

# Northwest Transit Exchange

11-12 October, 2018 | Spokane, WA





# Welcome

The Northwest Transit Exchange is an annual event for transportation network and service planners throughout the west coast of the United States and Canada to come and share their expertise and learn about key and exciting initiatives from other agencies in our region. This year's event is hosted by Spokane Transit Authority, Spokane's regional transportation agency.

The Northwest Transit Exchange will take place over two full-days:

<b>Dates:</b>	<i>Thursday, October 11<sup>th</sup> – Friday, October 12<sup>th</sup> 2018</i>
<b>Registration cost:</b>	<i>Free!</i>
<b>Travel, Meals, and Accommodations:</b>	<i>Individual responsibility, coffee and refreshments provided</i>
<b>Location:</b>	STA Administrative Offices 1230 West Boone Avenue Spokane, WA 99201

In this program you'll see the topics we'll be discussing at this year's Exchange. The sessions are usually conversational, with a short presentation and then a larger group discussion. It's a great opportunity to share what your agency is up to for further regional transportation success stories.

**Thank you for joining us in Spokane!**

# Draft Conference Schedule

## Thursday, October 11th

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### Welcome

8:00am – 8:30am	Refreshments	
8:30am – 8:45am	Welcome from STA CEO	E. Susan Meyer
8:45am – 9:30am	3-bullet Agency Reports	All
9:30am – 10:00am	The Big Picture	Karl Otterstrom

### Morning Sessions

#### Operations Topics

10:00am – 10:30am	Battery Electric Buses	Kate Lyman & Dave VanderZee
10:30am – 10:45am	Break	
10:45am – 11:15am	Application of Bus GPS Data to Service Planning	Miles Crumley & Nathan Banks
11:15am – 11:45am	Congestion Impacts on Transit and Mitigation Strategies	Grant O'Connell & Luke Norman
11:45am – 12:15pm	Road Supervision	Stephan Newhouse
12:15pm – 1:45pm	Lunch	

### Afternoon Sessions

#### Service Planning Topics

1:45pm – 2:20pm	Service Performance Review	Geoffrey Chum
2:30pm – 3:15pm	Increasing Ridership- Facilitated Interactive Discussion	David Crout
3:15pm – 3:30pm	Break	
3:30pm – 4:00pm	Allocating Funds	Tom Mills
4:00pm – 5:00pm	Mobility on Demand	Mike Tresidder
5:00pm – 6:00pm	Break	Matt Boyd

## Friday, October 12th

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### Welcome

8:00am – 8:30am	Refreshments
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### Morning Sessions

#### Public Information Topics

8:30am – 9:00am	Real-Time Customer Information	Lucas Smith
9:00am – 9:30am	Fare Policy	Peter Lipscombe & Briana Lovell
9:30am – 9:45am	Electronic Survey Methods Discussion	
9:45am – 10:15am	Building Trust in the Community	Rachel VerBoort & Brandon Ropez-Betty
10:15am – 10:30am	Break	
10:30am – 11:00am	City DOTs and Transit Agencies	Rachel Verboort

### Afternoon Sessions

#### Host Topics

11:20am – 12:00am	CBD Transit Center Operations High Performance Transit	STA Staff
12:00pm – 1:30pm	Lunch	
1:30pm – 4:30pm	Technical Tour New Garage, High Performance Transit Stops, STA Plaza, and West Plains Transit Center	

# Sessions

## Battery Electric Busses

Thursday, October 11<sup>th</sup>

10:00am – 10:30am

Presenters:     *Kate Lyman (TriMet, Portland, OR)*  
                  *Dave VanderZee (King County Metro, Seattle, WA)*

The presenters will share their agency's experience with battery electric busses and facilitate a discussion on the related transportation, scheduling, capital and maintenance implications.

## Application of Bus GPS Data to Service Planning

Thursday, October 11<sup>th</sup>

10:45am – 11:15am

Presenters:     *Miles Crumley (TriMet, Portland, OR)*  
                  *Nathan Banks (TriMet, Portland, OR)*

What are bus "breadcrumbs?" They are GPS location data points that are collected at 5-second intervals by TriMet's CAD/AVL system. Over time, TriMet has learned that the data could be used as a diagnostic tool and post-improvement evaluation tool. The granular nature of the data allows itself to be used for diagnosing where buses are being delayed, roadway conditions that may need improvement, or to validate concerns that are raised by other staff.

## Congestion Impacts on Transit and Mitigation Strategies

Thursday, October 11<sup>th</sup>

11:15am – 11:45am

Presenters:     *Grant O'Connell (TriMet, Portland, OR)*  
                  *Luke Norman (TriMet, Portland, OR)*

Congestion is increasing on our roadways and it is impacting transit. This presentation will discuss potential mitigation strategies that TriMet is currently implementing to improve speed and reliability. This discussion would also include partnerships that are being leveraged and the funding that has been identified.

## Road Supervision

Thursday, October 11<sup>th</sup>

11:45am – 12:15pm

Presenter:     *Stephan Newhouse (TransLink, Vancouver, B.C.)*

This presentation focuses on road supervision, particularly as it relates to active line management. This will include a well-rounded discussion, ranging from examples of new strategies that leverage technology or funding for more staff to methods of engagement and training, measurements of success, and lessons learned.

## Service Performance Review

Thursday, October 11<sup>th</sup>

1:45am – 2:30pm

Presenter: Geoffrey Chum (TransLink, Vancouver, B.C.)

TransLink will cover a handful of service planning topics during this presentation. Topics include: comprehensive review of ridership and service productivity for all transit modes, proposed discussion of transit hours (service, revenue, and platform), understanding the terminology, and identifying and addressing overcrowding busses using APC data.

## Increasing Ridership

Thursday, October 11<sup>th</sup>

2:30pm – 3:15pm

Facilitator: David Crout (C-Tran, Vancouver, WA)

David will introduce the topic of increasing ridership and will facilitate an interactive discussion among attendees.

## Allocation of Funds

Thursday, October 11<sup>th</sup>

3:30pm – 4:00pm

Presenter: Tom Mills (TriMet, Portland, WA)

The 2017 Oregon Legislature passed a transportation bill that will result in TriMet receiving approximately \$60 million in new revenue per year. TriMet is excited to lead a discussion regarding how the money will be spent and the challenges of quickly ramping up service.

## Mobility on Demand

Thursday, October 11<sup>th</sup>

4:00pm – 5:00pm

Facilitator: Mike Tresidder (STA, Spokane, WA)

This panel discussion will explore Mobility as a Service and how personally-owned modes of transportation are shifting towards mobility solutions that are consumed as a service. This can include bike and car sharing, van services with transit, and the use of apps to assist in the planning and payment for all models of public and private transportation options. Interested in participating in the panel?

Contact [mtressider@spokanetransit.com](mailto:mtressider@spokanetransit.com)

## Real-time Customer Information

Friday, October 12<sup>th</sup>

8:30am – 9:00am

Presenter: Lucas Smith (SMFTA)

As new passenger-facing technology comes to transit fleets, readying new vehicles for service now includes far more than just the mechanics of propulsion, braking, and doors. Advancements in digital on-board passenger information mean new opportunities to move past the status quo and rethink the passenger experience, to make transit less confusing and more inviting. SFMTA is replacing its light rail

fleet, bringing video screen wayfinding displays and automated next stop announcements to the rails for the first time. SFMTA has taken a comprehensive design approach, an interactive effort devoted to improving legibility of transit with a first-class wayfinding experience that is mindful of all riders.

## Fare Policy

*Friday, October 12<sup>th</sup>*

*9:00am – 9:30am*

*Presenters: Peter Lipscombe (TransLink, Vancouver, B.C.)  
Briana Lovell (King County Metro, Seattle, WA)*

Both TransLink and King County Metro have recently reviewed their fare policies. As a result of the review, King County will be eliminating zones and time of day pricing, and a further review is underway to look at discounts and other aspects of the fare structure. TransLink's Fare Review is ongoing, and draft recommendations include shifting from fare zones to individual station to station pricing based on distance travelled. We will explore different existing conditions in each region, as well as how different objectives and messaging to customers led to quite dissimilar outcomes.

## Electronic Survey Methods

*Friday, October 12<sup>th</sup>*

*9:30am – 9:45am*

*Open Discussion*

Transit agencies rely on onboard rider surveys to gather important data that will support planning initiatives, Title VI and FTA reports. Normally onboard surveys are conducted using paper methods, but as technology is rapidly advancing, so are the survey methods. Who has used electronic handheld tablets to conduct onboard surveys? Other methods?

## Building Trust in the Community

*Friday, October 12<sup>th</sup>*

*9:45am – 10:15am*

*Presenters: Rachel Verboort (Seattle DOT, Seattle, WA)  
Brandon Rapez-Betty (Spokane Transit)*

Building a trustworthy relationships between agencies and the public is critical to growing ridership, securing funding and completing projects. This session will discuss changing methods for developing relationships, and communicating via old and new media, and outreach.

## City DOTs & Transit Agencies

*Friday, October 12<sup>th</sup>*

*10:30am – 11:00am*

*Presenters: Rachel Verboort (Seattle DOT, Seattle, WA)*

As cities and agencies compete for right-of-way, who has priority? This presentation will include a discussion on how cities and agencies interact and the challenges and opportunities of multi-modal planning, specifically focusing on transit and bicycles.

## CBD Transit Center Operations

Friday, October 12<sup>th</sup>

11:00am – 11:20am

Presenters: STA Staff

STA currently operates a staggered pulse system to facilitate transfers and recovery at its downtown transfer center, the STA Plaza. As service grows and pressure from downtown interests mounts to reduce the use of curb space in front of adjoining buildings, STA is developing a strategy to change operations at the Plaza. This presentation will share the methods and trade-offs considered.

## High Performance Transit

Friday, October 12<sup>th</sup>

11:20am – 12:00PM

Presenters: STA Staff

STA will discuss High Performance Transit (HPT), STA's take on BRT, highlighting two on-going projects. The Central City Line is a corridor based 6-mile long new bus-rapid transit route for which STA is seeking a Small Starts Grant to begin service in 2021. The Monroe-Regal HPT lines will combine some of Spokane Transit's most successful routes to create a line that directly connects North and South Spokane. Unlike the Central City Line the Monroe-Regal will receive incremental investments in, frequent service, expanded hours and improved passenger amenities.

## Technical Tour

### Join us on an exciting tour of our new and future facilities!

There will be one technical tour that will visit all four of the following destinations.

#### New Garage



The Boone Northwest Garage will accommodate vehicles, electric vehicle charging infrastructure, and a vehicle washer. This project will be completed in the summer of 2019. The new garage will service the fleet for the Central City Line and the Monroe Regal Line, both part of the High Performance Transit

Network. The Garage will be under construction during the Northwest Transit Exchange but the tour will drive by the construction site and discuss the planning and design of the facility.

### **High Performance Transit Stops**

The City of Spokane is implementing a road diet on North Monroe Street and has partnered with STA to construct High Performance Transit stops in the corridor. The new stops which will be in-service at the time of the tour.



*Partially Complete North Monroe Road Diet*

### **STA Plaza**



The STA Plaza recently underwent an interior renovation that enhances services for riders and the surrounding urban community.

*STA Plaza, Source: ALSC Architects*



**West Plains Transit Center**

The West Plains Transit Center will open September 2018 and will improve transit connections between Cheney, Medical Lake and Airway Heights. A new Park & Ride lot will create approximately 200 new parking spaces. This transit center will also accommodate future HPT service and will expedite travel through increased frequency, prepaid and faster boarding.



*West Plains Transit Center Rendering*

**Recommended Hotels:**

The following hotels are located near the STA Plaza where you can catch the bus to the event venue and be in close proximity to evening activities.

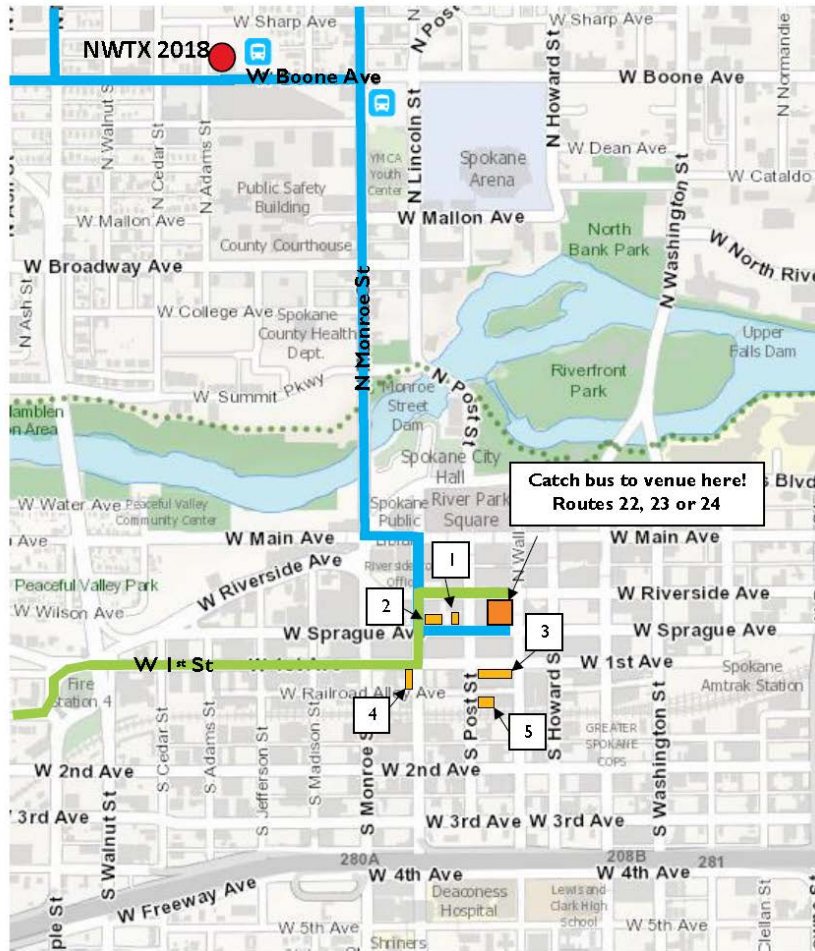
The Davenport Lusso  
 808 West Sprague Avenue  
 Spokane, WA 99201  
 (509) 747-9750  
<http://www.davenporthotelcollection.com/our-hotels/the-davenport-lusso/>

The Historic Davenport  
 10 South Post  
 Spokane, WA 99201  
 (509) 455-8888  
<http://www.davenporthotelcollection.com/our-hotels/the-historic-davenport-hotel/>






The Davenport Tower  
 111 South Post Street  
 Spokane, WA 99201  
 (509) 789-6965  
<http://www.davenporthotelcollection.com/our-hotels/the-davenport-tower/>

Hotel Ruby  
 901 W 1<sup>st</sup> Ave  
 Spokane, WA 99201  
 (509) 747-1041  
<http://www.hotelrubyspokane.com/en-us>

Hotel Ruby 2  
 123 S Post St  
 Spokane, WA 99201  
 (509) 838-8504  
<http://www.hotelruby2.com/>



**Legend**

-  STA Plaza
-  Hotels
-  STA Headquarters – NWTX 2018
-  Route to NWTX
-  Route 60 to Airport

**Recommended Hotels**

1. The Davenport Lusso
2. The Historic Davenport
3. The Davenport Tower
4. Hotel Ruby
5. Hotel Ruby 2

## Vanpool from Seattle to Spokane:

Interested in vanpooling to the Exchange? Complete this poll regarding your interest and preferred time of departure:

<https://doodle.com/poll/8chbdk5kr82q3ufp>

Contact Ted Day at King County Metro with any questions regarding the vanpool:

[Ted.Dav@kingcounty.gov](mailto:Ted.Dav@kingcounty.gov)