



CHANGE IS COMING TO THE PLAZA

Coming Summer 2017— a renovated STA Plaza designed to improve operations and customer service, and to help support a vibrant downtown.



STA PLAZA RENOVATION: Community Update

VISION FOR THE FUTURE

Scheduled for completion by Summer 2017, the renovated STA Plaza will feature all customer amenities in a convenient first-floor location, including customer service, expanded retail options, restrooms, and inside waiting areas with real-time informational signs. The goal is to make traveling with STA easier for the thousands of people who pass through the building each day.

IMPROVEMENTS TO CUSTOMER SERVICE AND OPERATIONS

The STA Plaza renovation project will improve customer service and overall operations including:

- Infrastructure improvements, such as replacing and relocating the escalator.
- Relocating and enhancing security, customer service and retail offerings.
- Adding indoor waiting spaces with large windows for enhanced visibility of arriving and departing buses.
- Real-time signs with arrival and departure times.

STAY IN THE KNOW

Follow the renovation with #STAPlazaUpdate or find @SpokaneTransit on:



Stay up to date on STA Plaza construction progress, community impact and news: SpokaneTransit.com/Plaza

For questions, suggestions, or more information about the plaza renovation, email Brandon Ropez-Betty at brapez-betty@spokanetransit.com or call (509)328-RIDE(7433).



INVESTING IN THE FUTURE OF THE COMMUNITY

In addition to the capital improvements, STA saw an opportunity to ask the community and stakeholders about how to improve the Plaza for riders, patrons, the downtown community and the greater Spokane region. The renovation meets the following community needs:

- Expanded retail offerings on the first floor to meet customer lifestyle needs.
- A multipurpose space for community events, such as meetings, art exhibits and health screenings to encourage community connectedness and business development.

PLANNING AND CONSTRUCTION PROCESS

The renovation plan was developed over several years to address several infrastructure elements of the STA Plaza that were reaching the end of their useful life, including elevators and the escalator.

- Work on the renovation, which was set in motion in 2007 and approved in 2008, began in 2014 after the economy had recovered and STA could proceed with renovations.
- In May 2016, a 16 to 18-month phased Plaza renovation construction project began.
- The construction is scheduled to be completed in the summer of 2017.



OPERATIONS DURING RENOVATION

The STA Plaza will remain open during construction:

- The renovation will be phased to allow for ongoing use of the STA Plaza. As areas fall under construction, they will be partitioned off and some services in those spaces will be temporarily removed or relocated.
- All buses that currently route through the STA plaza will continue to do so during all phases of the construction.