

Spokane Transit Authority
1230 West Boone Avenue
Spokane, WA 99201-2686
(509) 325-6000

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022
1:30 p.m. – 3:00 p.m.

Via Virtual Conference

Committee Members: [JULY COMMITTEE MEMBER LINK](#)

General Public: [JULY GUEST AND ATTENDEE LINK](#)

Audio Conference: Call the number below and enter the access code.
+1-408-418-9388 | Access code: 2487 916 8189 | Password: 2022

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(10 minutes)*
3. Committee Action *(5 minutes)*
 - A. Minutes of the June 1, 2022, Committee Meeting – *Corrections or Approval*
 - B. Passenger Shelter Scope of Work Approval *(Otterstrom)*
4. Committee Action *(15 minutes)*
 - A. Board Consent Agenda
 1. Monroe-Regal High Performance Transit Phase II Construction Contract: Final Acceptance *(Otterstrom)*
 2. Division Street Stops Phase III Construction Contract: Final Acceptance *(Otterstrom)*
 3. Disadvantaged Business Enterprise Program and Proposed Goal for Federal Fiscal Years 2023, 2024 and 2025 *(Liard)*
 - B. Board Discussion Agenda *(10 minutes)*
 1. Fare Policy Revisions: Final Recommendation-Zero-Fare for Youth (Resolution) *(Otterstrom/Liard)*
5. Reports to Committee *(25 minutes)*
 - A. 2021 State Audit Exit Briefing *(Liard)*
 - B. 2022 Equal Employment Opportunity Program Update *(Williams)*
 - C. STA-Spokane Public Schools Update *(Otterstrom)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. May 2022 Operating Indicators *(Rapez-Betty)*
 - B. May 2022 Financial Results Summary *(Liard)*
 - C. June 2022 Sales Tax Revenue *(Liard)*
8. Review August 31, 2022, Committee Meeting Agenda (September Meeting)
9. New Business

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

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10. Committee Members' Expressions (*10 minutes*)

11. Adjourn

12. Next Committee Meeting: Wednesday, August 31, 2022, at 1:30 p.m. via WebEx (September meeting)

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SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 2 : COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Pamela Haley, Chair, Performance Monitoring & External Relations

SUMMARY: At this time, the Committee Chair will have an opportunity to comment on various topics of interest regarding Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 3A : MINUTES OF THE JUNE 1, 2022, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: Attached are the minutes of the June 1, 2022, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the June 1, 2022, Meeting
Via Virtual WebEx

MEMBERS PRESENT

Pam Haley, City of Spokane Valley*
Josh Kerns, Spokane County
Lori Kinnear, City of Spokane
Zack Zappone, City of Spokane
Veronica Messing, City of Cheney (*Ex-Officio*)
Don Kennedy, City of Medical Lake (*Ex-Officio*)
Rhonda Bowers, Labor Representative (*non-voting*)
E. Susan Meyer, CEO (*Ex-Officio*)

MEMBERS ABSENT

**Committee Chairwoman*

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer/
Interim Chief Communications and Customer
Service Officer
Karl Otterstrom, Chief Planning and Development
Officer
Monique Liard, Chief Financial Officer
Nancy Williams, Chief Human Resources Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

Laura McAloon, McAloon Law PLLC

GUESTS

Emily Arneson, Ombudsman & Accessibility Officer
(*Staff Liaison to Citizen Advisory Committee*)

1. **CALL TO ORDER AND ROLL CALL**

Chair Haley called the meeting to order at 1:30 p.m. and roll call was conducted.

2. **COMMITTEE CHAIR REPORT**

Chair Haley had no report at this time.

3. **COMMITTEE APPROVAL**

A. **Minutes of the May 4, 2022, Committee Meeting**

Mr. Kerns moved to approve the May 4, 2022, Committee meeting minutes. Ms. Kinnear seconded, and the motion passed unanimously.

4. **COMMITTEE ACTION**

A. **Board Consent Agenda**

1. **On-call Geotechnical, Environmental, & Special Inspection Services Award of Contract**

Mr. Otterstrom explained the 5-year on-call services contract is for architectural and engineering services, which has an estimated annual cost range of \$144,000 - \$417,000. Basic services provided under this contract are geotechnical & environmental, special inspections, documents, and other tasks as assigned. Mr. Otterstrom discussed the procurement process timeline, evaluation criteria, and the two selected firms and their scores. The lead firm is Budinger & Associates, Inc., and the second choice is Strata, Inc.

Ms. Kinnear moved to recommend the Board authorize contract negotiations between STA and Budinger & Associates, Inc., the 5-year On-Call Geotechnical, Environmental, & Special Inspections Consulting Services Contract and authorize the CEO to execute said contract if the terms are deemed to be fair and reasonable and in the best interest of STA. Furthermore, if said terms cannot be agreed to, authorize the CEO to proceed with said negotiations and contract execution with Strata, Inc. Mr. Kerns seconded, and the motion passed unanimously.

B. Board Discussion Agenda (*no items were presented this month*)

5. REPORTS TO COMMITTEE

A. Fare Policy Revisions: Draft Recommendation-Zero-Fare for Youth

Mr. Otterstrom provided background information on the STA Fare Policy draft recommendation. The draft recommendation includes updating the STA fare structure to reflect a zero-fare for youth, adding ages 13-18 to those eligible for zero-fare.

STA's engagement effort will follow regulations of the Federal Transit Administration, which requires agencies to analyze any fare change for potential impacts to populations protected under Title VI of the Civil Rights Act. Staff will present on the initial Title VI analysis, based on demographic analysis and early outreach.

In early May, STA began seeking public input on the proposed fare policy. The public outreach efforts include a public survey which is posted to the website and social media. The survey will remain open until the public hearing at the STA Board meeting on June 16, 2022. Next steps include Board resolution amending the fare policy, and implementation taking place no later than October 1, 2022.

B. Fare Collection System Update

Ms. Liard provided an update of the completed phases and explained the current phase allows for updates and testing plans to share with the Committee.

On June 15, 2022, the system will launch for testing purposes only, which will provide 90-days to test prior to going live to the public in October. There will be two phases of testing. Phase 1 will focus on employee testing, and phase 2 will consist of a group of riders.

Ms. Liard explained the two-part communication plan that includes a comprehensive marketing and education campaign focused on information about the new smart card, fare capping, new app and online account management.

C. Disadvantaged Business Enterprise Program and Proposed Goal for Federal Fiscal Years 2023, 2024 and 2025

Ms. Liard gave background information on the Disadvantaged Business Enterprise (DBE) Program and explained STA is required as a recipient of federal funding, to participate in this program for the solicitation of procurements. STA is required to set a goal every three (3) years and to report progress on a semi-annual basis to the Federal Transit Administration. Ms. Liard discussed the goal and current utilization for years 2020, 2021, and 2022. She explained the proposed goal of .753%, timeline, and next steps for years 2023, 2024, and 2025. After going through the process, STA will submit the final goal to the FTA by August 1, 2022. It will be a priority for STA to do outreach to find additional firms to partner with in the community.

D. STA-Spokane Public Schools Update

Mr. Otterstrom provided background information on how the partnership with Spokane Public Schools (SPS) developed due to a national school bus driver shortage. The goal of the partnership is to provide alternative transportation to SPS high school students who live beyond walking distance to school. Mr. Otterstrom explained the partnership activities underway, which include service requirements, card concepts, funding agreements, communications plan, training/marketing materials, and addressing family expectations. There are several next steps needed to solidify this partnership.

6. CEO REPORT *(no items were presented this month)*

7. COMMITTEE INFORMATION

- A. April 2022 Operating Indicators
- B. April 2022 Financial Results Summary
- C. May 2022 Sales Tax Revenue

8. JULY 6, 2022 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The July 6, 2022, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed. There were no changes at this time.

9. NEW BUSINESS

None

10. COMMITTEE MEMBERS' EXPRESSIONS

None

11. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:31 p.m.

The next committee meeting will be held on Wednesday, July 6, 2022, at 1:30 p.m. via WebEx.

Respectfully submitted,



Molly Fricano
Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 3B: PASSENGER SHELTERS SCOPE OF WORK APPROVAL

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Tara Limon, Associate Transit Planner

SUMMARY: Spokane Transit is seeking to issue a request for proposals (RFP) for passenger shelters to be delivered during a five-year contract period. Because the anticipated contract, which will allow for a maximum of 125 shelter units, exceeds \$1 million, committee approval of the scope of work is required.

BACKGROUND: Spokane Transit currently maintains 177 passenger shelters at a variety of locations, including transit centers, park and ride lots and bus stops. Spokane Transit routinely replaces aging shelters and installs shelters at new locations as ridership activity meets adopted warrants provided in *Connect Spokane*. STA's existing passenger shelter contract was executed in 2018 with Tolar Manufacturing for a five-year term with a limit of 100 units. This contract is approaching its quantity limit of 100 units and a new contract is needed to ensure a continued supply of shelters. A new shelter procurement will provide shelters for standard bus stop locations and provide options for high performance transit stations. Shelters will be ordered from the selected contractor as needed, typically on an annual basis.

To determine what characteristics are important for this shelter procurement process, a shelter committee comprised of STA staff was convened to identify, rank, and recommend the desired characteristics and style of the shelter procurement. After meeting three times and participating in an online survey, the committee recommended a list of characteristics to include in an RFP for passenger shelters, either as specifications, options or evaluation criteria. Most of these characteristics are applicable to all shelters such as ADA accessibility, efficient and responsible use of taxpayer dollars, and driver visibility into the shelter. Two of the characteristics were developed to distinguish standard shelters from high performance transit shelters. The characteristics were used to inform the scope of work, specifically the required and optional components and evaluation criteria, including the consideration of distinctive appearance and creative design. Additional criteria such as ease of assembly, installation requirements and ongoing maintenance needs are included in the scope of work.

The passenger shelter contract will be expensed through a variety of capital projects for passenger facilities and High Performance Transit (HPT). Examples include Transit Shelter Replacement 2022-2026 (CIP #824), Shelters and Lighting Program (CIP # 899), and Sprague HPT Improvements (CIP #540). The cost estimate of the contract, over the life of the contract ranges from \$1.45 million to \$1.82 million. The final value of the contract will be determined on the passenger shelter selected and optional accessories for each.

RECOMMENDATION TO COMMITTEE: Approve the general scope of work and authorize staff to release the request for proposals for the Passenger Shelters contract.

Passenger Shelters

General Scope of Work

Spokane Transit is seeking proposals for bus passenger waiting shelters on a requirements-based contract over the next five (5) years. The work includes the design, fabrication, and delivery of up to one hundred and twenty-five (125) prefabricated shelter kits. It is STA's intent to provide the contractor with only the minimum requirements for shelters and accessories to allow the Contractor the ability to provide a variety of styles and options for committee evaluation to choose the best style and options that convey a distinction between the levels of service.

The Contractor is expected to provide passenger shelters that:

- Conform to Americans with Disabilities (ADA) standards
- Include a kit of parts with all installation hardware, including a 10% minimum of spare hardware
- Include benches for seating
- Are available in a variety of roof styles such as:
 - Shed
 - Dome/Barrel
- Include a one (1) year minimum warranty
- Are designed for ease of assembly, installation, and maintenance
- Provide lighting options:
 - Solar
 - AC hardwired
- Are available in two sizes to accommodate a variety of right-of-way widths and site conditions
- Are designed to deter vandalism and inappropriate use

The Contractor will also be expected to propose shelter accessories to be included as optional components of the shelter procurement for consideration:

- Map cases
- Shelter picking components
- Additional accessories or branding to distinguish levels of service

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 4A1: MONROE-REGAL HIGH PERFORMANCE TRANSIT PHASE II
CONSTRUCTION CONTRACT: FINAL ACCEPTANCE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Ryan Brodwater, Capital Projects Manager

SUMMARY: In accordance with closeout requirements for public works contracts, staff are seeking the Committee's recommendation that the Board of Directors accept the Wm. Winkler, Co. contract for the construction of Monroe-Regal High Performance Transit (HPT) Phase II as complete.

BACKGROUND: Monroe-Regal High Performance Transit Phase II included installation of four (4) HPT station platforms and associated infrastructure, and twelve HPT enhanced stops that are now in service on Route 4. Following a publicly advertised invitation for bids, the Monroe-Regal Phase II project was awarded to Wm. Winkler, Co. as the lowest responsive and responsible bidder at \$737,033.64. The CEO executed the construction contract on July 7, 2020, and assigned a 15% project contingency of \$110,555.05 for a total contract budget of \$847,588.69. Wm. Winkler, Co. received Notice to Proceed on July 14, 2020, and achieved substantial completion on April 12, 2021. Site conditions required additive and deductive change orders resulting in a final contract cost of \$734,212.06. The final project affidavit was approved on April 28, 2022, and staff filed Notice of Completion with Washington State the same day.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve a motion to accept the contract with Wm. Winkler, Co. for the Monroe-Regal High Performance Transit Phase II project as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 4A2: DIVISION STREET STOPS PHASE III CONSTRUCTION CONTRACT: FINAL ACCEPTANCE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Ryan Brodwater, Capital Projects Manager

SUMMARY: In accordance with closeout requirements for public works contracts, staff are seeking this Committee's recommendation that the Board of Directors accept the NNAC, Inc. contract for the construction of Division Street stops Phase III as complete.

BACKGROUND: On October 4, 2017, the PMER Committee approved the scope of work for Division Street Passenger and Operational Improvements (aka Division Street Stops). While phasing of the construction contract was planned that would result in each contract valued at less than \$1 million (thus not requiring Committee approval), staff desired transparency in adhering to the spirit of procurement requirements. Ultimately, the project was completed in three phases over several years.

Phase III of the project included installation of four stop locations and approximately 2,280 linear feet (0.43 mile) of infill sidewalk along the west side of Newport Highway between Holland Avenue and Hawthorne Road to improve access to transit.

Following a publicly-advertised invitation for bid, the STA CEO executed a construction contract for Phase III of the project on September 1, 2020 with NNAC, Inc. for \$549,700, and assigned a 15% project contingency of \$82,455 to the contract, for a total contract budget of \$632,255. STA issued Notice to Proceed to the contractor on September 9, 2020, and reached substantial completion on April 29, 2021. Site conditions required change orders during construction, resulting in a final contract cost of \$581,964. The final project affidavit was filed on April 29, 2022, and staff filed a notice of completion with Washington State on May 11, 2022.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve a motion to accept the contract with NNAC, Inc. for the Division Street Stops Phase III project as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 4A3 : DISADVANTAGED BUSINESS ENTERPRISE PROGRAM AND PROPOSED GOAL FOR FEDERAL FISCAL YEARS 2023, 2024 AND 2025

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
Jordan Hayes-Horton, Sr. Procurement Manager and DBE Liaison

SUMMARY: In response to Federal Transit Administration (FTA) requirements and in accordance with the regulations of the Department of Transportation's (DOT) Disadvantaged Business Enterprise (DBE) Program, staff has developed a proposed DBE goal for the next three (3) federal fiscal years (FFY). This three-year goal captures as completely and accurately as possible, all the federally assisted contracting opportunities that staff reasonably anticipates over the next three (3) FFY beginning October 1, 2022, through September 30, 2025.

A DBE is a for-profit small business concern where socially and economically disadvantaged individuals own at least a 51% interest and control management and daily business operations. African Americans, Hispanics, Native Americans, Asian-Pacific and Subcontinent Asian Americans, and women are presumed to be socially and economically disadvantaged.

The process of establishing a goal consists of reviewing STA's anticipated federally-funded contracting opportunities for FFY 2023, 2024, & 2025. Staff researched the most recent census information to find firms in Spokane County for the classifications of anticipated work and compared the number of DBE firms to the total number of firms (non-DBE) available. The percentage of DBE firms in each category of work corresponds to the overall percentage goal for DBE utilization. Using the FTA-provided formula, staff has established an overall agency DBE goal for FFY 2023, 2024, & 2025 of 0.7530%.

Pursuant to FTA policy, notice of the proposed three-year goal was posted on the STA website on June 1, 2022. No comments were received. In addition, staff sought public participation from key stakeholders, including various small and disadvantaged business organizations and the local construction industry.

STA's DBE Program encourages equal opportunity for all firms competing for federally-funded contracts with STA. Eligibility for federal grants is contingent on compliance with the DBE Program. To ensure equal opportunity to compete for contracts, staff members participate in local workshops to educate DBE firms on how to do business with STA. In addition, the DBE goal and solicitations for various contracting opportunities are distributed to DBE firms and are posted on STA's website. While there is no guarantee of a contract award to a DBE firm, they are provided equal opportunity to participate in the bidding process.

Staff is requesting adoption of the 0.7530% goal. The adopted goal must be submitted to the FTA by August 1, 2022.

RECOMMENDATION TO COMMITTEE: Recommend that the Board adopt by resolution the proposed 0.7530% DBE goal for FFY 2023, 2024, & 2025 and forward to the Board Consent Agenda.

COMMITTEE ACTION:

RECOMMENDATION TO THE BOARD:

FINAL REVIEW FOR BOARD BY:

Division Head _____ Chief Executive Officer _____ Legal Counsel _____



SPOKANE TRANSIT AUTHORITY

**DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM
AND GOAL**

FEDERAL FISCAL YEARS (FFYs) 2023, 2024 and 2025

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Please call 325-6094 or TTY Relay 711 or email ombudsman@spokanetransit.com.*

SPOKANE TRANSIT AUTHORITY

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM

POLICY

The Spokane Transit Authority (hereinafter referred to as "STA"), recipient of federal financial assistance from the U.S. Department of Transportation, Federal Transit Administration (hereinafter referred to as "FTA") is committed to a Disadvantaged Business Enterprise Program in accordance with regulations of the U.S. Department of Transportation (DOT), 49 CFR Part 26.

It is the intention of STA that all businesses have equal access to Spokane Transit's contracts without discrimination and regardless of race, color, national origin or gender. Disadvantaged Business Enterprises (DBEs), as defined in 49 CFR Part 26, shall have the maximum practicable opportunity to participate in the performance of work relating to all of STA's activities. To this end, STA shall take all necessary steps in accordance with 49 CFR, Part 26, and as amended, to ensure Disadvantaged Business Enterprises an equal opportunity to receive and participate in FTA-assisted contracts. It is STA's policy to:

1. Ensure nondiscrimination in the award and administration of FTA assisted contracts;
2. Create a level playing field on which DBEs can compete fairly for FTA assisted contracts;
3. Ensure that the DBE Program is narrowly tailored in accordance with applicable law;
4. Ensure that only firms that fully meet 49 CFR Part 26 eligibility standards are permitted to participate as DBEs; and
5. Help remove barriers to the participation of DBEs in FTA assisted contracts.
6. Support small businesses in order to facilitate free and open competition in Spokane Transit's FTA assisted contracting opportunities.

In order to ensure a level playing field, STA has established an overall aspirational agency goal for participation by firms who are, in accordance with 49 CFR Part 26, socially or economically disadvantaged. STA will require that prime contractors make good faith efforts to utilize disadvantaged business enterprises if a contract goal is set and to remove obstacles to DBE participation on all procurement, construction, and consultant contracts for which federal funds are received.

The Disadvantaged Business Enterprise Program has been established for STA and is adopted by the STA Board of Directors. The program is reviewed on an annual basis and updated as necessary but not less than every three years. The program outlines the overall goal established by STA for the upcoming three fiscal year period, the review and update process, and how the program is administered. To assist in administration of the program, STA has designated a Disadvantaged Business Enterprise Liaison. The Disadvantaged Business Enterprise Liaison is responsible for provision of technical assistance to Disadvantaged Business Enterprise firms and will assist STA staff in their efforts to comply with STA's Disadvantaged Business Enterprise Program. Implementation of the DBE program is accorded the same priority as compliance with all other legal obligations incurred by the Spokane Transit Authority in its financial assistance agreements with the Department of Transportation.

Those disadvantaged businesses interested in receiving additional information or inclusion in STA's program, community organizations or agencies interested in giving or receiving program information, and individuals interested in giving or receiving program information are invited to contact the STA Disadvantaged Business Enterprise Liaison/Senior Procurement Manager, Jordan Hayes-Horton, at the STA Administrative Office, 1230 West Boone Avenue, Spokane, Washington, 99201-2686, or telephone (509) 325-6032, or electronically at jhorton@spokanetransit.com

DEFINITIONS

(All terms used in this program have the meanings defined in 49 CFR 26.5)

Disadvantaged Business Enterprise – means a for-profit small business concern –

- 1) That is at least 51 percent owned by one or more individuals who are both socially and economically disadvantaged, or in the case of a corporation, in which 51 percent of the stock is owned by one or more such individuals; and
- 2) Whose management and daily business operations are controlled by one or more of the socially and economically disadvantaged individuals who own it.

Personal Net Worth - means the net value of the assets of an individual remaining after total liabilities are deducted. An individual's personal net worth does not include: The individual's ownership interest in an applicant or participating DBE firm; or the individual's equity in his or her primary place of residence. An individual's personal net worth includes only his or her own share of assets held jointly or as community property with the individual's spouse.

SBA means the United States Small Business Administration

Small Business Concern means, with respect to firms seeking to participate as DBEs in DOT-assisted contracts, a small business concern as defined pursuant to Section 3 of the Small Business Act and Small Business Administration regulations (13 CFR part 121) that also does not exceed the cap on average annual gross receipts specified in §26.65(b).

Socially and economically disadvantaged individual means any individual who is a citizen (or lawfully admitted permanent resident) of the United States and who has been subjected to racial or ethnic prejudice or cultural bias within American society because of his or her identity as members of groups and without regard to his or her individual qualities. The social disadvantage must stem from circumstances beyond the individual's control.

- 1) Any individual who is a recipient finds to be a socially and economically disadvantaged individual on a case-by-case basis. An individual must demonstrate that he or she has held himself or herself out, as a member of a designated group if you require it.
- 2) Any individual in the following groups, members of which are rebuttably presumed to be socially and economically disadvantaged:
 - a. "Black Americans," which includes persons having origins in any of the Black racial groups of Africa;
 - b. "Hispanic Americans," which includes persons of Mexican, Puerto Rican, Cuban, Dominican, Central or South American, or other Spanish or Portuguese culture or origin, regardless of race;
 - c. "Native Americans," which includes persons who are enrolled members of a federally or State recognized Indian tribe, Alaska Natives, or Native Hawaiians;

- d. “Asian-Pacific Americans,” which includes persons whose origins are from Japan, China, Taiwan, Korea, Burma (Myanmar), Vietnam, Laos, Cambodia (Kampuchea), Thailand, Malaysia, Indonesia, The Philippines, Brunei, Samoa, Guam, the U.S. Trust Territories of the Pacific Islands (Republic of Palau), Republic of the Northern Marianas Islands, Samoa, Macao, Fiji, Tonga, Kiribati, Tuvalu, Nauru, Federated States of Micronesia, or Hong Kong:
 - e. “Subcontinent Asian Americans,” which includes persons whose origins are from India, Pakistan, Bangladesh, Bhutan, the Maldives Islands, Nepal or Sri Lanka:
 - f. Women;
 - g. Any additional groups whose members are designated as socially and economically disadvantaged by the SBA, at such time as the SBA designation becomes effective.
- 3) Being born in a particular country does not, standing alone, mean that a person is necessarily a member of one of the groups listed in this definition.

STA will make a rebuttable presumption that individuals in the above groups are socially and economically disadvantaged and may also determine on a case-by-case basis, through approval from the Washington State Office of Minority and Women’s Business Enterprises, that individuals who are not members of the above groups are socially and economically disadvantaged.

DISADVANTAGED BUSINESS ENTERPRISE LIAISON

The Disadvantaged Business Enterprise Program shall be administered by STA's DBE Liaison, or such other person as designated by the Chief Executive Officer. In that capacity, the DBE Liaison is responsible for implementing all aspects of the DBE program and ensuring that STA complies with all provisions of 49 CFR Part 26. The DBE Liaison has direct, independent access to STA's Chief Executive Officer concerning DBE program matters. Other STA personnel responsible for execution of DBE guidelines shall include the Chief Financial Officer, the Sr. Financial Services Manager, the Chief Operations Officer, the Chief Planning and Development Officer, Capital Project Managers, the Sr. Maintenance Manager, the Sr. Facilities Manager, the Sr. Procurement Manager (current designated DBE Liaison), and other staff responsible for monitoring and administration of grants and construction projects. The Chief Financial Officer will further facilitate DBE participation by providing assistance in areas of financial matters to include the setting of appropriate and reasonable insurance and bonding requirements and the development and enforcement of prompt payment procedures. The DBE Liaison shall report progress of the DBE Program to the STA Board of Directors.

The specific responsibilities of the DBE Liaison shall include, but not be limited to, the following:

1. Gather and report statistical data and other information as required by FTA.
2. Develop, monitor, and evaluate the DBE Program.
3. Work with all departments to set overall agency goals.
4. Ensure that bid notices and requests for proposals are available to DBEs in a timely manner.
5. Attend pre-bid conferences to explain DBE program and respond to questions.
6. Participate in bid and proposal review panels.
7. Follow DBE criteria set by FTA and act as liaison to the Uniform Certification Process in Washington as needed.
8. Work with other interested agencies, public and private, to further the outreach objectives of STA's DBE Program.

9. Provide assistance to contractors in identifying DBE firms.
10. Analyzes progress toward goal attainment and identify ways to improve progress if needed.
11. Maintain a bidders list, consisting of information about all DBE, non-DBE, firms that bid or quote on FTA-assisted contracts.
12. Review the updated DBE directory from the Washington State Office of Minority and Women Business Enterprises (OMWBE).

The DBE Liaison shall offer additional support services to DBEs including referral to financial institutions, insurance and bonding companies. He/she shall work closely with prime contractors in an effort to alleviate potential financial barriers to program participants, encouraging prime contractors to provide bonding for disadvantaged, women-owned subcontractors and suggesting alternatives such as stage bonding, which is bonding carried over from one project stage to the next, or wrap-up insurance.

The specific responsibilities for other STA staff, such as the Capital Project Managers, the Sr. Maintenance Manager, the Sr. Facilities Manager, and the Purchasing Manager (if separate from DBE Liaison) who are in daily contact with contracts involving DBEs or those eligible for DBE participation, shall include working with the DBE Liaison to give input for setting overall three-year aspirational goals.

The assigned DBE Liaison, if not also the Purchasing Manager, will work closely with the Purchasing Manager to ensure maximum feasible achievement of overall goal through race neutral measures by facilitating participation as listed below:

1. Arrange solicitations, time of bids, quantities and specifications to facilitate DBE and other small business participation.
2. Offer assistance, as specified above, for bonding, financing and surety costs.
3. Offer technical assistance and other services to DBEs.
4. Provide DBEs information on contract opportunities.
5. Implement a DBE and small business supportive services program, as appropriate.
6. Offer services to help DBEs expand and achieve self-sufficiency.
7. Assist DBE startup firms in areas with low participation.

PROCEDURES TO ENSURE OPPORTUNITY TO COMPETE

1. Advertisement of Notice to Bidders/Proposers

STA, in addition to the bid advertisement required by law, will place ads on the STA website, in other publications and newspapers of general circulation and available DBE association newsletters and newspapers. STA shall also attempt to send bid notices as well as the contract specifications to DBE contractor associations, technical assistance agencies, minority economic development groups and DBEs with capabilities relevant to the contract procurement in a timely manner.

2. Pre-Bid/Pre-Proposal Conference

For contracts involving major or complex procurements, STA shall hold a pre-bid/pre-proposal conference for all interested bidders/proposers. The conference will identify and emphasize agency DBE goals, explain the procurement process.

3. Information Service

The DBE Liaison shall assist DBE firms in participating in STA projects as appropriate. This effort will endeavor to acquaint the DBE with the nature, scope and requirements of STA's procurement, construction and contracting activities through seminars and available information resources. The DBE Liaison will make every effort to familiarize himself/herself with small business problems and with local resources.

4. Technical Assistance

Upon request by the DBE, the DBE Liaison will provide assistance in the organization and development of bid responses and will coordinate DBE contacts with appropriate STA staff to facilitate the preparation of bid responses.

FINANCIAL INSTITUTIONS

Currently, STA's banking services are provided by the Spokane County Treasurer, pursuant to the revised code of Washington. It is the policy of STA to utilize DBE financial institutions, if possible, within the requirements of State law. STA will continue to investigate the full extent of services offered by financial institutions owned and controlled by socially and economically disadvantaged individuals in the community and will continue to monitor banking services in the local area, as well as explore what services minority or women-owned banks located outside the Spokane area can provide to STA and its contractors.

DISADVANTAGED BUSINESS ENTERPRISE DIRECTORY

STA will utilize the Directory of Certified Minority, Women and Disadvantaged Business Enterprises produced by the Washington State Office of Minority and Women's Business Enterprises (OMWBE), as long as the certifications are performed in accordance with 49 CFR Part 26, and as amended. This information is available by accessing the OMWBE website at <https://omwbe.diversitycompliance.com>

The directory will be made available to all bidders and proposers for use in their efforts to meet DBE requirements and will be utilized by STA staff for development of bid lists, requests for proposal and purchasing functions.

CERTIFICATION PROCEDURES FOR DBEs

In Washington State, a central "one-stop-shop" has been created to perform certification functions. The Washington State Office of Minority and Women Business Enterprises (OWMBE) has legislative authority to perform all minority, women and disadvantaged business enterprise certifications for all public agencies in the state. For DBE certifications, the office is required to utilize certification procedures that meet all federal requirements as defined in 49 CFR Part 26 and as amended to ensure eligibility of certified firms for Department of Transportation projects. Spokane Transit Authority obtains the directory of certified DBEs published by the Office on a regular basis. This directory is available to interested parties.

CERTIFICATION CHALLENGE PROCEDURES

The certification of any firm is subject to challenge by recipients, DOT and third parties. STA has established a challenge procedure to determine whether an individual presumed to be socially and economically disadvantaged is, in fact, socially and economically disadvantaged.

STA's challenge procedure shall be as follows:

- (a) Any third party may challenge the socially and economically disadvantaged status of any individual presumed to be socially and economically disadvantaged if that individual is the owner of a firm certified or seeking certification from OWMBE as a disadvantaged business. The challenge shall be made in writing to STA.
- (b) With its letter, the challenging party shall include all information available to it relevant to a determination of whether the challenged party is in fact socially and economically disadvantaged.
- (c) STA shall determine, on the basis of the information provided by the challenging party, whether there is reason to believe the challenged party is in fact not socially and economically disadvantaged.
 - (1) If STA determines that there is no reason to believe that the challenged party is not socially and economically disadvantaged, STA shall so inform the challenging party in writing. This terminates the proceeding.
 - (2) If STA determines that there is reason to believe the challenged party is not socially and economically disadvantaged, STA shall notify the Washington State Office of Minority and Women's Business Enterprises (OMWBE) who will have the authority to investigate and resolve the challenge in accordance with the certification requirements of 49 CFR Part 26 and as amended.
- (d) STA shall notify the challenged party in writing that his/her status as a socially and economically disadvantaged individual has been challenged. The notice shall identify the challenging party and summarize the grounds for the challenge. The notice shall also require the challenged party to provide to STA and OMWBE, within a reasonable time, rebutting information sufficient to warrant an investigation of social and/or economic disadvantage.
- (e) STA shall actively participate with the OMWBE, if needed, until the investigation is concluded, and a determination has been finalized. The OMWBE is responsible for

decertification if a DBE no longer qualifies for the program under 49 CFR Part 26 and SBA small business criteria. During the period of a challenge under this section, the presumption that the challenged party is a socially and economically disadvantaged individual shall remain in effect.

- (f) Any firm or complainant has the right to appeal a decision in a certification matter to the U.S. Department of Transportation, Departmental Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590-0001.

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FEDERAL FISCAL THREE YEAR GOAL

STA has adopted an overall goal for FFYs 2023, 2024, and 2025 of 0.75300% disadvantaged business participation in federally assisted contracting opportunities, exclusive of FTA funds allocated for rolling stock. Given the amount of eligible DOT-assisted contracts STA expects to let during FFYs 2023, 2024, and 2025, which is \$27,982,392, STA anticipates expending \$210,707 with DBEs during the three fiscal-year term.

The DBE program does not use quotas. An overall program, consistent with both Federal requirements and Washington State Law, has been established for soliciting DBE participation in contracts and procurements involving federal funds. The following, more detailed, categories are established to better reflect the functional categories of project activity and to facilitate reporting.

Construction

Professional Services

Materials, Supplies & Equipment

Most of the bidders competing for STA contracts are from Spokane County or are within close proximity to Spokane County; therefore, the goal was established by comparing overall business availability for the Spokane area from the U.S. Census Bureau database with area DBEs, certified and capable of performing STA contracts. DBE information is obtained by North American Industry Classification System (NAICS) code from the DBE catalog issued by the Washington State Office of Minority and Women Business Enterprises.

**FFYs 2023, 2024, and 2025 DBE GOAL ESTIMATION
FOR FEDERALLY FUNDED PROJECTS**

Step One					
CONSTRUCTION					
Project - Contracting Opportunity	Budgeted Cost	NAICS Code	Number of DBEs NAICS Code	Number of Total Firms in NAICS Code	Percent DBE per Project
Central City Line Construction	667,834	541380	0	16	0.00%
	1,736,369	238130	0	60	0.00%
	267,134	238210	1	133	0.75%
	5,342,675	561990	2	32	6.25%
Park & Ride Expansion East of Sullivan	23,872	541380	0	16	0.00%
	23,872	541370	0	8	0.00%
	131,296	236220	0	85	0.00%
	71,616	238910	2	113	1.77%
	29,840	237310	0	17	0.00%
	11,936	238990	1	63	1.59%
	29,840	238110	0	67	0.00%
	17,904	327320	0	4	0.00%
	35,808	238210	1	133	0.75%
	23,872	238220	0	154	0.00%
	11,936	238160	0	52	0.00%
	11,936	238130	0	60	0.00%
	11,936	238310	0	45	0.00%
	11,936	238330	0	51	0.00%
	11,936	238320	0	95	0.00%
	23,872	238140	0	27	0.00%
	23,872	238350	0	76	0.00%
	11,936	444190	0	43	0.00%
	5,968	442299	0	18	0.00%
	11,936	561730	0	213	0.00%
	35,808	561990	2	32	6.25%
Division BRT Construction and Implementat	137,186	541380	0	16	0.00%
	503,015	236220	0	85	0.00%
	228,643	238910	2	113	1.77%
	228,643	237310	0	17	0.00%
	91,457	238990	1	63	1.59%
	228,643	238110	0	67	0.00%
	91,457	327320	0	4	0.00%
	228,643	238210	1	133	0.75%
	91,457	238220	0	154	0.00%
	45,729	238160	0	52	0.00%
	91,457	238130	0	60	0.00%
	91,457	238310	0	45	0.00%
	45,729	238330	0	51	0.00%
	45,729	238320	0	95	0.00%
	45,729	238140	0	27	0.00%
	91,457	238350	0	76	0.00%
	45,729	444190	0	43	0.00%
	22,864	442299	0	18	0.00%
	91,457	561730	0	213	0.00%
	91,457	541370	0	8	0.00%
	228,643	561990	2	32	6.25%
Boone NWG Battery Electric Bus (BEB) Ch	15,000	541380	0	16	0.00%
	60,000	236220	0	85	0.00%
	3,000	238110	0	67	0.00%
	1,500	327320	0	4	0.00%
	3,000	532412	0	7	0.00%
	172,500	238210	1	133	0.75%
Total Number of DBE's/Total Firms			16	3,297	0.4853%
Total Construction Contracts to let in 2023-2025	\$11,608,524				
Number of DBE's in NAICS Codes	16				
Number of Total Firms in NAICS Code	3297				
Percentage of Available DBE's to perform Construction Contracts	0.4853%	Total DBE firms (16) divided by total firms in NAICS Code (3,297)			
Total DBE \$	\$56,335	Total Budgeted Cost multiplied by Percentage of Available DBE's (\$11,608,524 * 0.4853%)			

PROFESSIONAL SERVICES					
Project - Contracting Opportunity	Budgeted Cost	NAICS Code	Number of DBEs NAICS Code	Number of Total Firms in NAICS Code	Percent DBE per Project
Central City Line Construction Consulting	5,342,675	541618	0	3	0.00%
E Sullivan P&R Engineering Services	179,040	541330	1	109	0.92%
E Sullivan P&R Consulting Services	119,360	541611	2	85	2.35%
E Sullivan P&R Real Estate Services	59,680	531210	1	263	0.38%
E Sullivan P&R Architectural Services	119,360	541310	0	39	0.00%
E Sullivan P&R Landscape Architectural Services	23,872	541320	0	3	0.00%
E Sullivan P&R Construction Consulting	119,360	541618	0	3	0.00%
I-90 HPT Corridor Facilities Engineering	16,000	541330	1	109	0.92%
I-90 HPT Corridor Consulting Services	16,000	541618	0	3	0.00%
I-90 HPT Corridor Facilities Real Estate	8,000	531210	1	263	0.38%
Division BRT Engineering Services	685,930	541330	1	109	0.92%
Division BRT Architectural Services	320,101	541310	0	39	0.00%
Division BRT Landscape Achitectural Services	91,457	541320	0	3	0.00%
Division BRT Construction Management	685,930	541618	0	3	0.00%
Five Mile Mobility Hub Engineering	21,360	541330	1	109	0.92%
Five Mile Mobility Hub Consulting	7,120	541611	2	85	2.35%
Five Mile Mobility Hub Real Estate Services	7,120	531210	1	263	0.38%
Boone NWG BEB Charging Infrastructure	45,000	541330	1	109	0.92%
Total Number of DBE's/Total Firms			12	1600	0.7500%
Total Professional Contracts to let in 2023-2025	\$7,867,364				
Number of DBE's in NAICS Codes	12				
Number of Total Firms in NAICS Codes	1,600				
Percentage of Available DBE's to perform Professional Svc Contracts	0.7500%	Total DBE firms (12) divided by total firms in NAICS Code (1600)			
Total DBE \$	\$59,005	Total Budgeted Cost multiplied by Percentage of Available DBE's (\$7,867,364 * 0.750%)			
MATERIALS, SUPPLIES, & EQUIPMENT					
Project - Contracting Opportunity	Budgeted Cost	NAICS Code	Number of DBEs NAICS Code	Number of Total Firms in NAICS Code	Percent DBE per Project
Hose & Fittings Contract	64,893	423840	0	14	0.00%
Hazardous Material Removal Contract	241,307	532490	0	18	0.00%
Laundry/Uniform Linen Contract	293,371	812332	0	6	0.00%
Hardware	65,013	423710	0	14	0.00%
Janitorial Supplies	172,333	453998	1	66	1.52%
Auto Paint Supplies	192,693	452319	0	25	0.00%
Vehicle Parts	4,439,015	423120	0	34	0.00%
Tires	191,015	423130	0	5	0.00%
Paper Products	29,715	424130	0	10	0.00%
Petroleum Products	256,775	424720	1	5	20.00%
Other Supplies	2,560,374	423840	0	14	0.00%
Total Number of DBE's/Total Firms			2	211	0.9479%
Total Material, Supplies & Equipment Contracts to let in 2023-2025	\$8,506,504				
Number of DBE's in NAICS Codes	2				
Number of Total Firms in NAICS Codes	211				
Percentage of Available DBE's to perform Materials, Supplies & Equipment Contracts	0.9479%	Total DBE firms (3) divided by total firms in NAICS Code (211)			
Total DBE \$	\$80,630	Total Budgeted Cost multiplied by Percentage of Available DBE's (\$8,506,504 * 1.4218%)			
Total Contracting Opportunities	\$27,982,392				

Step 1A - Calculate Weighted Percentage of Categories of Contracting Opportunities to Total Contracting Opportunities					
Weighted Percent of Construction Contracts to total Contracting Opportunities	41.485%	Total Construction Contracts divided by Total Contracting Opportunities (\$11,608,524 divided by \$27,982,392) = .41485			
Weighted Percent of Professional Services Contracts to total Contracting Opportunities	28.115%	Total Professional Services divided by Total Contracting Opportunities (\$7,867,364 divided by \$27,982,392) = .28115			
Weighted Percent of Matls, Supplies & Equip Contracts	30.399%	Total Mat., Supp., & Equip Contracts divided by Total Contracting Opportunities (\$8,506,504 divided by \$27,982,392) = .30399			
Total Number of DBE Contractors in NAICS Codes	30	(16) in Construction, (12) in Professional Svcs and (3) in Matls, Supplies and Equip Contractors			
Total Number of Contractors in NAICS codes	5,108	(3,297) in Construction (1,600) in Professional Svcs and (211) in Matls, Supplies and Equip			
Total DBE percent (of total firms)	0.5873%	Total DBE Contractors (31) divided by Total Number of Contractors (5,108).			
Total DBE \$	\$164,345	Total Contracting Opportunities for all Contracting Categories (\$27,982,392) multiplied by Total DBE Percentage of Firms (.006069)			
Step 1B Weighted Base Goal in Percentage and Dollars					
Construction DBE %	0.20132%	\$56,335	Percentage of Available DBE's to perform Construction Contracts multiplied by the Weighted Percent of Construction Contracts to total Contracting Opportunities (.004853 multiplied by 41.485) = .20132		
			\$27,982,392 * .20132% = \$56,335		
Professional Services DBE %	0.21087%	\$59,005	Percentage of Available DBE's to perform Professional Services Contracts multiplied by the Weighted Percent of Professional Services Contracts to total Contracting Opportunities (.0075 multiplied by 28.115) = .21087		
			\$27,982,392 * .21087% = \$59,005		
Material/Supplies DBE %	0.28815%	\$80,630	Percentage of Available DBE's to perform Material/Supplies/Equip Contracts multiplied by the Weighted Percent of Material/Supplies/Equip to total Contracting Opportunities (.014218 multiplied by 30.399) = .43222		
			\$27,982,392 * .43222% = \$120,946		
Weight DBE % and \$ amount	0.7003%	\$195,971	Total Contracts \$27,982,392 * .008444		
Step 2 Adjustment for Past Participation					
	0.75300%	\$210,707	Weighted DBE % + the median past participation divided by 2 (.8444 + .8057) / 2		
			\$27,982,392 * .0082504		
2023-2025 DBE Goal	0.75300%	\$210,707	Race Neutral Goal		
1.) Research appropriate NAICS code for the project industry (use the 2017 index and search by key words) North American Industry Classification System (NAICS) U.S. Census Bureau					
2.) Search for certified (DBE) companies within a NAICS county wide https://omwbe.diversitycompliance.com/					
3.) County Wide NAICS Spokane County NAICS - Census Bureau Tables					

Total Adjusted DBE Percent Goal: 0.7530% (\$210,707)

The calculation of the base figure for Federal Fiscal Years 2023, 2024, and 2025 is shown on the Base Figure chart. To develop the base number of available DBEs, STA first identified the NAICS codes applicable to the specified contracting opportunities. Using economic census data for our market area (Spokane County), STA identified the total number of firms with corresponding NAICS codes, as well as the certified DBEs for these codes, for each contracting category. The total number of available DBEs identified for each category is then divided by the total number of available firms identified for each category. This resulting percent (Percentage of Available DBEs) is multiplied by the total DBE contracting opportunities percent for each category to create a weighted DBE percent for each category. STA followed FTA guidelines on goal setting methodology and examined available evidence to determine what adjustment if any would be needed to the Base figure. After review of DBE past participation in federal projects a Step 2 adjustment was made. This calculation determines the median past participation and then averages the past participation with the base figure resulting in an adjusted DBE goal of 0.7530%. The resulting figures reflect as accurately as possible the DBE participation in STA federal projects.

Figures shown on the chart reflect STA's Capital Improvement Program and FTA formula and project grants. FTA capital funds eligible for contracting opportunities are estimated using STA's approved Capital Improvement Program. The federal share of STA grants for rolling stock and related projects are not eligible to be counted toward the agency goal and are therefore not reflected. The construction category includes all federal funds allocated for transit enhancement projects. Of the total dollar amount anticipated for new contracts in FFYs 2023, 2024, and 2025, 41.485% is allocated for construction, 28.115% is allocated to the professional service category, and 30.399% is allocated to the material/supplies/equipment category for the fiscal year 2023, 2024, and 2025 estimates.

Future goals will be established by using the method mentioned above and by taking into consideration information gathered through the development of a bidder's list in compliance with 49 CFR part 26. Goals will be established every three years by the DBE Liaison for relevant categories of professional services, construction, materials, supplies and equipment, based on the goal setting process as stated. These goals will be reviewed and revised as appropriate, but no less frequently

than every three years. Revised goals and updates resulting from reviews will be provided to the U.S. Department of Transportation, Federal Transit Administration (FTA) on August 1 of every third year beginning in 2011.

Goals established for Disadvantaged Business Enterprise participation in STA's programs will be published and a 30-day comment period conducted prior to submission to FTA. STA will post the program on its web site and advertise notice of its DBE program and proposed DBE goals in a local publication. STA will invite interested parties to request copies or view the program at STA's headquarters and encourage comments regarding the program. Comments received will be considered and the program will be adjusted, if appropriate. Goal submission will include a summary of information and comments received during the public participation process and STA's response to such input. Unless other instructions are received from FTA, the overall goals established will be used beginning October 1 of every third year beginning in 2011.

Efforts will be made to determine the dollar value of the volume of work by categories based on the available data on overall dollar value estimates of STA projects scheduled for the three fiscal years. The DBE Liaison shall monitor categories of contract activity and, where appropriate, recommend new goals, using race-neutral measures. Race-neutral methods will include, but will not be limited to, advertising of procurement packages in DBE and non-DBE publications, ensuring that DBEs are included on commodity vendor lists, ensuring that bid packages, bonding and insurance requirements are of a size and level appropriate for all small businesses, and ensuring that prompt payment provisions are included in STA and prime contractor contracts.

To achieve the objective of a narrowly tailored program, STA plans to meet its entire overall goal through race-neutral means. Spokane Transit will not use DBE quotas or set-asides to achieve the overall agency aspirational goal. For reporting purposes, race-neutral DBE participation includes, but is not necessarily limited to, the following: DBE participation through a prime contract a DBE obtains through customary competitive procurement procedures; DBE participation through a subcontract on a prime contract that does not carry a DBE goal; DBE participation on a prime contract exceeding a contract goal; and DBE participation through a subcontract from a prime contractor that did not consider a firm's DBE status in making the award. Under race-neutral conditions, DBEs will compete for Spokane Transits contracts on a purely lowest, responsive bid or best, most advantageous proposal basis.

If STA should become aware of over-concentration of DBEs in certain business areas to the extent that small non-DBE businesses can no longer effectively participate in STA's contracting opportunities, the agency shall take measures to reduce the effect of over-concentration including, but not limited to, reduction of the number of DBEs included in direct mailing of procurement packages, and reduction of advertising in DBE publications.

Counting DBE Participation

1. Work credited: When a DBE is participating in a FTA-assisted contract, only the work performed by the DBE will be counted toward STA's annual goals. DBE credit shall be applied as follows in accordance with 49 CFR part 26.55.

Quotas, Set-asides and Penalties

STA will not use DBE quotas or set-asides to achieve the overall three-year goal for DBE participation. Participation will be achieved by race-neutral means.

TVM Certification

STA will not use DBE goals in contracts for rolling stock. Transit vehicle manufacturers (TVM) are required to develop and submit their own program to the FTA. STA will require TVMs, as a condition of being authorized to bid or propose on FTA-assisted transit vehicle procurement, to provide proof in their bid package that said program has been approved or not disapproved. Alternatively, STA may, at its discretion and with FTA approval, establish project-specific goals for DBE participation in the procurement of transit vehicles in lieu of the TVM complying with this element of the program.

CONTRACT PROVISION

Assurances

STA is committed to providing a level playing field for all potential contractors regardless of race, color, national origin or sex. STA will ensure that all assistance agreements with the FTA or primary recipients will contain the assurances contained in 49 CFR Part 26.13. The following clause will be placed in every DOT-assisted contract and subcontract:

“The contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR part 26 in the award and administration of DOT assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the recipient deems appropriate, which may include, but is not limited to:

- 1) Withholding monthly progress payments;
- 2) Assessing sanctions;
- 3) Liquidated damages; and/or
- 4) Disqualifying the contractor from future bidding as non-responsible

In addition, STA has signed the following assurance, applicable to all DOT-assisted contracts and their administration:

“STA shall not discriminate on the basis of race, color, national origin or sex in the award and performance of any DOT assisted contract or in the administration of its DBE Program or the requirements of 49 CFR part 26. STA shall take all necessary and reasonable steps under 49 CFR part 26 to ensure nondiscrimination in the award and administration of DOT assisted contracts. STA’s DBE Program, as required by 49 CFR part 26 and as approved by DOT, is incorporated by reference in this agreement. Implementation of this program is a legal obligation and failure to carry out its terms shall be treated as a violation of this agreement. Upon notification to STA of its failure to carry out its approved program, the Department may impose sanctions as provided for under Part 26 and may, in appropriate cases, refer the matter for enforcement under

18 U.S.C. 1001 and/or the Program Fraud Civil Remedies Act of 1986 (31 U.S.C. 3801 et seq.).”

STA will make both the rule and their DBE program available to contractors upon request.

Prompt Payment

STA’s normal payment process is within 30 days from date of receipt of a correct invoice after work has been accepted. Progress payments are allowed under certain contracts and are handled on the same basis. Where deemed necessary, STA will agree to shorter payment terms to reduce the cash flow burden on small businesses when the contract is with a small business. STA will release retainage within thirty days from the date a release of lien on the public works project is received as prescribed in Washington State law. In general, STA will include in its contracts a prompt payment clause as follows:

“The contractor is required to make payment to subcontractors within thirty days from the receipt of each payment the prime contractor receives from STA for satisfactorily completed subcontractor work from STA, whether such payment is a progress or final payment. The prime contractor agrees further to return retainage payments to each subcontractor within thirty days after the subcontractor’s work is satisfactorily completed. If payment disputes arise between the prime contractor and subcontractors, such disputes shall be resolved promptly through mediation or arbitration in order to prevent injury to small business subcontractors. The prime contractor shall specify in its subcontract agreement what dispute resolution method will be used. In addition, prime contractors will not be paid for subcontractors’ work unless the prime contractor can show that a prompt payment method for subcontractors is in place. Prime contractors shall be required to provide copies of the subcontracts to STA showing inclusion of these provisions. This clause applies to both DBE and non-DBE subcontractors.”

Compliance Monitoring

A monitoring system will be developed to enable STA staff to assess progress in achieving the DBE goal, determine priorities for allocating DBE Liaison time, and identify problem areas in a timely fashion. In order to ensure compliance with DBE requirements in its contracts, STA’s project managers and representatives at job sites will monitor on an ongoing basis that work committed to

being performed by DBEs is actually performed by the DBEs named in a contractor's bid or proposal. A clause will be included in all contracts requiring that the contractor cannot substitute subcontractors without STA's concurrence.

Contractor Reporting Requirements

STA shall use the prime contractor's commitment to DBE subcontractor participation submitted with its bid. However, DBE participation will not be counted until actual payment has been made to the DBE subcontractors involved. Therefore, contractors shall be required to submit with each payment request the amounts earned by DBE subcontractors and to be paid to DBE subcontractors upon STA's progress payment. In addition, prime contractors shall be required to submit verification of receipt of previous payments to DBE subcontractors. STA will require prime contractors to maintain records and documents of payments to DBEs for three years following the performance of the contract. These records will be made available for inspection upon request by any authorized representative of STA or DOT. This reporting requirement also extends to any certified DBE subcontractor.

STA will keep a record of payments to DBE firms for work committed to them at the time of contract award. STA will also perform audits of contract payments to DBEs. The audit will review payments to DBE subcontractors to ensure that the actual amount paid to DBE subcontractors equals or exceeds the dollar amounts stated in the schedule of DBE participation.

The Contractor agrees to use his/her best efforts to carry out a policy in the award of subcontracts, agent agreements, and procurement contracts which will, to the fullest extent, provide equal access to disadvantaged business enterprises consistent with the efficient performance of the contract.

SMALL BUSINESS PARTICIPATION

STA is committed to providing equal access to small business to participate in STA's contracting opportunities. The U.S. Small Business Administration (SBA) defines a "small business" in terms of the number of employees over the past year or the average annual receipts over the past three years. Size standards vary by industry. STA will use size standards established by the SBA to determine small business eligibility.

November 1, 2012, STA mailed a form letter to the current vendor list requesting information on their respective small business status. This request continues to be included in formal solicitations and request for information from new vendors. This information will be used to develop a readily available list of small businesses eligible for contracting opportunities by NAICS code classification. In addition, this letter will be included in IFB's and RFP's to gather information from vendors not currently doing business with STA.

STA will work with local groups and agencies that provide education to small businesses on government contracting to encourage participation in STA's bidding opportunities.

An annual assessment of upcoming contract opportunities will be reviewed by STA's Capital Improvement Plan committee and where appropriate, STA may provide a reasonable number of prime contracts available for small business by unbundling larger contracts. In addition, contracts falling under the formal bid threshold will be available for participation by small business.

RECORD KEEPING AND REPORTING

A record keeping system will be established to identify and assess DBE contract awards, prime contractors' progress in achieving DBE subcontract goals, and other DBE efforts. This data will facilitate monitoring for internal management purposes, as well as provide data necessary for federal compliance review and uniform reporting requirements.

STA will create a bidders list, consisting of information about all DBE and non-DBE firms that bid or quote on DOT-assisted contracts. In order to develop a database of firms, both DBE and non-DBE, that are willing and capable to compete for STA's contracts, STA will require that each bidder for a prime contract provide with their bid, or within forty-eight hours thereafter, the firm name and address on all subcontractors that have submitted bids whether successful or not. Additional information to be submitted by the prime contractor or to be obtained by STA directly will be the subcontractor's status as DBE or non-DBE, age of firm and annual gross receipts. This information will provide pertinent and narrow information on the number and type of small or DBE firms available and interested in working with STA and will provide additional information to be used during the annual goal setting process.

Records will be kept in the STA Administrative Offices and will be made available for examination upon written request by an authorized officer or employee of the government.

STA will report the status of its DBE program to the FTA on a semiannual basis, using the Uniform Report of DBE Commitments/Awards and Payments form. The report shall show DBE goal commitments and participation actually achieved through payments to DBEs.

SUMMARY

STA is committed to assuring that disadvantaged business enterprises are provided a level playing field to enable them to be active vendors for services and goods needed by STA. This program sets forth the mechanics for ensuring that opportunity. The program is meant to be a dynamic one and will be altered periodically to meet new needs or resolve issues which may occur in the future.

E. Susan Meyer
Chief Executive Officer

Date

FOR USE IN ALL BIDS AND RFPs

Disadvantaged Business Enterprise Provision

STA is committed to ensuring that all firms regardless of race, color, sex or national origin have equal opportunity to participate in STA contracts. Therefore, STA has established a three-year agency goal for DBE participation in its contracting opportunities.

Non-Discrimination Assurances:

The contract or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or other such remedy as STA deems appropriate, which may include but is not limited to:

- 1) Withholding monthly progress payments;
- 2) Assessing sanctions;
- 3) Liquidated damages; and/or
- 4) Disqualifying the contractor from future bidding as non-responsible.

A copy of 49 CFR part 26 may be obtained by contacting STA's DBE Liaison, Spokane Transit Authority, 1230 W. Boone, Spokane, WA 99201, (509) 325-6032, or electronically at jhorton@spokanetransit.com

Prompt Payment

The contractor agrees to pay each subcontractor under this prime contract for satisfactory performance of its contract no later than thirty days from the receipt of each payment the prime contractor receives from STA. The prime contractor agrees further to return retainage payments to each subcontractor within thirty days after the subcontractor's work is satisfactorily completed. Any delay or postponement of payment from the above time frames may occur only for good cause following written approval of STA. This clause applies to both DBE and non-DBE subcontractors.

DBE Bidders List

STA is required to create and maintain a bidders list of all firms bidding on prime contracts and bidding or quoting subcontract on Department of Transportation-assisted contracts. To assist STA in compliance with this provision of the regulation, please complete and return Attachment to the address listed or with your proposal.

Required Sub-Bidder Information

In addition to DBE information stated above, bidders are required to submit at the time subcontractor information is due, the name and address of all firms, both DBE and non-DBE, that submitted sub-bids for this project whether successful or not.

DRAFT RESOLUTION NO. _____

A RESOLUTION FOR THE PURPOSE OF ADOPTING THE SPOKANE TRANSIT AUTHORITY DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM AND GOAL FOR FEDERAL FISCAL YEARS 2023, 2024 AND 2025, RESCINDING ALL PRIOR RESOLUTIONS RELATED TO THE DBE PROGRAM AND OTHER MATTERS PROPERLY RELATING THERETO.

SPOKANE TRANSIT AUTHORITY
Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and Laws of the State of Washington, pursuant to RCW Title 36, Chapter 57A, Public Transportation Benefit Area;

WHEREAS, as a recipient of federal financial assistance, the STA Board of Directors regularly establishes a Disadvantaged Business Enterprise (DBE) Program and DBE goal in accordance with regulations of the U.S. Department of Transportation, 49 CFR Part 26; and,

WHEREAS, STA staff has prepared an updated DBE Program and has recommended a DBE goal for federal fiscal years (FFY) 2023, 2024 and 2025;

NOW, THEREFORE, be it resolved by the Board of Directors of STA as follows:

Section 1. The STA Board of Directors hereby adopts and authorizes the execution of the Disadvantaged Business Enterprise Program as prepared by staff, a copy of which is attached hereto, marked Exhibit A, and incorporated herein by reference.

Section 2. The STA Board of Directors hereby adopts the FFY 2023, 2024, and 2025 goal of 0.7530 percent utilization of Disadvantaged Business Enterprises for federal contracting opportunities for the period of October 1, 2022, through September 30, 2025.

Section 3. The STA Board of Directors hereby authorizes the Chief Executive Officer to administer the Disadvantaged Business Enterprise Program.

Section 4. This resolution shall take effect and be in force immediately upon passage.

Section 5. All prior resolutions inconsistent herewith are repealed.

Adopted by STA at a regular meeting thereof held on the 21st day of July 2022.

ATTEST:

SPOKANE TRANSIT AUTHORITY

Dana Infalt
Clerk of the Authority

Chris Grover
Board Chair

APPROVED AS TO FORM:

Laura McAloon
Legal Counsel

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 4B1 : FARE POLICY REVISIONS: FINAL RECOMMENDATION – ZERO-FARE FOR YOUTH (RESOLUTION)

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Monique Liard, Chief Financial Officer

SUMMARY: Staff is presenting the recommended Zero-Fare for Youth fare structure revisions, the draft Public Outreach Summary document, the Title VI Analysis memo, and the draft Board resolution for review and recommendation to the Board for adoption.

BACKGROUND: In May 2022, staff presented to this Committee and the Board the proposed preliminary revisions of a zero-fare policy for youth, ages 18 and younger, which would allow STA access to Transit Support Grant funding available under the Move Ahead Washington transportation funding package approved by the legislature this year. Staff returned in June 2022 to review the proposed fare policy revisions, and to highlight preliminary survey results of public outreach.

Public Outreach Summary

STA sought public input on the proposed fare policy. The public comment period was May 12 to June 20, 2022, with STA utilizing a public outreach campaign to collect feedback on the proposed fare policy revision. This included reaching out to the various school districts within the PTBA, and requesting information be included within their weekly emails to parents. Several of the school districts, including Spokane Public Schools, East Valley School District, and Mead School District sent out information. This outreach focused on a public survey made available through STA's website. Survey responses were highly supportive of the proposed fare policy revisions. More information on the feedback collected can be found in the attached *Zero-Fare for Youth Outreach Summary* document.

A public hearing on the proposed policy revisions was held on June 16, 2022. No comments were received.

Draft Title VI Equity Analysis

The Federal Transit Administration requires transit agencies to analyze any fare change for potential impacts to populations protected under Title VI of the Civil Rights Act to ensure government action does not impose a disparate impact on minority populations or a disproportionate burden on low-income populations (as defined by STA policy in *Connect Spokane*). This analysis is to be performed prior to the implementation of the proposed fare policy revision.

STA's Title VI analysis finds no disparate impact or disproportionate burden from the fare policy as currently proposed.

Proposed Fare Policy Revisions, and Draft Board Resolution

The adopted fare policy and the revised fare structure tables (revisions shown in red) are included for review along with the draft resolution for action.

Subject to Board approval, the fare structure tables, as adopted in January 2022, will be revised as shown in below to reflect a zero-fare policy for all riders 18 and under, and will go into effect October 1, 2022.

Fixed Route and Paratransit Fares (effective with fare collection system implementation)

GENERAL PUBLIC Fare Type	Standard Fare (1)	Reduced Fare (2)					Paratransit (3)
		Rider's License: Category A (Ages 6-12)	Rider's License: Category B (Ages 13-18) (7)	Student	Honored Rider	Stars & Stripes	
One Ride (4)	\$ 2.00	Zero Fare	Zero Fare	\$ 2.00	\$ 1.00	\$ 1.00	\$ 2.00
Farecapping - Daily (5)	\$ 4.00	N/A	Zero Fare	\$ 4.00	\$ 2.00	\$ 2.00	\$ 4.00
Farecapping - Monthly (6)	\$ 60.00	N/A	Zero Fare	\$ 48.00	\$ 30.00	\$ 30.00	\$ 60.00
7-day Rolling Pass	\$ 17.00	N/A	N/A	N/A	N/A	N/A	N/A
Summer Youth Pass (7)	N/A	N/A	Zero Fare	N/A	N/A	N/A	N/A
Shuttle Park (8)	\$ 40.00	N/A	N/A	N/A	N/A	N/A	N/A

GROUP SALES (9)			
Fare Type	Standard Fare (1)	Reduced Fare (2)	Paratransit (3)
Two-Hour Pass	\$ 2.00	\$ 1.00	\$ 2.00
Day Pass	\$ 4.00	\$ 2.00	\$ 4.00
7-day Rolling Pass	\$ 17.00	N/A	N/A
Monthly Pass	N/A	N/A	\$ 60.00
31-day Rolling Pass	\$ 60.00	\$ 30.00	N/A

- (1) Up to three children under age six ride free with an adult, youth, student, reduced fare or paratransit passenger - children under age six are not permitted to ride unaccompanied
- (2) Reduced Fare programs require verification of eligibility.
- (3) Personal Care Assistant (PCA) rides free on Paratransit or Fixed Route with paid paratransit rider (needs no identification, however, the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)
- (4) Allows for travel up to two (2) consecutive hours after initial validation
- (5) Maximum fare charged per day when paid with a smart card or mobile app
- (6) Maximum fare charged per calendar month when paid with a smart card or mobile app
- (7) Through the Washington State Transit Support Grant, all Youth Fares to Age 18 will be at no-cost to rider so long as the Transit Support Grant is in place. If the Transit Support Grant is rescinded or not renewed, Youth Fares will be reinstated at their previously approved levels
- (8) Includes parking at a designated parking lot, as stipulated in the Shuttle Park agreement
- (9) Limited use fare types available for quantity purchases only and not available to the general public

RECOMMENDATION TO COMMITTEE: Recommend the STA Board of Directors adopt, by resolution, the Zero-Fare for Youth.

RESOLUTION NO. _____

A RESOLUTION FOR THE PURPOSE OF REVISING THE SPOKANE TRANSIT AUTHORITY
TARIFF POLICY AND PROCEDURES FOR FIXED ROUTE AND PARATRANSIT; RESCINDING
RESOLUTION NUMBER 791-22; AND OTHER MATTERS RELATED THERETO.

SPOKANE TRANSIT AUTHORITY

Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and the laws of the state of Washington, pursuant to RCW Title 36, Chapter 57.A, Public Transportation Benefit Area; and

WHEREAS, the Washington State Legislature passed the Move Ahead Washington transportation package on March 10, 2022, and it was signed into law by Governor Inslee on March 25, 2022; and

WHEREAS, the Move Ahead Washington legislation package included \$33.6 million in grant funding for the 2021-2023 biennium available to public transportation benefit areas under Chapter 36.57A RCW contingent on a transit agency adopting and implementing a zero-fare policy for people 18 and under by Oct. 1, 2022 and annually certifying that it has maintained its local sales tax authority for transit at or above Jan. 1, 2022 levels

WHEREAS, on January 21, 2022, the STA Board of Directors adopted Resolution No. 791-22, approving the current STA Tariff Policy, and

WHEREAS, the STA Board of Directors desires to update its Tariff Policy and revise the fare structure for riders ages 18 and younger to access available grant funding made available through the Move Ahead Washington legislation; and

WHEREAS, STA has conducted extensive public outreach to provide awareness and receive input on proposed updates to its Tariff Policy; and

WHEREAS, STA has conducted an equity analysis of the fare policy changes resulting from an update to its Tariff Policy pursuant to Title VI of the Civil Rights Act, guidance promulgated by the Federal Transit Administration, related policies within *Connect Spokane* and STA's current Title VI Plan; and

WHEREAS, STA finds that the fare policy changes do not pose a disparate impact or disproportionate burden on populations identified in the above-referenced statutes, guidance and policies.

NOW, THEREFORE BE IT RESOLVED by the STA Board of Directors as follows:

Section 1. The STA Board of Directors hereby revises the rates, tolls, and fares identified in the Fixed Route and Paratransit Fares, Vanpool Fares, and Special Event Fares (effective with fare collection system implementation), a copy of which is attached hereto and incorporated herein as "Exhibit A."

Section 2. Resolution No. 791-22, and all amendments thereto, is hereby revoked, rescinded, and superseded by this Resolution as of its effective date.

Section 2. This Resolution shall become effective upon its date of adoption and shall remain in full force and in effect until revised by Board resolution; provided, the Chief Executive Officer is hereby authorized to implement the effective date of the rates, tolls, and fares identified in Exhibit A as “Fixed Route and Paratransit Fares (effective with fare collection system implementation)” as of October 1, 2022.

ADOPTED by STA at a regular meeting thereof held on the 21st day of July 2022.

ATTEST:

SPOKANE TRANSIT AUTHORITY:

Dana Infalt
Clerk of the Authority

Chris Grover
Board Chair

Approved as to form:

Laura McAloon
Legal Counsel

Exhibit A

Fixed Route and Paratransit Fares *(currently in effect)*

GENERAL PUBLIC Fare Type	Adult (1)	Reduced Fare (2)			Paratransit (3)
		Youth (Ages 6-18)	Student	Reduced Fare	
Two-Hour Pass / Cash	\$ 2.00	\$ 2.00	\$ 2.00	\$ 1.00	\$ 2.00
Day Pass	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00	N/A
7-day Rolling Pass	\$ 17.00	\$ 17.00	\$ 17.00	\$ 17.00	N/A
31-day Rolling Pass	\$ 60.00	\$ 40.00	N/A	\$ 30.00	N/A
Monthly Pass (4)	N/A	N/A	\$ 52.00	N/A	N/A
Paratransit Monthly Pass	N/A	N/A	N/A	N/A	\$ 60.00
Summer Youth Pass (5)	N/A	\$ 60.00	N/A	N/A	N/A
Shuttle Park (6)	\$ 40.00	N/A	N/A	N/A	N/A

(1) Up to three children under age six ride free with an adult, youth, student, reduced fare or paratransit passenger - children under age six are not permitted to ride unaccompanied

(2) Reduced Fare programs require verification of eligibility.

(3) Personal Care Assistant (PCA) rides free on Paratransit or Fixed Route with paid paratransit rider (needs no identification, however, the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)

(4) Monthly Student Pass is priced as a 31-day adult pass with discount applied, subject to enrollment and verification by STA in accredited educational program

(5) Three-month youth pass valid June through August *(currently piloted at no cost to rider)*

(6) Includes parking at a designated parking lot, as stipulated in the Shuttle Park pass agreement

Fixed Route and Paratransit Fares *(effective with fare collection system implementation)*

GENERAL PUBLIC	Standard Fare (1)	Reduced Fare (2)					Paratransit (3)
		Rider's License: Category A (Ages 6-12)	Rider's License: Category B (Ages 13-18) (7)	Student	Honored Rider	Stars & Stripes	
Fare Type							
One Ride (4)	\$ 2.00	Zero Fare	Zero Fare	\$ 2.00	\$ 1.00	\$ 1.00	\$ 2.00
Farecapping - Daily (5)	\$ 4.00	N/A	Zero Fare	\$ 4.00	\$ 2.00	\$ 2.00	\$ 4.00
Farecapping - Monthly (6)	\$ 60.00	N/A	Zero Fare	\$ 48.00	\$ 30.00	\$ 30.00	\$ 60.00
7-day Rolling Pass	\$ 17.00	N/A	N/A	N/A	N/A	N/A	N/A
Summer Youth Pass (7)	N/A	N/A	Zero Fare	N/A	N/A	N/A	N/A
Shuttle Park (8)	\$ 40.00	N/A	N/A	N/A	N/A	N/A	N/A

GROUP SALES (9)			
Fare Type	Standard Fare (1)	Reduced Fare (2)	Paratransit (3)
Two-Hour Pass	\$ 2.00	\$ 1.00	\$ 2.00
Day Pass	\$ 4.00	\$ 2.00	\$ 4.00
7-day Rolling Pass	\$ 17.00	N/A	N/A
Monthly Pass	N/A	N/A	\$ 60.00
31-day Rolling Pass	\$ 60.00	\$ 30.00	N/A

(1) Up to three children under age six ride free with an adult, youth, student, reduced fare or paratransit passenger - children under age six are not permitted to ride unaccompanied

(2) Reduced Fare programs require verification of eligibility.

(3) Personal Care Assistant (PCA) rides free on Paratransit or Fixed Route with paid paratransit rider (needs no identification, however, the person with whom they are traveling must have "PCA" on their ADA paratransit identification card)

(4) Allows for travel up to two (2) consecutive hours after initial validation

(5) Maximum fare charged per day when paid with a smart card or mobile app

(6) Maximum fare charged per calendar month when paid with a smart card or mobile app

(7) Through the Washington State Transit Support Grant, all Youth Fares to Age 18 will be at no-cost to rider so long as the Transit Support Grant is in place. If the Transit Support Grant is rescinded or not renewed, Youth Fares will be reinstated at their previously approved levels

(8) Includes parking at a designated parking lot, as stipulated in the Shuttle Park agreement

(9) Limited use fare types available for quantity purchases only and not available to the general public

Public Outreach Summary

Zero-Fare for Youth

Draft

6/22/2022



Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. Please call (509) 325-6094 (TTY Relay 711) or email ombudsman@spokanetransit.com.

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Section I: Introduction

The Washington State legislature passed the nearly \$17 billion *Move Ahead Washington* transportation package on March 10, 2022; and it was signed into law by Governor Inslee on March 25, 2022. The *Move Ahead Washington* package included \$33.6 million in grant funding for the 2021-2023 biennium. Eligible transit agencies include public transportation benefit areas under Chapter 36.57A RCW.

To be eligible for transit support grants, transit agencies must:

- Adopt and implement a zero-fare policy for people 18 and under by Oct. 1, 2022. Agencies that adopt and implement a zero-fare policy after Oct. 1, 2022 will not receive 2021-2023 supplemental budget funds and will be eligible for funds beginning in the 2025-2027 biennium.
- Certify annually that the agency has maintained its local sales tax authority for transit at or above Jan. 1, 2022 levels

This became the question to the STA Board of Directors – does STA adopt a zero-fare policy for people 18 and under to be eligible for a share of the \$33.6 million in grant funding?

This report documents STA’s outreach efforts with regards to that question, to help inform the Board of Directors decision. The outreach was designed to engage the general public through a public survey.

Section II. Public Outreach

Public Outreach Objectives

The public outreach and engagement provided the public, community groups, and project stakeholders the ability to learn about the proposed policy revisions and provide input to help inform the policy and its implementation. The outreach objectives included:

- Providing context for the proposed policy revisions
- Being inclusive
- Seeking feedback on the proposed policy revisions

Public Outreach Strategy

STA developed a multi-pronged strategy to solicit public input and feedback on the proposed fare policy revisions. The strategy included:

- A Fare Policy Survey
- Targeted outreach to area school districts
- A launch page on the STA website
- Social media campaign
- Public Hearing

Details for each strategic effort can be found in the following sections.

Fare Policy Survey

The primary tool in soliciting feedback on the proposed Zero-Fare for youth was the fare policy survey. The survey was an online instrument only. The survey had 558 respondents. The survey was open from May 12, 2022 to June 20, 2022. It could be accessed at <https://www.spokanetransit.com/news/zero-fare-for-youth/>.

School District Outreach

STA contacted several school districts in the region, asking for assistance in distributing information about the proposed Zero-Fare for youth policy change and a link to the survey. Several of the school districts complied, including Spokane Public Schools, East Valley School District, and Mead School District.

Fare Policy Update Webpage

The STA Communications Department created a launch page on the STA website, <https://www.spokanetransit.com/news/zero-fare-for-youth/>, to provide a consolidated location for those seeking information on the fare policy update. The launch page included links to:

- A link to the Fare Policy survey
- A pdf of a slide deck that provided:
 - Background information
 - Answers to FAQs

Media Campaign

Along with the creation of the zero-fare for Youth webpage, the STA Communications department promoted the survey in several different ways. Highlights included:

- Promotion
 - STA Moving Forward stories
- Spokanetransit.com
 - Website banners
 - Survey landing page
- Advertising: Targeted
 - School district newsletters

Public Outreach Results

Survey Results

The survey had fifteen (15) questions, along with seven (7) demographic questions. Not all respondents were shown all fifteen questions, as some questions were relational to previous answers. Among the fifteen questions, there were four opportunities for the respondent to write-in their response.

Some notes on the survey and survey analysis:

- For every question, results are provided for all respondents. The 'n' values are noted in the tables.
- All questions were optional, so some respondents may have not answered every question, or answered some of them incompletely.
- Nearly 42% of respondents took the time to write-in a response to the final open-ended question "Is there anything else you wish to tell STA?".

The survey results are shown below.

Question 1: Do you have anyone 18 and younger living with you in your household currently?

All Respondents (n= 558)	
Yes	72.2%
No	27.8%

For those who answered “Yes”, they were taken to Question 2. For those who answered “No”, they were taken to Question 10.

Question 2: What age range are the children/youth in your household? (Mark all that apply)

Note that for this question, n (the total number of respondents) is based on the total number of people who answered YES to the previous question.

All Respondents (n=400)	
0-5 years old	19.5% (78)
6-12 years old	56.3% (225)
13-18 years old	69.8% (279)

Question 3: Did someone in your household use the Summer Youth Pass, a zero fare pass that was offered by STA in the Summer of 2021?

All Respondents (n= 400)	
Yes	38.5%
No	61.5%

Question 4: How many in your household are between 0-5 years of age?

All Respondents (n=77)	
1	75.3%
2	20.8%
3	3.9%
4	0%
5	0%
More than 5	0%

Note that this question was only shown to those respondents who indicated they had a 0-5 year old living in their household in Question 2.

Question 5: What challenges or obstacles do you face to riding the bus with your children? (Please choose all that apply).

	All Respondents (n=71)
Never tried it	25.4%
I am concerned with making connections	31%
Service doesn't come often enough	31%
I am concerned about my children's behavior with waiting or riding the bus.	21.1%
I am concerned with my young children riding without an adult	46.5%
Other	21.1%

Of the 15 responses in the "Other" category, the most common responses (a) focused on the inconvenient nature and/or travel time required and (b) lingering concerns about COVID.

Question 6: How many in your household are between 6-12 years of age?

	All Respondents (n=216)
1	58.3%
2	34.7%
3	5.6%
4	1.4%
5	0%
More than 5	0%

Note that this question was only shown to those respondents who indicated they had a 6-12 year old living in their household in Question 2.

Question 7: Given this new "Rider in Training" card, will your child/children be:

	All Respondents (n=216)
Riding the bus alone	16.7%
Riding the bus with friends or older siblings	50.9%
Riding the bus with a parent or adult	73.6%
Probably not riding the bus	13.9%
Other	2.3%

Question 8: How many in your household are between 13-18 years of age?

All Respondents (n=270)	
1	62.2%
2	30%
3	7.4%
4	0%
5	0%
More than 5	0.4%

Note that this question was only shown to those respondents who indicated they had a 13-18 year old living in their household in Question 2.

Question 9: For those 13- 18 in your household, what trips would they use the bus for that they wouldn't otherwise make, or might make using a different mode? Please mark all that apply.

All Respondents (n=71)	
Going to school	75.3%
Meeting up with friends	78%
Going to/from after school activities (including sports)	68.8%
Going to a job	57.8%
Visiting family members	39.5%
Other	14.1%

Question 10: What type of impact will zero fare for youth have on your household?

All Respondents (n=522)	
Positive	70.9%
Neutral	25.7%
Negative	3.5%

Question 11: With a zero fare for youth, do you think your household will ride the bus:

All Respondents (n=521)	
More than today	68%
Less than today	2.1%
Same as today	29.9%

Question 12: STA is seeking to understand community sentiment about zero fare programs for youth. Please carefully review all statements below and select the one that most closely aligns with your personal opinion.

	All Respondents (n=521)
STA should provide zero fare opportunities for youth when other funding is available to cover the costs	14.6%
STA should provide zero fare opportunities only for youth who are low income or face other financial difficulties	6.7%
STA should provide zero fare opportunities for youth in all situations, without considering income or replacement funding	72.6%
STA should provide discounts for youth, but fare should not be discounted to zero cost to the rider	3.8%
STA should not offer any new fare discounts	2.3%

Question 13: In the past 30 days, have you ridden an STA bus route?

	All Respondents (n= 524)
Yes	47.5%
No	52.5%

Question 14: For those who answered YES to the previous question, please consider how you currently ride the bus and pay your fare when you board. Below is a list of ways you may pay today. Please check all that apply for your bus trips taken over the past 30 days.

Note that for this question, n (the total number of respondents) is based on the total number of people who answered YES to the previous question.

	All Respondents (n=247)
I paid with cash and /or coin at the farebox	50.2%
I used a two-hour pass or day pass	32.4%
I swiped/validated my 7-day or 31-day rolling pass	25.1%
I used an STA Smart Card to deduct/validate my fare	14.2%
I swiped or tapped my university/employee ID card	13.4%
I used a reduced fare ID to pay for or use a reduced fare pass	6.9%
I purchased a ticket from a ticket vending machine	0.8%
I did not pay my fare due to lack of change, missing pass, or other reason	3.2%

Question 15: Is there anything else you wish to tell STA?

This was an open-ended question, allowing survey respondents to let STA know what was on their mind.

42% of total survey respondents provided some text for this question (234). All percentages below are based on the total number of responses to this question, and not to the total number of survey respondents.

68% of the respondents who provided comments on this question wanted to add their support for the zero fare for youth policy revision. Some sample quotes (*all quotes verbatim from the survey*)

Respondent A

" I grew up off of the Monroe bus route in Spokane and depended on the bus route from 8th grade on to get places. Without the bus I would never have been able to go to ballet class or babysit and earn income or get math tutoring. We were low income and I lived with just my mom who worked long hours. Thankfully we could afford the bus. I think busses are an essential lifeline to many youth and would love to see kids use it more again."

Respondent B

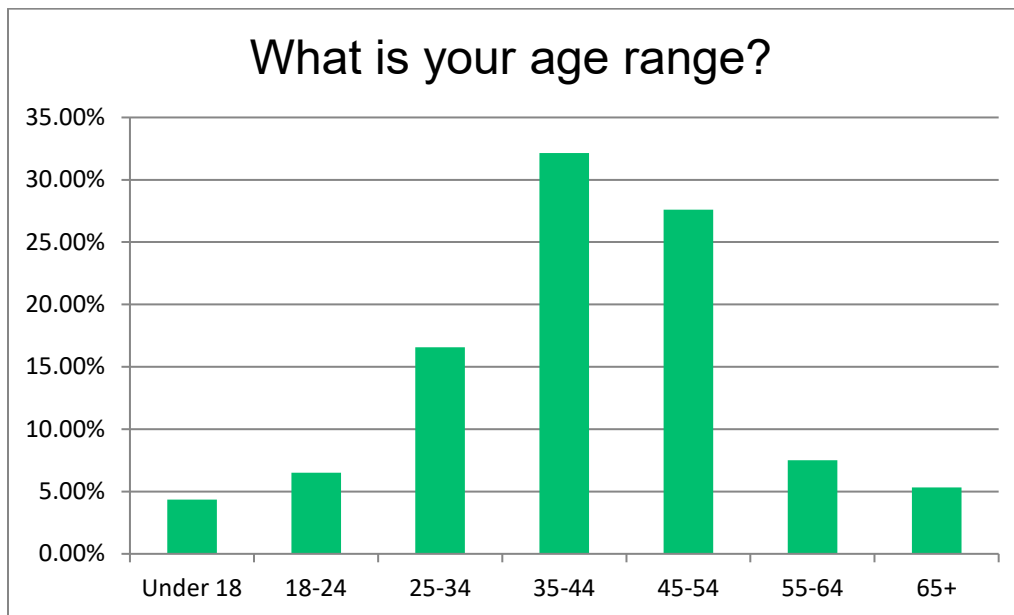
" i just want to put my input as i'm recently 18 and moved out and my little cousin lives with my parents now and it would've been so so incredibly helpful to be offered this when i was young. my cousin would be able to get a job and work if she could get around on the bus. i think it would be so so positive."

The next most common theme of the comments was a desire to see the zero fare (or low fare) expanded to more ridership groups (13%).

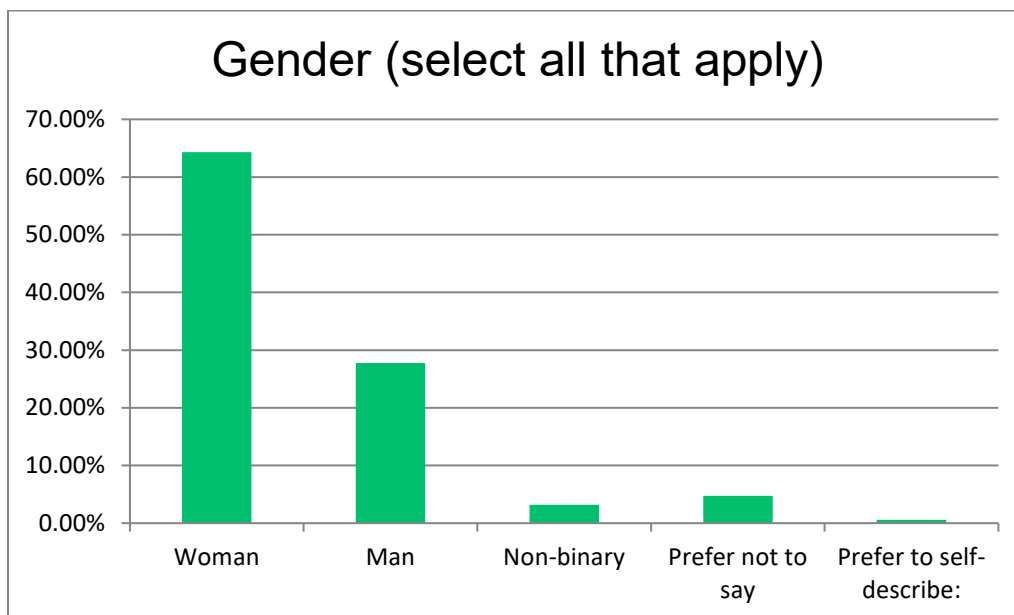
No other theme emerged at a rate greater than 10% of the total comments.

Demographics

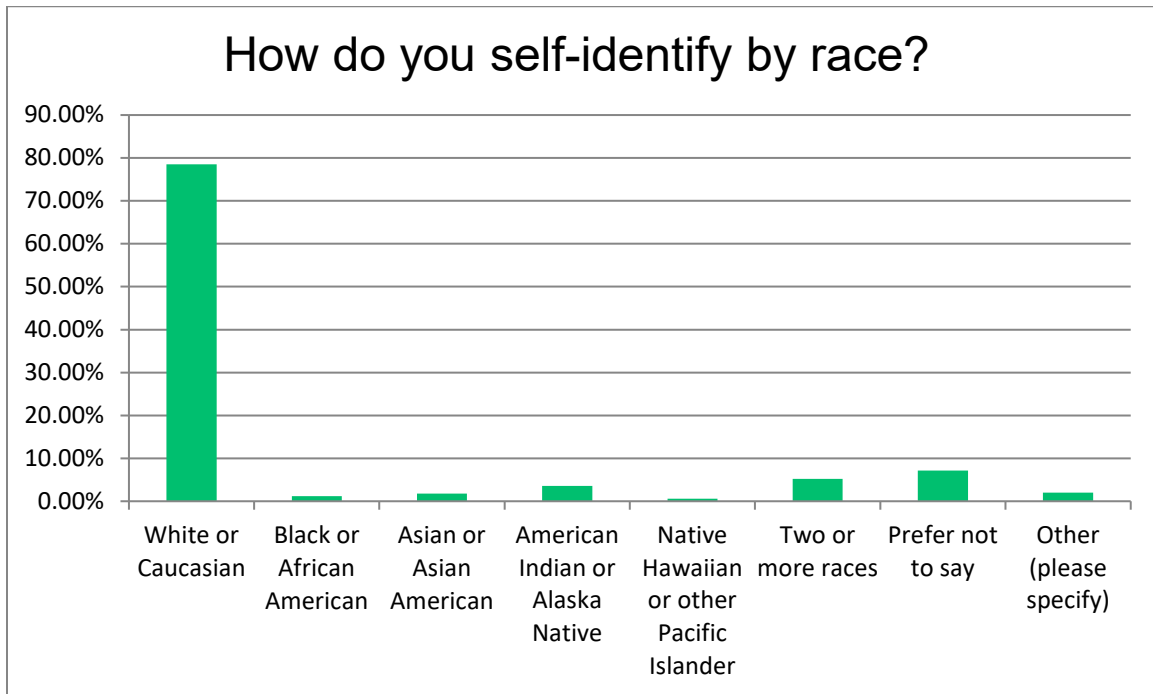
Age Range (n=507)



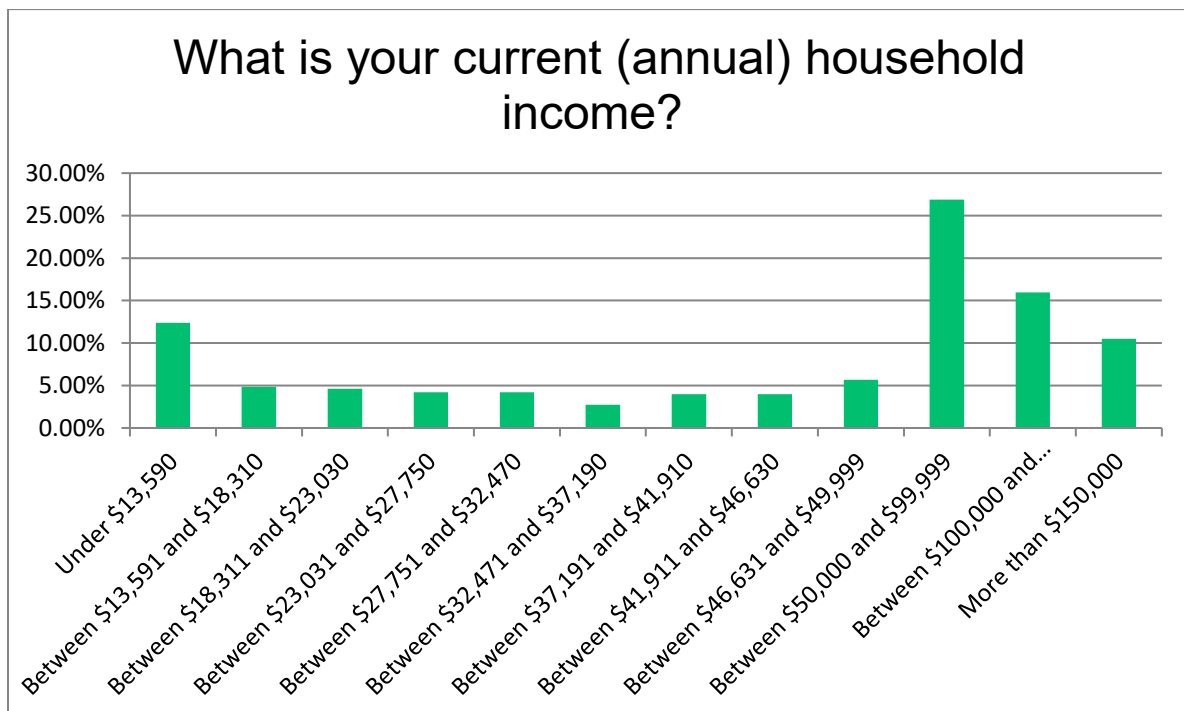
Gender (n=504)



Self-identify by Race (n=502)



What is your current (annual) household income? (n=476)



Appendix A: Survey Instrument

Zero-Fare For Youth

STA is exploring policy changes to allow youth 18 and under to ride with a zero fare. Recent state law changes provide grants to transit agencies if the agency introduces a zero fare program for youths.

STA wants to know about you and your household, and the impacts a zero-fare policy for those 18 and younger would have on you and your household.

If information is needed in another language, contact (509) 325-6094.

Si necesita información en otro idioma, comuníquese al (509) 325-6094.

Для получения информации на другом языке звоните по тел. (509) 325-6094.

Nếu quý vị cần thông tin bằng một ngôn ngữ khác, xin vui lòng gọi số (509) 325-6094.

1. Do you have anyone 18 and younger living with you in your household currently? YES/NO

2. [THIS QUESTION IS FOR THOSE ANSWERING YES TO #1]

What age range are the children/youth in your household? (Please mark all that apply)

- ☐ 0-5
- ☐ 6-12
- ☐ 13-18

3. Did someone in your household use the Summer Youth Pass, a zero fare pass that was offered by STA in the Summer of 2021? YES/NO

Youth 0-5 years of age

4. How many in your household are between 0-5 years of age?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ More than 5

5. What challenges or obstacles do you face to riding the bus with your children ages 5 or younger?

- ☐ Never tried it
- ☐ I am concerned with making connections
- ☐ Service doesn't come often enough
- ☐ I am concerned about my children's behavior while waiting or riding the bus
- ☐ Other (please explain)

Youth 6-12 years of age

6. How many in your household are between 6-12 years of age?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ More than 5

7. STA recently approved a new fare program to allow children ages 6-12 with a valid "Rider in Training" card to ride at no cost after registering for the program online or at the STA Plaza. This is planned to go into effect in October 2022.

Given this new "Rider in Training" card, will your child/children:

- ☐ Riding the bus alone,
- ☐ Riding the bus with friends or with older siblings
- ☐ Riding the bus with a parent or adult
- ☐ Probably not ride the bus
- ☐ Other (please explain)

Youth 13-18 years of age

STA recently approved a discount program for ages 13-18 called a "Rider's License" that would be offered at a 50% discount to the regular fare beginning October 2022 after registering for the program online or at the STA Plaza. STA is now proposing to offer this program at 100% discount (zero fare) to the regular fare.

8. How many in your household are between 13-18 years of age?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ More than 5

9. For those 13- 18 in your household, what trips would they use the bus for that they wouldn't otherwise make, or might make using a different mode? Please mark all that apply.

- ☐ Going to school
- ☐ Meeting up with friends
- ☐ Going to/from afterschool activities (including sports)
- ☐ Going to a job
- ☐ Visiting family members
- ☐ Other – please explain

10. What type of impact will zero youth fare have on your household?

Positive	Neutral	Negative
----------	---------	----------

11. With a zero fare for youth, do you think your household will ride the bus:

More than today	Less than today	Same as today
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12. STA is seeking to understand community sentiment about zero fare programs for youth. Please carefully review all statements below and select the one that most closely aligns with your personal opinion.

- STA should provide zero fare opportunities when other funding is available to cover the costs
- STA should provide zero fare opportunities only for youth who are low income or face other financial difficulties
- STA should provide zero fare opportunities for youth in all situations, without considering income or replacement funding
- STA should provide discounts for youth, but fare should not be discounted to zero cost to the rider
- STA should not discount fares for youth any more than it does today.

Travel

13. In the past 30 days, have you ridden an STA bus route? YES/NO

14. [THIS QUESTION FOR THOSE ANSWERING YES ABOVE]

For this question, please consider how you currently ride the bus and pay your fare when you board. Below is a list of ways you may pay today. Please check all that apply for your bus trips taken over the past 30 days.

- ☐ I paid with cash and/or coin at the farebox
- ☐ I used a two-hour pass or day pass
- ☐ I swiped/validated my 7-day or 31-day rolling pass
- ☐ I used an STA Smart Card to deduct/validate my fare
- ☐ I swiped or tapped my university/employee ID card
- ☐ I used a reduced fare ID to pay for or use a reduced fare pass
- ☐ I purchased a ticket from a ticket vending machine
- ☐ I did not pay my fare due to lack of change, missing pass, or other reason

5. Is there anything else you wish to tell STA?

And now, about you...

What is your age?

- Under 18
- 18 to 21
- 22 to 34
- 35 to 44
- 45 to 59
- 60 or over

Gender (select all that apply):

- Woman
- Man
- Non-binary
- Prefer to self-describe: _____
- Prefer not to say

How do you self-identify by race?

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White
- Two or more races
- Other (please specify): _____
- Prefer not to say

Are you Hispanic or Latino/Latina?

- Yes
- No

What is the primary language spoken in the household?

- English
- Spanish
- Vietnamese
- Russian
- Chinese
- Other

Including yourself, how many people are there in your household? _____

What is your current (annual) household income?

- ☐ Under \$13,590
- ☐ Between \$13,591 and \$18,310
- ☐ Between \$18,311 and \$23,030
- ☐ Between \$23,031 and \$27,750
- ☐ Between \$27,751 and \$32,470
- ☐ Between \$32,471 and \$37,190
- ☐ Between \$37,191 and \$41,910
- ☐ Between \$41,911 and \$46,630
- ☐ Between \$46,631 and \$49,999
- ☐ Between \$50,000 and \$99,999
- ☐ Between \$100,000 and \$150,000
- ☐ More than \$150,000

Appendix B: Public Comment & Survey Responses

This section includes the responses to the “Other” category from Questions 5, 7, 9 and the open-ended question number 15.

5. What challenges or obstacles do you face to riding the bus with your children? (please choose all that apply)
Other (please specify)
I've been concerned with Covid so I haven't chosen the bus during the pandemic but I've taken our kids on public transport all over the world prior. I'm Spokane many places we go to don't have easy routes.
Not concerned.
It's hard to have to break down the stroller for my son when I get on the bus
Plaza bathrooms are full of "drug addicts"
Takes a long time
For the last few years I've been concerned about Covid safety on buses with children, although that is starting to abate.
Coach operators don't provide a safe atmosphere. Most of the time they don't care about what is happening to do something about it.
Cost sometimes outweighs the convenience
Price
We've been reluctant to use public transit during COVID
COVID related concerns
need routes during school year that coordinates with local high school start and stop times
All the creeps that ride the bus
Having to pay fair for them too
My child really doesn't pay attention to which bus goes where she has little knowlege of directions and where bus lines will lead to

7. Given this new "Rider in Training" card, will your child/children be:
Other (please specify)
Riding the bus with a parent only at first. If that goes well may consider letting them ride with only older siblings.
All of the above
Likely riding the bus to high school in 2 years
I would need more details as to what the program entails
No service where we live. Grandview area.

9. For those 13- 18 in your household, what trips would they use the bus for that they wouldn't otherwise make, or might make using a different mode? Please mark all that apply.
Other (please specify)
Getting to summer programs
Non-school related learning opportunities, attending sports and entertainment events, shopping
Dining out with family
Errands
Parks and pools
Doctor's appointments, grocery shopping, community events
Church
Gym
Going to the pool or library
Appointments with parents
Going shopping
going downtown or to Northtown mall with friends
Seeing the city
Going to medical appointments
Hanging out
Library, swimming pool
Social events
Shopping, Dr, errands
Gym
Going to community events
I
Shopping and hobbies
Appointments
Grocery shopping
Accessing mental health services, gym, library, community activities
Going to appointments
Doctors appointments
None
Going to Library
Exploring parks, activities in spokane
Medical appts
Shopping - evenets
Learning the value And the appreciation. Life Lessons.
Getting home from school
Doctor appointments
Summer activities
Hiking library etc

15. Is there anything else you wish to tell STA?
Open-Ended Response
Summer only routes to locations traditionally not serviced by STA. (Pattison's North, Spashdown, Boulder Beach)
Free fare for youth accustoms the next generation to transit, which will increase use, and reduce the need for more vehicles on the road. Now if we can just increase operating hours early morning, evenings & weekends, along with 15 minute headways in the evenings and on weekends.
Zero fare for youth is awesome!!!
I grew up off of the Monroe bus route in Spokane and depended on the bus route from 8th grade on to get places. Without the bus I would never have been able to go to ballet class or babysit and earn income or get math tutoring. We were low income and I lived with just my mom who worked long hours. Thankfully we could afford the bus. I think busses are an essential lifeline to many youth and would love to see kids use it more again.
More routes in the valley along Trent would be helpful, also up and down pines. With all the apartments going I'm sure there is a need.
More busses on the weekends please!
Why just youth?
My household only uses the STA reducing or removing the cost for children and teens to ride the bus would increase our ridership significantly.
Anything you can do to de-stigmatize riding public transport, we need a growing youth populaces both rich and poor who value public transport. Honestly giving your product away to minors is the best method to ensure advocates and riders into the future! Thanks for all you do, the bus is awesome in spokane and the bus + bike is unstoppable!
Thank you for what you do for the community!
Why is this a question? Let the kids ride for free. The past couple of years have been hard enough on them, can't we at least give them a free bus ride?
I believe zero fare for people under 18 could be so helpful. Kids who have jobs but no other wag of transportation. Parents who want to get out with kids but are low income. The positive impacts heavily outweigh the cost. And the bus will be running that route regardless. Help the kids.
I think zero-fare for youth is terrific!
There should be the same program for senior citizens.
The summer youth pass is lovely and I would love to see something similar implemented year round. It may also be helpful to make some "riding the bus" type of classes or videos for younger riders, because it can be a little confusing and overwhelming at times
Any youth should never be stranded because of lack of transportation. I truly hope this program is passed for all ages
Keep masks in place
Use proof of student Id for students to use the bus for free
Youth riders become adult riders.
We need a route that goes across the maple st bridge stops on both sides.

15. Is there anything else you wish to tell STA?
I really appreciate the opportunity my high school student has had to use STA this year while the Durham bus routes were in -- well, I'll say it -- chaos. His STA route was 90% on time (that's just a guess) and always got him home faster than riding the yellow school bus. I wish there were better ways to get across town than going to downtown and transferring, but I understand it's a complicated system. Just wish it could be better. In some cases, it's faster to walk 3 miles than to grab the bus. As the city grows I would like to see a larger evaluation of routes and more direct access. Thanks for providing an option for people to get around town!!
I support any change that encourages the use of public transportation and lowers the number of cars on the road.
Zero fare for all youth will give them agency and their families good options for transport to schools/extracurriculars! It is such a good idea!
STA should provide zero fare opportunities for youth in all situations when replacement funding is available. STA should always provide zero fare opportunities for low-income youth AND adults without regardless of replacement funding availability. Qualifying households should be identified and contacted by STA in order to limit administrative hurdles for riders.
I have two special needs children with appts four days a week and free bus fare would make it so much easier to make all appts and not have to worry about how to pay for it or waiting for SMS to send bus passes that always arrive late and cause us to miss the first week of appts or have to find a way to pay out of pocket with our already strict budget
No
Make the bus stop, in the plaza, blind accessible. Something as simple as rugs or non-skid floor tape that leads from the doors to the main counter. I keep getting tangled in the straps on the posts used to make a cattle-run.
N/A
You're driving the buses whether kids are there or not, and access to school and other things for kids can be essential. When the routes are there for the benefit of the community, it just makes sense for kids to be able to take them at no charge regardless of circumstance.
i just want to put my input as i'm recently 18 and moved out and my little cousin lives with my parents now and it would've been so so incredibly helpful to be offered this when i was young. my cousin would be able to get a job and work if she could get around on the bus. i think it would be so so positive
Great idea. This will alleviate gas prices and usage.
Have lower fares for people who are on limited budget not just social Security
I believe children shouldn't have to worry about the cost of transportation when it comes to school or a job or just a fun activity especially with all the other costs of living. I believe that children should be able to use public transportation outside of school buses to utilize the parks and other amazing scenery we have to offer with no cost of riding the bus no matter their home financial situation is
Lower the fare for adults
No.
I think too many adults will try to take advantage of the youth free fare and claim they are 18 when they aren't just like they do by using youth bus passes. It will become too much on the driver and cause a conflict between the driver and passenger.
No
Have a cash free system for regular riders
Nope

15. Is there anything else you wish to tell STA?
add trains!
Having come from other countries with robust public transportation I would LOVE to ride the bus more often. However the times/routes are often unreliable. I hope Spokane can expand their public transit to make us a better city!
I teach high school, and most of my students ride the bus to get around in general, as well as to get to school. Let's do the right thing for them & their families, for schools, and for addressing climate change by making public transportation the norm.
I really think zero fare should implemented until 21
A lot of kids go to school outside of their designated boundary and free bus fare would really help! Also, kids that get familiar with buses are more likely to use them as adults.
My family and I were avid bus riders for 10+ years, it would of made such an impact to have this when my kids were little and find were tight. I think it will help kids get around and enjoy life more and take the stress of of already stressed out parents.
N/A
I think zero fare for youth is a great policy even though I don't have kids. I support my tax dollars going to this community asset.
I think this program will positively affect this children who cannot afford a bus pass not only in the sum.er time but also during their school year, especially as they become independent in their younger years this program will be a terrific opportunity for our youth community to move about and stay in touch with friends and family.
You should allow pennies
I think the opportunity for STA to join forces with the school district to help provide transit for students is crucial. It is a public service that is greatly needed with the current bus shortage. It would help students who want to sign up for Zero Hour classes get to class. To date, the school system does not provide buses for Zero Hour classes, therefore those classes were really only available to students whose parents have the luxury to drive them, who have their own car (also a luxury) or who were close enough to school to walk. Providing free public transit to all students would help resolve a discrepancy in which students can and cannot attend Zero Hour. Also, you will be growing a new generation of public transit users.
If you implemented this I will not be riding the buses anymore. Reason 1 is I pay for my ride they should to. Reason 2 if you let them on without paying I will not feel safe. You provide NO security for the passengers, and there are way to many 18 and under who will abuse this program. It will become a free for all and trouble will be on these buses. Also how do you really plan to enforce this. Anyone can say that they are 18 and under. It will be just like you summer youth passes and the old guy is riding with it. You do not currently enforce your policies NOW. That is why I will not be riding. Will not feel SAFE.
Advertising discounts for 18 and under and low income people and seniors would be helpful too!
I am very uncomfortable with my teen daughter riding the bus because the bus stops by LCHS are not in safe area. I would feel better knowing that someone is providing security at those stops from 7-9 am and 2-4 pm (even if that's SPS SROs). I'm also nervous about the Plaza, I hope you have good security there. Security is going to make me more likely to let my kids ride, not free fare. Safety is the deal breaker.
Buses are very important and have helped our family a lot.
This would help a lot of people!!
I think zero fare for youth is a great idea! It won't affect me but it will be great for others.
Thank you for the opportunity to provide our input!

15. Is there anything else you wish to tell STA?
As a single parent, it is difficult to get my son to various places. The summer bus pass was great, it would be helpful to have this year around.
This would be helpful.
We went to the plaza downtown to buy my 14 yr old daughter a bus pass.. drug addicts were doing drugs in the bathrooms and on the benches while 5 “transit officers” all stood in a circle socializing with each other. Totally makes me feel safe letting my daughter ride the bus alone (sarcasm). Do better.
no
I want public transportation to be a viable option for youth in Spokane. In order for that to be the case, safety MUST be the highest priority. Also, providing zero fare to all youth, regardless of income, may help to break down stigma around riding buses rather than taking a private vehicle.
Thanks for working on this!
I believe this zero fare implementation would be incredibly positive and I think rider numbers would go up
We drove our daughter to and from school every week day from September 2021 to May 2022 because her bus route arrived two hours' late and dropped her off two hours' late due to a lack of drivers. I am still getting emails from SPS stating a school bus route has been changed. There is an STA bus stop outside our apartment. The route takes passengers to Ferris making commuting to school convenient, but we didn't use it because we would have had to purchase a bus pass for her, increasing our costs. My husband uses his Gonzaga U ID card to commute to work and travel to other parts of the city for meetings. The STA app makes things easy. Our oldest son (age 20 and a GU student) just used his bus pass today to go to a coffee shop on the other side of the city. He started using the bus as a college student because the bus pass is free with his GU ID. STA is so reliable that I know what time to expect my husband when he takes the bus to come home. It would be great if school students could use their student ID cards as a free bus pass to commute to school. We can't count on the school buses, but we know we can count on STA.
This program will be beneficial for my household. My daughter has been riding the City bus to and from school this entire school year by herself.
If the Zero fare, I would suggest just only do the New Years Eve for everyone once a year would be more fair. If you want more youth to ride the bus. I would suggest make a Winter pass like Summer pass
My boys are 13, and are moreso allowed to go places independently so public buses add endless opportunities. I work in public schools, and some students are homeless. Let's give everyone PASS so there is NO differentiation between humans
I believe this is the best thing ever I think it will offer more opportunities for kids over the year to be able to get to and from places other wise they can't do them because of single parent house holds, this will help keep kids busy and out of trouble.
This would be such a great opportunity for my children and gives them the feeling of independence and self-reliance children and youth need!
I think using STA for high school bus transport in SPS is a fantastic idea!
We don't use the bus but would support zero fare for those who do
There are MANY youth in Spokane whose latent s to not have the means, car nor income, to drive them to school, work or elsewhere. Zero fare for youth would make a big positive impact on our community
Love the summer free passes!
Something the survey did not ask about, but I hope the city is considering, is that there is a goal to have more ppl using clean, public transportation rather than personal vehicles. A program like this could normalize public transportation for an entire new generation.

15. Is there anything else you wish to tell STA?
I think free fare for youth is a great program - I got a pass during high school and it allowed me to get to and from school each day without stress. And giving youths mobility is just a good thing to do.
My daughter will be attending The Community School next year which does not have school buses so she will need this to get to/from school.
It would be an amazing asset for so many in these difficult times
Train your coach operators to care about their passengers. A lot of them are fairly rude and when something is wrong on the bus, ex..other passengers breaking the rules, absolutely nothing is done.
Not all children come from families able or willing to pay for transportation. When I needed the public bus system as a child I experienced both. Not being able to afford the fare forced me to walk through dangerous areas at bad times. I don't want others to go through my same experiences. Even if I have to pay more, I wish to make it easier for kids to use the bus.
Having zero fare for the youth would cut back on car trips, and enable them to go to library and such on own. And make it affordable for parents to transport younger children with them.
I'm 75 and the bus is essential to me and I appreciate it immensely
Overall, I think the idea of zero fair bus privileges is a good idea for youth. It was one of my favorite things growing up and gave me a lot of freedom in the summer. However in our community, to get anywhere on the buses takes her horrendous amount of time and is not really practical (Spokane south hill). This is too bad. I would love for our kids to use the bus more and I'm always looking at more environmental ways to travel
Thank you for your service
Thank you for all you do & for asking for input :-)
I work as a homeless liaison at a local school district. We do provide passes to teens but I would like to see it expanded to adults who are without transport or low income.
This year will be by sons first time using the bus for transportation and the bus fare will be an additional expense we aren't ready for.
My current 18 year old used the free STA pass benefit a few summers ago. If the pass hadn't been available, I would have given him the money for the bus rides.
N/A
I think this is a wonderful program that will make access to services more accessible to kids and families
in addition to providing safe transportation we are teaching our youth to use public transit - an environmental necessity for the future
My kids rode public transit to school from 7th grade on. It was an important step towards independence and I endorse efforts to do so in Spokane.
Thank you to the drivers for always making mw feel safe on the bus, especially in downtown after work traffic. They deserve more love and recognition, many take them fro granted and I appreciate them being so great at their jobs, and being friendly and reliable transportation. I prefer taking the bus to and from work, its less stressful and cheaper then paying of parking
Implement zero fares for all, let's grow STA!
This is a great opportunity to support youth access to their communities.
My son has a disability and would benefit from zero fare to increase his independence.
Safety and ease of navigation are important considerations to engaging more youth/families to utilize zero fare. Families and youth may choose other methods or simply stay home if they feel unsafe or if routes are too difficult for youth to navigate.
Great job working towards a better city!

15. Is there anything else you wish to tell STA?
Let's just make it zero fare for everyone. It's public transit. It should be free for the public.
This is wonderful!
This is a great way to expand STA services.
I am a single mom of two! So I am grateful and thankful. It helps me and my kids who are special needs!!! Thank you. Keep up the good work!!! God bless
I live at a house on 25th and bernard with commuter stop 144 at my house. We ride the bus, but other rich kids don't due to a stigma. My daughter rides the 43 or 4 to ferris even though we live in LC. She is treated as if she is poor. Make taking the bus downtown a life skill! For all income levels!
Zero fare for everyone
Zero fare for youth will help prevent isolation for youth who don't have access to other transportation. Also it will be essential for many students who will depend on STA for transportation to school.
Thank you to the ones who help when people are short.
This would be fantastic, my daughter loves taking the bus to the park work me!
Well should make public transportation free for everyone but especially for youth and we should find it by charging car drivers a fee. They are making our cities dangerous and wrecking our rides. They should subsidize our public transportation.
This will create incredible access for our teens. Larger cities have successful zero fare programs and Spokane should be added to that list!
Loved the Bloomsday Shuttle from Ferris!
Bus passes for those on fixed incomes should be reduced also
All youth need access to have the freedom to work, live and play. Please create a no fare program for all teens.
no-cost fares can equal freedom and opportunity for kids - I'm all for it!
With bus driver shortages is district 81, kid had to take the bus on several occasions while the dist only provided 2 months of passes. This would help our family tremendously
Thank you for your service.
Thanks for all you do!!
Thank you for the important work you do for our community.
Having free access to public transit is a safety enhancement for our children, allowing kids who need to leave a dangerous/unhealthy situation more opportunity and freedom to do so.
This would positively impact the homeless youth and low income families the most.
Zero fare youth programs create riders for life.
I'm a single mother on disability. Hard to pay for fees
I love the independence that bus-riding can promote in young children! Plus, riding public transportation helps us lessen the environmental impacts of our transportation choices and reminds us that the world is not a scary place.
Being a single mother I cant offord the bus fare everyday for all of my children and myself so it gets complicated trying to get everyone around let alone myself
I think teaching youth the importance of and using mass transit is so important and think zero fare (esp for low income) is great! Thank you!
My daughter used it to get to and from LC as a freshman. My next will need it next year!
We don't need STA in Spokane.
Even though my family and I may not use the bus, I think that it should be free for all students aged 0 to 18.

15. Is there anything else you wish to tell STA?
Zero cost would allow youth to travel the city without limits. I believe this would have a negative impact on communities because the younger population isn't mature enough to make good decisions. Having a fare at least sets some boundaries on how far/often they can travel.
Keep up the always improving service that you provide to our community! ♥
Our children have to ride the bus regularly for school since we are outside SPS attendance boundaries. This adds up quickly for three teenagers and has been surprisingly expensive up til now.
I work for a local school district. There are a significant number of unaccompanied homeless youth in our county who would be positively impacted by a zero fare policy. Your routes need to provide access to school buildings in all school districts especially Middle and High Schools.
Hi!
Even though no one in this household rides the bus, I think this is an excellent idea.
Thank you for considering this program. It will help so many families.
Busing has been a mess this year for school. Having STA available for the older kids would be very helpful!
We love the service you provide. Hubby buses to/from work, one child bused to/from high school, the other would like to. Thank you!
Expand. More routes More frequent runs
This is great for kids who have been in quarantine last summer to finally get out and explore the city and be social.
No one should have to pay to use public transit the way no one has to pay to use the library or parks.
This is a good idea
The free summer pass really helped us out a lot!! I barley make enough to pay the bills
All youth should ride for free.
please make it easier for middle school and high school students to ride for free so we dont have to wait so long for school buses
I never have cash and this makes is complicated. Honestly I bike commute and I use the bus sometimes to come up the hill, but there isn't always a direct route from downtown to the South Hill...when I am in a hurry.
We believe that the school district should contribute to the cost of bus passes for students, considering that the Durham bus schedule—at least this year—was completely inadequate and didn't get students to school in a timely or predictable manner.
The problems with the school busses this year have been severe. This would have been a wonderful solution when we were working around them being 4 hours late every Monday morning.
It would be a good idea for adults with kids to have free summer passes to depending on financial situation or on SSI
Please consider some safeguard in your mentor programs for young riders. Currently I do not feel safe allowing my young daughter (8) to ride alone or with our au pair. We have had issues with men following them off of the bus and harassing them on the bus.
Having youth riders promotes future ridership as kids are comfortable with the bus now and will use in the future.
If it were possible I would wish for public transit via city bus to be free to all AND run 24/7. Socialism benefits everyone.

15. Is there anything else you wish to tell STA?
I tend to walk or bike everywhere and use the car only for long-distance trips or hauling; otherwise I'd take the bus. My children walk to and from school and/or carpool and/or ride the school bus. Zero fare would encourage them to use the bus more for extracurriculars and recreation. A citywide zero fare for *all* youth would also help cultivate a new generation of riders who don't stigmatize the bus and learn to see it as a viable choice for transportation, not just something for those with no other options. This city desperately needs to be weaned off its single-passenger car habits.
My son rides the bus every day to school and it would be awesome to have this.
I would feel safer about having my younger (11 &13) kids ride the bus if I knew that there would be safety protocols regarding homeless people
Please offer all youth the opportunity to use public transit for free.
This change will help our youth to both be more independent and to learn that public transportation is a more sustainable option for our world. My oldest child used the bus all the time. It was crucial for them.
With the bus shortages in the school district, this would replace the school bus and we would no longer have to pay to get our child to school on time
Keep on doing a EXCELLENT job!
Start a zero fare policy for seniors AND improve your service in the Valley
My family is older now, I am thinking about the younger families, this can be huge for them.
Good
As a parent with 5 children, it makes no sense to pay \$24 or whatever for a round trip bus ride for all of us when we have a vehicle available, but if the children were free it would definitely make it worth it to pay for my own bus fare in order to drive less. So maybe you would have more parents riding the bus and actually collect more fare?
Keep doing what you're doing!!
My children go to alternative schools where the school bus is not an option. We depend on STA to get the older ones to and from school, activities and appointments. The impact of them having zero fare would greatly benefit our family.
Implementation of zero-fare for youth will massively cut into STA's long term plans to expand routes to the east including Stateline, Post Falls, and Coeur d'Alene.
I pay to take my daughter back and forth to Dr. Appointments and it starts to get hard with the wallet
Good for kids I am 100% on board for this program
I don't drive and heavily rely on the bus to get me to and from work Monday-Friday. As summer approaches my children will need/want the freedom to go places alone and with me. If the bus fare is reduced or zero for youth more opportunities will be available to us as a family.
I am curious if there will be any upgrades to Service? Right now it's impossible to get out of my neighborhood of Linclon Heights, to any destination on time. The #34 is always late, now the route is chopped that would take me from Lincoln Heights to Grocery Outlet on 3rd took 3 hours & \$20. Please reinstate that City Loop you took out. That was a poor decision. You could catch a bus anywhere & grab a connecting bus, now it's Stop, Wait, Wait Some More... I couldn't make it from Lincoln Heights to Division Y for a eye appointment on time... The 33 pulls out as the 34 pulls in. I don't understand...
The government has no role in funding public transportation. If it cannot survive as a private enterprise, the government needs to stop losing money on it every year.

15. Is there anything else you wish to tell STA?
Please don't add this to the list of things only very low income children can have. If there is an income cutoff, make it more than the federal poverty level. So many families are above the cutoff for low income programs, but are struggling due to increased housing and food expenses. I am a grandparent raising a grandchild. I am slightly above the income cutoff for things like free and reduced price lunches, but as a senior citizen, rising costs for rent and food are making things difficult, yet we don't qualify for any help. I don't have a car, so we depend on the bus, and sometimes there is no money for bus fare. Please, let the kids ride free. You will be teaching future riders that the bus is a great source of transportation.
Children need a safe and efficient way to get around. If the state is going to cover the cost (and then some) this seems like a win-win. There might be some people older than 18 that attempt to abuse it, but I have seen your drivers handle tough situations like this in the past. They always do a good job. Please move forward with this program for the summer and the future years to come. I truly believe it would benefit the Spokane area, create future bus riders, and help families who are financially burdened.
Paying 2dollar is a little spendy when not having any income. Also I believe when paying for the bus ride you receive a 2hr pass but it actually should be an all day pass. N if not paying fair then should be a one way trip
Nope
I'm a single G-ma raising a teenage boy w/ no car living in Airway Heights. We moved here in 2016. We used to do a lot more free activities when we lived in Seattle...like going to visit family & friends, the library, the park, farmers markets, museums, swimming, & exploring the city in summer. We are very limited now do to cost, because there are not a lot of low-income programs available to help for social purposes. So we don't go out a lot & walk where we can. When I lived in Seattle I had a disabled pass. I wasn't able to get it transferred here so I have to pay full fare. So transportation is a hardship for us.
Many children in the community would have more opportunities to participate in community events, activities, educational, social, work opportunities to e better themselves and the community
Please make this program as simple as possible, without means testing, so that all young people in our city know they can ride the bus free of cost & there's no further complexity for them or their families to dive into. Ensuring that young people aren't dependent on driving will be good for traffic safety and making sure kids can get around on their own. Let's keep it simple and maximally accessible. Also: please don't get rid of the cash farebox! Not everyone has a smartphone at hand. The cash option is still very important for our seniors and low-income neighbors.
This would help low-income families be able to get out of house together
I'm am employee and although my child rides free her extended family and friends do not. This will increase the opportunities for her to socialize and learn about navigation with her friends.
Yes . . . raise all fares sufficient to cover the full costs of the system, including capital costs. The people who ride the bus ought to be paying for it.
I am not a bus rider, but know many people who are. Transportation can be such a barrier for services that I'd be happy to see as many free and reduced fares as possible and I'm happy for my taxes to help.
Zero fare will provide expanded travel opportunities for kids and will increase support for STA over time as more people in the community become familiar with the service (it's a long range benefit to STA).
I don't think kids should get used to something for nothing. Have them pay something!
No
Zero fare for everyone, including youth

15. Is there anything else you wish to tell STA?
It is critically important to encourage youth to ride the bus in any way possible. Without doing this, they may never consider it a viable option, and be tied to a car. The national park service provides free entrance to 4th graders so they are able to connect to the parks. This connection is vital, be it parks or transit.
I'm 100% in support of providing zero fare accessibility to young folks in our community.
Bring on the bus 38 route. I'm super excited for that.
GET MORE NEWFLYERS!
Anyone using state benefits should also qualify for a discount. Bus passes have gone up and I'm afraid of them going up again. It's hard enough saving for a car.
Larger buses are needed Sunday morning mostly on rts 90 & 61
Implement digital ticketing inside the bus.
Paired with good routes to schools, this could help alleviate school bus shortages to help families reduce traffic on school days
Should implement in the 'zero fare for youth' bylaws that is no Such act into stroking their ego in entitlement, but rather essential values thats ethical, that teaches morals that 'if you dont work you dont eat. That where community that cares one way is, showing them that is providing free fare, for the youth that is productive(School work volunteer cultrul/spiritual/religion the want). And for the youth that That don't fall into the above mentioned. esp Entitled Active wanna be criminals the not sures esp 10 dollar monthly pass. Take the opportunity for what we talk about How our kids should be How our kids should be This way we can show them. Because if the youth don't know then They won't have the proper know how.
Please add more direct routes from 5 mile to the Valley/Liberty Lake please!
I am in the process of teaching my youth how to ride the bus because being able to do so will give him a better sense of independence and freedom to participate in events in our city, which he is not able to do now since I work full-time. It would be a big stress reliever for me to know that this would not be an extra cost burden for me, if the pass was of no charge.
Make the buses run later to serve those commuters who work late at restaurants and bars or other entrainment jobs.
I think it would be a good idea for youths to show some form of identity to prove they can ride the bus for free
Off topic, but 24 hour bus service, more routes, and more frequent timetables would be my ideal. I do also like the new suggested fare schedule where people are automatically rolled to day passes after spending \$4 on fares in a single day.
Great program.
Kids have jobs but not a driver's license. With gas prices what they are it is very difficult & they would love to take the bus
Good bus :)
Keep up the great work
I believe 0-12 years of age should pay \$0, but kids 13-18 should pay a reduced fare (\$1 or similar).
We love you guys! Thanks for all you do!
Youth fare should be free! It will encourage community and more spending in the downtown sector
This would be very beneficial for all of my current students. Getting to school, getting to work and helping to take care of their families (grocery shopping, dr's appt's, multiple households, etc) Every fall, I dream of being able to tell my students they will get this wonderful opportunity.

15. Is there anything else you wish to tell STA?
STA routes should be widened across the city to provide reliable transportation for all residents to/from all areas of the city. Youth should be able to access these routes free of charge, especially considering most of the youth that access these routes are trying to get to/from school and do not have alternative options.
I work for Spokane Public Schools and I spend a lot of time searching for Bus Passes to get kids opportunities to events outside of school. If Zero-Fare was a possibility- more of my at-risk students who don't have transportation, might attend events that would get them excited about learning.
Ya'll ever thought of usin dem fancy pods like Morgantown?
please provide free bus transportation for all students who need to get to school - high school and college
I cannot wait until STA is viewed as more than just transportation for "low income people" and commuters to/from work. Making public transportation accessible for all will help us improve the view of this important service. Public Transportation for All!!!
PLEASE do zero fare transportation for SPS students!!!
If you are going to discontinue fare for youth , you might as well discontinue fare for all. How are kids supposed to learn responsibility with money and the value of a dollar when getting to and from work ? What happens when the child turns 19 and has to start paying fare when they have getting a free ride their entire childhood ? This is a bad idea all around and will have a huge negative impact in the long run .
I think zero fare should eventually be for everyone.
While I don't disagree with providing discounted or free fares to youth, my concern is that if it is free, does the transit system and its vehicles become a place to youth to loiter? If there can be some sort of program/public messaging effort to emphasize that "free fares" are a privilege and an investment in our youth (to get them to jobs, friends, other responsible obligations, etc.) and to please respect the privilege, then I'm all for providing free fares.
STA should provide discounted fare for low income people, no matter their age.
I think it will crowd the bus system & more troubled youth will be taking advantage of STA
If kids can get around easier workout burdening families that's a net positive. My neighbors have toddlers & at least one family is a single-car household with two parents, this would be great for them. I'd like to live in a place where older kids have free safe ways to get around independently and younger kids can easily go on errands with their families. Free child fare for everyone seems like a pretty easy way to make that happen. Oh! And new moms, who are at risk for post-partum depression & anxiety, which is worsened by physical & social isolation? This could help them get out of the house more without wrestling car seats! If STA can afford this I am ALL for making it happen.
I think youth should be allowed to ride the transit free!
It would be a boon to Spokane. It costs alot for my family to take the bus together.
I recently learned that fares make up like 6% of STAs entire budget. I imagine youth fares are a miniscule component of that already small number, this should be a no brainer. I advocate for all rides to be free, but youth being free is a great way to encourage life long transit users.
The most limiting factor for youth getting jobs, accessing services, and getting to school in Spokane is access to STA. I work with homeless youth at SPS and even they don't always qualify for free bus service. This limits their ability to access free supports and job access. Please! Free bussing for youth! A game changer for our most vulnerable and needy population. Thank you STA!
I won't be able to take my kids out as much when they're too old to ride free, I can't afford 3 monthly passes.
What are you doing about the drug use on buses? It's not safe for my kids to ride public transport if the drivers are being assaulted and drugs are being used on the bus

15. Is there anything else you wish to tell STA?
Fares should be free for all.
Great idea! I think free with adult is necessary.
This is a great idea. We need to do everything we can as a society to increase mobility for young adults.
I know kids in my neighborhood who use STA to get to school and school events. Zero fare in these hard times would be a welcome relief.
Start a \$3 daily pass day pay. \$4 does not make sense when \$2 per trip each way past 2 hours.
Thanks for considering this. Our lack of participation in recent programs and transit use in general are due to the ongoing pandemic.
As a single, low-income mom, I wish I could get assistance with a pass so our whole family could go places together.
Please pass this! Currently to go anywhere via bus for a day pass its 16 bucks I'm a single mom on a very tight budget that's alot to pay fir kids for just one day...this will help my family alot!!!!
I work at a youth center and zero fare for youth would make the city so much more accessible for young folks!
No

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 5A: 2021 STATE AUDIT EXIT BRIEFING

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
E. Susan Meyer, Chief Executive Officer

SUMMARY: On June 27, 2022, the Washington State Auditor's Office held an Audit Exit Conference with STA staff regarding the 2021 Audit results.

Alex Lycan, Audit Supervisor, and Walter Green, Audit Lead, will brief the Committee on the 2021 Audit results.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 5B : 2022 EQUAL EMPLOYMENT OPPORTUNITY PROGRAM UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Nancy Williams, Chief Human Resources Officer

SUMMARY: The Federal Transit Administration (FTA) requires entities with 100 or more transit-related employees who receive capital or operating assistance in excess of \$1 million, or requests or receives planning assistance in excess of \$250,000, in the previous federal fiscal year implement all of the Equal Employment Opportunity (EEO) Program elements and submit an EEO Program every Four (4) years.

The EEO Program requirements include the following program elements: Statement of Policy, Dissemination, Designation of Personnel Responsibility, Utilization Analysis, Goals and Timetables, Assessment of Employment Practices, Monitoring and Reporting.

Staff will provide an update on the EEO Program.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

DISCRIMINATION POLICIES

AND

EQUAL EMPLOYMENT OPPORTUNITY PROGRAM

2022

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STATEMENT OF POLICY

Spokane Transit Authority (hereinafter “STA”) has a strong commitment to our employees, our customers, our business partners, and to the community we serve. As such, STA is committed to providing every STA employee, customer, and business partner with a work and service environment free from discrimination or harassment based on membership and/or status in a protected category. No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class. As an equal opportunity employer, we strive to have a workforce that reflects the community we serve. Therefore, it is our policy to promote equal opportunity as it relates to all employment actions, including but not limited to, recruitment, hiring, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay or other forms of compensation, without regard to any of the protected categories, set forth above.

All applicants and employees have the right to file complaints alleging discrimination. Retaliation against an individual who files a charge or complaint of discrimination, participates in an employment discrimination proceeding (such as an investigation or lawsuit), or otherwise engages in protected activity is strictly prohibited and will not be tolerated. STA is committed to providing reasonable accommodations to applicants and employees who need them because of a disability or to practice or observe their religion, absent undue hardship. STA also prohibits engaging in sexual harassment of any kind, including hostile work environment harassment (any unwelcome behavior that is sexual in nature in the workplace), quid pro quo harassment (in which the supervisor requests sexual favors in exchange for some benefit), or same sex harassment (male to male or female to female). Prohibited sexual harassment can be physical (such as unwelcome touching), verbal (such as sexual banter, demeaning jokes, discussing one’s sexual activities), or visual (such as sexual cartoons, sexually suggestive photos/posters).

As STA’s Chief Executive Officer, I maintain overall responsibility and accountability for STA’s compliance with its EEO Plan and Program. To ensure day-to-day management, including program preparation, monitoring, and complaint investigation, I have appointed Nancy Williams, Chief Human Resources Officer, (EEOOfficer@spokanetransit.com) as STA’s EEO Officer. Ms. Williams will report directly to me and acts with my authority with all levels of management, labor unions, and employees. All STA executives, management, and supervisory personnel, however, share in the responsibility for implementing and monitoring STA’s EEO Plan and Program within their respective areas and will be assigned specific tasks to ensure compliance is achieved. STA will evaluate its managers’ and supervisors’ performance on their successful implementation of STA’s policies and procedures, in the same way STA assesses their performance regarding other agency’s goals.

STA is committed to undertaking and developing a written nondiscrimination program that sets forth the policies, practices and procedures, with goals and timetables, to which the agency is committed and make the EEO Plan available for inspection by any employee or applicant for employment upon request. I am personally committed to a workplace that acts upon its daily responsibility to treat all applicants and employees with dignity and respect, as well as equitably under the guidelines of our EEO Plan.

Signature

Chief Executive Officer

Date

SEX DISCRIMINATION POLICY

In accordance with our policy of equal employment opportunity, we have adopted the following policy prohibiting sex discrimination and sexual harassment in the workplace. In addition to continued adherence to the goals enunciated in our Equal Employment Opportunity Program and Plan, we will also continue to do the following, as applicable:

DEFINITION

The terms "because of sex," "on the basis of sex" and "regardless of sex" include, but are not limited to, because of or on the basis of pregnancy, childbirth or related medical conditions. Women affected by pregnancy, childbirth or related medical or physical conditions shall be treated for all employment-related purposes, including the receipt of benefits under fringe benefit programs, the same as other persons who are not so affected but are similarly able or unable to work.

JOB POLICIES AND PRACTICES

- Review personnel policies to avoid discrimination on the basis of sex.
- Consider employees and applicants of both sexes for assignment, transfer or promotion to all positions for which they are qualified, except where sex is a bona fide occupational qualification.
- Administer employment opportunities, wages, hours, conditions of employment, pensions, recreation programs and employee benefits without regard to sex.
- Consider married and unmarried men and women equally in all personnel actions, including the administration of wages and benefits, without regard to the number of dependents which an individual may support or maintain. Retirement age and retirement benefits will be equal for both sexes.
- Provide appropriate facilities, e.g., rest rooms, for employees and applicants of both sexes.
- To the extent allowed by law, refrain from reliance upon state laws which conflict with and are superseded by Title VII of the Civil Rights Act of 1964, as amended, or Executive Order 11246.
- Provide leaves of absence to employees without regard to an employee's sex. No employee will be discriminated against because of pregnancy. Following childbirth, and upon signifying her intent to return within a reasonable time, STA will reinstate such employee to her original job or to a position of like status and pay without loss of service credits, unless the employee would not otherwise have been employed at the time of reinstatement.

OUTREACH AND POSITIVE RECRUITMENT

In addition to the efforts outlined in detail in the STA's EEO Plan, STA will undertake appropriate outreach and positive recruitment activities, including:

- Recruit men and women for all positions, except where sex is a bona fide occupational qualification, without regard to the candidate's sex.
- Ensure that "help-wanted" advertising does not express a sex preference for any job, unless sex is a bona fide occupational qualification for that job.
- Refrain from placing advertisements in newspapers or other media which are labeled "Males" or "Females," or otherwise segregated by sex, unless sex is a bona fide occupational qualification.

SENIORITY

Consider employees' seniority and administer any seniority system without regard to employees' sex.

DISCRIMINATORY WAGES

Determine wage schedules without regard to sex. There will be equal pay for equal work.

SEXUAL HARASSMENT

The EEO Officer shall notify all supervisors and managers that they are prohibited from engaging in, tolerating or otherwise promoting unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature by employees or supervisors, when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual or (3) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

The EEO Officer shall take reasonable steps to prevent sexual harassment from occurring, including, but not limited to, expressing strong disapproval of such conduct, developing appropriate sanctions, informing employees of their right to raise the issue of sexual harassment under Title VII and the procedure to do so and generally developing training programs to sensitize managers, supervisors and employees to the nature of this problem. STA maintains a policy prohibiting sexual harassment.

LEAVE OF ABSENCE DUE TO MATERNITY

Leaves of absence due to maternity are considered under our policy.

RELIGION AND NATIONAL ORIGIN POLICY

In accordance with its policy of equal employment opportunity, STA has adopted the following policy prohibiting discrimination on the basis of religion and national origin and supporting equal employment opportunity to ensure all individuals are employed and treated during employment without regard to their religion or national origin.

SCOPE OF THIS POLICY

This policy applies to all terms and conditions of employment, including, but not limited to, hiring, upgrading, demotion, transfer, recruitment, recruitment advertising, layoff or recall from layoff, wage and benefit administration and selection for training.

OUTREACH AND POSITIVE RECRUITMENT

To determine whether members of all religious and ethnic groups are receiving fair consideration for job opportunities, as needed, STA will periodically review its employment practices. As deemed appropriate, special attention may be directed toward executive and middle-management levels, where employment problems relating to religion and national origin are statistically most likely to occur. Based upon the findings of any such reviews and as appropriate, STA may undertake outreach and positive recruitment activities, such as those listed below. The scope of STA's efforts will depend upon all relevant circumstances including the nature and extent of any shortcomings, if any, and our size and resources.

STA will consider the following actions:

- Explaining to all employees the STA's obligation to provide equal employment opportunity, without regard to religion or national origin, in such a manner as to foster understanding, acceptance and support among other executives, management staff, supervisors and all other employees and encouraging such persons to take all actions necessary to aid STA in meeting our obligation;
- Developing reasonable monitoring procedures to ensure that our obligation to provide equal employment opportunity without regard to religion or national origin is being fully implemented;
- Informing periodically all employees of our commitment to equal employment opportunity for all persons without regard to religion or national origin; and
- Enlisting the assistance and support of recruitment sources (including employment agencies, college placement directors and business associates) in referring applicants without regard to religion or national origin.

ACCOMMODATIONS TO RELIGIOUS OBSERVANCE AND PRACTICE

In addition to the efforts outlined in detail in the STA's EEO Plan, STA will endeavor to make a reasonable accommodation to the religious observances and practices of any employee or prospective employee, unless such an accommodation will impose an undue hardship on the conduct of our business. Generally, we will try to make reasonable accommodations to the religious observances and practices of any employee or prospective employee who regularly observes Friday evening and Saturday, or some other day of the week, as the Sabbath or who observes certain religious holidays during the year and is conscientiously opposed to performing work or engaging in similar activity on such days, when such accommodations can be made without undue hardship on the conduct of our business. In determining the extent of the hardship imposed, we may consider: (a) business necessity; (b) financial costs and expenses and (c) resulting personnel problems.

DISABILITY POLICY

STA will take steps to ensure its personnel processes provide for careful, thorough, and systematic consideration of the job qualifications of applicants and employees who are known individuals with a disability for job vacancies filled either by hiring or promotion and for all training opportunities offered or available. Furthermore, STA will take appropriate steps to ensure its personnel processes do not stereotype individuals with a disability in a manner that limits their access to jobs for which they are qualified. STA will also periodically review such processes and make any necessary modifications to ensure these obligations are carried out.

PHYSICAL AND MENTAL QUALIFICATIONS

STA periodically reviews of all physical and mental job qualification standards to ensure that, to the extent qualification standards tend to screen out qualified individuals with a disability, they are job-related for the position in question and consistent with business necessity. Furthermore, STA reviews the physical and mental job qualification standards each time a job opening is posted prior to recruiting for or promoting into a position.

Whenever STA applies physical or mental qualification standards in the selection of applicants or employees for employment or other change in employment status, such as promotion, demotion or training, to the extent that qualification standards tend to screen out qualified individuals with a disability, the standards shall be related to the specific job or jobs for which the individual is being considered and consistent with business necessity.

OUTREACH AND POSITIVE RECRUITMENT

In addition to the efforts outlined in detail in STA's EEO Plan, STA will undertake appropriate outreach and positive recruitment activities reasonably designed to effectively recruit individuals with a disability. These activities may include:

1. Enlisting the assistance and support of the following persons and organizations in recruiting and developing on-the-job training opportunities for individuals with disabilities, to fulfill the STA's commitment to provide meaningful employment opportunities for such individuals,
 - Spokane Division of Vocational Rehabilitation;
 - State mental health agency, or State developmental disability agency;
 - WorkSource, and Career Transitions;
 - Spokane Department of Veterans Affairs Regional Office;
 - Entities funded by the Department of Labor that provide recruitment or training services for individuals with disabilities, such as the services currently provided through the Employer Assistance and Resource Network (EARN);
 - Local Employment Network (EN) organizations listed in the Social Security Administration's Ticket to Work Employment Network Directory;
 - Local disability groups, organizations, or Centers for Independent Living (CIL) near the contractor's establishment;
 - Placement or career offices of educational institutions that specialize in the placement of individuals with disabilities; and

- Private recruitment sources, such as professional organizations or employment placement services that specialize in the placement of individuals with disabilities.
2. Making individuals with disabilities available for participation in career days, youth motivation programs, and related activities in their communities.
 3. Taking other positive steps deemed necessary to attract qualified individuals with disabilities not currently in the work force who have requisite skills. These individuals may be located through State and local agencies supported by the U.S. Department of Education's Rehabilitation Services Administration (RSA), or local chapters of groups or organizations that provide services for individuals with disabilities.
 4. Considering applicants who are known to have disabilities for all available positions for which they may be qualified when the position(s) applied for is unavailable.

REASONABLE ACCOMMODATION

STA will provide reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability unless doing so would impose an undue hardship on the operation of its business. If an employee who is known to be an individual with a disability is having difficulty performing his or her job, and it is reasonable to conclude that the performance problem may be related to the known disability, STA shall confidentially notify the employee of the performance problem and inquire whether the problem is related to the employee's disability. If the employee responds affirmatively, STA shall confidentially inquire whether the employee is in need of a reasonable accommodation.

HARASSMENT

STA has developed and implemented procedures to ensure employees are not harassed because of their status as an individual with a disability.

PROTECTED VETERANS POLICY

Pursuant to our obligations under the Vietnam Era Veterans' Readjustment Assistance Act of 1974, STA maintains and posts an Equal Employment Opportunity Policy Statement. The policy statement indicates the top U.S. executive's support for STA's EEO Program, provides for a review and reporting system, and assigns overall responsibility for the implementation of EEO activities to the EEO Officer.

JOB POLICIES AND PRACTICES

STA will take steps to ensure its personnel processes provide for careful, thorough, and systematic consideration of the job qualifications of applicants and employees who are known protected veterans for job vacancies filled either by hiring or promotion and for all training opportunities offered or available. STA will also take steps to ensure that when a protected veteran is considered for employment opportunities, it relies only on that portion of the individual's military record, including his or her discharge papers, relevant to the requirements of the opportunity in issue. Furthermore, STA will take appropriate steps to ensure its personnel processes do not stereotype protected veterans in a manner that limits their access to all jobs for which they are qualified. Finally, STA will periodically review such processes and make any necessary modifications to ensure that these obligations are carried out.

OUTREACH AND POSITIVE RECRUITMENT

In addition to the efforts outlined in detail in the STA's EEO Plan, STA will undertake appropriate outreach and positive recruitment activities reasonably designed to effectively recruit individuals with protected veteran status. These activities may include:

1. Enlisting the assistance and support of the following persons and organizations in recruiting and developing on-the-job training opportunities for protected veterans to fulfill STA's commitment to provide meaningful employment opportunities for such veterans:
 - The Local Veterans' Employment Representative in the local employment service office closest to STA;
 - The Department of Veterans Affairs Regional Office closest to STA;
 - The veterans' counselors and coordinators ("Vet-Reps") on college campuses;
 - The service officers of the national veterans' groups active in the area;
 - Local veterans' groups and veterans' service centers near STA;
 - The Department of Defense Transition Assistance Program (TAP) or any subsequent program that, in whole or in part, might replace TAP; and/or
 - Any organization listed in the Employer Resources section of the National Resource Directory or any future service that replaces or complements it.
2. Considering taking the actions listed below, as appropriate, to fulfill its commitment to provide meaningful employment opportunities to protected veterans:
 - Holding formal briefing sessions with representatives from recruiting sources. Such briefings may include facility tours, clear and concise explanations of current and

future job openings, position descriptions, worker specifications, explanations of STA's selection process, and recruiting literature.

- Incorporating special efforts to reach students who are protected veterans.
 - Participating in work-study programs with Department of Veterans Affairs rehabilitation facilities that specialize in training or educating disabled veterans.
 - Taking other positive steps deemed necessary to attract qualified protected veterans not currently in the work force who have requisite skills. These persons may be located through the local chapters of organizations of and for any of the classifications of protected veterans.
 - Considering applicants who are known protected veterans for available positions for which they may be qualified when the position(s) applied for is unavailable.
3. Listing job openings with the National Resource Directory's Veterans Job Bank or any future service that replaces or complements it.

POLICY FOR WOMEN AND MINORITIES

In accordance with its policy of equal employment opportunity, STA has adopted the following policy prohibiting discrimination of women and minorities and supporting equal employment opportunity to ensure all individuals are employed and treated during employment without regard to their gender or minority status.

SCOPE OF THIS POLICY

This policy applies to all terms and conditions of employment, including, but not limited to, hiring, upgrading, demotion, transfer, recruitment, recruitment advertising, layoff or recall from layoff, wage and benefit administration and selection for training.

JOB POLICIES AND PRACTICES

In addition to the procedures outlined in the EEO Plan, the EEO Officer will also, on an annual basis, analyze STA's processes to identify potential problem areas in the employment of women and minorities which may include review of the following areas:

- Compensation systems to determine whether there are gender-, race- or ethnicity-based disparities.
- Whether there is "underutilization" of minorities or women in specific job groups.
- Whether there is "under-representation" or "concentration" of minorities or women in specific departments.
- Whether lateral or vertical movement of women and minorities occurs at a lesser rate than that of employees who are members of non-protected groups.
- Whether the selection process eliminates a significantly higher percentage of employees who are women and minorities than employees who are members of non-protected groups.
- Whether minorities or women are significantly underrepresented in training or career improvement programs.

OUTREACH AND POSITIVE RECRUITMENT

In addition to the efforts outlined in detail in the STA's EEO Plan, STA will undertake appropriate outreach and positive recruitment activities reasonably designed to effectively recruit women and minorities. These activities may include:

1. Contacting community agencies and educational institutions and seeking referrals of qualified individuals to increase the flow of minority and female applicants.
2. When meetings are held with representatives of recruiting sources, including presentations by minority, female, disabled, older or veteran employees, explanations about the job duties and responsibilities of current and future job openings, explanations of our employee selection process, and distribution of recruiting literature.
3. As appropriate, placing a reasonable proportion of our help-wanted advertising in media directed to minorities or women.
4. Posting or otherwise announcing appropriate promotion and transfer opportunities targeted to women and minorities.

SPOKANE TRANSIT AUTHORITY EQUAL EMPLOYMENT
OPPORTUNITY (EEO) PROGRAM AND PLAN

I. DISSEMINATION OF EEO PLAN

This section describes the formal communication mechanisms that STA has established to publicize and disseminate the organization's EEO Plan, as well as appropriate elements of the program, to employees, applicants for employment and the general public.

A. INTERNAL DISSEMINATION

STA is committed to familiarizing its entire workforce with its EEO Program. To that end, all necessary steps will be taken to assure that personnel, management, supervisors and other appropriate individuals are fully apprised of the EEO Program and its existence. The following methods of internal dissemination have been and will continue to be used:

- The EEO Policy Statement will be discussed and reviewed in supervisory and management meetings.
- The Chief Executive Officer or the EEO Officer will disseminate the agency's EEO Policy Statement as well as other important aspects of the program to all employees and stakeholders.
- STA's EEO Policy Statement will be included in all personnel manuals.
- STA EEO Officer and/or designee will train senior and mid-level management employees on the aspects of this Program and its implementation.
- Periodic reviews with supervisory, managerial, and other employees, as appropriate, will be conducted to determine the effectiveness of various aspects of this Program.
- In order to inform non-supervisory staff of STA's EEO Program, EEO posters will be displayed in conspicuous locations.
- To ensure that new employees are thoroughly apprised of STA's EEO Program, the EEO Policy Statement will be distributed and discussed at the beginning of employment and in all training programs. At the time of this distribution, new employees will sign an acknowledgement of receipt form indicating that they have received the policy and will be held responsible for its contents. In addition, a member of the EEO Officer's staff or the EEO Officer will review the EEO Program as a component of the new hire process.
- The EEO Policy Statement is updated and distributed to all employees.
- The EEO Policy Statement is included in employee handbooks or manuals.
- The EEO Policy Statement is posted on the STA's public website.
- Diversity planning meetings and training sessions are conducted annually with executive level, managerial, and supervisory employees for the purpose of explaining both the intent of the policy and individual responsibility for implementation. At such meetings, the Chief Executive Officer and all administrators' commitment to the policy are clearly expressed, either in person or via written statements.
- During trainings for employees, each employee's right and responsibilities under the policy are explained, and employees receive additional copies of the STA EEO Policy Statement and discrimination policies.
- The EEO Program components and STA's commitment to EEO will be presented and discussed as an integral part of all training programs.

- The EEO Officer will present ongoing achievements, challenges, and initiatives to senior management and the Board of Directors on a regular basis to reemphasize both STA's commitment to EEO and to update managerial employees on progress toward EEO goals and objectives.
- Periodic reports of employment data and EEO goals and objectives will be produced by the EEO Officer and presented to the Chief Executive Officer for review and discussion.
- Employees are encouraged to bring questions, comments, or complaints with respect to the EEO Program or the implementation and administration of the EEO Program to the EEO Officer.

B. EXTERNAL DISSEMINATION

The EEO Program is disseminated externally as follows:

- STA will ensure commitment and notification of the EEO Program with its local unions by distribution of the EEO Policy Statement to the local president. STA informs all unions in writing of its commitment to EEO. In doing so, STA makes clear that all referrals are to be treated without regard to race, color, religion, gender, national origin or other protected classes (also known as characteristics). Further, the unions are informed that STA actively seeks qualified minorities and women for employment. In addition, appropriate nondiscrimination clauses are included in all union agreements, and all contractual provisions are reviewed to assure that they are nondiscriminatory.
- The EEO Officer and/or designee will conduct periodic anti-discrimination and harassment prevention trainings for each of its unions. During this training, the EEO Policy Statement will be distributed and STA's EEO Program will be discussed.
- The EEO Officer will disseminate the EEO Policy Statement to each of its community partners, (such as employment agencies,, educational institutions, civil rights organizations, community action groups, training organizations, minority organizations, women's organizations, and other partners who refer applicants and/or have a particular interest in the recruitment or placement of women and minorities) with whom STA works to recruit qualified, diverse candidates to reaffirm STA's commitment to diversity and its EEO Program. The forms of communication may include, but are not limited to: e-mails, web site postings, and visual distribution.
- STA will inform all contractors and subcontractors in writing of its commitment to EEO by specifically stating that all employees hired by subcontractors on STA projects should be treated without regard to race, color, religion, gender, national origin or other protected characteristic. STA requires that all transit-related contractors with 100 or more employees submit their EEO policies or plans to STA for review.
- When the STA advertises job openings on radio or television, or in newspapers, other printed employment resources, online or at career fairs, whether on STA's website or another employment or community partner website, the advertisement will include the phrase "STA is an Equal Employment Employer."
- STA incorporates an equal opportunity clause into employment applications.
- STA's public website will continue to include information regarding its commitment to diversity and equal employment opportunity.

II. DESIGNATION OF PERSONNEL RESPONSIBILITY

A successful EEO Program is contingent upon the efforts of many individuals. STA's commitment to EEO goals begins at the top of the organization with the Board of Directors and Chief Executive Officer. The importance with which they hold EEO goals is reflected in their resolve to appoint an individual to manage STA's EEO Program who reports to and is directly responsible to the Chief Executive Officer. This section summarizes the role of that individual and the roles of other key personnel involved with the EEO Program.

STA has appointed a specific executive, the EEO Officer, with responsibility to implement EEO Program. Further, STA has made known to each level of supervision that its work performance will be evaluated in part on the basis of its efforts to assure the success of the EEO Program and its objectives and that actions by supervisory personnel inconsistent with this Plan will not be tolerated.

A. EEO Officer

The CEO has appointed Nancy Williams as STA's EEO Officer.

The CEO and executive administrators meet quarterly to measure the progress and achievement outlined in the EEO Program and discuss the contents of quarterly reports submitted to the CEO by the EEO Officer in accordance with the Federal Transit Authority and Washington State Department of Transportation. They will review the goals, training, and other priorities of the EEO Officer as appropriate.

The CEO and the EEO Officer will engage with STA senior leadership to ensure that STA leadership sets the tone and model for the rest of the organization by demonstrating their commitment to the EEO Program. The CEO and the EEO Officer will also ensure that the EEO Program and its implementation are discussed annually with STA Board of Directors or a committee of STA Board.

B. Identification and Responsibilities of the EEO Officer

Nancy Williams, the STA EEO Officer, has primary management responsibility for ensuring full compliance with the provisions of STA's EEO Program and this Plan. Descriptions of the EEO Officer's basic responsibilities have been communicated to management and other appropriate employees. The EEO Officer reports directly to the CEO of STA and has been assigned a staff commensurate to meet the objectives of the EEO Program.

The responsibilities of the EEO Officer include, but are not limited to the following:

- Developing STA's EEO Program, through a Policy Statement, and a written EEO Plan.
- Monitoring EEO policies and procedures to ensure that they are consistent with the requirements of federal and state regulations.
- Periodically meeting with hiring managers to address progress towards achieving equitable representation in currently underutilized job groups and to develop targeted recruitment efforts among the hiring managers and HR.
- Developing and recommending a written EEO Plan and internal and external communication procedures.

- Evaluating EEO progress and developing alternative approaches where necessary, including establishing goals and timetables that are reasonable, attainable and consistent with the EEO commitment.
- Assisting management in collecting and analyzing employment data, identifying problem areas, setting goals and timetables, and developing programs to achieve goals.
- Designing and implementing review and reporting systems to collect employment data that will permit continuous monitoring of EEO Program progress and will serve to provide management with requisite data in that regard. Further, such systems will be used to measure the plan's effectiveness, determine the degree to which the objectives and goals have been achieved, and indicate any need for additional action.
- Reporting on a regular basis to STA's CEO on the progress of each unit in relation to the agency's goals.
- Administering a review of personnel actions (discipline, discharges, hires and promotions) that fall under the purview of the EEO Program.
- Reviewing EEO goals and area workforce demographics, complaint trends, and personnel transaction data on a regular basis to ensure compliance with agreed upon goals and objectives and, where necessary, identifying, developing and implementing corrective action or initiatives.
- Overseeing and monitoring the processing, investigation and ultimate disposition of all internal employment discrimination, harassment and retaliation complaints.
- Serving as STA's representative in its dealings with federal, state or local government agencies, regulatory agencies, minority, handicapped and women's organizations, and other community groups on matters relative to equal employment opportunities.
- Assisting in the recruitment of racial minorities, women, individuals with a disability and veterans as potential applicants and establishing outreach sources for use by hiring officials.
- Executing modifications of this EEO Plan.
- Assuring that current legal information affecting STA's EEO Program is disseminated to responsible officials and stakeholders.
- Reviewing and concurring with proposed candidate lists, temporary placements, and personnel requisition forms for all promotions, new hires and trade union referrals for diverse applicant and candidate pools and compliance with EEO goals and objectives.
- Periodically reviewing procedures to ensure compliance with the proper display of EEO posters, provision of comparable facilities for both men and women, and encouragement of full participation by racial minorities and female employees in all educational, training, recreational, and social activities.
- Periodically reviewing training programs and their patterns to ensure that any impediments to achieving EEO goals and timetables are identified and removed.
- Providing support and skills development for management to take immediate action to prevent discrimination, harassment and retaliation.
- Facilitating mandatory antidiscrimination and harassment prevention and retaliation training sessions for STA's management, supervisory personnel and employees.
- Providing guidance and direction, as required, to STA managers and employees to aid them in carrying out all actions necessary to meet and further STA's EEO goals and commitments.

- Investigating or overseeing investigation of complaints of EEO discrimination.

C. Conflict of Interest and Impartiality

The EEO Officer or their qualified designee will be assigned to investigate any complaint. In the event a complaint arises involving the EEO Officer or a member of Human Resources, the EEO Officer or their qualified designee will recuse themselves from the investigation and the CEO will obtain a third party external investigator to conduct an impartial and objective investigation.

D. Managers

Decisions that impact most directly on the success of the EEO are made by persons at the managerial and/or supervisory level. Therefore, the roles of managers and supervisors are most crucial to the EEO Program. Each manager and supervisor is responsible for implementing the specific elements of the EEO Program that are designed to eliminate barriers to EEO which cause underutilization. The specific responsibilities of managers and/or supervisors may include, but are not limited to:

1. Assisting in identifying problem areas and establishing STA goals and objectives;
2. Participating actively in periodic review of all aspects of employment in order to identify and to remove barriers obstructing the achievement of specified goals and objectives;
3. Reviewing the qualifications of employees to assure that racial minorities, women, individuals with a disability and veterans are given full opportunities for transfers, promotions, training, salary increases, and other forms of compensation;
4. Conducting and supporting career counseling for all employees;
5. Providing relevant information concerning STA sponsored activities related to EEO including but not limited to: cultural events, recruitment opportunities, mentoring and the time required to participate;
6. Participating in periodic reviews to ensure that STA is in compliance (e.g., EEO posters are properly displayed on employee bulletin boards);
7. Cooperating with the EEO Officer in review of information and investigation of complaints; and
8. Encouraging employee participation to support the advancement of the EEO Program.

III. UTILIZATION ANALYSIS

The Utilization Analysis is a diagnostic component of the EEO Program that compares STA's composition of its workforce with the composition of the relevant labor pools from which STA recruits employees to identify those job categories where there is underutilization and/or concentration of racial minorities and women. In order to arrive at the STA's utilization results, other analyses must be conducted. Each report utilized in the analysis is unique in the information that it provides to assist STA in determining areas of focus for improved results. A detailed report of STA's underutilization analysis is found in Appendix A.

This section includes the following analyses:

A. Workforce Analysis

To conform to applicable regulations, one of the diagnostic components of the EEO Program is the organizational profile. The organizational profile is an overview of the staffing patterns of STA and is used to determine whether there are areas in the workforce where racial minorities, women, individuals with a disability, and veterans are underrepresented or concentrated.

To complete the organizational profile, STA elected to follow the workforce analysis methodology. For each EEO-4 job category, the following data is provided: the total number of incumbents by gender, race, disability and Veteran status.

B. Job Group Analysis

The job group analysis is the second diagnostic component of STA EEO. This analysis provides a listing of titles within each EEO-4 job category. This analysis is also used to identify internal feeder job titles and entry-level positions.

For the purpose of its EEO Program and consistent with the reporting requirements for state and local government to the Equal Employment Opportunity Commission, STA uses the following EEO-4 job categories:

Officials and Administrators: Job classifications that fall into the Officials and Administrators job category are occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of STA's operations, or provide specialized consultation on a regional, district or area basis.

Professionals: Job classifications that fall into the Professionals job category are occupations which require specialized and theoretical knowledge, which is usually acquired through college training or through work experience and other training which provide comparable knowledge.

Technicians: Job classifications that fall into the Technicians job category are occupations which require a combination of basic scientific or technical knowledge and manual skill that can be obtained through specialized post-secondary school education or through equivalent on-the-job training.

Protective Service Workers (Sworn and Non-Sworn): Job classifications that fall into the Protective Service Workers job category are occupations in which workers are entrusted with public safety, security and protection from destructive forces.

Paraprofessionals: Job classifications that fall into the Paraprofessionals job category are occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually require less formal training and/or experience normally required for professional or technical status.

Office and Clerical (also known as "administrative support"): Job classifications that fall into the Office and Clerical job category are occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office.

Skilled Craft: Job classifications that fall into the Skilled Craft job category are occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the processes involved in the work which is acquired through the on-the-job training and experience or through apprenticeship or other formal training programs.

Service Maintenance: Job classifications that fall into the Service Maintenance job category are occupations in which workers perform job duties which result in or contribute to the comfort, convenience, hygiene or safety of general public or which contribute to the upkeep and care of buildings, facilities or grounds of public property.

C. Availability Analysis (Two-Factor Analysis)

The final diagnostic component of the EEO Program is the availability analysis or “Incumbency vs. Estimated Availability Analysis”. The purpose of the availability analysis is to establish a benchmark against which the demographic composition of STA’s workforce may be compared to determine whether barriers to employment opportunity may exist within particular job groups.

STA used the following factors in determining the availability of minorities and women for each EEO-4 job categories:

- **Internal Availability:** Internal availability concerns the percentage of minorities and women among those promotable, transferable, and trainable within the Department. "Trainability" refers to those STA employees who could, with reasonable training, become promotable or transferable during the EEO Program year.
- **External Availability:** External availability concerns the percentage of minorities and women within the requisite skills in the reasonable recruitment area.

To calculate the raw external availability percentages for STA, the following steps were taken:

- Employee files were used to determine job titles within job groups that have current employees in them.
- Census codes were assigned to each unique job title within each job group.
- Employee residence zip codes was used to establish a labor area (i.e., external market availability) for those job groups.
- Each census code was linked to census data within the identified labor area(s) (i.e., raw availabilities).

D. Local/Reasonable Recruitment Areas (External) Determination:

To calculate the raw external availability percentages, the following steps were taken:

1. Employee files were used to determine job titles within job groups that have current employees in them.
2. Census codes were assigned to each unique job title within each job group.
3. Employee residence zip codes were used to establish a local labor area (i.e., external market availability) for those job groups.
4. Each census code was then linked to census data within the identified labor area(s) (i.e., raw availabilities).
5. Each census code within a job group was weighted based on the number of incumbents that hold the particular census code.
6. The census data (i.e., raw availabilities) were then weighted by the census code weightings. This became the final raw external availability.

The principal place of business of STA is Spokane, Washington. In determining the labor market surrounding the facility, STA has reviewed the residences of its incumbent workforce. In view of this distribution of incumbents, the Authority has determined that it is reasonable to treat the Spokane Valley Metropolitan Statistical Area as the labor market surrounding the facility.

E. Workforce Analysis Data

STA's workforce analysis is broken down by categories of racial minorities, women, individuals with disabilities and veterans. The snapshot of the STA workforce for 2021 denote that there were a total of 613 employees (including full time and part time), 12.56% (77) racial minorities, 27.07% (166) women, 4.73% (29) who have self-identified as an individual with a disability and 8.48% (52) veterans.

Results:

Underutilization was identified in the following job categories:

Technician Job Category underutilization was identified in the following:

- White females: the current workforce of white females is made up of 3 employees in the Technician job category. The number of hires needed to reach parity in this job category for females is 15. STA's annual placement goal for females in this job category is 2 due to the hiring needs of the agency and the workforce availability at the time of such hiring needs. Over the course of 4 years, STA aims to reach parity in this job category.
Action Plan: As part of its overall strategy, STA has identified agencies, organization and media whose focus is the engagement of females. Through this effort, STA hopes to strengthen the size of its female workforce to better reflect the community that it serves. Additionally, STA will make efforts to use inclusive imagery in its job advertisements when practicable.

Protective Services Job Category underutilization was identified in the following:

- White females: the current workforce of white females is zero employees in the protective services job category. The number of hires needed to reach parity in this job

category for females is 1. STA's annual placement goal for females in the job category is 1. Over the course of 4 years, STA aims to reach parity in this job category.

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Action Plan: As part of its overall strategy, STA has identified agencies, organization and media whose focus is the engagement of females. Through this effort, STA hopes to strengthen the size of its female workforce to better reflect the community that it serves. Additionally, STA will make efforts to use inclusive imagery in its job advertisements when practicable.

Administrative Support Job Category underutilization was identified in the following:

- Multi-Racial females: the current workforce of white females is made up of 0 employees in the Administrative Support job category. The number of hires needed to reach parity in this job category for Multi-Racial females is 1. STA's annual placement goal for females in the job category is 1. Over the course of 4 years, STA aims to reach parity in this job category.

Action Plan: As part of its overall strategy, STA has identified agencies, organization and media whose focus is the engagement of females. Through this effort, STA hopes to strengthen the size of its female workforce to better reflect the community that it serves. Additionally, STA will make efforts to use inclusive imagery in its job advertisements when practicable.

Skilled Craft Job Category underutilization was identified in the following:

- White females: the current workforce of white females is made up of 0 employees in the Skilled Craft job category. The number of hires needed to reach parity in this job category for females is 2. STA's annual placement goal for females in the job category is 1.

Action Plan: As part of its overall strategy, STA has identified agencies, organization and media whose focus is the engagement of females. Through this effort, STA hopes to strengthen the size of its female workforce to better reflect the community that it serves. Additionally, STA will make efforts to use inclusive imagery in its job advertisements when practicable.

Service Maintenance Job Category underutilization was identified in the following:

- White females: the current workforce of white females is made up of 81 employees in the service maintenance job category. The number of hires needed to reach parity in this job category for females is 60. STA's annual placement goal for females in the job category is 10 due to the hiring needs of the agency and the workforce availability at the time of such hiring needs. Over the course of 6 years, STA aims to reach parity in this job category.

Action Plan: As part of its overall strategy, STA has identified agencies, organization and media whose focus is the engagement of females. Through this effort, STA hopes to strengthen the size of its female workforce to better reflect the community that it serves. Additionally, STA will make efforts to use inclusive imagery in its job advertisements when practicable.

- American Indian/Alaskan Native females: the current workforce of AI/AN females is made up of 1 employee in the service maintenance job category. The number of hires needed to reach parity in this job category for females is 1. STA's annual placement goal for females in the job category is 1.

Action Plan: As part of its overall strategy, STA has identified agencies, organizations, and media whose focus is the engagement of black females. Through this effort, STA hopes to strengthen the size of its female workforce to better reflect the community that it serves. Additionally, STA will make efforts to use inclusive imagery in its job advertisements when practicable.

- Hispanic/Latina females: the current workforce of Hispanic/Latina females is made up of 2 employees in the service maintenance job category. The number of hires needed to reach parity in this job category for females is 7. STA's annual placement goal for females in the job category is 2 due to the hiring needs of the agency and the workforce availability at the time of such hiring needs. Over the course of 4 years, STA aims to reach parity in this job category.

Action Plan: As part of its overall strategy, STA has identified agencies, organizations, and media whose focus is the engagement of Hispanic and Latina females. Through this effort, STA hopes to strengthen the size of its female workforce to better reflect the community that it serves. Additionally, STA will make efforts to use inclusive imagery in its job advertisements when practicable.

- Asian females: the current workforce of white females is made up of 1 employee in the service maintenance job category. The number of hires needed to reach parity in this job category for females is 6. STA's annual placement goal for females in the job category is 1.

Action Plan: As part of its overall strategy, STA has identified agencies, organizations, and media whose focus is the engagement of females and Asian Americans. Through this effort, STA hopes to strengthen the size of its female and Asian workforce to better reflect the community that it serves. Additionally, STA will make efforts to use inclusive imagery in its job advertisements when practicable.

- Multiracial males: the current workforce of multiracial males is made up of 2 employees in the service maintenance job category. The number of hires needed to reach parity in this job category for males is 7. STA's annual placement goal for males in the job category is 2 due to the hiring needs of the agency and the workforce availability at the time of such hiring needs. Over the course of 4 years, STA aims to reach parity in this job category.

Action Plan: As part of its overall strategy, STA has identified agencies, organizations, and media whose focus is the engagement of multiracial males. Through this effort,

STA hopes to strengthen the size of its multiracial male workforce to better reflect the community that it serves. Additionally, STA will make efforts to use inclusive imagery in its job advertisements when practicable.

IV. GOALS AND TIMETABLES

STA compared the current level of minority and female employment, as set forth in the job group analysis, with the availability of minorities and females, as estimated through the factors described in previous sections. As a result of this comparison, both short and long-term goals were established where minorities and females indicated underutilization in certain EEO job categories. These goals are not quotas, but objectives to be pursued by mobilization of available resources for a "good faith effort." Though some numbers were high in regard to underutilization at STA, these numbers do not reflect the actual vacancies at STA.

STA will utilize its EEO Program goals to guide managers as to the desired levels of hiring of persons in the underutilized job category. To be as aggressive as possible in setting goals, making progress and achieving the above objectives, the annual or short-term hiring goal in any group will be equal to availability and only the "Whole Person Rule" has been applied. Whole-Person Rule is an analysis that determines underutilization. Underutilization is declared if the number of females/minorities in a job group is as much or more than one person below the number that would cause the job group participation percentage to match exactly the availability percentage.

In pursuing its EEO Program goals, STA will apply the following principles: First, quotas are expressly forbidden. Second, in all employment decisions, selections are to be made in a non-discriminatory manner. Placement goals do not provide a justification to extend preference to an individual on the basis of that person's race, color, religion, gender, national origin or other protected characteristic. Third, placement goals may not be used to supersede merit selection principles. Placement goals do not require hiring a person who lacks qualifications to perform the job successfully or hiring a less qualified person in preference to a more qualified person. Fourth, STA's efforts are to identify goals that are significant, measurable, and attainable with specific timetables for planned results. Fifth, goals will be set with attention to anticipated attrition, expansion, contraction, turnover in the work force, and availability of persons with required skills. Sixth, changes to existing employment practices which may contribute to the underutilization in increasing availability of minorities and women will be considered. Seventh, no goal will be rigid or inflexible, and will be reasonably attainable targets through the agency's good faith efforts to make its EEO Program succeed.

Appendix A of the 2022 Equal Employment Opportunity Plan represents the ultimate goals and the number of positions needed to reach parity for those job categories that have been identified as underutilized as a result of the utilization analyses. Planned percent increase for the following four years represents the STA's goals of hiring to address the underutilization identified.

Female Placement Goals

Underutilization was identified in five job categories for women in general and minority women. The biggest challenge in meeting the STA's female goals was and continues to be finding women who have experience and interest in the transportation industry. In order to address this disparity and reach the desired level of diversity, STA will continue its outreach efforts to women's organizations. Over the plan period, STA has undertaken a number of internal and external recruitment and outreach activities to attract and promote women and minorities, including active outreach to AARP, Community Colleges of Spokane, West Central Community Center, The Arc, YMCA, Division of Vocational Rehabilitation, Goodwill, NAACP, , N.A.T.I.V.E. Project, Skils'Kin, Highland Park Methodist Church, Senior Times, Gonzaga University, Career Transitions, Spokane Tribe, Career Path Services, Whitworth, Easter Seals, YWCA, Korean Presbyterian Church, The Black Lense, EWU, Latino En Spokane, United Way, Martin Luther King Jr. Family Center, Dept. of Veteran Affairs, Spokane Library, and WorkSource. In every area above, STA has made good-faith efforts to meet its placement goals and will continue to do so for the next goal period.

V. ASSESSMENT OF EMPLOYMENT PRACTICES

STA's EEO Officer conducts an annual review of employment practices in order to ensure that STA's commitment to EEO is being fully implemented. STA's principal employment practices and procedures are summarized below. The detailed assessment of STA's employment practices is found in Appendix B.

A. Conducting The Assessment

In conducting the assessment and identification of problem areas, STA will evaluate the impact of STA's employment practices on employment and advancement of a diverse workforce. As such, STA will evaluate employment patterns including recruitment, selection, promotion, termination, transfer, layoff, disciplinary action, compensation and benefits, training, etc. The assessment will be conducted using the following guidelines:

- A narrative description and an analysis of all recruitment and employment selection procedures from the agency's last EEO submission, including position descriptions, application forms, recruitment methods and sources, interview procedures, test administration and a determination of each practice's impact and validity, educational prerequisites, referral procedures, and final selection methods;
- A narrative description and analysis of promotion procedures and formal and informal training programs;
- A narrative description and analysis of disciplinary procedures such as suspensions and termination practices; and
- A reasonable assessment to determine if the employment of affected classes of persons is inhibited by external factors (e.g., not knowing where to apply for jobs, the availability of bilingual materials and information, etc.)

The narrative descriptions and analyses will be presented in a detailed fashion. Where written, formal, or scored tests are used in the employment selection process, the agency will identify the test, describe the procedures followed in administering and scoring the test, the weight that is given to test scores, how a cut-off score is established, and whether the test has been validated to predict or measure job performance and if so, an assessment of its nondiscriminatory impact, and a description of the validation study. All other selection procedures must comply with requirements of 29 CFR Part 1607. In general, the guidelines require that a selection procedure that may have a potential negative impact on the employment of minorities or women must be validated or otherwise justified as necessary for successful job performance, in accordance with procedures specified in the guidelines.

B. Statistical Data

STA is required to count and record applicants and selections by sex (male and female) and five racial/ethnic origin groups (White, Black, Hispanic, Asian/Pacific Islander and American Indian/Alaska Native). Records must be maintained on an annual basis on the number of persons hired, promoted, discipline, demoted, trained, laid off, terminated, etc. for each job group.

A potential negative impact determination, using the 4/5ths or 80% rule, are required for each group comprising 2% or more of the relevant labor force or applicable workforce. For example,

potential negative impact determinations must be made for new hires and each group which constitutes 2% or more of the applicants. For promotions, potential negative impact determinations must be made for each group constituting 2% or more of STA's workforce. There may be evidence of a potential negative impact when any racial/ethnic or gender group has a selection rate of less than 80% of the group with the highest selection rate, unless the impact is validated or otherwise justified as necessary for successful job performance or agency's hiring needs.

Whenever a potentially negative impact is found, STA will examine the selection procedure to determine what is causing it. The potentially negative impact may be validated or justified by business necessity for performance of a position. If there is no business validation or justification for the potential negative impact identified, STA will consider the following options:

- Change the procedure to ensure less negative impact on the identified group or category, if possible; or
- Use a different procedure to prevent a potential negative impact, if available.

C. Employment Practices Reviewed

Before posting a vacancy, the EEO Officer reviews the job posting to make sure that the essential functions are listed and job requirements are job-related. The EEO Officer also reviews the EEO Program to determine whether there are utilization targets for protective group members in the particular job category to identify recruitment and outreach needs. Targeted recruitment is done with underutilized groups to ensure that the applicant pool reflects the diversity within the applicable labor force.

To prevent a potentially negative impact in its employment decisions, STA uses a structured interview process. Human Resources is involved with every interview to ensure the integrity of the interview questions and selection process. Managers are required to follow the procedures outlined in the STA's "Interview Toolkit," which is tailored for each position and category. The EEO Officer is also consulted on the establishment of interview questions to make sure that the questions asked are job-related.

Utilization targets are consulted and taken into consideration when determining the best candidate for a position. When individuals have equivalent qualifications, the hiring manager and HR must consider protective group members according to the guidelines of the EEO Program. Hiring Managers are held accountable for efforts in promoting equal employment opportunity in the hiring and selection process. Selection under the EEO Program does not require the selection of an unqualified candidate nor does it require the selection of persons on the basis of race, color, gender, religion, or national origin.

In any employment practice or job category where a potentially negative impact is identified, STA first analyzes the reasons for the potential negative impact to determine whether or not the potential negative impact may be justified by a business or hiring need of the agency. If no such justification is identified, then STA conducts an analysis of the reason for the potentially negative impact and creates an action plan to address it.

D. Placement

STA's monitoring reports were reviewed by the EEO Officer. The analysis period for STA is January, 1, 2021 to December 31, 2021. The sections below identify a potential negative impact in hiring and retention at STA.

1. Hires

During this reporting period:

4 positions were filled in the Professionals category;
1 position was filled in the Technicians category;
2 positions were filled in the Protective Services category;
9 positions were filled in the Administrative Support category;
8 positions were filled in the Skilled Craft category; and
66 positions were filled in the Service-Maintenance category.

The 4/5ths analysis indicated that there may be a potential negative impact in the following areas:

- Professionals: White males, American Indian Alaskan Native Males Hispanic males and females, and Asian
- Technicians: White females, Hispanic males, Asian males, and multiracial males
- Protective Services: Multi-Racial Males
- Administrative Support: Females, White females, Black males, Hispanic/Latino females, and multiracial males and females
- Skilled Craft: White females, Hispanic/Latino males, Native Hawaiian or Pacific Islander males, and multiracial males
- Service Maintenance: White males and females, American Indian Alaskan Native Males, and Hispanic males

Action plan:

In any employment practice or job category where a potentially negative impact is identified, STA first analyzes the reasons for the potential negative impact to determine whether the potential negative impact may be justified by a business or hiring need of the agency. If no such justification is identified, in an effort to address the potential negative impact areas indicated above, the utilization targets are consulted and taken into consideration when determining the best candidate for a position. When individuals have equivalent qualifications, the hiring manager and HR must consider protective group members according to the guidelines of the EEO Program. Hiring Managers are held accountable for efforts in promoting equal employment opportunity in the hiring and selection process. Selection under the EEO Program does not require the selection of an unqualified candidate nor does it require the selection of persons on the basis of race, color, gender, religion, or national origin. The EEO Officer will review the applicant pool of candidates that have met the minimum requirements for a position to ensure diversity when possible. In addition, the EEO Officer will review selection packages in designated underutilized positions to ensure equity.

2. Promotions

During the plan period STA processed the following promotions:

4 in the Officials and Administrators category
5 in the Professionals category;
3 in the Technicians category;
4 in the Administrative Support category;
9 in the Skilled Craft category; and
5 in the Service Maintenance Category.

The 4/5ths analysis indicated that there may be a potential negative impact in the following areas:

Professionals: Black Females, Multi-Racial males;

Technicians: White males and Females, Hispanic/Latino males and females, Multiracial males and females;

Administrative Support: White males and females, Hispanic/Latino Females, Multi-Racial Females;

Action Plan:

In any employment practice or job category where a potentially negative impact is identified, STA first analyzes the reasons for the potential negative impact to determine whether the potential negative impact may be justified by a business or hiring need of the agency. If no justification is identified for the potential negative impact identified above, then the EEO Officer will conduct a review and continue to monitor the promotional process as part of the STA's internal review and monitoring practices. Further, the EEO Officer will review all promotions in designated underutilized positions to ensure equity. The EEO Officer will receive a list of all potential candidates eligible for promotion and justification for selected hire. Where possible and necessary, professional development and skill-based training will be offered to address the potential negative impact.

3. Disciplinary Actions

STA defines disciplinary action to include verbal warning, formal letter of warning/written reprimand, and suspension.

During the plan period STA processed the following disciplinary actions:

2 disciplinary action were issued to employees in the Professionals category;
1 disciplinary action was issued to employees in the Technicians category;
1 disciplinary action was issues to employees in the Protective Services category;
2 disciplinary Actions were issues to employees in the Administrative Support category; and
90 disciplinary actions were issued to employees in the Service Maintenance Category.

The 4/5ths analysis indicated that there may be a potential negative impact in the following areas:

Professionals – Hispanic/Latino Females

Action Plan

In any employment practice or job category where a potentially negative impact is identified, STA first analyzes the reasons for the potential negative impact to determine whether the potential negative impact may be justified by a business need of the agency. If no justification is identified for the potential negative impact identified above, then the EEO Officer will conduct a review and continue to monitor the progressive discipline process as part of the STA's internal review and monitoring practices. Further, the EEO Officer will review all discipline in designated underutilized positions to ensure equity.

4. Involuntary Separations

Involuntary terminations are actions caused by STA such as termination for cause or layoff.

During the plan period STA processed the following involuntary terminations:

1 position in the Protective Service Category.

13 Positions in the Service Maintenance Category.

There was no potential negative impact identified in any category.

Action Plan

Human Resource will conduct exit interviews on all involuntary separations. The EEO Officer will conduct a qualitative and quantitative review as part of the exit interview process to ensure that there is no potential negative impact in the future as well.

E. Trainings**1. Antidiscrimination and Sexual Harassment**

The EEO Officer will ensure that all employees of STA are trained and appropriately updated on all policies as outlined in the EEO Plan. All STA employees are required to attend Anti-Discrimination, Harassment Prevention ("ADHP") training. Newly hired or promoted managers and supervisors attend EEO training within 90 days of their appointment and every other year thereafter.

Action Plan

The EEO Officer will begin to provide ADHP training to STA managers and supervisors, including specialized ADHP training programs for managers and supervisors and employees.

2. Skill based training

STA training programs and external training opportunities are open to all employees. Each employee can pursue training that is appropriate to his/her position, skills, and individual/unique developmental needs as assessed and approved by his/her supervisor/manager. STA training programs can provide foundation skills that can be used to build quality performance on the job.

At the same time, managers and supervisors can obtain training to gain an enhanced understanding of their professional areas through multi-level course offerings, conferences, and continuing education. STA takes pride in having a skilled workforce and has ensured that it continues by making “Trained” a part of our core values.

In 2021, Officials and Administrators and Professionals were provided numerous opportunities to attend various conferences and skills trainings throughout the year. For Example, employees attended the APTA Legislative Conference, APTA Marketing and Communications Workshop, EEO Training, and Tyler Connect Conference.

Technicians had the opportunity to attend a variety of training as well. Training provided includes Trapeze- Transit Link 2021 Conference, Excel Training, Interview Training, and Battery Electric Bus Training.

Protective Services attended STA Pro and EEO training.

Administrative Support trainings in 2021 City Line Orientation, Tyler Connect Conference, and POP Advanced Training.

Most Skilled Craft workers and Service Maintenance employees at STA also received some training related to their respective job duties and responsibilities including general annual training, inspection training, Advanced C.O.P. Training, CDL Licensing Training and other technical training.

In some job categories, STA has identified a potential negative impact in certain groups of employees:

- Officials and Administrators: White males, multiracial males;
- Professionals: Hispanic/Latino females;
- Technicians: White males, American Indian males, black males, Hispanic males Asian males, NHOPI males, and Multiracial females;
- Skilled Craft: White males, and Hispanic/Latino males; and
- Service Maintenance: White males and females, Hispanic males.

Action Plan: STA employs a variety of teaching methods—classroom, web-based, and self-guided learning. STA has already begun a tracking and monitoring system to ensure that all employees at STA are trained and appropriately updated on trainings related to STA policies as well as trainings related to each employee’s field. The EEO Officer monitor the dissemination methods of all such trainings to ensure that all employees are aware of the opportunities for training in their specific fields to potentially advance their careers. STA will continue to build the menu of courses based on the needs of employees and intends to create a training management position to further ensure training goals are met.

VI. EMPLOYMENT PRACTICES NARRATIVE

A. Hiring Analysis

There is no authority-wide hiring plan. There are only segmented departmental hiring requests. STA hiring is primarily governed by collective bargaining agreements.

B. Recruitment/Outreach

A recruitment committee comprised of recruiters from the Human Resources department and the EEO Officer that meets weekly to discuss specific recruitment efforts for specific positions as well as global outreach and partnership building with community organizations.

STA's hiring process consists mostly of posting and interview processes, with the exception of labor & maintenance jobs.

When hiring for a union position, STA will review the applicable Collective Bargaining Agreement (CBA) to determine if any special rules are associated with the position. If no rules agreement exists for the position, Human Resources will utilize a competitive recruitment effort which will be open to both internal and external applicants and follow the same process and any non-represented positions.

Regardless of the manner in which vacancies are filled, there is an internal approval process that includes the EEO Officer's approval throughout the process. The filling of any positions must also adhere to applicable state laws, collective bargaining agreements, and external approvals, if necessary.

STA has several methods of filling positions that include: seniority, occasional appointment and other selection processes.

C. Posting Procedures and Job Description

STA's job posting procedure starts with requests for posting from the relevant department director or hiring manager. The job description is approved by the EEO Officer before posting.

STA job descriptions set forth what a job entails to determine the necessary and desired qualifications of the candidate. Job descriptions are pivotal in developing the screening criteria, preparing the questions for the interview and finally in the selection process. The job description describes all the work the position involves in detail.

New job descriptions should be reviewed by the EEO Officer before being finalized. Writing job descriptions is an important step in the STA's staffing program. They form the foundation for many important processes such as job postings, recruitment, selection, setting expectations,

compensation, training and performance management. Job descriptions give a brief overview of the employee's role, a list of key responsibilities, requirements and qualifications.

The following information is typically contained in a job description:

- A job title and grade within the agency;
- The responsibilities of the job (distinguish between those functions that are essential to the job and those that are marginal);
- Minimum entrance requirements (MERs);
- Knowledge, skills, abilities (KSAs);
- Special requirements;
- Preferred qualifications the critical success indicators;
- The formal reporting relationship;
- Working conditions, including hours of work, physical and mental demands;
- With whom will the person come in contact (external and internal); and
- Support, authority, and resources necessary and available to do the job.

For union represented maintenance positions, when a vacancy occurs, it is be posted for bid within the pertinent department prior to being made available to other STA employees. Interested department employees must make known their desire for consideration by providing notice (application) to the department head.

Last, all job postings will contain the language “Spokane Transit is an Equal Employment Opportunity Employer.”

D. Employment Application Form

Applicants may apply for posted positions by submitting an application and/or resume via the STA website. All applicants are strongly encouraged to use the STA website to apply for posted positions, unless an applicant with a disability asks to submit his/her application in an alternative format. The statement "The STA is an Equal Opportunity Employer" is on the STA application form and online application. Upon request, the paper application form is provided for those who specifically request it.

E. Review of Candidate Pool

An HR specialist identifies candidates to be interviewed by screening applications/resumes against the Minimum Entrance Requirements (MERs) listed on the posting. Applicant pools for specific postings are broken down into the following categories and sent to the EEO Officer: Applicants who applied for the position; and Applicants who met the MERs and were referred for consideration. The HR specialist and EEO Officer work together to ensure that the applicant pool reflects the diversity of the available labor force.

For union maintenance positions, STA conducts an examination for purposes of determining the qualifications of those employees who made application. When qualified interested employees are available, the job will be assigned according to seniority, qualifications, ability, and results of the examination. Should no one within the pertinent department apply or qualify for an open position, the vacancy will be made available, by posting, to other STA employees and/or to the

general public. If prior to posting and after consultation with the union it is agreed that no one within the department is deemed qualified to bid an opening, the department head may consider and employ other qualified personnel in the manner as provided for in this Plan. A union employee failing to qualify for a new job within one hundred eighty (180) days shall return to his/her former position.

For union customer service and clerical positions, when a vacancy occurs, it shall be posted first within the pertinent department prior to being made available, as appropriate, to other clerical departments or STA employees. Interested employees within the department, as appropriate, must make known their desire for consideration by providing notice (application) to the management official named in the notice and within the time frame specified. STA will conduct an examination (oral or written) for purposes of determining the qualifications of those employees who made application. When qualified, interested employees are available, the job will be assigned according to seniority, qualifications, ability and results of the examination. Should no one within the department apply or qualify for an open position, the vacancy will be made available, by posting, to other STA employees and to the general public. If prior to posting, it is deemed that no one within the department is qualified, STA may consider and employ other qualified personnel. An employee failing to qualify for a new job within ninety (90) days shall return to his/her former position.

F. Interview Procedure

STA has standard interview practices in place. Interview questions are reviewed by HR against the posting for relevance and fairness. Applicants selected to be interviewed are asked the same questions by the same interview committee and scoring for each question is defined before the interview process begins.

Managers are required to follow the procedures outlined in the STA's "Interview Toolkit," which is tailored for each position and category. The EEO Officer also approves the general interview questions provided to the interview committee in the Interview Toolkit which serves as a guide for the interviewers.

G. Employment Testing

As a method to determine preparedness for a specific position, STA may test applicant's specific skills, knowledge, or ability as they relate to the position. For example, applicants applying for administrative assistant position may be tested on Microsoft Word and Excel if the position requires such skill. Applicants for Maintenance Equipment Operator positions are given a practical test that requires them to drive machinery that requires a hoisting license.

STA administers pre-employment and promotional exams for a variety of positions. These exams include, but are not limited to: CDL exam testing, PM tech testing, and general repair tech testing.

For union positions, examinations for vacancies will be filled in the following priority:

- 1) Grandfathered employees in respective department. If not filled by grandfathered employee that open position becomes a combo position.

- 2) Organization wide
- 3) External recruitment

H. Selection Standards and Procedures

The STA hiring manager, upon receiving the necessary approval from his/her supervising manager, compiles a hiring package that includes responses to the interview questions and candidates' resumes/applications. Depending on the positions, a scoring sheet may also be included in the package, which is forwarded to the EEO Officer for review and approval. The hiring package is not forwarded to the next level of review and approval unless the EEO Officer is satisfied that the selection process is consistent with the EEO Program and guidelines.

STA has standardized its selection practices to ensure compliance with its EEO Program. After the interview, HR reviews candidate answers with the selection committee members to ensure that responses are captured accurately and completely. The HR Recruiter directs the selection committee members to discuss and evaluate the responses a candidate gave to the interview questions and ensures that all candidates are given appropriate consideration and are rated on their responses to the job-related questions. The HR Recruiter facilitates selection committee discussion leading to candidate recommendation(s.)

I. Job Offer/Approval

The process for a job offer requires approval from the EEO Officer, HR and in some cases the Chief Executive Officer, Chief Financial Officer or designee.

J. New Employee Orientation/Onboarding

On the first day of work all new hires are required to attend a benefits orientation and complete employment-related documents, including a Form 1-9. Benefits administrators follow a New Hire Packet Checklist and go over each document listed on the checklist. An acknowledgment of the EEO Policy Statement and STA discrimination policies must be signed by the new hire. All policies included on the acknowledgement form are distributed to the new hire at orientation.

All new hires also attend an orientation where they are welcomed by a member of the Senior Leadership Team. Participants, receive an overview of multiple administrative departments and the services available to them. During the module delivered by the EEO Officer and/or designee, employees learn about ways to resolve complaints/conflicts and the Internal Complaint Procedure; the Anti-Discrimination and Harassment Prevention Policy, and additional services available through the EEO Officer. They also participate in the mandatory FTA Drug & Alcohol Policy.

VII. MONITORING AND REPORTING

STA monitors its EEO Plan to help identify opportunities for improvement within the current implementation EEO Program. This review entails an acknowledgement of program achievements, identifies potential problems and devises recommendations for continual improvement to ensure that the program is effective and successful.

Reviews of all hiring practices are performed monthly, quarterly and annually with all STA organizational units to ensure that all equal employment opportunity policies are being followed and that work is being done to meet the STA's EEO goals.

The review includes an analysis of the reports conducted monthly for each of the employment related activities such as hires, promotions, reclassifications and terminations will help identify underlying problems associated with possible causes of underutilization and whether underutilized group members are hired or promoted at a rate that would be expected, based on the surrounding geographic or targeted recruitment area.

It is STA's policy to ensure that the organizational units within STA adhere to all laws, regulations, policies and standard operating procedures in carrying out the STA's day to day business. This Plan is necessary to ensure compliance and it provides support and assistance to remedy areas of noncompliance.

A. The Review Process

STA's review process is comprised of a Consultative Process which involves the Department Directors and top management of the facility being reviewed, Human Resources Management and EEO Officer. In the review process, the management team is called upon to build on the positives of employment practices and to highlight areas for improvement, barrier elimination, succession planning, etc. The management team is expected to use review results for potential policy development and to share information with the EEO Officer on a continuous basis. The results of the review are used to determine what the managers and what the regulations require.

The review process also entails a verification process with on-site reviews by the EEO Officer, who will verify the content of the self-assessment and create audit improvement action plans and document progress.

B. Conducting the Review

1. Analysis of Information and Data

The EEO Officer will conduct a review of departmental EEO Programs through analysis of:

- Statistical workforce reports, including 4/5ths analysis of employment practices
- Annual EEO Self-Assessment
- Information resulting from ongoing communication with organizational units

- Information gathered during training and/or investigation/ADR process

2. On-Site Reviews

On-site reviews by the EEO Officer will be scheduled at least yearly, in consultation with each department administrator and on the basis of such factors as lapsed time since last visit, and frequency of EEO complaint activity and/or general complaints with EEO implications.

Programs Covered During On-Site reviews:

- Management and Implementation of the EEO Program
- Training and Development
- Recruitment and Advancement
- Complaint Prevention, Mitigation and Management

3. On-Site Meetings

While on site, the EEO Officer will meet with the Department Administrator, managers who report directly to the Department Administrator, and selected first level supervisors, in order to assess the implementation of the EEO Plan. These meetings and interviews will be scheduled in advance of the on-site visit. If necessary and appropriate, other meetings will be scheduled while on-site.

4. Additional Monitoring Activities

Employment and labor law bulletin boards in all STA locations are monitored. The bulletin boards are reviewed to ensure those federal and state labor law posters and other policies and approved EEO programs are posted in conspicuous places in all STA buildings. In posting where employees work, we ensure that employees without email/internet access are able to review those laws, policies and programs. If any bulletin board does not contain all of the required information, the bulletin board is brought into compliance immediately.

5. Review Reports

Review reports prepared by the EEO Officer will show clearly those program strengths and weaknesses which form the basis for an objective appraisal of the status of the EEO Program. Such reports will be brief and to the point, highlighting how well program objectives are being met. Identification of problem areas, or functions in need of improvement, will be supplemented by suggestions, recommendations and other indications concerning action to be taken to correct inadequacies and lack of compliance. Action to implement corrective measures will be monitored through the submission of reports or follow up visits, to the extent deemed necessary, for completed action or to provide additional assistance. The review reports will be submitted to the CEO and compiled and included in the submission of the EEO Plan to the FTA.

C. Metrics for Conducting Program Evaluations

1. EEO Plan Dissemination /Implementation

- The EEO Policy Statement is re-issued annually and communicated to all employees, unions, educational institutions, organizations for women, minority groups, individuals with a disability, veterans, community action groups, and other recruitment sources
- The EEO Officer and HR managers meet regularly to assess whether personnel programs, policies and procedures are in conformity with EEO Program and policies
- Information is made available to internal and external users regarding how to access STA's EEO Plan. STA's EEO Plan is posted on the Employee Self-Serve System (ESS) to provide employees with viewing access. For those who do not have access to the internet, a hard copy of the EEO Plan will be made available in each organizational unit. Employees and the public may also request a hard copy of the EEO Plan.

2. Goals and Timetables

- HR and Hiring Managers are provided with a copy of the EEO Plan which contains the workforce utilization analysis, job group analysis, two-factor availability analysis and placement goal analysis
- Placement goals are provided to hiring managers for each job announcement
- Monthly/quarterly/annual updates and reports are provided to management staff by the EEO Officer
- Managers are evaluated and are held responsible for the successful implementation of the EEO Program in their respective area of responsibility

3. Recruitment and Outreach

- Job announcements and all marketing materials are accessible to all candidates, including those with disabilities
- EEO Officer reviews and signs off on all job announcements to ensure that the job description and qualifications are job related and does not inadvertently disqualify protected group members
- HR Recruiters and/or designee attends career fairs and recruiting activities offered by high schools, vocational schools, colleges, universities and other organizations that reach females, minorities, individuals with a disability and veterans
- Advertise job announcements in newspapers, periodicals and magazines that have a large protected group member audience
- When the results of the 4/5ths analysis show evidence of potential negative impact, the EEO Officer, HR and department administrators (the Joint Recruitment Committee) will make improvements to recruitment and outreach efforts to increase the number of qualified women and minorities in our applicant pool and improve opportunities for their employment, promotion and retention.

4. Selection and Hiring

- The EEO Officer shall have authority to concur on all appointments
- Appropriate training is provided to all employees who interview job applicants
- All hiring standards are fixed, reasonable, objective and job related and conforms to the EEOC's Uniform Guidelines on Employee Selection Procedures
- Employment data shall be kept for each position filled. A record of persons interviewed, accepted or refused for each new hire and promotion showing race, gender, disability and veteran status shall be maintained and analyzed using four-fifths analysis
- Analysis of the flow of applicants shall be conducted to determine reasons for the rejection of qualified applicants from underutilized groups where goals have been established or underutilization exists
- Where underutilization exists, representation of the candidate pool to be interviewed shall represent the availability for that particular area

5. Job Structuring and Upward Mobility

- HR and EEO Officer ensure that job classifications are current, job duties and qualifications are job-related
- Working with HR and Department Directors to discuss opportunities for entry level positions to progress within occupational areas
- HR and EEO Officer reviews union contracts to ensure there is no potential negative impact

6. Retention

- Analysis of agency turnover is conducted to identify and advise senior leadership of trends and solutions
- A work plan is developed to reduce turnover

7. Mandatory EEO Program Training

- Training for all managers, supervisors and those who are involved in the employee selection process are completed by the first year of the implementation of the EEO Program.
- The training course designed for managers/supervisors covers lessons on the EEO Program and its implementation, applying EEO principles in hiring decisions, civil rights laws, and how the complaint process.
- The training course designed for bargaining unit employees covers lessons on the value of diversity, workplace harassment laws and forms of harassment.
- Information is made available to internal and external users regarding how to access STA's EEO Plan. STA's EEO Plan is posted on the Employee Self-Serve System (ESS) to provide employees with viewing access. For those who do not have access to the internet, a hard copy of the EEO Plan will be made available in each organizational unit. Employees and the public may also request a hard copy of the program.
- Every year, the EEO Officer attends training to increase knowledge, skill and ability in equal employment opportunity.

8. EEO Complaint Procedure

- The EEO Program procedures for filing a complaint is disseminated to all employees.
- Training of EEO Officer and staff and employees on the complaint procedure is completed within one year of the implementation of the EEO Program.
- EEO Program and Complaint procedure is communicated to all new employees during orientation.
- Information is made available to internal and external users on the STA complaint procedure. Complaint Unit's email address and 800 number is disseminated to all employees.
- A complaint tracking system is used to identify issues and bases of complaints, ensures that complaints are processed in a timely manner, and an appropriate resolution/disciplinary action is reached at the conclusion of the investigation.

VIII. COMPLIANCE REVIEWS

STA is responsible for both its own compliance and for assuring the FTA that all sub-recipients of funds are in compliance with the FTA's EEO provisions under Section 19 of the Urban Mass Transportation Act of 1964 which states that:

"No person in the United States shall on the grounds of race, color, creed, national origin, sex, age, or disability be excluded from participation in, or denied the benefits of, or be subject to discrimination under any project, program or activity funded in whole or in part through financial assistance under this Act."

D. Sub-Recipient Management

If any sub-recipient meets the threshold established by FTA (receipt of \$1,000,000 or more in the previous Federal fiscal year, and employs 50 or more mass transit related employees), it must submit an EEO Plan. The state may require any documentation it deems necessary from sub-recipients to ensure that they do not discriminate in employment on the basis of race, color, creed, national origin, sex, age, or disability. The FTA will review sub-recipient programs during the state management review or other compliance reviews.

Pursuant to STA's policies regarding this requirement, each sub-recipient, who meets the applicable threshold, must sign an assurance that they will follow federal and state guidelines, including but not limited to Section 19 of the UMT Act of 1964. STA requires all applicants and/or sub-recipients to provide information as described in the Circular.

STA's EEO Officer will coordinate efforts to monitor sub-recipient compliance by working with the appropriate program staff to identify applicants and sub-recipients of FTA funds on a regular basis. STA's EEO Officer will contact the respective applicant or sub-recipient to inform them of their obligation and will provide technical assistance as needed.

In addition, all bids for contracts submitted by the subcontractors include language about the STA's commitment to EEO:

STA is an Equal Opportunity Employer. As such, STA agrees to comply with all applicable Federal civil rights laws and implementing regulations. Apart from inconsistent requirements imposed by Federal laws or regulations, STA agrees to comply with the requirements of 49 USC. § 5323(h) (3) by not using any Federal assistance awarded by FTA to support procurements using exclusionary or discriminatory specifications.

E. Sub-Contractor Management

STA ensures that sub-recipients meeting the thresholds that require submission of an EEO Plan provide STA with the plan for review and approval. The following is a summary of the process:

STA Transit Grant Program Managers provide the STA EEO Officer with a list of sub-recipients who are:

- Requesting or receiving capital or operating assistance in excess of \$1 million in the previous Federal fiscal year; or
- Requesting or receiving planning assistance in excess of \$250,000 in the previous Federal fiscal year.
- STA EEO Officer sends a letter and an email to the sub-recipient that meets the dollar threshold to complete the STA's EEO Monitoring Tool. If the sub-recipient meets the dollar threshold and employs 50 or more transit-related employees, the sub-recipient will be asked to submit an EEO Plan.
- The EEO Officer will review the sub-recipient's EEO Plan for compliance with the FTA Circular 4704. If there are areas in the EEO Plan that require further development or correction, the EEO Officer will notify the sub-recipient to encourage its compliance with the EEO requirements.
- Sub-recipients meeting the EEO Circular threshold requirements will be required to submit updates of the EEO Plan as major changes occur to the workforce or employment conditions. The update shall contain the following information:
 - Workforce Analysis and adverse impact analysis;
 - Assessment of EEO accomplishments, including goals, timetables and EEO programs and initiatives; and
 - Identification of Problem Areas.
- Where problem areas are identified, a corrective action plan will be requested. The EEO Officer will confer with the CEO to determine if any of the plans should be submitted to FTA.

Sub-recipients/Sub-contractors Monitored for EEO Compliance

Spokane Transit Authority does not have any sub-recipients or sub-contractors which meet or exceed funding thresholds. There for, Spokane Transit Authority does not currently monitor any organization for EEO compliance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 5C: STA – SPOKANE PUBLIC SCHOOLS UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer

SUMMARY: Staff will provide an update on the current efforts to provide transportation to high schoolers at Spokane Public Schools with STA's public transportation system.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 6: CEO REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

SUMMARY: At this time, the CEO will have an opportunity to comment on various topics of interest regarding Spokane Transit.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 7A: MAY 2022 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There was one (1) more weekday in May 2022 compared to May 2021.

FIXED ROUTE

The May total monthly ridership increased 29.6% (546,385 vs. 421,637) in May 2022 compared to May 2021.

Average weekday ridership increased 29.6% (21,781 vs. 16,805) in May 2022 compared to May 2021.

Detailed breakdown:

- Adult Ridership increased 35.8% (330,973 vs. 243,699) in May 2022 compared to May 2021.
- Youth Ridership increased 81.5% (43,776 vs. 24,122) in May 2022 compared to May 2021.
- Reduced Fare/Paratransit Ridership increased 5.0% (74,026 vs. 70,512) in May 2022 compared to May 2021.
- CCS Pass Ridership increased 58.7% (21,163 vs. 13,333) in May 2022 compared to May 2021.
- Eagle Pass Ridership increased 510.9% (36,916 vs. 6,043) in May 2022 compared to May 2021.

PARATRANSIT

Total ridership for Paratransit has increased 38.7 % (28,687 vs. 20,677) in May 2022 compared to May 2021.

Detailed breakdown:

- Directly operated service increased 29.2% (14,658 vs. 11,346) in May 2022 compared to May 2021.
- Contracted service increased 52.2% (12,343 vs. 8,110) in May 2022 compared to May 2021.
- Special Use Van ridership increased 37.2% (1,686 vs. 1,221) in May 2022 compared to May 2021.

VANPOOL

Vanpool customer trips increased 37.0% (7,550 vs. 5,510) in May 2022 compared to May 2021.

Vanpool vans in service increased 16.4% (71 vs. 61 in 2021) in May 2022 compared to May 2021.

CUSTOMER SERVICE/PASS SALES

Total monthly pass sales increased 49.2% (5,487 vs. 3,677) in May 2022 compared to May 2021.

Adult Pass/Smartcard monthly pass sales increased 49.1% (2,354 vs. 1,579) in May 2022 compared to May 2021.

- Shuttle Park monthly sales increased 80.6% (251 vs. 139) in May 2022 compared to May 2021.
- 7-Day Pass/Smartcard monthly sales increased 114.8% (754 vs. 351) in May 2022 compared to May 2021.

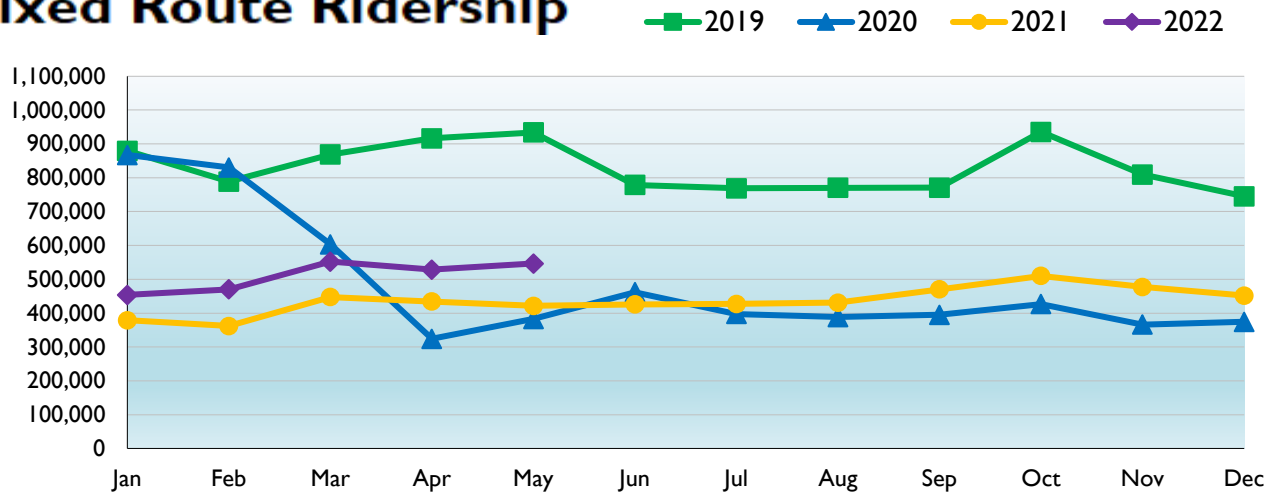
- ESBP monthly sales increased 0.7% (286 vs. 284) in May 2022 compared to May 2021.
- Group Sales increased 6.7% (11,109 passes vs. 10,408) in May 2022 compared to May 2021.

UTAP monthly rides increased 164.5% (69,757 vs. 26,371) in May 2022 compared to May 2021.

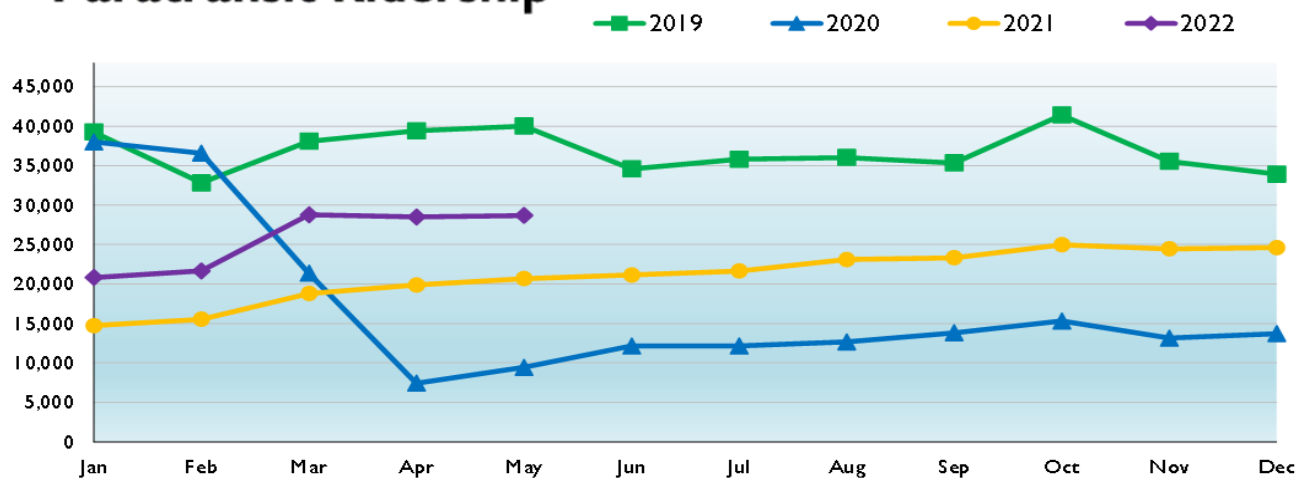
Community Access Pass (CAP) program sold 2,315 2hr passes and 3,145 Day passes in May. These passes are included in the Group pass sales above.

RECOMMENDATION TO COMMITTEE: Information only.

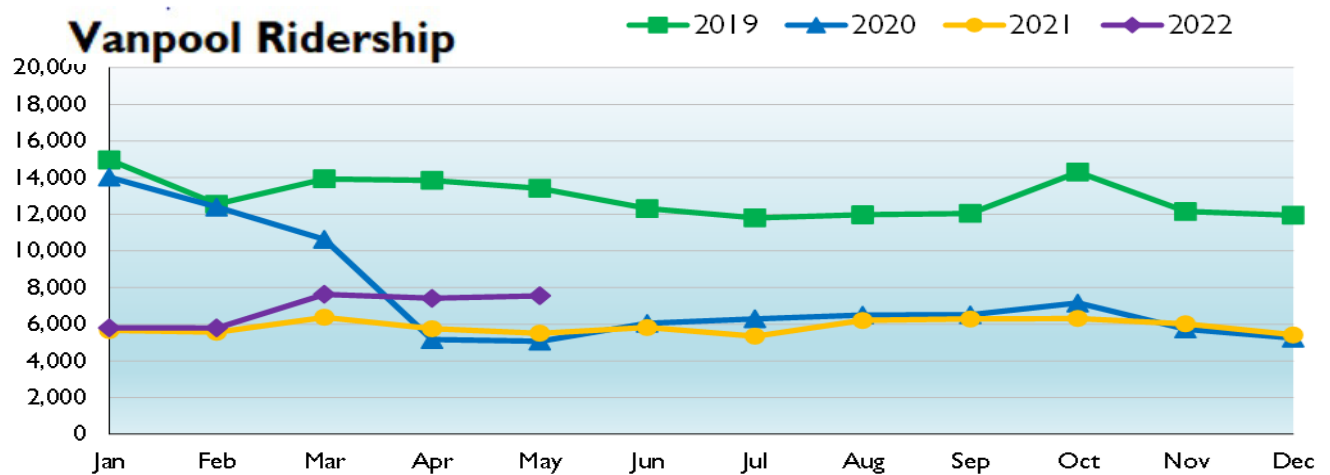
Fixed Route Ridership

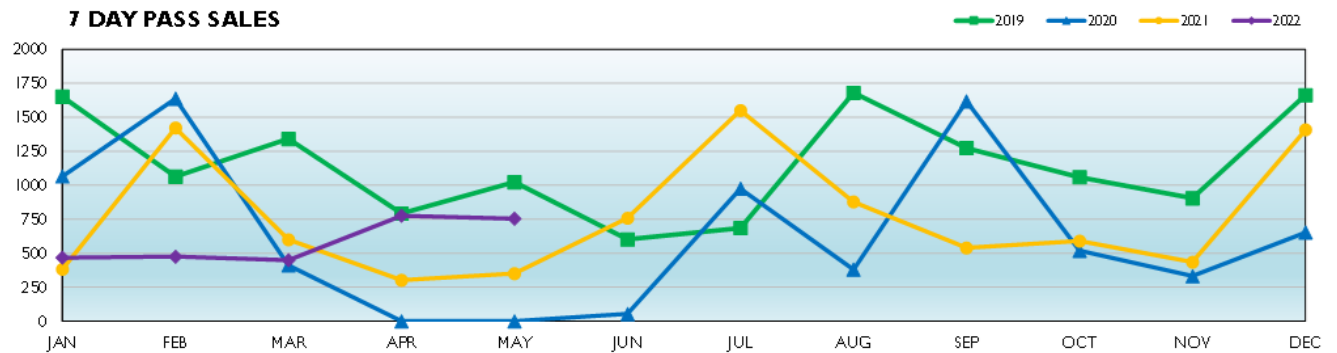
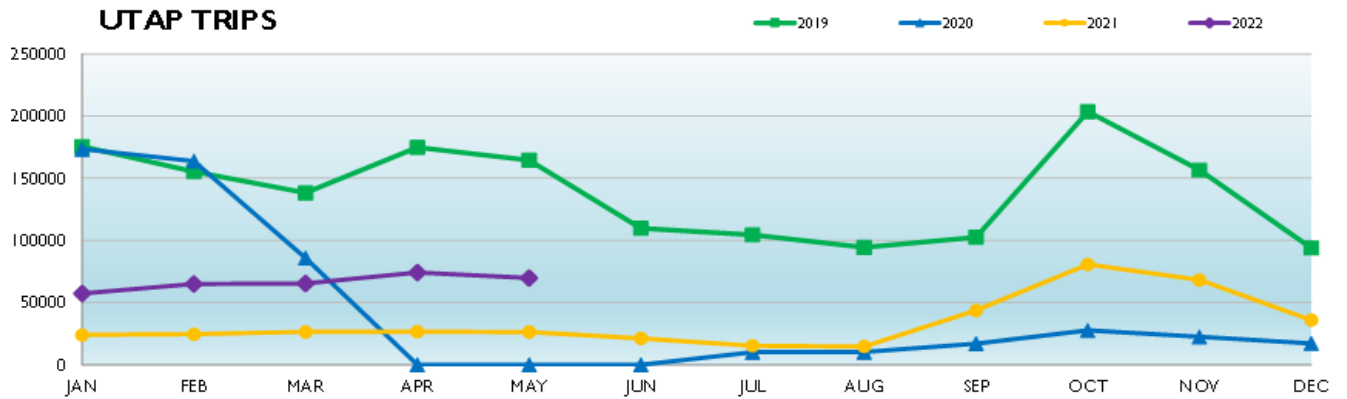
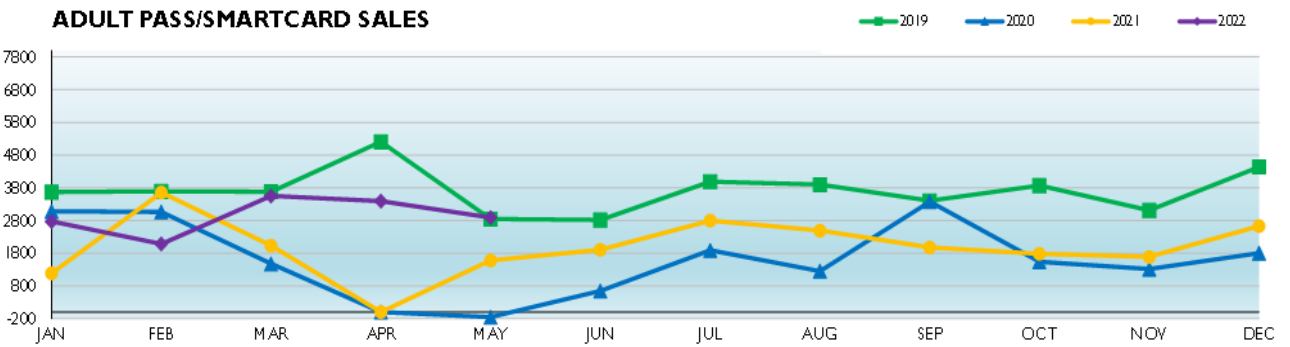
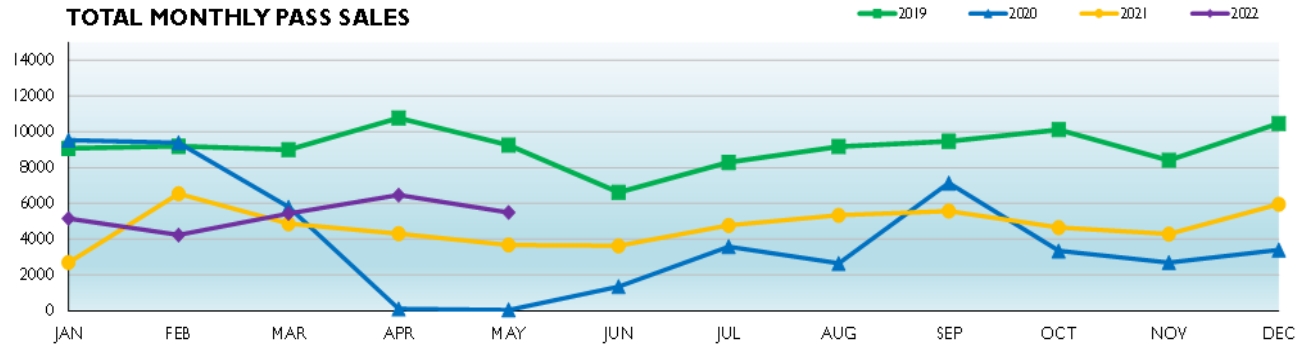


Paratransit Ridership



Vanpool Ridership





SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 7B : MAY 2022 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached are the May 2022 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, May year-to-date revenue is 13.5% (\$7.8M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 1.5% lower than budget
- Sales Tax Revenue is 6.5% higher than budget
- Federal & State Grant Revenue is 41.0% higher than budget
- Miscellaneous Revenue is 3.8% higher than budget

Operating Expenses

Overall, May year-to-date operating expenses are 6.4% (\$2.4M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 4.7% lower than budget
- Paratransit is 9.2% lower than budget
- Vanpool is 9.1% lower than budget
- Plaza is 20.0% lower than budget
- Administration is 8.2% lower than budget

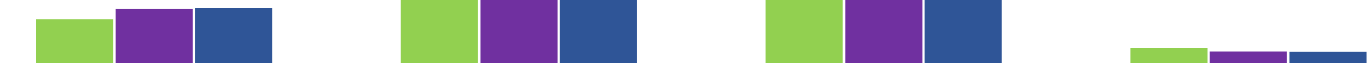
RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues ⁽¹⁾ - May 2022

50,000,000
45,000,000
40,000,000
35,000,000
30,000,000
25,000,000
20,000,000
15,000,000
10,000,000
5,000,000

Totals:

2021 YTD Actual \$ 56,106,290
2022 YTD Actual \$ 65,536,216 (13.5%)
2022 YTD Budget \$ 57,728,007
2022 Amended Budget \$ 145,244,932



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants	Miscellaneous
2021 YTD Actual	2,492,870	40,200,772	12,512,202	900,446
2022 YTD Actual	3,062,128	44,089,940	17,682,774	701,374
2022 YTD Budget	3,107,876	41,406,796	12,537,856	675,479
2022 YTD Budget Variance	-1.5%	6.5%	41.0%	3.8%
2022 Amended Budget	7,458,902	106,074,026	30,090,854	1,621,150

(1) Above amounts exclude grants used for capital projects. Year-to-date May state capital grant reimbursements total \$212,538 and federal capital grant reimbursements total \$4,332,912.

Spokane Transit Operating Expenses⁽¹⁾ - May 2022

30,000,000

25,000,000

20,000,000

15,000,000

10,000,000

5,000,000

Totals:

2021 YTD Actual \$ 31,373,180
 2022 YTD Actual \$ 35,103,336 (-6.4%)
 2022 YTD Budget \$ 37,490,149
 2022 Amended Budget \$ 93,987,403

Fuel:

2021 YTD Actual \$ 1,129,271
 2022 YTD Actual \$ 2,138,485 (11.0%)
 2022 YTD Budget \$ 1,926,018
 2022 Amended Budget \$ 4,576,971

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2021 YTD Actual	21,656,195	4,930,546	206,506	714,801	3,865,132
2022 YTD Actual	23,817,064	5,648,669	251,969	835,099	4,550,535
2022 YTD Budget	24,992,377	6,219,789	277,211	1,043,618	4,957,154
2022 YTD Budget Variance	-4.7%	-9.2%	-9.1%	-20.0%	-8.2%
2022 Amended Budget	60,436,032	14,855,728	645,413	2,509,662	15,540,568

(1) Operating expenses exclude capital expenditures of \$8,090,433 and Street/Road cooperative projects of \$11,753 for year-to-date May 2022.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 7C : JUNE 2022 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Monique Liard, Chief Financial Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached is the June 2022 voter-approved sales tax revenue information. June sales tax revenue, which represents sales for April 2022, was:

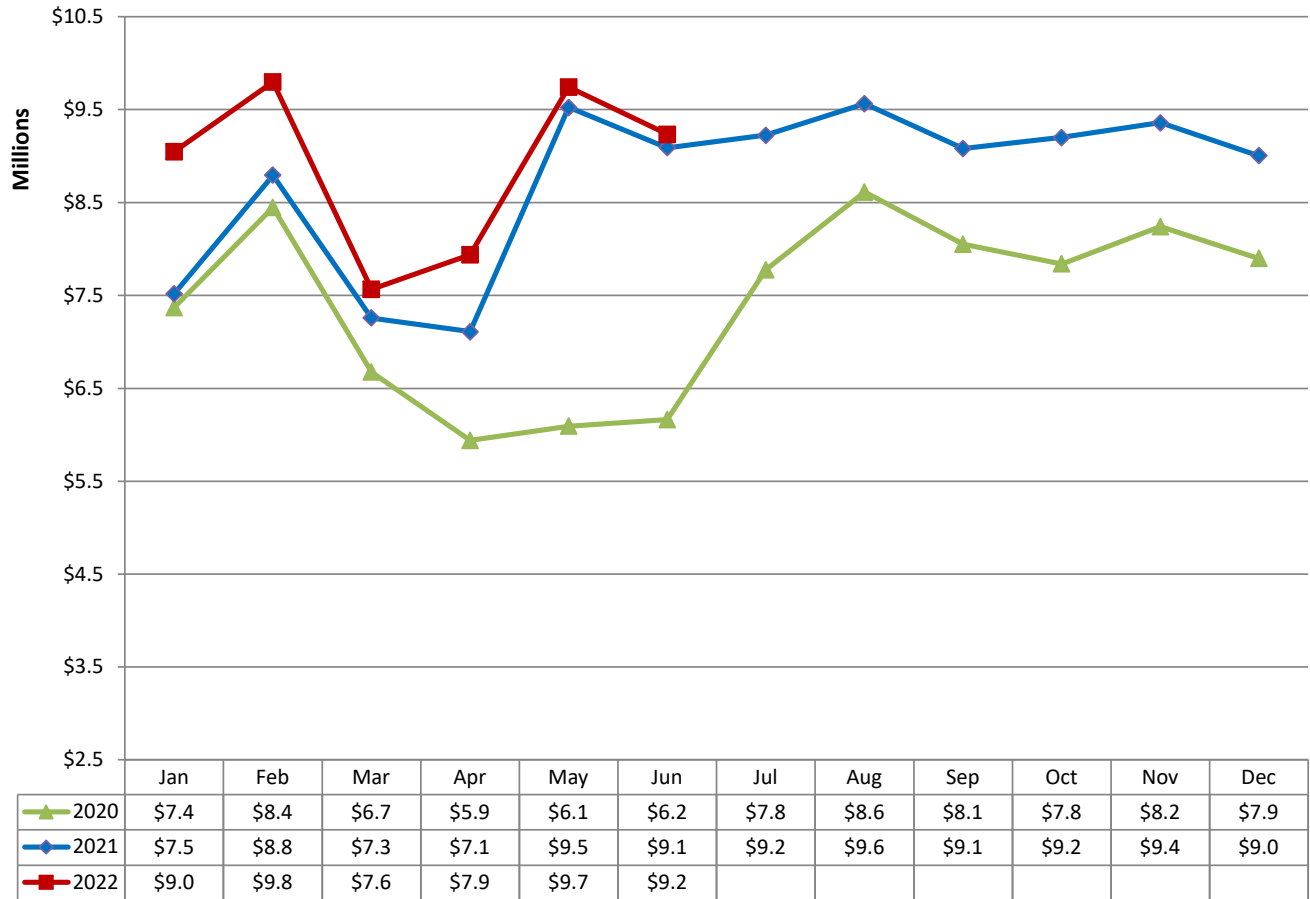
- 1.4% below 2022 budget
- 5.0% above YTD 2022 budget
- 1.6% above 2021 actual
- 8.2% above YTD 2021 actual

Total taxable sales for April were *up* 2.1% from April 2021 while April 2022 YTD sales were *up* 4.7% compared with April 2021 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *decreased* by 4.2% (-\$24.1M) in April 2022 vs April 2021 and is *down* by 0.2% (-\$3.5M) April 2022 YTD vs 2021 YTD
 - Other Misc. Store Retailers *increased* 5.4% or \$13.6M April 2022 YTD over 2021 YTD
 - Grocery Stores *increased* 8.2% or \$7.8M April 2022 YTD over 2021 YTD
 - Other Motor Vehicle Dealers *decreased* 10.4% or \$9.7M April 2022 YTD over 2021 YTD
 - Department Stores *decreased* 1.3% or \$5.1M April 2022 YTD over 2021 YTD
 - General Merchandise Stores, including Warehouse Clubs and Supercenters, *decreased* 23.0% or \$5.1M April 2022 YTD over 2021 YTD
 - Of the 27 categories tracked in Retail trade, 16 recorded year-over-year decreases
- Construction *increased* by 7.1% (\$11.8M) in April 2022 vs April 2021 and is *down* by 6.1% (-\$39.1M) April 2022 YTD vs 2021 YTD
- Accommodation and Food Services *increased* by 21.0% (\$19.8M) in April 2022 vs April 2021 and is *up* 34.0% (\$108.3M) April 2022 YTD vs 2021 YTD

RECOMMENDATION TO COMMITTEE: Information only.

Sales Tax Revenue History-June 2022⁽¹⁾



(1) Voter approved sales tax distributions lag two months after collection by the state. For example, collection of January taxable sales are distributed in March.

2020 - 2022 SALES TAX RECEIPTS ⁽¹⁾



⁽¹⁾ Voter approved sales tax distributions lag two months after collection. For example, collection of January taxable sales are distributed in March.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 8 : AUGUST 31, 2022 DRAFT COMMITTEE AGENDA REVIEW (SEPTEMBER MEETING)

REFERRAL COMMITTEE: n/a

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the Draft Agenda for the meeting of August 31, 2022.

RECOMMENDATION TO COMMITTEE: For discussion.

Spokane Transit Authority
1230 West Boone Avenue
Spokane, WA 99201-2686
(509) 325-6000

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

August 31, 2022
1:30 p.m. – 3:00 p.m.

Via Virtual Conference

Committee Members: [Insert Link here](#)

General Public: [Insert Link here](#)

Audio Conference: Call the number below and enter the access code.
+1-408-418-9388 | Access code: **xx** | Password: 2022

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(10 minutes)*
3. Committee Action *(5 minutes)*
 - A. Minutes of the July 6, 2022, Committee Meeting -- *Corrections/Approval*
4. Committee Action *(30 minutes)*
 - A. Board Consent Agenda
 1. Non-Diesel UST Replacements Contract: Final Acceptance *(Rapez-Betty)*
 2. Eagle Station Contract: Final Acceptance *(Otterstrom)*
 - B. Board Discussion Agenda *(none)*
5. Reports to Committee *(20 minutes)*
 - A. 2021 Fixed Route System Performance Report *(Otterstrom)*
 - B. 2022 Van Grant Recipients Award *(Rapez-Betty)*
 - C. 2nd Quarter 2022 Performance Measures *(Rapez-Betty)*
6. CEO Report *(E. Susan Meyer) (15 minutes)*
7. Committee Information (no discussion/staff available for questions)
 - A. July 2022 Operating Indicators *(Rapez-Betty)*
 - B. July 2022 Financial Results Summary *(Liard)*
 - C. August 2022 Sales Tax Revenue *(Liard)*
 - D. June 2022 Semi-Annual Financial Reports *(Liard)*
 - E. 2nd Quarter 2022 Service Planning Input Report *(Otterstrom)*
8. Review October 5, 2022, Committee Meeting Agenda
9. New Business
10. Committee Members' Expressions *(10 minutes)*
11. Adjourn
12. Next Committee Meeting: Wednesday, October 5, 2022, at 1:30 p.m. via WebEx

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 9: NEW BUSINESS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

SUMMARY: At this time, the Committee will have the opportunity to initiate discussion regarding new business relating to Performance Monitoring and External Relations.

RECOMMENDATION TO COMMITTEE: For Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

July 6, 2022

AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

SUMMARY: At this time, members of the Performance Monitoring and External Relations Committee will have an opportunity to express comments or opinions.

RECOMMENDATION TO COMMITTEE: For discussion.