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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, December 4, 2024
1:30 p.m. – 3:00 p.m.

Northside Conference Room
Spokane Transit Authority
1230 W. Boone Avenue, Spokane, WA
w/Virtual Public Viewing Option Link Below

AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
   A. Minutes of the November 6, 2024, Committee Meeting -- *Corrections/Approval*
   B. Finalize 2025 Performance Monitoring & External Relations Committee Work Program *(Rapez-Betty)*
4. Committee Action *(40 minutes)*
   A. Board Consent Agenda
      1. 2025 Performance Measures *(Rapez-Betty)*
      2. Public Transportation Agency Safety Plan – Recommendation *(Williams)*
      3. City of Millwood Bus Stop Infrastructure: Preliminary Concurrence *(Otterstrom)*
   B. Board Discussion Agenda
      1. Draft 2025 State Legislative Focus and Priorities *(Cortright)*
      2. Potential 2025 Legislative Task Force – Discussion *(Meyer)*
5. Reports to Committee (*10 minutes*)
   A. 2024 Third Quarter Year-to-Date Performance Measures *(Rapez-Betty)*
6. CEO Report (Meyer) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
   A. October 2024 Operating Indicators *(Rapez-Betty)*
   B. October 2024 Financial Results Summary *(Johnston)*
   C. November 2024 Sales Tax Revenue *(Johnston)*
   D. January Service Change *(Otterstrom)*
   E. 2025 Service Revisions Outreach Update *(Otterstrom)*
8. Review February 5, 2025, Meeting Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn

Next Committee Meeting: Wednesday, February 5, 2025, at 1:30 p.m. (No meeting in January)

Optional Virtual Link:	**Join Here**		
Password:	**Members**: 2024	|	**Guests**: 1224
Call-in Number:	1-408-418-9388	|	Event #: 2486 895 9679

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call (509) 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 3A :	MINUTES OF THE NOVEMBER 6, 2024, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL
REFERRAL COMMITTEE:	n/a
SUBMITTED BY:	Molly Fricano, Executive Assistant

SUMMARY: Attached are minutes of the November 6, 2024, Performance Monitoring & External Relations Committee meeting for corrections or approval.

RECOMMENDATION TO COMMITTEE: Corrections or approval.

Spokane Transit Authority
1230 West Boone Ave.
Spokane, WA 99201

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of the November 6, 2024, Meeting
Northside Conference Room
1230 W Boone Avenue, Spokane, WA

In person meeting with optional virtual link

DRAFT

COMMITTEE MEMBERS PRESENT

Josh Kerns, Spokane County *
Tim Hattenburg, City of Spokane Valley
Betsy Wilkerson, City of Spokane
Paul Dillon, City of Spokane
Hank Bynaker, City of Airway Heights (*Ex-Officio*)
E. Susan Meyer, CEO (*Ex-Officio*)

COMMITTEE MEMBERS ABSENT

Lance Speirs, City of Medical Lake (*Ex-Officio*)

**Committee Chairman*

STAFF PRESENT

Brandon Rapez-Betty, Chief Operations Officer
Karl Otterstrom, Chief Planning and Development Officer
Nancy Williams, Chief Human Resources Officer
Carly Cortright, Chief Communications and Customer Service Officer
Molly Fricano, Executive Assistant to the COO

PROVIDING LEGAL COUNSEL

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

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1. CALL TO ORDER AND ROLL CALL

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

2. COMMITTEE CHAIR REPORT

   Chair Kerns had no report at this time.

3. COMMITTEE APPROVAL

   A. Minutes of the October 2, 2024, Committee Meeting

   Mr. Hattenburg moved to approve the October 2, 2024, committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.

   B. Appointment of Members to Citizen Advisory Committee

   Dr. Cortright provided background on the Citizen Advisory Committee (CAC) and advised six applications were received and two are being recommended for PMER approval; they are requesting approval of the nomination of Mr. Tyler Salyer and Mr. John Lemus to the CAC. She stated the CAC currently has thirteen members with room for fifteen. Mr. Dan Brown, CAC Chair, shared the qualifications of both candidates.

   Mr. Hattenburg moved to recommend, by motion, the appointment of Tyler Salyer and John Lemus to serve on the Citizen Advisory Committee for a three-year term commencing immediately. Ms. Wilkerson seconded, and the motion passed unanimously.

C. Sprague Line - Phase 2: Scope of Work Approval

Mr. Otterstrom provided background on Spraque Line High Performance Transit Phase 2 and discussed the general scope of work. He stated the project budget is $3,126,845 and the engineer's estimate is $1,335,002, which leaves $1,791,843 as a future remaining budget. Mr. Otterstrom shared the anticipated construction timeline which showed substantial completion is scheduled for August 2025.

Mr. Hattenburg moved to recommend, by motion, the general scope of work and authorize staff to release an invitation for bid (IFB) for Sprague Line Phase 2. Ms. Wilkerson seconded, and the motion passed unanimously.

4. COMMITTEE ACTION

A. Board Consent Agenda

1. Hazardous and Non-hazardous Waste Disposal Services: Award of Contract

Mr. Rapez-Betty provided background on the current contract with Safety-Kleen Systems, Inc. which expires December 31, 2024, and explained STA will utilize a Department of Enterprise Services (DES) Contract with Clean Harbors Environmental Services, Inc. The estimated cost of the five-year contract for hazardous and non-hazardous waste disposal services is $559,080.

Ms. Wilkerson moved to recommend the Board of Directors authorize, by motion, the CEO to execute a five-year contract with Clean Harbors Environmental Services, Inc., using DES Contract 03614 for a total estimated value of $559,080. Mr. Hattenburg seconded, and the motion passed unanimously.

B. Board Discussion Agenda *(none)*

5. REPORTS TO COMMITTEE

Draft 2025 Performance Monitoring & External Relations Committee Work Program for December Approval

Mr. Rapez-Betty presented an overview of the Draft 2025 Performance Monitoring & External Relations (PMER) Committee work program. This work program is made up of annual reports, surveys, procurement timelines, and other items as needed. Items and timelines are subject to change, and new items will be added as they arise. The next step is to finalize and approve in December and share with the Board of Directors as information.

A. 2025 Service Revisions: Draft for Public Input

Mr. Otterstrom provided an overview of the key elements and routes affected by the 2025 Service Revisions. He explained the revisions are considered a minor service change per *Connect Spokane,* and he presented the 2025 Outreach Plan which includes in-person engagement and a public survey.

6. CEO REPORT
   - Ms. Meyer reported the October 2024 voter-approved sales tax revenue collected on August 2024 sales against a budget of $8,317,585. The actual receipts were $9,926,563 which is 19.3% above budget with a variance totaling $1,608,978. Year-to-date is 3.9% above budget and totals approximately $3.6M.
   - Ms. Meyer shared the process for investigating a complaint forwarded to STA by a board member.
   - Ms. Meyer stated Initiative 2117 did not pass which means the funding from the Climate Commitment Act provided to Spokane Transit in the amount of approximately $8.0M per year and $50M for the Division BRT project, is not at risk.

7. DECEMBER 4, 2024 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS
   Mr. Dillon suggested the committee discuss a potential legislative task force for 2025.

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN
    With no further business to come before the Committee, Chair Kerns adjourned the meeting at 2:40 p.m.

The next committee meeting will be held on Wednesday, December 4, 2024, at 1:30 p.m. in person with a WebEx option.

Respectfully submitted,

Molly Fricano
Molly Fricano
Executive Assistant to the Chief Operations Officer

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 3B : FINALIZE 2025 PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE WORK PROGRAM

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: As a roadmap for the Performance Monitoring & External Relations Committee members, staff have prepared a work program to outline activities expected to be undertaken in 2025.

Items and dates in the work plan are subject to change. New items will be added as needed.

Draft 2025 Performance Monitoring & External Relations (PMER) Committee Work Program

Month	Committee Activities
January 2025	*No PMER Meeting in January*
February 2025	Fleet replacement 2-year purchase proposal 2024 Fixed Route Rider Survey Results Charge Management Update
March 2025	Contracted Paratransit Transportation - Scope of Work Approval Third-Party Workers Compensation Claims Administration - Award of Contract Uniforms & Accessories - Award of Contract 2024 Year-End Performance Measures 2025 State Audit Timeline 2024 Unaudited Year-End Financial Report
April 2025	2024 State of Good Repair Update
May 2025	Appointment of Member to Citizen Advisory Committee
June 2025	2025 First Quarter Year-to-Date Performance Measures 2024 Fixed Route System Performance Report 2025 Community Perception Survey Results Summary
July 2025	Contracted Paratransit Transportation - Award of Contract Public Transportation Agency Safety Plan 2025 Paratransit Survey Results 2025 State Audit Report
August 2025	*No Board/Committee Meetings in August*
September 2025	2025 Second Quarter Year-to-Date Performance Measures

Month	Committee Activities
October 2025	No items at this time
November 2025	Draft 2026 PMER Committee Work Program Draft 2026 State Legislative Focus and Priorities
December 2025	Finalize 2026 PMER Committee Work program 2026 Performance Measures 2025 Third Quarter Year-to-Date Performance Measures

RECOMMENDATION TO COMMITTEE: Receive Report.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 4A1 : 2025 PERFORMANCE MEASURES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: The attached report presents STA's 2025 key operational Performance Measures in which staff propose adjustments to certain measures based on year-to-date actuals, multi-year data trends, and new guidance in *Connect Spokane* regarding farebox recovery.

The details proposed for the 2025 goal adjustments are included in the table below.

Performance Measure	2024 Goal	2025 Goal	Adjusted	Justification
Fixed-Route Preventable Accident Rate	.08	.11	37%↑	Trend
Fixed-Route Ridership	10.16M*	10.39M	2.2%↑	2025 Budget
Paratransit Ridership	390,000*	405,000	3.8%↑	2025 Budget
Rideshare Ridership	104,000*	109,000	4.7%↑	2025 Budget
Fixed-Route Passengers per Hour	17.5	19.2	9.7%↑	2025 Budget
Paratransit Passengers Per Hour	2.7	2.4	11%↓	2025 Budget
Fixed-Route Miles Between Road Calls	<7,500	<6000	20%↓	Trend
Rideshare Cost Recovery	85%	50%	41%↓	Trend
Fixed-Route Maintenance Cost per Mile	$1.67	$1.81	8.4%↑	2024 YTD Avg.

*Projected 2024 year-end ridership for each mode provided for comparison against 2025 Goal.

During the 2024 update to STA's Comprehensive Plan, *Connect Spokane*, the Board of Directors approved a change in the farebox recovery methodology. The percentage of farebox recovery is now calculated by dividing the current standard fare rate of $2.00 by the operating cost per passenger. The goal of 20% recovery remains the same.

Each performance measure is intended to support the delivery of a specific Spokane Transit organizational priority, as established and reviewed annually by the STA Board of Directors. These quantifiable benchmarks demonstrate the agency's commitment to accountability and a cost effective and efficient operation.

As the Board of Directors continues its work on the *Connect 2035* Strategic Plan, it will consider and evaluate the establishment of new performance measures alongside these existing measures. Staff expect such additions, modifications, or deletions to take effect for the calendar year 2025.

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve the 2025 Performance Measures as presented.

SPOKANE TRANSIT AUTHORITY **Annotated copy to show comparison to 2024**

SUBJECT: 2025 PERFORMANCE MEASURES

MISSION

- We provide safe, inclusive, convenient, and efficient public transportation services to the Spokane area communities.

- We are leaders in transportation and a valued partner in the community's social fabric, economic infrastructure, and quality of life.

OUR VISION

- Connecting everyone to opportunity.

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.

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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
  2024 Goal: 0.08 (or less) per 10,000 miles
  2025 Goal: 0.11 (or less) per 10,000 miles
  Measured - Quarterly
  2023 Actual: 0.17
  2024 Q3 YTD: 0.15

  Paratransit
  Measurement – (1 measure) Preventable accidents
  2024 Goal: 0.10 (or less) per 10,000 miles
  2025 Goal: 0.10 (or less) per 10,000 miles
  Measured - Quarterly
  2023 Actual: 0.12
  2024 Q3 YTD: 0.11

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

  Fixed Route
  Measurement – Workers Comp Lost Days
  2024 Goal: 0.02 (or less) per 1,000 employee hours
  2025 Goal: 0.02 (or less) per 1,000 employee hours
  Measured - Quarterly
  2023 Actual: 0.04
  2024 Q3 YTD: 0.04

  Paratransit
  Measurement – Workers Comp Lost Days
  2024 Goal: 0.04 (or less) per 1,000 employee hours
  2025 Goal: 0.04 (or less) per 1,000 employee hours
  Measured – Quarterly
  2023 Actual: 0.05
  2024 Q3 YTD: 0.04

  Maintenance
  Measurement – Workers Comp Lost Days
  2024 Goal: 0.05 (or less) per 1,000 employee hours
  2025 Goal: 0.05 (or less) per 1,000 employee hours
  Measured - Quarterly
  2023 Actual: 0.01
  2024 Q3 YTD: 0.01

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- **Injury Rate (Employee Claims)**

  Fixed Route
  Measurement – Claims per 1,000 hours
  2024 Goal: 0.05 claims (or less) per 1,000 hours
  2025 Goal: 0.05 claims (or less) per 1,000 hours
    Measured – Quarterly
    2023 Actual: 0.07
    2024 Q3 YTD: 0.07

  Paratransit
  Measurement – Claims per 1,000 hours
  2024 Goal: 0.08 (or less) claims per 1,000 hours
  2025 Goal: 0.08 (or less) claims per 1,000 hours
    Measured - Quarterly
    2023 Actual: 0.09
    2024 Q3 YTD: 0.06

  Maintenance
  Measurement – Claims per 1,000 hours
  2024 Goal: 0.10 (or less) claims per 1,000 hours
  2025 Goal: 0.10 (or less) claims per 1,000 hours
    Measured - Quarterly
    2023 Actual: 0.09
    2024 Q3 YTD: 0.04

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
  2024 Projected Ridership: 10.16 million trips
  2025 Goal: 10.39 million trips; 2.2% increase
    Measured – Monthly
    2023 Actual: 33.3% increase (8,789,348 trips)
    2024 Q3 YTD: 15% increase

  Paratransit (Excluding SUV)
  Measurement – Number of unlinked trips
  2024 Projected Ridership: 390,017 trips
  2025 Goal: 404,960 trips; 3.8% increase
    Measured – Monthly
    2023 Actual: 16.2% increase (360,535 trips)
    2024 Q3 YTD: 8.4% increase

  Rideshare
  Measurement – Number of unlinked trips
  2024 Projected Ridership: 104,000 trips
  2025 Goal: 109,000 trips; 4.7% increase
    Measured – Monthly
    2023 Actual: 5.6% increase (95,655 trips)
    2024 Q3 YTD: 7.6% increase

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- **Service Effectiveness**

  Fixed Route
  Measurement – Passengers per revenue hour
  2024 Goal: 17.5 or above system wide average
  2025 Goal: 19.18 or above system wide average
    Measured – Quarterly
    2023 Actual: 19.00
    2024 Q3 YTD: 18.70

  Paratransit
  Measurement – Passengers per revenue hour
  2024 Goal: 2.7 or above system wide average
  2025 Goal: 2.42 or above system wide average
    Measured – Quarterly
    2023 Actual: 2.37
    2024 Q3 YTD: 2.39

- **Customer Security**

  Fixed Route
  Measurement – Response to two questions on Annual Ridership Survey: Customer assessment of personal safety & drivers' driving safe
  2024 Goal: 4.5 (or above) average
  2025 Goal: 4.5 (or above) average
    Measured – Annually
    2023 Survey: 4.0
    2024 Survey: Results will be presented at the February 2025 committee meeting.

  Paratransit
  Measurement – Response to two questions on Annual Paratransit Survey: Customer assessment of personal safety & drivers driving safe
  2024 Goal: 4.5 (or above) average
  2025 Goal: 4.5 (or above) average
    Measured – Annually
    2023 Survey: No Survey
    2024 Survey: 4.7

- **Public Outreach**

  Agency Wide
  Measurement – Response to question on annual Community Perception Survey: STA does a good job listening to the public.
  2024 Goal: 4.5 (or above) on a scale of 1 to 5
  2025 Goal: 4.5 (or above) on a scale of 1 to 5
    Measured – Annually
    2023 Survey: 3.2
    2024 Survey: Delayed until Quarter one 2025

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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.

Performance Measures

- **On Time Performance**

  Fixed Route
  Measurement – 0 to 5 minutes from scheduled time point
  2024 Goal: 93% on time
  2025 Goal: 93% on time
  Measured – Monthly
    2023 Actual: 93%
    2024 Q3 YTD: 91.7%

  Paratransit
  Measurement – 0 to 30 minutes from scheduled pick-up time
  2024 Goal: 93% on time
  2025 Goal: 93% on time
    Measured – Monthly
    2023 Actual: 92.1%
    2024 Q3 YTD: 94.2%

- **Call Center**

  Fixed Route Customer Service Abandon Rate
  Measurement – Percent of calls abandoned in comparison to the total call volume
  2024 Goal: 4% or below
  2025 Goal: 4% or below
    Measured – Monthly
    2023 Actual: 1.0%
    2024 Q3 YTD: 1.0%

  Paratransit Reservationists Abandon Rate
  Measurement – Percent of calls abandoned in comparison to the total call volume
  2024 Goal: 4% or below
  2025 Goal: 4% or below
    Measured – Monthly
    2023 Actual: 3.0%
    2024 Q3 YTD: 1.7%

  Fixed Route (Customer Service) Service Level
  Measurement – The percent of time calls are answered within the goal period
  2024 Goal: 90%/60 seconds
  2025 Goal: 90%/60 seconds
    Measured – Monthly
    2023 Actual: 93%
    2024 Q3 YTD: 96%

  Paratransit Reservationists Service Level
  Measurement – The percent of time calls are answered within the goal period
  2024 Goal: 90%/60 seconds
  2025 Goal: 90%/60 seconds
    Measured – Monthly
    2023 Actual: 84%
    2024 Q3 YTD: 78%

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- **Complaint Rate**

  Fixed Route
  Measurement – Number of complaints received
  2024 Goal: 8 complaints (or less) per 100,000 boardings
  2025 Goal: 8 complaints (or less) per 100,000 boardings
    Measured – Monthly
    2023 Actual Total Complaints: 9.9
    2024 Q3 YTD Total Complaints: 9.4

  Paratransit
  Measurement – Number of complaints received
  2024 Goal: 8 complaints (or less) per 10,000 boardings
  2025 Goal: 8 complaints (or less) per 10,000 boardings
    Measured – Monthly
    2023 Actual Total Complaints: 4.4
    2024 Q3 YTD Total Complaints: 5.1

- **Maintenance Reliability**

  Fixed Route
  Measurement – Number of Road Calls
  2024 Goal: Less than 1 per 7,500 miles
  2025 Goal: Less than 1 per 6,000 miles
    Measured – Monthly
    2023 Actual: 6,515 miles
    2024 Q3 YTD: 5,782

  Paratransit
  Measurement – Number of Road Calls
  2024 Goal: Less than 1 per 75,000 miles
  2025 Goal: Less than 1 per 75,000 miles
    Measured – Monthly
    2023 Actual: 83,024
    2023 Q3 YTD: 76,214

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
  2024 Goal: 8 hours per Operator annually
  2025 Goal: 8 hours per Operator annually
    Measured – Quarterly
    2023 Actual: 9 hours per Operator annually (BEB Training)
    2023 Q3 YTD: 1 hour per Operator annually

  Paratransit

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Measurement – Complete Advanced Operator Training
2024 Goal: 8 hours per Operator annually
2025 Goal: 8 hours per Operator annually
    Measured – Quarterly
    2023 Actual: No Advanced Training
    2024 Q3 YTD: Delayed to Q4

Maintenance
Measurement – 4 major component training events + variety of general professional classes
2024 Goal: Invest average of 25 hours per maintenance employee per year
2025 Goal: Invest average of 25 hours per maintenance employee per year
    Measured – Annually
    2023 Actual: 49.3 hours per employee
    2024 Q3 YTD: 30.4 hours per employee

Managers/Supervisors/Administrative
Measurement – Scheduled Professional Development Class
2024 Goal: 100% of employees receive either on-site or off-site training event per year
2025 Goal: 100% of employees receive either on-site or off-site training event per year
    Measured – Annually
    2023 Actual: 8 hours
    2024 Q3 YTD: In progress

- **Annual Employee Feedback**

Fixed Route
Measurement – Supervisor conducts formal ride check/ride along
2024 Goal: 100% of operators receive a successful evaluation on a ride check/ride along annually
2025 Goal: 100% of operators receive a successful evaluation on a ride check/ride along annually
    Measured – Annually
    2023 Actual: 100% completed
    2024 Q3 YTD: 212 out of 333

Paratransit
Measurement – Supervisor conducts formal ride check/ride along
2024 Goal: 100% of operators receive a successful evaluation on a ride check/ride along annually
2025 Goal: 100% of operators receive a successful evaluation on a ride check/ride along annually
    Measured – Annually
    2023 Actual: 100% Completed
    2024 Q3 YTD: 40 out of 56

- **Governance**

Board Development
Measurement – Attendance at a transit-related conference/training event
2024 Goal: Two Board members attend annually
2025 Goal: Five Board members attend annually
    Measured – Annually
    2023 Actual: Completed
    2024 Q3 YTD: Completed

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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
  2024 Goal: below 95% of average cost of urban systems in Washington State
  2025 Goal: below 95% of average cost of urban systems in Washington State
  Measured – Quarterly
  2023 Actual: 80.1%
  2024 Q3 YTD: 80.5%

  Paratransit
  Measurement – Cost per Revenue Hour
  2024 Goal: below 95% of average cost of urban systems in Washington State
  2025 Goal: below 95% of average cost of urban systems in Washington State
  Measured – Quarterly
  2023 Actual: 83.7%
  2024 Q3 YTD: 83.9%

- **Cost Effectiveness**

  Fixed Route
  Measurement – Cost per Passenger
  2024 Goal: below 95% of average cost of urban systems in Washington State
  2025 Goal: below 95% of average cost of urban systems in Washington State
  Measured – Quarterly
  2023 Actual: 68.5%
  2024 Q3 YTD: 68.8%

  Paratransit
  Measurement – Cost per Passenger
  2024 Goal: below 95% of average cost of urban systems in Washington State
  2025 Goal: below 95% of average cost of urban systems in Washington State
  Measured – Quarterly
  2022 Actual: 76.3%
  2023 Q3 YTD: 76.8%

- **Cost Recovery from User Fees**

  Fixed Route
  Measurement – Farebox Return
  2024 Goal: at least 20%
  2025 Goal: at least 20%
  Measured – Quarterly
  2023 Actual: 8.0%
  2024 Q3 YTD: 8.0%*

  *2024 Q3 YTD 8% is listed for comparison to the previous methodology used to calculate the 2023 actual. The new Board-approved methodology resulted in a 26.2% farebox recovery for Q3 YTD which is reflected in the Q3 YTD Performance Measure Report.

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Paratransit
Measurement – Farebox Return
2024 Goal: at least 5%
2025 Goal: at least 5%
Measured – Quarterly
2023 Actual: 2.8%
2024 Q3 YTD: 2.7%*

*2024 Q3 YTD 2.7% is listed for comparison to the previous methodology used to calculate the 2023 actual. The new Board-approved methodology resulted in a 4.7% farebox recovery for Q3 YTD which is reflected in the Q3 YTD Performance Measure Report.

Rideshare
Measurement – Fare revenue compared to Operational and Administrative expenses (not including Special Use Rideshare)
2024 Goal: 85%
2025 Goal: 50%
Measured – Quarterly
2023 Actual: 38.4%
2024 Q3 YTD: 39.9%

- **Maintenance Cost**

Fixed Route
Measurement – Cost per total mile by fleet
2024 Goal: $1.67 per mile
2025 Goal: $1.81 per mile
Measured - Quarterly
2023 Actual: $1.61
2024 Q3 YTD: $1.79

Paratransit/Rideshare
Measurement – Cost per total mile
2024 Goal: $1.26 per mile
2025 Goal: $1.26 per mile
Measured – Quarterly
2023 Actual: $1.26
2024 Q3 YTD: $1.24

- **Financial Capacity**

Financial Management
Measurement – Adherence to approved Operating Budget
2025 Goal: Operate at or below budgeted expenditures
Measured – Monthly

Service Level Stability
Measurement – Number of years current service level can be sustained
2025 Goal: 6 years
Measured – Annually

Ability to Sustain Essential Capital Investments
Measurement – Fully funded Capital Improvement Plan
2025 Goal: 6 years
    Measured – Annually

Public Perception
Measurement – Answer to question on Annual Community Perception Survey: STA is financially responsible
2024 Goal: 4.5 (or above) on a scale of 1 to 5
2025 Goal: 4.5 (or above) on a scale of 1 to 5
    Measured – Quarterly
    2023 Survey: 3.1
    2024 Survey: Schedule date pending

DRAFT

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 4A2 : PUBLIC TRANSPORTATION AGENCY SAFETY PLAN – RECOMMENDATION

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Nancy Williams, Chief Human Resources Officer
Stephanie Crawford, Safety Manager

SUMMARY: The Public Transportation Agency Safety Plan (PTASP) is a regulatory requirement under the Federal Transit Administration (FTA), intended to ensure public transportation agencies establish comprehensive safety programs. The primary goal of the PTASP is to improve safety by establishing a formal Safety Management System (SMS) that includes safety performance targets, risk management and safety assurance, safety promotion, and appropriate accountability and oversight.

STA's Agency Safety Plan (ASP) improves safety by establishing a formal Safety Management System (SMS) that include those items listed above.

In April 2024 the FTA released updated requirements for the PTASP which have been integrated into STA's ASP. The updates emphasize ongoing improvements to the SMS that enhance the safety culture and include formalizing safety committees, introducing the risk reduction program, and strengthening employee safety reporting.

This third formal version of STA's ASP contains the following updates per the new requirements listed in 49 CFR Part 673:

- Updated required definitions
- Added Risk Reduction Plan which includes:
  - Updated responsibilities of the Safety Committee
  - New metrics to monitor performance trends
  - Developing strategies to reduce safety risks and ensure a process for continuous improvement
- Updated safety performance metrics and targets
- Added verbiage to include contracted service provider responsibilities under the ASP
- Updated STA employee responsibilities under the ASP
- Enhancements to operator training to include de-escalation and refresher training

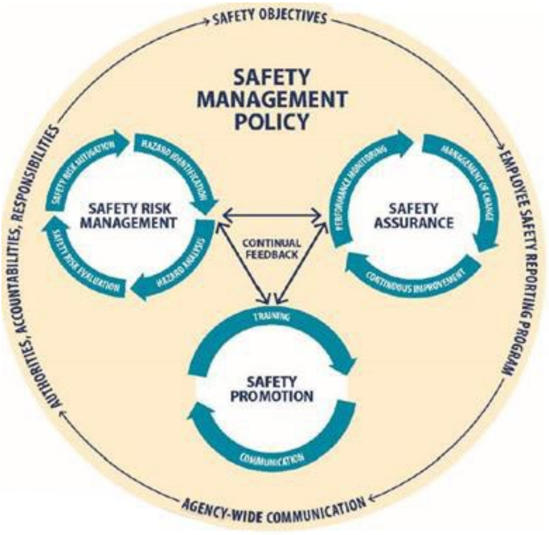
A copy of the updated ASP is attached.

RECOMMENDATION TO COMMITTEE: Recommend the Board of Directors approve, by motion, the Spokane Transit Authority Public Transportation Agency Safety Plan as presented.

Spokane Transit	**Spokane Transit Agency Safety Plan**	Implementation Date:	12/17/2020
		Last Updated:	10/2024

Introduction

This document is Spokane Transit Authority's Public Transportation Agency Safety Plan (ASP). This ASP provides a high-level overview of the Spokane Transit Authority (STA) Safety Management System (SMS) and processes, developed in accordance with 49 CFR 673. This document is to be used by staff, informing them of documented processes and procedures, a reference to functional safety protocols, and overall, as a safety resource.


SAFETY OBJECTIVES
SAFETY MANAGEMENT POLICY
EMPLOYEE SAFETY REPORTING PROGRAM
AGENCY-WIDE COMMUNICATION
AUTHORITIES, ACCOUNTABILITIES, RESPONSIBILITIES
SAFETY RISK MANAGEMENT
SAFETY RISK MITIGATION
HAZARD IDENTIFICATION
HAZARD ANALYSIS
SAFETY RISK EVALUATION
SAFETY ASSURANCE
PERFORMANCE MONITORING
MANAGEMENT OF CHANGE
CONTINUOUS IMPROVEMENT
CONTINUAL FEEDBACK
SAFETY PROMOTION
TRAINING
COMMUNICATION

This plan establishes accountability and responsibility at the top levels of the organization, evidenced by Board of Directors approval and Chief Executive Officer (CEO) commitment to the Safety Management Policy statement, which includes commitment to necessary resources to sustain and improve the STA safety culture. This document serves as the framework for the STA SMS and maps all processes and procedures that support it.

This plan acts like the hub of a wheel, linking subsidiary plans, manuals, and other safety documentation as spokes to the overall processes and components of SMS to create feedback and continuity into the system.

Background

STA is the public transport authority of Spokane County, Washington, serving Spokane, Spokane Valley, Airway Heights, Cheney, Medical Lake, Millwood, Liberty Lake, and unincorporated areas of Spokane County. It began operating in 1981 after acquiring the assets of the city-operated Spokane Transit System. In 2021, STA had a ridership of 5,554,200 or about 21,300 per weekday.

Board of Directors

STA is governed by a Board of Directors composed of up to nine elected officials (and one non-voting STA labor representative) chosen 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 the county surrounding those municipalities.

The Board provides the policy and legislative direction for STA and its administrators and approves its actions, budgets, and long-term plans. It also has the authority to levy taxes as authorized by state law (with voter approval). The Board meets on the third Thursday of the month at the STA Boardroom located at 1230 W. Boone Avenue in Spokane, Washington.

Delegation of Authority and Accountability in SMS

The Board of Directors has delegated the authority and accountability for day-to-day operation and safety of STA to the CEO. The CEO has designated the Chief Safety Officer (CSO) as the SMS Manager and delegated the CSO authority for the day-to-day Agency oversight of safety for all operating systems. The CSO is a direct report to the CEO and the CSO is responsible for the implementation and operation of the Agency's SMS. This ASP will be approved for implementation under STA authority and accepted by the CEO, the Board of Directors, and the STA Employee Safety Committee.

Transit Agency Information

Transit Agency Name	Spokane Transit Authority		
Transit Agency Address	1230 W Boone Avenue, Spokane, Washington 99201		
Name and Title of Accountable Executive	E. Susan Meyer Chief Executive Officer		
Name of Chief Safety Officer or SMS Executive	Stephanie Crawford Chief Safety Officer		
Mode(s) of Service Covered by This Plan	Fixed Route Paratransit	**List All FTA Funding Types**	5307, 5310, 5339
Mode(s) of Service Provided by the Transit Agency (directly operated or contracted service)	Fixed Route - (directly operated) Paratransit – (directly operated) Paratransit – (contracted service)		
Does the agency provide transit services on behalf of another transit agency or entity?	No		

Safety Plan

This section incorporates STA's conformance with 49 CFR 673 including establishing safety performance targets, review and update of this document, emergency management protocols, and coordination with planning stakeholders.

Plan Development, Approval, and Updates

As required by 49 CFR Part 673, STA's ASP, which describes our agency's commitment to continuously monitoring, measuring, and improving safety performance, has been approved by the Board of Directors and endorsed by the Chief Executive Officer.

Name of Entity That Drafted This Plan	Spokane Transit Authority Chief Safety Officer	
Signature by the Accountable Executive	**Signature of Accountable Executive**	**Date of Signature**
	E. Susan Meyer, Chief Executive Officer	

Approval by the Board of Directors or an Equivalent Authority	**Name of Individual/Entity That Approved This Plan**	**Date of Approval**
	STA Employee Safety Committee STA Board of Directors	November 12, 2024 December 19, 2024
	Relevant Documentation (title and location)	
	Annual PTASP Approval Board Agenda Item/Minutes Employee Safety Committee Meeting Minutes	

Certification of Compliance	**Name of Individual/Entity That Certified This Plan**	**Date of Certification**
	E. Susan Meyer, Chief Executive Officer	January 2021
	Relevant Documentation (title and location)	
	Annual Certifications and Assurances	

Annual Review and Update

STA's Accountable Executive holds STA management and committees accountable for compliance with the processes and procedures detailed in the Agency Safety Plan (ASP) to ensure adequate safety performance and fulfill requirements of the Public Transportation Agency Safety Plan (PTASP) regulation (49 CFR Part 673). STA's Chief Safety Officer will coordinate the annual review of the ASP, beginning with a notification to the Employee Safety Committee and Operations Management. These departments will review ASP sections applicable to their function to ensure that the ASP aligns with their processes with input from front line supervisors and leads, making recommendations and updates to the CSO. The Chief Safety Officer will incorporate departmental comments in the ASP and then conduct a final review and update with the Employee Safety Committee no later than December 31 of each year. Recommended changes and updates will then be delivered to the CEO and Board of Directors for final approval. Other plan review triggers include:

- Required updates or additions to the ASP by the FTA
- Mitigating a safety deficiency identified through the SMS
- Significant changes in service delivery
- Introduction of a new process that may impact safety, or
- Significant changes in STA's organizational structure

Version Number and Updates
Record the complete history of successive versions of this plan.

Version #	**Section/Pages Affected**	**Reason for Change**	**Date Issued**
Version 1	All	Establish Plan	December 2020
Version 2	All	Infrastructure Plan Update	December 31, 2022
Version 3	All	FTA PTASP Updates 2024	December 2024

Safety Management Policy

Safety Management Policy Statement

STA recognizes that safety is a core value of our agency and of our business service. The management team is committed to developing, implementing, maintaining, and constantly improving processes to ensure all our transit service delivery activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting established standards.

All levels of STA management, employees and contracted service providers are accountable for the delivery of this high level of safety performance, with the final responsibility resting with the CEO as the Accountable Executive.

- **Executive Commitment to Safety**
  Executive Management will lead the development of an organizational culture that promotes safe operations and provides appropriate resources to support this core function through fostering and ensuring safe practices, improving safety when needed and effective employee safety reporting and communication. STA will hold executives, managers, and employees accountable for safety performance.

- **Communications and Training**
  Employee engagement is crucial to a functioning SMS. Communication systems will be put in place to enable greater awareness of STA safety objectives and safety performance targets as well as to provide on-going safety communications up, down, and across the organization. All levels of management must proactively engage employees and work to keep the lines of safety communications open and honest. All employees will be made aware of the importance of STA's SMS and trained in safety reporting procedures.

- **Responsibility and Accountability**
  All levels of management will be responsible for delivering safe and quality transit services that represent STA's performance of its SMS. Managers will take an active role in the Safety Risk Management process and ensure the Safety Assurance functions are supported. Managers are responsible for ensuring Safety Risk Management is being performed in their operational areas of control to assure the safety risk associated with the safety hazards is assessed and mitigated. Safety performance will be an important part of performance evaluations for STA managers and employees. All employees and contracted service providers will support safety management by ensuring that hazards are identified and reported.

- **Employee Reporting**
  Executive management will establish a safety reporting program as a viable tool for employees to voice their safety concerns. All frontline employees will be responsible for utilizing this program as part of the SMS. No action will be taken against any employee who communicates a safety condition through the STA safety reporting program unless such disclosure indicates the following: an illegal act, gross misconduct, or negligence, or a deliberate or willful disregard of STA rules, policies, procedures, or practices.

- **Performance Monitoring & Review**
  STA will establish realistic measures of safety performance and establish safety performance targets with attention to results to ensure continual improvement in safety performance. Managers will verify that the safety risk mitigations put in place are appropriate and effective.

- **Review and Evaluation**
  STA will measure SMS performance by analyzing key safety performance indicators, reviewing inspections, investigations, and corrective action reports that support the SMS. These activities will become the basis for revising or developing safety objectives, safety performance targets, and plans with the goal of continuous safety improvement.

Purpose and Applicability

The purpose of this plan is to provide a structured safety management approach that effectively controls operational risks and continually improves the agency's performance:

- Document a commitment from management, employees and contracted service providers to achieve safety performance goals.
- Identify safety management roles and responsibilities that outline ownership at every level.
- Establish safety goals and objectives while ensuring the Agency is following federal recommendations and industry safety practices.
- Address all applicable requirements and standards set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.
- Through the Risk Reduction Program carried out by the Employee Safety Committee, set safety performance targets and Safety Performance Measures (SPM) to help ensure the Agency achieves its safety objectives.
- Provide a framework and guidance to implement, evaluate and continuously improve safety policies, the safety risk management process, and achieve related goals and objectives.
- Establish safety programs that document STA's commitment to Safety.

The Public Transportation Agency Safety Plan (PTASP) applies to all Spokane Transit operations. All directors and departments are required to ensure that facilities, equipment, supplies, practices, and procedures meet or exceed federal, state, and local requirements as well as Spokane Transit Authority SMS. Individual departments are responsible for documenting specific procedures tailored to their work tasks as needed.

Safety Goals

- Goal 1: SMS to Reduce Injuries and Occurrences
  - STA will use the SMS framework to identify safety hazards, mitigate risk and reduce injuries and occurrences resulting from transit operations.

- Goal 2: SMS to Foster a Robust Safety Culture
  - STA will foster agency-wide support for transit safety by establishing a culture where management is held accountable for safety and everyone in the organization takes an active role in securing transit safety.

- Goal 3: SMS to Ensure Safe and Efficient Systems and Equipment
  STA will provide safe and efficient transit operations by ensuring all vehicles, equipment and facilities are regularly inspected, maintained, and serviced as required.

SMS Concept of Operations

The four components of the STA SMS are:

- Safety Policy – The Safety Policy establishes a clear commitment to continually improve safety. The Safety Policy defines the methods, processes, and organizational responsibilities needed to meet stated safety goals.

- Safety Risk Management – Safety Risk Management is the process for identifying hazards and analyzing, assessing, and mitigating risk.
- Safety Assurance – Safety Assurance is the process of evaluating and measuring the continued effectiveness of risk mitigation efforts and supports the identification of new hazards.
- Safety Promotion – Safety Promotion includes training, communications, and other actions taken to create a positive safety culture within the organization.

Safety Management Policy Communication

The Safety Management Policy is communicated to employees and contracted service providers upon hire during new employee orientation, in Employee/Operator handbooks, through agency Safety Notices, in Safety Committee Meeting Minutes, and on Safety Bulletin Board Postings.

Authorities, Accountabilities, and Responsibilities

Employee safety is a critical component of our organization's safety program. In Washington state, employee safety is regulated by the Department of Labor and Industry's Department of Safety and Health (DOSH), which requires:

- A workplace free of recognized hazards
- A written Accident Prevention Program
- Initial and Recurring Training
- An Employee Safety Committee
- Safety Bulletin Boards
- Other requirements as specified in chapter 296 of the Washington Administrative Code

The CEO, as the accountable executive, has the ultimate responsibility for safe and secure operations at STA and contract service operations. Each employee is required to carry out specific system safety responsibilities depending on their position in compliance with the ASP. The following is a list of the responsibilities of each job description at STA and reflects the agency's commitment to safety.

Accountable Executive – Chief Executive Officer	• Acts as the Agency's safety advocate. • Controls and directs human and capital resources needed to develop and maintain the Agency Safety Plan (ASP) and Transit Asset Management Plan (TAM.) • Has final authority over agency operations and carrying out the ASP and TAM Plans. • Collaborate with the Chief Operations Officer and the Safety Department to establish the Agency's safety objectives and safety targets. • Directs responsibility for the conduct of the Agency's affairs. Ensures SMS is effectively implemented, and action is taken as necessary to address substandard performance. • Implements safety risk mitigations for the safety risk reduction program. • Receives and considers safety risk mitigations recommended by the Employee Safety Committee

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Chief Safety Officer – Safety Manager	The Safety Manager has oversight, authority, and responsibility for the day-to-day implementation and operations of the Agency's Safety Management System (SMS), reports directly to the CEO, and is adequately trained. The safety of operations rests with the relevant agency managers. The Safety Manager's role is to assist those managers with safe operations. The duties of the Safety Manager include taking the lead in: • Developing and maintaining safety policies, plans, procedures, and a proactive SMS Plan. • Providing advice for developing realistic and data-driven safety performance indicators and safety performance targets. • Verifying compliance with the SMS Plan and the Accident Prevention Plan with relevant legislation, guidelines, and standards. • Providing advice, interpretation, and recommendations over technical matters such as safety design and systems in new bus/van purchases, facility renovations, and other areas (e.g., standards for safe working, job hazard analyses, and the development of standard operating procedures and handbooks). • Coordinating closely with Security on plans, procedures, and programs related to bus operator safety activities that involve passenger injuries or incidents (e.g., disruptive behavior), pedestrian incidents or incidents with other road users (e.g., collisions), preventing and mitigating worker assaults, emergency response and security procedures for the different modes of transportation. • Developing safety training, competency and awareness programs, and providing advice, input, and final review in developing training activities. • Tailoring safety management plans for the conduct of operations based upon risk. • Allocation of safety resources based on work, associated hazards, and importance of facilities/activities. • Providing training and education plans and programs that maintain competency in safety critical areas. • Measure and report program effectiveness in a form that is useful and relevant to the agency. • Ensure a joint labor-management Employee Safety Committee is established..

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Agency Leadership and Executive Management – Chiefs & Managers	• All directors and managers are responsible for ensuring that enough resources are available to achieve a safe workplace and stated outcomes of the SMS Plan.
	• Ensure that enough employee time, supervisor support, and funds are budgeted for safety equipment, training and to carry out the safe operations.
	• Review direct report performance each year to make sure they are carrying out their responsibilities as described in this program.
	• Ensure that incidents are fully investigated, and corrective action taken to prevent hazardous conditions or behaviors from re-occurring.
	• Set a good example by following established safety rules and attending required training.
	• Report unsafe practices or conditions to the supervisor of the area where the hazard was observed.
	• Chief Operations Officer is responsible for:
	  ○ The overall safety of employees in Fixed Route, Paratransit, Vehicle Maintenance and Facilities.
	  ○ Maintenance and condition of all facilities, vehicles, and equipment.
	  ○ Establishing, maintaining, and reporting SPM.
	  ○ Transit Asset Management plan.
	• Senior Fixed Route Transportation Manager is responsible for:
	  ○ The overall safety of employees in the department.
	  ○ Coach Operator performance.
	  ○ Maintaining and reporting SPM.
	• Senior Paratransit & Transportation Manager is responsible for:
	  ○ The overall safety of employees in the department.
	  ○ Van Operator performance.
	  ○ Maintaining and reporting SPM.
	• Senior Vehicle Maintenance Manager is responsible for:
	  ○ The overall safety of employees in the department.
	  ○ Vehicle Maintenance employee performance.
	  ○ Vehicle preventative and general maintenance and condition through the Transit Asset Management Plan (TAM).
	  ○ Maintaining and reporting SPM.
	• Senior Facilities Maintenance Manager is responsible for:
	  ○ The overall safety of employees in the department.
	  ○ Facility Laborer employee performance.
	  ○ Facility preventative and general maintenance and condition through the Transit Asset Management Plan (TAM).
	  ○ Maintaining and reporting SPM.

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Key Staff – Supervisors and Leads	• Ensure that each employee supervised has received an initial orientation before beginning work. • Ensure that each employee supervised is competent or receives training on safe operation of equipment or tasks before starting work on that equipment or project. • Ensure that each employee receives the required personal protective equipment (PPE) before starting work on a project or work task requiring PPE. • Complete a daily walk-around safety check of the work area. Promptly correct any hazards found. • Observe the employees you supervise working. Promptly correct any unsafe behavior. Provide training and take corrective action as necessary. And document employee evaluations. • Set a good example for employees by following safety rules and attending required training. • Investigate all incidents in your area and report findings to management and the CSO. • Talk with management about changes to workplace practices/rules or equipment that will improve employee safety.

Key Staff – Employee Safety Committee	STA established an Employee Safety Committee to support and oversee the SMS. This committee promotes interagency coordination and frontline transit worker cooperation. The committee meets monthly and has the following responsibilities: • Oversees Safety Risk Reduction Program • Sets performance targets for Safety Risk Reduction Program • Reviews the timely collection of information related to hazards, potential consequences, and safety events; • Reviews reported hazards and supports the analysis of hazards; • Investigates, analyzes, and identifies causal factors for safety events; • Monitors and analyzes trends in hazards and safety events; • Identifies and recommends risk-based mitigations or strategies necessary to reduce the likelihood and severity of consequences identified through the agency's safety risk assessment process; • Identifies mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended • Identifies safety deficiencies for purposes of continuous improvement • Monitors industry data and reports from FTA and oversight authorities, industry associations, and manufacturers and other vendors • Reviews and approves the Agency Safety Plan annually; Safety Committee Memberships includes: • Chairperson • Record Keeper • Employee Selected Member - Paratransit Operator • Employee Selected Members - Fixed Route Operators (2) • Employee Selected Member - Journeyman Vehicle Technician • Employee Selected Member - Fixed Route Transportation Manager • Employee Selected Member - Fixed Route Technical Projects Specialist • Employee Selected Member - Paratransit Supervisor • Advisor – Chief Operations Officer • Advisor – Chief Human Resources Officer~~Director of Human Resources~~ • Advisor – Transit Center Operations Manager • Advisor – Security Manager • Advisor – Associate Transit Planner • Advisor – Training Instructor

Key Staff – All Spokane Transit Employees	• Follow safety rules and safe practices described in the accident prevention program, safety standards and training you receive. • Promptly report unsafe conditions or actions to your supervisor, Safety Committee Representative, or the Safety Officer using the Safety Hazard Report Form. • Ask for assistance if their physical capacities, skills and/or knowledge are not adequate to complete the task safely. • Report all injuries to your supervisor promptly regardless of how serious. • Report all near-miss incidents to your supervisor promptly. • Always use personal protective equipment (PPE) when required, and make sure it is in good working condition prior to use. • Do not remove or disengage any safety device or safeguard provided for employee protection. • Encourage co-workers with your words and example by using safe work practices on the job. • Safeguard and look out for co-workers. • Make suggestions to your supervisor, Safety Committee Representative, or management about changes you believe will improve employee safety and or eliminate hazards.
Contracted Service Providers	For contracted service providers working at Spokane Transit, all safety requirements apply to every member of the contractor's workforce to protect the safety of the contracted service providers, transit employees, public, and property. • Contracted service providers must abide by all applicable local, state, and federal safety regulations. • Contracted service providers must perform their work in a safe manner and not expose themselves, Spokane Transit employees, or the public to risk of harm.

Public Safety and Emergency Management Interaction

Operations leads in coordinating the Agency's response to emergencies and will activate STA's Emergency Operations Center (EOC) when indicated. This department will provide short- and long-term support coordination to aid local/regional in emergency response to federal, state, and local agencies and/or the restoration of public transit services during emergency and disaster events. During emergencies, this department helps with:

- Temporary shelter
- Emergency evacuation assistance
- Detours
- STA Emergency Operations Center Activation

Paratransit provides special needs support and transportation as coordinated through STA's EOC during declared emergencies.

Security takes the lead in public safety and security response. This department is responsible for developing, implementing, and updating security emergency response procedures, including, but not limited to:

- Active shooters
- Bomb threats
- Physical security

STA is responsible for providing security at all transit facilities including transit centers and park and rides. The Agency's security plan is covered under the Security & Emergency Preparedness Plan (SEPP). Security Awareness training is provided for employees during new employee orientation.

De-escalation training is provided for all incoming coach operators and security personnel, as well as recurring training for current coach operators, security personnel, and other employees that have interactions with the public.

Crime Prevention through Environmental Design (CPTED) is an important concept used with the Security Program and at all STA facilities. The process is also used during review of new projects.

STA enforces the Rules of Conduct throughout the service area and excludes service to customers who exhibit prohibited behavior using a progressive discipline approach.

Spokane Transit contracts with the Spokane Police Department through an interlocal agreement to provide support at our main transit station in the downtown area.

The Safety department serves as STA's Emergency Management Liaison and works closely with the Spokane County Department of Emergency Management and the Local Emergency Planning Committee to provide a coordinated transportation response to local and regional emergencies and disasters.

Interface with Internal and External Documents

STA and its contracted service providers will maintain documentation related to the implementation of its SMS, the programs, policies, and procedures used to carry out this ASP, and the results from its SMS processes and activities for three (3) years after creation. This documentation will be available to the FTA or other federal, state, or local oversight entity upon request.

The following STA documents are in conjunction with STA's ASP to meet our safety goals and objectives, and are available upon request:

- Accident Prevention Plan
- Transit Asset Management Plan (TAM)
- Spokane County Comprehensive Emergency Management Plan (CEMP)
- Extreme Weather Emergency Management Plan
- System Security and Emergency Preparedness Plan (SEPP)
- Emergency Operations Plan
- Collective Bargaining Agreements
- Operators Handbook
- Job Descriptions
- Drug and Alcohol Abuse Policy and Program
- Safety Data Sheets

Safety Risk Management

Safety Hazard Identification and Analysis

As the first two steps in the Safety Risk Assessment process, hazard identification and analysis are tools the Agency uses to identify and address hazards and potential consequences of hazards before they escalate into incidents or accidents. Major sources of information regarding hazards are obtained through new project planning and employee reporting. STA's risk management process applies to existing operations and maintenance procedures, service delivery changes, and new services (vehicle, equipment, capital projects).

The Safety Risk Assessment process includes:

- Collecting information on the identified hazard – reviewing event reports, interviewing employees and subject matter experts, and work area walk-throughs.
- Assessing severity of the hazard – identifying the worst feasible consequence affecting people, systems, equipment, and the environment as a consequence of the hazard. STA's matrix cites five levels:
    1. Catastrophic
    2. Critical
    3. Major
    4. Minor
    5. Negligible
- Assessing Likelihood – assigning a frequency to how often the worst feasible consequence will occur with and without existing mitigation countermeasures in place.
    A. Repetitive
    B. Frequent
    C. Occasional
    D. Remote
    E. Improbable
    F. Extremely Improbable
- Determine Overall Risk – assigning the Risk/Criticality Index from the matrix using the severity and likelihood. The resulting alphanumeric rating helps prioritize risk and rates the tolerability of the risks.
    - Minimal – acceptable, operation permitted.
    - Low – acceptable, operation permitted.
    - Medium – acceptable with mitigation. Requires management review and on-going monitoring of mitigation to determine if it is ineffective, inappropriate, or not implemented as intended.
    - High – unacceptable, operation permitted with execution of a high priority, systematic mitigation strategy only. Immediate notification to CEO, Division Chief, Manager, and Safety Manager.
    - Extreme – unacceptable and management approval required. STA will suspend service or activities with an extreme-risk index until mitigated to an acceptable level. Immediate notification to CEO, Division Chief, Manager, and Safety Manager.
- Documenting Results – STA will record the risk/hazard in a Risk Assessment to track it and identify the risk/hazard status.
    - A sample of the Risk Assessment is in Appendix C
    - Risk Assessments are created and maintained by Project Managers and/or the Safety Committee.

The Safety Department or assigned Subject Matter Expert (SME) will review identified hazard documentation and determine the potential impact on STA operations and/or the health and safety of employees.

At STA hazards are identified through the following:

- Employee safety reporting (Hazard Report Form), see Appendix A.
- Customer service reporting
- Observations by operations
- Safety inspections
- Event/incident reports and investigations
- Incident, injury, and accident history
- Items/Hazard identified through the Risk Reduction Program carried out by the Employee Safety Committee
- Managements Open Door policy
- Data trending reported made available through insurance carriers (e.g., WSTIP)
- Data and information provided by an oversight authority, including but not limited to the FTA, Washington State, or the State Safety Oversight Agency.
- Data and information regarding exposure to infectious disease provided by the CDC or other State health authority

When hazards are identified, they are addressed by:

- Immediate resolution/mitigation
- Reporting to a higher level within the organization (if it cannot be corrected by the person identifying the hazard)
- Reporting the hazard to the safety committee for recording and resolution/mitigation

Employee Safety Reporting Program

At Spokane Transit our objective is to cultivate and foster a proactive safety culture in which employees are comfortable and encouraged to bring safety concerns to the attention of Agency leaders. We recognize that our employees are most familiar with the details of their respective jobs and work environments, which makes their input crucial to maintaining safety in the workplace. Therefore, when witnessing an unsafe act or noticing an unsafe condition or near miss, employees must promptly report the unsafe act or condition to their direct lead, supervisor, manager, the Safety Department, and/or a Safety Committee Representative, and should receive a clear answer with a corrective plan in person or through the Safety Committee Meeting Minutes.

Physical assaults against transit workers will be reported to the employee's direct lead, supervisor, or manager, and security. After the event has occurred and the employee has received medical treatment, if necessary, the employee will complete the Operator's Report. This report, along with the Supervisor's Report, Security Report, video if available, and other information will be reviewed at the Quarterly Assault Review. Quarterly summaries of the assault reviews will be presented to the Employee Safety Committee as part of the Risk Reduction Program.

Operators can request a Security Ride Along if they identify a specific route or time that having a Transit Officer on the coach would deter undesirable behavior. To arrange this, they can use a QR code or notify their supervisor to have a Transit Officer accompany them on the route.

No person will be penalized or retaliated against for bringing safety issues to the attention of management. This statement does not apply to information received from a source other than the employee or which involves an illegal act, or a deliberate or willful disregard of policy, rules, warning/notice signs and posters, procedures, or practices stated in employee handbooks.

There are several ways employees can report safety concerns and hazards to management:

- Report directly to their leads, supervisors, managers, or chiefs
- Report directly to the Safety Department

- Report through Safety Committee Representative
- Report through STA Customer Service Tel. # (509) 328-RIDE
- Email the Safety Manager (scrawford@spokanetransit.com)
- Complete a Hazard Report Form and give it to Supervisor, Safety Committee Representative, or Safety Department Manager

All safety hazards/concerns will be channeled to the Safety Committee and assigned a tracking number and the status reported monthly on the Hazard Report Log until mitigated or resolved.

Customer Service Reporting

Customers are also our partners in safety. We encourage our customers and the public to bring their safety concerns to our attention, whether through our bus/van operators or our Customer Service group. Customer Service's contact information is published on our vehicles and on our website. Customers can contact STA with their safety questions or concerns using:

- Telephone – (509) 328-RIDE
- Email – STA Questions at https://www.spokanetransit.com/feedback/sta-questions-comments

Observations by Operations

STA has programs to help identify and monitor the safety of our system, including driving behavior and transit facility safety.

Public Reporting
All complaints, comments, and observations from the public are tracked using the automated comment module from Trapeze, Inc. Customers make reports by calling (509) 328-RIDE, going online to STA Questions & Comments, or submitting a written report.

Operator Observations
Operation Supervisors & Training Instructors are required to annually ride with each operator and evaluate/rate each Operator's driving techniques, route maintenance and customer service skills.

Safety Inspections

Safety Inspections are performed to:

- Identify hazards, risks, and unsafe practices by inspecting areas with a department representative.
- Proactively take corrective actions by noting findings and abatement issues. Items which can be abated immediately will be done on the spot and recorded.
- Promote a safe work environment by providing a systematic inspection schedule to abate safety issues before accidents occur.
- Encourage safe work practices.
- Identify any training deficiencies needing further development.

Informal safety walkthroughs are conducted periodically, and formal walkthroughs are conducted annually with a department representative and a Safety Department member. Safety Inspection form samples are in Appendix B.

The Security department conducts weekly fire suppression sprinkler control valve inspections and documents their findings. Completed inspections checklists are filed in the Safety Department.

Annual fire extinguisher inspections are conducted by an outside vendor and records are filed in the Facilities Department.

External safety inspections are conducted at the request of outside regulatory organizations such as LNI, Department of Ecology, or other regulatory bodies. These inspections can be planned or unplanned inspections, any findings from inspections will be immediately addressed and abated.

New Project Planning

Project and/or Department Managers will conduct risk reviews during the planning, construction, and implementation/delivery phases of new facilities, equipment, or service added to STA operations. Mitigation measures identified during these reviews will be communicated to affected employees through advanced training sessions or Safety and Operation Notices.

Risk Assessment

Likelihood

	Extremely Improbable, once in 10 years	**Improbable, once in 2-10 years**	**Remote, once in less than 2 years**	**Occasional, 2-11 times per year**	**Frequent, 1-3 times per year**	**Repetitive, 4+ times per year**
Catastrophic	4	4	5	5	5	5
Critical	3	3	4	5	5	5
Major	2	2	3	3	4	4
Minor	1	1	2	2	2	3
Negligible	1	1	1	1	1	2
No Safety Implication	0	0	0	0	0	0

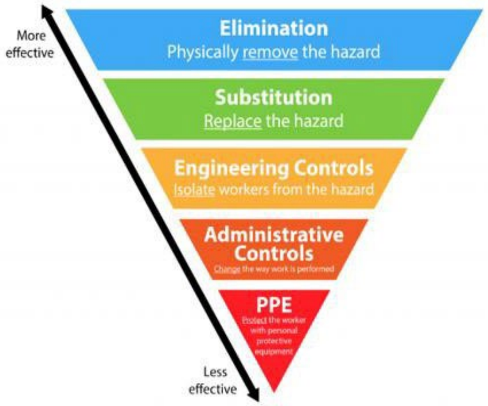
Severity

	Injury or Illness	Bus, Facility	Operational Compliance	Damage, Fine, Loss of Revenue	Agency Image	Damage to the Environment
Catastrophic	One or more fatalities	Total loss of bus or facility	Potential threat to operation	Damage, fines, or loss of revenue >1M	Permanent impact on agency system-wide	Massive environmental effect
Critical	Multiple overnight hospital admissions	Bus or facility out of service for more than 1 month	Regulatory/agency policy and/or procedure deviation with a critical impact on safety	Damage, fines, or loss of revenue >1M - 500K	Adverse impact on agency image	Critical environmental effect
Major	Single overnight hospitalization	Bus or facility out of service for 1 month or less	Regulatory/agency policy and/or procedure deviation with major reduction in safety margin	Damage, fines, or loss of revenue >500K - 100K	Major effect on agency image	Contained effect to the environment
Minor	Medical treatment beyond first aid	Bus able to operator, minor property damage	Regulatory/agency policy and/or procedure deviation with minor safety implication	Damage, fines, or loss of revenue >100K - 30K	Minor effect on agency image	Minor environmental effect
Negligible	First Aid Treatment	Minor damage to bus or negligible property damage	Regulatory/agency policy and/or procedure deviation with limited safety implication	Damage, fines loss of revenue >30K	Negligible impact on agency image	Negligible environmental effect
No Safety Implication	No Safety Implication	No safety implication	No safety implication	No safety implication	No safety implication	No safety implication

Risk Level	Risk	Operational Impact	Minimum Action	Immediate Notification	Risk Acceptance and Mitigation Responsibility
5	Extreme (unacceptable)	Stop the Operation	Mitigation to level 4 or lower prior to operation	CEO, Division Chief, Manager, Safety Manager	CEO, Division Chief, Manager, Safety Manager
4	High (unacceptable)	Operation Permitted with execution of a high priority, systematic mitigation strategy	Immediate mitigation and comprehensive mitigation not level 3 minimum required	CEO, Division Chief, Manager, Safety Manager	Division Chief, Manager, Safety Manager
3	Medium (acceptable with mitigation)	Operation permitted	Mitigation strategy required to reduce risk	Manager, Safety Manager	Manager, Safety Manager
2	Low (acceptable)	Operation permitted	Monitor, consider actions to further reduce risk	Manager who owns process	Manager over area of risk
1	Minimal (acceptable)	Operation permitted	N/A	Manager over area of risk	Manager over area of risk
0	None	Operation permitted	N/A	N/A	Manager over area of risk

Safety Risk Mitigation

If the risk is unacceptable, risk controls are developed that will either eliminate the hazard or mitigate the risk to an acceptable level. Risks/hazards will be addressed on a priority basis with a matrix rating of 5 receiving attention first down to the lowest rating of 1. Mitigation may include reducing the likelihood and/or severity of the consequences of the hazard. After risk controls are developed, management will reassess the new controls to ensure they do not produce an alternative risk. A second assessment of the new control will be conducted following the same Safety Risk Mitigation procedure. Once satisfied that residual risk has been mitigated to an acceptable level, the new process/solution will be implemented and documented.


More effective
Elimination
Physically remove the hazard
Substitution
Replace the hazard
Engineering Controls
Isolate workers from the hazard
Administrative Controls
Change the way work is performed
PPE
Protect the worker with personal protective equipment
Less effective

Many different means are employed to resolve identified hazards. These include design changes, the installation of controls and warning devices, and the implementation of special procedures. The steps for resolving hazards are as follows:

- **Design for Minimum Risk –** From the initial design, eliminate hazards through design selection or alteration.
- **Safety Devices –** Hazards that cannot be eliminated or controlled through design selection shall be controlled using fixed, automatic, or other protective safety design features or devices. The agency will perform periodic checks of safety devices.
- **Warning Devices –** When neither design nor safety devices can effectively eliminate or control an identified hazard, devices may be used to detect and generate an adequate warning signal to correct the hazard or evacuate employees. Warning signals shall be designed to minimize the likelihood of employees responding incorrectly to signals and shall be standardized within similar systems.
- **Procedures and Instruction –** Where it is impossible to eliminate or adequately control a hazard through design selection, engineering or use of safety and warning devices, the agency will use procedures and training to control the hazard. Procedures may include the use of personal protective equipment. Precautionary notations shall be standardized as specified by management. Safety-critical tasks and activities may require employees to be certified.
- **FTA or Other Oversight Authority** – Guidance provided by an oversight authority such as the FTA or the CDC will be considered when applicable as a source for safety risk mitigation. **Other mitigation methods** include:
    - Initial Training
    - Advanced Training
    - Remedial Training
    - Preventative Maintenance Program
    - Safety Notices
    - Operating Notices
    - Maintenance Campaigns
    - Employee Safety Committee suggestions or recommendations

When to use Safety Risk Mitigation:

- **Daily Operational Systems Assessment** – Methods that provide real-time feedback of safety compliance, adherence to established safety norms or identified job hazards.
- **Design –** Steps taken to ensure safety requirements are considered in the planning, operation and disposal of all items including shops, facilities, equipment, vehicles, planned service stops and routes.
- **Purchasing Goods –** Steps taken to ensure purchased items and equipment are safe to use.
- **Purchasing Services –** Steps taken to ensure that purchased services are performed in a safe manner.
- The Accountable Executive will be informed of safety risk mitigations suggestions for a risk unrelated to the safety risk reduction program, and will notify the committee of the decision to approve or deny the recommended mitigation.

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Perform asset condition assessments and SMS hazard analyses to ensure compliance with State of Good Repair standards. Safety Assurance

The purpose of Safety Assurance is to evaluate the overall effectiveness of safety risk controls established under Safety Risk Management and STA's ASP. The Safety, Planning, and Operations departments are responsible for monitoring and evaluating the operations system for compliance and sufficiency of the agency and contractor’s operations and maintenance procedures to ensure that: 1) emerging risks are identified, 2) STA meets regulatory requirements applicable to the SMS plan, and 3) the organization meets or exceeds its safety objectives through the collection, analysis, and assessment of data regarding the organization's performance. The Chief Operations Officer (COO) will assemble, track and report on the status of the SPM which displays the compliance and sufficiency of operations and maintenance procedures.

Compliance with and Sufficiency of Operations and Maintenance Procedures

STA's safety assurance activities that are used for monitoring the oversight, procedural, and performance compliance evaluation of operations and maintenance includes, but is not limited to:

- Safety Event Reporting and Investigation (Accident, Incidents, and Occurrences)
- Quarterly SPM Review
- Safety Inspections
- Internal and External Audits
- Internal and External Findings through Observations of Operations (e.g., ride-alongs)
- Committee Reviews

Video Monitoring

STA's Departments of Safety, Planning and Operations are responsible for the monitoring, evaluation, and review of results from these activities which are reported to the Chief Safety Officer. Safety assurance activities are documented through defect cards, hazard report forms, accident and incident operator and supervisor forms so the agency can track the data and compare it over time. Based on these reports, the Chief Safety Officer works with the managers in each department to review and investigate findings with implications for agency-wide compliance with and sufficiency of operations and maintenance procedures, and to determine the root cause and contributing factors for any issues.

There are three subcomponents under Safety Assurance:

- Safety Performance Monitoring and Measurement
- Management of Change
- Continuous Improvement

Safety Performance Monitoring and Measurement

STA's first step in Safety Assurance is establishing Safety Objectives andSafety Performance Measures to meet the Agency's safety goals. This Agency Safety Plan includes 14 safety performance measures set forth in the National Public Transportation Safety Plan. Safety Performance Measures (SPM) are established to indicate whether the Agency is achieving its safety objectives and performance targets.

Safety Goals, Objectives, and Performance Targets

Goal 1: SMS to Reduce Casualties and Occurrences

This is completed by using a safety management systems framework to identify safety hazards, mitigate risk, and reduce casualties and occurrences resulting from transit operations to meet or exceed the acceptable level of safety performance.

		Safety Performance Target (SPT)	2022	2023	2024
Fixed Route Fatalities	Number	0	0	0	
	Rate per 1,000,000 Vehicle Revenue Miles (VRM)	0	0	0	
Paratransit Fatalities	Number	0	0	0	
	Rate per 1,000,000VRM	0	0	0	

		Safety Performance Target (SPT)	2022	2023	2024
Fixed Route Safety Events	Number	13	22	16	
	Rate per 1,000,000 VRM	2.04	3.3	2.34	
Paratransit Safety Events		1.6	6	1	
	Rate per 1,000,000 VRM	0.79	2.97	0.43	
Fixed Route Passenger Injury Events	Number	4.4	5	10	
	Rate per 1,000,000 VRM	0.69	0.77	1.47	
Paratransit Passenger Injury Events	Number	1	0	0	
	Rate per 1,000,000 VRM	.49	0	0	
Fixed Route Collisions	Number	12.6	21	16	
	Rate per 1,000,000 VRM	2.0	3.24	2.34	
Paratransit Collisions	Number	1.8	6	1	
	Rate per 1,000,000 VRM	0.89	2.97	0.43	
Fixed Route Pedestrian Collisions	Number	0	0	0	
	Rate per 1,000,000 VRM	0	0	0	
Paratransit Pedestrian Collisions	Number	0	0	0	
	Rate per 1,000,000 VRM	0	0	0	
Fixed Route Vehicle Collisions	Number	12.6	21	16	
	Rate per 1,000,000 VRM	2	3.24	2.34	
Paratransit Vehicle Collisions	Number	1.8	6	1	
	Rate per 1,000,000 VRM	0.89	2.97	0.43	
Fixed Route Employee/Contracted Provider Fatalities	Number	0	0	0	
	Rate per 1,000,000 VRM	0	0	0	
Paratransit Employee/Contracted Provider Injuries	Number	0	0	0	
	Rate per 1,000,000 VRM	0	0	0	
Employee Assaults	Number	1	1	0	
	Rate per 1,000,000 VRM	0.12	0.12	0	

Goal 2: SMS to Foster a Robust Safety Culture

Foster agency-wide support for transit safety by establishing a culture where managers are held accountable for safety and everyone in the organization takes an active role in securing transit safety. Cultivate a safety culture in which employees are comfortable and encouraged to bring safety concerns to the attention of agency leadership.

	Safety Performance Target (SPT)	Baseline	2022	2023	2024
Fixed Route Advanced Training	100%	90%			
Paratransit Advanced Training	100%	90%			
Vehicle Maintenance Advanced Training	100%	90%			

Goal 3: Systems and Equipment

Provide safe and reliable transit operations by ensuring that all vehicles, equipment, and facilities are regularly inspected, maintained, and serviced as needed.

	Safety Performance Target (SPT)	**Baseline**	**2023**	**2024**
Fixed Route Road Calls – Number of miles between road calls	7,500 miles	6,722 miles		
Paratransit Road Calls – Number of miles between road calls	75,000 miles	67,537 miles		
Facilities Preventive Maintenance	80% completed on time	90%		
System Reliability				

Safety Performance Target Coordination

STA is a member of the Spokane Regional Transportation Council (STRC) and annually updates the Metropolitan Planning Organization (MPO) with our performance targets. STA will coordinate, to the maximum extent possible, with the FTA State Safety Oversight Officer and the local MPO on the selection of these targets. STA's Accountable Executive shares our ASP, including safety performance targets, with the MPO in our service area each year after its formal adoption by the STA Board of Directors. STA's Accountable Executive also provides a copy of our formally adopted plan to the Washington Department of Transportation.

If STA does not meet an established annual SPM, it must:

- Assess associated safety risks, using the methods outlined in this Safety Risk Management portion of the ASP.
- Mitigate associated safety risk based on the results of a Safety Risk Assessment outlined in this ASP.
- Allocate its safety set-aside in the following fiscal year to safety-related projects eligible under 49 U.S.C. 5307 that are reasonably likely to assist the transit agency in meeting the safety performance target in the future.

Under the direction of the Account Executive, STA will develop and carry out a plan to address any deficiencies identified through the safety assessment.

Risk Reduction Program – Safety Committee

The Risk Reduction Program is a framework utilized by the Employee Safety Committee to improve organizational safety performance by reducing the number and rates of safety events, injuries, and assaults on transit employees. This program utilizes components of the SMS to evaluate eight safety performance measures established by the National Public Transportation Safety Plan to reduce and mitigate safety events, vehicle and pedestrian safety events involving transit vehicles, and assaults on transit employees. The committee will set Safety Performance Targets for these eight safety performance measures for all modes of transportation within the agency. The committee will investigate and identify risk mitigations when STA does not meet one of the annual safety performance targets. These safety risk mitigation evaluations will include:

- Evaluation and reduction of visibility impairments
- Evaluation of retrofitting equipment in vehicles
- Consideration of specifications for future vehicle procurements
- Infrastructure and technology mitigations to reduce operator assaults and restrict the unwanted entry of individuals and objects into the workstations of operators.

The Employee Safety Committee will also identify safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

Recommended mitigations will be approved by the Employee Safety Committee with an agreement of both union and non-union members. If an agreement for a mitigation cannot be reached, a neutral third party that is approved by both the organization and the union will be brought in to resolve the matter. If a recommended safety mitigation cannot be put into place, a written explanation will be provided to the Employee Safety Committee and the Board of Directors by the Account Executive, if applicable.

The Employee Safety Committee documents risk and mitigations on the Hazard Report Log, which is updated monthly after each committee meeting and included in the Employee Committee Meeting Minutes, which are posted in each department.

Safety Performance Measures for the Safety Risk Reduction Program

Fixed Route	Safety Performance Target (SPT)	2024	2025	2026
Major Events				
Major Event Rate				
Collisions				
Collision Rate				
Injuries				
Injury Rate				
Assaults on Operators				
Rate of Assaults on Operators				

Paratransit	Safety Performance Target (SPT)	2024	2025	2026
Major Events				
Major Event Rate				

Collisions				
Collision Rate				
Injuries				
Injury Rate				
Assaults on Operators				
Rate of Assaults on Operators				

Organizational Risk Reduction

The following operations, procedures and processes are used organization-wide to serve as the collective risk reduction program for STA's transit operations to reduce the number of accidents, injuries and assaults on STA's transit workers based on data submitted to NTD. The collection of data, investigation of events, Accident & Incident Review Board, Safety Performance Measures, Inspections and Audits all address:

- Reducing vehicular and pedestrian accidents involving buses and consider measures to reduce visibility impairments for bus operators that contribute to accidents.
- Mitigation of assaults on transit workers. In 2023 barriers were installed on all coaches to restrict the unwanted entry of individuals and objects into bus operator workstations after a risk analysis performed by the Safety Committee determined that such barriers or other measures would reduce assaults on and injuries to transit workers.

Data Collection
Safety, Risk, Operations, Maintenance, and Training departments work collaboratively as a team to collect, analyze, and disseminate the data necessary to demonstrate the effectiveness of the Agency operations, hazard/risk mitigation efforts including identifying individual safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended, compliance with operation/maintenance procedures, and the SMS. Contracted service providers are expected to report requested data so STA can include that data in the risk reduction program. This data comes from several documented sources including, but not limited to:

- Operator Event Reports on safety and security incidents including assaults on transit workers, vehicular and pedestrian accidents, injuries, and illnesses *(Attachment D)*
- Hazard Reports
- Job Hazard Analysis
- Observations from Operators
- Observations from Contracted service providers
- Service Improvement Committee
- Internal and external inspection, survey, and audit reports
- Customer comments and suggestions
- Historic recall
- Seasonal events and effects
- Environmental considerations
- Deployment of new equipment
- Maintenance common fleet issues
- Process review and improvement
- Emergency planning

This safety data is reviewed, discussed, and shared at the monthly management meetings and monthly Safety Committee Meetings. Specific procedures on how to carry out safety risk mitigation monitoring activities and forms to document those activities are on file in the Safety Department.

Safety Event Investigations to Identify Causal~~sual~~ Factors
STA instructs Managers, Supervisors, and Transit Officers on how to conduct investigations of safety events (vehicular and pedestrian accidents, incidents, and injuries) to help find causal and contributing factors and review the existing mitigations in place at the time of the safety event.

Local law enforcement also may respond to any STA safety event. STA will coordinate its investigation process with local law enforcement.

Operations and maintenance management are responsible for immediately notifying the Safety department and key staff (including the Accountable Executive) of any safety event that meets STA's thresholds. The COO notifies the Accountable Executive and designated staff member of any event that resulted in a fatality, serious injury, or property damage to STA's vehicles or private vehicles that may exceed $25,000. The Safety Department ensures that all safety events are reported, recorded, and tracked in the event tracking system (Origami) maintained by Washington State Transit Insurance Pool (WSTIP).

The Safety department also ensures compliance with reporting thresholds, requirements, and processes defined in *FTA's NTD Safety and Security Policy Manual* and with notification thresholds established by the National Transportation Safety Board and the Washington State Department of Transportation.

STA's general safety investigation process consists of five basic phases.

Set up: Designate an investigation team (Supervisor, Manager, Safety, Claims Specialist, Adjuster, etc.) with the required skills and expertise.

Fact gathering: Record facts pertinent to understanding the circumstances leading to the safety event using STA's Operator's Event Report (Appendix D), Supervisor's Event Report (Appendix E), and/or Employee Report of Injury (Appendix F).

Event reconstruction: Reconstruct the sequence of events using STA's Operator's Event Report (Appendix D), Supervisor's Event Report (Appendix E), Employee Report of Injury (Appendix F), and Supervisor's Investigation of Employee Injury Report (Appendix G), and camera system video recordings.

Data analysis: Analyze the information obtained through fact gathering and event reconstruction to assess the safety risk and provide explanations of the technical and operational factors and any underlying organizational factors and issues.

Establish conclusions: Draw conclusions and determine preventability from the collected and analyzed information based on:
- Main and direct causes and contributing factors leading to the event.
- Other findings that have potential to improve the safety of the transit system.

Safety Event Investigation Procedures

STA's safety event investigation procedures follow these steps:
- Bus Operators, Van Operators, Mechanics, Transit Officers, or Operations Supervisors notify Dispatch of the safety event. The Operator of the affected transit vehicle follows basic emergency steps:
    - Stay calm.

    - Assess the situation. Do not move the vehicle unless directed by law enforcement or Dispatch.
    - Notify Dispatch.
    - Protect people, then property.
    - Provide aid to the passengers.
    - Secure/make safe the vehicle/scene.
    - Gather information from customers using Customer Courtesy Cards.
    - Complete an Operators Event Report as soon as is practicable.
- Dispatch immediately notifies Operations Management, Safety department, and Emergency Operations representatives via text message and email.
- The investigator is dispatched to the scene. This normally consists of an Operations Supervisor or Manager.
- The investigator arrives at the scene as soon as possible with tools (report blanks & camera) to conduct the investigation.
- The investigator secures the scene and collects facts about what occurred, including interviewing the operator involved, if possible.
- The investigator begins the technical investigative process, which includes but is not limited to the following:
    - Noting the environmental factors surrounding the safety event, such as lighting and visibility, road surface conditions, climate, and weather conditions.
    - Collecting vehicle and roadway evidence, including vehicle condition and position for all vehicles involved in the incident.
    - Observing brake-related factors (skid marks).
    - Observing debris and vehicle fluids.
    - Observing contact and induced damage.
    - Making exterior damage assessments.
    - Photographing the scene.
    - Sketching the incident scene.
    - Interviewing other drivers, witnesses, passengers, fire, emergency medical services, and police personnel at the scene. Interviewing maintenance personnel, if necessary, later.
    - Making drug and alcohol testing decisions.
    - Finalizing the Supervisor's Event Report Form.
    - Requests building and/or vehicle video recordings of the event.

Identifying Causal and Contributing Factors

STA is committed to examining all safety events to determine causal and organizational factors that may have contributed to the safety event including reducing vehicular and pedestrian accidents and assaults on transit workers. This includes examining:

- Vehicle Operating Instructions.
- People/human factors.
- Management decision-making and resource support.
- Equipment, tools, and materials including any visibility impairments.
- Operating environment.
- Environmental issues.
- Existing relevant mitigations.
- Other causes and contributing factors, as appropriate.

The investigators prepare a report based on this review and send copies to the Operations Manager and Safety Manager for immediate action (if necessary) and integration into their analysis and preventability determination of the event. Additionally, there is a quarterly Assault Review Board that meets to discuss and review the number of assaults on transit workers in the past quarter, and best practices to mitigate assaults on transit workers.

Accident and Incident Review

STA's Safety Manager/Chief Safety Officer reviews information on all accidents and incidents which occur on STA property or involving STA vehicles, equipment, or employees. The Safety Manager does not review occurrences, as defined in 49 CFR § 673.5. The Safety Manger determines whether:

- The accident or incident was preventable or non-preventable,
- Retraining is required,
- The causal factor(s) indicate(s) an unexpected or previously unconsidered operating condition or situation or an existing mitigation that may be ineffective, inappropriate, or not implemented as intended, or
- The accident or incident appears to involve underlying organizational causal factors beyond just individual employee behavior.

Operators may dispute accident determinations. Disputed accident determinations are reviewed by a knowledgeable third party, agreed upon by both the Union Representatives and STA management. Third party accident determination decisions are final and binding.

Per contractual agreement, the paratransit contractor must immediately notify STA's Paratransit Manager of any safety event that meets defined minimum thresholds. STA also monitors the paratransit contractor's safety investigation processes by reviewing investigation reports, causal analysis activities, and the contractor's response to investigation reports and causal analysis findings. The contractor is required to submit documentation on safety investigation activities to STA.

The Safety department and the individual Fixed Route, Paratransit, and Maintenance departments maintain all documentation of STA's investigation policies, processes, forms, checklists, activities, and results.

Safety Performance Measures

The Safety department uses collected data to establish Safety Performance Measures (SPM) and baselines for realistic safety performance targets. Safety also uses SPM to assess and communicate efficiency of operations/maintenance procedures and hazard/risk mitigation efforts with affected departments within the Agency as well as outside agencies and the Board in a timely manner

Internal Safety Reporting Programs

The Chief Safety Officer and Safety Committee routinely review safety data and information captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the SMS Executive and Safety Committee ensure that the issues and concerns are investigated or analyzed through STA's SRM process.

The Chief Safety Officer also reviews internal and external reviews, including audits and assessments, compliance with operations and maintenance procedures, and the effectiveness of safety risk mitigations. The Chief Safety Officer discusses relevant safety issues and concerns with the Accountable Executive and Executive Management.

Internal and External Inspections and Audits

Audits are used to evaluate the overall effectiveness, efficiency, and reliability of any transit Agency's SMS. Internal inspections also help prepare the Agency for the Triennial~~annual~~ Review with the FTA.

STA performs inspections to determine compliance with the Agency's safety plan, and implements corrective action plans related to findings to:

- Verify safety programs have been developed/implemented in accordance with system safety program plan requirements.
- Assess the effectiveness of the agency's system safety programs.
- Identify program deficiencies.

Identify potential hazards in the operational system and weaknesses in the system safety programs.

- Recommend improvements to the system safety program.
- Provide management with assessment of status and adequacy of system safety program.
- Assure continuing evaluation of safety-related programs, issues, awareness, and reporting.
- Promote continuous improvement of the Spokane Transit Agency Safety Plan.

Hazard/Risk Actions Log

Tracking safety and security actions is a safety and quality assurance process for monitoring and measuring the effectiveness of the safety and risk management processes. The Actions Log aims to track and address critical safety items/hazards and recurring safety issues. The Safety and Operations departments and the Safety Committee review all findings and follow up on the mitigation plan on a regular basis. A sample Hazard/Risk Actions Log can be found in Appendix C.

Management of Change

STA understands that change may affect the appropriateness or effectiveness of existing risk mitigation strategies. Hazards may inadvertently be introduced into an operation whenever change occurs. Safety management practices require that hazards that are a by-product of change be systematically and proactively identified, evaluated through the SRM process, and corrected.

STA's SRM process includes identifying a change's associated hazards and potential consequences, assessing safety risk, and, when necessary, creating new safety risk mitigations or modifying existing mitigations. When STA makes a change that requires new or revised mitigations, it monitors these mitigations as described in the mitigation monitoring section above.

Changes may be internal or external to the organization. Examples of external changes include changes in regulatory requirements and changes to service areas. Examples of internal changes include management changes, new equipment, and new procedures.
A formal process for change management should consider the following three criteria:

- Criticality of systems and activities
- Stability of systems and operational environments
- Past performance

New equipment, system expansion and modification, and system rehabilitation require design and procurement efforts. Within STA, the Maintenance department submits changes such as bus retrofits (e.g., mirrors) to the Operations, Safety, and Training departments.

When STA makes configuration changes to a bus that are not within the original scope, the changes are passed through the Operations, Planning, Safety, and Training departments. Once the change is made, operators need to be trained on the item that was changed.

STA's Operations, Planning, Safety, and Training departments:

- Review issues, such as installing new crosswalks at facilities.
- Conduct facility safety inspections of transit centers and submit work orders to correct hazards.
- Issue inspection reports, which outline key items such as sidewalks, condition of pavement paint markings, and similar items.

It is a good practice to conduct annual condition assessments and audits on equipment to cross check that they are being maintained per manufacturer recommendations.

Modifications to maintenance schedules may be needed based upon the results of the condition assessments. Items that may result in a need to modify schedules include:

- Fleet defects
- Part failures beyond the warranty period (feedback to fleet engineering to assess); and/or
- Out-of-service causes, such as braking systems or slack in the steering wheel

Continuous Improvement

STA uses a continuous improvement process to monitor and improve our SMS and safety performance. STA conducts an annual safety performance assessment during the last quarter of the calendar year. If any deficiencies are identified as part of the safety performance assessment, under the direction of the Accountable Executive, a plan is developed to address the identified deficiencies. STA's process for assessing its safety performance includes:

- Monitoring the achievement of safety objectives and safety performance indicators and targets.
- Reviewing the effectiveness of:
  - Hazard identification, safety risk assessment, safety risk mitigation development, and management of change activities.
  - Operations and maintenance procedure monitoring activities during performance reviews.
  - Safety risk mitigation monitoring activities through the Safety Committee.
  - Event investigation activities.
  - Safety training efforts.
  - Safety communication.

The Safety department is responsible for assessing STA's safety performance because of its safety expertise and functional independence from operations and maintenance. Safety department strategies for assessing safety performance and the effectiveness of STA's SMS operations include but are not limited to the following:

- Reviewing safety data, including data related to safety objectives and safety performance indicators and targets.
- Attending safety committee meetings and safety meetings.
- Conducting field observations.
- Monitoring regulatory compliance.
- Reviewing SMS documentation.

The Safety department will provide reports on the results of safety performance assessments to the Accountable Executive and executive management. The Safety department maintains documentation of the safety performance assessments.

STA supports continuous improvement by addressing deficiencies it discovers during assessments of safety performance and SMS operations assessments. STA monitors corrective actions taken to correct safety deficiencies to ensure the mitigations put in place are sufficient and to identify mitigations that may be ineffective, inappropriate, or were not implemented as intended. These mitigation deficiencies will be reviewed by the Safety Committee and management and will go through the Risk Management process to identify another mitigation. ~~.~~ STA also may choose to use outside expertise to assist in addressing safety deficiencies. STA's Chief Safety Officer reports on the status of these corrective actions to the Accountable Executive each month through the Safety Committee Meeting Minutes.

Safety Promotion

Employee Safety Training

Safety promotion ensures that STA employees and contracted service providers are aware of policies and procedures related to the safety of agency operations, and specifically as related to their areas of work. STA's comprehensive safety training program applies to all STA employees directly responsible for safety.

All agency employees receive training as required under the Agency's Accident Prevention Program. All employees receive New Employee Orientation training and annual training on the basic elements of employee safety and their role in the SMS. Depending upon job classification, some employees may receive additional training in programs such as Bloodborne Pathogens, Confined Space, Lockout/Tagout, De-escalation training, and others as required to perform their job safely.

Operator Training

STA offers Commercial Driver License (CDL) training for bus and van operators. STA's Training department documents CDL training, which includes a self-certification process audited by the state. Training programs are also subject to internal auditing that includes auditing of trainer performance and content.

Auditing the number of accidents incurred by new operators is one measure to evaluate the effectiveness of new operator training.

Training begins with the operator selection process. An evaluation of skill sets must be considered during selection. Prospective operators must meet thresholds to advance to the next stage of training; for example, a trainee must obtain a permit before starting classroom training and must pass a skills test prior to moving on to the balance of the class. If a trainee fails a step at a critical point in the training, they may be dropped from the program. Achieving threshold scores is necessary to progress to the next step and is an important component of the training program.

STA provides approximately eight weeks of instruction for new operators, including time spent with an operator mentor. This is followed by route training with field instructors.

Ride checks provide a chance to correct actions before an accident occurs. A systematic process is used to identify who needs a ride check and when. Ride checks should be conducted with the goal of evaluating performance in a holistic manner, and includes evaluation of:

- Health and wellbeing as they relate to safety.
- Customer service.
- Diffusing angry customers.
- De-escalation techniques.
- Operation/Driving skills.
- Face cover use and passenger monitoring.

All Operators receive annual refresher/advanced training, which includes but is not limited to de-escalation training, safety concern identification and reporting training. Remedial training occurs when an Operator receives a preventable collision determination. Operator retraining occurs during the return-to-work process on absences exceeding 90 days.

Mechanical Certification and Maintenance Training

STA provides vehicle maintenance staff with on-going skills training through Automotive Service Excellence (ASE) certification and awarding extra pay for staff who have obtained certifications. This is provided for in the collective bargaining agreement.

Vehicle Maintenance employees additionally receive skills training in:

- Preventative Maintenance and Standard Operating Procedures (SOPs).
- Specialized equipment training through contracted vendors
- De-escalation, safety concern identification, and reporting training through the Agency training program

Safety Officer Certification and Training

STA participates in the FTA's Public Transportation Safety Certification Training Program. The designated Chief Safety Officer will complete the following required classes:

- SMS Awareness Training
- Safety Assurance
- SMS Principles for Transit
- Effectively Managing Transit Emergencies
- Transit Bus System Safety
- Fundamentals of Bus Collision Investigation.

The Safety Officer will complete a minimum of one hour of safety oversight training each year.

Training Assignments and Recordkeeping

Each department maintains training requirements and transcripts for their respective employees. Further recordkeeping and training documentation can be accessed at:

- Munis
- Trapeze
- Origami
- Employee Files

At STA, the Department Managers track and maintain training records.

Training Curriculums

The training curriculum is based on adult learning principles. Training also focuses on the local and regional needs of operators and technicians.

Safety Communication

STA actively encourages the open sharing of information on all safety issues throughout our organization. To ensure effective communication throughout the agency, STA has established formal processes and approaches, including:

Dissemination of safety and safety performance information throughout the Agency:

The communication of safety performance information follows the agency-wide model of the agency's SMS. The Chief Safety Officer is responsible for reporting on the agency's safety performance through the COO to the Accountable Executive. These reports may include, but are not limited to, performance relative to the agency's safety performance targets, updates related to corrective actions, and unusual events. In accordance with guidance distributed by the Chief Safety Officer, leadership throughout the agency (including executives, chiefs, managers, and supervisors) are responsible for communicating safety performance information with their teams. The Safety department is responsible for distributing the Safety Committee Hazard/Risk Log and Safety Committee Meeting minutes to all employee levels to inform them of the current status of mitigation efforts.

Communication of information on hazards and safety risk relevant to employees' roles and responsibilities throughout the Agency:

As part of New Hire Orientation, STA reviews safety policies and procedures. Training is provided on these policies and procedures, which are also included in the Operator Handbooks. For newly emerging safety issues or safety events at the Agency, STA's Chief Safety Officer issues notices or messages to employees and contracted service providers that are reinforced by supervisors in one-on-one or group discussions with employees and contracted service providers. STA's Training department also develops materials and courses to explain changes to policies, procedures, and work instruction that address hazards and safety risk relevant to employees' and contracted service providers' roles and responsibilities.

Additional Information

Safety Committees are required by state law to serve as the basic forum to review safety issues and hazards, hazard reports, safety inspection reports, accident investigations, and corrective actions. Safety Committee Representatives communicate safety concerns from their work areas to the Safety Committee, and report back to their workgroups. Safety Committee meeting minutes are made available to all employees via the Safety Intranet site and Safety Bulletin Boards.

STA has display monitors centrally located throughout the facility to display safety and emergency alerts, accident statistics, and other safety education materials. Safety posters are also used to raise awareness throughout the agency.

STA has established employee recognition programs such as monthly Employee Recognition Awards and Safe Driver and Maintenance Safety Awards to promote safety performance, build morale, and focus attention on achieving the agency's safety goals. To this end, STA conducts an annual Awards Banquet to recognize safety-related award winners and their guests.

STA conducts the annual Roadeo for coach and van operators which showcases operator driving and operation skills. STA uses American Public Transportation Association (APTA) standards and criteria to test competitors. Winners attend the state and national competitions and receive a complimentary dinner at the annual Awards Banquet.

STA annually recognizes two individuals and one team for exemplary performance, dedication, innovation, customer service and professionalism. This Wall of Fame award is sponsored by the Washington State Department of Transportation. Selectees attend a state banquet and receive recognition at the annual Awards Banquet.

Definitions of Special Terms Used in the Safety Plan

Accountable Executive – a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a transit agency; responsibility for carrying out the transit agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the transit agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the transit agency's Transit Asset Management Plan in accordance with 49 U.S.C. 5326.

Assault on a transit worker – as defined under 49 U.S.C. 5302, means a circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker.

CDC – the Centers for Disease Control and Prevention of the United States Department of Health and Human Services.

Chief Safety Officer – an adequately trained individual who has responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. A Chief Safety Officer may not serve in other operational or maintenance capacities, unless the Chief Safety Officer is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operator a rail fixed guideway public transportation system.

Direct Recipient – an entity that receives Federal financial assistance directly from the Federal Transit Administration.

Emergency – as defined under 49 U.S.C 5324, means a natural disaster affecting a wide area (such as a flood, hurricane, tidal wave, earthquake, severe storm, or landslide) or a catastrophic failure from any external cause, as a result of which the Governor of a State has declared an emergency, and the Secretary has concurred; or the President has declared a major disaster under section 401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5170).

Equivalent Entity– an entity that carries out duties like that of a Board of Directors, for a recipient or sub-recipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a Transportation Agency Safety Plan.

FTA – Federal Transit Administration, an operating administration within the United States Department of Transportation.

Hazard – any real or potential condition that can cause injury, illness, death, damage to or loss of facilities, equipment, rolling stock, or infrastructure of a public transportation system, or damage to the environment.

Injury – any harm to persons as a result of an event that requires immediate medical attention away from the scene.

Investigation – the process of determining the causal and contributing factors of a safety event or hazard, for the purpose of preventing recurrence and mitigating safety risk.

Joint labor-management process – a formal approach to discuss topics affecting transit workers and the public transportation system.

Large Urbanized Area – a recipient or subrecipient of financial assistance under 49 U.S.C. 5307 that serves an urban area with a population of 200,000 or more as determined by the most recent decennial Census.

National Public Transportation Safety Plan – the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.

Safety Performance Measure- SPM~~SPM~~ Near-miss – a narrowly avoided safety event.

Operator of a Public Transportation System – a provider of public transportation.

Performance Measure – an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established target.

Potential Consequence – the effect of a hazard.

Public Transportation – as defined under 49 U.S.C. 5302, regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low income; and does not include:

1. Intercity passenger rail transportation provided by the entity described in 49 U.S.C. chapter 243 (or a successor to such entity);
2. Intercity bus service;
3. Charter bus service;
4. School bus service;
5. Sightseeing service;
6. Courtesy shuttle service for patrons of one or more specific establishments; or
7. Intra-terminal or intra-facility shuttle services.

Public Transportation Agency Safety Plan (PTASP) – the documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and this part.

Rail transit agency – any entity that provides services on a rail fixed guideway public transportation system.

Recipient – State or local governmental authority, or any other operator of a public transportation system, that received financial assistance under 49 U.S.C. chapter 53.

Roadway – land on which rail transit tracks and support infrastructure have been constructed to support the movement of rail transit vehicles, excluding station platforms.

Safety Assurance – processes within a transit agency's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Committee – the formal joint labor-management committee on issues related to safety that is required by 49 U.S.C. 5329 and 49 CFR part 673.

Safety Event – an unexpected outcome resulting in injury or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

Safety Management Policy – a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities for the management of safety.

Safety Management System (SMS) – a formal, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing hazards and safety risk.

Safety Management System (SMS) Executive– A Chief Safety Officer or equivalent.

Safety Performance Target – a quantifiable level of performance or condition, expressed as a value for the measure, related to safety management activities, to be achieved within a specified time period.

Safety Promotion – a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.

Safety risk – the composite of predicted severity and likelihood of a potential consequence of a hazard.

Safety isk Assessment – a formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risk.

Safety Risk Management – a process within a transit agency's Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating the safety risk of their potential consequences.

Safety risk mitigation – a method or methods to eliminate or reduce the severity and/or likelihood of a potential consequence of a hazard.

Safety set-aside – the allocation of not less than 0.75 percent of assistance received by a large urbanized area provider under 49 U.S.C. 5307 to safety-related projects eligible under 49 U.S.C. 5307.

Small public transportation provider – a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service across all non-rail fixed route modes or in any one non-fixed route mode and does not operate a rail guideway public transportation system.

State – a State of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guan, American Samoa, and the Virgin Islands.

State of good repair – the condition in which a capital asset is able to operate at a full level of performance.

State Safety Oversight Agency – an agency established by a State that meets the requirements and performs the functions specified by 49 U.S.C. 5329(e) and (k) and the regulations set forth in 49 CFR part 674.

Subrecipient – an entity that receives Federal transit grant funds indirectly through a State or a direct recipient.

Transit Agency – an operator of a public transportation system that is a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 or a rail transit agency.

Transit Asset Management Plan – the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49U.S.C. 5326 and 49 CFR part 625.

Transit worker means any employee, contractor, or volunteer working on behalf of the transit agency.

Urbanized area – as defined under 49 U.S.C. 5302, an area encompassing a population of 50,000 or more that has been defined and designated in the most recent decennial census as an urban area by the Secretary of Commerce.

Acronyms

ASP	Agency Safety Plan
CAP	Corrective Action Plan

CEO	Chief Executive Officer
COO	Chief Operating Officer
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
MPO	Metropolitan Planning Organization
PTASP	Public Transportation Agency Safety Plan
SMP	Safety Management Policy
SMS	Safety Management Systems
SOP	Standard Operating Procedure
SRM	Safety Risk Management
STA	Spokane Transit Authority
TSI	Transportation Safety Institute
USC	United States Code
VRM	Vehicle Revenue Miles

Appendix A: Safety Hazard Report Form

STA Employee
Safety Hazard Report Form

File Number: ________ **Date:** _________
(Leave Blank)

Where is the hazard located?
(Check One)

☐ Boone Facility-North
☐ Boone Facility-South ☐ Boone Northwest Garage
☐ Sharp Facility
☐ Fleck Service Center
☐ Park & Ride ________________________ (enter which one)
☐ Plaza Facility
☐ Valley Transit Center
☐ Other____

Describe the location further if it is not obvious from the description of the hazard: ____

____

Describe the workplace hazard: (Give more details if you are filling this out anonymously)

____

____

____

____

Has the Hazard been reported to a Foreman, Supervisor, Manager, or Chief?
☐ Yes ☐ No If so, Who? ____________________________ Date Reported: ____________

Your Name: __________________________________(optional)

Stop Here! **Stop Here!**

Drop off or mail this report to your management, the Human Resources or Safety departments, or with any Safety Committee Member.

Briefly describe the actions taken to correct the hazard: ____________________

____

Who or what department took the corrective action? ____________________

____

Purpose of the Safety Hazard Report Form:

The purpose of this form is to provide employees with another method of reporting workplace hazards or potential hazards, to have the identified hazards evaluated and, if possible, have the hazard eliminated or minimized.

Instructions:

1. Fill in the blanks and answer the questions on the reverse side.
2. Turn in the completed form to your foreman, supervisor, or manager. You may also deliver the completed form to any Safety Committee Member, or the Safety or the Human Resources departments.

Other Information:

1. Allow time for routing and investigation before expecting a follow-up contact from the appropriate party.
2. All completed reports will be forwarded to the Safety Committee for review and disposition.

Appendix B: Safety Inspection Form

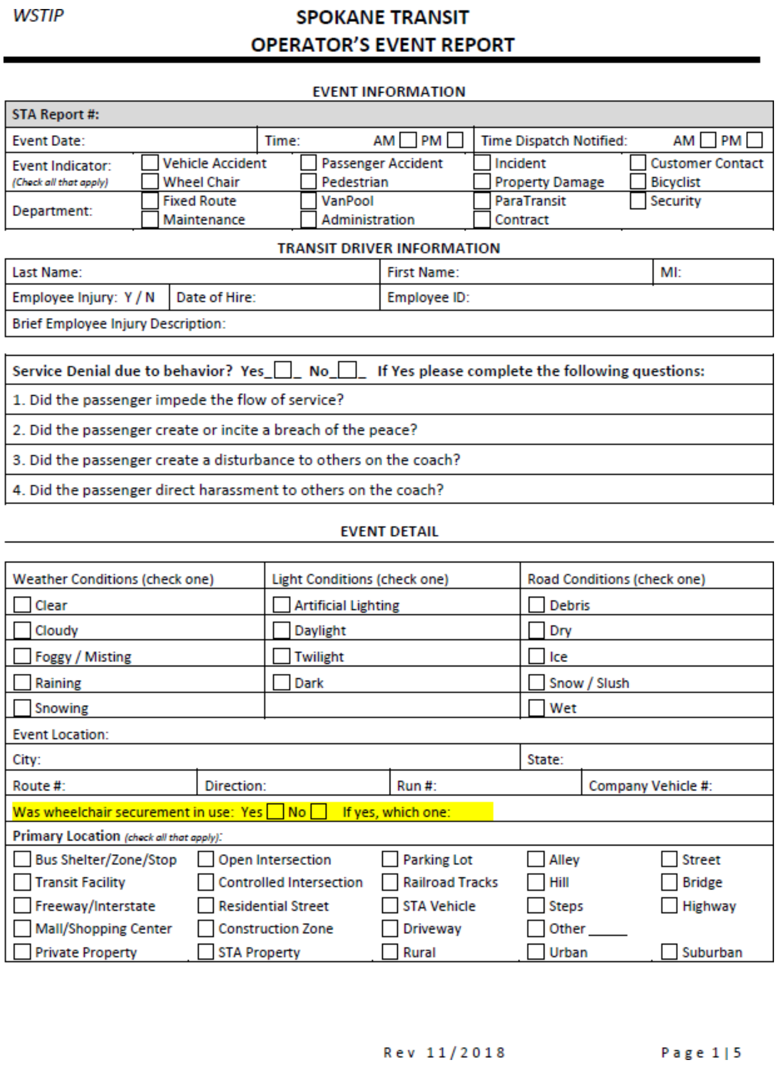
	OK	ACTION REQUIRED
First aid kits stocked and accessible		
Electrical cords: no fraying, splits, or breaks in jacket		
Are power cords strung so they do not hang on pipes, nails, and hooks and are clear of walkways?		
Are portable electric tools grounded or double insulated?		
Are all exits visible and unobstructed?		
Are all exits marked with a readily visible sign?		
Are fire extinguishers inspected for general condition and operability and noted on the inspection team each month?		
Are fire extinguishers mounted in readily accessible locations? Are fire extinguishers unblocked?		
Are employees periodically instructed on the use of extinguishers and fire protection procedures with documentation?		
Are emergency eyewash stations and showers inspected weekly for operability and activated weekly? Are inspections documented?		
Are emergency eyewash stations free of obstacles blocking their use?		
Electrical outlets in good condition – not broken?		
All containers are labeled as required?		
Are used oil rags placed in covered metal waste cans?		
Workstations free of rubbish and litter? Are workstations picked up daily?		
Workstations adequately illuminated?		
Are stairways in good condition, clean and free of all loose items?		
Are portable wood and metal ladders adequate for their purpose, in good condition and provided with secure footing?		
Are fixed ladders adequate for their purpose, in good condition and provided with secure footing?		
Are all machines or operations that expose operators or other employees to rotating parts, pinch points, or flying chips, particles, or sparks adequately guarded?		
Are mechanical power transmission belts and pinch points guarded?		

	OK	ACTION REQUIRED
Is a cleanup time scheduled each day for workstations?		
Are lockouts used when working on equipment?		
Are grinders, lathes, and similar equipment provided with safety guards?		
Are only trained and authorized personnel permitted to use such equipment?		
Are welding gas cylinders stored so they are not subject to damage?		
Are all combustible materials near the operator covered with protective shields or otherwise protected?		
Is a fire extinguisher provided at welding sites? Is a watch stationed during and after welding operations are completed?		
Are flammable liquids kept inside the building stored in proper containers?		
Is PPE properly stored, regularly inspected, and located at the proper locations within the worksite?		
Are forklift operators trained at required intervals and certified? Do operators have their certification cards on them when operating forklift? Forklift inspected prior to use?		
Are approved respirators clean and located at workstation? Are respirators properly stored? Cartridges are changed out per change out schedule?		

Appendix C: Hazard/Risk Action Log

HAZARD/RISK ACTION LOG – SAFETY/SECURITY ITEMS							
Item #	Orig. Date	Brought Forward By	Hazard/Risk	Risk Rating Level/Category	Previous Mitigation Action - Instruction	Most Recent/Final Mitigation Action	Person/Dept Responsible

Appendix D: Operator's Event Report



WSTIP

SPOKANE TRANSIT
OPERATOR'S EVENT REPORT

EVENT INFORMATION

STA Report #:				
Event Date:	Time: AM ☐ PM ☐	Time Dispatch Notified: AM ☐ PM ☐		
Event Indicator: *(Check all that apply)*	☐ Vehicle Accident ☐ Wheel Chair	☐ Passenger Accident ☐ Pedestrian	☐ Incident ☐ Property Damage	☐ Customer Contact ☐ Bicyclist
Department:	☐ Fixed Route ☐ Maintenance	☐ VanPool ☐ Administration	☐ ParaTransit ☐ Contract	☐ Security

TRANSIT DRIVER INFORMATION

Last Name:		First Name:	MI:
Employee Injury: Y / N	Date of Hire:	Employee ID:	
Brief Employee Injury Description:			

Service Denial due to behavior? Yes_☐_ No_☐_ If Yes please complete the following questions:

1. Did the passenger impede the flow of service?
2. Did the passenger create or incite a breach of the peace?
3. Did the passenger create a disturbance to others on the coach?
4. Did the passenger direct harassment to others on the coach?

EVENT DETAIL

Weather Conditions (check one)	Light Conditions (check one)	Road Conditions (check one)
☐ Clear	☐ Artificial Lighting	☐ Debris
☐ Cloudy	☐ Daylight	☐ Dry
☐ Foggy / Misting	☐ Twilight	☐ Ice
☐ Raining	☐ Dark	☐ Snow / Slush
☐ Snowing		☐ Wet

Event Location:

City:		State:	
Route #:	Direction:	Run #:	Company Vehicle #:

Was wheelchair securement in use: Yes ☐ No ☐ If yes, which one:

Primary Location *(check all that apply)*:

☐ Bus Shelter/Zone/Stop	☐ Open Intersection	☐ Parking Lot	☐ Alley	☐ Street
☐ Transit Facility	☐ Controlled Intersection	☐ Railroad Tracks	☐ Hill	☐ Bridge
☐ Freeway/Interstate	☐ Residential Street	☐ STA Vehicle	☐ Steps	☐ Highway
☐ Mall/Shopping Center	☐ Construction Zone	☐ Driveway	☐ Other _____	
☐ Private Property	☐ STA Property	☐ Rural	☐ Urban	☐ Suburban

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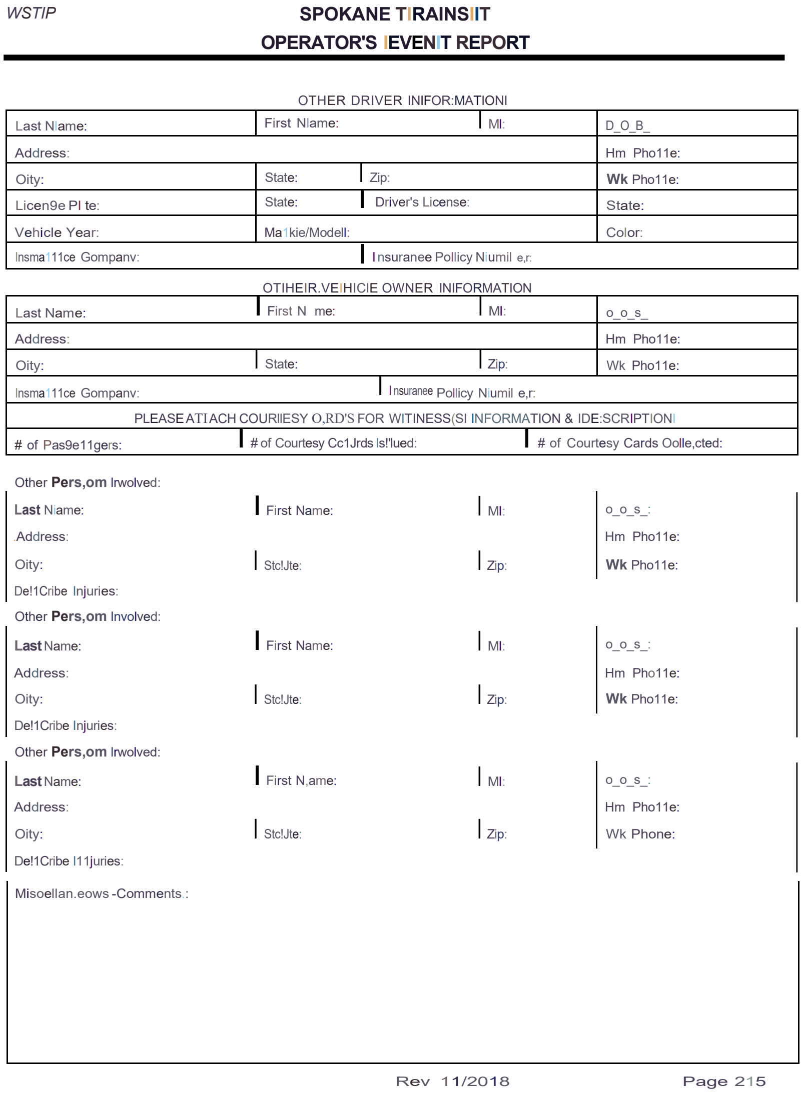

WSTIP

SPOKANE T|RAINS|IT
OPERATOR'S |EVEN|T REPORT

OTHER DRIVER INIFOR:MATIONI

Last N|ame:	First N|ame:	MI:	D_O_B_
Address:			Hm Pho11e:
Oity:	State:	Zip:	**Wk** Pho11e:
Licen9e Pl te:	State:	Driver's License:	State:
Vehicle Year:	Ma1kie/Modell:		Color:
Insma111ce Gompanv:		Insuranee Pollicy N|umil e,r:	

OTIHEIR.VE|HICIE OWNER INIFORMATION

Last Name:	First N me:	MI:	o_o_s_
Address:			Hm Pho11e:
Oity:	State:	Zip:	Wk Pho11e:
Insma111ce Gompanv:	Insuranee Pollicy N|umil e,r:		

PLEASE ATI ACH COURIIESY O,RD'S FOR WITINESS(SI INFORMATION & IDE:SCRIPTIONI

# of Pas9e11gers:	# of Courtesy Cc1Jrds Is!'lued:	# of Courtesy Cards Oolle,cted:

Other **Pers,om** Irwolved:

Last N|ame:	First Name:	MI:	o_o_s_:
Address:			Hm Pho11e:
Oity:	Stc!Jte:	Zip:	**Wk** Pho11e:

De!1Cribe Injuries:

Other **Pers,om** Involved:

Last Name:	First Name:	MI:	o_o_s_:
Address:			Hm Pho11e:
Oity:	Stc!Jte:	Zip:	**Wk** Pho11e:

De!1Cribe Injuries:

Other **Pers,om** Irwolved:

Last Name:	First N,ame:	MI:	o_o_s_:
Address:			Hm Pho11e:
Oity:	Stc!Jte:	Zip:	Wk Phone:

De!1Cribe I11juries:

Misoellan.eows -Comments :

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WSTIP

SPOKANE TRANSIT
OPERATOR'S EVENT REPORT

DESCRIPTION OF EVENT

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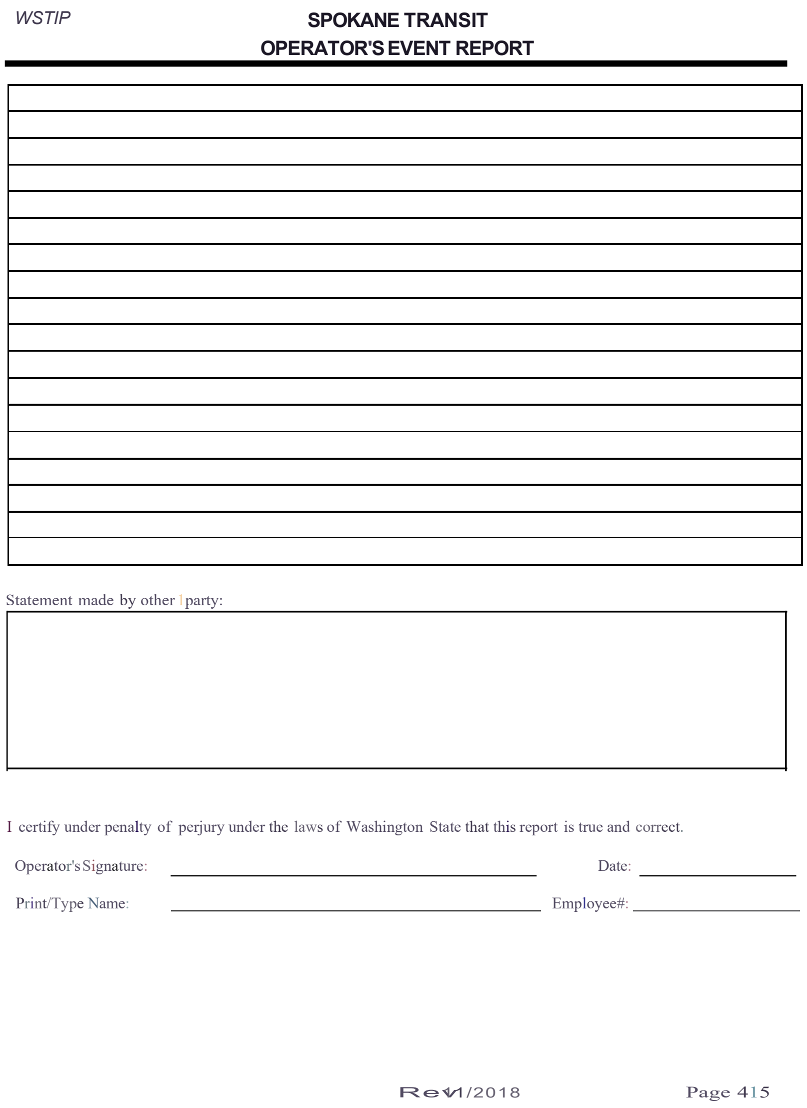

WSTIP

SPOKANE TRANSIT
OPERATOR'S EVENT REPORT

Statement made by other party:

I certify under penalty of perjury under the laws of Washington State that this report is true and correct.

Operator's Signature: ____________________ Date: __________

Print/Type Name: ____________________ Employee#: __________

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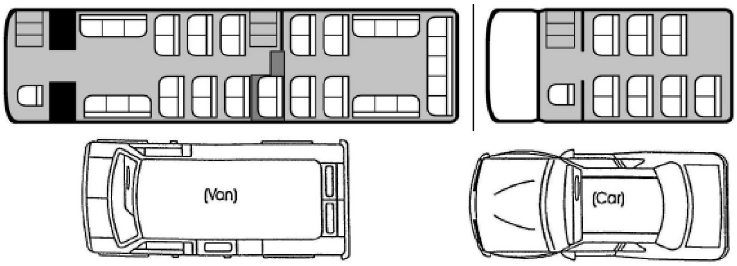
WSTIP

SPOKANETiRAINSIIT
OPERATO:R'SIEVENrT RIEPOIRT

If Passenger Intury. Indicate on Dia!l)rarn, 1ihe·r plily.sical loce,,,tion on corach



Supe,visor: Read and sfgn to insure tl:te *report is accurate and compfe·te.*

Supervi or's Si.g)nature: ____________________ [late: ____________

Print/fypeName: ____________________ Employee#: ____________

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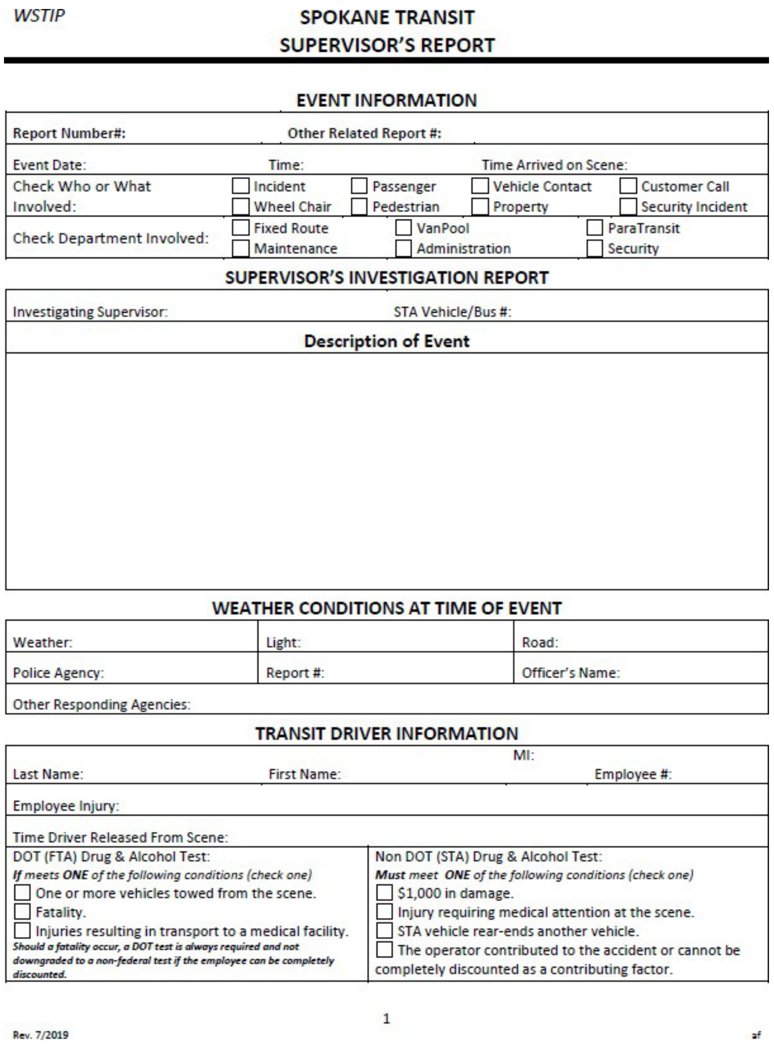
Appendix E: Supervisor's Event Report



WSTIP

SPOKANE TRANSIT
SUPERVISOR'S REPORT

EVENT INFORMATION

Report Number#: **Other Related Report #:**

Event Date: Time: Time Arrived on Scene:

Check Who or What Involved: ☐ Incident ☐ Passenger ☐ Vehicle Contact ☐ Customer Call ☐ Wheel Chair ☐ Pedestrian ☐ Property ☐ Security Incident

Check Department Involved: ☐ Fixed Route ☐ VanPool ☐ ParaTransit ☐ Maintenance ☐ Administration ☐ Security

SUPERVISOR'S INVESTIGATION REPORT

Investigating Supervisor: STA Vehicle/Bus #:

Description of Event

WEATHER CONDITIONS AT TIME OF EVENT

Weather: Light: Road:

Police Agency: Report #: Officer's Name:

Other Responding Agencies:

TRANSIT DRIVER INFORMATION

Last Name: First Name: MI: Employee #:

Employee Injury:

Time Driver Released From Scene:

DOT (FTA) Drug & Alcohol Test:
*If meets **ONE** of the following conditions (check one)*
☐ One or more vehicles towed from the scene.
☐ Fatality.
☐ Injuries resulting in transport to a medical facility.
Should a fatality occur, a DOT test is always required and not downgraded to a non-federal test if the employee can be completely discounted.

Non DOT (STA) Drug & Alcohol Test:
***Must** meet **ONE** of the following conditions (check one)*
☐ $1,000 in damage.
☐ Injury requiring medical attention at the scene.
☐ STA vehicle rear-ends another vehicle.
☐ The operator contributed to the accident or cannot be completely discounted as a contributing factor.

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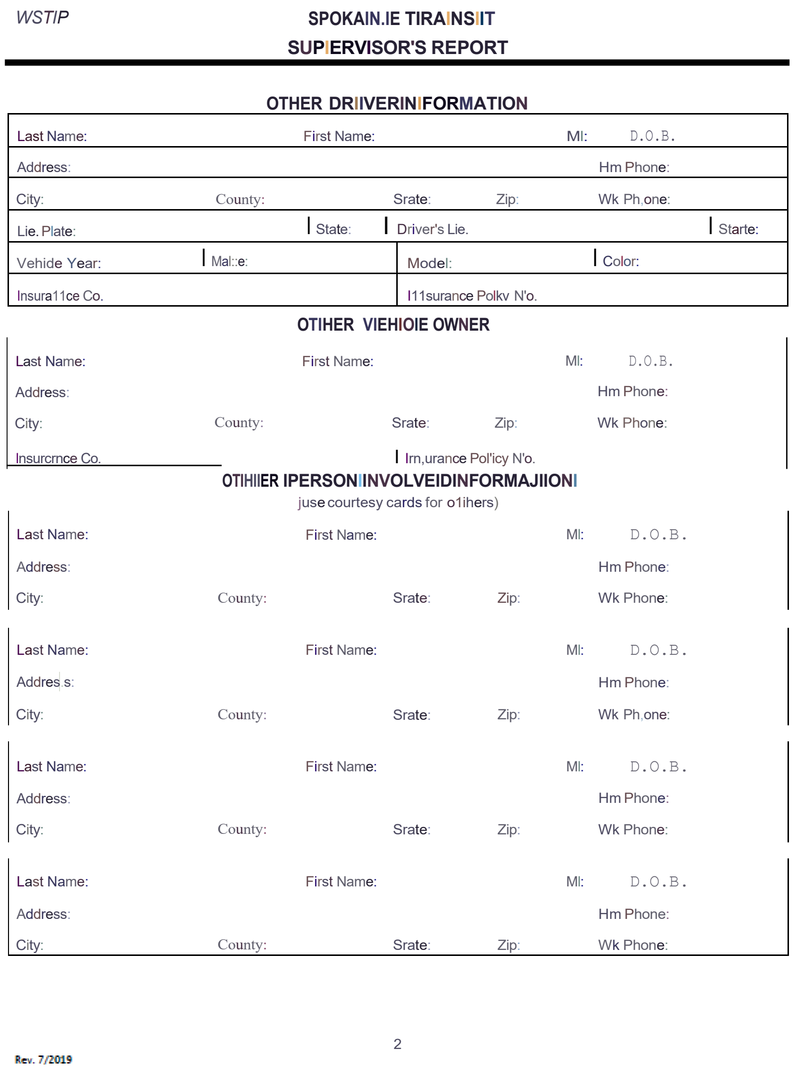

WSTIP

SPOKAIN.IE TIRAINSIT

SUPIERVISOR'S REPORT

OTHER DRIIVERINIFORMATION

Last Name:	First Name:		MI:	D.O.B.
Address:				Hm Phone:
City:	County:	Srate:	Zip:	Wk Ph,one:
Lie. Plate:	State:	Driver's Lie.		Starte:
Vehide Year:	Mal::e:	Model:		Color:
Insura11ce Co.		I11surance Polkv N'o.		

OTIHER VIEHIOIE OWNER

Last Name: First Name: MI: D.O.B.
Address: Hm Phone:
City: County: Srate: Zip: Wk Phone:
Insurcrnce Co. Irn,urance Pol'icy N'o.

OTIHIER IPERSONIINVOLVEIDINFORMAJIIONI

juse courtesy cards for o1ihers)

Last Name: First Name: MI: D.O.B.
Address: Hm Phone:
City: County: Srate: Zip: Wk Phone:

Last Name: First Name: MI: D.O.B.
Addres s: Hm Phone:
City: County: Srate: Zip: Wk Ph,one:

Last Name: First Name: MI: D.O.B.
Address: Hm Phone:
City: County: Srate: Zip: Wk Phone:

Last Name: First Name: MI: D.O.B.
Address: Hm Phone:
City: County: Srate: Zip: Wk Phone:

2

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WSTIP

SPOKANE TIRANSIT
SUPERVISOR'S REPORT

SAFETY-priority for a'll involved; SERVICE-Interview everyone and include their responses; SCHEDULE-the driver during your interview for drug testing or a follow-up interview!

ADDITIONAL INFORMATION

Critical Measurements:

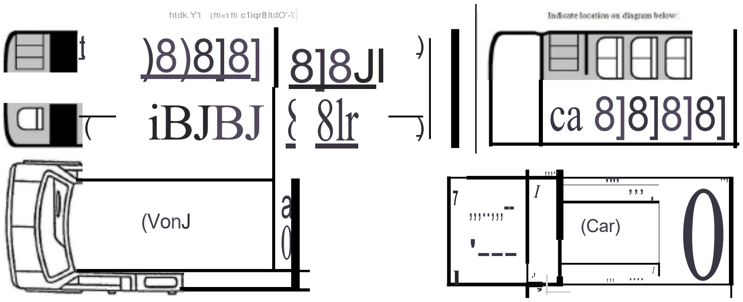
# of Photos Taken: Photo Location#: # of Passengers on Board:

# of Courte.syCards Distributed: # of courtesy Cards Co'llected:

Were any vehicles towed: If NYes• how many? Tow.ing Co_

Was wheelchair securement in use: Yes ☐ No ☐ If yes, which one:

Supervisor's Signature: ....Date:



Transit Vehicle:
Damage Description:
Estimated Cost: *$0*

Other Vehide #2:
Damage Description:
Estimated Cost: *$0*

Other Vehide #3:
Damage Description:
Estimated Cost: *$0*

s

R . 7/2019 ▪,

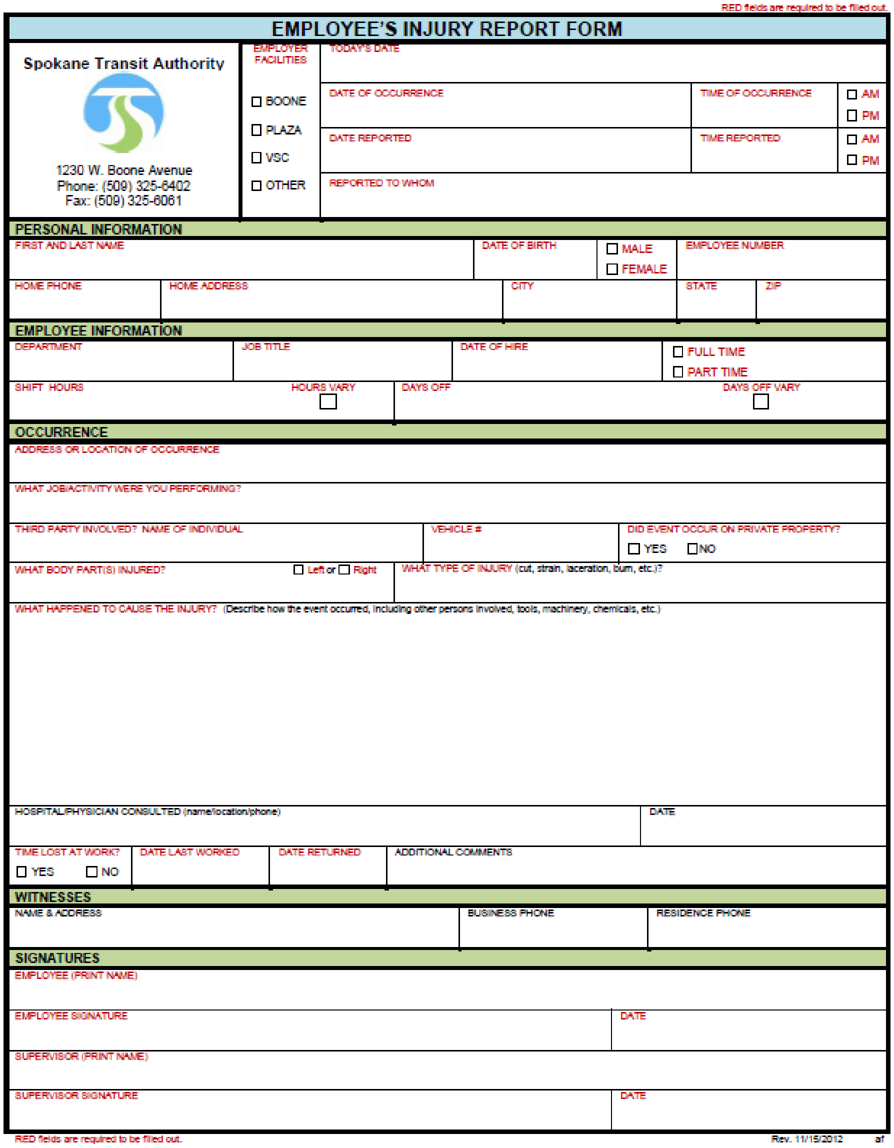
WSTIP

SPOKANE TRANSIT
SUPERVISOR'S REPORT

FiELD SKETQ-1:

Plea;s;e diagnrnn (the scene) below and d@w in street names, witnes:s; positiions and where other vehidei, were when the event h-ap1)ened -als o show direction of trnvet

Appendix F: Employee’s Injury Report Form



RED fields are required to be filled out.

EMPLOYEE’S INJURY REPORT FORM

Spokane Transit Authority 1230 W. Boone Avenue Phone: (509) 325-6402 Fax: (509) 325-6061	EMPLOYER FACILITIES ☐ BOONE ☐ PLAZA ☐ VSC ☐ OTHER	TODAY'S DATE		
		DATE OF OCCURRENCE	TIME OF OCCURRENCE	☐ AM ☐ PM
		DATE REPORTED	TIME REPORTED	☐ AM ☐ PM
		REPORTED TO WHOM		

PERSONAL INFORMATION

FIRST AND LAST NAME		DATE OF BIRTH	☐ MALE ☐ FEMALE	EMPLOYEE NUMBER
HOME PHONE	HOME ADDRESS	CITY	STATE	ZIP

EMPLOYEE INFORMATION

DEPARTMENT	JOB TITLE	DATE OF HIRE	☐ FULL TIME ☐ PART TIME
SHIFT HOURS	HOURS VARY ☐	DAYS OFF	DAYS OFF VARY ☐

OCCURRENCE

ADDRESS OR LOCATION OF OCCURRENCE		
WHAT JOB/ACTIVITY WERE YOU PERFORMING?		
THIRD PARTY INVOLVED? NAME OF INDIVIDUAL	VEHICLE #	DID EVENT OCCUR ON PRIVATE PROPERTY? ☐ YES ☐ NO
WHAT BODY PART(S) INJURED? ☐ Left or ☐ Right	WHAT TYPE OF INJURY (cut, strain, laceration, burn, etc.)?	
WHAT HAPPENED TO CAUSE THE INJURY? (Describe how the event occurred, including other persons involved, tools, machinery, chemicals, etc.)		
HOSPITAL/PHYSICIAN CONSULTED (name/location/phone)	DATE	

TIME LOST AT WORK? ☐ YES ☐ NO	DATE LAST WORKED	DATE RETURNED	ADDITIONAL COMMENTS

WITNESSES

NAME & ADDRESS	BUSINESS PHONE	RESIDENCE PHONE

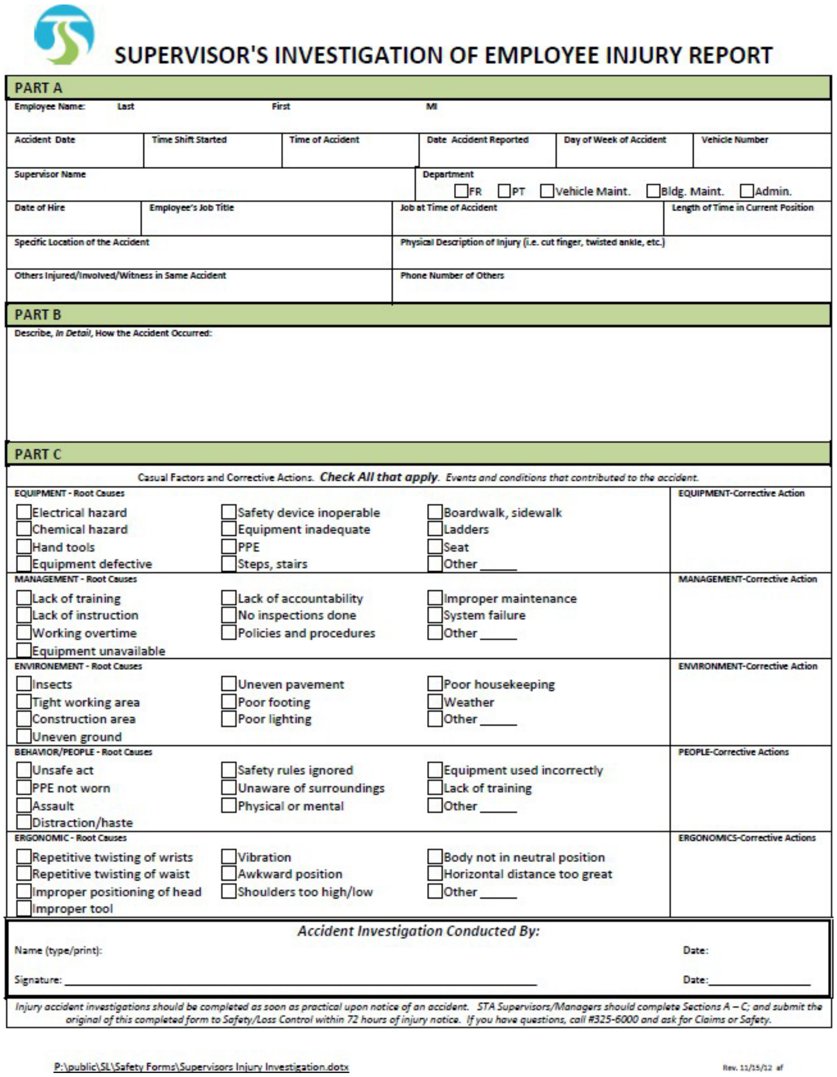
SIGNATURES

EMPLOYEE (PRINT NAME)	
EMPLOYEE SIGNATURE	DATE
SUPERVISOR (PRINT NAME)	
SUPERVISOR SIGNATURE	DATE

RED fields are required to be filled out.

Rev. 11/15/2012 af

Appendix G: Supervisor's Investigation of Employee Injury Report Form



SUPERVISOR'S INVESTIGATION OF EMPLOYEE INJURY REPORT

PART A

Employee Name: Last First MI

Accident Date	Time Shift Started	Time of Accident	Date Accident Reported	Day of Week of Accident	Vehicle Number

Supervisor Name

Department ☐FR ☐PT ☐Vehicle Maint. ☐Bldg. Maint. ☐Admin.

Date of Hire	Employee's Job Title	Job at Time of Accident	Length of Time in Current Position

Specific Location of the Accident

Physical Description of Injury (i.e. cut finger, twisted ankle, etc.)

Others Injured/Involved/Witness in Same Accident

Phone Number of Others

PART B

Describe, *In Detail*, How the Accident Occurred:

PART C

Casual Factors and Corrective Actions. ***Check All that apply.*** *Events and conditions that contributed to the accident.*

EQUIPMENT - Root Causes

☐ Electrical hazard
☐ Chemical hazard
☐ Hand tools
☐ Equipment defective
☐ Safety device inoperable
☐ Equipment inadequate
☐ PPE
☐ Steps, stairs
☐ Boardwalk, sidewalk
☐ Ladders
☐ Seat
☐ Other ______

EQUIPMENT-Corrective Action

MANAGEMENT - Root Causes

☐ Lack of training
☐ Lack of instruction
☐ Working overtime
☐ Equipment unavailable
☐ Lack of accountability
☐ No inspections done
☐ Policies and procedures
☐ Improper maintenance
☐ System failure
☐ Other ______

MANAGEMENT-Corrective Action

ENVIRONEMENT - Root Causes

☐ Insects
☐ Tight working area
☐ Construction area
☐ Uneven ground
☐ Uneven pavement
☐ Poor footing
☐ Poor lighting
☐ Poor housekeeping
☐ Weather
☐ Other ______

ENVIRONMENT-Corrective Action

BEHAVIOR/PEOPLE - Root Causes

☐ Unsafe act
☐ PPE not worn
☐ Assault
☐ Distraction/haste
☐ Safety rules ignored
☐ Unaware of surroundings
☐ Physical or mental
☐ Equipment used incorrectly
☐ Lack of training
☐ Other ______

PEOPLE-Corrective Actions

ERGONOMIC - Root Causes

☐ Repetitive twisting of wrists
☐ Repetitive twisting of waist
☐ Improper positioning of head
☐ Improper tool
☐ Vibration
☐ Awkward position
☐ Shoulders too high/low
☐ Body not in neutral position
☐ Horizontal distance too great
☐ Other ______

ERGONOMICS-Corrective Actions

Accident Investigation Conducted By:

Name (type/print): Date:

Signature: ______________________________ Date: ______________

Injury accident investigations should be completed as soon as practical upon notice of an accident. STA Supervisors/Managers should complete Sections A – C; and submit the original of this completed form to Safety/Loss Control within 72 hours of injury notice. If you have questions, call #325-6000 and ask for Claims or Safety.

P:\public\SL\Safety Forms\Supervisors Injury Investigation.dotx Rev. 11/15/12 af

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 4A3 : CITY OF MILLWOOD BUS STOP INFRASTRUCTURE: PRELIMINARY CONCURRENCE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Dan Wells, Deputy Director for Capital Development
Emily Poole, Principal Planner, Service Development

SUMMARY: Staff are seeking Board preliminary concurrence of planned improvements in support of new bus stop infrastructure included in the City of Millwood's Argonne Road Project. Furthermore, staff are seeking the board authorize the CEO to communicate STA's intent to reimburse the City of Millwood for improvements that will be constructed on behalf of STA.

BACKGROUND: The City of Millwood is moving forward on plans to revise and improve Argonne Road to improve traffic flow and enhance pedestrian access through its downtown. STA has long coordinated with the city on potential location of bus stops through this area. More recently, the City of Millwood and STA staff have identified the opportunity to include improvements to support future bus stops on Argonne Road at Liberty Avenue. While current Route 94 East Central/Millwood does not have bus stops at this location, the opportunity to include infrastructure to support future bus service aligns with concepts for the extension of service north on Argonne Road to Upriver Drive, which may become feasible upon completion of Argonne Station Park and Ride at Interstate 90 planned for later this decade. As the location is in the vicinity of Millwood's downtown commercial businesses, STA envisions ensuring infrastructure is put in place that could support enhanced amenities, such as lighting and real time information displays.

Design coordination between the City and STA began in earnest this fall while the City's consulting engineers finalized the plans for bidding. Currently, the city's project is out for bid, while design work for transit infrastructure is still ongoing. Therefore, the likely method of incorporating transit infrastructure in the project will be a future change order, subject to final design and funding approval. Consequently, a cost estimate is not available currently. However, while a formal cost estimate is dependent on final design, staff anticipates these improvements will not exceed $200,000.

An Interlocal Agreement (ILA) will be required between the City of Millwood and STA to reimburse the city for costs incurred to design and construct the bus stop infrastructure. This agreement has not been drafted yet. However, the city is seeking reassurance of STA's willingness to provide reimbursement for the transit improvements. This ILA will be funded from STA CIP #894, "Cooperative Projects", which was established for collaborative transit improvements as part of partner agency projects.

While not binding, the Board's concurrence is providing the city with a good faith indication to move forward with amending the design to include the transit improvements, with the understanding that the

Board is willing to execute a future interlocal agreement that binds it to reimburse for reasonable and necessary expenses related to construction of the transit improvements.

RECOMMENDATION TO COMMITTEE: Recommend the Board provide preliminary concurrence of planned transit improvements to the City of Millwood Argonne Road Project and authorize the CEO to communicate the Board's intent to reimburse the City of Millwood for bus stop infrastructure costs not to exceed $200,000.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS

December 4, 2024

AGENDA ITEM: **4B1** DRAFT 2025 STATE LEGISLATIVE PRIORITIES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer

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SUMMARY: Each year the Board of Directors adopts Legislative Priorities to assist with the communication of Spokane Transit interests and priorities to the Legislature. During the session, staff will watch for and analyze legislation that presents opportunities and challenges to Spokane Transit.

Spokane Transit Authority (STA) Focus and Priorities for the 2025 Washington State Legislative Session

General Focus

Monitor and provide information to the Washington State Legislature on proposed legislation that may impact STA or jurisdictions in the Spokane region.

Specific Priorities

- **Preserve public transit investments**
  Maintain current state funding for public transit; continue grant funding, including Transit Support and Special Needs grants in Move Ahead Washington legislation.
- **Maintain local authority for public transportation**
  Maintain decision making on effective and efficient delivery of transit services at the PTBA level, including governance structure and transit operations.
- **Transit-Oriented Development**
  Encourage targeted land use policy and infrastructure investments to accelerate increased development around transit facilities along high-capacity routes when compatible with local land use.
- **Transition to Zero-Emission Transit Fleets**
  Support policies and legislation that provide greater incentives to operate and purchase zero-emission transit vehicles and capital infrastructure. Continue and expand funding for Green Transportation grants.
- **Safety and Security for Transit Employees and Customers**
  Support policies that strengthen and advance transit employees' and customers' safety and security that are consistent with STA policy and strategy

Funding Priorities for 2025-2027 biennium

Category	Project/Grant	Reappropriation (2023-2025 Carryover)	2025-2027 Programmed /Requested Funding	Total
Existing Project	*Division Street BRT / Move Ahead WA* *($50M committed to project which will coincide with opening of North Spokane Corridor)*	$2,578,000	$14,048,000	$16,626,000
Existing Project	I-90/Valley High Performance Transit (HPT) Corridor Infrastructure: Mirabeau and Appleway Stations / Regional Mobility Grant Program	$3,667,000		$3,667,000
Existing Project	I90/Valley High Performance Transit (HPT) Corridor Infrastructure: Argonne Station Park and Ride	$832,000	$9,000,000	$9,832,000
Existing Project	Sprague Line High Performance Transit (HPT) Improvements	$751,000		$751,000
Recurring (Estimated $)	Special Needs (Paratransit) Formula Grant Funding		$6,960,000	$6,960,000
Recurring (Estimated $)	Transit Support Grant		$13,420,000	$13,420,000
New - Competitive Grant	Wellesley High Performance Transit / Regional Mobility Grant Program		$951,200	$951,200
New - Competitive Grant	On-Route BEB Charging Infrastructure / Green Transportation Grant Program		$3,208,000 ~~1,805,600~~	$3,208,000 ~~1,805,600~~
New - Competitive Grant	Electric Operations Support Vehicles / Green Transportation Grant Program		$210,325	$210,325
New - Competitive Grant	Expansion Coaches / Buses and Bus Facilities Grant Program*		$1,236,800	$1,236,800

**Buses and Bus Facilities Grant awards will not appear as a direct appropriation in the state budget documents*

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve, by motion, the 2025 Legislative Priorities as presented.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS

December 4, 2024

AGENDA ITEM: **4B1** DRAFT 2025 STATE LEGISLATIVE PRIORITIES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Carly Cortright, Chief Communications & Customer Service Officer

---

SUMMARY: Each year the Board of Directors adopts Legislative Priorities to assist with the communication of Spokane Transit interests and priorities to the Legislature. During the session, staff will watch for and analyze legislation that presents opportunities and challenges to Spokane Transit.

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- **Maintain local authority for public transportation**
  Maintain decision making on effective and efficient delivery of transit services at the PTBA level, including governance structure and transit operations.
- **Transit-Oriented Development**
  Encourage targeted land use policy and infrastructure investments to accelerate increased development around transit facilities along high-capacity routes when compatible with local land use.
- **Transition to Zero-Emission Transit Fleets**
  Support policies and legislation that provide greater incentives to operate and purchase zero-emission transit vehicles and capital infrastructure. Continue and expand funding for Green Transportation grants.
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  Support policies that strengthen and advance transit employees' and customers' safety and security that are consistent with STA policy and strategy

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Recurring (Estimated $)	Transit Support Grant		$13,420,000	$13,420,000
New - Competitive Grant	Wellesley High Performance Transit / Regional Mobility Grant Program		$951,200	$951,200
New - Competitive Grant	On-Route BEB Charging Infrastructure / Green Transportation Grant Program		$3,208,000	$3,208,000
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New - Competitive Grant	Expansion Coaches / Buses and Bus Facilities Grant Program*		$1,236,800	$1,236,800

**Buses and Bus Facilities Grant awards will not appear as a direct appropriation in the state budget documents*

RECOMMENDATION TO COMMITTEE: Review and recommend the Board approve, by motion, the 2025 Legislative Priorities as presented.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM: **4B2** POTENTIAL 2025 LEGISLATIVE TASK FORCE - DISCUSSION

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer

SUMMARY: At this time, the committee will discuss their interest in forming a 2025 Legislative Task Force. The 2024 Resolution (817-24) and Exhibit are attached for reference.

RECOMMENDATION TO COMMITTEE: For discussion.

RESOLUTION NO. 817-24

A RESOLUTION FOR THE PURPOSE OF ESTABLISING A LEGISLATIVE TASK FORCE FOR THE 2024 LEGISLATIVE SESSION AND OTHER MATTERS PROPERLY RELATING THERETO.

SPOKANE TRANSIT AUTHORITY
Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and the laws of the state of Washington, pursuant to Ch. 36.57A RCW, Public Transportation Benefit Area, and is governed by a Board of Directors (Board), which is permitted by STA's governing documents and applicable law to create a task force to act on behalf of the Board; and

WHEREAS, in its December 2023 regular Board meeting the Board created, by motion, a Legislative Task Force for the 2024 Legislative Session (the "Session") for the purpose of meeting on an ad hoc basis to discuss and determine STA's interests on specific pieces of legislation introduced during the Session; and

WHEREAS, legal counsel has recommended the adoption of a Resolution to establish the Legislative Task Force's purpose, scope, delegation of authority, membership, and meeting requirements for the Session.

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

Section 1. The Legislative Task Force for the 2024 Legislative Session is created and will be governed by the attached Exhibit "A" which is expressly adopted and incorporated herein in its entirety.

Section 2. This Resolution shall take effect and be in full force immediately upon its passage.

Section 3. The Board of Directors hereby authorizes and directs the CEO and STA staff to take all action necessary and proper to effectuate the foregoing; any actions of the CEO and STA staff prior to the date hereof and consistent with the terms of this Resolution are ratified and confirmed.

Adopted by STA at a regular meeting thereof held on the 18th day of January 2024.

ATTEST:
Dana Infalt
Dana Infalt
Clerk of the Authority

SPOKANE TRANSIT AUTHORITY
Al French
Al French
Board Chair

Approved as to form:
Megan Clark
Legal Counsel

Exhibit A

2024 Legislative Task Force

I. Purpose

Traditionally, Spokane Transit Authority ("STA") has maintained a neutral position regarding legislation that relates to STA and focused on providing legislators with the potential impacts of legislation. In December 2023, the STA Board of Directors ("Board"), created a task force for the purpose of allowing one member from each of the four jurisdictions represented on the STA Board (Spokane County, the City of Spokane Valley, the City of Spokane, the collective "Small Cities" of the City of Liberty Lake, the City of Medical Lake, the City of Millwood, the City of Cheney, and the City of Airway Heights) plus STA's seated non-voting labor representative to meet on an ad hoc basis to discuss new or pending legislation, and determine STA's interests on specific pieces of legislation. The task for is entitled the "2024 Legislative Task Force" and herein referred to as the "Task Force".

II. Scope & Delegation of Authority

A. The Task Force is intended to meet on an ad hoc basis with the CEO to discuss legislation at issue in the 2024 Legislative Session (the "Session") that relates to STA. The Task Force may, only by unanimous consensus, decide to take a favorable or opposing position to such legislation.

B. If there is not a unanimous consensus of the Task Force to take a position on a specific piece of legislation in the Session, STA's position will remain neutral. This does not affect the CEO's existing ability to speak on STA's behalf in an informational manner, and provide feedback, education, or information to legislators and others on such legislation and/or its impact.

C. If there is a unanimous consensus of the Task Force to take a position on a specific piece of legislation in the Session that is not neutral, but is in favor or opposed to a specific piece of legislation, such position will be relayed to the full Board, and the CEO is further authorized to express such position to legislators and others, and report back to the Board.

D. If any member of the Task Force, or the Task Force as a whole, desires to give testimony, or otherwise speak on STA's behalf on any piece of legislation during the Session, such member must request such authority from the full Board or the Chairperson.

E. For legislation that relates to the composition of the STA Board or its governance, or changes to RCW 36.57A, the Task Force shall not take a favorable or opposed position to such legislation, and must request input and authorization from the full Board, unless such legislation has already been identified as a Legislative Priority by the Board.

F. The creation of this Task Force and any delegation of authority herein is not intended to reduce or alter the CEO's existing authority to act as a spokesperson on behalf of STA with respect to legislation.

III. Members

A. Each jurisdiction shall select an existing STA Board Member from that jurisdiction to be a member of the Legislative Task Force.

B. The Small Cities shall cooperate to select one representative to serve as a member of the Task Force. This representative must be an existing STA Board member, but may be an ex-officio Board member.

C. The designated Task Force member from each jurisdiction must be identified to the STA Board and CEO, but does not require further confirmation by the Board.

D. The non-voting labor representative is automatically a member of the Task Force.

E. If the designated Task Force Member is unable to attend any meeting of the Task Force, they may send an alternate in their place. For Spokane County, the City of Spokane Valley, and the City of Spokane, the alternate must be a current STA Board Member from the same jurisdiction. For the Small Cities representative, the alternate must be a current STA Board Member from the remaining jurisdictions.

IV. Term

This Task Force is only for the 2024 Legislative Session, and will expire at the close of the 2024 Legislative Session.

V. Meetings

The Task Force will endeavor to meet on an ad hoc basis as legislation is introduced. The CEO will monitor new or existing legislation for the 2024 Legislative Session, and request meetings of the Task Force as necessary to comply with this Resolution. A quorum for a meeting of the Legislative Task Force is 4 voting members of the STA Board.

All meetings of the Task Force shall be subject to the Open Public Meetings Act.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 5A: 2024 THIRD QUARTER YEAR-TO-DATE PERFORMANCE MEASURES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: The complete report has been posted to the STA website:

2024 Third Quarter Year-to-Date Performance Measures

The following is a summary of significant measures that are of particular interest, or the committee has provided guidance for staff to highlight on a routine basis.

Ensure Safety

Preventable Accident Rate

- At 0.15, Fixed Route was higher than STA’s goal of 0.08 preventable accidents per 10,000 miles.
- At 0.11, Paratransit was higher than STA’s goal of 0.10 preventable accidents per 10,000 miles.

Earn and Retain the Community’s Trust

Ridership

- Fixed Route 2024 third quarter year-to-date ridership was 7,525,246, up 15% compared to third quarter ridership in 2023 with 6,543,543 trips.
- Paratransit 2024 third quarter year-to-date ridership was 289,872, up 8.4% compared to third quarter ridership in 2023 with 267,410 trips.
- Rideshare 2024 third quarter year-to-date ridership was 77,050, up 7.6% compared to third quarter ridership in 2023 with 71,627 trips.

Passengers per Revenue Hour (PPRH)

- Fixed Route PPRH was 19.34. The goal is to transport 15 or more passengers.
- Paratransit PPRH was 2.4. The goal was to transport 2.4 or more passengers.

Provide Excellent Customer Service

On-Time Performance: Fixed Route

On-time performance is measured as a bus departing between 0 to 5 minutes after the scheduled departure time.

- Fixed Route year-to-date on-time performance was 91.7%, below STA’s goal of 93%.

On-Time Performance: Paratransit

On-time performance is measured as a van arriving no more than 30 minutes after the scheduled arrival time.

- Paratransit year-to-date on-time performance was 94.2%, above STA's goal of 93%.

Operator Ride Checks

- There were 212 out of 333 ride checks completed for Fixed Route.
- There were 40 out of 65 ride checks completed for Paratransit.

Exemplify Financial Stewardship

Cost per Passenger

Fixed Route and Paratransit continue to exceed STA's goal to keep the cost per passenger less than 95% of the average cost of the urban systems in Washington State.

- Fixed Route cost per passenger was $9.37. This was 68.8% of the urban systems' average.
- Paratransit cost per passenger was $58.70. This was 76.8% of the urban systems' average.

Cost Recovery from User Fees (Farebox Recovery)

- Fixed Route farebox recovery was 26.2%, above the goal of 20%.
- Paratransit farebox recovery was 4.7%, below the goal of 5%.

  New Board-approved methodology began third quarter 2024. Standard fare rate ($2) divided by operational cost per passenger.

RECOMMENDATION TO COMMITTEE: Information only.

.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 6:	CEO REPORT
REFERRAL COMMITTEE:	n/a
SUBMITTED BY:	E. Susan Meyer, Chief Executive Officer

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

RECOMMENDATION TO COMMITTEE: Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 7A : OCTOBER 2024 OPERATING INDICATORS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Brandon Rapez-Betty, Chief Operations Officer

SUMMARY: There was 1 more weekday in October 2024 compared to October 2023 (23 vs. 22).

FIXED ROUTE

On time performance for October 2024 was 90.6%.

Total Monthly ridership increased 12.6% (985,079 vs. 874,898) in October 2024 compared to October 2023 and was up 14.7% (8,511,325 vs. 7,418,441) YTD.

Average Weekday ridership increased 9.5% (37,063 vs. 33,860) in October 2024 compared to October 2023 and was up 12.8% (33,110 vs. 29,355) YTD.

Adult ridership increased 5.7% (405,660 vs. 383,758) in October 2024 compared to October 2023 and was up 2.1% (3,409,504 vs. 3,340,289) YTD.

Zero-fare for youth ridership increased 11.0% (214,795 vs. 193,494) in October 2024 compared to October 2023 and is up 24.4% (1,649,030 vs. 1,325,728) YTD.

Reduced Fare / Paratransit Ridership increased 6.6% (113,254 vs. 106,212) in October 2024 compared to October 2023 and is up 5.0% (1,023,468 vs. 974,978) YTD.

CCS Pass Ridership increased 28.4% (47,213 vs. 36,766) in October 2024 compared to October 2023 and is up 41.2% (304,292 vs. 215,552) YTD.

Eagle Pass Ridership decreased -3.9% (40,844 vs. 42,512) in October 2024 compared to October 2023 and is down -8.4% (234,844 vs. 256,327) YTD.

56.2% of all passengers used Connect Passes.

PARATRANSIT

On Time Performance for October 2024 was 91%.

Total monthly ridership increased 9.5% (36,963 vs. 33,751) October 2024 compared to October 2023 and is up 8.5% (326,835 vs 301,161) YTD.

Detailed breakdown:

Directly operated service increased 7.1% (19,374 vs. 18,088) in October 2024 compared to October 2023 and was up 5.8% (173,092 vs. 163,569) YTD.

- Contracted service increased 12.3% (17,589 vs. 15,663) in October 2024 compared to October 2023 and was up 11.7% (153,743 vs. 137,593) YTD.

- Special Use Van ridership decreased 3% (1,528 vs. 1,576) in October 2024 compared to October 2023 and was down 2.7% (12,656 vs. 13,013 YTD.

RIDESHARE

Total monthly ridership increased 12.9% (9,669 vs 8,564) in October 2024 compared to October 2023 and was up 8.1% (86,719 vs 80,191) YTD.

Active Rideshare groups increased 8.8% in October 2024 vs October 2023 (87 vs 80).

CUSTOMER SERVICE/SALES

Total Value Added to Connect Cards:

Value Added increased 16.5% ($284,064 vs. $243,295) in October 2024 compared to October 2023. YTD total Value Added increased 17.5% ($2,613,129 vs $2,222,996).

- Autoload increased 14.4% ($15,945 vs. $13,935) in October 2024 compared to October 2023. YTD Autoload increased 26.5% ($148,265 vs. $117,250).
- Call Centers increased 23.0% ($7,934 vs. $6,449) in October 2024 compared to October 2023. YTD Call Centers increased 38.4% ($76,078 vs. $54,950).
- Customer Service Terminal increased 4.3% ($64,847 vs. $62,150) in October 2024 compared to October 2023. YTD Customer Service Terminal decreased -0.6% ($628,942 vs. $632,782).
- Customer Website decreased -18.5% ($19,832 vs. $24,338) in October 2024 compared to October 2023. YTD Customer Website decreased by -9.6% ($207,590 vs. $229,656).
- Mobile Ticketing increased 8.1% ($118,717 vs. $109,819) in October 2024 compared to October 2023. YTD Mobile Ticketing increased 11.3% ($1,115,534 vs. $1,001,910).
- Institutional Website increased 43.1% ($24,346 vs. $17,009) in October 2024 compared to October 2023. YTD Institutional Website increased 49.7% ($208,531 vs. $139,317).
- Open Payments increased 274.1% ($28,760 vs. $7,688) in October 2024 compared to October 2023. YTD Open Payments increased 873.6% ($189,292 vs. $19,442) Note: open payments started in July 2023.
- Retail Network increased 45.2% ($3,683 vs. $2,537) in October 2024 compared to October 2023. YTD Retail Network increased 40.5% ($38,897 vs. $27,689).

Total Pass Sales:

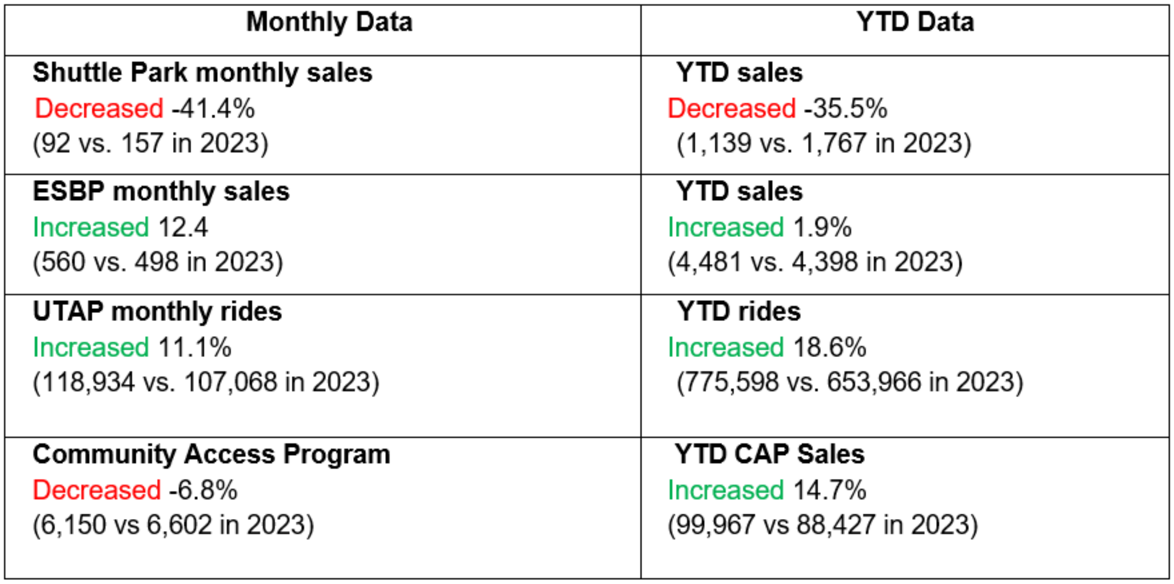
Total Pass Sales decreased -7.5% (17,019 passes vs. 18,400 passes) in October 2024 compared to October 2023. YTD Total Pass Sales increased 8.3% (196,735 passes vs. 181,649 passes).

- 1-Ride Pass decreased -29.0% (4,600 passes vs. 6,481 passes) in October 2024 compared to October 2023. YTD 1-Ride Pass decreased -10.9% (65,701 passes vs. 73,728 passes).
- 7-Day Rolling Pass increased 62.4% (289 passes vs. 178 passes) in October 2024 compared to October 2023. YTD 7-Day Rolling Pass increased 25.6% (3,564 passes vs. 2,838 passes).
- Day Pass increased 3.9% (10,635 passes vs. 10,233 passes) in October 2024 compared to October 2023.YTD Day Pass increased 23.2% (114,116 passes vs. 92,615 passes).
- Honored Rider 31-Day Rolling Pass decreased -13.2% (46 passes vs. 53 passes) in October 2024 compared to October 2023. YTD Honored Rider 31- Day Pass decreased -14.6% (474 passes vs. 555 passes).
- Paratransit Monthly Pass increased 33.3% (44 passes vs. 33 passes) in October 2024 compared to October 2023. YTD Paratransit Monthly Pass increased 22.6% (391 passes vs. 319 passes).
- Shuttle Park Pass decreased -41.4% (92 passes vs. 157 passes) in October 2024 compared to October 2023. YTD Shuttle Park Pass decreased -35.5% (1,139 passes vs. 1,767 passes).
- Standard 31-Day Rolling Pass increased 3.5% (1,306 passes vs. 1,262 passes) in October 2024 compared to October 2023. YTD Standard 31-Day Pass increased 15.4% (11,326 passes vs. 9,818 passes).

Total Discounted Passes (Included in Pass Sales above):

- 1-Ride CAP passes decreased -55.8% (1,035 passes vs. 2,340 passes) in October 2024 compared to October 2023. YTD 1-Ride CAP passes decreased -15.7% (32,813 passes vs. 38,935 passes).
- Day CAP Passes increased 20.0% (5,115 passes vs. 4,262 passes) in October 2024 compared to October 2023. YTD Day CAP Passes increased 35.7% (67,154 passes vs. 49,492 passes).
- Employer-Sponsored Bus Pass Program increased 12.4% (560 passes vs. 498 passes) in October 2024 compared to October 2023. YTD Employer-Sponsored Passes increased 1.9% (4,481 passes vs. 4,398 passes).

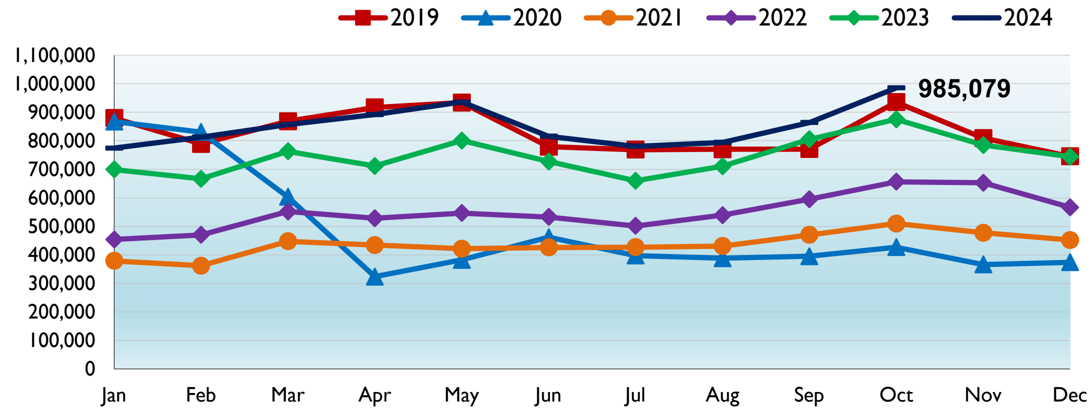
Pass Sales:



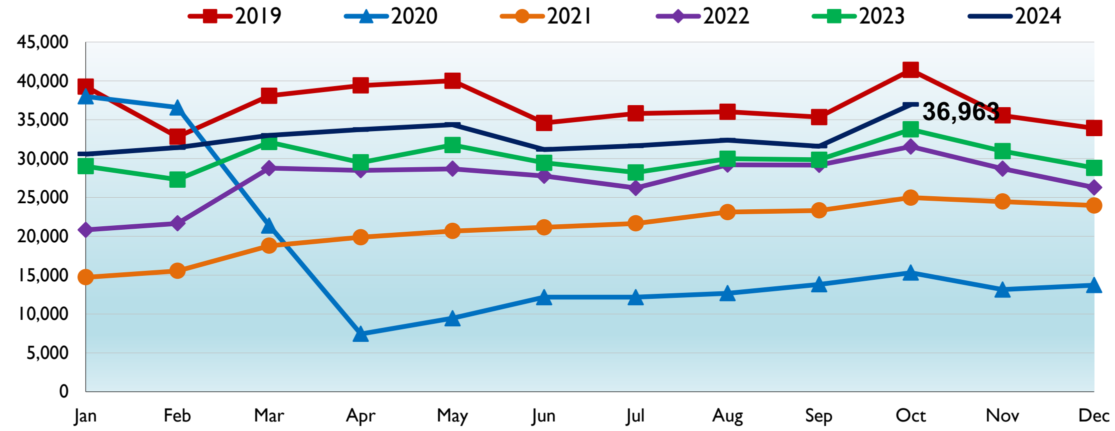
Monthly Data	YTD Data
Shuttle Park monthly sales Decreased -41.4% (92 vs. 157 in 2023)	**YTD sales** Decreased -35.5% (1,139 vs. 1,767 in 2023)
ESBP monthly sales Increased 12.4 (560 vs. 498 in 2023)	**YTD sales** Increased 1.9% (4,481 vs. 4,398 in 2023)
UTAP monthly rides Increased 11.1% (118,934 vs. 107,068 in 2023)	**YTD rides** Increased 18.6% (775,598 vs. 653,966 in 2023)
Community Access Program Decreased -6.8% (6,150 vs 6,602 in 2023)	**YTD CAP Sales** Increased 14.7% (99,967 vs 88,427 in 2023)

RECOMMENDATION TO COMMITTEE: Information only.

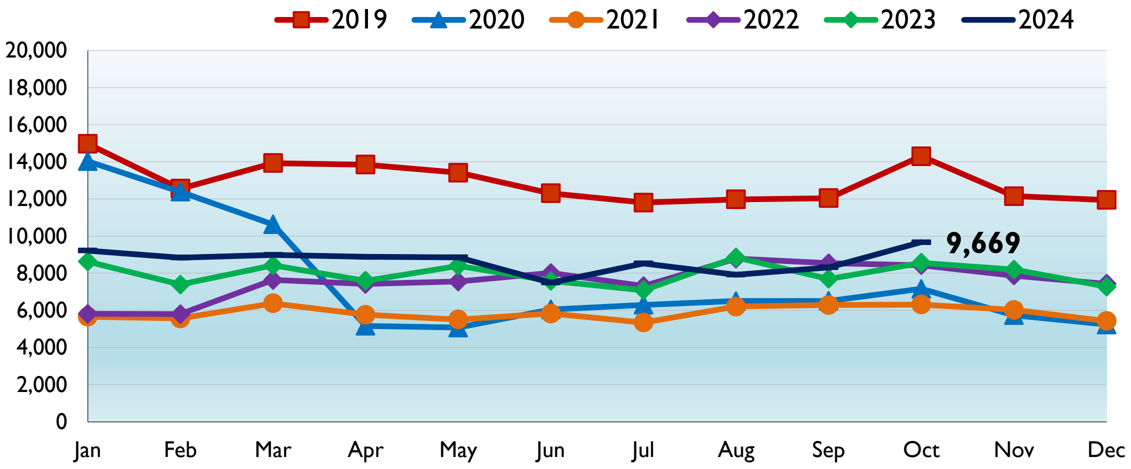
FIXED ROUTE RIDERSHIP

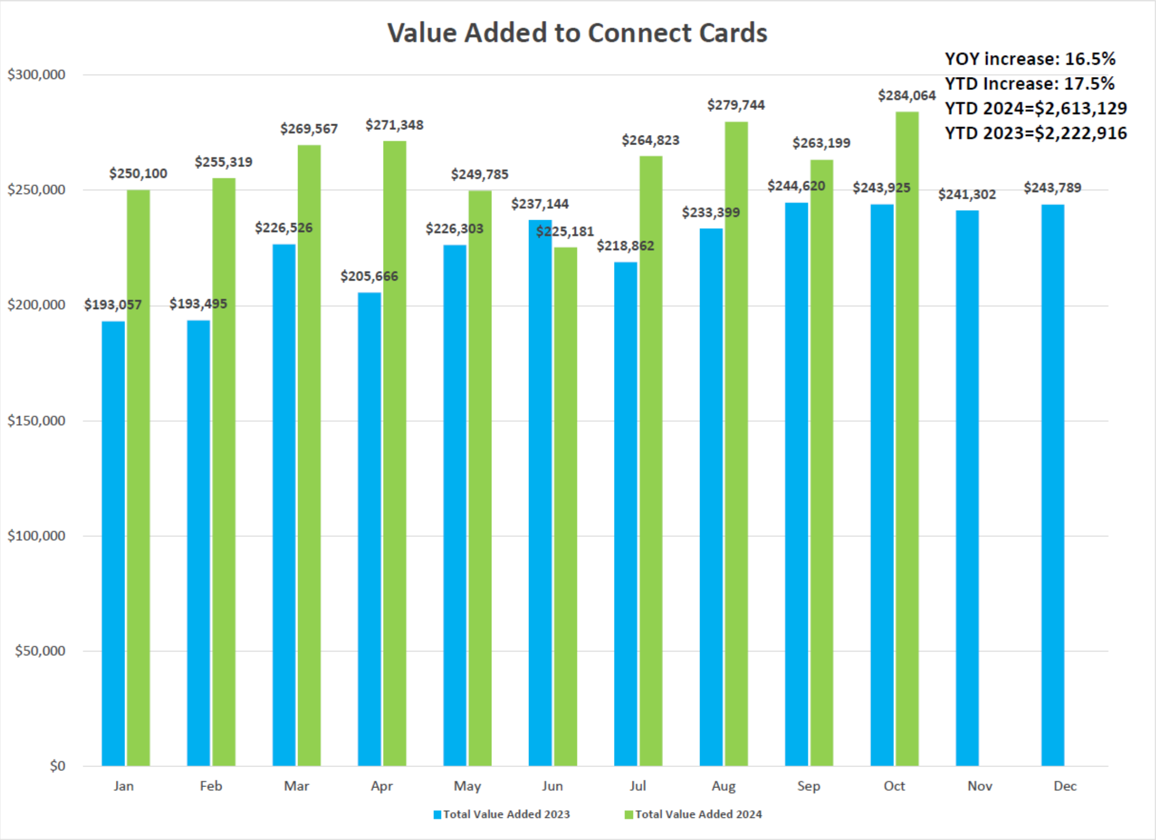


PARATRANSIT RIDERSHIP



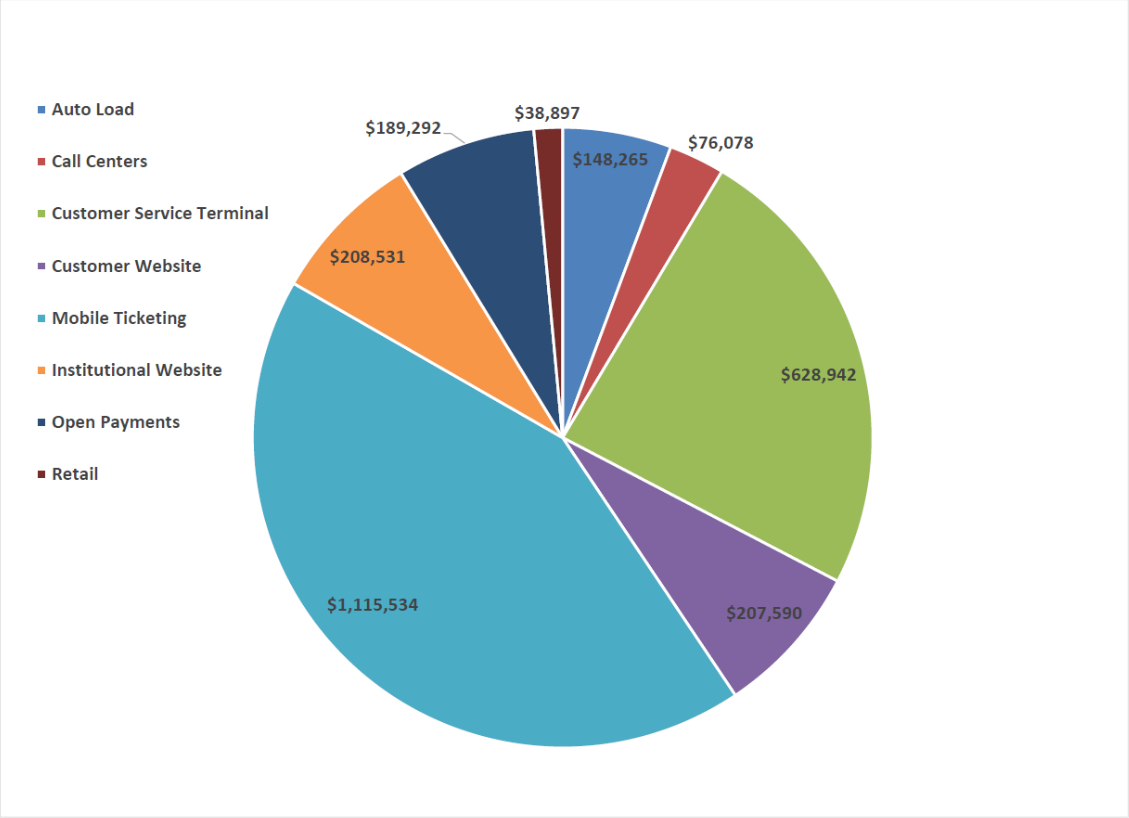
RIDESHARE RIDERSHIP

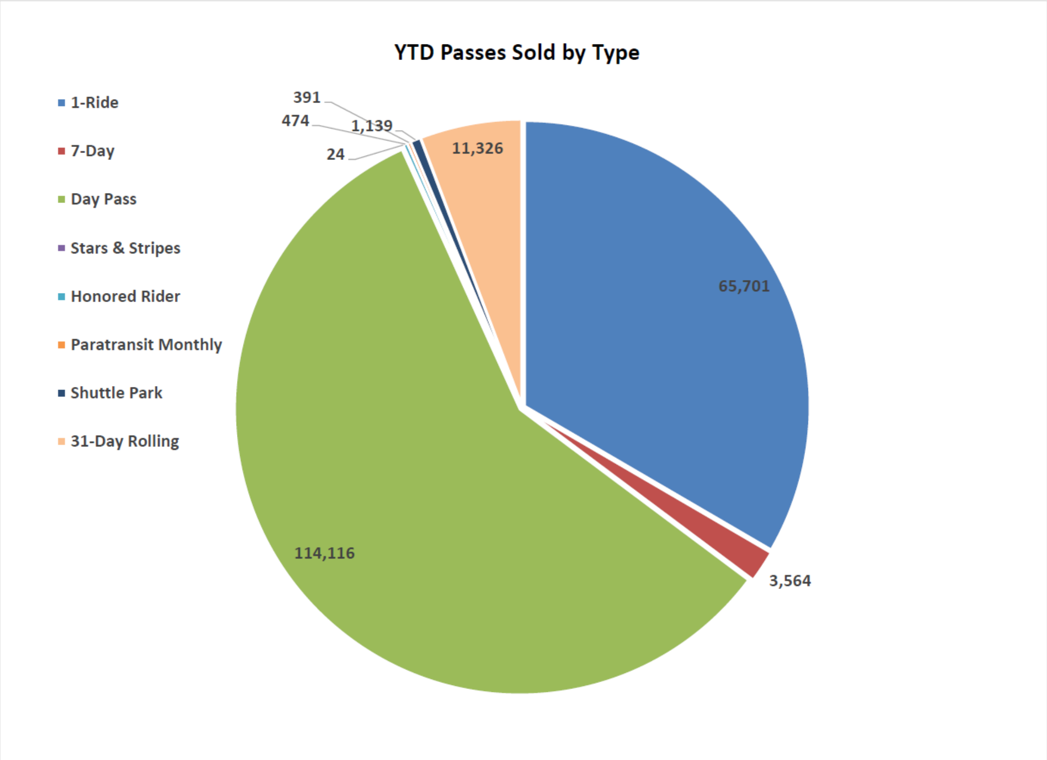


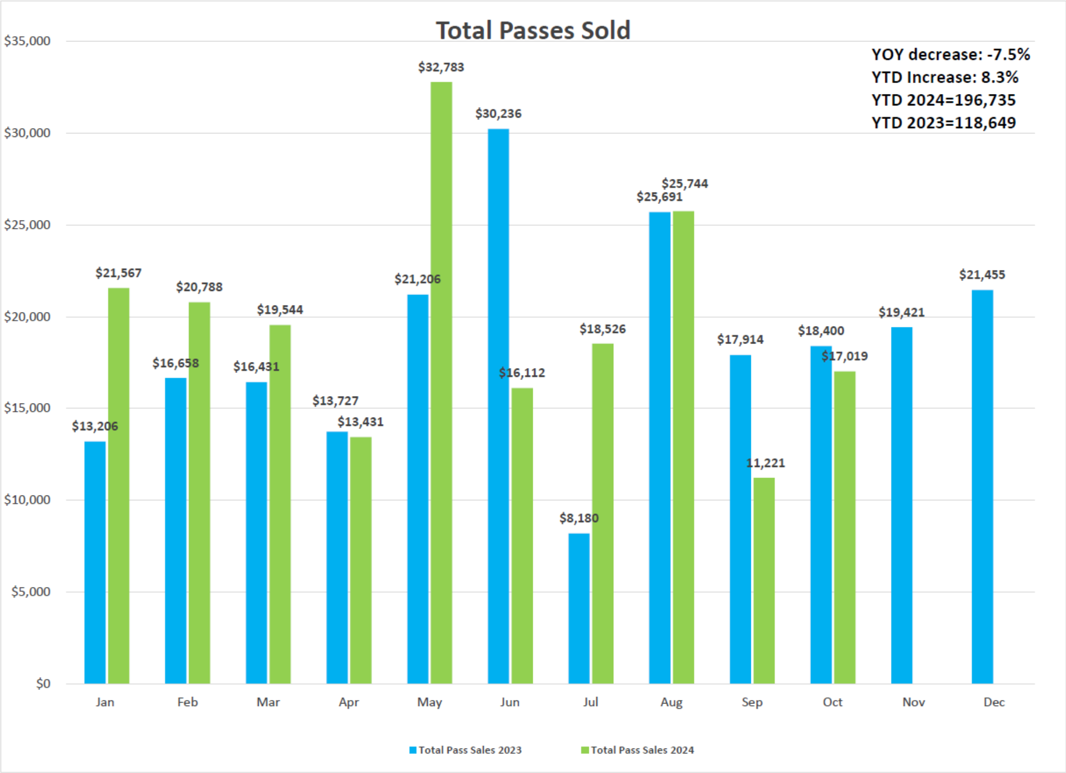


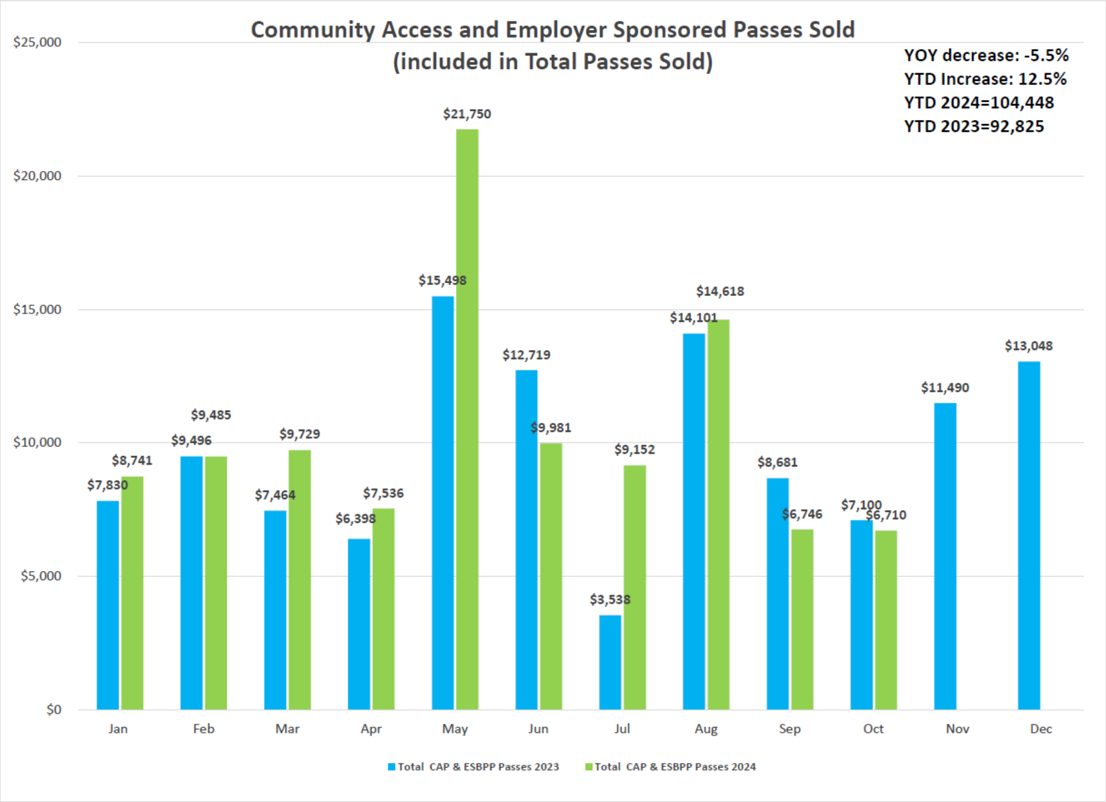
YOY increase: 16.5%
YTD Increase: 17.5%
YTD 2024=$2,613,129
YTD 2023=$2,222,916

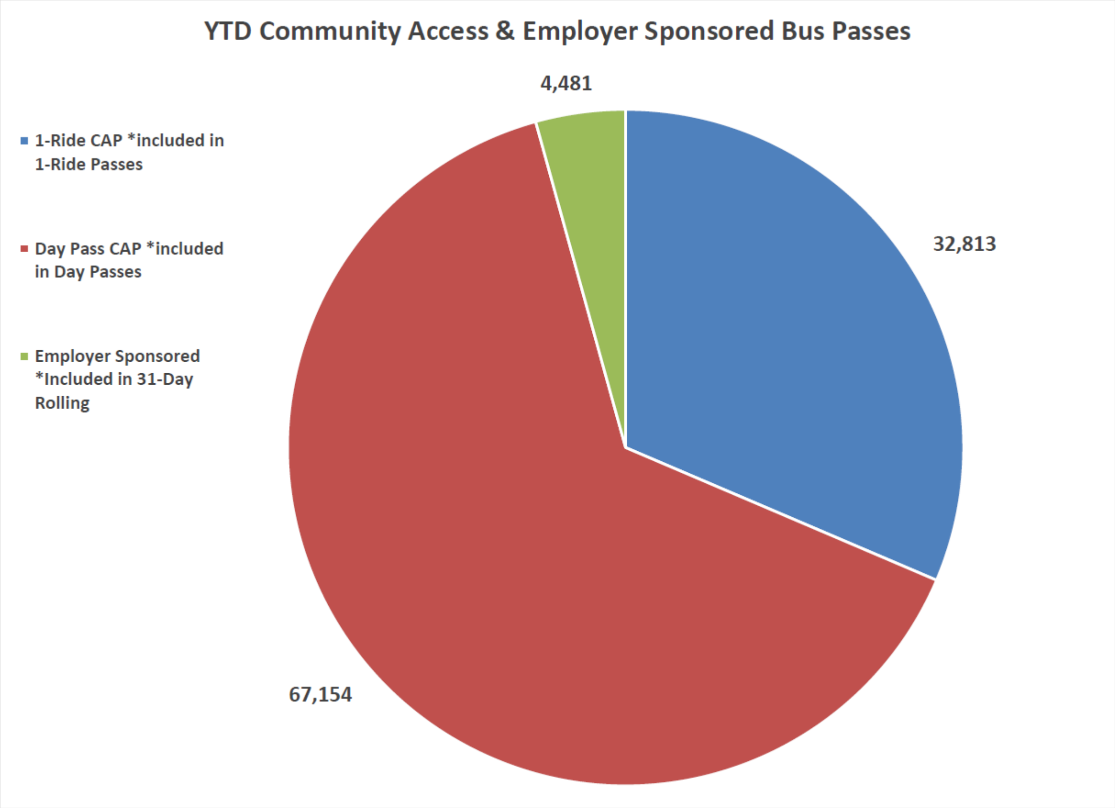
YTD Value Added to Connect Cards by Source




YTD Passes Sold by Type
■ 1-Ride
■ 7-Day
■ Day Pass
■ Stars & Stripes
■ Honored Rider
■ Paratransit Monthly
■ Shuttle Park
■ 31-Day Rolling
391
474
1,139
24
11,326
65,701
114,116
3,564


Total Passes Sold
YOY decrease: -7.5%
YTD Increase: 8.3%
YTD 2024=196,735
YTD 2023=118,649
$35,000
$30,000
$25,000
$20,000
$15,000
$10,000
$5,000
$0
$13,206
$21,567
$16,658
$20,788
$16,431
$19,544
$13,727
$13,431
$21,206
$32,783
$30,236
$16,112
$8,180
$18,526
$25,691
$25,744
$17,914
11,221
$18,400
$17,019
$19,421
$21,455
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
■ Total Pass Sales 2023
■ Total Pass Sales 2024


Community Access and Employer Sponsored Passes Sold
(included in Total Passes Sold)
YOY decrease: -5.5%
YTD Increase: 12.5%
YTD 2024=104,448
YTD 2023=92,825
$25,000
$20,000
$15,000
$10,000
$5,000
$0
$7,830
$8,741
$9,496
$9,485
$7,464
$9,729
$6,398
$7,536
$15,498
$21,750
$12,719
$9,981
$3,538
$9,152
$14,101
$14,618
$8,681
$6,746
$7,100
$6,710
$11,490
$13,048
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Total CAP & ESBPP Passes 2023
Total CAP & ESBPP Passes 2024


YTD Community Access & Employer Sponsored Bus Passes
1-Ride CAP *included in 1-Ride Passes
Day Pass CAP *included in Day Passes
Employer Sponsored *Included in 31-Day Rolling
4,481
32,813
67,154

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 7B : OCTOBER 2024 FINANCIAL RESULTS SUMMARY

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached are the October 2024 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, October year-to-date revenue is 7.8% ($9.4M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 0.3% lower than budget
- Sales Tax Revenue is 3.9% higher than budget
- Federal & State Grant Revenue is 19.4% higher than budget
- Miscellaneous Revenue is 52.1% higher than budget

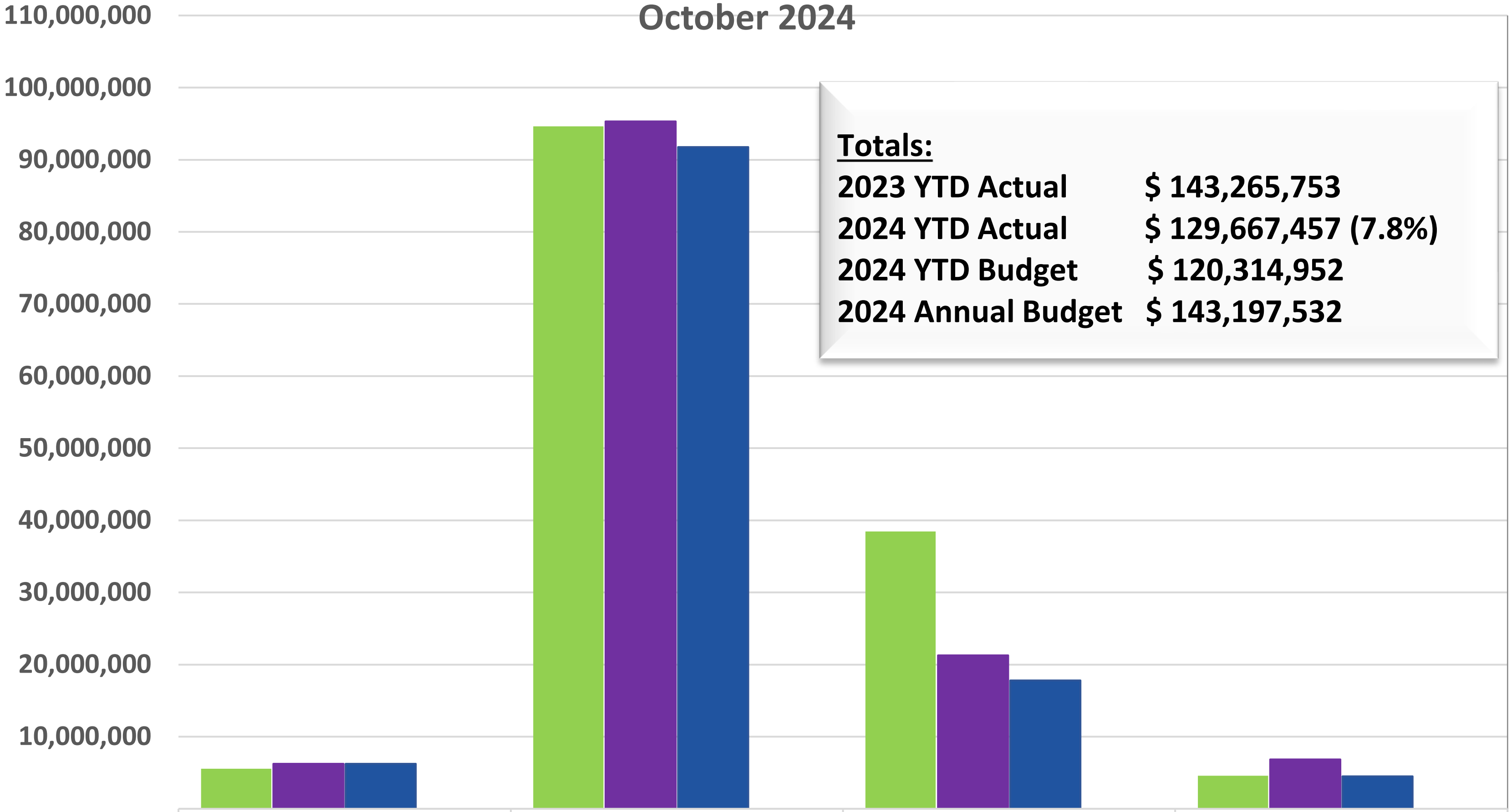
Operating Expenses

Overall, October year-to-date operating expenses are 3.4% ($3.4M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 1.9% lower than budget
- Paratransit is 7.0% lower than budget
- Rideshare is 15.0% lower than budget
- Plaza is 7.4% lower than budget
- Administration is 4.3% lower than budget

RECOMMENDATION TO COMMITTEE: Information only.

Spokane Transit Revenues (1)
October 2024



Totals:

2023 YTD Actual	**$ 143,265,753**
2024 YTD Actual	**$ 129,667,457 (7.8%)**
2024 YTD Budget	**$ 120,314,952**
2024 Annual Budget	**$ 143,197,532**

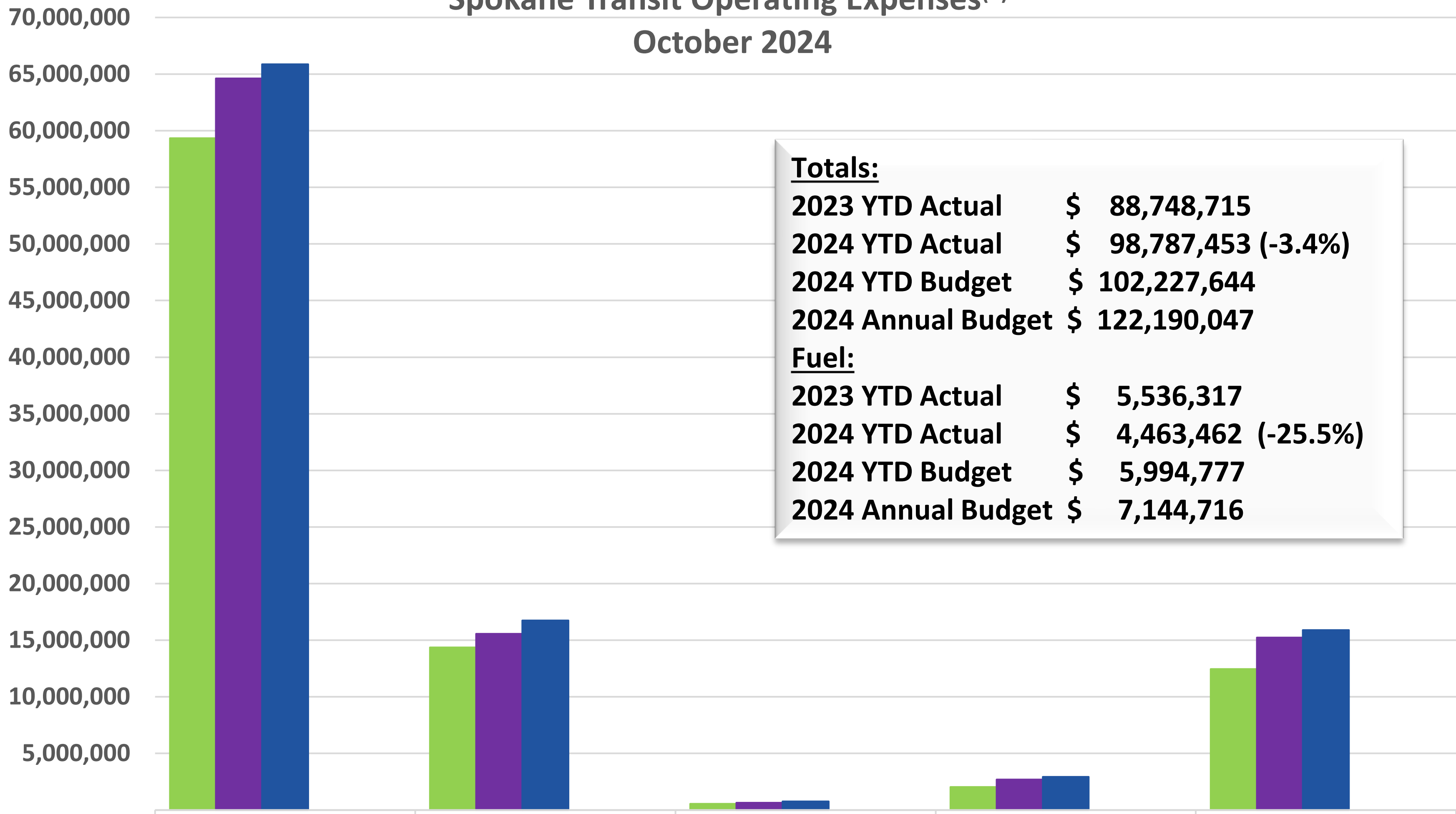
	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
🟩 2023 YTD Actual	5,572,509	94,636,261	38,469,248	4,587,735
🟪 2024 YTD Actual	6,231,145	95,316,011	21,275,128	6,845,173
🟦 2024 YTD Budget	6,252,758	91,746,364	17,816,709	4,499,121
2024 YTD Budget Variance	-0.3%	3.9%	19.4%	52.1%
2024 Budget	7,548,864	108,869,671	21,380,052	5,398,945

(1) Above amounts exclude grants used for capital projects. Year-to-date October state capital grant reimbursements total $4,590,508 and federal capital grant reimbursements total $960,023.

11/12/2024

Spokane Transit Operating Expenses(1)

October 2024



Totals:

2023 YTD Actual	**$ 88,748,715**
2024 YTD Actual	**$ 98,787,453 (-3.4%)**
2024 YTD Budget	**$ 102,227,644**
2024 Annual Budget	**$ 122,190,047**

Fuel:

2023 YTD Actual	**$ 5,536,317**
2024 YTD Actual	**$ 4,463,462 (-25.5%)**
2024 YTD Budget	**$ 5,994,777**
2024 Annual Budget	**$ 7,144,716**

	Fixed Route	Paratransit	Rideshare	Plaza	Administration
🟩 2023 YTD Actual	59,330,865	14,373,298	550,587	2,035,918	12,458,047
🟪 2024 YTD Actual	64,630,759	15,572,566	647,587	2,708,307	15,228,234
🟦 2024 YTD Budget	65,880,967	16,752,198	762,020	2,925,738	15,906,721
2024 YTD Budget Variance	-1.9%	-7.0%	-15.0%	-7.4%	-4.3%
2024 Total Budget	78,970,783	20,026,632	908,949	3,525,016	18,758,667

(1) Operating expenses exclude capital expenditures of $15,100,293 and Street/Road cooperative projects of $0 for year-to-date October 2024.

11/12/2024

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 7C : NOVEMBER 2024 SALES TAX REVENUE

REFERRAL COMMITTEE: n/a

SUBMITTED BY: E. Susan Meyer, Chief Executive Officer
Tammy Johnston, Senior Financial Services Manager

SUMMARY: Attached is the November 2024 voter-approved sales tax revenue information. November sales tax revenue, which represents sales for September 2024, was:

- 17.4% above 2024 budget
- 5.1% above YTD 2024 budget
- 0.8% above 2023 actual
- 0.7% above YTD 2023 actual

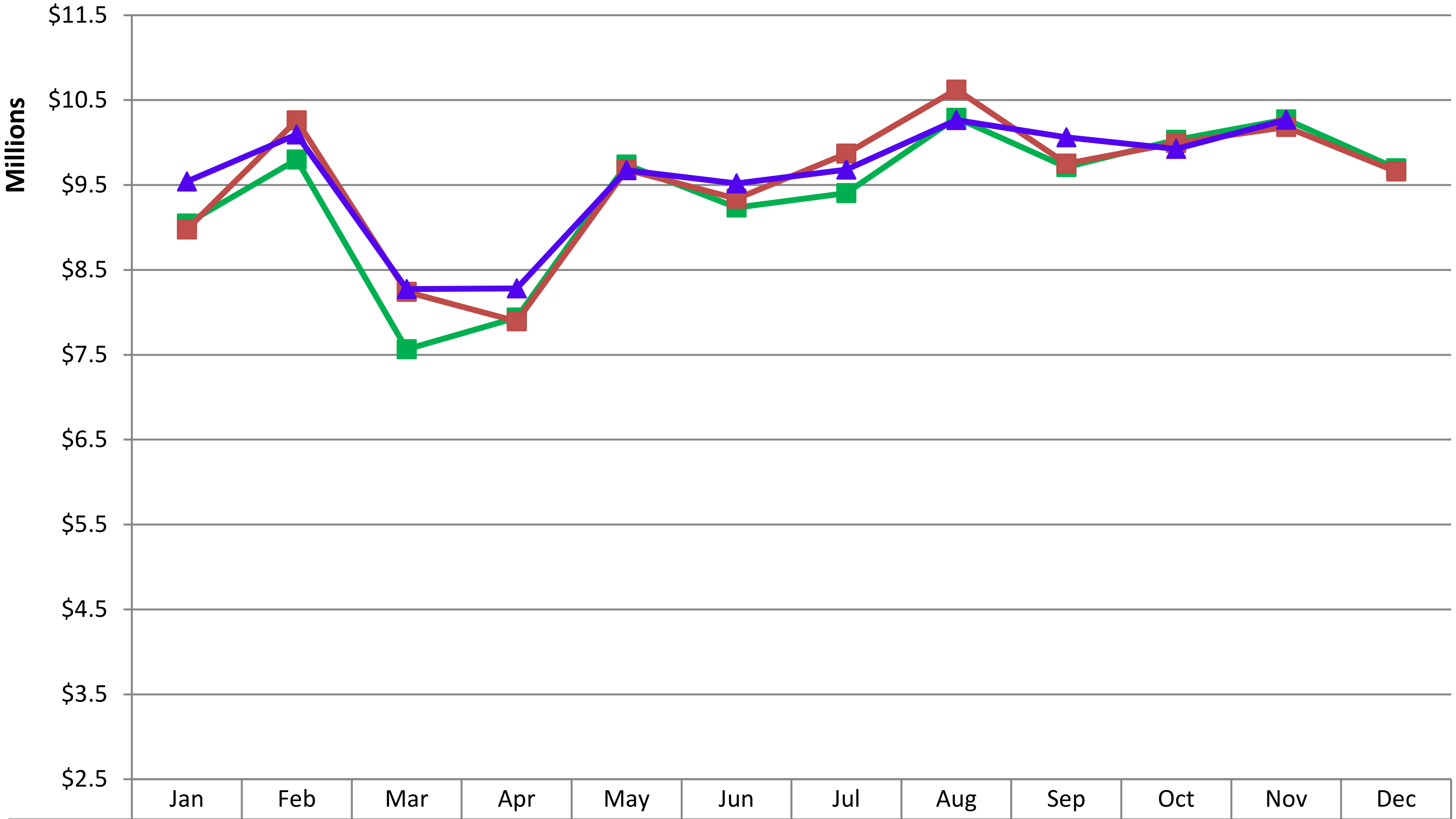
Total taxable sales for September were *up* 0.7% from September 2023. 2024 YTD sales are *up* 0.5% compared with September 2023 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *increased* by 0.2% ($1.3M) in September 2024 vs September 2023 and is *down* by 2.5% ($-122.1M) September 2024 YTD vs 2023 YTD
    - Other Miscellaneous Retailers *increased* 4.6% or $35.3M September 2024 YTD over September 2023 YTD
    - Grocery and Convenience Retailers *increased* 7.6% or $20.5M September 2024 YTD over September 2023 YTD
    - Automotive Parts, Accessories, and Tire Retailers *increased* 9.5% or $16.7M September 2024 YTD over September 2023 YTD
    - Warehouse Clubs, Supercenters, and Other General Merchandise Retailers *decreased* 1.4% or ($-9.6M) September 2024 YTD over September 2023 YTD
    - Furniture and Home Furnishings Retailers *decreased* 7.9% or ($-10.9M) September 2024 YTD over September 2023 YTD
    - Sporting Goods, Hobby, and Musical Instrument Retailers *decreased* 7.5% or ($-14.3M) September 2024 YTD over September 2023 YTD
    - Other Motor Vehicle Dealers *decreased* 14.3% or ($-23.5M) September 2024 YTD over September 2023 YTD
    - Health and Personal Care Retailers *decreased* 17.1% or ($-38.8M) September 2024 YTD over September 2023 YTD
    - Automobile Dealers *decreased* 4.9% or ($-44.6M) September 2024 YTD over September 2023 YTD
    - Building Material and Supplies Dealers *decreased* 8.9% or ($-46.7M) September 2024 YTD over September 2023 YTD

- Construction *increased* by 0.8% ($1.9M) in September 2024 vs September 2023 and is *down* by 0.1% ($-0.1M) September 2024 YTD vs 2023 YTD
- Accommodation and Food Services *decreased* by 2.7% ($-3.5M) in September 2024 vs September 2023 and is *up* by 1.2% ($12.6M) September 2024 YTD vs 2023 YTD

RECOMMENDATION TO COMMITTEE: Information only.

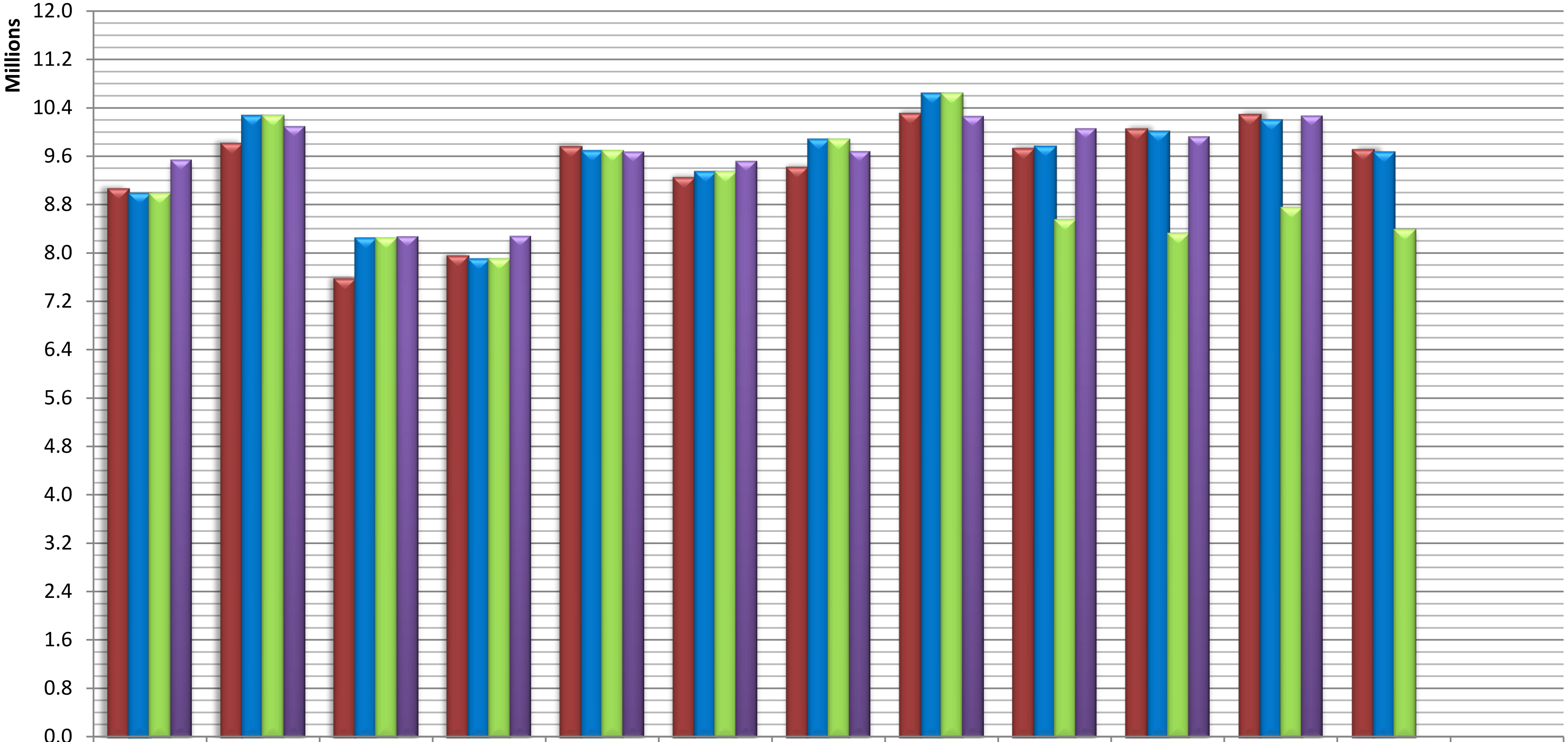
Sales Tax Revenue History-November 2024(1)



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
🟩 2022	$9.0	$9.8	$7.6	$7.9	$9.7	$9.2	$9.4	$10.3	$9.7	$10.0	$10.3	$9.7
🟥 2023	$9.0	$10.3	$8.2	$7.9	$9.7	$9.3	$9.9	$10.6	$9.8	$10.0	$10.2	$9.7
▲ 2024	$9.5	$10.1	$8.3	$8.3	$9.7	$9.5	$9.7	$10.3	$10.1	$9.9	$10.3	

(1) Voter-approved sales tax distributions lag two months after collection by the state. For example, collection of January's sales tax revenue is distributed in March.

2022 - 2024 SALES TAX RECEIPTS [1]



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
🟥 2022 Actual	9,047,047	9,799,005	7,564,336	7,938,326	9,741,227	9,233,669	9,403,475	10,291,837	9,711,411	10,033,352	10,273,246	9,695,636	112,732,567
🟦 2023 Actual	8,976,504	10,261,069	8,241,832	7,893,772	9,682,305	9,336,760	9,869,962	10,624,848	9,752,433	9,996,776	10,185,375	9,659,670	114,481,306
🟩 2024 Budget	8,976,504	10,261,069	8,241,832	7,893,772	9,682,305	9,336,760	9,869,962	10,624,848	8,541,727	8,317,585	8,743,306	8,380,001	108,869,671
🟪 2024 Actual	9,541,665	10,094,347	8,274,027	8,280,274	9,674,060	9,518,036	9,681,216	10,265,657	10,060,167	9,926,563	10,268,086	-	105,584,098
$ Mo. Var.	565,161	(166,722)	32,195	386,502	(8,245)	181,276	(188,746)	(359,191)	307,734	(70,213)	82,711	-	
% Mo. Var.	6.3%	-1.6%	0.4%	4.9%	-0.1%	1.9%	-1.9%	-3.4%	3.2%	-0.7%	0.8%	0.0%	
$ YTD Var.	565,161	398,439	430,634	817,136	808,891	990,167	801,421	442,230	749,964	679,751	762,462	-	
% YTD Var.	6.3%	2.1%	1.6%	2.3%	1.8%	1.8%	1.2%	0.6%	0.9%	0.7%	0.7%	0.0%	
% YTD Bud. Var.	6.3%	2.1%	1.6%	2.3%	1.8%	1.8%	1.2%	0.6%	2.4%	3.9%	5.1%	0.0%	

[1] Voter-approved sales tax distributions lag two months after collection. For example, collection of January's sales tax revenue is distributed in March.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 7D : JANUARY 2025 SERVICE CHANGES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Emily Poole, Principal Transit Planner, Service Development

SUMMARY: The January 2025 Service Change, in effect beginning Sunday, January 19, 2025, is comprised of a number of service improvements and other route adjustments including the adjustment of peak periods for City Line, inclusion of bus bays for Mirabeau Transit Center, and other minor schedule and interline adjustments outlined below made primarily to respond to customer input or improve scheduling efficiency.

The overall revenue service hours impact to the STA fixed route system is an increase of approximately 540 revenue service hours (annualized) for the January markup period, compared to schedules currently in place. The majority of the revenue hour increase is due to the implementation of the new holiday service schedule announced in August 2024. The adjustments to the holiday service schedule include operating a Saturday service schedule for all STA contractually recognized holidays, except Thanksgiving, Christmas, and New Years Day (these holidays will continue to operate a Sunday service schedule). This increase brings the STA fixed route network overall revenue service hours to approximately 537,000 (annualized).

The following table outlines the planned adjustments to regular service as part of the January 2025 Service Change, as well as associated routes and the rationale for each change. New schedules will be available in print and online at www.spokanetransit.com in the weeks leading up to the change.

January 2025 Service Changes

Route	Planned Adjustment	Details/Rationale
1 City Line	Peak period span adjustment	Increase span of 10-minute or better service on weekdays, while narrowing the window of 7.5-minute peak headways. The adjustment will improve service reliability during cold weather by increasing vehicle charging times.

Route	Planned Adjustment	Details/Rationale
6 Cheney	Adjustment to one Saturday morning trip from West Plains Transit Center (WPTC)	Time adjustment to one Saturday morning trip from WPTC to provide a better connection with Route 633 Geiger Express
23 Maple/Ash	Interline adjustment	Adjust one evening trip to interline with Route 28 Nevada
25 Division	Apply longer round-trip time allocation for early evening trips	Increase layover and recovery time for select evening trips for better service reliability.
27 Crestline	Interline adjustment	Interline adjustment on a select trip for better reliability for Route 60 Airport ~~Route 61 Highway 2/Fairchild~~
28 Nevada	Interline adjustment	Interline adjustment of one Sunday evening trip to align with the Route 28 and Route 61 interline group
32 Trent/Montgomery	Adjusted bay assignment	All routes service the new Mirabeau Transit Center are assigned bays for passenger activity
60 Airport	Removal of one morning trip	Removal of one morning trip to allocate a Route 65 Hayford morning trip to provide better connections to Airway Heights in the early morning
61 Highway 2/Fairchild	Minor routing adjustment on Fairchild Air Force Base (FAFB)	Improve route operation given the completion of long-term construction at the main gate
62 Medical Lake	Interline adjustment	Adjust one evening trip to interline with Route 63 Geiger/Airport
63 Geiger/Airport	Removal of one morning trip and schedule adjustment	Allows for better connections from Downtown Spokane and Cheney
65 Hayford	Addition of one morning trip and schedule adjustment	Additional trip and schedule adjustment to one Sunday trip allows better connections to Route 63 and Route 633
74 Mirabeau/Liberty Lake	Adjusted bay assignment	All routes service the new Mirabeau Transit Center are assigned bays for passenger activity
97 South Valley	Adjusted bay assignment	All routes service the new Mirabeau Transit Center are assigned bays for passenger activity
124 North Express	Interline adjustment for select trip	Interline adjustment of one trip with Route 190 Valley Express for scheduling efficiency

Route	Planned Adjustment	Details/Rationale
144 South Express	Turnback adjustment	Blocking change for scheduling efficiency
247 Lincoln Park/Ferris	Schedule adjustment	Timepoint adjustment by Ferris High School to reduce dwell time when SPS is not in school
633 Geiger Shuttle	Schedule adjustment	Schedule adjustment on Sunday morning to provide better connections with Route 65 Hayford
771 Mirabeau Express	Adjusted bay assignment	Use of the Mirabeau Transit Center requires new bay assignment for routes serving the facility

RECOMMENDATION TO COMMITTEE: Information Only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 7D: JANUARY 2025 SERVICE CHANGES

REFERRAL COMMITTEE: n/a

SUBMITTED BY: Karl Otterstrom, Chief Planning & Development Officer
Emily Poole, Principal Transit Planner, Service Development

SUMMARY: The January 2025 Service Change, in effect beginning Sunday, January 19, 2025, is comprised of a number of service improvements and other route adjustments including the adjustment of peak periods for City Line, inclusion of bus bays for Mirabeau Transit Center, and other minor schedule and interline adjustments outlined below made primarily to respond to customer input or improve scheduling efficiency.

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60 Airport	Removal of one morning trip	Removal of one morning trip to allocate a Route 65 Hayford morning trip to provide better connections to Airway Heights in the early morning
61 Highway 2/Fairchild	Minor routing adjustment on Fairchild Air Force Base (FAFB)	Improve route operation given the completion of long-term construction at the main gate
62 Medical Lake	Interline adjustment	Adjust one evening trip to interline with Route 63 Geiger/Airport
63 Geiger/Airport	Removal of one morning trip and schedule adjustment	Allows for better connections from Downtown Spokane and Cheney
65 Hayford	Addition of one morning trip and schedule adjustment	Additional trip and schedule adjustment to one Sunday trip allows better connections to Route 63 and Route 633
74 Mirabeau/Liberty Lake	Adjusted bay assignment	All routes service the new Mirabeau Transit Center are assigned bays for passenger activity
97 South Valley	Adjusted bay assignment	All routes service the new Mirabeau Transit Center are assigned bays for passenger activity
124 North Express	Interline adjustment for select trip	Interline adjustment of one trip with Route 190 Valley Express for scheduling efficiency

Route	Planned Adjustment	Details/Rationale
144 South Express	Turnback adjustment	Blocking change for scheduling efficiency
247 Lincoln Park/Ferris	Schedule adjustment	Timepoint adjustment by Ferris High School to reduce dwell time when SPS is not in school
633 Geiger Shuttle	Schedule adjustment	Schedule adjustment on Sunday morning to provide better connections with Route 65 Hayford
771 Mirabeau Express	Adjusted bay assignment	Use of the Mirabeau Transit Center requires new bay assignment for routes serving the facility

RECOMMENDATION TO COMMITTEE: Information Only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 7E :	2025 SERVICE REVISIONS OUTREACH UPDATE
REFERRAL COMMITTEE:	n/a
SUBMITTED BY:	Karl Otterstrom, Chief Planning & Development Officer Emily Poole, Principal Transit Planner, Service Development

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SUMMARY: Staff presented the draft 2025 Service Revisions report on November 6, 2024, which identifies a variety of proposed changes to the fixed route network aimed at implementing planned improvements and response to customer and employee input. The 2025 Service Revisions Report is available online at the following link:

https://www.spokanetransit.com/projects/2025-service-revisions/

STA is currently conducting public outreach on the proposed revisions. This includes an online survey found at the link above and is available between November 13, 2024, and December 15, 2024. STA staff are continuing to meet with jurisdictions and other stakeholders as part of the agency's outreach efforts. Following the completion of STA's outreach efforts and analysis, the final report will be presented to the Committee in March 2025.

RECOMMENDATION TO COMMITTEE: Information Only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 8: FEBRUARY 5, 2025, DRAFT COMMITTEE MEETING AGENDA REVIEW

REFERRAL COMMITTEE: n/a

SUBMITTED BY: STA Staff

SUMMARY: At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to review and discuss the items to be included on the February 5, 2024, draft agenda.

RECOMMENDATION TO COMMITTEE: For discussion.

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

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, February 5, 2024
1:30 p.m. – 3:00 p.m.

Northside Conference Room
Spokane Transit Authority
1230 W. Boone Avenue, Spokane, WA
w/Virtual Public Viewing Option Link Below

DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report *(5 minutes)*
3. Committee Action *(5 minutes)*
    A. Minutes of the December 4, 2024, Committee Meeting -- *Corrections/Approval*
4. Committee Action *(5 minutes)*
    A. Board Consent Agenda
        1. Fleet replacement 2-year purchase proposal *(Rapez-Betty)*
    B. Board Discussion Agenda *(none)*
5. Reports to Committee (*15 minutes*)
    A. Charge Management Update *(Rapez-Betty)*
    B. 2024 Fixed Route Rider Survey Results *(Cortright)*
6. CEO Report *(Rapez-Betty/Otterstrom)* (15 minutes)
7. Committee Information (no discussion/staff available for questions)
    A. December 2024 Operating Indicators *(Rapez-Betty)*
    B. October 2024 Financial Results Summary *(Johnston)*
    C. January 2025 Sales Tax Revenue *(Johnston)*
    D. 4th Quarter 2024 Service Planning Public Input Report *(Otterstrom)*
8. Review March 5, 2025, Meeting Agenda *(5 minutes)*
9. New Business *(5 minutes)*
10. Committee Members' Expressions *(5 minutes)*
11. Adjourn

Next Committee Meeting: Wednesday, March 5, 2025, at 1:30 p.m.

Optional Virtual Link:	Join Here		
Password:	**Members**: 2025	|	**Guests**: 0225
Call-in Number:	1-408-418-9388	|	Event #: XXXX XXX XXXX

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: www.spokanetransit.com. Discussions concerning matters to be brought to the Board are held in Committee meetings. The public is welcome to attend and participate. Spokane Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. For more information, see www.spokanetransit.com. Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call (509) 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 9: NEW BUSINESS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

SUMMARY: At this time, the Committee will have the opportunity to discuss new business relating to Performance Monitoring & External Relations.

RECOMMENDATION TO COMMITTEE: For Information only.

SPOKANE TRANSIT AUTHORITY

PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

December 4, 2024

AGENDA ITEM 10 : COMMITTEE MEMBERS' EXPRESSIONS

REFERRAL COMMITTEE: n/a

SUBMITTED BY: n/a

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

RECOMMENDATION TO COMMITTEE: For discussion.

Spokane Transit

2024 Third Quarter Year-to-Date Performance Measures

How a great city moves.™

Priorities and Objectives

1. Ensure Safety
2. Earn and Retain the Community's Trust
3. Provide Excellent Customer Service
4. Enable Organizational Success
5. Exemplify Financial Stewardship

Ensure Safety

Performance Measures:

- Preventable Accident Rate
- Injury Rate
    - Workers Comp Time Loss
    - Claims per 1,000 Hours

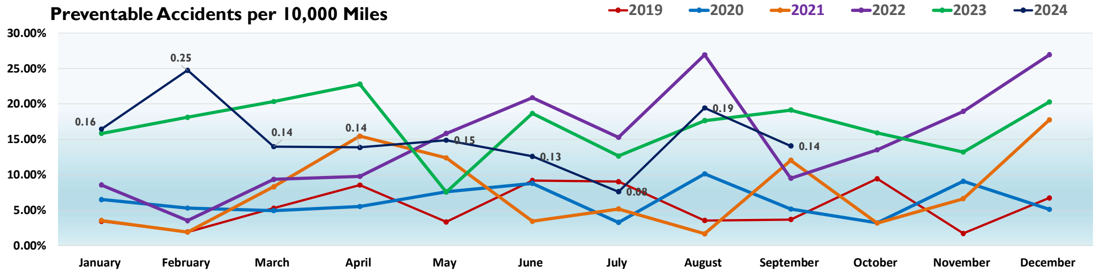
Preventable Vehicle Accidents Fixed Route

Goal	≤ 0.08 per 10,000 miles

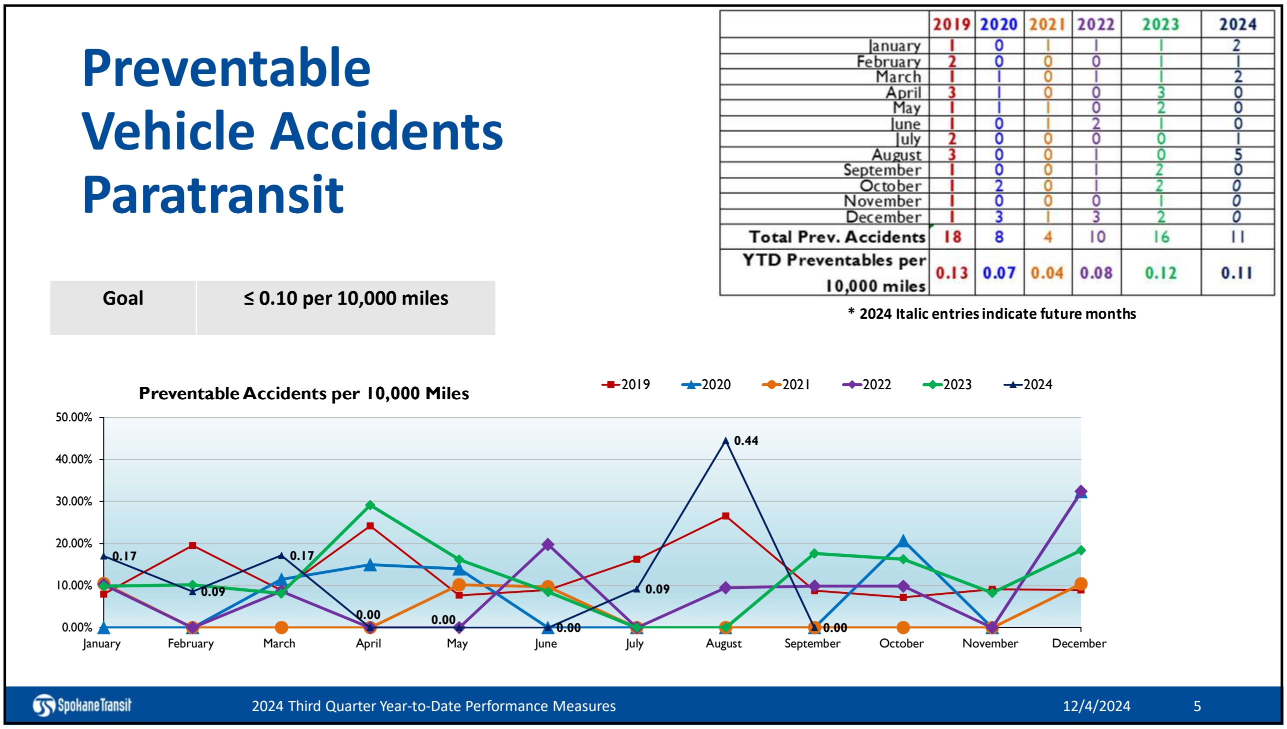
PREVENTABLE VEHICLE ACCIDENTS

	2019	2020	2021	2022	2023	2024
January	2	4	2	5	10	11
February	1	3	1	2	11	16
March	3	3	5	6	14	9
April	5	3	9	6	14	9
May	2	4	7	10	5	10
June	5	5	2	13	12	8
July	5	2	3	9	8	5
August	2	6	1	17	12	13
September	2	3	7	6	12	9
October	6	2	2	9	11	*0*
November	1	5	4	12	9	*0*
December	4	3	11	17	13	*0*
Total Prev. Accidents	**38**	**43**	**54**	**112**	**131**	**90**
YTD Preventables per 10,000 miles	**0.06**	**0.06**	**0.08**	**0.15**	**0.17**	**0.15**

**** 2024 Italic zero entries indicate future months***



Preventable Accidents per 10,000 Miles



Preventable Vehicle Accidents Paratransit

	2019	2020	2021	2022	2023	2024
January	1	0	1	1	1	2
February	2	0	0	0	1	1
March	1	1	0	1	1	2
April	3	1	0	0	3	0
May	1	1	1	0	2	0
June	1	0	1	2	1	0
July	2	0	0	0	0	1
August	3	0	0	1	0	5
September	1	0	0	1	2	0
October	1	2	0	1	2	*0*
November	1	0	0	0	1	*0*
December	1	3	1	3	2	*0*
Total Prev. Accidents	18	8	4	10	16	11
YTD Preventables per 10,000 miles	**0.13**	**0.07**	**0.04**	**0.08**	**0.12**	**0.11**

*** 2024 Italic entries indicate future months**

Goal	≤ 0.10 per 10,000 miles

Preventable Accidents per 10,000 Miles

2019
2020
2021
2022
2023
2024
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
0.17
0.09
0.17
0.00
0.00
0.00
0.09
0.44
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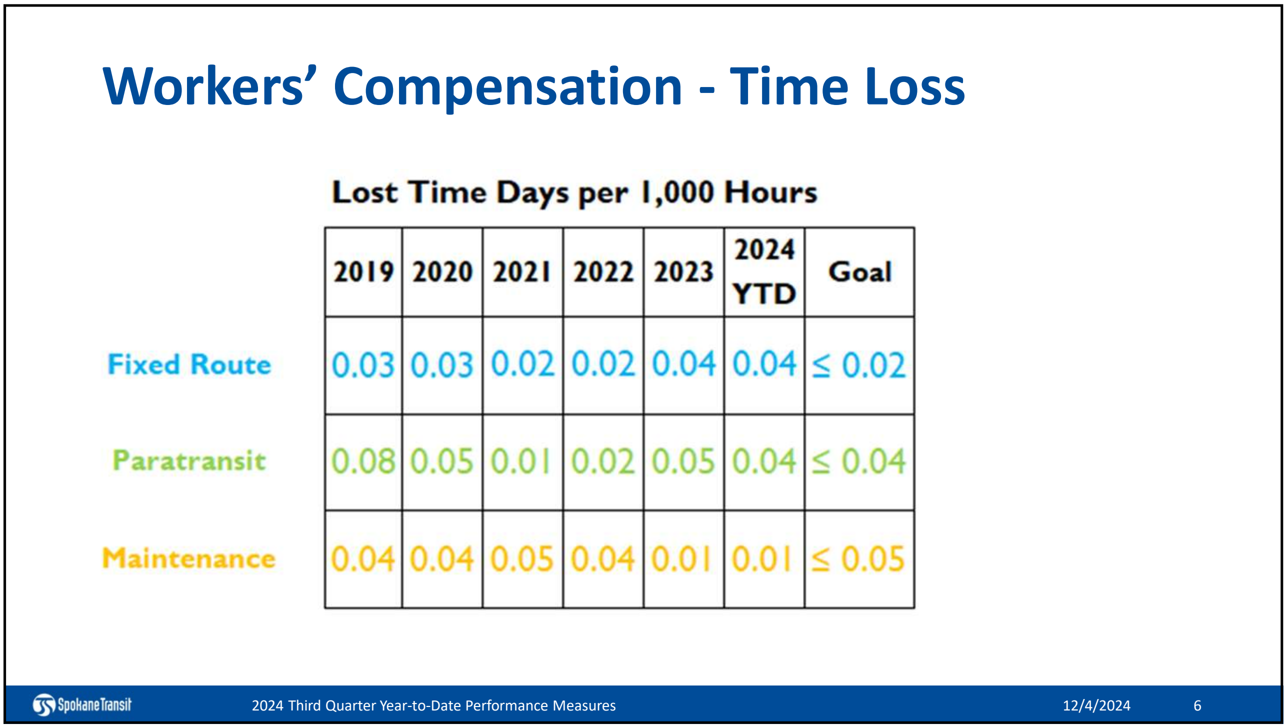
January
February
March
April
May
June
July
August
September
October
November
December

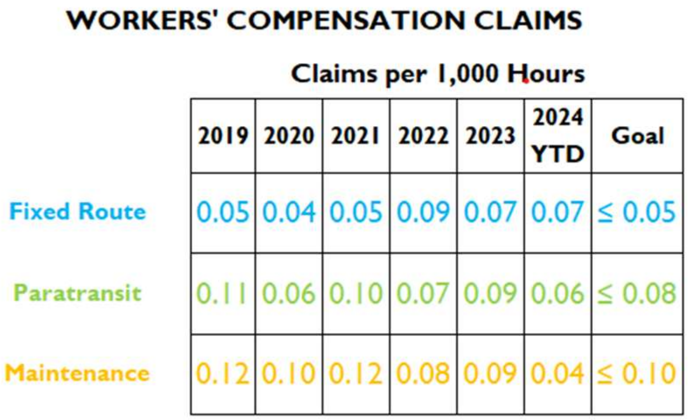


Workers' Compensation - Time Loss

Lost Time Days per 1,000 Hours

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	0.03	0.03	0.02	0.02	0.04	0.04	≤ 0.02
Paratransit	0.08	0.05	0.01	0.02	0.05	0.04	≤ 0.04
Maintenance	0.04	0.04	0.05	0.04	0.01	0.01	≤ 0.05

Workers' Compensation – Claims



WORKERS' COMPENSATION CLAIMS

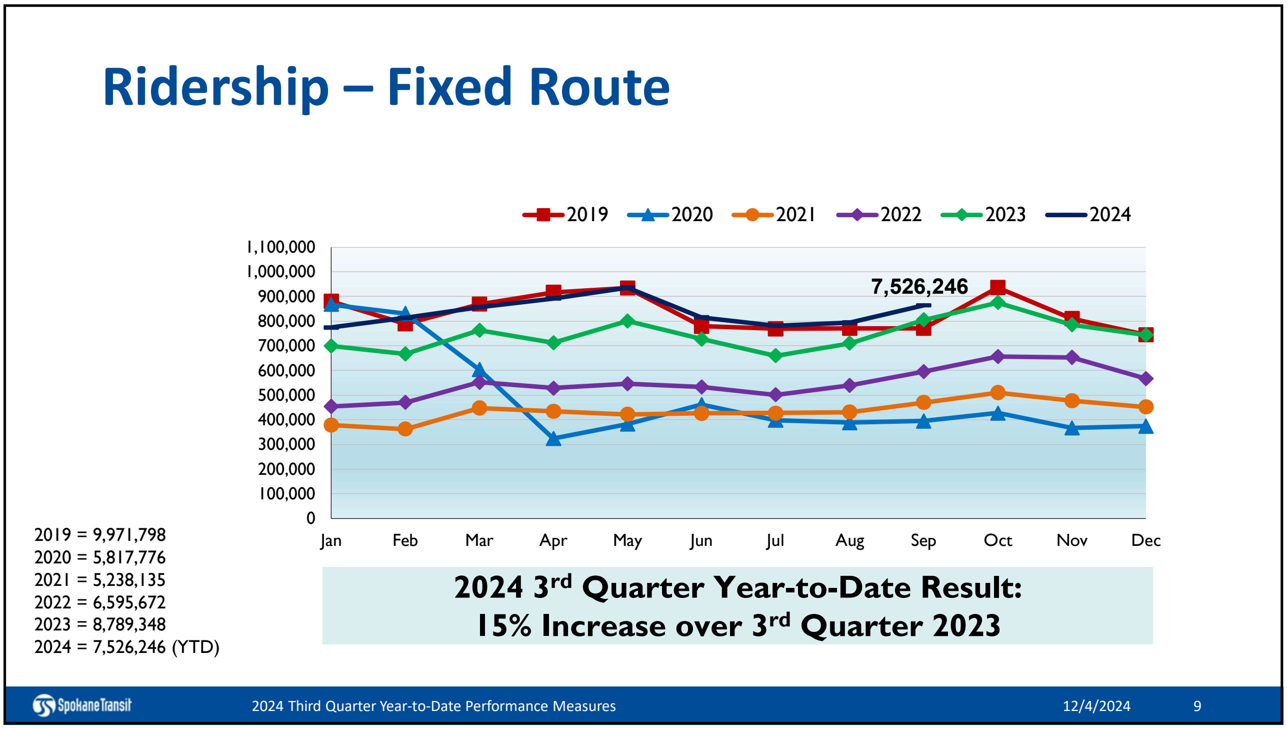
Claims per 1,000 Hours

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	0.05	0.04	0.05	0.09	0.07	0.07	≤ 0.05
Paratransit	0.11	0.06	0.10	0.07	0.09	0.06	≤ 0.08
Maintenance	0.12	0.10	0.12	0.08	0.09	0.04	≤ 0.10

Earn & Retain the Community's Trust

4 Performance Measures:

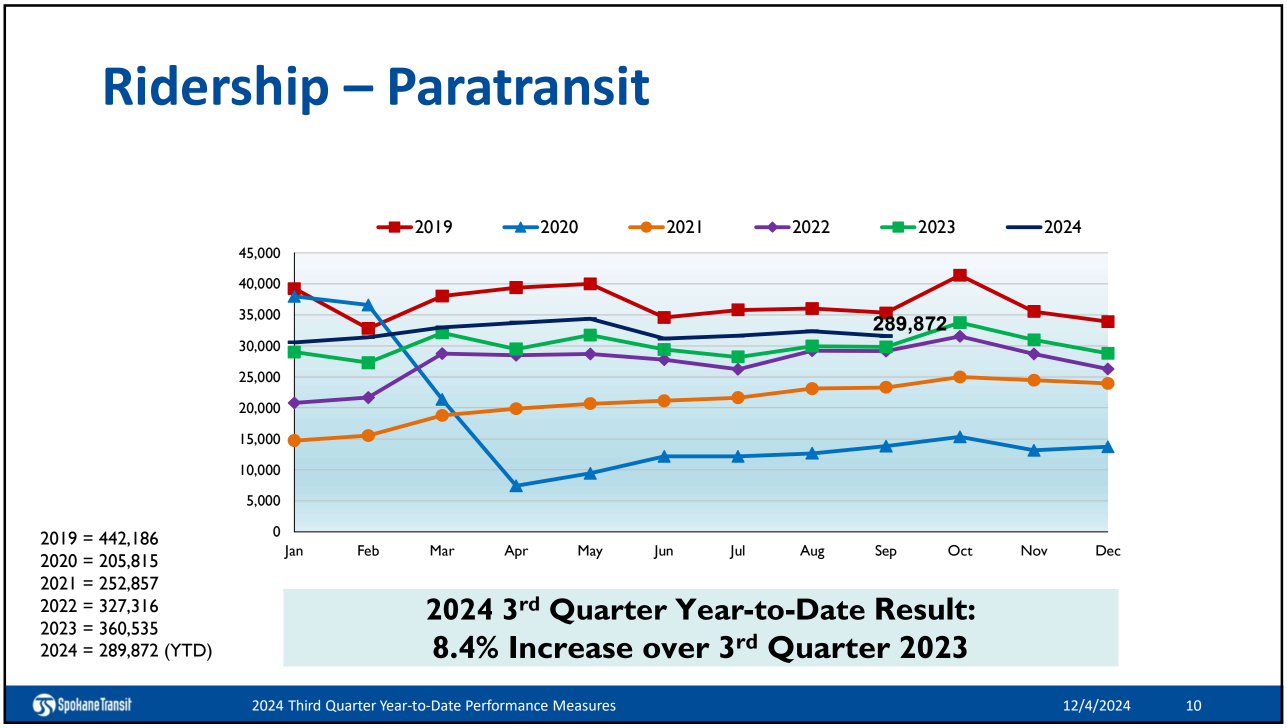
- Ridership
- Service Effectiveness
  (Passengers per Revenue Hour)
- Customer Security
- Public Outreach



Ridership – Fixed Route

2019 = 9,971,798
2020 = 5,817,776
2021 = 5,238,135
2022 = 6,595,672
2023 = 8,789,348
2024 = 7,526,246 (YTD)

2024 3rd Quarter Year-to-Date Result:
15% Increase over 3rd Quarter 2023

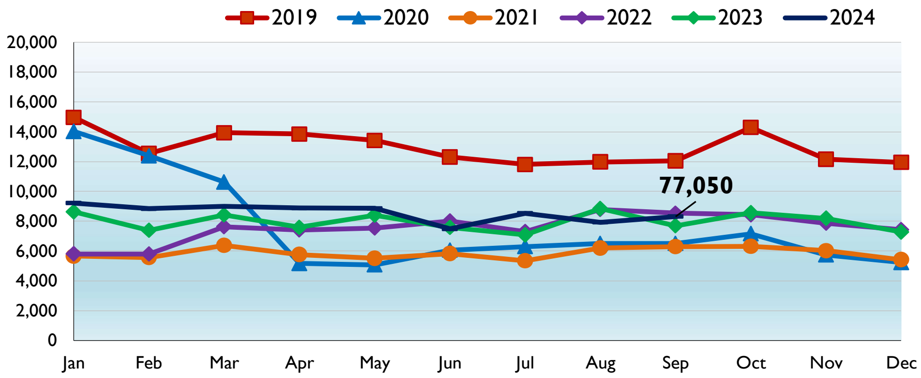


Ridership – Paratransit

2019 = 442,186
2020 = 205,815
2021 = 252,857
2022 = 327,316
2023 = 360,535
2024 = 289,872 (YTD)

2024 3rd Quarter Year-to-Date Result:
8.4% Increase over 3rd Quarter 2023

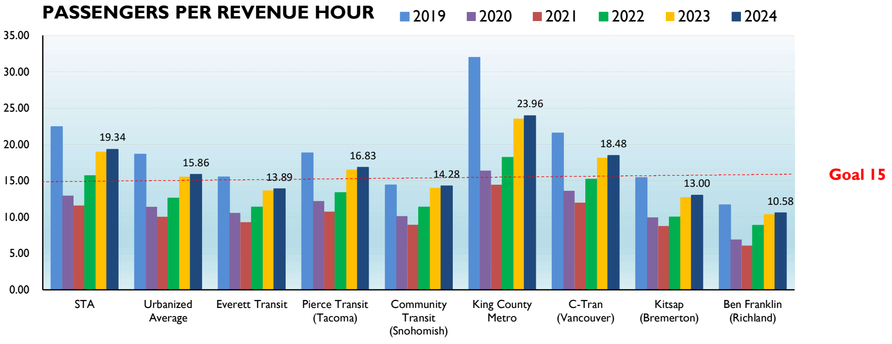
Ridership – Rideshare



2019 = 155,262
2020 = 90,770
2021 = 70,298
2022 = 90,576
2023 = 95,655
2024 = 77,050 (YTD)

2024 3rd Quarter Year-to Date Result:
7.6% Increase over 3rd Quarter 2023

Service Effectiveness – Fixed Route

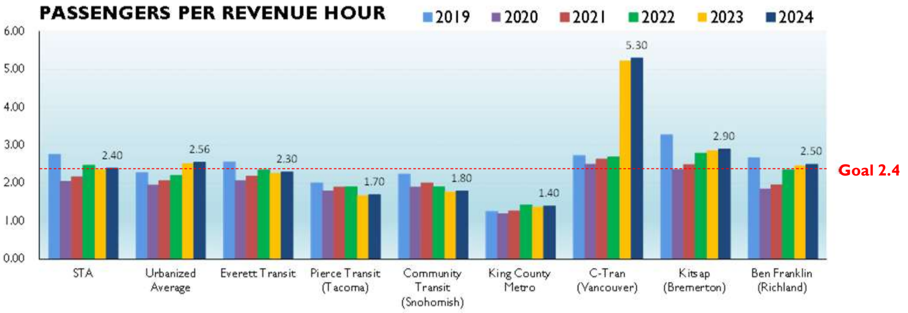


Previous year results
- 2019 - 2022 data from NTD reports
- 2023 STA data reflects year-end

STA 2024 data reflects year-to-date 3rd quarter
- System averages assume a performance equal to STA for 2024

GOAL: TRANSPORT 15 OR MORE PASSENGERS PER REVENUE HOUR

Service Effectiveness – Demand Response (Paratransit)



Previous year results
- 2019 - 2022 data from NTD reports
- 2023 STA data reflects year-end

STA 2024 data reflects year-to-date 3rd quarter
- System averages assume a performance equal to STA for 2024

GOAL: TRANSPORT 2.4 OR MORE PASSENGERS PER REVENUE HOUR

Ridership Survey – Customer Security

Customer Security

Fixed Route	2019	2020	2021	2022	2023	2024	GOAL
Personal Safety on Bus	4.1	No survey	4.2	4.1	4.0	Results Presented in February 2025	Score 4.5 on a scale of 1-5
Driver Driving Safely	4.3	No survey	4.4	4.4	4.3	Results Presented in February 2025	Score 4.5 on a scale of 1-5

Paratransit	2019	2020	2021	2022	2023	2024	GOAL
Personal Safety on Van	No survey	Delayed due to Covid	4.7	No Survey	No Survey	4.7	Score 4.5 on a scale of 1-5
Driver Driving Safely	No survey	Delayed due to Covid	4.8	No Survey	No Survey	4.7	Score 4.5 on a scale of 1-5

Community Perception Survey

Question	2019	2020	2021	2022	2023	2024	Goal
STA does a good job of listening to the public.	3.7	3.7	3.8	No Survey	3.2	Delayed until Quarter 1 2025	Score 4.5 on a scale of 1-5

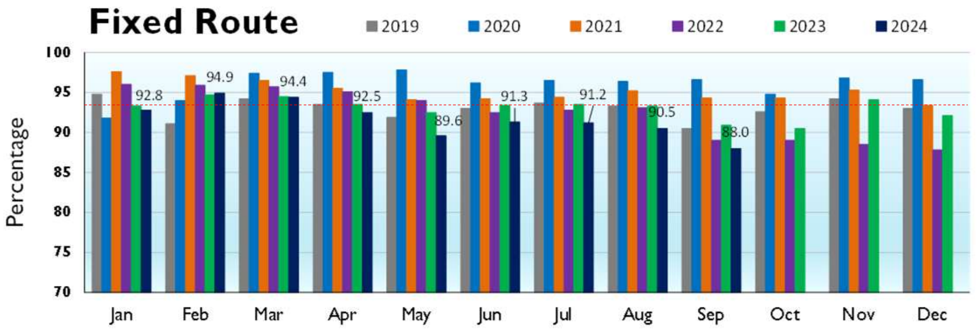
Provide Excellent Customer Service

4 Performance Measures:

- On-Time Performance
- CS Call Center/Paratransit Reservations
    - Abandoned Calls
    - Customer Service Response Time
- Complaint Rate
- Maintenance Reliability

On-Time Performance – Fixed Route

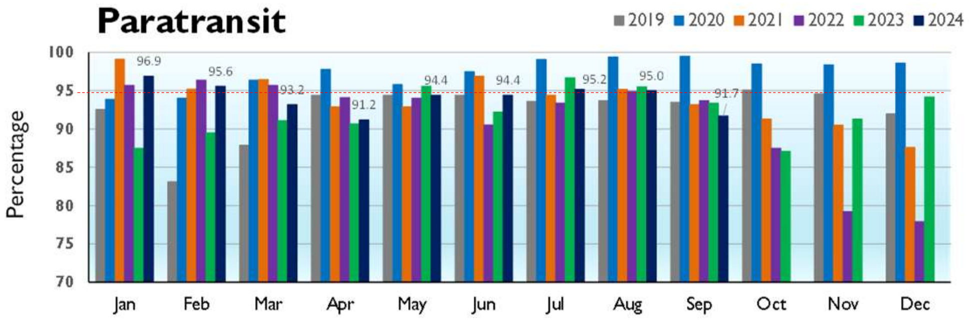
YTD Average	91.7%



Goal 93%

On-Time Performance - Paratransit

YTD Average	94.2%



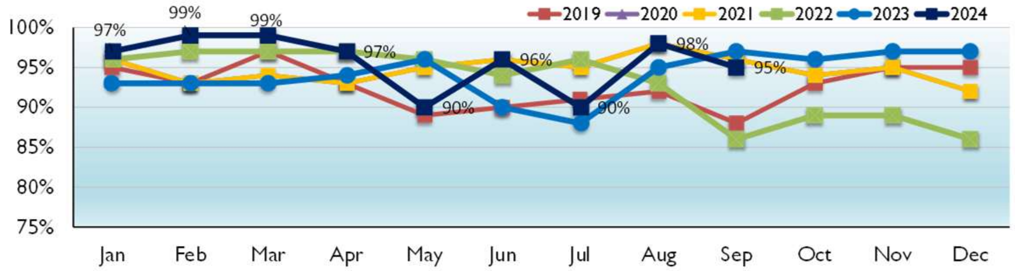
Goal 93%

Customer Service: 509-328-RIDE Call Center Performance

Total YTD	Goal
96%	90%

Service Level:

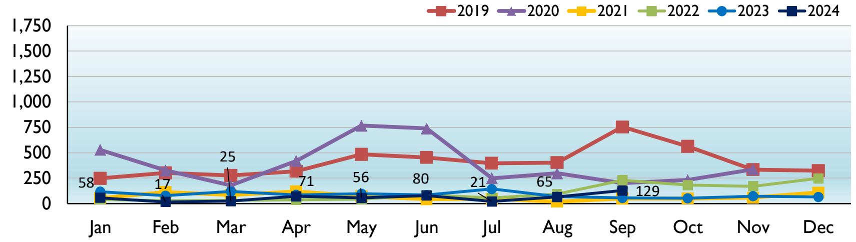
% of Calls Answered within 60 seconds

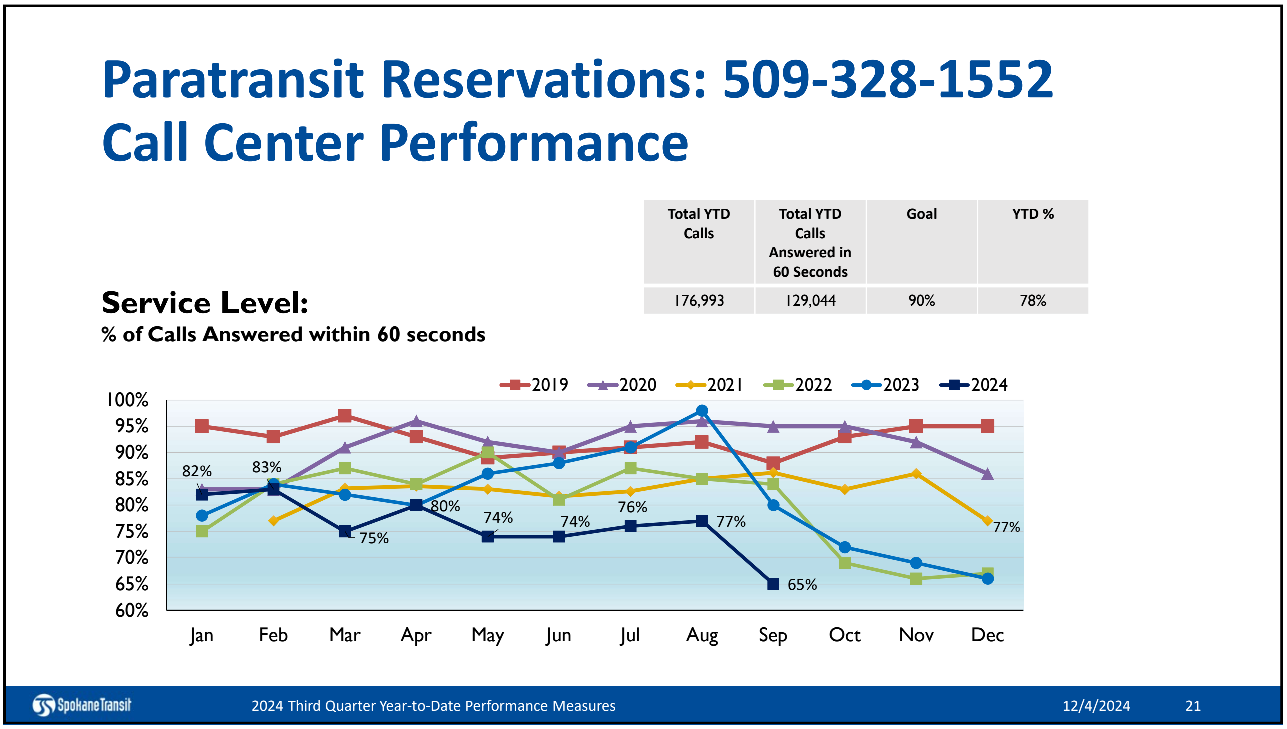


Customer Service: 509-328-RIDE Call Center Performance

Total YTD Calls Presented	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
58,132	522	4%	1%

Abandoned Calls



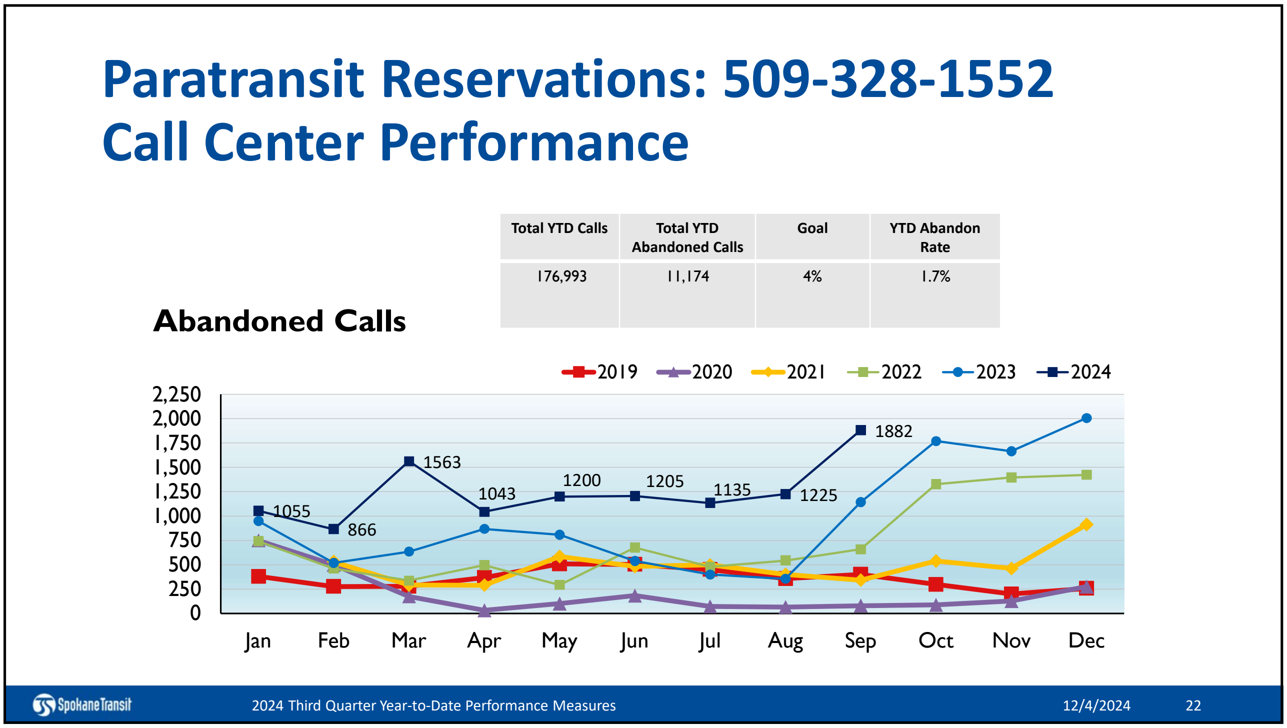


Paratransit Reservations: 509-328-1552 Call Center Performance

Total YTD Calls	Total YTD Calls Answered in 60 Seconds	Goal	YTD %
176,993	129,044	90%	78%

Service Level:

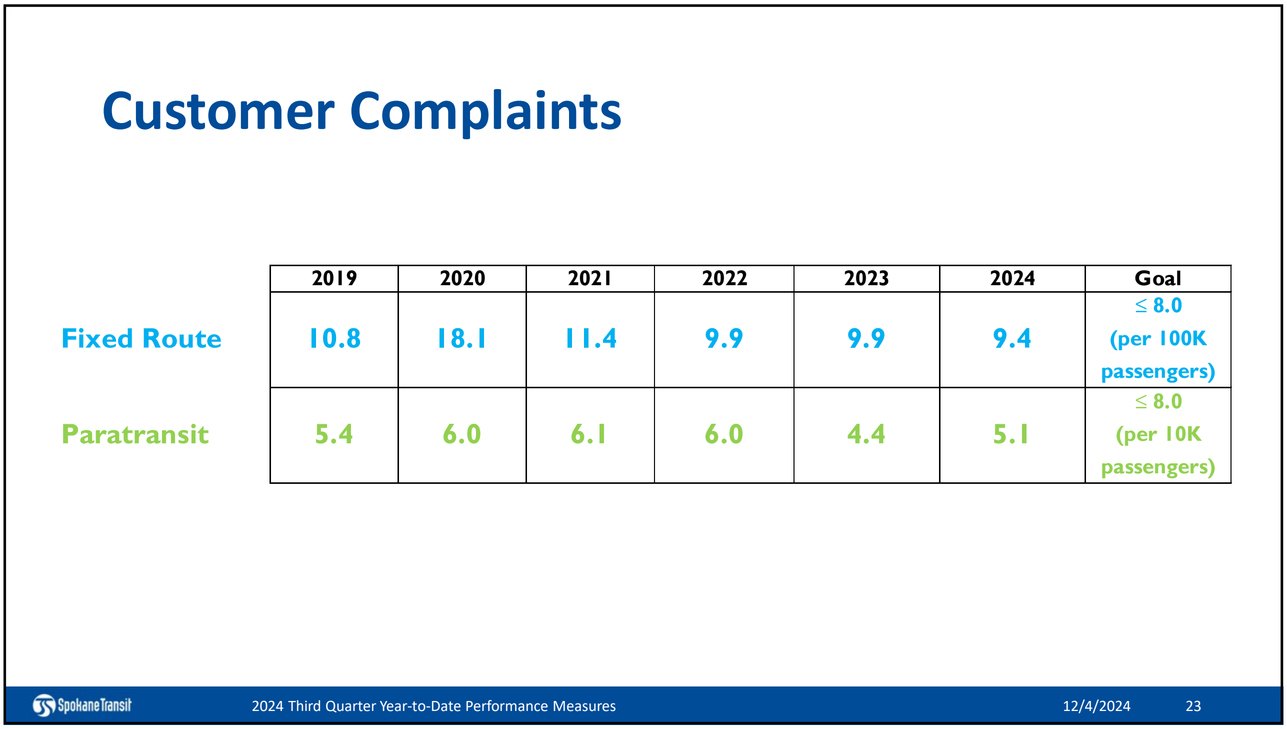
% of Calls Answered within 60 seconds



Paratransit Reservations: 509-328-1552 Call Center Performance

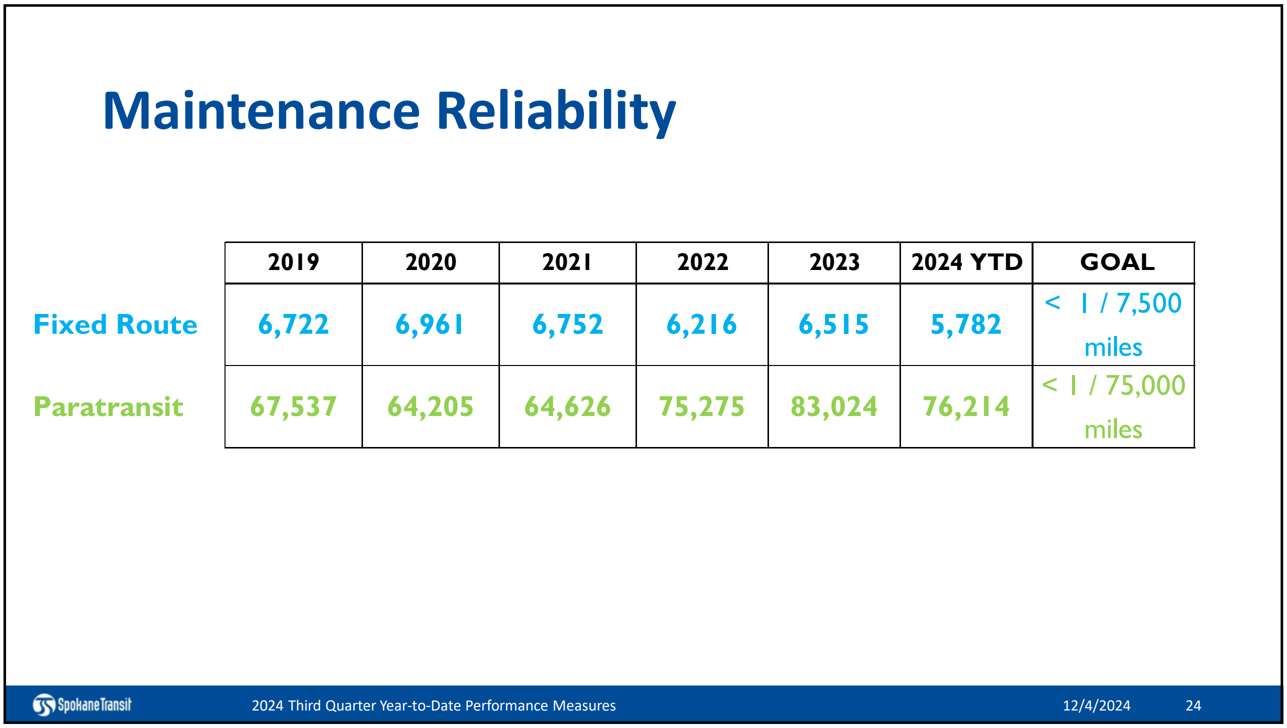
Total YTD Calls	Total YTD Abandoned Calls	Goal	YTD Abandon Rate
176,993	11,174	4%	1.7%

Abandoned Calls



Customer Complaints

	2019	2020	2021	2022	2023	2024	Goal
Fixed Route	10.8	18.1	11.4	9.9	9.9	9.4	≤ 8.0 (per 100K passengers)
Paratransit	5.4	6.0	6.1	6.0	4.4	5.1	≤ 8.0 (per 10K passengers)



Maintenance Reliability

	2019	2020	2021	2022	2023	2024 YTD	GOAL
Fixed Route	6,722	6,961	6,752	6,216	6,515	5,782	< 1 / 7,500 miles
Paratransit	67,537	64,205	64,626	75,275	83,024	76,214	< 1 / 75,000 miles

Enable Organizational Success

3 Performance Measures:

- Training
- Supervisor Ride Checks
- Governance

Training: Fixed Route & Paratransit

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	Compelted	Delayed due to Covid	Completed	No Advanced Training	9 hours per employee	1 hour per employee	8 hours Advanced Training per Operator annually
Paratransit	Completed	Completed	Completed	No Advanced Training	No Advanced Training	Dealyed Until Q4	8 hours Advanced Training per Operator annually

Training: Maintenance

2019	2020	2021	2022	2023	2024 YTD	Goal
Compelted	Delayed due to Covid	Completed	Completed	Completed	30.4 hours per employee	25 hours per employee per year

Training: Managers and Administrative Staff

2024 YTD	Goal
In Process	**100%**

Supervisor Ride Checks

	2019	2020	2021	2022	2023	2024 YTD	Goal
Fixed Route	268* of 273 completed	88 of 295 completed**	Suspended due to COVID	29 out of 270 Completed	241 out of 324 Completed	212 out of 333 Completed	100% of operators checked annually
Paratransit	61 of 61 completed	53 of 53 completed	Suspended due to COVID	48 out of 48 Completed	65 out of 65 Completed	40 out of 56 Completed	100% of operators checked annually

**All active operators completed*

*** Ride checks suspended in March 2020 due to Covid*

Governance

Board Development

Attendance at a transit-related conference/exhibition event

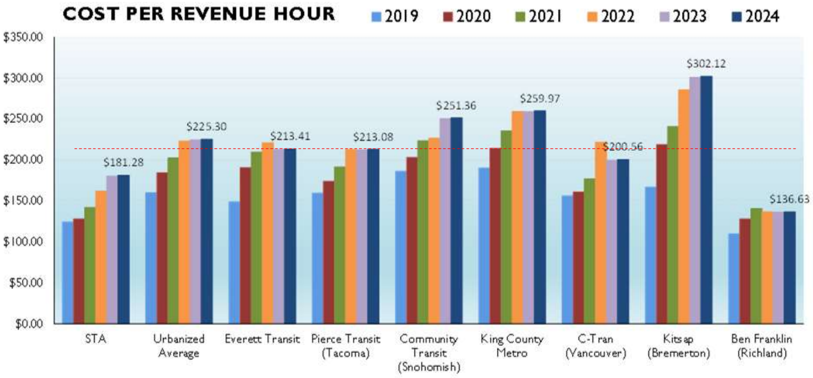
Event	Location	Board Attendees
APTA Mobility Conference April 2024	Portland, OR	Two Board Members Attended
APTA Transform Conference September 2024	Anaheim, CA	Five Board Members Attended

Exemplify Financial Stewardship

5 Performance Measures:

- Cost Efficiency
- Cost Effectiveness
- Cost Recovery from User Fees
- Maintenance Cost
- Financial Capacity
  - Financial Management
  - Service Level Stability
  - Ability to Sustain Essential Capital Investments
  - Public Perception

Cost Efficiency – Fixed Route



Objective
$214.04

Previous year results

- 2019 - 2022 data from NTD reports
- 2023 STA data reflects year-end

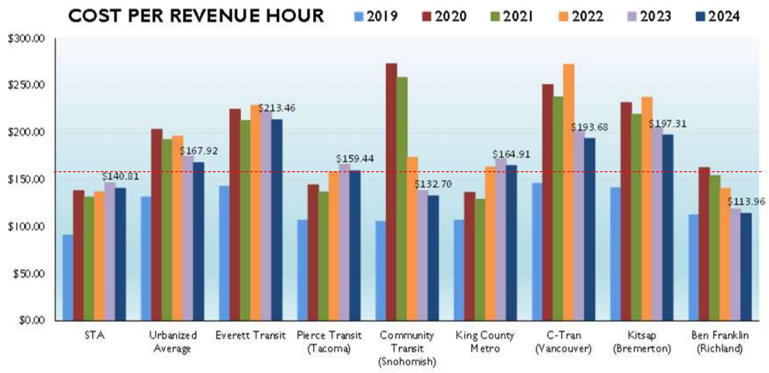
STA 2024 data reflects year-to-date 3rd quarter

- System averages assume a performance equal to STA for 2024

OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

2024 Status: 80.5% (STA - $181.76 / Urban Average - $225.89)

Cost Efficiency – Demand Response (Paratransit)



Objective $159.53

Previous year results

- 2019 - 2022 data from NTD reports
- 2023 STA data reflects year-end

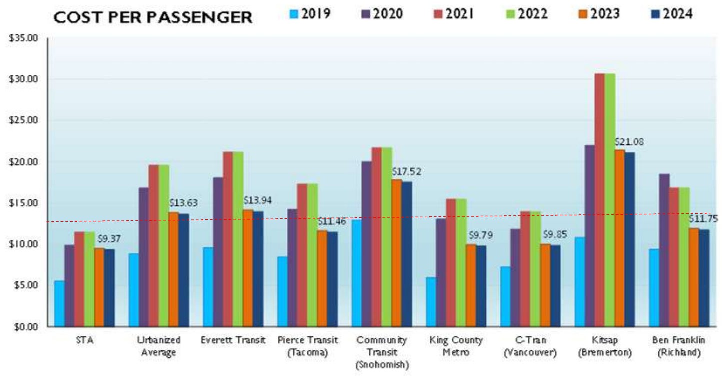
STA 2024 data reflects year-to-date 3rd quarter

- System averages assume a performance equal to STA for 2024

OBJECTIVE: CONSTRAIN OPERATING COST PER REVENUE HOUR OF SERVICE TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

2024 Status: 83.9% (STA - $140.81 / Urban Average - $167.92)

Cost Effectiveness – Fixed Route



Objective $12.95

Previous year results

- 2019 - 2022 data from NTD reports
- 2023 STA data reflects year-end

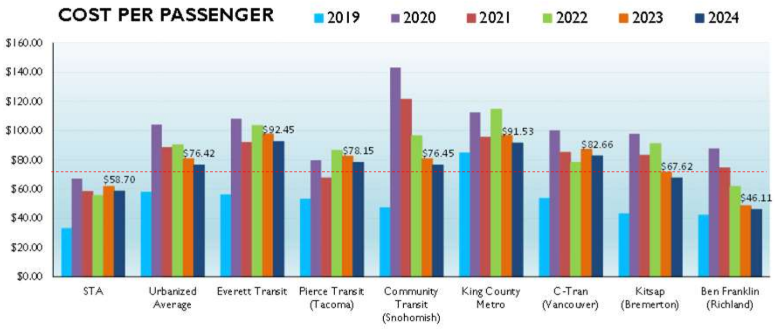
STA 2024 data reflects year-to-date 3rd quarter

- System averages assume a performance equal to STA for 2024

OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

2024 Status: 68.8% (STA - $9.37 / Urban Average - $13.63)

Cost Effectiveness-Demand Response (Paratransit)



Objective
$72.60

Previous year results
- 2019 - 2022 data from NTD reports
- 2023 STA data reflects year-end

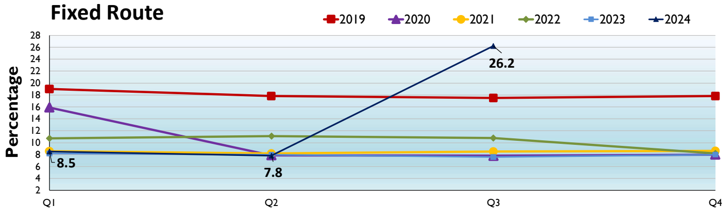
STA 2024 data reflects year-to-date 3rd quarter
- System averages assume a performance equal to STA for 2024

OBJECTIVE: CONSTRAIN OPERATING COST PER PASSENGER TO NO MORE THAN 95% OF THE STATEWIDE AVERAGE FOR URBAN SYSTEMS

2024 Status: 76.8% (STA - $58.70 / Urban Average - $76.42)

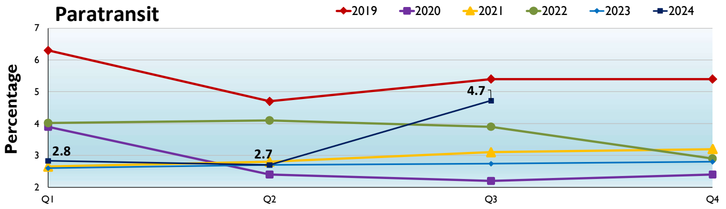
Cost Recovery from User Fees

Fixed Route



Goal	20%
Actual	26.2%

Paratransit



Goal	5%
Actual	4.7%

**New Board-approved methodology began third quarter 2024. Standard fare rate ($2) divided by the operational cost per passenger.*

Cost Efficiency – Rideshare

	2020	2021	2022	2023	2024
Operating/Admin Cost per Mile	$0.69	$0.80	$0.69	$0.73	$0.69
Revenue per Mile	$0.28	$0.31	$0.27	$0.28	$0.27
Cost Recovery	**35.8%**	**38.8%**	**39.8%**	**38.4%**	**39.9%**

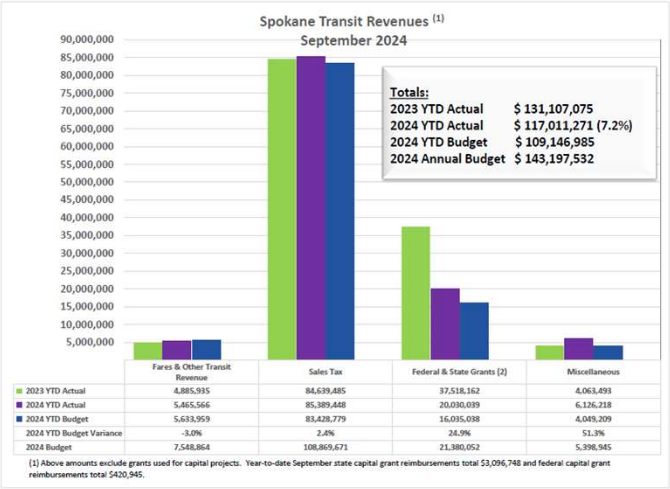
GOAL: RECOVER 85% OF OPERATING/ADMINISTRATIVE COSTS

Cost Efficiency – Maintenance

Cost per Total Mile

	2019	2020	2021	2022	2023	2024 YTD	GOAL
Fixed Route	**$1.18**	**$1.22**	**$1.39**	**$1.10**	**$1.61**	**$1.79**	**$1.67**
Paratransit	**$1.00**	**$1.16**	**$1.08**	**$1.17**	**$1.26**	**$1.24**	**$1.26**

Financial Management



Spokane Transit Revenues [1]
September 2024

Totals:

2023 YTD Actual	**$ 131,107,075**
2024 YTD Actual	**$ 117,011,271 (7.2%)**
2024 YTD Budget	**$ 109,146,985**
2024 Annual Budget	**$ 143,197,532**

	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
🟩 2023 YTD Actual	4,885,935	84,639,485	37,518,162	4,063,493
🟪 2024 YTD Actual	5,465,566	85,389,448	20,030,039	6,126,218
🟦 2024 YTD Budget	5,633,959	83,428,779	16,035,038	4,049,209
2024 YTD Budget Variance	-3.0%	2.4%	24.9%	51.3%
2024 Budget	7,548,864	108,869,671	21,380,052	5,398,945

(1) Above amounts exclude grants used for capital projects. Year-to-date September state capital grant reimbursements total $3,096,748 and federal capital grant reimbursements total $420,945.

Service Level Stability & Ability to Sustain Essential Capital Investments

	Current Projection	Goal
# of Years Current Service Level Can Be Sustained	6 Years	6 Years
Fully Funded Capital Improvement Plan	6 Years	6 Years

Community Perception Survey

Question	2019	2020	2021	2022	2023	2024	Goal
STA is Financially Responsible	3.74	No Survey	3.86	No Survey	3.1 *Change in question phrasing.	Delayed until Quarter 1 2025	Score 4.5 on a scale of 1-5

**2019-2021 Question: STA is financially responsible.*
**2023 Question: STA manages financial resources well.*