

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

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 31, 2023  
(June Meeting)  
1:30 p.m. – 3:00 p.m.

**Committee Meeting is via Virtual Conference**  
w/In Person Viewing Option  
Spokane Transit, 1230 W Boone Avenue, Spokane, WA

Join Link: [HERE](#)

**Committee Member Password (if asked): 2023 | Guest Password (if asked): 0623**

**Call-in Number:** 1-408-418-9388 | **Event/Access code:** 2489 659 3935 | **Password:** 2023

### AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (*5 minutes*)
3. Committee Action (*10 minutes*)
  - A. Minutes of the May 3, 2023, Committee Meeting -- *Corrections/Approval*
  - B. Public Transportation Agency Safety Plan (*Williams*)
4. Committee Action (*10 minutes*)
  - A. Board Consent Agenda
    1. Sprague Line Construction: Phase 1 Award of Contract (*Otterstrom*)
  - B. Board Discussion Agenda (*none*)
5. Reports to Committee (*10 min*)
  - A. 2022 Fixed Route System Performance Report (*Otterstrom*)
6. CEO Report (*E. Susan Meyer*) (*15 minutes*)
7. Committee Information (no discussion/staff available for questions)
  - A. April 2023 Operating Indicators (*Rapez-Betty*)
  - B. May 2023 Sales Tax Revenue (*Liard*)
  - C. April 2023 Financial Results Summary (*Liard*)
  - D. July 2023 Service Change (*Otterstrom*)
8. Review July 5, 2023, Committee Meeting Agenda (*5 minutes*)
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next Committee Meeting: Wednesday, July 5, 2023, at 1:30 p.m. via WebEx w/In Person Option

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: [www.spokanetransit.com](http://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](http://www.spokanetransit.com). Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

May 31, 2023

**AGENDA ITEM 3A :** MINUTES OF THE MAY 3, 2023, PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING – CORRECTIONS OR APPROVAL

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Molly Fricano, Executive Assistant

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**SUMMARY:** Attached are minutes of the May 3, 2023, Performance Monitoring & External Relations Committee meeting for corrections or approval.

**RECOMMENDATION TO COMMITTEE:** Corrections or approval.

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

**Draft** Minutes of the May 3, 2023, Meeting  
Via Virtual WebEx

### **COMMITTEE MEMBERS PRESENT**

Pamela Haley, City of Spokane Valley\*  
Josh Kerns, Spokane County  
Zack Zappone, City of Spokane  
Hank Bynaker, City of Airway Heights (*Ex-Officio*)  
Rhonda Bowers, Non-Voting Labor Representative  
E. Susan Meyer, CEO (*Ex-Officio*)

### **COMMITTEE MEMBERS ABSENT**

Betsy Wilkerson, City of Spokane  
Don Kennedy, City of Medical Lake (*Ex-Officio*)

*\*Committee Chairwoman*

### **STAFF PRESENT**

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

### **PROVIDING LEGAL COUNSEL**

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

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

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

#### 2. **COMMITTEE CHAIR REPORT**

Chair Haley had no report at this time.

#### 3. **COMMITTEE APPROVAL**

##### A. **Minutes of the April 5, 2023, Committee Meeting**

**Mr. Zappone moved to approve the April 5, 2023, Committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.**

##### B. **Plaza and Boone Janitorial Contract Scope of Work**

Mr. Rapez-Betty provided background on the current five (5) year contract with Argus/Northwest which is due to expire on July 31, 2023, and the proposed five (5) year contract terms and process. The new contract commencement will begin on August 1, 2023. He discussed details of the Scope Elements for both the Plaza and Boone.

**Mr. Zappone moved to approve the general Scope of Work for Plaza and Boone Janitorial contract and authorize the release of a Request for Proposals (RFP). Mr. Kerns seconded, and the motion passed unanimously.**

#### 4. **COMMITTEE ACTION**

##### A. **Board Consent Agenda**

##### 1. **Black Realty Management, Inc. Contract 2017-10050 Extension**

Mr. Rapez-Betty provided background on the services supplied by Black Realty Management, Inc. and explained the current contract expires June 30, 2023. He informed the Committee a one (1) year extension is being requested to facilitate a review of contract scope elements, operational strategies, and expenses.

Mr. Rapez-Betty discussed the property and engineering labor expenses, as well as the total and projected current contract expenses. He explained staff are seeking approval for an estimated contract total of \$445,220.

**Mr. Zappone moved to recommend the Board approve a motion to authorize a one (1) year contract extension with Black Realty Management, Inc. for Plaza property management, leasing and facility engineering services. Mr. Kerns seconded, and the motion passed unanimously.**

B. Board Discussion Agenda (none)

5. REPORTS TO COMMITTEE

A. 2023 First Quarter Performance Measures

Mr. Rapez-Betty presented the 2023 First Quarter Performance Measures Summary. He advised the full packet of the 2023 First Quarter Performance Measure results may be viewed on the STA website through the link provided on the packet cover page. Mr. Rapez-Betty presented a summary of significant measures and highlighted Ridership data.

**Fixed Route** 2023 first quarter year-to-date ridership was up 36.7% compared to our ridership in 2022. Fixed Route provided 2,018,300 in 2023 vs. 1,476,050 in 2022. The ridership goal for Fixed Route in 2023 was 20.6% higher than 2022 (approximately 7.6M trips).

**Paratransit** 2023 first quarter year-to-date ridership was up 29.5% compared to our ridership in 2022. Paratransit provided 88,435 in 2023 vs. 68,307 in 2022. The ridership goal for Paratransit in 2023 was 9.5% higher than 2022 (approximately 344,707 trips).

**Rideshare** 2023 first quarter year-to-date ridership was up 27.0% compared to our ridership in 2022. Rideshare provided 24,431 in 2023 vs. 19,235 in 2022. The ridership goal for Rideshare in 2023 was 30.1% higher than 2022 (approximately 122,000 trips).

Mr. Zappone requested to include 2019 pre-pandemic data in the performance measures.

There was discussion about Employee Engagement Survey Results being shared with the Board and a request by Mr. Zappone to have a future conversation about seeing those results.

B. 2022 Rider Survey

Ms. Cortright provided background on the 2022 Rider Survey, conducted by Zilo International, which gathered feedback from residents living within the Public Transportation Benefit Area regarding their perceptions about services provided by STA. The 2023 data was compared to 2018, 2019 and 2021, but no survey was conducted in 2020. Rider demographic information was also collected.

Ms. Cortright highlighted the following key takeaways:

- 71% of respondents reported their satisfaction with STA bus service to be Excellent or Very Good, which is higher than pre-pandemic.
- 55% of Riders reported one of the main reasons they use the bus is they don't have a car.
- The number of respondents stating they have ridden for more than 5 years is significantly higher than in 2018 and 2019.
- Respondents were asked to rate certain aspects of STA's bus service, including driver courtesy, driver driving safely, personal safety on bus, and cleanliness of bus interior:
  - 82% reported Driver Courtesy as Good or Excellent
  - 90% reported Driver Driving Safely as Good or Excellent
  - 80% reported Personal Safety on Bus as Good or Excellent
  - 73% reported Cleanliness of Bus Interior as Good or Excellent

There was discussion about STA working with a new vendor to perform all surveys that will offer various methods for customers to complete surveys which will be more comprehensive.

6. CEO REPORT

- Ms. Meyer reported the March 2023 voter-approved sales tax revenue, collected on February 2023 sales, against a budget of \$7,938,326. The actual receipts were \$7,893,722 which is 0.6% below budget with a variance totaling \$44,554. Year-to-date is 3.0% above budget and totaling approximately \$1.0M.
- Ms. Meyer discussed STA's involvement in Bloomsday, held on Sunday, May 7, 2023. STA employees work hard in various roles to make this day a success for our community and many volunteer their time. Ms. Meyer explained Express Shuttles to and from downtown and fare options available to participants.
- Ms. Meyer discussed and shared photos of the Employee Recognition Banquet held on Sunday, April 30, 2023. Many Board members attended. STA employees were recognized for safety accomplishments.

7. COMMITTEE INFORMATION

- A. March 2023 Operating Indicators
- B. April 2023 Sales Tax Revenue
- C. March 2023 Financial Results Summary
- D. 1st Quarter 2023 Service Planning Input Report

8. MAY 31, 2023 (JUNE MEETING) – COMMITTEE MEETING DRAFT AGENDA REVIEW

The May 31, 2023, Performance Monitoring & External Relations Committee Meeting draft agenda was reviewed and there were no changes.

9. NEW BUSINESS

10. COMMITTEE MEMBERS' EXPRESSIONS

Mr. Zappone requested suggestions from STA staff about which path should be taken to further discuss low-income fare. There was discussion about the new rules of procedure being reviewed by Board Operations Committee.

11. ADJOURN

With no further business to come before the Committee, Chair Haley adjourned the meeting at 2:45 p.m.

The next committee meeting will be held on Wednesday, May 31, 2023 (June Meeting), at 1:30 p.m. via WebEx with an in-person option.

Respectfully submitted,

Molly Fricano

*Molly Fricano*

Executive Assistant to the Chief Operations Officer

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 31, 2023

**AGENDA ITEM 3B :** PUBLIC TRANSPORTATION AGENCY SAFETY PLAN – RECOMMENDATION

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** The Federal Transit Administration (FTA) requires all public transportation systems that receive financial assistance from the FTA to develop and implement an Agency Safety Plan (ASP). This FTA regulation went into effect December 31, 2020. STA's ASP was initially signed by the Chief Executive Officer and approved by the Board on December 17, 2020.

The ASP must now also be approved by the Safety Committee, in addition to signed by the Chief Executive Officer, and approved by the STA Board. The ASP is reviewed regularly by the Safety Committee and is presented to the STA Board for approval at least annually, or more often as new FTA requirements are put in place. The ASP includes the processes and procedures to implement a Safety Management System, which is a comprehensive, collaborative, and systematic approach to managing safety within the organization. STA's ASP was vetted through the FTA Public Transportation Agency Safety Plan Technical Assistance Center to ensure all requirements were addressed in the Plan. A copy of the Plan is attached.

The STA ASP contains four key components that support the safety management system: Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion.

The second formal version of STA's ASP contains the following updates:

- Updated Chief Safety Officer information.
- Added Safety Committee approval verbiage per the requirement listed in 49 C.F.R. Part 673.
- Updated definitions to comply with requirements in 49 C.F.R. Part 63.
- Removed verbiage regarding limited commissions for Transit Officers.
- Added cover page for the Agency Safety Plan.
- Changed format from an editable PDF template to a Word document for ease of review and updating.

**RECOMMENDATION TO COMMITTEE:** Recommend the Board approve the Spokane Transit Authority Public Transportation Agency Safety Plan and forward to the Board consent agenda.

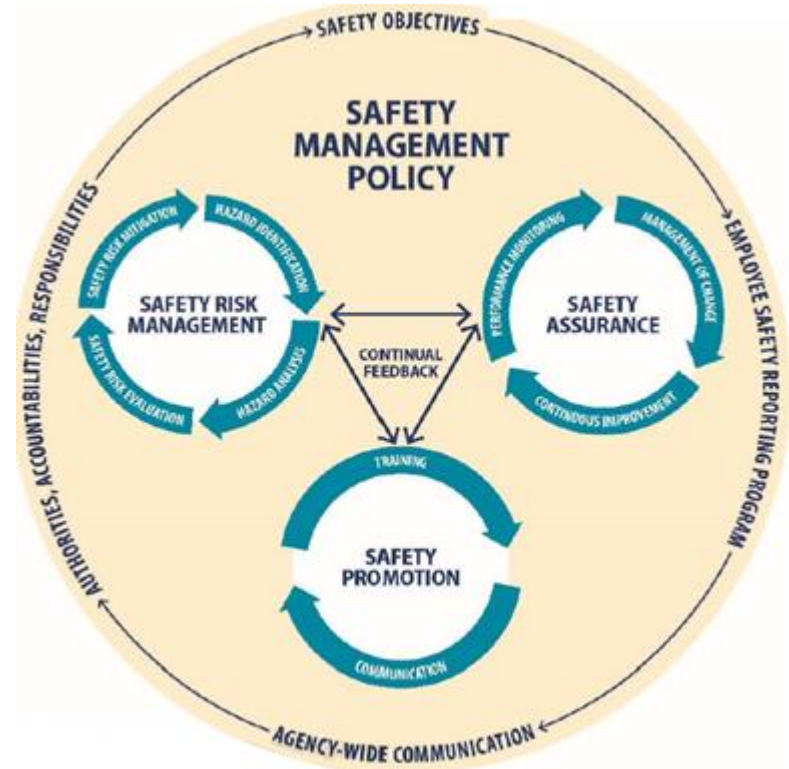
	<b>Spokane Transit Agency Safety Plan</b>	Implementation Date:	12/17/2020
		Last Updated:	12/15/2020

## 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.

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 13 elected officials (9 voting/4 ex-officio) and one non-voting STA labor representative. The elected officials are chosen from the jurisdictions served by the Public Transportation Benefit Area, which include 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

<b>Transit Agency Name</b>	Spokane Transit Authority		
<b>Transit Agency Address</b>	1230 W Boone Avenue, Spokane, Washington 99201		
<b>Name and Title of Accountable Executive</b>	E. Susan Meyer Chief Executive Officer		
<b>Name of Chief Safety Officer or SMS Executive</b>	Stephanie Crawford Chief Safety Officer		
<b>Mode(s) of Service Covered by This Plan</b>	Fixed Route Paratransit Vanpool	<b>List All FTA Funding Types</b>	5307, 5310, 5339
<b>Mode(s) of Service Provided by the Transit Agency (directly operated or contracted service)</b>	Fixed Route – Direct Paratransit – Direct & Contracted Vanpool – Direct		

## 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

<b>Name of Entity That Drafted This Plan</b>	Spokane Transit Authority Safety Manager	
<b>Signature by the Accountable Executive</b>	<b>Signature of Accountable Executive</b>	<b>Date of Signature</b>
	<b>Name of Individual/Entity That Approved This Plan</b>	<b>Date of Approval</b>
	STA Board	December 17, 2020
	STA Employee Safety	December 22, 2022
<b>Approval by the Board of Directors or an Equivalent Authority</b>	<b>Relevant Documentation (title and location)</b>	
	Annual PTASP Approval Board Agenda Item/Minutes	
	Employee Safety Committee Meeting Minutes, December 2022	



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

At a minimum, this plan will be reviewed annually by the CSO and in April be forwarded to the Employee Safety Committee and Operations Management Team for review and input from front line supervisors and leads; recommended changes and updates will be delivered to the CEO and Board of Directors in July of each year 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 <i>Record the complete history of successive versions of this plan.</i>			
Version #	Section/Pages Affected	Reason for Change	Date Issued
Version 1	All	Establish Plan	December 2020
Version 2	All	Plan Update	December 31, 2022

## 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 contractors 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 supporting 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 contractors 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 top-down commitment from management and a commitment from employees and contractors 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.
- Set safety performance targets and Key Performance Indicators (KPIs) 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 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.

<b>Accountable Executive – Chief Executive Officer</b>	<ul style="list-style-type: none"> <li>• Acts as the Agency's safety advocate.</li> <li>• Controls and directs human and capital resources needed to develop and maintain the Agency Safety Plan (ASP) and Transit Asset Management Plan (TAM.)</li> <li>• Has final authority over agency operations and carrying out the ASP and TAM Plans.</li> <li>• Collaborates with the Chief Operations Officer and the Safety Department to establish the Agency's safety objectives and safety targets.</li> <li>• 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.</li> </ul>
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<b>Chief Safety Officer – Safety Manager</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• Developing and maintaining safety policies, plans, procedures, and a proactive SMS Plan.</li> <li>• Providing advice for developing realistic and data-driven safety performance indicators and safety performance targets.</li> <li>• Verifying compliance with the SMS Plan and the Accident Prevention Plan with relevant legislation, guidelines, and standards.</li> <li>• 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).</li> <li>• 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.</li> <li>• Developing safety training, competency and awareness programs, and providing advice, input, and final review in developing training activities.</li> <li>• Tailoring safety management plans for the conduct of operations based upon risk.</li> <li>• Allocation of safety resources based on work, associated hazards, and importance of facilities/activities.</li> <li>• Providing training and education plans and programs that maintain competency in safety critical areas.</li> <li>• Measure and report program effectiveness in a form that is useful and relevant to the agency.</li> </ul>
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<b>Agency Leadership and Executive Management – Chiefs &amp; Managers</b>	<ul style="list-style-type: none"> <li>• All Chiefs, Directors, and Managers are responsible for ensuring that enough resources are available to achieve a safe workplace and stated outcomes of the SMS Plan.</li> <li>• Ensure that enough employee time, supervisor support, and funds are budgeted for safety equipment, training and to carry out the safe operations.</li> <li>• Review direct report performance each year to make sure they are carrying out their responsibilities as described in this program.</li> <li>• Ensure that incidents are fully investigated, and corrective action taken to prevent hazardous conditions or behaviors from re-occurring.</li> <li>• Set a good example by following established safety rules and attending required training.</li> <li>• Report unsafe practices or conditions to the supervisor of the area where the hazard was observed.</li> <li>• Chief Operations Officer is responsible for: <ul style="list-style-type: none"> <li>○ The overall safety of employees in Fixed Route, Paratransit, Vehicle Maintenance and Facilities.</li> <li>○ Maintenance and condition of all facilities, vehicles, and equipment.</li> <li>○ Establishing, maintaining, and reporting KPIs.</li> <li>○ Transit Asset Management plan.</li> </ul> </li> <li>• Senior Fixed Route Transportation Manager is responsible for: <ul style="list-style-type: none"> <li>○ The overall safety of employees in the department.</li> <li>○ Coach Operator performance.</li> <li>○ Maintaining and reporting KPIs.</li> </ul> </li> <li>• Senior Paratransit &amp; Vanpool Transportation Manager is responsible for: <ul style="list-style-type: none"> <li>○ The overall safety of employees in the department.</li> <li>○ Van Operator performance.</li> <li>○ Maintaining and reporting KPIs.</li> </ul> </li> <li>• Senior Vehicle Maintenance Manager is responsible for: <ul style="list-style-type: none"> <li>○ The overall safety of employees in the department.</li> <li>○ Vehicle Maintenance employee performance.</li> <li>○ Vehicle preventative and general maintenance and condition through the Transit Asset Management Plan (TAM).</li> <li>○ Maintaining and reporting KPIs.</li> </ul> </li> <li>• Senior Facilities Maintenance Manager is responsible for: <ul style="list-style-type: none"> <li>○ The overall safety of employees in the department.</li> <li>○ Facility Laborer employee performance.</li> <li>○ Facility preventative and general maintenance and condition through the Transit Asset Management Plan (TAM).</li> <li>○ Maintaining and reporting KPIs.</li> </ul> </li> </ul>
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<b>Key Staff – Supervisors and Leads</b>	<ul style="list-style-type: none"> <li>• Ensure that each employee supervised has received an initial orientation before beginning work.</li> <li>• 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.</li> <li>• Ensure that each employee receives the required personal protective equipment (PPE) before starting work on a project or work task requiring PPE.</li> <li>• Complete a daily walk-around safety check of the work area. Promptly correct any hazards you find.</li> <li>• Observe the employees you supervise working. Promptly correct any unsafe behavior. Provide training and take corrective action as necessary. And document employee evaluations.</li> <li>• Set a good example for employees by following safety rules and attending required training.</li> <li>• Investigate all incidents in your area and report findings to management and the CSO.</li> <li>• Talk with management about changes to workplace practices/rules or equipment that will improve employee safety.</li> </ul>
<b>Key Staff – All Spokane Transit Employees</b>	<ul style="list-style-type: none"> <li>• Follow safety rules and safe practices described in accident prevention program, safety standards and training you receive.</li> <li>• Promptly report unsafe conditions or actions to your supervisor, Safety Committee Representative, or the Safety Officer using the Safety Hazard Report Form.</li> <li>• Ask for assistance if their physical capacities, skills and/or knowledge are not adequate to complete the task safely.</li> <li>• Report all injuries to your supervisor promptly regardless of how serious.</li> <li>• Report all near-miss incidents to your supervisor promptly.</li> <li>• Always use personal protective equipment (PPE) when required, and make sure it is in good working condition prior to use.</li> <li>• Do not remove or disengage any safety device or safeguard provided for employee protection.</li> <li>• Encourage co-workers with your words and example by using safe work practices on the job.</li> <li>• Safeguard and look out for co-workers.</li> <li>• Make suggestions to your supervisor, Safety Committee Representative, or management about changes you believe will improve employee safety and or eliminate hazards.</li> </ul>

## 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 EOC 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 contractors 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

### 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 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 (Quality Counts)
- Internal and external safety inspections
- Event/incident reports and investigations
- Incident, injury, and accident history
- Items/Hazard Reports discussed in the Safety Committee
- Managements Open Door policy
- Data trending reported made available through insurance carriers (e.g., WSTIP)

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.

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](mailto:scrawford@spokanetransit.com))
- Complete a Hazard Report Form and drop it in the mail

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 of Operations

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

### **Quality Counts/Secret Shopper Program**

The Quality Counts program provides a framework and guidelines to anonymously observe and provide feedback on Operators and the entire transit system's employee performance. STA contracts with an outside vendor to evaluate employees monthly in each department. Observations are made and feedback given and rated on each encounter. Employees obtaining "excellent" ratings are awarded pins and certificates and are hosted at the Agency's annual awards dinner. Observations and rating categories include:

- Driving skills
- Customer Service
- Passenger relations
- Bus conditions
- Schedules
- Transit stations

STA uses the feedback to identify areas of operator development and/or identify gaps in our training program that need to be addressed.

### **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 by Supervisors**

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.

## 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

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

## Severity

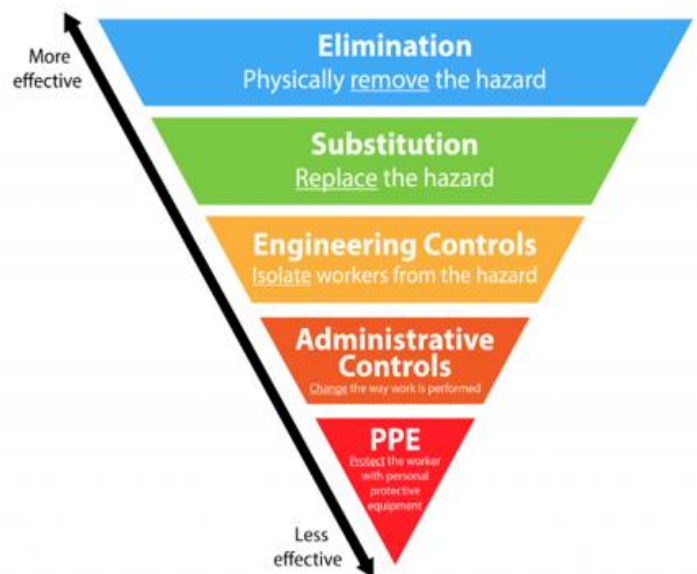
	<b>Injury or Illness</b>	<b>Bus, Facility</b>	<b>Operational Compliance</b>	<b>Damage, Fine, Loss of Revenue</b>	<b>Agency Image</b>	<b>Damage to the Environment</b>
<b>Catastrophic</b>	One or more fatalities	Total loss of bus or facility	Potential threat to operation	Damage, fines, or loss of revenue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

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.
- **Other mitigation methods** include:
  - Initial Training
  - Advanced Training
  - Remedial Training
  - Preventative Maintenance Program
  - Safety Notices
  - Operating Notices
  - Maintenance Campaigns

#### **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.

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 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 KPIs which display the compliance and sufficiency of operations and maintenance procedures.

STA's safety assurance activities for supporting oversight, procedural, and performance compliance evaluation includes, but is not limited to:

- Safety Event Reporting and Investigation (Accident, Incidents, and Occurrences)
- Quarterly KPI Review
- Safety Inspections
- Internal and External Audits
- Internal and External Findings through Observations of Operations (e.g., ridealongs, secrets shopper, etc.)
- Committee Reviews

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 and Performance Targets to meet the Agency's safety goals and are sufficient to control the risks. KPIs 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.

	Objective	KPI/Metric	Baseline	Target
Fixed Route Fatalities	Reduce the number of fatalities	Number of fatalities per year	1	0
Paratransit Fatalities	Reduce the number of fatalities	Number of fatalities per year	0	0
Fixed Route Preventable Vehicle Accident Frequency Rate	Reduce the frequency of preventable vehicle collisions	Number of preventable events per 10,000 miles	0.6	0.08 or less
Paratransit Preventable Vehicle Accident Frequency Rate	Reduce the frequency of preventable vehicle collisions	Number of preventable events per 10,000 miles	0.13	0.1 or less
Fixed Route Preventable Passenger Injury Accidents	Reduce the frequency of preventable passenger injuries	Number of preventable passenger injuries per year	4	0
Paratransit Preventable	Reduce the frequency of	Number of preventable	4	0



	<b>Objective</b>	<b>KPI/Metric</b>	<b>Baseline</b>	<b>Target</b>
Passenger Injury Accidents	preventable passenger injuries	passenger injuries per year		
Fixed Route Safety Events	Reduce number of events per year	Total number of events per year	316	310
Paratransit Safety Events	Reduce number of events per year	Total number of events per year	54	50
Employee Injury Accidents	Reduce the frequency of employee injuries	Number of employee injuries per 1,000 hours	.05	.07
Employee Injury Severity	Reduce employee time loss due to injury or illness	Number of days lost per 1,000 hours	.03	.04
Facility Safety Inspections	Increase the assessment of facilities, equipment, and procedures to identify and mitigate potential hazards	Number of facility safety audits and inspections completed quarterly per year	1 per quarter	Meet Baseline

## **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.

	<b>Objective</b>	<b>KPI/Metric</b>	<b>Baseline</b>	<b>Target</b>
<b>Safety Training</b>	Increase employee participation in in-person required trainings	Percent of employees who participate in in-person trainings	90%	100%
<b>Safety Training</b>	Annual Advanced Training completed by all FR, PT, and Maintenance employees	Percent of employees who complete Advanced Training	90%	100%

### 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.

	Objective	KPI/Metric	Baseline	Target
<b>Fixed Route Road Calls</b>	Reduce the number of FR road calls	Number of miles between road calls	6,722 miles	7,500 miles
<b>Paratransit Road Calls</b>	Reduce the number of FR road calls	Number of miles between road calls	67,537 miles	75,000 miles
<b>Facilities Preventive Safety Inspections and Repairs</b>	Prioritize preventative safety-related maintenance or inspections	Safety-related PMs completed on schedule	90% of all PM services completed on time	80% of all PM services completed on time

### 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.

### 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, compliance with operation/maintenance procedures, and the SMS. This data comes from several sources including, but not limited to:

- Operator Event Reports on safety and security incidents, accidents, injuries, and illnesses (*Attachment D*)
- Hazard Reports
- Job Hazard Analysis
- Observations from Operators
- 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.

### **Safety Event Investigations to Identify Casual Factors**

STA instructs Managers, Supervisors, and Transit Officers on how to conduct investigations of safety events (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, 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 braking-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 a drug and alcohol testing decision.
  - 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. This includes examining:

- Vehicle Operating Instructions.
- People/human factors.
- Management decision-making and resource support.
- Equipment, tools, and materials.
- 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, Safety Manager, and Claims Specialist for immediate action (if necessary) and integration into their analysis and preventability determination of the event.

### 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 Manager 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.

### Key Performance Indicators

The Safety department uses collected data to establish KPIs and baselines for realistic safety performance targets. Safety also uses KPIs 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 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 Triannual 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 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

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 and corrected.

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 drive the continuous improvement effort. 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

All 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. Depending upon job classification, some employees may receive additional training in programs such as Bloodborne Pathogens, Confined Space, Lockout/Tagout, 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. 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 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 receive skills training in Preventative Maintenance and Standard Operating Procedures (SOPs). As well as specialized equipment training through contracted vendors.

### 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
- 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 top-down, 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. The Safety department also issues quarterly reports on STA's safety performance and progress in meeting the safety objectives outlined in the SMP statement throughout the agency.

### **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 that are reinforced by supervisors in one-on-one or group discussions with employees. 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' 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, Safe Driver and Maintenance Safety Awards, and Quality Counts 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 Rodeo 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

**Accident** – an event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; an evacuation for life safety reasons; or any incident involving a transit vehicle, at any location, at any time, whatever the cause.

**Accountable Executive** – a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan and the agency's Transit Asset Management Plan.

**Agency Safety Plan** – the documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.

**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.

**Comprehensive Emergency Management Plan** – an overall emergency and disaster plan that reflects an analysis of the natural and technological hazards to which Spokane County residents are vulnerable. The CEMP describes the purpose, organization, responsibilities, and capabilities of the agency involved in preventing, protecting against, mitigating, responding to, and recovering from emergencies and disasters that impact the transit agency.

**Corrective Action Plan** – a set of actions to correct an issue, problem, non-compliance, or underperformance. It is essentially a plan to improve performance and/or reduce risk.

**Equivalent Authority** – 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.

**Event** – any accident, incident, or occurrence.

**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.

**Hazard Analysis** – is the process of recognizing hazards that may arise from a system or its environment, documenting their unwanted consequences and analyzing their potential causes.

**Incident** – an event that involves a personal injury that is not serious injury, one or more injuries requiring medical transport, damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.

Investigation – the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

Job Hazard Analysis – a technique that focuses on job tasks as a method to identify hazards before they occur. It focuses on the relationship between the worker, the task, the tools, and the work environment.

Key Performance Indicators (KPIs) – measure progress toward specific safety goals or simply monitor trends. KPIs are used to collect data and communicate trends, which can then be used to indicate where further improvements and resources are required.

Occurrence – an event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.

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.

Performance Target – a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a period required by the Federal Transit Administration (FTA).

Preventable Accident/Collision – a collision as one in which the driver failed to do everything that they reasonably could have done to avoid it.

Public Transportation Agency Safety Plan (PTASP) – a documented comprehensive agency safety plan for a transit agency.

Risk – a composite of predicted severity and likelihood of the potential effect of a hazard.

Risk Mitigation – a method or methods to eliminate or reduce the effects of hazards.

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 Management Policy – a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees regarding safety.

Safety Management System (SMS) – a formal, top-down, 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 risks and hazards.

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

Safety Performance Target – a performance target related to safety management activities.

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

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

Serious injury – any injury which: (1) requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received; (2) results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) causes severe hemorrhages, nerve, muscle, or tendon damage;

(4) involves any internal organ; or (5) involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

Transit Agency – an operator of a public transportation system.

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.

## 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:** \_\_\_\_\_  
(Leave Blank)

**Date:** \_\_\_\_\_

**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?		

	<b>OK</b>	<b>ACTION REQUIRED</b>
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 <input type="checkbox"/> PM <input type="checkbox"/>		Time Dispatch Notified: AM <input type="checkbox"/> PM <input type="checkbox"/>
Event Indicator: (Check all that apply)	<input type="checkbox"/> Vehicle Accident	<input type="checkbox"/> Passenger Accident	<input type="checkbox"/> Incident	<input type="checkbox"/> Customer Contact
	<input type="checkbox"/> Wheel Chair	<input type="checkbox"/> Pedestrian	<input type="checkbox"/> Property Damage	<input type="checkbox"/> Bicyclist
Department:	<input type="checkbox"/> Fixed Route	<input type="checkbox"/> VanPool	<input type="checkbox"/> ParaTransit	<input type="checkbox"/> Security
	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Administration	<input type="checkbox"/> Contract	

#### 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)	
<input type="checkbox"/> Clear		<input type="checkbox"/> Artificial Lighting		<input type="checkbox"/> Debris	
<input type="checkbox"/> Cloudy		<input type="checkbox"/> Daylight		<input type="checkbox"/> Dry	
<input type="checkbox"/> Foggy / Misting		<input type="checkbox"/> Twilight		<input type="checkbox"/> Ice	
<input type="checkbox"/> Raining		<input type="checkbox"/> Dark		<input type="checkbox"/> Snow / Slush	
<input type="checkbox"/> Snowing				<input type="checkbox"/> Wet	
Event Location:					
City:				State:	
Route #:	Direction:	Run #:	Company Vehicle #:		
Was wheelchair securement in use: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, which one:					
Primary Location (check all that apply):					
<input type="checkbox"/> Bus Shelter/Zone/Stop	<input type="checkbox"/> Open Intersection	<input type="checkbox"/> Parking Lot	<input type="checkbox"/> Alley	<input type="checkbox"/> Street	
<input type="checkbox"/> Transit Facility	<input type="checkbox"/> Controlled Intersection	<input type="checkbox"/> Railroad Tracks	<input type="checkbox"/> Hill	<input type="checkbox"/> Bridge	
<input type="checkbox"/> Freeway/Interstate	<input type="checkbox"/> Residential Street	<input type="checkbox"/> STA Vehicle	<input type="checkbox"/> Steps	<input type="checkbox"/> Highway	
<input type="checkbox"/> Mall/Shopping Center	<input type="checkbox"/> Construction Zone	<input type="checkbox"/> Driveway	<input type="checkbox"/> Other _____		
<input type="checkbox"/> Private Property	<input type="checkbox"/> STA Property	<input type="checkbox"/> Rural	<input type="checkbox"/> Urban	<input type="checkbox"/> Suburban	

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## SPOKANE TRANSIT OPERATOR'S EVENT REPORT

### OTHER DRIVER INFORMATION

Last Name:	First Name:	MI:	D.O.B.:
Address:			Hm Phone:
City:	State:	Zip:	Wk Phone:
License Plate:	State:	Driver's License:	State:
Vehicle Year:	Make/Model:	Color:	
Insurance Company:		Insurance Policy Number:	

### OTHER VEHICLE OWNER INFORMATION

Last Name:	First Name:	MI:	D.O.B.:
Address:			Hm Phone:
City:	State:	Zip:	Wk Phone:
Insurance Company:		Insurance Policy Number:	
PLEASE ATTACH COURTESY CARDS FOR WITNESS(S) INFORMATION & DESCRIPTION			
# of Passengers:	# of Courtesy Cards Issued:	# of Courtesy Cards Collected:	

#### Other Persons Involved:

Last Name:	First Name:	MI:	D.O.B.:
Address:			Hm Phone:
City:	State:	Zip:	Wk Phone:
Describe Injuries:			

#### Other Persons Involved:

Last Name:	First Name:	MI:	D.O.B.:
Address:			Hm Phone:
City:	State:	Zip:	Wk Phone:
Describe Injuries:			

#### Other Persons Involved:

Last Name:	First Name:	MI:	D.O.B.:
Address:			Hm Phone:
City:	State:	Zip:	Wk Phone:
Describe Injuries:			

#### Miscellaneous Comments:

--

[illegible]

**SPOKANE TRANSIT  
OPERATOR'S EVENT REPORT**


Statement made by other party:

--

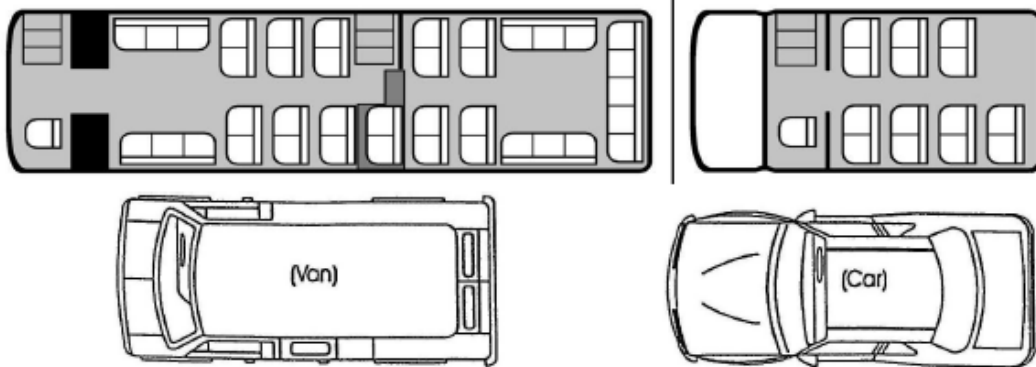
I certify under penalty of perjury under the laws of Washington State that this report is true and correct.

Operator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print/Type Name: \_\_\_\_\_ Employee #: \_\_\_\_\_

# SPOKANE TRANSIT OPERATOR'S EVENT REPORT

If Passenger Injury. Indicate on Diagram, their physical Location on coach



*Supervisor: Read and sign to insure the report is accurate and complete.*

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print/Type Name: \_\_\_\_\_ Employee #: \_\_\_\_\_

## 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:	<input type="checkbox"/> Incident	<input type="checkbox"/> Passenger	<input type="checkbox"/> Vehicle Contact
	<input type="checkbox"/> Wheel Chair	<input type="checkbox"/> Pedestrian	<input type="checkbox"/> Property
Check Department Involved:	<input type="checkbox"/> Fixed Route	<input type="checkbox"/> VanPool	<input type="checkbox"/> ParaTransit
	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Administration	<input type="checkbox"/> Security Incident

#### SUPERVISOR'S INVESTIGATION REPORT

Investigating Supervisor:	STA Vehicle/Bus #:
<b>Description of Event</b>	

#### 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:			
<b>DOT (FTA) Drug &amp; Alcohol Test:</b> <i>If meets <b>ONE</b> of the following conditions (check one)</i> <input type="checkbox"/> One or more vehicles towed from the scene. <input type="checkbox"/> Fatality. <input type="checkbox"/> Injuries resulting in transport to a medical facility. <i>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.</i>		<b>Non DOT (STA) Drug &amp; Alcohol Test:</b> <i>Must meet <b>ONE</b> of the following conditions (check one)</i> <input type="checkbox"/> \$1,000 in damage. <input type="checkbox"/> Injury requiring medical attention at the scene. <input type="checkbox"/> STA vehicle rear-ends another vehicle. <input type="checkbox"/> The operator contributed to the accident or cannot be completely discounted as a contributing factor.	

## SPOKANE TRANSIT SUPERVISOR'S REPORT

### OTHER DRIVER INFORMATION

Last Name:		First Name:		MI:	D.O.B.
Address:				Hm Phone:	
City:	County:	State:	Zip:	Wk Phone:	
Lic. Plate:		State:	Driver's Lic.		State:
Vehicle Year:	Make:	Model:	Color:		
Insurance Co.			Insurance Policy No.		

### OTHER VEHICLE OWNER

Last Name:		First Name:		MI:	D.O.B.
Address:				Hm Phone:	
City:	County:	State:	Zip:	Wk Phone:	
Insurance Co.			Insurance Policy No.		

### OTHER PERSON INVOLVED INFORMATION

(use courtesy cards for others)

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

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

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

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



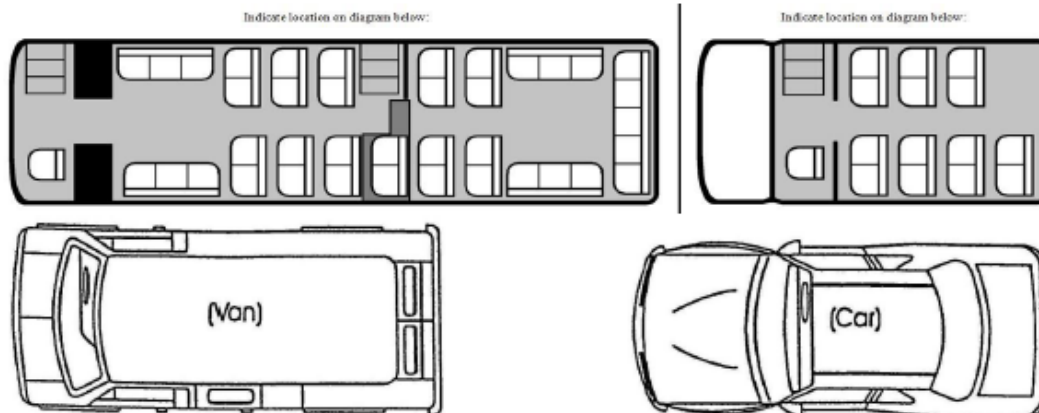
## SPOKANE TRANSIT SUPERVISOR'S REPORT

**SAFETY**—priority for all 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 Courtesy Cards Distributed:	# of Courtesy Cards Collected:	
Were any vehicles towed:	If "Yes" how many?	Towing Co.
Was wheelchair securement in use: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, which one: <span style="background-color: yellow;"> </span>		

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**Transit Vehicle:**

Damage Description:

Estimated Cost: \$0

**Other Vehicle #2:**

Damage Description:

Estimated Cost: \$0

**Other Vehicle #3:**

Damage Description:

Estimated Cost: \$0

**SPOKANE TRANSIT  
SUPERVISOR'S REPORT**


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**FIELD SKETCH:**

Please diagram (the scene) below and draw in street names, witness positions and where other vehicles were when the event happened – also show direction of travel.

## Appendix F: Employee's Injury Report Form

RED fields are required to be filled out.

EMPLOYEE'S INJURY REPORT FORM							
<b>Spokane Transit Authority</b>  1230 W. Boone Avenue Phone: (509) 325-6402 Fax: (509) 325-6061		EMPLOYER FACILITIES		TODAY'S DATE			
		<input type="checkbox"/> BOONE <input type="checkbox"/> PLAZA <input type="checkbox"/> VSC <input type="checkbox"/> OTHER		DATE OF OCCURRENCE		TIME OF OCCURRENCE	<input type="checkbox"/> AM <input type="checkbox"/> PM
				DATE REPORTED		TIME REPORTED	<input type="checkbox"/> AM <input type="checkbox"/> PM
				REPORTED TO WHOM			
<b>PERSONAL INFORMATION</b>							
FIRST AND LAST NAME			DATE OF BIRTH		<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE	EMPLOYEE NUMBER	
HOME PHONE	HOME ADDRESS		CITY		STATE	ZIP	
<b>EMPLOYEE INFORMATION</b>							
DEPARTMENT		JOB TITLE		DATE OF HIRE		<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME	
SHIFT HOURS		HOURS VARY <input type="checkbox"/>	DAYS OFF		DAYS OFF VARY <input type="checkbox"/>		
<b>OCCURRENCE</b>							
ADDRESS OR LOCATION OF OCCURRENCE							
WHAT JOB/ACTIVITY WERE YOU PERFORMING?							
THIRD PARTY INVOLVED? NAME OF INDIVIDUAL			VEHICLE #		DID EVENT OCCUR ON PRIVATE PROPERTY? <input type="checkbox"/> YES <input type="checkbox"/> NO		
WHAT BODY PART(S) INJURED? <input type="checkbox"/> Left or <input type="checkbox"/> 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? <input type="checkbox"/> YES <input type="checkbox"/> NO		DATE LAST WORKED		DATE RETURNED		ADDITIONAL COMMENTS	
<b>WITNESSES</b>							
NAME & ADDRESS			BUSINESS PHONE		RESIDENCE PHONE		
<b>SIGNATURES</b>							
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 <input type="checkbox"/> FR <input type="checkbox"/> PT <input type="checkbox"/> Vehicle Maint. <input type="checkbox"/> Bldg. Maint. <input type="checkbox"/> 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. <b>Check All that apply.</b> Events and conditions that contributed to the accident.					
<b>EQUIPMENT - Root Causes</b> <input type="checkbox"/> Electrical hazard <input type="checkbox"/> Chemical hazard <input type="checkbox"/> Hand tools <input type="checkbox"/> Equipment defective <input type="checkbox"/> Safety device inoperable <input type="checkbox"/> Equipment inadequate <input type="checkbox"/> PPE <input type="checkbox"/> Steps, stairs <input type="checkbox"/> Boardwalk, sidewalk <input type="checkbox"/> Ladders <input type="checkbox"/> Seat <input type="checkbox"/> Other _____					<b>EQUIPMENT-Corrective Action</b>
<b>MANAGEMENT - Root Causes</b> <input type="checkbox"/> Lack of training <input type="checkbox"/> Lack of instruction <input type="checkbox"/> Working overtime <input type="checkbox"/> Equipment unavailable <input type="checkbox"/> Lack of accountability <input type="checkbox"/> No inspections done <input type="checkbox"/> Policies and procedures <input type="checkbox"/> Improper maintenance <input type="checkbox"/> System failure <input type="checkbox"/> Other _____					<b>MANAGEMENT-Corrective Action</b>
<b>ENVIRONMENT - Root Causes</b> <input type="checkbox"/> Insects <input type="checkbox"/> Tight working area <input type="checkbox"/> Construction area <input type="checkbox"/> Uneven ground <input type="checkbox"/> Uneven pavement <input type="checkbox"/> Poor footing <input type="checkbox"/> Poor lighting <input type="checkbox"/> Poor housekeeping <input type="checkbox"/> Weather <input type="checkbox"/> Other _____					<b>ENVIRONMENT-Corrective Action</b>
<b>BEHAVIOR/PEOPLE - Root Causes</b> <input type="checkbox"/> Unsafe act <input type="checkbox"/> PPE not worn <input type="checkbox"/> Assault <input type="checkbox"/> Distraction/haste <input type="checkbox"/> Safety rules ignored <input type="checkbox"/> Unaware of surroundings <input type="checkbox"/> Physical or mental <input type="checkbox"/> Equipment used incorrectly <input type="checkbox"/> Lack of training <input type="checkbox"/> Other _____					<b>PEOPLE-Corrective Actions</b>
<b>ERGONOMICS - Root Causes</b> <input type="checkbox"/> Repetitive twisting of wrists <input type="checkbox"/> Repetitive twisting of waist <input type="checkbox"/> Improper positioning of head <input type="checkbox"/> Improper tool <input type="checkbox"/> Vibration <input type="checkbox"/> Awkward position <input type="checkbox"/> Shoulders too high/low <input type="checkbox"/> Body not in neutral position <input type="checkbox"/> Horizontal distance too great <input type="checkbox"/> Other _____					<b>ERGONOMICS-Corrective Actions</b>
<b>Accident Investigation Conducted By:</b> Name (type/print): _____ Date: _____ Signature: _____ Date: _____					
<i>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.</i>					

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

May 31, 2023

**AGENDA ITEM 4A1 :** SPRAGUE LINE CONSTRUCTION: PHASE 1 AWARD OF CONTRACT

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** In accordance with Spokane Transit’s procurement policy, staff is seeking committee recommendation to award a public works contract for Sprague Line – Phase 1.

**BACKGROUND:** On February 1, 2023, the Performance Monitoring & External Relations Committee approved the general scope of work for Sprague Line – Phase 1 and authorized staff to release the invitation for bid (IFB). In preparation for the award of contract for this project, staff advertised the IFB on April 16, 2023. The in-person pre-bid meeting was held on May 2, 2023. One addendum was issued, and bids were due on May 16, 2023. STA received a single qualifying bid:

Name of Firm	Total Bid Amount
Cameron-Reilly, LLC	\$1,314,550

Post-bid, staff contacted other area contractors, including those that had expressed interest in the project. In general, contractors responded that they currently have sufficient workload. Staff have determined the procurement process was not too restrictive and the competition was adequate. As this advertisement resulted in a single bid, staff performed a cost analysis through evaluation of the engineer’s estimate unit pricing for other recent projects. Based on this analysis and consideration of the current bidding climate, staff consider the proposed bid amount to be reasonable.

Cameron-Reilly, LLC has been determined to be responsive and responsible. As such, staff recommend awarding a contract to Cameron-Reilly, LLC for the total bid amount of \$1,314,550. Furthermore, staff recommends assigning a construction contingency equal to 15% of the construction contract value given the relative level of risk associated with the approved scope of work.

The construction contract includes implementation of HPT platforms and amenities at 12 stop locations, and a new bus-only entrance to the Valley Transit Center.

The budget for Sprague Line totals \$7.76 million and is summarized below:

Project Element	Total Budget(s)
<b>Sprague Line (CIP #540)</b>	<b>\$6,556,000</b>
<b>Sprague Line HPT Branding (CIP #901)</b>	<b>\$1,207,607</b>
<b>Consolidated Budget Total</b>	<b>\$7,763,607</b>
Previous Encumbrances	\$2,917,069
Sprague Line – Phase 1 Construction Contract	\$1,314,550
Construction Contract Contingency (15%)	\$197,182
<b>Remaining Project Budget</b>	<b>\$3,334,806</b>

Anticipated remaining Phase 1 expenses include construction management, construction testing and monitoring, and STA staff labor. Phase 2 is currently under design and is planned for 2024 construction.

**RECOMMENDATION TO COMMITTEE:** Recommend the Board approve, by motion, the award of contract for Sprague Line - Phase 1 construction to Cameron-Reilly, LLC for \$1,314,550.00, and allow the CEO to apply 15% contingency funds, as necessary.

## SPOKANE TRANSIT AUTHORITY

### PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

May 31, 2023

**AGENDA ITEM 5A :** 2022 FIXED ROUTE SYSTEM PERFORMANCE REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** Karl Otterstrom, Chief Planning and Development Officer  
Chad Johnson, Senior Transit Planner / Scheduler

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**SUMMARY:** Staff will provide an overview of the 2022 Fixed Route System Performance Report which is available online beginning May 30, 2023, online at:

<https://www.spokanetransit.com/about-sta/projects-plans/#documents>

**BACKGROUND:** For Spokane Transit to ensure the reliability, consistency, and proper development of its transit services, it must continually evaluate and understand the strengths and weaknesses of the products offered. Annex 1.4 of the adopted *Connect Spokane: A Comprehensive Plan for Public Transportation* calls for an annual report on the performance of each route based on established performance standards. This year marks the fourteenth year in which staff have prepared Fixed Route System Performance Report and its predecessors, to inform Spokane Transit staff, the public, and Board of Directors of the performance of each route and the various route facilities.

The report includes:

- An overview of 2022 ridership
- Individual route performance against three (3) established standards: Ridership, Equivalent Energy Consumption, and Fares
- Performance improvement concepts for routes not meeting standards
- Route indicators (length, capacity, revenue hours, revenue miles, etc.)
- Average daily ridership by stop
- Summary of 2022 passenger facilities and operational improvements
- Park & ride and bike locker utilization
- Universal Transit Access Pass (UTAP) rates
- Route profile sheets (in a future appendix)

**RECOMMENDATION TO COMMITTEE:** Receive report.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

May 31, 2023

**AGENDA ITEM 6:** CEO REPORT

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** E. Susan Meyer, Chief Executive Officer

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**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

May 31, 2023

**AGENDA ITEM 7A:** APRIL 2023 OPERATING INDICATORS  
**REFERRAL COMMITTEE:** n/a  
**SUBMITTED BY:** Brandon Rapez-Betty, Chief Operations Officer

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**SUMMARY:** There was 1 less weekday in April 2023 compared to April 2022.

#### **FIXED ROUTE**

- Total monthly ridership increased 27.0% (670,867 vs. 528,326) in April 2023 compared to April 2022 and is up 34.2% (2,689,167 vs. 2,004,376) YTD.
- Average weekday ridership increased 29.0% (27,643 vs. 21,426) in April 2023 compared to April 2022 and is up 34.5% (27,367 vs. 20,344) YTD.
- Adult Ridership increased 4.2% (344,278 vs. 330,451) in April 2023 compared to April 2022 and is up 11.5% (1,389,154 vs. 1,245,850) YTD.
- Zero-Fare for Youth (formerly Youth) Ridership increased 179.3% (119,621 vs. 42,834) in April 2023 compared to April 2022 and is up 197.5% (492,239 vs. 165,435) YTD.
- Reduced Fare / Paratransit Ridership increased 29.6% (93,781 vs. 72,351) in April 2023 compared to April 2022 and is up 35.1% (364,366 vs. 269,670) YTD.
- CCS Pass Ridership increased 6.2% (23,707 vs. 22,316) in April 2023 compared to April 2022 and is up 24.5% (96,227 vs. 77,305) YTD.
- Eagle Pass Ridership decreased 13.3% (33,757 vs. 38,945) in April 2023 compared to April 2022 and is down 2.5% (134,599 vs. 138,063) YTD.
- 56.2% of all passengers used Connect Passes last month.

#### **PARATRANSIT**

Total monthly ridership increased 9.04% (29,348 vs. 26,914) April 2023 compared to April 2022 and is up 23.7% (117,784 vs. 95,221) YTD.

##### **Detailed breakdown:**

- Directly operated service increased 3.2% (15,063 vs. 14,595) in April 2023 compared to April 2022 and is up 14.5% (61,969 vs. 54,133) YTD.
- Contracted service increased 16.0% (14,285 vs. 12,319) in April 2023 compared to April 2022 and is up 35.8% (55,815 vs. 41,088) YTD.
- Special Use Van ridership decreased 21.7% (1,233 vs. 1,574) in April 2023 compared to April 2022 and is up 0.3% (4,497 vs. 4,510) YTD.

#### **RIDESHARE**

Total Rideshare ridership increased 2.4% (7,592 vs 7,417) April 2023 compared to April 2022 and is up 20.2% (32,023 vs 26,652) YTD.

- Rideshare vans in service increased 9.1% (72 vs. 66) in April 2023 compared to April 2022.

## **CUSTOMER SERVICE/SALES**

### **Total Value Added to Connect Cards:**

April 2023 value added decreased 9.2% (\$205,666 vs. \$226,526) compared to March 2023.

- Autoload increased 9.2%- \$11,805 in April 2023 vs. \$10,81 in March 2023
- Call Centers decreased 1.2%- \$4,958 in April 2023 vs. \$5,021 in March 2023
- Customer Service Terminal decreased 15.0%- \$57,257 in April 2023 vs. \$67,327 in March 2023
- Customer Website decreased 6.8% -\$21,286 in April 2023 vs. \$22,832 in March 2023
- Mobile Ticketing decreased 8.1% -\$95,304 in April 2023 vs. \$103,665 in March 2023
- Institutional Website decreased 3.1% -\$13,327 in April 2023 vs. \$13,750 in March 2023
- Retail Network decreased 44.6% -\$1,728 in April vs. \$3,118 in March

### **Total Pass Sales:**

April 2023 decreased -16.5% (13,727 vs. 16,431) compared to March 2023.

- 1-Ride Pass decreased 22.2% – 3,922 in April 2023 vs. 5,042 in March 2023
- 7-Day Rolling Pass decreased 16.2%– 191 in April 2023 vs. 228 in March 2023
- Day Pass decreased 13.0% –8,562 in April 2023 vs. 9,842 in March 2023
- Stars & Stripes were flat –1 in April 2023 vs. 1 in March 2023
- Honored Rider 31-Day Rolling Pass decreased 8.6% –53 in April 2023 vs. 58 in March 2023
- Paratransit Monthly Pass decreased 60.8% – 20 in April 2023 vs. 51 in March 2023
- Shuttle Park Pass decreased 1.6% - 182 in April 2023 vs. 185 in March 2023
- Standard 31-Day Rolling Pass decreased 22.3% –795 in April 2023 vs. 1,024 in March 2023

### **Total Discounted Passes (Included in Pass Sales above):**

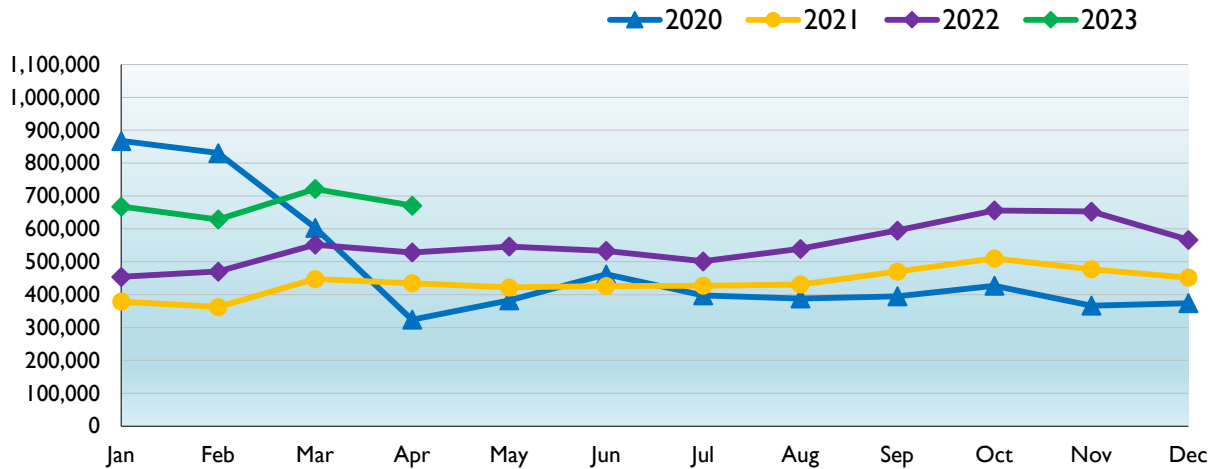
- April 1-Ride CAP passes increased 36.4% (3,235 vs. 2,371) compared to March 2023
- April Day CAP Passes decreased 40.3% (2,752 vs. 4,612) compared to March 2023
- April Employer-Sponsored Bus Pass Program decreased 14.6% (411 vs. 481) compared to March 2023

### **Specialty Pass Programs:**

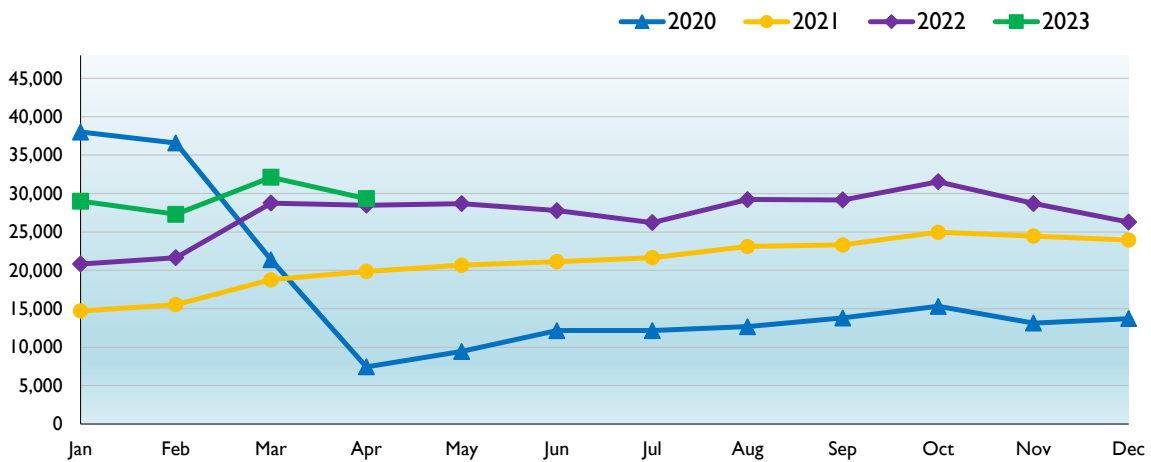
<b>Shuttle Park monthly sales</b> <b>Decreased</b> 13.6% (185 vs. 214 in 2022)	<b>YTD sales</b> <b>Increased</b> 2.8% (549 vs. 534 in 2022)
<b>ESBP monthly sales</b> <b>Increased</b> 64.2% (481 vs. 293 in 2022)	<b>YTD sales</b> <b>Decreased</b> 1.8% (1,085 vs. 1,105 in 2022)
<b>UTAP monthly rides</b> <b>Increased</b> 17.3% (74,900 vs. 63,838 in 2022)	<b>YTD rides</b> <b>Increased</b> 24.6% (229,462 vs. 184,156 in 2022)
<b>Community Access Program</b> <b>Decreased</b> 3.4% (6,983 vs 7,226 in 2022)	<b>YTD CAP Sales</b> <b>Increased</b> 15.8% (23,705 vs 20,471 in 2022)

**RECOMMENDATION TO COMMITTEE:** Information only.

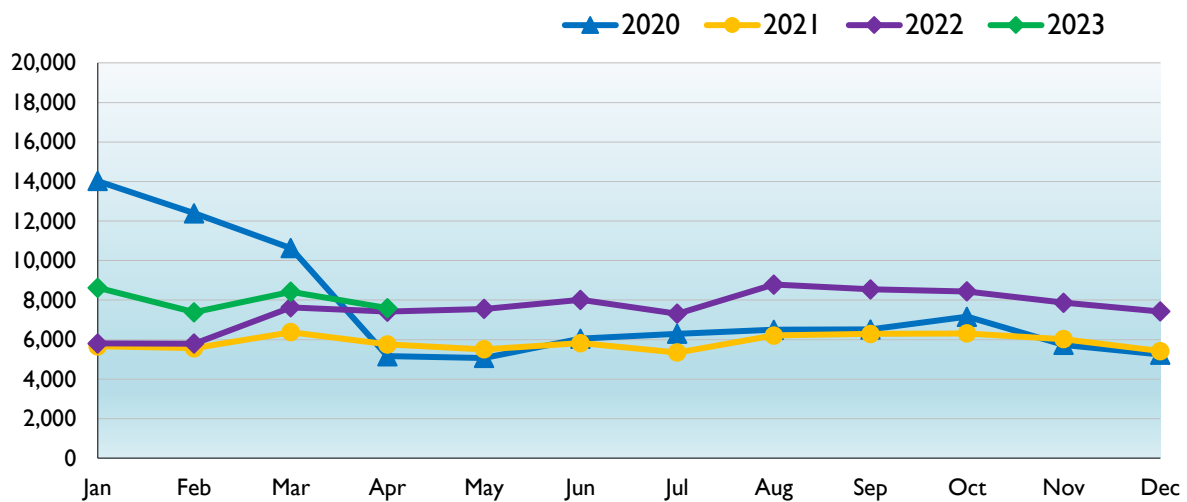
## FIXED ROUTE RIDERSHIP



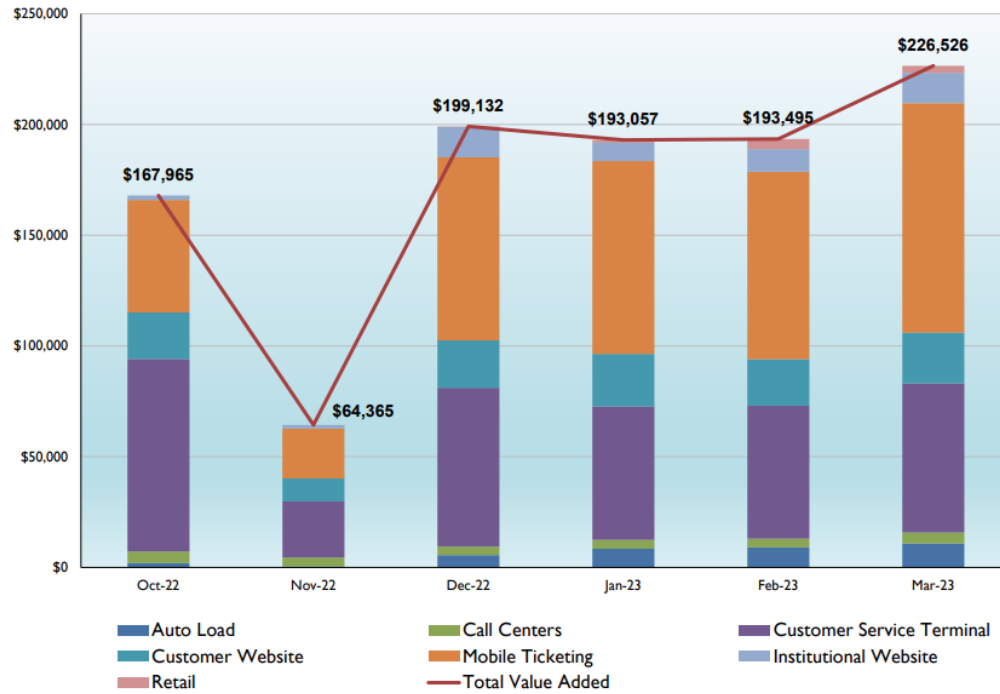
## PARATRANSIT RIDERSHIP



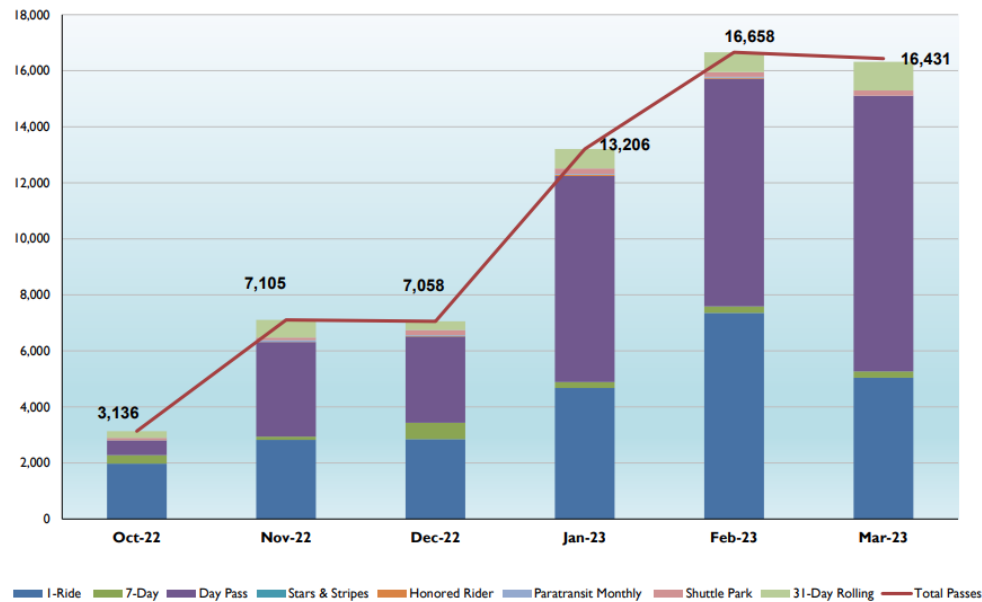
## RIDESHARE RIDERSHIP



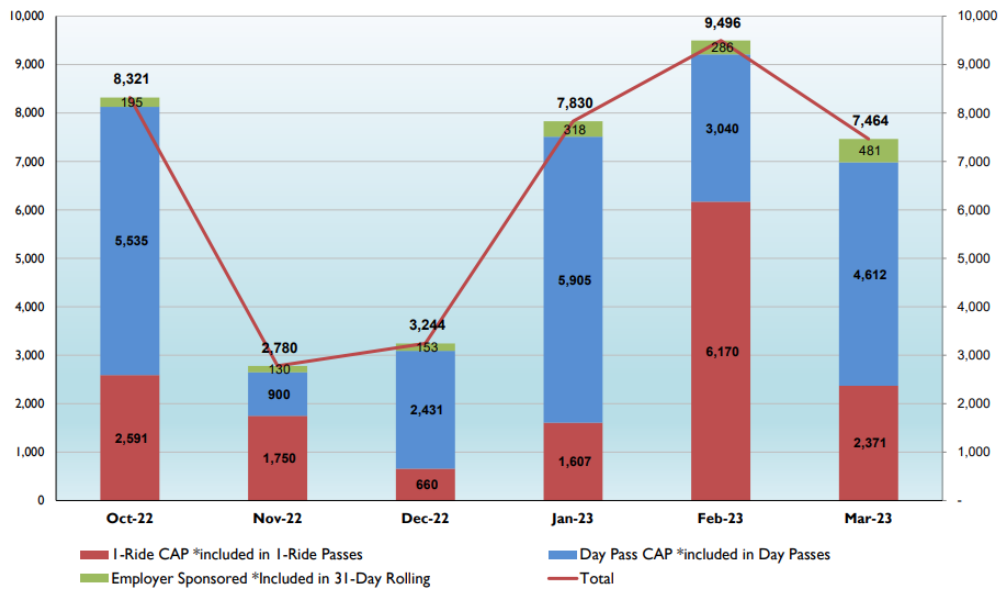
## TOTAL VALUE ADDED TO CONNECT CARDS



## TOTAL PASS SALES



## TOTAL DISCOUNT PASSES



**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

May 31, 2023

**AGENDA ITEM 7B :** MAY 2023 SALES TAX REVENUE

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** Attached is the May 2023 voter-approved sales tax revenue information. May sales tax revenue, which represents sales for March 2023, was:

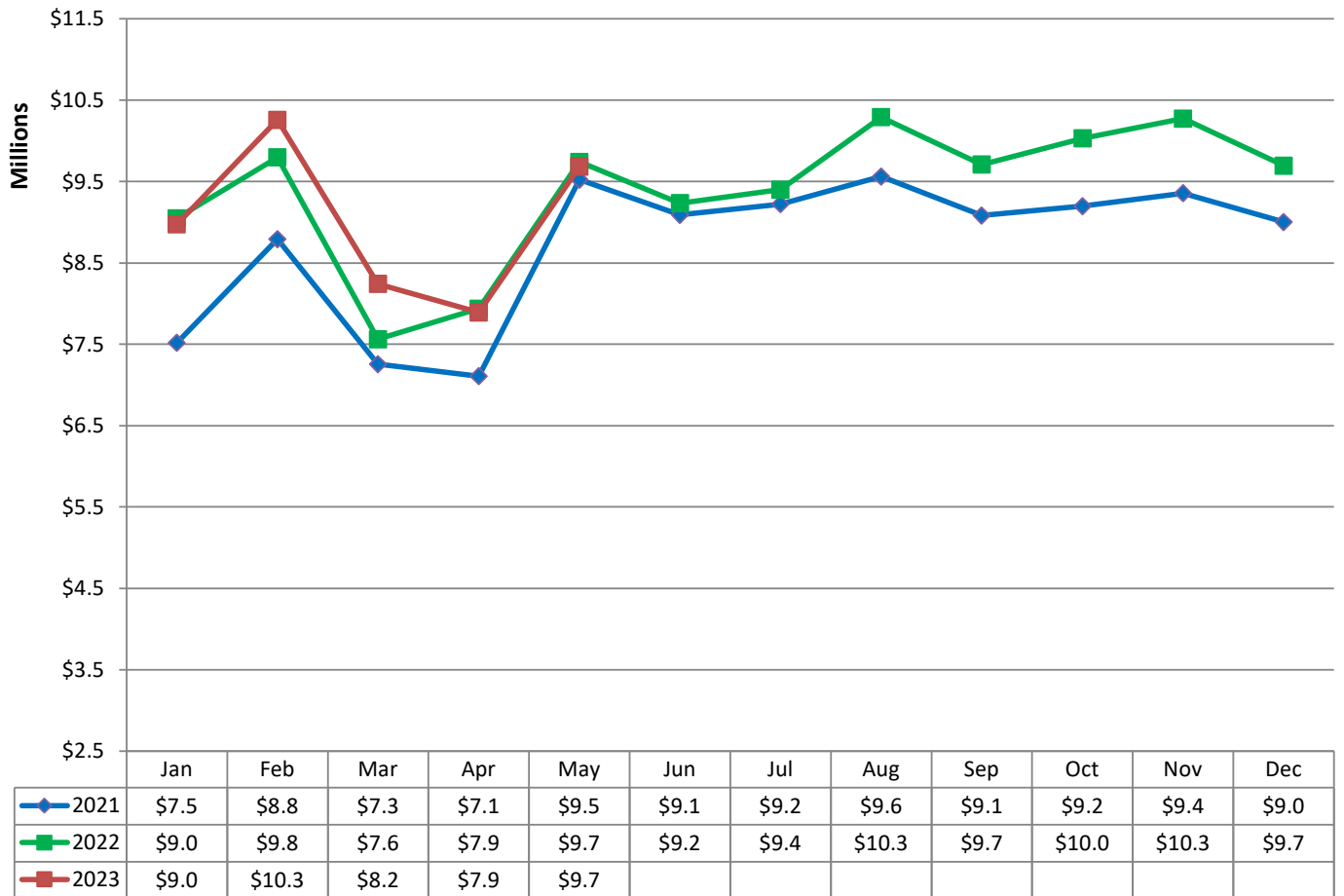
- -0.6% below 2023 budget
- 2.2% above YTD 2023 budget
- -0.6% below 2022 actual
- 2.2% above YTD 2022 actual

Total taxable sales for March 2023 were *down* 2.3% from March 2022 while March 2023 YTD sales were *up* 2.4% compared with March 2022 YTD. Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade *decreased* by 3.0% (\$-17.5M) in March 2023 vs 2022 and is *down* by 0.8% (\$-12.4M) March 2023 YTD vs 2022 YTD
  - Other Misc. Store Retailers *increased* 24.2% or \$48.3M March 2023 YTD over March 2022 YTD
  - Grocery and Convenience Retailers *increased* 8.4% or \$6.5M March 2023 YTD over March 2022 YTD
  - Other Motor Vehicle Dealers *decreased* 16.9% or (\$-10.3M) March 2023 YTD over March 2022 YTD
  - Electronics and Appliance Retailers *decreased* 15.3% or (\$-17.6M) March 2023 YTD over March 2022 YTD
  - Furniture and Home Furnishings Retailers *decreased* 45.1% or (\$-36.9M) March 2023 YTD over March 2022 YTD
- Construction *increased* by 1.6% (\$2.7M) in March 2023 vs March 2022 and is *up* by 6.4% (\$27.1M) March 2023 YTD vs 2022 YTD
- Accommodation and Food Services *increased* by 1.5% (\$1.9M) in March 2023 vs March 2022 and is *up* by 5.7% (\$17.7M) March 2023 YTD vs 2022 YTD

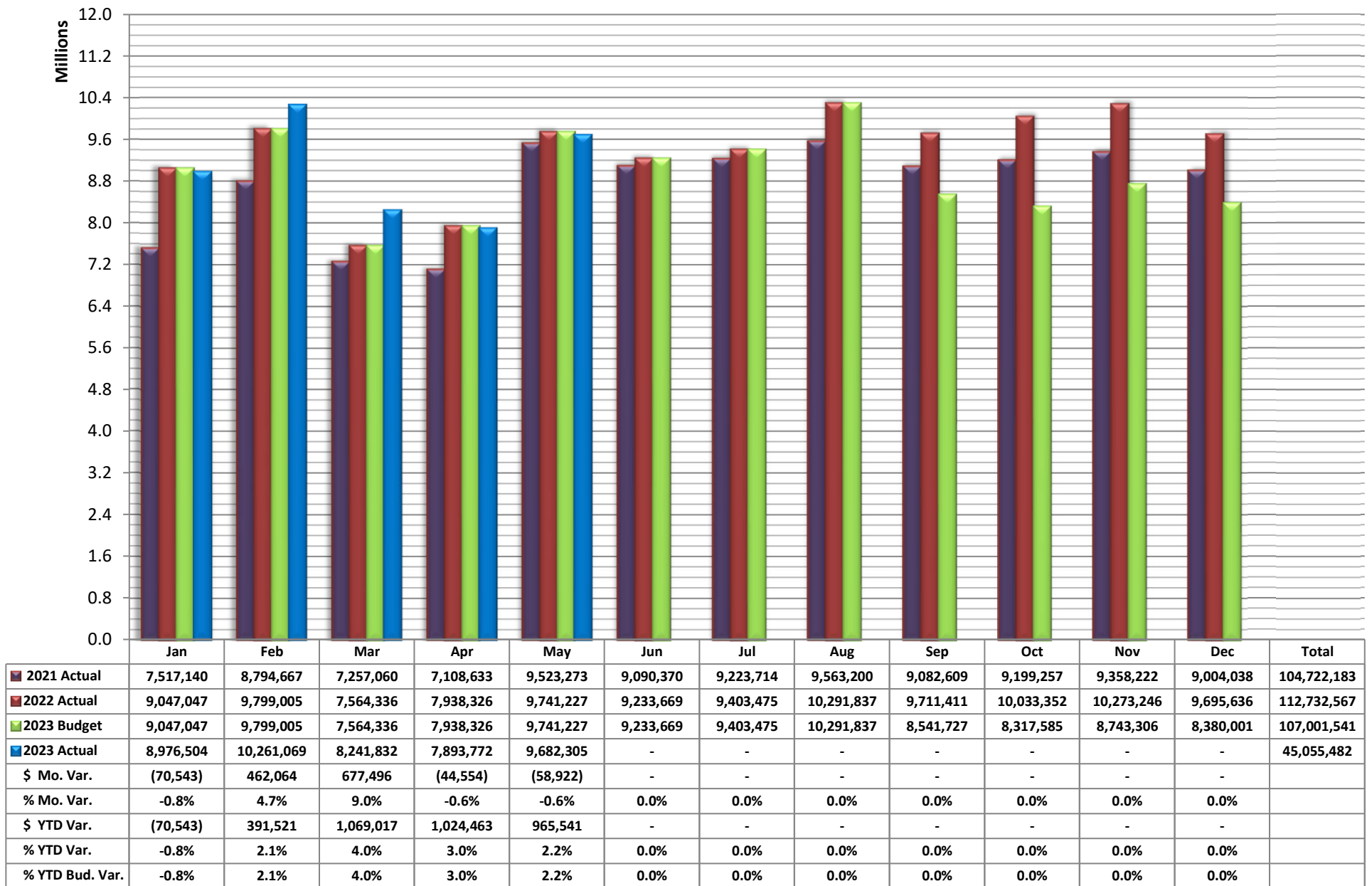
**RECOMMENDATION TO COMMITTEE:** Information only.

## Sales Tax Revenue History-May 2023<sup>(1)</sup>



(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.

## 2021 - 2023 SALES TAX RECEIPTS <sup>(1)</sup>



<sup>(1)</sup> 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**

May 31, 2023

**AGENDA ITEM 7C :** APRIL 2023 FINANCIAL RESULTS SUMMARY

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** Attached are the April 2023 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, April year-to-date revenue is 13.3% (\$6.8M) higher than budget impacted by the following:

- Fares & Other Transit Revenue is 21.1% lower than budget
- Sales Tax Revenue is 3.0% higher than budget
- Federal & State Grant Revenue is 44.1% higher than budget
- Miscellaneous Revenue is 51.9% higher than budget

Operating Expenses

Overall, April year-to-date operating expenses are 10.3% (\$3.8M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 9.6% lower than budget
- Paratransit is 4.7% lower than budget
- Vanpool is 9.6% lower than budget
- Plaza is 19.1% lower than budget
- Administration is 18.1% lower than budget

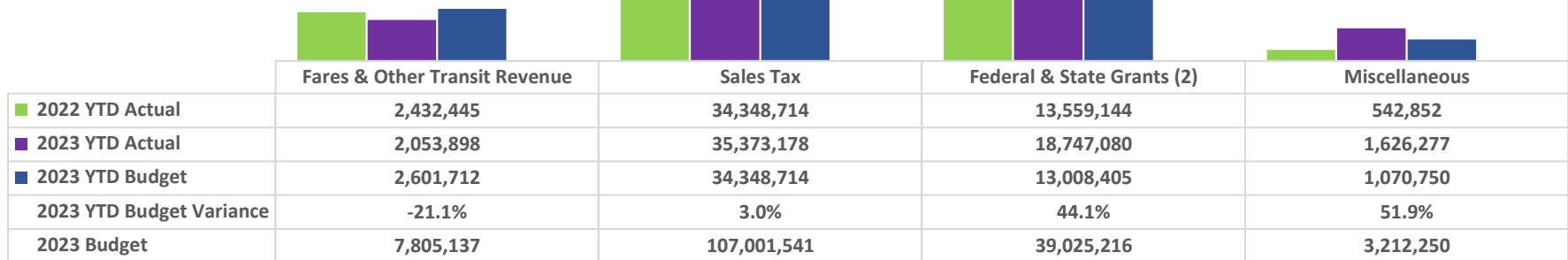
**RECOMMENDATION TO COMMITTEE:** Information only.

## Spokane Transit Revenues <sup>(1)</sup> - April 2023

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

### Totals:

**2022 YTD Actual**      \$ 50,883,155  
**2023 YTD Actual**      \$ 57,800,433 (13.3%)  
**2023 YTD Budget**     \$ 51,029,582  
**2023 Annual Budget** \$ 157,044,144



(1) Above amounts exclude grants used for capital projects. Year-to-date April state capital grant reimbursements total \$1,769,486 and federal capital grant reimbursements total \$7,551,626.

## Spokane Transit Operating Expenses<sup>(1)</sup> - April 2023

30,000,000

27,000,000

24,000,000

21,000,000

18,000,000

15,000,000

12,000,000

9,000,000

6,000,000

3,000,000

### Totals:

2022 YTD Actual \$ 27,970,922

2023 YTD Actual \$ 33,281,366 (-10.3%)

2023 YTD Budget \$ 37,110,294

2023 Annual Budget \$ 113,822,411

### Fuel:

2022 YTD Actual \$ 1,624,732

2023 YTD Actual \$ 2,005,958 (-29.1%)

2023 YTD Budget \$ 2,828,365

2023 Annual Budget \$ 8,063,242

	Fixed Route	Paratransit	Vanpool	Plaza	Administration
2022 YTD Actual	18,846,804	4,488,762	203,840	687,809	3,743,707
2023 YTD Actual	22,402,266	5,463,418	219,241	758,193	4,438,248
2023 YTD Budget	24,774,591	5,734,888	242,601	936,979	5,421,235
2023 YTD Budget Variance	-9.6%	-4.7%	-9.6%	-19.1%	-18.1%
2023 Total Budget	74,964,941	17,089,137	728,852	2,846,699	18,192,782

(1) Operating expenses exclude capital expenditures of \$16,476,279 and Street/Road cooperative projects of \$677,457 for year-to-date April 2023.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

May 31, 2023

**AGENDA ITEM 7D:** JULY 2023 SERVICE CHANGE

**REFERRAL COMMITTEE:** n/a

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

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**SUMMARY:** In July 2023, STA will implement a package of service changes consistent with board approved plans to improve customer information, connectivity, reliability, and mobility. The following table outlines the planned changes and adjustments as part of the July 2023 Service Change, as well as associated routes, the rationale for each change, and the resource impact of each change in terms of revenue service hours if applicable. Where applicable, the table notes changes that were included in the July 2023 Service Revisions plan approved by the STA Board of Directors on March 16, 2023. The changes represent an approximate 5.8% increase in fixed route service, predominantly associated with launch of the City Line.

**July 2023 Service Changes**

<b>Route #</b>	<b>Planned Adjustment</b>	<b>Rationale</b>
<b>1 City Line</b>	Launch City Line.	Implementation of board-approved July 2023 Service Revisions plan and <i>STA Moving Forward</i> .
<b>6 Cheney</b>	Adjust schedule for early morning weekday trip.	To improve connectivity with Route 63 at the West Plains Transit Center.
<b>11 Arena / Downtown Shuttle</b>	Revise Route 11 routing. Rename Route 11 "Arena/ Downtown Shuttle".	Implementation of board-approved July 2023 Service Revisions plan.
<b>12 Southside Medical Shuttle</b>	Reduce weekday frequency from 20 to 30 minutes. Add supplemental trips in the afternoon to allow for 15-minute frequency at peak.	Implementation of board-approved July 2023 Service Revisions plan.
<b>14 South Adams / Napa</b>	Introduce new Route 14.	Implementation of board-approved July 2023 Service Revisions plan.
<b>20 SFCC</b>	Add weekday outbound trip at 7:52 pm.	Provide schedule consistency between weekday and Saturday schedules.
<b>22 NW Blvd</b>	Change Plaza arrival bay from Bay 6 to Bay 4.	Bay change at Plaza utilizes the available slot from discontinued Route 29, reducing bay congestion.
<b>23 Maple / Ash</b>	Route 23 to interline with Route 27 on weekends and Route 43 on weeknights.	Improve service efficiency.

Route #	Planned Adjustment	Rationale
<b>25 Division</b>	Minor adjustment to mid-day run times to better coordinate scheduled arrivals with City Line at the Plaza.	Improve connectivity.
<b>26 Lidgerwood</b>	Revise route to travel along Washington Street and Mission Avenue between downtown and Hamilton Street.	Implementation of board-approved July 2023 Service Revisions plan.
<b>27 Crestline</b>	Increase frequency to 30 minutes on Sundays/Holidays.	Implementation of board-approved July 2023 Service Revisions plan and implementation of <i>STA Moving Forward</i> .
<b>28 Nevada</b>	Revise route to travel along Washington Street and Mission Avenue between downtown and Hamilton Street to maintain service along Mission Avenue.	Implementation of board-approved July 2023 Service Revisions plan.
<b>29 SCC</b>	Discontinue Route 29.	Implementation of board-approved July 2023 Service Revisions plan.
<b>32 Trent / Montgomery</b>	Minor schedule adjustments.	Necessary to reflect the discontinuation of Route 29, which was interlined with the 32 evenings and weekends. New interline created with truncated Route 39.
<b>34 Freya</b>	Schedule timepoint changes and discontinue supplemental peak-direction, peak-period trips. Change departure bay at SCC from Bay 1 to Bay 3.	Implementation of board-approved July 2023 Service Revisions plan. Interline with truncated Route 39 is more efficient and recovery time changes minimize train delay impacts. Bay change at SCC utilizes available slot from discontinued Route 29.
<b>39 Minnehaha Loop</b>	Truncate Route 39 between SCC and STA Plaza, retain route segment between SCC and Minnehaha Neighborhood.	Implementation of board approved July 2023 Service Revisions plan.
<b>42 South Adams</b>	Discontinue Route 42.	Implementation of board approved July 2023 Service Revisions plan.
<b>43 Lincoln / 37<sup>th</sup> Ave</b>	Minor schedule adjustments.	Provide for a frequency offset with new Route 14 which is now feasible with changes on other routes.
<b>45 Perry District</b>	Change Plaza departure bay to Bay 4 from Bay 6.	Bay change at Plaza utilizes the available slot from discontinued Route 29, reducing bay congestion.

Route #	Planned Adjustment	Rationale
<b>60 Airport</b>	Discontinue routing in Browne's Addition. Discontinue night and weekend pattern to Airway Heights. Rename Route 60 to "Airport".	Implementation of board-approved July 2023 Service Revisions plan.
<b>61 Highway 2 / Fairchild</b>	Discontinue routing in Browne's Addition as previously approved. Increase evening and weekend frequency to every 30 minutes. Rename Route 60 to "Highway 2/Fairchild".	Implementation of board-approved July 2023 Service Revisions plan and <i>STA Moving Forward</i> .
<b>62 Medical Lake</b>	Change Plaza departure bay to Bay 8 from Bay 10.	Reduce operational conflicts at the Plaza.
<b>63 Airway Heights / West Plains</b>	Minor schedule adjustments.	Improve connectivity with Route 6 Cheney.
<b>67 Swoop Loop</b>	Reduce service span to end weekday afternoon service at approximately 2:00 pm.	Implementation of board-approved July 2023 Service Revisions plan.
<b>68 Cheney Loop</b>	Adjust schedule on early morning trip.	As subject continues as Route 6 Cheney, adjustment allows for improved connectivity at West Plains Transit Center.
<b>94 East Central / Millwood</b>	Minor schedule adjustments.	Changes interline partner to Route 23 from discontinued Route 29 and creates offset frequency from with Route 45.
<b>95 Mid-Valley</b>	Minor schedule adjustments on nights and weekends.	Changes interline partner to Route 34 and 39 from discontinued Route 29.
<b>97 South Valley</b>	Minor schedule adjustments on nights and weekends.	Changes interline partner to Route 34 and 39 from discontinued Route 29.
<b>247 Lincoln Park / Ferris</b>	Introduce new Route 247.	Implementation of board-approved July 2023 Service Revisions plan.
<b>661 EWU Express</b>	Removed two low ridership trips in the afternoon period.	Service covered by Routes 6 and 66, allowing resources to be used more efficiently on Route 661.

**RECOMMENDATION TO COMMITTEE:** For information.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

May 31, 2023

**AGENDA ITEM 8 :** JULY 5, 2023, DRAFT COMMITTEE AGENDA REVIEW

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** STA Staff

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**SUMMARY:** At this time, members of the Performance Monitoring & External Relations Committee will have an opportunity to review and discuss the items proposed to be included on the July 5, 2023, 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

July 5, 2023  
1:30 p.m. – 3:00 p.m.

**Committee Meeting is via Virtual Conference**  
w/In Person Viewing Option  
Spokane Transit, 1230 W Boone Avenue, Spokane, WA

**Join Link:** [Insert Link Here](#)

**Committee Member Password (if asked): 2023 | Guest Password (if asked): 0723**

**Call-in Number:** 1-408-418-9388 | Event/Access code: XXXX | Password: 2023

### DRAFT AGENDA

1. Call to Order and Roll Call
2. Committee Chair Report (5 minutes)
3. Committee Action (10 minutes)
  - A. Minutes of the May 3, 2023, Committee Meeting -- *Corrections/Approval*
  - B. Citizen Advisory Committee Charter Review (*Cortright*)
4. Committee Action (10 minutes)
  1. Board Consent Agenda
    1. Janitorial Services Award of Contract (*Rapez-Betty*)
  2. Board Discussion Agenda (*none*)
5. Reports to Committee (15 min)
  - A. 2022 State Audit Exit Briefing (*Liard*)
  - B. City Line Launch Service Change Outreach (*Otterstrom/Cortright*)
  - C. CTE Fleet Transition Update (*Rapez-Betty*)
6. CEO Report (*E. Susan Meyer*) (15 minutes)
7. Committee Information (no discussion/staff available for questions)
  - A. May 2023 Operating Indicators (*Rapez-Betty*)
  - B. June 2023 Sales Tax Revenue (*Liard*)
  - C. May 2023 Financial Results Summary (*Liard*)
  - D. 2023 Equal Employment Opportunity Program Update (*Williams*)
8. Review September 6, 2023, Committee Meeting Agenda (No August Meeting) (5 minutes)
9. New Business (5 minutes)
10. Committee Members' Expressions (5 minutes)
11. Adjourn
12. Next Committee Meeting: Wednesday, September 6, 2023, at 1:30 p.m. via WebEx w/In Person Option (No August Meeting)

Agendas of regular Committee and Board meetings are posted the Friday afternoon preceding each meeting at the STA's website: [www.spokanetransit.com](http://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](http://www.spokanetransit.com). Upon request, alternative formats of this information will be produced for people who are disabled. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.



**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

May 31, 2023

**AGENDA ITEM 9:** NEW BUSINESS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** n/a

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

**RECOMMENDATION TO COMMITTEE:** For Information only.

**SPOKANE TRANSIT AUTHORITY**

**PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING**

May 31, 2023

**AGENDA ITEM 10 :** COMMITTEE MEMBERS' EXPRESSIONS

**REFERRAL COMMITTEE:** n/a

**SUBMITTED BY:** n/a

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**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.