

# Moving Forward

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## Memo I.05: Phase I Public Outreach and Feedback Summary

***Prepared for:***  
**Planning and Development Committee**

**Draft**

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# Introduction and Overview

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This memo contains a description of the public outreach efforts and the information gathered from those efforts of Phase I of *STA Moving Forward*, the High Performance Transit planning process. This memo is not intended to be a list of all of the work that has been conducted, but rather a summary of the highlights of the major activities that took place and the results of the questions that were asked. Framed in a variety of different ways throughout this public outreach effort, three general questions were asked. First, staff wanted to know which of the High Performance Transit (HPT) characteristics (i.e. Frequency, Span, Enhanced Vehicles, etc.) people felt were the most important. Second, the public was asked if they agreed with the weights given to the HPT corridor evaluation criteria (i.e. Existing Ridership, Travel Density, Development Support, Grant Opportunities). Finally, the public was asked about the most important destinations and corridors for the High Performance Transit Network.

Overall, the response from the community has been generally positive while providing some important feedback for preferences of HPT corridors. For the Blue Corridors, both Cheney to Downtown Spokane and Spokane Airport to Coeur d'Alene were often the top choices of the respondents. Division St. HPT and an HPT Line through the Spokane Valley to Liberty Lake topped the ranking of the Red Lines. With a few exceptions, G1-Five Mile Park and Ride to Moran Prairie and G2-Browne's Addition to SCC were ranked highest among the Green Lines.

Furthermore, staff asked the public if they agreed with the draft weights given to each scoring criteria for the corridor screening (30% Existing Ridership, 30% Travel Density, 30% Development Support and 10% Grant Opportunities). With only eight surveys responding to the question asking if the weights of the evaluation criteria for the HPT Corridors reflected the opinions of the public, staff cannot draw definitive conclusions from the survey. However, those who did respond would have liked to see a slightly higher weight given to the score of Existing Ridership (33% instead of 30%) and slightly less for Development Support (25% as opposed to the recommended 30%). The responses for the weight percentage for Travel Density and Grant Opportunities remained close to those values presented as recommendations.

With regard to the HPT characteristics, Higher Frequency and Greater Span were consistently ranked at the top of the most important features for respondents. Although it varied depending on the group, real-time information for customers, transit signal priority and improved station amenities were generally ranked in the second tier of characteristics. Respondents seem to favor any HPT feature which allows them to travel with more speed and flexibility (i.e.

frequency, span, transit signal priority) or with more travel comfort (i.e. real-time information, passenger amenities and enhanced vehicles).

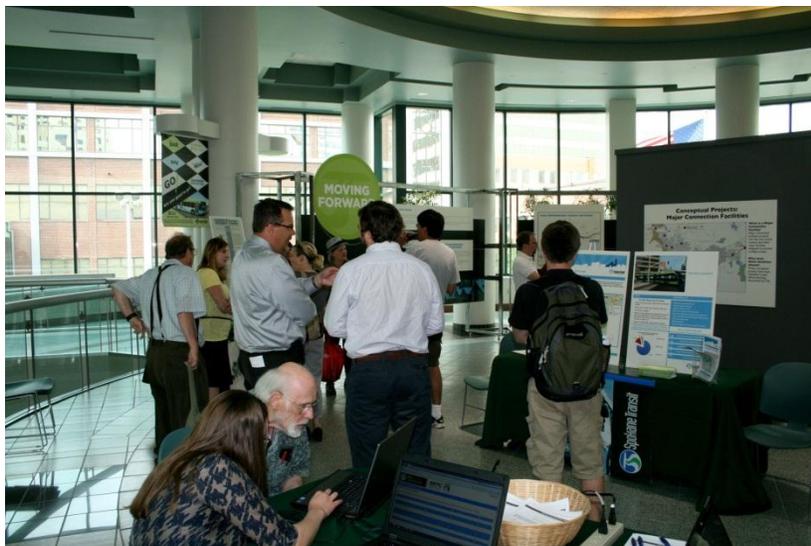
## Outreach Activities

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### Public Open House

#### Process

On May 16, 2012, STA staff hosted an open house on the second floor of the Plaza in partnership with Spokane Regional Transportation Council and the City of Spokane. More than 100 people attended the open house to learn more about the STA Moving Forward planning effort that is taking place. From 4-6pm staff answered questions and received feedback about the High Performance Transit corridors that are being evaluated. There were opportunities to review maps of potential HPT corridors, connection facilities and to complete a survey. The survey was the result of collaboration between Spokane Transit, City of Spokane and Spokane Regional Transportation Council to seek input about transit and transportation topics in the region. The following photo shows the setup on the second floor of the Plaza and the computers available for open house participants to complete their survey online. See Appendix A for the comments collected from the comment card submittal at the open house.



## Results

Attendees commented and provided input about current and future transit service. Comments touched on topics ranging from crosswalks near bus stops to the need for more seating capacity to installing and operating railed infrastructure. Comments concerning HPT corridors supported R1-A on Division St., B2 between Spokane Airport and Coeur d’Alene and R2 in the Spokane Valley.

Twelve of the open house attendees participated in the open house survey taken on computers provided at the open house. The first transit related question asked the respondents to prioritize their top three choices of HPT characteristics. Providing a greater span of transit service was the top HPT feature that people felt was the most important and higher frequency was the second most important HPT feature. The rest of the features were a step below the top two and each received a handful of votes, except for “enhanced vehicles” which received no top 3 votes.

## Online Survey

### Process

Staff created an online survey to receive feedback on questions posed during Phase I of STA Moving Forward. The short three question survey asked about when the respondent first heard about High Performance Transit, their top ranked HPT features and their preference for destinations that should be served by HPT. This survey was open for about three weeks before staff tabulated the results on June 15<sup>th</sup>. At that point 58 people had responded to the survey. See Appendix B for a copy of the survey questions.

### Results

Below is a list of qualities of High Performance Transit. Please prioritize your top three choices based on the three characteristics you feel are the most important (1 = Highest). The response count column denotes how many times an individual voted that particular HPT feature in their list of top three most important HPT features. The ranking average is a weighted score based on the average placement of each feature. In this case a lower score means that it ranked higher overall.

Higher service frequency was the most important attribute; greater span ranked a close second. Those two features were set apart from the rest of the group by a large margin. Real-time information for customers topped the second tier of HPT features. We may be able to infer that increased passenger capacity is very important to those who are directly affected by it as it had a better ranking than transit signal priority despite receiving fewer responses overall.

Rank	Answer Options	Response Count	Ranking Ave. (1 = Highest)
1	Higher frequency	39	1.54
2	Greater span (hours of service)	34	1.82
3	Real-time information for customers	18	2.06
4	Improved station amenities (shelters, benches, ramps, lighting, etc.)	16	2.06
5	Transit Signal Priority (extends green lights or shortens red lights for buses)	16	2.50
6	Increased passenger capacity to meet demand in each corridor	13	2.08
7	Off-board fare payment stations to speed up boarding by allowing all-door boarding (no farebox onboard)	12	2.33
8	Enhanced vehicles	12	2.33

The survey asked, “What are some destinations in our region you think HPY should serve? (check up to five).” Downtown Spokane was the most popular answer with more than 60% of respondents selecting that location. EWU/Cheney and Coeur d’Alene scored well with roughly 40% of respondents choosing destinations outside of the urban core of the Spokane Region. North Division/Norhtown Mall, the Southside Hospitals and Liberty Lake also scored well among the survey respondents.

Answer Options	Response Percent
Downtown Spokane	60.3%
EWU/Cheney	41.4%
Coeur d’Alene	39.7%
North Division	37.9%
Southside Hospitals	34.5%
Liberty Lake	32.8%
Norhtown Mall	29.3%
Other (please specify up to three locations)	29.3%
East Sprague	20.7%
Valley Mall	20.7%
Airway Heights	20.7%
Medical Lake	17.2%
Millwood	13.8%
Lincoln Heights	12.1%
Mirabeau	3.4%

In addition to the questions highlighted above, respondents were also asked when they first heard about the High Performance Transit Network. According to 58% of respondents, this was the first time or within the past month was the first time they had heard about the HPTN. 28% heard about it more than a year ago and 14% had heard about it within the past year.

Respondents were also given an option to provide any other additional comments. Many of the comments requested more service, later service, improved stop amenities or the construction of railed transit. See Appendix C for the open ended responses.

## Citizen Advisory Committee Workshop

### Process

At the June 13, 2012 Citizen Advisory Committee (CAC) meeting, the committee was briefed about the work being done for STA Moving Forward up until that point. Each member of the CAC received dots to place next to the HPT features or HPT corridor that they felt were the most important.

### Results

Keeping in line with typical requests from STA customers and the public in general, higher frequency and greater span were the top vote getters. Improved station amenities and off-board fare payment stations were the second tier of preferences followed by the rest of the HPT features. This remains relatively consistent with other groups who provided input.

Characteristic	Vote Count
Higher frequency	5
Greater span (hours of service)	5
Improved station amenities (i.e. shelters, benches, ramps, lighting, etc.)	4
Off-board fare payment stations	3
Transit Signal Priority	2
Real-time information for customers	2
Increased passenger capacity to meet demand in each corridor	2
Enhanced vehicles	1

CAC members were asked to rank their top corridors for each of the HPT segments listed below. The Division Line R1-A received the most votes, consistent with other feedback. Two blue segments, one between Cheney and Downtown Spokane and one between Cheney and SCC combined to receive 7 votes as well. The relatively low ranking of the Spokane Airport to Coeur

d'Alene is not consistent with the other groups who provided input. The highest Green Line was Five Mile to Moran Prairie G1 but the group distributed preference through most of the Green Lines.

Designation	Name	Score
B1-AB	SCC to Cheney	4
B1-A	Downtown to Cheney	3
B1-B	Downtown to Hastings	2
B2	Spokane Airport to Coeur d'Alene	2

Designation	Name	Score
R1-A	North Division to Downtown	7
R3-A	Shadle Park to SCC	3
R1-B	Airway Heights to Downtown	2
R2	Liberty Lake to Downtown	2
R4-B	Lincoln Heights to SCC	2
R3-B	SCC to Sprague/Sullivan	0
R4-A	SCC to Holland/Division	0

Designation	Name	Score
G1	Five Mile to Moran Prairie	3
G2	Browne's Addition to SCC	2
G4	Indian Trail to Lincoln Heights	2
G5-A	Empire/Cook to 14th/Lincoln	2
G6-A	Five Mile to Riverpoint via Hamilton	2
G3	Downtown to Valley Transit Center	1
G7	SFCC to SCC	1
G8	Millwood to SR27 & E 32nd Ave	0

## All-Employee Meeting

### Process

On April 30<sup>th</sup>, 2012, Spokane Transit held four all-employee meetings throughout the day and conducted exercises to obtain feedback from the employees about which High Performance Transit (HPT) features and corridors they believed were the most important. Selected volunteers from departments across the agency were trained as table facilitators. During the meeting, the facilitators helped employees understand the projects and fill out the survey sheet that asked them to rank the HPT corridor segments and the HPT features that they feel are most important. See Appendix D to view the sheet that was distributed to all of the employees who attended one of the meetings.

To score and rank the selections, staff used a variety of techniques to evaluate the survey data to consider different ways of assessing the ranking of each project. However, the technique of scoring each item inverse to the rank given (1 = 5, 2 = 4, 3 = 3, 4 = 2, 5 = 1) and then summed appeared to be the most comprehensive. For both the corridors and the features the scores aligned with other ranking and scoring methods.

The tables below provide the full rankings for each question.

## Results

The ranking of the HPT corridors by Spokane Transit employees resulted in two long-distance Blue Line corridors as the top HPT corridors to implement. The route traveling between the Spokane Airport and Coeur d’Alene was the most popular route followed by the Cheney to Spokane corridor. The Liberty Lake to Spokane and Airway Heights to North Division ranked the highest of the Red Lines and SCC to SFCC via Mission and Five Mile to Moran Prairie via Monroe, Downtown, Grand and Regal scored the best out of the Green HPT Lines.

Rank	Corridor	Weighted Score
1	Airport to Coeur d’Alene via Spokane	470
2	Cheney to Spokane	394
3	Liberty Lake to Spokane	300
4	Airway Heights to North Spokane US 2 and Division Street	239
5	SCC to SFCC via Mission	187
6	Shadle to Central Valley via Wellesley and Trent	183
7	Five Mile to Moran Prairie via Monroe, Downtown, Grand, Regal	165
8	Browne’s Addition to SCC via Downtown	152
9	Northpointe to Lincoln Heights via Hillyard and SCC	151
10	Five Mile to University District via Francis, Nevada, Hamilton	145
11	VTC to Downtown via Sprague	143
12	Indian Trail to Southeast Blvd via Downtown	82
13	14th & Lincoln to Crestline/Francis	62
14	Millwood-South Valley	61

Improved transit service frequency is the most important HPT attribute according to STA Employees who completed the survey. Real Time information (e.g. arrival and departure times), while not preferred for most importance, scored better than greater service span after weighting the score as described above. Considering the differences between each weighted

score, there is a clear delineation between the fifth and sixth rank. If one is to consider the top five rankings, all of them affect actual and perceived travel times (even greater span: if the bus doesn't come until the morning then there is a very long travel time). Improved station amenities and enhanced vehicles improve the image and the experience but not to the same degree as frequency, reliability (signal priority, off-board fare collection) and solid dynamic rider information.

<b>Rank</b>	<b>Attribute of High Performance Transit</b>	<b>Weighted Score</b>
<b>1</b>	Higher Service Frequency	457
<b>2</b>	Real-time Information	380
<b>3</b>	Transit Signal Priority	322
<b>4</b>	Greater Span	315
<b>5</b>	Off-board Fare Payment	274
<b>6</b>	Enhanced Vehicles	178
<b>7</b>	Improved Station Amenities	158
<b>8</b>	Boarding All Doors	80

# Appendix A

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Card No.	Comment
1	Frequent rider of #45 * South Perry District. Suggestion: bigger buses, especially the peak hours of school! And...I sure hope you are really reading these (comments, etc.)
2	Might be a good idea to encourage travelers to park at certain transit stops and ride to downtown. *A good example of this is the Link in Tacoma.
3	Would be nice if it went further North (Mall) and over 2 the 2 community colleges.
4	Paint the crosswalks! And <u>thank</u> you for keeping the bus stop on the corner of Helena & 37th.
5	Service is stopped too early in the evening. If the buses ran later into the night, I would be able to get out into the city more.
6	I like the B2 route, with light rail and the R2 with overhead electric in addition to a few more with frequent stops would be good.
7	Please put in a rail network. Airway heights to CDA via I-90 corridor. Downtown Spokane to Mead along Division/Hwy 2. I will use it!
8	We need the use of bathrooms at VTC & all park & rides.
9	#2 is too bumpy. Need to fix streets or better cushion seats. Fifth/Howard/6th/Wall. Got no response from S. Millbank. Cell phone on the bus should be prohibited. Drivers are on a tight schedule.
10	I would like a card that I could load with \$20 toward riding the bus.
11	Northeast quad of area is completely void of public transit. I keep proposing a loop on Upriver Drive to provide minimal service.
12	The recent changes to the Cheney bus routes are pretty terrible. There needs to be a better way to set these routes up.
13	Saturday, Sunday & evening service.
14	More local feeder routes & in Airway Heights etc and then main lines into downtown.
15	Bus up Boone & Sharp by GU.

Consider a Red Line from 5-Mile to Downtown/U-District. Prioritize R1-A and B2. Many more park & rides along North Spokane Corridor, I-90 and in the suburbs. Spokane's culture is car-drive and probably will remain so in the future. Denver's transit system has a lot of park and rides and it seems to work well for that "sprawled-out" metro area. Transit access points should be more visible on HPTN routes - more than just a metal sign - part of transit is branding and promoting it. Celebrate its presence!

# Appendix B

**1. When was the first time you heard about the proposed High Performance Transit Network?**

This if the first time  
 In the past month  
 In the last year  
 Over a year ago

**2. Below is a list of qualities of High Performance Transit. Please prioritize your top three choices based on the three characteristics you feel are the most important (1 = highest).**

	1	2	3
Higher frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Greater span (hours of service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved station amenities (shelters, benches, ramps, lighting, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transit Signal Priority (extends green lights or shortens red lights for buses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Off-board fare payment stations to speed up boarding by allowing all-door boarding (no farebox onboard)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Real-time information for customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased passenger capacity to meet demand in each corridor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. What are some destinations in our region you think HPT should serve? (check up to five)**

- Southside Hospitals
- Coeur d'Alene
- EWU/Cheney
- Northtown Mall
- Downtown Spokane
- Lincoln Heights
- North Division
- East Sprague
- Valley Mall
- Liberty Lake
- Airway Heights
- Medical Lake
- Mirabeau
- Millwood
- Other (please specify up to three locations)

**4. If you would like more information on upcoming events as we move forward, please provide your email address.**

Email Address:

**5. Do you have any other comments you would like us to consider?**

# Appendix C

1	Evening and week-end service to and from Medical Lake
2	presently live in post falls and work in liberty lake myself and several coworkers could use service in this area
3	A limited stop express run should be considered between 57th Ave and Downtown, similar to the north side #124, morning and evening rush times.
4	You need to give your driver's training on being friendly & helpful. We take public transport on vacation. Had a wonderful experience in Chicago SO UNLIKE WHAT WE EXPERIENCE HERE AT HOME IN SPOKANE. Here they are rude and unwilling to help customers!
5	Keep evenings and weekend service
6	They ought to consider "last call" hours on Friday and Saturday's from downtown going in each direction (north south east and west) in an obvious abridged version of the typical routes for those areas. This would be a good addition towards the city's efforts of rebuilding Spokane downtown include the night life downtown has to offer. Last call is typically at 1:30am, so bus departures should be at 2 am.
7	<p>To replace the popular Downtown Shuttle and Medical Shuttle services (operating from the Spokane Arena to Downtown and Downtown to the Hospitals on the Southside), consider the benefits of cable-based transit. Here's my idea, since it's very specific.</p> <p>Build a Monocable Detachable Gondola (MDG) or a 3S Gondola system. The MDG system is exactly the same as those that you see at ski resorts like Crystal Mountain, WA and Silver Mountain, ID, as well as others worldwide. It's a one-rope system whose cabins can hold as many as 15 people. The 3S is more like Whistler's Peak2Peak Gondola; among the differences, it has three ropes, can operate in higher winds, and can operate at slightly higher speeds. Its cabins can hold up to thirty passengers.</p> <p>A gondola IS NOT an aerial tram. Aerial trams only have two cabins and stop when each one is at the opposite terminal. A gondola allows for many additional terminals, turn stations, among other things.</p> <p>I've been looking into the benefits of addition a system like this in Spokane, and the list is long. Built in a corridor with stations at the Spokane Arena, a new/remodeled Macy's Building or perhaps the old Cyrus O'Leary's parking lot, South Downtown, Deaconess, and Sacred Heart, a gondola could save millions of pounds of carbon dioxide emissions, revitalize an urban corridor, and provide a sustainable transit solution for years to come. When integrated into the larger STA system (that is, fares on the gondola transfer on buses or future light rail), the potential grows exponentially. Alternate routes could serve the University District and continue to replace the Riverfront Park Aerial Skyride--which would create new synergies between STA and Spokane Parks &amp; Recreation, which is currently working on its master plan which CONTAINS an idea to extend a new line of their Spokane Falls Skyride to the Convention Center. If STA and Spokane Parks worked together to build a new monocable detachable "Skyride" (their current system is an aerial pulsed-movement ropeway) from its current station beneath the Monroe Street Bridge to stations near Riverpark Square, the Old and New Convention Centers, and the University District, costs could be shared, reducing the burden on the taxpayer and creating a new, vibrant district downtown. And eliminating circulation issues with people getting downtown from the Convention Center and U-District and vice-versa.</p> <p>A Monocable Detachable or 3S Gondola would: -cost less than light rail or electric streetcar systems</p>

	<ul style="list-style-type: none"> <li>-eliminate geographical issues (the river, hills, etc.)</li> <li>-provide opportunity for public/private redevelopment projects</li> <li>-eliminate circulation issues for conventions and education interests downtown (for U-District idea)</li> <li>-eliminate need for buses in the Medical/Downtown shuttle routes (for Medical Centers idea)</li> <li>-provide less-than-one-minute wait times, the holy grail of transit planning</li> <li>-create new synergies between SPRD and STA (for U-District idea)</li> </ul> <p>Consider the idea. Actually consider it. Then visit this site</p> <p><a href="http://gondolaproject.com/faqs/">http://gondolaproject.com/faqs/</a></p> <p>and its parent blog at <a href="http://gondolaproject.com/">http://gondolaproject.com/</a> and research the idea. It's not as crazy as it sounds. Even I thought it was crazy at one point. But considering the obstacles (the river, hills, a freeway viaduct) as well as the benefits (lower cost, LT1M, potential opportunities to work with local governments, etc), I think it's worth considering in one or more corridors.</p> <p>Thank you for the opportunity to share my information with you. If you would like additional information on the idea, email me at <a href="mailto:anthonyegill@gmail.com">anthonyegill@gmail.com</a>. Or, since I am not an expert and can only offer you secondhand information based only on totally outside information, contact Steven Dale of Creative Urban Projects, the brainchild behind the Gondola Project website--<a href="mailto:steven@creativeurbanprojects.com">steven@creativeurbanprojects.com</a>. He could probably help you better with technical information, FAQs, and cost analysis. I'm just an avid reader of his blog.</p> <p>Many different cities are currently considering gondola transit. It's new, noteworthy, and somewhat different. But I do hope that Spokane can be the next.</p>
8	<p>I had a career in Rail Transportation from 1972 through 2003. My last 16 years I was a conductor on Amtrak in the Northwest. Retiring off the Empire Builder between Seattle and Spokane.</p> <p>When I went to Amtrak full time in 1987, my first run was on the Mount Rainier service between Seattle and Portland. There were a total of 4 trains North and 4 trains South between Seattle and Portland. I proposed at that time they needed at least 8 and as many as 10 or 12 trains in each direction and extending service to Vancouver BC and Salem, OR. The more frequent the service, the more attractive the train becomes. I was laughed at because ridership was fairly low at that time. I saw the reason for that was the lack of service. When people got their business done in Portland or Seattle they did not want to wait 4 to 6 hours for the next train. Now that there 8 or 9 trains in each direction they are all nearly sold out on every one. My theory was correct.</p> <p>I also suggested feeder lines, whether they be buses or trains that would stop at small communities to bring passengers to larger stations where they could then catch long distance trains. The long distance trains would not stop in the smaller communities allowing for shorter run times over the longer runs. Sounder service does just that for the Everett, Seattle Tacoma corridor.</p> <p>I would like to see STA serve the Spokane Transit Station (Amtrak/Greyhound depot) at the times the trains and buses are scheduled which is mostly from 10 PM until 3 AM. I</p>

would like to see service from Cheney, Coeur d' Alene and Deer Park coming in and Arriving about 11:30 PM and then Leaving Amtrak/ Greyhound about 3:AM returning to Cheney, Coeur d' Alene & Deer Park They would make strategic stops in each direction. They may be able to get funding assistance from Amtrak and/or Greyhound as these would primarily feed their service.

I would like to see more park and rides. If you build them, they will come. But you need to have frequent service. People do not want to go to a park and ride get on their bus only to either get to work 5 minutes late or get there 50 minutes before they go to work. For the most part 30 minutes is about the tolerance level and 15 minute intervals during peak times are a draw. Park and Ride service should be semi-express service. If the ride takes an hour and you can drive it in 20 minutes, people will not get out of their cars. On the other hand, if they can do it in 30 minutes they will trade the extra 10 minutes for not having the stress of driving and buying the additional gas & maintenance on their vehicles. Here again, run local buses making all the stops and bring riders into a park and ride to connect with the semi-express or express buses going to Downtown Transit or other large employment locations, Hospital District, EWU, Whitworth, Gonzaga. etc. Encourage large employers to supplement their employees/ customers/ students etc. bus passes. Hold meetings with mall managers. If the stores and shops in the malls worked together in their employee scheduling it may be worthwhile to bring buses into the malls 1/2 hour before regular opening time for employees and if shift changes are established about the same time for all shops and stores then there need to be buses scheduled to return the employees to their park & rides or where they came from. Again trying to work with the stores for the benefit of their employees, the stores should help pay for the employee bus pass. Maybe with minimum purchase, stores would offer a one trip bus pass for their shoppers. Sell such passes to the merchants at a reduced rate.

My other idea is to provide express or semi-express service to and from Park & Rides or other specified locations for sporting events, special shows at the Arena, Fairgrounds or Joe Albi Stadium. I used to park in Monroe WA and pay \$5 for a ride to SafeCo for a Mariner game, The bus would be waiting and left about 15 to 20 minutes after the last out. I would be back in Monroe 40 minutes later. If I drove it would take about an hour and I'd have to pay \$20 to park. Not to mention the car getting dinged up in the parking garages. I have trouble driving at night. I live 5 blocks from NorthTown Mall. If I could catch a bus there and ride to the Fairgrounds and be able to catch a bus back after the game, I would go to more Indian baseball games. I might even consider season tickets. As it is now I only go to the day games when I can drive home in daylight.

Same thing with football at Joe Albi. I love High School football, But I won't go out there if I have to drive in the dark.

Park & Rides have to be secure. When I was working in Seattle I used to catch a bus at the Kent P&R. Quite often there would be parts of bicycles locked to the bike stand with tires, chains etc. missing. I would arrive 2 buses early so if my bus did not have room for a bike I had time to wait for the next bus, or the next. I only had to lock and leave my bike once and fortunately for me it did not get vandalized. I often saw cars with broken windows and heard people on the bus talking of having their stereo stolen or gas siphoned. A lot of regulars would buy a \$400 - \$500 whoop-die just for parking at the park & ride. Nobody would steal them or bust them up. They figured if they did, they were out less than their deductible on their good car. They could scrap them out and buy another one with just a couple hundred more.

I am sure I can think of more ideas if I put my mind to it. Thank you for allowing for citizen input. I hope you pay attention to the citizens and this is not just a smoke screen and your mind are already made up regardless of input from the public. I saw way too much of that working for Amtrak.

9	I think that we should build a light rail or commuter train that connects Coeur d'Alene to Spokane with stops in communities in between. I think that we need to look into other transportation options than just buses. Anything we can do to model Seattle or Portland's transit systems and make it so easy to take public transit that many people choose that over driving is the way to go. I myself am Blind and have no choice but to take public transit and have longed for the day Spokane's transit system would become more advanced with more service at more times to make living in Spokane as a disabled person just a bit easier.
10	I don't know if there are lots of express busses coming from outlying cities/neighborhoods into Downtown Spokane, but if there aren't that should be a major consideration.
11	Later buses, especially on weekends, would allow folks to go out and enjoy the town without having to worry about drinking and driving. And they wouldn't need to run frequently, just late so you can go out and get home safely.
12	would like to see light rail in Spokane ASAP
13	I just want to reiterate that I really want more shelters at bus stops. Often times the weather (rain, snow, intense winds, extreme cold, etc) makes shelters much more desired.
14	VA Hospital needs to keep service for the Vets that use STA all the time. What services you now have works but some of the new ideas for new towns would be great also should ridership from the new towns be enough to provide service to them. I use STA all the time and I am a Vet that needs service to VA Hospital whether by fixed route service or by paratransit for some local Vets are wheelchair bound.
15	Please don't raise the price of paratransit anymore
16	Keep up the conscientious work!
17	It's hard to get into a bus habit when it runs so infrequently and covers such a limited area.

# Appendix D

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1) Below is a list of Qualities of High Performance Transit. Please prioritize your top three choices based on the three characteristics you feel are most important (1 = highest):

- \_\_\_\_\_ Higher frequency
- \_\_\_\_\_ Greater span (hours of service)
- \_\_\_\_\_ Improved station amenities (i.e. shelters, benches, ramps, lighting, etc.)
- \_\_\_\_\_ Transit Signal Priority (extends green lights or shortens red lights for buses)
- \_\_\_\_\_ Off-board fare payment stations to speed up boarding
- \_\_\_\_\_ Enhanced vehicles
- \_\_\_\_\_ Real-time information for customers

2) Prioritize the top five corridors you think would most benefit the community (1 = highest):

**Blue Lines cover long distances quickly to connect major regional destinations. Typically the speed is higher, but there are fewer stops. Frequencies are between 15-30 minutes.**

- \_\_\_\_\_ **Cheney to Spokane** via I-90, downtown Spokane, SCC and North Spokane Corridor (future)
- \_\_\_\_\_ **Spokane International Airport to Coeur d'Alene, ID** via downtown Spokane, Spokane Valley Mall and Post Falls

**Red lines offer direct service to major destinations within a metropolitan area. Both the speed of the vehicle and the amount of access for passengers is moderate. Frequency: 10-15 minutes.**

- \_\_\_\_\_ **Airway Heights** to Newport Highway & Hawthorne via Sunset Boulevard, **Downtown Spokane** and **Division** Street
- \_\_\_\_\_ **Downtown Spokane to Liberty Lake** via I-90 Corridor, Sprague Avenue, Spokane Valley and Greenacres
- \_\_\_\_\_ VA Hospital to Sprague and Sullivan via **Wellesley** Avenue, Hillyard, SCC, Millwood, and Spokane Valley Mall via **Trent**
- \_\_\_\_\_ Holland & Division to South Hill Park and Ride via Nevada Street, **Francis** Avenue, **Market** Street, **Freya** Street and 29th Avenue

**Green lines support spontaneous travel, short trips and provide quick, easy access to other service types. A green line generally has a lower average speed, but higher passenger access. The frequencies are the highest at 6-10 minutes.**

- \_\_\_\_\_ Five Mile to Moran Prairie via **Monroe** Street, **downtown Spokane**, **Grand Boulevard**, Lincoln Heights and **Regal** Street
- \_\_\_\_\_ **Browne's Addition to SCC** via **downtown Spokane**, Riverpoint Campus, Hamilton Street, and Mission Avenue
- \_\_\_\_\_ Downtown Spokane to Valley Transit Center via **Sprague**
- \_\_\_\_\_ **Indian Trail** to Lincoln Heights via Shadle Park, downtown Spokane, Perry District, and **Southeast Boulevard**
- \_\_\_\_\_ **14th & Lincoln to Crestline & Francis** via downtown Spokane, Riverpoint Campus, Hamilton Street, Euclid Avenue, and **Crestline** Street
- \_\_\_\_\_ Five Mile Park & Ride to Southside Medical District via **Francis** Avenue, **Nevada** Street, **Hamilton** Street, Riverpoint Campus and South University District
- \_\_\_\_\_ **SFCC to SCC** via Maxwell Avenue and **Mission** Avenue
- \_\_\_\_\_ **Millwood to South Valley** via Argonne Road, Valley Transit Center, Sprague and Pines Road

OTHER: \_\_\_\_\_

COMMENTS: \_\_\_\_\_

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