

Online Open House Summary

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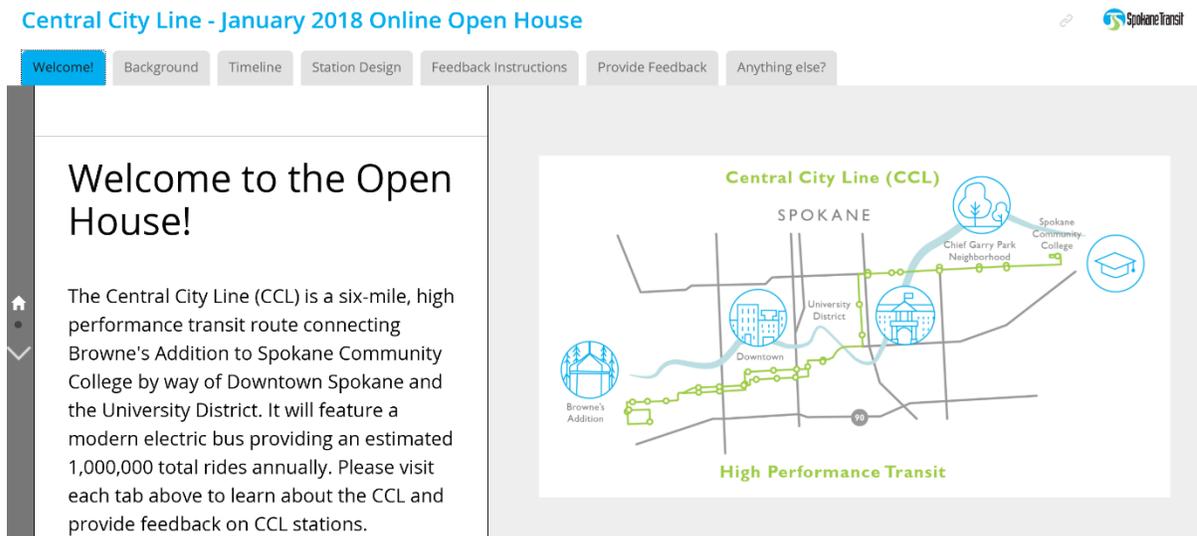
DATE: April 2, 2018

Spokane Transit Authority (STA) conducted an online open house during winter 2018 to provide general information to the public about the Central City Line (CCL), in addition to station locations and design. The team prepared an online open house that was made available from January 29 to February 16, 2018 to collect feedback from the public on the initial station designs. A total of 187 comments were collected through the online open house. STA will use this feedback to refine station designs during the current 60% design work.

Open House Format

The online open house was presented using an ArcGIS Online Story Map. The first element of the open house provided general project information, including: (1) a welcome page about the online open house and feedback requested; (2) background about the CCL process, including project history, funding, downtown alignment, and the project development phase, as well as recent STA Board affirmation of station locations; (3) a timeline displaying the CCL timeline and future milestones; and (4) a station design concepts which provided an overview of station types, station kits and the different amenities for each design.

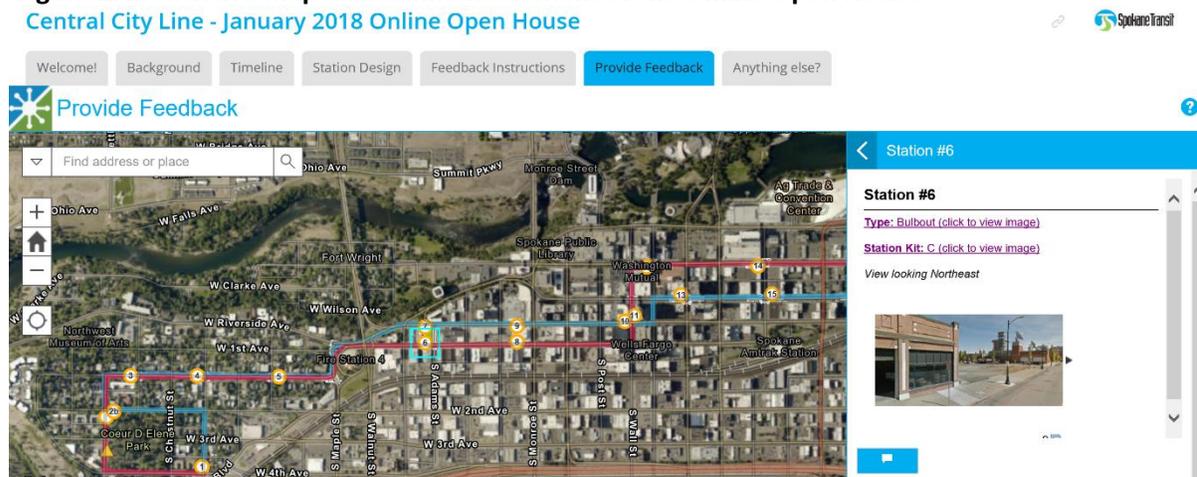
Figure 1. Screenshot from the Online Open House



The second element of the open house included an interactive feedback map that displayed the location of individual stations on the eastbound and westbound alignments of the CCL. Users were able to click on icons for each individual station, which provided images of the Station Type (Bulbout, Center, Curbside, Island, etc.), Station Kit (A, B, C, D1, D2, etc.), and the station footprint overlaid on an aerial map.

Survey respondents were invited to comment on individual stations through open ended prompts that asked *What should we be thinking about as we design this station?* and *Do you have any comments specific to conditions at or near the station that STA should consider as it finalizes the design at this location?* Lastly, survey respondents were asked to submit general feedback not necessarily specific to a station.

Figure 2. Interactive map and comment element of the Online Open House
Central City Line - January 2018 Online Open House



Comments and Outreach Results

A few general themes from the feedback received are summarized below. Table 1 provides a more in-depth summary of the 187 comments collected through the online open house, broken down by individual CCL station. Comments received on all or nearly all stations, or applicable generally to the CCL project, are summarized as “general comments” in Table 1. Responses have been provided for the summarized comments for each station.

Comment summary:

- There is general support for the CCL project, design concepts and the frequent and extended service proposed
- Concern that the CCL station designs do not match the historic character of Browne’s Addition
- Desire for shelters at all stops and stations, especially those in residential neighborhoods such as Browne’s Addition and Chief Garry Park
- Concerns about station design impacting parking, private driveway access, and flow of traffic
- Concerns about logistics for boarding, alighting, and platform space for all transit users, such as those using wheelchairs and mobility devices, strollers, and on bicycle.

Table 1. Comments on CCL station and response from the project team

Station #	Comment	Response
General Comments	Great project, well thought out, vital to Spokane's growth	None.
	Shelters and seating are needed in residential areas	STA is evaluating amenities for HPT Stations to establish a standard, and will consider this input amongst other criteria.
	Preservation of trees and landscaping is important	Consideration of landscaping and trees will be given during design.
	How do modern station designs fit with the historic character of residential neighborhoods?	STA is contracting with Spokane Arts to work with neighborhoods to develop unique identification elements that will help to align with the station's surroundings. Modifications to CCL stations are allowed through STA's Connect Spokane HPT Station Design Policy.
	Accommodation of wheelchairs & mobility devices, bikes, strollers, pedestrian traffic is important when considering width of stations and improvements to sidewalks	Those using mobility devices will be fully accommodated by all CCL project improvements in accordance with the Americans with Disabilities Act.
	Sidewalks, crossings, safe access to transit are important	Sidewalks and crossings will be improved at many locations throughout the project corridor.
	Protected bike lanes would be nice along the entire CCL	The CCL project is coordinated with the City's Bike Master Plan and will incorporate protected bike facilities in accordance with the Plan.
1	Concerned about the ease of getting on and off the bus without bothering the flow of traffic	Many CCL stations will allow the bus to stop "in-lane" so that it does not have to wait to pull back into traffic. Near-level boarding that doesn't require the bus to kneel will speed up the boarding/alighting process. These will improve travel times for the CCL and will minimally impact other traffic.
	How have you considered the historic character of the surrounding neighborhood? Modern designs don't seem to fit in with Browne's Addition.	STA is contracting with Spokane Arts to work with neighborhoods to develop unique identification elements that will help to align with the station's surroundings. Modifications to CCL stations are allowed through STA's Connect Spokane HPT Station Design Policy.
	How would this station accommodate those with mobility problems, those carrying packages?	CCL stations will include accessible platforms and near-level bus boarding to make the system easier to use for those with mobility impairments.
	Will the station design accommodate existing trees?	Design intent is to not impact existing trees at this location.

Station #	Comment	Response
	Shelters would be valuable	This station is likely to be primarily a “drop off” station; because few riders are anticipated to wait for the bus here, no shelters are proposed.
2a	How have you considered the historic character of the surrounding neighborhood? Modern designs don’t seem to fit in with Browne’s Addition.	STA is contracting with Spokane Arts to work with neighborhoods to develop unique identification elements that will help to align with the station’s surroundings. Modifications to CCL stations are allowed through STA’s Connect Spokane HPT Station Design Policy.
	Preserve the trees and park setting	Design intent is to not impact existing trees at this location.
	Maybe the next size up on station?	Station kit has been identified to align with anticipated ridership at this stop. Comment will be considered with respect to design development and available budget.
	Will CCL consider expanding sidewalk in this location as part of the design and construction?	The station design is coordinated with the City Park and Recreation Dept and the master plan for Coeur d’Alene Park. The station will tie into planned pedestrian pathways.
	Great location that activates the street corner and has high visibility.	None.
	Shelters and trash receptacles are needed	A shelter and trash receptacle will be included at this location.
2b	How have you considered the historic character of Browne's Addition? None of these modern design fit in the aesthetic of the neighborhood, especially those at the park.	STA is contracting with Spokane Arts to work with neighborhoods to develop unique identification elements that will help to align with the station’s surroundings. Modifications to CCL stations are allowed through STA’s Connect Spokane HPT Station Design Policy.
	Shelter and trash receptacles would be valuable	A trash receptacle will be included at this location. A shelter is not proposed as this station is anticipated to be primarily a “drop off” station, meaning few riders will wait for the bus at this location.
	Will CCL consider expanding sidewalk in this location as part of the design and construction?	The station design is coordinated with the City Park and Recreation Dept and the master plan for Coeur d’Alene Park. The station will tie into planned pedestrian pathways.
3	How have you considered the historic aspects of Browne’s Addition? None of these modern glass stations fit in the aesthetic of the neighborhood, especially those at the park	STA is contracting with Spokane Arts to work with neighborhoods to develop unique identification elements that will help to align with the station’s surroundings. Modifications to CCL stations are allowed through STA’s Connect Spokane HPT Station Design Policy.

Station #	Comment	Response
	I really like the bike lane is nearest the curb. This will be a better safety option.	None.
	It would be nice to have a shelter element	Station kit has been identified to align with anticipated ridership at this stop. Comment will be considered with respect to design development and available budget.
	Good location and needs to be here	None.
4	You should consider moving this station to the east or west side of the traffic circle as there'd be fewer dwell/loading, driveway, and parking impacts.	Current site location is favored as it minimizes impacts to existing parking and driveways. Team will continue to consider these impacts as design progresses.
	How have you considered the historic aspects of Browne's Addition? None of these modern glass stations fit in the aesthetic of the neighborhood. Maybe small-scale landscaping and brick paving material?	STA is contracting with Spokane Arts to work with neighborhoods to develop unique identification elements that will help to align with the station's surroundings. Modifications to CCL stations are allowed through STA's Connect Spokane HPT Station Design Policy.
	Preserve trees and landscaping.	Street trees on the existing small median island are anticipated to be impacted by the new station.
5	More seating or shelter elements needed; Rosauers grocery is close by.	Station kit has been identified to align with anticipated ridership at this stop. Comment will be considered with respect to design development and available budget.
	How have you considered the historic aspects of Browne's Addition? None of these modern stations fit in the aesthetic of the neighborhood.	STA is contracting with Spokane Arts to work with neighborhoods to develop unique identification elements that will help to align with the station's surroundings. Modifications to CCL stations are allowed through STA's Connect Spokane HPT Station Design Policy.
	The curb ramps on the Southeast corner of intersection at Pacific Ave and Oak Street needs upgrade to meet ADA requirements.	Curb ramps at these locations will be upgraded as part of the project.
	Will there be a crosswalk? Lot of foot traffic here.	There will be a marked crosswalk on Pacific as part of this project.
6	Could the new CSO tank behind this stop be an opportunity to add something related like bike lockers, tune-up, bike share station, etc?	STA will coordinate with the City on the feasibility of including these amenities with this project (if budget allows) or in the future.
	Will be great to have a station in this location	None.
	Really wish that this station had the protected bike lane	The City is currently considering bike lanes at this location. The station design could change to accommodate the bike lane if proposed by the City.
7	Could the new CSO tank behind this stop be an opportunity to add something related like bike lockers, tune-up, bike share station, etc?	STA will coordinate with the City on the feasibility of including these amenities with this project (if budget allows) or in the future.

Station #	Comment	Response
	Will be great to have a station in this exact location and think it will work well.	None.
	Really wish that this station had the protected bike lane	The City is currently considering bike lanes at this location. The station design could change to accommodate the bike lane if proposed by the City.
8	Maintaining ample sidewalk width between the stop and the Fox Theater will be important	Station designs are leveraging additional width from the parking lane to preserve much of the existing sidewalk width between the station and the Fox.
	Preserve/do not remove the trees.	Street trees will be preserved where feasible.
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for at this location.
9	Maintaining ample sidewalk width between the stop and the Fox Theater will be important	Station designs are leveraging additional width from the parking lane to preserve much of the existing sidewalk width between the station and the Fox.
	Preserve/do not remove the trees.	Street trees will be preserved where feasible.
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for at this location.
10	Is it possible to accommodate all bus activity at The Plaza station not just for the CCL?	Yes. STA is currently engaged in a project to consider changes to the STA plaza to ensure the CCL and other route changes will be accommodated.
	Will the station include "real time" bus information?	Yes, real time information will be included at this location.
11	Need for ample sidewalk space between the stop and Bank of America building. Could design cause overcrowding or egress issues?	Station designs are leveraging additional width from the parking lane to preserve much of the existing sidewalk width between the station and the BOA.
	Any provision for bikes on board or bike racks near this station?	STA will consider the feasibility of including these amenities with this project (if budget allows) or in the future.
	Is there any way to protect passengers from secondhand smoke at this stop?	STA has a "no smoking" policy within 25 feet of all STA vehicles and facilities, including future CCL stations.
12	Will large sidewalk trees be preserved and incorporated into the design?	Street trees will be preserved where feasible
	Wish this station had a protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for Main Ave at this station location

Station #	Comment	Response
	Maintain visibility for those waiting to board	CCL station will have minimal visual obstruction and shelters will have glass panels, improving visibility at all stop locations.
13	Will large sidewalk trees be preserved and incorporated into the design?	Street trees will be preserved where feasible
	Good location	None.
	Why can't the location be on Spokane Fall Blvd? Riverside is well served by existing bus lines.	Spokane Falls Boulevard was considered as part of the downtown CCL alignment process in 2015 and 2016 and eliminated by the project Steering Committee and affirmed by the STA Board and Spokane City Council.
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for Riverside Ave at this station location. If bike lanes are proposed by the City, the station location can be converted to an island station to accommodate bike lanes.
	Maintain ample sidewalk width between station and Sherwood Building behind the station	Station designs are leveraging additional width from the parking lane to preserve much of the existing sidewalk width between the station and the Sherwood Building.
14	Love the bike lane. How will the design interface with City efforts on Main?	Stations are designed to align with the City's Bike Master Plan and current City planning for Main Ave.
	Any landscaping improvements plan? Could make a good impression adjacent to the Convention Center	No landscaping is proposed at this location.
	Good location for CCL going down Main	None
15	This platform seems shorter than others, will that work for a 60' bus?	Yes, this platform will work with the 60' bus.
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for Riverside Ave at this station location. If bike lanes are proposed by the City, the station location can be converted to an island station to accommodate bike lanes.
	Why can't the location be on Spokane Fall Blvd? Riverside is well served by existing bus lines.	Spokane Falls Boulevard was considered as part of the downtown CCL alignment process in 2015 and 2016 and eliminated by the project Steering Committee and affirmed by the STA Board and Spokane City Council.
16	Great spot, near a lot of activity	None
	How does bulbout design interact with City's revisions on Main for angled parking and two	The City's planned parking reconfiguration on Main is a pilot project and is expected to be modified prior to the start of CCL operations.

Station #	Comment	Response
	travel lanes? Could be better to do curbside on east side of Division half a block up.	
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for Main Ave at this station location
17	Would an island stop make more sense to continue the bike lane from MLK Way just on the other side of Division?	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for Riverside Ave at this station location. If bike lanes are proposed by the City, the station location can be converted to an island station to accommodate bike lanes.
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for Riverside Ave at this station location. If bike lanes are proposed by the City, the station location can be converted to an island station to accommodate bike lanes.
	Why can't the location be on Spokane Fall Blvd? Riverside is well served by existing bus lines.	Spokane Falls Boulevard was considered as part of the downtown CCL alignment process in 2015 and 2016 and eliminated by the project Steering Committee and affirmed by the STA Board and Spokane City Council.
	Provide vehicle turnout so stopped vehicle does not block a lane of traffic.	In-lane bus stops will allow the bus to save time by not having to wait for vehicles to pull back in to traffic. Near-level boarding will provide for quicker dwell times for the bus.
18	Great spot in U-District	None
	Pedestrian and cyclist safety are #1	Pedestrian and cyclist improvements, including bike lanes and crosswalks are proposed at this location.
	Might it be better to switch to bulbouts instead? Seems like other bus routes (26, 28, 29) could use this stop too.	A center station is preferred as stop locations for other routes will be revised upon implementation of the CCL.
	Night lighting for safety in evening	All CCL stations will have lighting.
19a	Why this isn't a center island with double sided entry?	Other STA routes may leverage these high-ridership locations, and because not all STA coaches have left-side doors, side stations are required.
	Will the crosswalks at intersection remain? With the new U-District bridge, this will be a busy north-south spine.	Yes, existing crosswalks will be maintained at this location.
	I like the island bike lane	None.
19b	Might this design block traffic during rush hour?	In-lane bus stops will allow the bus to save time by not having to wait for vehicles to pull back in to traffic.

Station #	Comment	Response
	Has there been a safety analysis on the island design? Potential issues with left turns, and visibility of bikes.	Island designs are preferred where dedicated bike lanes exist to provide a safe environment for bikes to travel.
	I like the Island bike lane	None.
	Great spot in the U District	None.
20	Will cars be tempted to pass buses on the right, creating a safety issue with the bike lanes or can the roadway be narrowed to prevent this?	There will be very little room for a car to pass a stopped bus on the right at this location.
	Good spot serving access to buildings at Gonzaga	None.
	I wish that this station had the protected bike lane	This center station is not compatible with the protected bike lane. Protected bike lanes are provided outside the travel lanes on Cincinnati.
21	Preserve the trees and landscaping.	Significant roadway realignment is required at this station location to accommodate bus travel and trees and landscaping will be impacted.
	Seems like there'll be a pinch point in the sidewalk at the SW corner of Boone Avenue Retail Center/Garage. Can station move north a 50-100 feet to allow the roadway curve to be farther away from building?	The station location does not influence the pinch point. The pinch point is required to align the travel lanes for vehicles.
	I wish that this station had the protected bike lane	This center station is not compatible with the protected bike lane.
22a	Can curbside stop have a wider sidewalk to allow those who aren't riding CCL to pass through the stop unhindered?	A minimum sidewalk width will be maintained to allow pedestrians to pass by the station.
	Preserve the trees.	Street trees will be preserved where feasible
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for E. Mission Ave at this station location
	Good location, clear view and seating	None.
	How does the inbound CCL make the left turn from Mission onto Cincinnati in heavy traffic?	Design is evaluating traffic patterns and looking for solutions to mitigate the potential for the intersection to be blocked during heavy traffic periods.
22b	Can curbside stop have a wider sidewalk to allow those who aren't riding CCL to pass through the stop unhindered?	A minimum sidewalk width will be maintained to allow pedestrians to pass by the station.
	Good spot at busy corner	None.
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are

Station #	Comment	Response
		envisioned for E. Mission Ave at this station location
23	Mid-block location seems kind of odd. Should be further east near Avista, the Aquatic Center, and for Mission Park patrons	Design team is evaluating moving this station closer to N. Perry intersection.
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for E. Mission Ave at this station location
24	Good spot, good visibility, clear view, and seating	None.
	Is the proximity to the railroad a concern?	This station location is being closely coordinated with the City's Mission Ave Centennial Trail Gap project which will provide for improved crossings of the railroad at this location.
25a	Can curbside stop have a wider sidewalk to allow those who aren't riding CCL to pass through the stop unhindered? With the shelter, people waiting with bikes, etc. it'll get really narrow.	A minimum sidewalk width will be maintained to allow pedestrians to pass by the station.
	Good spot by a neighborhood center zone.	None.
	Should have a shelter and seating.	Station kit has been identified to align with anticipated ridership at this stop. Comment will be considered with respect to design development and available budget.
	May be more beneficial for ridership to locate a block further west/closer to RMF zoning.	Spacing and location of stations has been optimized for anticipated ridership.
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for E. Mission Ave at this station location
25b	Good spot by a neighborhood center zone.	None.
	Should have a shelter	Station kit has been identified to align with anticipated ridership at this stop. Comment will be considered with respect to design development and available budget.
	Can curbside stop have a wider sidewalk to allow those who aren't riding CCL to pass through the stop unhindered? With a shelter, people waiting with bikes, etc. it'll get really narrow.	A minimum sidewalk width will be maintained to allow pedestrians to pass by the station.
	May be more beneficial for ridership to locate a block further west/closer to RMF zoning.	Spacing and location of stations has been optimized for anticipated ridership.

Station #	Comment	Response
26a	Preserve the trees and create a barrier between the bus station and residential yard.	Trees will be preserved. The station platform will have a railing along the back side to create a barrier/demarcation of the station.
	Good spot in middle of neighborhood. Could stop be moved east to across from the EB stop? Might be more logical and intuitive to the riders	NE Corner of Cook and Mission was evaluated as an option and discarded due to site constraints.
	Should have a shelter. Also, can curbside stop have a wider sidewalk to allow those who aren't riding CCL to pass through the stop unhindered? With the shelter, people waiting with bikes, etc. it'll get really narrow.	A minimum sidewalk width will be maintained to allow pedestrians to pass by the station.
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for E. Mission Ave at this station location
26b	Good spot at corner of park, clear vision all around.	None.
	Should have a shelter. Also, can curbside stop have a wider sidewalk to allow those who aren't riding CCL to pass through the stop unhindered? With the shelter, people waiting with bikes, etc. it'll get really narrow.	Station kit has been identified to align with anticipated ridership at this stop. Comment will be considered with respect to design development and available budget. A minimum sidewalk width will be maintained to allow pedestrians to pass by the station.
	Preserve the trees and be mindful of the residents.	Street trees will be preserved where feasible.
27a	Good location halfway between stations 26 and 28	None.
	Possible seating or shelter?	Station kit has been identified to align with anticipated ridership at this stop. Comment will be considered with respect to design development and available budget.
	How will passengers cross Mission?	Riders will use the existing crosswalk on the west leg of the intersection of Mission and Regal.
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for E. Mission Ave at this station location
27b	Good location halfway between stations 26 and 28	None.
	Should have a shelter. Also, can curbside stop have a wider sidewalk to allow those who aren't riding CCL to pass through the stop unhindered? With the shelter, people waiting with bikes, etc. it'll get really narrow.	Station kit has been identified to align with anticipated ridership at this stop. Comment will be considered with respect to design development and available budget. A minimum sidewalk width will be maintained to allow pedestrians to pass by the station.

Station #	Comment	Response
	I wish that this station had the protected bike lane	Stations are designed to align with the City's Bike Master Plan and currently no bike lanes are envisioned for E. Mission Ave at this station location
28	Will there be a park + ride here and spaces for people leaving the new interstate connector and taking the bus into town?	There are currently no plans to construct a public park and ride at this location.
	Useful to have shelters, seems lacking	This location will include shelters for passengers.
	How will the D2 type interface with design of the transit center? Will there be flexibility for other buses?	Design will be coordinated with Transit Center configuration and amenities.

Demographics

Respondents to the online open house had the option of answering demographic questions. A total of 31 respondents provided responses to at least one demographic question. Of those respondents:

- 87% were white / Caucasian (26)
- 55% were female (16)
- 52% rode transit to work (15)
- 40% were over 55+ years old (12)
- 34% resided in zip code 99201 (11)