

Online Open House Summary

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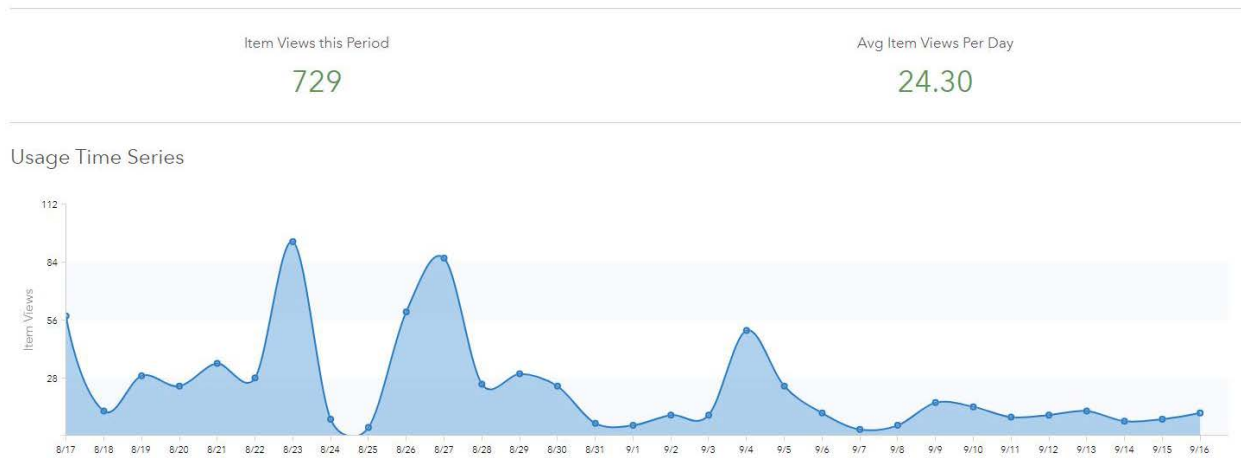
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The Spokane Transit Authority (STA) conducted an online open house during summer 2018 to provide general information to the public about the Monroe-Regal (M-R) Line, in addition to station locations and design. The team prepared an online open house that was made available from August 18 to September 17, 2018 to collect feedback from the public on the station and stop locations and amenities to identify concerns early in the design process. Seven hundred and twenty-nine people visited the online open house, with a total of 71 people taking the survey; of these, 48 comments were made during the month-long open house period. STA will incorporate this feedback and present the revised project in 2019.

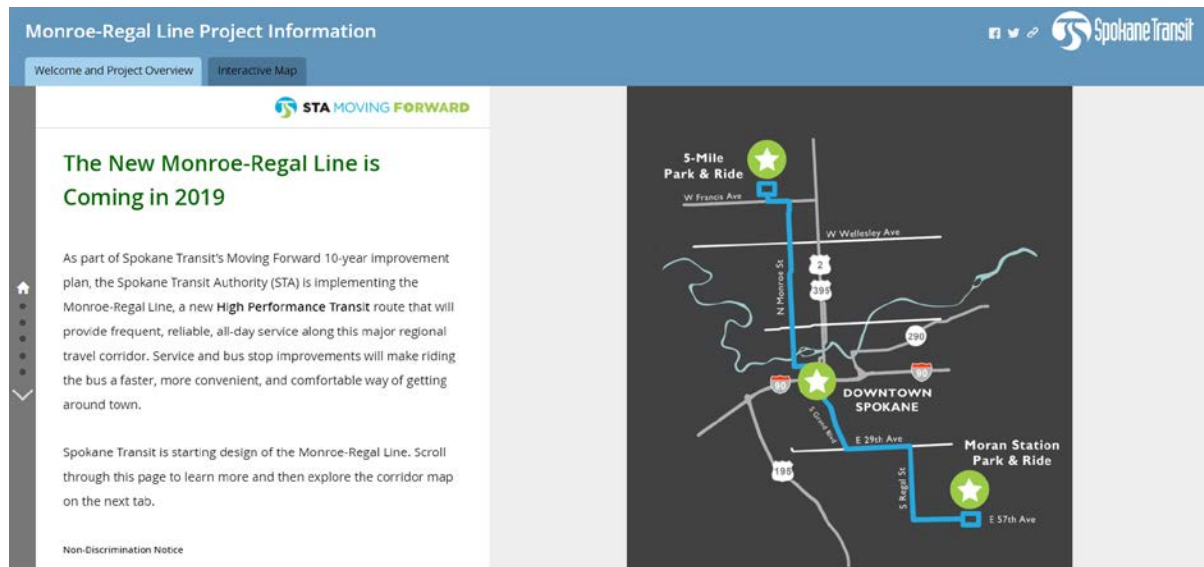
Figure 1. Visits to Monroe-Regal Line Online Open House

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) an introduction to the Monroe-Regal Line project; (2) background about the **STA Moving Forward** transit improvement plan; (3) the M-R Line alignment; (4) station design concepts which provided an overview of station types, station kits and the different amenities for each design; (5) details about the new Moran Station Park and Ride; and (6) a schedule displaying the M-R Line timeline and future milestones.

Figure 2. 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 northbound and southbound alignments of the M-R Line. With station footprints overlaid on an aerial map, users were able to click on icons for each individual station, which provided details about each stations' improvement type (Standard, Enhanced, HPT, or Removed).

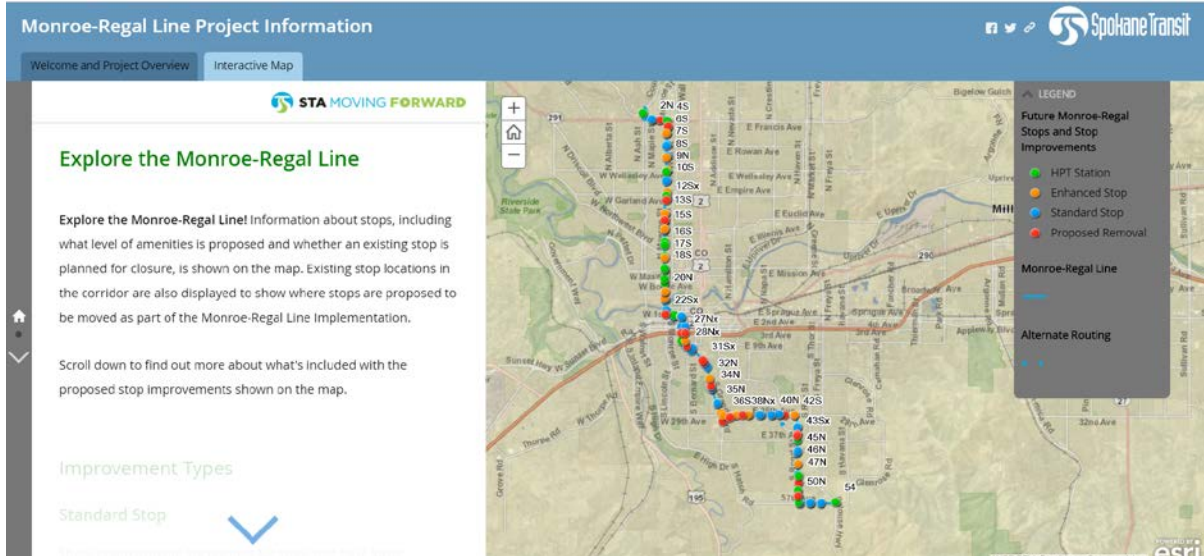
Survey respondents were invited to comment on individual stations through open ended prompts that asked

What should we be thinking about as we design this station?

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 3. Interactive map and comment element of the 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 48 comments collected through the online open house. Responses have been provided for all online open house comments.

Comment summary:

- There is general support for the M-R Line project, design concepts and the frequent and extended service proposed
- Concerns about the removal of specific station locations along the corridor
- Concerns about the corridor alignment and/or the desire for more transit routes in Spokane

Table 1. Comments on M-R Line stations and response from the project team

Comments Received
Will any of the stops have sheltered bike racks or bike lockers?
Before expressing comments I need to understand what will happen to the existing 44G, 44B, and 45 lines
Very needed route.
Thank you for the progressive and forward planning to get the north and south parts of town more efficiently connected!
Please increase cushioning on seats
I noticed that the stop 15S which is Frederick/Monroe is removed. Why? The Alice Ave is 3 blocks north of Frederick and Grace is 3 blocks south of Frederick. I see people especially the elderly and disabled use the Frederick bus stops. Hope you can bring this stop back! Especially in the wintertime! Thank you.

Comments Received

My initial comment is the stop 47S should be an ""enhanced"" instead of ""standard"" stop since Parks Department and KXLY have committed to building the infrastructure for an HPT stop there at that stop adjacent to the park. Also, I'd like to know more about the design and function of the Moran Prairie Park and Ride.

I am just commenting about the New HPT Line running on Monroe in 2019... I think it would be of benefit to move it to the Hastings park n ride up north. There are only two busses utilizing the park n' ride and one of them doesn't run all day and the other runs up and down division making it difficult to connect to from the west side of town. It would be nice to have an all day option running Monroe that went all the way to Hastings.

This doesn't specifically address the Monroe-Regal Line project, but I don't know where else to mention this. Is there any plan to introduce a bus line that goes down E 17th Ave in a way that connects to downtown? Perhaps a line that starts/ends at the new Moran park and ride, down Glenrose or Havana to service Chase MS, then down 17th to SE Blvd and down Sherman to downtown, or through the hospital district to downtown. I think there would be many interested commuters who are poorly served by the bus routes on Ray and on Perry.

Sad that my stop (33) is proposed to be eliminated, but at least there will be another stop within a block. I approve of the other changes along 29th Avenue, especially eliminating the detour around Arthur.

The Monroe regal line should run up ash to cedar and around high drive to hatch and then across 57th. the city has multiple buses that run on grand and regal and 29th already. There is currently no service above 14th and cedar that serves the western side of the south hill or the top half of the southgate and lower moran prairie neighborhoods. The 43 does serve part of the western lower south hill but nothing serves high drive or the areas south of 37th. Consider routing this as a loop around the edge of the south hill for more coverage area.

It is wonderful that this is going forward; I believe it will assist riders a great deal.

I like this route and am excited about it! However there is no way to get to the 5-Mile Park & Ride from Whitworth University. Whitworth is phasing out parking and encouraging students to use public transportation, however there are very few convenient north/south routes from the Hawthorne Shelter that run west of Division. I would love to have a bus that runs from the Hawthorne shelter to the 5-Mile Park & Ride. More students would explore Spokane if there was more access to buses from Whitworth.

With the growth around the south hill I find this to be so necessary. Thank you for your support of the commuters.

The proposed changes, upgrades, removals, etc look really good.

Service does not go far enough north. It should go to Wandemere. Also there should be a route that goes to Deer Park and back.

I would like to comment on the elimination of the 33Nx stop at 20th Ave and Grand. While I know that the other stop at 18th and Grand will be enhanced and has the added benefit of a designated safe cross walk, the sidewalks getting to the north bound bus stop on 18th are almost impassible by foot traffic during most of December through March. This is because the sidewalks are broken from the tree roots, and almost all of the houses on the East side of Grand are rentals so the sidewalks are not cleared of snow, despite the new ordinance. By eliminating the stop on 20th especially the north bound direction I think is a mistake. Although I am very, very excited about busses every 15 minutes - like a major metropolis!

Comments Received

Why remove the inbound Manito stops when it is safer for riders and you have the time to do it?

I think this looks fantastic. I like trolleys and I know that's not happening here but I hope the electric buses will be "trolley-like" in appearance. I think that will be a big draw for the new Millennial and Gen Z workforce. Also, I still think we need to be thinking about a light rail line from CdA to Spokane Int'l Airport! The Monroe Regal Line would be a great connector to it.

I like the reliability of the frequency of service and think that will all people to more reliably take public transit. With the proposed stations / changes on Monroe, there needs to be pedestrian crosswalk across Post street near Corbin Park to access those stops on Monroe, otherwise, you have to walk several blocks to a stoplight. A crosswalk near Frederick would likely work well.

There needs to be crossing improvements at Arthur and 29th if the other stops are to be closed.

This is a great plan, but it'd be nice if it went farther north. With current routes, once I got to Five Mile park & ride, it'd still take me an hour on buses to get to Hawthorne and Division.

Well designed public transportation helps move all of us in this growing city and helps lessen congestion and pollution. I like the plan and look forward to it's implementation.

Looks great

I would prefer a route that goes further west on 29th to pick up more passengers that utilize the stops on 29th and on Bernard or Lincoln. I would also like to not have to make transfers downtown.

I think there needs to be a widening of the intersection at Regal and 29th, to not only accommodate buses turning right, but to accommodate trucks as well that also need to travel south. The way the intersection is currently laid out, there is only one small lane to turn south onto Regal. That corner is currently undeveloped. There isn't a really good way for trucks to get from downtown to 57th - I've seen some awesome driving skills, but I don't think it should be this hard for professional drivers to get from downtown to 57th (using either Freya, Regal, Southeast Blvd or Grand). If STA would include a well-planned enhancement to that intersection that could accommodate buses and large trucks / semis, I think it would be a great improvement for the city. Regarding the new routes and park and ride: I like the idea of a more rapid way of getting to and from the south hill, and think it makes sense to add a Park and Ride and more frequent route to a more densely populated area.

This is a terrific addition to STA routes. As a resident of the northside who frequently spends time in the Manito Park area, this line will make commuting by bus, rather than car, an even more viable option. It will also provide more options for me in my regular commute to work in the University District.

I think this route is very beneficial and hope to see something similar going from Downtown to the VTC (the I90 route is nice but would like something that combines the Sprague stops (convenient near the WSU campus) and the speed of I90.

Long overdue! I love riding the bus, but it's a real juggling act from where I live to where I work. This will make things really simple. So excited!

Please get a mobile app with transit information so that your new route and entire system will be more useful.

Comments Received

I think this will be a good addition, and hopefully allow more individuals who feel they live too far out to be able to start riding the bus.

With the Monroe Street Diet this new bus will hold up traffic. Unless you want the route for the bus only???

Actually I'm wondering if stops 7S and 7N will be staying. And it looks like on the map they are no longer on the corners as they are now. Is this accurate?

Will the addition of this line change or delete routes 44, 45 or 34 coming from downtown to the South Hill park and ride, and if so, how?

Do not remove 31sx or 31nx

There are stop lights only at 57th Palouse and 57th Regal. No lights in between and no crosswalks. There is no way to safely cross 57th to the bus stops and the traffic is very bad. STA needs to require the county to address this problem. I have seen people trying to cross and running for their life.

Love it!

When possible will the transit stops be out of the line of traffic? Now that the road diet is implemented they should be.

Could the Park & Ride be located, instead, near 57th and Regal? If not, please either allow those of us who live in apartment complexes or senior living facilities on the south side of 57th to ride, at no extra charge, to the Park & Ride on 57th & Palouse, then turn back north on the same bus.

Hip, Hip Hooray! Thank you STA for conceiving of this project. I live in the South Regal corridor area and see a need for your service, especially since there are so many multi-family units continuing to be built in the area. Also, there are some of us who do not have vehicles and need the services provided by the Lincoln Heights, Southgate and Moran Prairie centers. This is a much needed addition to the STA lines as there is so much growth on the south and east sides of the city/county.

Thank you for doing this! I am excited to see our city grow in greener transportation. Please keep moving forward toward electric and hybrid high frequency buses :)

There are no northbound stops contemplated between 29th / Arthur and 28th / Grand. that is a large inconvenience to shoppers at the Super 1 / Ross complex, especially since you are removing stops 36Nx and 37NX. I suggest moving the proposed stop at 36N down to 29th and Hatch, on the opposite side of the street from stop 36S. Or adding a stop at that location.

This is a line that could make peoples lives easier that live on the south hill. We need more frequent runs from downtown up Grand Ave.. But as long as the 44 bus still runs regularly.

I strenuously object to the removal of stop 22SX. For those of us who need to access the area west of Monroe downtown, this adds time and inconvenience by making the first downtown stop the Plaza. I ride the current 24 route regularly, and I'm rarely the only rider who gets off at Monroe and Riverside and then heads south or west. Please reconsider the elimination of this stop.

I can ride from Indian Trail to visit family off of 57th. Excellent!

Please make a stop at 18S. There is a high school here that services students and staff that live north and south. Thank you!!

Comments Received

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The Monroe-Kieran stops 12s and 12Sx and 12Nx should not be taken out. They are used and needed. My husband is legally blind and I also know of another blind person who has a guide for who use these stops. Also, why get rid and move Monroe-Garland. They are just fine where they are and most importantly are a safer stop going to downtown for people as they are at very near a crosswalk. The proposed move puts them at a horrible spot to get to in winter because of unshoveled sidewalks.

Demographics

Respondents to the online open house had the option of answering demographic questions. A total of 71 respondents provided responses to at least one demographic question. Of those respondents:

- 76% were white/Caucasian (54)
- 48% have a professional/post graduate degree (34)
- 58% were between 25-54 years old (41) and 35% were over 55+ years old (25)