

# 2024 Service Revisions

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## Final Recommendation

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

**Final**

**1/26/2024**



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# 1.0 Executive Summary

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## 1.1 Introduction

This report outlines the final recommendation for service improvements and revisions in 2024, broken down into three focus areas: West Plains/Airway Heights, Northeast Spokane/Hillyard & East Central, and the North Bank/Downtown. Northeast Spokane revisions were introduced in the Preliminary Proposal with two options. A modified version of Northeast Spokane Option B was recommended to go forward in the Draft Recommendation. This Final Recommendation is informed by the approved 2024-2029 Transit Development Plan (TDP), July 2023 Service Revisions Final Recommendation Report, past decisions by the Spokane Transit Authority (STA) Board of Directors, and a response to passenger and stakeholder feedback. This recommendation aims to address in a conservative manner current and future resource availability, in addition to responding to community feedback and system performance reviews.

## 1.2 Overview of Recommended Service Revisions

Further information regarding the recommended service revisions is contained in the Recommended Revisions section. A dynamic online map of the recommended network can be viewed at <https://platform.remix.com/project/4d409e7f?latlng=47.63251,-117.41415,10.345>

Below offers a summary of the goals and structure for the recommended changes contained in this Final Recommendation. Some of these recommendations are programmed in the *STA Moving Forward* plan. Other changes support the *STA Moving Forward* plan by optimizing resources efficiently and repurposing service.

### ***West Plains / Airway Heights Improvements***

Service between Airway Heights and the West Plains Transit Center is recommended to be more direct with routing via Hayford Road with the introduction of Route 65. This service to Airway Heights replaces the service currently provided by Route 63. Due to the recommendation of a new Route 65, it's recommended that Route 63 be truncated to provide service between the West Plains Transit Center and Spokane International Airport via Geiger Boulevard. Loss of service to Flint Road by the removal of Route 63 on that portion will be provided by a re-route of Route 60. Service on Route 633 will not be provided Monday through Friday due to 30-minute frequency of Route 63 on Geiger Boulevard.

### ***North Bank / Downtown Improvements***

Ten-minute midday service will be provided on the City Line starting in May 2024. Weeknight and Saturday night service will run later, and Sunday service will run at 15-minute midday intervals in May as well. These improvements, combined with changes already provided in January 2024, will fully build out the City Line as planned. A new Route 13 will provide weekend and weeknight service to the various Spokane Public Facilities District facilities north and south of the river with routing near various downtown Spokane hotels.

### ***Northeast Spokane / Hillyard & East Central Improvements***

#### ***Improve routes and service frequency in Hillyard and Northeast Spokane***

The recommended changes increase service, improve connections to other parts of the region, and connect neighborhoods to new destinations in northeast Spokane. This includes introducing more frequent service along Nevada Street on Route 28, a new route between Spokane Community College and Northpointe via Minnehaha—recommended to replace current routes 26 and 39, and more frequent buses on Route 27 on weeknights and Saturday nights.

#### ***Improve service frequency in East Central Spokane***

Route 94 is recommended to see frequency improvements on weeknights and midday Saturday. Expanded 30-minute service from 6PM to approximately 9:30PM on weekdays is recommended. The report also recommends expanded midday Saturday service to run at 30-minute frequency.

## **2.0 Development of the Final Recommendation**

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The board adopted six-year plan, the *Transit Development Plan: 2024-2029*, 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 consideration.

The sequencing and scale of investments have been influenced by external factors, especially over the past three years. In 2020, the STA Board of Directors adopted amendments to the *STA*

*Moving Forward* plan to adjust implementation phasing to reflect the impacts of the COVID 19 Pandemic on financial forecasts, ridership demands and other project-specific considerations. In 2021, COVID relief packages and better-than-expected sales tax revenue presented an opportunity to plan for future transit growth while addressing a smaller set of what were identified as Near-Term Investments (Board Resolution No. 790-21) to complement projects within the *STA Moving Forward* plan. Major service investments accomplished since 2021 include the launch of STA's first bus rapid transit (BRT) line, the City Line, extended Sunday service on frequent routes, new cross-town service, and other changes to streamline and enhance service.

Planning decisions and actions, such as those described above, inform the annual preparation of the Service Improvement Program (SIP), a section of the state-required Transit Development Plan (TDP), and provide a timeline and program for service changes and adjustments for a three-year period. The most recent TDP includes the 2024-2026 SIP. That plan called for additional service increases and changes in 2024 including the following:

1. Increase City Line frequency to 7.5-minutes at peak and 10-minutes midday, with other night and weekend improvements, as previously approved to be implemented by May 2024.
2. Increase service span on Route 11 Arena / Downtown Shuttle to run on nights and weekends.
3. Increase and revise service in Northeast Spokane and Hillyard, with new connectivity between Hillyard and Millwood by way of Minnehaha and Upriver Drive.
4. More service to the West Plains, including more direct service between Airway Heights and the West Plains Transit Center.

In preparing this recommendation, staff revisited longstanding concerns with service design in Northeast Spokane. Routes 26 Lidgerwood and 28 Nevada are among several pairs of routes in the system which operate in harmony to provide frequent service. This service design technique allows for service to provide greater frequency in areas closer to major hubs (in most cases, the STA Plaza) while providing coverage to outlying areas. Routes 60 and 61, 22 and 23, and 96 and 98 perform similarly elsewhere in the region. The Final Recommendation proposes to detach this longstanding routing technique in favor of frequent service on Nevada Street, while introducing a new route on Lidgerwood Street. This new route (31) will also provide enhanced connectivity with the Bemiss and Minnehaha neighborhoods to destinations in Northeast Spokane and will be explored in greater detail later in this report.

The Fixed Route network in current operation represents an investment of 508,000 annual revenue hours. In aggregate, these proposed service revisions and investments represent an approximate range of 5.5%-5.7% as compared with existing service, as shown Table 1 below.

This is approximately 2,000 to 3,000 fewer annual revenue hours than planned in the TDP, and 28,000 to 29,000 more hours than existing conditions. This measured approach will ensure greater service reliability and position STA to add service beyond September 2024.

## 2.1 Summary of Outreach

STA solicited input from the public on the proposed service revisions listed in the Preliminary Proposal through an online survey and outreach at multiple community meetings. A general summary of the public outreach methods is below:

1. A “2024 Service Revisions” web page was published on STA’s website at <https://spokanetransit.com/2024service>, which included a copy of the preliminary proposal report for viewing and printing, as well an online survey for collecting input.
2. For over a month, automated audible announcements were made on regular time intervals on the impacted routes inviting passengers to review the preliminary proposal and complete the online survey.
3. The proposal and recommendation process was reported and reviewed at bi-monthly internal Service Improvement Committee meetings which includes STA staff and ATU 1015 representation.
4. Notices of the proposed changes were posted on approximately 450 bus stops along impacted routes and on-board all coaches. Signage included the URL and QR code for the 2024 Service Revisions webpage.
5. The survey was promoted via STA’s social media accounts multiple times.
6. The Preliminary Proposal and Draft Recommendation were available on the STA website or by request.
7. The Preliminary Proposal was presented to STA coach operators at tabling events (10/10/2023 & 10/12/2023)
8. Direct email seeking comments from Carl Maxey Center and Dr. Martin Luther King Jr. Community Center were sent (10/6/2023). No comments were received.
9. STA staff presented to several neighborhood councils to advise residents of the Preliminary Proposal and encourage input.
  - a. West Hills (10/10/2023)
  - b. Nevada Heights (10/11/2023)
  - c. East Central (10/17/2023)
  - d. Shiloh Hills (10/19/2023, 11/16/2023)
  - e. Emerson/Garfield (11/08/2023)
  - f. Bemiss/Hillyard/Whitman (11/09/2023)
  - g. Minnehaha (11/09/2023)

- h. North Hill (11/09/2023)
  - i. Logan (11/14/2023)
  - j. Chief Garry Park (11/15/2023)
10. STA staff held a virtual open house on 10/25/2023 on Facebook and Zoom.
  11. Direct contact with Lighthouse for the Blind, including an in-person meeting (11/30/2023).
  12. The Preliminary Proposal report was presented at the following STA open public meetings:
    - a. Performance Monitoring & External Relations Committee (10/04/20223)
    - b. Citizen Advisory Committee (11/08/2023)
  13. Notices of the Draft Recommendation and survey were posted on bus stops along impacted routes.
  14. Audible announcements regarding the Draft Recommendation survey played on impacted routes.
  15. Email sent to Providence Holy Family Hospital on 11/30/23 seeking comment. Reply received 12/6/23 stating there were no concerns with the proposal.
  16. Notice of the Draft Recommendation sent on 12/12/2023 to those that submitted their email address in an online survey.
  17. Notice of public hearing posted in Spokesman-Review on 12/31/2023.
  18. Public Hearing held 1/18/2023.

## 2.3 Summary of the Final Recommended Changes

Table 1 below presents all routes identified for revision in the final recommended changes. More discussion and detail, including maps, is provided later in the report. While it was deemed more prudent to use Boone Avenue instead of Joe Albi Way on routes 11 and 13, the final routing between the Arena and downtown Spokane will be finalized in the coming months.

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

Table 1 – List of Recommended Revisions by Route

Route	2024 Preliminary Proposal	2024 Draft Recommendation	2024 Final Recommendation
<b>1 City Line</b>	Increase City Line frequency to meet committed levels in January and May 2024.	Recommended as proposed.	No change from draft.



Route	2024 Preliminary Proposal	2024 Draft Recommendation	2024 Final Recommendation
<b>11 Arena / Downtown Shuttle</b>	Increase Route 11 Arena/Downtown Shuttle to run on nights and weekends in May 2024. The route will provide 20-minute service evenings and weekends.	Discontinue service after approximately 6pm on weekdays. Later service will be provided by a new Route 13, to run on nights and weekends commencing in May 2024.	Routing between Howard and Washington streets subject to further refinement prior to implementation.
<b>13 New Route</b>	Proposed in section 4 of the preliminary proposal, Route 13 would work in tandem with Route 11 to support the goal of expanded night and weekend North Bank service to include hotel and event venue locations around downtown Spokane.	New shuttle route to run on nights and weekends in May 2024 connecting the North Bank entertainment venues with destinations in the downtown core. The route will provide 20-minute service evenings and weekends. Options for routing will be presented for further input.	Further analysis and outreach will be conducted before final routing is finalized.
<b>26 Lidgerwood</b>	Option A: No change.  Option B: Supersede Route 26 with new Route 31, which would follow much of Route 26's existing routing terminating around Cozza Dr on the north end of the route. Route would utilize Empire Ave to Market St to connect to Spokane Community College (SCC) Transit Center at the southern terminus.	Discontinue Route 26. To be superseded by new Route 31 that connects Spokane Community College with the current Route 26 end of line in the Northpointe area via Minnehaha.	No change from draft.

Route	2024 Preliminary Proposal	2024 Draft Recommendation	2024 Final Recommendation
<b>27 Crestline</b>	<p>Option A: Increase frequency to 15-minutes weekday peaks.</p> <p>Option B: Increase frequency to 30-minutes weeknights and Saturday nights and add two trips to weekday evening peak service.</p>	Option B is recommended as proposed.	No change from draft.
<b>28 Nevada</b>	<p>Option A: No change</p> <p>Option B: Increase service frequency on Route 28 Nevada to 15-minutes during weekday peaks and weekday midday, and 30-minutes on nights and weekends.</p>	Option B is recommended with the additional idea of an extended span of service on Sundays to better align with other frequent corridors.	No change from draft.
<b>31 New Route</b>	<p>Option A: Not proposed.</p> <p>Option B: Supersede Route 26 with new Route 31, which would follow much of Route 26's existing terminating around Cozza Dr on the north end of the route and would utilize Empire Ave to Market St to connect to Spokane Community College (SCC) Transit Center on the south end of the route.</p>	New route superseding much of the existing Route 26 Lidgerwood and Route 39 Minnehaha connecting Northpointe to SCC Transit Center. Includes new service between Nevada St and Crestline St along Empire Ave.	No change from draft.

Route	2024 Preliminary Proposal	2024 Draft Recommendation	2024 Final Recommendation
<b>39 Minnehaha</b>	<p>Option A: Discontinue route 39.</p> <p>Option B: Modify route to connect to the Garland Ave and Regal St layover via Euclid Ave, Crestline St, and Empire/Garland Ave. Discontinue connection to SCC Transit Center.</p>	Discontinue Route 39. To be superseded by new Route 31 that connects Spokane Community College with the current Route 26 end of line in the Northpointe area via Minnehaha.	No change from draft.
<b>60 Airport</b>	Revise routing to follow Flint Rd instead of the current routing on Airport Dr.	Recommended as proposed	No change from draft.
<b>63 Geiger</b>	Introduce a revised Route 63 Geiger that connects Spokane International Airport with the West Plains Transit Center (WPTC). This route will supersede Route 633 Geiger Shuttle on weekdays.	Recommended as proposed.	No change from draft.
<b>65 New Route</b>	Implement a new Route 65 operating between the WPTC and Northern Quest and Spokane Tribe casinos, like Route 63 Airway Heights / West Plains as outlined in the 2024-2029 TDP.	Recommended as proposed.	No change from draft.

Route	2024 Preliminary Proposal	2024 Draft Recommendation	2024 Final Recommendation
<b>633 Geiger Shuttle</b>	Discontinue weekday trips on Route 633 Geiger Shuttle (to be covered by the revised Route 63 Geiger).	Recommended as proposed.	No change from draft.
<b>94 East Central/ Millwood</b>	<p>Option A: Routing change in Millwood to interline with a new Route 92.</p> <p>Option B: Increase frequency to 30-minutes on weekday evenings and midday on Saturdays.</p>	Option B is recommended as proposed.	No change from draft.

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

## 2.4 Timeline for Implementation

These recommended service revisions are an action item on the STA Board of Director’s February 15, 2024 meeting agenda. If approved, the changes will go into effect within the May and September 2024 service change periods (May 26, 2024 and September 15, 2024).

## 3.0 Recommended Revisions

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In this section the recommended revisions are presented in greater detail by geographic area:

- West Plains / Airway Heights
- North Bank / Downtown
- Northeast Spokane / Hillyard & East Central

Each route that is considered for proposed service revisions, either from existing service or from approved and/or planning changes listed in the TDP, are listed in their respective sections. Each route includes a table detailing the recommended changes, their relationship to *STA Moving Forward*, existing service, the TDP and “Near-Term Investments.” A brief discussion follows to enhance the understanding of the proposed revision. A map is also included where the route is new or where the route pattern is adjusted from existing service.

### ***Service Frequency Characteristics***

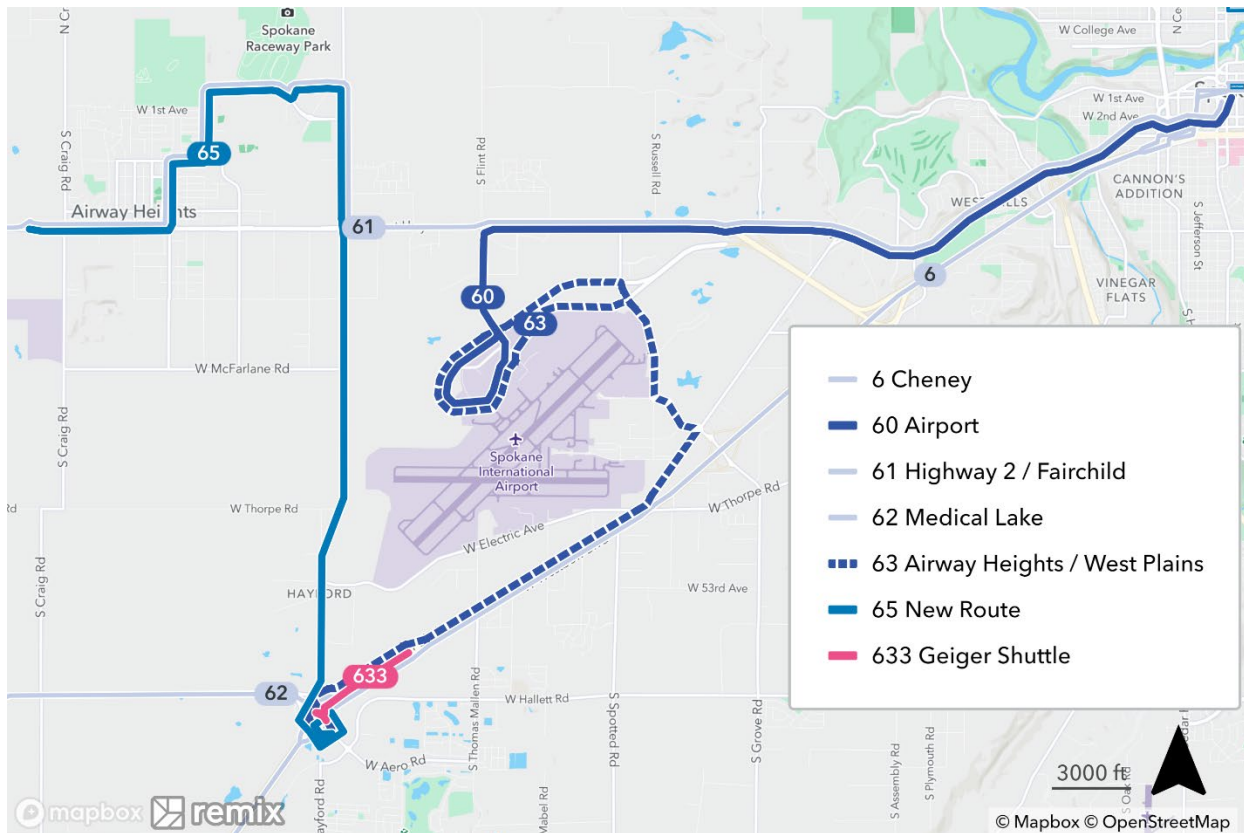
The table on the following page outlines the proposed frequency of service for each of the new and modified routes discussed in the Draft Recommendation. This table is intended to provide planning level assumptions and the final schedules will be developed prior to the service change. Underlined routes are new. Minutes in **bold** represent frequency changed from existing conditions.

Table 2 – Proposed Approximate Frequency

<b>Recommended Approximate Frequency (Minutes)</b>							
<b>Route</b>	<b>AM Weekday Peak</b>	<b>Mid- Weekday</b>	<b>PM Weekday Peak</b>	<b>Weekday Evening</b>	<b>Saturdays</b>	<b>Sundays and Holidays</b>	<b>Early AM / Late PM</b>
<b>1</b>	<b>7.5</b>	<b>10</b>	<b>7.5</b>	15	15	<b>15</b>	30
<b>11</b>	10	20	10	<b>N/A</b>	N/A	N/A	N/A
<b><u>13</u></b>	N/A	N/A	N/A	<b>20</b>	<b>20</b>	<b>20</b>	<b>20</b>
<b>27</b>	30	30	30	<b>30</b>	30	30	30
<b>28</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>30</b>	<b>30</b>	<b>30</b>	<b>30</b>
<b><u>31</u></b>	<b>30</b>	<b>30</b>	<b>30</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>
<b>60</b>	30	30	30	60	60	60	60
<b>63</b>	30	30	30	60	60	60	60
<b><u>65</u></b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>
<b>94</b>	30	30	30	<b>30</b>	<b>30</b>	60	60
<b>633</b>	--	--	--	--	Targeted Trips	Targeted Trips	Targeted Trips

### 3.1 Focus Area – West Plains / Airway Heights

Figure 1 – West Plains September 2024



#### Overview

Proposed changes in West Plains/Airway Heights include the rerouting of Route 60 to the Spokane International Airport via US 2 and Flint Road instead of on its current routing on Airport Road, the rerouting of Route 63 between West Plains Transit Center (WPTC) and the Spokane International Airport, and the introduction of Route 65 between Airway Heights and the WPTC via Hayford Rd. Additionally, the Introduction of the modified Route 63 would eliminate the need for Route 633 Geiger Shuttle trips on weekdays.

#### Route 60 Airport

<b>Recommended Revision</b>	Operate on Flint Rd. from US 2 instead of Sunset Highway to Airport Dr.
<b>Relationship to STA Moving Forward</b>	Service to the Airport will eventually be integrated into the I-90/Valley High Performance Transit corridor.
<b>Changes From Existing Service</b>	Routing changes to retain service on Flint Road with truncated Route 63.

<b>Changes from 2024-2029 TDP</b>	TDP planned for extension of Route 60 to the WPTC, and did not call for Route 60 to run on Flint Rd. These changes maintain connectivity to the WPTC by interlining Route 60 with the modified Route 63.
<b>2021 Near-Term Investments Plan</b>	This route was not included in the Near-Term Investments plan.

With the proposed truncation of Route 63 to run between the operation of Route 65 on Hayford Road between West Plains Transit Center and Airway Heights, service would be lost on Flint Road between the Spokane International Airport and US Highway 2. This proposed change to Route 60 would retain service on Flint Road. Today, service for STA customers from downtown Spokane to businesses on Flint Road only exists via a transfer at West Plains Transit Center. This modification would provide direct access from downtown Spokane while retaining the West Plains Transit Center connection via a proposed interline with Route 63. No current stops on Route 60 would be lost with the proposed route pattern.

**Route 63 Geiger**

<b>Recommended Revision</b>	Revise Route 63 to operate primarily on Geiger Boulevard between the Spokane International Airport and the West Plains Transit Center with increased weekday frequency.
<b>Relationship to STA Moving Forward</b>	Further enhances connectivity on the West Plains by way of the West Plains Transit Center.
<b>Changes From Existing Service</b>	Truncates route between Spokane International Airport and WPTC, eliminating segment between Airway Heights and Spokane International Airport.
<b>Changes from 2024-2029 TDP</b>	Route was originally planned to be re-routed on Hayford Road, with Route 60 Airport superseding the 63. New Route 65 Hayford will address the TDP concept.
<b>2021 Near-Term Investments Plan</b>	This route was not included in the Near-Term Investments plan.

This proposed route replaces the previously proposed southern portion of Route 60 between Spokane International Airport and the West Plains Transit Center. Due to one-way traffic on Airport Drive, passengers at the airport may have a difficult time determining the direction of Route 60 if they want to travel toward downtown Spokane versus West Plains Transit Center. By splitting Route 60 at the airport, passengers then are given independent route numbers to travel in opposite directions. This is especially beneficial for out-of-town passengers. This expanded service to the Amazon Fulfillment Center on Geiger Boulevard to West Plains Transit Center would no longer necessitate the need for Route 633 on weekdays. Stops discontinued



by this proposal would be limited to three stops between Lawson St and Hayford Rd, with all other stops covered by existing, new, or modified routes, as shown below, with 2022 average weekday ridership provided along with alternate stop locations.

**Table 3 – Route 63 Discontinued Stops**

Discontinued Stop	Rt	Ons	Offs	Closest Alternate Stop	Alternate Stop Served by Route(s)	Walking Distance Within
US 2 @ Hayford (EB Near Side)	63	0	0	US 2 @ Hayford (EB Far Side)	61 & 65	1/8 Mile
US 2 @ Campbell (EB)	63	2	0	US 2 @ Lawson (EB)	61 & 65	1/4 Mile
US 2 @ Campbell (WB)	63	0	2	US 2 @ Lawson (WB)	61 & 65	1/4 Mile

### Route 633 Geiger Shuttle

<b>Proposed Revision</b>	Eliminate weekday trips, Route 63 will supersede weekday service. Maintain weekend service.
<b>Relationship to STA Moving Forward</b>	N/A
<b>Changes From Existing Service</b>	Reduced and superseded service.
<b>Changes from 2024-2029 TDP</b>	Not in TDP.
<b>2021 Near-Term Investments Plan</b>	N/A

Route 63 is recommended to provide 30-minute service weekdays on Geiger Blvd. This level of service would make Route 633 redundant on weekdays. It is proposed to eliminate weekday trips but maintain targeted weekend trips to serve customers employed at the Amazon GEG1 center.

Figure 2 – Routes 60, 63 & 633

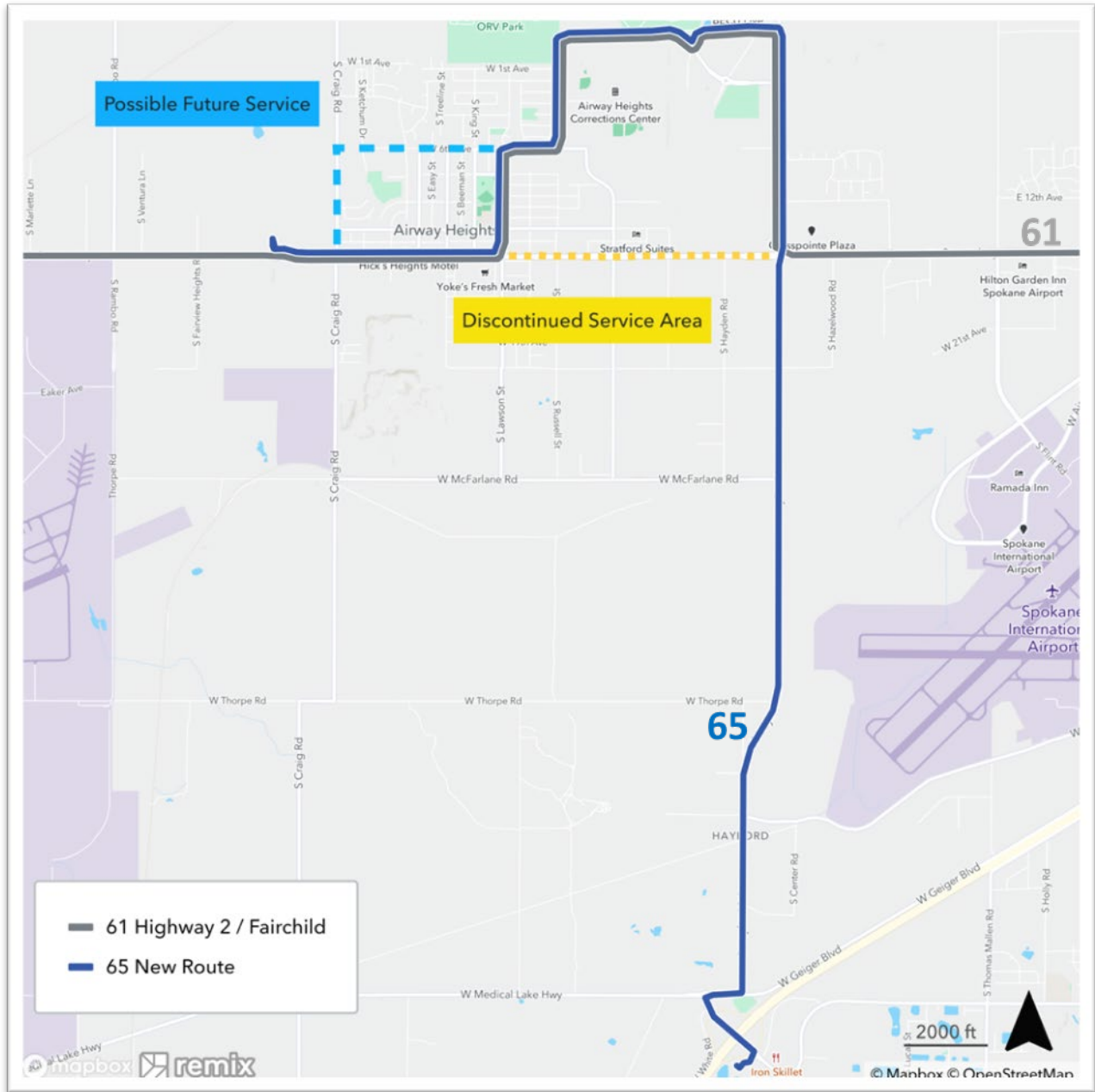


## Route 65 Hayford

<b>Proposed Revision</b>	The implementation of a new Route 65 Hayford, operating between the West Plains Transit Center and Northern Quest and Spokane Tribe casinos is like Route 63 Airway Heights / West Plains concept outlined in the 2024-2029 TDP.
<b>Relationship to STA Moving Forward</b>	N/A
<b>Changes From Existing Service</b>	Would introduce service on Hayford Road between US 2 and Geiger Blvd.
<b>Changes from 2024-2029 TDP</b>	Renamed Route 65 from Route 63. This route would fill the planned role of Route 63 in September 2024.
<b>2021 Near-Term Investments Plan</b>	Will serve 6 <sup>th</sup> Ave subject to completion of Near-Term Investment S-14.01.

Route 65 would follow what is included in the 2024-2029 TDP as Route 63, which utilizes the current routing of Route 61 with service to Northern Quest Casino, Airway Heights Corrections Center, and Spokane Tribe Casino. This supports STA’s goal of providing more service to the West Plains, including more direct service between Airway Heights and the West Plains Transit Center. Route 65 would shift to run along 6<sup>th</sup> Ave and Craig Rd between US 2 and Lawson St once the arterial network supports the routing, anticipated by early 2025.

Figure 3 - Route 65 Hayford



## 3.2 Focus Area – North Bank / Downtown

### Overview

The proposed changes in this focus area explore service enhancements to better connect North Bank venues to downtown attractions by introducing expanded service on Route 11 weeknights and all day on Saturday and Sunday. Additionally, City Line would be ramped up to its full service level.

### Route 1 City Line

<b>Proposed Revision</b>	Increase in May to 10-minute midday weekdays. Increase in May to 15-minute midday Sundays. Increase late night span by approximately 45 minutes to 1AM
<b>Relationship to STA Moving Forward</b>	The City Line is a key element of <i>STA Moving Forward</i> and a phased implementation was the central impetus of July 2023 service revisions.
<b>Changes From Existing Service</b>	Increased service frequency.
<b>Changes from 2024-2029 TDP</b>	Sunday service revised from earlier assumptions, ensuring alignment with the Single Year Grant Agreement (SYGA), which was predicated on 15-minute service midday
<b>2021 Near-Term Investments Plan</b>	N/A

As part of the adopted July 2023 Service Revisions, the City Line was launched with 15-minute frequencies for most hours of the day. The 2024-2029 TDP planned for peak frequency to increase to every 7.5 minutes beginning January 2024. This improvement will take place prior to the conclusion of the 2024 Service Revisions public input process, and on its own, does not require Board approval. However, it is discussed in this proposal as a component of improvements in 2024, helping inform the public what the proposed network will look like by the end of the year. Service improvements in May 2024 will implement the remaining service investments to match the expectations reflected in STA’s original application for rating of the City Line as well as the Single Year Grant Agreement executed in January 2020. This includes 10-minute service midday on weekdays, 15-minute service midday Sundays, and later night service, weekdays, and Saturday.

The table below shows the anticipated approximate frequency of the City Line with the May 26, 2024 service change. **Items** are changes from the current service.

Table 4 – Route 1 City Line Proposed Anticipated Frequency.

Time Span	Service Windows (approximate)	May 2024 Frequency
Early Morning Weekday	5:00 am - 6:00 am	30 minutes
Early Weekdays	6:00 am - 7:00 am	15 minutes
Weekday AM Peak	7:00 am - 8:30 am	7.5 minutes
Weekday Midday	8:30 am - 3:00 pm	<b>10 minutes</b>
Weekday PM Peak	3:00 pm - 6:00 pm	7.5 minutes
Weekday Evening	6:00 pm - 10:00 pm	15 minutes
Weekday Nights	10:00 pm - <b>1:15 am</b>	30 minutes
Saturday	6:00 am - 10:00 pm	15 minutes
	10:00 pm - <b>1:15 am</b>	30 minutes
Sunday	6:00 am – 8:30 am	30 minutes
	8:30 am – 5:30 pm	<b>15 minutes</b>
	5:30 pm – 10:00 pm	30 minutes

### Route 11 Arena/Downtown Shuttle

<b>Proposed Revision</b>	Supersede weekday evening service with new Route 13 in May 2024. Route 13 will provide night and weekend service.
<b>Relationship to STA Moving Forward</b>	N/A
<b>Changes From Existing Service</b>	Elimination of trips after approximately 6pm.
<b>Changes from 2024-2029 TDP</b>	No changes from 2024-2029 TDP.
<b>2021 Near-Term Investments Plan</b>	N/A

To better provide night and weekend service from downtown Spokane to the Spokane Arena/One Spokane Stadium, staff propose superseding weekday evening service on Route 11 with a newly introduced Route 13. Due to planned closures of Joe Albi Way during events or coinciding events exceeding approximately 7,000 attendees, STA is considering revising the route to operate on Boone Avenue between Howard and Washington streets. A determination will be made in conjunction with any transit priority measures that can be secured by STA.





## New Route 13 North Bank Shuttle

<b>Proposed Revision</b>	Introduce service on nights and weekends in May 2024. Routing yet to be determined
<b>Relationship to STA Moving Forward</b>	This route was not specifically included in STA Moving Forward but supports the goal of improved Saturday night North Bank service.
<b>Changes From Existing Service</b>	N/A
<b>Changes from 2024-2029 TDP</b>	Refinement of concept for extending Route 11 to serve nights and weekends.
<b>2021 Near-Term Investments Plan</b>	Improve service at nights and on weekends.

The 2021 Near-Term Investments Plan called for improved service on nights and weekends between downtown Spokane and the Spokane Public Facilities District venues on the north side of the Spokane River. A new Route 13 shuttle is recommended as an alternative to extending Route 11 to run on nights and weekends. The new route will provide 20-minute service evenings and weekends. This proposed change supports the goal of increased service to the North Bank and addresses the growing need for event-oriented service.

Two options for routing were presented in the Draft Recommendation for public input. Both options traveled east on North River Drive to Division Street after departing the stop at Howard Street north of Boone Avenue to serve hotels located on the eastern edge of downtown. Both options looked toward the future construction of a new Bay 1 at the STA Plaza on the southeast corner of Riverside at Post, as identified in the Plaza Operational Analysis, approved in 2019<sup>1</sup>. One routing (Option A) utilized Washington Street to Joe Albi after departing downtown Spokane. This option also retained service at the current Route 11 bus stop at Main Avenue and Howard Street. Option B was a larger “loop” type routing with northbound travel on Monroe Street.

To maximize the potential benefits of the proposed Route 13, STA will continue discussions with partner agencies and other stakeholders to arrive at a final routing. With less than four months between acceptance of the Final Recommendation and the time that May 2024 service commences, Plaza Bay 1 will not be able to be constructed in time for these improvements. Neither option put forward in this Final Recommendation will be able to utilize Plaza Bay 1. Due to the recommended elimination of late evening trips on Route 11, Route 13 Option A will be able to share the same downtown stop at Main Avenue and Howard Street as Route 11,

<sup>1</sup> [https://www.spokanetransit.com/files/content/Spokane Transit Plaza Operation Analysis - Final Report.pdf](https://www.spokanetransit.com/files/content/Spokane_Transit_Plaza_Operation_Analysis_-_Final_Report.pdf)



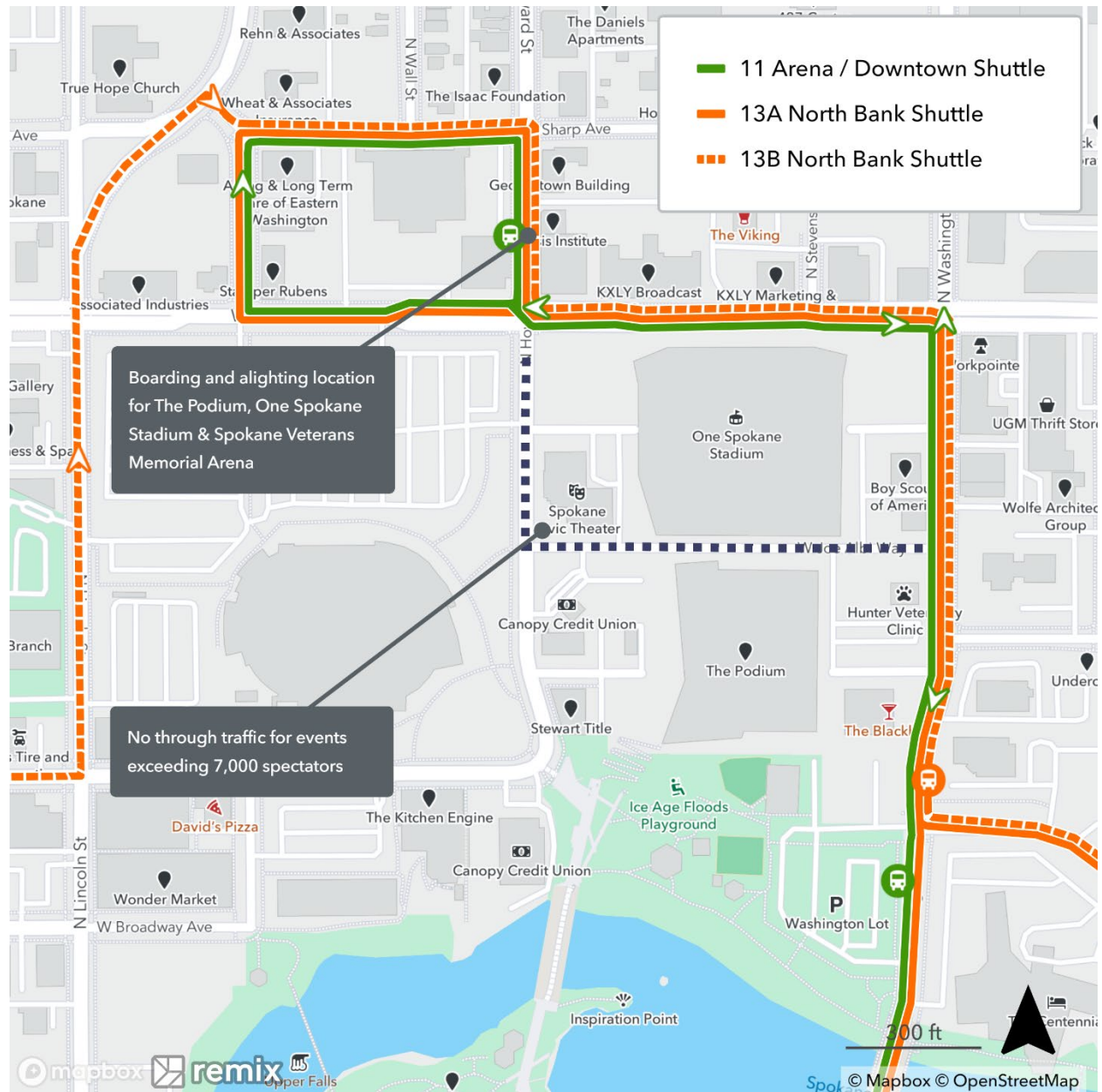
providing commuters who normally ride Route 11 rides back to their parked cars at the arena parking lot once service ends after 6PM as well as providing a bus stop near the STA Plaza. Route 13 Option B still will travel the Monroe Street loop, but nearest Plaza arrival and departures would be at the stop located at Riverside Avenue and Stevens Street.

Although this improvement is being recommended for 2024, there is low confidence that night and weekend service to these venues will succeed unless collaborative efforts are put in place to communicate and prioritize the service. An attractive element of expanded night and weekend service in this area on Route 13 initially is “front-door” service to the Podium, One Spokane Stadium, and the Spokane Veterans Memorial Arena. The current temporal closures of Joe Albi Way and Howard Street to through-traffic during events that exceed approximately 7,000 spectators could hamper the success of the new Route 13 (Figure 5 below). As such, the Final Recommendation differs from the Draft Recommendation in that this routing is moved off Joe Albi Way onto Boone Avenue. This effectively dilutes the idea of “front-door” service, since buses will not be able to serve a stop location identified between the Podium and One Spokane Stadium. Spokane Transit buses will need to alight and board passengers north of Boone Avenue on Howard Street—with private passenger vehicles being able to get spectators closer to the venues. Without traffic enforcement giving transit vehicles priority access to Joe Albi Way and Howard Street during events, this route may not see the anticipated ridership.

Another factor that would help the route to succeed if included at launch, would be integrated event ticketing or promotions given by local hotels and/or the Spokane Public Facilities District. The route will be more utilized if the service is promoted to patrons at the time of purchasing event tickets or booking hotel rooms. One of the targets of this evening/weekend route is moving visitors to Spokane from their hotels to the downtown event venues and back. Out-of-town patrons generally do not know other cities' bus system well and can face a degree of anxiety riding transit in a seldom-visited place.

Route 13 is not the sole service provided to the North Bank, especially for local residents attending events, with frequent service on Monroe and Washington streets, both short walks to the event venues in the area. With improved frequency on Route 28 Nevada recommended in this report, and in line with STA’s comprehensive plan, *Connect Spokane*, calling for High Performance Transit in the corridor. With the route’s southern portion serving Washington Street, there is an opportunity to make service more visible and legible.

Figure 5 – Joe Alibi Way & Howard Street



### 3.3 Focus Area – Northeast Spokane / Hillyard & East Central

#### Overview

The *STA Moving Forward* plan commits to “improve routes and frequency to Hillyard / Northeast Spokane.” Originally, this was planned to be implemented in 2021, but later moved to 2022. In 2022, STA introduced two new crosstown routes that serve Hillyard (routes 35 & 36), while improving Saturday frequency on the 27 Crestline, which was streamlined and extended to serve important retail destinations and new multifamily residential areas in north Spokane. In July 2023, Sunday service was improved on Route 27. Additional routes and frequency investments have been anticipated and were deferred last year due to workforce challenges. With an additional year of ridership and development trends, as well as community feedback, staff developed two options for Northeast Spokane/Hillyard. Staff gathered additional input and conducted further analyses before developing the recommendation for this focus area. The concepts here in the Final Recommendation follow what was written in the Draft Recommendation.

#### Route 26 Lidgerwood

<b>Proposed Revision</b>	Discontinue and replace with Route 31.
<b>Relationship to STA Moving Forward</b>	Prioritize improved frequency on Nevada Street (Route 28) for improved frequency to Northeast Spokane.
<b>Changes From Existing Service</b>	Route replaced by Route 31, no longer serves STA Plaza, instead route will also serve Minnehaha and be anchored at SCC Transit Center.
<b>Changes from 2024-2029 TDP</b>	The TDP did not plan for changes on Route 26.
<b>2021 Near-Term Investments Plan</b>	This route was not included in the Near-Term Investments plan.

Route 26 Lidgerwood is recommended to be superseded by a new Route 31. Routing north of Empire Ave would remain unchanged from that of Route 26. The route would be discontinued due to route naming numbering and naming procedure. The procedure identifies 30s routes as “East-west routes, especially those related to SCC Transit Center.” As the new routing will originate at SCC Transit Center and travel more east-west than the current routing, the proposed Route 31 is a more suitable number in line with STA’s standards.

## Route 27 Crestline

<b>Proposed Revision</b>	Increase frequency to 30-minutes weeknights and Saturday nights and add two trips to weekday evening peak service.
<b>Relationship to STA Moving Forward</b>	Supports the goal of improved routes and frequency to Hillyard / Northeast Spokane.
<b>Changes From Existing Service</b>	Increased frequency.
<b>Changes from 2024-2029 TDP</b>	The TDP planned for an increase in weekday peak frequency to every 15 minutes in 2023.
<b>2021 Near-Term Investments Plan</b>	This route was not included in the Near-Term Investments plan.

Currently, two morning trips augment the 30-minute service on this route to provide limited 15-minute service. Resources that were initially planned for this would help to implement 15-minute service on Route 28 and the creation of Route 31. These improvements will help meet the expectations of improved routes and frequency to Northeast Spokane.

## Route 28 Nevada

<b>Proposed Revision</b>	Increase service frequency to 15 minutes during weekday peaks and weekday midday, and 30 minutes on nights and weekends.
<b>Relationship to STA Moving Forward</b>	Supports the goal of improved routes and frequency to Hillyard / Northeast Spokane.
<b>Changes From Existing Service</b>	Increased frequency.
<b>Changes from 2024-2029 TDP</b>	The TDP did not plan for changes on Route 28.
<b>2021 Near-Term Investments Plan</b>	This route was not included in the Near-Term Investments plan.

Currently, Routes 26 and 28 work together to provide 15-minute service to downtown south of Empire Ave. Due to the current splitting of Routes 26 and 28 north of Empire Ave, transfers to and from Route 33 on Wellesley Ave can be tricky for passengers. The proposed modifications of Route 26 to Route 31 requires continuing the 15-minute service in the Hamilton/Nevada St corridor. This added service to Route 28 would simplify potential issues with transfers to and from Route 33 at Wellesley Ave and retain the current 15-minute service south of Empire Ave while providing more frequent and direct service north of Empire Ave. The recommendation also calls for increased night and weekend frequency, which greatly enhances mobility in Northeast Spokane. Notably, the Nevada Street corridor has long been identified as a future

High-Performance Transit (HPT) corridor. Focusing frequent service in the corridor will introduce opportunities for future investment in enhanced amenities, such as what is found on Route 4 Monroe/Regal.

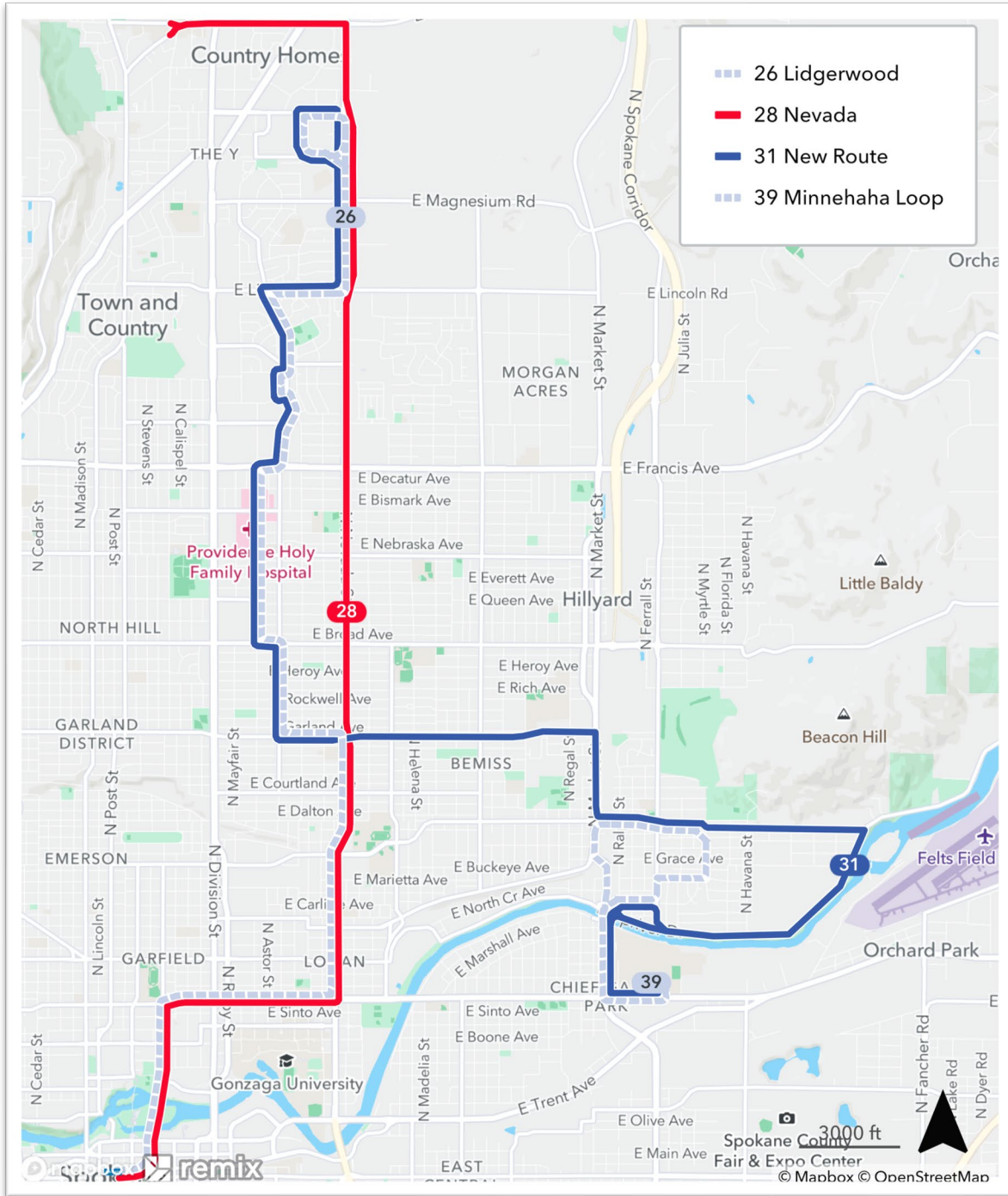
### **New Route 31 Lidgerwood / Empire**

<b>Proposed Revision</b>	Introduce Route 31 as a replacement to supersede routes 26 and 39. Operate with 30-minute frequency weekdays and 60-minute frequency nights and weekends. For STA Operations sake, service scheduling will be tailored in a way for work to be filled with more straight work than split work.
<b>Relationship to STA Moving Forward</b>	Supports the goal of improved routes and frequency to Hillyard / Northeast Spokane.
<b>Changes From Existing Service</b>	New route. Discontinue existing Route 26. Discontinue existing Route 39.
<b>Changes from 2024-2029 TDP</b>	The TDP did not anticipate replacing Route 26 with a new Route 31.
<b>2021 Near-Term Investments Plan</b>	This route was not included in the Near-Term Investments plan.

In this proposal, the current routes 26 and 39 would be modified to become the new Route 31. The route pattern and frequency north of Nevada St and Empire Ave would remain unchanged. However, the southern portion of the route would be modified to operate on Empire Ave between Nevada St and the Northeast Community Center/Hillyard Community Campus area. The route will then serve the Minnehaha neighborhood before terminating at Spokane Community College. This new routing would provide transfers and access from the Hillyard and Minnehaha areas to the medical district around Holy Family Medical Center in Northeast Spokane, as well as continuing to serve Lilac Plaza and the Lighthouse for the Blind. With a connection at SCC Transit Center, the route would also provide access to downtown Spokane via the City Line as well as direct transfers to Spokane Valley via Route 32.

This new route will have 60-minute service on weekends and weekday evenings, ending around 9:30PM on weekdays and Saturdays, and around 5:00PM on Sundays/Holidays. Passengers will see 30-minute service on weekdays from approximately 7:30AM to approximately 4:30PM. Utilizing this approximate nine-hour span for 30-minute weekday midday service has the benefit of reducing the number of coach operators needed to cover the weekday work.

Figure 6 – Route 28 and new Route 31



## Route 39 Minnehaha

<b>Proposed Revision</b>	Discontinue and replace with Route 31.
<b>Relationship to STA Moving Forward</b>	STA Moving Forward contemplated superseding Route 39 with the City Line.
<b>Changes From Existing Service</b>	Route replaced by Route 31. Route is anchored at SCC Transit Center and serves Northpointe via Hillyard Campus and Providence Holy Family Hospital
<b>Changes from 2024-2029 TDP</b>	None, follows SIP concept of discontinuing route.
<b>2021 Near-Term Investments Plan</b>	This route was not included in the Near-Term Investments plan.

A need was identified to retain Route 39 and provide an opportunity to connect riders with Hillyard Campus and other points in north Spokane. A need was also expressed to retain the connection to Spokane Community College from the Minnehaha neighborhood. Furthermore, residents on the east end of the neighborhood—many in multi-family dwellings—desired service that did not require a quarter mile walk to the nearest bus stop.

Superseding Route 39 with the new Route 31 provides these desired connections. Route 31 will provide a one seat ride to Northpointe medical facilities, Providence Holy Family Hospital, and the civic heart of Hillyard at the Hillyard Campus—allowing riders to access the Hillyard Library, the Northeast Community Center, Shaw Middle School, and NEWTech Skill Center. The Safeway at Garland Avenue and Regal Street is the closet grocery store to residents in Minnehaha, and this new route will give residents access to the shopping area there as well as shopping at points further north such as Northtown Mall and the Northpointe business area.

### ***Discontinued stops***

Four existing stops along Route 39 would not be served by Route 31. The table below identifies each stop, existing ridership (weekday average for 2022) and identifies the approximate distance to the nearest bus stop that would still be in service. It is worth noting that many riders today walk considerable distances (more than a half-mile) from multi-family housing complexes to reach the existing route. As recommended in this report, new Route 31 would have bus stops that provide improved coverage in the neighborhood, with new stops instituted along Frederick Avenue and Upriver Drive, near these housing complexes.

Table 5 Route 39 Discontinued Stops

Discontinued Stop	Rt	Ons	Offs	Closest Alternate Stop	Alternate Stop Served by Route(s)	Walking Distance Within
Freya @ Jackson	39	2	4	Freya @ Carlisle (Planned)	31	1/4 Mile
Marietta @ Rebecca	39	2	1	Freya @ Carlisle (Planned)	31	1/4 Mile
Myrtle @ Marietta	39	10	9	Frederick @ Myrtle	31	1/2 Mile
Myrtle @ Cleveland	39	2	1	Frederick @ Myrtle	31	1/4 Mile

### Route 94 East Central / Millwood

<b>Proposed Revision</b>	Increase frequency to 30-minutes weeknights and midday on Saturdays.
<b>Relationship to STA Moving Forward</b>	STA Moving Forward calls to optimize the transit network.
<b>Changes From Existing Service</b>	Increase frequency to 30-minutes on weeknights and midday on Saturdays.
<b>Changes from 2024-2029 TDP</b>	The TDP does not include frequency improvements on Route 94 until 2025.
<b>2021 Near-Term Investments Plan</b>	Implement improved night and weekend frequency identified as S-17 in the Near-Term Investments plan.

While not directly serving Northeast Spokane/Hillyard, the possibility of revision of this route was directly influenced by a proposed implementation of a Millwood to Northeast Spokane connection. As planned for in the 2021 Near-Term Investments and recommended through community input and further staff investigation, Route 94 is recommended to see frequency improvements rather than revised routing in the Final Recommendation. Currently this route runs 30-minute service from approximately 6AM to 6PM, weekdays. Outside of those hours, the route frequency is every 60 minutes. The Final Recommendation calls for expanded 30-minute service from 6PM to approximately 9:30PM on weekdays. This option also calls for expanded midday Saturday service to run at 30-minute frequency.



## 4.0 Service Revision Process and Policy Implications

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Although these concepts listed in this Final Recommendation have been outlined in the *STA Moving Forward* plan and TDP, the ideas for the 2024 Service Revisions were brought forward through the public process (Preliminary Proposal and Draft Recommendation) to receive public input before service can begin. The 2024 Service Revisions are considered moderate (between 1.0% and 10% growth in revenue hours of service in any calendar year). The Communications and Public Input section of STA’s Comprehensive Plan mandates that a public hearing take place and requires board approval for the Final Recommendation. A public hearing took place on January 18, 2024, in order to receive public input on the Draft Recommendation. The Board received no comments on the Draft Recommendation; however, three written comments were received and are included in the Appendix of this report.

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

<p>Preliminary Proposal</p>	<ul style="list-style-type: none"> <li>• Outreach included presentations and discussions at neighborhood group meetings, city council meetings; dialogue with area businesses and agencies-<b>October and November 2023</b></li> <li>• Notices on bus stops</li> <li>• Public/Customer Online Survey</li> </ul>
<p>Draft Recommendation</p>	<ul style="list-style-type: none"> <li>• Presented to the Performance Monitoring and External Relations Committee December 6, 2023</li> <li>• Public/Customer Online Survey</li> <li>• Held public hearing January 18, 2024</li> </ul>
<p>Final Recommendation</p>	<ul style="list-style-type: none"> <li>• Present to the Performance Monitoring and External Relations Committee January 31, 2024</li> <li>• STA Board action February 15, 2024</li> </ul>
<p>Service Changes</p>	<ul style="list-style-type: none"> <li>• May 2024 revisions effective May 26, 2024</li> <li>• September 2024 revisions effective September 15, 2024</li> </ul>

### 4.1 Title VI Implications

In compliance with Title VI of the Civil Rights Act of 1964, the Spokane Transit 2024 Service Revisions includes a statement of the impacts of the proposed service changes on minority and low-income transit users. Section 601 of Title VI of the Civil Rights Act of 1964 states:

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

STA’s proposed 2024 Service Revisions is classified as a moderate service change because the proposed system-wide growth between 1% and 10% of STA’s total revenue hours and not a reduction of hours. Since the service change is not considered major, a Title VI report is not required per Annex 2 listed in *Connect Spokane: A Comprehensive Plan for Public Transportation*.

## 4.2 Paratransit Boundary Implications

Paratransit service is provided to persons whose disability precludes them from accessing or traveling on fixed-route bus service. As a requirement of the Americans with Disabilities Act that it is complementary of fixed-route service, Spokane Transit adheres to the mandate to provide the service within  $\frac{3}{4}$  of a mile of each fixed-route. Paratransit Policy 1.2 of the Comprehensive Plan for Public Transportation states that Spokane Transit will “adhere to a consistent boundary for Paratransit service availability relative to the maximum fixed-route service footprint and span provided.” Where there are exceptions, this policy makes it relatively simple to identify most locations that will be impacted by changes in routes that affect the Paratransit boundary. The maps on the following pages show the Paratransit Service Area impacts should certain aspects of the Final Recommendation go into effect in September of 2024.

### West Plains Paratransit Impacts

Today, Route 63 serves Airway Heights via Flint Road. With the introduction of the new Route 65 serving Airway Heights via Hayford Road, the West Plains paratransit boundary will expand west  $\frac{3}{4}$  mile from Hayford Road. This map is depicted in Figure 7 below.

### Northeast Spokane Paratransit Impacts

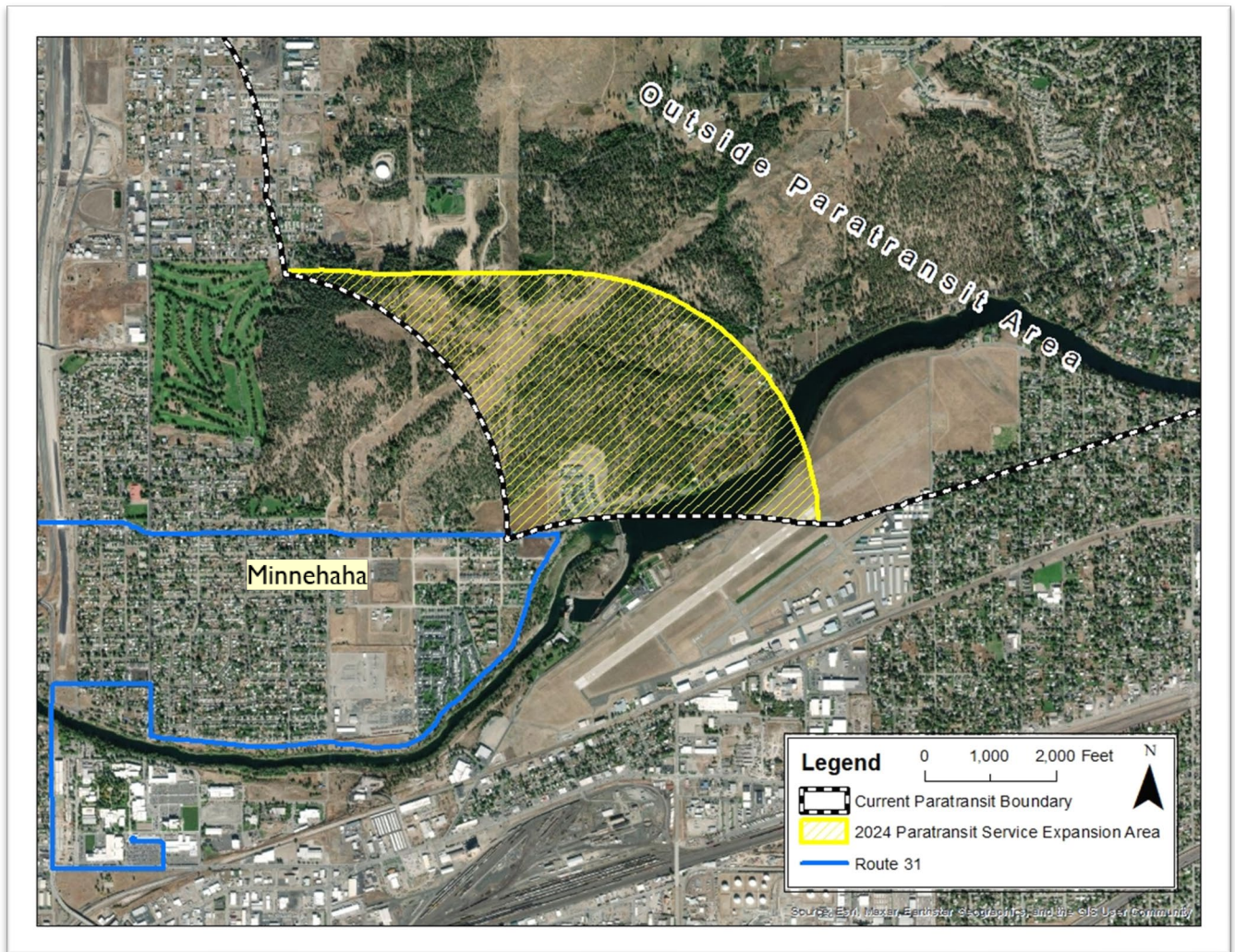
A new area will be eligible for paratransit service if Route 31 follows its recommended routing as presented in this document. Highlighted in the map of Minnehaha in Figure 8 below, a small area, mostly unpopulated will be included within the STA Paratransit boundary. The  $\frac{3}{4}$  mile paratransit buffer around the new Route 31 would include the Sekani Heights development north of the Upriver Dam, northeast of the intersection of Upriver Drive and Frederick Avenue. Also included will be a small number of other residences upriver from the dam.

Figure 7 – West Plains/Hayford Road Paratransit Boundary Change





Figure 8 – Minnehaha Neighborhood Paratransit Boundary Change



# Appendix

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## Draft Recommendation Written Feedback

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**From:** Austin Zion

**Received:** Wednesday, December 13, 2023

**Subject:** Remix Map Comment – Northeast corner of Market Street and Euclid Avenue.

I would take this route if there is going to be a bus stop here otherwise I have to just take Route 33.

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**From:** Anonymous Commenter

**Received:** Monday, January 1, 2023

**Subject:** Remix Map Comment – Service Span

[T]he only complaint I have is that all the buses don't run late enough. I don't get out of work until three in the morning during most of the week \$ [sic] on Saturdays & Sundays. I'm tired of hitchhiking from the U-District back to the "Y" every night.

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**From:** Johnson, Chad <[CJohnson@spokanetransit.com](mailto:CJohnson@spokanetransit.com)>

**Sent:** Tuesday January 9, 2024

**To:** Alena I

**Subject:** RE: Serving north communities

Alena,

I am curious where you are trying to travel and perhaps I might find a better trip plan for you that would not include going downtown.

STA's Route 35 transverses Francis Avenue between G Street and Market Street. One mile south, Route 33 transverses Wellesley between Driscoll Boulevard and Market Steet with 15-minute frequency. Both routes 33 and 35 both can provide east-to-west connections in north Spokane that might help you to make connections to or from other northside routes without going downtown.

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**From:** Alena I <[krasa2@hotmail.com](mailto:krasa2@hotmail.com)>

**Sent:** Tuesday, December 26, 2023 8:22 PM

**To:** Route Feedback <[routefeedback@spokanetransit.com](mailto:routefeedback@spokanetransit.com)>

**Subject:** Serving north communities

To whom it may concern,

May [I] ask to consider a bus route which connects north [S]pokane west to north [S]pokane east?

Currently, community members from north west would have to take a bus to downtown 1st and then transfer to the bus going north east = lengthy commute

Sincerely, Alena I. resident of south Indian trail

Cell 425 XXX XXXX

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# Online Survey Responses

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## Q1

The proposed implementation for Route 13 Option A includes: Modify schedule of Route 11 Downtown/Arena Shuttle to end service around 6pm. The bus travels east on North River Drive, complete a clockwise loop on Division St., Riverside Ave, and Washington Street. The route will serve the same stop as the City Line and Route 11 at Main Ave and Howard St. This option will provide service to the majority of bus stops that are currently served by Route 11 during weekdays and will expand service to hotels and entertainment areas on the North Bank and Downtown Spokane.

- 1. Answered: 2
- 2. Skipped: 82

## Q2

After reviewing the Route 13 Option A map and proposed changes, how do you think the proposed bus network will impact where you are able to go by bus?

- 1. Answered: 75
- 2. Skipped: 9

ANSWER CHOICES	RESPONSES
I will be able to go to more places I want and need to by bus	24.00%
	18
I will be able to go to fewer places I want and need to by bus	5.33%
	4
The proposed bus network will not change the number of places I could go to by bus	16.00%
	12
My travel will not be impacted by the proposed bus network	54.67%
	41



ANSWER CHOICES	RESPONSES
TOTAL	75

**Q3**

After reviewing the Route 13 Option A map and proposed changes, how do you think the proposed bus network will impact how long it takes you to get places by bus?

- 1. Answered: 75
- 2. Skipped: 9

ANSWER CHOICES	RESPONSES
It looks likes it will be faster to get to places I want or need to go to by bus	22.67% 17
It looks like it will be slower to get to places I want or need to go to by bus	4.00% 3
There is no change to how long it takes me to go places by bus	17.33% 13
My travel will not be impacted by the proposed bus network	56.00% 42
TOTAL	75

**Q4**

The proposed implementation for Route 13 Option B includes: Modify schedule of Route 11 Downtown/Arena Shuttle to end service around 6pm. The bus travels east on North River Drive, complete a clockwise loop on Division St., Riverside Ave, and Washington Street. The route option will serve a stop near the STA Plaza. After serving the New Plaza Bay 1, the bus continues across the Monroe Street Bridge before returning to the Arena Parking Lot. This

option will focus service to hotel and entertainment locations on the North Bank and Downtown as well as provide additional bus stops near the Spokane Arena to support event access.

90 Answered: 2

91 Skipped: 82

**Q5**

After reviewing the Route 13 Option B map and proposed changes, how do you think the proposed bus network will impact where you are able to go by bus?

1. Answered: 78

2. Skipped: 6

ANSWER CHOICES	RESPONSES
I will be able to go to more places I want and need to by bus	37.18%
	29
I will be able to go to fewer places I want and need to by bus	5.13%
	4
The proposed bus network will not change the number of places I could go to by bus	8.97%
	7
My travel will not be impacted by the proposed bus network	48.72%
	38
TOTAL	78

**Q6**

After reviewing the Route 13 Option B map and proposed changes, how do you think the proposed bus network will impact how long it takes you to get places by bus?

1. Answered: 75

2. Skipped: 9

ANSWER CHOICES	RESPONSES
It looks likes it will be faster to get to places I want or need to go to by bus	33.33% 25
It looks like it will be slower to get to places I want or need to go to by bus	10.67% 8
There is no change to how long it takes me to go places by bus	6.67% 5
My travel will not be impacted by the proposed bus network	49.33% 37
TOTAL	75

**Q7**

Between Route 13 Option A and Route 13 Option B, which option is most appealing to you?

1. Answered: 50
2. Skipped: 34

ANSWER CHOICES	RESPONSES
Route 13 Option A	34.00% 17
Route 13 Option B	66.00% 33
TOTAL	50

**Q8**

Please tell us why you picked this route option?

1. Answered: 57
2. Skipped: 27

*It looks like it will have a broader reach of places*

*1/11/2024 08:53 AM*

*It's faster*

*1/10/2024 12:44 PM*

*B allows the bus to avoid Howard, by going up Lincoln, it would be possible to be dropped off at the rarely used West entrance to the Arena. This routing avoids the most traffic during events.*

*1/10/2024 12:30 PM*

*Honestly, I selected a random one because this route does not affect me.*

*1/10/2024 07:46 AM*

*More options for places to visit downtown. Looks like less downtown congestion to deal with as well.*

*1/9/2024 11:06 AM*

*Neither*

*1/9/2024 10:28 AM*

*I would not use the route, I just had to pick one*

*1/8/2024 06:18 AM*

*It connects a larger area with a similar length of route*

*1/6/2024 03:30 PM*

*Seems less confusing.*

*1/3/2024 06:17 PM*

*Option b covers more square ft and more accessibility and more people will ride the bus which is more money*

*1/3/2024 12:26 PM*

*hard to say*

*1/2/2024 08:29 PM*

*I have no need for this route.*

*1/1/2024 05:42 AM*

*Covers areas that need covered*

*12/31/2023 08:24 AM*

*Option B covers more area not covered by the shuttle*

*12/29/2023 10:53 PM*

*Option b*

*12/28/2023 02:06 PM*

*More inline with places I travel too.*

*12/28/2023 01:13 PM*

*It has more variety*

*12/27/2023 04:54 PM*

*N/A*

*12/27/2023 11:52 AM*

*Option B cause it seem faster*

12/26/2023 07:11 PM

*The route proposal covers more places*

12/26/2023 07:00 PM

*I did not I do not use this bud system and the 90 and the 32 bus routes are the ones need fixing the most*

12/23/2023 01:47 PM

*like the direct connectivity of A, but I a little torn. I like both proposals. I think downtown would benefit from a circulator and both options help with that.*

12/23/2023 10:41 AM

*it makes more sense to have the route be slightly more different from route 11*

12/23/2023 08:15 AM

*It makes more sense.*

12/22/2023 05:23 PM

*Greater area coverage seems more appealing.*

12/21/2023 08:32 PM

*More options to park downtown and eat and then catch the bus to the arena, podium, etc.*

12/20/2023 12:21 PM

*Routes is not the issue, the issue is that the Sunday and Saturday schedule is making it harder to get to trent and fancher my job start 7am if I am lucky I make it by 8 am and it's winter at least 30 minutes in-between bus on the weekends and what's up with the 26 bus starting 8:20 am and I get off 5:30 pm and always miss the 32 bus and have to wait an hour for the next one, please have wait time in the evening it is cold out I would be fine with paying more if your you change wait time to less then 30 minutes it doesn't matter matter change the routes don't solve the problem with the weekend some of us need to get work at 7am Sunday*

12/20/2023 10:46 AM

## Q9

The proposed implementation of the new Route 31 includes: Replacement of Route 26 Lidgerwood north of Empire Ave and Route 39 Minnehaha Loop 30-minute frequency during weekdays from about 7:30am to 4:30pm 60-minute frequency at night and on weekends Supports improved coverage and frequency to Northeast Spokane / Hillyard This new route serves all the same bus stops as Route 26 north of Empire Ave, including service on Dakota Street near Walmart and Winco. In addition, this route retains connection to the SCC Transit Center for the Minnehaha community and offers additional connection options to reach desired locations in West and North Spokane. It provides new east-west connections to the Hillyard Community Campus, home of the Hillyard Library, Northeast Community Center and Shaw Middle Schedule, among other public and non-profit resources and services.

1. Answered: 8
2. Skipped: 76

**Q10**

After reviewing the new Route 31 map and proposed changes, how do you think the proposed bus network will impact where you are able to go by bus?

- 1. Answered: 70
- 2. Skipped: 14

ANSWER CHOICES	RESPONSES
I will be able to go to more places I want and need to by bus	40.00% 28
I will be able to go to fewer places I want and need to by bus	11.43% 8
The proposed bus network will not change the number of places I could go to by bus	11.43% 8
My travel will not be impacted by the proposed bus network	37.14% 26
TOTAL	70

**Q11**

After reviewing the new Route 31 map and proposed changes, how do you think the proposed bus network will impact how long it takes you to get places by bus?

- 1. Answered: 70
- 2. Skipped: 14

ANSWER CHOICES	RESPONSES
It looks likes it will be faster to get to places I want or need to go to by bus	34.29% 24

ANSWER CHOICES	RESPONSES
It looks like it will be slower to get to places I want or need to go to by bus	12.86% 9
There is no change to how long it takes me to go places by bus	11.43% 8
My travel will not be impacted by the proposed bus network	41.43% 29
TOTAL	70

**Q12**

After reviewing the map of the new Route 31, please rate your approval of the proposed route.

- 1. Answered: 56
- 2. Skipped: 28

1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
8.93%	3.57%	10.71%	30.36%	46.43%		
5	2	6	17	26	56	4.02

*Route 26 needs to go DT. Route 28 already goes to Whitworth, why not have it go to SCC? Makes way more sense I think. 28 could be the SCC/Whitworth Express. PLEASE just leave route #26 alone! SOO many low income/disabled people depend on it and the 27 for grocery trips and daily/weekly appointments.*

*1/11/2024 01:07 AM*

*The same*

*1/10/2024 12:45 PM*

*Moving transfers out of the Plaza will help remove the stigma of having to visit the plaza for every bus transfer.*

*1/10/2024 12:32 PM*

*I wish there were a way to easily get to the valley From Hillyard, but I am super excited for bus service for the Riverwalk and Beau Rivage area. I will definitely be using the bus over taking my*

*vehicle if two-way bus service and stops closer than 3/4 of a mile are in place. I'm super excited for the proposed changes.*

*1/9/2024 11:15 AM*

*Service ends two hours or so earlier*

*1/8/2024 12:31 PM*

*Not impacted by the route*

*1/8/2024 06:19 AM*

*The old route 26 seems redundant with route 28 becoming frequent, the 31 provides new opportunities.*

*1/6/2024 03:33 PM*

*Not a fan of the eastern-most portion of the routing. Indirect.*

*1/3/2024 06:38 PM*

*Lack of routing in neighborhood surrounding Shiloh Hills, doesn't connect me to good other routes*

*1/2/2024 08:36 PM*

*i need holy family on my route*

*1/2/2024 08:30 PM*

*Nothing will changed. It's the same. I don't need the 28 North at 3 A.M Monday through Sundays or Paratransit at 3 A.M.*

*1/1/2024 05:59 AM*

*While the new line covers more underserved areas it also requires a transfer to 28 for anything served by the southern section of 26, and it completely removes the neighborhood loop of northern minnehaha*

*12/29/2023 10:57 PM*

*No affect*

*12/28/2023 01:13 PM*

*It is in a more convenient place to reach where I live on the route.*

*12/27/2023 11:54 AM*

*Cause it seems to be faster*

*12/26/2023 07:15 PM*

*I still would like to see a connection to At gone as I think the city would benefit from more connectivity with the valley.*

*12/23/2023 10:43 AM*

*Route next to Beau Rivage Apts, prior to this proposal the closest stop was a 15 minute walk away*

*12/22/2023 10:36 AM*

*This route would eliminate current obstacles I have taking the bus.*

*12/21/2023 08:33 PM*

*I don't take this bus so hopefully this is postive for anyone that does*

*12/20/2023 12:22 PM*

*Route 31 not terminating at hastings P&R but nice to have given I'm a student at SCC and I live in the fairwood area.*

*12/19/2023 04:30 AM*



*While the service is good for those with access to RideShare, these routes need better connectivity.*

*Rad*

*12/15/2023 06:04 AM*

*No opinion as I do not ride this bus.*

*12/14/2023 03:33 PM*

*Not sure*

*12/14/2023 03:47 AM*

*This change would require commuters to make transfers to get to the Plaza downtown, which has direct lines out and would require the crossing of Nevada on foot during the rush hour*

*12/13/2023 02:28 PM*

*cThe route does meander and deviate from a direct path but it does provide service to areas that do not have bus service currently. I think it is a good compromise, especially with added frequency and service on Nevada Street.*

*12/13/2023 10:07 AM*

*I need to take the 39 to go from my house to SCC. I will not be able to get to SCC after being picked up at Frederick and Freya. I rely on the bus as I am epileptic and can't drive. If the bus goes on the 31 route in both directions then it will be OK. But it looks like it only goes from SCC to my house then to Garland. I need to go from my house to SCC.*

*12/13/2023 07:48 AM*

*It will give services to an area that did not have any service to begin with and would give a connection to downtown on Route 28.*

*12/13/2023 04:13 AM*

*Service time end too early*

*12/12/2023 06:03 PM*

*If there was a bus Stop close or at the intersection of market and Euclid then it will not impact my travel of where I need to go.*

*12/12/2023 01:58 PM*

*I love that its adding more places and covering areas removed from route 39 and 26.*

*12/12/2023 01:35 PM*

*31 North I'd be able to go to Walmart WinCo area for shopping only have to take one bus from the community college*

*12/12/2023 11:26 AM*

*Anything that gives one of our states poorest neighborhoods more public transit is a good thing*

*12/12/2023 10:44 AM*

*Route 31 looks like such a great alternative to Route 39 and 26 especially as it connects to the SCC Transit Center. People who currently use Route 26 will still be able to access place that it covered and when needed, transfer to and from Route 28.*

*12/11/2023 06:59 PM*

*It'll be nice having to not walk long distances back to my place, since the drivers don't pay attention to the pedestrians on Upriver Drive.*

*12/11/2023 06:57 PM*

*N/A*

12/11/2023 06:17 PM

Route 31 to check Gary Park is a good idea

12/11/2023 03:57 PM

I want route 31 to comeback because it used to be 31 Garland

12/11/2023 03:41 PM

Seems an upgrade to Minnhaha neighborhood/SCC as don't have to TRANSFER from 33

12/11/2023 03:39 PM

NA

12/11/2023 03:27 PM

### Q13

Below is a map of the Draft 2024 Transit Network. Earlier proposals were published in October 2023, followed by online surveys. The draft network depicted is informed by previous surveys and community outreach feedback. For a more detailed view of the proposed network, please view this mapping tool with zoom options. Clicking on a route will display approximate frequencies by time of day. Please review the map before or at the same time as completing this section of the survey. You can also submit comments directly by emailing [routefeedback@spokanetransit.com](mailto:routefeedback@spokanetransit.com) until January 18, 2024.

1. Answered: 10
2. Skipped: 74

### Q14

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

1. Answered: 67
2. Skipped: 17

ANSWER CHOICES	RESPONSES
A bus route will be closer to my home, work, school, or other frequent destination of mine	32.84% 22
A bus route will be further from my home, work, school, or other frequent destination of mine	7.46% 5

ANSWER CHOICES	RESPONSES
The proximity of a bus route to my home, work, school, or other frequent destination of mine would not change	34.33% 23
My travel will not be impacted by the proposed bus network	25.37% 17
TOTAL	67

**Q15**

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

1. Answered: 66
2. Skipped: 18

ANSWER CHOICES	RESPONSES
I will be able to go to more places I want and need to by bus	40.91% 27
I will be able to go to fewer places I want and need to by bus	10.61% 7
The proposed bus network will not change the number of places I could go to by bus	28.79% 19
My travel will not be impacted by the proposed bus network	19.70% 13
TOTAL	66

**Q16**

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

- 1. Answered: 66
- 2. Skipped: 18

ANSWER CHOICES	RESPONSES
It looks likes it will be faster to get to places I want or need to go to by bus	42.42% 28
It looks like it will be slower to get to places I want or need to go to by bus	13.64% 9
There is no change to how long it takes me to go places by bus	21.21% 14
My travel will not be impacted by the proposed bus network	22.73% 15
TOTAL	66

**Q17**

After reviewing the 2024 Draft Transit Network, please rate your approval of the proposed network.

- 1. Answered: 55
- 2. Skipped: 29

	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
S	10.91%	1.82%	7.27%	36.36%	43.64%		
	6	1	4	20	24	55	4.00

Slow

1/10/2024 12:45 PM

Looks good.

1/10/2024 12:35 PM

*I am super excite at the possibility of bus service in my area! Usually I must walk close to a mile to the nearest bus stop.*

1/9/2024 11:18 AM

*New route 31 makes my bus trip easier in some ways, harder in others*

1/8/2024 12:32 PM

*This did not seem to effect the bases I take*

1/8/2024 06:21 AM

*i can't understand the map!*

1/2/2024 08:32 PM

*route 92 was the only proposal that would've been beneficial for me.*

1/2/2024 12:21 PM

*I agree with the discontinuation of the 26 because I stopped using it in 2011. But I will never understand why all of the buses have to stop running so early every night? Do are bus drivers have to warm up their bottles & change their diapers & go to bed before ten p.m.? Some people don't get out of work until 1 a.m. & 3 a.m. Disabled and all. Just so you know. Ubers and Lyfts ad up after a a few years.*

1/1/2024 06:51 AM

*Overall its good, it just loses points due to the discontinuation of the neighborhood served by the minnehaha loop*

12/29/2023 10:59 PM

*Not much difference*

12/28/2023 01:14 PM

*There are still no bus routes in the area around Barker south of Sprague/Appleway*

12/27/2023 04:57 PM

N/A

12/27/2023 11:55 AM

*I think it will be faster*

12/26/2023 07:16 PM

*Route 27 is noted on map*

12/26/2023 07:07 PM

*You should be increasing the capacity and frequency of the 90. The 32 bud towards pines should go down mireabeau or you should have a bud that goes off pines to Mirabeau.*

12/23/2023 01:48 PM

*I would still like an Argonne connection from SCC, but I love the increased frequency of route 28, this is especially important for Whitworth students and it might encourage more students to use Transit*

12/23/2023 10:45 AM

*I still have to walk 1/2 mile from my house to the 1st bus of the day that gets me to work on time.*

12/22/2023 05:26 PM

Lack of service from Mead to North Spokane is disappointing

12/22/2023 01:24 AM

I would still like an Argonne connection from SCC, but I love the increased frequency of route 28, this is especially important for Whitworth students and it might encourage more students to use Transit

12/23/2023 10:45 AM

I still have to walk 1/2 mile from my house to the 1st bus of the day that gets me to work on time.

12/22/2023 05:26 PM

Lack of service from Mead to North Spokane is disappointing

12/22/2023 01:24 AM

The overall changes strike a balance between increasing service on existing routes, improving reliability, and providing new service to areas currently without convenient transit service.

12/13/2023 10:10 AM

The 39 needs to stay but needs to be expanded to Havana. The 39 is the only route close enough to my house that goes to SCC. I need to be able to get to and from SCC.

12/13/2023 07:53 AM

Overall a good coverage but do not like how Route 22 is routed near the VA Medical Center. Leave Route 22 and 35 the way they serve VA Medical Center now.

12/13/2023 04:28 AM

I see some of routing like 6, 60, 61 ending service on the outbound than 11:20pm, please don't change it. If you can add one more departure like 11:45pm or 12:05am to fit city line transfer would be great

12/12/2023 06:08 PM

None of the proposed Routes change will impact me except for the 31 & 33 if there is not a bus stop at Euclid and market

12/12/2023 02:25 PM

With more frequent times I hope to be able to transfer or just take one bus to where I need to go. Thank you for all your help

12/12/2023 11:28 AM

I'm not a city planner, idk

12/12/2023 10:47 AM

I believe this is a great proposal with a bunch of addressed feedback and will make riding the bus system much better, especially with Route 31!

12/11/2023 07:00 PM

The new routes will helpful

12/11/2023 06:18 PM

Best map ever

12/11/2023 03:58 PM

Route 31 has been gone for years

12/11/2023 03:44 PM

NA

12/11/2023 03:29 PM

### Q18

Overall, what would like to share about the proposed 2024 bus route changes?

1. Answered: 34
2. Skipped: 50

*I'm glad to see more frequent service to some lines, but it would be ideal to see 15 minute service every day at every stop. It would also be good to see a future line running east-west on the lower south hill, perhaps along 14th street.*

*1/11/2024 09:07 AM*

*Sigh...I disagree with the changes for the #26. As the population increases on this route, it is necessary to have 2 bus routes that go DT in this area.*

*1/11/2024 01:46 AM*

*Would be nice to have better access to the airport from the valley, right now Route 74 is a one seat ride all the way from Liberty Lake but not on weekends. The airport isn't closed on the weekends, why limit connects to it?*

*1/10/2024 12:37 PM*

*More routes in the Valley, or at least fix stops so the bus isn't letting people off in ditches - see the stop at Arby's on Indianaby best buy is you need an example, maybe at lightning to bus stop posts in the valley. Also, an express bus from the VTC to WPTC would be nice. I bet you could get a grant from Amazon to make that happen.*

*1/8/2024 06:36 AM*

*Ambivalent*

*1/3/2024 06:50 PM*

*don't take away the #26 route*

*1/2/2024 08:36 PM*

*Increased frequency of route 94 might be usefull. Otherwise I am unaffected. Better than no changes, but I preferred the route 92 proposal.*

*1/2/2024 12:26 PM*

*What change? Where? You just got rid of a bus I stopped using back in 2011. That's it. You still don't go to my church. Not even Paratransit.*

*1/1/2024 07:05 AM*

*They need a route that goes down Hayford in airway. And the 66 should continue to drop people off when it changes to the 6, and goes to k st.*

*12/28/2023 02:16 PM*

### Q19

Where area do you live in?

1. Answered: 68
2. Skipped: 16

ANSWER CHOICES	RESPONSES
Airway Heights	1.47% 1
Central Spokane	7.35% 5
Cheney	7.35% 5
Coeur d' Alene	0.00% 0
Fairchild Air Force Base	0.00% 0
Geiger Heights	0.00% 0
Liberty Lake	0.00% 0
Mead	2.94% 2
Medical Lake	0.00% 0
Millwood	4.41%



ANSWER CHOICES	RESPONSES
	3
Northeast Spokane	13.24%
	9
Northwest Spokane	14.71%
	10
Post Falls	0.00%
	0
Spokane Valley	11.76%
	8
South Spokane	8.82%
	6
West Plains	0.00%
	0
Hillyard	1.47%
	1
Minnehaha	13.24%
	9
Other (please specify)	13.24%
	9

ANSWER CHOICES	RESPONSES
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TOTAL	68
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**Q20**

What is your zip code?

1. Answered: 59
2. Skipped: 25

Zip Code	Responses	Percent
99001	1	2%
99004	4	7%
99005	2	3%
99016	3	5%
99021	1	2%
99201	5	8%
99202	2	3%
99203	1	2%
99204	2	3%
99205	9	15%
99206	1	2%
99207	5	8%
99208	5	8%
99212	1	2%
99216	3	5%
99217	7	12%

99218	2	3%
99223	4	7%
99316	1	2%
TOTAL	59	100%

**Q21**

How often do you ride the bus?

- 1. Answered: 68
- 2. Skipped: 16

ANSWER CHOICES	RESPONSES
3 days a week or more	75.00%
	51
1-2 days a week	7.35%
	5
Occasionally (less than once a week)	14.71%
	10
I don't ride the bus	2.94%
	2
TOTAL	68

**Q22**

Do you use paratransit service?

- 1. Answered: 67
- 2. Skipped: 17

ANSWER CHOICES	RESPONSES
Yes	7.46%
	5
No	92.54%
	62
TOTAL	67

**Q23**

Do you use Rideshare (Vanpool) service?

1. Answered: 67
2. Skipped: 17

ANSWER CHOICES	RESPONSES
Yes	1.49%
	1
No	98.51%
	66
TOTAL	67

**Q24**

Where do you go when you are using the bus, paratransit, or Rideshare (Vanpool)? Check all that apply.

1. Answered: 64
2. Skipped: 20

ANSWER CHOICES	RESPONSES
Work	64.06% 41
Recreation or activities	64.06% 41
School	26.56% 17
Medical appointments	43.75% 28
Airport (for travel)	15.63% 10
Shopping/errands	60.94% 39
To see family/friends	40.63% 26
Other (please specify)	7.81% 5

Total Respondents: 64

*Family*  
1/10/2024 12:48 PM

*I stopped using the bus in protest because everything I do ends somewhere between 1 A.M. or 3 A.M. And I'm tired of walking from Magnesium to Dicism & Magnesium to Becada. I want the original bus stops back where they were.*

*1/1/2024 07:05 AM*

*Aa meeting friends with bob*

*12/14/2023 03:55 AM*

*And to see my boyfriend*

*12/13/2023 06:46 AM*

*Food bank*

*12/12/2023 02:28 PM*

### Q25

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

1. Answered: 26
2. Skipped: 58

ANSWER CHOICES	RESPONSES
No service where I live	30.77%
	8
No service where I need to go	3.85%
	1
Service is not available at the time I need to travel	7.69%
	2
Service is not frequent enough	11.54%
	3
Service is too expensive	0.00%
	0
I am not comfortable using transit service	0.00%

ANSWER CHOICES	RESPONSES
	0
I prefer to drive	0.00%
	0
There is not enough parking at park & ride lots	0.00%
	0
Other (please specify)	46.15%
	12
TOTAL	26

*I use the services*

*1/8/2024 06:36 AM*

*none of the above*

*1/2/2024 08:36 PM*

*(Between 1 A.M. & 3 A.M. to get home from work.)*

*1/1/2024 07:05 AM*

*I do*

*12/28/2023 01:17 PM*

*I enjoy riding the bus*

*12/26/2023 07:23 PM*

*I prefer to walk*

*12/14/2023 03:55 AM*

*Service is unreliable and takes me 2 hours to take a trip your planner says should take 55 minutes.*

*12/13/2023 02:30 PM*

*N/A*

*12/13/2023 08:00 AM*

*Because I can't drive*

*12/13/2023 06:46 AM*

*N/A*

*12/12/2023 02:28 PM*

*N/A*

*12/11/2023 06:20 PM*

*I would get a ride since the bus doesn't go to certain places*  
12/11/2023 03:33 PM

**Q26**

What is your age?

- 1. Answered: 65
- 2. Skipped: 19

ANSWER CHOICES	RESPONSES
under 18	4.62% 3
18-24	26.15% 17
25-34	26.15% 17
35-44	13.85% 9
45-54	15.38% 10
55-64	6.15% 4
65+	7.69% 5
TOTAL	65



**Q27**

Gender (select all that apply)

- 1. Answered: 65
- 2. Skipped: 19

ANSWER CHOICES	RESPONSES
Female	30.77%
	20
Male	66.15%
	43
Non-binary	4.62%
	3
Prefer not to say	1.54%
	1

Total Respondents: 65

Comments(0)

**Q28**

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

- 1. Answered: 66
- 2. Skipped: 18

ANSWER CHOICES	RESPONSES
English	100.00%
	66

ANSWER CHOICES	RESPONSES
Russian	0.00% 0
Spanish	6.06% 4
Vietnamese	1.52% 1
Marshallese	0.00% 0
Arabic	0.00% 0
Ukrainian	0.00% 0
Mandarin	1.52% 1
Salish	1.52% 1
Other (please specify)	3.03% 2

Total Respondents: 66

Chinese

12/12/2023 06:12 PM

Chinese

12/11/2023 03:44 PM

**Q29**

How do you self-identify by race? Check all that apply

- 1. Answered: 63
- 2. Skipped: 21

ANSWER CHOICES	RESPONSES
White	88.89%
	56
Black or African American	3.17%
	2
Hispanic or Latino	3.17%
	2
Asian or Asian American	6.35%
	4
American Indian or Alaska Native	1.59%
	1
Native Hawaiian or other Pacific Islander	0.00%
	0
Middle Eastern or North African	0.00%
	0

ANSWER CHOICES	RESPONSES
Prefer not to say	3.17%
	2
Other (please specify)	0.00%
	0

Total Respondents: 63

**Q30**

What is your annual household income?

- Answered: 63
- Skipped: 21

ANSWER CHOICES	RESPONSES
Under \$15,000	15.87%
	10
Between \$15,000 and \$29,999	17.46%
	11
Between \$30,000 and \$49,999	11.11%
	7
Between \$50,000 and \$74,999	17.46%
	11
Between \$75,000 and \$99,999	3.17%
	2

ANSWER CHOICES	RESPONSES
Between \$100,000 and \$150,000	12.70% 8
Over \$150,000	4.76% 3
Prefer not to say	17.46% 11
TOTAL	63

## **SPOKANE TRANSIT AUTHORITY**

### **Staff Report – 7A. 2024 Service Revisions Final Recommendation Addendum: North Bank Shuttle**

**Presented:** STA Board Meeting – February 15, 2024

**SUBJECT:** 2024 SERVICE REVISIONS: DRAFT RECOMMENDATION

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**SUMMARY:** The 2024 Service Revisions Final Recommendation report left open the final service plan for shuttle options between downtown Spokane and the North Bank, subject to further refinement. Staff will present Alternative 1, extending service of the existing Route 11, to the Board of Directors on February 15, 2024, as an addendum to the Final Recommendation for a single motion for approval.

**BACKGROUND:** Route 11 Arena/Downtown Shuttle modifications were originally identified in the Near-Term Investments adopted December 2021 in Resolution No. 790-21, the Service Improvement Program (SIP) 2024-2026, and in the Transit Development Plan (TDP) 2024-2029. These modifications included expanding the span of service to nights and weekends and increasing frequency to 20 minutes. The goal of exploring complementary service enhancements to better connect North Bank venues to downtown attractions was also included in the SIP and 2024 Service Revisions Preliminary Proposal. Throughout the 2024 Service Revisions process, staff gathered feedback on several routing alternatives. Following the January 18, 2024, public hearing, members of the STA Board of Directors expressed interest in additional stakeholder feedback. To aid additional outreach, STA drafted additional alternatives and identified evaluation criteria to help describe the differences between each alternative.

The additional routing alternatives were shared with the City of Spokane, including Mayor Lisa Brown, Steven MacDonald; Stephanie Curran of the Spokane Public Facilities District; and the Downtown Spokane Partnership, including its board members and President and CEO Emilie Cameron.

**ROUTE ALTERNATIVES:** Four route alternatives will be presented to the Board of Directors (see presentation for the STA Board of Directors) including each alternative's assessment against the criteria determined through the public outreach process.

**RECOMMENDATION:** After assessing the proposed North Bank Shuttle alternatives, Alternative 1, the existing Route 11 Arena/Downtown Shuttle, is recommended for approval as an addendum to the 2024 Service Revision Final Recommendation. Approval of Alternative 1 includes:

- Implementation of extended service in May 2024
- Extended operation of Route 11 seven days a week including nights and weekends

The finalized span and frequency will be determined by STA. Spokane Transit Authority will monitor the route implementation and may adjust service frequency, span, bus stop locations, or routing as early as September 2024.

Staff anticipate bringing forward a promotional fare period for consideration to the Performance Monitoring & External Relations Committee meeting in March 2024.

**RECOMMENDATION TO COMMITTEE:** Approve, by motion, the 2024 Service Revisions Final Recommendation, including the North Bank Shuttle recommendation addendum, as presented.