

July 2023 Service Revisions

Draft Recommendation

Prepared for:
STA Board of Directors

1/11/2023



Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. Please call (509) 325-6094 (TTY WA Relay 711) or email earneson@spokanetransit.com.

Table of Contents

I. Executive Summary	4
Introduction	4
Background	4
Summary of Recommended Revisions	5
II. Development of the Draft Recommendation	8
Operational Constraints	8
Adopted Plans and Programs	8
Connect Spokane	8
STA Moving Forward	8
2023-2028 Transit Development Plan	9
Customer Feedback	9
III. Recommended Revisions	11
City Line (Route 1)	11
Route 11 Plaza / Arena Shuttle	13
Route 12 Southside Medical Shuttle	14
Route 14 South Adams / Napa	15
Route 26 Lidgerwood	16
Route 27 Crestline	18
Route 28 Nevada	18
Route 29 SCC	20
Route 34 Freya	21
Route 38 Upriver / Argonne	22
Route 39 Mission	22
Route 42 South Adams	24
Route 60 Airport	24
Route 61 Hwy 2	26
Route 63 Airway Heights / West Plains	28
Route 67 Swoop Loop	28
Route 94 East Central / Millwood	29

Route 95 Mid-Valley	29
Route 247 Lincoln Park / Ferris HS	30
Route 631 Hayford / McFarlane Shuttle.....	31
Routes with Minor Schedule Adjustments	32
Public Outreach and Special Considerations	33
Public Process and Implementation Timeline	33
Planned Neighborhood Council Meetings.....	34
Survey Outreach and Web Based Meetings	34
Title VI Implications	35
Paratransit Service Area Implications.....	36
Paratransit Impacts	36
Appendix	37

I. Executive Summary

Introduction

This report embodies the draft recommendation for service improvements and revisions for July 2023. It is informed by past decisions by the Spokane Transit Authority (STA) Board of Directors, while addressing in a conservative manner the current workforce challenges described below, in addition to ongoing community feedback and system performance reviews. As a draft recommendation, the foregoing recommendations represent a basis for board, customer, and community input. A final recommendation is anticipated in March 2023 for board deliberation and action.

Background

In May 2021 the STA Board of Directors approved a package of major service revisions that was planned to take effect May 2022 with the launch of the City Line and other key service improvements identified in the *STA Moving Forward* plan. Later the same year, the Board identified and approved additional service improvements to support regional growth as part of a package of Near-Term Investments (Resolution No. 790-21). These improvements were envisioned to be implemented over several years beginning in 2022.

In October 2021 the CEO reported to the board on disruptions to the supply chain for City Line station shelters that resulted in shifting the project launch date to July 2023. Instead of shifting all service improvements to this new date, staff planned for a phased implementation of the approved May 2022 Service Revisions and Near-Term Investments with the first tranche representing an approximate 3.6% growth in service going into effect August 2022. A second and final phase was contemplated for July 2023 and identified in the board-approved Transit Development Plan: 2023-2028 (TDP).

Throughout 2022, STA's services have been impacted by staffing challenges. These are not unique to STA or the transit industry and have been reported to the STA Board of Directors in multiple instances beginning in March 2022. Service growth requires more operators and STA continues to recruit and grow the workforce. As a mitigating tactic in response to ongoing disruptions in the labor market, STA now proposes to present and seek approval on recommended service revisions that align service growth relative to projected workforce availability. Additionally, staff are proposing revisions to respond to customer feedback and ridership changes that have been received or observed since the service revisions and Near-Term Investments were approved in 2021.

In aggregate, these recommended service revisions and investments represent a 6.3% overall increase in annual revenue service hours, as shown Table 1 below. Service growth from an annualized 477,900 revenue service hours to approximately 508,000 for an increase of 30,100 hours over August 2022

service levels. This is approximately 30,000 fewer annual revenue hours than planned in the TDP. This measured approach will ensure greater service reliability and position STA to add service in measured actions beyond July 2023.

Table 1 – Comparison of Annualized Revenue Service Hours

August 2022 Existing Conditions	July 2023 TDP Planned	July 2023 Draft Recommendation	Change from Planned	Change from Existing Conditions
477,900	538,000	508,000	-30,000	+30,100

Note: values are approximate

Summary of Recommended Revisions

The following is a complete list of the recommended changes to the STA fixed route network, summarized in the table below. Please note “defer” in the recommendations below refers to service changes or improvements previously approved but are now recommended to occur later than 2023. It is important to note that minor scheduling changes will likely occur to other routes not listed below. Section III of the Draft Recommendation report provides additional details of each recommended change, including their relationship to the *STA Moving Forward* plan, changes from existing service, changes from the TDP and whether the recommendations impact any near-term investments approved in December 2021.

Table 2 – List of Recommended Changes by Route

Route	Recommendation
City Line (Route 1)	- Launch City Line with 15-minute service most hours of the day, 7-days a week. - Defer planned higher frequency service and longer span to the future.
11 Plaza / Arena Shuttle	- Revise routing to serve the planned Spokane Public Facilities District (PFD) parking lot and layover facility at Howard Street and Boone Avenue. - Revise downtown routing to travel on Washington Street and Riverside Avenue in the inbound direction. - Defer planned weeknight and weekend service to the future.
12 Southside Medical Shuttle	Reduce weekday frequency from 20 to 30 minutes.
14 South Adams / Napa	Implement new route to serve South Adams Street, North Napa Street as previously approved.

Route	Recommendation
26 Lidgerwood	Revise route to travel along Washington Street and Mission Avenue between downtown and Hamilton Street to maintain service along Mission Avenue.
27 Crestline	- Increase frequency to 30 minutes on Sundays/Holidays. - Defer planned increase in weekday peak frequency to the future.
28 Nevada	Revise route to travel along Washington Street and Mission Avenue between downtown and Hamilton Street to maintain service along Mission Avenue.
29 SCC	Discontinue route as previously approved. See City Line and Route 14 South Adams / Napa.
34 Freya	Discontinue supplemental peak-direction, peak-period trips. See Route 247 Lincoln Park / Ferris.
38 Upriver / Argonne	Defer planned creation of route to the future.
39 Mission	Retain routing between SCC and Minnehaha while discontinuing remainder of the route as previously approved. See City Line and routes 26 Lidgerwood and 28 Nevada.
42 South Adams	Discontinue as previously approved. See Route 14 South Adams / Napa.
60 Airport	- Discontinue routing in Browne's Addition as previously approved. See City Line. - Discontinue night and weekend pattern to Airway Heights as previously approved. See 61 Hwy 2. - Defer planned extension to West Plains Transit Center to the future. See 63 Airway Heights / West Plains.
61 Hwy 2	- Discontinue routing in Browne's Addition as previously approved. See City Line. - Adjust routing in Airway Heights, subject to planned street improvements. - Increase night and weekend frequency to 30 minutes.
63 Airway Heights / West Plains	Defer planned routing adjustments to the future.
67 Swoop Loop	Reduce service span to end weekday afternoon service at approximately 2:00 PM.
94 East Central / Millwood	Retain existing route pattern, deferring planned night and weekend frequency improvement to the future.
95 Mid-Valley	Retain route.
247 Lincoln Park / Ferris	Create a new targeted route connecting the Plaza, Perry District, and South Hill Park and Ride via Lincoln Park and Ferris High School.

Route	Recommendation
631 Hayford/McFarlane Shuttle	• Defer planned creation of the route to the future.

II. Development of the Draft Recommendation

Changes and addition to service embodied in the July 2023 Service Revisions are grounded in multiple board-adopted documents, are responsive to customer input, and seek to address operational constraints. STA's Service Development department works collaboratively with other workgroups inside STA in planning and implementing changes to fixed-route service. This includes work through an internal working group known as the Service Improvement Committee. The information below identifies the varying inputs that have informed the work of the Service Development Department and the Service Improvement Committee in preparing the recommended elements of the July 2023 Service Revisions as drafted.

Operational Constraints

The primary operational constraint is a staffing challenge that will likely limit the number of coach operators available to deliver service, even after accounting for recruitment and retention efforts. Throughout this report, route improvements and changes are noted as deferred due to staffing challenges. In aggregate, STA is deploying 30,000 fewer hours of revenue service than previously expected, approximately 18 fewer full time coach operators than what would have been required for the service levels called for in the TDP. As STA continues to recruit and expand the workforce, service will be added over 2024 and 2025. A timeline for these improvements will be developed as part of the 2024-2029 Transit Development Plan.

A secondary and less significant constraint is known curb space limitations at STA that, if not addressed, could disrupt the reliable operation of the City Line and other routes.

Adopted Plans and Programs

Connect Spokane

Adopted in 2010, *Connect Spokane: A Comprehensive Plan for Public Transportation* is Spokane Transit's plan that sets forth a vision and policy framework, guiding decisions that will further Spokane Transit's mission and vision. This includes principles and policies informing the design of fixed route service, including the attributes of route pathways, frequency and span. *Connect Spokane* also articulates a vision for High Performance Transit, along with corresponding principles and policies, that have informed all stages of route planning.

STA Moving Forward

STA Moving Forward is a 10-year plan to increase transit service, maintain the existing infrastructure, and expand transit coverage to new areas. *STA Moving Forward* focuses on four main strategies: design and deliver core infrastructure, advance and implement high performance transit (HPT), improve

customer service, and look into the future. Central in the *STA Moving Forward* plan is the introduction of the City Line. Its launch in July 2023 is a major pillar in the service revisions, influencing much of the scope of changes identified in this document. Section III of this report identifies any connections to *STA Moving Forward* a particular route revision may have.

2023-2028 Transit Development Plan

The [2023-2028 Transit Development Plan](#) (TDP) outlines mid-range guidance over a six-year period. It includes the 2023-2025 Service Improvement Program which provides a timeline for all anticipated service changes, including both approved and planned changes. Section III of this report acknowledges the alignment with or departure from the TDP a particular route revision may represent. The TDP incorporated service changes and improvements approved by the board, including the May 2022 Service Revisions and the Near-Term Investments resolution.

The May 2022 Service Revisions were directly informed by the 2021-2026 TDP, which identified key system improvements that would go into effect in 2022 to implement *STA Moving Forward*. Revisions included in the May 2022 plan included Sunday span of service improvements, network adjustments (the original launch of the City Line, improved frequency to Hillyard and Northeast Spokane), and adjustments to routes and schedules for service in in Spokane Valley/Millwood/Liberty Lake and Airway Heights/West Plains.

The 2021 Near-Term Investments (NTI) report as adopted by Resolution 790-21 outlines a list of projects and programs that augment planned improvements. This included service enhancements, such as longer hours of service, extension of service to new places and increased night and weekend frequency.

Customer Feedback

The revisions included in this Draft Recommendation also stemmed from responses to rider feedback that are collected and documented throughout the course of each year, as well as comments received at local neighborhood council meetings. The main topics for each are listed in the sections below.

Lincoln Park / 17th Avenue Feedback

The Service Development Department has received several requests for service along 17th over the past few years. This interest was accentuated following the increase in secondary students traveling by transit as their primary means to access to Ferris High School. At least one customer pointed out the historic precedent of bus service along 17th Avenue between Perry and Ray streets, and its past connectivity to Ferris High School. This feedback is reflective in the proposal for a new Route 247 Lincoln Park / Ferris.

Logan Neighborhood Council – Mission Avenue Feedback

While conducting outreach to residents of the Logan neighborhood for the Division BRT Project, residents expressed concerns with the planned elimination of Route 39 Mission, particularly with the segment of the route traveling west of the City Line station near Hamilton St. Their concern was

primarily focused on access by customers who rely on the service who reside at the O'Malley, affordable apartments for seniors and individuals with disabilities that current has ready access to Route 39. Additionally, the new high school assignment boundaries, coupled with increased use by those same students, has increased the demand for travel between North Central High School and neighborhoods to the east. Without preservation of service in this corridor, many of these students would be required to travel out of direction via the Plaza as part of their school commute. This would increase travel time compared to existing conditions. The feedback and observations above are reflected in the proposed changes to Route 26 Lidgerwood and 28 Nevada.

III. Recommended Revisions

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

City Line (Route I)

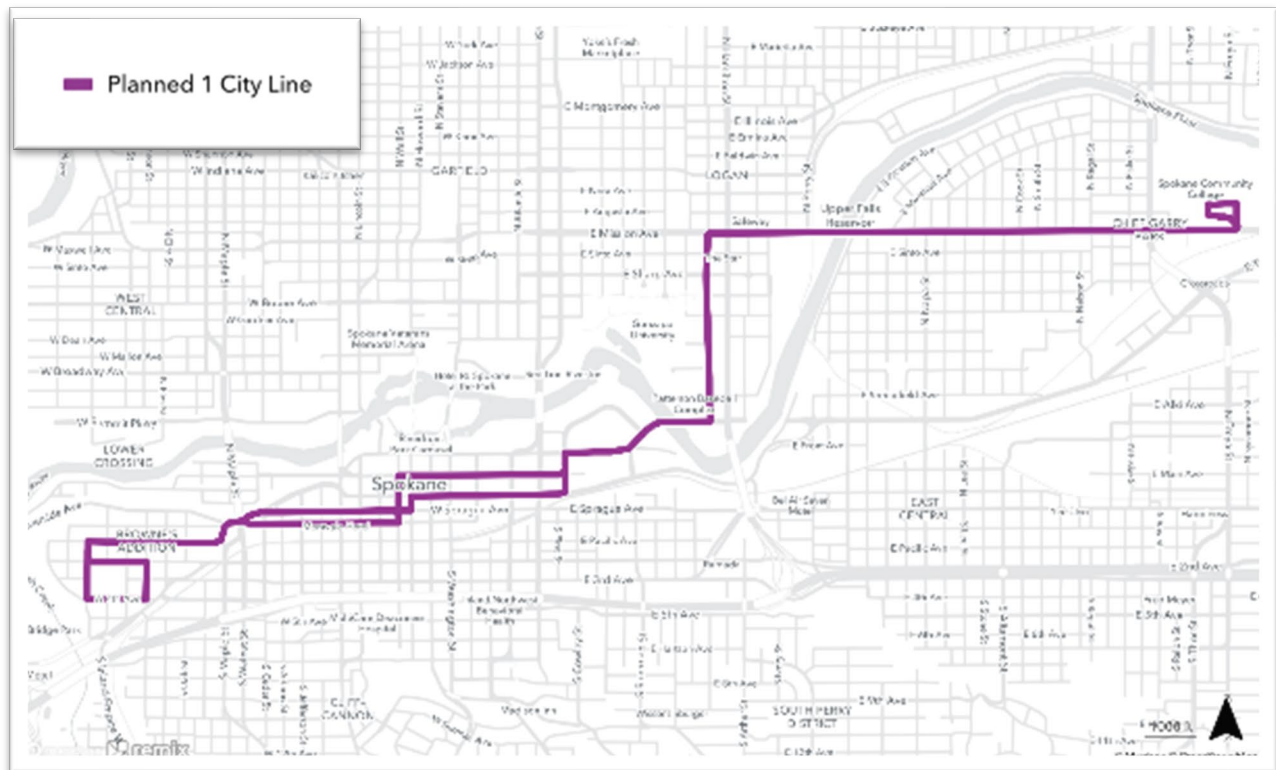
Recommendation	• Launch City Line with 15-minute service most hours of the day, 7-days a week. • Defer planned higher frequency service and longer span to the future.
Relationship to STA Moving Forward	• The City Line is a key element of <i>STA Moving Forward</i> and the central impetus of July 2023 service revisions.
Changes From Existing Service	• New and improve service, superseding portions of routes 29, 39, 60 and 61.
Changes from 2023-2028 TDP	• Higher peak and mid-day frequency, along with extended weeknight and Saturday night span will occur at a future date. • Align span within current operational capabilities.
2021 Near-Term Investments Plan	• N/A

The City Line BRT route will follow its approved routing from Browne’s Addition to Spokane Community College via Gonzaga University. Staff recommend launching service with 15-minute frequencies for most hours of the day to ensure service can be reliably provided within projected workforce resources. These changes deviate from the approved plan, where the frequency at peak was 7.5 minutes, and span of service on weekdays and Saturdays was until 1:00AM. Table 3 depicts key service frequency and span characteristics recommended for launch compared against future plans that meet or exceed the original approved plans.

Table 3 – City Line Service Details

Service Characteristic	Revised Launch Service Levels	Future
Weekday Span	5am-12:15am	5am-1:15am
Saturday Span	6am-12:15am	6am-1:00am
Sunday/Holiday Span	6am-10pm	6am-10pm
Weekday peak frequency	15	7.5
Weekday mid-day frequency	15	10
Evening and Saturday frequency	15	15
Sunday/Holiday, late night/early morning frequency	30	30

Figure 1 - City Line (Route 1)

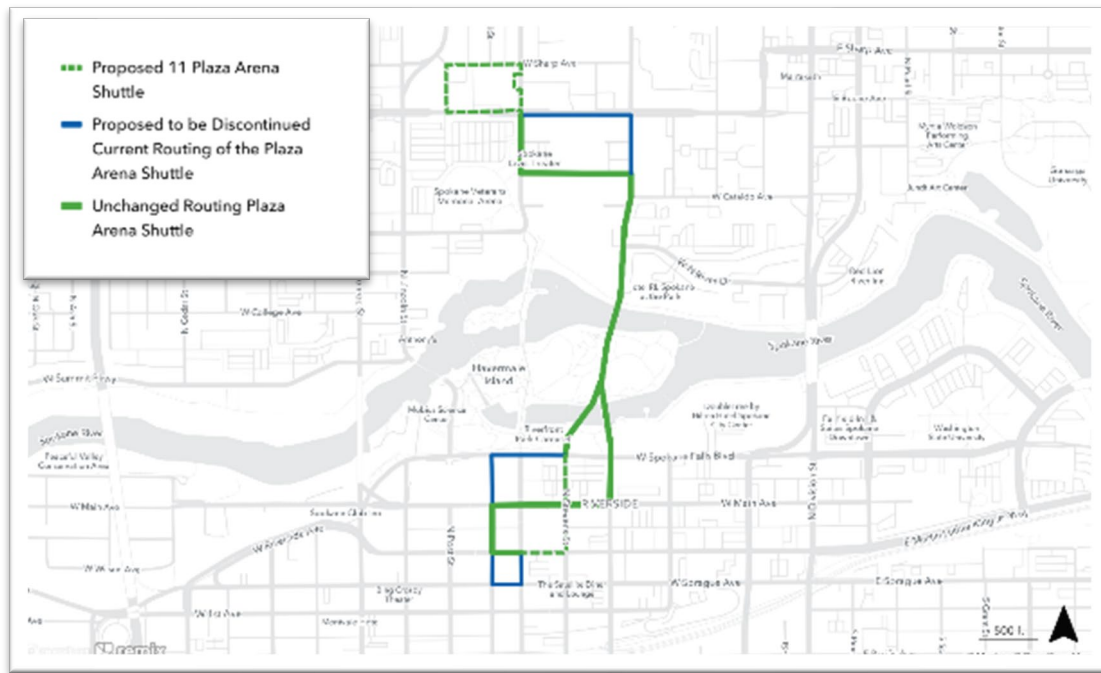


Route 11 Plaza / Arena Shuttle

Recommendation	• Revise routing to serve the planned Spokane Public Facilities District (PFD) parking lot and layover facility at Howard Street and Boone Avenue. • Revise downtown routing to travel on Washington Street and Riverside Avenue in the inbound direction. • Defer planned weeknight and weekend service to the future.
Relationship to STA Moving Forward	• N/A
Changes From Existing Service	• Altered routing in near Howard and Boone as a result of the construction of the new Spokane Public Schools Stadium and the Spokane PFD parking lot on the northwest corner of Howard Street and Boone Avenue.
Changes from 2023-2028 TDP	• Defers weeknight and weekend service to the future planned for in the TDP.
2021 Near-Term Investments Plan	• Supports project S-20: Implement Improvements to Plaza/Arena Service.

Route 11 maintains much of its current routing. However, due to the launch of the City Line and Plaza zone congestion on Wall Street the line is now disconnected from being anchored at the STA Plaza Bay 9, as Bay 9 is a future City Line station. The route retains 10-minute peak frequency. Mid-day frequency will be retained at 20-minutes subject to plans for a restroom facility at the new layover location. Disconnecting this route from the Plaza and its current interline with Route 12 provides flexibility for scheduling frequency and bus usage.

Figure 2 - Route 11 Plaza / Arena Shuttle



Route 12 Southside Medical Shuttle

Recommendation	• Reduce weekday frequency from 20 to 30 minutes.
Relationship to STA Moving Forward	• N/A
Changes From Existing Service	• No longer interlined with Route 11 • Reduced frequency on weekdays
Changes from 2023-2028 TDP	• The TDP did not plan for changes on Route 12.
2021 Near-Term Investments Plan	• This route was not included in the Near-Term Investments plan.

Due to a trend of declining ridership, lack of operator availability, and reducing Plaza operational constraints, a reduction from 20-minute frequency to 30-minute frequency is being proposed for this route.

A change in frequency eases congestion at the Plaza by having the bus depart at departure times that fit within the Plaza's operations. This is particularly important with the deployment of the City Line, which

will be running in a 15-minute frequency at peak. City Line operations run along Wall St. and Sprague Ave, so any opportunity to reduce traffic on those roadways is imperative to ensuring smooth operations and avoiding potential delays.

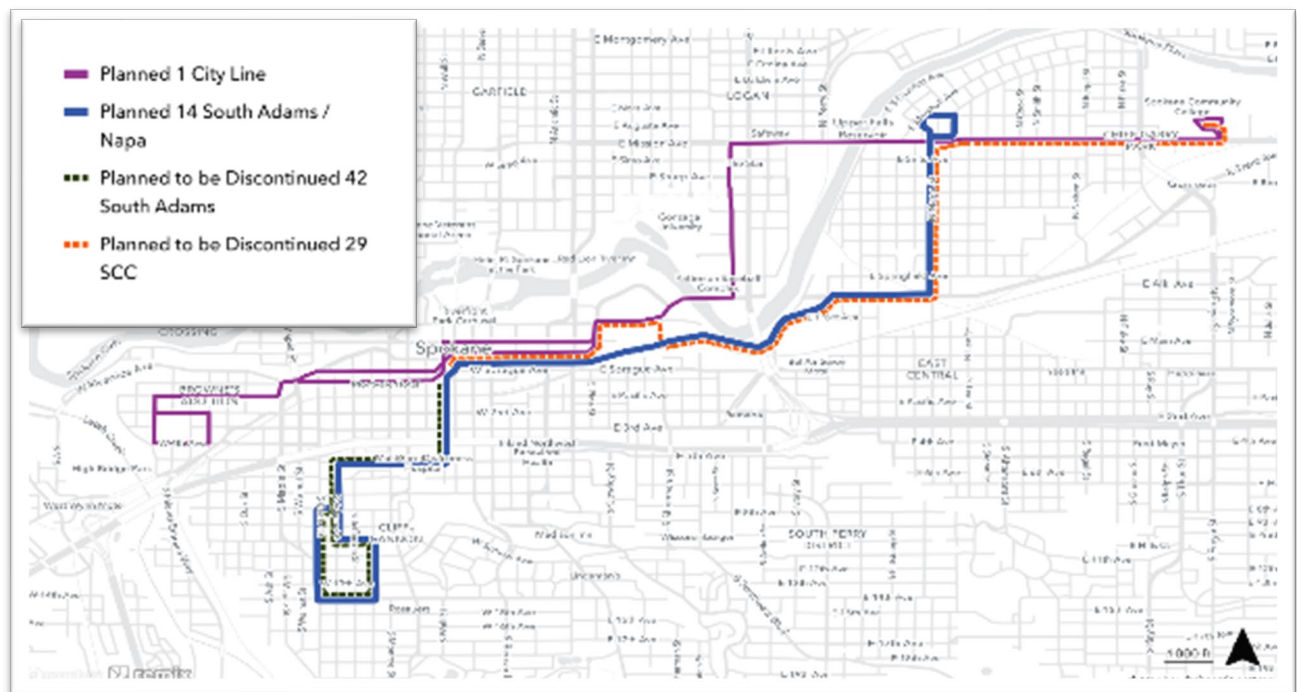
Route 12 has seen a multi-year decline in ridership dating back to at least 2018, two years before the COVID-19 Pandemic, likely resulting in part by improved service to Sacred Heart Medical Center on Route 4 Monroe-Regal, instituted in 2019. Like most routes, ridership on Route 12 bottomed-out in 2021 and has increased as the restrictions of the COVID-19 Pandemic subsided. However, while system-wide ridership increased by 25% in 2022, Route 12's ridership grew at half the rate (12.5%). Standardizing the frequency to 30 minutes instead of 20 minutes will improve scheduling of Plaza bays and simplify transfers between routes.

Route 14 South Adams / Napa

Recommendation	• Implement new route to serve South Adams Street, North Napa Street as previously approved.
Relationship to STA Moving Forward	• Supports STA Moving Forward implementation.
Changes From Existing Service	• New route.
Changes from 2023-2028 TDP	• No changes.
2021 Near-Term Investments Plan	• This route was not included in the Near-Term Investments plan.

This new route replaces a portion of the existing Route 29 SCC and the entire Cannon Hill routing of the Route 42 South Adams. Both Routes 29 and 42 are to be discontinued with the launch of the City Line. The eastern segment of Route 29 will be redundant with the frequent service offered by the new City Line through the University District. There is no change to this route from the TDP (originally envisioned as Route 13 in the TDP).

Figure 3 - Route 14 South Adams / Napa



Route 26 Lidgerwood

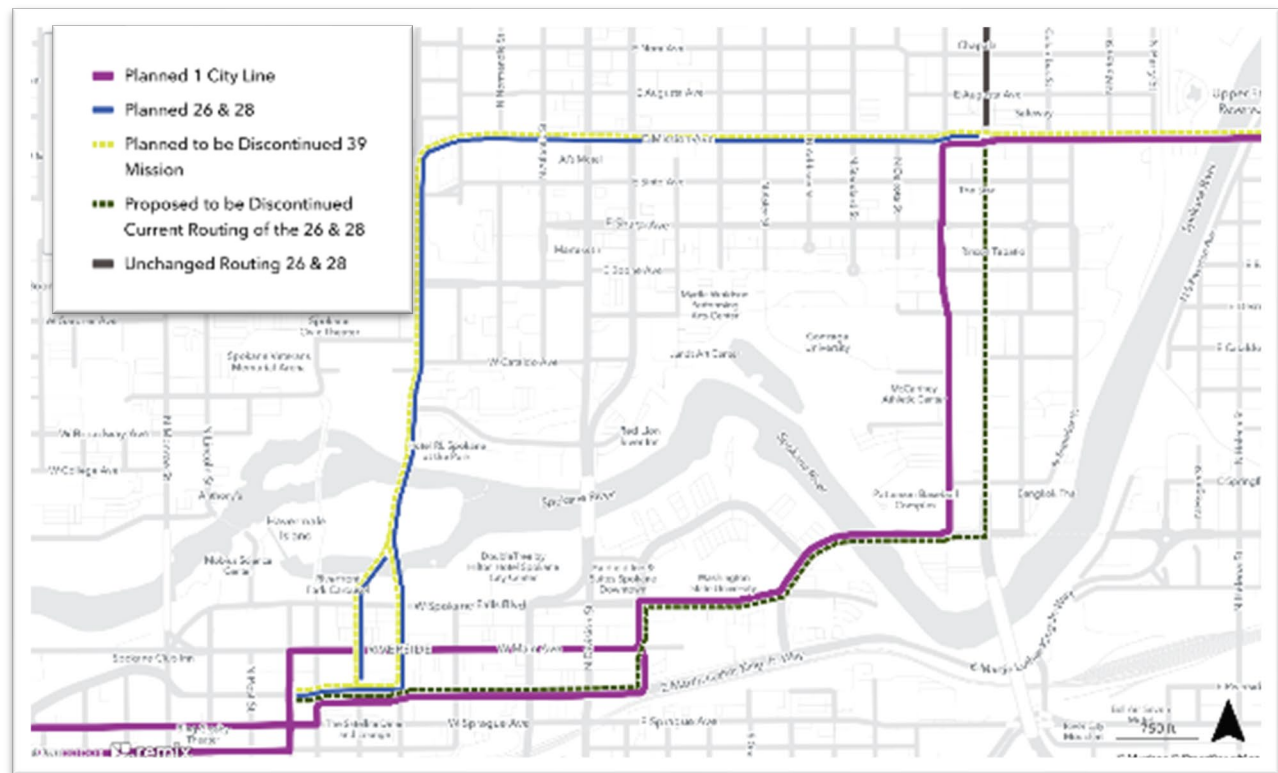
Recommendation	Revise route to travel along Washington Street and Mission Avenue between downtown and Hamilton Street to maintain service along Mission Avenue.
Relationship to STA Moving Forward	N/A
Changes From Existing Service	Routing change that avoids duplication with the City Line in the University District.
Changes from 2023-2028 TDP	The TDP did not plan for changes on Route 26 in 2023.
2021 Near-Term Investments Plan	This route was not included in the Near-Term Investments plan.

Since the outreach that culminated in the May 2022 Service Revisions final recommendation report, several factors have arisen to prompt a reconsideration of the routing routes 26 and 28, which travel in a consolidated pattern between downtown Spokane and Nevada St at Empire Ave. These factors are as follows:

- Concerns from residents living along Mission Ave about the planned removal of bus service west of Hamilton St; and,
- High school assignment boundary changes, coupled with an increase in secondary students taking transit that has increased service demand between North Central High School and neighborhoods to the east.

While the University District has been an important destination for routes 26 and 28, the introduction of the City Line to the same area would include overlapping service. While beneficial to the University District, it wouldn't sustain and enhance east-west connectivity already afforded on Mission Ave. Shifting the routes to serve Mission Ave will support existing ridership. Figure 5 depicts the revised routing. Maintaining a consolidated route pattern will allow for greater frequency of service along Mission Ave and into downtown Spokane on Washington St.

Figure 4 - Route 26 Lidgerwood



Route 27 Crestline

Recommendation	• Increase frequency to 30 minutes on Sundays/Holidays. • Defer planned increase in weekday peak frequency to the future.
Relationship to STA Moving Forward	• An element of the <i>STA Moving Forward</i> project of improved routes and frequency to Hillyard / Northeast Spokane.
Changes From Existing Service	• Increase frequency to 30 minutes on Sundays/Holidays.
Changes from 2023-2028 TDP	• The TDP planned for an increase in weekday peak frequency to every 15 minutes.
2021 Near-Term Investments Plan	• This route was not included in the Near-Term Investments plan.

There is no change to the initially proposed routing. This routing was put into service with the August 2022 service change. Changing from the earlier proposal is the frequency of service during weekday peaks. Instead of being increased to every 15 minutes during weekday morning and evening peaks, Route 27 will retain its current weekday frequency. Thirty-minute service on Saturdays is retained and will be extended to Sunday/Holiday service as well. These changes support the *STA Moving Forward* goal of improved routes and frequency to Hillyard and Northeast Spokane.

Route 28 Nevada

Recommendation	• Revise route to travel along Washington Street and Mission Avenue between downtown and Hamilton Street to maintain service along Mission Avenue.
Relationship to STA Moving Forward	• N/A
Changes From Existing Service	• Routing change.
Changes from 2023-2028 TDP	• The TDP did not plan for changes on Route 28 in 2023.
2021 Near-Term Investments Plan	• This route was not included in the Near-Term Investments plan.

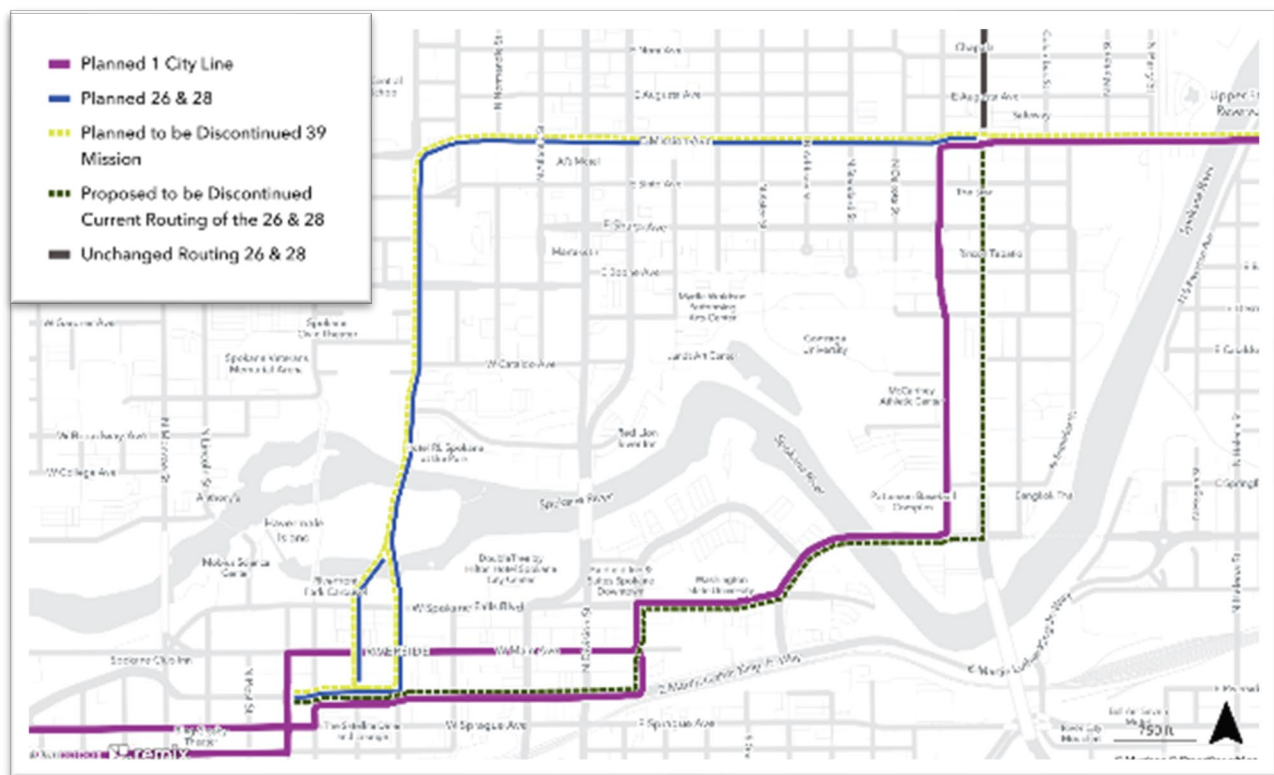
Since the outreach that culminated in the May 2022 Service Revisions final recommendation report, several factors have arisen to prompt a reconsideration of the routing Routes 26 and 28, which travel in

a consolidated pattern between downtown Spokane and Nevada St at Empire Ave. These factors are as follows:

- Concerns from residents living along Mission Ave about the planned removal of bus service west of Hamilton St; and,
- High school assignment boundary changes, coupled with an increase in secondary students taking transit that has increased service demand between North Central High School and neighborhoods to the east.

While the University District has been an important destination for routes 26 and 28, the introduction of the City Line to the same area would include overlapping service. While beneficial to the University District, it wouldn't sustain and enhance east-west connectivity already afforded on Mission Ave. Shifting the routes to serve Mission Ave will support existing ridership. Figure 5 depicts the revised routing. Maintaining a consolidated route pattern will allow for greater frequency of service along Mission Ave and into downtown Spokane on Washington St.

Figure 5 - Route 28 Nevada

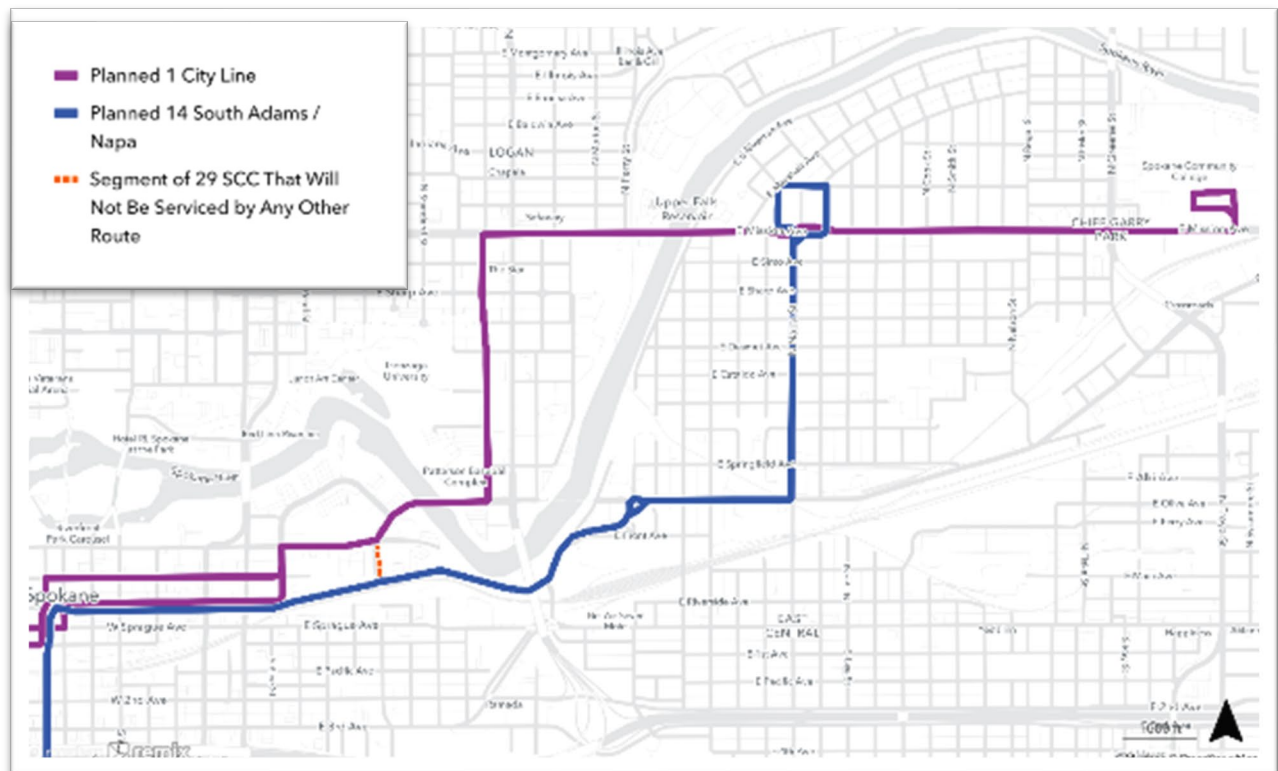


Route 29 SCC

Recommendation	Discontinue route as previously approved. See City Line and Route 14 South Adams / Napa.
Relationship to STA Moving Forward	N/A
Changes From Existing Service	Route discontinued.
Changes from 2023-2028 TDP	No changes.
2021 Near-Term Investments Plan	This route was not included in the Near-Term Investments plan.

No change to the original proposal to discontinue this line with the launch of the City Line. Service through the University District to SCC via Mission Ave is redundant with the new City Line service. To retain service on the lost portion of this route from Downtown Spokane to Napa Street, the new Route 14 is proposed to continue service on this section of the discontinued route.

Figure 6 - Discontinued Route 29 SCC



Route 34 Freya

Recommendation	Discontinue supplemental peak-direction, peak-period trips. See Route 247 Lincoln Park / Ferris.
Relationship to STA Moving Forward	N/A
Changes From Existing Service	Peak trips that continue to/from Route 45 Perry are recommended to be discontinued.
Changes from 2023-2028 TDP	The TDP did not plan for any changes to the 34.
2021 Near-Term Investments Plan	This route was not included in the Near-Term Investments plan.

In 2019, Route 34 was reduced in weekday frequency from every 30 minutes to every 15 minutes, due to low ridership, and in favor of frequency investments elsewhere. To ameliorate these changes, added service during the peak period in the peak direction was instituted, primarily for passengers boarding

the bus along South Freya. Recent ridership shifts have increased demand for traveling to Ferris High School. See recommended Route 247 for additional information.

Route 38 Upriver / Argonne

Recommendation	Defer planned creation of route to the future.
Relationship to STA Moving Forward	Would have supported the goal of improved routes and frequency to Hillyard / Northeast Spokane.
Changes From Existing Service	This route currently does not operate.
Changes from 2023-2028 TDP	Deferred implementation.
2021 Near-Term Investments Plan	This route was not included in the Near-Term Investments plan.

This new route was originally envisioned to provide service between Spokane Community College to the Valley Transit Center via Upriver Drive and Argonne/Mullan roads to expand coverage and improve connectivity. This new route is recommended to be deferred to the future.

Route 39 Mission

Recommendation	Retain routing between SCC and Minnehaha while discontinuing remainder of the route as previously approved. See City Line and routes 26 Lidgerwood and 28 Nevada.
Relationship to STA Moving Forward	STA Moving Forward contemplated superseding Route 39 with the City Line.
Changes From Existing Service	Routing from Plaza to SCC discontinued and replaced by the City Line and other service. Segment from SCC to Minnehaha retained.
Changes from 2023-2028 TDP	Segment from SCC to Minnehaha retained as Route 39 instead of creating Route 38 Upriver / Argonne.
2021 Near-Term Investments Plan	This route was not included in the Near-Term Investments plan.

Route 39 will be replaced by the City Line and the discontinued Mission Ave segment replaced by modified routing on Routes 26 and 28. As Route 38 will not be implemented during this service change, Route 39 will continue to run between SCC and the Minnehaha neighborhood only. This modification

Figure 7 - Route 39 Mission (Minnehaha Segment)



Route 42 South Adams

Recommendation	Discontinue as previously approved. See Route 14 South Adams / Napa.
Relationship to STA Moving Forward	N/A
Changes From Existing Service	Route discontinued.
Changes from 2023-2028 TDP	No changes.
2021 Near-Term Investments Plan	This route was not included in the Near-Term Investments plan.

No change to the prior proposal. Route 42 is recommended to be replaced by the new Route 14 described above. The new Route 14 is preliminarily expected to follow the previously implemented direct path to the lower South Hill from the STA Plaza which was put into service on Route 42 in August 2022 in the outbound direction.

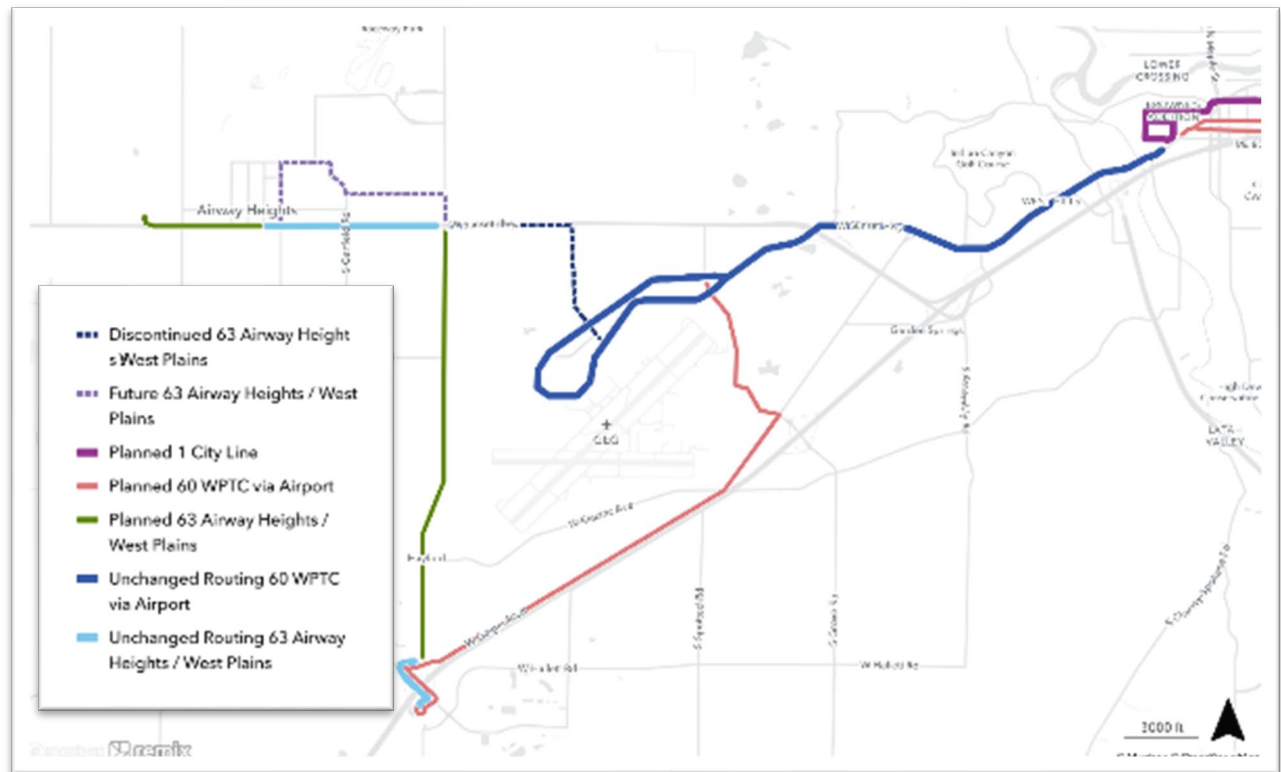
Route 60 Airport

Recommendation	- Discontinue routing in Browne's Addition as previously approved. See City Line. - Discontinue night and weekend pattern to Airway Heights as previously approved. See 61 Hwy 2. - Defer planned extension to West Plains Transit Center to the future. See 63 Airway Heights / West Plains.
Relationship to STA Moving Forward	Service to the Airport will eventually be integrated into the I-90/Valley High Performance Transit corridor.
Changes From Existing Service	Routing changes.
Changes from 2023-2028 TDP	Route extension to West Plains Transit Center deferred.
2021 Near-Term Investments Plan	This route was not included in the Near-Term Investments plan.

As previously planned, 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 extension to the West Plains Transit Center is deferred to the future and all trips will terminate at the Spokane Airport.

Figure 8 - Route 60 Airport

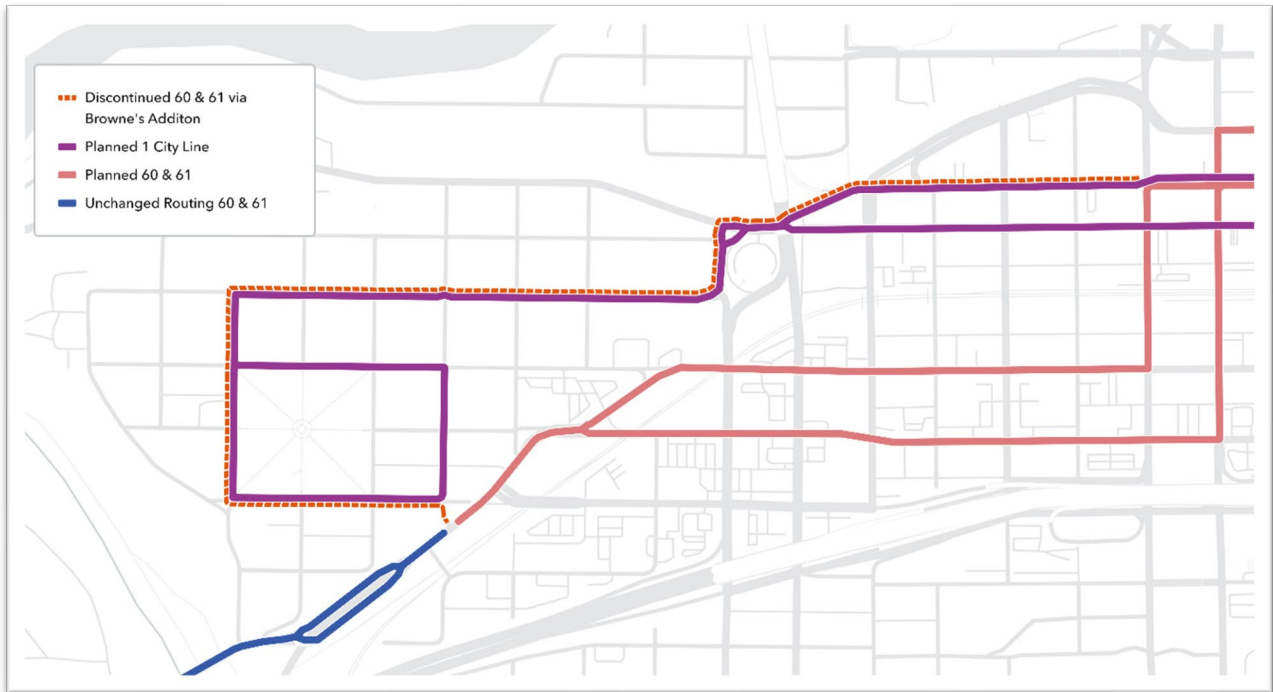


Route 61 Hwy 2

Recommendation	- Discontinue routing in Browne's Addition as previously approved. See City Line. - Adjust routing in Airway Heights, subject to planned street improvements. - Increase night and weekend frequency to 30 minutes.
Relationship to STA Moving Forward	Implements <i>STA Moving Forward</i> project to increase service to Airway Heights.
Changes From Existing Service	Routing and frequency adjustments
Changes from 2023-2028 TDP	The TDP called for route changes in northwest Airway Heights that will be possible once 6th Avenue is extended to Craig Road.
2021 Near-Term Investments Plan	Route 61 is expected to extend to northwest Airway Heights once 6th Avenue is extended, which is funded in part by project S-14.01 in the Near-Term Investments plan.

Route 61 will provide a more direct routing to Airway Heights with the launch of the City Line, as approved plans call for Route 61 to no longer travel in Browne's Addition. As previously approved, service frequency will increase from hourly to 30-minutes to maintain 30-minute frequency to Airway Heights nights and weekends. The new routing for Route 60 no longer serves Airway Heights nights and weekends, so increased frequency maintains service levels for riders along the corridor. Multiple road improvements in Airway Heights will allow for improved access to transit for residents in the future, especially in northwest Airway Heights. These improvements are not anticipated to be completed in 2023. STA will continue to coordinate with Airway Heights and expects preparing future routing changes that could be implemented as early as 2024.

Figure 9 - Route 61 Hwy 2



Route 63 Airway Heights / West Plains

Recommendation	• Defer planned routing adjustments to the future.
Relationship to STA Moving Forward	• N/A
Changes From Existing Service	• No changes,
Changes from 2023-2028 TDP	• The TDP planned for revising the route to travel along Hayford Road between Geiger Boulevard and US 2.
2021 Near-Term Investments Plan	• This route was not included in the Near-Term Investments plan.

Approved routing adjustments to Route 63, including introducing service along Hayford Road between Geiger Boulevard and US 2, are deferred to the future in line with roadway improvements in Airway Heights to allow for new routing possibilities and improved access to transit.

Route 67 Swoop Loop

Recommendation	• Reduce service span to end weekday afternoon service at approximately 2:00 PM.
Relationship to STA Moving Forward	• <i>STA Moving Forward</i> calls for optimize the transit network.
Changes From Existing Service	• Span of service reduced.
Changes from 2023-2028 TDP	• The TDP contemplated no changes on this route for 2023.
2021 Near-Term Investments Plan	• This route was not included in the Near-Term Investments plan.

Four weekday trips are proposed to be discontinued after 2:00PM. These trips currently run after most students have already attended school for the day and hence experience lower ridership than trips earlier in the day. Route 68 will still provide all-day service in Cheney and to EWU. The proposed change on this route allows avoids the need for a shift change in Cheney, as the span of service will fit within a typical work period for one operator.

Route 94 East Central / Millwood

Recommendation	Retain existing route pattern, deferring planned night and weekend frequency improvement to the future.
Relationship to STA Moving Forward	<i>STA Moving Forward</i> calls for optimize the transit network.
Changes From Existing Service	No changes.
Changes from 2023-2028 TDP	The recommendation does not include routing changes and increasing night and weekend frequency as planned in the TDP.
2021 Near-Term Investments Plan	Defer improved night and weekend frequency identified as S-17 in the Near-Term Investments plan.

As approved in May 2021, service on Route 94 to Millwood and along Argonne Rd was planned to be replaced by Route 38. This would enable Route 94 to continue east. The plan reflected in the approved TDP called for assimilating the routing of 95 Mid-Valley from Broadway Ave at University Rd to the east into the new route pattern. This routing requires for evaluation and time to ensure proper operator restroom facilities.

Route 95 Mid-Valley

Recommendation	Retain route.
Relationship to STA Moving Forward	Route 95 was created early in the implementation of <i>STA Moving Forward</i> to provide service in developing areas of Spokane Valley.
Changes From Existing Service	No changes.
Changes from 2023-2028 TDP	The TDP called for absorption into Route 94, extending Route 94 east on Broadway Ave from Argonne Rd and continuing to the current end of Route 95 on Garland Ave near Barker Rd.
2021 Near-Term Investments Plan	Route 95 was extended to northeast Spokane Valley as project S-08 in the Near-Term Investments plan.

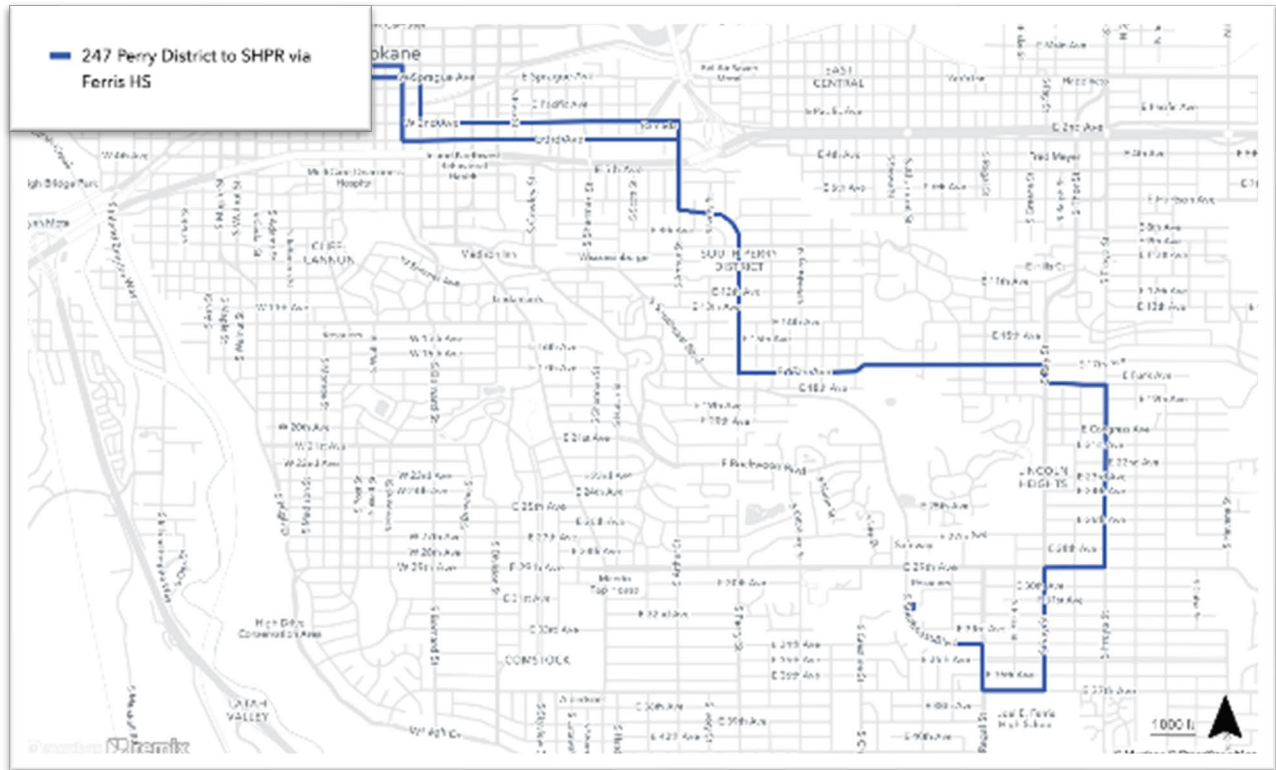
Route 95 was planned to be discontinued due to plans to extend Route 94 which would have covered Route 95's service area and made it redundant. Now that Route 94 is not to be extended, Route 95 will be retained with no changes.

Route 247 Lincoln Park / Ferris HS

Recommendation	• Create a new targeted route connecting the Plaza, Perry District, and South Hill Park and Ride via Lincoln Park and Ferris High School.
Relationship to STA Moving Forward	• <i>STA Moving Forward</i> seeks to connect people to jobs, education, and services.
Changes From Existing Service	• New route, replacing adding peak-direction, peak-only trips on Route 34.
Changes from 2023-2028 TDP	• This route was not anticipated in the TDP
2021 Near-Term Investments Plan	• This route was not included in the Near-Term Investments plan.

Route 247 is proposed as a new targeted route which would utilize current resources deployed on Route 34 during peak periods in the peak direction. The proposed route would operate in a one-way fashion: southbound in the mornings and northbound in the afternoon. The route would enable better access for riders traveling from the Perry District and Lincoln Park to Ferris High School and the South Hill Park and Ride. Its routing would partially overlap Route 34 Freya to offer the ability to serve commuters traveling to downtown a connection at South Hill Park and Ride. This route is created from the combination of current peak-only trips from Routes 34 and 45 which are to be discontinued and instead combined to create Route 247.

Figure 10 - Route 247 Perry District to SHPR via Ferris HS



Route 631 Hayford / McFarlane Shuttle

Recommendation	Defer planned creation of the route to the future.
Relationship to STA Moving Forward	N/A
Changes From Existing Service	No change.
Changes from 2023-2028 TDP	The route was planned to be created in 2023 according to the TDP.
2021 Near-Term Investments Plan	Implemented project S-19 in the Near-Term Investments plan.

Route 631 is planned as part of a near term investment to provide service between West Plains Transit Center and the new Amazon facility located on Hayford Rd. Due to the current operator shortage and

the fact the Amazon facilities on Hayford and McFarlane roads are not yet fully operational, the creation of this route is recommended to be deferred until a later date.

Routes with Minor Schedule Adjustments

The following routes are expected to have minor schedule adjustments as part of these service revisions to enhance on-time performance and reliability.

- Route 22 – NW Blvd
- Route 23 – Maple/Ash
- Route 43 – Lincoln/37th Ave
- Route 74 – Mirabeau/Liberty Lake

Public Outreach and Special Considerations

Public outreach will take place from January 19 to February 16, culminating in a Public Hearing on February 16. This section outlines the plan for conducting outreach during that period. In accordance with *Connect Spokane, Communication and Public Input Policy 1.1 Moderate Service Changes* mandates that when moderate service changes are proposed (either significant route changes, or addition or deletion of service to a large area), STA will conduct outreach activities including driver and rider input, surveys, meetings with community groups, and report to the Board on activities, as well as hold a public hearing prior to Operations Committee and Board Action.

Public Process and Implementation Timeline

The following represents the timeline for public outreach and implementation of the service revisions.



Planned Neighborhood Council Meetings

Given that the revised July 2023 Service Change departs from the approved changes in the 2022 TDP, public outreach to local stakeholders is required. As part of the outreach efforts, the following neighborhood councils will be contacted, and meetings scheduled:

- Minnehaha
- East Central
- Lincoln Heights
- Logan

The reasoning behind the decision to include these specific neighborhoods is because they are directly impacted by the revisions to the July 2023 Service Change.

Survey Outreach and Web Based Meetings

Similar to the original survey that was included as part of the outreach for *STA Moving Forward* mentioned previously, an online survey generated by Survey Monkey will be created and distributed to the public. A paper-based survey by mail will also be provided upon request. The survey responses will help refine the proposed revisions, and a summary of the results will be included in the Draft Recommendation.

In addition to the survey outreach, an online open house (platform to be determined) is also anticipated to be included in the outreach process, as well as a Facebook Live event with a public Q&A session.

Title VI Implications

In compliance with Title VI of the Civil Rights Act of 1964, this report 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 July 2023 service change is classified as a moderate service change because the proposed system-wide growth is between 1% and 10% of STA's total revenue hours and not a reduction of hours. The July 2023 revisions reduce the projected systemwide growth by approximately 6.3%. 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*.

While a Title VI report is not required, it is still important to show our commitment to serving the underserved in our community. The table below shows statistics based on percentage of low income and minority residents served within 0.25 miles of a new or modified STA route that was not in the original July 2023 service plan. Of the population within a quarter mile of a new or modified route, an average of 27% are in poverty, and 22% are people of color.

Table 4 – Population within 0.25 Miles of a New or Modified STA Route, July 2023

Route	Population within 0.25 mi (approximate)	% of People in Poverty	% of People of Color
1	11,300	34%	24%
11	2,000	47%	24%
14	10,000	27%	29%
26	23,000	28%	24%
28	22,500	29%	20%
35	18,000	18%	16%
60	5,000	19%	23%
94	15,100	23%	20%
247	13,800	21%	21%

Source: Remix, Census 2020 Data

Paratransit Service Area Implications

Paratransit Impacts

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. As a result, there are no impacts to the existing Paratransit service area.

Appendix

Table 5 – Impacted Routes Summary

Route	July 2023 TDP Planned	July 2023 Draft Recommendation	Net Change
City Line (Route 1)	41,032	28,697	(12,335)
11 - Plaza/Area	8,548	4,403	(4,145)
12 - Southside Medical Shuttle	10,055	8,932	(1,123)
14 - South Adams / Napa	9,395	9,340	(55)
26 - Lidgerwood	13,466	13,674	208
27 - Crestline	22,417	16,769	(5,648)
28 - Nevada	13,279	13,299	20
29 - SCC	-	-	-
34 - Freya	10,355	9,149	(1,206)
38 - Upriver Drive	13,871	-	(13,871)
39 - Minnehaha	-	4,759	4,759
42 – South Adams	-	-	-
60 - Airport	13,857	9,137	(4,720)
61 - Hwy 2	16,047	20,392	4,345
63 - Airway Heights / West Plains	6,086	6,058	(28)
67 - Swoop Loop	1,753	1,288	(465)
94 - East Central/Millwood	25,870	15,675	(10,195)
95 - Mid-Valley	-	9,421	9,421
247 - Lincoln Park/Ferris HS	-	2,540	2,540
631 - Hayford McFarlane Shuttle	1,852	-	(1,852)
All Other Routes	330,117	334,467	4,350
Total	538,000	508,000	(30,000)

Note: Numbers represent planning level schedule estimates and will not necessarily match actuals due to interlines, deadhead operations, etc.