

TITLE VI PROPOSED SERVICE AND FARE CHANGE POLICIES -DRAFT
February 4, 2013

Title of Policy	Description of Policy	Proposed Policy
System-Wide Title VI Policy	<p>Title VI policies that guide STA for service and fare changes. The overall Title VI policy that guides the Federal Transit Administration is:</p> <p><i>“no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”</i></p>	<p><i>-STA will strive to follow and it will be included in STA’s adopted policies that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”</i></p> <p><i>-During major service reductions and fare increases, STA will conduct an analysis to verify that no discrimination to protected classes takes place.</i></p> <p><i>-STA will strive not to “utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.”</i></p> <p><i>-STA will strive to “take affirmative action to assure that no person is excluded from participation in, or denied the benefits of, the program or activity on the grounds of race, color, or national origin.”</i></p> <p><i>-STA assures that “no person or group of persons shall be discriminated against with regard to routing, scheduling, or quality of service transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.”</i></p>
Major Service Change Policy	<p>A numerical standard of what constitutes a major service change.</p>	<p><i>-In developing annual plans and service changes, STA will assess whether changes meet the Major Service Change threshold. This threshold is as follows: a Title VI analysis and evaluation of the impacts of major service changes will be published prior to a formal public hearing on the service change or a draft recommendation is published, whichever comes first.</i></p> <p><i>-Cost Impacts: More than 5.0% reduction in revenue hours of service in any calendar year, or</i></p> <p><i>-Ridership Impacts: 5% or more of annualized system ridership negatively impacted by loss of bus stop(s), trip(s) or route(s) at any given service change</i></p>
Disparate Impact Policy (minority)	<p>Policy that establishes that the change is materially different and it may be presented as a statistical percentage of impacts borne by minority populations.</p>	<p><i>-Any major service change in which the number of daily trips of a route impacts a disproportionately minority population compared to the system will require an impact assessment. The assessment ensures that the actual effects do not disproportionately harm minority populations in comparison to other populations. The assessment will review other conditions such as adjustments to neighboring routes, changes to scheduling and routing that may offset the loss of trips such that the impact is not disproportionately negative. Routes that serve a disproportionately higher minority population are those routes that are greater than one standard deviation from the average share of minority population for all routes as determined by the most recent onboard passenger survey.</i></p>
Disproportionate Burden Policy (low-income)	<p>Policy that establishes that the change is materially different on low-income populations and it may be presented as statistical percentage.</p>	<p><i>-Any major service change in which the number of daily trips of a route impacts a disproportionately low income population compared to the system population will require an impact assessment. The assessment will review other conditions such as adjustments to neighboring routes and changes to scheduling and routing that may offset the loss of trips such that the impact is not disproportionately negative. Routes that serve a disproportionately low income population are those routes that have a reported income that is less than one standard deviation from the mean income of passengers for all routes as determined by the most recent onboard passenger survey.</i></p>
System-Wide Transit Amenities Service Policy	<p>Policy to ensure equitable distribution of transit amenities across the system.</p>	<p><i>-Installation of transit amenities along bus routes are based on the number of passenger boardings at stops and stations along those routes with variances from this policy to support connectivity of routes and riders with limited mobility.</i></p>

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Title of Policy	Description of Policy	Proposed Policy
Signage at Bus Stops Policy	Policy for installation of signage.	<i>-All STA bus stops shall feature signs with readable and accurate information.</i>
Benches at Bus Stop Policy	Policy for installation of benches at bus stops. The city or county jurisdiction is responsible for benches.	<p><i>-STA shall work with local authorities to ensure that bus benches are placed properly, designed adequately, and serve the needs of customers sufficiently.</i></p> <p><i>-Benches provide comfort for all types of passengers. Although local jurisdictions are responsible for the operations and maintenance of bus benches, coordination with STA increases the likelihood that all needs are being met. Generally, STA recommends bench locations which meet one of the following criteria:</i></p> <ol style="list-style-type: none"> <i>1) 10 or more average weekday boardings</i> <i>2) Transfer point between two or more routes</i> <i>3) Adjacent to ridership generator with a high percentage of riders with limited mobility</i>
Shelters and Awnings Policy	Policy for installation of shelters at bus stops and transit facilities. Policy includes installation for awnings and transit facilities.	<p><i>-The placement and maintenance of shelters or other weather cover for passenger waiting areas where appropriate shall be encouraged.</i></p> <p><i>-STA shall work with local and regional jurisdictions to position bus shelters, awnings and other weather protection which can encourage ridership by protecting waiting patrons from adverse weather elements. Shelters also provide an appropriate location for posting important ridership information.</i></p> <p><i>Stops to have shelters funded by STA must meet at least one of the following criteria:</i></p> <ol style="list-style-type: none"> <i>1) 25 or more weekday average boardings</i> <i>2) Transfer point between two or more routes</i> <i>3) Adjacent to a ridership generator with a high percentage of riders with limited mobility.</i>
Lighting at Bus Stops Policy	Policy for installation of lighting at bus stops.	<p><i>-Stops, benches, and shelters shall have pedestrian-scale lighting whenever possible.</i></p> <p><i>-While any lighting enhances the safety and security of transit stops, benches, and shelters, lighting designed specifically to illuminate the path of a pedestrian can do a better job than general street lights.</i></p>
Bicycle Facilities Policy	Policy for installation of a good bicycle network and appropriate facilities.	<i>-Bicycles shall be accommodated at STA's facilities and on STA coaches.</i>
Pedestrian Infrastructure Policy	Policy to assist and support improvement to the pedestrian connection to transit.	<i>-As funding allows, Spokane Transit may partner with local jurisdictions to improve pedestrian infrastructure in locations where there is a direct and tangible benefit to customers accessing a transit stop or other transit facility.</i>
Vehicle Assignment Service Policy	Policy to ensure equitable and fare vehicle assignments to routes.	<i>-STA bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route such as passenger loads and overall ridership of each route. Local routes with lower ridership may be assigned a smaller fixed route vehicle. Some routes requiring tight turns on narrow streets may be operated with smaller fixed route vehicles. The age of the vehicle shall not be a consideration when assigning the vehicle to a particular maintenance garage for daily service.</i>

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Fare Change Policy	System-wide fare policy.	<i>- Since different fare media represent different rates, STA evaluates fare changes to ensure fare increases do not disproportionately negatively impact a class protected under Title VI.</i>																																																															
Minority Disparate Impact Policy (applies to all fare changes)	Policy for measuring disparate impact (threshold) to determine whether minority riders are bearing a disproportionate impact of the change between the existing cost and the proposed cost.	<i>-Any system-wide fare change in which the number of fare media or types of fare that impacts a disproportionately minority population compared to all fare media or types will require an impact assessment to ensure the actual effects do not disproportionately harm minority populations compared to other populations. The assessment will review other conditions such as incentives and mitigation measures that may offset the impact of the fare change such that the impact is not disproportionately negative. Fare media and types of fare used by disproportionate minority populations are those less than one standard deviation from the weighted average for all routes as determined by the most recent onboard passenger survey</i>																																																															
Low-Income Disproportionate Impact Policy (applies to all fare changes)	Policy for measuring (threshold) the burden of fare changes on low-income riders to determine when low-income are bearing a disproportionate burden of the change between the existing fare and the proposed fare.	<i>-Any fare change in which the number of fare media or types of fare that serves a disproportionate low-income population compared to all fare media or types will require an impact assessment to ensure the actual effects do not disproportionately harm low-income populations compared to other populations. The assessment will review other conditions such as incentives and mitigation measures that may offset the impact of the fare change such that the impact is not disproportionately negative. Fare media and types used by a disproportionately low-income population are those routes that have a reported population income that is less than one standard deviation from the weighted average for all routes as determined by the most recent onboard passenger survey</i>																																																															
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Vehicle Load Standard	Standard expressed as the ratio of passengers to the total number of seats on a vehicle.	<p><i>Average Load Factor and Vehicle Load Standard</i></p> <table border="1" data-bbox="1134 1018 2066 1280"> <thead> <tr> <th colspan="3"><i>Average Load Factor Benchmarks</i></th> </tr> <tr> <th><i>Vehicle Type</i></th> <th><i>Basic Routes</i></th> <th><i>Commuter Peak Routes</i></th> </tr> </thead> <tbody> <tr> <td><i>Cutaway</i></td> <td><i>3.07</i></td> <td><i>N/A</i></td> </tr> <tr> <td><i>30' Bus</i></td> <td><i>4.76</i></td> <td><i>N/A</i></td> </tr> <tr> <td><i>35' Bus</i></td> <td><i>4.33</i></td> <td><i>N/A</i></td> </tr> <tr> <td><i>40'</i></td> <td><i>4.51</i></td> <td><i>6.99</i></td> </tr> <tr> <td><i>60'</i></td> <td><i>6.34</i></td> <td><i>9.83</i></td> </tr> </tbody> </table> <table border="1" data-bbox="1134 1300 2097 1723"> <thead> <tr> <th><i>Vehicle Type</i></th> <th><i>Service Type</i></th> <th><i>Seated</i></th> <th><i>Standing</i></th> <th><i>Total</i></th> <th><i>Maximum Load Factor Ratio</i></th> </tr> </thead> <tbody> <tr> <td><i>Cutaway</i></td> <td><i>Basic</i></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><i>30' Bus</i></td> <td><i>Basic</i></td> <td><i>26</i></td> <td><i>28</i></td> <td><i>54</i></td> <td><i>2.07</i></td> </tr> <tr> <td><i>35' Bus</i></td> <td><i>Basic</i></td> <td><i>32</i></td> <td><i>40</i></td> <td><i>72</i></td> <td><i>2.25</i></td> </tr> <tr> <td><i>40' Low Floor</i></td> <td><i>Basic/Commuter</i></td> <td><i>39</i></td> <td><i>41</i></td> <td><i>80</i></td> <td><i>2.05</i></td> </tr> <tr> <td><i>40' Standard</i></td> <td><i>Basic/Commuter</i></td> <td><i>39</i></td> <td><i>41</i></td> <td><i>80</i></td> <td><i>2.05</i></td> </tr> <tr> <td><i>60' Low Floor</i></td> <td><i>Commuter</i></td> <td><i>62</i></td> <td><i>61</i></td> <td><i>123</i></td> <td><i>1.98</i></td> </tr> </tbody> </table>	<i>Average Load Factor Benchmarks</i>			<i>Vehicle Type</i>	<i>Basic Routes</i>	<i>Commuter Peak Routes</i>	<i>Cutaway</i>	<i>3.07</i>	<i>N/A</i>	<i>30' Bus</i>	<i>4.76</i>	<i>N/A</i>	<i>35' Bus</i>	<i>4.33</i>	<i>N/A</i>	<i>40'</i>	<i>4.51</i>	<i>6.99</i>	<i>60'</i>	<i>6.34</i>	<i>9.83</i>	<i>Vehicle Type</i>	<i>Service Type</i>	<i>Seated</i>	<i>Standing</i>	<i>Total</i>	<i>Maximum Load Factor Ratio</i>	<i>Cutaway</i>	<i>Basic</i>					<i>30' Bus</i>	<i>Basic</i>	<i>26</i>	<i>28</i>	<i>54</i>	<i>2.07</i>	<i>35' Bus</i>	<i>Basic</i>	<i>32</i>	<i>40</i>	<i>72</i>	<i>2.25</i>	<i>40' Low Floor</i>	<i>Basic/Commuter</i>	<i>39</i>	<i>41</i>	<i>80</i>	<i>2.05</i>	<i>40' Standard</i>	<i>Basic/Commuter</i>	<i>39</i>	<i>41</i>	<i>80</i>	<i>2.05</i>	<i>60' Low Floor</i>	<i>Commuter</i>	<i>62</i>	<i>61</i>	<i>123</i>	<i>1.98</i>
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Title of Standard	Description of Standard	Proposed Standard																																																																																																						
On-Time Performance Standard	Standard that defines the measure of runs completed as scheduled. Must define what is considered to be “on-time.”	-Ninety-five (95) percent of STA vehicles strive to complete their scheduled runs no more than one minute early or no more than 5 minutes late. STA’s on-time performance objective is 95% or greater.																																																																																																						
Vehicle Headway Standard	Standard expresses the amount of time between two vehicles traveling in the same direction on a given line or combination of lines.	<p><i>Vehicle Headway Standard for HPT and Basic Service</i></p> <table border="1" data-bbox="1134 546 2079 834"> <thead> <tr> <th rowspan="2">Service Weekday</th> <th colspan="4">Maximum Headways (minutes)</th> </tr> <tr> <th>Span</th> <th>Peak</th> <th>Base</th> <th>Late Nights & Weekends</th> </tr> </thead> <tbody> <tr> <td>HPT – Green</td> <td>Extended</td> <td>10</td> <td>12</td> <td>15</td> </tr> <tr> <td>HPT – Red</td> <td>Extended</td> <td>12</td> <td>15</td> <td>30</td> </tr> <tr> <td>HPT – Blue</td> <td>Extended</td> <td>15</td> <td>30</td> <td>60</td> </tr> <tr> <td>Basic Urban</td> <td>Basic</td> <td>30</td> <td>30</td> <td>60</td> </tr> <tr> <td>Basic Interurban</td> <td>Basic</td> <td>60</td> <td>60</td> <td>120</td> </tr> </tbody> </table> <p>Weekday period of operation: AM Peak: 6am – 9am; PM Peak: 3pm-6pm; Base 5am-6am and 9am -3pm; Evening: 6-9pm; Night: 9pm – 1am</p> <table border="1" data-bbox="1134 939 2107 1195"> <thead> <tr> <th rowspan="2">Service Saturday</th> <th colspan="4">Maximum Headways (minutes)</th> </tr> <tr> <th>Span</th> <th>Day</th> <th>Evening</th> <th>Night</th> </tr> </thead> <tbody> <tr> <td>HPT – Green</td> <td>Extended</td> <td>15</td> <td>15</td> <td>15</td> </tr> <tr> <td>HPT – Red</td> <td>Extended</td> <td>15</td> <td>15</td> <td>15</td> </tr> <tr> <td>HPT – Blue</td> <td>Extended</td> <td>30</td> <td>60</td> <td>60</td> </tr> <tr> <td>Basic Urban</td> <td>Basic</td> <td>60</td> <td>60</td> <td>60</td> </tr> <tr> <td>Basic Interurban</td> <td>Basic</td> <td>120</td> <td>120</td> <td>120</td> </tr> </tbody> </table> <p>Saturday period of operation: Day: 7am – 6pm; Evening: 6-9pm; Night: 9pm – 12am</p> <table border="1" data-bbox="1134 1300 2107 1556"> <thead> <tr> <th rowspan="2">Service Sunday</th> <th colspan="4">Maximum Headways (minutes)</th> </tr> <tr> <th>Span</th> <th>Day</th> <th>Evening</th> <th>Night</th> </tr> </thead> <tbody> <tr> <td>HPT – Green</td> <td>Extended</td> <td>15</td> <td>15</td> <td>15</td> </tr> <tr> <td>HPT – Red</td> <td>Extended</td> <td>30</td> <td>30</td> <td>30</td> </tr> <tr> <td>HPT – Blue</td> <td>Extended</td> <td>60</td> <td>60</td> <td>60</td> </tr> <tr> <td>Basic Urban</td> <td>Basic</td> <td>60</td> <td>60</td> <td>60</td> </tr> <tr> <td>Basic Interurban</td> <td>Basic</td> <td>120</td> <td>120</td> <td>120</td> </tr> </tbody> </table> <p>Sunday period of operation: Day: 8am – 6pm; Evening: 6-9pm; Night: 9-10pm</p>	Service Weekday	Maximum Headways (minutes)				Span	Peak	Base	Late Nights & Weekends	HPT – Green	Extended	10	12	15	HPT – Red	Extended	12	15	30	HPT – Blue	Extended	15	30	60	Basic Urban	Basic	30	30	60	Basic Interurban	Basic	60	60	120	Service Saturday	Maximum Headways (minutes)				Span	Day	Evening	Night	HPT – Green	Extended	15	15	15	HPT – Red	Extended	15	15	15	HPT – Blue	Extended	30	60	60	Basic Urban	Basic	60	60	60	Basic Interurban	Basic	120	120	120	Service Sunday	Maximum Headways (minutes)				Span	Day	Evening	Night	HPT – Green	Extended	15	15	15	HPT – Red	Extended	30	30	30	HPT – Blue	Extended	60	60	60	Basic Urban	Basic	60	60	60	Basic Interurban	Basic	120	120	120
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<p>Service Availability Standard</p>	<p>The standard could distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service. The standard may also indicate the maximum distance between stops or stations.</p>	<p>-Basic or HPT service shall be available within no more than one-half mile of at least 85% of the PTBA population residing within urban areas.</p> <p><i>Stop Spacing Policy</i></p> <table border="1" data-bbox="1134 433 1864 721"> <thead> <tr> <th><i>Service</i></th> <th><i>Average Stop Spacing</i></th> <th><i>Minimum Stop Spacing</i></th> <th><i>Maximum Stop Spacing</i></th> </tr> </thead> <tbody> <tr> <td><i>HPT - Green</i></td> <td><i>1/4 mile</i></td> <td><i>1000'</i></td> <td><i>1500'</i></td> </tr> <tr> <td><i>HPT - Red</i></td> <td><i>1/2 mile</i></td> <td><i>1300'</i></td> <td><i>8000'</i></td> </tr> <tr> <td><i>HPT - Blue</i></td> <td><i>2.5 miles</i></td> <td><i>5000'</i></td> <td><i>N/A</i></td> </tr> <tr> <td><i>Basic Urban</i></td> <td><i>1/4 mile</i></td> <td><i>800'</i></td> <td><i>1500'</i></td> </tr> <tr> <td><i>Basic Interurban</i></td> <td><i>1/2 mile</i></td> <td><i>800'</i></td> <td><i>N/A</i></td> </tr> </tbody> </table>	<i>Service</i>	<i>Average Stop Spacing</i>	<i>Minimum Stop Spacing</i>	<i>Maximum Stop Spacing</i>	<i>HPT - Green</i>	<i>1/4 mile</i>	<i>1000'</i>	<i>1500'</i>	<i>HPT - Red</i>	<i>1/2 mile</i>	<i>1300'</i>	<i>8000'</i>	<i>HPT - Blue</i>	<i>2.5 miles</i>	<i>5000'</i>	<i>N/A</i>	<i>Basic Urban</i>	<i>1/4 mile</i>	<i>800'</i>	<i>1500'</i>	<i>Basic Interurban</i>	<i>1/2 mile</i>	<i>800'</i>	<i>N/A</i>
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