

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, February 16, 2017, in the Spokane Transit Boardroom, 1230 West Boone Avenue, Spokane, Washington.

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 February, 2017.



Jan Watson
Executive Assistant to the CEO
& Clerk of the Authority

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

BOARD MEETING

Thursday, February 16, 2017 at 1:30 p.m.
Spokane Transit Authority Boardroom
1230 West Boone Avenue, Spokane, Washington

AGENDA

Estimated meeting time: 90 minutes

1. Call to Order and Roll Call
2. Approve Board Agenda (*Pam Haley*)
3. Public Expressions
4. Recognitions and Presentations: *10 minutes*
 - A. Fourth Quarter 2016 Years of Service Awards (*Steve Doolittle*)
 - B. Fourth Quarter 2016 Employee Recognition Awards (*Steve Doolittle*)
 - C. Pam Tonhofer, Fixed Route Supervisor – Retirement (*Steve Blaska*)
5. Public Hearing: *20 minutes*
 - A. Title VI Draft Report (*Karl Otterstrom*)
(Action at March 16, 2017 Board meeting)

Comments on 5.A should be addressed to Karl Otterstrom, STA's Director of Planning:
kotterstrom@spokanetransit.com

6. Board Action - Consent Agenda: *5 minutes*
 - A. Minutes of the January 19, 2017 Board Meeting – Corrections/Approval
 - B. January 2017 Vouchers (*Lynda Warren*)
 - C. 2017 Communications Plan Overview (*Beth Bousley*)
7. Board Action – Committee Recommendations: *None*
8. Board Action – Other: *10 minutes*
 - A. 2017 Performance Measures (*Waldref/Blaska*)
9. Board Operations Committee: *5 minutes*
 - A. Chair's Report (*Pam Haley*)
10. Planning & Development Committee: *5 minutes*
 - A. Chair's Report (*Al French*)

11. Performance Monitoring & External Relations Committee: *15 minutes*
 - A. Chair's Report (*Amber Waldref*)
 - i. 2017 Phase II September Service Change Preliminary Proposal (*Karl Otterstrom*)
12. CEO Report – *10 minutes*
13. Board Information – *no action or discussion*
 - A. Committee Minutes
 - B. January 2017 Sales Tax Summary (*Lynda Warren*)
 - C. December 2016 Operating Indicators (*Steve Blaska*)
 - D. Central City Line Small Starts Grant Update (*Karl Otterstrom*)
 - E. 4th Quarter 2016 Service Planning Public Input Report (*Karl Otterstrom*)
14. New Business
15. Board Members' Expressions
16. Executive Session (*Witherspoon Brajcich McPhee PLLC*) – *10 minutes*
17. Adjourn

Cable 5 Broadcast Dates and Times of February 16, 2017 Board Meeting:

Saturday, February 18, 2017	4:00 p.m.
Monday, February 20, 2017	10:00 a.m.
Tuesday, February 21, 2017	8:00 p.m.

Next Committee Meetings (STA Conference Rooms, West Boone Avenue, Spokane, Washington):

Planning & Development	March 1, 2017, 10:00 a.m. (Southside) 1230 West Boone
Performance Monitoring & External Relations	March 1, 2017, 1:30 p.m. (Southside) 1230 West Boone
Board Operations	March 8, 2017, 1:30 p.m. (Northside) 1230 West Boone

Next Board Meeting: Thursday, March 16, 2017, 1:30 p.m., STA Boardroom, 1230 West Boone Avenue, Spokane, Washington.

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 day 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.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM 2. : APPROVE BOARD AGENDA

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Pam Haley, STA Board Chair

SUMMARY:

At this time, the STA Board will review and approve the meeting agenda with any revisions enclosed in the grey folders.

RECOMMENDATION TO BOARD: Approve Board agenda.

FINAL REVIEW FOR BOARD BY:

Division Head Chief Executive Officer ESM Legal Counsel UM

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 speak should sign in on the sheet provided and indicate the subject of interest. Comments will be limited to three minutes per person and, if requested, answers will be provided by staff at a later date.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM 4.A YEARS OF SERVICE AWARDS – RECOGNITION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Doolittle, Director of Human Resources

SUMMARY: At the conclusion of each quarter, Spokane Transit acknowledges and recognizes its employees for their successive years of service with the organization and thanks them for their continued association with it. The following individuals have been employed with STA for significant periods of time, and STA commends and recognizes them for their contribution to the success of the agency:

35 Years

Fixed Route Coach Operator
Gene Truppe

25 Years

Journeyman Vehicle Technician
Jeffrey Smith

Associate Bldg. Maintenance Specialist
Kevin Milnes

15 Years

Fixed Route Supervisor
Rahfel Hairston

Fixed Route Coach Operator
Nancy Franks
Thomas Hodl
Jeffrey McCauley

Journeyman Vehicle Technician
Jeremy Fitch

15 Years

Associate Bldg. Maintenance Specialist
Dammon Myers

Custodian
Stanley Robinson

10 Years

Fixed Route Coach Operator
James Black
Michael Burnett
James Davis
John Fiedler
Gregory Furulie
Roland Kelley
Ken Richardson
Jason Rutherford

Paratransit Van Operator
Christy Bloom
Keith Guernsey

5 Years

Facilities Laborer
Andrew Johnson

Custodian
David Denton

RECOMMENDATION TO BOARD: Receive report.

FINAL REVIEW FOR BOARD BY:

Division Head SD

Chief Executive Officer ESM

Legal Counsel CM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM 4.B 2016 4th QUARTER EMPLOYEE RECOGNITION WINNERS

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Steve Doolittle, Director of Human Resources

SUMMARY: The Board approved a recognition program to acknowledge employees who go the extra mile to help STA achieve our core objectives. Administered by an employee committee, this program has become very successful and is recognized by employees as a prestigious award. A list of the award winners is attached.

RECOMMENDATION TO BOARD: Receive report.

FINAL REVIEW FOR BOARD BY:

Division Head SD

Chief Executive Officer BSM

Legal Counsel CM



2016 4th QUARTER EMPLOYEE RECOGNITION WINNERS

October 2016	Jon Schauman	Fixed Route Operator
	Darroll Woelk	Journeyman Vehicle Technician
	Jeremy McGrath	Fixed Route Operator
November 2016	Dave Pfiffner	Fixed Route Operator
	Sean Boeck	Fixed Route Operator
	Doug Scott	Journeyman Vehicle Technician
December 2016	Wade Moore	Fixed Route Operator
	Paul Slotvig	Fixed Route Operator
	Vern Mullet	Fixed Route Supervisor

**SPOKANE TRANSIT AUTHORITY
BOARD MEETING OF**

February 16, 2017

4.C

AGENDA ITEM _____: PAMELA TONHOFFER, FIXED ROUTE SUPERVISOR

REFERRAL COMMITTEE: N/A

SUBMITTED: Steve Blaska, Director of Operations
Fred Nelson, Transportation Manager

SUMMARY: Fixed Route Supervisor, Pamela Tonhofer, officially retired from Spokane Transit Authority on January 31, 2017 with 31 years of service.

She started her career with STA as a van operator in 1986 for 'Special Transportation,' now known as Paratransit. Pam was the first van operator at STA to transition to a coach operator that same year. She was a coach operator for almost four years and in May of 1990 was promoted to Fixed Route Supervisor.

Over the years, Pam received compliments and letters of appreciation. She was nominated 8 times for the Employee Recognition Award, winning 5 of those nominations. She was also a Wall of Fame nominee. Pam received a commendation and Director's Pin for Exceptional Service in 1999 for her quick response and leadership which enabled coach operators to maintain 'near normal' operations when the Mars Hotel and Fairmont Apartment were tragically on fire in July 1999.

Pam was a highly respected supervisor not only with her unit, but also with her peers and management. Her vast knowledge and willingness to ensure the highest quality of public transportation is met, has set her above the norm.

During retirement she is looking forward to spending her time working on craft projects and relaxing at her lake cabin.

RECOMMENDATION TO BOARD: Recognize Fixed Route Supervisor, Pamela Tonhofer for her years of service and dedication to STA.

FINAL REVIEW FOR BOARD BY:

Division Head SB

Chief Executive Officer BSM

Legal Counsel CM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM **5** _____: PUBLIC HEARING:

A. Title VI Draft Report

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Jan Watson, Executive Assistant to the CEO & Clerk of the Authority

SUMMARY: The Chairman will conduct the public hearing as follows:

1. Open public hearing.
2. Call upon staff for a presentation (*Karl Otterstrom*).
3. Ask the board for questions or comments.
4. Open for comments from the public (ask 3 times for comments).
5. Close the hearing.

RECOMMENDATION TO BOARD: Conduct public hearing.
(*Action item at March 16, 2017 Board Meeting*)

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer BSM

Legal Counsel CM

**SPOKANE TRANSIT AUTHORITY
BOARD MEETING OF**

February 16, 2017

5.A

AGENDA ITEM _____: TITLE VI DRAFT REPORT AND PUBLIC HEARING

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning

SUMMARY:

Title VI 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.

Public transit agencies are required to establish a Title VI program and update that program every three years. Spokane Transit’s existing 2014 Title VI Program must be updated and approved by the Board of Directors by March 23, 2017, when the current program expires.

Attached for your review is the draft 2017 Title VI program, including the Limited English Proficiency (LEP) Analysis & Language Assistance Plan which is an attachment of the program. Each element in these documents fulfills specific FTA requirements.

A hearing on the draft plan is scheduled for today’s STA Board meeting.

RECOMMENDATION TO BOARD: Conduct public hearing.

FINAL REVIEW FOR BOARD BY:

Division Head KO Chief Executive Officer BSM Legal Counsel LM

Spokane Transit Authority

2017 Title VI of the Civil Rights Act Program

Draft

January 17, 2017



Upon request, alternative formats of this document will be produced for people with disabilities. Please call 325-6094 or TTY WA RELAY 711 or email smillbank@spokanetransit.com

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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 smillbank@spokanetransit.com.

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, and in public areas, including the Spokane Transit Plaza, and in the reception area of the STA Administration Center. The Title VI Notice describes one's rights under Title VI. An updated Title VI Notice with information on how to seek information in another language is translated into the three most prevalent LEP languages and has been posted on the website and on transit vehicles. The contents of the Notice is as follows:

Non-Discrimination Notice

In accordance with Title VI of the Civil Rights Act of 1964, Spokane Transit Authority (STA) does not discriminate on the basis of race, color, and national origin. For more information on your rights or the procedures to file a discrimination complaint, or to request information in an accessible format, please contact the STA Ombudsman at (509) 325-6094 (TTY Relay 711), or STA's Administrative Office, 1230 West Boone Avenue, Spokane, WA 99201.

If information is needed in another language, contact (509) 325-6094. (This line is repeated in Spanish, Russian and Vietnamese.)

TITLE VI Complaint Procedures

The following is STA's published complaint procedure:

Title VI Discrimination Complaint Procedure

Title VI of the 1964 Civil Rights Act requires 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." Spokane Transit Authority (STA) does not discriminate in the provision of service on the basis of race, color, and national origin.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Spokane Transit may file a Title VI complaint by completing and submitting STA's Title VI Complaint Form. The form must be complete for STA to investigate. Spokane Transit Authority does not investigate complaints received more than 180 days after the alleged incident.

Please contact the STA Ombudsman who will arrange a meeting with a language translator to assist you in completing the Title VI Complaint Form.

TITLE VI Complaint Form

Below is STA's official Title VI Complaint Form:

Spokane Transit Title VI Complaint Form

Spokane Transit does not discriminate in the provision of service on the basis of race, color, and national origin.

Should you require any assistance in completing this form, please let us know.

Complete and return this form to:

Ombudsman

Spokane Transit

1230 West Boone Avenue

Spokane, WA 99201

(Please Type or Print Clearly)

1. Complainant's name _____
2. Address _____
3. City, State, Zip code _____
4. Home phone number (____) _____ (Cell or mobile number) (____) _____
5. Email address _____
6. Are you the Complainant? ___ Yes ___ No
If no, your name _____
Relationship to the Complainant _____
Phone (____) _____ Cell (____) _____ Email _____
Does the Complainant know you are filing this complaint? ___ Yes ___ No
7. Which of the following best describes the reason you believe the alleged discrimination took place?
Select all that apply. Was it because of your:
a. Race
b. Color
c. National Origin
8. Date of alleged discrimination (month/day/year) _____

9. In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible. Please use the back of this form if additional space is required.

10. Please give the name, mailing address, home phone number, and cell phone number for anyone who witnessed the alleged discrimination.

11. What would you consider an appropriate resolution to your complaint?

12. Have you filed this complaint with any other agency? ___ Yes ___ No

Agency Name _____

Agency Contact Person/Phone _____ (____) _____

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

Complainant's Signature _____

Date (month/day/year) _____

Within 15 working days of receiving the completed complaint, STA will acknowledge receipt of the complaint in writing. The letter will include information about the investigative steps to be taken and a timeline for resolution. If additional information is needed from the complainant, STA will request that information be provided in writing to append to the original complaint. A final letter of resolution will be sent to the complainant on completion of the investigation.

Upon request, alternative formats of this document will be produced for people who are disabled. Call (509) 325-6094 TTY 711 or email smillbank@spokanetransit.com.

SECTION 3 RECORD OF TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

List of Title VI Investigations, Complaints, and Lawsuits

On approximately January 17, 2017, STA was notified by a Paratransit customer that she has filed a discrimination claim based on race in Federal District Court. STA has not been served by the court.

SECTION 4 ENSURING SUBRECIPIENT COMPLIANCE

Program Overview

To ensure that all subrecipients comply with Title VI regulations, grants staff and program managers monitor the performance of subrecipients annually. The subrecipient monitoring process is summarized below.

STA requests that Title VI Plans 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.

Steps to Ensure Title VI Compliance of Subrecipient

The procedures listed below have been revised to reflect procedures from FTA C 4702.1A and FTA C 4702.1B.

- Ensure that project agreements with subrecipients contain all required federal clauses.
- Request subrecipients provide STA with a copy of a Title VI plan.
- File copy of agreement/contract and Title VI plan with STA.
- On an annual basis, send a letter to subrecipient requesting a copy of A-133 audit report or other financial documentation, if the subrecipient received less than \$500,000 in federal funding from all sources.
- Review financial paperwork and communicate information to subrecipient.
- The subrecipient must provide a signed certification to STA that they will carry out the program in compliance with DOT's Title VI regulations. This is a requirement before STA can pass through any federal funds to the subrecipient.
- Subrecipients must have and shall submit their Title VI Program to STA. The subrecipient may choose to adopt STA's Title VI notice, complaint procedures and complaint form, public participation plan, and language assistance plan where appropriate. The subrecipient can modify when necessary. The subrecipient must submit to STA a list of Title VI complaints, investigations, or lawsuits.
- Every Title VI program shall at a minimum include the following information:
 1. A copy of the Title VI Notice to the public and where it is posted (local newspaper or website and posted at work location for public to view);
 2. Instructions to the public regarding how to file a Title VI discrimination complaint;
 3. A copy of the complaint form;
 4. A list of complaints, investigations, or lawsuits related to public transportation activities;
 5. A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. A recipient's targeted public participation plan for minority populations may be part of efforts that extend more broadly to include other

constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others; and

6. A copy of the subrecipient’s plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP Guidance.

The table below reflects subrecipients that were awarded FTA Section 5310 funds.

Table 1 List of STA Subrecipients

Subrecipient	Agency Type	Award Date	Federal Amount	Project
Coast Transportation	Nonprofit	June 18, 2015	\$35,000	Operating
ARC of Spokane	Nonprofit	June 18, 2015	\$56,597	ADA Van Purchase
Frontier Behavioral Health	Nonprofit	June 18, 2015	\$110,000	Care Cars
Special Mobility Services	Nonprofit	June 16, 2016	\$160,640	Mobility Management
Spokane Regional Health District	Public	June 16, 2016	\$19,627	Mobility Management
City of Spokane Valley	Public	June 16, 2016	\$192,000	ADA Sidewalk Connection
Frontier Behavioral Health	Nonprofit	June 16, 2016	\$116,591	Care Cars

SECTION 5 PUBLIC PARTICIPATION PLAN

Overview

To ensure public participation in Spokane Transit 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. 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.

In addition to the public outreach techniques addressed in the Comprehensive Plan, STA works with the Spokane Regional Transportation Council (SRTC) in conducting other outreach efforts aimed specifically at minority, low-income, and LEP populations, when conducting joint planning efforts pertaining to regional transportation.

Communications and Public Input Policies

The following Goals, Principles, and Policies were adopted by the STA Board of Directors as part of STA's *Connect Spokane* Comprehensive Plan.

Communications and Public Input

As a public agency, Spokane Transit Authority 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 increase daily, creating both opportunities and challenges. Fortunately, STA is able to use a variety of communications tools to both inform and gather information. The following list is not intended to be a complete list of communications tools which may be used, but a sample of some strategies that STA may use for a variety of purposes. (*Connect Spokane* page 65, along with the Table 2 below)

Table 2 Public Outreach Tools

Outreach Tool	Definition
Public Hearing	A meeting during which public testimony may be heard and formal action may be taken on any measure before the STA Board of Directors
Legal Notice	Public posting or advertising in newspapers to announce a legal action or intent
Display Ads in Newspaper	Paid advertisement in the newspaper to alert readers about an upcoming event or action
Website/Online Social Media	Updates to the website and social media are quick and efficient ways of getting notice to the public quickly
Mobile Device Alerts	Messages alerting customers to important real-time information

Outreach Tool	Definition
Signs	Signs on buses, at stop locations, and at transit centers can help to reach people who use transit services
Rider Alerts	Notifications of route, frequency, or other information that is of particular interest to riders
Direct Mailings	Mail sent to an affected group or area to educate, notify, or request input
Workshops/Open Houses/Town Halls	Types of meetings where staff and public interact and discuss various issues
Surveys (scientific and self-selected)	Surveying opinions and ideas can help public agencies understand how to better serve the constituency
On-board Information	Pamphlets and posters that alert riders to information
Displays at Transit Centers	Permanent or temporary displays at transit centers are able to reach a large number of system riders
SEPA	The public outreach requirements of Washington State's State Environmental Protection Act (SEPA) are an effective tool for communicating with the public about proposed actions.

Communications and Public Input Goal

STA will promote openness, honesty, and fairness through appropriate public outreach efforts.
(Connect Spokane page 66)

Communications and Public Input Principles

These principles (Connect Spokane) describe the foundation for the policies found in this element:

1. Continuous Communication

Open, honest, early, and continuous communication with all stakeholders increases public confidence in STA.

Changes in STA's operations impact many stakeholders, both within and outside the agency. For this reason, care should be taken to ensure all stakeholders are identified and remain well-informed.

2. Accountable

A public account of decisions made and responses to public input regarding these decisions increases STA's accountability to its customers.

Thorough recordkeeping helps to ensure a common understanding of decisions, policies, and responses. Sharing records with the public demonstrates the transparency with which STA conducts its business.

3. Accessible Information

Providing access and non-technical explanations of relevant reports, records, and documents demonstrates STA's commitment to transparency.

STA conducts its business in a fair, honest, and legal manner. For that reason, providing access to relevant documents broadens the public's perception of STA's high operating standards.

4. Two-way Communications

Consideration of the views of regulators, stakeholders, and the general public in making decisions demonstrates STA's commitment to fairness and equity.

Transit agencies exist to serve the community. To that end, community members have the right to share their views regarding transit service.

5. Timely

The provision of sufficient time for full public participation, including advance notice of activities and steps in the public process, demonstrates fairness and respect.

Scheduling events and the overall public process with an appreciation of today's busy lifestyles allows for the broadest public participation process possible.

6. Purposeful

Questions pertinent to issues under consideration should be answered by knowledgeable staff.

One can appreciate the frustration stemming from poorly-answered questions. Providing complete, accurate information increases the public's confidence in STA.

Communications and Public Input Policies

Note: These Public Input Policies will apply when planning outreach efforts to engage low-income, minority, and LEP populations, along with other affected or disadvantaged groups and the general public.

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.

(Connect Spokane, page 67)

1.1 Service Changes

In addition to following Federal Transit Administration guidelines for public outreach for service reductions, STA will also comply with the policy found in Table 3.

How to read the following table:

- 1) Determine cost and ridership impacts.
- 2) Consider exceptions.

3) The more severe cost or ridership impact determines the category. (ex. Cost impacts fall into Category II, but ridership impacts fall into Category I, follow the decision making and input/outreach process of Category II.)

(Note: Category III in Table 2 Indicates a Major Service Change. The combined definition of Category III Cost Impacts and Ridership Impacts are where STA derives its Title VI Major Service Change Definition.)

Any fixed route adjustment or elimination which would change the paratransit boundary enough to eliminate service from at least one active customer* will trigger a Category II process.

*Active customer is someone who has used paratransit services within a year of the public hearing date.

(Connect Spokane, page 67)

Table 3 Public Input Categories

		Public Input Categories		
		I-Minor	II-Moderate	III-Major
	Cost Impacts	Less than 1.0% growth or reduction in revenue hours of service in any calendar year	1.0% up to 5.0% growth or reduction in revenue hours of service in any calendar year	More than 5.0% reduction in revenue hours of service in any calendar year
	OR Ridership Impacts	OR Less than .5% of annualized system ridership negatively impacted by loss of bus stop, trips or route at any given service change	OR .5% up to 5.0% of annualized system ridership negatively impacted by loss of bus stop, trips or route at any given service change	OR 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
	Exceptions	Construction-related or emergency changes necessary for a period not exceeding 180 days for changes that would otherwise be moderate or major	Changes that would normally be classified as minor changes, but require a higher classification because of significant public interest or board involvement	None
	Input and Outreach	Employee and customer input, etc. Documented informal outreach for feedback on changes; may include survey or other tools	Outreach activities including driver and rider input, surveys, meetings with community groups, or other tools. Report to Board on activities.	Public Outreach Plan approved by Board in advance of outreach, which may include outreach to affected community groups, employers, etc.
Examples	Decision Making Process	CEO or designee; staff report detailing changes submitted to the Board at least 50 days prior to changes enacted (except for exceptions that are reported at least 30 days after)	Public hearing prior to Operations Committee and Board action.	At least one public hearing. Board action following Operations Committee recommendation with Title VI report.
		<ul style="list-style-type: none"> Running time adjustments Departure time adjustments Minor bus reroutes Changes to bus stop locations (Per CI 1.4) 	<ul style="list-style-type: none"> Significant route changes Addition or deletion of service to a large area 	<ul style="list-style-type: none"> A large service reduction A restructure of the network

1.2 Fare Increases

Fare increases of more than 10% in any three-year period shall be considered through the public outreach process as a Category III-Major Change as defined in Policy 1.1. For cumulative changes, the Category III-Major Change public process will only be applied to the increase which breaks the 10% threshold, not the previous increases.

(Connect Spokane, page 69)

1.3 Grants

Table 4 Public Process for Grants

Grant Condition	Public Process
Grants in Capital Improvement Program (CIP)	Adoption of CIP will serve as the public process
Grants applications less than \$1 million*	Notice on STA’s website
Grants applications at least \$1 million*	Adoption by Board of Directors

*If grant application project is not contained in the Capital Improvement Program

1.4 Stop Changes

If the cumulative stop changes that take place within a calendar year affect the boardings of 10% of a route’s annual ridership, STA will use the tools described in the beginning of this element to gather public input before a final decision is made.

A stop serves as the point at which a rider can access the transit service. The placement of this access is important for the rider, driver, and riders already on board. STA is continually evaluating stop locations along all transit routes by considering safety, stop spacing, and proximity to destinations. (Connect Spokane, page 69)

1.5 Transit Development Plan

STA will hold at least one public hearing while developing its program for each annual update.

As a public transportation benefit area authority in Washington State, STA is required to prepare a six-year transit development plan and annual report. This document provides updated information to the Washington State Department of Transportation on the various activities of STA.

(Connect Spokane, page 69)

1.6 Comprehensive Plan

STA will undertake public outreach efforts for subsequent updates to the Comprehensive Plan and allow an opportunity for public testimony prior to any substantive amendments.

Any change which affects the substance of the Comprehensive Plan will require a public hearing and supporting public outreach. (Connect Spokane, page 69)

1.7 Disadvantaged Business Enterprise (DBE)

The DBE goals will be available on STA’s website for no less than 15 days prior to adoption by the Board. (Connect Spokane, page 69)

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.”

(Connect Spokane, page 70)

1.9 Major Capital Projects

During the annual Capital Improvement Program (See System Infrastructure Policy 4.0) update process, which identifies all major capital projects, appropriate public outreach and a public hearing shall take place prior to adoption. Amendments to the Capital Improvement Program will follow a similar process.

Any capital project requiring board approval and outside of the normal budgeting process shall be subject to a public hearing to receive public input and testimony.

(Connect Spokane, page 70)

1.10 HPT Corridor Planning

During any Alternatives Analysis for a High Performance Transit corridor, STA or its consultant will develop a public outreach plan to both gather input and provide information about the project being evaluated. (Connect Spokane, page 70)

1.11 Budget

STA shall hold at least one public hearing prior to the adoption of the annual budget.

Each year the Board of Directors adopts an annual budget that outlines how the agency intends to spend tax, fare, grant and advertising monies. *(Connect Spokane, page 70)*

1.12 NEPA/SEPA/Environmental outreach

Where appropriate or required, STA shall incorporate public outreach and SEPA and NEPA evaluations, with the intent to exceed minimum requirements. (Connect Spokane, page 70)

CI-2.0 – Service Communication

2.1 Branding

All branding shall be part of a coordinated system-wide branding plan developed to better the customer experience.

Effective branding can help the customer by conveying simple messages about frequency, span, destinations, and connectivity. By creating a larger branding plan, STA will be consistent with branding styles and purposes. (*Connect Spokane*, page 70)

2.2 Technology

Use improving technology to increase the amount of ridership information available to customers.

By using new and existing technologies, STA can increase ridership by creating a more pleasant experience for transit riders. Technology can decrease wait time, improve decisions about mode choice, increase safety, etc. (*Connect Spokane*, page 70)

2.3 Public Education

Invest resources in educating existing and potential customers about travel options.

STA offers a variety of transportation services (i.e. fixed route, paratransit, rideshare) that assist in providing solutions to many different customer needs. By investing in education, STA can help customers ensure that they are best using the transportation services which STA provides. (*Connect Spokane*, page 71)

Public Outreach Techniques for Title VI Populations

These outreach strategies are based on techniques from the Spokane Regional Transportation Council (SRTC) Public Participation Plan. STA partners with SRTC when conducting joint-planning studies on regional transportation planning efforts, such as the Spokane County Coordinated Public Transit/Human Services Transportation Plan. The public participation strategies listed below are used by SRTC as part of the public outreach process for these plans and studies. The techniques listed below pertain to Title VI populations (minority, LEP, low-income).

SRTC Public Participation Techniques

Techniques to Involve Low Income Communities and Minority Communities

- Focus Groups
- Include information with meeting notices on how to request translation assistance
- Extensive use of visualization techniques, including maps and graphics
- Consultation with the Washington Adult Literacy Council, which maintains data on low literacy and limited English proficient populations
- Consultation with Spokane Housing Authority on locations of low-income housing populations
- Conduct an ongoing dialogue with groups representing potentially underserved populations, such as the elderly, youth, and non-native English speakers
- Notify agencies that work with minorities and low-income populations of agency activities
- When multiple meetings are held for a single subject, efforts are made to use a diversity of meeting locations in an effort to reach all segments of affected populations
- Opportunities are sought out to speak at meetings of groups involving minority/low income and traditionally underserved populations

- Press releases are distributed to local media outlets to inform the public of meetings, open houses, and other SRTC activities
- All SRTC press releases and other notices include working to the effect that SRTC assures non-discrimination in accordance with Title VI of the Civil Rights Act of 1964 and that special accommodations can be arranged in advanced

Techniques to Involve Limited English Proficient Populations

- Translate outreach materials and have translators available at meetings as requested
- Include information on website and meeting notices on how to request translation or other assistance.
- Use visualization techniques such as maps and graphics to illustrate trends, proposed projects, etc.

2017 Title VI Update STA Public Outreach Strategies

This Outreach Plan details the strategies that will be employed to engage the public and stakeholders throughout the update of Spokane Transit's Title VI Program.

Goals of the Outreach Strategies

- Promote Inclusive public participation
- Engage stakeholders and members
- Provide transparency
- Educate stakeholders and decision makers about STA's responsibilities under Title VI

Overall Strategies

Website

Notice will be provided on STA's Title VI webpage that the update is underway and that input on the update is welcomed and encouraged. Drafts of the program will be posted for review.

Email Notice

STA will send email notice of the update to agencies and organizations that serve and advocate for minority and low income persons.

Community Center Outreach

Engage neighborhood community centers that serve minority and low-income populations.

Committee Engagement and Review

The STA Board Planning and Development Committee will be engaged periodically throughout the process.

Public Hearing

After the Planning and Development Committee makes a recommendation, the Board of Directors will hold a public hearing before taking action on the updates. The hearing notice will be published in *The Spokesman-Review* and on STA’s website.

Limited English Proficiency (LEP) Plan Strategies

Online Survey

STA will engage LEP serving agencies with an email invite to participate in a Survey Monkey survey regarding how their clients engage with STA.

Follow-up Interviews

After the Survey Monkey responses are submitted, STA will follow-up with respondents and schedule a meeting to further discuss the needs of their clients in regards to STA’s service.

Table 5 2017 Title VI Public Outreach Efforts

Date	Item
August 11, 2016	Survey and Introductory e-mail Sent to LEP Agency Staff
October 10-19, 2016	Follow-up interviews with LEP Agency Staff
November 2, 2016	Updated the STA Board of Directors Planning & Development Committee
December 2, 2016	Notice of Title VI Program Update posted on STA website
December 12, 2016	Title VI survey sent to agencies that serve minority and low income people
December 15, 2016	STA Board of Directors adopts Outreach Strategies for the program update
January 22, 2017	Published public notice for Title VI hearing to be held on February 16, 2017
January 23, 2017	Draft Title VI Program available on STA website for public comment
February 1, 2017	Draft Title VI Program sent to FTA for comment
February 1, 2017	Present Draft Title Program with Planning and Development Committee
February 16, 2017	Public Hearing on the 2017 Title VI Program at the STA Board Meeting
March 1, 2017	Review public comments and changes with Planning and Development Committee
March 16, 2017	STA Board adopts 2017 Title VI Program
March 23, 2017	2017 Final Title VI Plan sent to FTA

SECTION 6 COLLECTION OF DEMOGRAPHIC DATA

Overview

The following section is a demographic analysis of the population within Spokane County and Spokane Transit Authority’s Public Transportation Benefit Area (PTBA). 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 every other year.

The following data for minority populations was collected from the 2010-2014 American Community Survey (ACS) 5-year period estimates. In this report, “low-income” refers to people who are below the federal poverty threshold. To determine the low-income statistics, STA referred to the number people for whom poverty status is determined that are below the poverty level for each census tract. 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. Under the to the Federal Poverty Thresholds for 2014, an individual under age 65 and living alone would be below the poverty line if he/she makes less than \$12,071 a year. Likewise, in a family of four with two children under 18, the household would have to make less than \$24,008 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. Census Data

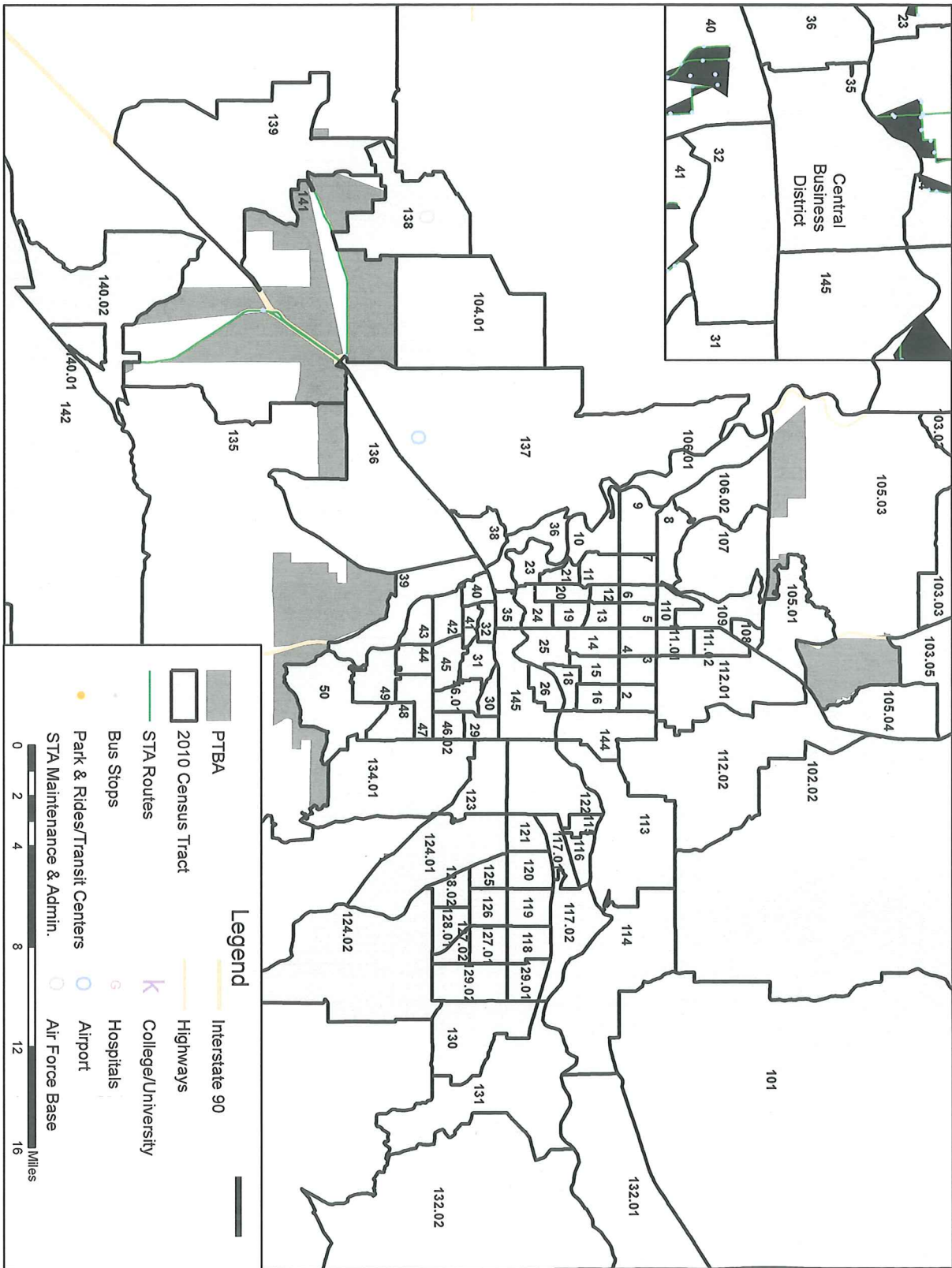
Table 6 summarizes the minority and low income populations of all the Census Tracts within Spokane Transit’s PTBA, based on data from the 2014 5-year American Community Survey. Map 1 below is a base map of the PTBA and all the Spokane County census tracts that are contained within it.

Table 6 Minority and Low-Income Population Summary

2016 STA PTBA Population Estimate	Population of Census Tracts that intersect the PTBA	Total Minority Population of Census Tracts that intersect the PTBA	Percent Minority	Total Population for Whom Income Status is Determined in Census Tracts that intersect the PTBA	Total Low-Income Population of Census Tracts that intersect the PTBA	Percent Low-Income
417,116*	447,389	64,169	14.3%	432,686	68,768	15.9%

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

Map 1 STA PTBA with Census Tracts



Tables 7 below lists the Census tracts within the PTBA that exceed the total percent minority population of all the census tract that intersect the PTBA (14.3%). Map 2 below maps these tracts. The tract with the highest percent minority is Tract 30 with 41.61 % (1,202 out of 2,889), in the City of Spokane’s East Central Neighborhood, an area that is well served by fixed route transit to Downtown, Spokane Community College (SCC), and other areas.

Table 7 Census tracts that exceed 14.3% Minority Population

Census Tract	Total Population	Minority Population	% Minority	Location Notes
30	2889	1202	41.61	East Central Neighborhood in Spokane
104.01	6508	2106	32.36	Airway Heights
111.01	5400	1570	29.07	Nevada/Lidgerwood Neighborhood in North Spokane
4	4559	1235	27.09	Nevada/Lidgerwood Neighborhood in North Spokane
14	6234	1607	25.78	Nevada/Lidgerwood and Logan Neighborhoods in North Spokane
25	8076	1997	24.73	Logan Neighborhood in North Spokane
26	5014	1235	24.63	Chief Garry Park Neighborhood in North Spokane
24	2763	674	24.39	Central Spokane
21	2496	598	23.96	Northwest and Emerson/Garfield Neighborhood in Spokane
16	3774	895	23.71	Bemiss Neighborhood in Northeast Spokane
140.01	5678	1346	23.71	Cheney
23	5843	1375	23.53	West Central Neighborhood in Spokane
44	4402	1010	22.94	South Spokane
138	3097	707	22.83	Fairchild Air Force Base
3	5090	1146	22.51	Nevada/Lidgerwood and Whitman Neighborhoods in Spokane
13	3552	793	22.33	Northhill Neighborhood in Spokane
29	3203	708	22.10	East Central Spokane
20	3728	802	21.51	West Central and Emerson/Garfield Neighborhoods in Spokane
144	4744	985	20.76	Northeast Spokane
126	4279	866	20.24	Central Spokane Valley
19	3199	613	19.16	Emerson/Garfield Neighborhood in Spokane
107	6417	1214	18.92	Five Mile Prairie in North Spokane
136	4389	828	18.87	Grandview/Thorpe in South Spokane and Geiger Heights in Spokane County
145	1887	345	18.28	East Central and Chief Garry Park Neighborhoods in Spokane
137	3477	628	18.06	West Plains of Spokane and Spokane County
111.02	4025	719	17.86	Nevada /Lidgerwood Neighborhood in North Spokane

Census Tract	Total Population	Minority Population	% Minority	Location Notes
2	4894	863	17.63	Hillyard Neighborhood in North Spokane
46.02	3003	528	17.58	Lincoln Heights Neighborhood in South Spokane
46.01	3578	628	17.55	Lincoln Heights Neighborhood in South Spokane
47	6741	1142	16.94	Lincoln Heights and South Gate Neighborhoods in Spokane
123	5425	918	16.92	Dishman area of Spokane Valley
40	4686	772	16.47	Cliff/Cannon Neighborhood of Spokane
31	5007	823	16.44	East Central Neighborhood of Spokane
117.02	5874	947	16.12	North Spokane Valley
32	2609	420	16.10	Cliff/Cannon and East Central Neighborhoods in Spokane
129.02	6793	1002	14.75	Veradale area of Spokane Valley
130	7874	1153	14.64	Veradale area of Spokane Valley
110	3980	576	14.47	North Spokane County
5	3127	450	14.39	North Hill Neighborhood in Spokane
140.02	4978	715	14.36	Cheney

Map 2 Census Tracts Percent Minority

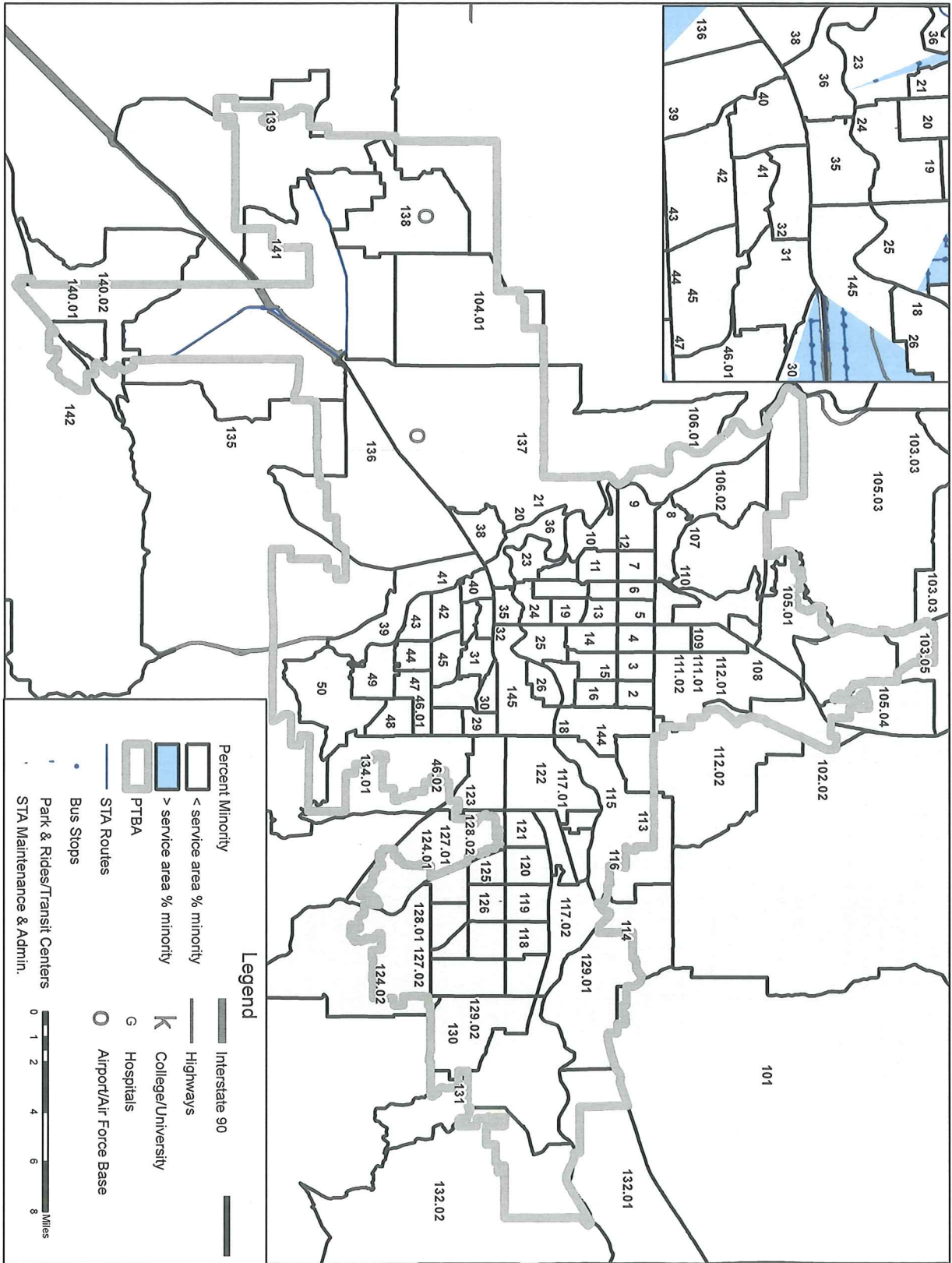


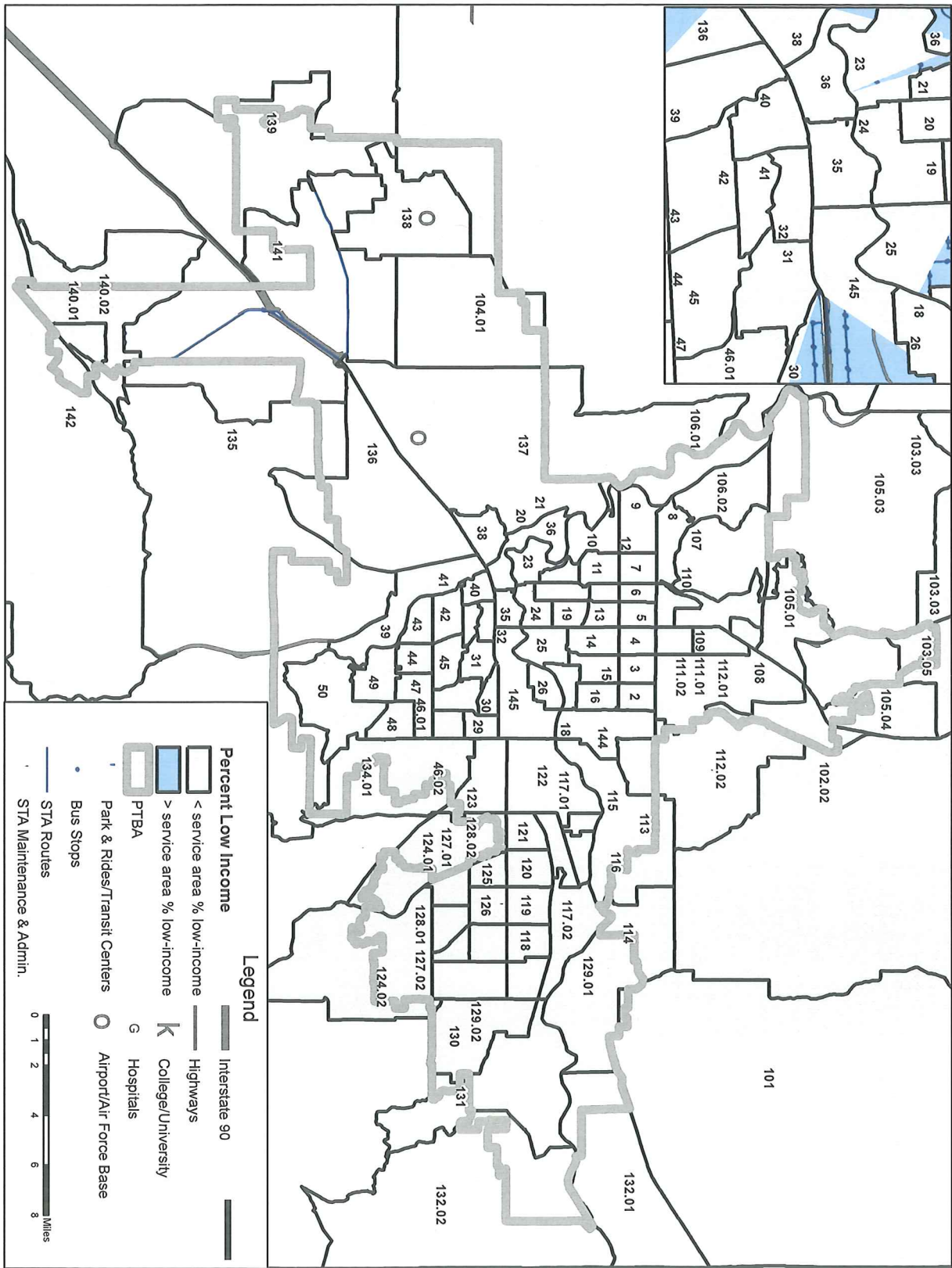
Table 8 below lists the census tracts that intersect the PTBA that exceed the total percent low income of 15.9% in the PTBA. Map 3 below shows the location of these tracts. The tract with the highest proportion low-income is Tract 24 with 53.8% (1,052 out of 1,954), located in central Spokane just north of the central business district. This tract contains multiple fixed routes and frequent service to Downtown and other areas of Spokane. The tract with the second highest proportion of low-income is Tract 35, which is located in the central business district where most of the routes connect at the STA Plaza.

Table 8 Census Tracts that exceed the 15.9% Low-Income

Census Tract	Population for Whom Low-Income Status is Determined	Low-Income Population	% Low-Income	Location Notes
24	1954	1052	53.8	Central Spokane
35	2195	1080	49.2	Downtown Spokane
25	5390	2455	45.5	Logan Neighborhood Spokane
140.01	3932	1695	43.1	Cheney
30	2863	1230	43.0	East Central Neighborhood in Spokane
145	1827	752	41.2	East Central and Chief Garry Park Neighborhoods in Spokane
23	5824	2265	38.9	West Central Neighborhood in Spokane
20	3728	1382	37.1	West Central and Emerson/Garfield Neighborhoods in Spokane
140.02	4914	1767	36.0	Cheney
111.01	5275	1801	34.1	Nevada/Lidgerwood Neighborhood in North Spokane
36	4221	1427	33.8	Browne's Addition, Peaceful Valley and West Hills Neighborhoods of Spokane
21	2461	815	33.1	Northwest and Emerson/Garfield Neighborhood in Spokane
2	4842	1507	31.1	Hillyard Neighborhood in North Spokane
16	3764	1146	30.4	Bemiss Neighborhood in North Spokane
117.02	5857	1775	30.3	North Spokane Valley
26	5007	1410	28.2	Chief Garry Park Neighborhood in North Spokane
4	4411	1214	27.5	Nevada/Lidgerwood Neighborhood in North Spokane
108	2051	561	27.4	North Spokane at the Division Street Y
38	1677	455	27.1	Country Homes area of Spokane County
118	4117	1075	26.1	Veradale area of Spokane Valley
40	4686	1220	26.0	Cliff/Cannon Neighborhood of Spokane
3	5069	1314	25.9	Nevada/Lidgerwood and Whitman Neighborhoods in North Spokane
13	3498	898	25.7	Northhill Neighborhood in Spokane

Census Tract	Population for Whom Low-Income Status is Determined	Low-Income Population	% Low-Income	Location Notes
121	2565	644	25.1	Dishman area of Spokane Valley
123	5389	1342	24.9	Southwest Spokane Valley
104.01	3697	906	24.5	Airway Heights
129.01	3147	734	23.3	Veradale area of Spokane Valley
14	6216	1413	22.7	Nevada/Lidgerwood and Logan Neighborhoods in North Spokane
142	3076	674	21.9	Southeast Cheney and the Dynamite area of Spokane County (most of this tract not in service area)
31	4998	1093	21.9	East Central Neighborhood of Spokane
15	5096	1091	21.4	Northeast Spokane
111.02	3920	837	21.4	Nevada/Lidgerwood Neighborhood in North Spokane
119	4454	950	21.3	Dishman area of Spokane Valley
32	2248	458	20.4	Cliff/Cannon and East Central Neighborhoods in Spokane
19	3199	598	18.7	Emerson/Garfield Neighborhood in Spokane
18	2684	471	17.5	Northeast Spokane
136	4389	767	17.5	Grandview/Thorpe in South Spokane and Geiger Heights in Spokane County
125	3338	559	16.7	Dishman area of Spokane Valley

Map 3 Census Tracts Percent Low-Income



Passenger Survey

Below is a description of the May 2015 STA Passenger Survey and a summary of the findings from the survey. The full report of the survey results can be found in **Attachment C**.

2015 STA Passenger Survey

Spokane Transit Authority (STA) conducted its most recent passenger survey in May 2015. This 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.

Methodology

STA contracted with Moore Information to tabulate data and analyze the results of the passenger survey. A total of 1,794 STA bus passengers (age 16 and older) completed a two-page self-administered survey on one of 32 STA bus routes during the weekday and/or weekend. The number of surveys administered per route was determined based on actual number of passenger trips for each route, on all days of the week. 32 bus routes were sampled during weekdays from 7 AM to 9 PM and weekends from 10 AM to 6 PM. The routes with the highest ridership had higher questionnaire quotas than those with fewer riders.

On-board surveys were conducted from May 9-15, 2015. Questionnaires were distributed until the target quota for that route was met. Survey responders returned the survey before leaving the bus. Most questionnaires were completed, but those less than 75% complete were discarded.

Passenger Survey Conclusions

The conclusions listed below reflect the survey as it relates to minority and low-income populations.

Based on the sample data gathered for this survey, 27% that responded to the survey were minorities and 57% were low income. Low income was measured by comparing the income bracket and household size reported by individuals with the 2015 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 the Adult 31-day pass is the most commonly used pass among all riders, which is consistent with STA fare box data. The 2-Hour Pass, Day Pass, Reduced 2-Hour Pass and Youth 31-Day Pass are used at a higher-than-average rate by minorities, whereas the City Ticket, Reduced One-Way Pass, Reduced 31-Day Pass and Youth 31-Day Pass are used at a higher-than-average rate by low income respondents. A higher-than-average rate in this case is defined as usage of any one fare type by minority or low income respondents that is 10% higher than the percentage of surveyed riders that are minority or low income.

SECTION 7 SYSTEM-WIDE SERVICE POLICIES AND STANDARDS

Overview

Spokane Transit Authority’s System-wide Service Standards and the Service Policies were adopted by the STA Board in 2010 as part of the agency’s long-range plan, *Connect Spokane*. The plan was formed as part of an extensive public process. A public hearing was held on June 16, 2010 and the Plan was adopted by the STA board on September 15, 2010. Minor amendments were made to these standards in 2015. A public hearing was held on May 21, 2015 and the board adopted the amendments on June 18, 2015.

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	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 Page 102</i>)
Signage at Bus Stops	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. (3.1, <i>Connect Spokane</i> , page 60)
Benches at Bus Stop	<p>STA shall work with local authorities to ensure that bus benches are placed properly, designed adequately, and serve the needs of customers sufficiently. (3.2 <i>Connect Spokane</i>, page 60)</p> <p>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 all needs are being met. Generally, STA recommends bench locations which meet one of the following criteria:</p> <ul style="list-style-type: none"> 10 or more weekday average boardings Transfer point between two or more routes Adjacent to ridership generator with a high proportion of riders with limited mobility <p>(3.2 <i>Connect Spokane</i>, page 60)</p>

Service Policy	STA Definition
Shelters and Awnings	<p>The placement and maintenance of shelters or other weather cover for passenger waiting areas where appropriate shall be encouraged. (3.3 <i>Connect Spokane</i>, page 60)</p> <p>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. (3.3 <i>Connect Spokane</i>, page 60)</p> <p>Stops to have shelters funded by STA must meet at least one of the following criteria:</p> <ul style="list-style-type: none"> 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. <p>(3.2 <i>Connect Spokane</i>, page 60)</p>
Lighting at Bus Stops	<p>Stops, benches, and shelters shall have pedestrian-scale lighting whenever possible. (3.4 <i>Connect Spokane</i>, page 61)</p> <p>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. (3.4 <i>Connect Spokane</i>, page 61)</p>
Bicycle Facilities	<p>Bicycles shall be accommodated at STA's facilities and on STA coaches. (3.5 <i>Connect Spokane</i>, page 61)</p>
Vehicle Assignment	<p>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.</p>

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 applied 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 95% or greater.						
Vehicle Load							Maximum Load Factor Ratio
	Vehicle Type	Service Type	Seated	Standing	Total		
	Cutaway	Basic	16	0	16	1.0	
	30' Bus	Basic	26	28	54	2.07	
	35' Bus	Basic	32	40	72	2.25	
	40' Low Floor	Basic/Commuter	39	41	80	2.05	
	40' Standard	Basic/Commuter	39	41	80	2.05	
	60' Low Floor	Commuter	62	61	123	1.98	
(2014 Title VI Program)							
Service Availability	Basic or HPT service shall be available within no more than one-half mile of at least 85% of the PTBA population residing within urban areas.						
	Service	Average Stop Spacing	Minimum Stop Spacing	Maximum Stop Spacing			
	HPT - Green	¼ mile	1000'	1500'			
	HPT - Red	½ mile	1300'	8000'			
	HPT - Blue	2.5 miles	5000'	N/A			
	Basic Urban	¼ mile	800'	1500'			
	Basic Interurban	½ mile	800'	N/A			
(Route Spacing, page 34, and Stop Spacing, page 42, <i>Connect Spokane</i>)							

Service Standard	STA Definition				
Vehicle Headway	Service	Maximum Headways (minutes)			
		Span	Peak	Base	Sub-Base
	HPT-Green	Extended	10	12	15
	HPT-Red	Extended	12	15	30
	HPT-Blue	Extended	15	30	60
	Basic Interurban	Basic	60	60	60
	Basic Urban	Basic	30	120	120
(Headways for HPT/Basic Service, page 41, <i>Connect Spokane</i>)					

Title VI Major Service Change, Fare Change, and Impact Analysis Policies

The following Service and Fare Policies (i.e. Equity Analysis Policies) in Table 11 were developed according to new federal requirements of Title VI. STA adopted its major service change policy when it adopted its Comprehensive Plan, *Connect Spokane* in 2010. The policies for Fare Change, Disparate Impact, Disproportionate Burden, Fare Change Disparate Impact, and Fare Change Disproportionate Burden were adopted in late 2013. A public notice of the proposed policies was posted on the agency’s website and a public hearing on the policies was held at the STA Board of Directors’ meeting on December 19, 2013. The Board approved the policies, as part of revisions that had been made to the *Connect Spokane* Comprehensive Plan, at that same meeting.

Table 11 Title VI Policies

Policy	STA Definition
Major Service Change	<p>In developing annual plans and service changes, STA will assess whether changes meet the Major Service Change threshold. This threshold is as follows:</p> <ul style="list-style-type: none"> -Cost Impacts: More than 5.0% reduction in revenue hours of service in any calendar year, or -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. <p>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.</p> <p>Existing Policy - <i>Connect Spokane</i> (CI -Public Input Categories table – page 68)</p>
Fare Change	<p>STA evaluates fare changes to ensure fare increases do not disproportionately negatively impact a class protected under Title VI. (<i>Connect Spokane</i> page 102)</p>
Service Change Disparate Impact	<p>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>Connect Spokane</i> page 101)</p>
Service Change Disproportionate Burden	<p>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>Connect Spokane</i> page 101)</p>
Fare Change Disparate Impact	<p>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>Connect Spokane</i> page 102)</p>
Fare Change Disproportionate Burden	<p>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>Connect Spokane</i> page 102)</p>

SECTION 8 EVALUATION OF 2014-2016 SERVICE AND FARE CHANGES

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

One major fare change has been adopted since the 2014 Title VI Program update, in 2016. This fare change underwent a Title VI impact analysis process in accordance with the FTA C 4702.1B.

2017-2018 Fare Change

A fare change that will raise fares incrementally was approved in July of 2016. The Title VI review and public outreach were conducted from March 2016 –July 2016. The fare change will take place in two phases, the first in July 2017 and the second in July 2018. According to the impact analysis, the fare change will have no disparate impact or disproportionate burden on protected populations.

Below is a copy of the 2017-2018 fare change schedule and impact analysis.

Category	Fare as of 1/1/2013	Adopted Fare	
		7/1/2017	7/1/2018
Adult			
One-Way/2-Hour Pass	\$1.50	\$1.75	\$2.00
Day Pass	\$3.50	\$4.00	\$4.00
31-Day Rolling Pass	\$45.00	\$50.00	\$60.00
<u>Monthly City Ticket (Shuttle Service)</u>	\$30.00	\$35.00	\$40.00
<u>7-Day Rolling Pass (New)</u>		\$15.00	\$17.00
<u>4-Day Rolling Pass (New)</u>		N/A	N/A
Reduced Fare			
One-Way/2-Hour Pass	\$0.75	\$0.75	\$1.00
31-Day Rolling Pass	\$22.50	\$25.00	\$30.00
Student Pass	\$37.00	\$42.00	\$52.00
Youth			
One-Way/2-Hour Pass	\$1.50	\$1.75	\$2.00
Day Pass	\$3.50	\$4.00	\$4.00
31-Day Pass	\$30.00	\$35.00	\$40.00
Youth Summer Pass	\$45.00	Discontinue	Discontinue
Paratransit			
One Ride	\$1.50	\$1.75	\$2.00
Monthly Pass	\$45.00	\$50.00	\$60.00

Table 12 – Low-Income Analysis – Preliminary Fare Policy Proposal

Analysis of Potential Disproportionate Burden for Low-Income Customers (Preliminary Fare Policy Proposal - Effective 7/1/2016)										
Fare Type	Fare Cost		Change		Fare Usage			Trips per Purchase	Monetized Fare Change Impact	
	Existing	Proposed	Absolute Fare Change	% Increase	Low-Income Surveyed	Overall Riders Surveyed	% of Fare Type Users (Low-Income)	Number of one-way trips per purchase*	Total per-trip increase for all low-income surveyed	Total per-trip increase for all surveyed
One-way Fare /2-Hour Pass	\$ 1.50	\$ 2.00	\$ 0.50	33%	132	235	56%	1	\$ 66.00	\$ 117.50
Day Pass	\$ 3.50	\$ 4.00	\$ 0.50	14%	23	50	46%	2	\$ 5.75	\$ 12.50
31-Day Rolling Pass	\$ 45.00	\$ 60.00	\$ 15.00	33%	322	495	65%	30	\$ 161.00	\$ 247.50
City Ticket	\$ 30.00	\$ 40.00	\$ 10.00	33%	4	5	80%	20	\$ 2.00	\$ 2.50
Reduced One-way/Pass 2-Hour	\$ 0.75	\$ 1.00	\$ 0.25	33%	39	49	80%	1	\$ 9.75	\$ 12.25
Reduced 31-Day Rolling Pass	\$ 22.50	\$ 30.00	\$ 7.50	33%	93	118	79%	30	\$ 23.25	\$ 29.50
Youth 31-Day Rolling Pass	\$ 30.00	\$ 40.00	\$ 10.00	33%	52	70	74%	30	\$ 17.33	\$ 23.33
TOTAL SURVEYED					665	1022	65%		\$ 285.08	\$ 445.08
AVERAGE FARE INCREASE PER PERSON PER TRIP									\$ 0.43	\$ 0.44
Finding: The average per-trip increase for low-income populations (\$0.43) is below the average per-trip increase for all users (\$0.44). There is no disproportionate burden on low-income populations resulting from the proposed fare change.										
*Assumption: Because 31-day passes are priced at 30 times the one-way fare, at least 30 trips will be used per purchase (20x for City Ticket).										

Table 13 – Minority Analysis – Preliminary Fare Policy Proposal

Analysis of Potential Disparate Impacts for Minority Customers (Preliminary Fare Policy Proposal - Effective 7/1/2016)										
Fare Type	Fare Cost		Change		Fare Usage			Trips per Purchase	Monetized Fare Change Impact	
	Existing	Proposed	Absolute Fare Change	% Increase	Minorities Surveyed	Overall Riders Surveyed	% of Fare Type Users (Minorities)	Number of one-way trips per purchase*	Total per-trip increase for all minorities surveyed	Total per-trip increase for all surveyed
One-way Fare /2-Hour Pass	\$ 1.50	\$ 2.00	\$ 0.50	33%	79	269	29%	1	\$ 39.50	\$ 134.50
Day Pass	\$ 3.50	\$ 4.00	\$ 0.50	14%	20	52	38%	2	\$ 5.00	\$ 13.00
31-Day Rolling Pass	\$ 45.00	\$ 60.00	\$ 15.00	33%	139	562	25%	30	\$ 69.50	\$ 281.00
City Ticket	\$ 30.00	\$ 40.00	\$ 10.00	33%	0	6	0%	20	\$ -	\$ 3.00
Reduced One-way/Pass 2-Hour	\$ 0.75	\$ 1.00	\$ 0.25	33%	16	51	31%	1	\$ 4.00	\$ 12.75
Reduced 31-Day Rolling Pass	\$ 22.50	\$ 30.00	\$ 7.50	33%	21	132	16%	30	\$ 5.25	\$ 33.00
Youth 31-Day Rolling Pass	\$ 30.00	\$ 40.00	\$ 10.00	33%	42	93	45%	30	\$ 14.00	\$ 31.00
TOTAL SURVEYED					317	1165	27%		\$ 137.25	\$ 508.25
AVERAGE FARE INCREASE PER PERSON PER TRIP									\$ 0.43	\$ 0.44
Finding: The average per-trip increase for minority populations (\$0.43) is below the average per-trip increase for all users (\$0.44). There are no disparate impacts on minority populations resulting from the proposed fare change.										
*Assumption: Because 31-day passes are priced at 30 times the one-way fare, at least 30 trips will be used per purchase (20x for City Ticket).										

Service Changes

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

Since March 2014, there have been only minor service reductions and route modifications. As none of these service changes met STA’s adopted major service change threshold, it was not necessary to conduct a Title VI impact analysis. Below is a summary of each of these service changes. Full descriptions of all changes are on file with the Planning Department.

Table 14 – 2014 Minor Service Changes

JANUARY SERVICE CHANGES		
ROUTE	ADJUSTMENT	RATIONALE
23 Maple/Ash	Add weekday evening outbound trip to the public schedule that departs from the Plaza at 6:05 pm. The new trip will serve Indian Trail and continue from the 6:00 pm Route 45 Plaza arrival.	Improve network mobility. Pre-September 2013 changes included a later outbound trip at 6:20 pm (current last trip to Indian Trail is 5:35 pm).
27 Hillyard	Create Block 2730 to assist with Route 27 loads on two afternoon trips. The added 2:45 pm	Assist with increased passenger loads/overcrowding in buses. Improve

JANUARY SERVICE CHANGES		
ROUTE	ADJUSTMENT	RATIONALE
	and 3:45 pm trippers will leave 5 minutes before the regularly scheduled trips.	schedule reliability for customers. Provide operators reliable comfort stop between trips.
28 Nevada	Adjust last four weekday inbound trips from Whitworth & Wall to depart two minutes later to accommodate transferring passengers at Hwy 2 and Hawthorne Rd.	Improve weekday evening connectivity. The September 2013 weekday evening schedule changes to Route 25 disrupted the inbound Route 25 to inbound Route 28 connection.
124 North Express	Eliminate outbound 5:57 pm trip; modify 6:20 pm Plaza outbound trip to depart at 6:12 pm; adjust inbound Hastings P&R trips at 3:57 pm, 4:27 pm, and 4:57 pm to depart three minutes earlier.	15 minute frequency is not needed after 5:42 pm and last outbound trip will be modified to leave 30 minutes after the current 5:42 pm departure (6:12 pm modification better aligns with inbound arrivals for transfers); help offset cost of new Route 23 trip; improve reliability during PM peak period
173 VTC Express	Provide two extra minutes of run time on most inbound trips; add an inbound trip to the public schedule that departs from the VTC at 7:30 am; add two mid-day round trips to the public schedule that depart the Plaza at 12:42 pm and 1:42 pm (trips continue from Route 66 inbound trips when EWU is in session).	Improve reliability; provide 15 minute frequency from the VTC inbound between 7:15 am and 7:45 am (new 7:30 am trip is existing "tripper" bus simply added to the public schedule); assist with overcrowding on Route 90 buses when EWU classes let out in the afternoon
174 Liberty Lake Express	Modify 8:12 am Plaza departure to travel to Mission and Molter timepoint; modify 11:57 am Plaza outbound trip to depart at 11:42 am; operate the 5:05 pm Plaza departure year round; adjust inbound Liberty Lake P&R trip at 5:45 pm to depart at 5:37 pm; add evening round trip that departs from the Plaza at 7:35 pm (inbound trip arrives downtown at 8:45 pm).	Accommodate customers who start work at 9:00 am in Liberty Lake; 11:42 am trip departure better aligns with inbound arrivals for transfers, especially students arriving from EWU; 5:12 pm trip is over capacity when school is not in session and can be ameliorated with 5:05 pm trip running year round; 5:37 pm inbound modification is necessary due to interline with Route 124 6:12 pm trip modification; 7:35 pm new trip is in response to anticipated demand due to additional afternoon work shifts in Liberty Lake

MAY SERVICE CHANGES		
ROUTE(S)	ADJUSTMENT	RATIONALE
25 Division	Adjust one weekday inbound trip. Provide 15 extra minutes of cycle time on Saturday (one extra bus in operation Saturdays) and provide more running time in both directions.	Improve reliability and provide more coach operator recovery time on Saturdays.
26 Lidgerwood/28 Nevada	Eliminate Nevada/Lidgerwood loop routing on weeknights by extending the last two Route 28 outbound trips to the end of line and providing one new inbound Route 26 trip.	Improve weekday evening connectivity and mobility. This loop is an existing condition listed in the Service Implementation Plan on Saturday nights and all day Sundays. The loop also briefly occurs weeknights.
42 South Adams	Modify route to travel inbound on 8 th Ave thereby eliminating travel on 7 th Ave between Cedar St. and Adams St. (no stops missed).	Resolve a safety concern.

MAY SERVICE CHANGES		
ROUTE(S)	ADJUSTMENT	RATIONALE
44 29th Ave/45 Regal	Minor inbound alighting zone changes.	Improve service delivery and eliminate conflicts with other buses at the Plaza.
66 Cheney/EWU	Reconfigure blocks on Routes 66 and 174 to utilize articulated coaches more efficiently; provide three additional AM outbound trips at 7:12 am, 7:42 am, and 8:42 am; interline more inbound Route 174 trips with outbound Route 66 trips; space out inbound trips departing the EWU PUB; provide one new express trip from the Valley Transit Center at 9:00 am; all inbound trips travel to the Plaza.	Improve service delivery; adjust to constantly changing passenger demands; provide more in-seat transfers at the Plaza; reduce peak vehicle requirements by two coaches when school is in session; decrease congestion at the EWU PUB.
68 Cheney Local	Eliminate "trial" weeknight and Saturday night late service.	Low ridership (public was informed on the public schedule that service was subject to removal in May 2014 based on actual ridership).
124 North Express	Eliminate outbound 7:12 am and 7:42 am Plaza departures; adjust inbound Hastings P&R trips at 6:57 am, 7:12 am, and 7:27 am to depart three minutes earlier.	Vacate zone for new Route 66 outbound trips; low ridership outbound in early AM; improve reliability during AM peak period.
174 Liberty Lake Express	Reconfigure blocks on Routes 66 and 174 to utilize articulated coaches more efficiently; provide 15 extra minutes of cycle time in the afternoon/evening period; interline more inbound Route 174 trips with outbound Route 66 trips; all PM inbound trips will travel to Mission/Molter and Mirabeau Park & Ride along with providing more running time in both directions.	Improve service delivery; adjust to constantly changing passenger demands; provide more in-seat transfers at the Plaza; provide more driver recovery time and improve reliability; simplify inbound pattern in PM; reduce peak vehicle requirements by two coaches when school is in session.

SEPTEMBER SERVICE CHANGES		
ROUTE	ADJUSTMENT	RATIONALE
20 SFCC	Provide six inbound trips in late morning/early afternoon	Assist with anticipated increased passenger loads/overcrowding in buses at SFCC due to UTAP pass program; improve schedule reliability
23 Maple/Ash	Extend weekday mid-day trips to Indian Trail end of line	Improve reliability and resolve a Service Implementation Plan existing condition
24 Monroe	Modify timepoint locations; timepoint adjustments; add early weekday 5:50 am Plaza departure	Improve timepoint spacing, improve reliability, avoid unnecessary dwell/delay, and improve early AM weekday mobility
27 Hillyard	Timepoint adjustments	Improve reliability and avoid unnecessary dwell/delay
60 Airport via Browne's Addition	Modify route to end at Concourse C at Spokane International Airport (SIA); add inbound Saturday trip; modify last Sunday/Holiday departure to end in Browne's Addition	Improve service delivery and eliminate unproductive out of service miles; improve Saturday mobility (reduces run guarantee time); low airport ridership on last Sunday/Holiday trip (reduces run overtime)
62 Medical Lake	Timepoint adjustments	Improve reliability and avoid unnecessary dwell/delay

SEPTEMBER SERVICE CHANGES		
ROUTE	ADJUSTMENT	RATIONALE
94 East Central/Mill-wood	Modify route to end at Buckeye Ave and Dale Rd; timepoint adjustments	Resolve an end of line layover operational issue
174 Liberty Lake Express	Interline 7:45 am Plaza arrival with outbound Route 66 Plaza departure	Accommodate current ridership demands; better utilization of equipment (frees up artic for use on other busy trips)

Table 15 – 2015 Minor Service Changes

JANUARY SERVICE CHANGES		
ROUTE	ADJUSTMENT	RATIONALE
23 Maple/Ash	Modify inbound 7:13 am weekday trip from Indian Trail end of line to leave three minutes earlier	Improve reliability
25 Division	Modify inbound 5:53 pm weekday trip from Hastings Park & Ride to leave four minutes earlier. Minor blocking changes. Provide 30 extra minutes of cycle time on Sunday/Holidays (one extra bus in operation) and provide more running time in both directions.	Improve reliability and provide more coach operator recovery time on Sunday/Holidays
66 Cheney/EWU	Adjust outbound 7:13 am trip from Jefferson Lot to leave two minutes later (no schedule reprint)	Accommodate current ridership demands
68 Cheney Local	Provide tripper assistance for the 7:39 am and 8:39 am scheduled counter-clockwise trips when EWU is in session	Improve schedule reliability and assist with overcrowding in buses at Eagle Point
96 Pines/Sullivan	Modify the 6:45 am and 7:15 am Valley Transit Center (VTC) outbound trips to leave two minutes earlier and modify the 7:45 am, 8:15 am, and 8:45 am VTC outbound trips to leave three minutes earlier.	Improve connection reliability with select inbound Route 174 trips at Mirabeau Park & Ride.
165 Cheney Express	Move layover location on the last PM outbound trip from K St Station to the EWU PUB end of line	Improve mobility and avoid unnecessary delay due to gap in service during this hour on Route 68
174 Liberty Lake Express	Modify five inbound AM trips from Liberty Lake Park & Ride to depart two minutes earlier. Provide four extra minutes of deadhead.	Improve reliability and avoid unnecessary delay

MAY SERVICE CHANGE		
ROUTE	ADJUSTMENT	RATIONALE
68 Cheney Local	Adjust the weekday counter-clockwise trip that departs the EWU PUB at 6:25 pm to perform a full loop instead of ending at Eagle Point.	Improve service delivery; coach operator feedback that passengers want to continue to the EWU PUB from the Betz/Barrington Place stop due to gap in service with Route 66 at this time of day

SEPTEMBER SERVICE CHANGES		
ROUTE	ADJUSTMENT	RATIONALE
1 Plaza/Arena Shuttle	Add weeknight 8:15 pm Plaza departure	Improve mobility for Travelers Insurance and other downtown employees; improve route productivity with no increase in operating hours.
21 West Broadway	Rename Broadway/Monroe timepoint: Spokane County Courthouse; modify weekday trips to depart one minute earlier from WCCC end of line.	Improve customer information; resolve a safety concern; improve reliability.
22 Northwest Boulevard	Rename Northwest Blvd/Cochran timepoint: Northwest Blvd/Alberta.	Improve customer information
23 Maple/Ash	Rename Broadway/Monroe timepoint: Spokane County Courthouse; rename Alberta/Francis timepoint: Alberta/Francis-Midwick.	Improve customer information; resolve multiple safety concerns.
26 Lidgerwood	Provide 30 minutes of extra cycle time on weekdays in the late morning/afternoon period (one extra bus in operation) and provide more running time in both directions; timepoint adjustments.	Improve reliability and provide more coach operator recovery time.
28 Nevada	Modify route to end at the Whitworth University shelter; timepoint adjustments.	Resolve end of line layover operational issue; improve reliability.
29 S.C.C.	Rename Napa/Mission timepoint: Mission/Crestline; interline select weeknight trips with Route 66	Improve customer information; provide in seat transfer between the University District and EWU.
39 Mission	Modify outbound timepoint location from Euclid/Market to Myrtle/Frederick; timepoint adjustments.	Improve customer information
45 Regal	Modify most weekday inbound trips to depart one minute earlier from the end of line.	Improve reliability
66 Cheney/EWU	Interline select weeknight trips with Route 29; modify 7:00 pm inbound trip from the EWU PUB to depart three minutes earlier in order to serve Eagle Point.	Provide in seat transfer between the University District and EWU; improve mobility.
165 Cheney Express	Modify outbound routing in Cheney to travel on 7 th St between C St and Elm St	Improve operations
Routes 25, 26, 28, 29, 90, 173, and 174	Implement a skip stop operation between the Plaza and Browne St (Routes 25, 26, 28, and 29 skip stop at Riverside & Washington)	Improve operations; address the Paulsen Center concern/complaint about overcrowding and questionable passenger behavior.

Table 16 – 2016 Minor Service Changes

JANUARY SERVICE CHANGES		
ROUTE	ADJUSTMENT	RATIONALE
25 Division	Minor Sunday/Holiday timepoint adjustments to account for shifting the fourth bus to begin service one hour later in order to remain in service one hour later (no extra hours).	Improve reliability in the late afternoon period.
26 Lidgerwood	Adjust inbound 7:12 am weekday trip from end of line (7:52 am Plaza arrival) to leave four minutes earlier.	Improve reliability.
39 Mission	Modify select outbound trips that currently end at Myrtle/Frederick to end at SCC; add timepoint at Mission/Crestline (shared with Route 29); timepoint adjustments.	Improve mobility and improve customer information.
94 East Central/Mill-wood	Modify timepoint locations from 3rd/Magnolia and 5th/Havana to 2nd-3rd/Arthur (shared stops with Route 45) and 5th/Thor (intersects with Route 34); timepoint adjustments.	Improve customer information.

MAY SERVICE CHANGES		
ROUTE	ADJUSTMENT	RATIONALE
23 Maple/Ash	Break the interline with Route 45 on weekdays and provide 30 minutes of extra cycle time (15 minutes on each route and one extra bus in operation for the May markup only) in order to provide more inbound running time; weekday timepoint adjustments.	Improve reliability due to anticipated delays caused by City of Spokane road construction projects.
26 Lidgerwood	Modify route to travel on MLK Way and Pine St thereby eliminating service on Division and Browne Streets; modify inbound routing to travel on Bernard St from Riverside Ave.	Improve reliability; part of overall WSU/EWU Spokane plan to centrally locate service.
28 Nevada	Modify route to travel on MLK Way and Pine St thereby eliminating service on Division and Browne Streets; modify inbound routing to travel on Bernard St from Riverside Ave.	Improve reliability; part of overall WSU/EWU Spokane plan to centrally locate service.
29 S.C.C.	Minor inbound routing change to travel on Bernard St from Riverside Ave (no schedule re-print).	Follow the same inbound pattern as Routes 26 and 28 (Route to be modified to follow same WSU/EWU Spokane pattern as Routes 26 and 28 in September).
32 Trent/Montgomery	Modify route to travel on Mansfield Ave between Pines Rd and Mirabeau Pkwy.	Resolve safety concern; restore some service lost during the September 2011 service reductions without increasing costs; improve route productivity by directly serving multiple apartment complexes on Mansfield Ave.

MAY SERVICE CHANGES		
ROUTE	ADJUSTMENT	RATIONALE
45 Regal	Break the interline with Route 23 on weekdays and provide 30 minutes of extra cycle time (15 minutes on each route and one extra bus in operation for the May markup only) in order to provide more inbound running time on Route 23; weekday timepoint adjustments.	Improve reliability due to anticipated delays caused by City of Spokane road construction projects.
61 Highway 2 via Browne's Addition	Modify most inbound trips to depart earlier from the end of line all service days.	Improve reliability.
173 VTC Express	Modify three inbound trips to depart earlier from the VTC.	Improve reliability.

SECTION 9 MONITORING TRANSIT SERVICE

Part 1 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. In the following analysis, Spokane Transit Authority applies its established service standards and policies to a sample of minority routes.

Part 2 Sampling & Methodology

Route Sampling

Spokane Transit Authority operates 34 fixed routes. Routes 2, 21, 23, 25, 27, 33, 44, 61, 90, 94, 97, 165 and 174 were selected for the sample to be included in this analysis based on the following factors:

- Routes selected represent all four geographical areas of the service area (north, south, east, and west).
- Routes selected serve census tracts with both higher and lower concentrations of minorities, allowing a basis for comparison between minority and non-minority routes.
- Routes selected provide a mix of frequent, basic, express and shuttle, service, designating higher and lower levels of frequency.
- The routes selected include two express routes, one considered a minority route and the other a non-minority route.

Table 17 below shows the selected routes, minority census tracts along each route, percentage of revenue miles within these tracts, and the routes' designation as "minority" or "non-minority".

Table 17 Minority Census Tracts along Selected Routes

Sample Route	Minority Tracts along Route	Approx. % of Route in Minority Tracts	Designation
2	32	86%	Minority
21	21, 23, 24	70%	Minority
23	20, 21, 23, 24	28%	Non-Minority
25	4, 5, 13, 14, 19, 24, 25, 110, 111.01, 111.02, 145	69%	Minority
27	2, 3, 4, 5, 16, 19, 24, 25, 35, 110, 111.01	83%	Minority
33	2, 3, 4, 5, 13, 14, 16, 21, 26, 36, 144, 145	55%	Minority
44	32, 44, 46.01, 47	32%	Non-Minority
61	104.01, 137, 138	78%	Minority
90	123, 126, 145	63%	Minority
94	29, 30, 31, 123, 145	60%	Minority
97	117.02, 126, 127.02, 129.02, 130	58%	Minority
165	40, 136, 137, 140.01, 140.02	58%	Minority
174	29, 30, 31, 32, 123, 117.02, 130, 145	43%	Non-Minority*

According to FTA, a minority transit route "has at least one-third of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area." The vast majority of STA routes (29

out of 34 routes) meet this definition of a minority route. Transit providers may supplement this with ridership data and adjust route designations accordingly. For example, a commuter bus that picks up passengers in generally non-minority areas and then travels through predominantly minority neighborhoods but does not pick up passengers who live closer to downtown might be more appropriately classified as a non-minority route, even if one-third of the route mileage is located in predominantly minority Census blocks or block groups.

* Route 174 is an express route more than 18 miles long in each direction. It has stops in only three census tracts. Two of these tracts are non-minority census tracts. The third is at the Mirabeau Point Park and Ride, which, although located in a minority census tract, draws ridership (based on license plate surveys) from non-minority census tracts to the south. As such it has been classified as a non-minority route.

Analysis Methodology

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

Part 3 Data Collection

Vehicle Load

STA sets a maximum load factor for each of its fixed routes based on the size of the coach used. This analysis uses estimated revenue miles, ridership, and trip length for 6:00-8:00 AM peak hours during October 2015, a month with no service holidays and with school in session. Table 18 below compares average peak load factors for each sample route – calculated by dividing AM peak loads for each route by the number of seats available on each coach – with the maximum load factor capacity.

Table 18 Vehicle loads for minority and non-minority routes

Sample Route	Designation	Vehicle Type	Number of Seats	AM Peak Average Load*	Peak Load Factor	Load Factor at Capacity
27	Minority	40'	39	28.7	0.74	2.05
33	Minority	40'	39	23.8	0.61	2.05
61	Minority	40'	39	21.6	0.55	2.05
25	Minority	40'	39	20.6	0.53	2.05
90	Minority	40'	39	17.8	0.46	2.05

97	Minority	35'	32	14.4	0.45	2.25
94	Minority	40'	39	16.2	0.42	2.05
21	Minority	40'	39	11.9	0.30	2.05
165	Minority	60'	62	13.1	0.21	1.98
2	Minority	30'	26	4.5	0.17	2.07
Average Minority Route Load Factor					0.44	2.07
174	Non-Minority	40'	39	22.6	0.58	2.05
23	Non-Minority	40'	39	17.2	0.44	2.05
44	Non-Minority	40'	39	12.4	0.32	2.05
Average Non-Minority Route Load Factor					0.45	2.05

All routes meet the performance standard, being well within the load factor capacity. The sampled minority routes have an average load factor of 0.44, and non-minority routes an average of 0.45.

Vehicle Headway

All STA urban routes are required to provide peak headways of 30 minutes or better (60 minutes or better for interurban routes). "Basic" service is defined as providing headways of 30 minutes or better, while "frequent" service provides headways of 15 minutes or better.

Table 19 Vehicle headways for minority and non-minority routes

Sample Route	Designation	Service Type	Peak Headway	Base Headway	Sub-Base Headway		
					Late Night	Sat Peak	Sun Peak
25	Minority	Frequent	15	30	60	15	30
33	Minority	Frequent	15	30	60	60	60
90	Minority	Frequent	15	30	60	15	30
2	Minority	Shuttle	20	70	60	60	60
21	Minority	Basic	30	60	47	30	60
27	Minority	Basic	30	60	45	30	60
61	Minority	Basic	30	45	60	60	60
94	Minority	Basic	30	60	60	60	60
97	Minority	Basic	30	60	45	60	60
165	Minority	Express	30	-	-	-	-
Average Minority Route Headway			25	49	55	43	53
44	Non-Minority	Frequent	15	23	60	60	60
174	Non-Minority	Express	15	30	-	-	-
23	Non-Minority	Basic	30	60	60	60	60
Average Non-Minority Route Headway			20	38	60	60	60

All of the sampled routes meet the 30 minute vehicle peak headway performance standard. Of minority routes in the sample, 27% operate at frequent peak service, compared to 67% of non-minority routes. However, late night and weekend service tends to be more frequent on minority routes.

On-Time Performance

STA's on-time performance objective is 95% or greater. A report was run using Micro Strategy software that analyzes time point performance data from Trapeze Computer Aided Dispatch (CAD). The reporting period was January 1, 2016 through November 30, 2016, representing the largest sample period available. The report provides on-time and late counts with a total count provided by route. The percentage of late counts were subtracted from total counts to provide the percentage of on-time counts. Reporting on-time performance using CAD data is a relatively recent practice for STA. The on-time performance standard was adopted when on-time performance was reported using representative surveys collected in the field by supervisors. The CAD data represents considerably more data points than were analyzed before. Table 20 below shows the on-time performance for the sample routes.

Table 20 On-time performance for minority and non-minority routes

Sample Route	Designation	On-Time Performance
2	Minority	99%
21	Minority	96%
97	Minority	93%
27	Minority	91%
94	Minority	91%
90	Minority	89%
165	Minority	88%
25	Minority	81%
33	Minority	76%
61	Minority	76%
44	Non-Minority	96%
174	Non-Minority	94%
23	Non-Minority	88%

. Reliability improvements for routes 25, 33 and 61 have already been identified and are in STA's service improvement plan. In May of 2017, Saturday frequency will be increased on Route 33, improving reliability by spreading loading delays over more trips. Saturday frequency will also be increased on Route 61 in May of 2017. In September of 2017, an alternative layover location will be provided for Route 25 in order to improve departure reliability from the downtown Plaza. STA will continue to monitor other routes and consider reliability improvements as warranted.

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 2016 population estimates provided by the Washington State Office of Financial Management Small Area Estimate program, STA is currently meeting this standard. See Table 21 below.

Table 21 PTBA urban population within ½ mile of a bus stop

2016 urban population within ½ mile of an STA bus stop	329,149
2016 urban PTBA population	407,046
Percent	80.9%

A separate methodology, based on census tract location in relation to transit stops, was used in order to compare service accessibility for minority and non-minority populations. Table 22 below shows the number of minority and non-minority residents, as a percentage of the overall (urban and non-urban) PTBA census tract population, that live in census tracts in which the centroid is within ½ mile of an STA bus stop.

Table 22 Minority and non-minority populations in census tracts where the centroid is within ½ mile of a bus stop

Residents	within ½ mile
Minority	69.7 %
Non-Minority	60.1 %
All PTBA Census Tract Residents	61.4%

Of minorities within the PTBA, 69.7% reside in census tracts centered within ½ mile of a bus stop, compared to 60.1% of non-minorities.

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.

The table below shows the typical vehicles types assigned to the sample routes:

Table 23 Vehicle Assignments

Sample Route	Designation	Typical Vehicle Assignment	Weekday Operating Characteristic Considerations	Special Weekend Assignments and Operating Characteristic Considerations
2	Minority	29' coach (hybrid or conventional)	Ridership, service frequency, tight maneuvers	No
21	Minority	Any 40' coach (though typically conventional)	Ridership warrants a 40' coach, a hybrid can be used but not as great of fuel savings	No
97	Minority	35 foot conventional	Ridership warrants	40' to accommodate potential for increased ridership caused by decreased frequency
27	Minority	Any 40' coach (though typically conventional)	Ridership warrants a 40' coach, a hybrid can be used but not as great of fuel savings	No
94	Minority	Any 40' coach (though typically conventional)	Ridership warrants a 40' coach, a hybrid can be used but not as great of fuel savings	No
90	Minority	Any 40' coach (though typically hybrid)	Ridership warrants a 40' coach , non-freeway, maximum effect of hybrid technology	No
165	Minority	40' conventional or 60' articulated (though a hybrid could be used, it is not recommended)	Ridership warrants 40' and 60' coaches, hybrid vehicles are not recommended for freeway use, though they can be if needed	No weekend service
25	Minority	Any 40' coach (though typically hybrid)	Ridership warrants a 40' coach, non-freeway, maximum effect of hybrid technology	60' articulated coach to accommodate potential for increased ridership caused by decreased frequency
33	Minority	Any 40' coach (though typically conventional)	Ridership warrants a 40' coach, a hybrid can be used but not as great of fuel savings	No
61	Minority	Any 40' coach (though typically conventional)	Ridership warrants a 40' coach, a hybrid can be used but not as great of fuel savings	No
44	Non-Minority	Any 40' coach (though typically conventional)	Ridership warrants a 40' coach, a hybrid can be used but not as great of fuel savings	No

174	Non-Minority	Typically 40' conventional, a few trips call for a 60' articulated (though a hybrid could be used, it is not recommended)	Ridership warrants 40' and 60' coaches, hybrid vehicles are not recommended for freeway use, though they can be if needed	No weekend service
23	Non-Minority	Any 40' coach (though typically conventional)	Ridership warrants a 40' coach, a hybrid can be used but not as great of fuel savings	

All vehicle assignments for the sample routes are consistent with STA's vehicle assignment policy. STA also has a policy that all coaches shall accommodate bicycles. All coaches are outfitted with a bicycle rack on the front of the vehicle.

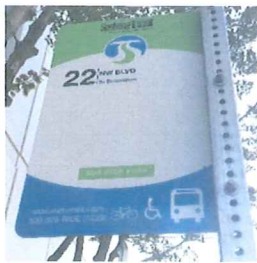
Distribution of Transit Amenities

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 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." In late 2014 STA completed a project to replace all bus stop signs with new signs that included the agency name and logo, the route number, the stop number, website address, and the number for customer service along with icons that indicate that buses accommodate bike and wheelchairs. See figure

Figure 1 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 jurisdiction about placement but does not monitor their provision.

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."

Currently 127 stops are outfitted with shelters. Another 296 stop locations that warrant shelters based on the above criteria but are without one. Increased ridership and stop consolidations that were completed in 2013 have meant that many more stops meet the warrants for shelters than did in 2010 when this policy was first adopted. In 2015 alone 43 new stops surpassed the 25 average weekday boarding threshold.

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 space available to construct the concrete pad on which the shelter will be placed and 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.

The table below shows shelter deficiencies for the sample routes.

Table 24 Shelters

Route	Designation	Stops that warrant a shelter but don't have one	Notes
2	Minority	9	
21	Minority	7	
97	Minority	4	
27	Minority	11	
94	Minority	9	
90	Minority	26	A total of 26 shelters will be installed at these stops as part of a planned corridor project.
165	Minority	2	
25	Minority	31	Shelters are planned to be installed at approximately 26 of these locations as part of a corridor project.
33	Minority	17	
61	Minority	7	Shelters are planned to be installed at 2 of these locations as part of a corridor project.
44	Non-Minority	4	Shelters are planned to be installed at 2 of these locations as part of a corridor project.

Route	Designation	Stops that warrant a shelter but don't have one	Notes
174	Non-Minority	8	
23	Non-Minority	13	

As noted above many of the shelter deficiencies on the sample routes will be addressed through planned corridor projects. In addition to the corridor projects STA installs about 5 shelters every year in coordination with jurisdictions and neighborhoods. Stops that warrant a shelter are monitored as part of the Annual Passenger Facilities Report completed in June of every year.

Part 4 Conclusions

Vehicle load

All routes meet the maximum load standard, and no discrepancy exists between minority and non-minority routes.

Vehicle headway

All routes meet the peak headway standard for basic service.

On-time performance

Eight of ten sampled minority routes and two of three non-minority routes sampled fall short of the 95% on-time performance service standard. Reliability improvements for the three lowest-performing routes are already scheduled for implementation in the STA service improvement plan. Other routes continue to be monitored.

Service accessibility

STA meets its overall service accessibility standard. Minorities are on average more closely served by transit than non-minorities.

Vehicle assignment

Vehicle assignment is consistent with STA service standards on all routes.

Distribution of transit amenities

The standards for signage, benches and bicycle facilities are met. System wide there are many stops that warrant a shelter but are not outfitted with one. STA has planned investments to begin to address this deficiency but it will take time.

SECTION 10 STA BOARDS AND COMMITTEES

Overview

In addition to the Board of Directors, STA has four 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, a 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 Spokane Transit 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. There is also a non-voting member on the Board that represents labor.

Citizen Advisory Committee

The Spokane Transit 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 the organization's actions.
- Act as an educational arm of the organization to reach out to the public.
- Act as a focused, educated forum for public input and feedback to the organization.
- Represent a wide range of stakeholders and transit service employees.

STA advertises open positions for the committee in *The Spokesman-Review* and also on the STA website. The STA Board of Directors expects CAC members to introduce and talk about STA in as many venues as are open to the member. To this end, during the membership selection process, weighted value will be given to those who are active participants in other area organizations. This includes organizations that serve minority populations.

Paratransit Users Group

Paratransit User Group (PUG) is a group of paratransit customers and service providers that discuss developments within Paratransit and provide feedback on proposed changes and new processes/technologies impacting the service. PUG members are recruited by recommendation of paratransit drivers and reservationists. When individuals are interested in making improvements to paratransit service there asked to join the group when a vacancy occurs. Notice of vacancies and opportunities to join are also posted on STA's website.

Central City Line Steering Committee

The Central City Line Steering Committee is charged with providing policy-level advisory input and direction to the STA Board, the City of Spokane and their respective staff members at key decision

points in the implementation of the Central City Line and 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 that established the committee. The resolution lists agencies and organizations with an interest in the corridor that may appoint their representative.

The West Plains Transit Center Core Stakeholder Group

The West Plains Transit Center Core Stakeholder Group provides guidance to STA on major decisions during the design phase, grant strategy, and public outreach. Representatives of relevant government agencies and along with the West Plains chamber of commerce were asked to participate.

Table 25 – Non Non-Elected Committees Minority Composition

	Minority	Non-Minority
Citizen Advisory Committee	0	11
Paratransit Users Group		2*
Central City Line Steering Committee	0	17
The West Plains Transit Center Core Stakeholder Group	0	10

*There are 15 members of the Paratransit Users Group but only 2 responded to the questionnaire.

SECTION 11 CERTIFICATIONS AND ASSURANCES

FTA FISCAL YEAR 2016 CERTIFICATIONS AND ASSURANCES

**FEDERAL FISCAL YEAR 2016 CERTIFICATIONS AND ASSURANCES FOR
FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS**
(Signature pages alternative to providing Certifications and Assurances in TrAMS)

Name of Applicant: Spokane Transit Authority

The Applicant agrees to comply with applicable provisions of Categories 01 – 23. X
OR

The Applicant agrees to comply with applicable provisions of the Categories it has selected:

<u>Category</u>	<u>Description</u>	
01.	Required Certifications and Assurances for Each Applicant.	<u>X</u>
02.	Lobbying.	<u>X</u>
03.	Procurement and Procurement Systems.	<u>X</u>
04.	Private Sector Protections.	<u>X</u>
05.	Rolling Stock Reviews and Bus Testing.	<u>X</u>
06.	Demand Responsive Service.	<u>X</u>
07.	Intelligent Transportation Systems.	<u>X</u>
08.	Interest and Financing Costs and Acquisition of Capital Assets by Lease.	<u>X</u>
09.	Transit Asset Management Plan and Public Transportation Agency Safety Plan.	<u>X</u>
10.	Alcohol and Controlled Substances Testing.	<u>X</u>
11.	Fixed Guideway Capital Investment Grants Program (New Starts, Small Starts, and Core Capacity Improvement).	<u>X</u>
12.	State of Good Repair Program.	<u>X</u>
13.	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs.	<u>X</u>
14.	Urbanized Area Formula Grants Programs and Passenger Ferry Grant Program.	<u>X</u>
15.	Seniors and Individuals with Disabilities Programs.	<u>X</u>
16.	Rural Areas and Appalachian Development Programs.	<u>X</u>
17.	Tribal Transit Programs (Public Transportation on Indian Reservations Programs).	<u>X</u>
18.	State Safety Oversight Grant Program.	<u>X</u>
19.	Public Transportation Emergency Relief Program.	<u>X</u>
20.	Expedited Project Delivery Pilot Program.	<u>X</u>
21.	Infrastructure Finance Programs.	<u>X</u>
22.	Paul S. Sarbanes Transit in Parks Program.	<u>X</u>
23.	Hiring Preferences	<u>X</u>

FTA FISCAL YEAR 2016 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2016 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE
(Required of all Applicants for federal assistance to be awarded by FTA and all FTA Grantees with an active Capital or Formula Award)

AFFIRMATION OF APPLICANT

Name of the Applicant: Spokane Transit Authority

Name and Relationship of the Authorized Representative: E. Susan Meyer, CEO

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2016, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during federal fiscal year 2016.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute.

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature: E. Susan Meyer Date: 3/11/16

Name: E. Susan Meyer, CEO
Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Spokane Transit Authority

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature: Laura D. McAloon Date: 3/11/16

Name: Laura D. McAloon
Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA and each FTA Recipient with an active Capital or Formula Project or Award must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within FTA's electronic award and management system, provided the Applicant has on file and uploaded to FTA's electronic award and management system this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

FTA FISCAL YEAR 2015 CERTIFICATIONS AND ASSURANCES

**FEDERAL FISCAL YEAR 2015 CERTIFICATIONS AND ASSURANCES FOR
FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS**
(Signature pages alternative to providing Certifications and Assurances in TEAM-Web)

Name of Applicant: Spokane Transit Authority

The Applicant agrees to comply with applicable provisions of Groups 01 – 24. **X**

OR

The Applicant agrees to comply with applicable provisions of the Groups it has selected:

<u>Group</u>	<u>Description</u>	
01.	Required Certifications and Assurances for Each Applicant.	_____
02.	Lobbying.	_____
03.	Procurement and Procurement Systems.	_____
04.	Private Sector Protections.	_____
05.	Rolling Stock Reviews and Bus Testing.	_____
06.	Demand Responsive Service.	_____
07.	Intelligent Transportation Systems.	_____
08.	Interest and Financing Costs and Acquisition of Capital Assets by Lease.	_____
09.	Transit Asset Management Plan and Public Transportation Agency Safety Plan.	_____
10.	Alcohol and Controlled Substances Testing.	_____
11.	Fixed Guideway Capital Investment Grants Program (New Starts, Small Starts, and Core Capacity) and Capital Investment Program in Effect before MAP-21 Became Effective.	_____
12.	State of Good Repair Program.	_____
13.	Fixed Guideway Modernization Grant Program.	_____
14.	Bus and Bus Facilities Formula Grants Program and Bus and Bus-Related Equipment and Facilities Grant Program (Discretionary).	_____
15.	Urbanized Area Formula Grants Programs/ Passenger Ferry Grants Program/Job Access and Reverse Commute (JARC) Formula Grant Program.	_____
16.	Seniors/Elderly/Individuals with Disabilities Programs/New Freedom Program.	_____
17.	Rural/Other Than Urbanized Areas/Appalachian Development/Over-the-Road Bus Accessibility Programs.	_____
18.	Tribal Transit Programs (Public Transportation on Indian Reservations Programs).	_____
19.	Low or No Emission/Clean Fuels Grant Programs.	_____
20.	Paul S. Sarbanes Transit in Parks Program.	_____
21.	State Safety Oversight Grant Program.	_____
22.	Public Transportation Emergency Relief Program.	_____
23.	Expedited Project Delivery Pilot Program.	_____
24.	Infrastructure Finance Programs.	_____

FTA FISCAL YEAR 2015 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2015 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE
(Required of all Applicants for FTA funding and all FTA Grantees with an active Capital or Formula Project)

AFFIRMATION OF APPLICANT

Name of the Applicant: Spokane Transit Authority

Name and Relationship of the Authorized Representative: E. Susan Meyer, CEO

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all Federal statutes and regulations, and follow applicable Federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2015, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Project for which it seeks now, or may later seek FTA funding during Federal Fiscal Year 2015.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 et seq., and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature E. Susan Meyer Date: 11-18-14

Name E. Susan Meyer, CEO
Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Spokane Transit Authority

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under State, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA Project or Projects.

Signature Laura McAlone Date: _____

Name Laura McAlone
Attorney for Applicant

Each Applicant for FTA funding and each FTA Grantee with an active Capital or Formula Project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature, provided the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year.

FTA FISCAL YEAR 2014 CERTIFICATIONS AND ASSURANCES

**FEDERAL FISCAL YEAR 2014 CERTIFICATIONS AND ASSURANCES FOR
FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS**
(Signature page alternative to providing Certifications and Assurances in TEAM-Web)

Name of Applicant: Spokane Transit Authority

The Applicant agrees to comply with applicable provisions of Groups 01 – 24.

OR

The Applicant agrees to comply with applicable provisions of the Groups it has selected:

<u>Group</u>	<u>Description</u>	
01.	Required Certifications and Assurances for Each Applicant.	_____
02.	Lobbying.	_____
03.	Procurement and Procurement Systems.	_____
04.	Private Sector Protections.	_____
05.	Rolling Stock Reviews and Bus Testing.	_____
06.	Demand Responsive Service.	_____
07.	Intelligent Transportation Systems.	_____
08.	Interest and Financing Costs and Acquisition of Capital Assets by Lease.	_____
09.	Transit Asset Management Plan and Public Transportation Agency Safety Plan.	_____
10.	Alcohol and Controlled Substances Testing.	_____
11.	Fixed Guideway Capital Investment Grants Program (New Starts, Small Starts, and Core Capacity) and Capital Investment Program in Effect before MAP-21.	_____
12.	State of Good Repair Program.	_____
13.	Fixed Guideway Modernization Grant Program.	_____
14.	Bus and Bus Facilities Formula Grants Program and Bus and Bus Related Equipment and Facilities Grant Program (Discretionary).	_____
15.	Urbanized Area Formula Grants Programs, Passenger Ferry Grants Program, and Job Access and Reverse Commute (JARC) Program.	_____
16.	Seniors/Elderly/Individuals with Disabilities Programs and New Freedom Program.	_____
17.	Rural/Other Than Urbanized Areas/Appalachian Development/Over-the-Road Bus Accessibility Programs.	_____
18.	Public Transportation on Indian Reservations Programs (also known as the Tribal Transit Programs).	_____
19.	Low or No Emission/Clean Fuels Grant Programs.	_____
20.	Paul S. Sarbanes Transit in Parks Program.	_____
21.	State Safety Oversight Program.	_____
22.	Public Transportation Emergency Relief Program.	_____
23.	Expedited Project Delivery Pilot Program.	_____
24.	Infrastructure Finance Programs.	_____

FTA FISCAL YEAR 2014 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2014 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE
(Required of all Applicants for FTA funding and all FTA Grantees with an active Capital or Formula Project)

AFFIRMATION OF APPLICANT

Name of the Applicant: Spokane Transit Authority

Name and Relationship of the Authorized Representative: E. Susan Meyer, Chief Executive Officer

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all Federal statutes and regulations, and follow applicable Federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2014, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Project for which it seeks now, or may later seek FTA funding during Federal Fiscal Year 2014.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature E. Susan Meyer Date: 5.22.14

Name E. Susan Meyer, CEO
Authorized Representative of Applicant.

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Spokane Transit Authority

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under State, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA Project or Projects.

Signature Laura McAloon Date: 5/22/14

Name Laura McAloon
Attorney for Applicant

Each Applicant for FTA funding and each FTA Grantee with an active Capital or Formula Project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature, provided the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year.

ATTACHMENT A Limited English Proficiency (LEP) Plan

2017 Limited English Proficiency (LEP) Analysis and Language Assistance Plan

Draft

January 23, 2017

Attachment A



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Introduction

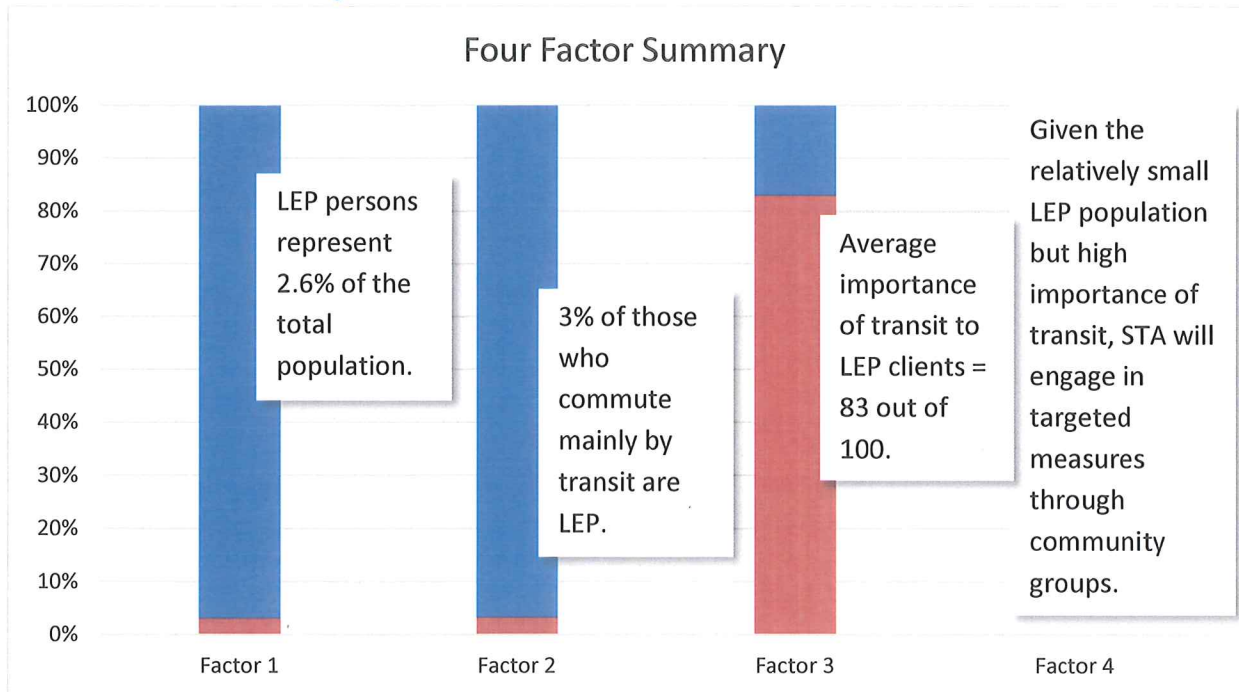
Spokane Transit Authority (STA) has conducted a Four Factor Analysis to meet the requirements under Title VI of the Civil Rights Act of 1964. The Four Factor Analysis provides a framework to conduct a needs assessment of people with Limited English Proficiency (LEP). Based on the needs assessment, a language assistance plan was developed that was consistent with the provisions of Section VII of the LEP guidance.

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. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations prohibits conduct that has a disproportionate effect on persons with Limited English Proficiency (LEP) because such conduct constitutes national origin discrimination.

According to the Federal Transit Administration Office of Civil Rights handbook dated April 13, 2007, *Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers*, “Individuals, who have a limited ability to read, write, speak, or understand English are limited English proficient or ‘LEP.’”

The Four Factor Analysis

Four Factor Summary



Factor 1 The number and proportion of LEP persons served or encountered in the eligible population.

The purpose of Factor 1 is to determine the number and proportion of LEP persons served or encountered within the service area. In order to better understand the LEP population eligible to be served, Spokane Transit has identified the geographical service area boundary, reviewed U.S. Census data, and reached out to community organizations.

Service Coverage & LEP Utilization

The Spokane Transit Public Transportation Benefit Area (PTBA) 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. LEP persons may use transit to reach destinations throughout the PTBA – employment, the community colleges, health clinics, and housing.

Data and Information Gathering:

- Collected U. S. Census and American Community Survey Data on LEP populations by language, transportation mode, and census tract (Attachment 1, Tables 1, 2, 3, and Map 1).
- Identified and verified 26 community organizations that work closely with LEP populations. The list (Attachment 2) combined prior contacts with referrals from other organizations, and was verified through individual phone calls.

- Distributed an introductory email (Attachment 3) and administered an online survey through SurveyMonkey (Attachment 4) to the list of organization contacts.
- Interviewed contacts in person.
- Described the Spokane Transit service area and concentrations of LEP populations (Maps 1 and 2) in the service area.

Based on the review of the information collected above (census data, online surveys responses and in-person interviews) the following characteristics of the LEP population in Spokane County are described below.

Census Overview

Individuals demonstrating a limited ability to read, write, speak, or understand English are considered to have limited English proficiency. According to the 2015 American Community Survey (ACS), 13,897 of Spokane County's 451,005 residents reported speaking English "less than very well", or 2.6% of the total population (Attachment 1, Table 1). The percentage of LEP persons is slightly higher within the Spokane Transit PTBA at 3.23% (13,348 out of 413,843 – Attachment 1, Table 3).

Input from Community Organizations

- Based on survey responses, the most common languages encountered by community organizations are Spanish, Russian, and Arabic, followed by Marshallese, Burmese (including Chin and Karen), Vietnamese, Swahili, Ukrainian, Nepali, Chinese, Farsi, Somali, Kinyarwanda, Korean, Moldovan, Thai, French, Bosnian, and Kirundi. Other languages encountered by more than one organization included Amharic, Chuukese, Dari, Hindi, Japanese, Portuguese, Punjabi, Tagalog, and Tigrinya.
- Community organizations, on average, rated 74% of their LEP clients as literate in their native language (see Attachment 5).
- According to Spokane International Translation, the largest influx of LEP persons has been from Arabic-speaking countries in the last year, an influx which may not be reflected in the 2015 ACS estimates.
- In-person interviews with community organizations revealed that the current highest areas of LEP residential settlement include Division Street at Newport Highway, Nevada Street at Lincoln Road, and the Hillyard Neighborhood. These areas meet the two main requirements for refugee resettlement: adequate affordable housing and proximity to a transit line. Prior areas of settlement with significant LEP communities include the Lower South Hill at Freya Street, Spokane Valley, and Browne's Addition. Table 1 below lists the neighborhoods and any particular LEP language concentrations.

Table 1 Locations of High LEP Residential Settlement with Language Spoken

LOCATION	LANGUAGES
DIVISION AT NEWPORT HWY	Arabic, Swahili, French (Congolese), Russian
NEVADA AT LINCOLN RD	Russian
HILLYARD	Russian, Marshallese
LOWER SOUTH HILL	Burmese
SPOKANE VALLEY	Marshallese

Factor 2 The frequency with which LEP individuals come in contact with a Spokane Transit Authority program, activity, or service

In 2015, Spokane Transit fixed route service provided 10,815,736 passenger trips, Paratransit provided 464,449 passenger trips, and Vanpool provided 219,578 passenger trips,

Census Overview

The 2015 ACS 1-year estimates include data on main mode of commute to work among LEP and non-LEP populations. While the LEP proportion of the overall working population age 16 years and older is only 2.54%, the proportion of public transportation commuters who are LEP is slightly higher, at 3.13%. Conversely, the proportion of LEP workers who are using primarily public transportation is 172 out of 5,336, or 3.22%. Table 2 below shows percentages of LEP riders for each commute type.

Table 2 Means of Transportation to Work and Ability to Speak English

Subject	Spokane County, Washington	Speaks English less than “very well”	
	Estimate	# Persons	% of Total
Workers 16 years and over	209,689	5,336	2.54%
Car, truck, or van - drove alone	164,411	2,768	1.68%
Car, truck, or van - carpooled	18,466	1,664	9.01%
Public transportation (excluding taxicab)	5,489	172	3.13%
Walked	5,966	166	2.78%
Taxicab, motorcycle, bicycle, or other means	3,948	143	3.62%
Worked at home	11,409	423	3.71%

Source: U.S. Census Bureau, 2015 American Community Survey 1-Year Estimates. Table B08113: Means of Transportation to Work by Language Spoken at Home and Ability to Speak English.

Input from Community Organizations

Spokane Transit conducted interviews and requested input from community groups serving LEP persons through an online survey (Attachment 4). Of 26 total surveys sent, 17 contacts from 15 separate organizations returned a completed survey. When asked the importance of transit to their LEP clients on a scale of 0-100, survey respondents gave an average importance of 83. A summary of the returned surveys is provided (Attachment 6).

Input from STA Staff

- There were 28 requests for translation received during the 2014-2016 assessment period.
- According to the STA Driver Training staff, routes with the highest LEP ridership are Routes 94 and 20/33. Route 94 may serve as many as six riders speaking an Asian language two times per day, and Route 20/33 may serve over one hundred Japanese students in a day. It should be noted that one of the main reasons that the Japanese students attend Mukagawa Fort Wright Institute is to expand their English speaking abilities. In most communications with LEP persons on the bus, the passenger usually brings a map, either printed or on a smartphone, showing their destination.
- STA Security interacts with about five non-English speaking patrons a week, usually students from the Spokane College of English Language, which is across the street from the STA downtown transit center. The majority of questions are in regards to locating the correct boarding zone. A multilingual contract officer on staff is brought into conversations as needed for assistance.

Review

- Per ACS 2015 data, 3.1% of Spokane Transit regular commuters are LEP persons. Likewise, 3.2% of the LEP working population uses transit as their main mode of commute (Table 2).
- Community organizations ranked the importance of transit to their LEP clients at 83 out of 100.
- STA has received one request for written translation and infrequent requests for in-person verbal assistance.

Factor 3 The nature and importance of the program, activity, or service provided by Spokane Transit Authority to the LEP Community

Description of Services

As a regional public transportation agency, Spokane Transit Authority 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, Spokane Transit operates within an area encompassing approximately 248 square miles and 417,116 residents, or 85.0% of the county population (based on Washington State Office of Financial Management 2016 PTBA population estimates and US Census Bureau July 2015 county population estimates).

In addition to fixed route services, STA provides 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 who are disabled and 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.

Input from Community Organizations

Spokane Transit conducted an online survey of and in-person interviews with community groups serving LEP persons (Attachments 4 and 5). Below is a compilation of survey responses and interview discussions as relating to importance of service to the LEP population.

- When asked to rate the importance of transit to their LEP clients on a scale of 0 ("not important") to 100 ("very important"), the 16 respondents to the question rated the importance of transit between 25 and 100, with an average of 83. Nine of the 16 respondents ranked the importance of transit at 98 or above.
- When asked how often LEP clients express difficulty using or accessing transit service on a scale of 0 ("never") to 100 ("very often"), the 14 respondents to this question gave answers from 0 to 90. There is no way to determine if the difficulty is related to their ability to speak English or other difficulties related to accessing transit.
- Local resettlement organizations are required to house newly-arrived refugees within a few blocks of a transit stop. Likewise, the Community Colleges of Spokane International Student Program places incoming students within a short distance of transit, with the intent to provide a commute to school of 40 minutes or less.
- According to the Spokane Community College ESL Program for adult learners, which offers career placement services, LEP persons often turn down jobs at locations without adequate transit access. LEP individuals are more likely to work in downtown Spokane where there is frequent and ubiquitous transit service.

Review

- Survey respondents reported that transit is of high importance to LEP populations and LEP persons fairly frequently express difficulty in using or accessing transit services. It is not clear of how much of this difficulty is attributable to a language barrier.
- The availability and accessibility of transit service influences where some LEP individuals live and work.

Factor 4 The resources available to Spokane Transit Authority and overall costs

Resources & 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 is \$1.19 per minute for all languages plus a \$.35 cent fee for agent assisted connections through River Linguistics Inc.

- Written translations costs vary by language. For example the going rate through River Linguistics Inc. for Spanish (Latin America) translation is \$0.15/word, Russian is \$0.16/word, and Vietnamese is \$0.20/word.
- The list below outlines a number of resources offered within STA and among community organization for assisting LEP persons to ride the bus or otherwise overcome language barriers to reaching their destinations. Information on these resources was gained through interviews with LEP organizations and STA staff.

Resources currently available for assisting LEP persons in meeting transportation needs

- Spokane Transit website is translatable with Google Translate.
- Community Colleges of Spokane (CCS) International Students Program and Country Homes ESL School both help LEP persons to find transit commute options on an individual basis. CCS requires host families to be located within a short distance of transit and to ride the bus with students at least once to and from school.
- Spokane Community College Adult Education Program publishes a map showing their campus locations and the downtown Plaza.
- Refugee Connections posts community events on Facebook giving directions to the events.
- Community Colleges of Spokane International Students Program conducts a safety orientation for incoming students who will be riding the bus.
- One contract officer with STA Security is fluent in Arabic and one Human Resource 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 River Linguistics to provide telephone interpretation. Spokane International Translation also provides interpretation services.

Following an analysis of various potential steps STA can take to further facilitate LEP ridership, the following potential actions are recommended for implementation. These are selected from ideas derived during LEP organization and STA staff interviews. The full list of potential actions from which this list is compiled is available in Attachment 6, Table 3.

Table 3 Potential Steps for Assisting LEP Transit Use and Relative Cost & Impact of Implementation

RESOURCE	COST	IMPACT	NON-COST BARRIERS (CULTURAL, LOGISTICS, TECHNOLOGY, ETC.)	STATUS
Make the Google Translate feature on the website more accessible	TBD	High	Medium	On 2017 web development list
Send link to current STA “How to Ride the Bus” video to LEP organization contacts	Low	High	Low	Complete
Attend student orientations at the colleges during the first week of classes. Bring info cards with key STA web links.	Med	High	Low	As requested.
Print large format maps of the stops on each route to be placed in overhead advertising spaces on new HPT buses (similar to route maps in US and European subways)	Med	High	Med	Will be considered in the implementation of new HPT lines.
Continue to build LEP topics into the vehicle operator and security personnel training curriculum	Med	High	Low	Ongoing
Provide an updated photo of security uniforms and rendering of the new security station at the Plaza to the Community Colleges of Spokane for their International Students Program safety orientation	Low	Med	Low	Complete
KEY				
COST Low Cost = \$10-50 to implement Med Cost = \$50-2000 to implement Med-High Cost = \$2000-10,000 to implement High Cost = \$10,000+ to implement		IMPACT Low Impact = 10-20 persons reached/year Med Impact = 20-1000 persons reached/year High Impact = 1000+ persons reached/year		

Review

Balancing the relatively low LEP population in the service area with the high importance of transit to LEP persons, STA plans to implement select steps from above in conjunction with the local community organizations and resources. These steps are anticipated to have the highest impact relative to their cost.

Plan for Assisting Persons of Limited English Proficiency

In person and over the phone STA uses telephonic translation services currently provided through River Linguistics Inc.

Below is the procedure used by STA customer-facing employees to assist LEP persons using a telephonic translation service. For more detailed information, please refer to Attachment 7 for the River Linguistics Reference Sheet.

1. First attempt to identify the language. If the customer tells you the language or you can identify use the phrase: 'One Moment please'
2. Dial 1 855 800-5789
3. When greeted by a call center coordinator, please reply:
 - a. Your full name
 - b. Request the language needed, or ask for assistance in identifying the language.
 - c. Hold momentarily while your Interpreter is connected.
 - d. The coordinator will inform you that the interpreter is on the line and will provide you with the Interpreters ID number.
 - e. Explain the objective of the call to the Interpreter, then proceed by speaking directly to the Limited English Proficient speaker in the first person.
 - f. Upon completion of the call, all parties should simply hang up. Your time will be automatically recorded.

When approached by an LEP individual an STA customer-facing employee will ascertain the language the individual requires using the "Point to the Language Sheet" provided by River Linguistics Inc., or call the service and get help identifying the language.

Language Assistance Measures

The availability of language assistance will be posted at the Plaza and the STA website. Notice of translation service will be provided in Spanish, Russian, and Vietnamese, the three identified "Safe Harbor" languages.

Spokane Transit Staff Training

The LEP Plan is available for all customer-facing employees in hard copy. This information also will be part of the Spokane Transit staff orientation process for new customer-facing hires. Training topics include:

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

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 will provide written translation of vital documents for language when the LEP population constitutes five percent (5%) or 1,000 persons of the total population served by the agency. As of the 2015 ACS 5-year estimates, Russian,

Spanish and Vietnamese qualify as “Safe Harbor” languages in Spokane County. STA will consider these as “Safe Harbor” languages in Spokane’s Public Transportation Benefit Area (PTBA).

Outreach Techniques

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

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and is one that can be easily updated. At a minimum, Spokane Transit 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 where translation services are needed?
- Is there still a need for continued language assistance for previously identified Spokane Transit programs? Are there other programs that should be included?
- Has Spokane Transit’s available resources, such as technology, staff, and financial costs, changed?
- Has Spokane Transit fulfilled the goals of the LEP plan?
- Were there any complaints received?

Dissemination of the Spokane Transit Limited English Proficiency Plan

Spokane Transit will post the LEP plan on its website at www.spokanetransit.com.

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
1229 W. Boone Avenue
Spokane, WA 99201
(509) 325-6094
smillbank@spokanetransit.com

Appendix

Attachment 1 Demographic Data

Table 4 Language Spoken at Home

S1601: Language Spoken at Home, 2015 American Community Survey

Subject	Spokane County, Washington		
	Total	Percent of specified language speakers	
		Speak English "very well"	Speak English less than "very well"
	Estimate	Estimate	Estimate
Population 5 years and over	461,320	97.40%	2.6%
Speak only English	92.7%	(X)	(X)
Speak a language other than English	7.3%	65.10%	34.9%
Spanish	2.4%	73.30%	26.7%
Other Indo-European languages	3.1%	66.10%	33.9%
Asian and Pacific Island languages	1.4%	51.80%	48.2%
Other languages	0.5%	57.00%	43%

Source: U.S. Census Bureau, 2015 American Community Survey 5-Year Estimates

Table 5 Language Spoken at Home by Ability to Speak English

Based on B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over, 2015 American Community Survey

Spokane County, Washington			
	Total Estimate	Speak English "very well"	Speak English less than "very well"
Total	451,005		
Speak only English	415,680		
Spanish or Spanish Creole	9,807	7,177	2,630
Russian	7,683	3,913	3,770
Vietnamese	2,005	710	1,295
Other Slavic languages	2,024	1,011	1,013
German	1,701	1,425	276
Other Pacific Island languages	1,208	459	749
Chinese	1,163	492	671
French (incl. Patois, Cajun)	1,006	820	186
Arabic	871	409	462
Tagalog	848	413	435
Korean	731	285	446
Italian	727	673	54
Other Indo-European languages	697	494	203
Japanese	618	438	180
Serbo-Croatian	598	373	225
African languages	593	188	405
Other Indic languages	369	111	258
Mon-Khmer, Cambodian	354	215	139
Hindi	243	228	15
Other West Germanic languages	238	230	8
Hmong	227	173	54
Other Native North American languages	218	199	19
Scandinavian languages	180	153	27
Urdu	172	149	23
Thai	147	73	74
Laotian	143	143	0
Other Asian languages	141	53	88
Persian	137	35	102
Hungarian	131	116	15
Polish	107	96	11
Portuguese or Portuguese Creole	96	50	46
Greek	49	49	0
Hebrew	49	39	10
French Creole	19	11	8
Other and Unspecified languages	16	16	0
Yiddish	9	9	0
Armenian	0	0	0
Gujarati	0	0	0
Navajo	0	0	0

Table 6 Spokane Transit Authority Public Transportation Benefit Area (PTBA) LEP Population by Census Tract

Based on S1601, Language Spoken at Home by census tract, 2015 American Community Survey

CENSUS TRACT	POPULATION 5 YEARS AND OVER		
	Total	Speak English Less Than "Very Well"	
Census Tract 2	4,336	4.70%	205
Census Tract 3	4,712	4.00%	187
Census Tract 4	3,899	4.30%	168
Census Tract 5	2,970	0.00%	0
Census Tract 6	3,109	3.00%	94
Census Tract 7	4,129	1.80%	73
Census Tract 8	4,606	0.50%	23
Census Tract 9	6113	1.10%	66
Census Tract 10	5,125	0.60%	31
Census Tract 11	3,167	0.70%	21
Census Tract 12	1,992	0.60%	11
Census Tract 13	3,016	2.20%	66
Census Tract 14	5,828	5.30%	306
Census Tract 15	4,682	6.20%	290
Census Tract 16	3,296	16.70%	550
Census Tract 18	2,594	3.50%	90
Census Tract 19	3,165	1.20%	38
Census Tract 20	3,672	1.60%	59
Census Tract 21	2,219	2.80%	62
Census Tract 23	5,083	3.00%	155
Census Tract 24	2,789	3.20%	88
Census Tract 25	7,991	3.50%	279
Census Tract 26	4,932	9.20%	482
Census Tract 29	2,972	5.80%	173
Census Tract 30	2,434	6.80%	165
Census Tract 31	4,274	1.30%	55
Census Tract 32	2,537	1.50%	39
Census Tract 35	2,169	3.00%	66
Census Tract 36	4,030	3.60%	145
Census Tract 38	1,568	5.40%	85
Census Tract 39	1,964	2.40%	48
Census Tract 40	4,369	2.50%	110
Census Tract 41	2,102	1.20%	25
Census Tract 42	4,365	0.70%	29
Census Tract 43	3,207	3.00%	96
Census Tract 44	4,173	3.80%	159
Census Tract 45	3,282	0.5 %	18
Census Tract 46.01	3,460	7.70%	266
Census Tract 46.02	2,939	6.20%	182
Census Tract 47	5,897	4.20%	246
Census Tract 48	3,560	1.10%	39
Census Tract 49	5,630	2.50%	141
Census Tract 50	3,558	4.10%	147

CENSUS TRACT	POPULATION 5 YEARS AND OVER		
	Total	Speak English Less Than "Very Well"	
Census Tract 101	5,737	2.40%	138
Census Tract 104.01	6,351	4.90%	314
Census Tract 104.02	6,790	4.60%	311
Census Tract 105.01	7,807	0.20%	17
Census Tract 105.03	7,289	0.40%	30
Census Tract 105.04	3,169	2.40%	64
Census Tract 106.01	3,401	1.10%	36
Census Tract 106.02	7,119	2.30%	166
Census Tract 107	5,973	2.70%	160
Census Tract 108	1,981	0.50%	10
Census Tract 109	4,865	1.60%	76
Census Tract 110	3,533	0.50%	16
Census Tract 111.01	5,137	6.90%	353
Census Tract 111.02	3,992	8.00%	321
Census Tract 112.01	7,179	10.90%	853
Census Tract 112.02	3,859	2.20%	84
Census Tract 113	6,969	4.30%	298
Census Tract 114	5,517	2.00%	108
Census Tract 115	1,394	2.10%	29
Census Tract 116	1,578	1.20%	19
Census Tract 117.01	2,083	1.10%	22
Census Tract 117.02	5,422	2.20%	147
Census Tract 118	3,861	2.50%	95
Census Tract 119	4,015	7.10%	284
Census Tract 120	3,806	4.90%	185
Census Tract 121	2,598	2.50%	66
Census Tract 122	2,166	6.60%	143
Census Tract 123	5,126	4.3%	222
Census Tract 124.01	3,931	1.90%	76
Census Tract 124.02	5,740	0.60%	32
Census Tract 125	3,539	4.80%	170
Census Tract 126	3,989	2.00%	79
Census Tract 127.01	3,621	0.70%	26
Census Tract 127.02	1,994	0.00%	0
Census Tract 128.01	3,801	2.20%	82
Census Tract 128.02	3,273	0.50%	18
Census Tract 129.01	3,073	2.60%	81
Census Tract 129.02	6,299	1.70%	105
Census Tract 130	7,423	3.90%	288
Census Tract 131	10,104	5.30%	538
Census Tract 132.01	7,475	2.00%	147
Census Tract 132.02	8,697	1.70%	147
Census Tract 134.01	4,600	2.80%	31
Census Tract 135	8,024	3.20%	260
Census Tract 136	4,376	2.90%	126
Census Tract 137	3,244	3.60%	118
Census Tract 138	2,463	1.60%	39
Census Tract 139	5,552	0.80%	45

CENSUS TRACT	POPULATION 5 YEARS AND OVER		
	Total	Speak English Less Than "Very Well"	
Census Tract 140.01	5,412	3.20%	174
Census Tract 140.02	4,911	4.40%	214
Census Tract 141	5,520	0.80%	43
Census Tract 144	4,396	7.70%	339
Census Tract 145	1,754	1.40%	25
Total	413,638	3.23%	13,348

Attachment 2 LEP Organization Contacts

Table 7 2016 Survey Respondents

ORGANIZATION	CONTACT	
AHANA/Community Minded Enterprises	Ben Cabildo	Director
Catholic Charities Spokane Refugee and Immigration Services	Megan Case	Immigration Attorney
CCS International Students Program	Teresa Gay	Manager, Immigration & Student Success
CHAS Health	Lindsey Ruivivar	Public Policy & Development Manager
Country Homes Christian Church	Calli Foxworth	Director ESL
District 81 English Language Department	Heather Richardson	Director
East Central Community Center	JJ Jelinek	Executive Director
Global Neighborhood	Brent Hendricks	Executive Director
Gonzaga University English Language Center	Melissa Heid	Manager, Center for Global Engagement
Providence Sacred Heart Medical Center	Katy Roberts	Administrative Assistant, Case Management & Social Work
Refugee Connections	Anna Bondarenko	Outreach Coordinator
SCC ESL Program	Stoja Saric	Program Director
Spokane College of English Language	Joshua Porter	Director
Spokane International Translation	Laura Schwebs	Office Manager
World Relief Spokane	Katie Carver	Case Worker
World Relief Spokane	Sarah Smith	Case Worker
World Relief Spokane	Mark Finney	Case Worker

Table 8 2016 In-Person Meeting Participants

ORGANIZATION	CONTACT
CCS International Students Program	Teresa Gay
CHAS Health	Lindsey Ruivivar
Country Homes Christian Church	Calli Foxworth
Gonzaga University English Language Center	Amber McKenzie
Refugee Connections	Anna Bondarenko
SCC ESL Program	Stoja Saric
Spokane International Translation	Laura Schwebs

Attachment 3 Survey Introductory Email

Ben Cabildo
Director
AHANA/Community Minded Enterprises
25 W Main Ave, Suite 310
Spokane, WA 99201

Dear Mr. Cabildo:

As part of Spokane Transit's federal requirement under Title VI to provide equal access to transit for minority and low-income riders, we are updating our three-year LEP Plan ensuring access for persons with Limited English Proficiency (LEP). A crucial step in this process is gathering input from the agencies and community organizations who work most closely with LEP populations.

We have included a short survey on LEP persons [here](#). Please let us know if you will have any difficulty completing the survey before **August 31st**. We appreciate your help in gaining a clearer picture of the populations we serve, and how to better meet their needs.

We would also value the opportunity to meet with you in person for a more in-depth conversation during September or October. We will be in touch to schedule a time at your convenience, to learn more about specific steps we can take to make Spokane's transit system LEP-friendly.

We appreciate your time and insights. Should you have any questions, please do not hesitate to contact myself at (509) 232-6301 or Gordon Howell at (509) 325-6058.

Survey link: <https://www.surveymonkey.com/r/DK79NFD>

Sincerely,

Kathlyn Kinney
Transit Planning Assistant
Spokane Transit
(509) 232-6301
KKinney@spokanetransit.com

Gordon Howell
Planner VI, Grants Administrator
Spokane Transit
(509) 325-6058
GHowell@spokanetransit.com



Title VI, 42 U.S.C. § 2000d: "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."

Executive Order #13166: "[...] recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons."

Attachment 4 LEP Survey

Assisting Transit Use among Limited English Proficient (LEP) Populations

1. Please tell us your

Name

Agency

Email

Phone

2. About how many clients do you serve per month with limited English proficiency (LEP)?

- 10-20
- 20-50
- 50-100
- 100-500
- 500-1000
- 1000+

3. About how many of these are returning clients?

0% 100%

4. Giving your best guess, how many clients of each language do you serve per month?

	1-10	10-20	20-50	50-100	100+
Arabic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bosnian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Burmese/Chin/Karen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chinese	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farsi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
French	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kinyarwanda	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kirundi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Korean	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marshallese	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moldovan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nepali	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Russian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Somali	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spanish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swahili	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thai	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ukrainian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vietnamese	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other languages

5. About what percent of your LEP clients are literate in their native language?

0% 100%

6. About what percent can understand most verbal communication in English?

0% 100%

7. About what percent can understand most written communication in English?

0% 100%

8. How important is transit to your LEP clients?

Not important Very important

9. How often do LEP clients express difficulty using or accessing transit service?

Never Very often

10. What is the biggest difficulty expressed by LEP clients in using transit?

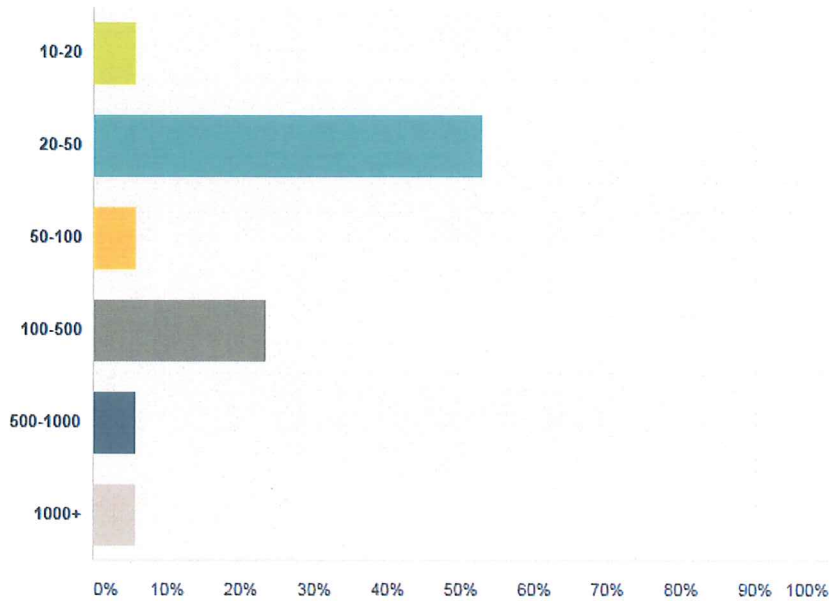
Powered by



See how easy it is to [create a survey](#).

Attachment 5 LEP Survey Results

1. Participants gave their contact information.
2. About how many clients do you serve per month with limited English proficiency (LEP)?



3. About how many of these are returning clients? **65%**
4. Giving your best guess, how many clients of each language do you serve per month?

	1-10	10-20	20-50	50-100	100+	Total
Russian	6	5	2	0	3	16
Spanish	6	2	1	1	3	13
Arabic	4	4	3	1	2	14
Burmese/Chin/Karen	3	4	2	0	1	10
Marshallese	4	2	3	0	1	10
Bosnian	8	1	0	0	0	9
Chinese	7	2	2	0	0	11
Farsi	4	5	1	0	0	10
French	9	1	0	0	0	10
Kinyarwanda	2	4	1	0	0	7
Kirundi	5	2	0	0	0	7
Korean	11	0	1	0	0	12
Moldovan	6	0	1	0	0	7
Nepali	3	6	0	1	0	10
Somali	6	3	1	0	0	10
Swahili	6	3	1	1	0	11
Thai	12	0	0	0	0	12
Ukrainian	9	4	0	1	0	14
Vietnamese	4	3	2	2	0	11
Other	2	1	1	0	0	4

5. About what percent of your LEP clients are literate in their native language? **74%**
6. About what percent can understand most verbal communication in English? **43%**
7. About what percent can understand most written communication in English? **38%**
8. How important is transit to your LEP clients (on a scale of 0 = “not important” to 100 = “very important”)? **83**
9. How often do LEP clients express difficulty using or accessing transit service (on a scale of 0 = “never” to 100 = “very often”)? **47**
10. What is the biggest difficulty expressed by LEP clients in using transit?
 - a. **Stop locations in proximity to their residences. Price of transit. Weekend and Holiday schedule changes.**
 - b. **Understanding the routes and making transfers.**
 - c. **Length of time spend traveling on the bus; bus unavailability in certain parts of Spokane area during day.**
 - d. **They cannot read in English to understand the schedules.**
 - e. **Occasional harassment, limited access.**
 - f. **Cost and/or hours of operation.**
 - g. **Not being able to understand when to get off the bus.**
 - h. **Not being able to read maps because they are not available in their language.**
 - i. **Bus stops not conveniently located. They have to walk long ways.**
 - j. **infrequent service**
 - k. **Finding routes near their housing that can get them to SFCC or SCC within 50 minutes. They reside in heavier populated areas of Spokane and Spokane Valley.**
 - l. **The other issue is fear for Safety at the Plaza downtown while they must wait for buses.**

Attachment 6 Survey and In-Person Meeting Analysis

2016 LEP Outreach Goal and Information-Gathering Process

Building upon our last outreach process, the purpose of the current outreach was to gain new, updated information, and to translate this into viable action items. STA first evaluated survey results from three years prior, particularly the responses that detailed 1) difficulties in accessing transit, 2) ways for STA to assist, and 3) best ways of reaching out to LEP clientele. Responses of a similar nature were tallied together. Results were as follows.

Table 9 2016 Survey Results with the Number of Organizations giving each Response

DIFFICULTY		WAYS TO ASSIST		WAYS OF REACHING CLIENTELE	
Language barrier (written & spoken)	4	Presentations by STA	3	Organization staff	4
Infrequent bus service	3	Translated materials (written/ website)	3	Surveys - translated	3
Bus schedule navigation	2	More frequent/ direct routes	2	Brochures/posters	1
Bus service out of range	1	Schedules - larger print, online	2	Community leaders	1
Computer illiteracy	1	Translation services (phone)	2	Facebook	1
Unfamiliarity with system	1	Bilingual staff/language training	1	Friends/employers	1
		Presentations to STA	1	Mail info to organization	1
		Refugee advisory council	1		
		Visual aids	1		

For the 2017-2019 update, it was determined to do an online data-driven survey attempting to quantify more closely the relative populations of each LEP language in the service area, followed by in-person meetings covering certain topics in more depth, especially barriers to transit, and specific actions STA might take together with community organizations to overcome those barriers.

Online Survey

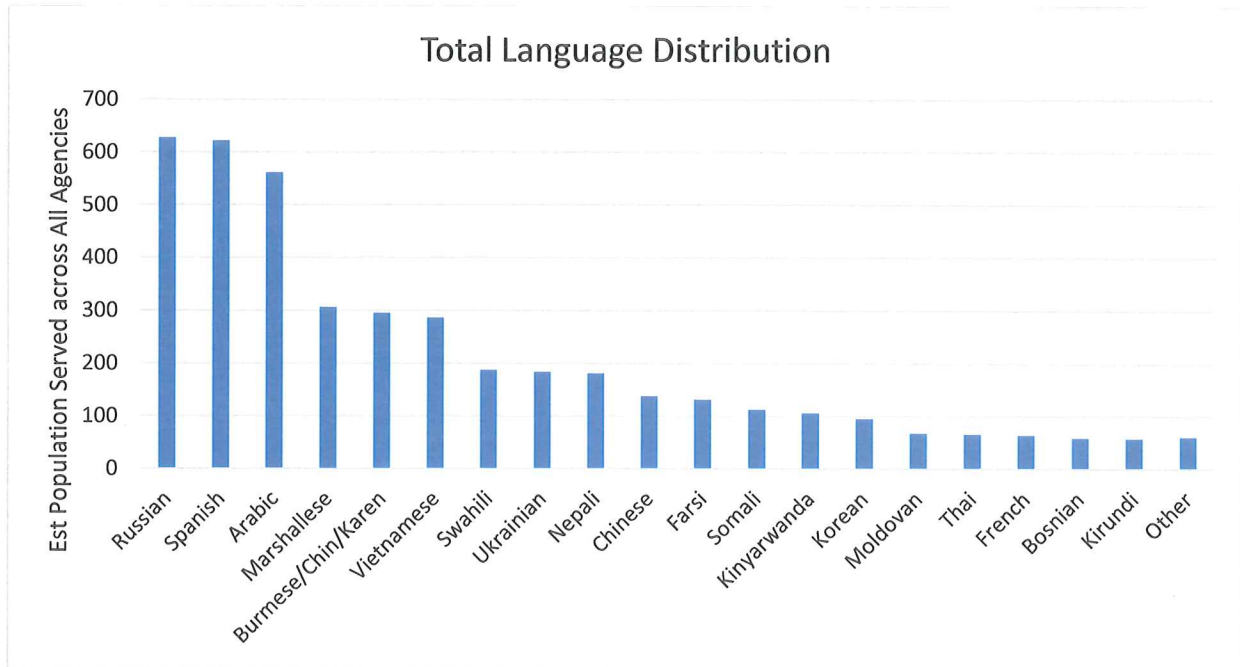
The online survey was administered through SurveyMonkey and can be found in Attachment 4. The list of respondents is found in Attachment 2, and their responses in Attachment 5.

LEP Language Distribution

Questions 2 and 4 dealt with the number of LEP persons encountered in an average month. Each agency stated a range for the population of each language served; the chart below averages each

range and adds these together over all the agencies surveyed. The result is a snapshot of the relative numbers of each LEP language in the service area.

Figure 1 Relative Distribution of Languages in the Spokane Transit Service Area



Barriers to Transit

Of the barriers to transit cited in the online survey, distance to stops was cited most frequently, followed by English-only information and limited service span, followed by cost, infrequent service, travel time, safety, and system understandability. System understandability includes items such as “making transfers” and “weekend/holiday schedule changes” (see Attachment 5).

Table 10 Barriers to Transit, and Number of Organizations Citing each Barrier

BARRIER	COUNT
Distance to stops	6
Information in English only	3
Limited service span	3
Cost	2
Infrequent service	2
Travel time	2
Safety	2
Understandability of system	2

In-Person Meetings

In-person meetings were scheduled to gain additional information and action items. The interviews consisted mainly of questions specific to each organization, as each has different resources and levels of contact with its LEP clients. In two cases, and a 90-second Post-It note brainstorming session was conducted on ways to overcome a particular transit barrier. The list of meeting participants can be found in Attachment 2. A full list of questions and responses is on file.

Action Items Gleaned from In-Person Meetings

The table below provides a list of suggestions for assisting LEP transit use, identified during in-person meetings with LEP-serving agencies, as well as the estimated cost and impact of each step. The table serves as a tool to gauge the relative feasibility and effectiveness of implementing a given measure.

Table 11 Suggestions from In-Person Meetings for Assisting LEP Transit Use

RESOURCE
Create an STA-branded language assistance card for LEP persons to carry, to be passed out at information fairs or events.
Make the Google Translate feature on the website more accessible
Provide name badges for multilingual staff with "I speak _____" translated into each applicable language and a flag representing their country of origin
Use in-house graphic design capabilities to create illustrated placards to be placed on buses showing how to use fare boxes, how to request a stop, etc.
Develop an online map tool that allows agencies to print out their own customized maps highlighting major locations and relevant bus routes. Inquire about using the SCC brochure as a base map
Attend student orientations at the colleges during the first week of classes. Bring info cards with key STA web links.
Place messages welcoming speakers of different languages on buses in overhead advertising spaces
Print large format maps of the stops on each route to be placed on buses in overhead advertising spaces (similar to route maps in US and European subways)
Continue to build LEP topics into the vehicle operator and security personnel training curriculum
Create a "How to Ride the Bus" video on how to pay fares, etc., to be distributed to interested organizations and posted on website
Post basic how-to and safety information, such as how to ride the bus, how to pay fares, and who to ask for help, in each of the major LEP languages, on an info board at the Plaza. Make the info board welcoming and artistic, with photos of representatives from each LEP community, and in a color scheme resonant with the flags from each country.
Conduct a focus group on usability of the STA website
Provide an updated photo of security officers and rendering of the new security station at the Plaza to the Community Colleges of Spokane for their International Students Program safety orientation
Place a Spokane International Translation language identification card on each of the fixed-route buses, where the driver can easily access it.

RESOURCE
Meet with Sterling International staff to brainstorm ways of facilitating commutes to the Spokane Industrial Park for LEP persons.
Continue to contract with Spokane International Translation to translate vital documents on the STA website, including into Vietnamese.
State a preference for multilingual skills in new STA hires
Include a written and spoken translation of upcoming stops into one to two top languages at major LEP-serving locations (ex. the SCC Adult Education Center and Hillyard CHAS Clinic)
Publish a similar simplified map showing the transit routes that travel between those locations
Provide a webinar at an LEP-serving organization such as CHAS Health
Print translated route maps/schedules
Conduct an operator survey of the frequency with which passengers encounter difficulty paying fares or requesting a stop due to language barriers
Conduct an LEP users' focus group on the usability of the Real Time Info app
Conduct a focus group on the usability of STA telephone interpretation services
Track usage of the Google Translate feature on the website
Add a translate feature to the Real Time Info web-based app
Provide an in-person presentation at an LEP-serving organization such as CHAS Health
COST Low Cost = \$10-50 to implement Med Cost = \$50-2000 to implement Med-High Cost = \$2000-10,000 to implement High Cost = \$10,000+ to implement

Attachment 7 River Linguistics Reference Sheet



 811 West 2nd Ave. Suite #208
Spokane, WA 99201
 (509) 228-3521
 sta@riverlinguistics.com
 riverlinguistics.com

REFERENCE SHEET

Call toll free (855) 800-5789

When greeted by a call center coordinator, please relay:

1. Your full name
2. Request the language needed, or ask for assistance in identifying the language
3. Hold momentarily while your Interpreter is connected
4. The coordinator will inform you that the interpreter is on the line and will provide you with the interpreters ID number.
5. Explain the objective of the call to the interpreter, then proceed by speaking directly to the Limited English Proficient speaker in the first person.
6. Upon completion of the call, all parties should simply hang up. Your time will be automatically recorded.

Your Account Code is:

TIPS ON WORKING WITH INTERPRETERS

1. Speak at a reasonable pace (not too fast) and enunciate clearly.
2. Speak in short phrases and pause frequently so that the Interpreter can convey the information quickly and accurately. If you talk for too long, you will have to wait a while for the interpretation, and you run the risk that the Interpreter will forget details and may have to ask you to repeat something.
3. Address the Limited English Proficient (LEP) person directly (e.g., "What is your name" not "Ask him what his name is").
4. Speak "plain English" and avoid jargon or "shop talk" that may be specific to your work or industry.
5. Sometimes interpreters will require clarification of unfamiliar terms. If your Interpreter asks you to define a term, try to rephrase it in other words. The Interpreter may have to ask the LEP person to clarify terms as well, but will let you know before addressing the person in the other language.
6. Your Interpreter will let you know if he or she has problems hearing you or the other party, who may be calling on a cell phone or in a room with background noise.
7. Remember that interpreted communication typically takes twice as long as communication in the same language; please be patient.
8. It is our goal to make communication between you and your LEP clients or patients as smooth as possible. We appreciate your cooperation and encourage you to contact us should any issues arise.

IF YOU NEED AN INTERPRETER, PLEASE POINT TO YOUR LANGUAGE

IF YOU ARE UNSURE WHICH LANGUAGE YOU NEED, LET THE OPERATOR KNOW AS THEY ARE TRAINED TO IDENTIFY YOUR REQUIREMENTS

Albanian: Shqip
 Nëse keni nevojë për përkthyes, tregoni gjuhën tuaj.
Armenian: Հայերեն
 Եթե դուք բարձրահմանված կարգի մեկն, լծկարձ կեմ մտտեմեմեկ ձեզ լեզու:

Cambodian: ខ្មែរ
 បើអស់លោកត្រូវការអ្នកបកប្រែ សូមចម្លងទៅកាន់ភាសារបស់ខ្លួន

Dutch: Nederlands
 Als u een tolk nodig hebt, wijs dan uw taal aan.

Finnish: Suomi
 Jos tarvitset tulkin, osoita haluamaasi kielivalintaa.

German: Deutsch
 Bitte zeigen Sie auf Ihre Sprache, wenn Sie einen Dolmetscher brauchen.

Gujarati: ગુજરાતી
 જો તમને કોઈ ભાષામાં અર્થઘટનની જરૂર હોય તો તમારો ભાષા તરફ ચીંધો.

Hebrew: עברית
 אם הנכם זקוקים לתורגמן, הצביעו על השפה שלכם.

Hmong: Hmoob
 Yog koj xav tau lus neeg pes lus, taw tes rau koj yam lus.

Ibo: Ibo
 Oburu na ichoro onye nkowa okwu, luo aka na asusu gi

Japanese: 日本語
 通訳をお探しの場合、必要な言語を指し示してください。

Laotian: ພາສາລາວ
 ຖ້າທ່ານຕ້ອງການແປພາສາລາວ ຈົ່ງຊີ້ສ່ວນພາສາທີ່ທ່ານຕ້ອງການ

Norwegian: Norsk
 Pek på ditt språk hvis du trenger hjelp av en oversetter.

Portuguese: Português
 Se precisa de um intérprete aponte para o nome da língua que fala.

Romanian: Română
 Dacă aveți nevoie de un interpret, va rugăm indicați către limba vorbită

Serbian: Српски
 Ako vam je potreban prevodilac, označite vam jezik.

Spanish: Español
 Si necesita un intérprete, señale su idioma.

Tagalog: Tagalog
 Kung kailangan ninyo ng interpreter o tagasalin, ituro ang inyong wika.

Thai: ไทย
 หากท่านต้องการล่าม กรุณาชี้ที่ภาษาของท่าน

Yiddish: יידיש
 אויב איר נויטיגט זיך אין א דאלמעטשער, ביטע צייגט אן אייער שפראך

Arabic: عربي
 إذا كنت في حاجة إلى مترجم، أشر إلى اللغة المطلوبة

Bosnian: Bosanski
 Ako vam je potreban prevodilac, označite vas jezik.

Croatian: Hrvatski
 Ako vam je potreban prevodilac, označite vas jezik.

Farsi: فارسي
 اگر به مترجم احتیاج دارید لطفاً با انگشت زبان خود را نشان دهید.

French: Français
 Si vous avez besoin d'un interprète, indiquez votre langue.

Greek: Ελληνικά
 Εάν χρειάζεστε διερμηνέα, παρακαλώ δείξτε τη γλώσσα σας.

Haitian Creole: Kreyòl Ayisyen
 Si w bezwen yon entèprèt, montre ki lang ou pale.

Hindi: हिन्दी
 यदि आप को भाषा अनुवादक की आवश्यकता है, तो अपनी भाषा की ओर इशारा करें।

Hungarian: Magyar
 Ha tolmácsra van szüksége, mutasson anyanyelvére.

Italian: Italiano
 Se avete bisogno di un interprete, puntate alla vostra lingua.

Korean: 한국어
 통역서비스가 필요한 언어를 선택하십시오.

Latvian: Latviešu
 Ja Jums ir vajadzīgs tulks, lūdzu, norādiet Jūsu valodu.

Polish: Polski
 Jeśli potrzebują Państwo tłumacza, proszę wskazać na swój język.

Punjabi: ਪੰਜਾਬੀ
 ਜੇ ਤੁਹਾਨੂੰ ਇੱਕ ਦੁਰਮਾਹਿਰੇ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਸੰਕੇਤ ਕਰੋ।

Russian: Русский
 Если Вам нужен переводчик, укажите свой язык.

Somali: Soomaali
 Hadaad u baahan tahay qof kuu turjuma, tilmaamo luqadaada.

Swedish: Svenska
 Om du behöver tolk, var god peka på ditt språk.

Tamil: தமிழ்
 தெரிவிப்பதற்கு தேவையானபேர்ப்பாலை தங்களுக்கு தெரிவிக்கக் குறிப்பிட்டுக் கொடுக்கவும்.

Vietnamese: Tiếng Việt
 Nếu cần thông dịch viên xin hãy chỉ vào ngôn ngữ của quý vị.

Yoruba: Ede Yoruba
 Ti o ba nilo ogbuṣọ, jọwọ tọka si ede rẹ

	Simplified Chinese	Traditional Chinese
Cantonese	粵語	粵語
Chaochow	潮州話	潮州話
Fukienese	福建話	福建話
Fuzhou	福州話	福州話
Mandarin	普通話	國語
Shanghai	上海話	上海話
Taiwanese	台灣話	台語
Toishanese	台山話	台山話
Ning Po	寧波話	寧波話

如果您需要译员，请指向您的语言。 如果您需要譯員，請指向您的語言。

HOW TO SAY "ONE MOMENT PLEASE" IN 20 LANGUAGES

Language:	Written in Language	Phonetic Pronunciation
Albanian:	Nje minutë ju lutem.	nee-yeh mee-noo-teh you loo-tem
Arabic:	دقيقة من فضلك	dakika meen fahdlock (masculine) dakika meen fahdlick (feminine)
Chinese:	请稍候	ching show hoe
French:	Un moment s'il vous plaît.	uhn moe-mon seal-voo-play
German:	Einen Moment bitte.	eye-nen moment bee-teh
Gujarati:	મેહરબાની કરીને એક પળ થોભશો	meherbani kariné ek pul thobso
Haitian Creole:	Tanpri fann yon ti moman.	tan-pree tan yaw tee moe-maw
Hindi:	कृपया एक पल प्रतीक्षा करें	kreepya ek pal prateeksha karen
Italian:	Un momento per favore.	oon moe-mento pair fah-vore-ay
Japanese:	少々お待ちください。	shosho omachi kudasai
Korean:	잠깐 기다리세요	jam-kan ki-da-ri-se-yo
Polish:	Moment, proszę.	moment prosheh
Portuguese:	Um momento, por favor.	um moe-mento, poor fah-vor
Russian:	Подождите, пожалуйста.	padazhdite, pazhalusta
Spanish:	Un momento por favor.	oon moe-mento poor fah-vor
Swahili:	Subiri kidogo	soo-bee-re key-dough-go
Tamil:	தயவு செய்து ஒரு நிமிடம்	dye-ya-vu seydu oru nimi-dom
Vietnamese:	Xin chờ một chút	sin char moe-chew
Marshallese:	Köttar joun minit	cut-tar jew-won minute
Amharic:	አንድ ጊዜ አባከዎኝ	and gee-zeh e-ba-kon

INTERPRETING SCENARIOS

SCENARIO #1

The LEP person will be present planned situations

- Organize the necessary telephone equipment such as a conference phone, a hands-free phone or a dual handset phone. If these are not available, you will need to share the handset with the LEP person
- Dial pre-assigned toll free number and request the language needed
- Provide access and department codes if required
- Remember you can also book an interpreter for future appointments
- When the interpreter comes on the line, introduce yourself and the LEP person to the interpreter. Clearly and briefly describe the purpose of the session and your location (e.g. hospital ward, front counter, private interview room). Advise the interpreter if it is an emergency situation
- Proceed with the session

SCENARIO #2

The LEP person is present unplanned situations

- Organize the necessary telephone equipment
- Dial the pre-assigned toll free number and provide information such as access and department codes and the language needed
- You will be placed on hold while we connect you with the interpreter. When the interpreter comes on the line, introduce yourself and proceed as in planned situations

LEP = Limited English Proficiency

INTERPRETING SCENARIOS

SCENARIO #3

The LEP person has phoned you

- Identify the language the LEP person speaks and ask for the person's name. We will provide tip cards and other reference material to help communicate with the non-English speaking person
- You will be placed on hold while the interpreter is connected
- When you are connected, introduce yourself and the LEP person to the interpreter. Ask the LEP person the purpose of their phone call. Proceed with the session using the Communication Tips

SCENARIO #4

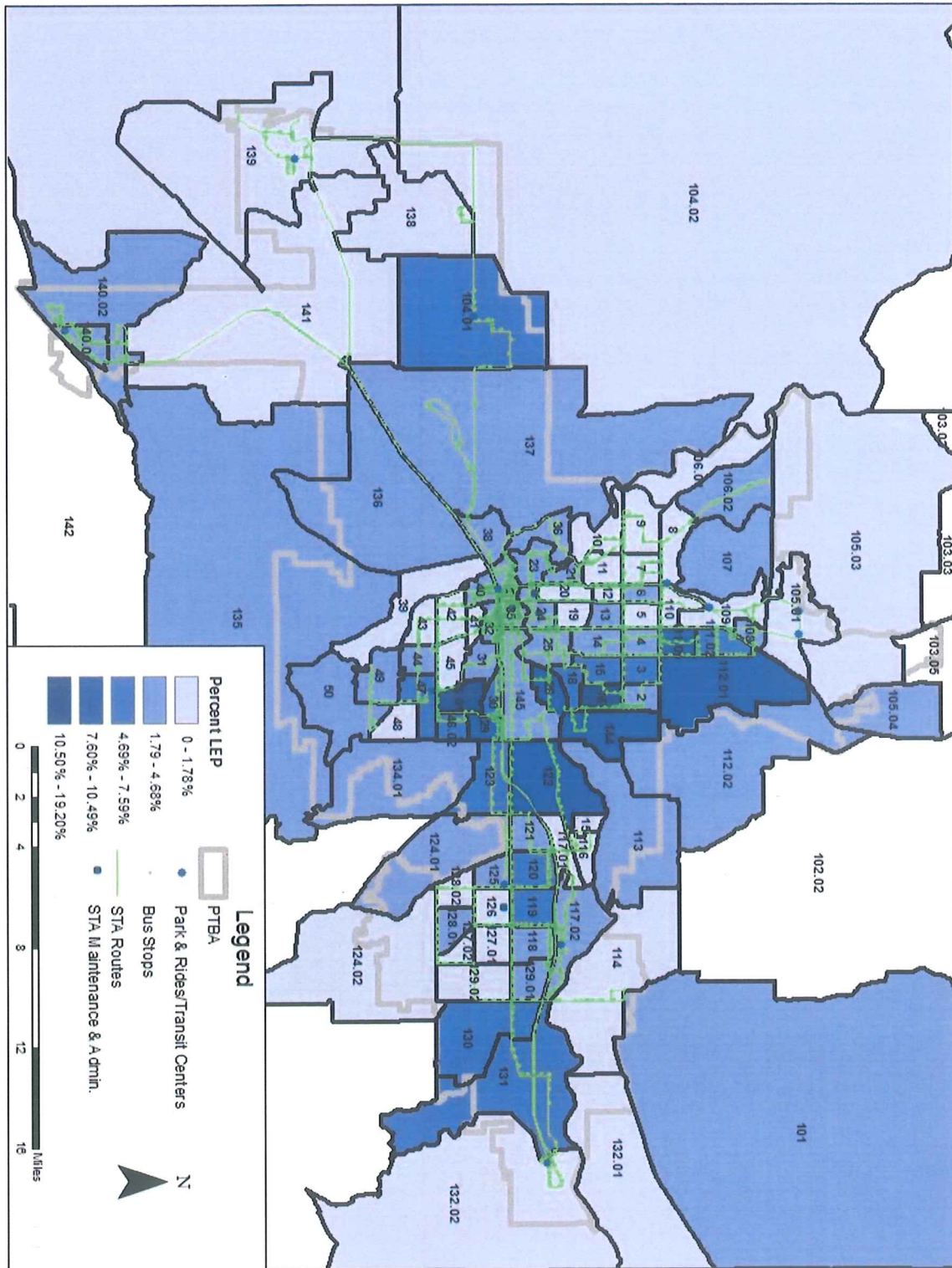
You need to phone the LEP person

- Dial the pre-assigned toll free number and request a telephone interpreter. You will need to have access and department codes available as well as the required language
- You will be placed on hold while the interpreter is connected
- Once the interpreter is on the line tell him/her that you need to dial out to an LEP person and provide the phone number to dial. Also provide necessary instructions in case the number is busy or LEP is unavailable
- You will be placed on a brief hold while the interpreter is dialing the requested number
- When you are connected, introduce yourself and confirm that you are speaking with the right LEP person. Clearly and briefly describe the purpose of the session. Proceed with the session using the Communication Tips

LEP = Limited English Proficiency

Maps

Map 1 PTBA LEP Population by Census Tract



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 smillbank@spokanetransit.com.

ATTACHMENT B Board of Directors Approval of 2017 STA Title VI Program

To be inserted into the document after the STA Board adopts the program

ATTACHMENT C 2015 STA Passenger Survey Results

Overview

Spokane Transit Authority (STA) conducted its most recent passenger survey in May 2015. This survey is used to better understand which bus routes have a higher proportion of minority and low income riders, which fare types have a higher use among minority and low income riders, and the degree to which these populations rely on transit service. 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.

Methodology

STA contracted with Moore Information of Portland, Oregon, to tabulate data and analyze the results of the passenger survey. A total of 1,794 STA bus passengers (age 16 and older) completed a two-page self-administered survey on one of 32 STA bus routes during the weekday and/or weekend. The amount of surveys administered per route was developed based on actual number of passenger trips for each route, on all days of the week. 32 bus routes were sampled during weekdays from 7 AM to 9 PM and weekends from 10 AM to 6 PM. The routes with the highest ridership had higher questionnaire quotas than those with fewer riders.

On-board surveys were conducted from May 9-15, 2015. Questionnaires were distributed until the target quota for that route was met. Survey responders returned the survey before leaving the bus. Most questionnaires were completed, but those less than 75% complete were discarded.

Passenger Survey Conclusions

The conclusions listed below reflect the survey as it relates to minority and low-income populations.

Based on the sample data gathered for this survey, 27% that responded to the survey were minorities and 57% were low income. Low income was measured by comparing the income bracket and household size reported by individuals with the 2015 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.

Among fare types analyzed, the Day Pass and Youth 31-Day Pass are used at a higher-than-average rate by minorities, whereas the City Ticket, Reduced One-Way Pass and Reduced 31-Day Pass are used at a higher-than-average rate by low income responders. A higher-than-average rate in this case is defined as usage of any one fare type by minority or low income responders that is 10% higher than the percentage minority or low income in the total population.

Survey Findings

Below is a summary of the findings from the 2015 Spokane Transit Bus Passenger Survey. Results are organized by the type of data presented.

Minority Data

The values for minority data were based on participants' responses to questions on ethnicity. According to Federal guidelines, all ethnicities other than Caucasian and Arab are considered minorities, however, because Arabs represent less than 1% of the overall population, in the following cross-tabular analyses, Caucasian population is used to represent the overall non-minority population. In response to Questions 33 ("What is your ethnicity?"), 27% of survey participants identified as minorities. Cross-tabulated demographics reflect student and employment status, language, income, car ownership, reliance on bus service, and travel patterns.

The following is a demographic profile of minority riders based on findings from the survey:

- **Question 33: Ethnicity.** 27% of responders identify as minority and 73% as non-minority. 6.9% of total survey responders identify as American Indian, 6.3% as African American, 5.9% Hispanic, 3.2% Asian, 0.5% Pacific Islander, and 3.9% of mixed racial background. 72.8% identify as Caucasian and 0.4% as Arab.
- **Questions 34 and 36: Student and Employment Status.** 46% of minority riders report being students versus 34% of non-minority riders. 50% of minority riders report being employed versus 57% of non-minority riders. Some of the difference in employment rate may be explained by the higher number of students among minorities.
- **Question 37: Language Spoken at Home.** 6.1% of minority responders speak a language other than English at home (generally Russian, Spanish, Ukrainian, or Arabic) versus 1.4% of non-minority responders.
- **Question 38: Income.** 66% of minority responders report making less than \$21K a year versus 61% of non-minority responders.
- **Question 28: Car Ownership.** 41% of minority responders report having no car in their household, versus 39% of non-minority responders.
- **Question 24: Reliance on Bus Service.** 77% of minority responders say they rely on the bus mostly or completely; 76% of non-minority responders say they rely on the bus mostly or completely.
- **Questions 1 and 8: Route and Destination.** Routes with highest ridership among minorities are the City Loop North (12% of minorities surveyed), 90 Sprague (10%), and 25 Division (9%). These figures closely mirrors ridership by non-minority populations (11%, 8%, and 8% respectively) on these routes. Minorities are less likely to be traveling to work (16% versus 24%) than non-minorities, and more likely to be traveling to university or college classes (17% versus 13%).

Low Income Data

The values for low income data are based on the responses of participants to questions in the survey that asked of their annual income. Based on responses to Question 38 ("Your household income is") and Question 35 ("Number of persons in household"), 57% of responders are low income, measured by comparing the reported income bracket and household size with the 2015

Federal poverty guidelines. However, for the purpose of the below cross-tabulated data analyses, a more direct income threshold of \$21,000 a year is used to identify low-income responders.¹

Cross-tabulated demographics collected were the responders' income, student and employment status, and car ownership.

- **Question 38: Income.** 63% of survey participants earn less than \$21,000 a year.
- **Questions 34 and 36: Student and Employment Status.** 63% of students make less than \$21K, versus 62% of non-students. 53% of employed persons make less than \$21K, versus 78% of unemployed persons.
- **Question 28: Car Ownership.** 82% of those reporting having no car in their household make less than \$21K, versus 47% of those with one or more cars in their household.

Fare Payment Methods

Two separate approaches can be employed to evaluate fare type usage among minority and low-income populations. The first documents fare types most commonly used by these groups. The second determines which fare types are used at a higher proportion by minorities and low-income persons than would be expected based on the percentage of these groups in the overall population. The first creates a demographic profile of these protected groups; the second is used as the basis for disparate impact/disproportionate burden findings, when conducting Title VI impact analyses of a major fare change.

The results of the first evaluation approach are as follows. Among minority responders, the most popular fare types were the

- Adult 31-Day Pass (used by 33% of minority responders)
- EWU/WSU College Pass (23%)
- One-Way/2-Hour Pass (19%), and
- Youth 31-Day Pass (10%).

Likewise, among low-income responders, the most popular fare types were the

- Adult 31-Day Pass (used by 38% of low-income responders)
- EWU/WSU College Pass (20%)
- One-Way/2-Hour Pass (15%), and
- Reduced 31-Day Pass (11%).

According to the second evaluation approach, fare types used at a higher-than-average rate by minorities are the Day Pass and Youth 31-Day Pass, whereas fare types used at a higher-than-average rate low income riders are the City Ticket, Reduced One-Way Pass and Reduced 31-Day Pass. Higher-than-average use is defined as fare type usage by minority or low income responders that is 10% higher than the percentage of minority or low income persons in the total population.

¹ The average household size in Spokane is 2.3 people. According to 2015 Federal guidelines, households of two people with income below \$15,930 are in poverty, while households of three people with income below \$20,090 are in poverty. The nearest income bracket measured by the survey which is inclusive of the average household in poverty is \$21,000, in compliance with Federal directions that a low-income threshold should be "at least as inclusive as the HHS poverty guidelines."

The EWU/WSU College Pass, City/County/STA Employee Pass, and Paratransit Pass are not included in the second evaluation.

For more information on the STA application of survey results to fare analyses, see the Title VI Fare Equity Analysis submitted to the FTA on August 18, 2016.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM 6.A MINUTES OF THE JANUARY 19, 2017 BOARD MEETING -
CORRECTIONS AND/OR APPROVAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Jan Watson, Executive Assistant to the CEO & Clerk of the Authority

SUMMARY:

Minutes of the January 19, 2017 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 /

Chief Executive Officer BSM

Legal Counsel um

Attachment

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

BOARD OF DIRECTORS

Draft Minutes of the January 19, 2017, Meeting
Spokane Transit Boardroom
1229 West Boone Avenue, Spokane, Washington

MEMBERS PRESENT

Pamela Haley, City of Spokane Valley, *Chair*
Al French, Spokane County
Josh Kerns, Spokane County
Amber Waldref, City of Spokane (*by phone*)
Candace Mumm, City of Spokane (*by phone*)
Aspen Monteleone, Small Cities Representative
(Airway Heights)
Odin Langford, Small Cities Representative
(Liberty Lake)
John Higgins, Small Cities Representative
(Medical Lake)

STAFF PRESENT

E. Susan Meyer, Chief Executive Officer
Steve Blaska, Director of Operations
Lynda Warren, Director of Finance & Information Services
Karl Otterstrom, Director of Planning
Steve Doolittle, Director of Human Resources
Beth Bousley, Director of Communications & Customer
Service
Susan Millbank, Ombudsman & Accessibility Officer

MEMBERS ABSENT

Ed Pace, City of Spokane Valley
Rhonda Bowers, Labor Representative
Tom Trulove, Small Cities Representative
(Cheney) *Ex Officio*
Kevin Freeman, Small Cities Representative
(Millwood) *Ex Officio*

-
1. CALL TO ORDER AND ROLL CALL
Chair Haley called the meeting to order at 1:32 p.m. and conducted roll call.
 2. APPROVE BOARD AGENDA
Mr. French moved to approve the Board agenda, Mr. Langford seconded and the motion passed unanimously.
 3. PUBLIC EXPRESSIONS
None.
 4. RECOGNITIONS AND PRESENTATIONS
 - A. Don Reimer, Maintenance and Facilities & Grounds Manager - Retirement
Mr. Blaska said Mr. Reimer is retiring after 34 years of dedicated service to Spokane Transit and the community. His service has spanned from Coach Operator to Maintenance Manager to Maintenance & Facilities Manager over the years.
Mr. Reimer has enforced a high standard of energy efficiency; introduced hybrid electric buses; tripled the vanpool fleet; and, utilized technology for cost savings. Mr. Reimer has truly left a legacy and everyone at STA wishes him a very enjoyable and well deserved retirement.
 5. BOARD ACTION – CONSENT AGENDA
Mr. Langford moved to approve the following consent agenda items 5. A through C. Ms. Monteleone seconded and the motion passed unanimously.

- A. Approve the minutes of the December 15, 2016 Board meeting.
- B. Approve the following vouchers and payroll for December, 2016:

<u>DESCRIPTION</u>	<u>VOUCHER/ACH NUMBERS</u>	<u>AMOUNT</u>
Accounts Payable Vouchers (December)	Nos. 592123 - 592509	\$ 3,578,625.64
Workers Comp Vouchers (December)	Nos. 218545 - 218630	\$ 54,954.23
Payroll 12/09/2016	ACH – 12/09/2016	\$ 1,615,114.06
Payroll 12/23/2016	ACH – 12/23/2016	\$ 1,102,937.59
WA State – DOR (Use Tax)	ACH – W0640	\$ 6,046.95
First American Title Insurance Co.	ACH	\$ 1,125,646.69
DECEMBER TOTAL		\$ 7,483,325.16

- C. Approve travel for up to six Board members to attend APTA conferences in 2017.

6. BOARD ACTION – COMMITTEE RECOMMENDATIONS: None.
There were no committee meetings in January.

7. BOARD ACTION – OTHER:

A. Election of 2017 Board Chair Pro Tempore

In accordance with the STA Bylaws, a representative from the Small Cities is next in rotation for STA Board Chair in 2018, following the City of Spokane Valley, so the 2017 Board Chair Pro Tempore should be appointed from the Small Cities representatives.

Mr. Odin moved to nominate Mayor John Higgins, City of Medical Lake, as the STA Board Chair Pro Tempore for 2017. Mr. French seconded the motion and it passed unanimously.

B. Confirmation of Appointment of Board Members to Planning & Development and Performance Monitoring & External Relations Committees for 2017

The Board Chair appoints Board members to serve on the Planning & Development Committee and the Performance Monitoring & External Relations Committee.

Mr. French moved to confirm the Board Chair’s appointments to the committees for 2017 as follows:

Planning & Development (P&D) Committee Members

1. Al French, Spokane County
2. Aspen Monteleone, Small Cities (*Airway Heights*)
3. Candace Mumm, City of Spokane
4. Ed Pace, City of Spokane Valley
5. Kevin Freeman, Small Cities (*Millwood*) (Ex-Officio)
6. E. Susan Meyer (*Ex-Officio*)

Performance Monitoring & External Relations (PM&ER) Committee Members

1. Amber Waldref, City of Spokane, CHAIR
2. Josh Kerns, Spokane County
3. John Higgins, Small Cities (*Medical Lake*)
4. Odin Langford, Small Cities (*Liberty Lake*)
5. Rhonda Bowers (*non-voting labor representative*)
6. Tom Trulove, Small Cities (*Cheney*) (Ex-Officio)
7. E. Susan Meyer (Ex-Officio)

Ms. Monteleone seconded and the motion passed unanimously.

C. Confirmation of Appointment of Chairs to Planning & Development and Performance Monitoring & External Relations Committees for 2017

The Board Chair appoints the Chairs of the Planning & Development Committee and Performance Monitoring & External Relations Committee.

Mr. Langford moved to confirm the Board Chair's appointments of Commissioner Al French as Chair of the Planning & Development Committee and Spokane City Council Member Amber Waldref as Chair of the Performance Monitoring & External Relations Committee for 2017. Mr. French seconded and the motion passed unanimously.

D. Confirmation of Appointment of Board Members to Board Operations Committee for 2017

Al French moved to confirm the Board Chair's appointments to the Board Operations Committee as follows:

Chair of STA Board (also chairs Board Operations Committee), Pamela Haley

Chair Pro Tempore, John Higgins

Chair of Planning & Development Committee, Al French

Chair of Performance Monitoring & External Relations Committee, Amber Waldref

Ms. Monteleone seconded and the motion passed unanimously.

Note: the CEO is an ex-officio member of all committees.

E. Approval for Travel for Management & Administrative Position Candidates – Resolution

The STA Bylaws require Board approval for Board member travel and CEO approval for STA employees. There is no provision for travel and related expenses for job candidates outside the Spokane region who interview for certain management and administrative jobs.

Several positions to be filled in 2017 and beyond are related to the requirements of implementing STA Moving Forward and to filling positions vacated by retiring and separating employees. These positions include Directors and senior Managers and are to be recruited regionally and nationally.

Staff recommends the Board adopt a resolution to revise the current travel policy to allow the CEO at his/her discretion to approve necessary and reasonable travel expenses for certain management and administrative position candidates.

Mr. French moved to adopt a resolution as presented, Mr. Higgins seconded and the motion passed unanimously.

8. BOARD OPERATIONS COMMITTEE:

A. Chair's Report

None. No meeting in January.

9. PLANNING & DEVELOPMENT COMMITTEE:

A. Chair's Report

None. No meeting in January.

10. PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE:

A. Chair's Report

None. No meeting in January.

11. CEO REPORT

Ridership

Ms. Meyer reported that fixed route bus ridership in December 2016 decreased by 7.6% over December 2015 for a 5.1% decrease at year end. Staff is working with colleges and universities to promote passes and increase ridership. There were two fewer school days at Eastern Washington

University and the Pence Union Building (PUB) is being remodeled so bus riders have to wait outside in bad weather for the bus. The weather in general has had a negative effect on ridership.

Paratransit ridership decreased by 0.7% over December 2015 for a 0.8% increase at year end. Paratransit trips have been scheduled, cancelled and rescheduled due to the bad weather. There have been about 8,000 rides in the past week.

Vanpool ridership decreased by 17.3% over December 2015 for a 12.1% decrease at year end. There are 9 less vans in service than in December 2015 (87 versus 96). Some industrial facilities took the two week winter break off and Avista experienced some shift changes which may have contributed to the decline.

It should be noted that December 2016 had one less weekday than December 2015.

Non-Capital Revenue

Through November 2016, at \$67.1M, non-capital revenue is at 95.6% of budget.

Sales Tax Revenue

December 2016 sales tax revenue (collected on October 2016 retail sales) increased 6.3% over December 2015 for a year-to-date increase of 6.5% over budget.

Operating Expenditures

Through November 2016, at \$53.6M, operating expenses are 83.7% of budget.

Plaza Update

Ms. Meyer noted that the new escalators have been installed. The project is expected to be completed on time and at or under budget. The new Sprague Avenue waiting area is nearly finished and the Cougar artwork installation has begun.

Ms. Meyer thanked the cities' and County's street and road crews for the excellent job they have done on snow removal over the past few weeks. She also thanked STA coach and van operators and the maintenance crews for their efforts at this difficult time with snowy and icy roads.

12. BOARD INFORMATION

- A. Committee Minutes
- B. November 2016 Financial Results Summary
- C. December 2016 Sales Tax Summary

13. EXECUTIVE SESSION

None.

14. NEW BUSINESS

None.

15. BOARD MEMBERS' EXPRESSIONS

Mr. Langford said he was out for dinner during the worst of the recent snow event and saw a paratransit van operator pull up outside the restaurant and help a passenger negotiate from the restaurant to the van in the icy conditions. He made sure the passenger made it safely even though the sidewalk was very difficult to navigate. He wanted to express his appreciation to the Board and staff for the extra effort the van operator made to ensure the safety of his passenger and he commented that is what customer service is all about.

Pam Haley thanked everyone for coming and welcomed new Board Member, Commissioner Josh Kerns.

16. ADJOURNED

With no further business to come before the Board, Chair Haley adjourned the meeting at 1:58 p.m.

Respectfully submitted,



Jan Watson
Executive Assistant to the CEO
& Clerk of the Authority

A video of the Board meeting may be viewed on STA's website
www.spokanetransit.com the week after the meeting.

Cable 5 Broadcast Dates and Times of January 19, 2017 Board Meeting:

Saturday, January 21, 2017	4:00 p.m.
Monday, January 23, 2017	10:00 a.m.
Tuesday, January 24, 2017	8:00 p.m.

Next Committee Meetings (STA Conference Rooms, West Boone Avenue, Spokane, Washington):

Planning & Development	February 1, 2017, 10:00 a.m. (Southside) 1229 West Boone
Performance Monitoring & External Relations	February 1, 2017, 1:30 p.m. (Southside) 1229 West Boone
Board Operations	February 8, 2017, 1:30 p.m. (Northside) 1230 West Boone

Next Board Meeting: Thursday, February 16, 2017, 1:30 p.m., STA Boardroom, 1229 West Boone Avenue, Spokane, Washington.

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM 6.B

JANUARY 2017 VOUCHERS - MOTION

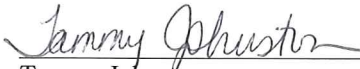
REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services
Lynn Holmes, Financial Services Manager
Tammy Johnston, Budget and Accounting Manager

SUMMARY: The following warrants and ACH transfers for the period of January 1 through 31, 2017 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.

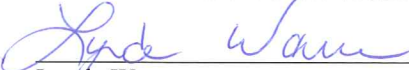
<u>DESCRIPTION</u>	<u>VOUCHER/ACH NUMBERS</u>	<u>AMOUNT</u>
Accounts Payable Vouchers (January)	Nos. 592510 - 592833	\$ 4,128,028.61
Workers Comp Vouchers (January)	Nos. 218631 - 218749	\$ 94,048.05
Payroll 01/06/2017	ACH - 01/06/2017	\$ 1,561,438.02
Payroll 01/20/2017	ACH - 01/20/2017	\$ 1,140,848.59
WA State - DOR (Use Tax)	ACH - W0640	\$ 6,807.46
JANUARY TOTAL		\$ 6,931,170.73

Certified:


Tammy Johnston
Budget and Accounting Manager


Lynn Holmes
Financial Services Manager

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


Lynda Warren
Director of Finance & Information Services
(Auditing Officer)

RECOMMENDATION TO BOARD: Approve claims as listed above.

FINAL REVIEW FOR BOARD BY:

Division Head LLW Chief Executive Officer JSML Legal Counsel LM

Spokane Transit Authority
Vouchers - January 2017

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
10/14/16	591368	Northwest Industrial Services LLC	VOID	-128.04
10/28/16	591627	Motorola Solutions Inc	VOID	-505.46
11/18/16	591975	Erika Loyal	VOID	-123.64
11/18/16	591979	E Susan Meyer	VOID	-85.72
01/06/17	592510	AFSCME	1328	135.54
01/06/17	592511	AFSCME	1328	142.00
01/06/17	592512	Amazon.Com LLC	1054	40.64
01/06/17	592513	American Public Transportation Association	1060	600.00
01/06/17	592514	Amalg Transit Union #1015	1055	19,477.65
01/06/17	592515	Amalg Transit Union #1598	1056	545.82
01/06/17	592516	Appleway Chevrolet Inc	1068	3,817.67
01/06/17	592517	Battery Systems Inc	1089	643.14
01/06/17	592518	The Braun Corporation	1117	358.97
01/06/17	592519	Daniel H Brunner Trustee	1124	4,085.31
01/06/17	592520	California Department of Child Support Services	1130	118.61
01/06/17	592521	Carquest Auto Parts	1025	64.73
01/06/17	592522	QWEST Corporation	1148	308.44
01/06/17	592523	QWEST Corporation	1148	125.22
01/06/17	592524	Child Support Enforcement Agency	1825	392.30
01/06/17	592525	City of Spokane	1601	1,573.80
01/06/17	592526	Coffman Engineers Inc	1162	26,304.26
01/06/17	592527	Comcast Holdings Corporation	1170	106.15
01/06/17	592528	Compunet Inc	1166	285.34
01/06/17	592529	WA State Consolidated Technology Services	1712	121.05
01/06/17	592530	Cooperative Supply Inc	1026	149,548.10
01/06/17	592531	Country Homes Christian Church	1183	404.23
01/06/17	592532	Creative Bus Sales Inc	1233	450.67
01/06/17	592533	Department of Social and Health Services	1210	3,702.25
01/06/17	592534	Employee Advisory Council	1236	496.50
01/06/17	592535	El Jay Oil Co Inc	1003	606.22
01/06/17	592536	Employment Security Department	1237	251.91
01/06/17	592537	FedEx	1808	53.34
01/06/17	592538	Friends of the Centennial Trail	1600	500.00
01/06/17	592539	Galls LLC	1271	979.28
01/06/17	592540	SPX Corporation	1268	4,761.91
01/06/17	592541	Gillig LLC	1279	111.77
01/06/17	592542	Diamond Auto Glass Inc	1308	439.72
01/06/17	592543	H & H Business Systems	1298	531.31
01/06/17	592544	H W Lochner Inc	1405	6,236.92
01/06/17	592545	Humanix Corp	1329	2,801.98
01/06/17	592546	Les Schwab Tire Centers of Washington Inc	1393	13,007.89
01/06/17	592547	M E Uphus Construction Inc	1414	6,825.52
01/06/17	592548	Motion Auto Supply Inc	1012	280.98
01/06/17	592549	MV Public Transportation Inc	1452	270,169.76
01/06/17	592550	Genuine Parts Company	1014	3,729.55
01/06/17	592551	Occupational Medicine Associates PS	1482	2,563.00
01/06/17	592552	Rosina Yip	901	330.74
01/06/17	592553	Paratransit Inc	1501	37,571.71
01/06/17	592554	River Linguistics Inc	1831	284.87
01/06/17	592555	S T A - Well	1557	351.00
01/06/17	592556	SBA Towers II LLC	1569	2,019.05
01/06/17	592557	Schetky Northwest Sales Inc	1570	315.52
01/06/17	592558	Securitas Security Svcs	1574	10,806.88
01/06/17	592559	Spokane Regional Transportation Council	1610	38,600.00
01/06/17	592560	State of Arizona	1770	185.92
01/06/17	592561	State of Arizona - Child Support Enforcement	1770	308.33
01/06/17	592562	TVEyes Inc	1673	2,400.00
01/06/17	592563	United Way of Spokane County	1684	431.00
01/06/17	592564	USSC Acquisition Corp	1676	135.16
01/06/17	592565	Verizon Wireless LLC	1686	5,618.16
01/06/17	592566	US Bank National Association	1698	15,071.42
01/06/17	592567	American Federation of State County 2 WA Council	1705	1,649.00
01/06/17	592568	Wendle Motors Incorporated	1021	472.49
01/06/17	592569	Western States Equipment	1740	64.89
01/10/17	592570	Motorola Solutions Inc	1448	185,590.06

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
01/12/17	592571	Asa Abloy Entrance Systems US Inc	1047	756.00
01/12/17	592572	Avista Corporation	1081	18,968.94
01/12/17	592573	B & H Foto & Electronics Corp	1082	1,528.98
01/12/17	592574	Kimberlee Dawn Betts	1961	3,000.00
01/12/17	592575	Cascade Centers Inc	1142	1,483.68
01/12/17	592576	City of Cheney - Utility	1158	372.01
01/12/17	592577	City of Spokane	1601	9,365.98
01/12/17	592578	City of Spokane	1601	7,850.80
01/12/17	592579	City of Spokane Valley	1614	76,621.51
01/12/17	592580	Colvico Inc	1168	14,934.00
01/12/17	592581	Consolidated Irrigation	1177	21.00
01/12/17	592582	Michael Hugh Maycumber	1179	6,032.85
01/12/17	592583	Desautel Hege	1839	5,740.00
01/12/17	592584	El Jay Oil Co Inc	1003	1,673.98
01/12/17	592585	Ferrellgas	1833	1,006.71
01/12/17	592586	Galls LLC	1271	93.47
01/12/17	592587	Great Floors LLC	1288	1,607.02
01/12/17	592588	Group Health Cooperative	1296	179,720.40
01/12/17	592589	Group Health Options Inc	1295	13,036.81
01/12/17	592590	H & H Business Systems	1298	376.64
01/12/17	592591	Home Depot Credit Services	1318	103.43
01/12/17	592592	Humanix Corp	1329	283.10
01/12/17	592593	Intermountain Materials Testing	1855	628.56
01/12/17	592594	Kershaw's Inc	1374	1,117.18
01/12/17	592595	Kimmel Athletic Supply Co Inc	1376	108.65
01/12/17	592596	Liberty Lake Sewer and Water District	1396	90.82
01/12/17	592597	Metroline Inc	1429	229.95
01/12/17	592598	Modern Electric Water Co Inc	1439	1,705.13
01/12/17	592599	Black Realty Management Inc	1658	2,755.55
01/12/17	592600	Genuine Parts Company	1014	252.79
01/12/17	592601	CSWW Inc	1102	1,361.92
01/12/17	592602	North 40 Outfitters	1102	688.37
01/12/17	592603	North 40 Outfitters	1102	180.19
01/12/17	592604	Tammy Lynne Glidewell	1282	1,026.00
01/12/17	592605	Office Depot Inc	1483	628.90
01/12/17	592606	Bryan Koschmann	901	25.00
01/12/17	592607	Samantha Sherrill	901	45.00
01/12/17	592608	Purchase Power	1513	1,040.79
01/12/17	592609	Pohl Spring Works Inc	1967	1,032.65
01/12/17	592610	Securitas Security Svcs	1574	22,283.09
01/12/17	592611	Six Robbles Inc	1017	302.29
01/12/17	592612	Spokane County Treasurer	1603	2,564.50
01/12/17	592613	Staples Advantage	1627	137.53
01/12/17	592614	Synergema	1819	3,154.16
01/12/17	592615	Terminal Supply Inc	1648	787.17
01/12/17	592616	Tessco Incorporated	1649	143.68
01/12/17	592617	Trapeze Software Group	1669	110,877.41
01/12/17	592618	Visit Spokane	1696	575.00
01/12/17	592619	Walker Construction Inc	1913	186,373.79
01/12/17	592620	Walter E Nelson Co	1721	4,678.55
01/12/17	592621	Lynda Warren	1700	66.12
01/12/17	592622	Waste Management Spokane	1702	294.03
01/12/17	592623	WCP Solutions	1737	2,233.85
01/12/17	592624	Wendle Motors Incorporated	1021	471.21
01/12/17	592625	Whitworth Water District No 2	1746	21.01
01/12/17	592626	Washington State Transit Insurance Pool	1703	1,580,144.00
01/12/17	592627	Women's Transportation Seminar	2007	105.00
01/12/17	592628	XO Holdings	1757	7,158.47
01/13/17	592629	Jason Corcoran	1999	748.15
01/20/17	592630	A to Z Rentals	1033	9.13
01/20/17	592631	CBS Reporting Inc	1035	569.00
01/20/17	592632	AFSCME	1328	135.54
01/20/17	592633	AFSCME	1328	140.00
01/20/17	592634	Moline Inc	1042	481.87
01/20/17	592635	Air Flow Systems Inc	1001	89.87
01/20/17	592636	Allied Safe & Vault Co Inc	1052	134.30
01/20/17	592637	Northwest Industrial Services LLC	1058	128.04

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
01/20/17	592638	Associated Industries of the Inland Northwest	1075	1,116.75
01/20/17	592639	Amalg Transit Union #1015	1055	19,364.48
01/20/17	592640	Amalg Transit Union #1598	1056	545.82
01/20/17	592641	Amalg Transit Union-Cope	1057	460.96
01/20/17	592642	Appleway Chevrolet Inc	1068	668.60
01/20/17	592643	Avista Corporation	1081	27,828.60
01/20/17	592644	B & H Foto & Electronics Corp	1082	6,362.00
01/20/17	592645	Battery Systems Inc	1089	3,467.53
01/20/17	592646	Belarc Inc	1096	417.75
01/20/17	592647	Blanchard Auto Electric	1109	485.30
01/20/17	592648	Broadway Industrial Supply Co LLC	1120	74.46
01/20/17	592649	Daniel H Brunner Trustee	1124	4,085.31
01/20/17	592650	California Department of Child Support Services	1130	118.61
01/20/17	592651	Calvary Spokane	1136	1,056.40
01/20/17	592652	Canon Financial Services Inc	1154	220.67
01/20/17	592653	Carquest Auto Parts	1025	2,394.76
01/20/17	592654	Consolidated Electrical Distributors	1133	531.84
01/20/17	592655	QWEST Corporation	1148	48.48
01/20/17	592656	CH2M Hill Inc	1131	270,740.16
01/20/17	592657	Child Support Enforcement Agency	1825	392.30
01/20/17	592658	City of Medical Lake	1424	76.89
01/20/17	592659	Coaching Systems LLC	1160	720.00
01/20/17	592660	Idaho Truck Specialties LLC	1161	851.12
01/20/17	592661	Coffman Engineers Inc	1162	3,363.32
01/20/17	592662	Kathleen M Collins	1163	4,551.75
01/20/17	592663	Continental Door Company	1986	190.23
01/20/17	592664	Cooperative Supply Inc	1026	40,567.13
01/20/17	592665	Jason Corcoran	1999	637.57
01/20/17	592666	Washington State Dept of Corrections	1708	2,129.82
01/20/17	592667	Cummins Inc	1027	2,934.81
01/20/17	592668	DeVries Business Records Management Inc	1766	220.00
01/20/17	592669	Department of Social and Health Services	1210	3,750.22
01/20/17	592670	Employee Advisory Council	1236	413.50
01/20/17	592671	Electronic Data Magnetics Inc	1225	11,982.88
01/20/17	592672	El Jay Oil Co Inc	1003	221.26
01/20/17	592673	Electrical Service Products Inc	1230	334.13
01/20/17	592674	Employment Security Department	1237	269.14
01/20/17	592675	Fastenal Company	1249	8.67
01/20/17	592676	FedEx	1808	174.66
01/20/17	592677	Ferguson Enterprises Inc	1252	121.53
01/20/17	592678	Galls LLC	1271	3,374.72
01/20/17	592679	General Fire Extinguisher Service Inc	1274	104.13
01/20/17	592680	Gillig LLC	1279	15,440.77
01/20/17	592681	W.W. Grainger Inc	1285	3,427.37
01/20/17	592682	Graybar Electric Co Inc	1287	1,445.43
01/20/17	592683	H W Lochner Inc	1405	39,398.94
01/20/17	592684	Haskins Steel Company Inc	1309	593.66
01/20/17	592685	Home Depot Credit Services	1318	749.42
01/20/17	592686	HRA Veba Trust	1415	18,958.31
01/20/17	592687	Humanix Corp	1329	3,173.41
01/20/17	592688	IBI Group	1336	1,614.35
01/20/17	592689	Oil Price Information Service LLC	1346	119.57
01/20/17	592690	Kershaw's Inc	1374	82.13
01/20/17	592691	Lithographic Reproductions Inc	1403	2,323.07
01/20/17	592692	Loomis Armored US LLC	1408	5,288.84
01/20/17	592693	Erika Loyal	1410	123.64
01/20/17	592694	LPM Supply Inc	1382	158.53
01/20/17	592695	M & L Supply Co Inc	1413	52.31
01/20/17	592696	E Susan Meyer	1428	85.72
01/20/17	592697	Mohawk Manufacturing & Supply Co	1011	745.60
01/20/17	592698	Moran Fence Inc	1446	4,279.52
01/20/17	592699	Motion Auto Supply Inc	1012	279.66
01/20/17	592700	Motorola Solutions Inc	1448	57,084.50
01/20/17	592701	Genuine Parts Company	1014	177.70
01/20/17	592702	NAPA Auto Parts Inc	1014	1,004.13
01/20/17	592703	National Color Graphics Inc	1455	8,459.79
01/20/17	592704	The Aftermarket Parts Company LLC	1015	9,976.99
01/20/17	592705	Nick's Custom Boots LLC	1464	163.00
01/20/17	592706	Norlift Inc	1470	80.62
01/20/17	592707	North 40 Outfitters	1102	95.00
01/20/17	592708	Northern Energy - 1790	1064	370.17
01/20/17	592709	Northwest Vital Records Center Inc	1476	467.10
01/20/17	592710	Office Depot Inc	1483	203.35

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
01/20/17	592711	Office Depot Inc	1483	81.57
01/20/17	592712	Office Relief Inc	1991	2,530.39
01/20/17	592713	Cynthia A McLaughlin	900	19.78
01/20/17	592714	Greg Buckles	900	2.16
01/20/17	592715	Overhead Door Corporation	1978	228.27
01/20/17	592716	Pacific Power Group LLC	1496	45.00
01/20/17	592717	Pitney Bowes Global Financial Svcs LLC	1512	183.72
01/20/17	592718	Power Machine Service Inc	1519	92.35
01/20/17	592719	Pressworks Inc	1522	808.08
01/20/17	592720	S T A - Well	1557	298.00
01/20/17	592721	Safety Kleen Systems Inc	1564	9,380.00
01/20/17	592722	Safeway Inc	1794	100.00
01/20/17	592723	Securitas Security Svcs	1574	23,474.25
01/20/17	592724	Vanessa Bogensberger	1582	4,385.83
01/20/17	592725	David Mcwhirk	1593	311.43
01/20/17	592726	Spokane Public Facilities District	1941	4,950.00
01/20/17	592727	Wick Enterprizes LLC	2008	421.60
01/20/17	592728	Spokane County Treasurer	1603	64,409.63
01/20/17	592729	Spokane County Treasurer	1603	607.00
01/20/17	592730	Spokane Diesel Pump	1893	815.25
01/20/17	592731	Spokane House of Hose Inc	1605	364.32
01/20/17	592732	Spokane Optical Company LLC	1607	287.00
01/20/17	592733	The Spokesman Review	1616	3,579.22
01/20/17	592734	Sportworks Northwest Inc	1617	462.24
01/20/17	592735	Standard Digital Print Co Inc	1623	2,290.04
01/20/17	592736	State of Arizona	1770	308.33
01/20/17	592737	State of Arizona - Child Support Enforcement	1770	185.92
01/20/17	592738	American Service Corp	1663	950.00
01/20/17	592739	TrendSource Inc	1671	2,299.08
01/20/17	592740	Tyler Technologies Inc	1675	2,750.00
01/20/17	592741	United States Treasury	1357	174.11
01/20/17	592742	United Way of Spokane County	1684	271.00
01/20/17	592743	U S Healthworks Medical Group of Washington PS	1679	570.00
01/20/17	592744	Verizon Wireless LLC	1686	5,731.19
01/20/17	592745	Vic B Linden & Sons Sign Advertising Inc	1401	239.14
01/20/17	592746	American Federation of State County 2 WA Council	1705	1,663.62
01/20/17	592747	WCP Solutions	1737	255.55
01/20/17	592748	Wells Fargo Financial Leasing Inc	1735	1,837.06
01/20/17	592749	Witherspoon Brajcich McPhee PLLC	1843	4,824.41
01/20/17	592750	XO Holdings	1757	925.15
01/26/17	592751	Inland Welding Supply Inc	1032	161.42
01/26/17	592752	Allied Safe & Vault Co Inc	1052	84.71
01/26/17	592753	Aramark Uniform & Career Apparel Group Inc	1069	17,286.45
01/26/17	592754	Argus Integrated Services LLC	1071	3,086.65
01/26/17	592755	Appleway Chevrolet Inc	1068	17.49
01/26/17	592756	Avista Corporation	1081	1,731.88
01/26/17	592757	Battery Systems Inc	1089	1,842.75
01/26/17	592758	Better Business Bureau	1100	1,925.00
01/26/17	592759	Camp Automotive Inc	1024	213.37
01/26/17	592760	QWEST Corporation	1148	241.96
01/26/17	592761	City of Spokane	1601	93.75
01/26/17	592762	Spokane Regional Clean Air Agency	1602	629.20
01/26/17	592763	Clean Concepts Group Inc	1471	77.26
01/26/17	592764	Idaho Truck Specialties LLC	1161	540.89
01/26/17	592765	Coffman Engineers Inc	1162	61,840.18
01/26/17	592766	Comcast Holdings Corporation	1170	456.22
01/26/17	592767	Comcast Holdings Corporation	1170	122.17
01/26/17	592768	Conseal Containers LLC	1176	346.76
01/26/17	592769	Creative Bus Sales Inc	1233	61.69
01/26/17	592770	CCGS Holdings Corp	1511	1,805.97
01/26/17	592771	Cummins Inc	1027	244.58
01/26/17	592772	Cummins Inc	1027	14,104.99
01/26/17	592773	El Jay Oil Co Inc	1003	2,915.01
01/26/17	592774	Electrical Service Products Inc	1230	422.57
01/26/17	592775	Embroidered Sportswear Inc	1232	132.57
01/26/17	592776	Fastenal Company	1249	12.20
01/26/17	592777	Fidelity National Information Services Inc	1258	1,773.06
01/26/17	592778	Fleet-Net Corporation	1260	1,331.58
01/26/17	592779	AMGB Inc	2011	195.61
01/26/17	592780	Galls LLC	1271	430.46
01/26/17	592781	The General Store	1956	267.37
01/26/17	592782	Gillig LLC	1279	23,417.41
01/26/17	592783	Diamond Auto Glass Inc	1308	414.34

<u>Check Date</u>	<u>Check #</u>	<u>Payee</u>	<u>Reference</u>	<u>Amount</u>
01/26/17	592784	W.W. Grainger Inc	1285	3,712.73
01/26/17	592785	H & H Business Systems	1298	263.71
01/26/17	592786	Home Depot Credit Services	1318	186.05
01/26/17	592787	Humanix Corp	1329	1,800.13
01/26/17	592788	The Institute For Supply Management-Spokane	1453	170.00
01/26/17	592789	Kershaw's Inc	1374	1,034.82
01/26/17	592790	Kone Inc	1380	820.69
01/26/17	592791	Les Schwab Tire Centers of Washington Inc	1393	11,307.76
01/26/17	592792	Life Ins Co of N America	1397	13,185.46
01/26/17	592793	M & L Supply Co Inc	1413	139.34
01/26/17	592794	Maintenance Solutions	1418	233.73
01/26/17	592795	Midwest Security Products Inc	1433	85.47
01/26/17	592796	Mohawk Manufacturing & Supply Co	1011	1,147.45
01/26/17	592797	Black Realty Management Inc	1658	12,955.51
01/26/17	592798	Genuine Parts Company	1014	2,619.21
01/26/17	592799	NAPA Auto Parts Inc	1014	847.42
01/26/17	592800	The Aftermarket Parts Company LLC	1015	1,247.59
01/26/17	592801	CSWW Inc	1102	778.27
01/26/17	592802	Northern Energy - 1790	1064	6.36
01/26/17	592803	Northwest Bus Stamp Wbe	1472	184.79
01/26/17	592804	Northwest Vital Records Center Inc	1476	200.00
01/26/17	592805	OpenSquare	2013	145.96
01/26/17	592806	Patricia Grebe	901	14.00
01/26/17	592807	Pacific Power Group LLC	1496	362.40
01/26/17	592808	Pape Machinery Exchange	1860	181.99
01/26/17	592809	Paratransit Inc	1501	41,513.09
01/26/17	592810	Pitney Bowes Global Financial Svcs LLC	1512	163.28
01/26/17	592811	Power Machine Service Inc	1519	807.42
01/26/17	592812	Professional Finishes	1526	191.69
01/26/17	592813	Rae-Cor Distributing LLC	1533	1,740.02
01/26/17	592814	Remnicha Inc	1540	1,870.09
01/26/17	592815	Remnicha Inc	1540	860.85
01/26/17	592816	Roadwise Inc	1546	15,284.29
01/26/17	592817	Safety Kleen Systems Inc	1564	220.00
01/26/17	592818	SBA Towers II LLC	1569	2,019.05
01/26/17	592819	Six Robbles Inc	1017	2,125.76
01/26/17	592820	Spokane County Environmental Services	1603	493.05
01/26/17	592821	Spokane County Treasurer	1603	1,298.50
01/26/17	592822	Spokane House of Hose Inc	1605	623.42
01/26/17	592823	Spray Center Electronics Inc	1619	256.56
01/26/17	592824	Standard Digital Print Co Inc	1623	24.46
01/26/17	592825	Symetra Life Insurance Company	1562	3,612.20
01/26/17	592826	The Engraver Inc	1242	55.98
01/26/17	592827	Saf-Tee Siping & Grooving Inc	1559	68.84
01/26/17	592828	Verizon Wireless LLC	1686	1,300.94
01/26/17	592829	WA State Department of Revenue - Leasehold Tax	1767	2,925.82
01/26/17	592830	Walter E Nelson Co	1721	2,549.83
01/26/17	592831	WCP Solutions	1737	7,446.16
01/26/17	592832	Western States Equipment	1740	2.99
01/26/17	592833	Whites Boots Inc	1744	439.10
TOTAL JANUARY ACCOUNTS PAYABLE				4,128,028.61

1/1/2017-1/31/2017	218631-218749	WORKER'S COMPENSATION WARRANTS	VARIES	94,048.05
TOTAL JANUARY WORKER'S COMPENSATION DISBURSEMENTS				94,048.05

1/6/17	722989-72340	PAYROLL AND TAXES PR 1,17	VARIES	1,561,438.02
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1/20/17	722936-722988	PAYROLL AND TAXES PR 2,17	VARIES	1,140,848.59
TOTAL JANUARY PAYROLL AND TAXES				2,702,286.61

1/23/17	ACH	WA STATE - DOR (USE TAX)	1767	6,807.46
TOTAL JANUARY EXCISE TAX DISBURSEMENT				6,807.46

TOTAL JANUARY DISBURSEMENTS FROM TO1 ACCOUNTS				6,931,170.73
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TOTAL JANUARY DISBURSEMENTS FROM TO5 TRAVEL ADVANCE ACCOUNT				0.00
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TOTAL JANUARY DISBURSEMENTS TO1 & TO5 ACCOUNTS				6,931,170.73
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**SPOKANE TRANSIT AUTHORITY
BOARD MEETING OF**

February 16, 2017

AGENDA ITEM 6.C 2017 COMMUNICATIONS PLAN OVERVIEW

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Beth Bousley, Director of Communications and Customer Service

SUMMARY: The Spokane Transit Communications Plan provides an overview of 2017 communications priorities to support STA's goals.

2017 Communications Objectives

Support STA goals to:

- Sustain 2016 fixed route ridership level (approximately 10.3 million trips)
- Continue to maintain and enhance community perception (rated 3.74 out of 5 in 2016; up from 3.37 in 2014)

Communications Priorities:

- Ridership
- STA Moving Forward
- Community Relations
- Media Relations
- Internal Communications
- Customer Service
- Web Development

Ridership

- Increase pass sales through pass sales analysis, targeted sales, commuter packages, promotion
- Grow university and college ridership through relationship building, advocacy, promotion
- Develop broad awareness of new fare through active education, public relations, and regular communications to ensure transparency and sustained/increased ridership
- Increase confidence and awareness of how to use the STA system through Real Time Information and SmartBus promotion, and education
- Implement events, destinations programs and partnership efforts to educate, demonstrate, and position STA as a valued service provider
- Implement Plaza events, programming, and rider education to build positive perception, support system operations, and improve customer experience

STA Moving Forward

- Educate and engage our audiences about STA Moving Forward projects and progress
- Demonstrate that we are fulfilling our promises through consistent communication and outreach
- Be proactive in developing a narrative that anticipates public perception through regular community and media relations
- Build public trust through transparent and accessible information

Thought Leadership

- Continue to establish STA as a key player and leader in the region's future growth and development
- Build leadership and board visibility as celebrated community members and leaders

Community Relations

- Tell a powerful, community-inspired story about STA
- Engage greater Spokane communities, including residents and transit riders in sharing the STA Moving Forward vision for the future of transit service
- Demonstrate commitment to transparency and open communication

Media Relations and Tracking

- Maintain positive and proactive relations with media partners
- Maximize positive coverage in the media without paying for it (earned media)
- Show successful impact of media efforts

Internal Communications

- Maximize internal communications to improve employee engagement
 - Ensure employees understand and are invested in STA
 - Continue to test and refine communication vehicles
 - Improve quality of employee engagement survey

Customer Service

- Improve quality of customer service to improve community perception and increase ridership
 - Engage in strategic visioning for future of customer service and identify barriers and opportunities
 - Enhance public-facing communication

Web Development

- Maintain and improve web properties to grow ridership and inform the community through schedule, route information, and other tools on how to use the STA system.

RECOMMENDATION TO BOARD: Approve the 2017 Communication Plan, which supports the STA Priorities and ultimate goals of increasing ridership, and maintaining/enhancing community perception.

FINAL REVIEW FOR BOARD BY:

Division Head BB Chief Executive Officer ESM Legal Counsel CM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM **8.A**

2017 PERFORMANCE MEASURES

REFERRAL COMMITTEE: N/A

SUBMITTED BY: E. Susan Meyer, CEO
Steve Blaska, Director of Operations

SUMMARY: The attached Staff Report presents the 2017 update to our key operational Performance Measures. As in the past, each performance measure is related to a specific Spokane Transit priority. These quantifiable benchmarks demonstrate the agency's commitment to accountability. These goals are aspirational in that staff set a high bar which represents excellent performance.

The report lists STA's proposed 2017 Performance Measures with annotations comparing each measure with what was adopted for 2016 and the status as of the end of 3rd Quarter. Items printed in red are new measures or updates for 2016.

Staff will provide more complete review of how STA performed against each 2016 measure in March when financial data for the year has been finalized.

Staff will also be proposing a methodology to track progress against the STA Moving Forward (STAMF) projects. Staff plans on providing these STAMF progress reports along with the standard performance measures each quarter.

Significant changes for the 2017 Performance Measures are:

The ridership goals reflect the goals set forth in the Annual Strategic Plan:

Fixed Route: Sustain 2016 ridership level. – This ridership level remains approximately 34% higher than ridership was in 2005. Staff expect the effect of lower fuel prices to continue to effect transit ridership nationwide. There will also be downward pressure on STA ridership after the fare increase in July. Staff expect these negative effects to be offset by the additional STAMF service which will be implemented in May & September. The new service, when fully mature in 2 to 3 years, should result in approximately 50,000 to 120,000 additional trips.

Paratransit: 0.5% growth from 2016 ridership. – The continuation of In Person Assessments, Mobility Training, and the Van Grant program will help manage growth in this program. Ridership will also be negatively affected by the fare increase in July. However, the slight growth this year foreshadows the demographic pressures of an aging population and the dynamics of Spokane as a regional center for services for individuals with disabilities.

Vanpool: Sustain 2016 ridership level. – Fuel prices will continue to challenge the vanpool program. The downsizing at one large employer who used the program extensively has also had an effect. Consequently, ridership has dropped significantly since its record high of 250,000 trips in 2012. It is expected that the downward trend over the last four years will hit bottom in 2017 and posture us for future growth.

The Fixed Route Passengers per Revenue Hour (PPRH) goal has decreased slightly. The slight decline in ridership combined with the introduction of additional revenue hours of service will result in a decrease in this measure from its record highs in recent years. Ridership growth associated with new service takes 2 to 3 years to fully develop. Also, some of the increased service will be later on weeknights and on weekends when overall travel demand is lower. At 25 PPRH, STA will retain its position as being an urban transit second only to King County Metro on this metric in Washington State.

Fixed Route On-Time Performance and Paratransit Road Call goals have increased due to our assessment that staff can set a higher bar in these areas.

RECOMMENDATION TO BOARD: Review and recommend the Board approve the 2017 Performance Measures as presented.

FINAL REVIEW FOR BOARD BY:

Division Head SB

Chief Executive Officer SBM

Legal Counsel LM

SPOKANE TRANSIT AUTHORITY

Staff Report

Annotated copy to show comparison to 2016

Date: February 1, 2017

SUBJECT: DRAFT 2017 PERFORMANCE MEASURES

MISSION

- We are dedicated to providing safe, convenient and accessible public transportation services to Spokane region neighborhoods, businesses, and activity centers.
- We are leaders in transportation and a valued partner in the community's social fabric, economic infrastructure, and quality of life.

OUR VISION

- STA aspires to be a source of pride for the region.

PRIORITIES AND OBJECTIVES

1. Safety

Emphasize safety of our customers and employees in all aspects of our operations

2. Earn and Retain the Community's Trust

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; provide service that is responsive and tailored to the area's needs.

3. Provide Excellent Customer Service

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

4. Enable Organizational Success

Have a well-trained and highly productive workforce; promote healthy dialogue on important issues; reduce employee injuries.

5. Exemplify Financial Stewardship

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs.

PERFORMANCE MEASURES

1. **ENSURE SAFETY**

Emphasize safety of our customers and employees in all aspects of our operations.

Performance Measures

• **Accident Rate**

Fixed Route

Measurement – (1 measure) Preventable accidents

Goal - 0.08 (or less) per 10,000 miles

Measured - Quarterly

No change from 2016 goal/standard

2016 Actual: 0.07 Q3 YTD

Paratransit

Measurement – (1 measure) Preventable accidents

Goal - 0.10 (or less) per 10,000 miles

Measured - Quarterly

No change from 2016 goal/standard

2016 Actual: 0.11 Q3 YTD

• **Injury Rate (Employee Days Lost)**

Fixed Route

Measurement – Work days lost due to injury

Goal – 0.02 (or less) per 1000 employee hours

Measured - Quarterly

Insignificant change to 2016 goal/standard in order to allow for rounding

2016 Goal/Standard: Less than 0.02/1,000 employee hours

2016 Actual: 0.03 Q3 YTD

Paratransit

Measurement – Workers Comp Lost Days

Goal – 0.04 (or less) per 1000 employee hours

Measured – Quarterly

Insignificant change to 2016 goal/standard to allow for rounding

2016 Goal/Standard: Less than 0.04/1,000 employee hours

2016 Actual: 0.04 Q3 YTD

Maintenance

Measurement – Workers Comp Lost Days

Goal – 0.05 (or less) per 1000 employee hours

Measured - Quarterly

Insignificant change to 2016 goal/standard to allow for rounding

2016 Goal/Standard: less than 0.05/1,000 employee hours

2016 Actual: 0.05 Q3 YTD

• **Injury Rate (Employee Claims)**

Fixed Route

Measurement – Claims per 1,000 hours

Goal – 0.05 claims (or less) per 1,000 hours

Measured – Quarterly

Insignificant change to 2016 standard in order to allow for rounding

2016 Goal/Standard: Less than 0.05/1,000 employee hours

2016 Actual: 0.04 Q3 YTD

Paratransit

Measurement – Claims per 1,000 hours

Goal – 0.08 (or less) claims per 1,000 hours

Measured - Quarterly

Insignificant change to 2016 standard to allow for rounding

2016 Goal/Standard: Less than 0.08/1,000 employee hours

2016 Actual: 0.08 Q3 YTD

Did Not Meet Standard

Maintenance

Measurement – Claims per 1,000 hours

Goal – 0.09 (or less) claims per 1,000 hours

Measured - Quarterly

Insignificant change to standard to allow for rounding

2016 Goal/Standard: Less than 0.09/1,000
employee hours)

2016 Actual: 0.10 Q3 YTD

2. EARN AND RETAIN THE COMMUNITY'S TRUST

Engender trust and accountability and satisfy and exceed the expectations of citizens, customers, and employees; increase ridership; provide service that is responsive and tailored to the area's needs.

Performance Measures

• **Ridership**

Fixed Route

Measurement – Number of unlinked trips

Goal – Sustain 2016 ridership level (approximately 10.3 million trips)

Measured – Monthly

Change to 2016 goal. This ridership level remains approximately 34% higher than ridership was in 2005. We expect the effect of lower fuel prices to continue to effect transit ridership nationwide. There will also be downward pressure on STA ridership after the fare increase in July. We expect these negative effects to be offset by the additional STAMF service which will be implemented in May & September. The new service, when fully mature in 2 to 3 years, should result in approximately 50,000 to 120,000 additional trips.

2016 Goal: 1.5% growth

2016 Actual: -5.1% Q3 YTD

Paratransit

Measurement – Number of unlinked trips

Goal – 0.5% increase from 2016 (approximately 470,000 trips)

Measured – Monthly

Change to 2016 goal. The continuation of IPA, Mobility Training, and the Van Grant program will help manage growth in this program. Ridership will also be negatively affected by the fare increase in July. However, we should expect the demographic pressures mentioned below to cause a slight growth in ridership.

2016 Goal: 0% growth

2016 Actual: 0.8% Q3 YTD

Vanpool

Measurement – Number of unlinked trips

Goal – Sustain 2016 ridership level (approximately 190,000 trips)

Measured – Monthly

Change to 2016 goal. Fuel prices will continue to challenge the vanpool program. The downsizing at one large employer who used the program extensively has also had an effect. Consequently, ridership has dropped significantly since its record high of 250,000 trips in 2012. We expect that the downward trend over the last four years will hit bottom in 2017 and posture us for future growth.

2016 Goal: 7.0%

2016 Actual: -11.7% Q3 YTD

- **Service Effectiveness**

Fixed Route

Measurement – Passengers per revenue hour

Goal – 25 or above system wide average

Measured – Quarterly

Change to 2016 goal. The slight decline in ridership combined with the introduction of additional revenue hours of service will result in a decrease in this measure from its record highs in recent years. Ridership growth associated with new service takes 2 to 3 years to fully develop. Also some of the increased service will be later on weeknights and on weekends when overall travel demand is lower. At 25 PPRH, STA will retain its position as being an urban transit second only to King Co Metro on this metric in Washington State.

2016 Goal: 28 PPRH

2016 Actual: 23.47 Q3 YTD

Paratransit

Measurement – Passengers per revenue hour

Goal – 3.0

Measured – Quarterly

No change to 2016 goal

2016 Actual: 2.81 Q3 YTD

- **Customer Security**

Fixed Route

Measurement – Response to two questions on annual survey: Customer assessment of personal safety & drivers' driving safe

Goal – 4.5 (or above) average

Measured – Annually

No change from 2016 goal/standard

2016 Fixed Route Actual: NA

Paratransit

Measurement – Response to two questions on annual survey: Customer assessment of personal safety & drivers driving safe

Goal – 4.5 (or above) average

Measured – Annually

No change from 2016 goal/standard

2016 Paratransit Actual: Survey results not available yet

- **Public Outreach**

- Agency Wide

- Measurement – Response to question on annual community survey: STA does a good job listening to the public.

- Goal – 4.5 (or above) average

- Measured – Annually

- No change from 2016 goal/standard

- 2016 Actual: Survey results not available yet

3. PROVIDE OUTSTANDING CUSTOMER SERVICE

Provide consistently high-quality service to customers at every interaction with Spokane Transit; be rated by customers, the community, and employees as providing excellent customer service as measured annually in surveys.

Performance Measures

- **On Time Performance**

- Fixed Route

- Measurement – 0 to 5 minutes from scheduled time point

- Goal – 90% on time

- Measured – Quarterly

- Goal is increased based on our experience in 2016.

- 2016 Goal: 85%

- 2016 Q3 YTD Actual: 92.1%

- Paratransit

- Measurement – 0 to 30 minutes from scheduled pick up time

- Goal – 95% on time

- Measured – Monthly

- No change from 2016 goal.

- 2016 Goal: 95%

- 2016 Q3 YTD Actual: 92.21%

- **Call Center**

- Fixed Route Abandon Rate

- Measurement – Percent of calls abandoned in comparison to the total call volume

- Goal – 4% or below

- Measured – Monthly

- No change from 2016 goal

- 2016 Q3 YTD Actual: 5.7%

- Paratransit Abandon Rate

- Measurement – Percent of calls abandoned in comparison to the total call volume

- Goal – 4% or below

- Measured – Monthly

- No change from 2016 goal.

- 2016 Q3 YTD Actual: 2.2%

- Fixed Route Service Level

- Measurement – The percent of time calls are answered within the goal period

- Goal – 90%/60 seconds

- Measured – Monthly

- No change from 2016 goal.

- 2016 Q3 YTD Actual: 90

Paratransit Service Level

Measurement – The percent of time calls are answered within the goal period

Goal – 90%/60 seconds

Measured – Monthly

No change from 2016 goal.

2016 Q3 YTD Actual: 89%

• **Professionalism and Courtesy**

Fixed Route

Measurement – Quality Counts survey response to: “Operator professional and courteous throughout the trip”

Goal – 4.5 (or above) average on a scale of 1 to 5

Measured – Monthly

No change from 2016 goal/standard.

2016 Q3 YTD Actual: 4.83%

Paratransit

Measurement – Quality Counts survey response to: “Operator professional and courteous throughout the trip”

Goal – 4.5 (or above) average on a scale of 1 to 5

Measured – Monthly

No change from 2016 goal/standard.

2016 Q3 YTD Actual: 4.69%

Administration/Customer Service/Paratransit Reservations/Security

Measurement – Quality Counts survey response to: “Employee was professional and courteous throughout the call/interaction”

Goal – 4.5 (or above) average on a scale of 1 to 5

Measured – Monthly

No change from 2016 goal/standard.

2016 Q3 YTD Actual: 4.81%

• **Driver Announcements / Introduction**

Fixed Route

Measurement – Quality Counts survey response to: “Published stops are announced”

Goal – 95% (or above) average on Quality Counts surveys

Measured – Monthly

No change from 2016 goal/standard.

2016 Q3 YTD Actual: 100%

Paratransit

Measurement – Quality Counts survey response to: “Operator identifying himself/herself at pick-up”

Goal –90% (or above) average on Quality Counts surveys

Measured – Monthly

No change from 2016 goal/standard.

2016 Q3 YTD Actual: 75%

• **Cleanliness of coach / van**

Fixed Route

Measurement – Response to Quality Counts survey

Goal –90% (or above) average on Quality Counts surveys

Measured – Monthly

No change from 2016 goal/standard.

2016 Q3 YTD Actual: 99.1%

Paratransit

Measurement – Response to Quality Counts survey

Goal –90% (or above) on Quality Counts surveys

Measured – Monthly

No change from 2016 goal/standard.

2016 Q3 YTD Actual: 100%

- **Complaint Rate**

Fixed Route

Measurement – Number of complaints received

Goal – 8 complaints (or less) per 100,000 boardings

Measured – Monthly

Slight change from 2016 to allow for rounding

2016 Goal – Less than 8 complaints per 100,000 boardings

2016 Q3 YTD Actual: 7.6

Paratransit

Measurement – Number of complaints received

Goal – 8 complaints (or less) per 10,000 boardings

Measured - Monthly

Slight change from 2016 to allow for rounding

2016 Goal – Less than 8 complaints 10,000 boardings

2016 Q3 YTD Actual: 8.3

- **Maintenance Reliability**

Fixed Route

Measurement – Number of Road Calls

Goal – Less than 1 per 7,500 miles

Measured - Monthly

No change from 2016 goal.

2016 Q3 YTD Actual: 1 per 6,996 miles

Paratransit

Measurement – Number of Road Calls

Goal – Less than 1 per 75,000 miles

Measured – Monthly

Increased from 2016 goal.

2016 Goal – Less than 1 per 57,000 miles

2016 Q3 YTD Actual: 1 per 98,487 miles

4. ENABLE ORGANIZATIONAL SUCCESS

Have a well-trained and highly productive workforce; promote healthy dialogue on important issues. Have an active and engaged Board of Directors.

Performance Measures

- **Training Rate (Employee)**

Fixed Route

Measurement – Complete Advanced Operator Training

Goal – 8 hours per Operator annually

Measured – Quarterly

No change from 2016 goal.

2016 Q3 YTD: In process

Paratransit

Measurement – Complete Advanced Operator Training

Goal – 8 hours per Operator annually

Measured – Quarterly

No change from 2016 goal.

2016 Q3 YTD: Training cancelled due to requirement for an additional new hire class

Maintenance

Measurement – 4 major component training events + variety of general professional classes

Goal – Invest average of 25 hours per maintenance employee per year

Measured - Annually

No change from 2016 goal.

2016 Q3 YTD: In process

Managers/Supervisors/Administrative

Measurement – Scheduled Professional Development Class

Goal – 100% of population receive either on-site or off-site training event per year

Measured – Annually

No change from 2016 goal.

2016 Q3 YTD: In process

- **Annual Employee Feedback**

Fixed Route

Measurement – Supervisor conducts formal ride check/ride along

Goal – 100% of operators receive a successful evaluation on a ride check/ride along annually

Measured - Quarterly

No change from 2016 goal.

2016 Q3 YTD: In process

Paratransit

Measurement – Supervisor conducts formal ride check/ride along

Goal – 100% of operators receive a successful evaluation on a ride check/ride along annually

Measured - Quarterly

No change from 2016 goal.

2016 Q3 YTD: In process

- **Governance**

Board Development

Measurement – Attendance at a transit-related conference/training event

Goal – Two Board members attend annually

Measured – Annually

No change from 2016 goal.

2016 Goal – Two Board members attend annually

2016 Q3 YTD: Six Board members attended a transit conference

5. **EXEMPLIFY FINANCIAL STEWARDSHIP**

Operate an efficient, cost-effective operation; maintain tight control of operational, administrative, and capital expenditures of public resources; establish reasonable, user-based revenue targets; plan for future operational and capital needs.

Performance Measures

• **Cost Efficiency**

Fixed Route

Measurement – Cost per Revenue Hour

Goal – below 95% of average cost of urban systems in Washington State

Measured – Quarterly

No change from 2016 goal.

2016 Q3 YTD: 82.4% projected

Paratransit

Measurement – Cost per Revenue Hour

Goal – below 95% of average cost of urban systems in Washington State

Measured – Quarterly

No change from 2016 goal.

2016 Q3 YTD: 74.1% projected

• **Cost Effectiveness**

Fixed Route

Measurement – Cost per Passenger

Goal – below 95% of average cost of urban systems in Washington State

Measured – Quarterly

No change from 2016 goal.

2016 Q3 YTD: 68.3% projected

Paratransit

Measurement – Cost per Passenger

Goal – below 95% of average cost of urban systems in Washington State

Measured – Quarterly

No change from 2016 goal.

2016 Q3 YTD: 59.4% projected

• **Cost Recovery from User Fees**

Fixed Route

Measurement – Farebox Return

Goal – at least 20%

Measured – Quarterly

No change from 2016 goal.

2016 Q3: 17.2%

Paratransit

Measurement – Farebox Return

Goal – at least 5%

Measured – Quarterly

No change from 2016 goal.

2016 Q3: 5.2%

Vanpool

Measurement – Fare revenue compared to Operational and Administrative expenses (not including Special Use Vanpool)

Goal – 100%

Measured – Quarterly

No change from 2016 goal

2016 Q3 YTD: 103.5%

- **Maintenance Cost**

Fixed Route

Measurement – Cost per total mile by fleet

Goal – \$1.28 (or less) per mile

Measured - Quarterly

Slight change from 2016 to allow for inflation of parts and labor

2016 Goal – \$1.26 per mile

2016 Q3 YTD Actual: \$1.19

Paratransit/Vanpool

Measurement – Cost per total mile

Goal – \$0.91 (or less) per mile

Measured – Quarterly

No change from 2016 goal.

2016 Q3 YTD Actual: \$0.96

- **Financial Capacity**

Financial Management

Measurement – Adherence to approved Operating Budget

Goal – Operate at, or below, budgeted expenditures

Measured – Quarterly

No change from 2016 goal.

2016 Q3 YTD Actual: Currently below budget and projected to end the year below budget.

Service Level Stability

Measurement – Number of years current service level can be sustained

Goal – 6 years

Measured – Annually

No change from 2016 goal.

2016 Q3 YTD: In process

Ability to Sustain Essential Capital Investments

Measurement – Fully funded Capital Improvement Plan

Goal – 6 years

Measured – Annually

No change from 2016 goal.

2016 Q3 YTD: In process

Public Perception

Measurement – Answer to question on annual community survey: STA is financially responsible

Goal – 4.5 (or above) on a scale of 1 to 5

Measured – Annually

No change from 2016 goal/standard.

2016 Actual: Survey results not available yet

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM 9.A

BOARD OPERATIONS COMMITTEE CHAIR'S REPORT

REFERRAL COMMITTEE:

Board Operations (*Haley*)

SUBMITTED BY:

Pam Haley, Committee & Board Chair

SUMMARY:

A verbal report will be given at the Board meeting.

RECOMMENDATION TO BOARD: Receive report.

FINAL REVIEW FOR BOARD BY:

Division Head /

Chief Executive Officer ESM

Legal Counsel CM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM **10.A** _____.

PLANNING & DEVELOPMENT COMMITTEE CHAIR'S REPORT

REFERRAL COMMITTEE:

Planning & Development (*French*)

SUBMITTED BY:

Al French, Committee Chair

SUMMARY:

A verbal report will be given at the Board meeting.

RECOMMENDATION TO BOARD: Receive report.

FINAL REVIEW FOR BOARD BY:

Division Head /

Chief Executive Officer: ESM

Legal Counsel UM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM 11.A

PERFORMANCE MONITORING & EXTERNAL RELATIONS
COMMITTEE CHAIR'S REPORT

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

SUBMITTED BY: Amber Waldref, Committee Chair

SUMMARY:

A verbal report will be given at the Board meeting including the following:

- i. 2017 Phase II September Service Change Preliminary Proposal

RECOMMENDATION TO BOARD: Receive report.

FINAL REVIEW FOR BOARD BY:

Division Head /

Chief Executive Officer ESM

Legal Counsel UM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

11.A.i

AGENDA ITEM _____ SEPTEMBER 2017 SERVICE REVISIONS – PRELIMINARY PROPOSAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning

SUMMARY: With voter approval of STA Proposition 1, the multi-year implementation of the projects will begin immediately with some of the basic service improvements that are scheduled to be in operation by the end of 2017. In order to accelerate improvements, some of these improvements are scheduled to go into effect in May 2017, while others are slated for September, a more typical time for major changes. Phase I of the 2017 service changes and modifications were approved by the STA Board of Directors on December 15, 2016 and will be implemented in May. This Preliminary Proposal will focus on Phase II of the 2017 service changes and modifications scheduled to be implemented in September.

Although the concepts listed in this Preliminary Proposal have been outlined in the *STA Moving Forward* plan, this September 2017 service change will be brought forward through a public process to receive public input before service can begin. The changes are considered moderate (1.0% up to 5.0% growth or reduction in revenue hours of service in any calendar year) according to Policy 1.1 of the Communications and Public Input Element of STA’s Comprehensive Plan. Required Board action is to be preceded by public outreach and a public hearing. The Preliminary Proposal represents a beginning point for public dialogue and input which will be critical for a Final Recommendation that will be published in May. The timeline for receiving public input and refining, approving, and implementing the proposal is provided below.

DATE	ACTIVITY
February 1, 2017 to March 15, 2017	Proposal available for the public to view and provide input via an online survey. Outreach at neighborhood group meetings, notices on bus stops, and flyers at park & ride lots.
February 16, 2017	Preliminary Proposal available to Board of Directors
April 5, 2017	Present Draft Recommendation to Performance Monitoring & External Relations Committee
April 20, 2017	Public hearing on Draft Recommendation by Board of Directors
May 3, 2017	Present Final Recommendation to Performance Monitoring & External Relations Committee
May 18, 2017	Board of Directors action
September 17, 2017	Service revisions go into effect based on Board approval

Proposal Overview

This Preliminary Proposal incorporates phasing in several fixed-route projects identified in *STA Moving Forward* to be implemented in 2017, as well as exploring objectives listed in the Service Implementation Plan contained within the Transit Development Plan (TDP). For this second phase of 2017 improvements, the following improvements, in addition to routine service adjustments, have been identified in Appendix B of the *STA Moving Forward* plan:

- Upgrade to HPT “Lite” service along I-90 between Spokane and Liberty Lake via Spokane Valley, including new night and weekend service (First phase – introduce more mid-day weekday trips);
- Improve weekday reliability for bus service on North Division Street; and
- Add Sunday service on North Nevada Street.

Further details on the specific changes listed above, as well as other proposed service revisions, are available for the public to view and provide input via an online survey. The Preliminary Proposal document may be viewed via the following link:

http://www.spokanetransit.com/files/content/SEPT_2017_Preliminary_Proposal.pdf

RECOMMENDATION TO BOARD: Receive report.

FINAL REVIEW FOR BOARD BY:

Division Head ICO

Chief Executive Officer ASAM

Legal Counsel UM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM _____: SEPTEMBER 2017 SERVICE REVISIONS – PRELIMINARY PROPOSAL

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning

SUMMARY: With voter approval of STA Proposition 1, the multi-year implementation of the projects will begin immediately with some of the basic service improvements that are scheduled to be in operation by the end of 2017. In order to accelerate improvements, some of these improvements are scheduled to go into effect in May 2017, while others are slated for September, a more typical time for major changes. Phase I of the 2017 service changes and modifications were approved by the STA Board of Directors on December 15, 2016 and will be implemented in May. This Preliminary Proposal will focus on Phase II of the 2017 service changes and modifications scheduled to be implemented in September.

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- Improve weekday reliability for bus service on North Division Street; and
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Further details on the specific changes listed above, as well as other proposed service revisions, are available for the public to view and provide input via an online survey. The Preliminary Proposal document may be viewed via the following link:

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RECOMMENDATION TO BOARD: Receive report.

FINAL REVIEW FOR BOARD BY:

Division Head _____

Chief Executive Officer _____

Legal Counsel _____

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM 13.A

COMMITTEE MINUTES – INFORMATION

- Board Operations Committee
- Planning & Development Committee
- Performance Monitoring & External Relations Committee

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Jan Watson, Executive Assistant to CEO & Clerk of the Authority

SUMMARY:

The committees did not meet in January, 2017.

RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head /

Chief Executive Officer BSM

Legal Counsel CM

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM 13.B JANUARY 2017 SALES TAX REVENUE INFORMATION

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Lynda Warren, Director of Finance & Information Services
Lynn Holmes, Financial Services Manager
Tammy Johnston, Budget and Accounting Manager

Attached is January 2017 sales tax revenue information.

January sales tax revenue, which represents sales for November 2016, was:

- +9.7% over January 2016 actual
- +12.3% YTD above budget
- +9.7% above YTD actual

RECOMMENDATION TO BOARD: Information only.

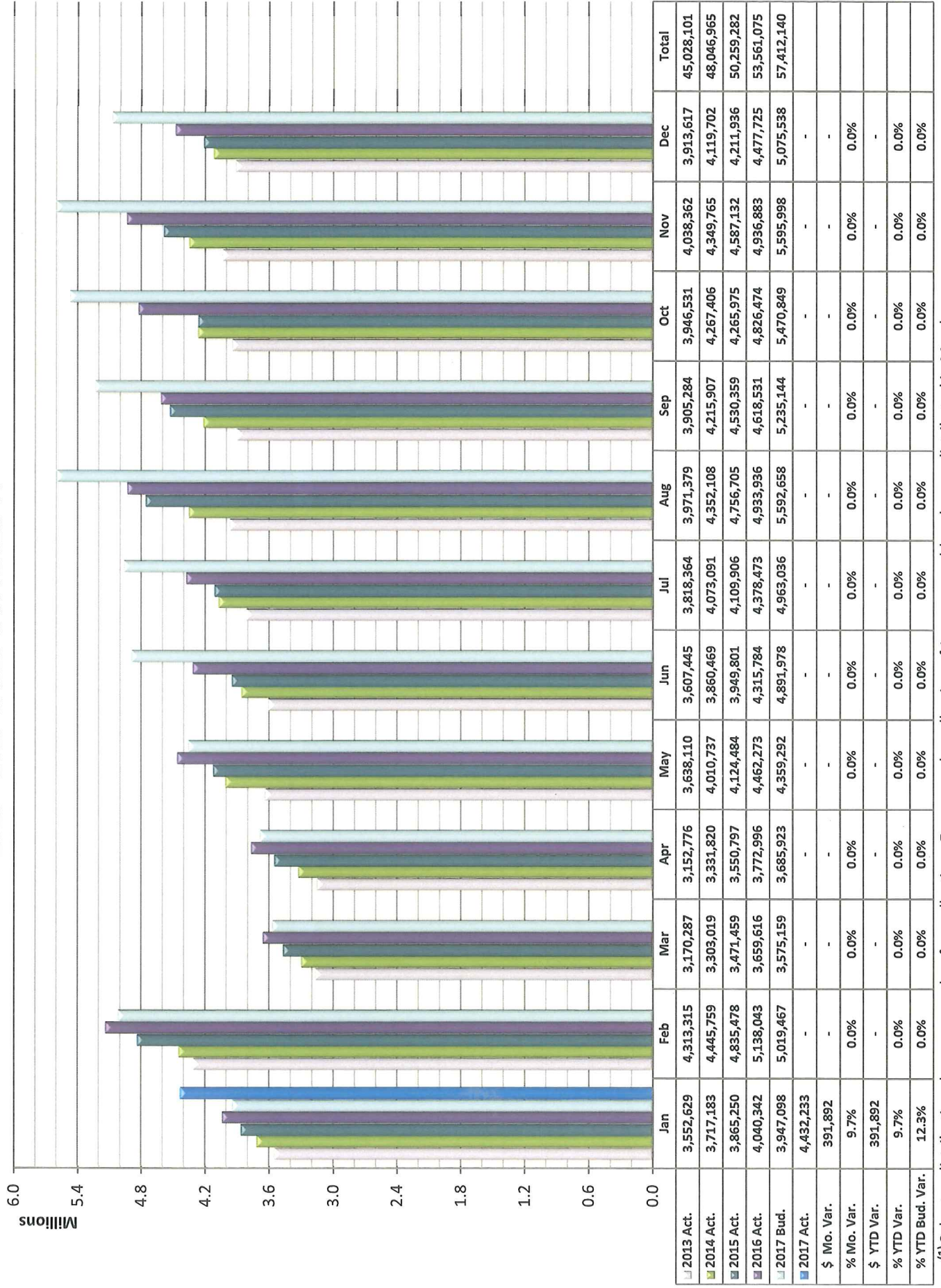
FINAL REVIEW FOR BOARD BY:

Division Head LLW

Chief Executive Officer LSM

Legal Counsel LM

2013 - 2017 SALES TAX RECEIPTS (1)



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

Sales Tax Revenue History-January 2017⁽¹⁾



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

Sales Tax Summary (with Mitigation for All Jurisdictions)					
January 2017					
	YTD 2015	YTD 2016	\$ CHANGE	% CHANGE	
LIBERTY LAKE	\$ 195,992	\$ 231,906	\$ 35,915	18.3%	
SPOKANE VALLEY	1,441,904	1,664,983	223,079	15.5%	
PFD	715,591	786,331	70,740	9.9%	
STA	4,040,342	4,432,233	391,892	9.7%	
SPOKANE COUNTY	1,854,514	2,026,033	171,518	9.2%	
SPOKANE	3,297,152	3,555,766	258,614	7.8%	
CHENEY	108,125	112,518	4,393	4.1%	
AIRWAY HEIGHTS	129,256	133,371	4,115	3.2%	
MILLWOOD	37,305	38,157	852	2.3%	
MEDICAL LAKE	20,992	19,495	(1,497)	-7.1%	
ALL	\$ 11,841,173	\$ 13,000,794	\$ 1,159,621	9.8%	

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM

13.C

DECEMBER 2016 OPERATING INDICATORS

REFERRAL COMMITTEE:

N/A

SUBMITTED BY:

Steve Blaska, Director of Operations
Karl Otterstrom, Director of Planning

SUMMARY: Ridership in December continued the trends STA has experienced throughout the year. There was one less weekday in December 2016 compared to December 2015.

FIXED ROUTE

Fixed Route 2016 ridership goal was to achieve a 1.5% increase over 2015. Final result is that ridership fell 5.1%. This result tracks with overall national ridership trends. Most in the industry assert that a large reason for ridership decline is the relatively low cost of gasoline.

American Public Transportation Association (APTA) Second Quarter Ridership report shows a similar decline across the country for bus systems in cities our size.

Detours also had an effect during the spring, summer, and fall. The more severe weather experienced lately has had an impact as well. To a certain extent ridership tends to go up during severe weather, but there is a tolerance level of rainy conditions, extremely low temperatures, and snow accumulation that has a negative effect. Specifically, the remodel of the PUB at Eastern Washington University (EWU) has probably had an effect due to students not being able to wait indoors for their bus.

Staff implemented a major push on university and community college campuses as school began in order to market the opportunity students have to use that benefit. The results of this outreach seem to have had a positive effect on Community Colleges of Spokane (CCS) ridership. The other variables mentioned above appear to have masked the positive effect of this outreach at EWU.

Detailed statistics are as follows:

December ridership decreased 7.6% (770,037 vs. 833,695 in December 2015) and is down 5.1% (10,261,816 vs. 10,815,732) YTD. There was one less weekday in December 2016 compared to December 2015. Average weekday ridership decreased 6.6% (30,930 vs. 33,127 in December 2015) and is down 5.7% (34,952 vs. 37,069 YTD).

- Adult ridership decreased 8.8% (462,888 vs. 507,738 in December 2015) and is down 7.3% (6,264,130 vs. 6,755,415) YTD.
 - CCS Pass ridership increased 19.6% (28,877 vs. 24,139 in December 2015) and is down 15.0% (597,746 vs. 703,037) YTD.
 - Eagle Pass ridership decreased 29.1% (30,706 vs. 43,290 in December 2015) and is down 10.0% (737,138 vs. 819,492) YTD.
 - GU Bulldogs Pass ridership decreased 35.8% (2,927 vs. 4,559 for December 2015).
- Youth ridership decreased 6.7% (47,140 vs. 50,518 in December 2015) and is down 1.1% (658,940 vs. 666,248) YTD.
- Reduced Fare / Para ridership decreased 9.1% (107,139 vs. 117,855 in December 2015) and is down 1.3% (1,460,017 vs. 1,479,290) YTD.

PARATRANSIT

Paratransit 2016 ridership goal was to sustain the 2015 ridership level. Final result is that ridership increased by 0.8%.

Overall year-to-date slight growth is still attributed to the following reasons.

Staff reports certain programs reaching full maturity which assisted in controlling growth (in-person assessments, mobility training, special use vanpool, and van grant programs). It appears STA has seen the maximum impact of these programs for controlling growth and is predicting STA will have modest growth in Paratransit demand going forward. Moreover, some of the social services agencies that had budget cuts during the recession are restoring some services to the groups that utilize Paratransit.

The pattern of snow accumulation in December caused ridership to fluctuate from day to day this month. The overall decrease in ridership compared to last December can largely be attributed to one less weekday this December.

Detailed statistics are as follows:

Monthly ridership decreased 0.7% (36,419 vs. 36,661 in December 2015) and is up 0.8% YTD (468,050 vs. 464,448 in 2015). The significant decrease in monthly Special Use Vanpool (SUV) ridership may be due to staff turnover within the SUV program. New drivers have been hired but are currently waiting to be trained.

- SUV ridership decreased 23.0% (2,195 vs. 2,731 in December 2015)

VANPOOL

Vanpool 2016 ridership goal was achieve a 7% increase over the 2015 ridership level. Final result is that ridership decreased 12.1%.

The Vanpool program had 87 active vans in December. This is one less van than the previous month and nine fewer vans than a year ago. Vanpool is especially susceptible to lower fuel prices and fluctuations in the workforce at large employers.

For instance, the van that folded in December was the Avista van. A shift change by some of the vanpool members caused the van to no longer be tenable.

Layoffs and retirements are continuing at Triumph, resulting in decreased ridership. Most Triumph vanpool participants also took the last week of December off. Triumph is for sale and staff were advised that more layoffs are coming.

Pullman vans had very little ridership in December as many of the riders work for the college. One Pullman van did not operate at all the last week of December.

We continue to outreach to new potential partners. Vanpool staff completed onsite visits at Meadowood, a training with Greater Spokane Inc., and a visit to Employment Security.

Detailed statistics are as follows:

In December, Vanpool customer trips were down 17.3% (14,217 vs 17,181 in December 2015), and down 12.1% (193,006 vs 219,578) YTD.

Active riders are those that took at least one trip in the month. There were 695 active riders in December 2016 vs 800 in December of 2015.

- Riders added in December this year - 31 vs 26 in December 2015.
- Riders removed this year - 19 in 2016 vs 17 in December of 2015.
- Average vanpool round trip 52.66 miles

CUSTOMER SERVICE

Pass sales generally trend with ridership. One exception is the City Ticket program which experienced some growth. This is largely attributed to the closure of a parking lot currently being developed as a site for the storm water containment project.

Detailed statistics are as follows:

Total monthly pass sales decreased 7.9% (9,502 vs. 10,316 in 2015). YTD pass sales declined by 4.2% (113,490 vs. 118,483).

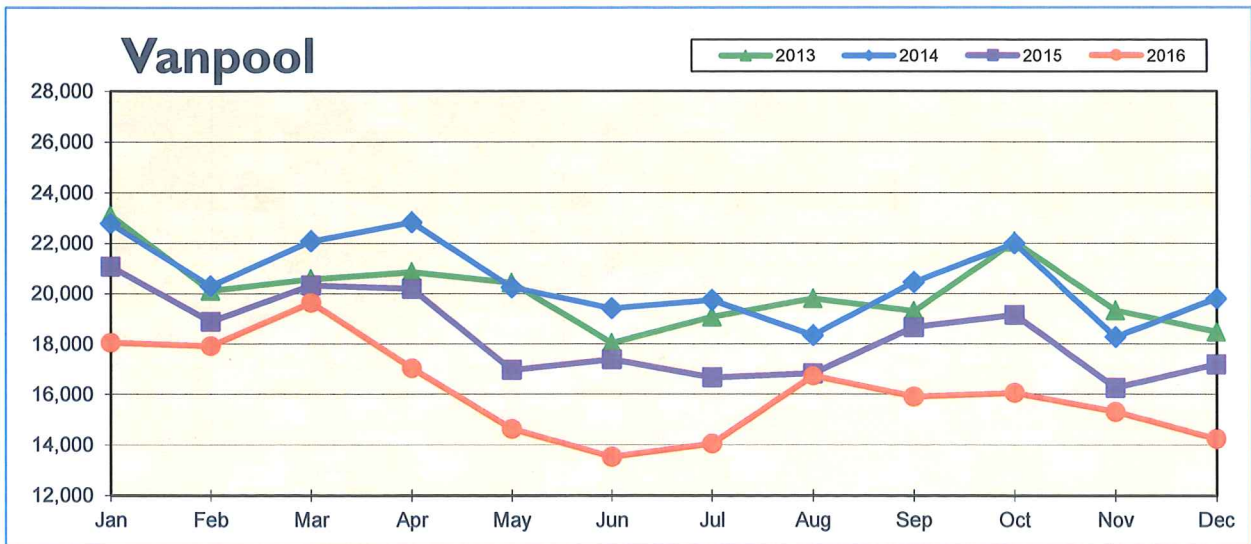
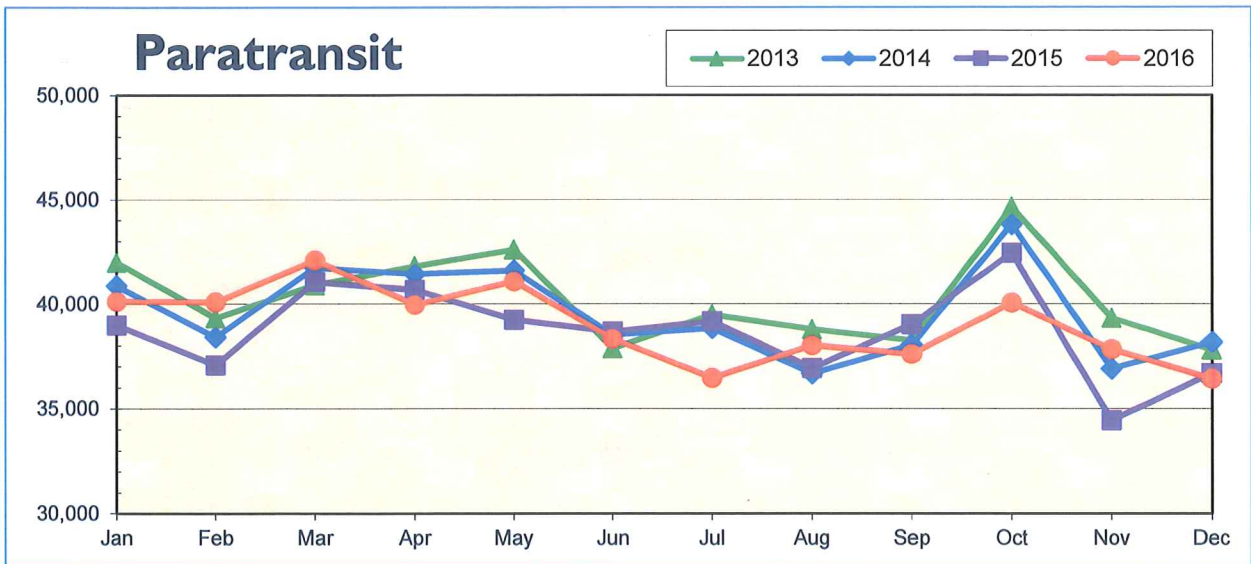
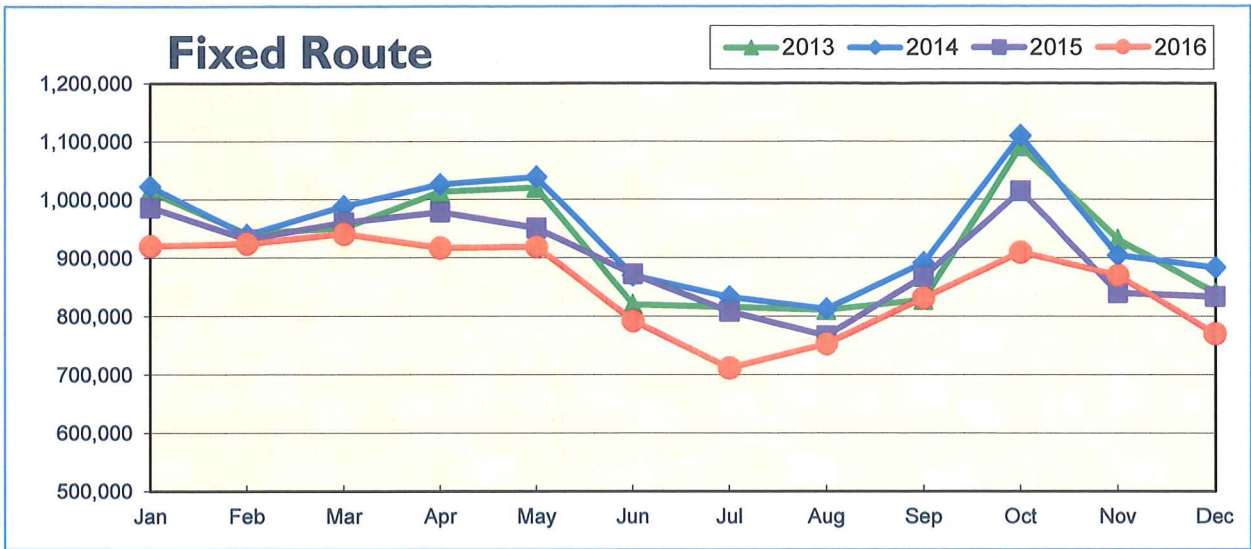
- Adult Pass/Smartcard sales increased 5.1% (4,548 vs. 4,327 in December 2015). YTD sales decreased by 5.4% (49,343 vs. 52,158).
- ESBP sales increased 11.1% (894 vs 800 in December 2015). YTD pass sales decreased 0.5% (10,347 vs. 10,404).
- Student Pass sales decreased 74.8% (35 vs. 139 in December 2015). YTD pass sales decreased 75.5% (497 vs. 2,027). Decreases are attributed to universities converting to the UTAP program.
- Youth Pass/Smartcard monthly sales decreased 63.7% (585 vs. 1,613 in December 2015). YTD pass sales decreased 2.6% (17,089 vs. 17,543).
- City Ticket monthly sales increased 4.2% (396 vs. 380) in December of 2015). YTD pass sales increased 2.7% (4,868 vs. 4,741).
- Reduced Fare Pass/Smartcard monthly sales decreased 1.5% (2,222 vs. 2,256 in December 2015). YTD pass sales decreased 2.2% (21,574 vs. 22,055).
- Paratransit Pass/Smartcard sales increased 2.6% (822 vs. 801) in December 2015). YTD sales increased 2.3% (9,775 vs. 9,557).

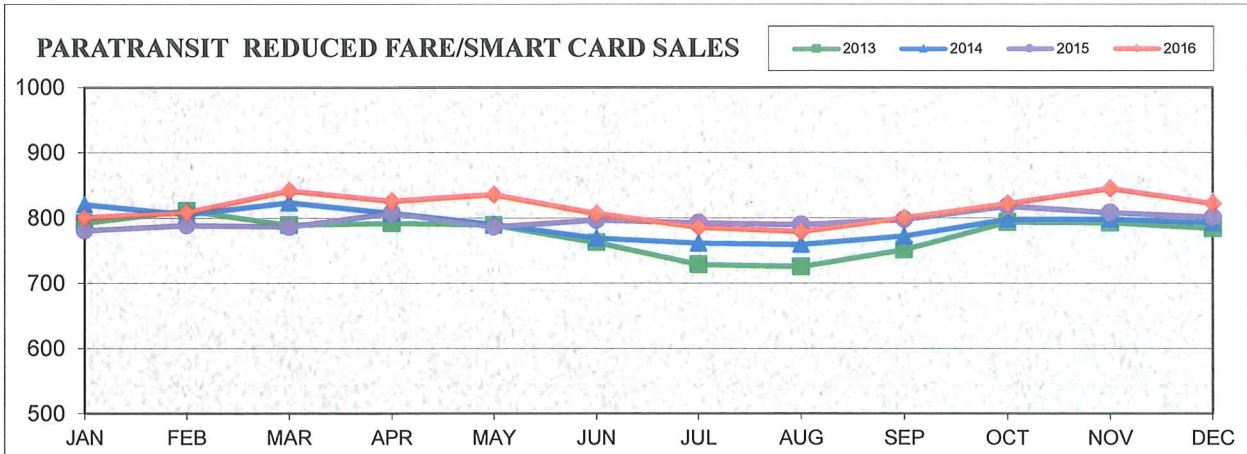
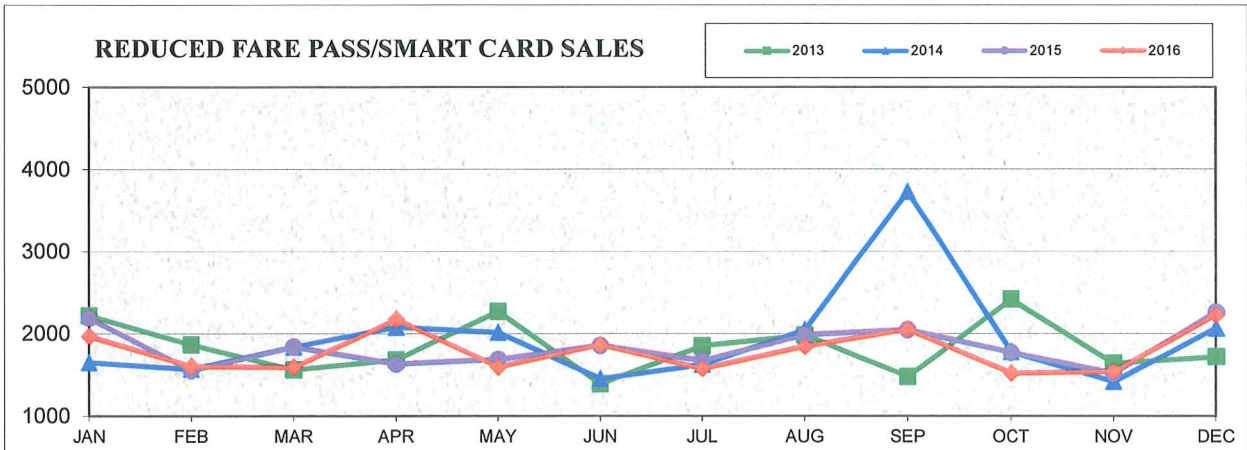
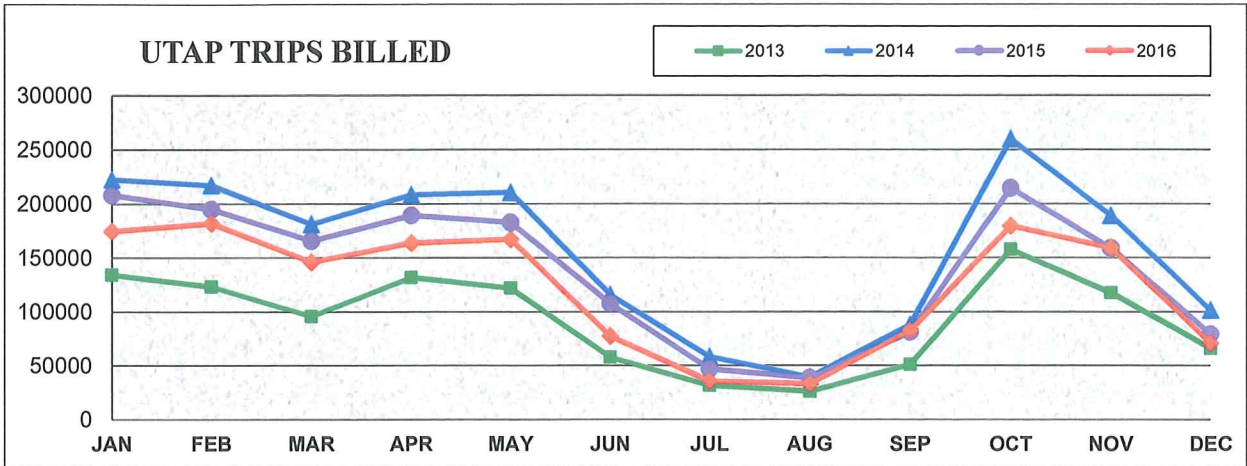
RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head SB Chief Executive Officer BSM Legal Counsel UM

RIDERSHIP





SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

AGENDA ITEM 13.D CENTRAL CITY LINE SMALL STARTS GRANT UPDATE

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning

SUMMARY: Since the last update in November 2016, significant progress has been made on the project in preparation for a submittal of a Small Starts Application for early review in the spring. The following is an update of completed and ongoing tasks.

Preliminary Engineering

The station locations are generally established throughout the alignment. Three typical station designs have been prepared, which include:

1. An island station, typically located throughout downtown in areas where bike lanes are currently established or planned;
2. A center station, located on Pacific Avenue in Browne's Addition, Pine Street and Cincinnati Street at Gonzaga University; and
3. Side stations, generally located at the east end of the alignment, with a few throughout downtown.

Station amenities are being established for each station throughout the alignment. The team is working with the City of Spokane and utility providers to understand issues related to potential improvements throughout the alignment, including underground and above-ground utilities. Traffic analysis work is continuing, with a focus on the Cincinnati and Hamilton corridors and Division/Browne intersections. The traffic team continues to work to identify traffic issues and potential solutions.

NEPA Environmental Review

FTA has approved the Area of Potential Effects (APE) map, so the boundary of the environmental study area is established. The cultural resources methodology memo, outlining the work program to meet Section 106 compliance has been reviewed and approved by FTA and Washington State Dept. of Archaeological and Historic Preservation, approving the methodology for moving forward with the cultural resources work.

Public Outreach

A public outreach and communications plan has been prepared, the purpose of which is to detail the communication and engagement strategies to generate support for the project among key audiences. This may include obtaining letters of support, endorsements, resolutions and identification of key materials for the outreach efforts. On 12/7/16, a Station Area Design Drop-In Workshop was held in the east downtown area to gather input from the public on the station design and locations. Staff continues to meet with the Browne's Addition and Chief Garry Park neighborhoods, will meet with the Riverside and Logan neighborhoods in February, and is meeting with business and property owners along the alignment. Staff presented an update of the project to the City of Spokane Citizen Parking Advisory Committee on 1/24/17.

Steering Committee

On 12/1/16, the seventh meeting of the Steering Committee was held. The Committee was updated on the project schedule, status of engineering design and cost estimating efforts, the integration of City supportive projects and funding scenarios, status of the finance plan, and outreach strategies and opportunities. The eighth meeting of the Steering Committee was held on 1/31/17, and at that time the project team updated the committee on the activities completed since the last meeting. The Committee will meet on 2/28/17 and again in March in preparation for the early review grant submittal.

Institutional Coordination

Staff and legal counsel have been working with Gonzaga University to complete a Memorandum of Understanding

(MOU) which outlines coordination efforts and expectations moving forward. Other coordination work underway includes preliminary talks with Spokane Community College and Avista Corporation. Staff is meeting with Gonzaga to finalize the MOU.

City of Spokane Coordination

The project team continues to coordinate with the City of Spokane. The CEO and Karl Otterstrom met with City leadership to discuss joint opportunities between the project, future City projects and long term economic development opportunities. STA and the City will be forming a joint planning/project team to further identify these opportunities.

Cost Estimates

As the preliminary design progresses and continues to be more refined, so does the cost estimate. There are several outstanding issues and unknowns regarding project costs that continue to be fleshed out. The team is currently working on service and operations and maintenance costs to integrate into the total cost estimate and finance plan.

Finance Plan

Work on the finance plan is continuing. The finance working group recently met to discuss information needed for the plan. Given the passage of Proposition 1, operating funding is now in place and more certainty in funding can be reflected in the plan. This, along with STA's good financial standing, makes it likely that the grant application will receive high ratings. Completion of the engineering design and cost estimating efforts and the service and operations and maintenance cost efforts will feed into the finance plan.

Small Starts Grant Application

The project team is nearing completion of the land use section of the grant application. Much of this work is based on the Strategic Overlay Planning process completed in the Fall of last year. STA staff is reviewing the initial draft of this information.

Moving Forward

All of the efforts above are in preparation for completion of a preliminary grant application for early review that will be submitted to FTA on April 1, 2017. FTA will review the application and provide comments to STA prior to our final submittal in the Fall of 2017. STA has coordinated with FTA to schedule a meeting at their Region X headquarters on Tuesday, February 21, 2017 to update FTA leadership on the status of the project.

RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head *KCO*

Chief Executive Officer *ESM*

Legal Counsel *CM*

SPOKANE TRANSIT AUTHORITY

BOARD MEETING OF

February 16, 2017

13.E

AGENDA ITEM _____

FOURTH QUARTER 2016 SERVICE PLANNING INPUT REPORT

REFERRAL COMMITTEE: N/A

SUBMITTED BY: Karl Otterstrom, Director of Planning

SUMMARY:

The Planning Department receives comments from external sources and itemizes each comment in order to follow up and document feedback used for emerging opportunities for future service changes. These comments are obtained from a variety of sources since customer engagement cannot be a one-size-fits-all approach. Planning Department staff obtains feedback from customers at public meetings; through the Customer Service department; via phone calls, letters, emails and voice messages; through emails from STA Questions (STA website); and by feedback from Coach Operators and Supervisors. Planning staff may also receive inquiry requests from STA Board Members. STA's Planning staff responds to every comment received when valid contact information is provided. Comments are also discussed at the Service Improvement Committee meetings.

The purpose of this summary is to inform the Board of Directors of the feedback received by the Planning Department in the 4th Quarter of 2016. It should be noted that this feedback summary applies only to Planning Department related activities which include, but are not limited to, planning bus service and/or feedback related to specific bus stops.

A total of 25 comments were received by the Planning Department in the 4th Quarter 2016. Of the 25 comments received, five were related to requests for new service, eleven were related to existing service, eight were related to bus stops, and one was a general comment about STA service. This "other" category could be requests for new park and rides or general planning related requests for data from other jurisdictions, businesses or the general public. The comments are summarized below. It is also noted if any comments are currently listed in the *STA Moving Forward* plan.

NEW SERVICE COMMENTS

1 comment requesting reinstatement of service to Cascade Mobile Home Park in Latah Valley. *Not included in STA Moving Forward, but STA periodically receives Latah area service requests. STA served Latah previously and the route had low ridership. The route was eliminated during the service reductions caused by the Great Recession. Comment noted.*

1 comment requesting Mead bus service to Market St. and Center Rd. *Not included in STA Moving Forward, but recommended that Vanpool be contacted for service. STA recognizes that this area is growing and could be served in the future, which could include plans for a possible park and ride facility in the Mead area near Farwell Rd. and future 395.*

1 comment requesting reinstatement of service to the Post Office facility on Spotted Rd. near Spokane International Airport. *Comment noted. The construction of the West Plains Transit Center could provide an opportunity to reintroduce service to this area with a new route that connects Airway Heights to Medical Lake via the new transit center.*

1 comment requesting service to Pinecroft Business Park at N. Pines Rd. and Mirabeau Pkwy in Spokane Valley. *No current plans for service at that location, although STA is aware of a desire for service. That area was one option for upcoming routing changes in Spokane Valley. Public feedback favored the upcoming new Indiana-Broadway route. There may be other options to explore in the future; however, the lack of a signalized intersection and the frequently-used railway crossing north of this intersection present operational challenges to the service.*

1 comment requesting service to the neighborhood northwest of Market St. and Francis Ave. *Customer comment was noted. They were made aware of STA Moving Forward plans and were advised that STA will have more information to share about possible routes and route revisions in the coming months.*

EXISTING SERVICE COMMENTS

1 comment from a customer suggesting that Route 66 should operate express service from EWU to the VTC at noon. *Current demand doesn't warrant an exclusive express return trip. Rationale was communicated in a response and suggestion was made to utilize the current mid-day inbound Route 66 to outbound Route 173.*

1 comment from a customer not satisfied with the tight connections at the South Hill Park & Ride on Sundays. *Offered alternate trip plan connecting at the Plaza due to customer's destination location at Havana and Sprague. Tight connections are due to hourly frequency of service on weekends and the Plaza pulse of operations. Comment has been noted for future opportunities for improvement.*

1 comment from a customer who wanted Route 45 to split at South Hill Park & Ride to provide service to Freya St. *Advised customer there were no current plans to expand the Route 45 service as such. Comment noted for future reference.*

1 comment from a customer concerned with the ability to travel from Medical Lake and arrive at downtown by 6:00 am. *Explained the planned West Plains Transit Center and how it would be possible to make connections from there to the current inbound Route 66 that arrives downtown at 5:45am. Customer wasn't aware of a Route 66 trip running that early in the morning. Comment noted.*

1 comment received regarding connections at the VTC from the outbound Route 90 to the other Valley routes. *Customer was frustrated by arriving at the VTC on the 90, only to see his coaches pulling away at the same time. Comment likely related to early arriving 90 coaches not designed to make connections. The May 2017 service change may provide an opportunity to adjust connections.*

1 comment from an individual concerned about her granddaughter catching an overcrowded Route 66 bus from Jefferson Park & Ride to EWU at 7:20am. *Explained to individual that the downtown detours were creating an issue on all routes, causing some coaches that would otherwise be uncrowded to become such due to picking up loads they would normally not carry if not running late. Suggested she have her granddaughter attempt to catch the 7:12 am bus as an alternative and see if that bus is less crowded.*

1 comment from a concerned passenger regarding the Route 43 7:45 am downtown arrival. He stated the bus is late more often than not and that the bus on 11/02/2016 was especially late. *With construction delays, as well as an uptick in school/college traffic, it was noted that on-time Plaza arrivals on that trip were difficult. The delay on 11/02/2016 was caused by equipment failure.*

1 question from a EWU student inquiring why there were no coaches after 10:35 pm back to EWU. *Student was informed that with passage of the November ballot proposition, there will be an added 11:20 pm trip six days a week.*

1 comment from an individual that worked at the Comcast Center at Meadowwood Technology Campus in Liberty Lake. He stated that he would like to see Route 174 serve further east on Mission Ave. as the current location to catch the bus at Mission and Molter is too far to walk. *Advised that STA would track his comment and keep his request in mind. Noted that CTR is working on a partnership with Vanpool to provide shuttle service between Liberty Lake Park & Ride and different CTR sites in Liberty Lake. New express route could be added in September 2017, subject to public outreach.*

1 comment from a customer that rides Route 174. She stated the bus is hard to catch and doesn't run often enough. *With passage of Proposition 1, over time the route will see operation seven days a week. Added two new PM trips for the January 2017 service change from Liberty Lake to downtown. More mid-day trips will be added in September 2017.*

1 comment regarding the operation of Routes 25 and 90 at the Plaza. *Customer sees these buses often running late upon arrival at the Plaza. Situation is then exacerbated by coaches having to load an excessive amount of passengers as well. Notices the coaches have difficulty keeping their schedules. Advised customer STA is in the process of investigating downtown layover locations for both routes. STA also will be ordering additional 60-foot coaches for usage on Route 25 seven days a week.*

BUS STOP COMMENTS

1 comment concerning the location of bus stops. *Individual stated the bus stop locations at corners and crosswalks can cause confusion among motorists thinking that a passenger may be waiting to cross the street instead of waiting for a bus. He proposed stops be moved away from corners and crosswalks. Informed concerned individual that all new stops adhere to standards similar to what the customer proposes. Within the City of Spokane, new stops are to be a minimum of 30' from crosswalks.*

1 request from an employee at Pearson Packaging Systems along Route 61 requesting a bus stop at that location. *Customer was made aware of the various challenges of having a bus stop at that location. They were directed to contact Vanpool as that may be a viable option to commute to work.*

1 comment from a customer stating that Grand Blvd. and 12th St. is missing its bus stop sign. *Also advised STA the shelter may have a leak as only a portion of the bench is remaining dry. Customer was advised that a new sign was on order and will be installed. Facilities and Grounds checked the shelter roof for leaks. They didn't find a leak, but did need to clear some organic debris from the roof.*

BUS STOP COMMENTS

1 comment from a passenger requesting a bus stop at Monroe St. and Indiana Ave. for Route 124. *There are no current plans for any intermediate stops on Route 124 in an effort to preserve the express nature of the route. It was suggested to the customer to take Route 24 to that location since it offers seven-day-a-week service.*

1 comment from a customer asking about the possibility of getting a bench or a shelter placed at the bus stop located at 9305 N. Newport Hwy. along Route 25. *Advised customer that the location was previously investigated as a shelter location, but ran into an issue as the shelter would need to be installed on private property. STA will look at the site again and review whether a shelter is possible based on ridership, space and financial feasibility.*

1 comment from a customer requesting a shelter at the inbound stop at Northwest Blvd. and Oak St. on Route 22. *Customer was advised the stop doesn't meet the necessary, minimum, daily boarding requirements to be considered for a shelter.*

1 comment from a concerned citizen regarding the stop at Division St. and Spokane Falls Blvd on Route 25. The garbage and homeless population at that location are detrimental to the future development of WSU Spokane. The individual stated the property owner needs to be contacted and invest some resources to clean up the property. *STA cannot do much to motivate the property owner to take the initiative to clean up the property. STA trash receptacles are prohibited from being mounted to the common square sign posts. STA will work with the city to better develop a resolution concerning post-mounted trash receptacles. Requested that Facilities and Grounds clean the area around the stop.*

1 phone message from a Spokane Valley resident inquiring about stop locations on the new route on Broadway Ave. planned for May of this year. *STA has plans for a stop pair at Broadway Ave. and Vercler Rd. Individual was pleased as that location is near the Village on Broadway Apartments. He and his disabled wife plan on riding the bus.*

OTHER COMMENTS

1 comment from a concerned parent regarding Paratransit and the PTBA boundary. Son is disabled and relies on Paratransit for transportation to and from work. Currently their house at 6838 N. Cambridge Ln. in North Spokane is one block away from the Paratransit boundary. The son has to walk over to the next block to catch his ride. *Current ADA regulations dictate the Paratransit service area to be 3/4 mile from fixed route service. Without a routing change, STA cannot accommodate their desire for pick-up at home. STA served this area previously and the route had low ridership. The route was eliminated during the service reductions caused by the Great Recession. Comment noted.*

RECOMMENDATION TO BOARD: Information only.

FINAL REVIEW FOR BOARD BY:

Division Head lco

Chief Executive Officer BSM

Legal Counsel cm

16

EXECUTIVE SESSION

At this time, the STA Board of Directors will adjourn to an executive session for the purpose of:

1. Discussion with legal counsel representing STA in litigation or potential litigation to which STA, the STA Board of Directors, or STA employees are, or are likely to become, a party, when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to STA.

The STA Board of Directors will reconvene in open session at approximately ____ p.m. If it becomes necessary to extend the executive session, a member of the staff will return to announce the time at which the STA Board will reconvene.

If any action is to be taken as a result of discussions in the executive session, that action will occur at the open public session.

Estimated time - 10 minutes