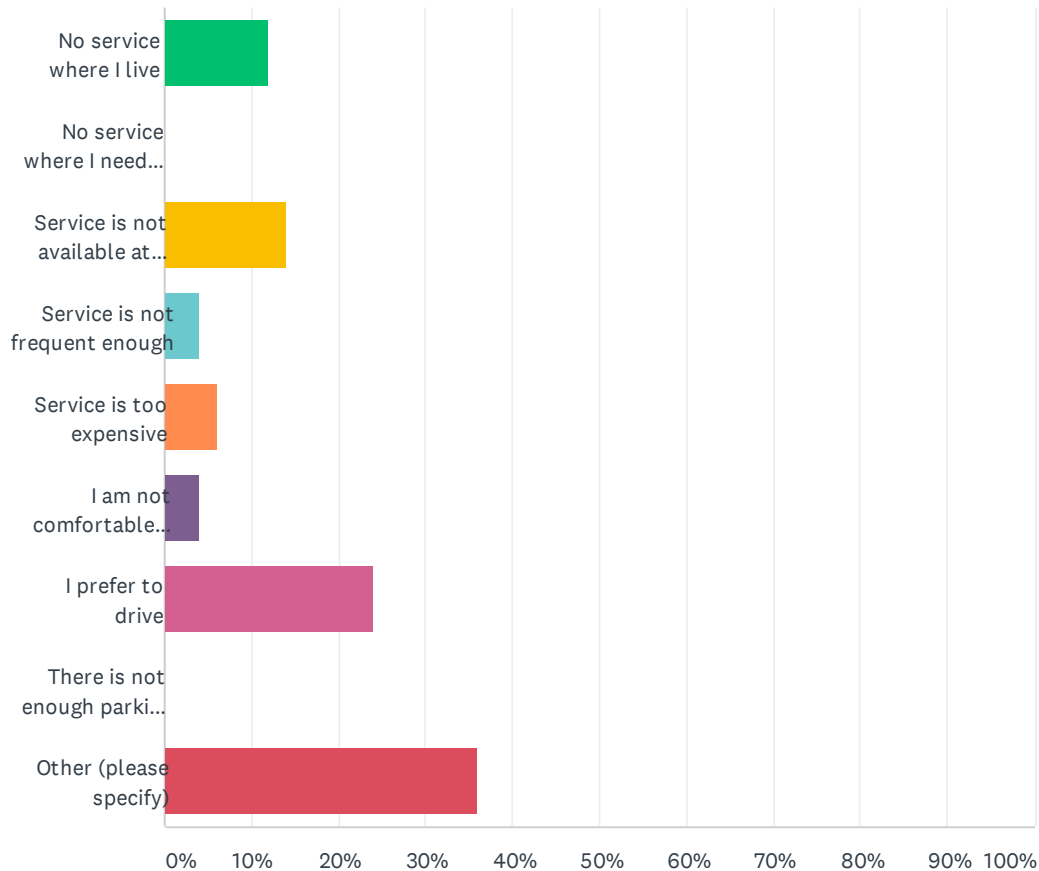
#	OTHER (PLEASE SPECIFY)	DATE
1	Downtown for date night	4/11/2021 5:23 PM
2	Parks, Libraries	4/9/2021 12:32 AM
3	I'm retired	3/29/2021 3:48 PM
4	job search	3/23/2021 4:16 AM
5	Bars	3/20/2021 1:08 AM
6	gym	3/18/2021 6:07 PM

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7	errands	3/16/2021 9:30 AM
8	Right now I'm not using para transit right now because of the Covid precautions whites things get back to normal, then I'll be able to start using the van again because then we won't have to worry about having to wear a mask anymore, we won't have to worry about social distancing, we won't have to worry about having to wash your hands often, and all of that stuff. You still have to do it but not as frequently like we're doing right now. So that's why I'm not riding around right now because of Covid precautions	3/15/2021 4:28 PM
9	to go to the gym almost daily	3/13/2021 8:06 PM
10	Church / Church-related Functions (including Temple Work at the LDS Temple in the Valley).	3/13/2021 11:51 AM
11	Disc golfing	3/11/2021 1:13 PM
12	Casino	3/11/2021 1:13 PM
13	My son will be using it regularly when he gets to Cheney.	3/11/2021 12:25 PM
14	Casino	3/11/2021 12:18 PM
15	special events, fair, adventuring	3/10/2021 3:12 PM
16	Social outings, such as bars.	3/9/2021 8:37 AM
17	Store	3/9/2021 8:16 AM
18	recreation	3/9/2021 7:29 AM
19	For granddaughter	3/8/2021 3:14 PM
20	n/a	3/8/2021 2:42 PM
21	Its his I get around	3/6/2021 11:49 AM
22	NA	3/5/2021 7:16 AM
23	Volunteering	3/4/2021 3:26 PM

Q16 If you do not use STA services, please tell us why not.

Answered: 50 Skipped: 77



ANSWER CHOICES	RESPONSES	
No service where I live	12.00%	6
No service where I need to go	0.00%	0
Service is not available at the time I need to travel	14.00%	7
Service is not frequent enough	4.00%	2
Service is too expensive	6.00%	3
I am not comfortable using transit service	4.00%	2
I prefer to drive	24.00%	12
There is not enough parking or park & ride lots	0.00%	0
Other (please specify)	36.00%	18
TOTAL		50

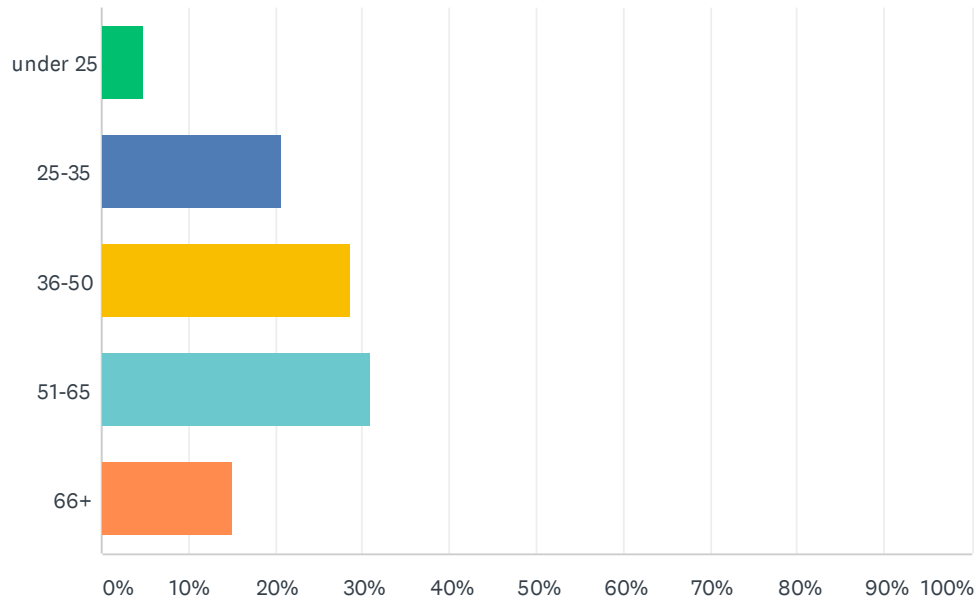
#	OTHER (PLEASE SPECIFY)	DATE
1	Service is not available at the time I need to travel and service is not frequent enoughand	4/11/2021 5:23 PM
2	You do not provide transit service, just occasional periodic bus service that is inconvenient to	3/29/2021 3:48 PM

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	use and far from my house. For all practical purposes I am forced to drive.	
3	Right now it's the COVID-19 precautions. People are still getting vaccinated every day so it's looking very good so far but right now it's the COVID-19 crossings until this passes	3/15/2021 4:28 PM
4	Covid. (I typically used the bus for most traveling, otherwise)	3/13/2021 11:51 AM
5	If I choose not to take the bus, it is because I am under a time constraint or have my dogs with me..	3/12/2021 9:49 AM
6	Covid	3/11/2021 8:17 PM
7	My stop is too far need a stop put back at rebecca and frederick	3/11/2021 1:05 PM
8	My COVID behavior has been very different. I'm avoiding the bus at all costs, sometimes walking miles to make an errand. The buses are not safe right now, as drivers don't enforce distancing or masks (or any other rules)	3/9/2021 9:32 AM
9	takes too long to get to work from Post Falls (Liberty Lake) to Sprague (Catalyst Bldg)	3/9/2021 8:46 AM
10	I use STA for student work sites and with Covid -19 and other funding issues we have reduced the number of students doing on job training.	3/9/2021 7:29 AM
11	I have car	3/8/2021 3:14 PM
12	I currently carpool to and from work	3/8/2021 3:00 PM
13	When i grocery shop, Lyft is earier	3/8/2021 2:54 PM
14	Na	3/7/2021 8:38 PM
15	it takes 1.5 hours to get from home to work and 1.75 hours to get back home, I can drive in 35 min. each way	3/6/2021 6:57 PM
16	Walking distance sucks	3/6/2021 11:49 AM
17	all closed because of covid	3/4/2021 3:26 PM
18	Covid. Once the pandemic is over I plan to ride 4-5 days a week like before the pandemic.	3/3/2021 10:48 PM

Q17 What is your age?

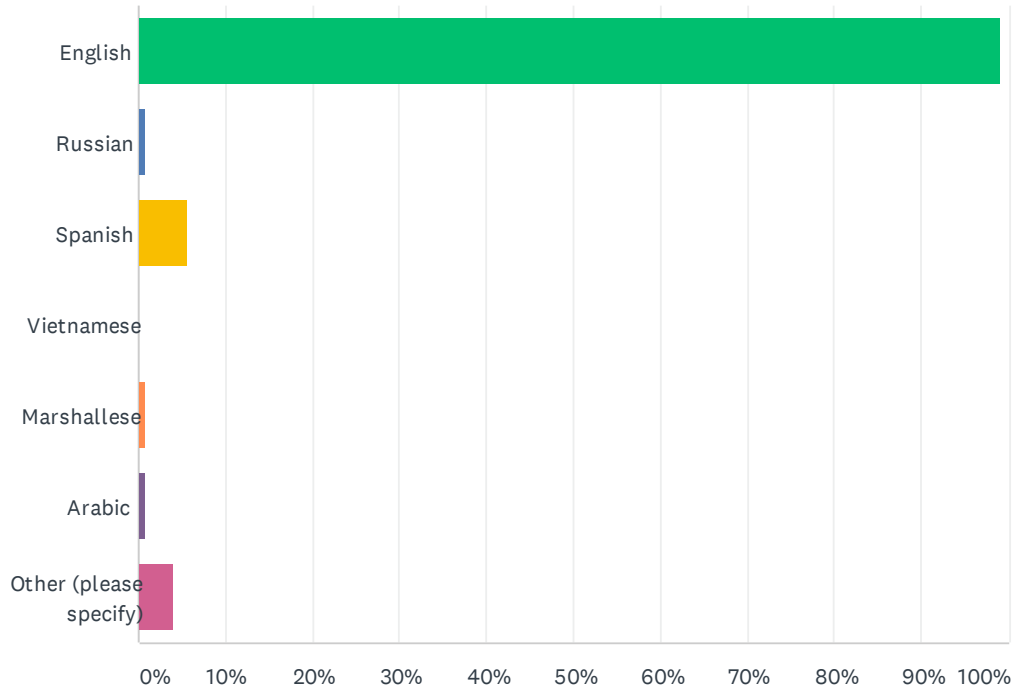
Answered: 126 Skipped: 1



ANSWER CHOICES	RESPONSES	
under 25	4.76%	6
25-35	20.63%	26
36-50	28.57%	36
51-65	30.95%	39
66+	15.08%	19
TOTAL		126

Q18 What languages are spoken in your home? Check all the apply

Answered: 124 Skipped: 3



ANSWER CHOICES	RESPONSES	
English	99.19%	123
Russian	0.81%	1
Spanish	5.65%	7
Vietnamese	0.00%	0
Marshallese	0.81%	1
Arabic	0.81%	1
Other (please specify)	4.03%	5
Total Respondents: 124		

#	OTHER (PLEASE SPECIFY)	DATE
1	Native American.	4/3/2021 12:51 PM
2	occasionally Hebrew	3/16/2021 9:30 AM
3	some asl	3/13/2021 3:11 PM
4	ASL (& a few phrases in Japanese)	3/13/2021 11:51 AM
5	Cantonese	3/10/2021 12:43 PM