

# Open House Summary

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The Spokane Transit Authority (STA) held an in-person open house on Wednesday, October 17<sup>th</sup>, 2018, at the STA Plaza from 4:00 pm to 7:00 pm. STA's in-person open house allowed the project team to share project information with the community, gather public feedback, and answer questions associated with the new Monroe-Regal Line. Nearby residents and the general public were asked to provide feedback on project design, station and stop locations, and station and stop amenities. Feedback gathered from this open house will be incorporated into the revised project in 2019.

## Advertisement of Event

The project team utilized a variety of advertising methods to increase community interest and ensure public awareness of the open house. These methods included: a mailer sent to residents near the Monroe-Regal Line; an announcement on the STA Moving Forward website; promotion and announcement of the event in STA's Newsletter, social media posts, and media and public notice efforts.

## Open House Format

The open house was held at the STA Plaza, consisting of a series of information stations with boards, a large map of the corridor, and paper comment forms. Computers were available with an interactive project map, allowing attendees a chance to explore stop locations in more detail with the project team. No formal presentation was given, allowing attendees to visit and provide feedback anytime between 4:00 pm and 7:00 pm.

- **Station 1:** Open house station one welcomed attendees to the event and provided a brief description of the information being presented at each station, including: (1) an introduction to the Monroe-Regal Line project; (2) background about the STA Moving Forward transit improvement plan; (3) a detailed corridor map displaying future routes and service improvements; (4) details about the benefits of the project; (5) an overview of project cost and funding; and (6) a project schedule displaying the M-R Line timeline and future milestones.
- **Station 2:** Open house station two provided information on M-R station and stop design, seeking feedback from participants on what kinds of features they think are important at M-R stations. Station two provided visual renderings of the M-R Line's possible station elements, as well as its three station and stop typologies: (1) Standard Stop – low ridership or limited space for shelter or other amenities; (2) Enhanced Stop – moderate to high ridership, with amenities;

and (3) HPT Station – highest ridership, includes most amenities. Project staff also advised attendees that some existing bus stops in the corridor will be relocated to accommodate new amenities, while others will be removed to make new service faster and more reliable for riders.

- **Station 3:** Open house station three provided details on the new Moran Station Park and Ride that will be constructed as the terminus of the new Monroe-Regal Line. Project description and concept design drawings and a vicinity map were available to help attendees visualize construction and location.
- **Station 4:** Open house station four included an interactive mapping exercise designed to gather location-specific feedback on Monroe-Regal Line stop and station locations, as well as stop amenities and other transit related comments. Participants were invited to add comments directly onto large aerial imagery maps, using markers and sticky notes. The printed maps included the entire M-R corridor, route alignment, and stop locations. Along with physical maps, an interactive map was also available on computers for the exercise.
- **Station 5:** Open house station five provided attendees with information on next steps, a project schedule with future open house events, and ways in which the public can stay in touch with the project team.

## Comments and Outreach Results

A few general themes from the feedback received are summarized below. Table 1 provides comments associated with 14 different bus stops along the Monroe-Regal Corridor, and Table 2 provides the feedback received through paper comment forms during the open house.

### Comment summary:

- Concerns about unsafe pedestrian crossings along the corridor.
- Concerns about the removal or location of specific station locations along the corridor.
- Desire for/to ensure more frequent transit service.

Stop/Station	Comments Received on Physical Map
1S	<ul style="list-style-type: none"> <li>○ Five Mile Prairie could use a ‘quick loop’ service from Five Mile Park and Ride – i.e., Cedar St to Strong Ave, back to Five Mile Park and Ride.</li> </ul>
9S	<ul style="list-style-type: none"> <li>○ Need light to notify bus drivers when passengers are waiting.</li> <li>○ Shelter visibility is important so drivers can see waiting passengers.</li> </ul>
14S*	<ul style="list-style-type: none"> <li>○ Concerned about having to walk 3 blocks in snow and ice in the winter if stops are removed. Fredrick Street stop is in good location.</li> </ul>
19N	<ul style="list-style-type: none"> <li>○ Boone Ave (by YMCA) feels less safe to cross than Broadway (turning cars).</li> <li>○ Remove street parking</li> </ul>
20S	<ul style="list-style-type: none"> <li>○ Shelter here.</li> </ul>
STA Plaza	<ul style="list-style-type: none"> <li>○ Would like improved/enlarged bay numbers at plaza (to address those with visual impairments).</li> </ul>

**Table 1. Comments on the M-R Line Maps**

<b>31Nx*/31Sx*</b>	<ul style="list-style-type: none"> <li>○ I live at Canterbury Apartments, concerned about removing bus stops.</li> <li>○ Unsafe crossing on Grand Blvd.</li> </ul>
<b>30N/30S</b>	<ul style="list-style-type: none"> <li>○ Ensure safe crossing.</li> </ul>
<b>36N/36S</b>	<ul style="list-style-type: none"> <li>○ Need safer crossings on 29<sup>th</sup> Ave, and better access to shopping center.</li> </ul>
<b>36Nx/36Sx</b>	<ul style="list-style-type: none"> <li>○ I live at 29<sup>th</sup> Ave and Garfield St – How will I get safely to and from new stops?</li> </ul>
<b>42N/42S</b>	<ul style="list-style-type: none"> <li>○ South Hill Park and Ride – call box and better lighting needed. Area doesn't feel safe at night and on weekends.</li> </ul>
<b>46N/46S</b>	<ul style="list-style-type: none"> <li>○ Maverick Gas Station needs to improve ice removal (44<sup>th</sup> Ave and Regal St.).</li> <li>○ Traffic and pedestrian lights don't favor pedestrians – causing me to miss bus while waiting for light to change (south side of 44<sup>th</sup> Ave and Regal St.).</li> </ul>
<b>51N/51S</b>	<ul style="list-style-type: none"> <li>○ I work late shifts at YMCA at 57<sup>th</sup> Ave and Regal St – Want later frequent service, around 10 pm.</li> </ul>
<b>54 - Moran Park &amp; Ride</b>	<ul style="list-style-type: none"> <li>○ Heavy Traffic on 57<sup>th</sup> Ave.</li> </ul>

\*Indicates stops that will be removed.

**Table 2. Comments from Comment Forms**

Comments from Comment Forms
<b>What should the project team be thinking about as they design the Monroe-Regal Line?</b>
Move stop at N Monroe St and W Indiana Ave as far south as possible. Concerned about garbage and cigarettes. Would like a barrier between stop and private property to discourage trespassing (multiple leaning rails?).
Frederick stops removed! In winter-time, I would have to walk 3 blocks in snow and ice. I have physical problems, (and worried) that I might slip and fall. Other times of the year the walk is okay.
Safe bus stops in winter. Do something about dropping passengers off two-feet of snow and on ice. Things need to improve. I live in Comstock, near Super 1 Foods, and I take bus regularly, especially in the winter.
Scheduling, so that high frequency runs late enough to accommodate Sacred Heart shifts and employees.
It's cool, but I think there should be a quick loop at the end, up to the 5 Mile Prairie -- ie Cedar Ave to Strong Ave and back to 5 Mile Rd, from the 5 Mile Park and Ride.
A simple stop would be less intrusive at N Monroe St and W Providence Ave. A stop with or without a shelter, would be best north of my lot, next to the driveway apron off the alley, rather than where grass and commercial signage is located.
I'd rather see the bus stop north of Garland Ave, as it does now. There have been <u>no</u> injuries from people crossing Monroe St from the bus, into traffic. Potential, yes, actual, <u>no</u> .
Frequent stops. Faster pedestrian lights – takes too long to cross the street. Better/quicker transfers to east and west from park & rides.
<b>Do you have any concerns or input on new or removed station locations (list station number below)?</b>
Very supportive of enhanced stops at 29 <sup>th</sup> Ave and Brand St.
<b>Other Comments:</b>
Run 15-minute service to Providence Sacred Heart Hospital for workers getting off shifts in evening, around 7 pm.

Access to United Methodist Church at 65 <sup>th</sup> Ave and Freya St?
What effect will the new Monroe-Regal Line have regarding Routes 44/34 and 20/33?
Would the shelter interfere with my sign (legibility)? What are the dimensions of the shelter, flag, and bus marker?
Very supportive of ticket vending machines, lighting, and real-time departure signs.

## Demographics

Respondents to the open house had the option of answering demographic questions. Only two respondents filled out the demographic information incompletely; it is therefore not included in this summary.