

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

NOTICE OF BOARD MEETING

NOTICE IS HEREBY GIVEN by the Board of Directors of the Spokane Transit Authority of Spokane County, Washington, that the Board will hold a meeting at 1:30 p.m. on Thursday, March 16, 2023, in the Spokane Transit Boardroom, 1230 West Boone Avenue, Spokane Washington. A virtual video conference option is available, and the joining information is listed below.

NOTICE IS FURTHER GIVEN that business to be discussed and/or action taken shall be in accordance with the attached agenda, which is also on file at the STA Administrative Offices.

THE MEETING SHALL BE OPEN TO THE PUBLIC.

BY ORDER OF THE STA BOARD OF DIRECTORS.

DATED this 16th day of March 2023.



Dana Infalt
Executive Assistant to the CEO
Clerk of the Authority

Optional virtual links:

Board Members:

<https://spokanetransit.webex.com/spokanetransit/onstage/g.php?MTID=ea83b65efad40d1befb33289d1ad59746>

Guest attendees:

<https://spokanetransit.webex.com/spokanetransit/onstage/g.php?MTID=ed4e882bd0e35c687f568b401cb705dc5>

Password (if asked): 2023

Phone in Number: 1-408-418-9388

Event #: 2498 630 4424

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 2: APPROVE BOARD AGENDA

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lori Kinnear, STA Board Chair

SUMMARY:

At this time, the STA Board will review and approve the meeting agenda with any revisions provided.

RECOMMENDATION TO BOARD: Approve Board agenda.

FINAL REVIEW FOR BOARD BY:

Division Head // Chief Executive Officer // Legal Counsel //

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

BOARD MEETING

Thursday, March 16, 2023

1:30 – 3:00 PM

**In-Person Meeting at the STA Boardroom
1230 West Boone Avenue, Spokane, WA**

Optional Virtual Links:

Board Members: [Board Member Link](#) Guest Attendees: [Guest Participant Link](#)

Password (if asked): 2023

Call in Number: 1-408-418-9388 Event #: 2498 630 4424

AGENDA

1. Call to Order and Roll Call
2. Approve Board Agenda (*Lori Kinnear*)
3. Public Expressions
4. Board Action - Consent Agenda: *5 minutes*
 - A. Minutes of the February 16, 2023, Board Meeting – Corrections/Approval
 - B. Approval of the February 2023 Vouchers (*Monique Liard*)
 - C. 2023 Title VI Program Adoption (Resolution) (*Karl Otterstrom*)
 - D. Cheney Line Corridor Improvements and West Plains Transit Center Retrofit (Bay 4): Award of Contract (*Karl Otterstrom*)
 - E. 100% Rideshare Subsidy for STA Employees (*Brandon Rapez-Betty*)
 - F. Cheney Line Corridor Improvements and West Plains Transit Center Retrofit (Bay 4) - Temporary Construction Easements (*Otterstrom*)
 - G. Appleway Station Park and Ride Property Acquisition: Right of Entry Permit (*Otterstrom*)
5. Board Action – Discussion: *5 minutes*
 - A. July 2023 Service Revisions: Final Recommendation (*Karl Otterstrom*)
6. Board Discussion: *10 minutes*
 - A. Reduced Fare Categories (*E. Susan Meyer, Board Member*)
7. Board Report: *10 minutes*
 - A. City Line Implementation Update (*Karl Otterstrom*)
8. Board Operations Committee: *5 minutes*
 - A. Chair Report (*Lori Kinnear*)
9. Planning & Development Committee: *5 minutes*
 - A. Chair Report (*Al French*)

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10. Performance Monitoring & External Relations Committee: *10 minutes*
 - A. Chair Report (*Pam Haley*)
 - i. 2022 Unaudited Year-End Financial Report (*Monique Liard*)
11. CEO Report: *15 minutes*
12. Board Information – *no action or discussion*
 - A. Committee Minutes
 - B. February 2023 Sales Tax Revenue (*Monique Liard*)
 - C. January 2023 Operating Indicators (*Brandon Rapez-Betty*)
 - D. January 2023 Financial Results Summary (*Monique Liard*)
 - E. 2024-2029 Transit Development Plan: Develop Mid-Range Planning Guidance (*Karl Otterstrom*)
 - F. Draft SRTC 2024-2025 Unified Planning Work Program (UPWP) (*Karl Otterstrom*)
 - G. 2022 State Audit Timeline (*Monique Liard*)
 - H. Division Street Bus Rapid Transit: Project Update (*Karl Otterstrom*)
 - I. 2022 Year-End Performance Measures (*Brandon Rapez-Betty*)
13. New Business: *5 minutes*
14. Board Members' Expressions: *5 minutes*
15. Executive Session (*Etter McMahon*): (*none*)
16. Adjourn

Cable 5 Broadcast Dates and Times of March 16, 2023, Board Meeting:

Saturday, March 18, 2023	4:00 p.m.
Monday, March 20, 2023	10:00 a.m.
Tuesday, March 21, 2023	8:00 p.m.

Next Committee Meetings (Via WebEx Virtual Conference) Wednesday:

Planning & Development	April 5, 2023, 10:00 a.m.
Performance Monitoring & External Relations	April 5, 2023, 1:30 p.m.
Board Operations	April 12, 2023, 1:30 p.m.

Next Board Meeting :

Thursday, April 20, 2023, 1:30 p.m. STA Boardroom, 1229 West Boone Avenue, Spokane, Washington (*a virtual joining option will be available*)

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting on STA's website: www.spokanetransit.com. A video of the Board meeting may be viewed on the website the week after the meeting. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Anyone wishing to address the Board of Directors on a specific subject at a Board meeting may do so by submitting written comments to the STA Chair of the Board (1230 West Boone Avenue, Spokane, WA 99201-2686) 24 hours prior to the Board meeting. Mail addressed to the Board of Directors will be distributed by STA at its next meeting. Mail addressed to a named Board Member will be forwarded to the Board Member, unopened. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. 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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3.

PUBLIC EXPRESSIONS

At this time, the STA Board of Directors will give the public the opportunity to express comments or opinions.

Anyone wishing to comment at the meeting should follow the directions below to sign up for Oral Public Expressions or to submit Written Public Expressions to be read at the meeting. Comments must be received by 9:00 a.m. the day of the meeting. Comments will be limited to three minutes per person and, if requested, answers will be provided by staff at a later date.

To provide **Oral Public Expressions** via telephone or computer, please complete this [form](#) and email it to clerk@spokanetransit.com to be added to the Public Expressions Speakers' list.

To provide **Written Public Expressions** to be read at the meeting, please complete this [form](#) and/or email your comments to clerk@spokanetransit.com.

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 4A : MINUTES OF THE FEBRUARY 16, 2023, BOARD MEETING - CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Executive Assistant to the CEO & Clerk of the Authority

SUMMARY: The minutes of the February 16, 2023, Board meeting are attached for your information, corrections and/or approval.

RECOMMENDATION TO BOARD: Corrections and/or approval.

FINAL REVIEW FOR BOARD BY:

Division Head DI Chief Executive Officer ESM Legal Counsel MC

Attachment

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

BOARD OF DIRECTORS

DRAFT Minutes of the February 16, 2023, STA Board Meeting
1230 W Boone Ave., Spokane
with a WebEx Video Conference Option

MEMBERS PRESENT

Lori Kinnear, City of Spokane, *Chair*
Al French, Spokane County, *Chair Pro Tempore (virtual)*
Dan Dunne, Small Cities Representative (Liberty Lake)
Josh Kerns, Spokane County
Karen Stratton, City of Spokane (*Virtual*)
Chris Grover, Small Cities (Cheney) *Ex Officio*
Dan Sander, Small Cities (Millwood) *Ex Officio*
Don Kennedy, Small Cities (Medical Lake) *Ex Officio*
Hank Bynaker, Small Cities (Airway Heights) *Ex Officio*
Rhonda Bowers, Labor Representative, *Non-Voting*

MEMBERS ABSENT

Pamela Haley, City of Spokane Valley
Tim Hattenburg, City of Spokane Valley
Betsy Wilkerson, City of Spokane
Zack Zappone, City of Spokane

STAFF PRESENT

E. Susan Meyer, Chief Executive Officer
Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications & Customer
Service Officer
Karl Otterstrom, Chief Planning & Development Officer
Monique Liard, Chief Financial Officer
Nancy Williams, Chief Human Resources Officer
Dana Infalt, Clerk of the Authority

PROVIDING LEGAL COUNSEL

Megan Clark, Etter, McMahon, Lamberson,
Van Wert and Oreskovich, P.C.

1. **Call To Order and Roll Call**

Chair Kinnear called the meeting to order at 1:30 p.m. and the Clerk conducted roll call. Chair Kinnear mentioned the members absent today were in Olympia doing legislative work on behalf of their jurisdictions and STA.

2. **Approve Board Agenda**

Mr. Dunne moved to approve the February Board Agenda. Mr. Kerns seconded, and the motion passed unanimously.

3. **Public Expressions**

Chair Kinnear called for public expressions in person and online. There were none.

Board Consent Agenda item 5 was taken out of order to ensure a quorum for the motion.

5. **Board Action – Consent Agenda**

Mr. Dunne moved to approve Consent Agenda Items 5A through 5D. Ms. Stratton seconded, and the motion passed unanimously.

A. Minutes of the January 19, 2023, Board Meeting – Corrections/Approval

B. Approval of the following January 2023 Vouchers

DESCRIPTION	VOUCHER/ACH NUMBERS	AMOUNT
Accounts Payable Vouchers (January)	Nos. 620429 – 620806	\$ 8,286,088.18
Worker's Comp Vouchers (January)	ACH – 2286	\$ 116,259.84
Payroll 01/13/2023	ACH – 01/13/2023	\$ 2,881,073.71
Payroll 01/25/2023	ACH – 01/25/2023	\$ 1,834,431.23
WA State – DOR (Excise Tax)	ACH – 1767	\$ 2,223.48
WA State – DOR (Leasehold Tax)	ACH – 1767	\$ 3,247.64
JANUARY TOTAL		\$ 13,123,324.08

- C. Non-Diesel Underground Storage Tank Replacements Contract: Final Acceptance of the contract with Granite Petroleum, Inc. for the Non-Diesel UST Replacements as complete and authorize release of retainage security subject to the receipt of such certificates and releases as are required by law.
- D. Extension of Laundered Uniforms and Supplies Contract #2017-10048 – Approval of a one (1) year extension of Contract 2017-10048 for laundered uniforms and supplies as supplied by AlSCO, Inc.

4. Public Hearing

Chair Kinnear opened the public hearing at 1:33 pm. She advised that Mr. Otterstrom would provide a report, followed by Public Hearing comments and then she would close the public hearing.

A. July 2023 Service Revisions

Mr. Otterstrom provided background on the 12% growth in service included in the 2023-2028 Transit Development Plan the intention to implement Phase 2 of the May 2022 Service Revisions Plan, and the near-term investments approved in December 2021. He noted the operator staffing shortage challenge and the proposed response to recommend service revisions that right-size service growth relative to projected workforce availability. He said STA continues to recruit and grow the workforce.

He reviewed the recommended revisions that included a right-size growth rate to 6.3% from current service levels (based on August 2022 service changes). He shared the public outreach and implementation timeline and reviewed the key to planned and proposed changes.

The City Line implementation service span and frequency comparison was explained, noting the changes to frequency of 15 minutes on Weekday AM Peak, Weekday Midday, and Weekday PM Peak, as well as service to 12:15 AM on weekday nights and Saturday service being 30 minutes between 10 and 11PM.

He reviewed revisions in Browne's Addition, Route 39 on Mission, Route 14 on South Adams/Napa, Route 11 the Plaza/Arena Shuttle, Route 12 the Southside Medical Shuttle, Routes 26 and 28 in the Logan Neighborhood, Routes 27, 38, 94, and 95 in Northeast Spokane, East Central, Millwood and Spokane Valley, Airway Heights & West Plains, Swoop Loop Route 67, and the 247 Lincoln Park/Ferris Highschool routes.

He discussed other considerations and shared the public outreach: awareness activities, neighborhood councils and community centers, and the public input survey. He shared other public input opportunities STA hosted, along with the timeline for public outreach and implementation.

Mr. Otterstrom offered to answer questions.

Ms. Stratten commented to say she wanted to make sure the changes were being put out for the public.

Mr. French said he had no concerns and congratulated staff on a job well done.

Mr. Dunne echoed the sentiment that a good job was done in the outreach. He asked for confirmation that the neighborhood councils haven't wanted to host any events. Mr. Otterstrom confirmed and noted the scale of changes may not be significant enough for them to feel it is warranted.

Ms. Kinnear talked about a recent trip to the Thrive Center which is housing Ukrainian refugees. She noted the housing and new arrivals coming to Spokane and wanted STA to look for ways to reach out to them and the other refugees. She talked about adding language to the website. Mr. Otterstrom said staff have added the translator service to the website and also recently added Ukrainian language to that.

Chair Kinnear called three times for public testimony/comments. There were none. She closed this public hearing at 1:50 pm.

B. Draft Title VI Program and Public Outreach

Chair Kinnear opened the public hearing at 1:50 pm. She advised that Mr. Otterstrom would provide a report, followed by Public Hearing comments.

Mr. Otterstrom thanked Chair Kinnear for the introduction. He reviewed Section 601 of Title VI of Civil Rights Act of 1964 which states: *No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*

He reviewed the reasons STA has a Title VI program, the systemwide policies adopted in Connect Spokane, STA's Comprehensive Plan, and the Major Service Change policy, and how STA assesses whether changes meet the threshold of Cost and Ridership impacts. He talked about the effects of disparate impact and disproportionate burden of service change policies and fare change policies and how they are reviewed and evaluated for mitigation.

Mr. Otterstrom reviewed STA strategies for inclusive public participation. He talked about knowing who rides STA and knowing the Public Transportation Benefit Area (PTBA) demographics, noting the demographic data came from the American Community Survey 5-year summary. He shared maps indicating the PTBA minority and low-income population percentages.

He advised program update engagement methods included a rider census survey, a stakeholder/provider survey, the STA website, STA newsletter, and STA social media. He went on to discuss key findings in the rider census and the provider survey.

Mr. Otterstrom discussed monitoring transit service and the board's role in considering and approving the results of the transit service monitoring as part of the program. He advised transit service monitoring checks the performance of STA's transit system relative to the system-wide service standards and service policies. It also determines whether a disparate impact exists within STA's system wide level of service on the basis of race, color, or national origin. He reviewed the findings for vehicle load, vehicle headway, on-time performance (OTP), service accessibility, vehicle assignment, distribution of transit amenities. All routes met the standard and no performance difference between minority/non-minority routes or low income/non-low-income routes OTP were found. Distribution of transit amenities found standards for signage, benches, and bicycle facilities were met.

The 2023 timeline was reviewed and Mr. Otterstrom shared a link to the STA website for the full Title VI program at: <https://www.spokanetransit.com/projects/title-vi-non-discrimination-policy-and-plan/>

Following his in-depth review of the Title VI Plan, Chair Kinnear asked if any Board members had questions for Mr. Otterstrom.

Mr. French and Ms. Stratton commended Mr. Otterstrom on a great presentation.

Mr. Dunne asked about the PTBA map and for clarification of what it covers. Mr. Otterstrom advised the PTBA is the area depicted on the map. The PTBA includes the cities of Airway Heights, Cheney, Medical Lake, Millwood, Liberty Lake, Spokane, and Spokane Valley, as well as portions of the unincorporated county surrounding those municipalities (248 square miles).

Chair Kinnear called three times for public testimony/comments. There were none. She closed this public hearing at 2:10 pm.

Chair Kinnear noted the Board will see this item for approval at the March 16th meeting and that additional comments may be directed to Lyanni@spokanetransit.com.

6. Board Report

A. City Line Implementation Update

Each month leading up to the City Line launch on July 15, 2023, staff presents an update on implementation progress. Mr. Otterstrom reviewed the detail of the schedule, noting the project is 95% complete. He offered a financial update and shared the recently completed, underway, and upcoming elements of the project.

Mr. Otterstrom discussed the service design and integration. He noted the top three of seven demands of useful transit per Jarrett Walker in his book *Human Transit* are: It takes me **where I want to go**; It takes me **when I want to go**; It is a **good use of my time**.

The City Line will enhance accessibility in its travel corridor and in the network with frequent, reliable service that is integrated in a broad network. STA's Comprehensive Plan establishes principles and policies for all Fixed Route service as well High-Performance Transit to maximize usefulness of service to the community.

Where I want to go...

- Within ½ mile of the City Line:
 - 24,000 people
 - 25,000 jobs
 - 25% of households are car-free
 - 28% of people are non-white

When I want to go...

- The launch of the City Line begins with 15-minute frequency most hours of operation and will increase to full-service levels no later than May 2024
- According to the 2017 National Household Travel Survey, over 95% of all person vehicle trips occur between 6am-10pm

He reviewed the City Line Service Span and frequency comparison chart.

Good use of my time...

- Transit travel time has three major components
 - Walk time to and from the bus stop

- Wait time at the stop (including for transfers)
- In-vehicle time
- Wait time is perceived to be twice as costly as in-vehicle time
 - Hourly bus service has an average wait time of 30 minutes, perceived as 60 minutes
 - 15-minute service has an average wait time of 7.5 minutes, perceived as 15 minutes
- Evening weekend frequency increases will have a dramatic reduction in perceived wait time, as much as 75% for parts of the corridor
 - May 2024 improvements at peak period will cut wait times again in half

He shared how the City Line will integrate with other services, and the multiple connection opportunities. He also discussed High Performance Transit Network as outlined in Connect Spokane. He said Connect Spokane envisions a network of High-Performance Transit (HPT): frequent lines and regional corridors that offer easy to use, all-day reliable service. The City Line will connect with every existing and envisioned HPT corridor, enabling freedom of mobility to the region on a whole new platform.

Mr. Otterstrom concluded his report by advising only 149 days until launch!

Ms. Kinnear noted the City Line training and buses going around town have unintended benefits – noting the excitement it is creating with the public. Ms. Meyer advised that was indeed a benefit.

Mr. French left the meeting at 2:30 pm.

7. Board Operations Committee

A. Chair Report

Chair Kinnear shared that the Board Operations Committee had a lively discussion of a potential Board Member retreat as suggested by Mr. French to aid in Board Development. She advised she was offering that to STA staff to see if they wanted to try to do something in March or April. She said she wasn't wanting to create more work for staff but thought it might help address some of the questions board members are having.

Ms. Meyer advised that would be direction staff would take from the Board, saying if the Board wanted staff to plan a retreat, with direction on the agenda, staff will pursue.

Chair Kinnear asked for input from members in attendance. Mr. Dunne commented that it might be good for him and others, but that he felt he was able to keep up. Mr. Kerns said he wasn't opposed to a retreat and felt the new members were asking very good questions. He said he believed everyone was keeping up with materials really well but if the newer members wanted to have a retreat, he would not say no. Mr. Bynaker indicated he did not need a retreat. Ms. Stratton said retreats can always be helpful and she was in favor of it.

Ms. Kinnear was going to ask for a motion, but there was no quorum at the time. Ms. Meyer indicated staff will follow the Board's direction to find a date and format an agenda.

8. Planning and Development Committee

A. Chair Report:

Ms. Stratton chaired the Planning & Development (P&D) Committee due to Mr. French's remote participation via telephone at the committee. Ms. Stratton and Mr. Otterstrom discussed the items heard by the P&D committee.

9. Performance Monitoring and External Relations Committee

A. Chair Report

In Ms. Haley's absence, Mr. Rapez-Betty provided the overview of the Performance Monitoring & External Relations Committee meeting.

10. CEO Report

Ms. Meyer reported on January ridership for Fixed Route, Paratransit and Vanpool which saw increases in ridership of 47.2%, 43.7% and 48.5%, respectively.

January 2023 voter-approved sales tax revenue on November sales was \$8,976,504 compared to a budget of \$9,047,047. Year-to-date, sales tax was 0.8% below budget.

Monthly fare revenue by service type was shared and discussed. Ms. Kinnear asked about September 2022 jump in fare revenue. Ms. Liard advised that pass sales to retail outlets can't be predicted and that accounted for the jump in sales.

Ms. Meyer provided slides on the Connect Card that shared Connect rides as a percentage of total monthly ridership and the connect ridership by fare category. It was noted that January Connect cards accounted for 48.54% of ridership. The Standard card accounted for 48% of the ridership by category, followed by Honored Rider 20%, Rider's License 17%, SPS Connect 9%, Paratransit 5%, Stars and Stripes 0.74%, and finally other Student 0.14%.

A review of the retention and recruitment plan was provided, with a coach operator hiring projection of 56 new operators by City Line launch.

A legislative update was shared, and Ms. Meyer discussed the following items:

- PTBA/Limited Authority Washington Law Enforcement (HB 1198/SB 5402)
- PTBA Governing bodies (HB 1219/SB 5575)
- Cut off: February 24 from House fiscal committees, Senate Ways and Means and Transportation Committees

Brief discussion ensued.

Ms. Meyer concluded her report announcing the Women in Transportation Services (WTS) 2022 Project of the Year was awarded to STA for the Fare Collection System Update. She shared a photo of Krissy Ellis, Project Manager, and Monique Liard, Project Champion & CFO, at the WTS Annual Award Gala.

Ms. Meyer offered to answer questions.

Ms. Bowers asked about Ridership and separating youth out of the figure. Dr. Cortright answered that they can certainly work on incorporating that into next month's update. Of the 47% increase in ridership, how much of that increase is accounted for by students. Mr. Otterstrom advised the Operating Indicators for each month summarize the types of ridership. For instance, in the packet, youth ridership in December increased 165% over the year before.

Ms. Meyer also informed that the grace period has been extended for students to have a Connect Card until June, and the coach operators are keying in the farebox #2 for those riders who have not gotten their Connect cards yet.

11. Board Information

- A. Committee Minutes
- B. January 2023 Sales Tax Revenue
- C. Connect Fare System Customer Experience Update
- D. December 2022 Operating Indicators
- E. 2023 Planning & Development Committee Work Program
- F. Transit Development Plan 2024-2029 Overview
- G. July 2023 Service Change Public Outreach (Karl Otterstrom)
- H. Fourth Quarter 2022 Service Planning Public Input Report (Karl Otterstrom)

12. New Business

There was no New Business

13. Board Member Expressions

Mr. Sander commented on the successful and variety of outreach that STA completes and commended staff on their excellent efforts. Discussion ensued. Mr. Dunne echoed the comments regarding the success of STA's outreach efforts.

14. Executive Session

None

15. Adjourned

With no further business to come before the Board, Chair Kinnear adjourned the meeting at 3:14 p.m.

Respectfully submitted,



Dana Infalt

Clerk of the Authority

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 4B : FEBRUARY 2023 VOUCHERS

REFERRAL COMMITTEE: n/a

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

SUMMARY: The following warrants and ACH transfers for the period of February 1 through 28, 2023, have been audited and processed for payment by the Finance Department in accordance with RCW 42.24.080 and are hereby recommended for STA Board approval. Supporting invoices are in the Finance Department for review.

DESCRIPTION	VOUCHER/ACH NUMBERS	AMOUNT
Accounts Payable Vouchers (February)	Nos. 620807 – 621228	\$ 5,024,025.22
Worker's Comp Vouchers (February)	ACH – 2286	\$ 119,248.46
Payroll 02/10/2023	ACH – 02/10/2023	\$ 2,418,772.81
Payroll 02/24/2023	ACH – 02/24/2023	\$ 1,808,477.70
WA State – DOR (Excise Tax)	ACH – 1767	\$ 6,558.22
FEBRUARY TOTAL		\$ 9,377,082.41

Certified:


Tammy Johnston
Senior Financial Services Manager

This certifies that the above vouchers have been audited and certified as required by RCW 42.24.080


Monique Liard
Chief Financial Officer
(Auditing Officer)

RECOMMENDATION TO BOARD: Approve claims as listed above.

FINAL REVIEW FOR BOARD BY:

Division Head ll

Chief Executive Officer BSM

Legal Counsel MC

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Spokane Transit Authority
Vouchers - February 2023

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
02/03/2023	620807	City of Airway Heights	2772	5,890.00
02/03/2023	620808	ADT Commercial	2462	6,836.72
02/03/2023	620809	Continental American Insurance Company	2682	1,720.06
02/03/2023	620810	AlSCO Inc	2196	10,343.50
02/03/2023	620811	Amazon Capital Services Inc	2098	2,631.75
02/03/2023	620812	Northwest Center Services	2271	29,638.54
02/03/2023	620813	Avista Corporation	1081	5,949.60
02/03/2023	620814	Continental Battery Systems	2589	527.18
02/03/2023	620815	Better Business Bureau Northwest	1100	2,050.00
02/03/2023	620816	Black Proinvest Schade Tower LLC	2767	6,808.30
02/03/2023	620817	Lithia Motors Support Services	1024	578.13
02/03/2023	620818	Canon Financial Services Inc	1154	1,793.58
02/03/2023	620819	CDW-Government	1132	3,983.74
02/03/2023	620820	QWEST Corporation	1148	1,206.86
02/03/2023	620821	QWEST Corporation	1148	144.36
02/03/2023	620822	Cintas Corporation No 2	2383	517.42
02/03/2023	620823	City of Spokane	1601	1,812.16
02/03/2023	620824	City of Spokane	1601	6,694.99
02/03/2023	620825	City of Spokane	1601	2,000.00
02/03/2023	620826	Coleman Oil Company LLC.	2683	100,287.77
02/03/2023	620827	Comcast	1170	1,013.14
02/03/2023	620828	Comcast	1170	214.63
02/03/2023	620829	Comcast	1170	128.65
02/03/2023	620830	CompuNet Inc	1166	28,215.67
02/03/2023	620831	Occupational Health Centers of Washington PS	2313	113.00
02/03/2023	620832	Consolidated Irrigation	1177	22.00
02/03/2023	620833	Michael Hugh Maycumber	1179	168.95
02/03/2023	620834	Washington State Dept of Corrections	1708	4,746.38
02/03/2023	620835	Country Homes Christian Church	1183	175.00
02/03/2023	620836	Crown Castle International Corp.	2733	2,033.82
02/03/2023	620837	Corporate Translation Services Inc	2158	59.67
02/03/2023	620838	Cummins Inc	1027	2,970.24
02/03/2023	620839	Delta Dental of Washington	1726	58,967.43
02/03/2023	620840	Dow Jones \$ Company,	2698	166.77
02/03/2023	620841	Downtown Spokane Development Association	1217	4,050.00
02/03/2023	620842	Eden Advanced Pest Technologies	2428	1,308.00
02/03/2023	620843	EDM TECHNOLOGY INC.	2667	15,000.00
02/03/2023	620844	El Jay Oil Co Inc	1003	32,800.50
02/03/2023	620845	Embroidered Sportswear Inc	1232	54.43
02/03/2023	620846	Fastenal Company	1249	2,786.32
02/03/2023	620847	First Transit Inc	2430	2,950.00
02/03/2023	620848	Francotyp-Postalia Inc	1878	147.15
02/03/2023	620849	Francotyp-Postalia Inc	1878	137.34
02/03/2023	620850	AMGB Inc	2011	594.05
02/03/2023	620851	Gordon Truck Centers Inc	1018	9,550.20
02/03/2023	620852	Galls LLC	1271	416.19
02/03/2023	620853	Galls Parent Holdings LLC	1271	20,871.35
02/03/2023	620854	General Parts Distribution, LLC	2690	307.78
02/03/2023	620855	The General Store	1956	2,050.21
02/03/2023	620856	Genfare LLC	1268	3,758.26
02/03/2023	620857	Gillig LLC	1279	11,766.68
02/03/2023	620858	H & H Business Systems	1298	2,264.40
02/03/2023	620859	Humanix Corp	1329	9,262.08
02/03/2023	620860	Northwest Business Press Inc	1366	750.00
02/03/2023	620861	Kaiser Foundation Health Plan of Washington	1296	365,667.85
02/03/2023	620862	Kaiser Foundation Health Plan of Washington	1296	53,582.12
02/03/2023	620863	Kaiser Foundation Health Plan of WA Options Inc	1295	26,365.95
02/03/2023	620864	Kaiser Foundation Health Plan of WA Options Inc	1295	3,398.40
02/03/2023	620865	Kershaw's Inc	1374	206.57
02/03/2023	620866	Lithographic Reproductions Inc	1403	299.75
02/03/2023	620867	McKinstry	2493	2,081.90
02/03/2023	620868	Michelin North America Inc	2325	48,277.01
02/03/2023	620869	Mohawk Manufacturing & Supply Co	1011	1,127.64
02/03/2023	620870	Motion Auto Supply Inc	1012	78.85
02/03/2023	620871	Black Realty Management Inc	1658	9,623.28
02/03/2023	620872	NAPA Auto Parts Inc	1014	8,211.53
02/03/2023	620873	NATIONWIDE	2592	567.98
02/03/2023	620874	Netmotion Software Inc	1461	1,700.40
02/03/2023	620875	The Aftermarket Parts Company LLC	1015	4,646.38

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02/03/2023	620876	CSWW Inc	1102	497.24
02/03/2023	620877	North 40 Outfitters	1102	272.23
02/03/2023	620878	Office Depot Inc	1483	745.55
02/03/2023	620879	Aleksey Lyakhov	903	152.62
02/03/2023	620880	Oxarc Inc	1002	4,009.83
02/03/2023	620881	Pacific Office Solutions	2288	2,645.72
02/03/2023	620882	Pacific Power Group LLC	1496	65.55
02/03/2023	620883	Proterra Inc	2519	639.04
02/03/2023	620884	Provisional Services, Inc.	2697	228.38
02/03/2023	620885	KXLY-FM	2318	1,710.00
02/03/2023	620886	Multi Service Technology Solutions Inc	2146	559.33
02/03/2023	620887	Romaine Electric Corporation	1548	301.89
02/03/2023	620888	Safety-Kleen Systems Inc	1564	10,472.72
02/03/2023	620889	SBA Towers II LLC	1569	2,488.98
02/03/2023	620890	Securitas Security Services USA Inc	1574	46,090.10
02/03/2023	620891	Special Mobility Services	2122	7,095.24
02/03/2023	620892	Spokane House of Hose Inc	1605	127.08
02/03/2023	620893	Spokesman Review	1616	1,186.52
02/03/2023	620894	The Spokesman Review	1616	389.61
02/03/2023	620895	Sportworks Global LLC	1617	4,354.47
02/03/2023	620896	Summit Rehabilitation Associates PLLC	1638	697.50
02/03/2023	620897	The Engraver Inc	1242	35.97
02/03/2023	620898	Thermal Supply Co Inc	1651	9,397.32
02/03/2023	620899	Thermo King Northwest	1650	83.57
02/03/2023	620900	Tolar Manufacturing Company, Inc.	2065	3,543.84
02/03/2023	620901	Trans Machine Corporation	1019	86.00
02/03/2023	620902	TransitNews.net	1664	599.94
02/03/2023	620903	Transportation Choices Coalition	1668	5,000.00
02/03/2023	620904	TRISTAR Risk Management	2124	14,244.25
02/03/2023	620905	Uline Inc	2401	1,431.14
02/03/2023	620906	US Bank	1678	35,409.33
02/03/2023	620907	USSC Acquisition Corp	1676	100.30
02/03/2023	620908	Veritech Inc	2049	503.00
02/03/2023	620909	Walter E Nelson Co	1721	2,734.67
02/03/2023	620910	Washington State	1709	1,018.41
02/03/2023	620911	Wesco Group LLC	2368	8,791.66
02/03/2023	620912	Whites Boots Inc	1744	400.32
02/03/2023	620913	Verizon	2142	2,408.65
02/03/2023	620914	Zilo International Group LLC	2410	0.00
02/10/2023	620915	Inland Welding Supply Inc	1032	1,399.83
02/10/2023	620916	Ash & Rowan Hardware LLC	2278	151.43
02/10/2023	620917	AFSCME	1328	694.29
02/10/2023	620918	AFSCME	1328	120.00
02/10/2023	620919	AlSCO Inc	2196	561.28
02/10/2023	620920	Amazon Capital Services Inc	2098	1,587.60
02/10/2023	620921	Amerigas 1790	1064	7.46
02/10/2023	620922	Andrea Parrish	2687	6,000.00
02/10/2023	620923	Architectural Hardware Inc	1989	522.11
02/10/2023	620924	Amalg Transit Union #1015	1055	21,920.19
02/10/2023	620925	Amalg Transit Union #1598	1056	1,006.72
02/10/2023	620926	Auto B Clean Inc	1077	3,875.39
02/10/2023	620927	Avista Corporation	1081	76,523.23
02/10/2023	620928	Battery Systems Inc	1089	570.43
02/10/2023	620929	Bixby Machine Tool Supply Inc	1106	560.37
02/10/2023	620930	The Braun Corporation	1117	281.39
02/10/2023	620931	BDI	1022	662.50
02/10/2023	620932	Daniel H Brunner Trustee	1124	2,458.63
02/10/2023	620933	Budinger & Associates Inc	2149	168.90
02/10/2023	620934	California Department of Child Support Services	1130	485.07
02/10/2023	620935	Lithia Motors Support Services	1024	180.86
02/10/2023	620936	Cardinal Infrastructure LLC	2059	12,500.00
02/10/2023	620937	QWEST Corporation	1148	1,185.57
02/10/2023	620938	Child Support Enforcement Agency	1825	392.30
02/10/2023	620939	City Glass Spokane Inc	2599	506.85
02/10/2023	620940	City of Cheney - Utility	1158	513.68
02/10/2023	620941	City of Medical Lake	1424	77.54
02/10/2023	620942	City of Spokane	1601	3,726.63
02/10/2023	620943	Coleman Oil Company LLC.	2683	66,132.12
02/10/2023	620944	Kathleen M Collins	1163	5,000.00
02/10/2023	620945	Commercial Tire Inc	2451	2,775.96
02/10/2023	620946	Complete Office LLC	2202	3,923.13
02/10/2023	620947	Contrast Design Studio	2569	1,325.00

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02/10/2023	620948	Copiers Northwest Inc	2429	49.52
02/10/2023	620949	Cummins Inc	1027	2,904.56
02/10/2023	620950	Delta Kits Inc.	2771	312.00
02/10/2023	620951	DeVries Business Records Management Inc	1766	525.00
02/10/2023	620952	Employee Advisory Council	1236	542.50
02/10/2023	620953	El Jay Oil Co Inc	1003	455.81
02/10/2023	620954	Electrical Service Products Inc	1230	8,050.33
02/10/2023	620955	Etter McMahon Lamberson Van Wert & oreskovich P.C.	2737	14,786.00
02/10/2023	620956	Fastenal Company	1249	27.50
02/10/2023	620957	FedEx	1808	326.08
02/10/2023	620958	Ferguson Enterprises Inc	1252	60.58
02/10/2023	620959	First Transit Inc	2430	514,439.14
02/10/2023	620960	Gordon Truck Centers Inc	1018	31,570.46
02/10/2023	620961	Galls Parent Holdings LLC	1271	396.39
02/10/2023	620962	Gillig LLC	1279	25,541.46
02/10/2023	620963	Glass Doctor	1308	571.73
02/10/2023	620964	W.W. Grainger Inc	1285	112.79
02/10/2023	620965	H & H Business Systems	1298	216.27
02/10/2023	620966	Halme Construction Inc	2090	192,600.00
02/10/2023	620967	Humanix Corp	1329	1,688.40
02/10/2023	620968	I/O Controls Corportation	1334	872.24
02/10/2023	620969	IL DCS and Family Services	2768	276.53
02/10/2023	620970	Iowa Child Support Recovery Unit	2779	480.52
02/10/2023	620971	Krueger Sheet Metal Co	2407	15,631.28
02/10/2023	620972	Lithia Motors Support Services	1088	818.38
02/10/2023	620973	Loomis Armored US LLC	1408	3,220.12
02/10/2023	620974	Q49 Solutions LLC	2594	27.25
02/10/2023	620975	Mohawk Manufacturing & Supply Co	1011	932.03
02/10/2023	620976	Mountain Dog Sign Company, Inc	2663	15,023.97
02/10/2023	620977	Mouser Electronics Inc	1449	7.09
02/10/2023	620978	NAPA Auto Parts Inc	1014	2,862.09
02/10/2023	620979	Nelson Nygaard Consulting Associates Inc	2185	10,794.41
02/10/2023	620980	The Aftermarket Parts Company LLC	1015	5,279.90
02/10/2023	620981	Tammy Lynne Glidewell	1282	2,413.00
02/10/2023	620982	Pacific Office Solutions	2288	642.25
02/10/2023	620983	Pacific Power Group LLC	1496	31,057.09
02/10/2023	620984	Pape Machinery Exchange	1860	4,972.16
02/10/2023	620985	Parametrix Inc	2062	43,356.45
02/10/2023	620986	Provisional Services, Inc.	2697	1,024.58
02/10/2023	620987	Romaine Electric Corporation	1548	3,722.96
02/10/2023	620988	S T A - Well	1557	414.50
02/10/2023	620989	Spokane House of Hose Inc	1605	420.11
02/10/2023	620990	Spokane Regional Transportation Council	1610	58,706.00
02/10/2023	620991	Summit Rehabilitation Associates PLLC	1638	310.00
02/10/2023	620992	Terminal Supply Inc	1648	187.62
02/10/2023	620993	Thermo King Northwest Inc	1650	306.00
02/10/2023	620994	Trapeze Software Group	1669	22,426.76
02/10/2023	620995	Uline Inc	2401	119.86
02/10/2023	620996	United Way of Spokane County	1684	118.00
02/10/2023	620997	Veritech Inc	2049	1,759.00
02/10/2023	620998	Visit Spokane	1696	365.00
02/10/2023	620999	American Federation of State County 2 WA Council	1705	1,664.50
02/10/2023	621000	Walter E Nelson Co	1721	12,696.22
02/10/2023	621001	Washington State Department of Transportation	1709	81.87
02/10/2023	621002	Wesslen Construction Inc	2651	627,347.05
02/10/2023	621003	Wex Bank	2642	16,317.57
02/10/2023	621004	Washington State Transit Assoc	1715	32,000.00
02/10/2023	621005	Zayo Group LLC	2321	58,619.79
02/09/2023	621006	US Bank	1678	16,553.45
02/17/2023	621007	Access Information Holdings	2340	420.51
02/17/2023	621008	Ash & Rowan Hardware LLC	2278	80.73
02/17/2023	621009	CBS Reporting Inc	1035	2,106.25
02/17/2023	621010	Alcobra Metals Inc	2140	325.95
02/17/2023	621011	Alcobra Metals Inc	2140	380.89
02/17/2023	621012	Amazon Capital Services Inc	2098	933.84
02/17/2023	621013	Steven W Niles Jr	2276	49.05
02/17/2023	621014	Architectural Hardware Inc	1989	575.52
02/17/2023	621015	Northwest Center Services	2271	4,021.77
02/17/2023	621016	Avista Corporation	1081	2,425.26
02/17/2023	621017	Battery Systems Inc	1089	154.67
02/17/2023	621018	The Braun Corporation	1117	100.14
02/17/2023	621019	Budinger & Associates Inc	2149	2,396.81

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02/17/2023	621020	Business Interiors of Idaho	2715	589.84
02/17/2023	621021	Cameron-Reilly LLC	1137	116,212.67
02/17/2023	621022	Canon Financial Services Inc	1154	1,701.13
02/17/2023	621023	Cardinal Infrastructure LLC	2059	12,500.00
02/17/2023	621024	The Coeur D'Alenes Company	2441	426.89
02/17/2023	621025	CDW-Government	1132	20,337.16
02/17/2023	621026	Consolidated Electrical Distributors	1133	281.10
02/17/2023	621027	Center for Transportation and the Environment	2335	5,000.00
02/17/2023	621028	QWEST Corporation	1148	60.92
02/17/2023	621029	City Glass Spokane Inc	2599	600.24
02/17/2023	621030	Spokane Regional Clean Air Agency	1602	1,130.00
02/17/2023	621031	Comcast	1170	183.81
02/17/2023	621032	CompuNet Inc	1166	3,754.29
02/17/2023	621033	Conseal Containers LLC	1176	397.78
02/17/2023	621034	Copiers Northwest Inc	2429	239.78
02/17/2023	621035	Downtown Spokane Development Association	1217	392.00
02/17/2023	621036	Robert S Letson	2206	3,294.20
02/17/2023	621037	Fastenal Company	1249	18.27
02/17/2023	621038	FedEx	1808	62.62
02/17/2023	621039	Fedex Office and Print Services Inc	1251	46.14
02/17/2023	621040	The Fig Tree	2465	170.00
02/17/2023	621041	FP Mailing Solutions	1878	173.31
02/17/2023	621042	Gordon Truck Centers Inc	1018	13,483.45
02/17/2023	621043	Galls Parent Holdings LLC	1271	28.41
02/17/2023	621044	The General Store	1956	156.93
02/17/2023	621045	Gillig LLC	1279	18,063.92
02/17/2023	621046	Glass Doctor	1308	1,158.71
02/17/2023	621047	W.W. Grainger Inc	1285	162.27
02/17/2023	621048	Grimco, Inc	2696	662.72
02/17/2023	621049	H & H Business Systems	1298	360.39
02/17/2023	621050	Hogan Mfg Inc	1008	145.64
02/17/2023	621051	HRA Veba Trust	1415	24,038.29
02/17/2023	621052	Humanix Corp	1329	7,684.71
02/17/2023	621053	Idaho State Tax Commission	2504	5,150.73
02/17/2023	621054	William Corp	1363	49.17
02/17/2023	621055	Mountain Broadcasting LLC	2761	1,075.00
02/17/2023	621056	Liberty Lake Sewer and Water District	1396	155.85
02/17/2023	621057	Loomis Armored US LLC	1408	809.54
02/17/2023	621058	LPM Supply Inc	1382	390.66
02/17/2023	621059	Maintenance Solutions	1418	606.04
02/17/2023	621060	McGuire Bearing Company	1010	54.50
02/17/2023	621061	Car Wash Partners Inc	1436	19.61
02/17/2023	621062	Q49 Solutions LLC	2594	136.25
02/17/2023	621063	Modern Electric Water Co Inc	1439	1,313.55
02/17/2023	621064	Modern Electric Water Co Inc	1439	200.00
02/17/2023	621065	Mohawk Manufacturing & Supply Co	1011	558.23
02/17/2023	621066	Motion Auto Supply Inc	1012	58.69
02/17/2023	621067	MultiCare Health Systems	2453	428.00
02/17/2023	621068	Black Realty Management Inc	1658	37,256.13
02/17/2023	621069	NAPA Auto Parts Inc	1014	6,760.87
02/17/2023	621070	National Color Graphics Inc	1455	26,631.05
02/17/2023	621071	The Aftermarket Parts Company LLC	1015	7,861.45
02/17/2023	621072	Nords' Electric Supply Inc	1016	73.42
02/17/2023	621073	Norlift Inc	1470	306.58
02/17/2023	621074	CSWW Inc	1102	118.90
02/17/2023	621075	Northwest Tank & Environmental Services Inc	2630	4,491.96
02/17/2023	621076	Office Depot Inc	1483	293.58
02/17/2023	621077	Oxarc Inc	1002	1,582.79
02/17/2023	621078	The Pape Group Inc	1860	78.36
02/17/2023	621079	Parametrix Inc	2062	66,462.16
02/17/2023	621080	Premiera Blue Cross	1521	347,873.13
02/17/2023	621081	Proterra Inc	2519	7,598.30
02/17/2023	621082	KXLY-FM	2318	1,870.00
02/17/2023	621083	Rebecca Van Keulen	2735	3,810.31
02/17/2023	621084	Refrigeration Supply Dist	1541	112.36
02/17/2023	621085	Romaine Electric Corporation	1548	2,891.93
02/17/2023	621086	Senske Lawn & Tree Care Inc	2194	107.91
02/17/2023	621087	Six Robbles Inc	1017	464.34
02/17/2023	621088	Spaldings Inc	1771	273.59
02/17/2023	621089	Spokane Public Facilities District	1941	2,744.00
02/17/2023	621090	Spokane County Solid Waste	1603	313.00
02/17/2023	621091	Spokane County Environmental Services	1603	338.94

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02/17/2023	621092	Spokane Hardware Supply	1604	193.38
02/17/2023	621093	Spokane House of Hose Inc	1605	1,015.66
02/17/2023	621094	Greater Spokane Valley Chamber of Commerce	1613	2,750.00
02/17/2023	621095	Sportworks Global LLC	1617	305.20
02/17/2023	621096	Spray Center Electronics Inc	1619	489.20
02/17/2023	621097	Standard Digital Print Co Inc	1623	137.29
02/17/2023	621098	Stoneway Electric Supply Co	1633	370.68
02/17/2023	621099	Summit Rehabilitation Associates PLLC	1638	155.00
02/17/2023	621100	Symetra Life Insurance Company	1562	19,727.55
02/17/2023	621101	Trapeze Software Group	1669	183,908.07
02/17/2023	621102	Uline Inc	2401	240.15
02/17/2023	621103	Veritech Inc	2049	516.00
02/17/2023	621104	Verizon Wireless LLC	1686	14,543.36
02/17/2023	621105	Washington State Dept of Labor and Industries	1208	137,477.05
02/17/2023	621106	Waste Management Spokane	1702	410.75
02/17/2023	621107	Wendle Motors Incorporated	1021	108.94
02/17/2023	621108	Whitworth Water District	1746	28.08
02/17/2023	621109	Zipline Communications Inc	2492	5,644.00
02/24/2023	621110	Inland Welding Supply Inc	1032	182.43
02/24/2023	621111	AFSCME	1328	694.29
02/24/2023	621112	AFSCME	1328	120.00
02/24/2023	621113	Amazon Capital Services Inc	2098	1,744.54
02/24/2023	621114	Steven W Niles Jr	2276	107.91
02/24/2023	621115	Northwest Industrial Services LLC	1058	122.45
02/24/2023	621116	Andrea Parrish	2687	6,000.00
02/24/2023	621117	APS Inc	1841	156.96
02/24/2023	621118	The Arc of Spokane	2361	4,096.34
02/24/2023	621119	Northwest Center Services	2271	240.88
02/24/2023	621120	Amalg Transit Union #1015	1055	21,785.50
02/24/2023	621121	Amalg Transit Union #1598	1056	975.62
02/24/2023	621122	Amalgamated Transit Union	1057	184.36
02/24/2023	621123	Autonation	1068	816.58
02/24/2023	621124	Avista Corporation	1081	489.04
02/24/2023	621125	Battery Systems Inc	1089	2,296.32
02/24/2023	621126	Continental Battery Systems	2589	65.89
02/24/2023	621127	Troy Q Gaines	2672	269.80
02/24/2023	621128	Black Proinvest Schade Tower LLC	2767	6,808.30
02/24/2023	621129	The Braun Corporation	1117	207.72
02/24/2023	621130	BDI	1022	617.05
02/24/2023	621131	Daniel H Brunner Trustee	1124	2,458.63
02/24/2023	621132	Business Interiors of Idaho	2715	6,724.43
02/24/2023	621133	California Department of Child Support Services	1130	485.07
02/24/2023	621134	Lithia Motors Support Services	1024	533.90
02/24/2023	621135	Canon Financial Services Inc	1154	739.28
02/24/2023	621136	Consolidated Electrical Distributors	1133	16.71
02/24/2023	621137	QWEST Corporation	1148	252.67
02/24/2023	621138	Child Support Enforcement Agency	1825	392.30
02/24/2023	621139	CHK America Inc	1155	2,125.00
02/24/2023	621140	City of Spokane	1601	2,705.00
02/24/2023	621141	City of Spokane	1601	154.62
02/24/2023	621142	COAST Transportation	2040	3,758.18
02/24/2023	621143	Coffman Engineers Inc	1162	15,115.71
02/24/2023	621144	CompuNet Inc	1166	507.46
02/24/2023	621145	Copiers Northwest Inc	2429	76.28
02/24/2023	621146	Country Homes Christian Church	1183	50.00
02/24/2023	621147	Cowles Real Estate Company	2765	7,300.00
02/24/2023	621148	Crown Castle International Corp.	2733	2,033.82
02/24/2023	621149	Cummins Inc	1027	2,085.95
02/24/2023	621150	Employee Advisory Council	1236	588.50
02/24/2023	621151	El Jay Oil Co Inc	1003	13,967.84
02/24/2023	621152	Fastenal Company	1249	3,422.96
02/24/2023	621153	FedEx	1808	183.25
02/24/2023	621154	FedEx Freight	2346	2,593.39
02/24/2023	621155	First Data Merchant Services Corporation	1257	7,379.43
02/24/2023	621156	First Digital Communications, LLC	2730	1,190.15
02/24/2023	621157	Francotyp-Postalia Inc	1878	170.04
02/24/2023	621158	Gordon Truck Centers Inc	1018	24,958.61
02/24/2023	621159	Galls Parent Holdings LLC	1271	3,253.83
02/24/2023	621160	The General Store	1956	127.53
02/24/2023	621161	Gillig LLC	1279	24,886.81
02/24/2023	621162	Glass Doctor	1308	462.83
02/24/2023	621163	GMCO Corporation	2623	6,408.92

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
02/24/2023	621164	W.W. Grainger Inc	1285	409.98
02/24/2023	621165	Grimco, Inc	2696	947.02
02/24/2023	621166	H & H Business Systems	1298	1,124.53
02/24/2023	621167	H W Lochner Inc	1405	42,776.69
02/24/2023	621168	Halme Construction Inc	2090	249,280.00
02/24/2023	621169	Hogan Mfg Inc	1008	1,197.90
02/24/2023	621170	Humanix Corp	1329	4,585.30
02/24/2023	621171	IL DCS and Family Services	2768	276.53
02/24/2023	621172	Iowa Child Support Recovery Unit	2779	480.52
02/24/2023	621173	Institute for Transit Operations Planning	1954	950.00
02/24/2023	621174	Institute for Transit Operations Planning	1954	950.00
02/24/2023	621175	Johnson Controls Fire Protection LP	1584	2,376.99
02/24/2023	621176	Kershaw's Inc	1374	164.37
02/24/2023	621177	KHQ - Spokane	2575	1,240.00
02/24/2023	621178	L&E Park LLC	2391	4,097.73
02/24/2023	621179	Lithographic Reproductions Inc	1403	1,541.26
02/24/2023	621180	Magaldi & Magaldi Inc	1416	308.61
02/24/2023	621181	Q49 Solutions LLC	2594	150.42
02/24/2023	621182	Mohawk Manufacturing & Supply Co	1011	933.73
02/24/2023	621183	Muncie Reclamation and Supply Co	1013	145.05
02/24/2023	621184	Black Realty Management Inc	1658	24,110.25
02/24/2023	621185	NAPA Auto Parts Inc	1014	6,851.02
02/24/2023	621186	Nelson Nygaard Consulting Associates Inc	2185	16,530.11
02/24/2023	621187	Argosy Credit Partners Holdings LP	2006	42.56
02/24/2023	621188	The Aftermarket Parts Company LLC	1015	2,300.02
02/24/2023	621189	New Pig Corporation	1462	1,398.04
02/24/2023	621190	Norco Inc	1467	473.52
02/24/2023	621191	Norlift Inc	1470	353.36
02/24/2023	621192	CSWW Inc	1102	129.71
02/24/2023	621193	North 40 Outfitters	1102	95.00
02/24/2023	621194	Office Depot Inc	1483	549.65
02/24/2023	621195	Oxarc Inc	1002	719.41
02/24/2023	621196	Pacific Office Solutions	2288	267.10
02/24/2023	621197	Pacific Power Group LLC	1496	1,563.00
02/24/2023	621198	Proterra Inc	2519	731.37
02/24/2023	621199	Provisional Services, Inc.	2697	3,418.52
02/24/2023	621200	KXLY-FM	2318	1,690.00
02/24/2023	621201	R & B Wagner, Inc.	2777	6,914.44
02/24/2023	621202	Rehn & Associates	2395	150.00
02/24/2023	621203	Remix Technologies	2762	45,126.00
02/24/2023	621204	Romaine Electric Corporation	1548	1,110.53
02/24/2023	621205	S T A - Well	1557	460.50
02/24/2023	621206	Securitas Security Services USA Inc	1574	22,228.41
02/24/2023	621207	Spokane House of Hose Inc	1605	470.12
02/24/2023	621208	Sportworks Global LLC	1617	85.02
02/24/2023	621209	Staples Business Credit	1627	57.94
02/24/2023	621210	Stoneway Electric Supply Co	1633	162.75
02/24/2023	621211	Summit Rehabilitation Associates PLLC	1638	38.75
02/24/2023	621212	Sun Supply Inc.	2710	4,609.21
02/24/2023	621213	Torre Refuse & Recycling LLC	2676	497.03
02/24/2023	621214	Solid Waste Systems Inc	2514	219.15
02/24/2023	621215	Thermo King Northwest	1650	67.23
02/24/2023	621216	Trapeze Software Group	1669	72,205.96
02/24/2023	621217	Uline Inc	2401	1,451.95
02/24/2023	621218	United Way of Spokane County	1684	118.00
02/24/2023	621219	URM Stores Inc	1677	185.29
02/24/2023	621220	Utilities Plus	2606	261.00
02/24/2023	621221	American Federation of State County 2 WA Council	1705	1,639.59
02/24/2023	621222	Walter E Nelson Co	1721	6,194.90
02/24/2023	621223	Waste Management Recycle America	1702	248.98
02/24/2023	621224	Wendle Motors Incorporated	1021	404.96
02/24/2023	621225	Wesco Group LLC	2368	12,067.55
02/24/2023	621226	Verizon	2142	7,307.50
02/24/2023	621227	Zilo International Group LLC	2410	9,963.93
02/24/2023	621228	Zipline Communications Inc	2492	8,308.85
TOTAL FEBRUARY ACCOUNTS PAYABLE				5,024,025.22
2/1/2023-2/28/2023	ACH	WORKER'S COMPENSATION	2286	119,248.46
TOTAL FEBRUARY WORKER'S COMPENSATION DISBURSEMENTS				119,248.46
02/10/2023	729411-729435	PAYROLL AND TAXES PR 03, 2023	VARIES	2,418,772.81

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
02/24/2023	729436-729488	PAYROLL AND TAXES PR 04, 2023	VARIES	1,808,477.70
TOTAL FEBRUARY PAYROLL AND TAXES				4,227,250.51
02/21/2023	ACH	WA STATE - DOR (EXCISE TAX)	1767	6,558.22
TOTAL FEBRUARY EXCISE AND LEASEHOLD TAX DISBURSEMENT				6,558.22
TOTAL FEBRUARY DISBURSEMENTS FROM TO1 ACCOUNTS				9,377,082.41
TOTAL FEBRUARY DISBURSEMENTS FROM TO5 TRAVEL ADVANCE ACCOUNT				0.00
TOTAL FEBRUARY DISBURSEMENTS TO1 & TO5 ACCOUNTS				9,377,082.41

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 4C : 2023 TITLE VI PROGRAM ADOPTION (RESOLUTION)

REFERRAL COMMITTEE: Planning & Development (*French*)

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Mike Tresidder, Associate Transit Planner

SUMMARY: Public transit agencies are required to establish a Title VI Program and update that program every three years. Spokane Transit's existing 2020 Title VI Program must be updated and approved by the Board of Directors by March 19, 2023, when the current program expires.

BACKGROUND: Title VI of the Civil Rights Act of 1964 is a federal statute that states "no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Along with Title VI, Executive Order 12898 directs each federal agency to include environmental justice as part of their analysis relating to activities and policies. Environmental Justice evaluates whether a policy or activity will have a disproportionately high and adverse effect on minority and low-income populations.

A Title VI Program comprises two major sections as identified in FTA Circular 4702.1B – general requirements and transit requirements. Within the transit requirements, agencies that operate 50 or more fixed route vehicles at peak service in a UZA of 200,000 or more have additional reporting requirements.

- **General Requirements** – includes the notice to the public, the complaint process, any investigations or complaints over the last three years, a public participation plan, a language assistance plan, representation of planning and advisory boards, subrecipient assistance and monitoring, and review of facilities constructed.
- **Transit Provider Requirements** – system wide service standards and service policies. Additional requirements include demographic and service profile maps and tables, demographic ridership and travel patterns, public engagement process for setting the major service change policy, service and fare equity analyses, and action demonstrating the Board has reviewed and approved the Title VI Submittal.

A public hearing on the draft program was held at the February 16, 2023, STA Board meeting. No public comments were received. The draft 2023 Title VI Program can be found at the following link:

<https://www.spokanetransit.com/projects/title-vi-non-discrimination-policy-and-plan/>

RECOMMENDATION TO COMMITTEE: Recommend the STA Board of Directors approve, by resolution, the 2023 Title VI Program as presented.

COMMITTEE ACTION: Approved as presented and forwarded to the Board Consent agenda.

RECOMMENDATION TO BOARD: Approve, by Resolution 806-22, the 2023 Title VI Program as presented.

FINAL REVIEW FOR BOARD BY:

Division Head ko Chief Executive Officer JSAN Legal Counsel MC

RESOLUTION NO. 806-22

A RESOLUTION FOR THE PURPOSE OF ADOPTING THE 2023 TITLE VI 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, including RCW Title 36, Chapter 57A, Public Transportation Benefit Area; and,

WHEREAS, Section 601 of the Civil Rights Act of 1964 states: “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance”; and,

WHEREAS, Title VI prohibits recipients of federal financial assistance from discriminating on the basis of race, color or national origin; and,

WHEREAS, Executive Order 12898 requires agencies to identify and address effects of its programs, policies, and activities on minorities and low-income populations; and,

WHEREAS, the Federal Transit Administration (FTA) Circular FTA C 4702.1B, requires the Spokane Transit Board of Directors to adopt a Title VI Program and to update said program every three years; and,

WHEREAS, the STA Board of Directors conducted a duly noticed public hearing on its Title VI program on February 16, 2023; and,

WHEREAS, the STA Board of Directors considered and approved the major service change policy, disparate impact policy and disproportionate burden policy; and,

WHEREAS, the STA Board of Directors considered and approved the Fixed-route System-wide Service Standards and Policies, and the results from the monitoring results,

WHEREAS, a Washington State Environment Policy Act (SEPA) Checklist was completed for the proposed amendments and a determination of Non-Significance (DNS) was issued on February 2, 2023, and,

WHEREAS, on February 16, 2023 the STA Board of Directors held a duly noticed public hearing and heard no opposition to the proposed amendments; and,

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

Section 1. The STA Board of Directors hereby adopts the 2023 Title VI Program attached hereto as Exhibit 'A' and incorporated herein by reference.

Section 3. The STA Board of Directors hereby authorizes the Chief Executive Officer to administer the 2023 Title VI Program.

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

ADOPTED by STA at a regular meeting thereof held on the 16th day of March 2023.

ATTEST:

SPOKANE TRANSIT AUTHORITY

Dana Infalt
Clerk of the Authority

Lori Kinnear
STA Board Chair

Approved as to form:

Megan Clark
Attorney for Spokane Transit Authority

2023 Title VI Program

Final Draft

2/23/2023



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.

Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the American Disabilities Act. For more information, visit www.spokanetransit.com. All phone numbers are accessible for people who are deaf or hard of hearing through Relay 711.

Upon request, alternative formats of this document will be produced for people who are disabled. Call (509) 325-6094 or email ombudsman@spokanetransit.com.

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Section 1 | Introduction

Program Overview

According to Section 601 of Title VI of the Civil Rights Act of 1964:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Civil Rights Restoration Act of 1987 clarified the broad, institution-wide application of Title VI. Title VI covers all the operations of covered entities without regard to whether specific portions of the covered program or activity are federally funded. The term “program or activity” means all operations of a department, agency, special purpose district, government, or the entity of such State or local government that distributes such assistance and each department or agency to which assistance is extended, in the case of assistance to a State or local government. (FTA C 4702.1B, Chap. II-I) The Federal Transit Administration (FTA), from which Spokane Transit Authority (STA) receives Federal funds, is required to fulfill the US Department of Transportation’s (USDOT) Title VI regulations (49 CFR part 21).

To ensure compliance with the requirements of Title VI, STA is required to adopt a Title VI Program. The contents of this document follow the requirements and guidelines of FTA’s Title VI Circular (FTA C 4702.1B), which is also meant to fulfill USDOT regulations.

Section 2 | Title VI Notice, Complaint Policy, and Procedures

Title VI Notice to the Public

STA posts the agency's Title VI Notice on the STA website, on transit vehicles, in public areas including the Spokane Transit Plaza, and at the reception area of STA's main facility. The Title VI Notice describes one's rights under Title VI. It contains information on how to seek information in another language and is translated into the three most prevalent Limited English Proficiency (LEP) languages (Spanish, Russian, and Vietnamese). The contents of the notice, also written in the safe harbor languages, are as follows:

Non-Discrimination Notice

Title VI of the Civil Rights Act of 1964 states that, "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program receiving Federal financial assistance."

Spokane Transit Authority (STA) does not discriminate in the provision of service on the basis of race, color, or national origin. Any person who believes STA has discriminated against him or her on the basis of race, color, or national origin may file a complaint using form linked below.

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.

Title VI Complaint Procedures

Title VI of the Civil Rights Act of 1964 states that, "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program receiving Federal financial assistance."

STA does not discriminate in the provision of service on the basis of race, color, or national origin. Any person who believes STA has discriminated against him or her on the basis of race, color, or national origin may file a complaint using form linked below. STA does not investigate complaints received more than 180 days after the alleged incident and will only process complaints that are complete.

Within 15 business days of receiving the completed complaint form, STA will acknowledge receipt of the complaint in writing (either letter or email). An STA investigator may request that the complainant provide additional information. The complainant has 15 business days from the date of STA's response to send the requested information to the investigator. If the investigator does not receive the additional information or is not contacted by the complainant within 15 business days, STA can administratively close the complaint. A complaint can also be administratively closed if the complainant no longer wishes to pursue it. The STA investigator will send a final letter of resolution to the complainant when the investigation is complete.

If a citizen wants more information on STA's commitment to nondiscrimination, or requires a copy of the Title VI Complaint Form in an alternative format due to a disability, they can contact the STA Ombudsman:

STA Ombudsman
1230 West Boone Avenue
Spokane, WA 99201
(509) 325-6094
TTY Relay 711

Title VI Complaint Form

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by an STA employee may file a Title VI complaint by completing and submitting the official Title VI Complaint Form provided on STA's website.

Complaint forms in English, as well as the three safe harbor languages (Spanish, Russian and Vietnamese) are available upon request or online at: <https://www.spokanetransit.com/projects/title-vi-non-discrimination-policy-and-plan/>

English: https://www.spokanetransit.com/wp-content/uploads/2021/12/Complaint_Form_EN.pdf

Spanish: https://www.spokanetransit.com/wp-content/uploads/2021/12/Procedure_SP-1.pdf

Russian: https://www.spokanetransit.com/wp-content/uploads/2021/12/Procedure_RU-1.pdf

Vietnamese: https://www.spokanetransit.com/wp-content/uploads/2021/12/Procedure_VI-1.pdf

Copies of the complaint forms can also be found in Appendix A.

Section 3 | Record of Title VI Investigations, Complaints, and Lawsuits

Based on 49 CFR Section 21.9(b), FTA requires all transit agencies to prepare and maintain a list of Title VI investigations, complaints, and lawsuits as listed below in Table 1.

Below is a list of lawsuits and complaints for 2020 – 2022.

Table 1. List of Title VI Investigations, Complaints, and Lawsuits

Type	Date	Summary – Basis of Complaint	Status	Action(s) Taken
Complaint	06/02/20	Member of public alleged driver pass-by was due to racial discrimination.	Closed	An investigation was conducted, including a review of audiovisual recordings. The complaint was unsubstantiated.
Complaint	01/19/22	Patron excluded from service for rule violation alleged racial discrimination	Closed	An investigation was conducted. The complaint was unsubstantiated.

Section 4 | Collection of Demographic Data

Overview

The following section is a demographic analysis of the population within STA's Public Transportation Benefit Area (PTBA) using 2020 Census data. In order to be familiar with the low-income and minority demographics of the area, STA uses the most current and accurate data available from the US Census Bureau and the STA Rider Survey which is conducted once every two years.

The service area defined for STA's Title VI Plan includes the cities of Spokane, Airway Heights, Cheney, Liberty Lake, Medical Lake, Millwood, and Spokane Valley, as well as limited unincorporated areas of Spokane County. To better understand the population within STA's PTBA, data was collected using U.S. Block Groups partially or completely within the PTBA boundary. Block Groups are statistical divisions of census tracts that contain between 600 and 3,000 people.

The following data for minority populations was collected from the 2016-2020 American Community Survey (ACS) 5-year period estimates. In this report, "low-income" refers to people who are identified as living in poverty by the US Census Bureau¹. An individual's federal poverty status is determined based on his or her annual household income and number of persons in his or her household. The Federal Poverty Thresholds for 2020 consider an individual living alone under age 65 as living below the poverty line if he/she makes less than \$13,465 a year. Likewise, in a family of four with two children under 18, the household would have to make less than \$26,246 to be considered below the poverty line. The Census Bureau collects poverty data based on the thresholds established by the White House's Office of Management and Budget. These thresholds are adjusted each year to inflation.

Table 2 summarizes the minority and low-income populations of all the block groups within STA's PTBA, based on data from the 2020 5-year American Community Survey. Map 1 below is a base map of the PTBA and all the Spokane County census tracts that are contained within it.

Table 2. Minority and Low-income Population Summary

Description	Estimates
2020 STA PTBA Population Estimate*	442,449
Census Estimate of PTBA Population (Race)**	417,031
Census Estimate of PTBA Minority Population**	60,218
Estimate Percent Minority residing within PTBA	14.4%
Census Estimate of PTBA Population (Poverty Level) ***	402,610
Census Estimate of Low-Income Population***	55,854
Estimate Percent Low-Income residing within PTBA	13.9%

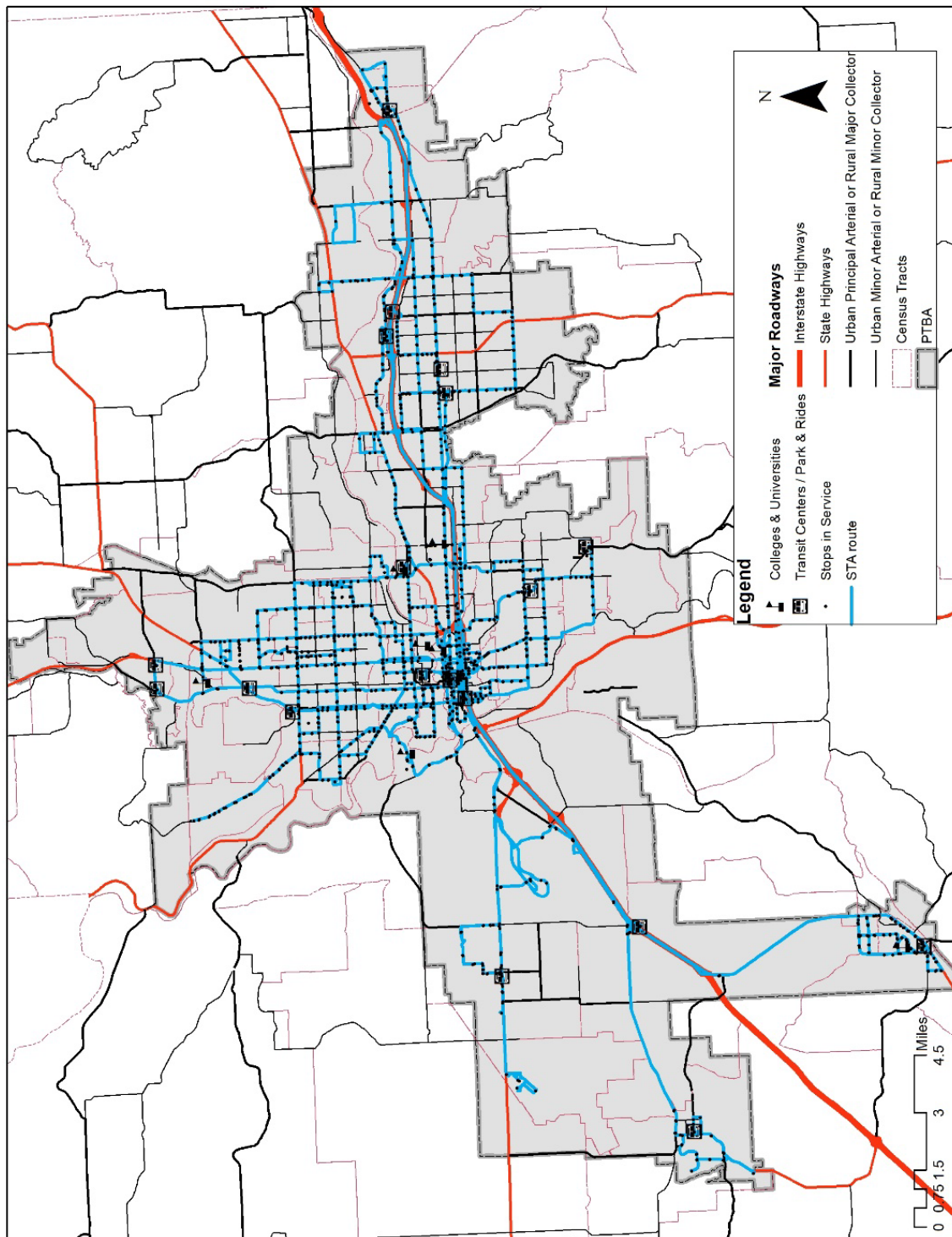
*Source: Washington State Office of Financial Management, Forecasting and Research Division

**Table B02001. Race, American Community Survey 2016-2020

*** Table B17021. Poverty Status, American Community Survey 2016-2020

¹ Refer to Table B17021. Poverty Status of Individuals in the Past 12 Months by Living Arrangement

Map 1. STA PTBA with Census Tracts



Use of The Demographic Analysis

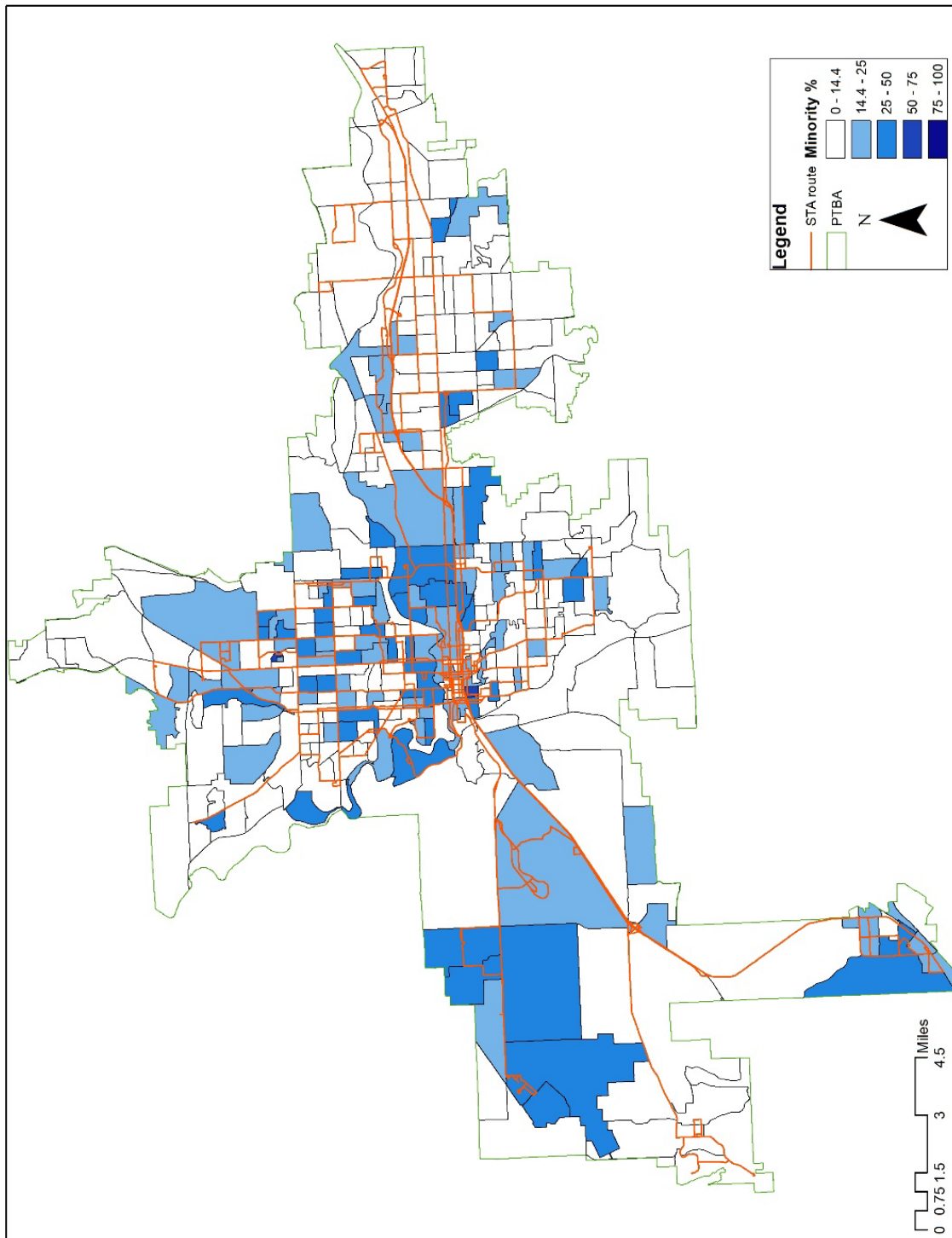
Using data from the 2017-2021 5-year ACS Community Survey, census block group information was tallied along each STA route to determine the total minority population, the total low-income population, and the total population living within ½ mile of a STA route. Using these totals, the percentage of minority and low-income population served by a route was calculated. Following STA policy, the highlighted routes (yellow for minority %, and red for low-income %) in Table 3 were higher than the PTBA estimate in Table 2 and identified as a minority and/or low-income routes. Maps 2 (minority population) and 3 (low-income population) identify the block groups that exceed the overall percentages for those populations in the PTBA.

Table 3. Minority and Low-Income Routes (December 2022)

Route	Population	Minority Population	Minority %	Population with Known Poverty Status	Low-income Population	Low-income %
4	34,672	4,819	13.9%	33,826	4,644	13.7%
6	23,013	3,817	16.6%	20,287	4,454	22.0%
11	2,351	465	19.8%	1,857	939	50.6%
12	8,069	1,332	16.5%	6,192	1,836	29.7%
20	7,201	1,263	17.5%	6,739	1,763	26.2%
21	6,941	1,424	20.5%	6,489	1,765	27.2%
22	12,629	1,731	13.7%	12,002	2,276	19.0%
23	21,844	2,729	12.5%	21,123	3,022	14.3%
25	24,280	3,962	16.3%	21,522	5,154	23.9%
26	20,559	4,068	19.8%	18,369	5,436	29.6%
27	21,971	3,637	16.6%	21,151	4,726	22.3%
28	21,569	3,753	17.4%	18,857	5,287	28.0%
29	9,122	1,930	21.2%	7,289	2,459	33.7%
32	13,683	1,815	13.3%	13,627	2,026	14.9%
33	25,135	4,289	17.1%	24,892	4,164	16.7%
34	9,782	1,450	14.8%	9,681	1,445	14.9%
35	22,020	2,986	13.6%	21,755	3,137	14.4%
36	19,870	3,615	18.2%	17,948	4,497	25.1%
39	14,361	2,675	18.6%	12,425	4,056	32.6%
42	6,974	1,398	20.1%	6,457	1,371	21.2%
43	21,125	3,284	15.5%	20,545	2,909	14.2%
45	11,446	1,697	14.8%	10,858	2,360	21.7%
60	13,536	2,780	20.5%	11,513	2,462	21.4%
61	16,805	3,549	21.1%	14,416	2,754	19.1%
62	16,840	2,651	15.7%	15,717	2,372	15.1%

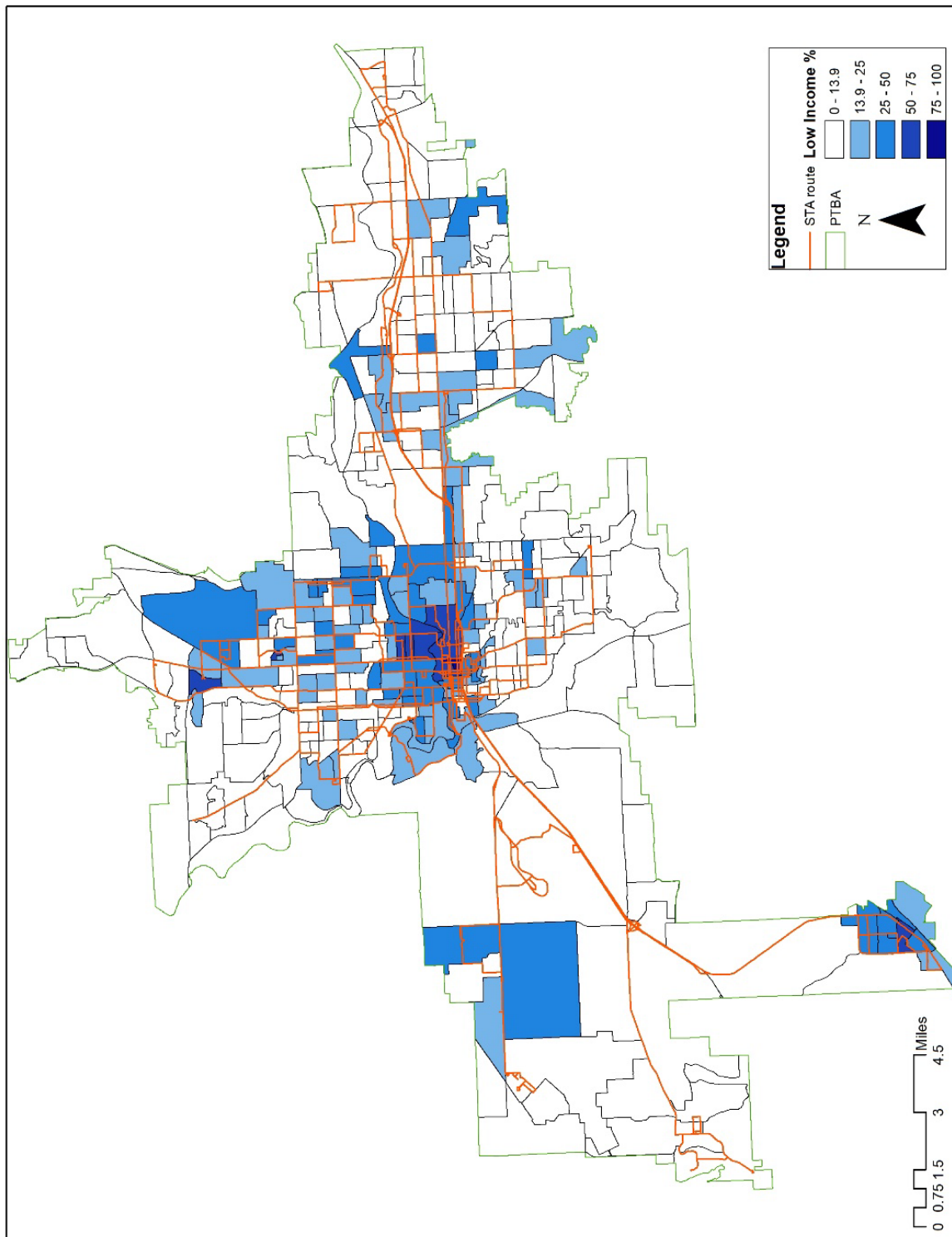
Route	Population	Minority Population	Minority %	Population with Known Poverty Status	Low-income Population	Low-income %
63	7,552	1,665	22.0%	6,016	632	10.5%
66	18,311	3,138	17.1%	16,935	3,497	20.6%
67	8,083	1,275	15.8%	7,307	1,867	25.5%
68	8,083	1,275	15.8%	7,307	1,867	25.5%
74	30,963	4,597	14.8%	30,308	4,582	15.1%
90	17,488	2,961	16.9%	15,369	3,680	23.9%
94	19,178	3,095	16.1%	18,336	3,595	19.6%
95	15,462	1,682	10.9%	15,298	1,876	12.3%
96	20,143	2,568	12.7%	19,980	2,725	13.6%
97	28,461	3,097	10.9%	28,227	2,687	9.5%
98	18,699	2,018	10.8%	18,484	2,044	11.1%
124	21,502	2,884	13.4%	20,322	3,305	16.3%
144	16,649	2,130	12.8%	16,080	1,974	12.3%
172	33,328	4,739	14.2%	32,600	4,856	14.9%
173	19,641	3,772	19.2%	18,927	3,955	20.9%
190	19,379	3,522	18.2%	18,432	4,076	22.1%
223	21,515	2,636	12.3%	20,819	2,580	12.4%
294	14,580	2,269	15.6%	14,238	2,118	14.9%
633	12,580	2,084	16.6%	11,959	2,030	17.0%
661	18,259	3,068	16.8%	16,929	3,276	19.4%
662	38,205	5,591	14.6%	36,023	5,533	15.4%
663	33,052	5,422	16.4%	31,611	6,194	19.6%
664	25,546	3,626	14.2%	24,569	3,491	14.2%
724	33,328	4,739	14.2%	32,600	4,856	14.9%
771	22,167	3,946	17.8%	21,514	4,300	20.0%

Map 2. Block Groups Exceeding 14.4% Minority Population



Source: 2017-2021 ACS Community Survey

Map 2. Block Groups Exceeding 13.9% Low-income Population



Source: 2017-2021 ACS Community Survey

2022 STA Passenger Survey

STA conducted its most recent Title VI Passenger survey in December of 2022. The 2022 survey is used to determine which fare types have a higher use among minority and low-income riders. In addition, the objectives of the survey explored ridership behaviors of bus passengers, determined the leading reasons for riding the bus, and evaluated STA service and performance. STA recently introduced a new fare payment system, Connect , in October 2022, which provided for a physical card option and a mobile application e-card option. The survey was conducted during a transition period of fare payment methods (meaning STA has two fare payments systems, via the Connect fare system and its legacy onboard farebox). STA will pursue an updated passenger survey at a later date once adoption of the new fare payment system is more widespread to better understand usage as it pertains to impacted populations. A copy of the 2022 survey instrument can be found in Appendix B.

Rider Census Survey Conclusions

Based on the sample data gathered for this survey, 24.8% identified as minority and 55% identified as low-income as defined by the Federal government. Low-income was measured by comparing the income bracket and household size reported by individuals with the 2022 Federal poverty guidelines. Respondents who reported a median income at or below the poverty threshold for their household size were considered low-income for the purpose of this analysis.

Based on the results of the survey, 65% of all respondents used the Connect fare system to pay for their trip, while 35% continued to use the legacy fare system. For those using the legacy system, 43% of those users were using either an employee or school/university sponsored bus pass. Another 22% of those respondents using the legacy system (7.5% of overall respondents) paid their fare in cash. For those respondents using the Connect fare system, 70% of those respondents used physical cards, compared to 30% mobile application users.

Those respondents who identified as minority were more likely to have paid for their fare using the Connect fare system (63%) rather than the legacy fare system. Only 8% of respondents identifying as minorities used cash to pay for their fare. Most low-income respondents (61%) also used the Connect fare system, with only 8% of respondents indicating they paid a cash fare. Type of pass and fare payment in the legacy system was consistent for low-income as compared to all riders that were surveyed, with the exception of employee sponsored bus pass, which was used at a much lower rate for low-income respondents.

Section 5 | Public Participation Plan

Overview

To encourage public participation in STA's planning activities, the STA Board of Directors adopted a list of Communication Public Outreach goals, principles, and policies as part of the STA comprehensive plan, *Connect Spokane*, in September 2010 and revised on May 18, 2022. These policies are incorporated into the Title VI program. STA will apply these adopted measures when performing outreach efforts to minority, low-income, and limited English proficient (LEP) populations and will use the appropriate outreach tools depending on the scale of projects including major service and fare changes.

Communications and Public Input

As a public agency, STA believes that proper communications and public input is of the highest importance. To ensure transparency, accountability, and fairness, STA must use a broad range of communication tools to reach as many people as possible. As technology improves, the amount of information available and the speed at which it can reach those interested improves daily, creating both opportunities and challenges. Fortunately, STA leverages this variety of communications tools to both inform and gather information. Goals of public outreach efforts include, but are not limited to, building relationships through community involvement, education regarding transit issues/options, and soliciting valuable input.

In addition to engaging the public, STA seeks to engage and include minority, low-income, and LEP populations in public outreach activities. This is especially important when the proposed changes impact bus service in these communities.

STA uses a variety of strategies to disseminate information that pertains to proposed service changes that impact protected groups. In addition to wide distribution of brochures that detail proposed changes, the agency also utilizes rider alerts, text and e-mail notifications, social media and posters on its entire fleet. STA hosts project/policy specific open houses and distributes information via e-mail to contact lists generated by those open houses. It also utilizes advertising and leverages earned media coverage with local news outlets. Detailed information is made available on STA's web site and is also distributed through local neighborhood associations, school districts and social service agencies (including those focused on LEP outreach). STA solicits comments in person, by e-mail, via the project website, U.S. mail, and by phone.

STA's Communications and Public Input goals and policies, as well as potential communication tools, can be found in the Board-adopted *Connect Spokane: A Comprehensive Plan for Public Transportation*, located here: <https://www.spokanetransit.com/projects/comprehensive-plan/>

Public Outreach Techniques for Title VI Populations

Depending on the project, STA may use a variety of different outreach techniques to engage Title VI populations. Some of these include:

- Providing information with meeting notices on how to request translation assistance.

- Visualization techniques including maps and graphics to assist Title VI populations.
- When multiple meetings are held for a single subject, efforts are made to use different meeting locations, days of the week, and times of the day.
- Informing organizations within the community that work closely with low-income and minority populations to inform them of public meetings, open houses, and other STA activities so they can get the word out to these populations they serve.
- Published notices in newspapers serving primarily minority populations.
- Targeted ads on social media platforms.
- On board rider survey to gather demographic data.

Summary of Public Outreach and Involvement

STA has conducted numerous public outreach efforts with the general population and targeted outreach efforts to specific limited-English populations, low-income, and minority groups. Below is a listing of some of these activities by project or mode for the last three years. Please note this is not an exhaustive list but rather a summary of activities.

Division Connects:

The Division Connects: Division Street Corridor Study was a coordinated effort between the Spokane Regional Transportation Council (SRTC), , the City of Spokane, Spokane County, the Washington State Department of Transportation (WSDOT) and STA. The study kicked-off in 2019 and concluded in early 2022. The Division Street Corridor Study looked at the future of transportation and land use along this important street in Spokane. The key elements of this Study were:

- Examine opportunities and identify a preferred concept for rubber-tired High-Performance Transit (HPT) in the corridor. This is identified in STA's Transit Development Plan as Bus Rapid Transit (BRT).
- Develop options for all modes of travel throughout the corridor. This includes freight, pedestrian, and bicycle movements.
- Recommend capital projects implementation plans such as bus stop improvements, Business Access and Transit (BAT) lanes, and improved active transportation connections
- Identify land use opportunities.

Outreach included multiple presentations to community and neighborhood groups that included online opportunities to comment, including questionnaires available in multiple languages, as well as an online map and comment feature with associated translation features. A postcard was sent to all property owners within 1/8-mile of the corridor. Additionally, a statistically significant phone survey was conducted that confirmed the general outreach conclusions.

Connect 2035:

Connect 2035 is STA's strategic plan update, outlining a strategic roadmap for public transportation service through 2035. Public outreach included the following:

- STA Board Involvement that included one-on-one interviews with each individual Board member, as well as four distinct workshops with the Board members.
- Public Outreach

- Community Organization Leader Outreach that included a series of insight interviews with 27 community leaders, including representatives from minority and low-income organizations.
- Online Community Survey that was available in English and the safe harbor languages.
- Three community Events that STA staffed, which included interactive activities with the public.
- A series of listening sessions held with targeted community members from underrepresented groups, including low-income, minority, refugees, and immigrants.

Connect Implementation:

The introduction of the Connect fare payment system came with a full outreach component. All information was available on STA's website in multiple languages via Google translation services. Connect Ambassadors rode various routes, handing out information cards in English and Spanish to riders, while other Connect Ambassadors staffed a booth at the STA Plaza. Social media was used consistently throughout the implementation period to educate riders.

Project Specific Outreach

STA may conduct project specific outreach for low-income, limited-English proficiency and minority groups during the public input phase of the project. Notable examples of this outreach include:

- Inviting specific stakeholders to listening sessions to gather input and encourage participation,
- Sending notice of online public surveys to an agency-maintained distribution list (for limited English proficiency, minority and low-income groups),
- Placing the Title VI non-discrimination notice on fliers and invitations to outreach events. If space is limited, this may only include the statement *"If information is needed in another language, contact (509) 325-6094,"* and translated into the safe harbor languages.
- Outreach and sponsorship at community events that interact with minority, low-income and limited English populations. Examples include Unity in the Community, Valleyfest, and Bloomsday.
- Collection of demographic data at outreach events to understand what groups are participating.

Section 6 | Limited English Proficiency Analysis and Language Assistance Plan

Introduction

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. In *Lau v. Nichols*, 414 U.S. 563 (1974), the U.S. Supreme Court interpreted Title VI regulations as prohibiting conduct that has a disproportionate effect on persons with Limited English Proficiency (LEP) because such conduct constitutes national origin discrimination.

To analyze and address the needs of LEP populations, STA has developed a Language Assistance Plan that outlines outreach strategies to ensure that LEP persons have meaningful access to its programs and services. These outreach strategies were developed by conducting a Four-Factor Analysis in accordance with the Federal Department of Transportation's LEP guidance.

Four-Factor Summary

Within the STA service area, LEP persons represent 2.5% of the total population. Of that LEP population, 4.7% primarily commute by transit. Based upon these findings, STA has concluded that extensive outreach to LEP populations provides minimal results. There are few LEP people within the STA service area, and only a small portion of them use public transit. There are many services within the community that work with LEP populations to assist them in how to use the bus. As a result, the appropriate level of outreach is minimal, but includes targeted notifications to LEP organizations (depending on the project), language translation upon request, website translation, and staff training.

The Four-Factor Analysis

This analysis will identify and answer four questions to assist in the development of the Language Assistance Plan and determine the level of LEP assistance needed. These four questions are as follows:

- What is the number and proportion of LEP persons served or encountered in the eligible service population?
- What is the frequency with which LEP individuals encounter an STA program, activity, or service?
- What is the nature and importance of the program, activity, or service provided by STA to the LEP community?
- What are the resources available to SSTA and overall costs?

Service Coverage

The service area defined for STA's Title VI Plan includes the cities of Spokane, Airway Heights, Cheney, Liberty Lake, Medical Lake, Millwood, and Spokane Valley, as well as limited unincorporated areas of Spokane County. To better understand the population within STA's PTBA, data was collected using U.S. Census Tracts partially or completely within the PTBA boundary. While this method of measurement does account for a small number of people outside of the geographic bounds of the PTBA, it was important to include these tracts, ensuring that LEP populations were included in the demographic analysis. LEP persons may use transit to reach destinations throughout the PTBA including employment, colleges and universities, health clinics, and housing.

Methods of Data and Information Gathering:

- Collected census data on LEP populations by census tract (Table 4), language spoken (Table 5), and transportation mode (Table 6) for the PTBA
- Sent an electronic letter to a list of service providers working with LEP populations in Spokane County and asked them to participate in an online survey through Survey Monkey. STA received responses from 29 different organizations. The letter to service providers along with a sample survey, and the results are included in Appendix C.

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

Census Overview

Individuals demonstrating a limited ability to read, write, speak, or understand English are considered to have limited English proficiency. According to the 2021 American Community Survey (ACS), 12,450 of the 500,322 people within the PTBA reported speaking English "less than very well", or 2.5% (Table 4). Map 4 shows the percent of LEP population within the PTBA by census tract.

Table 4. PTBA LEP Population by Census Tract

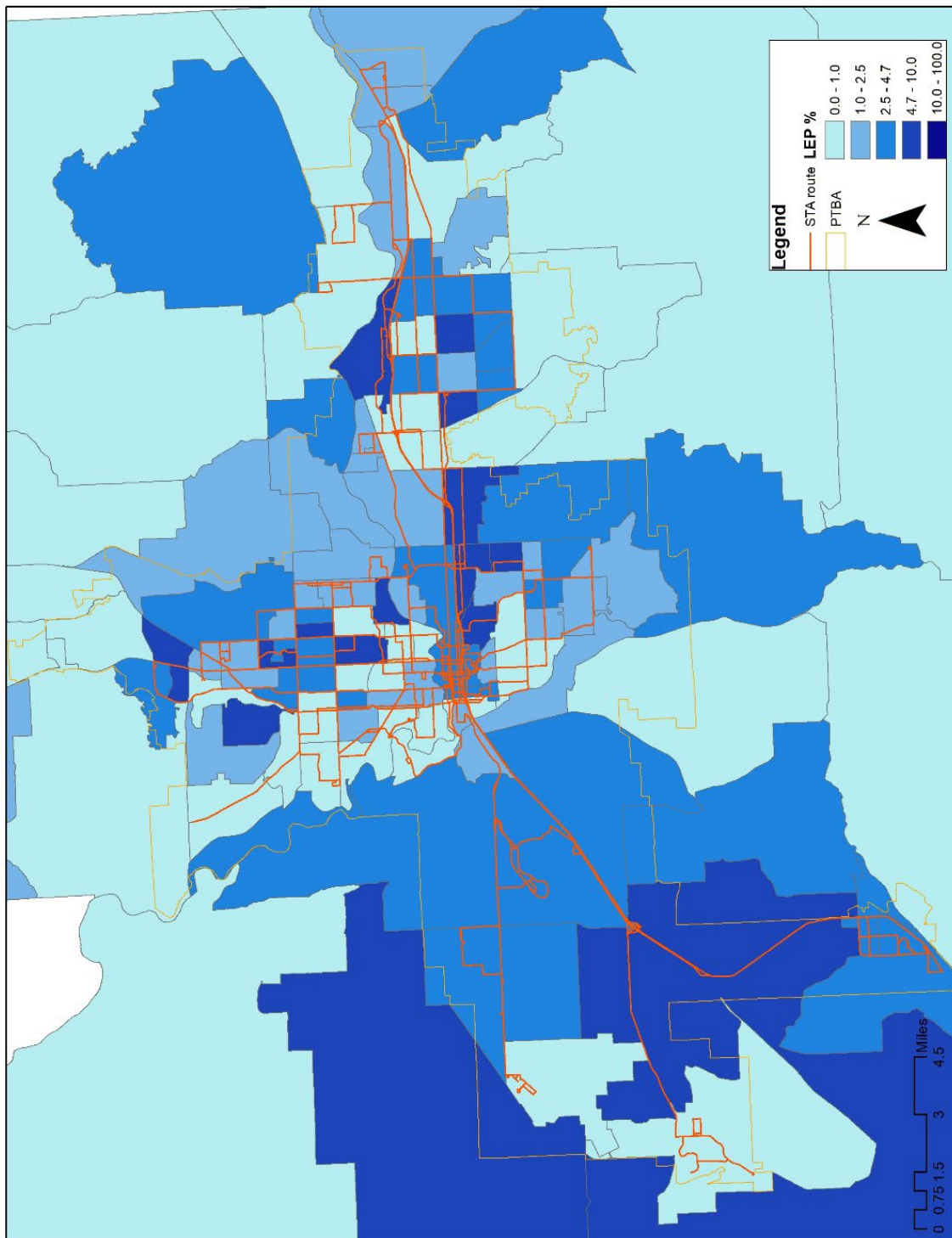
Census Tract	Total Population	Estimate Speaks English Less Than Very Well	Percent
2.01	2,586	38	1.5%
2.02	1,267	23	1.8%
3.01	2,532	106	4.2%
3.02	2,536	185	7.3%
4	3,600	168	4.7%
5	3,225	95	2.9%
6	3,023	27	0.9%
7	4,987	8	0.2%
8	5,110	30	0.6%
9	5,839	11	0.2%
10	5,058	19	0.4%

Census Tract	Total Population	Estimate Speaks English Less Than Very Well	Percent
11	3,128	44	1.4%
12	2,220	78	3.5%
13	3,238	12	0.4%
14	5,815	441	7.6%
15	5,505	18	0.3%
16	3,114	361	11.6%
18	2,727	163	6.0%
19	3,294	21	0.6%
20	3,884	71	1.8%
21	2,476	24	1.0%
23	4,697	0	0.0%
24	2,827	66	2.3%
25.01	3,073	9	0.3%
25.02	2,388	22	0.9%
25.03	3,205	29	0.9%
26	4,525	604	13.3%
29	3,012	196	6.5%
30	2,366	153	6.5%
31	4,630	353	7.6%
32	2,816	117	4.2%
35	2,638	70	2.7%
36.01	2,143	6	0.3%
36.02	2,298	30	1.3%
38	1,661	20	1.2%
39	2,078	51	2.5%
40.01	2,695	92	3.4%
40.02	2,232	0	0.0%
41	2,112	38	1.8%
42	4,412	27	0.6%
43	3,230	26	0.8%
44	4,582	52	1.1%
45	3,442	21	0.6%
46.01	3,727	89	2.4%
46.02	2,938	183	6.2%
47.01	3,005	62	2.1%
47.02	3,572	112	3.1%
48	3,855	112	2.9%
49	5,515	89	1.6%
50	4,074	58	1.4%
101.01	3,555	159	4.5%

Census Tract	Total Population	Estimate Speaks English Less Than Very Well	Percent
101.02	2,631	0	0.0%
102.01	4,192	10	0.2%
102.03	3,964	10	0.3%
102.04	2,958	0	0.0%
103.01	4,358	59	1.4%
103.03	3,267	73	2.2%
103.04	5,189	29	0.6%
103.05	7,342	45	0.6%
104.01	7,149	299	4.2%
104.03	3,166	184	5.8%
104.04	2,944	25	0.8%
105.04	3,262	14	0.4%
105.05	3,418	170	5.0%
105.06	5,123	146	2.8%
105.07	3,930	0	0.0%
105.08	3,980	0	0.0%
106.01	3,694	102	2.8%
106.03	4,117	40	1.0%
106.04	3,369	14	0.4%
107.01	3,918	202	5.2%
107.02	3,442	66	1.9%
108	2,233	33	1.5%
109.01	2,112	39	1.8%
109.02	3,259	4	0.1%
110	3,287	101	3.1%
111.02	3,928	46	1.2%
111.03	2,697	223	8.3%
111.04	3,037	86	2.8%
112.02	3,862	89	2.3%
112.03	5,214	224	4.3%
112.04	1,856	374	20.2%
113.01	3,633	110	3.0%
113.02	4,728	60	1.3%
114	5,024	32	0.6%
115	1,464	15	1.0%
116	1,606	19	1.2%
117.01	2,179	17	0.8%
117.02	6,820	450	6.6%
118	5,359	46	0.9%
119	4,779	130	2.7%

Census Tract	Total Population	Estimate Speaks English Less Than Very Well	Percent
120	3,765	14	0.4%
121	2,450	15	0.6%
122	2,199	23	1.0%
123	5,528	317	5.7%
124.01	5,615	33	0.6%
124.02	6,143	52	0.8%
125	3,424	210	6.1%
126	3,799	52	1.4%
127.01	3,563	251	7.0%
127.02	2,672	91	3.4%
128.01	4,032	139	3.4%
128.02	3,484	154	4.4%
129.01	2,960	107	3.6%
129.02	7,079	197	2.8%
130.01	1,057	7	0.7%
130.02	2,731	83	3.0%
130.03	5,888	136	2.3%
131.01	6,414	77	1.2%
131.02	4,768	31	0.7%
132.01	6,985	42	0.6%
132.03	2,632	29	1.1%
132.04	4,373	46	1.1%
132.05	3,175	99	3.1%
133	3,204	17	0.5%
134.01	5,193	138	2.7%
135.01	1,561	43	2.8%
135.02	2,203	76	3.4%
135.03	5,554	0	0.0%
136	4,730	177	3.7%
137	2,968	134	4.5%
138	2,897	18	0.6%
139	5,323	25	0.5%
140.01	5,117	186	3.6%
140.02	6,042	180	3.0%
141	5,705	291	5.1%
142	3,447	27	0.8%
143	2,894	13	0.4%
144	4,113	71	1.7%
145	1,932	67	3.5%

Map 3. PTBA LEP Population by Census Tract



Source 2017-2022 ACS 5-Year Estimates

Data was collected at the county level to identify languages spoken by LEP populations. ACS data was provided at the county level in U.S. Census Bureau Table C16001: Language Spoken at Home for the Population 5 years and Over as a 5-year estimate, 2017-2021. Table 5 identifies the languages spoken by the LEP populations within Spokane County. Overall, 2.6% of the Spokane County population speaks a language other than English at Home while also speaking English less than “very well”.

Table 5. Language Spoken at Home by Ability to Speak English

Language	Estimate	% County Population	Speak English "very well"	Speak English less than "very well"	% Total Population who Speak Language less than "very well"	% Population of Language Speakers who Speak English less than "very well"
Total:	500,322					
Speak only English	463,525	92.6%				
Spanish	12,164	2.4%	8,896	3,268	0.7%	26.9%
Russian, Polish, or other Slavic languages ⁹²	6,599	1.3%	3,939	2,660	0.5%	40.3%
Other Asian and Pacific Island languages	3,863	0.8%	2,598	1,265	0.3%	32.7%
Other Indo-European languages	3,409	0.7%	2,125	1,284	0.3%	37.7%
Arabic	1,895	0.4%	1,010	885	0.2%	46.7%
Vietnamese	1,760	0.4%	610	1,150	0.2%	65.3%
German or other West Germanic languages	1,614	0.3%	1,416	198	0.0%	12.3%
Other and unspecified languages	1,527	0.3%	1,041	486	0.1%	31.8%
Tagalog (incl. Filipino)	1,218	0.2%	808	410	0.1%	33.7%
Chinese (incl. Mandarin, Cantonese)	1,006	0.2%	488	518	0.1%	51.5%
French, Haitian, or Cajun	981	0.2%	894	87	0.0%	8.9%
Korean	761	0.2%	522	239	0.0%	31.4%

Source: U.S. Census Bureau 2017-2021 American Community Survey 5-Year Estimates Language Spoken at Home

Input from Community Organizations

Based on survey responses, the most common languages encountered by community organizations are Spanish, and Russian, followed by Marshallese, Ukrainian, Farsi, Arabic, Vietnamese, and Swahili.

Factor 2: The Frequency with Which LEP Individuals Come into Contact with a STA Program, Activity, or Service

Census Overview

The 2021 ACS 5-year estimates include data on main mode of commute to work among LEP and non-LEP populations. This data show that for the service area, 2.5% (6,179 out of 242,600) of total workers over the age of 16 are LEP. LEP workers aged 16 and over who commute to work mainly by transit represent .1% (292 out of 242,600) of total commuters aged 16 and up. Of all the LEP commutes in the service area, only 4.7% (292 out of 5,330) use public transit for their work commute. Table 6 below shows percentages of LEP riders for each commute type.

Table 3. Means of Transportation to Work and Ability to Speak English

Description	PTBA Estimate	LEP Estimate within PTBA # Persons
Workers 16 years and over	242,600	6,179
Car, truck, or van – drove alone	179,798	4,009
Car, truck, or van – carpooled	21,853	1,300
Public transportation (excluding taxicab)	5,330	292
Walked	6,583	119
Taxicab, motorcycle, bicycle, or other means	3,441	142
Worked at home	25,595	317

Source: U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates. Table B08113: Means of Transportation to Work by Language Spoken at Home and Ability to Speak English.

Input from Community Organizations

- 74% of survey respondents indicated that their limited English proficiency clients they served relied on transit for their transportation needs.
- The most frequent locations LEP clients traveled to and from were Downtown Spokane, Northeast Spokane, and Northwest Spokane.

Translation Requests

There were numerous requests for translation received during the 2020-2022 assessment period. In 2020 there were 25 requests for translation services, in 2021 there were 13 requests, and in 2022 there were 88 requests. Many of these requests came from the Customer Service and Security, located in the downtown STA Plaza. Table 7 below identifies the languages assistance requested for by year.

Table 7. Translation Services Requested by Year and Language

Language	2020	2021	2022	% Language Requested
Spanish	1	2	81	67%
Russian	20	7	6	26%
Amharic	3			2.4%
Ukrainian	1			0.8%
Arabic		1		0.8%
Bosnian		1		0.8%
Burmese		1		0.8%
Mandarin		1		0.8%
Vietnamese			1	0.8%
TOTALS	25	13	88	

Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by STA to the LEP Community

Description of Services

As a regional public transportation agency, STA provides vital connections between residents and employers, educational institutions, medical centers, shopping malls, intermodal transportation centers such as the Spokane International Airport, and Fairchild Air Force Base. Serving downtown Spokane, Spokane Valley, and five other cities within the PTBA, STA operates within an area encompassing approximately 248 square miles and 467,839 residents, or 84.9% of the county population (based on Washington State Office of Financial Management 2022 PTBA population estimates and April 2022 county population estimates).

In addition to fixed route services, STA provides Americans with Disabilities Act (ADA) Paratransit and Vanpool services. Paratransit is door-to-door service provided within a defined service area, during fixed route operating hours, to eligible individuals whose disability prevents them from using fixed route bus service. Vanpool (Rideshare) service augments STA's public transportation system through the assignment of passenger vans to vanpool groups.

Factor 4: The Resources Available to STA and Overall Costs

This step allows STA to weigh the demand for language assistance against its current and projected financial and personnel resources. This analysis will help determine if the language services it currently provides are cost effective and should also help plan future investments that will provide the most needed assistance to the greatest number of LEP persons within the limits of STA resources.

Resources Currently Available

- STA's website is translatable with Google Translate.
- At least one Customer Service employee is fluent in Spanish.
- STA's Mobility Training program can use telephonic interpreters when teaching an LEP person to ride the bus.
- STA contracts with CTS LanguageLink to provide telephone interpretation. These services are used by Paratransit Reservations, Security, Customer Service, and the Ombudsman.
- STA contracts with NWI Global to provide written translation services upon request of an individual. These services are also used when STA is conducting targeted written outreach.
- The Ombudsman provides training to fixed-route and paratransit operators, security, and customer service representatives on how to assist LEP persons that require language assistance.

Costs

- A number of local organizations serve LEP populations in a variety of ways including translation, ESL education, networking, job training, housing and other basic services.
- The cost for telephonic translations from CTS LanguageLink for the time period 2020-2022 was \$550.15.

Determination of LEP Assistance Needed

Within the STA service area, LEP persons represent 2.5% of the total population. Of that LEP population, 4.7% commute mainly by transit. Based upon these findings, STA has concluded that extensive outreach to LEP populations provides minimal results. There are few LEP people within the STA service area, and only a small portion of them use public transit.

Plan for Assisting LEP Populations and Individuals

This plan was created in accordance with the determination of LEP assistance required with the STA service area based upon the findings of the Four-Factor Analysis. Below are strategies STA may use when assisting persons of limited English ability.

Targeted notifications to LEP organizations

Depending on the scope of the project and the populations involved STA may do any of the following:

- Send updated information concerning fare changes or major service changes to community organizations (as identified in the distribution list) that serve LEP populations.
- Update the distribution list as needed.
- Send surveys to community organizations inquiring about the demographics the LEP populations they serve and about the services they provide.
- Work with community organizations to distribute STA information in needed languages.

Language Assistance Measures

The language assistance notice will be posted at the Plaza and on the STA website as well as on all STA revenue service vehicles. Notice of translation service will be provided in Spanish, Russian, and Vietnamese, the three identified “Safe Harbor” languages. An example of the language assistance notice is:

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.

Language Translation Upon Request

The STA Ombudsman will provide plans, forms, and other STA documents available in languages requested by an LEP individual. STA will work with a translator if language assistance is needed for oral communication.

Below is copy of the “Point to your language” poster that is used by customer service as a tool to assist people needing translation service (Figure 1).

After learning the language needed, customer service will contact CTS LanguageLink for translation services.

Figure 1. Point to your language poster

Over 240 languages 24/7/365

TRUSTED MULTILINGUAL COMMUNICATION

Point to your language

Amharic አማርኛ	Hebrew עברית	Portuguese Português
Arabic العربية	Hindi हिन्दी	Punjabi ਪੰਜਾਬੀ
Bosnian (Serbo Croatian) Bosanski	Hmong Hmoob	Romanian Română
Burmese မြန်မာစာ	Italian italiano	Russian Русский
Cambodian ខ្មែរ	Japanese 日本語	Somali Soomaali
Cantonese 廣東話	Karen ကရင်	Spanish Español
Haitian Creole Kreyól Ayisyen	Kirundi Ikirundi	Swahili Kiswahili
Farsi فارسی	Korean 한국어	Tagalog Tagalog
French Français	Laotian ພາສາລາວ	Thai ภาษาไทย
French-Canadian français canadien	Mandarin 國語	Tigrinya ትግርኛ
German Deutsch	Nepali नेपाली	Urdu اردو
Turkish Türkçe	Polish Polski	Vietnamese Tiếng Việt

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 Find us online: [ctslanguagelink](https://ctslanguagelink.com)
 Telephone: 1.800.208.2620

CTS
languagelink
We speak your customer's language

Website Translation

The STA website is equipped with Google Translate software to assist LEP populations when navigating online. This software includes translation services for each of the Safe Harbor Languages listed in this plan.

Staff Training

The LEP Plan is distributed to all STA customer service employees. This information will be part of STA's staff orientation process for all new customer service employees. Training topics include:

- STA's Title VI LEP policy and procedures.
- Language assistance offered by STA.
- Procedures for accessing an interpreter.

Transit Operators are trained on STA's procedure for assisting LEP populations. This training includes the following:

- Be respectful.
- Use short simple sentences which are easier for the person speaking to you.
- Speak in single words which may help the customer.
- If the operator is talking through an interpreter, direct the conversation to the customer, not the interpreter.
- Don't pretend to understand if you have difficulty understanding a customer's communications style. Instead, ask them to slowly repeat the information because it may be important.
- Try visuals, have them write it down or point to a map. Be creative. Think charades.
- For language assistance, refer to the "Road Rules" posting on each coach located behind the Driver's seat. Refer people to the STA's Ombudsman at (509) 325-6094 if necessary.
- If further assistance is necessary, contact Dispatch, or if at the Plaza, direct them to Customer Service or Security for translation assistance.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and easily updated. At a minimum, STA will follow the Title VI program update schedule for the LEP plan.

Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in the service area?
- Has there been a change in the types of languages that translation services are needed?
- Is there still a need for continued language assistance for previously identified STA programs?
Are there other programs that should be included?
- Have STA's available resources, such as technology, staff, and financial costs, changed?
- Has STA fulfilled the goals of the LEP plan?
- Were there any complaints received?

Safe Harbor Provision

According to the US Department of Justice's (DOJ) Safe Harbor Provision, adopted by US Department of Transportation (DOT), if a recipient of federal funds provides written translation of vital documents for each LEP language group that constitutes five percent (5%) or 1,000 persons of the total population served by the agency, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. As of the 2021 ACS 5-year estimates, Spanish, Russian, Arabic, Vietnamese, Tagalog, and Chinese qualify as "Safe Harbor" languages in Spokane County. STA will consider these as "Safe Harbor" languages in Spokane's Public Transportation Benefit Area (PTBA).

Dissemination of the STA LEP Plan

STA will post the LEP plan on its website as part of STA's overall Title VI Program, found here: <https://www.spokanetransit.com/projects/title-vi-non-discrimination-policy-and-plan/>

An LEP person may obtain copies of the plan upon request. Any questions or comments regarding this plan should be directed to:

Community Ombudsman and Accessibility Officer
1230 W. Boone Avenue
Spokane, WA 99201
(509) 325-6094
TTY Relay 711
ombudsman@spokanetransit.com

Section 7 | Ensuring Subrecipient Compliance

Program Overview

STA is the designated recipient of 5310 funds in the Spokane region. This program provides formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of seniors and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The program aims to remove barriers to transportation service and expand transportation mobility options. Eligible subrecipients include private nonprofit organizations, states or local government authorities approved to provide human services transportation, or operators of public transportation.

Subrecipients must submit Title VI Programs to STA to assist in compliance efforts. STA requests the Title VI Plans to be submitted electronically. Some of the subrecipients do not have Title VI plans and are given at least 90 days (from execution of agreement) to get a plan approved. If extra time is needed the subrecipient must request an extension from STA. Subrecipients must submit an updated Title VI plan every three years to be reviewed and approved by STA to ensure plans remain compliant.

STA staff helps subrecipients with regards to compliance. Subrecipients are provided with templates, checklists, and other technical assistance to ensure they have the resources to write, adopt and implement a Title VI Plan. Subrecipients are given the choice to adopt STA's notice to beneficiaries, complaint procedures and complaint form, public participation plan, and language assistance plan where appropriate. The subrecipient can modify when necessary. The subrecipient must also submit to STA a list of Title VI complaints, investigations, and/or lawsuits. Additional technical assistance is provided on an as-needed basis.

To ensure that all subrecipients comply with Title VI regulations, STA staff monitors the performance of subrecipients a minimum of every three years. The subrecipient monitoring process is summarized below.

Steps to Ensure Title VI Compliance of Subrecipient

The procedures listed below have been revised to reflect procedures from current FTA circulars to include, but not limited to, the main FTA circular C 4702.1B.

- Ensure that project agreements with subrecipients contain all required federal clauses.
- On an annual basis, send a notice to subrecipients requesting a copy of A-133 audit report or other financial documentation (if the subrecipient received less than \$750,000 in federal funding from all sources).
- The Subrecipient will sign the application for funding to certify that they will carry out the program in compliance with FTA's Title VI regulations. This is a requirement before STA can provide any federal funds to the subrecipient.
- Subrecipients shall submit their Title VI Program to STA to have on file. STA also files a copy of the agreement and contract.

- Every Title VI program shall at a minimum include the following information:
 1. A copy of the Title VI Notice to the public and location it is posted for public to view (local newspaper, website, work locations, and/or posted inside vehicles).
 2. Title VI discrimination complaint procedures.
 3. Copy of the complaint form.
 4. List of complaints, investigations, or lawsuits related to public transportation activities.
 5. Most recent census data to identify demographics of service area including minorities, language spoken at home, and income.
 6. A public participation plan that includes an outreach plan to engage minority and limited English proficient populations. **Note: In lieu of developing their own public participation plan, the subrecipient may adopt STA's plan.** Provide a summary of outreach efforts since last Title VI program submission, particularly to low-income, LEP, and minority populations.
 7. A copy of the subrecipient's plan for providing language assistance to persons with limited English proficiency, based on the four-factor analysis. **Note: In lieu of developing their own LEP Plan, the subrecipient may adopt STA's plan.**
 8. How notice is communicated that language assistance is available and how the plan is monitored and updated.
 9. How employees are trained to provide timely and reasonable language assistance.
 10. Information on transit-related, non-elected planning boards, advisory councils or committees with a table or narrative of racial breakdown of the membership and a description of efforts made to encourage participation of minorities.
 11. Any new subrecipient operating facilities requiring a Title VI equity analysis.
 12. Appropriate documentation showing that the organization's governing body or official(s) responsible for policy decisions have reviewed and approved the Title VI program.

Table 8 reflects subrecipients that currently have active projects using FTA Section 5310 funds.

Table 8. List of current STA Subrecipients

FTA Apportionment Year	Subrecipient/Organization	Project Title(s)
2019	Arc of Spokane	ADA Vehicle Purchase
	Southside Community Center	ADA Vehicle Purchase
	Spokane Transit	Complementary Paratransit
2020	Arc of Spokane	Community Center Transportation
	Special Mobility Services	Mobility Management
	Spokane Neighborhood Action Partners	ADA Vehicle Purchase & Neighbors on the Go
	Southside Community Center	ADA Vehicle Purchase- Additional Funds
	Spokane Transit	Complementary Paratransit
2021	Cancer Can't	Transportation for Cancer Patients
	COAST Transportation	Demand Response
	Special Mobility Services	Mobility Training & Spokane Shopper
	Spokane Neighborhood Action Partners	Neighbors on the Go
2022	Arc of Spokane	Community Center Transportation
	Cancer Can't	Transportation for Cancer Patients
	COAST Transportation	ADA Vehicle Purchase & Demand Response
	SNAP Resource Rides	Neighbors on the Go
	Spokane Transit	Contracted Human Services Transportation (estimated RFP in 2024)

Section 8 | System-wide Service Policies and Standards

Overview

STA's System-wide Service Standards and the Service Policies were adopted by the STA Board in 2010 as part of the agency's comprehensive plan, *Connect Spokane*. The plan was formed as part of an extensive public process. Amendments were made to the policies and standards in May 2022. A public hearing was held on April 21, 2022 and the Board adopted the amendments on May 19, 2022.

System-wide Service Policies

Table 9 below presents the system-wide service policies, which are meant to ensure that transit amenities (i.e., bus stops, benches, and lighting) are distributed fairly throughout the system and that vehicles are properly assigned on a route by route basis.

Table 9. System-Wide Service Policies

Service Policy	STA Definition
System-Wide Transit Amenities	<i>Installation of transit amenities along bus routes are based on the number of passenger boardings at stops and stations along those routes and the High Performance Transit facility standards with variances from this policy to support connectivity of routes and riders with limited mobility.</i> (Connect Spokane - Annex 2)
Signage at Bus Stops	<i>All STA bus stops shall feature signs mounted in a uniform manner to identify the area as a stop and provide readable and accurate information.</i> (System Infrastructure - 2.7 Connect Spokane)
Design Standards for Bus Stop Areas	<i>Coordinate with local and regional jurisdictions to establish, maintain and implement uniform design standards for the bus stop environment.</i> Standardization of the elements that make up the bus stop area – including (but not limited to) benches, shelters, and lighting - results in less confusion for coach operators, passengers, and other users of the street right-of-way. Established, agreed-upon standards can also streamline the design of street improvements and the review of private development proposals. (System Infrastructure - 2.7.1)

Service Policy	STA Definition
Benches at Bus Stop	<i>STA will ensure that benches are placed properly, designed adequately, and serve the needs of customers sufficiently.</i> Benches provide comfort for all types of passengers. Although local jurisdictions are responsible for the operations and maintenance of bus benches, coordination with STA increases the likelihood that everyone's needs are being met. Generally, STA recommends bench locations which meet one of the following criteria: 1) 10 or more weekday average boardings 2) Transfer point between two or more routes 3) Adjacent to ridership generator with a high proportion of riders with limited mobility <i>(System Infrastructure - 3.1 Connect Spokane)</i>
Shelters and Awnings	<i>The placement and maintenance of shelters or other weather cover for passenger waiting areas where appropriate shall be encouraged.</i> STA shall work with local and regional jurisdictions to position bus shelters, awnings and other weather protection as funding allows and consistent with Title VI requirements. Shelters and awnings can encourage ridership by protecting waiting patrons from adverse weather elements. Shelters also provide an appropriate location for posting important ridership information. Stops with new shelters will comply with the Americans with Disabilities Act (ADA). Stops to have shelters funded by STA must meet at least one of the following criteria: 1) 25 or more weekday average boardings 2) Transfer point between two or more routes 3) Adjacent to a ridership generator with a high proportion of riders with limited mobility. <i>(System Infrastructure - 3.2.1 Connect Spokane)</i> <i>The removal of shelters may occur after a review of ridership data and/or physical condition.</i> In the programmed shelter replacement plan, STA reviews bus stops with less than 10 boardings per day and considers those locations for shelter removal. STA will also review a shelter's physical condition based on a point rating of the frame, roof, panels, bench, and the concrete foundation. <i>(System Infrastructure – 3.2.2)</i>

Service Policy	STA Definition
Lighting at Bus Stops	<i>STA works to provide pedestrian-scale lighting at stations, shelters, and general stops whenever possible.</i> While any lighting enhances the safety and security of transit stops, benches, and shelters, lighting designed specifically to illuminate the path of a pedestrian can do a better job than general street lights. <i>(System Infrastructure - 3.3 Connect Spokane)</i>
Bicycle Facilities	<i>Bicycles, including bicycle share, shall be accommodated at STA's facilities and on STA coaches.</i> A good bicycle network and appropriate facilities are like a good pedestrian network and facilities. They can accompany transit to extend the range of non-motorized modes of transportation. By supporting bike share and bicycle ridership through short- and long-term bicycle parking, greater bicycle capacity racks on coaches, and other supportive efforts, STA can increase options for those who choose to travel by more than one mode. <i>(System Infrastructure - 3.4 Connect Spokane)</i>
Vehicle Assignment	<i>STA bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route such as passenger loads and overall ridership of each route. Local routes with lower ridership may be assigned a smaller fixed route vehicle. Some routes requiring tight turns on narrow streets may be operated with smaller fixed route vehicles. The age of the vehicle shall not be a consideration when assigning the vehicle to a particular maintenance garage for daily service.</i> <i>(Connect Spokane - Annex 2)</i>

System-wide Service Standards

Table 10 below presents the system-wide service standards, which are quantitative performance standards meant to ensure that fixed route services are fairly distributed throughout STA's service area.

Table 10. System-Wide Service Standards

Service Standard	STA Definition																														
On-time Performance	STA’s on-time performance objective is 93% or greater.																														
Vehicle Load	<table><tr><th>Vehicle Type</th><th>Seated</th><th>Standing</th><th>Total</th><th>Maximum Load Factor Ratio</th></tr><tr><td>30' Bus</td><td>26</td><td>20</td><td>46</td><td>1.77</td></tr><tr><td>35' Bus</td><td>32</td><td>24</td><td>56</td><td>1.75</td></tr><tr><td>40' Bus</td><td>39</td><td>29</td><td>68</td><td>1.74</td></tr><tr><td>60' Bus</td><td>62</td><td>47</td><td>109</td><td>1.76</td></tr><tr><td>60' BEB Bus</td><td>41</td><td>31</td><td>72</td><td>1.76</td></tr></table>	Vehicle Type	Seated	Standing	Total	Maximum Load Factor Ratio	30' Bus	26	20	46	1.77	35' Bus	32	24	56	1.75	40' Bus	39	29	68	1.74	60' Bus	62	47	109	1.76	60' BEB Bus	41	31	72	1.76
Vehicle Type	Seated	Standing	Total	Maximum Load Factor Ratio																											
30' Bus	26	20	46	1.77																											
35' Bus	32	24	56	1.75																											
40' Bus	39	29	68	1.74																											
60' Bus	62	47	109	1.76																											
60' BEB Bus	41	31	72	1.76																											
Service Availability	<i>STA balances customer access, service reliability, and system performance when determining the spacing and placement of bus stops.</i> <table><tr><th>Service Type</th><th>Spacing</th><th>Process</th></tr><tr><td>HPT</td><td>Generally greater spacing than regular service it is replacing with a target of ½ mile outside the downtown core. (Minimum spacing of ¼ mile between most stations)</td><td>Develop as part of corridor plan. General station locations are subject to formal board approval (not required for other stops)</td></tr><tr><td>Regular</td><td>Arterials and local streets: 800’-1500’ seeking an average quarter-mile stop spacing Highway environments where speed limits exceed 40 mph: minimum ½ mile and where activity centers and infrastructure will support Rural/Limited access: subject to suitable location</td><td>Implemented as part of normal service development. No formal consultation process except for stop closure or major upgrades as part of integrated improvements</td></tr><tr><td>Targeted</td><td>Subject to specialized service needs</td><td>Same as Regular service</td></tr></table>	Service Type	Spacing	Process	HPT	Generally greater spacing than regular service it is replacing with a target of ½ mile outside the downtown core. (Minimum spacing of ¼ mile between most stations)	Develop as part of corridor plan. General station locations are subject to formal board approval (not required for other stops)	Regular	Arterials and local streets: 800’-1500’ seeking an average quarter-mile stop spacing Highway environments where speed limits exceed 40 mph: minimum ½ mile and where activity centers and infrastructure will support Rural/Limited access: subject to suitable location	Implemented as part of normal service development. No formal consultation process except for stop closure or major upgrades as part of integrated improvements	Targeted	Subject to specialized service needs	Same as Regular service																		
Service Type	Spacing	Process																													
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Targeted	Subject to specialized service needs	Same as Regular service																													

Service Standard	STA Definition																																													
Vehicle Headway	<i>STA shall adhere to maximum headway standards when determining a route's frequency.</i> <table><tr><th colspan="5">Maximum Headways (minutes)</th></tr><tr><th>Service Class</th><th>Variable</th><th>Peak</th><th>Base</th><th>Sub-Base</th></tr><tr><td>HPT</td><td>Mode: Bus Rapid Transit</td><td>10</td><td>15</td><td>30</td></tr><tr><td></td><td>Corridor Configuration: Urban</td><td>15</td><td>15</td><td>30</td></tr><tr><td></td><td>Corridor Configuration: Regional</td><td>30</td><td>30</td><td>60</td></tr><tr><td>Regular</td><td>Service Family: Frequent</td><td>15</td><td>30</td><td>60</td></tr><tr><td></td><td>Service Family: Standard</td><td>30</td><td>30</td><td>60</td></tr><tr><td></td><td>Service Family: Basic</td><td>60</td><td>60</td><td>120</td></tr><tr><td></td><td>Service Family: Downtown</td><td>30</td><td>30</td><td>60</td></tr></table>	Maximum Headways (minutes)					Service Class	Variable	Peak	Base	Sub-Base	HPT	Mode: Bus Rapid Transit	10	15	30		Corridor Configuration: Urban	15	15	30		Corridor Configuration: Regional	30	30	60	Regular	Service Family: Frequent	15	30	60		Service Family: Standard	30	30	60		Service Family: Basic	60	60	120		Service Family: Downtown	30	30	60
Maximum Headways (minutes)																																														
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	Corridor Configuration: Regional	30	30	60																																										
Regular	Service Family: Frequent	15	30	60																																										
	Service Family: Standard	30	30	60																																										
	Service Family: Basic	60	60	120																																										
	Service Family: Downtown	30	30	60																																										

System- wide Title VI Policies

The Title VI policies listed below are specific policies when implementing major service and all fare changes. They are also included in STA's comprehensive plan *Connect Spokane*, which was last adopted in May 2022.

Table 4. Title VI Policies

Policy	STA Definition
System-Wide Title VI Policies	<i>STA will not "utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin."</i> <i>STA will "take affirmative action to assure that no person is excluded from participation in, or denied the benefits of, the program or activity on the grounds of race, color, or national origin." STA assures that "no person or group of persons shall be discriminated against with regard to routing, scheduling, or quality of service transportation on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin."</i>
Major Service Change Policies	<i>In developing annual plans and service changes, STA will assess whether changes meet the Major Service Change threshold. This threshold is as follows:</i> <i>Cost Impacts: More than 5.0% reduction in revenue hours of service in any calendar year</i> <i>Ridership Impacts: 5% or more of annualized system ridership negatively impacted by loss of bus stop(s), trip(s) or route(s) at any given service change. A Title VI analysis and evaluation of the impacts of major service changes will be published prior to a formal public hearing on the service change or a draft recommendation is published, whichever comes first.</i>

Policy	STA Definition
Service Change Disparate Impact Policy (minority)	<i>When a major service change impacts a census tract with a minority population that exceeds the average minority population of the service area by 10% or more, a disparate impact exists and the impacts will be assessed and evaluated for mitigation.</i>
Service Change Disproportionate Burden Policy	<i>When a major service change impacts a census tract with a low-income population that exceeds the average low-income population of the service area by 10% or more, a disproportionate burden exists and the impacts will be assessed and evaluated for mitigation.</i>
System-wide Transit Amenities Service Policy	<i>Installation of transit amenities along bus routes are based on the number of passenger boardings at stops and stations along those routes and the High Performance Transit facility standards with variances from this policy to support connectivity of routes and riders with limited mobility.</i>
Vehicle Assignment Service Policy	<i>STA bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route such as passenger loads and overall ridership of each route. Local routes with lower ridership may be assigned a smaller fixed route vehicle. Some routes requiring tight turns on narrow streets may be operated with smaller fixed route vehicles. The age of the vehicle shall not be a consideration when assigning the vehicle to a particular maintenance garage for daily service.</i>
Fare Change Policy	<i>STA evaluates fare changes to ensure fare increases do not disproportionately negatively impact a class protected under Title VI.</i>
Fare Change Minority Disparate Impact Policy	<i>If a fare change affects fare categories or payment methods used disproportionately by minority populations (10% or greater) than the overall population, a fare change disparate impact exists and the impacts will be assessed and evaluated for mitigation.</i>
Fare Change Low-Income Disproportionate Impact Policy	<i>If a fare change affects fare categories or payment methods used disproportionately by low-income populations (10% or greater) than the overall population, a fare change disproportionate burden exists and the impacts will be assessed and evaluated for mitigation.</i>
On-Time Performance Standard	<i>STA's on-time performance objective is 93% or greater.</i>

Section 9 | Evaluation of 2020-2022 Service and Fare Changes

Summary of Major Service and Fare Changes Implemented since previous Title VI Update

The following is a summary of the service and fare changes, and any associated equity analyses STA conducted for service or fare/fee changes implemented between March 2020 and February 2023.

Fare Changes

There have been no fare changes implemented since the 2020 Title VI Program update. There were two fare policy revisions adopted in 2022 by the STA Board of Directors. The first revision, adopted January 21, 2022, addressed the introduction of new fare payment methods, farecapping, and new discount programs. The second revision, adopted July 21, 2022, addressed the introduction of a zero-fare for youth ages 18 and under. Both policy revisions underwent a Title VI impact analysis process in accordance with the FTA C 4702.1B.

Copies of the Title VI equity analyses, along with Board minutes showing adoption of each of these actions, can be found in Appendix D to this report.

Service Changes

With a few exceptions, STA schedules periodic major and minor service changes to occur every January, May, and September (every four months).

Since January 2020, there has been one service change (August 2022) that met STA's adopted major service change threshold and for which a Title VI impact analysis was conducted. The analysis was conducted in 2021 in advance of the anticipated City Line launch, originally scheduled for Spring 2022 and now scheduled for Summer 2023. Copies of the Title VI equity analysis, along with Board minutes showing adoption of these actions, can be found in Appendix E to this report.

All other service changes have been minor and moderate service changes and route modifications. Per Connect Spokane, a Title VI analysis is not required for minor and moderate service changes. Table 12 below summarizes each of these service changes. Full descriptions of all changes are on file with the Planning Department.

Table 12. 2020 – 2022 Service Change Summary

Service Change	Overview of Service Changes
May 2020	Minor routing and scheduling adjustments; provide connections to 633 Geiger Shuttle that provides service to Amazon employees.
September 2020	Minor routing and scheduling adjustments; other planned adjustments moved to 2021/2022 due to impacts of COVID-19
January 2021	Minor routing and scheduling adjustments
May 2021	Minor routing and scheduling adjustments, includes improvement in service levels at the West Plains Transit Center
September 2021	Minor routing and scheduling adjustments; conversion of Route 64 into Route 6 with extended routing and improved frequency; implement new Route 661 EWU Express
January 2022	Minor routing and scheduling adjustments
May 2022	Minor routing and scheduling adjustments
August 2022	Major routing and schedule adjustments (Title VI analysis completed); new Routes 35, 36, 223, and 294; routing adjustments to Routes 22, 27, 32, 74, 94, 95, 96, and 98; earlier Sunday service on Routes 4, 6, 25, 33, 90, and 633; Plaza zones re-named to “Bays” and re-numbered; scheduling adjustments on most routes
January 2023	Minor routing and scheduling adjustments based on August 2022 customer feedback included more service on select routes addressing heavy demand, especially on routes that serve the area high schools

Facility Site Equity Analysis

There were no facilities constructed that required land acquisition and the displacement of persons from their residences and businesses.

Section 10 | Monitoring Transit Service

Overview

FTA requires transit providers to monitor the performance of their transit system relative to their system-wide service standards and service policies (i.e. vehicle load, vehicle assignment, transit amenities, etc.) not less than every three years.

Consistent with FTA guidance the performance standards compared in this analysis are meant to ensure transit services and amenities are equitably distributed throughout the system. This entails an analysis of:

- Vehicle load (average peak load factor compared with load factor at capacity)
- Vehicle headway (basic vs. frequent)
- On-time performance
- Services accessibility (distance to a bus stop)
- Vehicle assignment
- Distribution of transit amenities

Vehicle Load

STA sets a maximum load factor for each of its fixed routes based on the size of the coach used, as noted in the previous section. Table 13 identifies the vehicle load factor at the peak ridership hour (from Automatic Passenger Count data) for each route. Minority routes are shaded yellow. All routes meet the performance standard, being well within the load factor capacity.

Table 13. Vehicle Load Factor at Peak Ridership Hour (December 2021)

Route	Observed Peak Hour Load Factor	Max Load Factor
4	1.0	1.74
6	0.5	1.76
11	1.1	1.75
12	0.4	1.75
20	0.7	1.74
21	0.5	1.74
22	0.4	1.74
23	0.4	1.74
25	1.0	1.76
26	0.6	1.74
27	0.6	1.74
28	0.5	1.74
29	0.5	1.74

Route	Observed Peak Hour Load Factor	Max Load Factor
32	0.4	1.74
33	0.8	1.74
34	0.3	1.74
39	0.3	1.74
42	0.3	1.74
43	0.3	1.74
45	0.5	1.74
60	0.6	1.74
61	0.9	1.74
62	0.2	1.74
63	0.1	1.74
64	0.7	1.74
66	0.4	1.74
67	0.1	1.74
68	0.1	1.74
74	0.7	1.74
90	1.2	1.74
94	0.4	1.74
95	0.2	1.74
96	0.4	1.74
97	0.3	1.74
98	0.4	1.74
124	0.4	1.74
144	0.3	1.74
172	0.2	1.74
173	0.4	1.74
190	0.2	1.74
633	0.9	1.76
661	0.6	1.76
662	0.3	1.76
663	0.5	1.76
664	0.4	1.76

Vehicle Headway

All STA routes are meeting the minimum headway standards as shown in the previous section. Based on STA's headway standards, five of the six Frequent Routes in the STA system as of December 2022 (83%) are identified as both minority and low-income routes.

On-Time Performance

STA's on-time performance objective is 93% or greater. A report was run using the On Time Performance module in STA's Swiftly software program for all service days in 2022. Table 14 shows the on-time performance for every route in STA's system in 2022, as well as their minority and low-income percentage (highlighted cells indicate those figures are above the baseline figure). In 2022, only 40% of all routes met the on-time performance goal over the entire year. An additional 24% of the routes were on-time 90% of the time or better. It should be noted that 2022 was a big year for road construction projects throughout the PTBA. The delays associated with construction forced bus detours are out of STA's control. These detours can severely impact on-time performance.

Table 14. On-time performance (2022)

Route	On-Time %	Minority %	Low-income %
4	93.9%	13.9%	13.7%
6	94.7%	16.6%	22.0%
11	96.2%	19.8%	50.6%
12	97.2%	16.5%	29.7%
20	96.6%	17.5%	26.2%
21	89.6%	20.5%	27.2%
22	94.7%	13.7%	19.0%
23	91.5%	12.5%	14.3%
25	83.9%	16.3%	23.9%
26	89.8%	19.8%	29.6%
27	94.2%	16.6%	22.3%
28	89.1%	17.4%	28.0%
29	86.6%	21.2%	33.7%
32	88.0%	13.3%	14.9%
33	91.2%	17.1%	16.7%
34	87.0%	14.8%	14.9%
35	90.2%	13.6%	14.4%
36	94.9%	18.2%	25.1%
39	88.9%	18.6%	32.6%
42	95.8%	20.1%	21.2%
43	91.2%	15.5%	14.2%
45	93.9%	14.8%	21.7%
60	90.1%	20.5%	21.4%
61	89.1%	21.1%	19.1%

Route	On-Time %	Minority %	Low-income %
62	96.7%	15.7%	15.1%
63	97.6%	22.0%	10.5%
66	94.8%	17.1%	20.6%
67	91.4%	15.8%	25.5%
68	94.4%	15.8%	25.5%
74	85.2%	14.8%	15.1%
90	81.8%	16.9%	23.9%
94	88.8%	16.1%	19.6%
95	89.6%	10.9%	12.3%
96	91.9%	12.7%	13.6%
97	91.0%	10.9%	9.5%
98	91.7%	10.8%	11.1%
124	92.4%	13.4%	16.3%
144	95.2%	12.8%	12.3%
172	78.0%	14.2%	14.9%
173	91.3%	19.2%	20.9%
190	95.3%	18.2%	22.1%
223	42.9%	12.3%	12.4%
294	79.3%	15.6%	14.9%
633	97.9%	16.6%	17.0%
661	99.0%	16.8%	19.4%
662	95.4%	14.6%	15.4%
663	93.7%	16.4%	19.6%
664	88.5%	14.2%	14.2%
724	90.5%	14.2%	14.9%
771	86.8%	17.8%	20.0%

There are ongoing discussions on how to improve on-time performance when implementing future service changes.

Service Accessibility

Connect Spokane sets out an accessibility policy stating that basic or HPT service “shall be available within no more than one-half mile of at least 80% of the PTBA population residing within urban areas.” According to 2021 population estimates provided by the Washington State Office of Financial Management Small Area Estimate program, STA is currently meeting this standard. See Table 14 below.

Table 15. PTBA urban population within ½ mile of a bus stop

2021 urban population within ½ mile of an STA bus stop	362,036
2021 urban PTBA population	452,545
Percent	81%

Vehicle Assignment

STA’s vehicle assignment policy is as follows:

STA bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route such as passenger loads and overall ridership of each route. Local routes with lower ridership may be assigned a smaller fixed route vehicle. Some routes requiring tight turns on narrow streets may be operated with smaller fixed route vehicles. The age of the vehicle shall not be a consideration when assigning the vehicle to a particular maintenance garage for daily service.

(Connect Spokane Annex 2, Page 114)

The following guidelines assist in assigning vehicle equipment to the appropriate route and/or trips:

- Small 29’ – 35’ Vehicles: Operate for lower ridership routes that do not require additional capacity. Vehicles can also be used to accommodate street design in a safe and effective manner.
- Standard 40’ Vehicles: Typical fleet vehicle in use. Allows for appropriate capacity on nearly all routes.
- Articulated 60’ Vehicles: Operate along educational-focused routes (Cheney service, routes serving high schools) or corridors that warrant additional capacity. Street design must allow for larger vehicle size; however, articulated coaches generally have the same turning radius as 40’ vehicles.

All vehicle assignments are consistent with STA’s vehicle assignment policy. Vehicles are assigned to operational blocks that incorporate interlining, which means most vehicles will be used on multiple routes during the course of a service day. STA also has a policy that all coaches shall accommodate bicycles. All coaches are outfitted with a 3-bicycle rack on the front of the vehicle.

Distribution of Transit Amenities

STA's policy states that installation of transit amenities along bus routes are based on the number of passenger boardings at stops, with variances from this policy to support transfer connectivity of routes and riders with limited mobility.

Signage

STA's policy states that, "All STA bus stops shall feature signs mounted in a uniform manner to identify the area as a stop and provide readable and accurate information." STA follows this policy, and every active stop (with the exception of temporary stops) have a post indicating the physical location of the stop, with an attached sign that indicates: the agency name and logo, the route name and number, the stop number that can be used to text from cell phones to obtain real time arrival information, website address, and the number for customer service along with icons that indicate that buses accommodate bike and wheelchairs. See figure 2 below.

Figure 2. Bus Stop Sign



Benches

STA's policy is that local jurisdictions are responsible for the placement and maintenance of bus benches. Benches are provided at many stops through contracts between outdoor advertising companies and individual jurisdictions. STA makes recommendations to the jurisdictions about bench placement but does not maintain and monitor the condition. STA also does not empty trash cans from these sites.

Shelters

STA's policy is that "Stops to have shelters funded by STA must meet at least one of the following criteria:

- 25 or more weekday average boardings
- Transfer point between two or more routes
- Adjacent to a ridership generator with a high proportion of riders with limited mobility.

It is important to note that simply meeting STA policy is not a guarantee that a shelter will be constructed. In addition to funding, there must be sufficient right of way available to construct the concrete pad on which the shelter will be placed as well as a willing partner, either the local jurisdiction or a private landowner. STA does not own the property adjacent to a bus stop, in most instances, and therefore must have property owner approval before a shelter project can begin.

At the end of 2021, STA had 1,632 bus stops in service. All transit centers and park & ride lots offer passenger shelters in addition to 128 other bus stops throughout the system where ridership conditions warrant. STA operates 15 park & ride locations within the service area. Eleven are either owned or leased by STA while the remaining four are made possible by cooperative agreement. Approximately 62% of passenger boardings in 2021 occurred at a stop or facility where a shelter is provided to customers.

Stops that warrant a shelter are monitored as part of the Annual Passenger Facilities Report completed in June of every year.

Section 11 | STA Boards and Committees

Overview

In addition to the Board of Directors, STA has two committees that consist of non-elected members of the public. The duties of the Board and each committee are summarized below. Within the Title VI Circular (FTA C 4702.1B), FTA requires that STA include a table depicting the racial distribution of the members of all its non-elected committees and councils. In addition to this, STA must include a description of the process the agency uses to encourage participation of minorities on such committees.

STA Board of Directors and Committees

STA Board of Directors

The Board of Directors provides the policy and legislative direction for STA and its administrators and approves its actions, budgets and long-term plans. It also has the authority with voter approval to levy taxes as authorized by state law (RCW 36.57A). By state law, the Board is composed of nine elected officials from the jurisdictions served by the Public Transportation Benefit Area, which includes the cities of Airway Heights, Cheney, Medical Lake, Millwood, Liberty Lake, Spokane, Spokane Valley and some unincorporated portions of Spokane County. Additionally, there are four non-voting elected officials from area small cities, and one non-voting STA labor representative, for a total 14 board members.

Citizen Advisory Committee

STA's Citizen Advisory Committee (CAC) is comprised of members of the public who are residents of Spokane County. According to the committee's charter, its mission is to:

- Increase public participation in the functions of Spokane Transit.
- Ensure accountability of Spokane Transit.
- Act as an educational arm of Spokane Transit to reach out to the public.
- Act as a focused, educated forum for public input and feedback to Spokane Transit.
- Represent a wide range of stakeholders and transit service employees.

STA advertises open positions for the CAC in the *Spokesman Review* and on the STA website. The STA Board of Directors expects CAC members to educate the public about STA services as much as possible. To this end, during the membership selection process, weighted value will be given to those who are active participants in other area organizations such as non-profits. This includes organizations that serve minority populations.

City Line Steering Committee

The City Line Steering Committee provides policy-level advisory input and direction to the STA Board and to the City of Spokane staff representatives for the implementation of the City Line which also includes supportive land use and economic development policies. The membership of the committee is outlined by the joint resolution between the City of Spokane and STA. The resolution lists agencies and organizations with an interest in the City Line project that may appoint their representative.

Table 16. Non-Elected Committees Minority Composition

Committee	Minority	Non-Minority
Citizen Advisory Committee	0	12
City Line Steering Committee	0	20

Appendices

Appendix	Title
A	Downloadable Complaint Forms
B	Rider Survey Instrument
C	CBO survey instrument
D	Fare Equity Analyses
E	Service Change Equity Analysis
F	Resolution

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Appendix A

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Spokane Transit Title VI Complaint Form

Spokane Transit Authority (STA) does not discriminate in the provision of service on the basis of race, color, or national origin. Any person who believes STA has discriminated against him or her on the basis of race, color, or national origin may file a complaint using this form. STA does not investigate complaints received more than 180 days after the alleged incident.

For more information on STA's commitment to nondiscrimination, or to request a copy of this form in an alternative format due to a disability, contact the STA Ombudsman:

STA Ombudsman
Spokane Transit
1230 W. Boone Ave.
Spokane, WA 99201
(509) 325-6094 (TTY Relay 711)
ombudsman@spokanetransit.com

(Please Type or Print Clearly)

1. Complainant's Name _____

2. Address _____

3. City, State, Zip Code _____

4. Telephone Number: _____ Email: _____

5. Are you the Complainant? ____ Yes ____ No

If no, your name: _____

Relationship to the Complainant: _____

Phone: _____ Email: _____

Does the Complainant know you are filing this complaint? ____ Yes ____ No

6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

a. Race ☐

b. Color ☐

c. National Origin ☐

7. The date the alleged discrimination took place: _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if needed.

9. Please give the name, mailing address, and telephone number for anyone who witnessed the alleged discrimination.

10. Have you filed this complaint with any other agency or court?

Yes ☐

No ☐

If yes, provide name, address, and phone number of contact person at the other agency/court: _____

Complainant's Signature _____ Date _____

You may attach any written materials or other information that you think is relevant to your complaint.

Return completed form and any additional materials to:

STA Ombudsman
Spokane Transit
1230 W. Boone Ave.
Spokane, WA 99201
ombudsman@spokanetransit.com

Форма жалобы оператору системы общественного транспорта г. Спокан согласно раздела VI

Оператор системы общественного транспорта г. Спокан (Spokane Transit Authority, STA) не ограничивает лиц в праве на оказание услуг на основании их расовой принадлежности, цвета кожи или национального признака. Любые лица, которые полагают, что они подверглись дискриминации со стороны STA на основании расовой принадлежности, цвета кожи или национального признака, имеют право подать жалобу с помощью данной формы. STA не расследует жалобы, полученные спустя 180 дней после предполагаемого инцидента.

Для получения более подробной информации об обязательствах STA по недопущению дискриминации или запроса экземпляра данной формы в другом формате в связи с ограниченными возможностями, свяжитесь с обмудсменом STA:

STA Ombudsman
Spokane Transit
1230 W. Boone Ave.
Spokane, WA 99201
(509) 325-6094 (TTY Relay 711)
ombudsman@spokanetransit.com

(Отчетливо заполните форму печатными буквами или напечатайте текст)

1. ФИО лица, подающего жалобу _____

2. Адрес _____

3. Город, штат, почтовый индекс _____

4. Номер телефона: _____ E-mail: _____

5. Являетесь ли вы лицом, подающего жалобу? ____Да ____Нет

Если вы ответили отрицательно, укажите ваше ФИО: _____

Связь с лицом, подающим жалобу: _____

Номер телефона: _____ E-mail: _____

Известно ли лицу, подающему жалобу, что вы подаете настоящую жалобу?

____ Да ____ Нет

6. Что из нижеследующего наилучшим образом описывает причину, по которой вы полагаете произошел случай дискриминации

? Произошел ли он по причине:

a. Вашей расовой принадлежности ☐

b. Вашего цвета кожи ☐

c. Вашей национальной принадлежности ☐

7. Дата, когда произошел случай предполагаемой дискриминации: _____

8. Опишите своими словами случай предполагаемой дискриминации. Объясните, что произошло, и кто, на ваш взгляд, нес за это ответственность. При необходимости используйте обратную сторону данной формы.

9. Укажите ФИО, почтовый адрес и номер телефона любого лица, являвшегося свидетелем случая предполагаемой дискриминации.

10. Подавали ли вы настоящую жалобу в любой другой орган или суд?

Да ☐ Нет ☐

Если вы ответили положительно, укажите ФИО, адрес и номер телефона контактного лица в другом органе/суде:

Подпись истца _____ Дата _____

Вы можете приложить любые письменные материалы или прочую информацию, которые, на Ваш взгляд, имеют отношение к жалобе.

Заполненную форму и дополнительные материалы необходимо вернуть:

**STA Ombudsman
Spokane Transit**
1230 W. Boone Ave.
Spokane, WA 99201
(509) 325-6094 (TTY Relay 711)
ombudsman@spokanetransit.com

Formulario de denuncia, Título VI, de Spokane Transit

Spokane Transit Authority (STA) no discrimina en la prestación de servicios por motivos de raza, color o nacionalidad. Cualquier persona que crea que ha sido discriminada por STA por motivos de raza, color o nacionalidad puede presentar una denuncia mediante este formulario. STA no investigará las denuncias recibidas después de más 180 días del presunto incidente.

Para obtener más información sobre el compromiso de no discriminación de STA o solicitar una copia de este formulario en un formato alternativo por una discapacidad, comuníquese con el Defensor del pueblo de STA:

STA Ombudsman
Spokane Transit
1230 W. Boone Ave.
Spokane, WA 99201
(509) 325-6094 (TTY Relay 711)
ombudsman@spokanetransit.com

(Escriba claramente con letra de imprenta)

1. Nombre del denunciante _____
2. Domicilio _____
3. Ciudad, estado, código postal _____
4. Número de teléfono: _____ Correo electrónico: _____
5. ¿Es usted el denunciante? ____ Sí ____ No
Si no lo es, escriba su nombre: _____
Relación con el denunciante: _____
Teléfono: _____ Correo electrónico: _____
¿El denunciante tiene conocimiento de que está completando esta denuncia?
____ Sí ____ No
6. ¿Cuál de las siguientes opciones describe mejor el motivo del hecho de discriminación? Fue por lo siguiente:
 - a. Raza ☐
 - b. Color ☐
 - c. Nacionalidad ☐
7. Fecha en la que sucedió el presunto hecho de discriminación: _____

8. Describa con sus propias palabras el hecho de discriminación. Explique qué sucedió y quién cree que es la persona responsable. Utilice el dorso de este formulario si es necesario.

9. Proporcione el nombre, la dirección de correo y el número de teléfono de cualquier persona que haya sido testigo del presunto hecho de discriminación.

10. ¿Ha presentado esta queja a algún otro organismo o tribunal?

Sí ☐ No ☐

En caso afirmativo, proporcione el nombre, la dirección y el número de teléfono de la persona de contacto en el organismo o tribunal:

Firma del denunciante _____ Fecha _____

Puede adjuntar cualquier material escrito u otro tipo de información que crea relevante para la denuncia.

Envíe el formulario completo y cualquier material adicional a la siguiente dirección:

**STA Ombudsman
Spokane Transit**
1230 W. Boone Ave.
Spokane, WA 99201
ombudsman@spokanetransit.com

Mẫu Đơn Khiếu Nại theo Tiêu Đề VI của Sở Giao Thông Công Cộng Spokane

Sở Giao Thông Công Cộng Spokane (Spokane Transit Authority, STA) không phân biệt đối xử trên cơ sở chủng tộc, sắc tộc hay nguồn gốc quốc gia khi cung cấp dịch vụ. Bất kỳ người nào tin rằng STA đã phân biệt đối xử với mình trên cơ sở chủng tộc, sắc tộc hay nguồn gốc quốc gia đều có thể gửi khiếu nại bằng cách dùng biểu mẫu này. STA không điều tra các khiếu nại nhận được muộn hơn thời điểm 180 ngày kể từ ngày xảy ra sự việc được viện dẫn.

Để biết thêm thông tin về cam kết không phân biệt đối xử của STA hoặc để yêu cầu cung cấp một bản của mẫu đơn này ở định dạng khác do tình trạng khuyết tật, hãy liên hệ với Thanh Tra Viên STA:

STA Ombudsman
Spokane Transit
1230 W. Boone Ave.
Spokane, WA 99201
(509) 325-6094 (TTY Relay 711)
ombudsman@spokanetransit.com

(Vui Lòng Nhập hoặc Viết In Hoa Rõ Ràng)

1. Tên Người Khiếu Nại _____

2. Địa Chỉ _____

3. Thành Phố, Tiểu Bang, Mã Bưu Chính _____

4. Số Điện Thoại: _____ Email: _____

5. Quý vị có phải là Người Khiếu Nại không? ____ Có ____ Không

Nếu không, tên quý vị là: _____

Mối quan hệ với Người Khiếu Nại: _____

Số Điện Thoại: _____ Email: _____

Người Khiếu Nại có biết quý vị đang gửi khiếu nại này không?

____ Có ____ Không

6. Mục nào sau đây mô tả rõ nhất lý do quý vị tin là đã diễn ra tình trạng phân biệt đối xử? Đó là vì:

a. Chủng Tộc ☐

b. Sắc Tộc ☐

c. Nguồn Gốc Quốc Gia ☐

7. Ngày xảy ra hành vi phân biệt đối xử được viện dẫn: _____

8. Hãy mô tả hành vi phân biệt đối xử được viện dẫn bằng cách diễn đạt của chính quý vị. Giải thích sự việc xảy ra và người mà quý vị cho rằng phải chịu trách nhiệm. Vui lòng sử dụng mặt sau của biểu mẫu này nếu cần.

9. Vui lòng nêu tên, địa chỉ gửi thư và số điện thoại của bất kỳ người nào đã chứng kiến hành vi phân biệt đối xử được viện dẫn.

10. Quý vị đã gửi khiếu nại này lên tòa án hay cơ quan nào khác chưa?

Rồi ☐ Chưa ☐

Nếu rồi, hãy cung cấp tên, địa chỉ và số điện thoại của người liên hệ tại tòa án/cơ quan khác đó:

Chữ Ký Người Khiếu Nại _____ Ngày _____

Quý vị có thể gửi kèm bất kỳ tư liệu văn bản hay thông tin nào khác mà quý vị cho là có liên quan đến khiếu nại của mình.

Gửi lại biểu mẫu đã hoàn thành và mọi tài liệu bổ sung về:

**STA Ombudsman
Spokane Transit**
1230 W. Boone Ave.
Spokane, WA 99201
ombudsman@spokanetransit.com

Appendix B

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Introduction

* 1. Do you have a flyer from STA regarding the 2022 Title VI Rider Survey?

☐ Yes

☐ No

Flyer Color

* 2. Please identify the flyer's color

- ☐ Yellow
- ☐ Blue
- ☐ White
- ☐ Pink / Salmon
- ☐ Purple / Lilac
- ☐ Green

TRIP DETAILS

* 3. Tell us what bus route you were riding when you received the flyer. If you did not receive a flyer, tell us what bus route you were most recently riding.

4. Where did your bus trip start?

- ☐ Home
- ☐ Work
- ☐ School
- ☐ Errands (shopping, medical appointments, groceries, etc)
- ☐ Visiting family or friends, sports events, parks, libraries, etc
- ☐ Other (please tell us more)

5. How did you get to the bus stop?

- ☐ Walked
- ☐ Biked
- ☐ Scooter
- ☐ Drove alone
- ☐ Rode in a car with someone else
- ☐ Dropped off at stop
- ☐ Transferred from other route (please identify)

6. Where were you going on that trip?

- ☐ Home
- ☐ Work
- ☐ Errands (shopping, medical appointments, groceries, etc)
- ☐ Visiting family or friends, sports event, parks, libraries, etc
- ☐ Other (please tell us more)

7. After you got off the bus, how did you get to where you were going?

- ☐ Walked
- ☐ Biked
- ☐ Scooterred
- ☐ Rode in a car with someone else
- ☐ Got on another bus (please tell us the Route)

HOW YOU PAY FOR TRANSIT

* 8. Did you use the new Connect fare system to pay for that trip?

☐ Yes

☐ No

HISTORICAL FARE SYSTEM

* 9. What fare type did you use for this trip?

CONNECT CARD

* 10. Did you use a Connect Card or the app?

- ☐ Connect card
- ☐ Connect App

* 11. What fare type did you use for this trip?

- ☐ One ride
- ☐ 7-day rolling pass
- ☐ Zero Fare Youth Pass
- ☐ Reduced Fare: Honored Rider (60 & over)
- ☐ Reduced Fare: Stars & Stripes (Veterans)
- ☐ Reduced Fare: Disability
- ☐ Reduced Fare: Student

ABOUT YOU

* 12. How do you self-identify by race?

- ☐ White or Caucasian
- ☐ Black or African American
- ☐ Asian or Asian American
- ☐ American Indian or Alaska Native
- ☐ Native Hawaiian or other Pacific Islander
- ☐ Two or more races
- ☐ Prefer not to say

* 13. Gender (select all that apply)

- ☐ Woman
- ☐ Man
- ☐ Non-binary
- ☐ Prefer to self-describe

- ☐ Prefer not to say

14. What is your age?

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

* 15. What is the primary language spoken in the household?

- ☐ English
- ☐ Spanish
- ☐ Vietnamese
- ☐ Russian
- ☐ Chinese
- ☐ German
- ☐ Korean
- ☐ Other (please specify)

* 16. How would you describe your ability to speak English?

- ☐ Very Well
- ☐ Well
- ☐ Not Well
- ☐ Not at all

* 17. How many people are in your household (including yourself)?

* 18. What is your current (annual) household income range? (best guess is okay)

To enter the drawing for one of 15 7-day passes, please follow the link below to submit contact information. The contact information is NOT linked to survey responses.

[Drawing Entry](#)

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Appendix C

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Introduction

As part of Spokane Transit’s Title VI Nondiscrimination Program, we are requesting providers who serve low-income, minority, and limited English proficiency clients to complete a short demographic questionnaire. The information collected will be used to update our Title VI Program.

1. Please tell us about yourself and your organization

Name	
Title	
Organization	
Email	

Minority and LEP Populations

2. Does your organization work with minority groups and/or limited English proficiency clients?

☐ Yes

☐ No

Minority and LEP Populations

3. About how many clients do you serve per month?

- ☐ 0 - 9
- ☐ 10 - 20
- ☐ 21 - 50
- ☐ 51 - 100
- ☐ 100+

4. Please estimate how many clients per month are limited in their ability to speak English

- ☐ 0 - 9
- ☐ 10 - 20
- ☐ 21 - 50
- ☐ 51 - 100
- ☐ 100+

5. About how many clients of each language do you serve per month?

	0 - 9	10 - 20	21 - 50	51 - 100	100+
Spanish	☐	☐	☐	☐	☐
Russian	☐	☐	☐	☐	☐
Vietnamese	☐	☐	☐	☐	☐
Arabic	☐	☐	☐	☐	☐
Bosnian	☐	☐	☐	☐	☐
Burmese	☐	☐	☐	☐	☐
Chinese	☐	☐	☐	☐	☐
Farsi	☐	☐	☐	☐	☐
French	☐	☐	☐	☐	☐
Greek	☐	☐	☐	☐	☐
Hmong	☐	☐	☐	☐	☐
Kinyarwanda	☐	☐	☐	☐	☐
Kirundi	☐	☐	☐	☐	☐
Korean	☐	☐	☐	☐	☐
Marshallese	☐	☐	☐	☐	☐
Moldovan	☐	☐	☐	☐	☐
Nepali	☐	☐	☐	☐	☐
Russian	☐	☐	☐	☐	☐
Somali	☐	☐	☐	☐	☐
Swahili	☐	☐	☐	☐	☐
Thai	☐	☐	☐	☐	☐
Ukrainian	☐	☐	☐	☐	☐

Other (please specify)

6. Do the limited English-speaking individuals that you serve rely on transit service?

☐ Yes

☐ No

7. What locations in the Spokane area do they most frequently travel to and from?

- ☐ NE Spokane
- ☐ NW Spokane
- ☐ South Spokane
- ☐ Downtown Spokane
- ☐ Spokane Valley
- ☐ Liberty Lake
- ☐ Medical Lake
- ☐ Cheney
- ☐ Other (please specify)

Low-Income Populations

8. Does your organization work with low-income clients?

☐ Yes

☐ No

Low-Income Populations

9. About how many clients do you serve per month?

- ☐ 0 - 9
- ☐ 10 - 20
- ☐ 21 - 50
- ☐ 51 - 100
- ☐ 100+

10. Please estimate how many clients per month identify as low-income?

- ☐ 0 - 9
- ☐ 10 - 20
- ☐ 21 - 50
- ☐ 51 - 100
- ☐ 100+

11. Do the low-income individuals that you serve rely on transit service?

- ☐ Yes
- ☐ No

12. What locations in the Spokane area do they most frequently travel to and from?

- ☐ NE Spokane
- ☐ NW Spokane
- ☐ South Spokane
- ☐ Downtown Spokane
- ☐ Spokane Valley
- ☐ Liberty Lake
- ☐ Medical Lake
- ☐ Cheney
- ☐ Other (please specify)

Wrap-Up

13. How important is transit to your clients?

- ☐ Extremely important
- ☐ Very important
- ☐ Somewhat important
- ☐ Not so important
- ☐ Not at all important

14. What are the best ways to communicate with your clients?

- ☐ Email
- ☐ Website
- ☐ Social media
- ☐ Newspaper / newsletter
- ☐ Radio stations
- ☐ Word of mouth
- ☐ On bus communications (signs, handouts, etc)
- ☐ Through service providers such as your organization
- ☐ Other (please specify)

15. How can STA best engage the people you serve to provide input in our planning efforts and provide feedback on proposed fare or service changes? Is there anything else you would like us to know?

Appendix D

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RESOLUTION NO. **791-22**

A RESOLUTION FOR THE PURPOSE OF ADOPTING THE SPOKANE TRANSIT AUTHORITY TARIFF POLICY AND PROCEDURES FOR FIXED ROUTE, PARATRANSIT AND VANPOOL; RESCINDING RESOLUTION NUMBER 779-19; 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, on September 19, 2019, the STA Board of Directors adopted Resolution No. 779-19, approving the current STA Tariff Policy, inclusive of the Special Event Fares; and

WHEREAS, on July 16, 2020, the STA Board of Directors adopted Resolution No. 778-20, approving the current STA Vanpool Fare Policy; and

WHEREAS, the STA Board of Directors desires to update its Tariff Policy and rescind Resolutions No. 779-19 and 778-20.

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 2020 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 adopts and establishes 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. 779-19, and all amendments thereto, is hereby revoked, rescinded, and superseded by this Resolution as of its effective date.

Section 3. Resolution No. 778-20, and all amendments thereto, is hereby revoked, rescinded, and superseded by this Resolution as of its effective date.

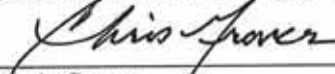
Section 4. This Resolution shall become effective upon its date of adoption and shall remain in full force and in effect until revised by Board resolution; provided, the Chief Executive Officer is hereby authorized to implement the effective date of the rates, tolls, and fares identified in Exhibit A as "Fixed Route and Paratransit Fares (effective with fare collection system implementation)" at such date in the future when the new account-based fare collection system is put in service for use by STA patrons.

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

ATTEST:


Dana Infalt
Clerk of the Authority

SPOKANE TRANSIT 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 (*approved at no cost to rider through 2023*)

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

Exhibit A

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

GENERAL PUBLIC Fare Type	Standard Fare (1)	Reduced Fare (2)					Paratransit (3)
		Rider-In-Training (Ages 6-12)	Rider's License (Ages 13-18)	Student	Honored Rider	Stars & Stripes	
One Ride (4)	\$ 2.00	Free	\$ 1.00	\$ 2.00	\$ 1.00	\$ 1.00	\$ 2.00
Farecapping - Daily (5)	\$ 4.00	N/A	\$ 2.00	\$ 4.00	\$ 2.00	\$ 2.00	\$ 4.00
Farecapping - Monthly (6)	\$ 60.00	N/A	\$ 30.00	\$ 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	\$ 60.00	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) Three-month youth pass valid June through August *(approved at no cost to rider through 2023)*

(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

Vanpool Fares (*currently in effect, no planned revision*)

Monthly Fare	
Zone 1 - Spokane County	\$ 60.00
Zone 2 - Stevens/Kootenai County	\$ 80.00
Zone 3 - All Others	\$ 100.00

Note: The origin or destination of any vanpool must be in the Public Transportation Benefit Area

Exhibit A

Special Event Fares (*currently in effect, no planned revision*)

All Special Event service is open to the public and serves pre-designated stops.

Event	Daily Rate	Specifications
Bloomsday	\$ 2.00	Pre-purchased Single Day Pass sticker valid on day of event.
Hoopfest	\$ 2.00	Single Day Pass valid on any day of the event.
Spokane County Fair	\$ 2.00	Single Day Pass valid on any day of the fair.
Valleyfest	\$ 0.00	Service between Spokane Valley Mall, CenterPlace and Mirabeau Meadows Park valid on dates of the event.

Note: Special Event Fares do not apply toward fare capping when implemented.

Title VI Equity Analysis

Proposed Fare Policy Revisions

Final

1/20/2022



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

As Spokane Transit Authority (STA) advances *STA Moving Forward*, the 10-year plan for more and better transit services in the region, it is implementing a modernized fare collection system, which will provide new benefits and greater convenience for riders. These benefits are further described in the proposed fare policy revisions which introduces an account-based system with durable fare cards and a mobile ticketing application.

This report documents STA's Title VI equity analysis of the proposed fare policy revisions which will guide implementation of the fare collection system in 2022. Upon completion of this fare equity analysis, staff shall brief the Board of Directors prior to the Board's action(s). STA will keep this analysis on file and available for review by the Federal Transit Administration (FTA) and the general public.

The fare equity analysis was performed in accordance with the requirements specified in the Federal Transit Administration (FTA), Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients and STA's 2020 Title VI Program and the policies outlined in STA's Comprehensive Plan, *Connect Spokane, A Comprehensive Plan for Public Transportation*.

Fare Policy Revisions Objectives and Overview

The objectives of the revisions are to incorporate new fare types enabled by the new fare collection system and broaden discount programs to encourage ridership and to enhance access and equity. The fare policy revisions have three major components:

- **Fare Media:** Introduce an account-based fare collection system with a card and mobile ticketing application as the primary (non-cash) fare media
- **Fare Capping:** Provide daily and monthly fare caps enabled through the use of smart cards or mobile ticketing application (mobile app)
- **Discount Programs:** Provide more discount options to a broader population of riders

Spokane Transit Authority (STA)

Description of Fleet and Services

Spokane Transit Authority is a regional public transportation agency providing a variety of transportation services, including fixed-route, Paratransit, and Vanpool service. In 2019¹ Spokane Transit's fixed route system provided 9,971,798 unlinked passenger trips and traveled 6,118,526 revenue miles. Paratransit provided 441,097 passenger trips and traveled 2,393,647 revenue miles. Vanpool provided 155,262 passenger trips and traveled 929,850 revenue miles.

¹ Spokane Transit is providing 2019 NTD and fixed route service and maintenance data (unless otherwise noted) which is the last full year of reporting prior to COVID-19

STA's 2020 fleet includes 147 active fixed route coaches, 70 active Paratransit vans and 96 active vanpool vans. Fixed Route Bus Service operates 43 routes, 365 days a year. In accordance with the Americans with Disabilities Act (ADA), all vehicles are lift or ramp equipped.

Paratransit Service is operated by STA and its contractor for people who qualify under the eligibility requirements of the ADA. Paratransit service is provided within a defined service area, during the same hours and days as fixed route service and in compliance with applicable state and federal laws for service to people whose disability prevents them from using Fixed Route bus service. The directly operated Paratransit fleet is comprised of 70 vehicles, each with a capacity for up to 15 passengers. Contracted transportation supplements service during the early mornings, nights and weekends as well as augments capacity during weekdays.

Vanpool (Rideshare) Service augments STA's public transportation system through the assignment of passenger vans to vanpool groups. A vanpool group can be formed by a group of five to 15 people whose origin or destination is within the STA service area.

Areas Served

Areas served include cities of Airway Heights, Cheney, Liberty Lake, Medical Lake, Millwood, Spokane, and Spokane Valley and some unincorporated areas of Spokane County. Services include connections between downtown Spokane and the Spokane International Airport, major shopping malls, area colleges and universities, and Fairchild Air Force Base. Spokane Transit Authority (STA) operates within the designated Public Transportation Benefit Area (PTBA) which encompasses approximately 248 square miles of Spokane County which includes approximately 459,007 residents or 84.8 percent of the county population.

STA's Title VI Policy Development

Title VI of the Civil Rights Act of 1964 (Title VI) requires public transportation providers that receive federal funds to operate services and programs in a non-discriminatory manner. Race, color, and national origin are protected classes under Title VI. Low-income populations are not a protected class under Title VI; however, the FTA requires transit providers to evaluate the impacts of any fare changes on low-income populations as well.

STA's Fare Change Minority Disparate Impact Policy and Fare Change Low-Income Disproportionate Impact Policy were developed with an extensive public outreach effort. Letters were sent to a wide range of Limited English Proficiency (LEP) and nonprofit organizations as well as community centers and government agencies in early 2013 and early 2014. A public hearing was held to gather public comments. The 2014 Title VI update and policies were adopted by the Spokane Transit Board of Directors in early 2014. These policies continue to serve the agency and were incorporated into the 2019 *Connect Spokane* update and the 2020 Title VI Plan.

Section II. Proposed Fare Policy

STA periodically evaluates its fare policy and fare structure. The last major review of the fare structure was conducted in 2016 and led to a fare increase. These policy revisions are not proposing tariff revisions, rather they are being undertaken in anticipation of the implementation of STA's new fare collection system.

Spokane Transit is implementing a new account-based fare collection system that offers smart card and mobile ticketing capabilities to enhance rider access and experience across its network. Through the new system, customers will have increased convenience through electronic fare payment and self-service account management capabilities, while also improving transit system performance by enabling pre-payment of fares and all-door boarding to reduce dwell time.

Fare Policy Revisions Overview

The fare policy revision has three major components:

- **Fare Media:** Introduce an account-based fare collection system with a card and mobile ticketing application as the primary, non-cash, fare media
- **Fare Capping:** Provide daily and monthly fare caps enabled through the use of smart cards or mobile ticketing application
- **Discount Programs:** Provide more discount options to a broader population of riders

Fare Media

Fare media smart cards and the mobile app, both of which will serve as front end devices for the account-based system, will become the primary fare media used to access the STA system beginning in Fall 2022. The account-based system and fare policies will eliminate the need for daily, 7-day rolling, and 31-day rolling passes. The account-based system will provide for daily and/or monthly fare capping. A description of each fare media type is shown in Table II-1 below.

Table II-1. Current and Proposed Fare Media Types

Fare Media	Description	Current	With Fare Collection System Implementation
Cash	Exact fare required in cash or coin – no change will be given and pennies are not accepted	✓	✓
Magnetic Stripe Card	Magnetic Stripe Cards are read by making the appropriate contact between the card and the farebox card reader. Paratransit van operators may record fare use of the card for the paratransit rider as needed.	✓	
Connect Card	Connect Cards are chip-embedded cards holding data that allows a vast array of potential fare opportunities. The first Connect Card for a customer will be provided free of charge. Replacement card fees will be based on STA’s cost to provide the cards. Connect Cards can also serve as an identity card (by adding a photo and other basic information). Connect Cards can be reloaded with additional value or time and reused indefinitely. The card is read by passing the card near or “within proximity” of the validator hardware.	✓	✓
Institutional Card	Combination ID/Smart Card issued to participants in current STA pass programs	✓	
Mobile App	Manage your fare account or pay with your virtual Connect Card through the STA mobile app.		✓
Limited Use Ticket	Paper RFID ticket that can be read by holding near the fare validator hardware. Available through Group sales only.		✓
Barcoded Paper Ticket	Paper barcoded ticket issued by a Ticket Vending Machine.	✓	✓
Contactless Credit Card	Discover, Mastercard and Visa contactless credit cards read by passing the card near or “within proximity” of the validator hardware.		✓
NFC-based Payments	NFC-based payments such as Apple Pay and GooglePay on a mobile phone can be read by passing the device near or “within proximity” of the validator hardware.		✓

Account-Based Fare Media

The proposed, modernized fare collection system will be account-based. Account-based systems store value in an individualized account; but the fare media only contains credentialing information that enables the fare system to draw from the appropriate account. While all fare media are linked to an account in the fare collection system, meeting STA’s data security policies, STA will categorize fare media as either “registered” or “unregistered”, with additional benefits available to registered media.

Accessing Smart Card Benefits

Customers will be able to reload funds onto their account at multiple locations, including partner retail locations. All funds added to an account will be available for use on all fare media tied to the customer’s account. Funds can be re-loaded onto customer accounts using a fare media smart card at the STA Plaza, partner retail locations, or online. The mobile app can also be used as a device to re-load customer accounts.

Fare Capping

STA is introducing fare capping. Fare capping limits the total amount of money users are charged for rides taken within a specific period; additional rides within that period are free of charge. This new fare policy is intended to promote transit ridership and enhance the customer experience.

Daily and monthly fare capping will be applied to unregistered and registered accounts. Only trips that reduce the amount of value in an account, not free transfers, will count towards the daily and monthly fare cap; these are also known as “charged trips”. Fare capping will apply across all STA services, except Vanpool which is a monthly program only.

For the purposes of the policy, a day is defined as the first run of the day to the last run of the day based on STA’s then in effect schedules by route. The daily fare cap triggers after \$4.00 of charged trips (2 paid trips). Trips taken during the free transfer window (within two hours after the charged trip) will not count towards the cap or deduct money from the account. The month will be defined as the calendar month. Table II-2 compares existing policy versus the proposed policy.

Table II-2. Fare Capping – Existing Policy versus Proposed Policy

	Fare Cap	Regular Service	Paratransit	Reduced Fare Discount Programs
Existing Fare Capping	Daily	None	None	None
	Monthly	None	None	None
Proposed Fare Capping	Daily	\$4.00	\$4.00	\$2.00
	Monthly	\$60.00	\$60.00	\$30.00

Reduced Fare Discount Programs

STA is proposing to expand the current discount programs that are offered by the agency. Table II-3 below identifies the current and proposed reduced fare discount programs (including an eligibility description for each).

Table II-3. Expanded Reduced Fare Discount Programs

Program Title	Program Description	Current	With Fare Collection System Implementation
Honored Rider	A Fixed Route reduced fare (50%) program available to customers who are: 1) 60 years of age or older; or 2) have a qualifying disability; or 3) have a valid Medicare card issued by the Social Security Administration. An STA-provided reduced fare or paratransit identification card must be shown to the bus operator each time the bus is boarded and the reduced fare paid.	✓ (currently 65 years or older)	✓
Stars and Stripes	A Fixed Route reduced fare (50%) program open to veterans, reserve, and active-duty military with proof of status - o Active-duty military ID card - o VA ID card - o DD214 - o Driver's license with Veteran designation		✓
Rider's License	A Fixed Route reduced fare program (50%) available to youth customers (13-18 years of age) when presenting an STA issued pass.		✓
Rider-In-Training	A Fixed Route reduced fare program (100%) available to youth customers (6-12 years of age) when presenting an STA issued pass.		✓
Student	A Fixed Route reduced fare program available to students enrolled in post-secondary education at a technical or job/career training institution. Students who possess valid proof of enrollment in a registered institution are eligible for a discount of 20% off the standard monthly fare cap. Eligible educational and training institutions are either: qualified providers of federal financial aid and have obtained a Federal School Code; or have obtained a vocational school license issued by the Washington State Workforce Training and Education Coordinating Board.	✓ (currently 31-day pass w/discount)	✓

All other existing reduced fare discount programs (such as the Community Access Program) will continue to operate in the same form as previously.

Section III. Fare Equity Analysis

Title VI of the Civil Rights Act of 1964 requires public transportation providers that receive federal funds to operate services and programs in a non-discriminatory manner. Race, color, and national origin are protected classes under Title VI.

To fulfill the requirements of Executive Order 12898 and DOT Order 5610.2(a) on Environmental Justice, FTA requires that an impact analysis be conducted to identify any disproportionate burdens to low-income populations that would occur as a result of a major service or fare change. Low-income populations are not a protected class under Title VI. However, Chapter IV-18 of the Title VI Circular states that “transit providers should take steps to minimize or mitigate impacts (for this population) where practical. The provider should also describe alternatives available to low-income passengers affected by service changes.”

STA’s Title VI policy, adopted in early 2014, identifies how STA assesses disparate impact and disproportionate burden that could potentially result from changes to fare policy.

Minority Disparate Impact Policy

If a fare change affects fare categories or payment methods used disproportionately by minority populations (10% or greater than the overall population), a fare change disparate impact exists and the impacts will be assessed and evaluated for mitigation.

Low-Income Disproportionate Impact Policy

If a fare change affects fare categories or payment methods used disproportionately by low-income populations (10% or greater than the overall population), a fare change disproportionate burden exists and the impacts will be assessed and evaluated for mitigation.

The analysis methodology is contained in Appendix A: Fare Equity Methodology. An overview of the proposal, and the results of the analysis, follows.

Overview of Major Fare Policy Revisions

The fare policy revisions contains three major components:

- **Fare Media:** Introducing an account-based fare collection system with a card and mobile ticketing application as the primary, non-cash, fare media
- **Fare Capping:** Provides daily and monthly fare caps enabled through the use of smart cards or mobile ticketing application
- **Discount Programs:** Provides more discount options to a broader population of riders

Major Fare Policy Revisions Analysis

Fare Media

STA is introducing an account-based fare collection system with a smart card and mobile ticketing application as the primary, non-cash, fare media. Because use of the account-based system is a prerequisite to access some of the benefits offered by the new system, STA wanted to know the answers to two questions:

1. How does the use of various fare payment types compare among various populations? and
2. How does the access to existing and proposed vendor locations where the fare media will be available for purchase and reloading compare?

Fare Payment Types Analysis

Using data collected for the 2020 Title VI Rider Survey, Tables III-1 and III-2 list the fare payment use type by (a) minority households and (b) low-income households compared to the overall population use for those fare payment types. (Responses marked “prefer not to say” for self-identifying race were excluded from the analysis in Table III 1).

Table III-1: Fare Payment by Minority Households as Compared to Total Households

Fare Medium	Minority HHs % Use	Overall Population % Use	Title VI Threshold	Disparate Impact (DI)
CASH	36.7%	41.0%	45.1%	NO
PASS	36.7%	31.1%	34.2%	NO
SMART CARD	25.0%	22.3%	24.5%	NO
STUDENT ID	0%	0.8%	0.8%	NO
No Response	1.5%	4.9%	5.4%	NO
Total	100%	100%	-	-

Table III-2: Fare Payment Type Use by Low-Income Households as Compared to Total Households

Fare Medium	Low-Income HHs % Use	Overall Population % Use	Title VI Threshold	Disproportionate Burden (DB)
CASH	40.0%	41.1%	45.2%	NO
PASS	34.7%	31.6%	34.6%	NO
SMART CARD	21.3%	23.3%	25.6%	NO
STUDENT ID	0.8%	1.2%	1.3%	NO
No Response	3.1%	2.8%	3.0%	NO
Total	100%	100%	-	-

Fare Payment Type Analysis Results

Using survey data collected in the 2020 Title VI Rider survey, STA determined that minority riders use passes and smart cards at a slightly higher rate compared to the overall population, while low-income riders use passes at a slightly higher rate compared to the overall population.

Vendor Access Analysis

The next step for STA was to analyze vendor access to determine if there is a disparate impact or disproportionate burden on Title VI populations. Because use of the account-based system is a prerequisite to access some of the fare policy benefits, STA analyzed access to proposed locations where the fare media will be available for purchase and where cash may be used to load funds to riders' smart cards.

Access to transit and transit amenities can be determined by measuring the estimated distance a rider would walk to the route or amenity. STA regularly uses ½ mile as the standard walking range for its users. For the purposes of this Title VI analysis, a buffer area of ½ mile will be applied around all STA routes (September 2021 network) for population analysis, as well as the existing and proposed vendor locations. See Appendix A for a full methodology.

The account-based fare media available at vendor locations requires different technologies than STA's existing fare media. As such, STA is working with InComm, a global company with a network of partner retail locations providing smart card technology compatible with the new STA fare collection system, to identify potential vendor locations in the STA service area. STA is also intending to negotiate with the existing retail network to support the sale of smart cards and loading of funds.

Table III-3 shows the vendor access analysis results. STA intends to do additional vendor access analysis once the specific vendors have been identified to corroborate the results found in Table III-3.

Table III-3: Vendor Access Results

	Service Area Population	Current Access	% w/ Current Access	Future Access	% w/ Future Access	Change in Access	Title VI Threshold	DI/DB
Overall	323,953	63,354	19.6%	150,506	46.5%	137.6%	156.6%	NO
Minority	63,808	12,962	20.3%	31,411	49.2%	142.3%		
Low-Income	51,193	11,371	22.2%	26,654	52.1%	134.4%	147.8%	NO

Figures III-1 through Figure III-4 illustrate the distribution of the existing and proposed vendor locations as related to the density of impacted populations (persons/acre), as well as the access area (1/2-mile radius) for those vendor locations.

Figure III-1: Map of Existing Vendor Locations – Minority Density

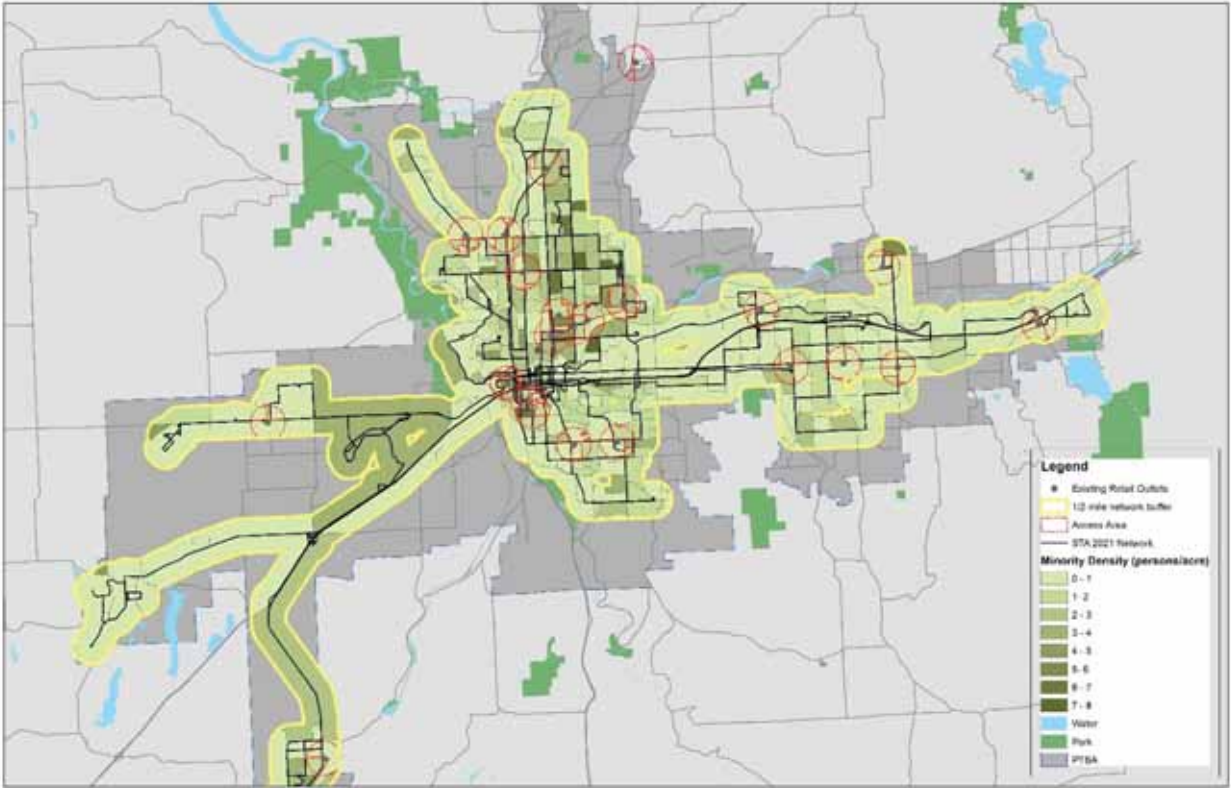


Figure III-2: Map of Existing Vendor Locations – Poverty Density

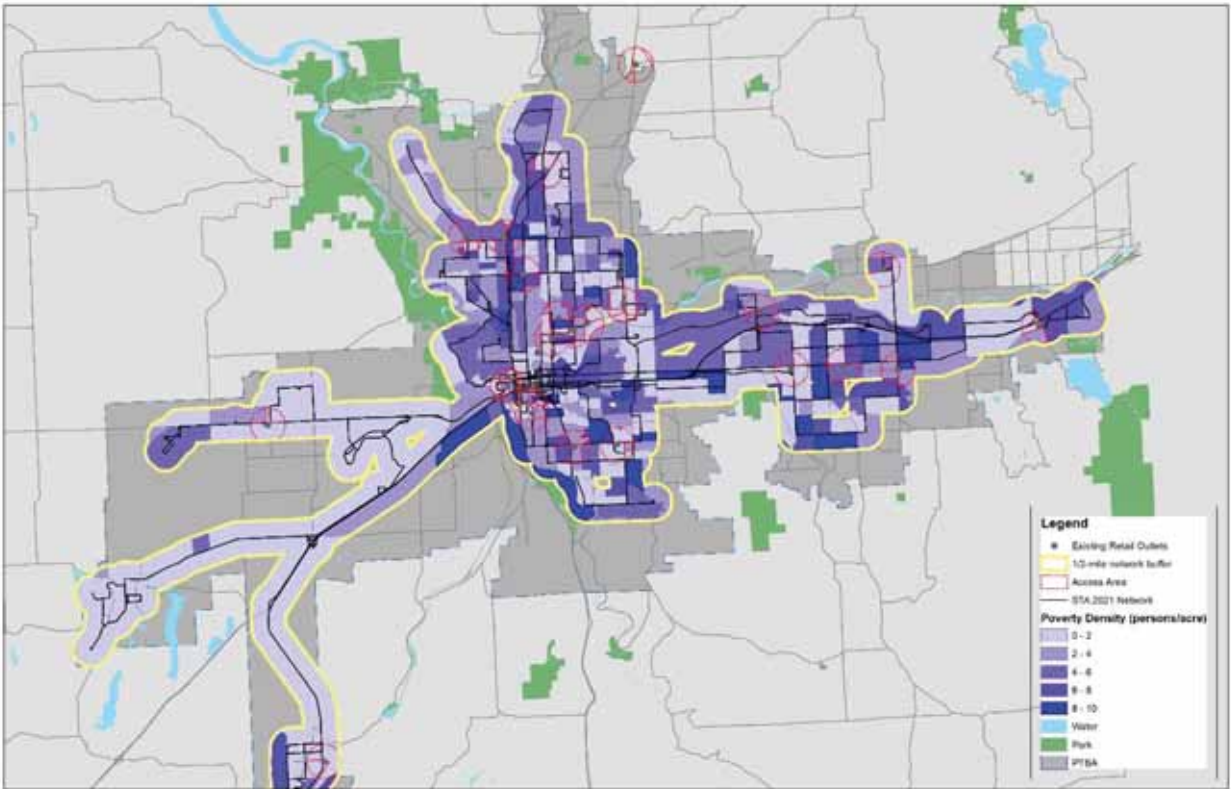


Figure III-3: Map of Proposed Vendor Locations – Minority Density

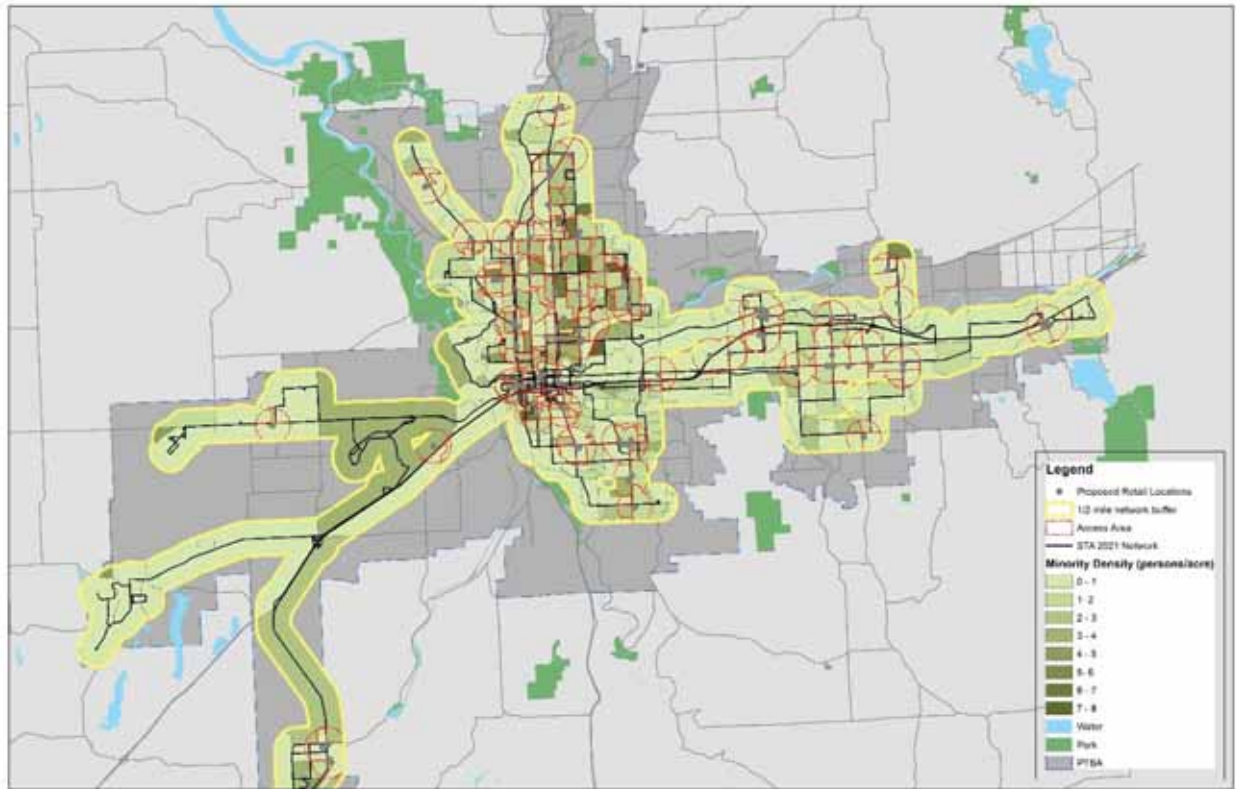
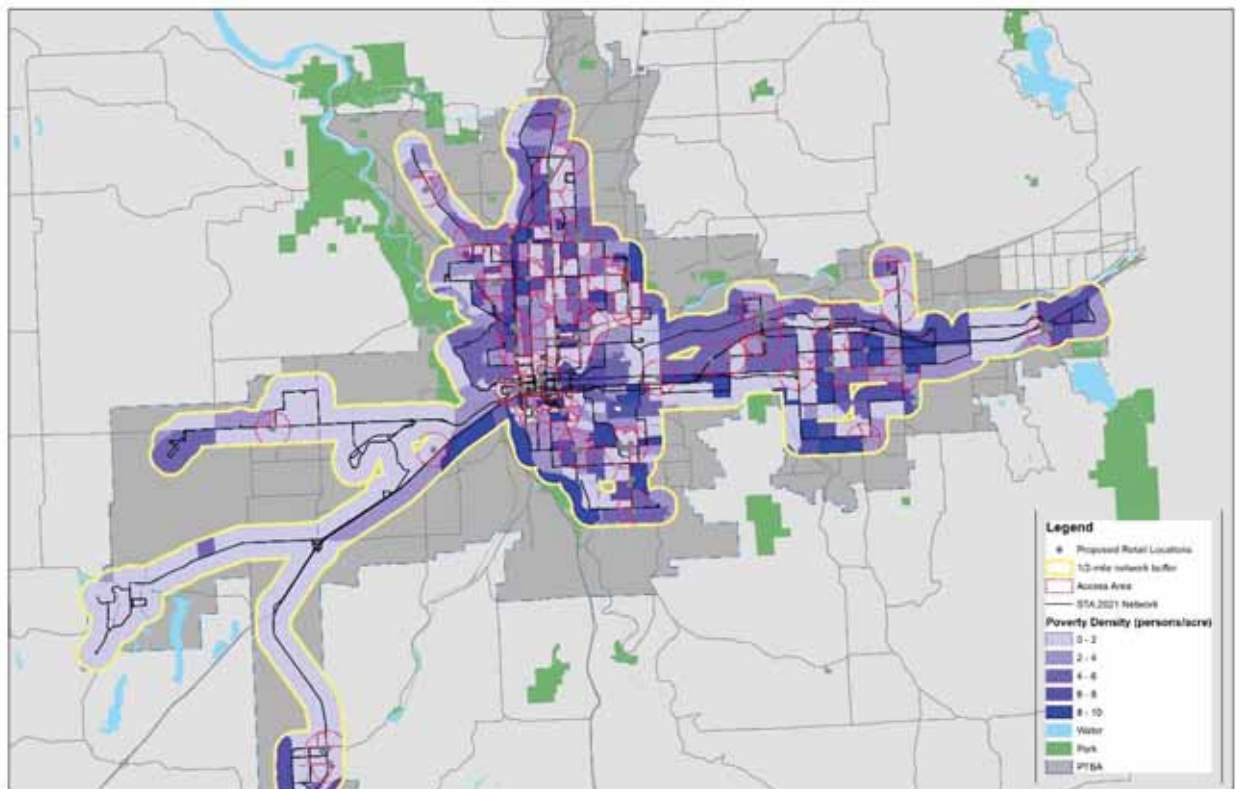


Figure III-4: Map of Proposed Vendor Locations – Poverty Density



Fare Capping

Fare capping allows users to capture the benefit of an unlimited time-period pass (e.g., 31-day rolling pass) without facing the burden of the upfront cost of those passes. At present, purchasing a period pass may be cost-prohibitive to low-income riders who would benefit from having access to those passes.

Fare capping rewards frequent use of the system and limits the amount an individual spends on transit during the designated period. Fare capping serves as an equitable alternative to a period pass by enabling riders to “spend toward” a period pass. Under the fare capping proposal, 2 or more charged trips within the transit day will cap at, i.e., cost no more than, \$4.00; 30 or more charged trips within the transit month will cap at, i.e. cost no more than, \$60.00. Riders may load funds incrementally throughout the month while accruing toward the fare cap.

To analyze the costs and benefits of fare capping within this fare equity analysis, a robust analysis is dependent upon fare media, trip frequency, and trip characteristics. While STA did not collect sufficient trip information in the 2020 Title VI Rider Survey that was used to conduct the preliminary Title VI Fare Policy Analysis of disparate and disproportionate impact to conduct an in-depth analysis, a review of fare payment method (Tables III-4 and III-5) provides insight.

Table III-4: Pass & Smart Card Payment by Minority Households as Compared to Total Households

Fare Medium	Minority HHs % Use	Overall Population % Use	Title VI Threshold	DI
CASH	36.7%	41.0%	45.1%	NO
PASS	36.7%	31.1%	34.2%	NO
SMART CARD	25.0%	22.3%	24.5%	NO
STUDENT ID	0%	0.8%	0.8%	NO
No Response	1.5%	4.9%	5.4%	NO
Total	100%	100%	-	-

Table III-5: Pass & Smart Card Payment by Low-Income Households as Compared to Total Households

Fare Medium	Low-Income HHs % Use	Overall Population % Use	Title VI Threshold	DB
CASH	40.0%	41.1%	45.2%	NO
PASS	34.7%	31.6%	34.6%	NO
SMART CARD	21.3%	23.3%	25.6%	NO
STUDENT ID	0.78%	1.2%	1.3%	NO
No Response	3.1%	2.8%	3.0%	NO
Total	100%	100%	-	-

Tables III-4 and III-5 demonstrate that minority and low-income populations used passes at a higher rate than the general population in the 2020 Title VI Survey, while minority households also used smart cards at a higher rate, indicating the populations of concern are already using fare media that will provide the benefits of fare capping.

In addition, STA reviewed other agencies' equity analyses where fare capping was included, and those reports found no disparate impact or disproportionate burden from the introduction of fare capping. The consulted reports included:

- IndyGO: Fare Policy Proposal and Equity Analysis (2019)
- TriMet (OR): Title VI Fare Equity Analysis for Migration to E-Fare (2016)
- Greater Dayton Regional Transit Authority (RTA): Title VI Fare Equity Analysis for New Payment System & Proposed Fare Changes (2021)
- NFTA Metro (Buffalo, NY): Fare Equity Title VI Analysis (2016)

Reduced Fare Discount Programs

STA is expanding access to its reduced fare discount programs by increasing eligibility for seniors through a reduction in the age limit and creating new reduced fare discount programs for:

- Retired and active-duty military
- Teenagers (13-18 old)
- Youth (6-12 years old)

STA is still exploring available data to expand the analysis and will update the analysis as appropriate. Table III-6 shows the results of increasing eligibility for seniors.

Table III-6: Increase in Senior Eligibility Access Analysis

	Service Area Population	Current Access	% w/ Current Access	Future Access	% w/ Future Access	Change in Access
Overall	323,953	-	-	-	-	-
65 +	-	49,145	15.2%	-	-	-
60+	-	-	-	68,845	21.3%	40.1%

In analyzing the impacts on military veterans, STA isolated the impacts on those veterans between the ages of 18-64. Under STA's existing programs, those customers would most likely not be eligible for a reduced fare. Creating the Stars and Stripes program would provide discounts for those customers. Table III-7 shows the results of increasing eligibility for veterans.

Table III-7: Increase in Veterans Eligibility Access Analysis

	Service Area Population	Current Access	% w/ Current Access	Future Access	% w/ Future Access
Overall	323,953	-	-	-	-
Veterans (18-64)	-	-	-	14,704	4.5%

Analyzing the impacts on teenagers and youth is more difficult, as census data does not exist that shares the same age range to allow for a 1:1 analysis. STA is continuing to explore available data and will update the analysis as appropriate.

In all analyses of the impacts of the reduced fare discount programs, no disparate impact or a disproportionate burden was found. However, additional analyses will be explored as data becomes available.

Summary

STA evaluated the major fare policy revisions and the access to fare media based on current implementation information available and determined there was no evidence of disparate impact on minority households or disproportionate burden on low-income households. *Table III-8: Summary of Fare Equity Analyses*

Policy	Fare Media Access	Fare Capping	Discount Programs
Disparate Impact	NO	NO	NO
Disproportionate Burden	NO	NO	NO

STA will return and update this analysis once additional implementation steps are developed, including:

- Specific vendor identification. The initial vendor access analysis assumed that all potential InComm retailers in the region agree to carry STA products; and that all retailers where STA currently sells passes agree to become partners and continue to carry STA products.
- Information access. How STA customers without internet access can easily add cash to their cards and can easily track their balances will be important to understanding any potential disparate impacts or disproportionate burden.

Section IV. Public Outreach

A full description of the public outreach process, as well as an analysis of the public input received, can be found in Appendix B: *Proposed Fare Policy Revisions Public Outreach Summary* report.

Appendix A: Fare Equity Analysis Methodology

STA's methodology for evaluating fare equity, in assessing any benefits or impacts associated with the proposed fare policy revisions, is outlined within this appendix. Due to the nature of the new fare media, a spatial analysis of vendor locations is required in addition to an analysis of the fare policy changes.

Federal Guidance

The Federal Transit Administration (FTA) provided guidance for conducting a Fare Equity Analysis in Federal Circular 4702.1B. This guidance describes subjects of analysis and procedures to be used if proposed fare changes result in disparate impacts or disproportionate burdens to riders. The Circular also requires that transit providers use ridership surveys for their analysis and specifies certain categories of information to be included in their final equity documentation.

General Methodology

Each policy will be assessed for the benefits or, if applicable, the burdens borne by minority, low-income, and all riders. If the percent of riders receiving benefits or burdens exceed a range of (+) ten percent between minority and overall population or low-income and the overall population, then a disparate impact or disproportionate burden may exist.

The primary source of data used for the analysis was derived from the 2020 Title VI Rider Survey conducted between November 11, 2020, and December 15, 2020. Due to social distancing requirements imposed during the COVID-19 pandemic, on-board rider surveys that had been conducted in previous years were suspended. A two-page self-administered survey was posted on Spokane Transit's website, distributed by email to interested parties (including community organizations and local jurisdictions), and sent by direct mail to 7,215 addresses (Reduced Fare Mailing List). A total of 524 surveys were returned to Spokane Transit. An analysis of the demographics showed that the survey respondents were representative of the overall population of the Spokane Transit service area. That survey allowed respondents to identify their race, ethnicity, household size, and household income. For the purposes of this analysis, minority riders will be considered those riders who identified as any of the following: American Indian/Alaska Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, or "other" as applicable; non-minority riders will be those who identified as White, alone, in the survey. Survey respondents who refused to identify their race or ethnicity were not included in the analysis concerning disparate impact.

Low-income riders were considered riders who described their total annual household income in ranges that are within those thresholds set by the US Department of Health and Human Services (DHHS) poverty guidelines in 2020 (see Table A-1 for details). Survey respondents who refused to identify their income or household size were not included in the analysis concerning disproportionate burden.

Specific Methodologies

Fare Media

STA is introducing an account-based fare collection system with a smart card and mobile ticketing application as the primary, non-cash, fare media. Because use of the account-based system is a prerequisite to access some of the benefits offered by the new system, STA wanted to know the answers to two questions:

1. How does the use of various fare payment types compare among various populations? and
2. How does the access to existing and proposed vendor locations where the fare media will be available for purchase and reloading compare?

Fare Payment Type Analysis

For the Fare Payment Type Analysis, STA first needed to determine how the rider paid their fare, as well as the self-identified race and income status for that respondent. All the data came from the 2020 Title VI Rider Survey conducted between November 11, 2020, and December 15, 2020.

Fare Payment

For Fare payment, there were 6 options available:

- Smart card
- Cash
- Paper bus pass
- Student ID
- Monthly Pass (includes: adult 31 day pass, youth 31 day pass, reduced fare 31 day pass, paratransit monthly pass, shuttle park monthly pass)
- Other Pass (includes: 2-hour adult/youth pass, 2 hour reduced fare pass, day pass, seven-day pass, paratransit one ride pass)

These were combined into four categories for analysis purposes:

- Smart Card
- Cash
- Pass
- Student ID

Race Identity

The survey asked respondents to self-identify by race, with the option of checking all that apply. The options presented were based on the US Census categories:

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Pacific Islander
- White
- Two or more races

- Other (please specify)
- Prefer Not to Say

Respondents were also asked about whether they identified as Hispanic or Latino/Latina.

Low-Income

To calculate the income status of a respondent, STA reviewed the responses to two demographic questions – how many people in your household, and what is your annual household income? Low-income riders were considered riders who described their total annual household income in ranges that are within those thresholds set by Department of Health and Human Services (DHHS) poverty guidelines in 2020 (see Table A-1 for details). Survey respondents who refused to identify their income or household size were not included in the analysis concerning disproportionate burden.

Table A-1: Low-Income Thresholds

Number of People in Household	DHHS 2020 Poverty Limit
1	\$12,760
2	\$17,240
3	\$21,720
4	\$26,200
5	\$30,680
6	\$35,160
7	\$39,640
8	\$44,120

Fare Payment Type Analysis

To complete the fare payment type analysis, the fare payment identified was cross tabulated with (a) the self-identified race and (b) the low-income status, and those responses compared to the overall population for those fare payment types.

Vendor Access Analysis

Following the fare payment type analysis, the next step for STA was to look at vendor access for various populations to identify if there is a disparate impact or disproportionate burden. Because use of the account-based system is a prerequisite to access some of the fare policy benefits, STA analyzed access to proposed locations where the fare media will be available for purchase and where cash may be used to load funds to riders' smart cards.

Datasets Used

The American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the years and is the most comprehensive and precise dataset with all the information needed for this examination. The most recent version of the dataset is the ACS 2015-2019: 5-year estimates; these datasets were used for this analysis. All datasets are at the block group level, unless otherwise noted.

- Table B01003 Total Population
- Table B02001 Minority Population
- Table B17021 Poverty Status of Individuals in Past 12 Months by Living Arrangement

Vendor Location

The account-based fare media available at vendor locations requires different technologies than STA's existing fare media. As such, STA is working with InComm, a global company with a network of partner retail locations providing smart card technology compatible with the new STA fare collection system, to identify potential vendor locations in the STA service area. STA is also intending to negotiate with the existing retail network to support the sale of smart cards and loading of funds.

The initial vendor access analysis assumed the following for vendor locations for the new fare technology system:

- All potential InComm retailers in the region agree to carry STA products
- All retailers where STA currently sells passes agree to become partners and continue to carry STA products

Determining Accessible Population

Access to transit and transit amenities can be determined by measuring the estimated distance a rider would walk to the route or amenity. STA regularly uses ½ mile as the standard walking range for its users. For the purposes of this Title VI analysis, a buffer area of ½ mile will be applied. Overlapping buffers will be dissolved.

Population data are attributed to Census block groups evenly, which are represented by polygons in the spatial software. When overlaying a buffer onto a polygon, a portion of the polygon may fall outside the buffer. STA staff will determine a population's access to a vendor by assuming that only the area of a polygon that falls within the ½ mile buffer has access. Therefore, the proportion of the polygon within the buffer and the proportion of the Census block group population will be the same. For example, if 1/3 of a block group falls within a vendors ½-mile buffer, then only 1/3 of that block group's population will be considered to have access to that vendor.

Spatial Methodology

The following methodology was applied to determine if the locations of proposed vending locations will have a disparate impact or disproportionate burden.

Analysis Steps

1. Plot all current and proposed vendor locations. Merge and buffer them by ½ mile.
2. Calculate percentage of total population, low-income population, and minority population within the buffers for current vendor locations and proposed vendor locations.
3. Compare current access to proposed access for all populations.
4. Determine if there is a disproportionate burden and/or disparate impact. If the change in protected populations (i.e., low-income and minority populations) is in the acceptable range, then there is a determination of no impact. Table A-2 provides a detailed explanation for every column within the table.

Table A-2 provides a detailed explanation for each column in Table III-3, which is utilized in the Fare Equity Analysis section to explain the results of the analysis.

Column	Explanation
Service Area Population	The population of the service area. The service area is all persons living within a ½ mile radius of an STA route (September 2021 network). The population information is expressed in several groups – overall, minority, and low-income.
Current Access	Those in the service area and within ½ mile of a current STA vendor
% w/Current Access	Population with current access divided by total service area population of the group
Future Access	Those in the service area and within ½ mile of a proposed STA vendor
% w/Future Access	Population with future access divided by total service area population of the group
Change in Access	The percent difference in access Current Access by Group and Proposed Access by Group
Title VI Acceptable Range	The policy is applied as a (+) 10 percent of impact (or change) on total population
DI/DB	Determination of disproportionate burden (low-income) and/or disparate impact (minority). If the changes in access for the protected population is outside the applied acceptable range, it is determined there is an impact.

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Appendix B: Fare Policy Revision Public Outreach Summary

See accompanying “Public Outreach Summary” report.

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Public Outreach Summary

Proposed Fare Policy Revisions

Final

1/20/2022



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Section 1: Introduction

As Spokane Transit Authority (STA) advances *STA Moving Forward*, the 10-year plan for more and better transit services in the region, it is implementing a modernized fare collection system, enabling it to introduce new benefits and provide greater convenience to its riders. These benefits are encompassed in proposed fare policy changes and the introduction of an account-based system with durable fare cards and a mobile ticketing application.

This report documents STA's outreach efforts with regards to the proposed fare policy revisions. The outreach was designed to engage both the general public, whether current bus riders or not, as well as identified vulnerable and marginalized populations to inform Title VI fare equity analysis. The fare equity analysis was performed in accordance with the requirements specified in the Federal Transit Administration (FTA), Circular 4702.1B *Title VI Requirements and Guidelines for Federal Transit Administration Recipients* and STA's 2020 Title VI Program and the policies outlined in STA's Comprehensive Plan, *Connect Spokane, A Comprehensive Plan for Public Transportation*, and can be found in the accompanying report *Preliminary Title VI Fare Policy Revisions Equity Analysis*.

STA's Communication and Public Input Policies

Connect Spokane is STA's comprehensive plan, setting forth a vision and policy framework to guide decisions made by STA's Board of Directors, its staff, and partnering agencies that will further Spokane Transit's mission and vision for at least the next 30 years. The Communications and Public Input element of *Connect Spokane* identifies the goals and policies of STA related to public engagement.

As a public agency, Spokane Transit Authority believes that proper communications and public input is of the highest importance.

Policy CI 1.0 – Public Outreach

The following policies are intended to serve as a guide describing public outreach/input requirements for each action. In cases where there are federal or state requirements for public outreach/input, STA will meet the minimum requirements. In cases where STA has requirements in addition to those defined by the state or federal government, STA will follow both.

1.8 Title VI Reporting

During major service reductions and fare increases, STA will conduct an analysis to verify that no discrimination of protected classes takes place.

Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Race, color, and national origin are protected classes under Title VI. Low-income populations are not a protected class under Title VI; however, the FTA requires transit providers to evaluate the impacts of any fare

changes on low-income populations as well. STA's Title VI policy, adopted in early 2014, identifies how STA assesses disparate impact and disproportionate burden that could potentially result from changes to fare policy. This is described more fully in the *Preliminary Title VI Fare Policy Revisions Equity Analysis* report.

While the proposed fare policy revisions do not include a fare increase, it does include the introduction of new fare media, which STA believes warranted a public outreach effort and a Title VI analysis to meet the needs of our customers and the guidance provided by the FTA. The remaining sections of this report identify the proposed fare revisions, and discuss the public outreach conducted as well as the input received.

Section II. Proposed Fare Policy

Spokane Transit is implementing a new account-based fare collection system that offers smart card and mobile ticketing capabilities to enhance rider access and experience across its network. Through the new system, customers will have increased convenience through electronic fare payment and self-service account management capabilities, while also improving transit system performance by enabling pre-payment of fares and all-door boarding to reduce dwell time.

STA periodically evaluates its fare policy and fare structure. The last major review of the fare structure was conducted in 2016. This policy revision is not proposing tariff revisions, rather is being undertaken in anticipation of the implementation of the fare collection system.

Fare Policy Update Objectives and Overview

The objectives of the update are to incorporate new fare types enabled by the new system and broaden discount programs to encourage ridership and enhance access and equity. The fare policy update has three major components:

- **Fare Media:** Introduce an account-based fare collection system with a card and mobile ticketing application as the primary, non-cash, fare media
- **Fare Capping:** Provide daily and monthly fare caps enabled through the use of smart cards or mobile ticketing application (mobile app)
- **Discount Programs:** Provide more discount options to a broader population of riders

Fare Media

Fare media smart cards and the mobile app, both of which will serve as front end devices for the account-based system, will become the primary fare media used to access the STA system beginning in Fall 2022. The account-based system and fare policies will eliminate the need for daily, 7-day rolling, and 31-day rolling passes. The account-based system will provide for daily and/or monthly fare capping. A description of each fare media type (current and proposed) is shown in Table II-1 below.

Table II-1. Current and Proposed Fare Media Types

Fare Media	Description	Current	With Fare Collection System Implementation
Cash	Exact fare required in cash or coin - no change will be given and pennies are not accepted	✓	✓
Magnetic Stripe Card	Magnetic Stripe Cards are read by making the appropriate contact between the card and the farebox card reader. Paratransit van operators may record fare use of the card for the paratransit rider as needed.	✓	
Connect Card	Connect Cards are chip-embedded cards holding data that allows a vast array of potential fare opportunities. The first Connect Card for a customer will be provided free of charge. Replacement card fees will be based on STA's cost to provide the cards. Connect Cards can also serve as an identity card (by adding a photo and other basic information). Connect Cards can be reloaded with additional value or time and reused indefinitely. The card is read by passing the card near or "within proximity" of the validator hardware.	✓	✓
Institutional Card	Combination ID/Smart Card issued to participants in current STA pass programs	✓	
Mobile App	Manage your fare account or pay with your virtual Connect Card through the STA mobile app.		✓
Limited Use Ticket	Paper RFID ticket that can be read by holding near the fare validator hardware. Available through Group sales only.		✓
Barcoded Paper Ticket	Paper barcoded ticket issued by a Ticket Vending Machine.	✓	✓
Contactless Credit Card	Discover, Mastercard and Visa contactless credit cards read by passing the card near or "within proximity" of the validator hardware.		✓
NFC-based Payments	NFC-based payments such as Apple Pay and GooglePay on a mobile phone can be read by passing the device near or "within proximity" of the validator hardware.		✓

Account-Based Fare Media

The proposed, modernized fare collection system will be account-based. Account-based systems store value in an individualized account; but the fare media only contains credentialing information that enables the fare system to draw from the appropriate account. While all fare media are linked to an account in the fare collection system, meeting STA's data security policies, STA will categorize fare media as either "registered" or "unregistered", with additional benefits available to registered media.

Accessing Smart Card Benefits

Customers will be able to reload funds onto their account at multiple locations, including partner retail locations. All funds added to an account will be available for use on all fare media tied to the customer's account. Funds can be re-loaded onto customer accounts using a fare media smart card at the STA Plaza, partner retail locations, or online. The mobile app can also be used as a device to re-load customer accounts.

Fare Capping

STA is introducing fare capping. Fare capping limits the total amount of money users are charged for rides taken within a specific period; additional rides within that period are free of charge. This new fare policy is intended to promote transit ridership and enhance the customer experience.

Daily and monthly fare capping will be applied in the new system. Only trips that reduce the amount of value in an account, not free transfers, will count towards the daily and monthly fare cap; these are also known as “charged trips”. Fare capping will apply across all STA services, except Vanpool which is a monthly program only.

For the purposes of the policy, a day is defined as the first run of the day to the last run of the day based on STA’s then in effect schedules by route. The daily fare cap triggers after \$4.00 of charged trips (2 paid trips). Trips taken during the free transfer window (within two hours after the charged trip) will not count towards the cap or deduct money from the account. The month will be defined as the calendar month. Table II-2 compares existing policy versus the proposed policy.

Table II-2. Fare Capping – Existing Policy versus Proposed Policy

	Fare Cap	Regular Service	Paratransit	Reduced Fare Discount Programs
Existing Fare Capping	Daily	None	None	None
	Monthly	None	None	None
Proposed Fare Capping	Daily	\$4.00	\$4.00	\$2.00
	Monthly	\$60.00	\$60.00	\$30.00

Reduced Fare Discount Programs

STA is proposing to expand the current discount programs that are offered by the agency. Table II-3 below identifies the current and proposed reduced fare discount programs (including an eligibility description for each).

Table II-3. Expanded Reduced Fare Discount Program

Program Title	Program Description	Current	With Fare Collection System Implementation
Honored Rider	A Fixed Route reduced fare (50%) program available to customers who are: 1) 60 years of age or older; or 2) have a qualifying disability; or 3) have a valid Medicare card issued by the Social Security Administration. An STA-provided reduced fare or paratransit identification card must be shown to the bus operator each time the bus is boarded and the reduced fare paid.	✓ (currently 65 years or older)	✓
Stars and Stripes	A Fixed Route reduced fare (50%) program open to veterans, reserve, and active-duty military with proof of status - o Active-duty military ID card - o VA ID card - o DD214 - o Driver's license with Veteran designation		✓
Rider's License	A Fixed Route reduced fare program (50%) available to youth customers (13-18 years of age) when presenting an STA issued pass.		✓
Rider-In-Training	A Fixed Route reduced fare program (100%) available to youth customers (6-12 years of age) when presenting an STA issued pass.		✓
Student	A Fixed Route reduced fare program available to students enrolled in post-secondary education at a technical or job/career training institution. Students who possess valid proof of enrollment in a registered institution are eligible for a discount of 20% off the standard monthly fare cap. Eligible educational and training institutions are either: qualified providers of federal financial aid and have obtained a Federal School Code; or have obtained a vocational school license issued by the Washington State Workforce Training and Education Coordinating Board.	✓ (currently 31-day pass w/discount)	✓

All other existing reduced fare discount programs (such as the Community Access Program) will continue to operate in the same form as previously.

Section III. 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. Reaching out to community-based organizations that serve our community
- 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
- Meetings with community-based organizations
- Community meeting presentations
- A launch page on the STA website
- 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 fare policy revisions was the fare policy survey. The survey was predominantly an online instrument, with copies of the survey mailed to all riders on the reduced fare mailing list. The number of returned surveys are shown below in Table IV-I. The survey was open from November 4, 2021 to December 17, 2021. It could be accessed at <https://www.spokanetransit.com/ride-sta/fare-policy-survey>, and was available in the following safe harbor languages:

- English
- Spanish
- Russian
- Vietnamese
- Chinese (traditional)

Table IV-I: Total Fare Survey Responses

Survey Instrument	Number of Respondents
Online – English	1227
Online – Spanish	5
Online – Russian	5
Online – Vietnamese	7
Online – Chinese	4
Paper Survey	563
TOTAL	1812

Community-Based Organizations

STA contacted a number of community-based organizations to hold brief, introductory conversations about the proposed fare policy update. The purpose of these conversations was to:

- Provide an overview of the proposed fare policy update and collect input from service providers
- Provide an opportunity to schedule a listening session for their organization
- Inform them of fare policy update schedule
- Ask for assistance in distributing online survey link

By the close of the public outreach period, STA had held introductory conversations with the following 14 organizations:

- The Arc of Spokane
- Catholic Charities
- Family Promise
- SNAP
- Volunteers of America
- Lighthouse for the Blind
- Goodwill Industries
- Lutheran Community Services
- Special Mobility Services (SMS)
- Spokane Housing Authority
- Aging & Long-Term Care of Eastern Washington (ALTCEW)
- Veterans Affairs (VA)
- Providence Adult Day Health & Health Care Foundation
- WorkSource Spokane

In addition, STA attended larger internal meetings with SNAP and WorkSource Spokane, to present to a broader internal audience for those community partners.

Community Meetings

In addition to scheduling meetings with community-based organizations, STA scheduled additional meetings with other community organizations as well that included:

- City of Spokane Community Assembly¹
- City of Spokane Public Infrastructure, Environment, & Sustainability (PIES) Committee
- Spokane Regional Transportation Council (SRTC) Technical Advisory Committee (TAC)

¹ The Community Assembly is a coalition of independent Neighborhood Councils and serves as a forum for discussion of issues of broad interest. Each Neighborhood Council selects one representative and a designated alternate to serve on the Community Assembly

Fare Policy Update Webpage

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

- A video about the new fare collection system
- A video explaining fare capping
- A link to the Fare Policy survey
- A link to an ESRI StoryMap on the proposed policy
- FAQs
- A link to background on the STA fare policy

Media Campaign

Along with the creation of the Fare Policy Update webpage, the STA Communications department crafted a full media campaign, available at this [link](#). Highlights included:

- Promotion
 - Customer service recorded messages
 - Email and text messages to Mobile Storm subscribers
 - Onboard bus announcements
 - STA Moving Forward stories
- Signage
 - Posters / tri-fold flyers at STA Plaza
 - Fixed Route and Paratransit bulkheads
- Internet
 - Google display ads
 - Paid social media campaign
- Spokanetransit.com
 - Website banners
 - Survey landing page
 - FAQs
 - Videos
- Digital outreach toolkit
 - FAQs and background paper
 - Flyer
 - Posters (English, Russian, Spanish, Vietnamese, Chinese)
 - PowerPoint presentation
 - Videos for social media
- Videos
 - “Take the Survey!”
 - “Fare Capping Explained”
 - Subtitles in English, Russian, Spanish, Vietnamese, Chinese
 - 6 x short social media videos
- StoryMap

- Advertising: General
 - Spokesman-Review
 - Inlander
 - Cheney Free Press
 - Liberty Lake Splash
- Advertising: Targeted
 - Black Lens
 - Fig Tree
 - Latin News Zone
 - Russian News Spokane
 - 2 x Russian / Ukrainian grocery stores
 - 2 x Vietnamese / Asian grocery stores
 - 2 x Mexican grocery / deli

Public Outreach Results

Survey Results

The survey instrument was identical across all versions. The survey had ten (10) questions, along with six (6) demographic questions. Among the ten 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: (a) minority respondents; (b) low-income respondents; and (c) all respondents. Based on the notes below, the 'n' value (the number of total respondents) will be different for each population. 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.
- In the demographics portion, respondents were asked to self-identify as to race. Not all respondents chose to do so. Responses marked as "prefer not to say" as well as "other" were excluded from the minority analysis but were included when looking at all respondents.
- In determining low-income status, a respondent had to provide answers on both "the number of people living in your household" as well as "current household income" to make a determination as to status. Not all respondents chose to do so, which impacts the number of responses analyzed for low-income status as compared to all respondents.

The survey results are shown below.

Question 1: In the past 30 days, have you ridden an STA bus route?

	Minority (n = 134)	Low-Income (n= 297)	All Respondents (n= 1641)
Yes	83.6%	87.2%	70.2%
No	16.4%	12.8%	29.8%

Question 1.1: 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.

	Minority (n = 112)	Low-Income (n=259)	All Respondents (n=1152)
I paid with cash and /or coin at the farebox	50.9%	57.1%	50.4%
I used a two-hour pass or day pass	42.0%	45.6%	32.8%
I swiped/validated my 7-day or 31-day rolling pass	25.9%	19.7%	26.3%
I used an STA Smart Card to deduct/validate my fare	22.3%	24.3%	18.9%
I swiped or tapped my university/employee ID card	10.7%	10.0%	13.4%
I used a reduced fare ID to pay for or use a reduced fare pass	29.5%	37.8%	31.3%
I purchased a ticket from a ticket vending machine	2.7%	0.4%	0.7%
I did not pay my fare due to lack of change, missing pass, or other reason	6.3%	1.9%	3.0%

Of those respondents who paid with cash and/or coin at the farebox for at least one trip, 80.4% of the low-income respondents also used one of the other payment methods, while 71.9% of minority respondents and 62.4% of all respondents used an additional form of payment for a trip.

Question 1.2: Why did you pay with cash/coin on trips taken in the last 30 days? Please 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 “I paid with cash and/or coin at the farebox” to the previous question.

	Minority (n = 57)	Low-Income (n= 148)	All Respondents (n= 581)
I don't know where to purchase a pass in advance	5.3%	10.8%	9.3%
I don't ride the bus often enough to get the full value of the pass	45.6%	43.9%	54.7%
I can't afford purchasing a pass	24.6%	43.9%	26.7%
It is more convenient for me	38.6%	48.6%	43.7%
Other (please specify) ²	43.8%	11.5%	28.7%

² The “Other” responses generally focused on the access issue of getting a new pass or their current pass was lost or expired, and they were using cash until they could get a new one.

Question 2: The following statements are about STA’s proposed fare capping policy. Fare capping eliminates the upfront costs for daily and monthly trips, meaning riders who pay one trip at a time get the same benefit as passengers who pay for a daily or monthly pass. Once a rider pays the cost of a daily or monthly pass, the rest of the rides for that day or month are free. Please read each statement and rate your level of agreement with them.

		Fare capping maximizes the financial benefit to the rider	Fare capping is easy to understand	Fare capping will encourage people to ride transit more often
Strongly Disagree	Minority (n = 136)	6.6%	7.4%	7.4%
	Low-Income (n=303)	6.6%	11.9%	6.9%
	All Respondents (n= 1610)	6.3%	7.7%	7.6%
Disagree	M	7.4%	11.8%	7.4%
	LI	5.3%	14.2%	5.9%
	AR	4.3%	12.9%	6.6%
Not Sure	M	24.3%	19.1%	35.3%
	LI	25.1%	21.1%	36.0%
	AR	21.6%	20.8%	37.2%
Agree	M	26.5%	36.0%	27.2%
	LI	24.1%	30.0%	27.1%
	AR	29.6%	31.7%	25.8%
Strongly Agree	M	35.3%	25.0%	22.8%
	LI	38.6%	22.4%	24.1%
	AR	36.5%	25.0%	22.6%

Question 3: STA plans to introduce a new fare collection system that allows customers to pay with an app on a mobile device or using a Smart Card. Money can be added to the Smart Card online, or by paying with cash or a debit/credit card at a participating retail store, gas station, or the STA Plaza. The new system benefits customers by allowing fare capping, providing the same value of a day pass or monthly pass without paying for it all up front. Customers using their Smart Card or the app on their mobile device may also be eligible for new discount programs. Cash paying customers will not have the same benefits. Given these planned changes, how likely will you use the following methods for paying for your fare when boarding the bus?

		Cash	Smart Card	Mobile Application
Highly Unlikely	Minority (n =137)	26.3%	16.1%	19.0%
	Low-Income (n= 298)	17.4%	14.4%	14.1%
	All Respondents (n=1564)	28.3%	16.4%	22.4%
Probably Not	M	18.2%	8.0%	13.1%
	LI	14.1%	9.7%	10.4%
	AR	17.3%	9.4%	10.1%
Not Sure	M	10.9%	16.1%	16.1%
	LI	16.4%	16.1%	17.8%
	AR	14.5%	17.1%	14.6%
Probably	M	21.2%	18.2%	28.5%
	LI	23.5%	21.1%	16.1%
	AR	18.4%	23.5%	19.8%
Highly Likely	M	23.4%	40.1%	27.0%
	LI	27.5%	38.6%	29.2%
	AR	20.3%	33.6%	31.3%

For those respondents who were identified as low-income AND identified that they paid with cash or coin at the farebox in the last 30 days (137 total respondents), 65% noted they were highly likely or probably going to continue to use cash for some fare payments. However, of those same respondents 54% identified as highly likely or probably to use the smart card, while 51% identified a mobile application as a fare payment method they would highly likely or probably use.

Question 4: Once available, STA wants customers to manage their fares in an online account and use their Smart Card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a Smart Card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers affect you?

This was an open-ended question, and six codes were assigned to identify any major themes from the responses. The six codes were organized into two groups – personal impacts to the respondent as an individual, and potential impacts on the general population of riders:

Individual:

- No Impact (as an individual)
- Negative Impact (as an individual)
- Positive Impact (as an individual)

Population Concerns:

- General concerns about specific populations, including the homeless, low-income, those with developmental disabilities, and seniors
- General concerns about access – to the internet, to locations to load cash, to tracking card balance, etc
- Concerns regarding transfers

Nearly 75% of total survey respondents provided some text for this question (1341). All percentages below are based on the total number of responses to this question (1,341 responses), and not to the total number of survey respondents.

For the individual, 54% of the respondents who provided comments on this question characterized the proposed changes as either having No Impact (42%) or a Positive Impact (12%) on them as an individual rider. 10.8% of all respondents who provided some response to this question identified it as a negative impact.

For the general population concerns, access was mentioned fairly frequently, with about 29% of the responses touching on this theme across all groups, and 26% of those respondents who identified as low income. The following quotes are examples of those concerns. *(all quotes verbatim from the survey)*

Respondent A

"By eliminating cash, that hurts riders that have to scrounge change to get to work, homeless or at-risk people who need to access resources, people who don't have access to mobile devices, and anyone who misplaces their Smart Card. The new payment options are great OPTIONS, but they should be just that, options."

Respondent B

"However, you do it your rider has to continually keep track of money in their account in order to ride the bus. That means going to the bank or trying to remember how much money is left in their account. You seem to think these are easy tasks for low income or no income riders."

Question 5: STA is proposing to introduce a new Smart Card to make the fare payment process quicker and more convenient. In the new system, bus fare could be added to the Smart Card at multiple stores throughout the region, including the STA Plaza. Looking at the following map, select the options below that describe where you would be able to get and load cash onto a Smart Card (please pick all that apply)

	Minority (n = 146)	Low- Income (n= 324)	All Respondents (n= 1790)
Not near any of the above	18.5%	16.7%	13.8%
Near work, home, places I go	81.5%	83.3%	86.2%
Near (by location):			
my place of work	36.3%	25.0%	28.0%
my residence	60.3%	62.0%	49.6%
other places I go	46.6%	49.1%	41.4%

Question 6: STA is also considering new discounts for a variety of riders. These discounts are intended to encourage ridership and lessen the cost of riding the bus. Please rank your support on a scale of 1 (Strongly oppose) to 5 (Strongly support) for each pass program.

		Honored Rider: 50% off fares for pass holders 60 and over (previously was for ages 65+)	Stars and Stripes: 50% off fares for pass holders who are current and former service members	Rider's License: 50% off fares for pass holders ages 13-18	Rider-in-Training: Free fares for pass holders ages 6-12	Student: 20% off the standard monthly fare cap for all students enrolled in technical or job training programs, so students pay \$48 or less each month
1 - (Strongly Oppose)	Minority (n =144)	2.8%	4.9%	4.9%	4.9%	4.2%
	Low-Income (n=318)	3.5%	4.7%	6.6%	6.6%	5.3%
	All Respondents (n= 1523)	3.1%	4.4%	5.7%	5.9%	4.1%
2	M	2.1%	1.4%	2.8%	6.3%	2.1%
	LI	1.6%	3.1%	3.8%	4.7%	0.9%
	AR	1.4%	3.2%	3.2%	4.4%	1.6%
3	M	6.3%	11.1%	13.2%	8.3%	7.6%
	LI	7.9%	10.1%	13.2%	11.9%	10.4%
	AR	7.9%	12.5%	13.5%	12.9%	9.7%
4	M	9.7%	11.8%	16.7%	16.0%	16.7%
	LI	9.1%	10.7%	13.2%	11.3%	11.9%
	AR	10.7%	11.9%	17.2%	14.7%	16.7%
5 - (Strongly Support)	M	79.2%	68.1%	51.4%	61.1%	67.4%
	LI	78.0%	69.8%	60.1%	61.9%	68.2%
	AR	76.9%	66.6%	57.6%	59.2%	65.9%

Question 7: Are there any other rider groups not listed above that should receive discounts?

This was an open-ended question, and six codes were assigned to identify any major groups from the responses. The six codes were:

- Low-income
- Transit should be free
- Riders with disabilities
- Health care workers, first responders, teachers
- Rider loyalty program
- Other

40% of all survey respondents (716) provided some answer for this question. However, no group coded for received more than 11% support. Riders with disabilities were identified by 10.6% of all respondents, while low-income riders were mentioned by just under 9% of respondents. This held true across all groups. There was minimal support for any of the other groups.

Question 8: When the bus arrives at your stop, how important is it to you that you're able to board the bus quickly and efficiently?

	Minority (n = 145)	Low- Income (n= 319)	All Respondents (n= 1524)
Very important	47.6%	48.3%	44.0%
Important	26.9%	29.5%	32.8%
Somewhat important	19.3%	16.3%	17.6%
Not so important	4.1%	5.0%	4.3%
Not at all important	2.1%	0.9%	1.2%

Question 9: The new fare policy proposes to change the name of a "Two-Hour" pass to a "One Ride" pass. A One-Ride pass will still allow riders the exact same ability to ride for two hours, including transfers.

	Minority (n = 142)	Low- Income (n= 318)	All Respondents (n= 1517)
I agree with the new name	32.4%	30.8%	31.2%
I disagree with the new name	44.4%	46.2%	44.8%
I don't know	23.2%	23.0%	23.9%

Question 10: Is there anything else you wish to tell STA about the proposed fare policy update?

This was an open-ended question, and seven codes were assigned to identify any major themes from the responses. The seven codes were:

- One Ride Naming
- Operations (transfers, etc)

- An identified educational opportunity/need
- Fare Costs Thoughts (related to costs, discounts, zones, etc)
- Fare Payment Methods (other methods, retail locations, etc)
- Transit Network (routes, stop locations, etc)
- General Support

Overall, 35% of survey respondents provided some text in this space. None of the themes received more than 10% of the overall responses. Thoughts on fare payment methods rose to the top, with 9.0% of all respondents commenting on either a specific payment method (using credit cards, using Apple/Google Pay, using an Apple watch) or retail locations (noting gaps in the map, or conversely, generally good distribution).

For riders who self-identified as a minority, the most common theme noted was on fare costs thoughts and fare payment thoughts (5.5% of 145 respondents for each) generally focused on the total cost or questioning the lack of zonal payments.

Nearly half (48.9%) of the comments in this section were from respondents identified as low-income. Again though, none of the themes received more than 10% of the responses. Concerns about fare payment methods was the highest for this population group (7.2%) followed by thoughts on overall fare costs (5.4%).

Key Findings

Those who responded to the survey were generally supportive of the proposed fare policy revisions, based on the responses above. Key findings evolved around the following themes:

Rider Characteristics

- There was strong bus rider representation. A super-majority of minority (83.6%) and low-income (87.2%) respondents had ridden the bus in the last 30 days, while just over 70.2% of all respondents had ridden the bus in the last 30 days.
- The response rate by those who self-identified as a minority on the English language survey was 8.2%, less than the overall percentage in the Public Transportation Benefit Area (PBTA) (12.2%). That percentage increases to 9.2% when including the safe harbor language surveys. However, 26% of survey respondents did not answer this question.
- The response rate by those who were characterized as low-income on the English language survey was 18.1%, greater than the overall percentage in the PTBA ((15.6%)

Payment methods

- Cash (57.1%) was used slightly more by low-income riders than minority (50.9%) and all respondents (50.4%) and was the single most used fare payment method across all groups. However, the combined total for ALL pass/card options shows a preference for card/pass as payment methods.
- A majority of all respondents (51.2%) identified as probably or highly likely to use a mobile application, with 57.1% of all respondents probably or highly likely to use a smart card.
- 59.7% of low-income respondents noted they were probably or highly likely to use a smart card, as did 58.4% of minority respondents.

- “Convenience” and “not riding frequently enough” were the two most common reasons identified for using cash, indicating an audience that might benefit from the proposed fare management tools and fare capping.
- All proposed discount programs were supported by a majority of all groups, with Honored Rider (76.9% all respondents, 78% low income, 79.2% minority) and Stars and Stripes (66.6%/69.8%/68.1%) programs receiving the most support.

Educational Opportunities

- On the specific question regarding fare capping, 21% of all respondents (25% low-income, 24.3% minority) indicated “Not Sure” for whether fare capping maximizes the financial benefit to the rider. “Not Sure” was 20% of all respondents’ choice on whether it is easy to understand the concept of fare capping. This suggests a need for a strong educational and informational campaign about fare capping.
- Over 50% of low-income riders still identified as “probably or highly likely” to continue to use cash on the bus. However, nearly 60% of those same riders indicated they were “probably or highly likely” to use a Smart Card.
- 15%-17% of respondents, in all groups, were unsure how likely they were to use either a Smart Card or mobile application for their payment method. This suggests a need for a strong educational and informational campaign about the uses and benefits of the Smart Cards and mobile application.

Access

- The narrative survey responses provided indicate concerns as to whether the cash payment option would be eliminated and/or a perception that minority and low-income households may experience information access barriers (due to income and/or disability). How riders without internet access can easily add cash to their cards and can easily track their balances will be critical to ensuring a strong adoption among the tech adverse, unbanked, and other populations.
- Access to proposed vendor locations was generally good, but there are some identified gaps in parts of the service area that will need to be addressed in the implementation phase.

Appendix A: Survey Instrument

As part of the anticipated launch of its modernized fare collection system in October 2022, STA plans to make it easy for customers to manage their fares online, as well as use contactless fare payment options like smart phones and other mobile devices to pay fares. This customer experience improvement will make the fare payment process more convenient and accessible. Also, contactless payment tools, like Smart Cards and mobile devices, make the boarding process much faster and helps keep the buses and its passengers on time.

STA is also considering a new approach to collecting fares called, “fare capping.” Fare capping ensures that riders are always paying the lowest fare available. It eliminates burdensome upfront costs for daily and monthly passes and means that riders who pay for single trips get exactly the same benefit as passengers who pay for a daily or monthly pass.

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

1.1 [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

1.2 [THIS QUESTION FOR THOSE USING CASH]

Why did you pay with cash/coin on trips taken in the last 30 days? Please mark all that apply.

- ☐ I don't know where to purchase a pass in advance
- ☐ I don't ride the bus often enough to get the full value of the pass
- ☐ I can't afford purchasing a pass
- ☐ It is more convenient for me
- ☐ Other - please explain: _____

2. The following statements are about STA's proposed fare capping policy. Fare capping eliminates the upfront costs for daily and monthly trips, meaning riders who pay one trip at a time get the same benefit as passengers who pay for a daily or monthly pass. Once a rider pays the cost of a daily or monthly pass, the rest of the rides for that day or month are free. Please read each statement and rate your level of agreement with them.

	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
Fare capping maximizes the financial benefit to the rider					
Fare capping is easy to understand					
Fare capping will encourage people to ride transit more often					

3. STA plans to introduce a new fare collection system that allows customers to pay with an app on a mobile device or using a Smart Card. Money can be added to the Smart Card online, or by paying with cash or a debit/credit card at a participating retail store, gas station, or the STA Plaza. The new system benefits customers by allowing fare capping, providing the same value of a day pass or monthly pass without paying for it all up front. Customers using their Smart Card or the app on their mobile device may also be eligible for new discount programs. Cash paying customers will not have the same benefits. Given these planned changes, how likely will use the following methods for paying for your fare when boarding the bus?

	Highly Unlikely	Probably Not	Not Sure	Probably	Highly likely
Cash					
Connect Card					
Mobile Application					

4. Once available, STA wants customers to manage their fares in an online account and use their Smart Card or mobile device to board the bus and pay their fare faster. This is because many customers boarding and paying with cash can cause buses to be late. At some point in the future, STA may discourage paying cash on board the bus by eliminating the option to get a free transfer pass. Customers who pay with a Smart Card or their mobile device would still have the option to transfer for free. If implemented, how would eliminating cash transfers effect you?

5. STA is proposing to introduce a new Smart Card to make the fare payment process quicker and more convenient. In the new system, bus fare could be added to the Smart Card at multiple stores throughout the region, including the STA Plaza. Looking at the following map, select the options below that describe

where you would be able to get and load cash onto a Smart Card (please pick all that apply):
(Accompanied by map of outlet/retail partners)

Along a bus route I use

- ☐ Near my place of work
- ☐ Near my residence
- ☐ Near other places I go
- ☐ Not near any of the above

6. STA is also considering new discounts for a variety of riders. These discounts are intended to encourage ridership and lessen the cost of riding the bus. Please rank your support on a scale of 1 (Strongly oppose) to 5 (Strongly support) for each pass program.

	1 (strongly oppose)	2	3	4	5 (Strongly support)
Honored Rider: 50% off fares for pass holders 60 and over (previously was for 65+)					
Stars and Stripes: 50% off fares for pass holders who are current and former service members					
Rider's License: 50% off fares for pass holders ages 13-18					
Rider-in-Training: Free fares for pass holders ages 6-12					
Student: 20% off the standard monthly fare cap for all students enrolled in at technical or job training programs, so students pay \$48 or less each month					

7. Are there any other rider groups not listed above that should receive discounts?

8. When the bus arrives at your stop, how important is it to you that you're able to board the bus quickly and efficiently?

- 5: Very Important
- 4: Important
- 3: Moderately Important
- 2: Slightly Important
- 1: Unimportant

9. The new fare policy proposes to change the name of a “Two-Hour” pass to a “One Ride” pass. A One-Ride pass will still allow riders the exact same ability to ride for two hours, including transfers.

- ☐ I agree with the new name
- ☐ I disagree with the new name
- ☐ I don't know

10. Is there anything else you wish to tell STA about the proposed fare policy update?

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
- Prefer not to say

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

What is your current (annual) household income?

- ☐ Less than \$12,880
- ☐ \$12,881 to \$17,420
- ☐ \$17,421 to \$21,960
- ☐ \$21,961 to \$26,500
- ☐ \$26,501 to \$31,040
- ☐ \$31,041 to \$35,580
- ☐ \$35,581 to \$40,120
- ☐ \$40,121 to \$44,660
- ☐ \$44,660 - \$49,999
- ☐ \$50,000 - \$74,999
- ☐ \$75,000 - \$99,999
- ☐ \$100,000 - \$149,999
- ☐ \$150,000 and greater
- ☐ Prefer not to say

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Appendix B: Public Comment & Survey Responses

Appendix B is 119 pages in length and is thus included as a link its location on the STA website. Appendix B may be accessed at the following link:

https://www.spokanetransit.com/files/content/Appendix_B_Public_Comment_and_Survey_Response.pdf

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RESOLUTION NO. 799-22

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 57A, 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.

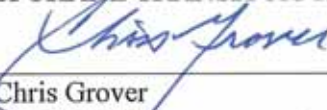
Section 2. This Resolution shall become effective upon its date of adoption and shall remain in full force and in effect until revised by Board resolution; provided, the Chief Executive Officer is hereby authorized to implement the effective date of the rates, tolls, and fares identified in Exhibit A 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:


Dana Infalt
Clerk of the Authority

SPOKANE TRANSIT 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

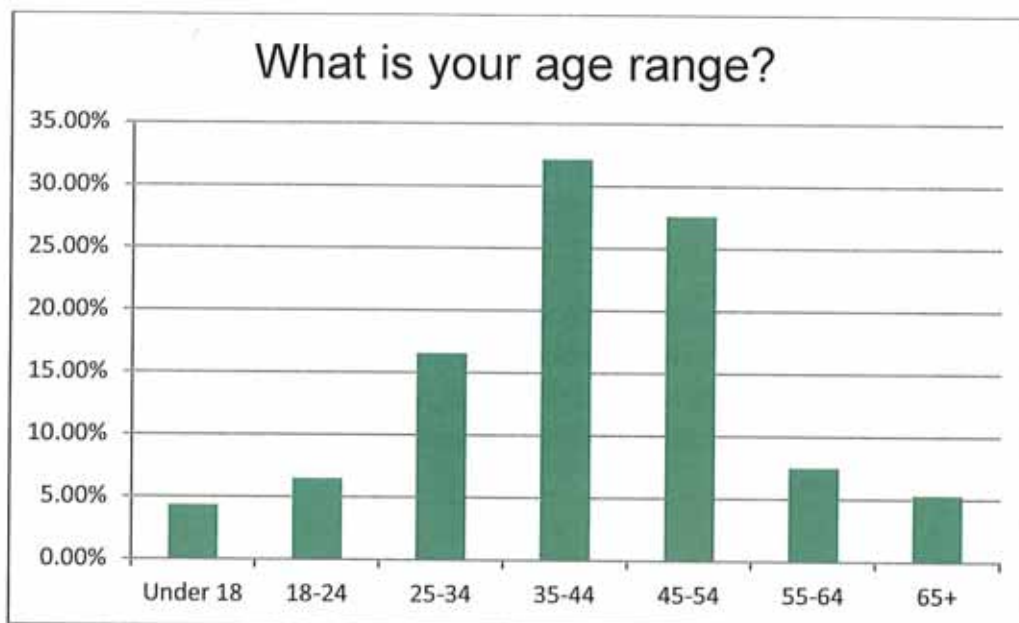
"I just want to put my input as I'm recently 18 and moved out and my little cousin lives with my parents now and it would've been so so incredibly helpful to be offered this when I was young. My cousin would be able to get a job and work if she could get around on the bus. I think it would be so so positive."

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%).

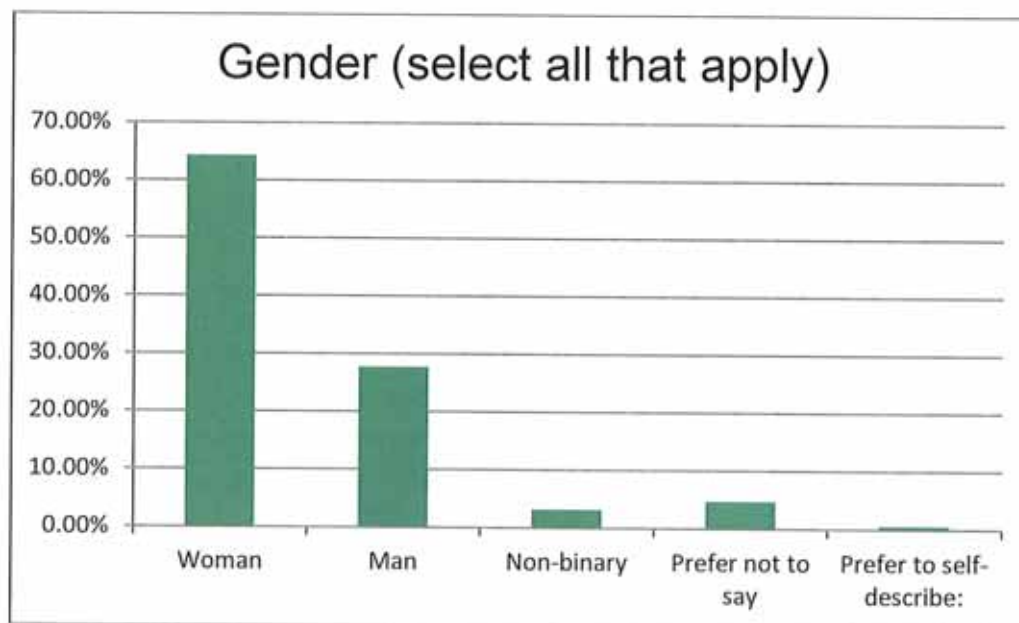
No other theme emerged at a rate greater than 10% of the total comments.

Demographics

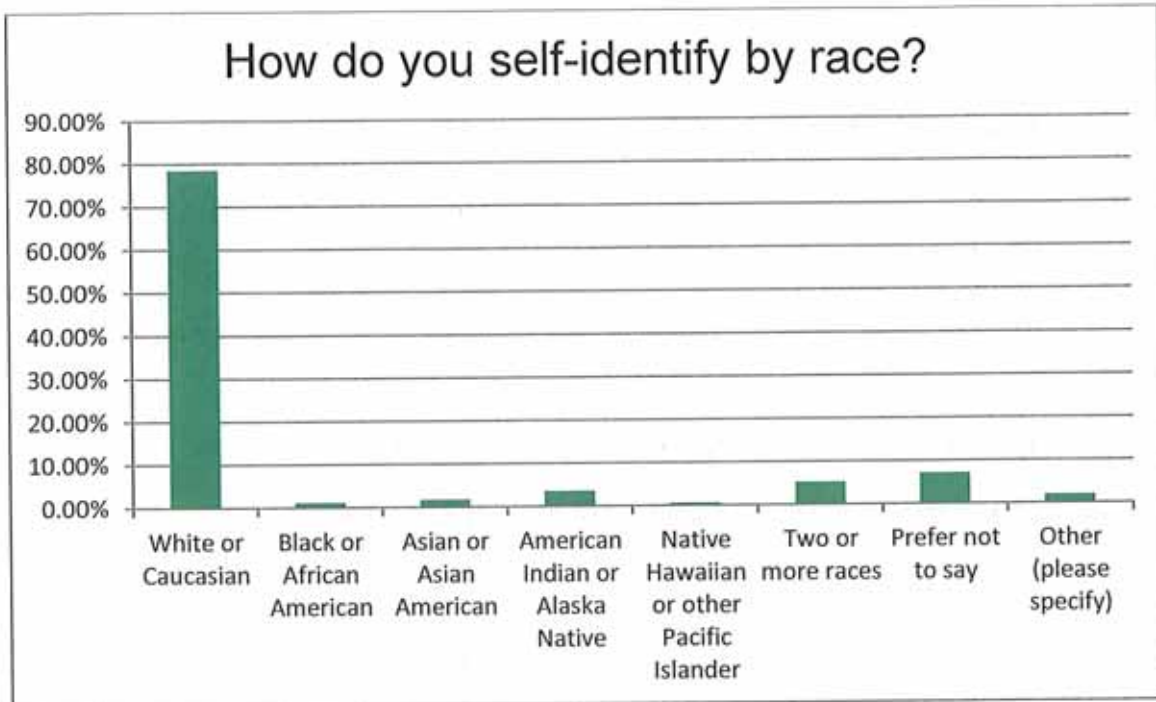
Age Range (n=507)



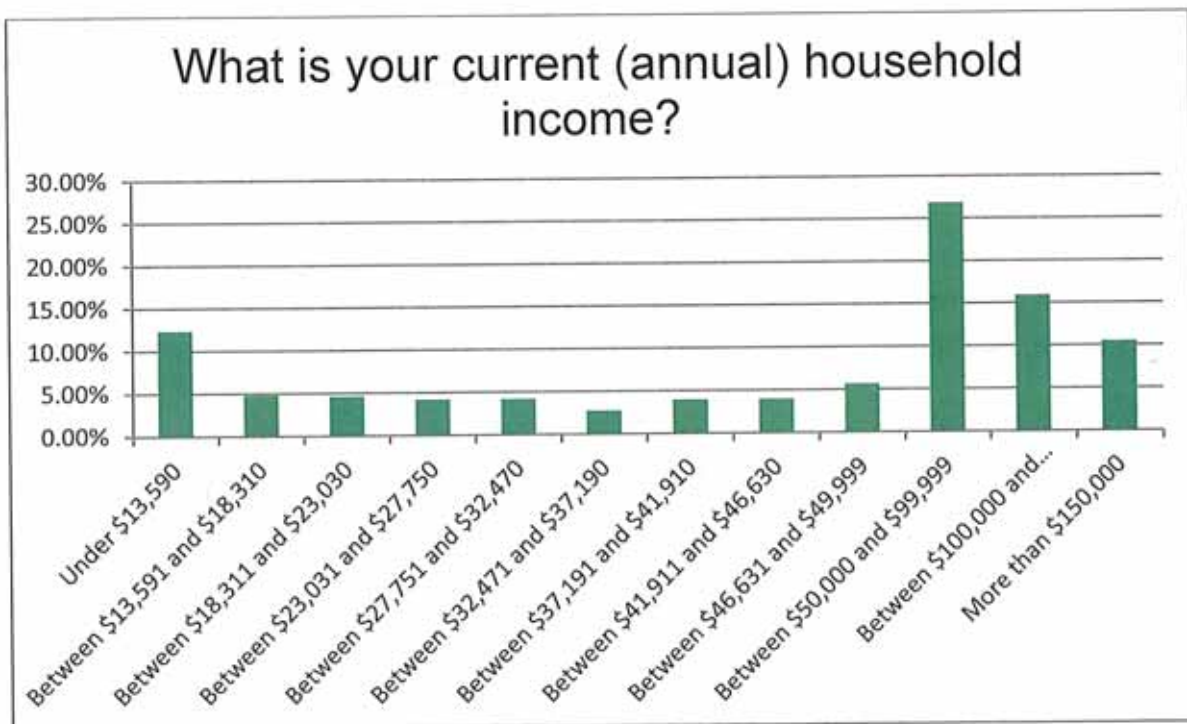
Gender (n=504)



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
-----------------	-----------------	---------------

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 way 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 useage.

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 fair for adults

No.

I think to 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 in 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 afford 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 & \$21. 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

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Title VI Equity Analysis

Proposed Zero Fare for Youth Policy Revisions

[Status]

6/16/2022



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 2022 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 report documents STA's Title VI equity analysis of the proposed fare policy revision. Upon completion of this fare equity analysis, staff shall brief the Board of Directors prior to the Board's action(s). STA will keep this analysis on file and available for review by the Federal Transit Administration (FTA) and the general public.

The fare equity analysis was performed in accordance with the requirements specified in the Federal Transit Administration (FTA), Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients and STA's 2020 Title VI Program and the policies outlined in STA's Comprehensive Plan, *Connect Spokane, A Comprehensive Plan for Public Transportation*.

Fare Policy Revisions Objectives and Overview

The objective of the fare policy revision is to provide a zero fare for youth 18 and under. This change makes the Spokane Transit Authority eligible for the transit support grants as identified in the *Move Ahead Washington* transportation funding package.

Spokane Transit Authority (STA)

Description of Fleet and Services

Spokane Transit Authority is a regional public transportation agency providing a variety of transportation services, including fixed-route, Paratransit, and Vanpool service. In 2019¹ Spokane Transit's fixed route system provided 9,971,798 unlinked passenger trips and traveled 6,118,526 revenue miles. Paratransit provided 441,097 passenger trips and traveled 2,393,647 revenue miles. Vanpool provided 155,262 passenger trips and traveled 929,850 revenue miles.

STA's 2020 fleet includes 147 active fixed route coaches, 70 active Paratransit vans and 96 active vanpool vans. Fixed Route Bus Service operates 43 routes, 365 days a year. In accordance with the Americans with Disabilities Act (ADA), all vehicles are lift or ramp equipped.

Paratransit Service is operated by STA and its contractor for people who qualify under the eligibility requirements of the ADA. Paratransit service is provided within a defined service area, during the same hours and days as fixed route service and in compliance with applicable state and federal laws for service to people whose disability prevents them from using Fixed Route bus service. The directly operated Paratransit fleet is comprised of 70 vehicles, each with a capacity for up to 15 passengers. Contracted transportation supplements service during the early mornings, nights and weekends as well as augments capacity during weekdays.

Vanpool (Rideshare) Service augments STA's public transportation system through the assignment of passenger vans to vanpool groups. A vanpool group can be formed by a group of five to 15 people whose origin or destination is within the STA service area.

Areas Served

Areas served include cities of Airway Heights, Cheney, Liberty Lake, Medical Lake, Millwood, Spokane, and Spokane Valley and some unincorporated areas of Spokane County. Services include connections between downtown Spokane and the Spokane International Airport, major shopping malls, area colleges and universities, and Fairchild Air Force Base. Spokane Transit Authority (STA) operates within the designated Public Transportation Benefit Area (PTBA) which encompasses approximately 248 square miles of Spokane County which includes approximately 459,007 residents or 84.8 percent of the county population.

¹ Spokane Transit is providing 2019 NTD and fixed route service and maintenance data (unless otherwise noted) which is the last full year of reporting prior to COVID-19

STA's Title VI Policy Development

Title VI of the Civil Rights Act of 1964 (Title VI) requires public transportation providers that receive federal funds to operate services and programs in a non-discriminatory manner. Race, color, and national origin are protected classes under Title VI. Low-income populations are not a protected class under Title VI; however, the FTA requires transit providers to evaluate the impacts of any fare changes on low-income populations as well.

STA's Fare Change Minority Disparate Impact Policy and Fare Change Low-Income Disproportionate Impact Policy were developed with an extensive public outreach effort. Letters were sent to a wide range of Limited English Proficiency (LEP) and nonprofit organizations as well as community centers and government agencies in early 2013 and early 2014. A public hearing was held to gather public comments. The 2014 Title VI update and policies were adopted by the Spokane Transit Board of Directors in early 2014. These policies continue to serve the agency and were incorporated into the 2019 *Connect Spokane* update and the 2020 Title VI Plan.

Section II. Proposed Fare Policy

STA periodically evaluates its fare policy and fare structure. The last major review of the fare structure was conducted in 2016 and led to a fare increase. This policy revision is not proposing any fare increase, rather it will lead to a decrease in fare costs for riders between the ages of 13-18.

Fare Policy Revisions Overview

The fare policy revision would reduce the fare costs for riders 13-18 years of age from \$1.00/ride to \$0.00/ride, with an effective date of October 1, 2022.

Zero Fare for Youth

Table II-1 shows the current fixed route and paratransit fare rates. Table II-2 shows the proposed fixed route and paratransit fares that will be effective October 1, 2022.

Table II-1. Current Fixed Route and Paratransit Fares

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

Table II-2. Proposed Fixed Route and Paratransit Fares

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

Section III. Fare Equity Analysis

Title VI of the Civil Rights Act of 1964 requires public transportation providers that receive federal funds to operate services and programs in a non-discriminatory manner. Race, color, and national origin are protected classes under Title VI.

To fulfill the requirements of Executive Order 12898 and DOT Order 5610.2(a) on Environmental Justice, FTA requires that an impact analysis be conducted to identify any disproportionate burdens to low-income populations that would occur as a result of a major service or fare change. Low-income populations are not a protected class under Title VI. However, Chapter IV-18 of the Title VI Circular states that “transit providers should take steps to minimize or mitigate impacts (for this population) where practical. The provider should also describe alternatives available to low-income passengers affected by service changes.”

STA’s Title VI policy, adopted in early 2014, identifies how STA assesses fare changes, as well the disparate impact and disproportionate burden that could potentially result from changes to fare policy.

Fare Change Policy

STA evaluates fare changes to ensure fare increases do not disproportionately negatively impact a class protected under Title VI.

Minority Disparate Impact Policy

If a fare change affects fare categories or payment methods used disproportionately by minority populations (10% or greater than the overall population), a fare change disparate impact exists and the impacts will be assessed and evaluated for mitigation.

Low-Income Disproportionate Impact Policy

If a fare change affects fare categories or payment methods used disproportionately by low-income populations (10% or greater than the overall population), a fare change disproportionate burden exists and the impacts will be assessed and evaluated for mitigation.

Zero Fare for Youth Analysis

Zero Fare for Youth

STA is introducing a zero fare for youth, ages 13-18, to complement the zero fare for riders 12 and under, STA wanted to know the answers to two questions:

1. Does this fare change require a fare equity analysis? And if so
2. Does this result in a disparate or disproportionate impact?

1. Does this fare change require a fare equity analysis?

Looking at the general STA *Fare Change Policy*, the policy clearly identifies “fare increases” as the concern for potentially disproportionate impacts on Title VI protected classes. This action is not a fare increase, and using this policy, it can be concluded that **a fare equity analysis is not required.**

However, neither the *Minority Disparate Impact Policy* or the *Low-Income Disproportionate Impact Policy* make the same distinction regarding only fare increases, so this memo will explore further the question of “does this result in a disparate or disproportionate impact?” using what little data is currently available.

2. Does this result in a disparate or disproportionate impact?

Figures III-1 through Figure III-3 illustrate the distribution of the density of impacted populations (persons/acre), located within a ½ mile radius of an existing bus line. Figure III-4 is an additive density map, showing the highest locations of youth + minority + low-income populations. While not allowing STA to draw any definite conclusions, the distributions are informative.

Figure III-1: Map of Minority Density

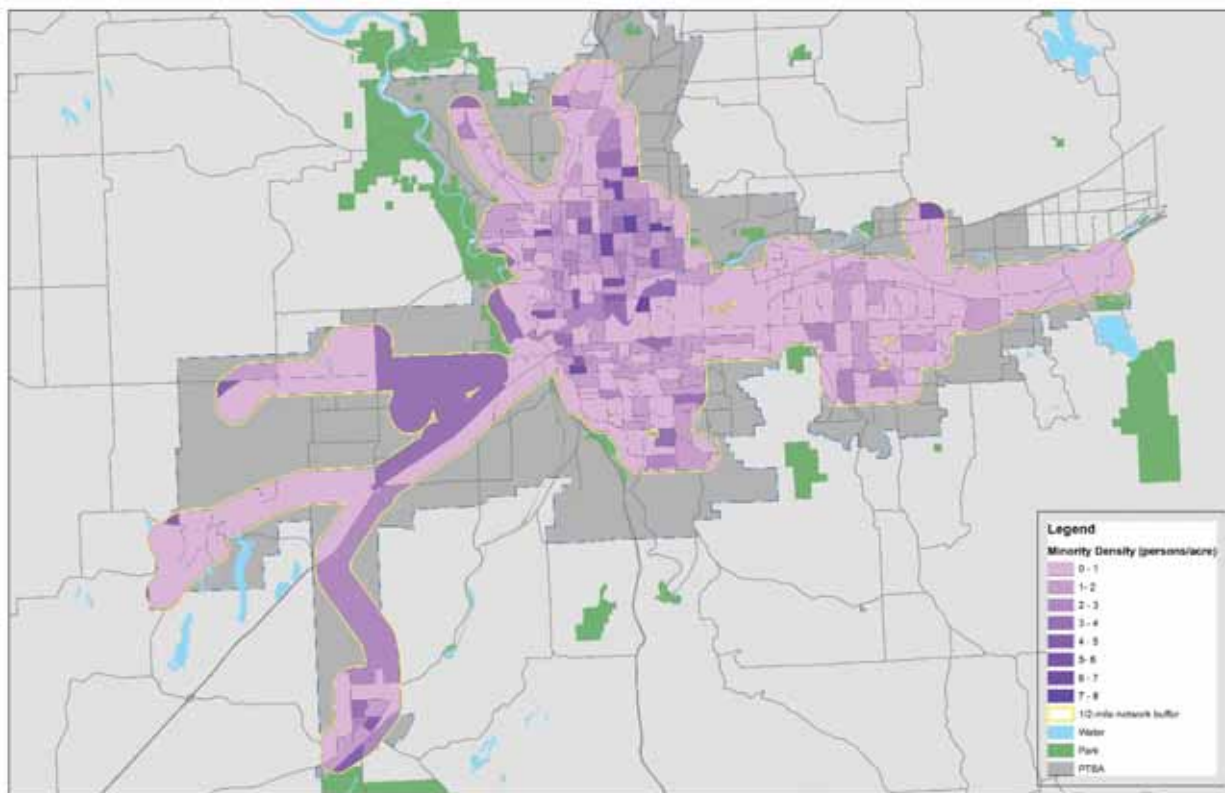


Figure III-2: Map of Poverty Density

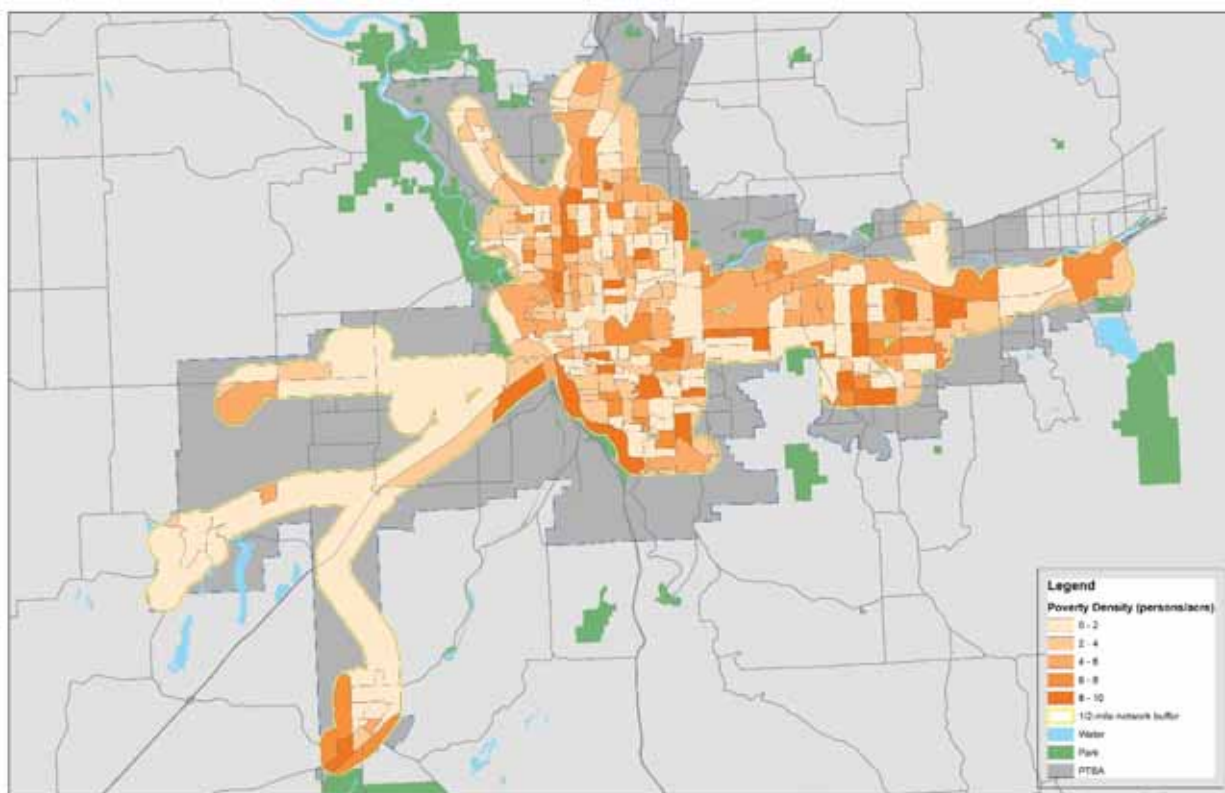


Figure III-3: Map of Youth Density

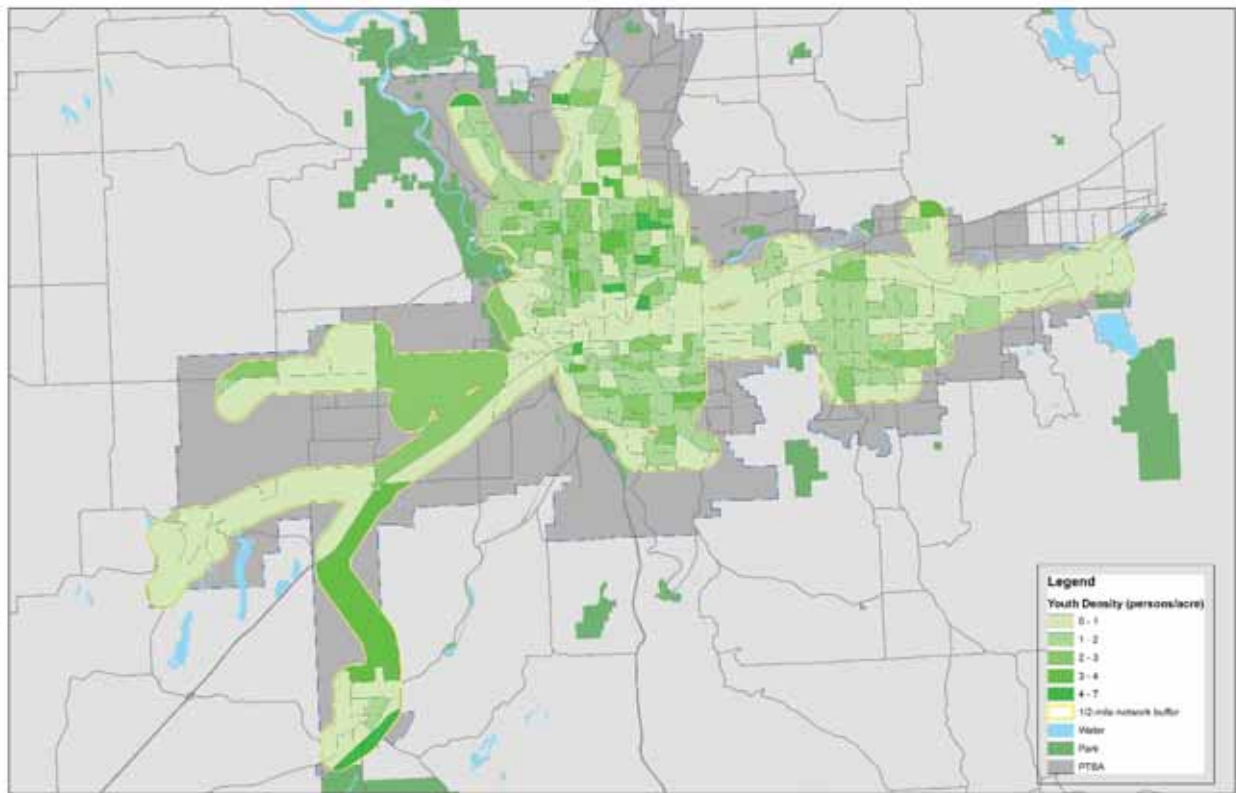
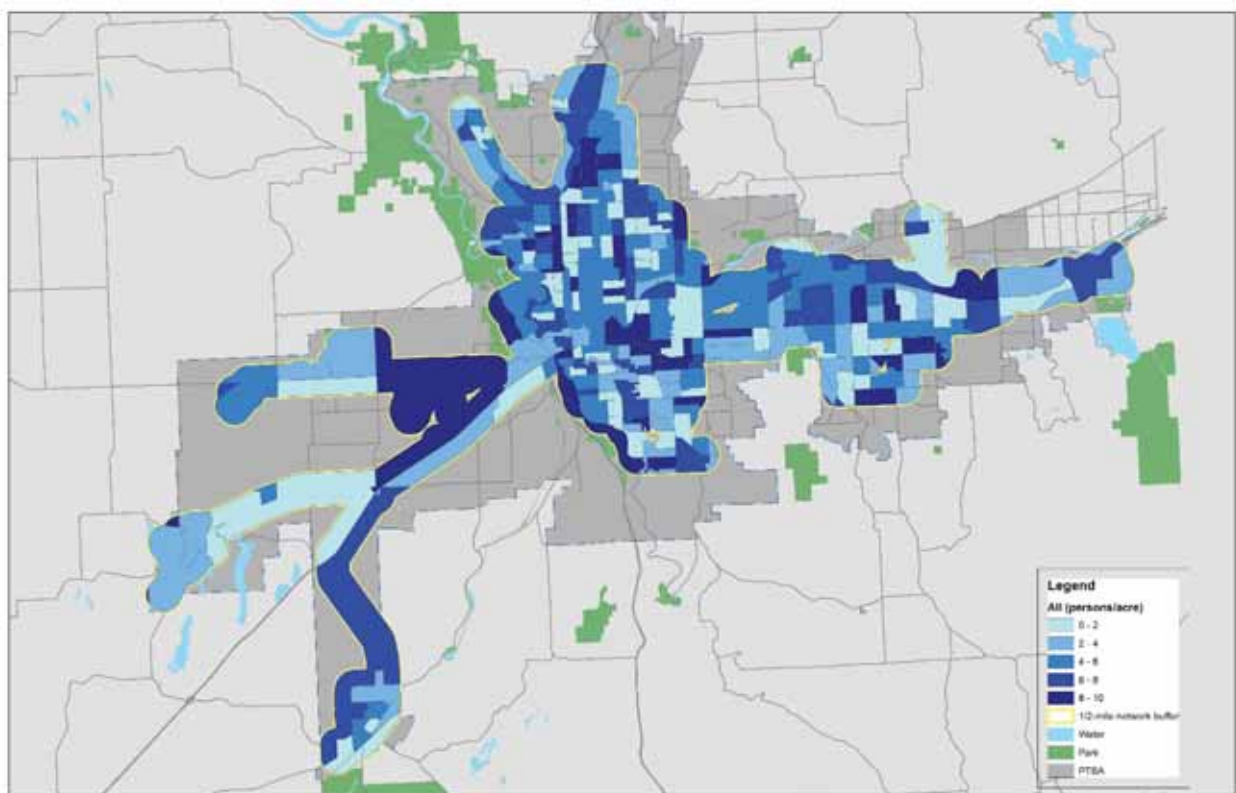


Figure III-4: Map of Impacted Population Density



The 2018 Rider Survey STA conducted was statistically significant, and while the youth sample sizes were small, it provides insight into the use of the current Youth Pass by minority riders, low income riders, and all riders.

Table III-1: Fare Payment by Minority Youth, Low-Income Youth, and All Youth

Fare Medium	Minority % Use	Low-Income % Use	Overall Population % Use	Title VI Threshold	Disparate Impact (DI) / Disproportionate Burden (DB)
Youth Pass	5.92%	5.41%	5.1%	4.59%	DI – NO DB - NO

The 2020 Rider Survey was a mail-in survey that was not statistically significant. King County Metro used regional household travel survey data from 2017 and 2019 to conduct their analysis. The Spokane Regional Transportation Council (SRTC) just concluded their survey collection, and results will be available in the Fall. STA will review the data available from that survey and re-visit this analysis at that time.

Summary

STA evaluated the proposed zero fare for youth and determined there was no evidence of disparate impact on minority households or disproportionate burden on low-income households.

Table III-2: Summary of Fare Equity Analyses

Policy	Zero Youth Fare
Disparate Impact	NO
Disproportionate Burden	NO

STA will return and update this analysis once the data from the 2022 SRTC Household Travel Survey becomes available.

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Appendix E

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2022 Service Change Proposal Title VI Equity Analysis Final Report

March 2021

EXECUTIVE SUMMARY

Spokane Transit Authority (STA) is in the process of evaluating a proposed service change planned for implementation in 2022. This service change includes several changes related to service span, service frequency, and route alignments to improve transit service throughout the service area and to realign service to better integrate with the City Line Bus Rapid Transit route, scheduled to begin operations in 2022. In accordance with Title VI of the Civil Rights Act, this service change is evaluated to ensure that any impacts are equitable and there are no Disparate Impacts or Disproportionate Burdens to minority or low-income populations.

According to STA's Title VI Policy, each route is evaluated to determine whether it is classified as a minority route or a low-income route based on the population and demographics of the surrounding census tracts. Routes that are designated as minority or low-income routes and result in a service reduction are considered to create Disparate Impacts and Disproportionate Burdens, respectively. All routes that were classified as minority and/or low-income and were altered as a part of this proposed service change are shown in Figure 1.

Figure 1 Change in Annual Trips by Route Classification

Route	Classification	Change in Trips	% Change in Trips
Route 26	Minority & Low-Income	-	-
Route 27	Minority & Low-Income	7,990	37%
Route 28	Minority & Low-Income	-	-
Route 29	Minority & Low-Income	-19,110	-100%
Route 32	Minority & Low-Income	-	-
Route 34	Minority & Low-Income	-	-
Route 39	Minority & Low-Income	-19,925	-100%
Route 42	Minority & Low-Income	-17,870	-100%
Route 60	Minority & Low-Income	-	-
Route 61	Minority & Low-Income	2,125	11%
Route 63	Minority	-	-
Route 94	Low-Income	-	-

Route 29, Route 39, and Route 42 are the only such routes that both experience a reduction in service in this proposed service change and are classified as minority and/or low-income routes. The STA Title VI Program policy states that Disparate Impacts and Disproportionate Burdens would result for all three of these routes. However, this does not account for the addition of new routes that continue providing service in the area. All three of these routes are proposed to be removed from service and entirely or partially replaced by a combination of the City Line, a new Route 14, and a new Route 38.

A further analysis at the census tract level identifies the change in the annual number of trips operating within each census tract served by the three removed routes. This analysis shows that all census tracts currently served by these routes would have improved transit service in the service proposal. Thus, any potential Disparate Impact or Disproportionate Burden associated with Route 29, Route 39, and Route 42 would be mitigated and there are collectively no Disparate Impacts or Disproportionate Burdens under the proposed service change.

INTRODUCTION

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” STA has committed to the Federal Transit Administration (FTA) objectives set forth in circular 4702.1B through their Title VI Program and Comprehensive Plan. These objectives work to ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

In Fall of 2016, voters approved funding for *STA Moving Forward*, Spokane Transit Authority's 10-year plan for more and better transit. Many projects have already been completed, including expanded night and weekend service, the opening of the West Plains Transit Center, and the start of four new routes.

STA is now engaged in planning for service improvements that are programmed and funded for 2022. Some of these improvements include:

- Expanded Hillyard and Northeast Spokane routes
- Implementation of the Central City Line (Bus Rapid Transit Route)

These improvements were developed through an analysis of the local market and existing services, as well as an extensive outreach process with riders and community stakeholders. Using this information, a Preliminary Service Change Proposal was developed and refined to create a single Draft Recommendation for these service improvements. The elements of this Draft Recommendation will be examined as part of this Equity Analysis.

Under this Draft Recommendation service change proposal, all census tracts currently served by STA will continue to receive fixed-route transit service. This Equity Analysis focuses primarily on how changes in STA service differently affect communities characterized by particular demographics. The income and race, as reported by the 2019 American Community Survey, of individuals within the service area was examined to determine whether the proposed service changes would disproportionately impact classes protected by Title VI. Specific focus was placed on identifying whether areas with disproportionately high low-income and/or minority residents would see significant service reductions under the Draft Recommendation service change.

Data and Thresholds

For the Draft Recommendation service change, this analysis measures the impacts of recommended STA service changes on low-income and minority communities by comparing the annual number of trips accessible within the September 2020 network to those accessible within the proposed 2022 network. Data concerning these communities were obtained by way of the 2019 American Community Survey (ACS).

Service Area

Per the STA Title VI Policy, any census tracts partially or completely contained within the Public Transportation Benefit Area (PTBA) boundary is considered a part of the service area. In addition to this definition, a ½ mile buffer around STA's existing 2020 fixed-route network and the recommended 2022 network were created. These buffers, considered a comfortable walk to transit by the FTA, were then overlaid on the census tracts partially or entirely within the PTBA

boundary to represent access to transit service at the census tract level for a supplemental analysis.

Demographic Data: Income

The FTA defines individuals who reside in households where total household income is equal to or less than the ACS poverty level as “low-income.” The following table (Figure 2) shows the poverty guidelines for 2019.

Figure 2 Poverty Guidelines for 2019

Persons in Family/Household	Poverty Guideline
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430
For families/households with more than 8 persons, add \$4,420 for each additional person.	

Source: U.S. Department of Health & Human Services, 2019

For the 2019 ACS, household income data were collected. These combined characteristics were then assessed against the appropriate poverty threshold, depending on household size, to render a number of persons within each census tract that would be considered “low-income” according to the FTA definition. This number was then compared to the total population resulting in a percentage of population classified as “low-income” for each census tract.

Demographic Data: Race

In an effort to calculate a percentage of census tract population that identifies as a racial minority, the 2019 ACS was again consulted. Self-identified racial composition is reported via the ACS on an individual, rather than household, basis. For the purpose of this equity analysis, individuals who identified as any race other than White were considered minorities. The number of individuals per census tract who identified as minorities was assessed against the total population to render a percent minority population for each census tract.

Census Tract Classification

All census tracts within the STA service area were classified as representing one of the following: minority, low-income, neither or both. A census tract would receive the minority classification if its proportion of minority residents was 10% higher than the average minority proportion for the entire service area. The same is true of each census tract's proportion of residents who are low-income. If a census tract's population was above both the thresholds for minority and low-income proportions, then it was classified as “both;” the opposite rendered a classification of “neither.” The service area average proportions for minority and low-income populations and respective

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Spokane Transit Authority

impact and burden thresholds are shown below in Figure 3. The number and percent of census tracts in the service area falling into each classification are shown below in Figure 4 and are displayed on the map contained in Figure 5.

Figure 3 2019 Low-Income and Minority Classification Thresholds

Minority		Low-Income	
Service Area Average	Impact Threshold	Service Area Average	Burden Threshold
12.8%	14.1%	13.4%	14.7%

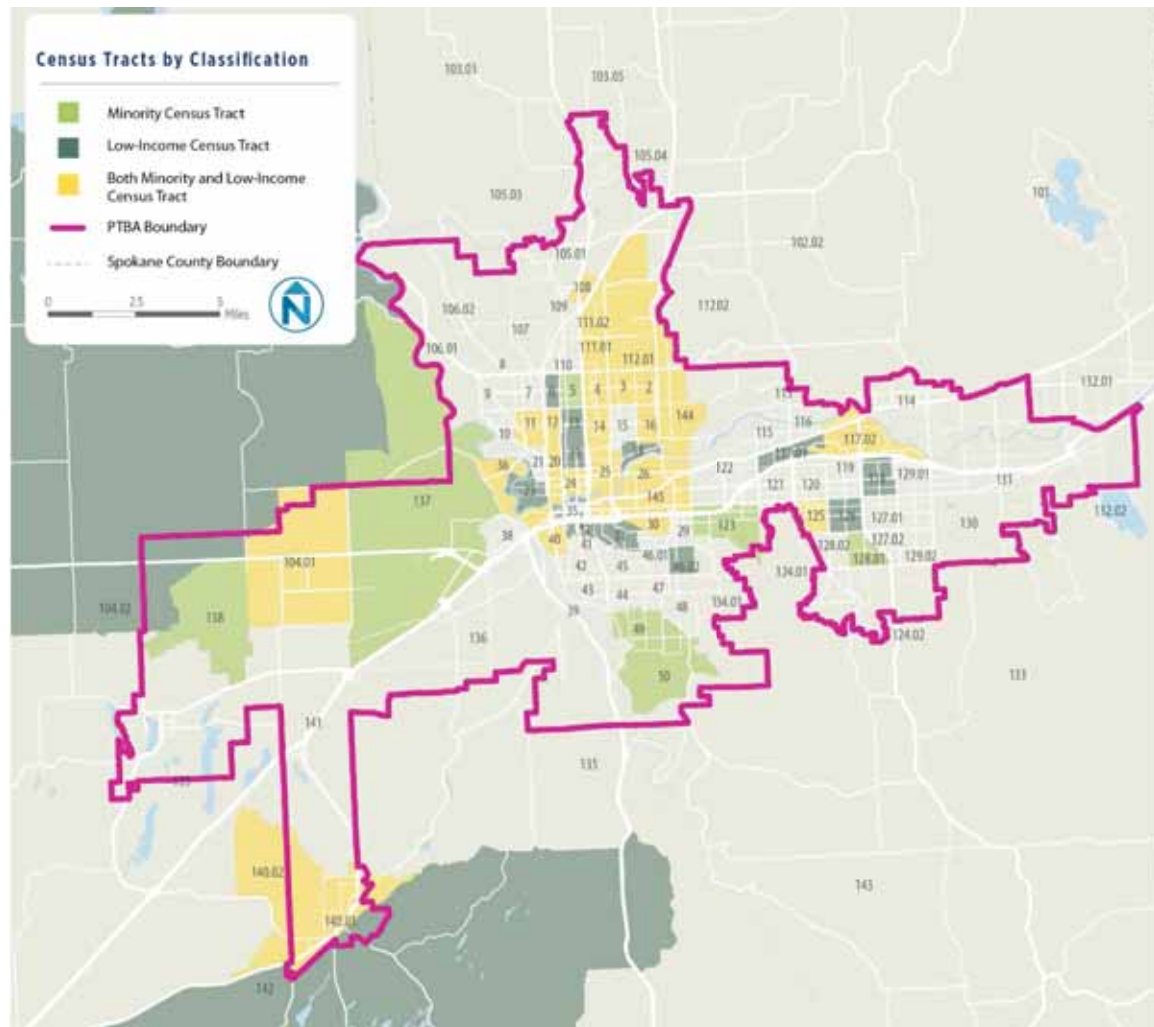
Source: US Census Bureau, American Community Survey 2019

Figure 4 Census Tract Classifications

Minority	Low-Income	Both	Neither
7 (7%)	14 (14%)	25 (26%)	52 (53%)

Source: US Census Bureau, American Community Survey 2019

Figure 5 Census Tracts by Minority and Low-Income Classification



Disparate Impact and Disproportionate Burden Threshold

In accordance with FTA guidelines, the following criteria for defining the disparate impact and disproportionate burden thresholds were used in this analysis:

- **Disparate Impact** – When a major service change impacts a census tract with a minority population that exceeds the average minority population of the service area by 10% or more, a disparate impact exists and the impacts will be assessed and evaluated for mitigation. To determine if a disparate impact exists, each route impacted is analyzed to determine the percentage of minority population along that route. This is done by adding all of the census tracts along that route.
- **Disproportionate Burden** – When a major service change impacts a census tract with a low-income population that exceeds the average low-income population of the service area by 10% or more, a disproportionate burden exists and the impacts will be assessed and evaluated for mitigation. To determine if a disparate impact exists, each route impacted is analyzed to determine the percentage of low-income population along that route. This is done by adding all of the census tracts along that route.

These thresholds are defined in STA's Impact Policy for Major Service Changes (and Disproportionate Burden Policy), which are included in STA's current Title VI Program.

Route Classification

In accordance with STA's Title VI Program, all routes were analyzed to determine if they were considered a minority or low-income route by evaluating the combined proportion of minority and low-income populations within census tracts adjacent to each route. The results of this analysis for each route in the existing STA system is shown in Figure 6 with routes proposed to be altered under the service change proposal identified in bold. Minority and low-income classified routes are also displayed in the maps contained in Figure 7 and Figure 8, respectively.

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Spokane Transit Authority

Figure 6 Route Classifications

Minority Only Routes	Low-Income Only Routes	Both Low-Income & Minority Routes	Neither Low-Income Nor Minority Routes
▪ Route 62 ▪ Route 63	▪ Route 23 ▪ Route 45 ▪ Route 90 ▪ Route 94 ▪ Route 173 ▪ Route 190 ▪ Route 662	▪ Route 11 ▪ Route 12 ▪ Route 20 ▪ Route 21 ▪ Route 25 ▪ Route 26 ▪ Route 27 ▪ Route 28 ▪ Route 29 ▪ Route 32 ▪ Route 33 ▪ Route 34 ▪ Route 39 ▪ Route 42 ▪ Route 60 ▪ Route 61 ▪ Route 64 ▪ Route 66 ▪ Route 67 ▪ Route 68 ▪ Route 663 ▪ Route 664	▪ Route 4 ▪ Route 22 ▪ Route 43 ▪ Route 74 ▪ Route 95 ▪ Route 96 ▪ Route 97 ▪ Route 98 ▪ Route 124 ▪ Route 144 ▪ Route 172 ▪ Route 633

Source: US Census Bureau, American Community Survey 2019

Figure 7 Existing STARoutes by Minority Classification

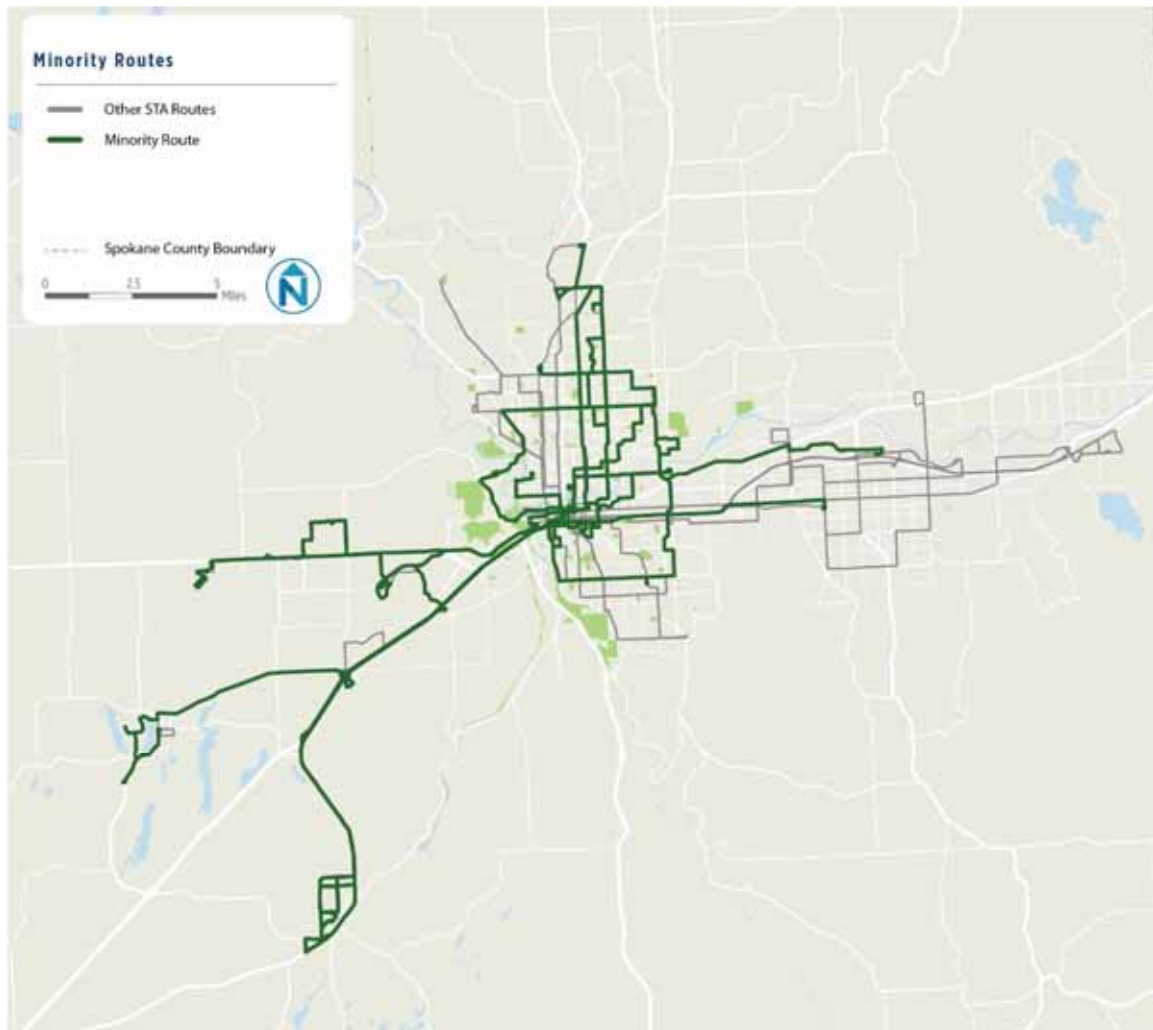
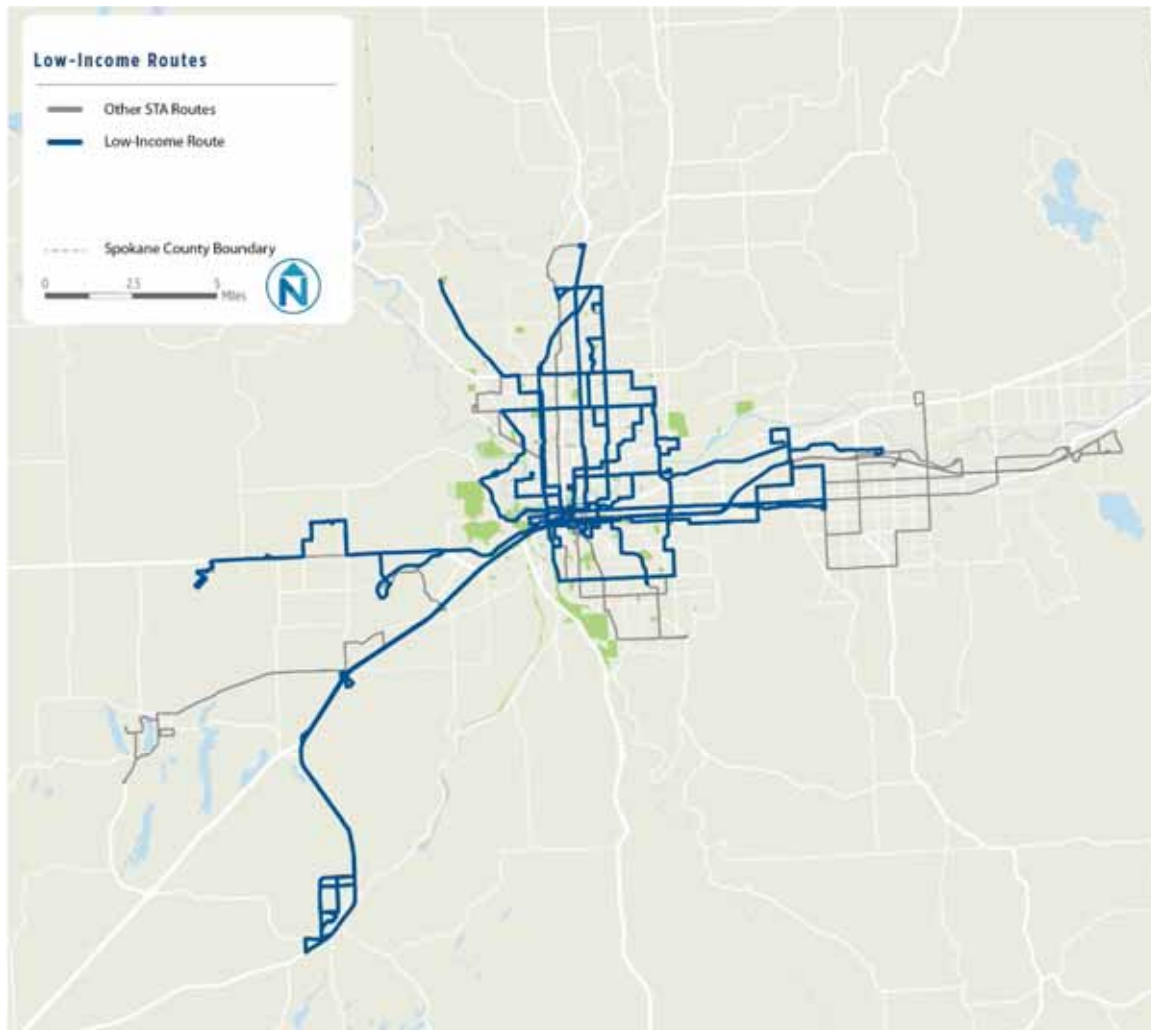


Figure 8 Existing STARoutes by Low-Income Classification



SERVICE ANALYSIS

Determining Service Increase or Decrease

To calculate existing service levels, each existing route's total number of annual trips was used. The annual trips generally reflect the number of times a rider will be able to access transit from a given location. The annual trips for each route in the 2020 and recommended 2022 networks were then compared to determine the change in service at the route level. Approximately, 21% of routes would see an increase in service, including new routes added to the system, and 10% of routes would have decreased service, including routes that are eliminated from service (Figure 9). In many of these cases, new routes or existing routes are revised to continue serving areas with removed or decreased service.

In addition to this analysis at the route level, each census tract within the service area was also assigned the sum of the total annual trips of all routes whose $\frac{1}{2}$ mile buffer passed through it. This was done for both the 2020 and recommended 2022 networks. The proposed annual trips

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figure was then subtracted from the existing annual trips to determine the change in service: increased service, decreased service, or no change. Approximately 67% of census tracts served under the 2022 proposed network will experience an increase in STA service under the recommended service plan. Around 20% of census tracts served by the proposed network will experience decreased STA service. Figure 10 and Figure 11 show areas where service is proposed for removal and routes categorized by the change in annual trips, respectively.

Figure 9 Service Change Overview

Service Change Category	Census Tracts in Service Area	Routes
Increased Service	66 (67%)	11 (21%)
No Change in Service	13 (13%)	36 (69%)
Decreased Service	19 (20%)	5 (10%)

Figure 10 Existing STA Service Proposed for Removal

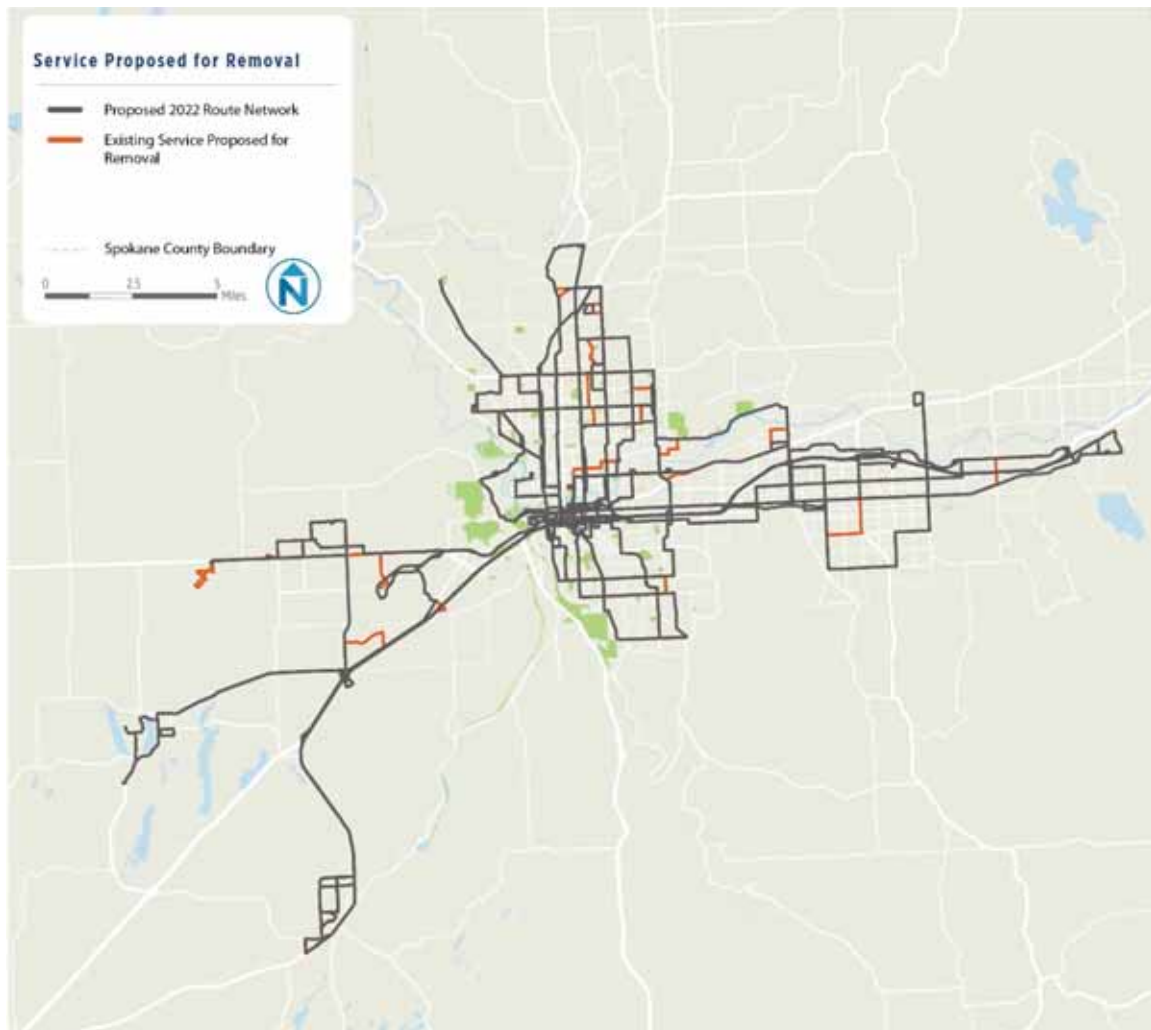
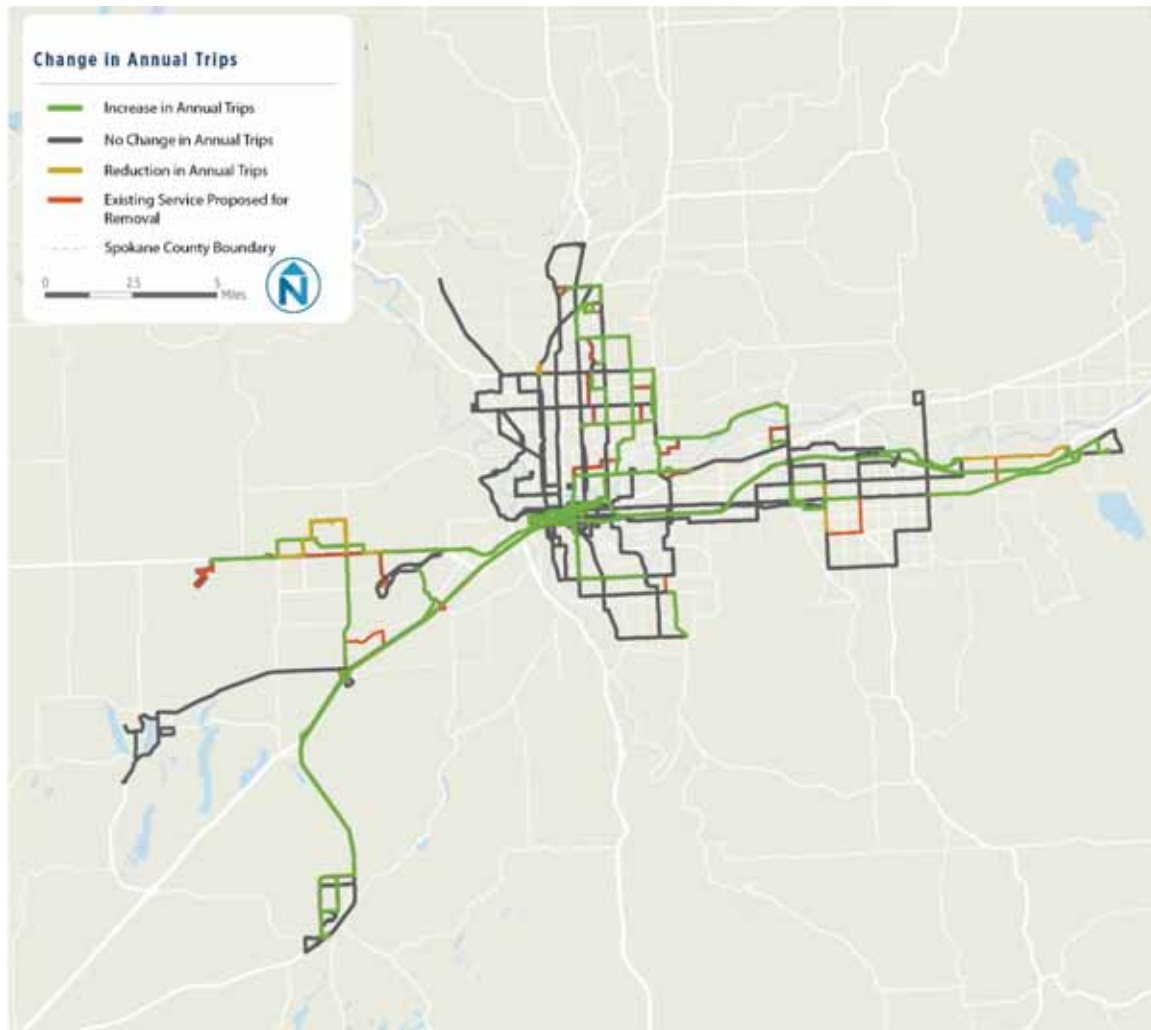


Figure 11 Change in Annual Trips from 2020 to 2022 – STA Network by Route



CHANGE IN SERVICE ANALYSIS

The 2022 proposed network and service plan include changes to route alignments, service span, and service frequency to provide faster, more direct service, and to realign or remove redundant service to better align with the implementation of the City Line. In cases where routes are removed and replaced with other services, particularly the City Line, census tracts may see an increase in annual trips. The change in trips for all minority and low-income routes evaluated as a part of this service change is shown in Figure 12. Routes categorized by service change are shown overlaid with minority and low-income classified census tracts in Figure 13.

Figure 12 Service Change by Minority and Low-Income Routes

Route	Classification	Change in Trips	% Change in Trips
Route 26	Minority & Low-Income	-	-
Route 27	Minority & Low-Income	7,990	37%
Route 28	Minority & Low-Income	-	-
Route 29	Minority & Low-Income	-19,110	-100%
Route 32	Minority & Low-Income	-	-
Route 34	Minority & Low-Income	-	-
Route 39	Minority & Low-Income	-19,925	-100%
Route 42	Minority & Low-Income	-17,870	-100%
Route 60	Minority & Low-Income	-	-
Route 61	Minority & Low-Income	2,125	11%
Route 63	Minority	-	-
Route 94	Low-Income	-	-

Route 29, Route 39, and Route 42 are the only such routes that both experience a reduction in service in this proposed service change and are classified as minority and/or low-income routes. The STA Title VI Program policy states that disparate impacts and disproportionate burdens would result for all three of these routes. However, this does not account for the addition of new routes that continue providing service in the area. All three of these routes are proposed to be removed from service and entirely or partially replaced by a combination of the City Line, a new Route 14, and a new Route 38.

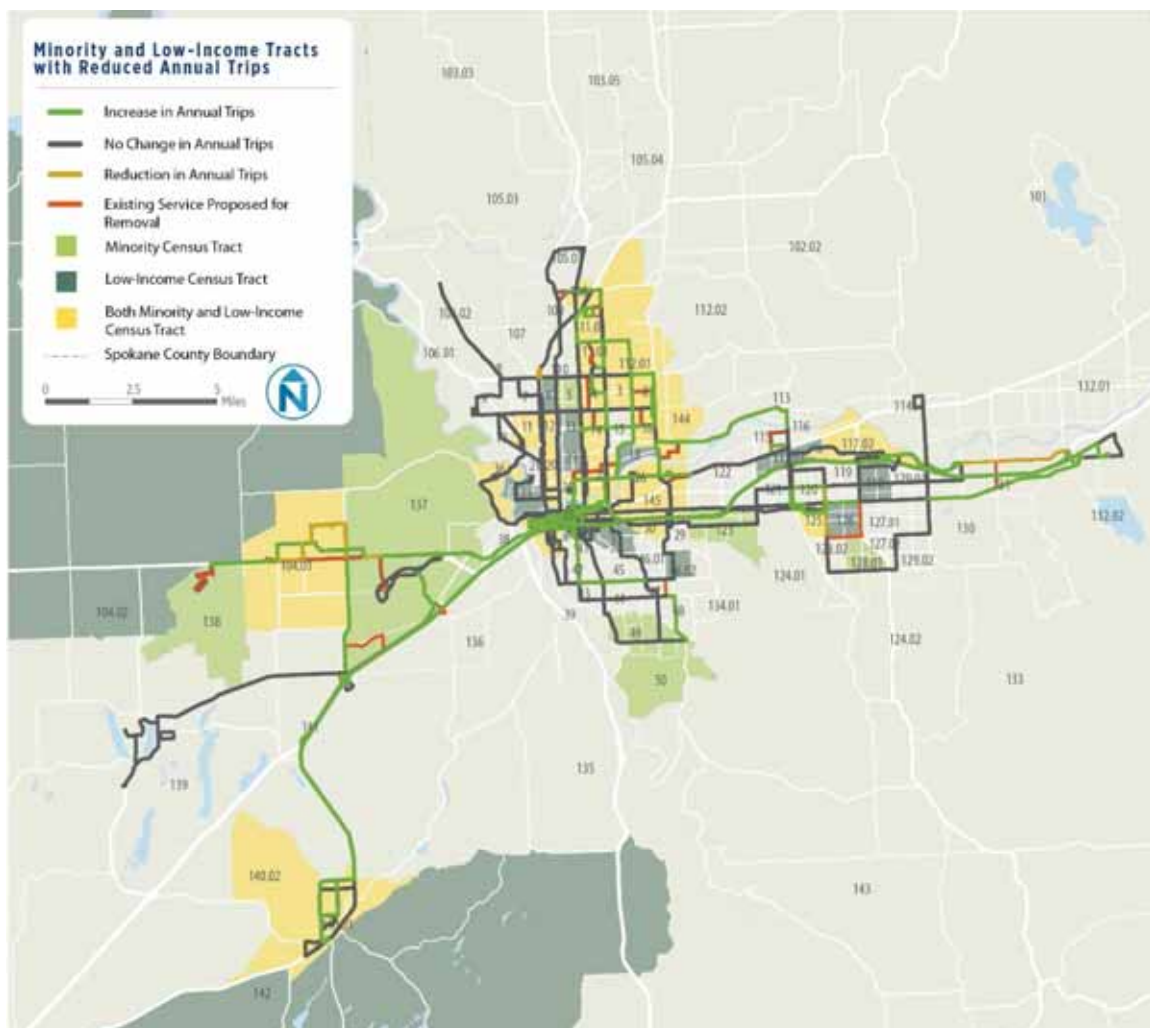
A further analysis at the census tract level identifies the change in the annual number of trips operating within each census tract served by the three removed routes (Figure 14). This analysis shows that while these three routes are removed, all census tracts currently served by these routes would have improved transit service in the proposed service change. Thus, any potential Disparate Impact or Disproportionate Burden associated with Route 29, Route 39, and Route 42 would be mitigated and there are no Disparate Impacts or Disproportionate Burdens under the proposed service change.

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Figure 13 Change in Trips at the Census Tract Level for Routes with Reduced Service

Route 29		Route 39		Route 42	
Census Tract	Change in Annual Trips	Census Tract	Change in Annual Trips	Census Tract	Change in Annual Trips
26	+88,205	16	+36,400	32	+65,375
35	+64,810	18	+77,805	35	+64,810
145	+88,195	24	+64,810	40	+64,630
		25	+76,155		
		26	+88,205		
		35	+64,810		
		144	+48,820		
		145	+88,195		

Figure 14 Change in Annual Trips from 2020 to 2022 – STA Network by Route with Census Tract Classifications



Census Tract Analysis

While not required to determine disparate impacts or disproportionate burdens according to STA's Title VI Program, a supplemental analysis was conducted to determine potential impacts at the census tract level. The results of the combined census tract classification and service analysis found that eight census tracts were identified as being low-income/minority and having reduced service under the 2022 proposed service change (shown in Figure 15), including:

- Census tract 4
- Census tract 5
- Census tract 6
- Census tract 20
- Census tract 46.02
- Census tract 104.01
- Census tract 128.01

Census Tract 4

Census tract 4 is located in north Spokane between Francis Ave, Nevada St, Wellesley Ave, and Division St. In this census tract, Route 27 is replaced with Route 35 at a lower peak frequency, reducing the number of trips operating through the census tract. However, census tract 4 is also served with multiple 15-minute frequency routes operating on Wellesley Ave, Division St, and Nevada St. This service change was made to provide higher frequency service along the Hillyard corridor on the revised Route 27 and ensures that a number of high frequency north-south and east-west routes continue serving census tract 4. While there are fewer annual trips, this tract continues to have a high level of transit accessibility.

Census Tract 5

Census tract 5 is located in north Spokane between Francis Ave, Monroe St, Wellesley Ave, and Division St. In this census tract, Route 27 is replaced with Route 35 at a lower peak frequency, reducing the number of trips operating through the census tract. However, census tract 5 is also served with multiple 15-minute frequency routes operating on Wellesley Ave, Monroe St, and Division St. This service change was made to provide higher frequency service along the Hillyard corridor on the revised Route 27 and ensures that a number of high frequency north-south and east-west routes continue serving census tract 5. While there are fewer annual trips, this tract continues to have a high level of transit accessibility.

Census Tract 6

Census tract 6 is located in north Spokane between Francis Ave, Monroe St, Wellesley Ave, and Ash St. In this census tract, Route 27 is replaced with Route 35 at a lower peak frequency, reducing the number of trips operating through the census tract. However, census tract 6 is also served with multiple 15-minute frequency routes operating on Wellesley Ave and Monroe St. This service change was made to provide higher frequency service along the Hillyard corridor on the revised Route 27 and ensures that a number of high frequency north-south and east-west routes continue serving census tract 6. While there are fewer annual trips, this tract continues to have a high level of transit accessibility.

Census Tract 20

Census tract 20 is located north of downtown Spokane and is roughly bound by Courtland Ave, Monroe St, Boone Ave, and Ash St. No service is directly removed from this census tract as a result of the 2022 service change proposal. However, the existing Route 39 operates within $\frac{1}{2}$ mile of the census tract and was attributed to the annual trips serving census tract 20 in the existing network. In the 2022 proposed network, Route 39 is removed and partially replaced by the City Line at a higher frequency. However, the City Line alignment would not operate within $\frac{1}{2}$ mile of census tract 20. Census tract 20 would continue to have access to transit service on Monroe St, Boone Ave, Maple St, Ash Ave, and Northwest Blvd and would continue to be within $\frac{1}{2}$ mile of Route 27. No service would be removed from within census tract 20, only within $\frac{1}{2}$ mile of the census tract.

Census Tract 46.02

Census tract 46.02 is located to the southeast of downtown Spokane and is roughly bound by 17th Ave, Havana St, 29th Ave, and Ray St. In the existing network, the census tract is served by both Routes 34 and 43, which connect at the South Hill Park-and-Ride located just over $\frac{1}{2}$ mile east of the census tract. The proposed recommendation includes realigning Route 43 on a more direct alignment on 29th Ave west of the South Hill Park-and-Ride rather than deviating out of direction onto Ray St and 37th Ave. The segment of 29th Ave between Ray St and Southeast Blvd would now only be served by Route 34, not a combination of both Route 34 and Route 43. The reduction of service in this tract is due to removing the overlapping service on this segment. Additionally, in the proposed service change Routes 34 and 43 would interline at 39th Ave and Southeast Blvd meaning census tract 46.02 would continue to have access to both routes at the same level of service as they are currently operating. No service would be removed from within census tract 46.02, only within $\frac{1}{2}$ mile of the census tract.

Census Tract 104.01

Census tract 104.01 is located in the Airway Heights neighborhood between Rambo Rd, Deno Rd, Hayford Rd, and Thorpe Rd and is served by Routes 60, 61, and 63. The proposed service changes in this census tract are intended to achieve three specific goals:

- Provide faster, more direct service
- Provide simpler, easier to understand service
- Improve local service in Airway Heights

This service change achieves these goals by making Route 60 operate more consistently, removing the evening and weekend only service through Airway Heights and operating fewer deviations. Route 61 would operate more frequently, providing more useful service in Airway Heights throughout the day. Route 63 would operate a more direct alignment through Airway Heights on Hayford Rd, providing service to a larger area of this census tract than currently exists. Additionally, both Route 60 and Route 61 would provide faster, more direct service into downtown Spokane.

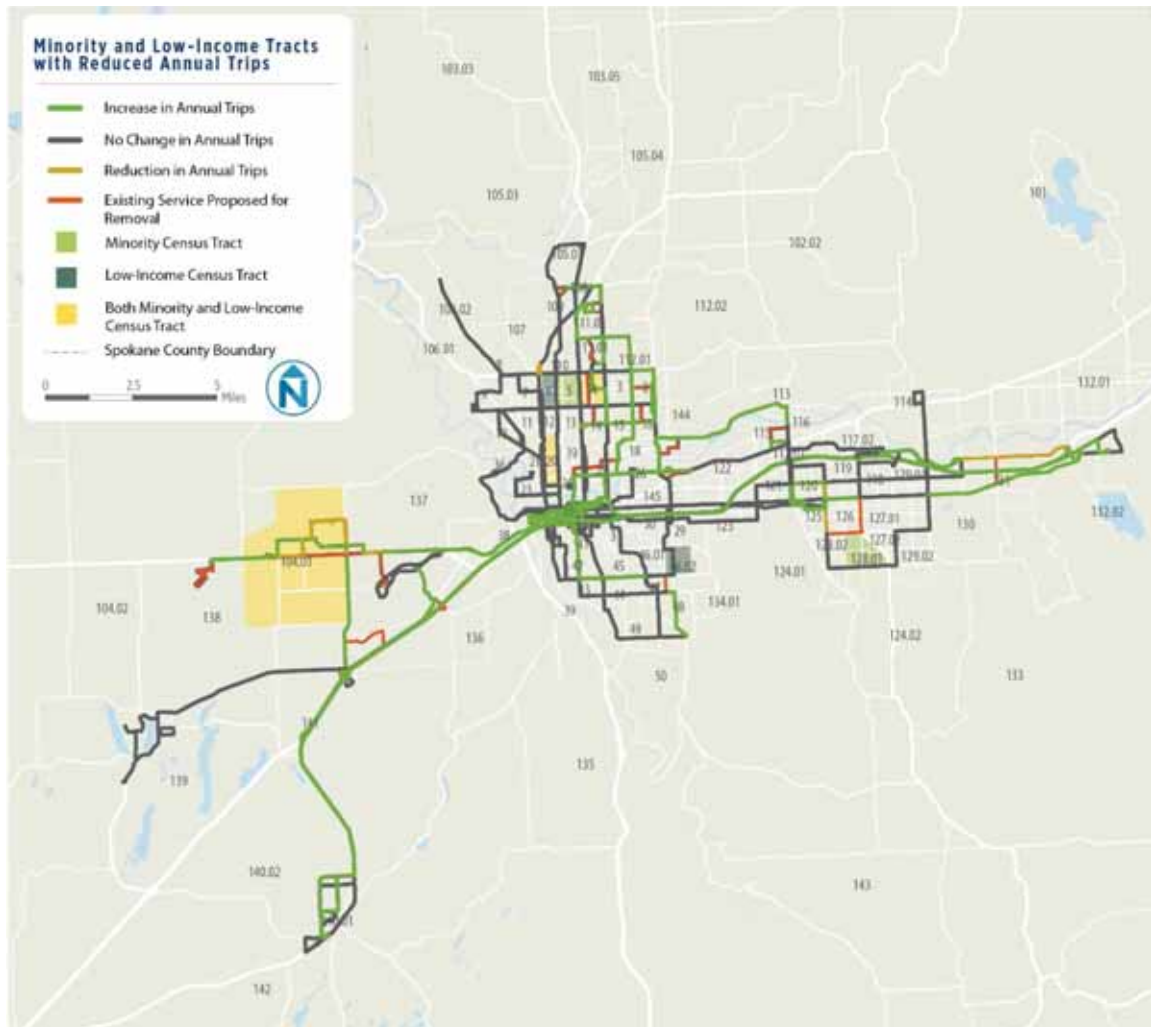
Census Tract 128.01

Census tract 128.01 is located in Spokane Valley, generally between 16th Ave, SR 27, 32nd Ave, and Bowdish Rd and is currently served by Routes 96 and 97. In the proposed service change, Route 96 would be realigned to provide more direct service between the Valley Transit Center, Valley

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Mall, and Spokane Industrial Park. As a part of this realignment, service no longer operates south of 4th Ave on University Road, 16th Ave, or Pines Rd. This change removes Route 96 from census tract 128.01, including six stops at the intersections of 16th Ave & Pines Rd, 16th Ave & Union Rd, 16th Ave & Bowdish Rd. These six stops combined for an average of zero daily boardings and four daily alightings in 2020. This service change was made to provide faster, more direct service to higher ridership areas and removes service from low ridership areas.

Figure 15 Minority and Low-Income Census Tracts with Reduced Annual Trips



Appendix F

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 4D : CHENEY LINE CORRIDOR IMPROVEMENTS AND WEST PLAINS TRANSIT CENTER RETROFIT (BAY 4) - AWARD OF CONTRACT

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Jeff Hall, Capital Projects Manager

SUMMARY: In accordance with Spokane Transit's procurement policy, staff is seeking committee recommendation to award a public works contract for the Cheney Line Corridor Improvements and West Plains Transit Center Retrofit (Bay 4).

BACKGROUND: On November 30, 2022, the Performance Monitoring and External Relations Committee approved the general scope of work for the Cheney Line Corridor Improvements and West Plains Transit Center Retrofit and authorized staff to release the invitation for bid (IFB). In preparation for the award of contract for this project, staff advertised the IFB on January 18, 2023. The in-person pre-bid meeting was held on January 24, 2023. Two addenda were issued, and bids were received on February 7, 2023. STA received three (3) qualifying bids, which breakdown as follows:

Name of Firm	Total Bid Amount
Cameron Reilly, LLC	\$1,580,500.00
D-McP Construction, LLC	\$1,389,330.62
DW Excavating, Inc.	\$1,470,900.00

D-McP Construction, LLC. has been determined to be the lowest bidder. As such, staff recommend Award of Contract to D-McP Construction for the TOTAL BID Amount of \$1,389,330.62. Staff recommend retention of a construction contingency equal to 15% of the construction contract value given the perceived level of risk associated with the approved scope of work.

The construction contract includes HPT amenity installation (incorporating Four Lakes Station, Eagle Station and Riverside and Bernard), along with civil, road, and ADA accessibility improvements at twenty bus stops (6 stations, 2 enhanced stops, and 12 standard stops) throughout the corridor. The contract also includes construction at the West Plains Transit Center to incorporate HPT station amenities into the existing passenger loading bay used by the Cheney Line along with construction of a fourth passenger loading bay.

The budget for the Cheney Corridor Improvements and the West Plains Transit Center Retrofit totals \$4.7 million and is summarized below:

Project Element	Total Budget(s)
Cheney Corridor Improvements (CIP #764)	\$4,490,000.00
West Plains Transit Center Retrofit (CIP #902)	\$208,811.00
Consolidated Budget Total	\$4,698,811.00
Previous Encumbrances	\$2,404,811.81
Cheney Corridor Improvements Construction Contract	\$1,389,330.62
Construction Contract Contingency (15%)	\$208,399.60
Remaining Project Budget	\$696,268.97

Anticipated remaining expenses include construction management, construction testing and monitoring, and STA staff labor.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve, by motion, the award of contract for the Cheney Line Corridor Improvements and West Plains Transit Center Retrofit (Bay 4) to D-McP Construction, LLC for \$1,389,330.62, and allow the CEO to apply 15% contingency funds as necessary.

COMMITTEE ACTION: Approved as presented and forwarded to the Board Consent agenda.

RECOMMENDATION TO BOARD: Approve, by motion, the award of contract for the Cheney Line Corridor Improvements and West Plains Transit Center Retrofit (Bay 4) to D-McP Construction, LLC for \$1,389,330.62, and allow the CEO to apply 15% contingency funds as necessary.

FINAL REVIEW FOR BOARD BY:

Division Head ko

Chief Executive Officer ASAM

Legal Counsel MC

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 4E : 100% RIDESHARE SUBSIDY FOR SPOKANE TRANSIT EMPLOYEES

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer
Nancy Williams, Chief Human Resources Officer

SUMMARY: The State Commute Trip Reduction (CTR) law affects worksites with 100 or more full-time employees who begin their shift between 6 a.m. and 9 a.m. on weekdays in the nine most populous counties in the state. Worksites develop and manage their own programs based on transportation demand management strategies identified as having the greatest effect for their employees and locally adopted goals for reducing vehicle trips and miles traveled.

BACKGROUND: RCW 70.94.521 Washington's CTR law was adopted in 1991 and incorporated into the Washington Clean Air Act. The intent of the CTR law is to reduce the automobile-related air pollution, traffic congestion, and energy use through employer-based programs that encourage the use of alternatives to the single occupant vehicle traveling during peak traffic periods for the commute trip.

In 2006, the Washington State Legislature passed the Commute Trip Reduction Efficiency Act that requires local governments in those counties experiencing the greatest automobile-related air pollution and traffic congestion to develop and implement plans to reduce single-occupant vehicle trips. A regional plan was prepared in accordance with RCW 70.94.527(6) which supports the goals and policies of the Spokane Regional Transportation Council (SRTC) Metropolitan Transportation Plan (MTP).

Spokane Transit plays a significant role in the successful implementation of the region's CTR plan. Employees at affected worksites in Airway Heights, Spokane, Spokane Valley, Liberty Lake, Spokane County, Cheney, Millwood, and Medical Lake log the number of trips taken using the bus and Rideshare. Most employers in these affected worksites provide full or partial fare subsidies to their employees for using these commute alternatives.

In 2018, STA's management and administrative employees received a 50% fare subsidy (max \$60) for Rideshare. In 2021, each of the three (3) unions adopted the same policy. In April 2022, employee Rideshare participation went from two (2) to eight (8). In 2022, Spokane Transit provided \$4,730 in Rideshare subsidies at the 50% rate. As of January 2023, there are five (5) Rideshare routes used by fifteen (15) STA employees.

Currently, all STA employees receive 100% subsidy for Fixed Route and Paratransit services (as eligible). By increasing the subsidy for Rideshare from 50% to 100%, Rideshare forecasts the following: subsidies paid will increase to \$15,984 in 2023, employee groups will increase from five (5) Rideshare routes to eight (8), and employee participation will increase from fifteen (15) employees to twenty-eight (28). Rideshare subsidy funds are internally transferred from the employee's department fringe benefit

100% Rideshare Subsidy for Spokane Transit Employees
March 16, 2023
Page Two

account to the Rideshare revenue account. Therefore, increasing the employee Rideshare subsidy from 50% to 100% will not impact cost recovery for the service.

RECOMMENDATION TO COMMITTEE: Recommend the Board approve, by motion, an amendment to the Spokane Transit Commute Trip Reduction Program, which will increase the subsidy for STA Rideshare fares from 50% to 100% for full and part-time employees.

COMMITTEE ACTION: Approved as presented and forwarded to the Board Consent agenda.

RECOMMENDATION TO BOARD: Approve, by motion, an amendment to the Spokane Transit Commute Trip Reduction Program, which will increase the subsidy for STA Rideshare fares from 50% to 100% for full and part-time employees.

FINAL REVIEW FOR BOARD BY:

Division Head brb

Chief Executive Officer JSAN

Legal Counsel MC

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 4F : CHENEY LINE CORRIDOR IMPROVEMENTS AND WEST PLAINS TRANSIT CENTER RETROFIT (BAY 4) - TEMPORARY CONSTRUCTION EASEMENTS

REFERRAL COMMITTEE: Board Operations (*Kinnear*)

SUBMITTED BY: Karl Otterstrom, Planning & Development Officer
Jeff Hall, Capital Projects Manager

SUMMARY: The Cheney Line Corridor Improvement and West Plains Transit Center Retrofit (Bay 4) project will require three (3) temporary construction easements (TCE) for the construction of bus stops and street improvements in the City of Cheney. STA has been in contact with the respective property owners regarding these easements and all are willing partners. These TCEs are summarized in the table below:

<u>TCE #</u>	<u>PARCEL #</u>	<u>ADDRESS</u>	<u>DESCRIPTION</u>	<u>OWNER</u>	<u>TCE VALUE</u>
A	13121.0070 13121.0071	2816 & 2710 1 ST Ave. Cheney, WA	14' x 158'	Sierra Developments, LLC	\$1,128
B	13124.5307	445 N 6 th St. Cheney, WA	4' x 42.35'	Buxton, D.C. & P.O.	\$100
C	13124.5809	460 N 5 th St. Cheney, WA	4' x 43.65'	St. Rose of Lima Catholic Parish	\$37
TOTAL:					\$1,265

These TCEs are located along the City rights-of-way and allow for removal of existing sidewalk and bus stop pads in a state of disrepair and construction of sidewalk and landscape improvements. The easement areas consist of drainage swales and landscaping. The property values have been determined by appraisals performed, with a total value of \$1,265. Staff are recommending the Board authorize the CEO to negotiate and acquire all TCEs listed for a total not-to-exceed value of \$2,000. TCE expenditures will be attributed to the Cheney Line project budget (CIP#764).

RECOMMENDATION TO COMMITTEE: Recommend the Board approve, by motion, the acquisition of temporary construction easements on parcel nos. 13121.0070, 13121.0071, 13124.5307, and 13124.5809 for an amount not-to-exceed \$2,000 and authorize the CEO to negotiate each temporary construction easement and execute all necessary documents on behalf of Spokane Transit Authority.

COMMITTEE ACTION: Approved as presented and forwarded to the Board Consent agenda.

RECOMMENDATION TO BOARD: Approve, by motion, the acquisition of temporary construction easements on parcel nos. 13121.0070, 13121.0071, 13124.5307, and 13124.5809 for an amount not-to-exceed \$2,000 and authorize the CEO to negotiate each temporary construction easement and execute all necessary documents on behalf of Spokane Transit Authority.

FINAL REVIEW FOR BOARD BY:

Division Head ko

Chief Executive Officer BSM

Legal Counsel MC

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 4G : APPLEWAY STATION PARK AND RIDE PROPERTY ACQUISITION: RIGHT OF ENTRY PERMITS

REFERRAL COMMITTEE: Board Operations (*Kinnear*)

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

SUMMARY: Appleway Station Park and Ride is an integral element of *STA Moving Forward* and the associated I-90/Valley HPT Corridor Development Plan approved by the STA Board in October 2022. STA is under contract with KPFF Consulting Engineers for the planning, property acquisition, design, and construction management of this project. Prior to moving forward with property acquisition, a Phase 1 Environmental Assessment needs to be performed which requires access to the property of interest via Right of Entry Permits with various property owners. These Permits are not anticipated to have any associated cost. Staff is recommending the Board provide the CEO with authority to negotiate and enter into all necessary Right of Entry Permits to complete Phase 1.

RECOMMENDATION TO COMMITTEE: Recommend the Board authorize, by motion, the CEO to negotiate and execute all necessary no-cost Right of Entry permits to complete the Phase 1 Environmental Assessment for the Appleway Station Park and Ride.

COMMITTEE ACTION: Approved as presented and forwarded to the Board Consent agenda.

RECOMMENDATION TO BOARD: Authorize, by motion, the CEO to negotiate and execute all necessary no-cost Right of Entry permits to complete the Phase 1 Environmental Assessment for the Appleway Station Park and Ride.

FINAL REVIEW FOR BOARD BY:

Division Head ko

Chief Executive Officer 

Legal Counsel MC

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 5A : JULY 2023 SERVICE CHANGES: FINAL RECOMMENDATION

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Karl Otterstrom, Chief Planning and Development Officer
Lukas Yanni, Principal Transit Planner/Department Manager

SUMMARY: STA will launch the City Line this July, along with other service improvements and adjustments. Staff have prepared a final recommendation for the July 2023 Service Revisions for Committee consideration. Board action is needed in March to maintain the implementation schedule of this significant milestone.

BACKGROUND: Throughout 2022, STA's services have been impacted by staffing challenges. These are not unique to STA or the transit industry and have been reported to the STA Board of Directors in multiple instances beginning in March 2022. Service growth requires more operators and STA continues to recruit and grow the workforce. In January 2023, staff prepared draft recommendations for the July 2023 Service Revisions. In addition to implementing the City Line, the draft recommendation intended to align service growth relative to projected workforce availability.

The Draft Recommendation report was reviewed with the Board Operations committee in January. Following their review, public outreach was conducted from January 19 to February 16, and includes an online survey, online map, a live online open house and Q&A, targeted outreach to neighborhood councils and community centers, in-person tabling at the Plaza, social media posts, and signage at select bus stops and transit centers throughout the STA network. The public outreach period culminated in a public hearing on February 16 before the Board.

The Final Recommendation report reflects feedback received and further evaluation conducted by identifying adjustments from the original recommendation. These include:

- Confirming May 2024 as the time by which the City Line will operate on the service levels STA committed to as part of the project
- Adjusting the Route 11 Plaza/Arena Shuttle's downtown stops to minimize scheduling conflicts with the City Line
- Adding trips to Route 12 Southside Medical Shuttle during times of higher ridership in the mid-afternoon

The Final Recommendation report, including service changes, can be viewed here:

<https://www.spokanetransit.com/projects/july-2023-service-revisions/>

RECOMMENDATION TO COMMITTEE: Recommend the Board approve a motion to approve the July 2023 Service Revisions Final Recommendation as presented.

COMMITTEE ACTION: Approved as presented, with the qualification there would be a discussion by the Board about a promotional period of an undetermined time for the City Line, and forwarded to the Board for discussion/decision.

RECOMMENDATION TO BOARD: Approve, by motion, the July 2023 Service Revisions Final Recommendation as presented following a discussion regarding a promotional period for the City Line.

FINAL REVIEW FOR BOARD BY:

Division Head ko

Chief Executive Officer ASAN

Legal Counsel MC

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 6A : REDUCED FARE CATEGORIES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer
STA Board Member

SUMMARY: A discussion will be held at the Board meeting regarding reduced fare categories.

RECOMMENDATION TO BOARD: For discussion.

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 7A: CITY LINE IMPLEMENTATION UPDATE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Dan Wells, Deputy Director of Capital Development

SUMMARY: Each month leading up to the City Line launch in July 2023, staff will present an update to the Board on implementation progress. Each monthly update will include a deeper dive into a select implementation element.

For March's update, staff will review the Customer Experience.

RECOMMENDATION TO BOARD: Receive report.

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 8A : BOARD OPERATIONS COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Lori Kinnear, Committee & Board Chair

SUMMARY: A verbal report will be given at the Board meeting.

RECOMMENDATION TO BOARD: Receive report.

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 9A : PLANNING & DEVELOPMENT COMMITTEE CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Al French, Committee Chair

SUMMARY: A verbal report will be given at the Board meeting.

RECOMMENDATION TO BOARD: Receive report.

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 10A : PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE
CHAIR REPORT

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Pam Haley, Committee Chair

SUMMARY: A verbal report will be given at the Board meeting.

RECOMMENDATION TO BOARD: Receive report.

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 10Ai : 2022 UNAUDITED YEAR-END FINANCIAL REPORT

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

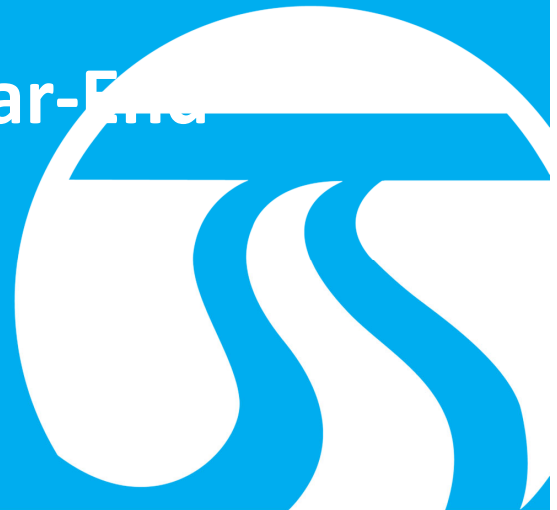
SUBMITTED BY: Monique Liard, Chief Financial Officer

SUMMARY: The 2022 unaudited year-end financial report will be provided at the meeting.

RECOMMENDATION TO BOARD: Receive report.

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2022 Unaudited Year-End Financial Report



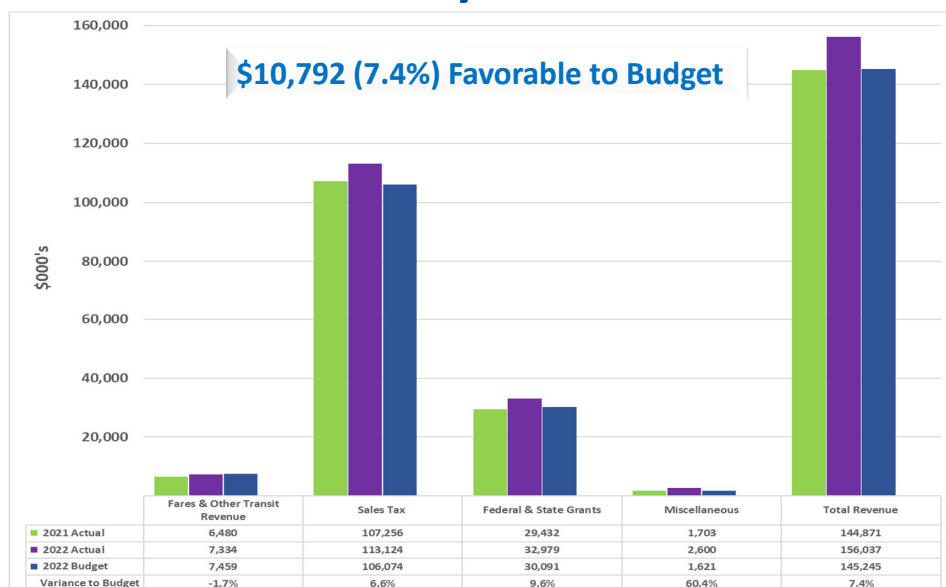
How a great city moves.™

Financial Report Agenda

- Revenue
- Expenses
- Capital
- Cash
- Next Steps

REVENUE

2022 Revenue Summary



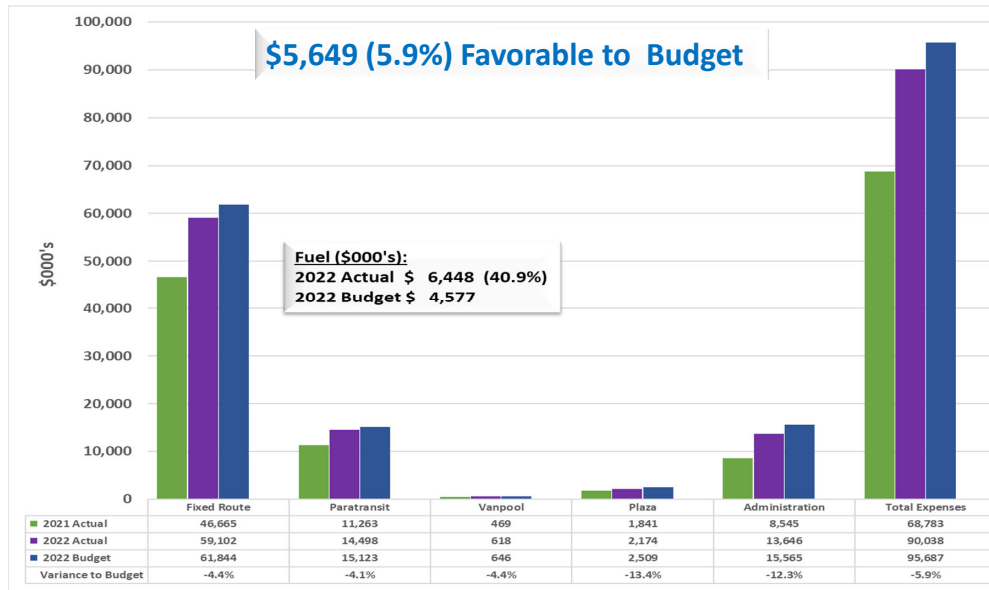
Revenues shown above exclude grants used for capital projects. State capital grant reimbursements total \$674 and Federal capital grant reimbursements total \$12,159 for 2022.

2022 Revenue Variance Explanations

Revenue Type	2022 Budget (\$000's)	2022 Actual (\$000's)	\$ Variance Better / (Worse) (\$000's)	Variances Better / (Worse) >\$200 (\$000's)
Fares & Other Transit Revenue	\$7,459	\$7,334	\$(125) or (1.7%)	- Actual Ridership 6.6M vs. 6.3M budgeted - Impact of Connect to Free Rides promotion, Youth 18 and under combined with fare capping - \$511
Sales Tax	\$106,074	\$113,124	\$7,050 or 6.6%	- Better than expected voter-approved sales tax collections - \$7,050 - Accrual for January and February 2022 distribution (November & December sales) offset by reversal of prior year accrual – Net increase \$392
Federal & State Grants	\$30,091	\$32,979	\$2,888 or 9.6%	- Preventive Maintenance - \$2,257 - FEMA Funding for COVID-19 - \$631 unbudgeted
Miscellaneous Revenue	\$1,621	\$2,600	\$979 or 60.4%	Interest income from higher average cash balance and higher interest rates - \$832
Total	\$145,245	\$156,037	\$10,792 or 7.4%	

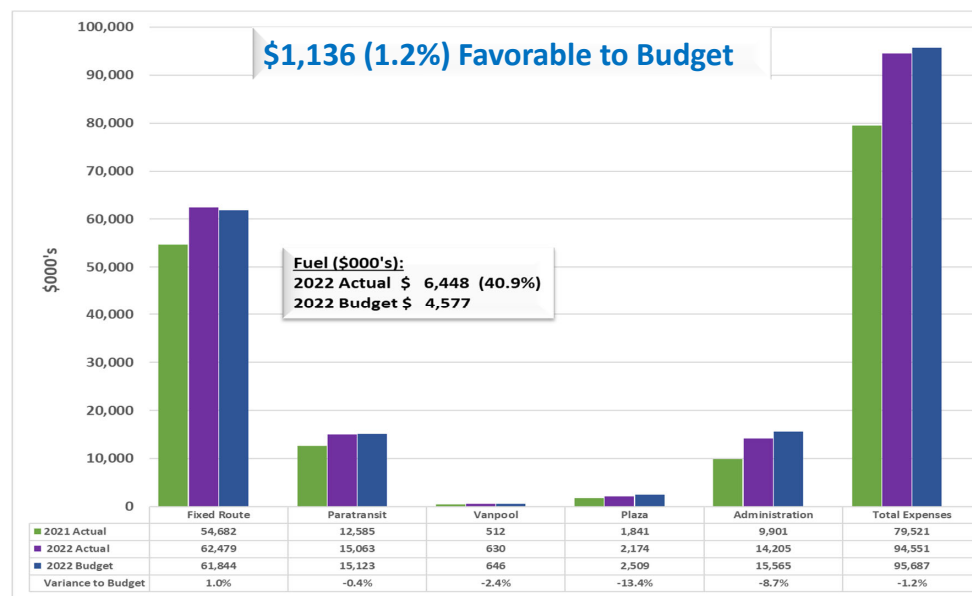
EXPENSES

2022 Expense Summary – GAAP Results (includes Pension/OPEB Adjustments)



Operating expenses exclude capital expenditures of \$40,289 and Street/Road cooperative projects of \$105 for fiscal 2022 shown on Capital Budget Status Summary slide.

2022 Expense Summary – Operational Performance



Operating expenses exclude capital expenditures of \$40,289 and Street/Road cooperative projects of \$105 for fiscal 2021 shown on Capital Budget Status Summary slide.

2022 Expense Variance Explanations (Operational)

Division	2022 Budget (\$000's)	2022 Actual (\$000's)	\$ Variance Better / (Worse) (\$000's)	Variances Better / (Worse) >\$200 (\$000's)
Fixed Route	\$61,844	\$62,479	\$635 or 1.0%	- Lower Salaries & paid time off - \$(242) - Lower Medical/Dental Premiums - \$(1,075) - Lower Services (primarily Security & Maintenance) - \$(425) - Higher Fuel Costs - \$1,510 - Higher Materials (primarily Vehicle Maintenance) - \$629 - Higher Discounts & Promotions (fare changes) - \$511
Paratransit	\$15,123	\$15,063	\$(60) or (0.4)%	- Lower Salaries & Fringe - \$(917) - Higher Contracted Transportation (includes fuel) - \$1,003
Vanpool	\$646	\$630	\$(16) or (2.4)%	- Lower Wages & Fringe - Higher Fuel & Insurance
Plaza	\$2,509	\$2,174	\$(335) or (13.4)%	Lower Contracted Maintenance - \$(324)
Administration	\$15,565	\$14,205	\$(1,360) or (8.7)%	- Lower Salaries & Fringe - \$(784) - Lower Services (primarily consulting) - \$(1,049) - Higher Computer Hardware/Software - \$314
Total	\$95,687	\$94,551	\$(1,136) or (1.2)%	

2022 Capital Budget Status Summary

Capital Projects including Cooperative Projects (\$000's)	State Funding	Federal Funding	Local Funding	2022 Budget	Expensed to Date	Remaining Balance
Total Revenue Vehicles	\$0	\$2,039	\$9,534	\$11,573	\$5,966	\$5,607
Total Non-Revenue Vehicles	-	-	442	442	59	383
Total Vehicle - Miscellaneous Equipment & Fixtures	-	-	1,311	1,311	-	1,311
Total Facilities - Maintenance and Administration	-	200	8,125	8,325	4,076	4,250
Total Facilities - Passenger and Operational	-	151	3,798	3,948	1,263	2,685
Total Technology Projects	-	-	3,463	3,463	3,150	313
Total High Performance Transit	1,073	17,466	20,088	38,627	22,942	15,686
RECONCILING ITEMS (ITEMS BUDGETED AND ANTICIPATED TO HAVE BEEN PAID IN 2021 BUT PAYMENTS MADE IN 2022):					2,903	(2,903)
RECONCILING ITEMS (ITEMS UNBUDGETED IN 2022):					16	(16)
GRAND TOTAL	\$1,073	\$19,855	\$46,762	\$67,690	\$40,375	\$27,315

Above schedule includes Street/Road cooperative projects of \$105 for fiscal 2022

Accrual vs Cash

Items that affect year-end reporting, but not year-end cash:

➤ Accruals

- Sales Tax distribution for January & February (collected on November & December sales)
- Grants expended but not yet reimbursed
- Expenses incurred in 2022 but paid in 2023

➤ Pension and Post-Employment Benefits Liability (GASB 68/75) – *Excluded from Operational Performance Reporting*

- Pension adjustment – credit of \$5.4m
- Post-employment benefit liability – expense of \$0.9m

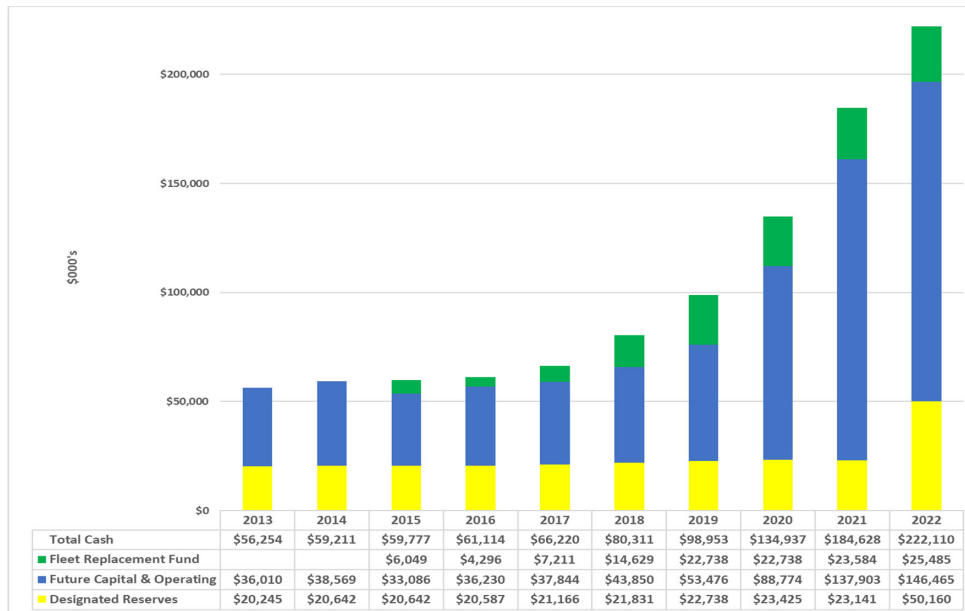
2022 Cash and Reserve Analysis

(\$000's)	2022 Adopted Budget	2022 Year-End Unaudited Actuals	Difference
OPERATING ACTIVITIES			
Revenue (excluding capital grants)	\$145,245	\$156,037	\$10,791
Operating Expenses	(95,687)	(94,551)	1,137
Cooperative project costs	-	(105)	(105)
Revenue Over / (Under) Operating Expenses	\$49,558	\$61,381	\$11,823
CAPITAL ACTIVITIES (Local Funds)			
Purchase of Property, Plant, and Equipment	(\$37,710)	(\$20,120)	\$17,590
FR & PT Fleet Replacement Allocation	(8,624)	(8,624)	-
Total Local Cash Used for Capital Activities	(\$46,334)	(\$28,744)	\$17,590
NET INCREASE (DECREASE) IN CASH	\$3,223	\$32,637	\$29,413
Cash - Beginning	\$138,966	\$184,628	\$45,662
GAAP/Accrual to Cash Adjustment	-	4,845	4,845
Cash - Ending	\$142,189	\$222,110	\$79,921
BOARD AND OTHER DESIGNATED RESERVES			
Operating Reserve (15% of Budgeted Operating Expenses)	(\$14,353)	(\$14,353)	\$ -
Risk Reserve	(5,500)	(5,500)	-
Right of Way Acquisition Reserve	(4,950)	(4,950)	-
Real Estate Acquisition Reserve	-	(25,000)	(25,000)
Claims Reserve ¹	(357)	(357)	-
Fleet Replacement Reserve	(12,860)	(25,485)	(12,624)
Total Reserves	(\$38,020)	(\$75,645)	(\$37,624)
2022 End of Year Cash Balance After Reserves ²	\$104,169	\$146,465	\$42,296

¹ STA maintains a cumulative reserve for unforeseen claim costs of \$357 which is part of the public entity surety required by the Department of Labor & Industries.

² End of year cash balance after reserves are used for future capital expenditures included in the Capital Improvement Plan.

Historical Cash Balances



Next Steps

	Deliverable	Responsible Group	Date
✓	2022 Unaudited Financial Report	Performance Monitoring & External Relations Committee	March 1, 20223
	2022 Unaudited Financial Report	Board of Directors	March 16, 2023
	2022 Single Audit	Office of the Washington State Auditor	March-April 2023
	2022 Audit Exit Conference	Performance Monitoring & External Relations Committee	July 5, 2023

QUESTIONS?

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 12A : COMMITTEE MINUTES – INFORMATION

- Board Operations Committee
- Planning & Development Committee
- Performance Monitoring & External Relations Committee

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Dana Infalt, Executive Assistant to CEO & Clerk of the Authority

SUMMARY: Approved Minutes of the February 1, 2023, Planning and Development Committee, the February 1, 2023, Performance Monitoring and External Relations Committee, and the February 8, 2023, Board Operations Committee meetings are attached.

RECOMMENDATION TO BOARD: Information only.

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

BOARD OPERATIONS COMMITTEE MEETING

Minutes of the February 8, 2023, Meeting

Via Webex Video Conference

MEMBERS PRESENT

Lori Kinnear, City of Spokane, *Chair*
Al French, Spokane County, *Chair Pro Tem, Planning & Development Committee Chair*
Pamela Haley, City of Spokane Valley
Performance Monitoring & External Relations Committee Chair
E. Susan Meyer, Chief Executive Officer,
Ex Officio

MEMBERS ABSENT

Dan Dunne, City of Liberty Lake

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer
Carly Cortright, Chief Communications and
Customer Service Officer
Karl Otterstrom, Chief Planning and
Development Officer
Monique Liard, Chief Financial Officer
Nancy Williams, Chief Human Resources Officer
Dana Infalt, Clerk of the Authority
Amie Blain, Executive Assistant to the Chief
Financial Officer

PROVIDING LEGAL COUNSEL

Megan Clark, Etter, McMahon, Lamberson,
Van Wert & Oreskovich, P.C.

STAFF ABSENT

None

1. CALL TO ORDER AND ROLL CALL

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

2. APPROVE COMMITTEE AGENDA

This item was not reviewed.

3. CHAIR'S COMMENTS

Chair Kinnear suggested developing a training process to help transition new STA Board Members into their roles. Mr. French shared that Spokane County has scheduled a retreat for its new Commissioners, and that a less formal Board retreat for STA Board Members could be beneficial. Ms. Haley supported the idea of a retreat. Ms. Meyer recommended updating the Board's Rules of Procedure, as they were last updated in 1993, and she offered to bring a draft to the Board through the Board Operations Committee.

4. COMMITTEE ACTION

A. January 11, 2023, Committee Minutes

Mr. French moved to approve the January 11, 2023, Committee meeting minutes as submitted, Ms. Haley seconded, and the motion passed unanimously.

5. COMMITTEE CHAIR REPORTS

A. Al French, Chair, Planning & Development (P&D)

Mr. French noted that Council Member Stratton, City of Spokane, chaired the meeting as he participated via phone and had to leave early. Mr. Otterstrom shared the items presented at the Planning and Development Committee meeting on February 1, 2023.

B. Pam Haley, Chair, Performance Monitoring & External Relations (PMER)

Ms. Haley shared the items presented at the Performance Monitoring & External Relations Committee meeting on February 1, 2023.

6. BOARD OF DIRECTORS AGENDA FEBRUARY 16, 2023

Ms. Haley moved to approve the Board of Directors agenda as presented, Mr. French seconded, and the motion passed unanimously.

7. BOARD OPERATIONS COMMITTEE DRAFT AGENDA MARCH 8, 2023

There were no questions or comments.

Mr. French moved to approve the Board Operations Committee draft agenda as presented, Ms. Haley seconded, and the motion passed unanimously.

8. CEO REPORT

Ms. Meyer shared details regarding the January 2023 voter-approved Sales Tax revenues, and the City Line temporary service span and frequency comparisons for July 2023. Ms. Meyer noted that STA will be requesting a waiver from the Federal Transit Administration regarding the temporary service frequencies. Mr. French shared hiring for Coach Operators has been, and still is a challenge, and he supports the efforts of Ms. Meyer and STA. He noted community feedback regarding service times established the desire for evening and weekend service. Ms. Haley agreed with Mr. French's sentiments and thanked STA staff their hard work. Chair Kinnear shared her excitement for the City Line launch, and she commended STA for addressing the challenges. She recommended continuing to communicate with the Board Members to ensure they are aware of the progress and updates.

9. NEW BUSINESS

Chair Kinnear shared a positive experience by a City of Spokane employee who lost a cell phone on an STA bus. The Coach Operator retrieved the cell phone, and it was returned to her. She was impressed and grateful, and she asked that Chair Kinnear share this experience and how STA staff go above and beyond for their customers. Mr. French shared that Spokane County is nearing completion of its contract renewal with STA for employee bus passes.

10. ADJOURN

With no further business to come before the Committee, Chair Kinnear adjourned the meeting at 2:05 p.m.

Respectfully submitted,

Amie Blain

Amie Blain
Executive Assistant to the Chief Financial Officer

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

PLANNING & DEVELOPMENT COMMITTEE MEETING

Minutes of the February 1, 2023, Meeting
Via Video Conference

MEMBERS PRESENT

Al French, Spokane County – *Chair*
Karen Stratton*, City of Spokane
Tim Hattenburg, City of Spokane Valley
Dan Dunne, Small Cities Representative
(Liberty Lake)
Chris Grover, Small Cities Representative
(Cheney), *Ex-Officio*
E. Susan Meyer, Chief Executive Officer
Ex Officio

MEMBERS ABSENT

Dan Sander, Small Cities Representative
(Millwood) *Ex Officio*

STAFF PRESENT

Karl Otterstrom, Chief Planning & Development
Officer
Brandon Rapez-Betty, Chief Operations Officer
Monique Liard, Chief Financial Officer
Nancy Williams, Chief Human Resources Officer
Carly Cortright, Chief Communications & Customer
Service Officer
Vicki Clancy, Executive Assistant to the Chief
Planning & Development Officer

PROVIDING LEGAL COUNSEL

Megan Clark, Etter, McMahon, Lamberson, Van Wert
& Oreskovich, P.C.

**Acting Chair*

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

Acting Chair Karen Stratton called the meeting to order at 10:01 a.m. and Ms. Vicki Clancy conducted roll call.

2. **COMMITTEE CHAIR REPORT** - *none*

3. **COMMITTEE ACTION**

A. **MINUTES OF THE NOVEMBER 30, 2022, COMMITTEE MEETING**

Mr. Tim Hattenburg moved to approve the November 30, 2022, Planning & Development Committee meeting minutes. Mr. Al French seconded, and the motion was approved unanimously.

4. **COMMITTEE ACTION**

A. **BOARD CONSENT AGENDA** - *None*

B. **BOARD DISCUSSION AGENDA** - *None*

5. **REPORTS TO COMMITTEE**

A. **REVIEW 2023 PLANNING & DEVELOPMENT COMMITTEE WORK PROGRAM**

According to STA Board Resolution 681-11, adopted at the September 21, 2011, STA Board Meeting, the Planning & Development Committee is accountable for designing and coordinating

the Board's participation in STA strategic and operational planning, including annual budget preparation, in this capacity. In December 2022, the Planning & Development Committee approved its work program for 2023. Highlights of the Committee Work Program includes:

- 2024-2029 Transit Development Plan
- 2024-2026 Service Implementation Plan
- 2024-2029 Capital Improvement Program
- Updated financial forecast and assumptions through 2029
- Transit Asset Management Plan Update
- 2024 Action Plan and Budgets
- Other Planning Activities: *Title VI Program Update, Division Street Bus Rapid Transit, 2025-2035 Strategic Planning Phase II, Connect Spokane: Complete Phase II Update, Facilities Master Plan, Five Mile Mobility Hub Study.*

As was noted at the time of approval, the work program is subject to change. Mr. Karl Otterstrom presented the updated work program; a brief list of non-recurring projects that the Committee may be directly involved. Other projects may emerge throughout the calendar year.

B. 2024-2029 TRANSIT DEVELOPMENT PLAN: OVERVIEW

According to STA Board Resolution 681-11, the Planning & Development Committee is responsible for designing and coordinating the Board's participation in Spokane Transit's strategic and operational planning efforts. The agency's primary mid-range planning document is the Transit Development Plan (TDP). The TDP: 2024-2029 is expected to be adopted in July 2023 and will include the six-year Capital Improvement Program and the three-year Service Improvement Program. The current TDP may be viewed on STA's website at:

<https://www.spokanetransit.com/projects/transit-development-plan/>

The first step in the development of the TDP is for the Board to set forth six-year planning guidance statements. The TDP project schedule proposes that the Planning & Development Committee will develop the Mid-Range Planning Guidance over the next two meetings. Beginning in May, the Committee will review the draft sections of the plan ultimately working toward Board approval of the plan in July.

C. DRAFT TITLE VI PROGRAM and PUBLIC OUTREACH

Public transit agencies are required to establish a Title VI Program and update that program every three years. Spokane Transit's existing 2020 Title VI Program must be updated and approved by the Board of Directors by March 16, 2023, when the current program expires. Staff made an extensive presentation, highlighting key points of the program, as well as the highlights of the rider and community outreach.

Acting Chair Stratton complimented Mr. Otterstrom on a very impressive presentation, and for stressing the importance of this work. Ms. Stratton is currently working with the City of Spokane's Director of Diversity and Inclusivity to create a program for Cable 5. This program focuses on individuals and organizations actively participating in diversity in the community. She would like to highlight STA as a solid organization taking action in this area. Mr. Otterstrom responded that STA would be very interested in participating in this effort.

Mr. Hattenburg thanked Mr. Otterstrom for this great presentation. He appreciated the emphasis on low income riders (such as students) and their need to get to and from work. He is thankful that STA is getting the message out in the public.

Mr. Dan Dunne asked how changes are made to the STA service. Mr. Otterstrom responded that most service changes are driven by the comprehensive plan and strategic plan. The comprehensive plan provides the vision and policy framework. STA Moving Forward is the STA 10-year plan that impacts the service changes. The Performance Monitoring & External Relations Committee reviews the changes in advance, and a feedback report is shared each month at the Board meeting. There are multiple points of entry to discuss changes.

A public hearing on the draft program is scheduled for the February 16, 2023, STA Board meeting. The draft 2023 Title VI Program can be found at the following link:

<https://www.spokanetransit.com/projects/title-vi-non-discrimination-policy-and-plan/>

6. CEO REPORT

Ms. E. Susan Meyer presented the CEO Report:

Amenities – bus benches are included in amenities when part of a shelter; however, STA does not install bus benches within the Public Transit Benefit Area (PTBA) other than at shelters because the jurisdictions have contracts with bus bench advertisers. STA provides guidance when there is interest in placing a bench at a stop.

January 2023 Voter-Approved Sales Tax Revenue (November Sales) Update – Actual (\$8,976,504) compared to budget (\$9,047,047) for a 0.8% variance of \$70,543. Sales tax revenue is 0.8% YTD below budget (\$0.1M), 0.8% below January 2022 actual (\$0.1M), and 0.8% YTD below 2022 actual (\$0.1M).

7. COMMITTEE INFORMATION - None

8. REVIEW MARCH 1, 2023, COMMITTEE MEETING AGENDA

9. NEW BUSINESS - None

10. COMMITTEE MEMBERS' EXPRESSIONS - None

11. ADJOURN

With no further business to come before the Committee, Acting Chair Stratton adjourned the meeting.

NEXT COMMITTEE MEETING: WEDNESDAY, MARCH 1, 2023, at 10:00 a.m. VIA WEBEX.

Respectfully submitted,



Vicki Clancy, Executive Assistant
Planning & Development Department

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PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the February 1, 2023, Meeting
Via Virtual WebEx

MEMBERS PRESENT

Pamela Haley, City of Spokane Valley*
Josh Kerns, Spokane County
Betsy Wilkerson, City of Spokane
Zack Zappone, City of Spokane
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
Rhonda Bowers, Non-Voting Labor Representative
E. Susan Meyer, CEO (*Ex-Officio*)

MEMBERS ABSENT

Don Kennedy, City of Medical Lake (*Ex-Officio*)

STAFF PRESENT

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

PROVIDING LEGAL COUNSEL

Megan Clark, Etter, McMahon, Lamberson, Van Wert & Oreskovich, P.C.

**Committee Chairwoman*

-
1. **CALL TO ORDER AND ROLL CALL**
Chair Haley called the meeting to order at 1:30 p.m. and roll call was conducted. Mr. Zappone joined the meeting after the meeting was called to order and Ms. Wilkerson left before the meeting was adjourned.
 2. **COMMITTEE CHAIR REPORT**
Chair Haley had no report at this time.
 3. **COMMITTEE APPROVAL**
 - A. **Minutes of the November 30, 2022, Committee Meeting**
Ms. Wilkerson moved to approve the November 30, 2022, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.
 - B. **Sprague Line - Phase I: Scope of Work Approval**
Mr. Otterstrom provided background information on the Sprague Line's importance to STA's HPT network and the expansion of regional transit services as part of the *STA Moving Forward* plan (2016). He described the general scope of work, the scope of work summary, and updates to the Valley Transit Center. Mr. Otterstrom discussed the project budget and future expenses. The consolidated budget total is \$ 7,763,607 and after expenditures to date, the remaining budget is \$6,582,773. The engineering estimate for Phase 1 is \$1,070,000 which leaves a remaining budget for future expense(s) of \$5,512,773. Mr. Otterstrom went through the anticipated construction timeline showing the start of construction to begin July 2023 with a substantial completion in Fall 2023.

Mr. Zappone moved to approve general scope of work and authorize staff to release the Invitation for Bid (IFB) for Sprague Line – Phase I Construction. Ms. Wilkerson seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Extension of Laundered Uniforms and Supplies Contract 2017-10048

Mr. Rapez-Betty explained STA's contract with AlSCO, Inc. for laundered uniforms and supplies expires February 28, 2023. The contract is not eligible for an extension under STA's Procurement Resolution 702-13, which limits contracts to no more than five (5) years in length, unless otherwise approved by the Board. Although the Purchasing Department staff had created a Scope of Work to issue a Request for Proposal for a new five (5) year contract, they were made aware of obstacles which will require additional time for AlSCO, Inc. to provide the goods and services.

In order to have a smooth transition, the Procurement staff recommends a one (1) year contract extension with AlSCO, Inc. for the period of March 1, 2023, through February 29, 2024. The contract extension will incur an estimated cost of \$130,000 and be paid with operating funds from the respective departments.

Mr. Zappone moved to recommend the Board authorize the CEO to extend Contract 2017-10048, Laundered Uniforms and Supplies, with AlSCO, Inc. for one (1) year, at an estimated cost of \$130,000 as presented. Mr. Kerns seconded, and the motion passed unanimously.

B. Board Discussion Agenda (none)

5. REPORTS TO COMMITTEE

A. July 2023 Service Revisions: Public Outreach Update

Mr. Otterstrom provided background on the July 2023 Service Revisions draft recommendation introduced last month which is due to staffing shortfalls that limit STA's ability to fully deliver planned service improvements in July 2023. This restructured service package of improvements is focused on preserving and delivering City Line at 95% of the net new service to be deployed in July. Temporarily, the City Line is proposed to have less frequency than was originally planned which has to do with staffing shortages. It has been a challenge to grow the system and hire additional bus operators during a difficult time in the industry.

Mr. Otterstrom explained public outreach is essential to ensure awareness of changes and to receive input. He described the various ways STA will do public outreach which includes a survey in paper form and on the STA website, social media, and through neighborhood councils in areas mostly impacted. There is also signage at each bus stop. Mr. Otterstrom outlined the timeline which will result in the service revision launch on July 16, 2023.

Ms. Wilkerson expressed some concerns about making sure we are targeting the neighborhoods which have high ridership and to ensure STA receives the most accurate results. She specifically mentioned the East Central and Lincoln Heights neighborhoods. Mr. Otterstrom confirmed STA shares information with those neighborhoods and requests information to be passed on. Ms. Wilkerson stated although technology is very important and beneficial, there might be older riders who are not able to use those technology formats to participate in the survey. Mr. Otterstrom agreed older riders are a more challenging demographic and suggested there be an outreach day at the Plaza to capture other riders who are not able to use the other means.

Mr. Zappone inquired about outreach to schools and to community centers. There was discussion about the importance of sharing information directly with the various Spokane school's administration rather than only the District 81 office. Mr. Zappone stated a concern about the accessibility of the survey, its difficulty to understand, and his impression it limits public engagement regarding City Line changes. There was conversation about the staffing issue and how STA has tried to maximize the rider benefit and the operational sustainability of the changes. According to Mr. Otterstrom, the most common feedback from the surveys has to do with requesting more night and weekend frequency. The best way for STA to mitigate the staffing shortfall is to offer more consistency across the day. This type of schedule offers consistent work for the operators and allows STA to have more buses out. There has not been enough evidence from all the customer feedback to cut into night and weekend service to fund peak frequency service. Agencies nationally and statewide are pivoting to an all-day frequent service. STA's goal is to provide the public with the best option possibility. Mr. Zappone asked how STA uses the survey results. Mr. Otterstrom stated STA uses those results to make large and small adjustments when possible.

B. Connect Fare System Customer Experience Update

Ms. Cortright provided an update on the Connect Fare System which launched on October 1, 2022. There are 58,356 Active Connect Fare Media which breaks down to 31,407 Connect cards, 7,581 eConnect cards and 19,368 Limited Use cards which are paper passes distributed by institutions. She gave a breakdown of monthly adoption rates and fare categories for the first three months.

Ms. Cortright explained starting in March there will be a \$5.00 charge for a physical card, but once the card is registered the fee will be credited and applied to the card-holder account. Connect cards are currently sold at Safeway and Albertsons. Additional retailers will be coming online and contactless credit cards, as well as Apple and Google Pay, will be available second quarter. Ms. Cortright discussed the UTAP transition and the efforts in reaching out to area schools as well as a few issues still being addressed having to do with phone QR codes and general app issues.

6. CEO REPORT

Ms. Meyer reported the January 2023 voter-approved sales tax revenue, collected on November sales, had a budget of \$9,047,047. The actual receipts were \$8,976,504, which is 0.8% below budget and totaling approximately \$70,543. Year-to-date numbers are the same for January.

7. COMMITTEE INFORMATION

- A. December 2022 Operating Indicators
- B. 4th Quarter 2022 Service Planning Public Input Report
- C. January 2023 Sales Tax Revenue

8. MARCH 1, 2023 – COMMITTEE MEETING DRAFT AGENDA REVIEW

The March 1, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

9. NEW BUSINESS

Mr. Zappone requested a review of the Community Access Pass (CAP) program to discuss potential modifications. He would also like to further discuss working with the school districts to enable bus

passes on their student ID before the next school year. Mr. Zappone stated he also wants to explore the possibility of STA performing Means Testing.

Chair Haley asked for input from other committee members about Mr. Zappone's proposals for new business at the next committee meeting. Mr. Kerns asked Mr. Zappone what his objective is with regard to the CAP program. Mr. Zappone stated he would like a review of the program. His goal is to find out if the CAP program is working as effectively as possible. Mr. Zappone suggested outreach efforts to our community partners and non-profits to ask for feedback on how the program is working. Mr. Kerns agreed there would be value in reviewing the CAP program and he is open to having a presentation on it.

10. COMMITTEE MEMBERS' EXPRESSIONS

11. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:52 p.m.

The next committee meeting will be held on Wednesday, March 1, 2023, at 1:30 p.m. via WebEx with an in-person option.

Respectfully submitted,

Molly Fricano

Molly Fricano

Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 12B : FEBRUARY 2023 SALES TAX REVENUE

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

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

SUMMARY: Attached is the February 2023 voter-approved sales tax revenue information. February sales tax revenue, which represents sales for December 2022, was:

- 4.7% above 2023 budget
- 2.1% above YTD 2023 budget
- 4.7% above 2022 actual
- 2.1% above YTD 2022 actual

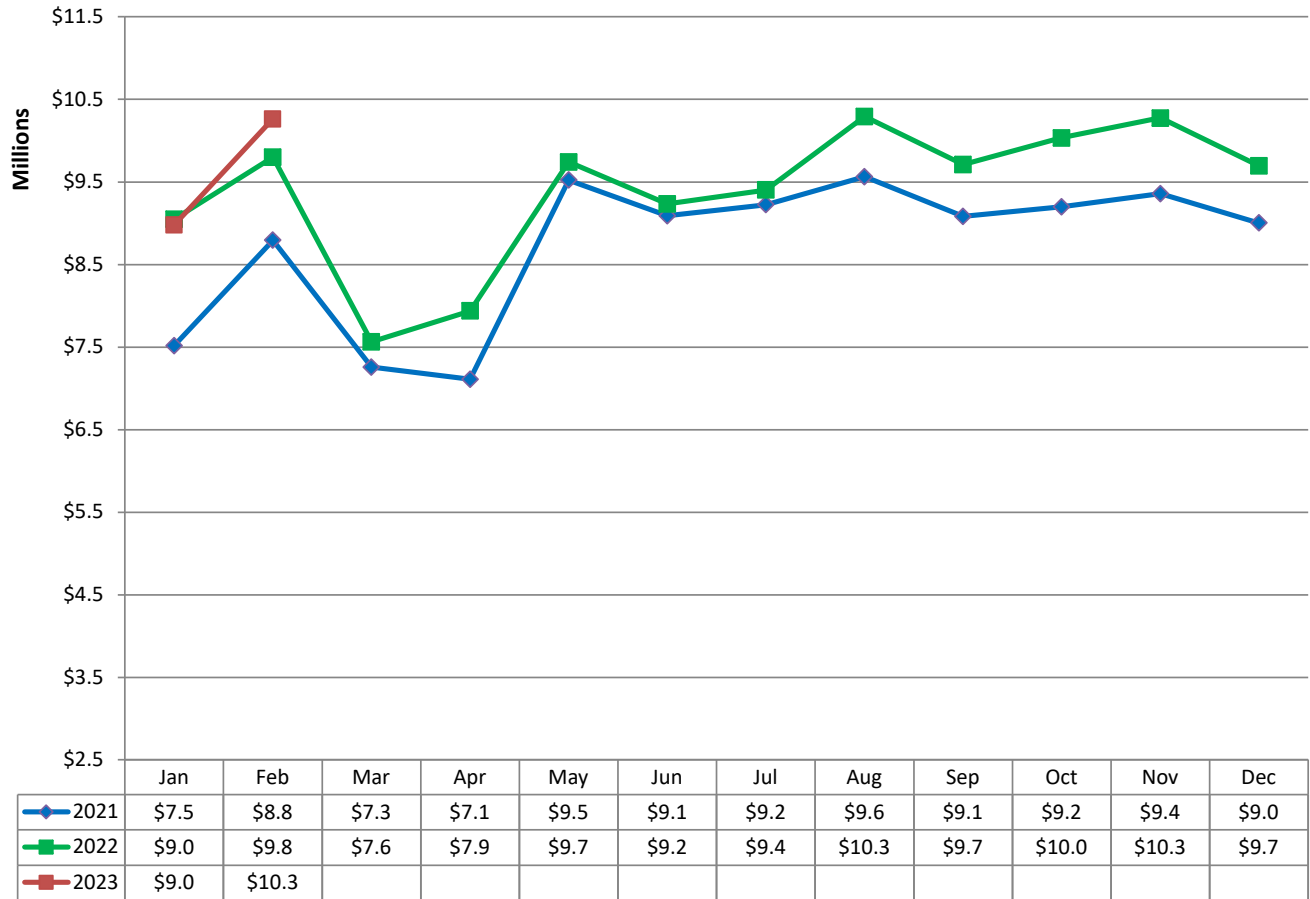
Total taxable sales for December were *up* 4.6% from December 2021 while December 2022 YTD sales were *up* 5.4% compared with December 2021 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings YTD:

- Retail Trade *decreased* by 0.1% (\$0.9M) in December 2022 vs December 2021 and is *up* by 1.0% (\$66.3M) December 2022 YTD vs 2021 YTD
 - Other Misc. Store Retailers *increased* 9.3% or \$83.2M December 2022 YTD over 2021 YTD
 - Furniture and Home Furnishing Retailers *increased* 17.0% or \$36.4M December 2022 YTD over 2021 YTD
 - Automobile Dealers *increased* 2.9% or \$34.8M December 2022 YTD over 2021 YTD
 - Grocery and Convenience Retailers *increased* 11.1% or \$34.5M December 2022 YTD over 2021 YTD
 - Gasoline Stations *increased* 8.4% or \$13.0M December 2022 YTD over 2021 YTD
 - Electronics & Appliance Retailers *decreased* 20.5% or (\$-109.2M) December 2022 YTD over 2021 YTD
 - Other Motor Vehicle Dealers *decreased* 10.6% or (\$-27.0M) December 2022 YTD over 2021 YTD
- Construction *increased* by 2.1% (\$3.4M) in December 2022 vs December 2021 and is *up* by 6.8% (\$136.9M) December 2022 YTD vs 2021 YTD
- Accommodation and Food Services *increased* by 12.6% (\$12.7M) in December 2022 vs December 2021 and is *up* 18.1% (\$211.5M) December 2022 YTD vs 2021 YTD

RECOMMENDATION TO BOARD: Information only.

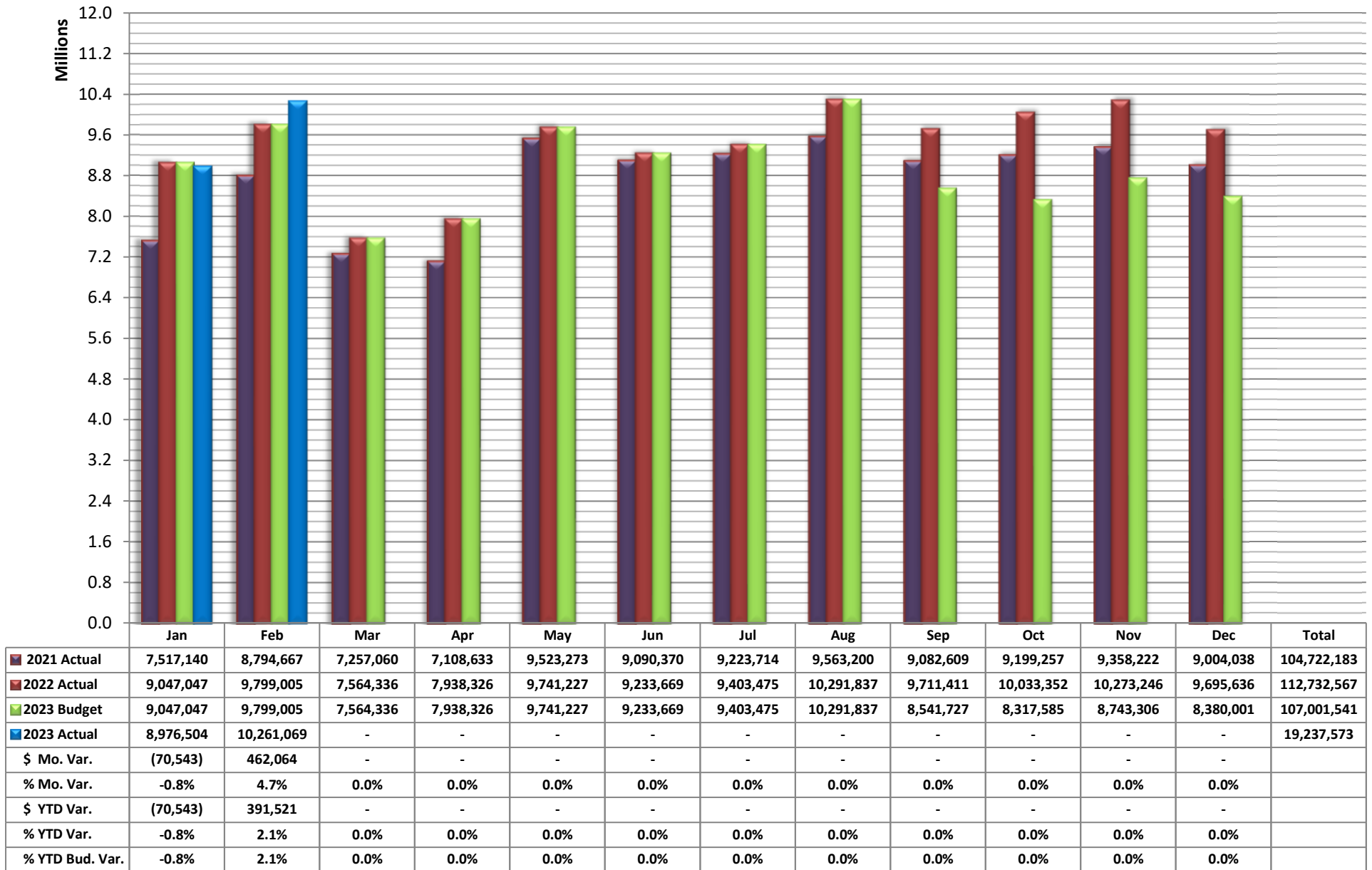
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Sales Tax Revenue History-February 2023⁽¹⁾



(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.

2021 - 2023 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

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 12C: JANUARY 2023 OPERATING INDICATORS

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There was 1 less weekday in January 2023 compared to January 2022.

FIXED ROUTE

Total Fixed Route monthly ridership increased 47.2% (668,070 vs. 453,872) in January 2023 compared to January 2022.

Average weekday ridership increased 51.4% (27,555 vs. 18,205) in January 2023 compared to January 2022.

- Adult Ridership increased 23.8% (350,712 vs. 283,185) in January 2023 compared to January 2022.
- CCS Pass Ridership increased 47.2% (24,297 vs. 16,511) in January 2023 compared to January 2022.
- Eagle Pass Ridership increased 11.1% (34,388 vs. 30,953) in January 2023 compared to January 2022.
- Youth ridership increased 280.8% (122,333 vs. 32,122) in January 2023 compared to January 2022.

Reduced Fare / Paratransit Ridership increased 44.1% (86,496 vs. 60,032) in January 2023 compared to January 2022.

PARATRANSIT

Paratransit ridership increased 43.7% (29,017 vs. 20,199) in January 2023 compared to January 2022.

Detailed breakdown:

Directly operated service increased 28% (14,999 vs. 11,683) in January 2023 compared to January 2022.

Contracted service increased 64.6% (14,018 vs. 8,516) in January 2023 compared to January 2022.

Special Use Van ridership increased 95.3% (1,217 vs. 623) in January 2023 compared to January 2022.

VANPOOL

Total Vanpool ridership increased 48.5% in January 2023 vs January 2022 (8,625 vs. 5,807).

Vanpool vans in service increased 21.6% (73 vs. 60) in January 2023 compared to January 2022.

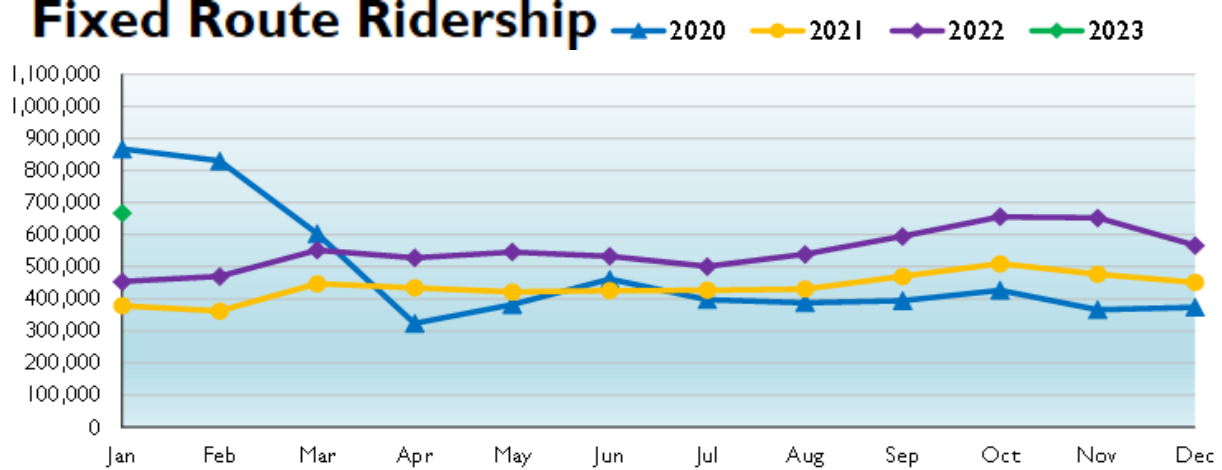
PASS SALES

Given the changes in fare types introduced by the Connect fare collection system, including fare capping, staff is evaluating new measures to report. As such, there will be a temporary pause in pass sales data reporting while this new format is being developed.

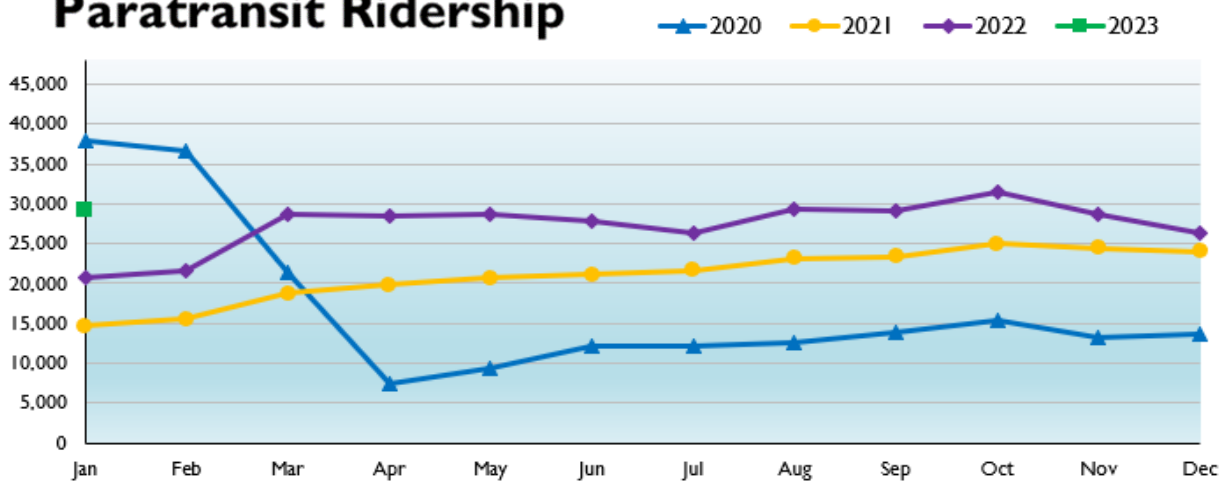
RECOMMENDATION TO BOARD: Information only.

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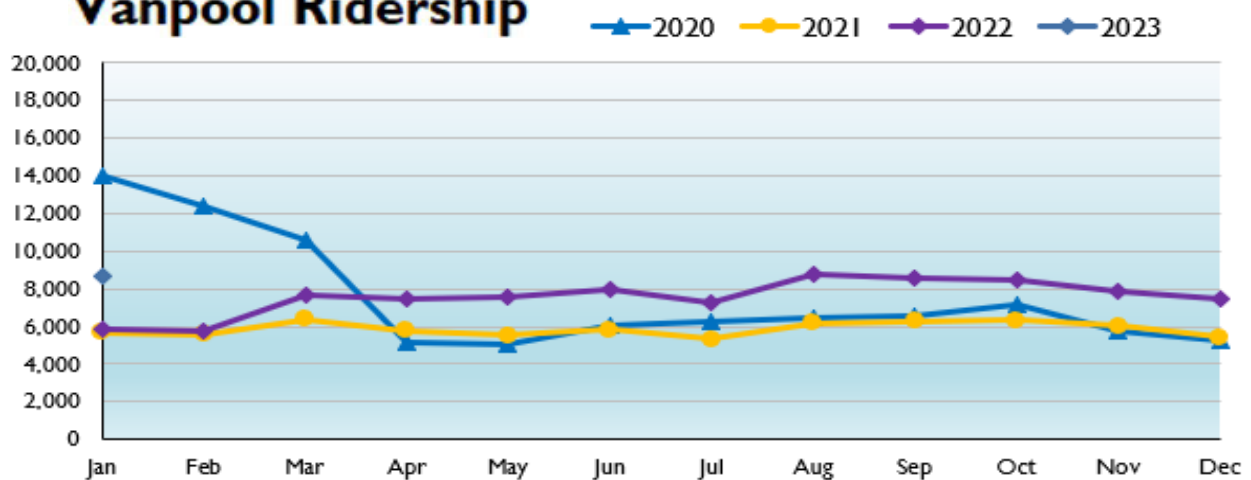
Fixed Route Ridership



Paratransit Ridership



Vanpool Ridership



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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 12D: JANUARY 2023 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

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

SUMMARY: Attached are the January 2023 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, January year-to-date revenue is 7.8% (\$1.0M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 10.3% lower than budget
- Sales Tax Revenue is 0.8% lower than budget
- Federal & State Grant Revenue is 32.3% higher than budget
- Miscellaneous Revenue is 44.6% higher than budget

Operating Expenses

Overall, January year-to-date operating expenses are 9.0% (\$0.8M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 7.1% lower than budget
- Paratransit is 6.4% lower than budget
- Vanpool is 9.8% lower than budget
- Plaza is 33.0% lower than budget
- Administration is 16.3% lower than budget

RECOMMENDATION TO BOARD: Information only.

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Spokane Transit Revenues ⁽¹⁾ - January 2023

10,000,000
9,000,000
8,000,000
7,000,000
6,000,000
5,000,000
4,000,000
3,000,000
2,000,000
1,000,000

Totals:

2022 YTD Actual \$ 13,041,923
2023 YTD Actual \$ 14,249,298 (7.8%)
2023 YTD Budget \$ 13,217,264
2023 Annual Budget \$ 157,044,144



	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
■ 2022 YTD Actual	562,803	9,047,048	3,331,836	100,236
■ 2023 YTD Actual	583,628	8,976,504	4,302,061	387,105
■ 2023 YTD Budget	650,449	9,047,047	3,252,101	267,667
2023 YTD Budget Variance	-10.3%	-0.8%	32.3%	44.6%
2023 Budget	7,805,387	107,001,541	39,025,216	3,212,000

(1) Above amounts exclude grants used for capital projects. Year-to-date January state capital grant reimbursements total \$0 and federal capital grant reimbursements total \$65,151.

Spokane Transit Operating Expenses⁽¹⁾ - January 2023

6,000,000

5,000,000

4,000,000

3,000,000

2,000,000

1,000,000

Totals:

2022 YTD Actual \$ 6,674,825
 2023 YTD Actual \$ 8,391,497 (-9.0%)
 2023 YTD Budget \$ 9,217,073
 2023 Annual Budget \$ 113,822,411

Fuel:

2022 YTD Actual \$ 385,663
 2023 YTD Actual \$ 500,051 (-32.1%)
 2023 YTD Budget \$ 736,768
 2023 Annual Budget \$ 8,057,583

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2022 YTD Actual	4,566,041	1,110,879	44,096	156,933	796,876
2023 YTD Actual	5,750,217	1,343,350	54,135	154,607	1,089,188
2023 YTD Budget	6,189,667	1,435,124	60,028	230,714	1,301,540
2023 YTD Budget Variance	-7.1%	-6.4%	-9.8%	-33.0%	-16.3%
2023 Total Budget	75,081,534	17,089,137	728,852	2,730,106	18,192,782

(1) Operating expenses exclude capital expenditures of \$0 and Street/Road cooperative projects of \$5,889 for year-to-date January

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 12E : 2024-2029 TRANSIT DEVELOPMENT PLAN: DEVELOP MID-RANGE PLANNING GUIDANCE

REFERRAL COMMITTEE: Planning & Development (*French*)

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Mike Tresidder, Associate Transit Planner

SUMMARY: A step in the annual preparation of STA's transit development plan, the Committee prepares and recommends to the Board of Directors guidance statements that help frame priorities to be included in the plan. The Planning & Development Committee was offered an opportunity during the March 1, 2023 meeting to review existing guidance statements and consider revisions for the 2024-2029 Transit Development Plan (TDP).

BACKGROUND: According to STA Board Resolution 681-11, the Planning and Development Committee is accountable for designing and coordinating the Board's participation in STA's strategic and operational planning. STA's primary mid-range planning document is the Transit Development Plan. The 2024-2029 TDP is expected to be adopted in July 2023 and will include the Capital Improvement Program, the Service Improvement Program, and the Federal Transit Administration (FTA) Program of Projects. The current adopted 2023-2028 TDP may be viewed on STA's website at:

<https://spokanetransit.com/projects-plans/transit-development-plan>

A first step in updating the TDP in 2023 is for the Board to set forth mid-range (six-year) planning guidance statements. The preparation of mid-range planning guidance may be informed by reviewing existing guidance and goals as outlined below.

Board Guidance from the 2023-2028 TDP

The planning guidance statements set forth in the adopted 2023-2028 TDP are below.

- **Foster and Sustain Quality.** Continue initiatives and projects that improve the quality and usefulness of STA's services, facilities, information, and customer service. Affordable public transportation adds value to the community and improves the quality of life in the region and the efficiency of the region's road system through congestion relief. Employ new technologies and industry trends that advance these ends.
- **Maintain a State of Good Repair.** Continue vehicle replacement and facility maintenance / improvement programs to avoid the problematic consequences of deferred action.
- **Recover and Expand Ridership.** Identify and leverage the factors that drive ridership, especially as the economy and travel patterns transition out of the COVID-19 pandemic. Continue to foster ridership markets in line with the principles of *Connect Spokane* and in conjunction with the launch of the City Line BRT project as well as other improvements as part of *STA Moving Forward*. Work and school trips make up most trips taken on STA services. Continue to foster these foundational markets while expanding the usefulness of service for other travel purposes.

- **Proactively Partner in the Community.** Coordinate with jurisdictions and other agencies to implement community planning and economic development strategies and pursue the STA's sustainability goals. Be a leader in implementing the regional transportation visions.
- **Advance and Adapt the System Growth Strategy.** Grow the transit system consistent with community growth and resources, recognizing there are underserved areas of the PTBA. Respond to changing demographic and behavioral trends in population and job densities. Ensure that maintenance and operations facilities are sized to accommodate cost-effective growth plans. Continue to maximize outside funding sources, providing opportunities for increased strategic investments for system growth.
- **Respect and Reflect the People of our Region.** As the public transit provider for the Spokane region, we are committed to attracting and retaining a staff that reflects the people of our region whom we serve daily. We listen and engage with our diverse communities, as we know that having varied perspectives helps generate better ideas to serve the region.

Connect 2035 Strategic Goals

In 2022, the Board of Directors completed the first phase of a strategic plan known as *Connect 2035* which will guide the advancement of public transportation across the region through 2035. As part of this first phase, the Board adopted a set of strategic goals to advance STA's updated vision: "Connecting everyone to opportunity." These goals are as follows:

1. **Elevate the customer experience.**
2. **Lead and collaborate with community partners to enhance the quality of life in our region.**
3. **Strengthen our capacity to anticipate and respond to the demands of the region.**

The TDP project schedule proposes that the Planning & Development Committee develop the mid-range planning guidance over March and April. At the April committee meeting, staff will propose revisions to guidance informed by the latest financial information and assumptions for future service levels with an eye toward aligning mid-range planning guidance with Connect 2035's strategic goals. Beginning in May, the Committee will review the draft sections of the plan, working toward board approval of the plan in July.

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 12F: DRAFT SPOKANE REGIONAL TRANSPORTATION COUNCIL 2024-2025
UNIFIED PLANNING WORK PROGRAM

REFERRAL COMMITTEE: Planning & Development (*French*)

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Mike Tresidder, Associate Transit Planner

SUMMARY: The Spokane Regional Transportation Council (SRTC) is the lead agency for coordinating transportation planning activities in the Spokane region. Each biennium SRTC prepares a Unified Planning Work Program (UPWP) to define and coordinate all planning activities that will be conducted in the Spokane metropolitan planning area over the next state Fiscal Year two-year period (July 1, 2023 through June 30, 2025). These activities include SRTC's responsibility as the Metropolitan Planning Organization (MPO) and the Regional Transportation Planning Organization (RTPO), including the planning of projects and activities. The UPWP is completed by SRTC in coordination with the Washington State Department of Transportation (WSDOT) and STA. Each cycle, STA submits a description of the planning activities it will engage in over the identified State Fiscal Years.

The Planning & Development Committee is asked to review the draft description of STA's ongoing and upcoming planning activities (attached) that will be submitted to SRTC for inclusion in the UPWP. The list of UPWP planning activities is briefly summarized below:

UPWP Planning Activity	Brief Description
Implement STA Moving Forward	This ongoing activity started in 2014 when the STA Board adopted the ten-year plan. STA is in the final planning stages to complete the projects in the plan.
Transit Development Plan (TDP)	The TDP is required by state law and contains STA's six-year plan, annual report, program of projects, service improvement plan, and capital improvement plan.
Transit Asset Management Plan	According to MAP-21, this plan must include capital asset inventories and condition assessments, decision support tools, and investment prioritization.
Bus Stop Accessibility Improvement Program	STA must coordinate with local and regional jurisdictions to identify barriers to accessibility, prioritize addressing them and outline a funding timeline for improvements.

UPWP Planning Activity	Brief Description
Title VI Planning and Systems Analysis	STA is required to submit the program to the Federal Transit Administration (FTA) every three years that documents Title VI compliance.
Division Street BRT Preliminary Engineering and Environmental Scoping	The project will develop the Division Line BRT preliminary engineering and design components that will ultimately be a Small Starts project under the FTA Capital Investment Grant program.
Division Street BRT Project Development	Building on the Division Street BRT Preliminary Engineering and Environmental Scoping, enter into the project development phase of a Small Starts project under the FTA Capital Investment Grant (CIG) program.
STA Facilities Master Plan Update	The goal is to develop a plan for growth and in consideration of board direction related to transitioning to a zero-emission fleet.
5-Mile Park & Ride Mobility Hub Study	STA has identified the 5-Mile Park & Ride as a key park & ride to explore the mobility hub concept within <i>Connect Spokane</i> .
<i>Connect Spokane</i> Update, Phase II	<i>Connect Spokane</i> contains a policy that the plan will be reviewed and updated as appropriate every three years.
STA Connect 2035, Phase II	Spokane Transit is developing a ten year strategic plan that advances urban and regional mobility, and integrates public transportation into existing and future development.
Division Street Bus Rapid Transit (BRT) Corridor Land Use and Infrastructure Plan	This project, in conjunction with the City of Spokane and Spokane County, will build on the <i>DivisionConnects</i> project that will produce the Locally Preferred Alternative (LPA) for BRT alignment.

RECOMMENDATION TO BOARD: Information only.

**SRTC July 1, 2023 - June 30, 2025 Unified Planning Work Program;
Transportation Planning Projects to Be Conducted by Spokane Transit Authority**

Implement STA Moving Forward

In 2014, the Spokane Transit Board of Directors adopted *STA Moving Forward*, a ten-year plan that identifies specific improvements and sequencing to implement STA's Long-Range Comprehensive Plan, *Connect Spokane*. In November of 2016, voters approved Spokane Transit Authority Proposition 1, securing funding needed to implement the plan. STA is now engaged in planning to complete the service changes and capital projects outlined by the plan.

Expected Outcomes/Products

STA is engaging stakeholders to define the details of the expanded services and capital projects programed in *STA Moving Forward*.

Schedule

2014-2028

Source of Funds/Budget

Local, State, Federal

Transit Development Plan

Each year, Spokane Transit is required by state law to develop a Transit Development Plan (TDP) and submit it to the Washington State Department of Transportation no later than September 1. The TDP contains a Six-year Plan, Annual Report, Program of Projects, Service Improvement Program, and Capital Improvement Program.

Expected Outcomes/Products

The development of the 2025 -2030 and 2026-2031 TDP will be founded on STA's comprehensive plan, *Connect Spokane*, and *STA Moving Forward*. The TDP includes Spokane Transit's Annual Strategic Plan (as adopted), Program of Projects, Capital Improvement Program, the Service Improvement Program, and the Transit Asset Management Plan. The TDP will define what service and capital improvements STA is planning for the current year plus the next 6 years. Development of the TDP will include public outreach.

Schedule

2024-2029 TDP: December 2022 – September 2023

2025-2030 TDP: December 2023 – September 2024

2026-2031 TDP: December 2024 – September 2025

Source of Funds/Budget

Local

Transit Asset Management Plan

In July 2016, FTA issued a final rule requiring transit agencies to maintain—and document—minimum TAM standards. The new standards will help transit agencies keep their systems operating smoothly and efficiently. As a designated recipient of funds from the State of Good Repair grant program, STA is required to submit a Transit Asset Management Plan. According to MAP-21, this plan must include, at a minimum, capital asset inventories and condition assessments, decision support tools, and investment prioritization. In the plan, STA must also certify that it complies with the rules issued under USC Section 5326(d).

Expected Outcomes/Products

STA will submit the Transit Asset Management Plan to SRTC in accordance with FTA guidance.

Schedule

Updated Annually

Source of Funds/Budget

Local

Bus Stop Accessibility Improvement Program

Many more barriers to accessibility at STA bus stops exist than possibly can be addressed all at once with available resources. STA must coordinate with local and regional jurisdictions to identify barriers, prioritize addressing them and to outline funding and a timeline to do so.

Expected Outcomes/Products

The effort is expected to result in a plan to systematically prioritize and address obstacles to accessibility at bus stops. STA will also develop procedures to periodically review the location and condition of bus stop areas and bus stop amenities.

Schedule

January 2023-December 2025

Source of Funds/Budget

Local

Title VI Planning and Systems Analysis

Title VI of the Civil Rights Act of 1964 is a federal statute that states “no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” As part of its obligation to adhere to this statute and associated regulations and guidance, STA is required to submit a program to the Federal Transit Administration (FTA) every three years that documents compliance and analyzes the distribution of transit investments, results of the equity analysis for any major service changes and /or fare changes, and the results of the monitoring program for service standards and policies. The Title VI update includes outreach to people with limited English proficiency (LEP).

Expected Outcomes/Products

STA will conduct analyses on fare and service changes as warranted by established Title VI policies and continue its transit monitoring program. SRTC may be called upon to assist in data provision and/or analysis. The resulting information will assist in future planning decisions.

Schedule

Ongoing

Funding

Local

Division Street BRT Preliminary Engineering and Environmental Scoping

The next step to follow the Division High Performance Transit Study.

Expected Outcomes/Products

Develop the Division Line BRT preliminary engineering and design components: refinement of the locally preferred alternative, reasonable range of total project cost, draft service plan, anticipated environmental review requirements (NEPA scoping), and preliminary implementation schedule. These elements will be necessary in order to enter into the project development phase of a Small Starts project under the FTA Capital Investment Grant (CIG) program.

Schedule

May 2021 – October 2023

Source of Funds/Budget

Local

Division Street BRT Project Development

Expected Outcomes/Products

Building on the Division Street BRT Preliminary Engineering and Environmental Scoping, enter into the project development phase of a Small Starts project under the FTA Capital Investment Grant (CIG) program.

Schedule

Fall/Winter 2023 - 2026

Source of Funds/Budget

Local/State/Federal

STA Facilities Master Plan Update

The STA Facilities Master Plan will be a major update and follow-up to the 2015 Administrative & Maintenance Facility Master Plan completed in January 2015. The goal of the master plan is to develop a plan for growth and in consideration of board direction related to transitioning to a zero-emission fleet.

Expected Outcomes/Products

This planning effort will build on past efforts while considering the various scenarios for future transit service levels, as well as the anticipated transition to battery electric buses for part or all of the fixed route fleet, and the infrastructure that will be required to support charging the fleet.

Schedule

TBD

Funding

Local

5-Mile Park & Ride Mobility Hub Study

In the 2017 Update to *Connect Spokane*, STA added language regarding the development of mobility hubs at existing and future park and ride lots. STA has identified the 5-Mile Park & Ride as a key park & ride to explore the mobility hub concept.

Expected Outcomes/Products

This study will research the 5-Mile Park & Ride capacity issues and provide viable alternatives, evaluate mobility hub connections, and review the current configuration for bus operation. Mobility Hubs will include a variety of mobility options, including – carshare, bike and scooter share, and transportation network companies (Uber, Lyft, etc.). This study will determine alternatives for implementation and sustainable funding streams.

Schedule

April 2023 – May 2024

Funding

Local

Connect Spokane Update, Phase II

In 2010, the STA Board of Directors adopted *Connect Spokane: A Comprehensive Plan for Public Transportation* to guide future decision making related to STA's services, activities and programs. Connect Spokane contains a policy that the plan will be reviewed and updated as appropriate every three years. Consistent with *Connect Spokane* policies, the update will include a significant public input element.

Expected Outcomes/Products

STA will review the existing plan, trends, and industry best practices with internal and external stakeholders and the general public. Revisions will be drafted as needed to address any identified course corrections, updated community goals, new opportunities, and challenges. The revisions will then be reviewed by stakeholders and the general public, followed by a public hearing and ultimately adoption by the STA Board of Directors.

Schedule

July 2023 – April 2024

Source of Funds/Budget

Local

STA Connect 2035, Phase II

Spokane Transit is developing a multi-year strategic plan that advances urban and regional mobility, integrates public transportation into existing and future development, and furthers STA's vision to be a source of pride for the region. Development of the plan comes as STA nears completion of the most significant investments within its current ten-year plan, *STA Moving Forward*.

Expected Outcomes/Products

STA intends for the new strategic plan to address emerging technologies, trends, and opportunities with 2035 as the planning horizon year. In addition, the effort will include a comprehensive public and stakeholder involvement effort which will continue through all stages of the planning process with the objective of informing development of deliverables, while also increasing community buy-in.

Schedule

January 2023 – December 2024

Source of Funds/Budget

Local

Division Street Bus Rapid Transit (BRT) Corridor Land Use and Infrastructure Plan

STA, in conjunction with the City of Spokane and Spokane County applied for a Federal Transit Administration (FTA) Transit Oriented Development (TOD) grant to build on the collaborative work started with the DivisionConnects project, which provided the basis for the Locally Preferred Alternative (LPA) for the BRT alignment, as well as began initial land use analysis.

Expected Outcomes/Products

Spokane County and the City of Spokane propose to jointly develop a Division Street BRT Transit-oriented Development (TOD) Corridor Land Use and Infrastructure Plan. As jurisdictions responsible for land use planning and regulation, the City and the County are positioning the Division Street Corridor for greater inclusion, housing and transportation equity, and improved economic vitality. The plan will help the County and City successfully meet the needs of each station and maintain continuity of the Division Street corridor, while celebrating the unique character of each neighborhood. Effectively, the resulting plan will be a sub-area plan to the City's comprehensive plan, with an emphasis on how fixed guideway transit, including Business Access and Transit (BAT) lanes, can improve the community. The plan will include corridor development policies and station development plans for the full corridor and will include both a proposed timeline and recommended financing strategies and will set the stage for revised TOD-focused zoning codes and resolutions.

Schedule

Q2 2023 – Q2 2025

Funding

Federal

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 12G : 2022 STATE AUDIT TIMELINE

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

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

SUMMARY: The Washington State Auditor will begin the National Transit Database (NTD) and Financial Audit in March. Following is the draft audit schedule with dates to be confirmed by the State Auditor's Office (SAO).

Week of March 27 ... SAO Entrance Conference

Week of May 29 Exit conference with STA Administration

July 5 Exit conference with Performance Monitoring & External Relations Committee

RECOMMENDATION TO BOARD: Information only.

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 12H : DIVISION STREET BUS RAPID TRANSIT: PROJECT UPDATE

REFERRAL COMMITTEE: Planning & Development (*French*)

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Hamid Hajjafari, Senior Transit Planner

SUMMARY: Division Street Bus Rapid Transit (BRT) is envisioned to be the second BRT line in the Spokane region, extending from downtown Spokane along the Division Street corridor for approximately nine miles to the Mead area. STA is currently conducting preliminary engineering and design work along with specific planning activities, to support conceptual design and the key milestone of the Project Development submittal for the FTA Small Starts program.

As part of this effort, the project team has been working on refining the routing alternatives that include the routing alternatives in downtown Spokane, the northern terminus (north of the Y), and the stop locations within the mainline (along Division Street between Spokane river and the Y).

At the March 1, 2023 Planning & Development Committee meeting, staff provided an update on the activities related to this task, public outreach activities conducted over the past several months, and the timeline for Board consideration of a refined locally preferred alternative. Project information and updates can be found online: <https://www.spokanetransit.com/projects/division-street-brt/>

RECOMMENDATION TO BOARD: Information only.

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SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

March 16, 2023

AGENDA ITEM 12I : 2022 YEAR-END PERFORMANCE MEASURES

REFERRAL COMMITTEE: Performance Monitoring & External Relations (*Haley*)

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: A complete set of the 2022 Year-End Performance Measures is attached to the end of this packet. Staff will be prepared to address questions about any measure. The complete report has also been posted to the STA website: [2022 YEAR-END PERFORMANCE MEASURES](#)

The following is a summary of significant measures that are of particular interest, or the committee has provided guidance for staff to highlight on a routine basis.

Ensure Safety

Preventable Accident Rate

- At 0.15, Fixed Route was higher than STA's goal of 0.08 preventable accidents per 10,000 miles.
 - STA performed below goal due to a change in personnel and methodology, dense construction in the downtown core during the summer months, a significant adjustment to many routes during the August Service Change, and a 10% increase in the number of preventable accidents by operators with less than 1 year on the job.
- At 0.08, Paratransit was below STA's goal of 0.10 preventable accidents per 10,000 miles.

Earn and Retain the Community's Trust

Ridership

- Fixed Route 2022 year-end ridership was up 25.9% compared to our ridership in 2021. Fixed Route provided 6,595,319 in 2022 vs. 5,238,135 in 2021. The ridership goal for Fixed Route in 2022 is 20.3% higher than 2021 (approximately 6.3 million trips).
- Paratransit 2022 year-end ridership was up 29.8% compared to our ridership in 2021. Paratransit provided 327,327 in 2022 vs. 252,201 in 2021. The ridership goal for Paratransit in 2022 is 11.2% higher than 2021 (approximately 277,000 trips).
- Vanpool 2022 year-end ridership was up 28.8% compared to our ridership in 2021. Vanpool provided 90,576 in 2022 vs. 70,298 in 2021. The ridership goal for Vanpool in 2022 is 25.7% higher than 2021 (approximately 88,000 trips).

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 15.70. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.47. The goal is to transport 2.1 or more passengers.

Provide Excellent Customer Service

On-Time Performance

On-time is measured as a bus departing between 0 to 5 minutes from the scheduled departure time).

- Fixed Route on-time performance was 92.5%, below STA's goal of 93%
 - STA performed below goal due to new routing associated with STA's partnership with Spokane Public Schools, a significant August Service Change, and dense construction in the downtown core during the summer months.
- Paratransit on-time performance was 91.1%, below STA's goal of 93%.
 - STA performed below goal due to the van operator shortage impacting directly operated and contracted service. Efforts are underway to improve performance by adding multiple new-operator training classes and the procurement of digital navigation tools.

Professional and Courteous

Quality Counts! has been suspended since March 2020 due to the pandemic.

Operator Ride Checks

Paratransit ride checks are completed. The Fixed Route ride check program resumed post-pandemic in mid-October 2022.

Exemplify Financial Stewardship

Cost per Passenger

Fixed Route and Paratransit continue to exceed STA's goal to keep the cost per passenger less than 95% of the average cost of the urban systems in Washington State.

- Fixed Route cost per passenger was \$11.46. This is 58.6% of the urban systems' average.
- Paratransit cost per passenger was \$55.66. This is 61.7% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

Fare collection continued to be significantly down due to ridership levels.

- Fixed Route farebox recovery is 8.2%, below the goal of 20%.
- Paratransit farebox recovery is 2.9%, below the goal of 5%.

RECOMMENDATION TO BOARD: Information only.

Performance Measures

2022 Year-End

How a great city moves.™

Priorities and Objectives

1. Ensure Safety
2. Earn and Retain the Community's Trust
3. Provide Excellent Customer Service
4. Enable Organizational Success
5. Exemplify Financial Stewardship

Ensure Safety

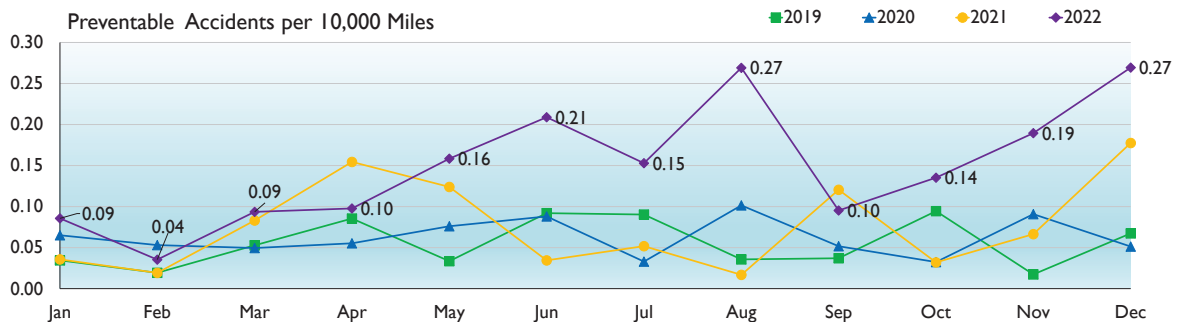
Performance Measures:

- Preventable Accident Rate
- Injury Rate
 - Workers Comp Time Loss
 - Claims per 1,000 Hours

Preventable Vehicle Accidents Fixed Route

Goal:
≤ 0.08 per
10,000 miles

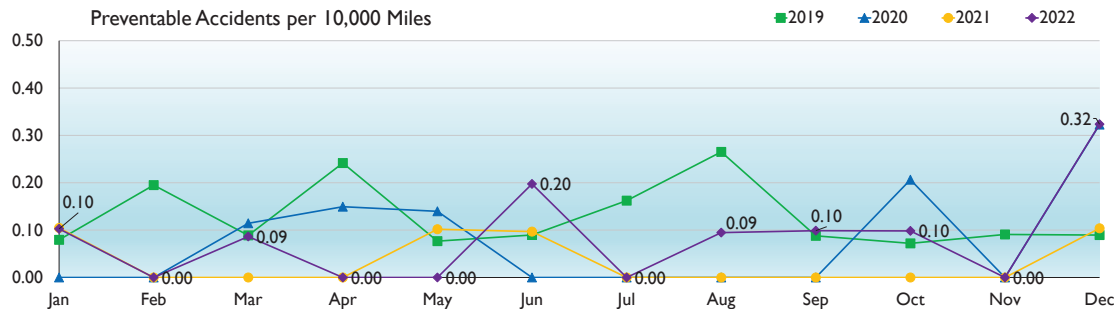
	2019	2020	2021	2022
January	2	4	2	5
February	1	3	1	2
March	3	3	5	6
April	5	3	9	6
May	2	4	7	10
June	5	5	2	13
July	5	2	3	9
August	2	6	1	17
September	2	3	7	6
October	6	2	2	9
November	1	5	4	12
December	4	3	11	17
Total Prev. Accidents	38	43	54	112
YTD Preventables per 10,000 miles	0.06	0.06	0.08	0.15



Preventable Vehicle Accidents Paratransit

Goal:
≤ 0.10 per
10,000 miles

	2019	2020	2021	2022
January	1	0	1	1
February	2	0	0	0
March	1	1	0	1
April	3	1	0	0
May	1	1	1	0
June	1	0	1	2
July	2	0	0	0
August	3	0	0	1
September	1	0	0	1
October	1	2	0	1
November	1	0	0	0
December	1	3	1	3
Total Prev. Accidents	18	8	4	10
YTD Preventables per 10,000 miles	0.13	0.07	0.04	0.08



Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

	2019	2020	2021	2022	Goal
Fixed Route	0.03	0.03	0.02	0.02	≤ 0.02
Paratransit	0.04	0.05	0.01	0.02	≤ 0.04
Maintenance	0.08	0.04	0.05	0.04	≤ 0.05

Workers' Compensation – Claims

Claims per 1,000 Hours

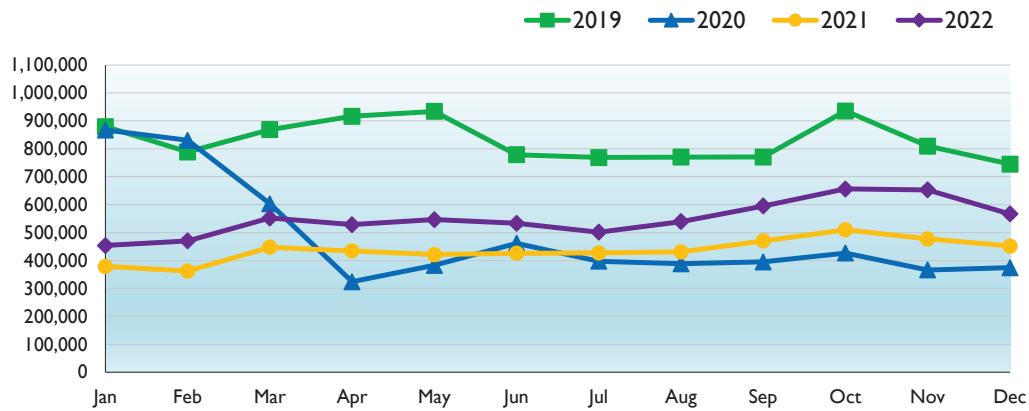
	2019	2020	2021	2022	Goal
Fixed Route	0.05	0.04	0.05	0.09	≤ 0.05
Paratransit	0.12	0.06	0.10	0.07	≤ 0.08
Maintenance	0.11	0.10	0.12	0.08	≤ 0.09

Earn & Retain the Community's Trust

4 Performance Measures:

- Ridership
- Service Effectiveness
(Passengers per Revenue Hour)
- Customer Security
- Public Outreach

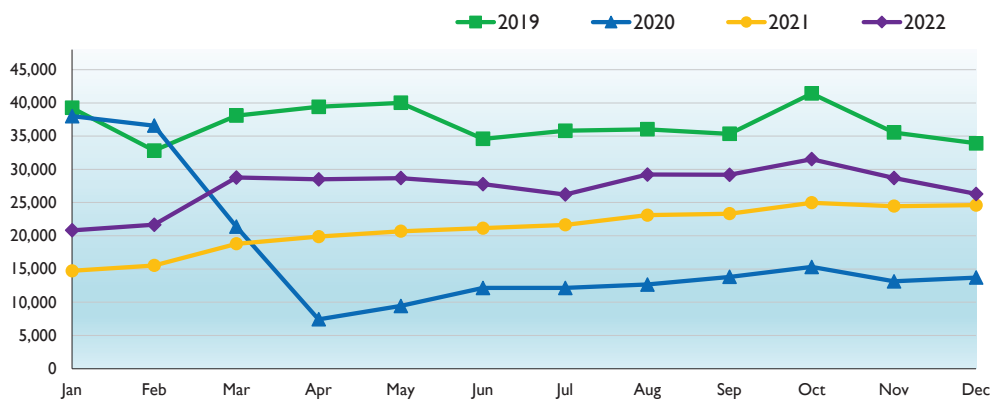
Ridership – Fixed Route



2019 = 9,971,798
 2020 = 5,817,776
 2021 = 5,238,135
 2022 = 6,595,319

GOAL: 25.3% INCREASE OVER 2021 RIDERSHIP
2022 Year-End Result: 25.9% Increase

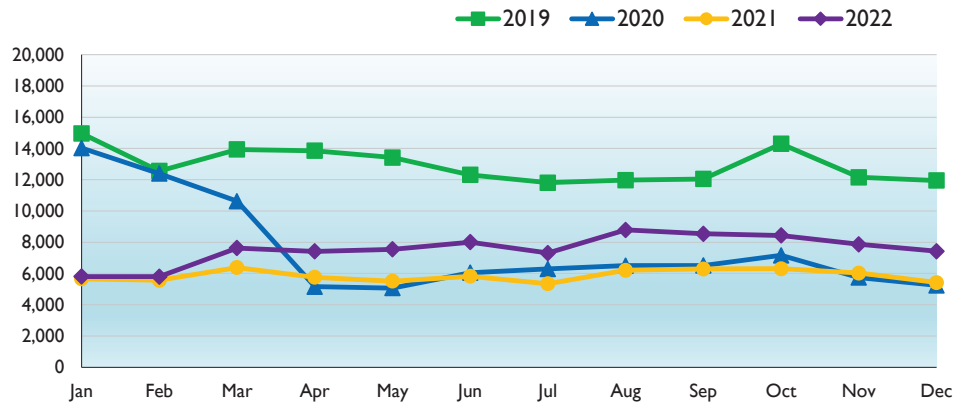
Ridership – Paratransit



2019 = 442,186
 2020 = 205,815
 2021 = 252,857
 2022 = 327,316

GOAL: 11.2% INCREASE OVER 2021 RIDERSHIP
2022 Year- End Result: 29.8% Increase

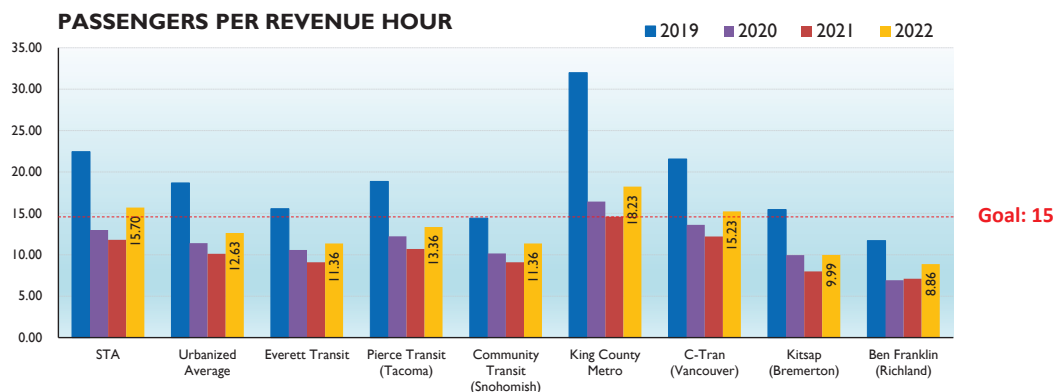
Ridership – Vanpool



2019 = 155,262
 2020 = 90,770
 2021 = 70,298
 2022 = 90,576

GOAL: 25.7% INCREASE OVER 2021 RIDERSHIP
2022 Year-End Result: 28.8% Increase

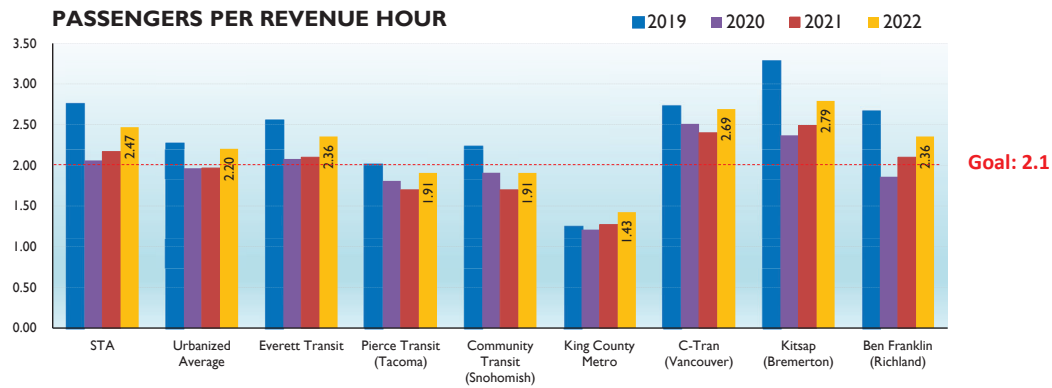
Service Effectiveness – Fixed Route



GOAL: TRANSPORT 15 OR MORE PASSENGERS PER REVENUE HOUR

* System averages assume a performance equal to STA for 2021

Service Effectiveness – Demand Response (Paratransit)



GOAL: TRANSPORT 2.1 OR MORE PASSENGERS PER REVENUE HOUR

** System averages assume a performance equal to STA for 2021*

Customer Security Surveys

Fixed Route	2019	2020	2021	2022	GOAL
Personal Safety on Bus	4.1	No survey	4.2	4.1	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	4.3	No survey	4.4	4.4	Score 4.5 on a scale of 1-5 (Std. = 4.5)

Paratransit	2019	2020	2021	2022	GOAL
Personal Safety on Van	Non survey year	Delayed due to Covid	4.7	No Survey	Score 4.5 on a scale of 1-5 (Std. = 4.5)
Driver Driving Safely	Non survey year	Delayed due to Covid	4.8	No Survey	Score 4.5 on a scale of 1-5 (Std. = 4.5)

Community Perception

“Does STA do a good job of listening to the public?”

2019	2020	2021	2022	GOAL
3.67	3.68	3.86	No Survey	Score 4.5 on a scale of 1-5

Provide Excellent Customer Service

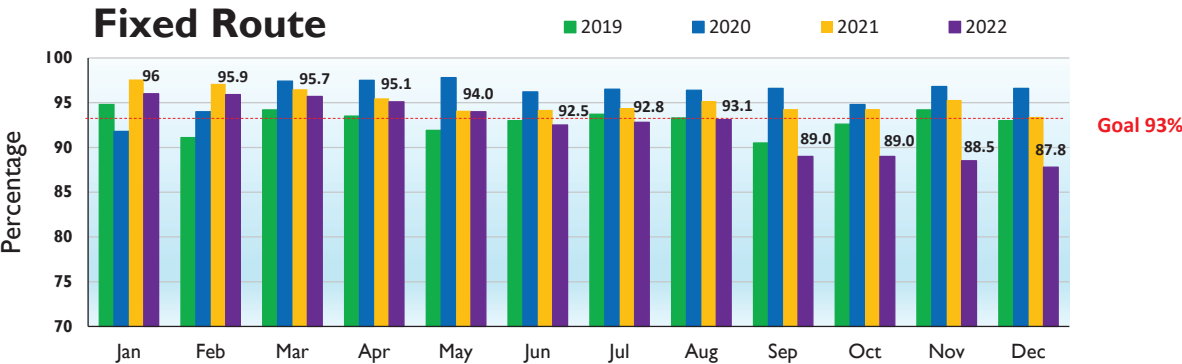
7 Performance Measures:

- On-Time Performance
- CS Call Center/Paratransit Reservations
 - Abandoned Calls
 - Customer Service Response Time
- Professionalism and Courtesy
- Driver Announcements / Introduction
- Cleanliness of Coach / Van
- Complaint Rate
- Maintenance Reliability

On-Time Performance

YTD
Average =
92.5%

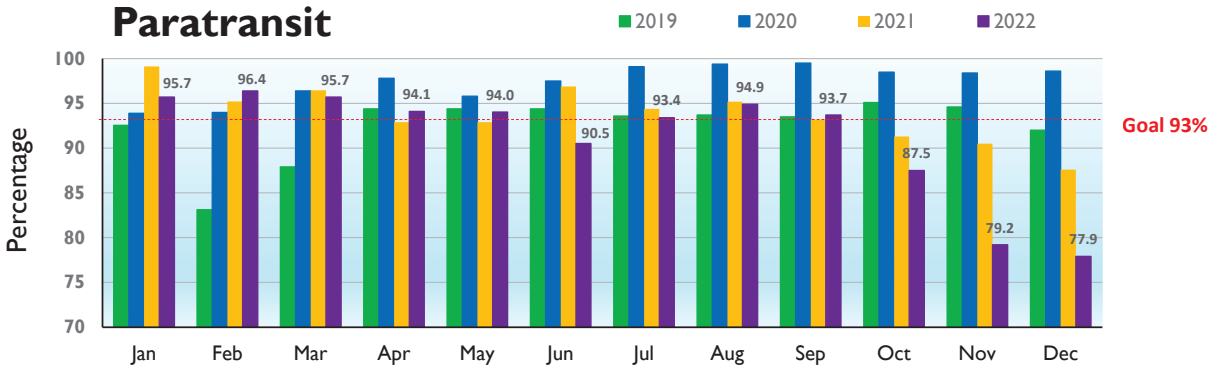
4th
Quarter
= 88.4%



On-Time Performance

YTD
Average =
91.1%

4th
Quarter =
81.5%



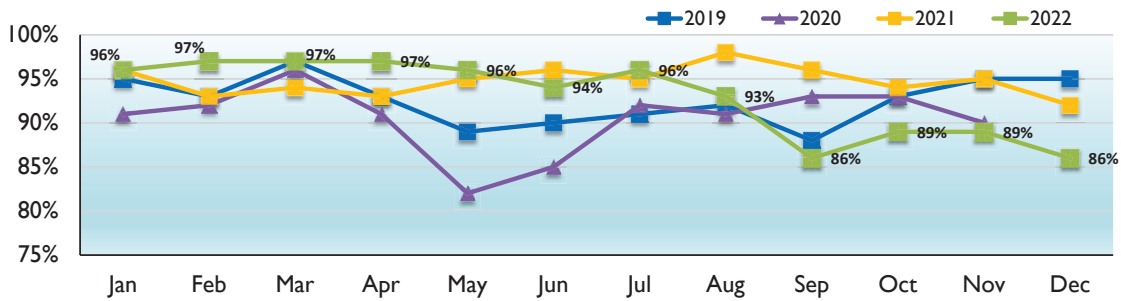
Customer Service: 328-RIDE Call Center Performance

Dec.
Actual
86%

Goal
≥ 95%

Service Level:

% of Calls Answered within 60 seconds

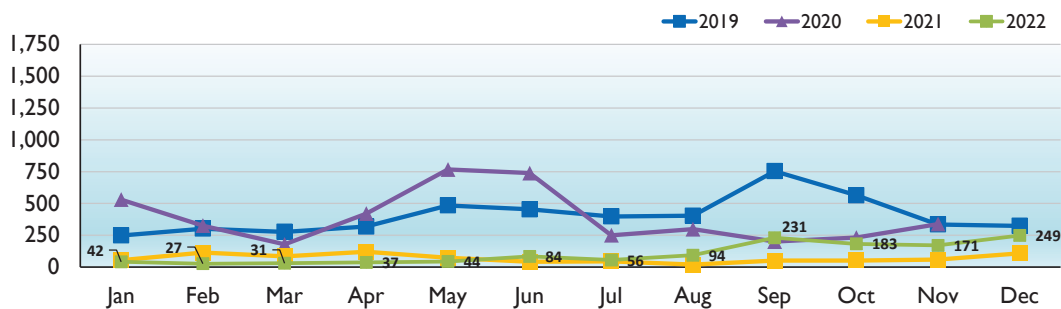


Customer Service: 328-RIDE Call Center Performance

Goal
≤ 2%

YTD
Abandon Rate
= 2.0%

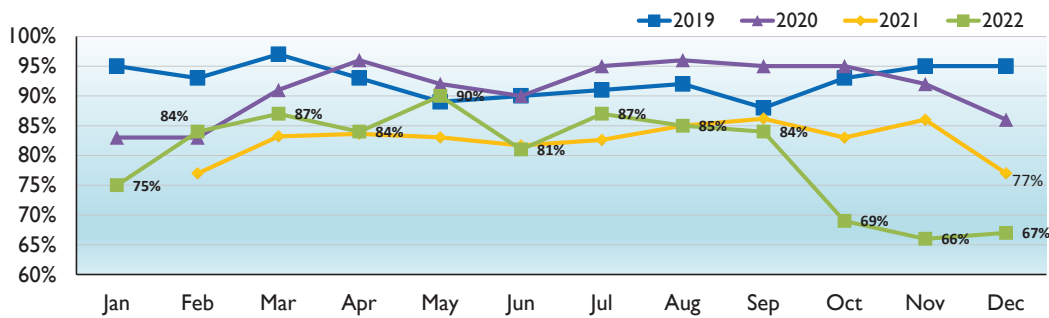
Abandoned Calls



Paratransit Reservations: 328-1552 Call Center Performance

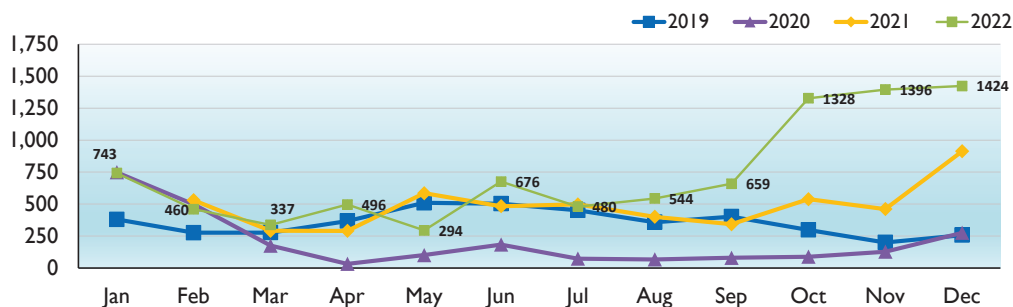
Service Level:

% of Calls Answered within 60 seconds



Paratransit Reservations: 328-1552 Call Center Performance

Abandoned Calls



Comment Rate

Comment Rate

	2020	2021	2022	Goal
Fixed Route	18.1	11.4	9.9	≤ 8.0 (per 100K passengers)
Paratransit	6.0	6.1	6.0	≤ 8.0 (per 10K passengers)

Maintenance Reliability

Average Miles Between Road Calls

	2021	2022	GOAL
Fixed Route	6,752	6,216	< 1 / 7,500 miles
Paratransit	64,626	75,275	< 1 / 75,000 miles

Enable Organizational Success

3 Performance Measures:

- Training Rate
- Annual Employee Evaluations
- Governance

Training

	2020	2021	2022	Goal
Fixed Route	Delayed due to Covid	Completed	Focused on BEB Training	8 hours Advanced Training per Operator annually
Paratransit	Completed	Completed	On Hold	8 hours Advanced Training per Operator annually

Ride Checks / Ride Along

	2020	2021	2022	Goal
Fixed Route	88 of 295 completed*	Suspended due to COVID	29 out of 270 Completed	100% of operators checked annually
Paratransit	53 of 53 completed	Suspended due to COVID	48 out of 48	100% of operators checked annually

Training: Maintenance

2022	Goal	Status
Measured Annually	25 hours per employee per year	41 hours per employee

Training: Managers/Supervisors/Administrative

2022	Goal	Status
Measured Annually	100% receive on-site or off-site training each year	Completed

Governance

Board Development

Attendance at a transit-related conference/training event

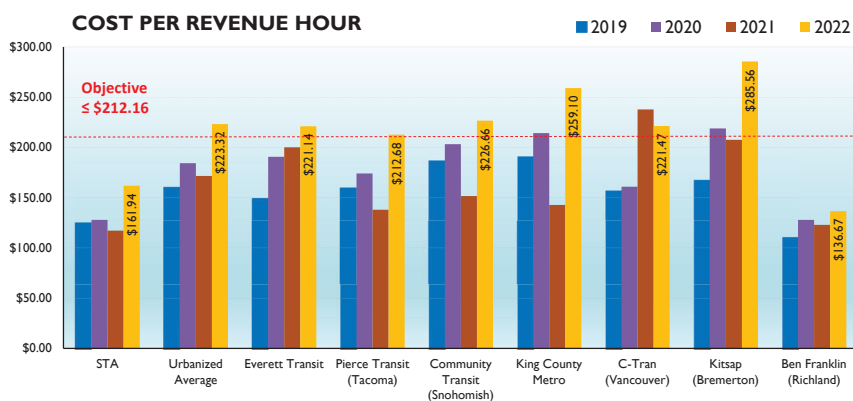
Event	Location	Attendee(s)
APTA Legislative Conference March 13-15, 2022	Washington, D.C.	Two Board Members
APTA Annual Meeting October 9-12, 2022	Seattle, WA	Four Board Members

Exemplify Financial Stewardship

5 Performance Measures:

- Cost Efficiency
- Cost Effectiveness
- Cost Recovery from User Fees
- Maintenance Cost
- Financial Capacity
 - Financial Management
 - Service Level Stability
 - Ability to Sustain Essential Capital Investments
 - Public Perception

Cost Efficiency – Fixed Route



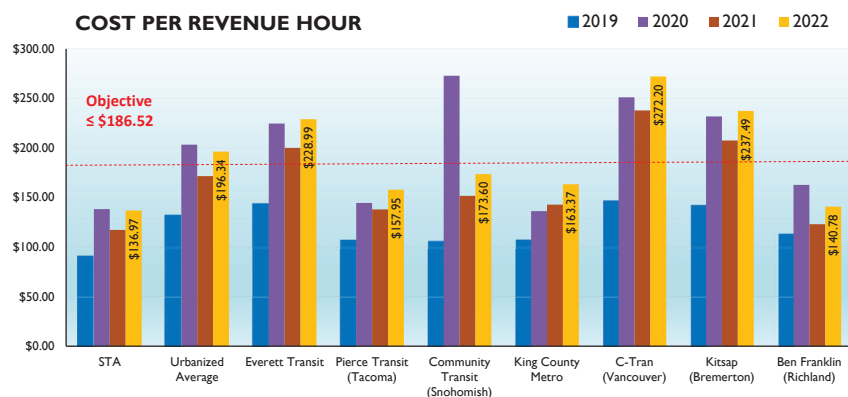
Previous year results

- 2019, 2020, & 2021 data from NTD reports
 - 2022 STA data reflects year-end
- STA 2022 data reflects year-to-date 4th quarter**
- System averages assume a performance equal to STA for 2022

OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

2022 Status: 72.5% STA - \$161.94 / Urban Average - \$223.32

Cost Efficiency – Demand Response (Paratransit)



Previous year results

- 2019, 2020 & 2021 data from NTD reports
- 2022 STA data reflects year-end

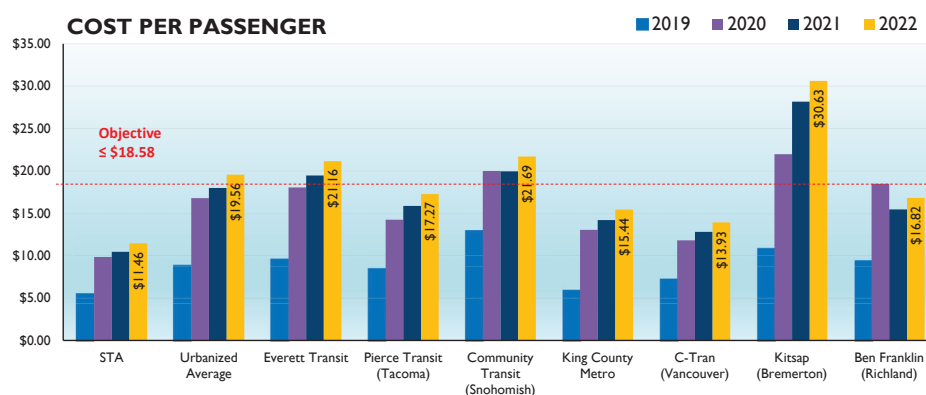
STA 2022 data reflects year-to-date 4th quarter

- System averages assume a performance equal to STA for 2022

OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

2022 Status: 69.8% STA - \$136.97 / Urban Average - \$196.34

Cost Effectiveness – Fixed Route



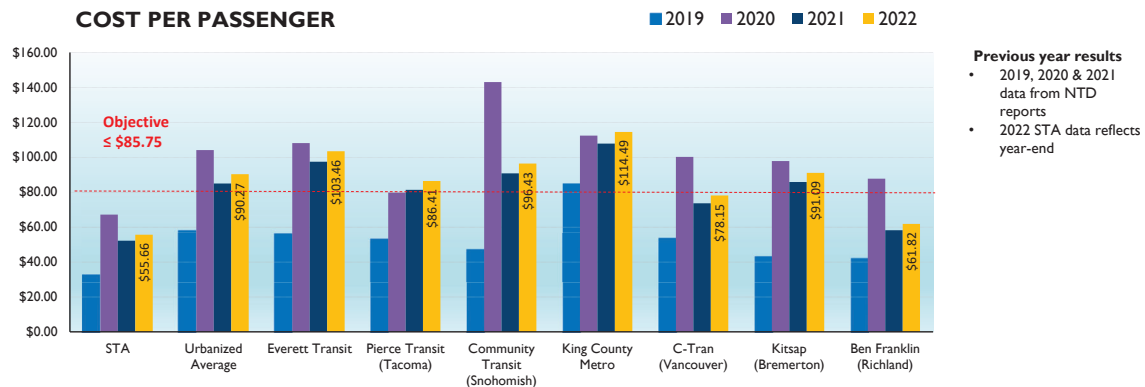
Previous year results

- 2019, 2020 & 2021 data from NTD reports
- 2022 STA data reflects year-end

OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

2022 Status: 58.6% (STA - \$11.46 / Urban Average - \$19.56)

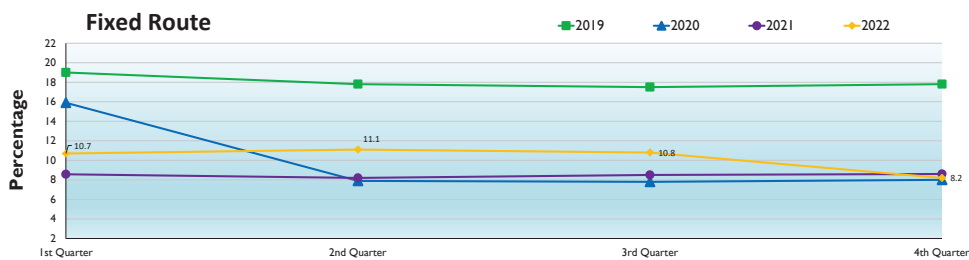
Cost Effectiveness-Demand Response (Paratransit)



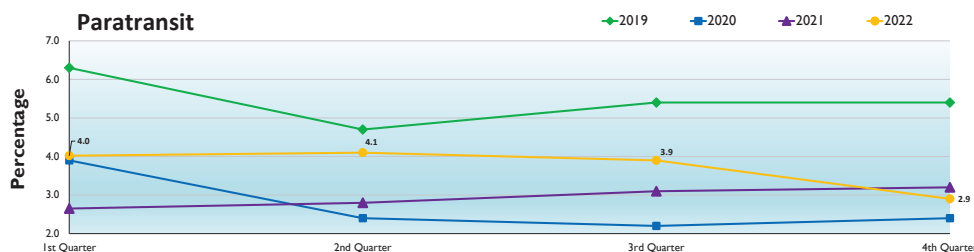
OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

2022 Status: 61.7% (STA - \$55.66 Urban Average - \$90.27)

Cost Recovery from User Fees



Goal = 20%



Goal = 5%

Cost Efficiency – Rideshare

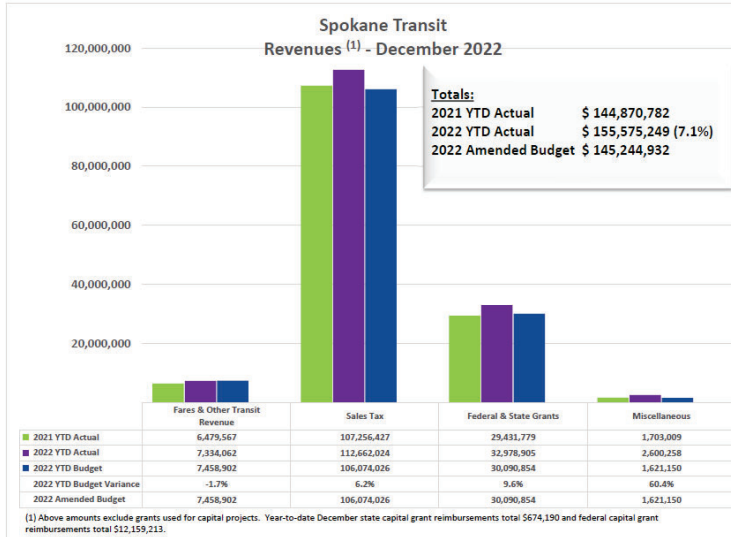
	2019	2020	2021	2022
Operating/Admin Cost per Mile	\$0.53	\$0.69	\$0.80	\$0.69
Revenue per Mile	\$0.51	\$0.28	\$0.31	\$0.27
Cost Recovery	95.2%	35.8%	38.8%	39.8%

GOAL: RECOVER 85% OF OPERATING/ADMINISTRATIVE COSTS

Cost Efficiency – Maintenance

	2021	2022	GOAL
Fixed Route	\$1.39	\$1.48	\$1.43
Paratransit	\$1.08	\$1.17	\$1.13

Financial Management



Service Level Stability & Ability to Sustain Essential Capital Investments

	Current Projection	Goal
# of Years Current Service Level Can Be Sustained	6 Years	6 Years
Fully Funded Capital Improvement Plan	6 Years	6 Years

Public Perception

Community Survey Question	2021 Response	2022 Response	Goal
STA is Financially Responsible	3.86	No 2022 Survey	Score 4.5