



1230 W. Boone Avenue, Spokane, WA 99201  
(509) 328-RIDE | [www.spokanetransit.com](http://www.spokanetransit.com)

## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, May 6, 2026

1:30 p.m. – 3:00 p.m.

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

### AGENDA

1. Call to Order and Roll Call (*Chair*)
2. Committee Chair Report
3. Committee Action (*10 minutes*)
  - A. Minutes of April 1, 2026, Committee Meeting - *Corrections/Approval*
  - B. Battery Electric Bus On-Route Charging: Scope of Work Approval (*Poole*)
4. Committee Action – Recommendation (*20 minutes*)
  - A. Board Action - Consent Agenda
    1. Public Transportation Agency Safety Plan - Approval of 2026 Update (Resolution) (*Williams*)
    2. Battery Electric Bus On-Route Charging: Equipment Purchase (*Poole*)
  - B. Board Action – Other/Committee Recommendation (*none*)
5. Reports to Committee (*35 minutes*)
  - A. 2026-2027 Workforce Development Plan (*Williams*)
  - B. FIFA Planning (*Cortright/Poole*)
  - C. 2025 Fixed Route System Performance Report (*Poole*)
  - D. Citizen Advisory Committee Update (*Cortright*)
6. CEO Report (Otterstrom) (*10 minutes*)
7. Committee Information (*no discussion/staff available for questions*)
  - A. March 2026 Operating Indicators (*Rapez-Betty*)
  - B. March 2026 Financial Results Summary (*Hamud*)
  - C. April 2026 Sales Tax Revenue (*Hamud*)
  - D. 1st Quarter 2026 Service Planning Input Report (*Poole*)
8. Review June 3, 2026, Meeting Draft Agenda (*5 minutes*)
9. New Business (*5 minutes*)
10. Committee Members’ Expressions (*5 minutes*)
11. Adjourn
12. Next PMER Committee Meeting: Wednesday, June 3, 2026, at 1:30 p.m.

Optional Virtual Link: [Click Here to Join the PMER Committee Meeting](#)

Meeting ID: 261 057 756 795 96

Call-in Number: 1-509-824-1714

Password: yY7rk3Rr |

Conference ID: 220 371 401#

*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 (509) 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.*



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Chair Report
Meeting Date: May 6, 2026
Agenda Item: <b>2</b>

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** COMMITTEE CHAIR REPORT  
**Submitted by:** Tim Hattenburg, Chair

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**Purpose:** For information.  
**Recommendation:** n/a  
**Attachments and/or  
Online Links:** n/a

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



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Committee Action
Meeting Date: May 6, 2026
Agenda Item: <b>3A</b>

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** MINUTES OF THE APRIL 1, 2026, COMMITTEE MEETING – CORRECTIONS OR APPROVAL  
**Submitted by:** Molly Fricano, Executive Assistant

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**Purpose:** For decision.  
**Recommendation:** Approve committee minutes as presented.  
**Attachments and/or Online Links:** April 1, 2026, PMER Meeting Minutes Draft

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**SUMMARY:** Attached are minutes of the April 1, 2026, Performance Monitoring & External Relations Committee meeting for corrections or approval.

## 4 PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Minutes of April 1, 2026, Meeting  
**Northside Conference Room**  
**1230 W Boone Avenue, Spokane, WA**

*In person meeting with optional virtual link*

### **COMMITTEE MEMBERS' PRESENT**

Tim Hattenburg, City of Spokane Valley\*  
Bill Campbell, City of Airway Heights (*Ex-Officio*)  
Josh Kerns, Spokane County  
Michael Cathcart, City of Spokane  
Zack Zappone, City of Spokane  
Karl Otterstrom, Chief Executive Officer

*\*Committee Chairman*

### **COMMITTEE MEMBERS' ABSENT**

Dan Sander, City of Millwood (*Ex-Officio*)

### **STAFF PRESENT**

Brandon Rapez-Betty, Chief Operations Officer  
Carly Cortright, Chief Communications and Customer Service Officer  
Emily Poole, Chief Planning & Development Officer  
Kade Peterson, Chief Information Officer  
Nancy Williams, Chief Human Resources Officer  
Robert Hamud, Chief Financial 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 Hattenburg called the meeting to order at 2:30 p.m. and roll call was conducted. The meeting start time was delayed due to a Special Board Workshop held immediately prior.

#### 2. COMMITTEE CHAIR REPORT

Chair Hattenburg had no report at this time.

#### 3. COMMITTEE APPROVAL

##### A. Minutes of March 4, 2026, Committee Meeting

**Mr. Zappone moved to approve the March 4, 2026, committee meeting minutes. Mr. Kerns seconded, and the motion passed unanimously.**

##### B. Mobility on Demand Pilot Service Operations: Scope of Work Approval

Ms. Poole provided background on the scope of work approval for the Mobility on Demand (MOD) pilot service. She explained the shared-ride concept, which offers a mix of curbside trip options and flexible, on-demand transit service designed to complement existing fixed-route transit. She shared planning efforts focused on the development of five service zones which took into consideration population density, income levels, and proximity to existing or planned fixed-route transit service.

Ms. Poole noted that collaboration with local transit agencies has occurred throughout the development of the MOD pilot programs which are planned to begin in 2026 and conclude in 2030. The estimated total cost for the MOD pilot program ranges from approximately \$3.2

million to \$4.16 million. Costs for individual zones will vary based on service area, hours of operation, and days of service. \$1M has already been approved in the 2026 budget to support the initiative.

A committee member requested that Seven Mile and Five Mile be considered for potential inclusion following completion of the pilot program and in the event of future service expansion.

**Mr. Zappone moved to approve, by motion, the general scope of work and authorize staff to advertise the Request for Proposals for Mobility on Demand Pilot Service Operations. Mr. Cathcart seconded, and the motion passed unanimously.**

4. COMMITTEE ACTION

A. Board Consent Agenda (*none*)

5. REPORTS TO COMMITTEE

A. 2026-2027 Workforce Development Plan

This item was postponed due to time constraints.

B. Safety & Security/STA Security Direct App Update

Ms. Williams introduced Kelly Williams, Director of Security, who presented a Safety and Security update, including an overview of the Security Direct App. The app enables customers and employees to report concerns directly to Security staff, supports real-time response, and collects data used to inform security deployment decisions. The program aligns with the agency's mission and the Connect 2035 strategic plan to enhance safety and improve the customer experience.

Staff highlighted recent improvements, including increased security staffing levels, expanded Transit Ambassador coverage, annual incident analysis, and other operational changes. Security metrics indicated a reduction in serious incidents system-wide compared to the previous year. Transit Ambassadors continue to provide daily coverage across all routes, with deployment guided by data-driven analysis.

Committee members requested raw totals for assaults be provided, rather than the current method of data presentation.

C. STA Plaza Smoking Section Pilot Closure

Ms. Williams introduced Kelly Williams, Director of Security, to present an update on the STA Plaza Smoking Section Pilot closure. Mr. Williams highlighted the positive outcomes of the pilot closure, including improved accessibility, public health benefits, reduced crime and security concerns, and increased operational efficiency.

The timeline for the pilot closure was reviewed, noting that the final evaluation and recommendation period took place from March 20, 2026, through April 4, 2026. Continued collaboration with the Downtown Spokane Partnership and the Spokane Police Department was emphasized in support of outreach, monitoring, and evaluation efforts. Reporting measures and evaluation methods were outlined, including regular updates and trend analysis. A final consolidated report was submitted to Mr. Otterstrom with a recommendation for permanent closure of the STA Plaza smoking section.

6. CEO REPORT

Mr. Otterstrom indicated he intends to accept the recommendation to permanently close the STA Plaza smoking section.

7. MAY 5, 2026 – COMMITTEE MEETING DRAFT AGENDA REVIEW

8. NEW BUSINESS

9. COMMITTEE MEMBERS' EXPRESSIONS

10. ADJOURN

With no further business to come before the committee, Chair Hattenburg adjourned the meeting at 3:22pm.

The next committee meeting will be held on Wednesday, May 6, 2026, at 1:30 p.m. in person with a virtual Teams joining option.

Respectfully submitted,

*Molly Fricano*

Molly Fricano

Executive Assistant to the Chief Operations Officer



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Board Action-Consent Agenda
Meeting Date: May 6, 2026
Agenda Item: <b>3B</b>

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** BATTERY ELECTRIC BUS ON-ROUTE CHARGING: SCOPE OF WORK APPROVAL  
**Submitted by:** Emily S. Poole, Chief Planning & Development Officer  
Alyssa Peterson, Capital Projects Manager

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**Purpose:** For decision.  
**Recommendation:** Approve, by motion, the general scope of work and authorize staff to release an Invitation for Bid for the Battery Electric Bus On-Route Charging contract.  
**Attachments and/or Online Links:** Battery Electric Bus On-Route Charging: Scope of Work Approval

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**SUMMARY:** STA will add battery electric bus charging infrastructure to two owned properties, Valley Transit Center (VTC) and Liberty Lake Park and Ride (LLPR) in support of STA's *Zero Emission Fleet Transition Plan* and the Route 9 Sprague High Performance Transit service that was implemented in 2025.

As required by STA's procurement policy, contracts estimated to be in excess of \$1,000,000 require committee review and Board approval of the project's scope of work prior to advertising and inviting contractors to bid. The current estimate for the construction contract is approximately \$1,900,000. If approved, an Invitation for Bid (IFB) will be issued for procurement of a general contractor that will complete the scope of work.

**SPOKANE TRANSIT AUTHORITY**

**Staff Report:** Agenda Item **3B**  
**Presented to:** Performance Monitoring & External Relations Committee  
**SUBJECT:** Battery Electric Bus On-Route Charging: Scope of Work Approval

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**BACKGROUND:** The Battery Electric Bus Charging Infrastructure project was approved in Spokane Transit Authority’s (STA) 2025-2031 Capital Improvement Program. In September 2025, Route 90 Sprague was superseded by Route 9 Sprague, converting the route to the High Performance Transit (HPT) designation as identified in the *STA Moving Forward* initiative. In support of STA’s *Zero Emission Fleet Transition Plan*, this route, along with interline partners Routes 21 West Broadway, 98 Greenacres / Liberty Lake, and 93 Molter Loop, will utilize battery electric buses and operate from the West Central neighborhood to Liberty Lake Park & Ride (LLPR) via the Plaza and Valley Transit Center (VTC) after completion of this project.

Currently, STA is at capacity for bus charging at the Boone facilities. To provide more system resilience and extend the duty of the existing fleet, staff assessed alternative locations for suitability to construct the necessary charging infrastructure. Staff have determined that on-route charging will provide the agency with the necessary flexibility and redundancy over additional depot charging.

Charging demands, current and future route patterns, and existing STA-owned infrastructure were evaluated when selecting sites for charging infrastructure placement. The evaluation showed VTC and LLPR were best suited to install the necessary on-route charging to support Route 9 service and also supports the larger interline group beginning in the West Central neighborhood with Route 21 West Broadway and extending to Liberty Lake with Route 98 Greenacres/Liberty Lake and Route 98 Molter Loop.

Because of the interline group of Routes 9, 21, 93, and 98, there are approximately six (6) bus blocks which require charging at LLPR, and four (4) bus blocks which require charging at VTC. This created a need for charging infrastructure at both locations along the routes. Charging needs in these locations are further supported by the upcoming 2028 Valley Restructure.

Engineering design began in November 2025. It was determined that a pole and mast style charger, like those at Spokane Community College (SCC) and Moran Station Park and Ride, is not feasible at VTC due to the existing structure’s canopy clearance, structural columns and crossbeams. To accommodate the existing structure, an overhead structural steel frame will be constructed across the VTC at both Bays 7 and 9, respectively.

LLPR does not have existing infrastructure limiting the charger type. For this location, constructing STA’s standard pole/mast type pantograph charger (like those at SCC and Moran Station Park and Ride) is feasible.

This project is funded by Capital Improvement Program (CIP) CIP #1066 – On-route BEB Charging Infrastructure, which is approved at \$4,900,000. The CIP is partially funded by a Washington State

Department of Transportation Green Transportation Grant for the 2025-2027 biennium. The current estimate for the construction contract is approximately \$1,900,000. This is in addition to other project costs, including design and engineering, bid advertisement, equipment procurement, construction contingency, construction management, etc.

General Scope of Work:

- Valley Transit Center
  - Selective demolition
  - Trenching and backfill for installation of all electrical piping and wiring to charging elements
  - Construction of foundations and structural steel frames that will support pantograph chargers in Bays 7 and 9
  - Construction of foundations, concrete pad and enclosure for charging equipment yard
  - Construction of a concrete pad for a mobile generator
  - Coordination with utility provider for installation of a new transformer and meter dedicated to charging
  - Replacement of concrete drives and walks where removed
  - Striping and installation of wheel stops to aid in proper alignment at the new chargers
  - Replacement of signage and striping where applicable
  
- Liberty Lake Park & Ride
  - Selective demolition
  - Trenching and backfill for installation of all electrical piping and wiring to charging elements
  - Construction of foundations for charge poles
  - Construction of foundations, concrete pad and enclosure for charging equipment yard
  - Installation of a charge pole/mast with pantograph at Bay 1 and Bay 2
  - Installation of charging cabinets, transformers, switches, panels and disconnects
  - Coordination with utility provider for installation of a new transformer and meter dedicated to charging
  - Relocate and replace the bus shelter at Bay 2
  - Replace concrete drives and walks where removed
  - Replacement of asphalt pavement where removed
  - Striping and installation of wheel stops to aid in proper alignment at the new chargers
  - Replace any signage and striping where applicable



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Committee Recommendation-Board Consent
Meeting Date: May 6, 2026
Agenda Item: <b>4A1</b>

**Presented To:** Performance Monitoring & External Relations Committee

**Referral Committee:** n/a

**Title:** PUBLIC TRANSPORTATION AGENCY SAFETY PLAN – APPROVAL OF 2026 UPDATE (RESOLUTION)

**Submitted by:** Nancy Williams, Chief Human Resources Officer

**Purpose:** For decision.

**Recommendation:** Recommend the Board approve, by Resolution, the STA PTASP as presented.

**Attachments and/or Online Links:** Draft Resolution, Public Transportation Agency Safety Plan

**SUMMARY:** The Public Transportation Agency Safety Plan (PTASP) is a regulatory requirement under the Federal Transit Administration (FTA), aimed at ensuring public transportation agencies establish comprehensive safety programs. Through the PTASP, FTA requires transit agencies to implement a Safety Management System (SMS) that provides a structured approach to identifying hazards, managing safety risks, monitoring safety performance, and promoting a strong safety culture throughout the organization.

Spokane Transit Authority’s Agency Safety Plan (ASP) outlines the policies, processes, and responsibilities that support STA’s Safety Management System. The ASP establishes safety performance targets, defines processes for safety risk management and safety assurance, promotes employee safety reporting and safety communication, and provides accountability for safety oversight. The plan serves as the framework STA uses to proactively identify hazards, reduce safety risks, and monitor safety performance across operations.

Federal regulations require transit agencies to review their Agency Safety Plan annually and obtain approval for any updates from the agency’s governing board. The updated plan was previously endorsed by STA’s internal Safety Committee on March 10, 2026.

This fourth formal version of STA’s ASP reflects STA’s annual review and includes the following updates:

- Updated position titles throughout the document
- Updated safety performance metrics and targets
- Added telematics program to the ASP within the Safety Risk Management and Safety Assurance sections
- Updated the Safety Audit Checklist

These updates support STA’s continued commitment to maintaining a strong safety culture and ensuring compliance with federal safety program requirements.

**RESOLUTION NO. xxx-26**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SPOKANE TRANSIT AUTHORITY  
ADOPTING AN UPDATED PUBLIC TRANSPORTATION AGENCY SAFETY PLAN**

SPOKANE TRANSIT AUTHORITY  
Spokane County, Washington

BE IT RESOLVED BY THE SPOKANE TRANSIT AUTHORITY as follows:

WHEREAS, the Spokane Transit Authority (STA) is a municipal corporation operating and existing under and pursuant to the Constitution and Laws of the State of Washington, pursuant to RCW Title 36, Chapter 57A, Public Transportation Benefit Area;

WHEREAS, the Spokane Transit Authority (STA) is a recipient of federal financial assistance administered by the Federal Transit Administration (FTA) under 49 U.S.C. chapter 53; and,

WHEREAS, 49 U.S.C. 5329(d) and FTA regulations at 49 CFR Part 673 require STA to develop, implement, and maintain a Public Transportation Agency Safety Plan (PTASP) based on the principles of Safety Management Systems (SMS); and,

WHEREAS, STA has previously adopted a Public Transportation Agency Safety Plan by motion of the STA Board of Directors, and STA staff have prepared an updated Public Transportation Agency Safety Plan to reflect current operations, SMS practices, and applicable federal requirements; and,

WHEREAS, the Spokane Transit Authority (STA) has established and maintains a Safety Committee in accordance with the requirements of 49 U.S.C. 5329 and 49 CFR Part 673, with responsibility for participating in the development, review, and update of the Public Transportation Agency Safety Plan; and,

WHEREAS, the STA Safety Committee has reviewed the updated Public Transportation Agency Safety Plan and on March 10, 2026, endorsed its adoption by the STA Board of Directors ; and,

WHEREAS, the Public Transportation Agency Safety Plan must be approved by the STA Board of Directors and is to be reviewed and updated as required by federal regulation, with records maintained and made available upon request.

NOW, THEREFORE, be it resolved by the Board of Directors of STA as follows:

Section 1. The STA Board of Directors hereby adopts the updated Public Transportation Agency Safety Plan (PTASP) as prepared by staff, a copy of which is attached hereto, marked Exhibit A, and incorporated herein by reference.

Section 2. The Chief Executive Officer is authorized and directed to implement and maintain the PTASP in accordance with 49 U.S.C. 5329(d) and 49 CFR Part 673, including making administrative updates that do not materially change policy, and to execute any certifications or related documents required for compliance.

Section 3. This resolution shall take effect and be in force immediately upon passage, and the PTASP shall be reviewed and updated as required by applicable federal regulation and guidance.

Section 4. All prior resolutions inconsistent herewith are repealed; and any prior Board action (including motions and/or resolutions) adopting an STA Public Transportation Agency Safety Plan is superseded to the extent inconsistent with this Resolution and Exhibit A.

ADOPTED by STA at a regular meeting thereof held on the 21st day of May 2026.

Attest:

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Dana Infalt  
Clerk of the Authority

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Lance Speirs  
STA Board Chair

Approved as to form:

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Megan Clark  
Legal Counsel

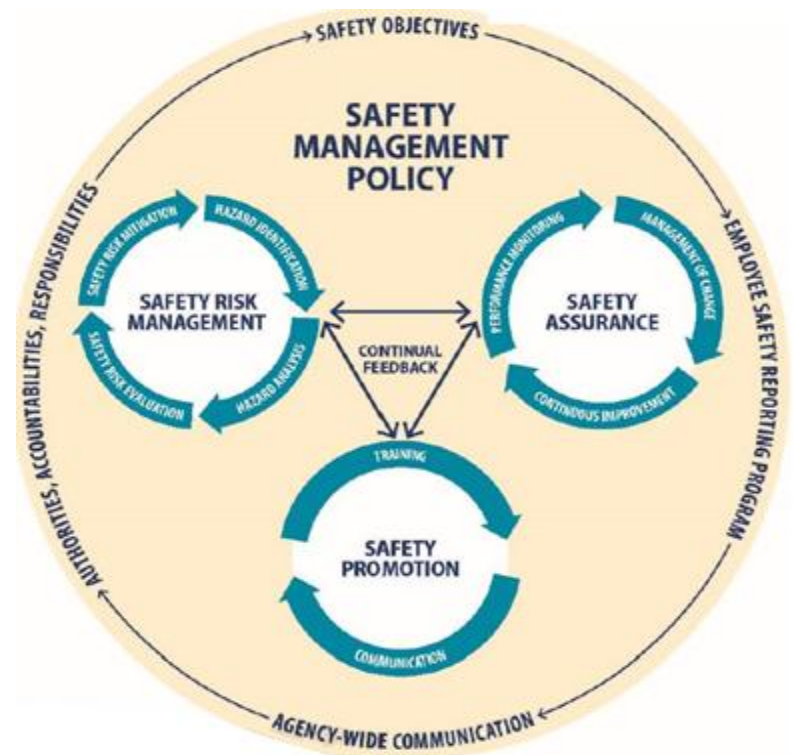
	<b>Spokane Transit Agency Safety Plan</b>	Implementation Date:	12/17/2020
		Last Updated:	03/2026

## 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 up to nine elected officials (and one non-voting STA labor representative) chosen from the jurisdictions served by the Public Transportation Benefit Area, which includes the cities of Airway Heights, Cheney, Medical Lake, Millwood, Liberty Lake, Spokane, Spokane Valley, and some unincorporated portions of the county surrounding those municipalities.

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

### Delegation of Authority and Accountability in SMS

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

### Transit Agency Information

<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>	Karl Otterstrom 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	<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 - (directly operated) Paratransit – (directly operated) Paratransit – (contracted service)		
<b>Does the agency provide transit services on behalf of another transit agency or entity?</b>	No		

### Safety Plan

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

### Plan Development, Approval, and Updates

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

<b>Name of Entity That Drafted This Plan</b>	Spokane Transit Authority Chief Safety Officer	
<b>Signature by the Accountable Executive(s)</b>	<b>Signature of Accountable Executive(s)</b>	<b>Date of Signature</b>

<b>Approval by the Board of Directors or an Equivalent Authority</b>	<b>Name of Individual/Entity That Approved This Plan</b>	<b>Date of Approval</b>
	STA Employee Safety Committee	March 10, 2026
	STA Board of Directors	
	<b>Relevant Documentation (title and location)</b>	
	Annual PTASP Approval Board Agenda Item/Minutes	
	Employee Safety Committee Meeting Minutes	

<b>Certification of Compliance</b>	<b>Name of Individual/Entity That Certified This Plan</b>	<b>Date of Certification</b>
	Karl Otterstrom, Chief Executive Officer	
	<b>Relevant Documentation (title and location)</b>	
	Annual Certifications and Assurances	

### Annual Review and Update

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

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

<b>Version Number and Updates</b> <i>Record the complete history of successive versions of this plan.</i>			
<b>Version #</b>	<b>Section/Pages Affected</b>	<b>Reason for Change</b>	<b>Date Issued</b>
Version 1	All	Establish Plan	December 2020
Version 2	All	Infrastructure Plan Update	December 31, 2022
Version 3	All	FTA PTASP Updates 2024	December 2024
Version 4	13-17, 20, 23-27, 30, 42-47		

## Safety Management Policy

### Safety Management Policy Statement

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

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

- Executive Commitment to Safety**  
Executive Management will lead the development of an organizational culture that promotes safe operations and provides appropriate resources to support this core function through fostering and ensuring safe practices, improving safety when needed and effective employee safety reporting and communication. STA will hold executives, managers, and employees accountable for safety performance.
- Communications and Training**  
Employee engagement is crucial to a functioning SMS. Communication systems will be put in place to enable greater awareness of STA safety objectives and safety performance targets as well as to provide on-going safety communications up, down, and across the organization. All levels of management must proactively engage employees and work to keep the lines of safety communications open and honest. All employees will be made aware of the importance of STA’s SMS and trained in safety reporting procedures.
- Responsibility and Accountability**  
All levels of management will be responsible for delivering safe and quality transit services that represent STA’s performance of its SMS. Managers will take an active role in the Safety Risk Management process and ensure the Safety Assurance functions are supported. Managers are responsible for ensuring Safety Risk Management is being performed in their operational areas of control to assure the safety risk associated with the safety hazards is assessed and mitigated. Safety performance will be an important part of performance evaluations for STA managers and employees. All employees and contracted service providers will support safety management by ensuring that hazards are identified and reported.

- **Employee Reporting**  
Executive management will establish a safety reporting program as a viable tool for employees to voice their safety concerns. All frontline employees will be responsible for utilizing this program as part of the SMS. No action will be taken against any employee who communicates a safety condition through the STA safety reporting program unless such disclosure indicates the following: an illegal act, gross misconduct, or negligence, or a deliberate or willful disregard of STA rules, policies, procedures, or practices.
- **Performance Monitoring & Review**  
STA will establish realistic measures of safety performance and establish safety performance targets with attention to results to ensure continual improvement in safety performance. Managers will verify that the safety risk mitigations put in place are appropriate and effective.
- **Review and Evaluation**  
STA will measure SMS performance by analyzing key safety performance indicators, reviewing audits, investigations, and corrective action reports that support the SMS. These activities will become the basis for revising or developing safety objectives, safety performance targets, and plans with the goal of continuous safety improvement.

### Purpose and Applicability

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

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

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

### Safety Goals

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

- Goal 2: SMS to Foster a Robust Safety Culture
  - STA will foster agency-wide support for transit safety by establishing a culture where management is held accountable for safety and everyone in the organization takes an active role in securing transit safety.
- Goal 3: SMS to Ensure Safe and Efficient Systems and Equipment
  - STA will provide safe and efficient transit operations by ensuring all vehicles, equipment and facilities are regularly inspected, maintained, and serviced as required.

## SMS Concept of Operations

The four components of the STA SMS are:

- Safety Policy – The Safety Policy establishes a clear commitment to continually improve safety. The Safety Policy defines the methods, processes, and organizational responsibilities needed to meet stated safety goals.
- Safety Risk Management – Safety Risk Management is the process for identifying hazards and analyzing, assessing, and mitigating risk.
- Safety Assurance – Safety Assurance is the process of evaluating and measuring the continued effectiveness of risk mitigation efforts and supports the identification of new hazards.
- Safety Promotion – Safety Promotion includes training, communications, and other actions taken to create a positive safety culture within the organization.

## Safety Management Policy Communication

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

## Authorities, Accountabilities, and Responsibilities

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

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

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

<p><b>Accountable Executive – Chief Executive Officer</b></p>	<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>• Collaborate 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> <li>• Implements safety risk mitigations for the safety risk reduction program.</li> <li>• Receives and considers safety risk mitigations recommended by the Employee Safety Committee</li> </ul>
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<p><b>Chief Safety Officer – Director of Safety</b></p>	<p>The Director of Safety 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 Director of Safety’s role is to assist those managers with safe operations. The duties of the Director of Safety 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> <li>• Ensure a joint labor-management Employee Safety Committee is established.</li> </ul>
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<p><b>Agency Leadership and Executive Management – Chiefs &amp; Managers</b></p>	<ul style="list-style-type: none"> <li>• All directors and managers are responsible for ensuring that enough resources are available to achieve a safe workplace and stated outcomes of the SMS Plan.</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 SPM.</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 SPM.</li> </ul> </li> <li>• Senior Paratransit &amp; 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 SPM.</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 SPM.</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 preventive and general maintenance and condition through the Transit Asset Management Plan (TAM).</li> <li>○ Maintaining and reporting SPM.</li> </ul> </li> </ul>
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<p><b>Key Staff – Supervisors and Leads</b></p>	<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 found.</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>
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<p><b>Key Staff – Employee Safety Committee</b></p>	<p>STA established an Employee Safety Committee to support and oversee the SMS. This committee promotes interagency coordination and frontline transit worker cooperation.</p> <p>The committee meets monthly and has the following responsibilities:</p> <ul style="list-style-type: none"> <li>• Oversees Safety Risk Reduction Program</li> <li>• Sets performance targets for Safety Risk Reduction Program</li> <li>• Reviews the timely collection of information related to hazards, potential consequences, and safety events;</li> <li>• Reviews reported hazards and supports the analysis of hazards;</li> <li>• Investigates, analyzes, and identifies causal factors for safety events;</li> <li>• Monitors and analyzes trends in hazards and safety events;</li> <li>• Identifies and recommends risk-based mitigations or strategies necessary to reduce the likelihood and severity of consequences identified through the agency’s safety risk assessment process;</li> <li>• Identifies mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended</li> <li>• Identifies safety deficiencies for purposes of continuous improvement</li> <li>• Monitors industry data and reports from FTA and oversight authorities, industry associations, and manufacturers and other vendors</li> <li>• Reviews and approves the Agency Safety Plan annually;</li> </ul> <p>Safety Committee Memberships include:</p> <ul style="list-style-type: none"> <li>• Chairperson</li> <li>• Record Keeper</li> <li>• Employee Selected Member - Paratransit Operator</li> <li>• Employee Selected Members - Fixed Route Operators (2)</li> <li>• Employee Selected Member - Journeyman Vehicle Technician</li> <li>• Employer Selected Member – Manager of Human Resources</li> <li>• Employer Selected Member – Fixed Route Operations Technical Specialist</li> <li>• Employer Selected Member - Fixed Route Technical Projects Specialist</li> <li>• Employer Selected Member - Paratransit Supervisor</li> <li>• Advisor – Director of Fixed Route Transportation</li> <li>• Advisor – Chief Operations Officer</li> <li>• Advisor – Chief of Human Resources</li> <li>• Advisor – Plaza Transit Center Operations Manager</li> <li>• Advisor – Director of Security</li> <li>• Advisor – Associate Transit Planner</li> <li>• Advisor – Training Instructor</li> </ul>
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<p><b>Key Staff – All Spokane Transit Employees</b></p>	<ul style="list-style-type: none"> <li>• Follow safety rules and safe practices described in the 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>
<p><b>Contracted Service Providers</b></p>	<p>For contracted service providers working at Spokane Transit, all safety requirements apply to every member of the contractor’s workforce to protect the safety of the contracted service providers, transit employees, public, and property.</p> <ul style="list-style-type: none"> <li>• Contracted service providers must abide by all applicable local, state, and federal safety regulations.</li> <li>• Contracted service providers must perform their work in a safe manner and not expose themselves, Spokane Transit employees, or the public to risk of harm.</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 Emergency Operations Center Activation

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

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

- Active shooters

- Bomb threats
- Physical security

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

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

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

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

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

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

## Interface with Internal and External Documents

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

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

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

## Safety Risk Management

### Safety Hazard Identification and Analysis

As the first two steps in the Safety Risk Assessment process, hazard identification and analysis are tools the Agency uses to identify and address hazards and potential consequences of hazards before they escalate into incidents or accidents. Major sources of information regarding hazards are obtained through new project planning and employee reporting. STA's risk management process applies to

existing operations and maintenance procedures, service delivery changes, and new services (vehicle, equipment, capital projects).

Telematics is an additional source of hazard identification data. Driving behaviors such as frequent hard-braking events, repeated speeding alerts, or sudden maneuvers are reviewed to determine whether they represent meaningful operational hazards. These indicators help STA identify performance-related risks.

### **Operator Training**

Telematics-based coaching is incorporated into ongoing operator development. Supervisors and Training Instructors use telematics reports to:

- Reinforce consistent, smooth driving habits
- Address emerging trends or repeated behaviors that increase operational risk
- Personalize coaching sessions
- Provide operators with supportive feedback for continuous improvement

This coaching approach is focused on helping operators build skills that enhance safety, comfort, and operational efficiency.

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 Director of Safety.
- 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 Director of Safety.
- Documenting Results – STA will record the risk/hazard in a Risk Assessment to track it and identify the risk/hazard status.
  - A sample of the Risk Assessment is in Appendix C
  - Risk Assessments are created and maintained by Project Managers and/or the Safety Committee.

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

At STA hazards are identified through the following:

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

When hazards are identified, they are addressed by:

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

### Employee Safety Reporting Program

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

Physical assaults against transit workers will be reported to the employee's direct lead, supervisor, or manager, and security. After the event has occurred and the employee has received medical treatment,

if necessary, the employee will complete the Operator's Report. This report, along with the Supervisor's Report, Security Report, video if available, and other information will be reviewed at the Quarterly Assault Review. Quarterly summaries of the assault reviews will be presented to the Employee Safety Committee as part of the Risk Reduction Program.

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

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

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

- Report directly to their leads, supervisors, managers, or chiefs
- Report directly to the Safety Department
- Report through Safety Committee Representative
- Report through STA Customer Service Tel. # (509) 328-RIDE
- Email the Director of Safety ([scrawford@spokanetransit.com](mailto:scrawford@spokanetransit.com))
- Complete a Hazard Report Form and give it to Supervisor, Safety Committee Representative, or member of the Safety Department.

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

### Customer Service Reporting

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

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

### Observations by Operations

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

#### Public Reporting

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

#### Operator Observations

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

### Safety Audits

Safety Audits 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 audit 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 department representatives and a Safety Department member. Safety Audit form samples are in Appendix B.

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

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

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

### New Project Planning

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

## Risk Assessment

### Likelihood

	Extremely Improbable, once in 10 years	Improbable, once in 2-10 years	Remote, once in less than 2 years	Occasional, 2-11 times per year	Frequent, 1-3 times per year	Repetitive, 4+ times per year
<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

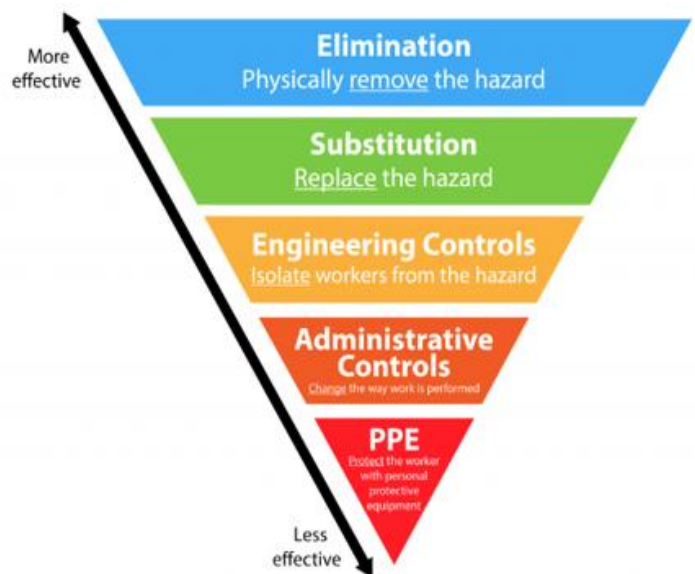
Severity

	<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
<b>5</b>	Extreme (unacceptable)	Stop the Operation	Mitigation to level 4 or lower prior to operation	CEO, Division Chief, Manager, Director of Safety	CEO, Division Chief, Manager, Director of Safety
<b>4</b>	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, Director of Safety	Division Chief, Manager, Director of Safety
<b>3</b>	Medium (acceptable with mitigation)	Operation permitted	Mitigation strategy required to reduce risk	Manager, Director of Safety	Manager, Director of Safety
<b>2</b>	Low (acceptable)	Operation permitted	Monitor, consider actions to further reduce risk	Manager who owns process	Manager over area of risk
<b>1</b>	Minimal (acceptable)	Operation permitted	N/A	Manager over area of risk	Manager over area of risk
<b>0</b>	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.
- **FTA or Other Oversight Authority** – Guidance provided by an oversight authority such as the FTA or the CDC will be considered when applicable as a source for safety risk mitigation.
- **Other mitigation methods** include:
  - Initial Training
  - Advanced Training
  - Remedial Training
  - Preventative Maintenance Program
  - Safety Notices
  - Operating Notices
  - Maintenance Campaigns
  - Employee Safety Committee suggestions or recommendations

#### **When to use Safety Risk Mitigation:**

- **Daily Operational Systems Assessment** – Methods that provide real-time feedback of safety compliance, adherence to established safety norms or identified job hazards.
- **Design** – Steps taken to ensure safety requirements are considered in the planning, operation and disposal of all items including shops, facilities, equipment, vehicles, planned service stops and routes.
- **Purchasing Goods** – Steps taken to ensure purchased items and equipment are safe to use.
- **Purchasing Services** – Steps taken to ensure that purchased services are performed in a safe manner.

The Accountable Executive will be informed of safety risk mitigation suggestions for a risk unrelated to the safety risk reduction program and will notify the committee of the decision to approve or deny the recommended mitigation.

## **Safety Assurance**

The purpose of Safety Assurance is to evaluate the overall effectiveness of safety risk controls established under Safety Risk Management and STA's ASP. The Safety, Planning, and Operations departments are responsible for monitoring and evaluating the operations system for compliance and sufficiency of the agency and contractor's operations and maintenance procedures to ensure that: 1) emerging risks are identified, 2) STA meets regulatory requirements applicable to the SMS plan, and 3) the organization meets or exceeds its safety objectives through the collection, analysis, and assessment

of data regarding the organization's performance. The Chief Operations Officer (COO) will assemble, track and report on the status of the SPM which displays the compliance and sufficiency of operations and maintenance procedures.

### Compliance with and Sufficiency of Operations and Maintenance Procedures

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

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

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

There are three subcomponents under Safety Assurance:

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

### Safety Performance Monitoring and Measurement

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

		Baseline	Safety Performance Target (SPT)	2023	2024	2025
Fixed Route Fatalities	Number	0	0	0	0	0
	Rate per 10,000 Vehicle Revenue Miles (VRM)	0	0	0	0	0

		Baseline	Safety Performance Target (SPT)	2023	2024	2025
Paratransit Fatalities	Number	0	0	0	0	0
	Rate per 10,000 VRM	0	0	0	0	0
Fixed Route Safety Events	Number	316	310	294	298	242
	Rate per 10,000 VRM			0.38	0.37	0.29
Paratransit Safety Events	Number	54	50	25	26	21
	Rate per 10,000 VRM			.18	.03	.03
Fixed Route Passenger Injury Events	Number	4	0	21	26	21
	Rate per 10,000 VRM			.03	.03	.03
Paratransit Passenger Injury Events	Number	4	0	4	6	4
	Rate per 10,000 VRM			.03	.04	.03
Fixed Route Pedestrian Collisions	Number	0	0	2	1	6
	Rate per 10,000 VRM	0	0	0	0	.01
Paratransit Pedestrian Collisions	Number	0	0	0	0	1
	Rate per 10,000 VRM	0	0	0	0	.01
Fixed Route Preventable Vehicle Collisions	Number			167	116	101
	Rate per 10,000 VRM	.06	2.0	.19	.21	.16
Paratransit Preventable Vehicle Collisions	Number			11	15	23
	Rate per 10,000 VRM	.13	0.89	.08	.11	.19
Paratransit Employee/Contracted Provider Injuries	Number		0	0	0	0
	Rate per 10,000 VRM		0	0	0	0
Employee Assaults	Number		1	33	44	28
	Rate per 10,000 VRM		0.12	.04	.05	.03

### Safety Goals, Objectives, and Performance Targets

During the 2026 review of the Agency Safety Plan, STA updated the rate used for several Safety Performance Measures from ‘per 1,000,000 vehicle revenue miles’ to ‘per 10,000 vehicle revenue miles’ to better align PTASP reporting with internal operational reporting and to allow for clearer identification of performance trends.

Additionally, during the annual review process, safety event data for 2023 and 2024 was re-evaluated and updated. In some cases, incident and injury reporting occurs months or years after the event, and collision determinations may change following Accident Review Hearings. As a result, the historical

safety performance metrics in this plan reflect the most current and accurate event totals available at the time of publication.

These updates do not change the underlying safety performance monitoring process but ensure that STA’s reporting remains accurate, consistent, and aligned with operational data.

**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.

**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>Safety Performance Target (SPT)</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
<b>Fixed Route Advanced Training</b>	90%	94%	0%	92%
<b>Paratransit Advanced Training</b>	90%	10%	95%	100%
<b>Vehicle Maintenance Advanced Training</b>	90%	86%	86%	86%

**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.

	<b>Safety Performance Target (SPT)</b>	<b>Baseline</b>	<b>2024</b>	<b>2025</b>
<b>Fixed Route Road Calls – Number of miles between road calls</b>	6,000 miles	6,722 miles	5,899 miles	6,322 miles
<b>Paratransit Road Calls – Number of miles between road calls</b>	75,000 miles	67,537 miles	71,170 miles	124, 118

<b>Facilities Preventive Maintenance</b>	80% completed on time	90%	98%	97%
<b>Paratransit (DO/CT) System Reliability (major + other)</b>	75,000 miles	216	93	109
<b>Fixed Route System Reliability (major + other)</b>	7,500 miles	1097	1208	1368

### Safety Performance Target Coordination

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

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

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

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

### Risk Reduction Program – Safety Committee

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

- Evaluation and reduction of visibility impairments
- Evaluation of retrofitting equipment in vehicles
- Consideration of specifications for future vehicle procurements

- Infrastructure and technology mitigations to reduce operator assaults and restrict the unwanted entry of individuals and objects into the workstations of operators.

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

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

\*The Employee Safety Committee will monitor the following SPMs and will create SPTs for these metrics after 2026.

Safety Performance Measures for the Safety Risk Reduction Program

<b>Fixed Route</b>	Safety Performance Target (SPT)	2024	2025	2026
Major Events		28	14	
Major Event Rate		00.28%	00.14%	
Collisions		21	12	
Collision Rate		9.21%	6.22%	
Injuries		41	38	
Injury Rate		8.68%	10.61%	
Assaults on Operators		69	35	
Rate of Assaults on Operators		19.38%	09.78%	

<b>Paratransit</b>	Safety Performance Target (SPT)	2024	2025	2026
Major Events		4	1	
Major Event Rate		00.04%	00.01%	
Collisions		2	1	
Collision Rate		8.70%	3.23%	
Injuries		12	4	
Injury Rate		5.25%	6.15%	
Assaults on Operators		0	1	
Rate of Assaults on Operators		00.00%	01.53%	

Telematics Safety Monitoring Program

STA is implementing a telematics system across its revenue fleet to support continuous improvement in operator performance, enhance visibility into operational trends, and strengthen STA's proactive safety oversight. The telematics system collects real-time and historical data related to vehicle operation and operator driving patterns, providing objective information to support the Safety Management System (SMS).

The telematics system collects operational data including, but not limited to:

- Vehicle speed and speeding alerts
- Harsh braking and turning
- Collision detection
- Seatbelt usage
- Following distance
- Engine diagnostic codes and mechanical health indicators
- GPS-based location, routing, and dwell time metrics

This information will be used to identify higher-risk driving behaviors and performance patterns that may benefit from coaching, as well as detect and address emerging trends. This will also enable STA to provide supportive, data-driven feedback to operators and reinforce consistent driving habits and professional best practices. This will also help inform targeted refresher, remedial, or advanced training, support the Safety Risk Management hazard identification process, evaluate the effectiveness of safety mitigations, and allow STA to monitor performance across the entire fleet as well as contracted services.

Telematics data will be reviewed by the Telematics Safety Coordinator in the Safety Department. Relevant summaries and identified trends will be reported to the Employee Safety Committee and incorporated into STA's Safety Performance Measures (SPM), organizational risk reduction initiatives, and continuous improvement efforts.

The primary purpose of the Telematics program is supportive coaching, with an emphasis on identifying opportunities to strengthen operator proficiency and reduce behaviors that increase operational risk.

## Organizational Risk Reduction

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

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

### Data Collection

Safety, Risk, Operations, Maintenance, and Training departments work collaboratively as a team to collect, analyze, and disseminate the data necessary to demonstrate the effectiveness of the Agency

operations, hazard/risk mitigation efforts including identifying individual safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended, compliance with operation/maintenance procedures, and the SMS. Contracted service providers are expected to report requested data so STA can include that data in the risk reduction program. This data comes from several documented sources including, but not limited to:

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

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

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

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

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

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

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

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

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

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

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

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

**Establish conclusions:** Draw conclusions and determine preventability from the collected and analyzed information based on:

- Main and direct causes and contributing factors leading to the event.
- Other findings that have potential to improve the safety of the transit system.

## Safety Event Investigation Procedures

STA's safety event investigation procedures follow these steps:

- Bus Operators, Van Operators, Mechanics, Transit Officers, or Operations Supervisors notify Dispatch of the safety event. The Operator of the affected transit vehicle follows basic emergency steps:
  - Stay calm.
  - Assess the situation. Do not move the vehicle unless directed by law enforcement or Dispatch.
  - Notify Dispatch.
  - Protect people, then property.
  - Provide aid to the passengers.
  - Secure/make safe the vehicle/scene.
  - Gather information from customers using Customer Courtesy Cards.
  - Complete an Operators Event Report as soon as is practicable.
- Dispatch immediately notifies Operations Management, Safety department, and Emergency Operations representatives via text message and email.
- The investigator is dispatched to the scene. This normally consists of an Operations Supervisor or Manager.
- The investigator arrives at the scene as soon as possible with tools (report blanks & camera) to conduct the investigation.
- The investigator secures the scene and collects facts about what occurred, including interviewing the operator involved, if possible.
- The investigator begins the technical investigative process, which includes but is not limited to the following:
  - Noting the environmental factors surrounding the safety event, such as lighting and visibility, road surface conditions, climate, and weather conditions.
  - Collecting vehicle and roadway evidence, including vehicle condition and position for all vehicles involved in the incident.
  - Observing brake-related factors (skid marks).
  - Observing debris and vehicle fluids.
  - Observing contact and induced damage.

- Making exterior damage assessments.
- Photographing the scene.
- Sketching the incident scene.
- Interviewing other drivers, witnesses, passengers, fire, emergency medical services, and police personnel at the scene. Interviewing maintenance personnel, if necessary, later.
- Making drug and alcohol testing decisions.
- Finalizing the Supervisor's Event Report Form.
- Requests building and/or vehicle video recordings of the event.

### Identifying Causal and Contributing Factors

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

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

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

### Accident and Incident Review

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

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

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

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

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

### Safety Performance Measures

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

### Internal Safety Reporting Programs

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

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

### Internal and External Inspections and Audits

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

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

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

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

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

### Hazard/Risk Actions Log

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

### Management of Change

STA understands that change may affect the appropriateness or effectiveness of existing risk mitigation strategies. Hazards may inadvertently be introduced into an operation whenever change occurs. Safety

management practices require that hazards that are a by-product of change be systematically and proactively identified, evaluated through the SRM process, and corrected.

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

Changes may be internal or external to the organization. Examples of external changes include changes in regulatory requirements and changes to service areas. Examples of internal changes include management changes, new equipment, and new procedures.

A formal process for change management should consider the following three criteria:

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

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

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

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

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

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

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

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

## Continuous Improvement

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

- Monitoring the achievement of safety objectives and safety performance indicators and targets.
- Reviewing the effectiveness of:
  - Hazard identification, safety risk assessment, safety risk mitigation development, and management of change activities.
  - Operations and maintenance procedure monitoring activities during performance reviews.

- Safety risk mitigation monitoring activities through the Safety Committee.
- Event investigation activities.
- Safety training efforts.
- Safety communication.

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

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

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

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

## Safety Promotion

### Employee Safety Training

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

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

### Operator Training

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

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

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

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

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

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

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

### Mechanical Certification and Maintenance Training

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

Vehicle Maintenance employees receive additional skills training in:

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

### Safety Officer Certification and Training

STA participates in the FTA's Public Transportation Safety Certification Training Program. The 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 Chief Safety Officer will complete a minimum of one hour of safety training each year.

## Training Assignments and Recordkeeping

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

- Munis
- Trapeze
- Origami
- Employee Files

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

## Training Curriculums

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

## Safety Communication

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

### **Dissemination of safety and safety performance information throughout the Agency:**

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

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

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

## Additional Information

Safety Committees are required by state law to serve as the basic forum to review safety issues and hazards, hazard reports, safety audit 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 work groups. Safety Committee meeting minutes are made available to all employees via the Safety Intranet site and Safety Bulletin Boards.

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

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

STA conducts the annual 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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Near-miss – a narrowly avoided safety event.

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

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

Potential Consequence – the effect of a hazard.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Acronyms

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

## Appendix A: Safety Hazard Report Form

### STA Employee Safety Hazard Report Form

**File Number:** \_\_\_\_\_  
(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 Audit Form**



# Safety Audit Checklist

<b>Name of Auditor:</b>	<b>Location of Audit and Address:</b>
<b>Title of Auditor:</b>	<b>Specific Areas Inspected or of Concern (leave blank if entire location)</b>

<b>Personal Protective Equipment (PPE):</b>						<b>N/A</b>	<b>Yes</b>	<b>No</b>
Please indicate what PPE is required for this area:								
<b>Hi - Viz</b>	<b>Eye</b>	<b>Ear plugs</b>	<b>Earmuffs</b>	<b>Gloves</b>	<b>Respiratory</b>			
Is the appropriate PPE for the task being utilized?								
Is the required PPE available to employees?								
Is the required PPE being utilized in the correct manner?								
Is the required PPE being utilized in good, working condition? Does it fit properly?								
Has a hazard assessment been done & documented?								
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>								

<b>Emergency Wash Stations:</b>				<b>N/A</b>	<b>Yes</b>	<b>No</b>
Are emergency eye wash stations available & easily accessible?						
Are emergency showers available & easily accessible?						
Are the emergency wash stations (eye/shower) in good working order?						
Are they located so it takes no more than 10 seconds to reach & free from an obstacle that could block its usage?						
Are both clearly marked that the water being used is non-potable (not fit to drink)?						
Have the emergency wash stations (eye/shower) been inspected?						
Are the inspections documented properly?						
Are the inspections performed in the required timeframe?						
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>						

<b>Fire Suppressant Systems:</b>				<b>N/A</b>	<b>Yes</b>	<b>No</b>
Are fire extinguishers readily available and accessible?						
Are they easily identified so employees can easily locate & reach them?						

<b>Fire Suppressant Systems Cont'd:</b>	<b>N/A</b>	<b>Yes</b>	<b>No</b>
Are they the right one for the hazard (wood, liquids, grease, electrical hazards?)			
Are they in good working condition (charged, free from damage, etc.)			
Have the fire extinguishers / sprinklers been inspected?			
Are the inspections documented properly?			
Are the inspections performed in the required timeframe?			
Are all employees properly trained on how to use them? Is training up to date?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

<b>Entry / Exit Routes / Walking Paths:</b>	<b>N/A</b>	<b>Yes</b>	<b>No</b>
Are the workroom floors in a safe walking / working condition?			
If practical, are the workroom floors dry?			
Are the floors not overloaded so they can support the equipment being used?			
Are all employees aware of the emergency plans & exits?			
Are the exits clearly marked for all means of exit?			
Are access & egress routes free & clear from debris?			
If "no" were you or another employee able to remove the debris?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

<b>General Housekeeping:</b>	<b>N/A</b>	<b>Yes</b>	<b>No</b>
Are the storage areas, passageways, service rooms & other workspaces clean, orderly, and sanitary?			
Are the stored materials done in such a way as not to create a hazard?			
Is the area free from materials that could cause a slip/trip/fall/fire hazard?			
Is the workspace swept clean to reduce airborne contaminants as much as possible?			
Is the area free from items that could obstruct cleaning (nails, boards, hole, etc?)			
Are items such as bundles, containers, bags, etc. stored in such a way to prevent sliding, tipping, falling, or collapsing?			
Is there adequate lighting for the workspace & duties being performed?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

<b>First Aid, AED, and bloodborne pathogens (BBP):</b>	<b>N/A</b>	<b>Yes</b>	<b>No</b>
Is there a First Aid Kit, BBP kit, and AED available and accessible?			
Is there at least 1 person present with current training?			
Are the kits properly stocked? If "no" list the missing items below.			
Are the containers free from contamination, deterioration, etc?			

First Aid, AED, and bloodborne pathogens (BBP) Cont'd:	N/A	Yes	No
Are the containers clearly marked & unlocked?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

Electrical Cords:	N/A	Yes	No
Are electrical cords being used for their approved purpose & working environment?			
If being used near a hazardous location (gas, dust, vapor, fiber) is it approved to do so? (Area must have documentation of all hazards)			
Are cord connectors free from exposed current-carrying parts except prongs, blades, or pins?			
Are all electrical cords in good working condition? (Insulation intact, no exposed wires, all prongs exist, etc.) Visual inspection must be done prior to use			
Are they handled in such a manner that it will not cause damage?			
Are they stored in such a manner so as not to damage insulation? (i.e. staples?)			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

Electrical Equipment:	N/A	Yes	No
Is it being used for its approved purpose? If being used in a wet/damp environment is it designed for such use? If so, are any cabinets, cutout boxes, fittings, boxes or wet locations, are they installed to prevent moisture from entering & weatherproof?			
If being used in a damp environment are there any exposed parts that may become energized grounded, and is the grounding conductor clearly identified?			
Is the equipment clearly marked w/ manufacturer name/voltage/current/wattage?			
Electrical panel free from any items surrounding it by at least 36 inches?			
Is any exposed noncurrent-carrying metal parts that may become energized grounded?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

Lock Out / Tag Out (LOTO):	N/A	Yes	No
If machine/equipment is new/modified/repared can it accept LOTO devices?			
Is the device being used appropriate to control all forms of energy?			
If needed, are multiple LOTO devices applied & correctly?			
Have all energy sources been identified, isolated, and controlled?			
Has the authorized employee notified all affected employees prior to installation?			

<b>Lock Out / Tag Out (LOTO) Cont'd:</b>	<b>N/A</b>	<b>Yes</b>	<b>No</b>
Are all tags properly marked (date, name, contact info) and legible? Weatherproof?			
Are they all the same format? Are they capable of withstanding excessive force?			
Did you verify the 1:1 rule? (1 lock per person, per device)?			
Prior to removal, is the person removing the device the only one authorized to do so?			
Prior to removal, was it verified that it was safe to do so? Was it verified that any surrounding employees will be safe when the machine/equipment is energized?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

<b>Hazard Communication / Chemical Storage:</b>	<b>N/A</b>	<b>Yes</b>	<b>No</b>
Do all employees know how to access the SDS information? SDS meet all GHS req's?			
Are all containers labeled appropriately & legibly?			
Are all chemicals / products housed in the proper container?			
Are the containers free from leaks, corrosion, rust, flaking, etc?			
Have weekly, documented inspections been carried out to ensure no degradation?			
Are flammable liquids being stored in flammable liquid cabinets?			
Are oily rags being placed in self-closing, covered metal containers?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

<b>Portable Electric Tools:</b>	<b>N/A</b>	<b>Yes</b>	<b>No</b>
Are hand tools in good condition & stored in a safe manner?			
Are tool guards & any other safety devices in place & utilized properly?			
Is the grinding wheel tongue guard set at 1/4 of an inch or less?			
Is the grinding wheel tool rest at 1/8 of an inch or less?			
Are employees letting the tool do the work (not forcing it)?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

<b>Ladders:</b>	<b>N/A</b>	<b>Yes</b>	<b>No</b>
Are ladders inspected and in safe working condition?			
If displacement/tip over is possible, is the ladder properly secured to prevent injury?			
Is the right type of ladder being used for the job (step vs leaning)?			
Are all safety devices in use (locked spreader etc.)			
Is the ladder rated appropriately for the task (1A,1, 2, 3)?			
Is the ladder the appropriate length / height?			
Is the ladder being used at the correct ratio (if leaning)?			
Is the area at the base free from slip, trip, and fall hazards?			

<b>Ladders:</b>	N/A	Yes	No
Is the ladder secure at the top and the bottom when it's in use?			
Are employees following the 3 point of contact rule? Facing during climbing/descending?			
Are employees not carrying materials as they climb the ladder?			
Are employees standing on the second/third to last step/rung?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

<b>Fall Protection:</b>	N/A	Yes	No
Is the fall protection being properly stored?			
Is fall protection available, inspected and documented?			
If parapet is <39" or there is an unprotected edge, is fall restraint being used or a warning line @ least 15' from the unprotected edge or guardrail?			
Is the proper form of fall protection being used for the task height?			
Are the harnesses free from corrosion, fraying, or overall damage?			
Are the lanyards & anchorage point free from corrosion / damage?			
Are the harnesses being properly worn & snug enough for proper fit?			
If using an elevated work platform: is fall protection being used?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

<b>Compressed Gas Cylinders:</b>	N/A	Yes	No
Are compressed gas cylinders being stored upright & secured?			
Are the safety relief devices installed and in good working order?			
Are the caps on securely & tightly?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

<b>Forklifts / Scissor Lifts / Boom Lifts / Powered Man Lifts:</b>	N/A	Yes	No
Are forklift operators wearing seatbelts?			
If the equipment has been modified, has it been approved by the manufacturer?			
Is the modification at least as safe as it was prior to the documentation?			
Was a prestart inspection done & documented? Has an annual inspection been done & documented? (Note: only applies to modified units)			
Has the workspace been inspected & documented for any hazards such as holes, drop-offs, debris, overhead hazards, weather conditions / surface conditions?			
Are holes that could cause a tip over properly labeled & covered?			
Are all operators trained with documentation & it the training current?			
Is the equipment being used not overloaded per the posted capacity limits?			

Do open pits have proper barriers to prevent accidental access?			
<b>Forklifts / Scissor Lifts / Boom Lifts / Powered Man Lifts Cont'd:</b>			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

<b>Airborne Contaminants / Ventilations:</b>	N/A	Yes	No
Is adequate ventilation provided & in use with contaminants are present? (i.e. paint)			
When work is being performed, is respiratory protection being used?			
If work is being done in confined space, is the proper ventilation in place?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

<b>Respirators:</b>	N/A	Yes	No
Has a medical evaluation been done on the employee(s) using a respirator?			
Have the employee(s) using the respirator been fit tested?			
Are respirators being cleaned & sanitized after each use? Assembled properly?			
Stored properly to protect them from hazards that could compromise their use?			
Are inspections being done prior to use (seal check, degradation, etc.)?			
Are the canister labels readable & intact?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

<b>Confined Space:</b>	N/A	Yes	No
Has a permit been obtained to enter a confined space?			
Permit have all req'd info (location, reason, names, etc.)?			
All the permit entry procedures being followed & are all affected employees aware?			
Have safety measures been put in place to ensure no unauthorized entry?			
Have all existed & potential hazards been reviewed, documented, and mitigated to the fullest extent possible? (Document mitigation efforts as well)			
Are rescue & emergency resources immediately available?			
If PPE is req'd, it is being used correctly & in good working order?			
<b>If you answered "no" to any of the previous questions, please use the space below to explain</b>			

## Appendix C: Hazard/Risk Action Log

2026 ACTION LOG - SAFETY COMMITTEE HAZARD REPORTS							
Date	Location of Hazard	General description	Describe the Hazard	Risk #	Safety Committee Response	Assigned to	Reporting

## 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: <i>(Check all that apply)</i>	<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 <i>(check all that apply):</i>			
<input type="checkbox"/> Bus Shelter/Zone/Stop	<input type="checkbox"/> Open Intersection	<input type="checkbox"/> Parking Lot	<input type="checkbox"/> Alley
<input type="checkbox"/> Transit Facility	<input type="checkbox"/> Controlled Intersection	<input type="checkbox"/> Railroad Tracks	<input type="checkbox"/> Hill
<input type="checkbox"/> Freeway/Interstate	<input type="checkbox"/> Residential Street	<input type="checkbox"/> STA Vehicle	<input type="checkbox"/> Steps
<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

WSTIP

## 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:

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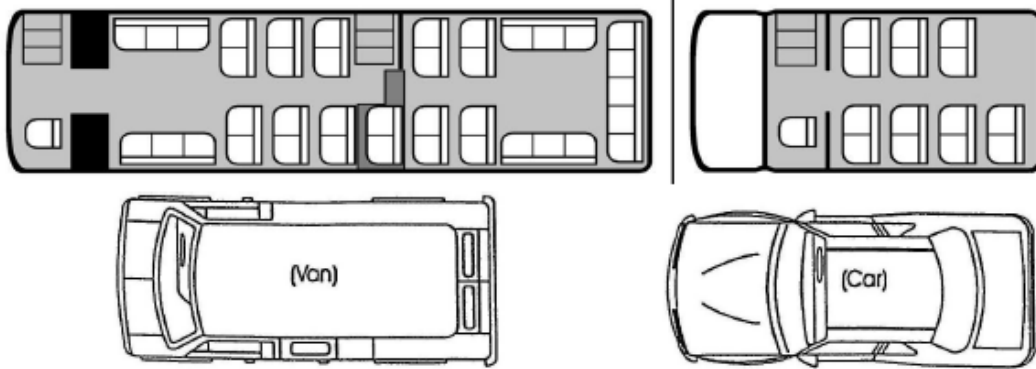


WSTIP

### SPOKANE TRANSIT OPERATOR'S EVENT REPORT

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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
			<input type="checkbox"/> Customer Call
			<input type="checkbox"/> Security Incident
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

#### 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:			
DOT (FTA) Drug & Alcohol Test: <i>If meets ONE 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>		Non DOT (STA) Drug & Alcohol Test: <i>Must meet ONE 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.	

WSTIP

## 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:	

WSTIP

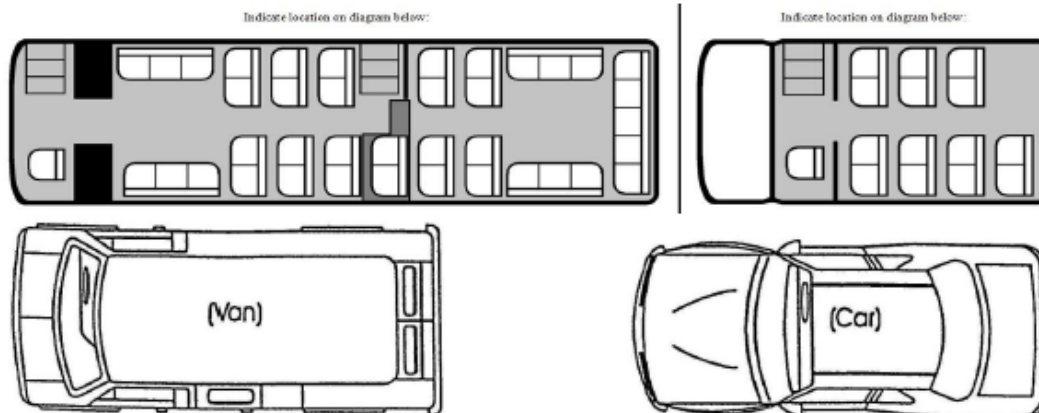
**SPOKANE TRANSIT  
SUPERVISOR'S REPORT**

**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:		

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

WSTIP

**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		<b>EMPLOYER FACILITIES</b> <input type="checkbox"/> BOONE <input type="checkbox"/> PLAZA <input type="checkbox"/> VSC <input type="checkbox"/> OTHER		<b>TODAY'S DATE</b> 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 of

## 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.					
EQUIPMENT - Root Causes				EQUIPMENT-Corrective Action	
<input type="checkbox"/> Electrical hazard	<input type="checkbox"/> Safety device inoperable	<input type="checkbox"/> Boardwalk, sidewalk			
<input type="checkbox"/> Chemical hazard	<input type="checkbox"/> Equipment inadequate	<input type="checkbox"/> Ladders			
<input type="checkbox"/> Hand tools	<input type="checkbox"/> PPE	<input type="checkbox"/> Seat			
<input type="checkbox"/> Equipment defective	<input type="checkbox"/> Steps, stairs	<input type="checkbox"/> Other _____			
MANAGEMENT - Root Causes				MANAGEMENT-Corrective Action	
<input type="checkbox"/> Lack of training	<input type="checkbox"/> Lack of accountability	<input type="checkbox"/> Improper maintenance			
<input type="checkbox"/> Lack of instruction	<input type="checkbox"/> No inspections done	<input type="checkbox"/> System failure			
<input type="checkbox"/> Working overtime	<input type="checkbox"/> Policies and procedures	<input type="checkbox"/> Other _____			
<input type="checkbox"/> Equipment unavailable					
ENVIRONMENT - Root Causes				ENVIRONMENT-Corrective Action	
<input type="checkbox"/> Insects	<input type="checkbox"/> Uneven pavement	<input type="checkbox"/> Poor housekeeping			
<input type="checkbox"/> Tight working area	<input type="checkbox"/> Poor footing	<input type="checkbox"/> Weather			
<input type="checkbox"/> Construction area	<input type="checkbox"/> Poor lighting	<input type="checkbox"/> Other _____			
<input type="checkbox"/> Uneven ground					
BEHAVIOR/PEOPLE - Root Causes				PEOPLE-Corrective Actions	
<input type="checkbox"/> Unsafe act	<input type="checkbox"/> Safety rules ignored	<input type="checkbox"/> Equipment used incorrectly			
<input type="checkbox"/> PPE not worn	<input type="checkbox"/> Unaware of surroundings	<input type="checkbox"/> Lack of training			
<input type="checkbox"/> Assault	<input type="checkbox"/> Physical or mental	<input type="checkbox"/> Other _____			
<input type="checkbox"/> Distraction/haste					
ERGONOMIC - Root Causes				ERGONOMICS-Corrective Actions	
<input type="checkbox"/> Repetitive twisting of wrists	<input type="checkbox"/> Vibration	<input type="checkbox"/> Body not in neutral position			
<input type="checkbox"/> Repetitive twisting of waist	<input type="checkbox"/> Awkward position	<input type="checkbox"/> Horizontal distance too great			
<input type="checkbox"/> Improper positioning of head	<input type="checkbox"/> Shoulders too high/low	<input type="checkbox"/> Other _____			
<input type="checkbox"/> Improper tool					
<b>Accident Investigation Conducted By:</b>					
Name (type/print): _____			Date: _____		
Signature: _____			Date: _____		
Injury accident investigations should be completed as soon as practical upon notice of an accident. STA Supervisors/Managers should complete Sections A – C, and submit the original of this completed form to Safety/Loss Control within 72 hours of injury notice. If you have questions, call #325-6000 and ask for Claims or Safety.					



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Committee Recommendation-Board Consent
Meeting Date: May 6, 2026
Agenda Item: <b>4A2</b>

**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** BATTERY ELECTRIC BUS ON-ROUTE CHARGING: EQUIPMENT PURCHASE  
**Submitted by:** Emily S. Poole, Chief Planning & Development Officer  
 Alyssa Peterson, Capital Projects Manager

**Purpose:** For decision.  
**Recommendation:** Approve, by motion, the sole source purchase of charging equipment necessary for the Battery Electric Bus On-Route Charging project.  
**Attachments and/or Online Links:** Battery Electric Bus On-Route Charging: Equipment Purchase

**SUMMARY:** Staff are seeking approval of equipment purchase to add battery electric bus charging infrastructure to two STA owned properties, Valley Transit Center (VTC) and Liberty Lake Park and Ride (LLPR), in support of STA’s *Zero Emission Fleet Transition Plan* and High-Performance Transit service implemented in 2025.

As required by STA’s Procurement Policy, equipment purchases in excess of \$1,000,000 require committee review and Board approval of the purchase prior to ordering. The current quote for charging equipment is \$1,580,986 which includes freight, delivery, and commissioning.

COST TYPE	AMOUNT
Overall Project Budget (Battery Electric Bus On-Route Charging CIP #1066)	\$4,900,000
Actuals & Encumbrances	\$200,000
Cost Estimate	\$1,580,986
Forecasted Future Encumbrances	\$3,119,014

## SPOKANE TRANSIT AUTHORITY

**Staff Report:** Agenda Item **4A2**

**Presented to:** Performance Monitoring & External Relations Committee

**SUBJECT:** Battery Electric Bus On-Route Charging: Equipment Purchase

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**BACKGROUND:** The Battery Electric Bus Charging Infrastructure project was approved in Spokane Transit Authority's (STA) 2025-2031 Capital Improvement Program. In September 2025, Route 90 Sprague was superseded by Route 9 Sprague, converting the route to the High Performance Transit (HPT) designation as identified in the *STA Moving Forward* initiative. In support of STA's *Zero Emission Fleet Transition Plan*, this route, along with interline partners Routes 21 West Broadway, 98 Greenacres / Liberty Lake, and 93 Molter Loop, will utilize battery electric buses and operate from the West Central neighborhood to Liberty Lake Park & Ride (LLPR) via the Plaza and Valley Transit Center (VTC) after completion of this project.

On-route chargers will provide the necessary charging infrastructure to provide more system resilience and extend the duty of the existing fleet, eliminate the potential for additional time associated with charging off-route, and help alleviate the charging demand at STA's Boone facilities.

A basis of design was prepared by STA staff using known data and experience from previous charging projects including Boone Northwest Garage, Moran Station, and Spokane Community College. The basis of design outlined specific makes and models of charging equipment that have proven to be successful on previous projects. The charging equipment was then reviewed with STA's on-call engineering consultant, Coffman Engineers, and ABB Group to ensure the equipment would function as necessary to support STA's charging needs.

This project is funded by Capital Improvement Program (CIP) 1066 On-Route BEB Charging Infrastructure which is approved at \$4,900,000. The CIP is partially funded by a Washington State Department of Transportation Green Transportation Grant for the 2025-2027 biennium in the amount of \$3,208,000. The current quote for charging equipment is \$1,580,986 which includes freight, delivery, and commissioning. This cost is in addition to other project costs, including construction, design, and engineering, bid advertisement, equipment procurement, construction contingency, construction management, etc.

### Procurement Description:

Spokane Transit Authority (STA) will procure the charging equipment as sole-source item. A purchase order will be issued to ABB Group for the charging equipment manufacturing, freight, and delivery charges. Utilizing the same equipment make and model for all of STA's charging infrastructure creates a standardized process for maintenance, repair, and warranty services.

### Equipment Purchase:

- Valley Transit Center
  - Two (2) 300kW pantograph-based DC fast chargers
  - Four (4) 500A charging cabinets (two per charger)
  - Wi-Fi antenna, integrated control box
  - Onsite commissioning
- Liberty Lake Park and Ride
  - Two (2) 450kW pantograph-based DC fast chargers with charge pole and mast arm
  - Six (6) 500A charging cabinets (three per charger)
  - Wi-Fi antenna, integrated control box
  - Onsite commissioning



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Report to Committee
Meeting Date: May 6, 2026
Agenda Item: <b>5A</b>

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** 2026-2027 WORKFORCE DEVELOPMENT PLAN  
**Submitted by:** Nancy Williams, Chief Human Resources Officer

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**Purpose:** Receive report.  
**Recommendation:** n/a  
**Attachments and/or Online Links:** n/a

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**SUMMARY:**

Staff will provide an overview of the 2026-2027 workforce development plan priorities. These efforts are in support of Connect 2035 goal three: Strengthen Our Organizational Capacity.

Work items scheduled for the 2026-2027 timeframe include:

- Accelerate: learning management system
- Coach Operator Recruitment and Retention Task Force
- Pathfinders: coach operator mentorship program
- CliftonStrengths: continued integration and engagement



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Report to Committee
Meeting Date: May 6, 2026
AGENDA ITEM: <b>5B</b>

**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** FIFA PLANNING  
**Submitted by:** Carly Cortright, Chief Communications & Customer Service Officer  
 Emily S. Poole, Chief Planning & Development Officer

**Purpose:** Receive report.  
**Recommendation:** n/a  
**Attachments and/or Online Links:** [spokanetransit.com/soccer](http://spokanetransit.com/soccer)

**SUMMARY:** In preparation for the FIFA World Cup events this summer, Spokane Transit has leveraged a state grant to promote ridership for the two Fan Zone events in addition to the community events planned for the Base Camp team. The grant supports marketing and educational efforts, security presence, and increased service. Outlined below are key activities to support FIFA World Cup activities in Spokane.

**Increased Service**

To support fans that may be in Spokane for the Summer of Soccer, in addition to locals wanting to utilize public transportation, service has been increased on select routes from June 1 through July 25. Route 1 City Line will offer 10-minute service on Saturdays. Route 7 Valley/Airport and Route 63 Geiger/Airport will have 30-minute frequency on weekends, bringing service to every 30 minutes all week.

**Fan Zone Support**

Spokane is hosting two Fan Zone days, June 19 and July 19, at the Pavilion in Riverfront Park. Supporting those events, Route 11 Downtown/North Bank Shuttle provides 20-minute service to Riverfront Park, with a stop in front of the Spokane Arena on Mallon. Marketing and Communications will be promoting the use of STA’s Park and Ride system and Youth Ride Free program to encourage the whole family to use transit to attend the festivities. Efforts will be aimed at promoting Transit App for trip planning and how to pay using contactless payment options. Grant funds will also support increased security presence, including transit ambassadors, to create a safe environment for all.

**Promotion and Partnerships**

Specially branded jerseys will be available for fixed route and paratransit operators and supervisors as well as customer service employees to help create an atmosphere of excitement. Spokane Transit has also partnered with Visit Spokane to help promote the SEA&WIN app. Limited edition Connect cards will be available at the Visit Spokane Visitor Information Center, and outreach staff will be present at the Visitor Information Center on Fan Zone days and other select outreach events.



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Report to Committee

Meeting Date: May 6, 2026

Agenda Item: **5C**

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** 2025 FIXED ROUTE SYSTEM PERFORMANCE REPORT  
**Submitted by:** Emily S. Poole, Chief Planning & Development Officer  
Chad Johnson, Interim Service Development Manager

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**Purpose:** Receive report.

**Recommendation:** n/a

**Attachments and/or**

**Online Links:** [2025 Annual Fixed Route Performance Report Document](#)

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**SUMMARY:** Staff will provide an overview of the 2025 Fixed Route System Performance Report which will be available online on May 6, 2026 at [www.spokanetransit.com/about-sta/projects-plans/#documents](http://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 seventeenth year in which staff have prepared the annual Fixed Route System Performance Report to inform the public and Board of Directors of the performance of each route and the various route facilities.

The report includes:

- An overview of 2025 ridership
- Bus stop analysis for shelter candidacy
- Annualized ridership at Transit Centers and Park and Ride locations
- 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 2025 passenger facilities and operational improvements
- Park and ride and bike locker utilization
- Universal Transit Access Pass (UTAP) rates
- Route profile sheets

Additionally, STA is providing digital downloads at the link above for geographic layers that depict routes and stops and stop-level ridership data. Making these resources available to the public enhances the usability of the report and the community's understanding of STA's Fixed Route system.



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Report to Committee

Meeting Date: May 6, 2026

AGENDA ITEM: **5D**

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** CITIZEN ADVISORY COMMITTEE UPDATE  
**Submitted by:** Carly Cortright, Chief Communications & Customer Service Officer

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**Purpose:** Receive report.  
**Recommendation:** n/a  
**Attachments and/or  
Online Links:** n/a

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**SUMMARY:** Per their Charter, the Citizen Advisory Committee (CAC) is advisory to the Performance Monitoring & External Relations (PMER) Committee and will “represent the interests of the community and assist staff and STA in furthering STA’s stated mission, vision, and goals, in accordance with the regular input received from the public and stakeholders.”

To keep PMER informed of the activities of the CAC, an update will be provided during the meeting of their activities over the last quarter.



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CEO Report
Meeting Date: May 6, 2026
Agenda Item: <b>6</b>

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** CEO REPORT  
**Submitted by:** Karl Otterstrom, Chief Executive Officer

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**Purpose:** For information.  
**Recommendation:** n/a  
**Attachments and/or  
Online Links:** n/a

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



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Committee Information
Meeting Date: May 6, 2026
Agenda Item: <b>7A</b>

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** MARCH 2026 OPERATING INDICATORS  
**Submitted by:** Brandon Rapez-Betty, Chief Operations Officer

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**Purpose:** For information.  
**Recommendation:** n/a  
**Attachments and/or Online Links:** March 2026 Operating Indicators

---

**SUMMARY:**

The attached Staff Report includes the summary of Operational Indicators for the month of March 2026.

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**SPOKANE TRANSIT AUTHORITY**

**Staff Report:** Agenda Item **7A**

**Presented to:** Performance Monitoring & External Relations Committee

**SUBJECT:** March 2026 Operating Indicators

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There was one more number of weekdays in March 2026 compared to March 2025 (22 vs 21). On-time performance for Fixed Route was 92.0% and Paratransit 94.7%.

**FIXED ROUTE**

Ridership	March 2026	March 2025	Month/Month % Change	Year/Year % Change
Total Monthly Ridership	926,239	894,157	3.6%	1.6%
Average Daily Ridership	35,354	34,763	1.7%	1.6%
Adult Ridership	331,144	351,338	-5.7%	-9.3%
CCS Pass Ridership	31,956	35,189	-9.2%	-14.0%
Eagle Pass Ridership	21,696	23,193	-6.5%	-14.1%
Youth Ridership	217,967	189,977	14.7%	14.1%
% of Ridership by Youth	23.5%	21.2%	2.3%	2.5%
Reduced Fare / Paratransit Ridership	107,201	102,673	4.4%	2.7%

**PARATRANSIT**

Ridership	March 2026	March 2025	Month/Month % Change	Year/Year % Change
Combined	35,284	33,841	4.3%	1.4%
Directly Operated	19,993	17,977	11.2%	2.6%
Purchased Transportation	15,291	15,864	-3.6%	-0.1%
Special Use Van	1,250	1,211	3.2%	0.1%

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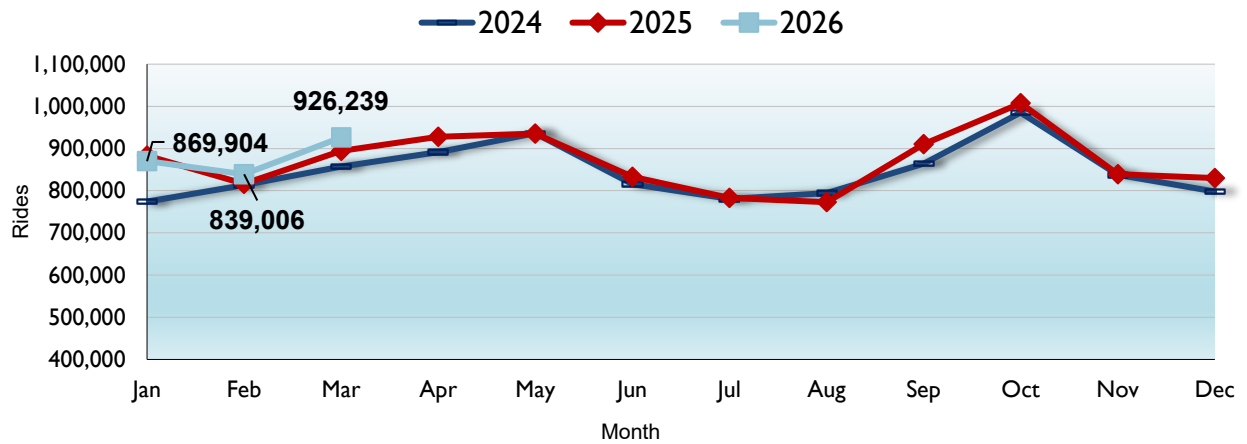
**RIDESHARE**

Ridership	March 2026	March 2025	Month to Month %Change	Year to Year %Change
Monthly Customer Trips	9,683	8,523	13.6%	
Year to Date Customer Trips	27,277	24,903		9.5%
Monthly Active Groups	93	84	10.7%	
Unique Riders	433	397	9.1%	2.4%
Riders per Vehicle	4.66	4.73	-1.5%	0.2%

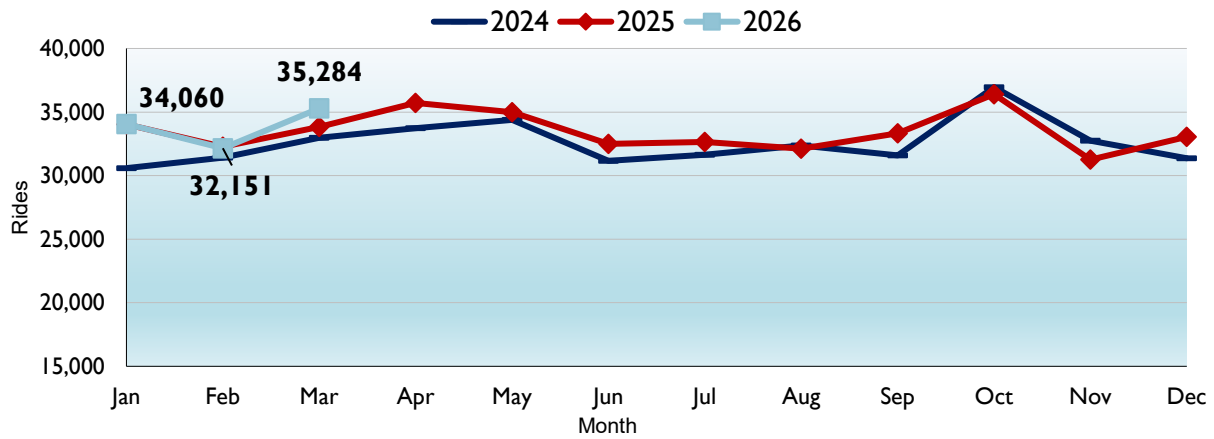
Group Formations and Folds
Four Groups added: Airway Heights Correction, Fairchild AFB, DSHS-Maple, Post Falls to Downtown
Two Groups Closed: Fairchild AFB due to shift changes, and Post Falls to Downtown due to lack of drivers

Key Takeaways

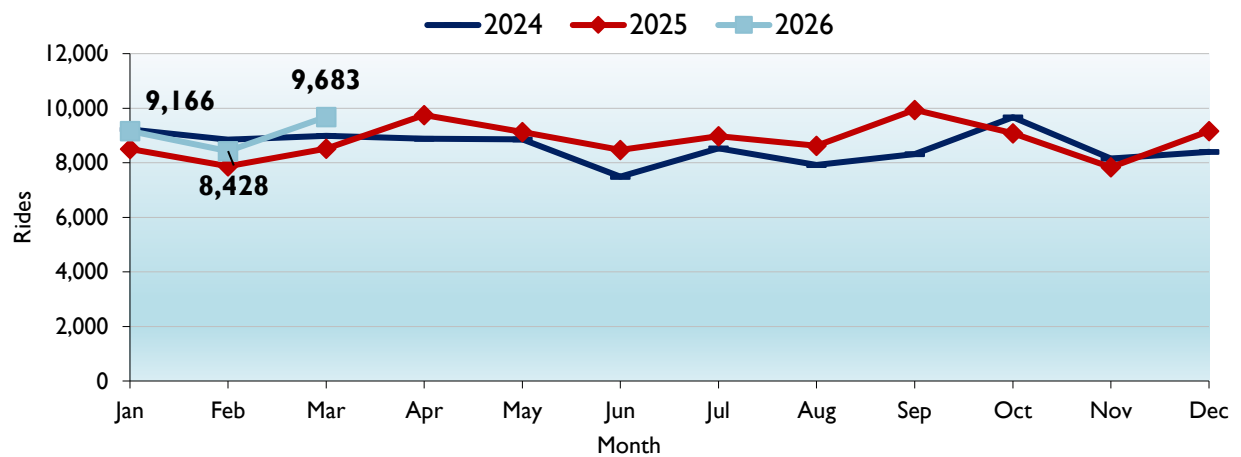
## FIXED ROUTE RIDERSHIP



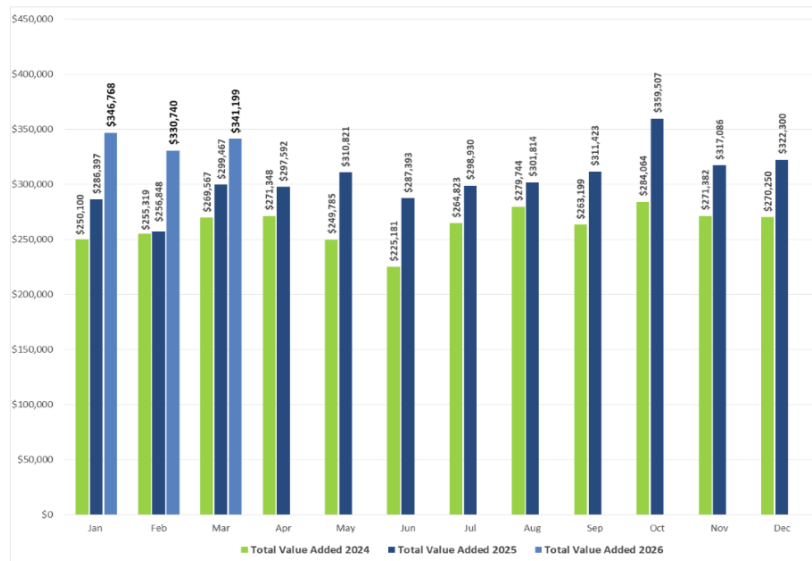
## PARATRANSIT RIDERSHIP



## RIDESHARE RIDERSHIP

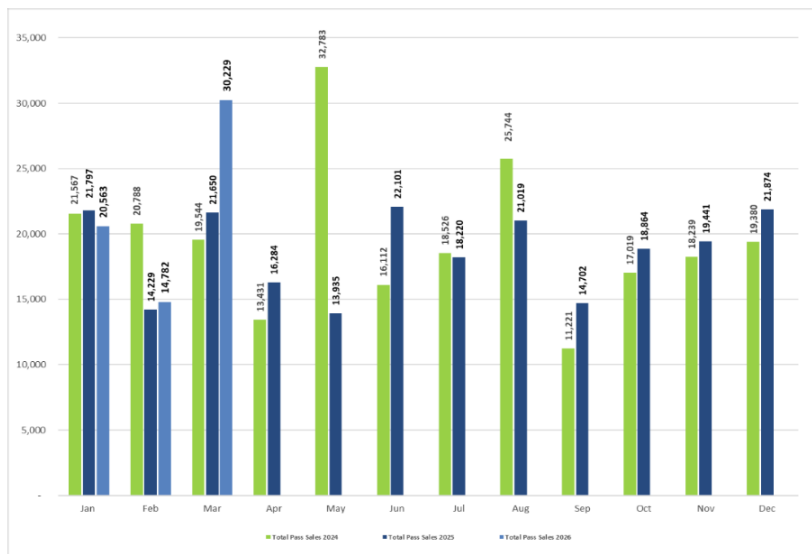


## MONTHLY VALUE ADDED TO CONNECT CARDS



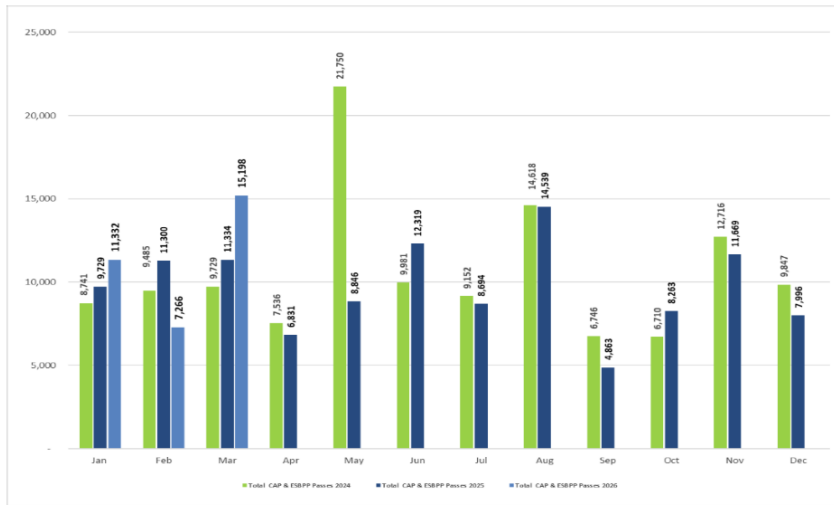
	2024 YTD	2025 YTD	2026 YTD	YTD % Change
Autoload	\$ 42,133	\$ 49,953	\$ 44,023	-11.9%
Call Center	\$ 22,243	\$ 23,025	\$ 25,128	9.1%
Customer Service Terminal	\$ 184,041	\$ 179,377	\$ 163,964	-8.6%
Customer Website	\$ 65,866	\$ 63,024	\$ 61,172	-2.9%
Mobile Ticketing	\$ 342,154	\$ 339,475	\$ 339,610	0.0%
Institutional Website	\$ 63,434	\$ 80,026	\$ 228,181	185.1%
Open Payments	\$ 44,010	\$ 97,404	\$ 143,428	47.3%
Retail	\$ 11,105	\$ 10,428	\$ 13,201	26.6%
<b>Total</b>	<b>\$ 774,986</b>	<b>\$ 842,713</b>	<b>\$ 1,018,707</b>	<b>20.9%</b>

## MONTHLY PASSES SOLD ON THE CONNECT SYSTEM



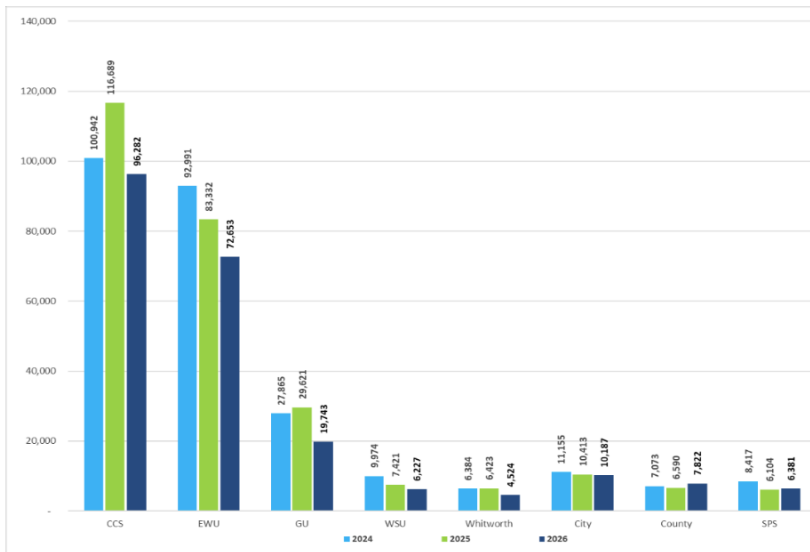
	2024 YTD	2025 YTD	2026 YTD	YTD % Change
1-Ride	21,586	19,985	24,005	20.1%
7-Day	1,165	1,089	1,050	-3.6%
Day Pass	35,241	32,674	36,957	13.1%
Stars & Stripes/Honored Rider	147	155	96	-38.1%
Opportunity Monthly			2	100.0%
Paratransit Monthly	116	123	94	-23.6%
Shuttle Park	384	221	213	-3.6%
31-Day Rolling	3,260	3,429	3,157	-7.9%
<b>Total</b>	<b>61,899</b>	<b>57,676</b>	<b>65,574</b>	<b>13.7%</b>

## COMMUNITY ACCESS AND EMPLOYER SPONSORED PASS SALES (Included in Total Passes Sold)



	2024 YTD	2025 YTD	2026 YTD	YTD % Change
1-Ride CAP	9,512	11,804	11,908	0.9%
Day Pass CAP	17,096	19,194	20,660	7.6%
Employer Sponsored Bus Pass	1,347	1,365	1,228	-10.0%
<b>Total</b>	<b>27,955</b>	<b>32,363</b>	<b>33,796</b>	<b>4.4%</b>

## MARCH YTD UTAP RIDES



	2024 YTD	2025 YTD	2026 YTD	YTD % Change
CCS	100,942	116,689	96,282	-17.5%
EWU	92,991	83,332	72,653	-12.8%
GU	27,865	29,621	19,743	-33.3%
WSU	9,974	7,421	6,227	-16.1%
Whitworth	6,384	6,423	4,524	-29.6%
City	11,155	10,413	10,187	-2.2%
County	7,073	6,590	7,822	18.7%
Spokane Public Schools	8,417	6,104	6,381	4.5%
<b>Total</b>	<b>264,801</b>	<b>266,593</b>	<b>223,819</b>	<b>-16.0%</b>



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Committee Information
Meeting Date: May 6, 2026
Agenda Item: <b>7B</b>

**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** MARCH 2026 FINANCIAL RESULTS SUMMARY  
**Submitted by:** Robert Hamud, Chief Financial Officer

**Purpose:** For information.  
**Recommendation:** n/a  
**Attachments and/or Online Links:** MARCH 2026 REVENUE & EXPENSE CHART

**SUMMARY:** Attached are the March 2026 financial results. The charts are being shown with a comparison to the YTD budgetary and prior year actual values.

Revenue

Overall, March year-to-date revenue is 5.5% (\$2.2M) higher than budget impacted by the following:

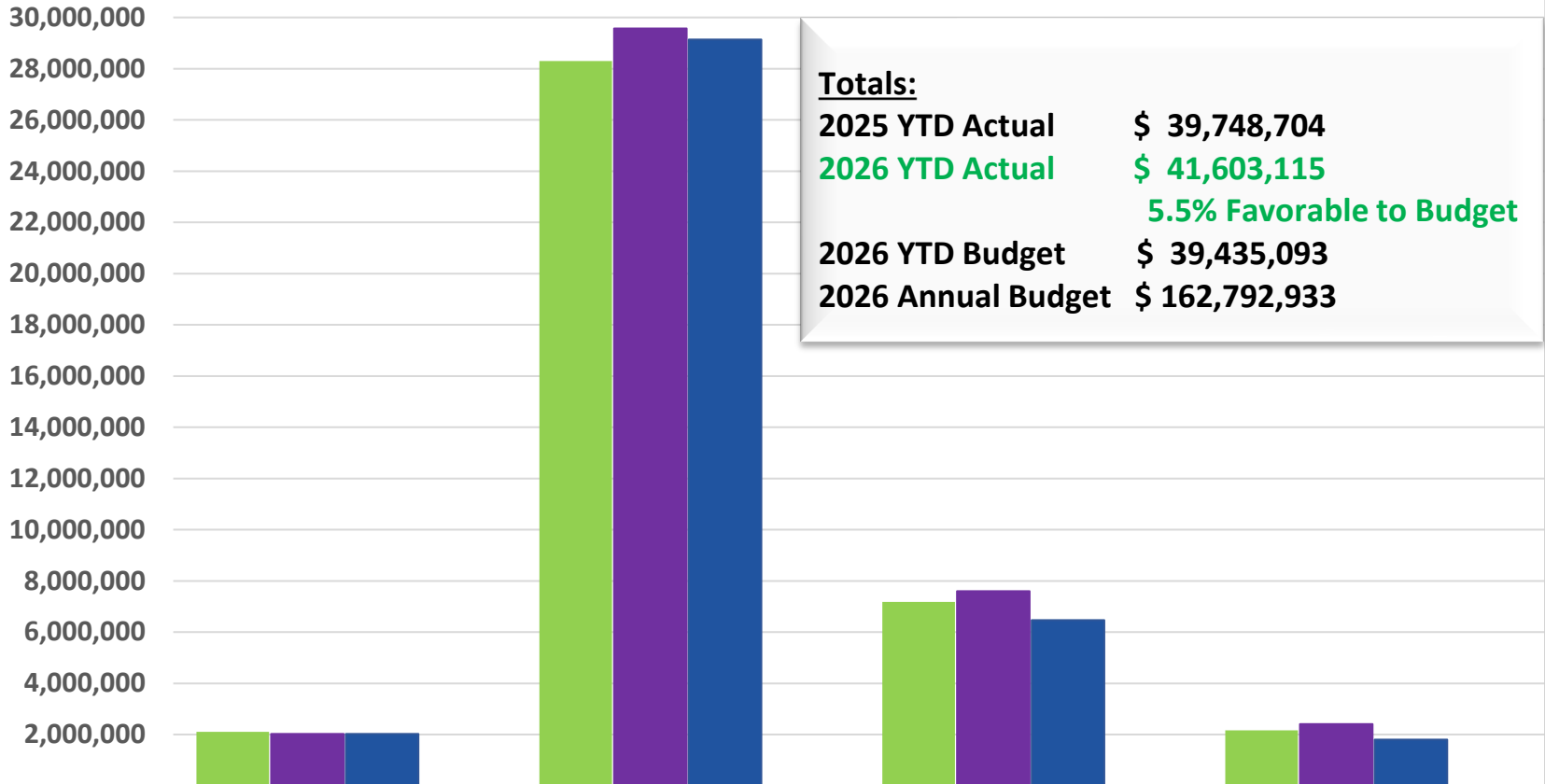
- Fares & Other Transit Revenue is 0.2% higher than budget
- Sales Tax Revenue is 1.4% higher than budget
- Federal & State Grant Revenue is 17.5% higher than budget
- Miscellaneous Revenue is 33.8% higher than budget

Operating Expenses

Overall, March year-to-date operating expenses are 6.2% (\$2.1M) lower than budget influenced by the timing of payments as follows:

- Fixed Route is 3.6% lower than budget
- Paratransit is 9.9% lower than budget
- Rideshare is 9.4% lower than budget
- Plaza is 32.3% lower than budget
- Administration is 7.7% lower than budget

## Spokane Transit Revenues <sup>(1)</sup> - March YTD 2026

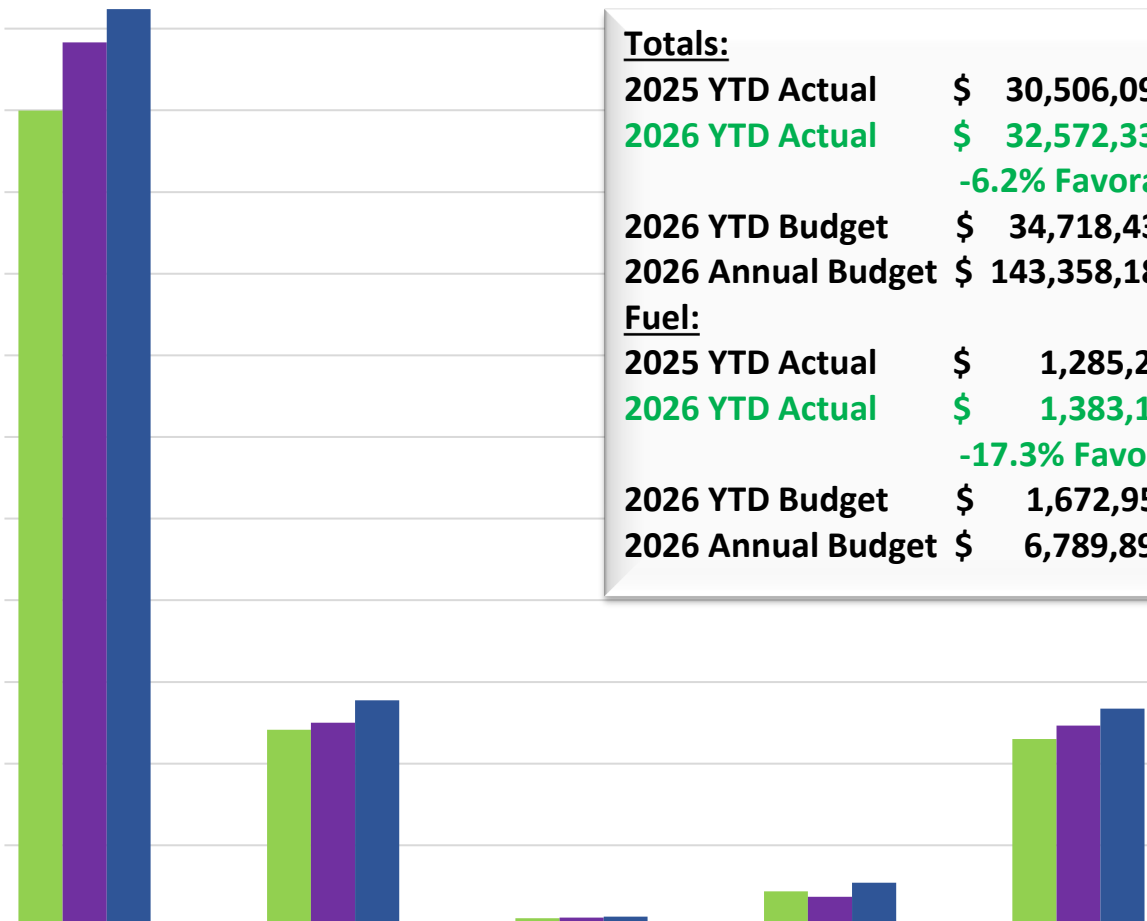


	Fares & Other Transit Revenue	Sales Tax	Federal & State Grants (2)	Miscellaneous
2025 YTD Actual	2,106,661	28,293,708	7,180,259	2,168,076
2026 YTD Actual	2,028,671	29,564,994	7,600,574	2,408,876
2026 YTD Budget	2,024,242	29,142,519	6,467,956	1,800,376
2026 YTD Budget Variance	0.2%	1.4%	17.5%	33.8%
2026 Annual Budget	8,096,969	121,622,638	25,871,822	7,201,504

(1) Above amounts exclude grants used for capital projects. Year-to-date March state capital grant reimbursements total \$796,965 and federal capital grant reimbursements total \$0.

## Spokane Transit Operating Expenses<sup>(1)</sup> - March YTD 2026

24,000,000  
22,000,000  
20,000,000  
18,000,000  
16,000,000  
14,000,000  
12,000,000  
10,000,000  
8,000,000  
6,000,000  
4,000,000  
2,000,000



**Totals:**  
**2025 YTD Actual** \$ 30,506,099  
**2026 YTD Actual** \$ 32,572,336  
**-6.2% Favorable to Budget**  
**2026 YTD Budget** \$ 34,718,439  
**2026 Annual Budget** \$ 143,358,181

**Fuel:**  
**2025 YTD Actual** \$ 1,285,206  
**2026 YTD Actual** \$ 1,383,184  
**-17.3% Favorable to Budget**  
**2026 YTD Budget** \$ 1,672,957  
**2026 Annual Budget** \$ 6,789,899

	Fixed Route	Paratransit	Rideshare	Plaza	Administration	Mobility on Demand
2025 YTD Actual	19,995,989	4,828,656	212,799	869,302	4,599,353	-
2026 YTD Actual	21,667,768	5,004,564	230,111	736,035	4,933,858	-
2026 YTD Budget	22,478,286	5,554,395	254,019	1,087,085	5,344,654	-
2026 YTD Budget Variance	-3.6%	-9.9%	-9.4%	-32.3%	-7.7%	-
2026 Annual Budget	93,206,005	22,735,842	974,531	3,994,005	21,292,850	954,948

(1) Operating expenses exclude capital expenditures of \$2,908,067 and Cooperative/TOD projects of \$0 for year-to-date March 2026.



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Committee Information
Meeting Date: May 6, 2026
Agenda Item: <b>7C</b>

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** APRIL 2026 SALES TAX REVENUE  
**Submitted by:** Robert Hamud, Chief Financial Officer

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**Purpose:** For information.  
**Recommendation:** n/a  
**Attachments and/or Online Links:** APRIL 2026 SALES TAX REVENUE

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**SUMMARY:** Attached is the April 2026 voter-approved sales tax revenue information.

## SPOKANE TRANSIT AUTHORITY

Staff Report: Agenda Item 7C

Presented to: Performance Monitoring & External Relations Committee

SUBJECT: APRIL 2026 SALES TAX REVENUE

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### SUMMARY

April sales tax revenue, which represents sales for February 2026, was:

- 5.6% above 2026 budget
- 2.4% above YTD 2026 budget
- 8.8% above 2025 actual
- 5.4% above YTD 2025 actual

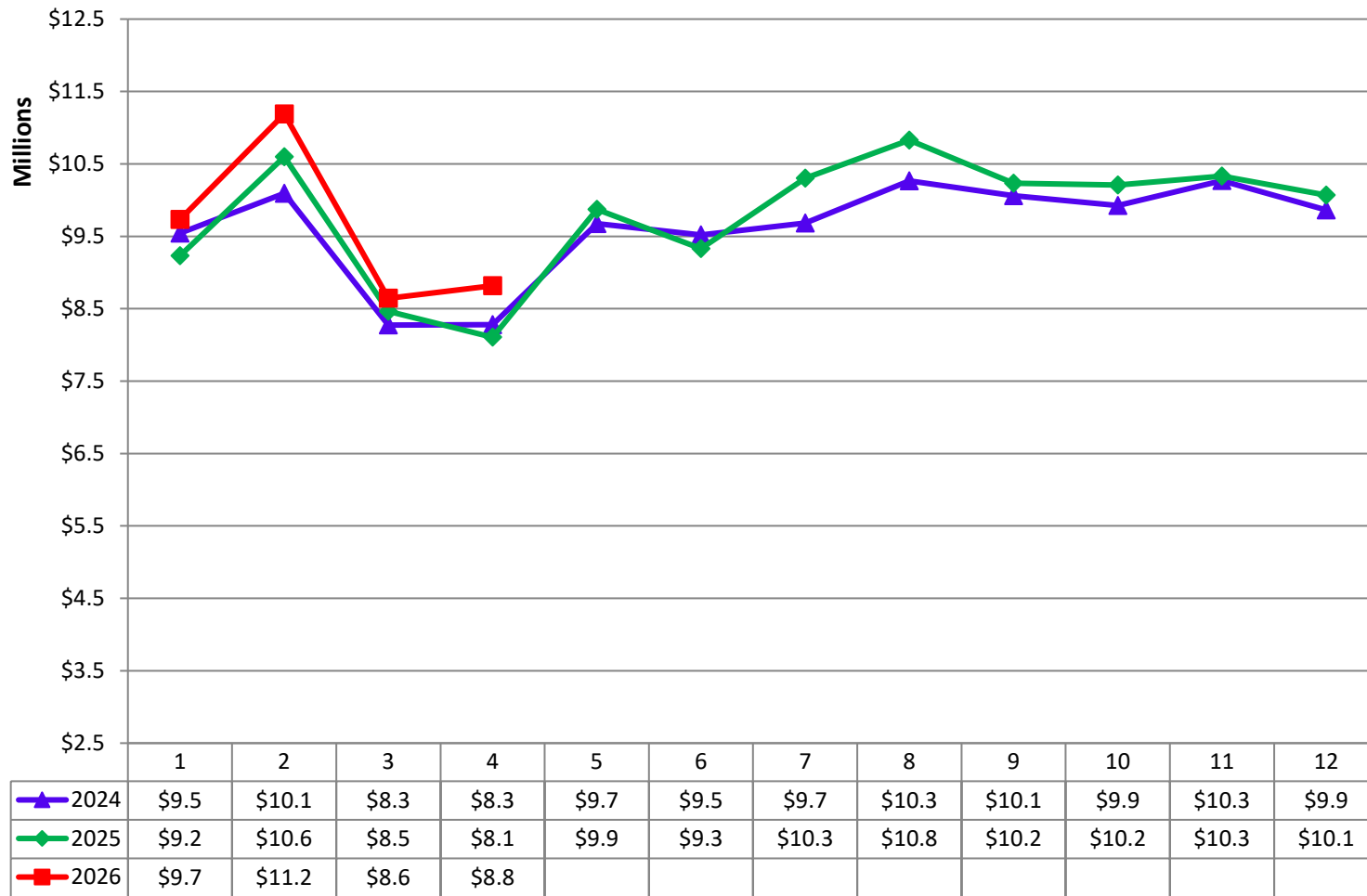
Total taxable sales for February were up 8.5% from February 2025. 2026 YTD sales are up 5.2% compared with February 2025 YTD.

Retail, Construction and Accommodation and Food Services continue to be the top 3 rankings:

- Retail Trade increased by 4.8% or \$45.0M in February 2026 vs February 2025. Retail categories with the largest variances are as follows:
  - Building Material and Supplies Dealers increased 19.3% or \$14.0M February 2026 YTD over 2025 YTD
    - A key driver of the increases in this category was driven by prior period payments/adjustments
  - Other Misc. Retailers increased 7.8% or \$13.6M February 2026 YTD over 2025 YTD
  - Warehouse Clubs, Supercenters and Other General Merchandise Retailers increased 5.5% or \$6.9M February 2026 YTD over 2025 YTD
  - Automotive Parts, Accessories, and Tire Retailers increased 15.8% or \$5.8M February 2026 YTD over 2025 YTD
  - Used Merchandise Retailers increased 60.4% or \$3.0M February 2026 YTD over 2025 YTD
  - Furniture and Home Furnishings Retailers increased 12.3% or \$3.0M February 2026 YTD over 2025 YTD
  - Other Motor Vehicle Dealers increased 13.0% or \$2.9M February 2026 YTD over 2025 YTD
  - Jewelry, Luggage, and Leather Goods Retailers increased 28.8% or \$1.9M February 2026 YTD over 2025 YTD
  - Gasoline Stations decreased 6.9% or \$-1.9M February 2026 YTD over 2025 YTD
  - Electronics and Appliance Retailers decreased 6.2% or \$-4.5M February 2026 YTD over 2025 YTD
  - Automobile Dealers decreased 3.4% or \$-6.0M February 2026 YTD over 2025 YTD

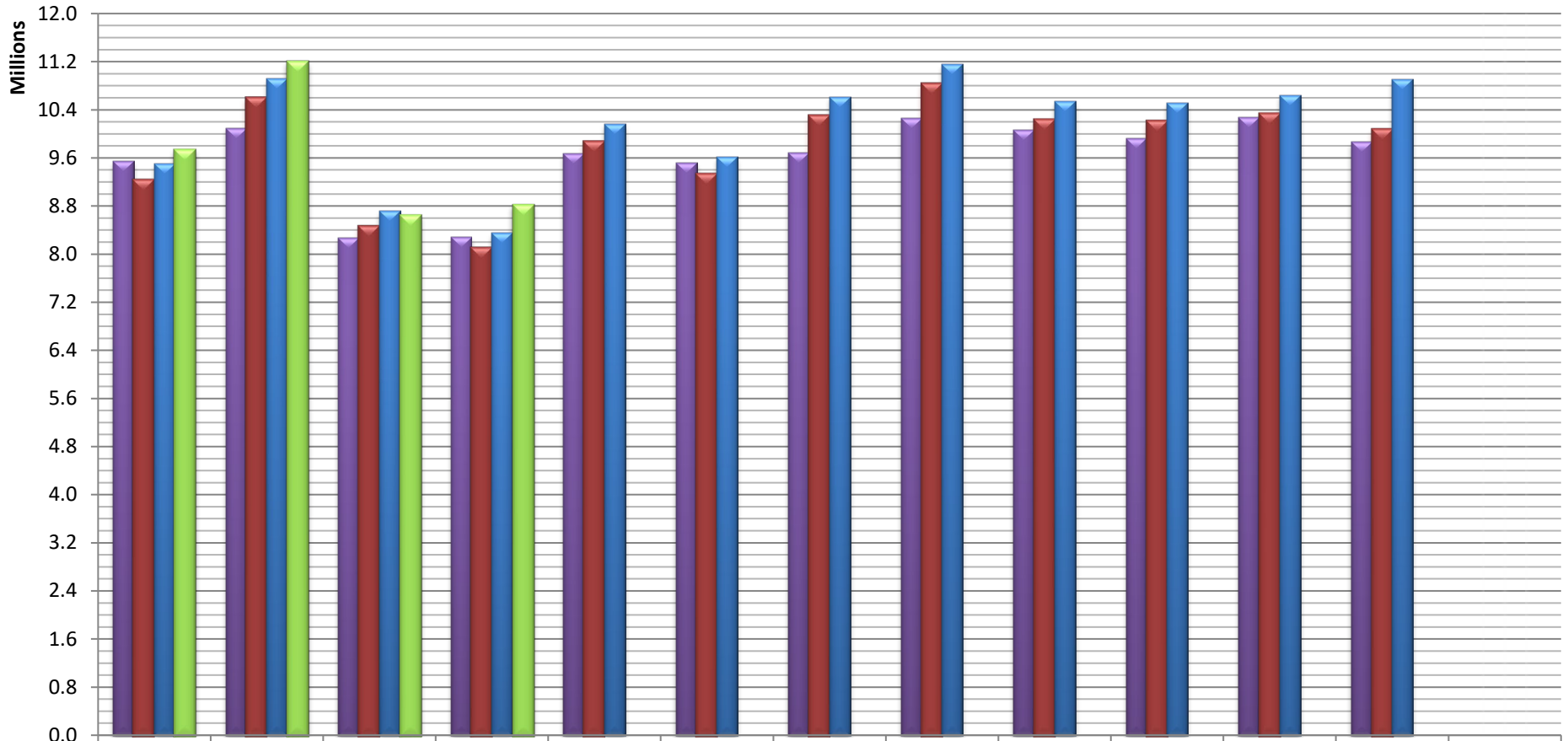
- Construction decreased by 4.4% or \$-12.4M in February 2026 vs February 2025
- Accommodation and Food Services decreased by 0.2% or \$-0.3M in February 2026 vs February 2025

## Sales Tax Revenue History-April 2026<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.

## 2024 - 2026 SALES TAX RECEIPTS <sup>(1)</sup>



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024 Actual	9,541,665	10,094,347	8,274,027	8,280,274	9,674,060	9,518,036	9,681,216	10,265,657	10,060,167	9,926,563	10,268,086	9,865,311	115,449,409
2025 Actual	9,232,330	10,597,034	8,464,344	8,105,275	9,870,270	9,328,991	10,301,219	10,828,301	10,232,387	10,208,330	10,329,837	10,070,143	117,568,461
2026 Budget	9,509,300	10,914,945	8,718,274	8,348,433	10,166,378	9,608,861	10,613,190	11,153,150	10,539,359	10,514,580	10,639,732	10,896,436	121,622,638
2026 Actual	9,731,538	11,189,775	8,643,680	8,815,879	-	-	-	-	-	-	-	-	-
\$ Mo. Var.	499,208	592,741	179,336	710,604	-	-	-	-	-	-	-	-	-
% Mo. Var.	5.4%	5.6%	2.1%	8.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
\$ YTD Var.	499,208	1,091,949	1,271,285	1,981,889	-	-	-	-	-	-	-	-	-
% YTD Var.	5.4%	5.5%	4.5%	5.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% YTD Bud. Var.	2.3%	2.4%	1.4%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

<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.



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Committee Information
Meeting Date: May 6, 2026
Agenda Item: <b>7D</b>

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** 1ST QUARTER 2026 SERVICE PLANNING PUBLIC INPUT REPORT  
**Submitted by:** Emily S. Poole, Chief Planning & Development Officer  
Brian Frampton, Associate Transit Planner

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**Purpose:** For information.  
**Recommendation:** n/a  
**Attachments and/or Online Links:** 2026 1st Quarter Service Planning Public Input Report

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**SUMMARY:** A total of 63 comments and feedback related to fixed Route service and stops were received by the Planning & Development Division during the first quarter of 2026. Of the comments received, 28 were requests for new service, 19 were related to existing service, and 16 were related to bus stops. The comments are summarized in the attached staff report.

**BACKGROUND:** The Planning & Development Division receives comments from external sources and itemizes each comment to follow up, and document feedback used for emerging opportunities for future service changes. These comments are obtained from a variety of sources since customer engagement cannot be a one-size-fits-all approach. Department staff obtain feedback from customers at public meetings, forwarded from the Customer Service Department, phone calls, letters, emails, voice messages, emails, STA Questions (STA's website comment portal), and feedback from coach operators and supervisors. In particular, the Service Development Team within the Department responds to every comment received when valid contact information is provided. Comments may also be discussed with the internal Service Improvement Committee.

**SPOKANE TRANSIT AUTHORITY**

**Staff Report:** Agenda Item 7D  
**Presented to:** Performance Monitoring & External Relations Committee  
**SUBJECT:** 2026 1st Quarter Service Planning Public Input Report

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<b>ADDITIONAL SERVICE REQUESTS</b>
<p>One request for service on East Upriver Drive. <i>Staff informed the citizen that additional stops are being considered for this area, but no service date is identified at this time.</i></p>
<p>One request for service at South Bowdish Road and South Dishman Mica Road. <i>Staff informed the citizen that service does not extend south of East 32<sup>nd</sup> Avenue at this time and that their feedback would be considered in future planning efforts.</i></p>
<p>One request for service to Deer Park. <i>Staff informed the citizen that Deer Park is not within the Public Transportation Benefit Area (PTBA) and provided a link to the PTBA map. Staff informed the citizen that their feedback would be considered in future planning efforts.</i></p>
<p>One request for additional service to align with Flix, Jefferson, Amtrak, and Northwest Trailways from the Spokane Intermodal Station to existing Spokane Transit Authority (STA) Park and Rides during arrival times. <i>Staff notified the citizen that STA bus service does not operate 24 hours a day and that their feedback would be considered in future planning efforts.</i></p>
<p>One request for service at Market Street and Magnesium. <i>Staff informed the citizen that their feedback would be considered in future planning efforts</i></p>
<p>One request for service to East Farwell Road and North Pittsburgh Street. <i>Staff notified the rider that STA has plans for future service to the Mead area through the Division Street BRT project and all comments are documented and used in future planning efforts.</i></p>
<p>Two requests for service to the Colbert area; one for Ridge at Midway Apartments on North Hatch Road between North Wandermere Road and East Tudor Lane, and one for the general Colbert area. <i>Staff informed the citizens that the Colbert area is outside the PTBA with the closest service at Hastings Park and Ride. Staff noted that the feedback would be considered in future planning efforts</i></p>
<p>One request for service to Belle Terre Avenue to align Route 97 South Valley schedules with University High School bell times for afternoon class periods. <i>Staff are working on analysis of school bell schedules and Route 97 South Valley service schedules.</i></p>

### ADDITIONAL SERVICE REQUESTS

One request for service to North Hatch Road to expand the paratransit service area.

*Staff informed the citizen of future planning efforts in the Mead through the Division Street BRT project, which will adjust the paratransit service area, and noted that their feedback would be considered in future planning efforts.*

Sixteen requests for service to Chase Middle School.

*Staff responded to all requests and noted that all comments will be considered in future planning efforts.*

One request for service to West McFarlane Road in Airway Heights.

*Staff informed the citizen about the Rideshare program and noted that their feedback would be considered in future planning efforts.*

One comment requesting additional service to Eagle Point Apartments.

*Staff made several attempts to contact the citizen without success. Currently, there are three bus stops serving Eagle Point Apartments.*

### EXISTING SERVICE COMMENTS

One comment about alighting at a bus stop at South Hayford Road and West 10<sup>th</sup> Avenue on Route 65 Airway Heights which lacked ADA accessibility.

*Staff responded to the rider that the bus stop is ADA accessible. The information was relayed to Operations for further review.*

One request to change the schedules for Route 9 Sprague and Route 95 Mid Valley to allow for better connections.

*Staff responded that schedules would be reviewed and offered additional trip planning assistance.*

One comment about a turning movement at the corner of West 11th Avenue and South Cedar Street on Route 14 South Adams/Napa.

*Staff replied that bus tests were conducted for Route 14 South Adams/Napa at the intersection in question. The turn on West 11th Street was the operationally preferred bus maneuver from the other options.*

One request for extended Route 7 Valley/Airport service to the Amazon Fulfillment Center on West Geiger Boulevard between 6:00 pm and 7:30 pm shift change.

*Staff responded to the citizen that their feedback will be documented and studied in future service changes.*

One comment requesting prioritized coordination between Route 68 Cheney Loop and Route 6 Cheney in the mornings.

*Staff informed the customer that Routes 68 Cheney Loop and Route 6 Cheney are prioritized with 5-minute connection times in the morning and 13-minute connection times during the day. These ensure buses are at Eastern Washington University (EWU) 13 minutes prior to class start times.*

## EXISTING SERVICE COMMENTS

One comment regarding bus size on Route 663 EWU VTC Express from the Valley Transit Center (VTC) to EWU.

*Staff responded to the citizen that Route 633 is scheduled to have a larger bus based on ridership however, at times due to bus availability, a smaller bus may be assigned to the route.*

One comment about stop closures on Route 96 Pines/Sullivan.

*Staff responded that the stop adjustments were due to an operational change to the end of line and layover location and provided alternatives to assist the rider to alight closer to the previous stop location.*

One request for information pertaining to the ridership numbers in the Shadle Park area.

*Staff provided a link to the 2024 Annual Fixed Route Performance Report.*

One request for Route 94 East Central/Millwood to serve the VTC instead of requiring a transfer.

*Staff was unsuccessful in attempts to contact the commenter and documented the feedback for future planning efforts.*

One request to verify if the citizen's residence was in the PTBA.

*Staff provided mapping verification of residence's location in the PTBA.*

One request for smaller transfer windows between Route 4 Monroe-Regal and Route 9 Sprague at the Plaza to reduce wait time.

*Staff responded that this request will be evaluated and informed the customer that their feedback will be consider for future planning efforts.*

One request for Route 67 Swoop Loop to resume service or provide more peak Route 68 Cheney Loop trips.

*Staff commented that Route 67 was discontinued due to consistent low ridership. Staff offered to assist with trip planning to make errands more efficient.*

One citizen expressed frustration regarding changes to Route 32 Trent/Montgomery.

*Staff responded that there are no changes or planned changes to Route 32 Trent/Montgomery.*

One comment about 11:50 pm service on Route 28 Nevada being discontinued.

*Staff made several attempts to reach the commenter but were unsuccessful. The latest trip for Route 28 Nevada departs at 11:20pm.*

One request for later service on Routes 173 VTC Express, Route 9 Sprague, and Route 4 Monroe-Regal.

*Staff responded that their feedback will be consider for future planning efforts.*

One comment requesting Route 96 Pines/Sullivan continue to the East Valley High School prior to the layover.

*Staff informed the rider that this location is the end of line and scheduled layover for Route 96. Staff offered options for taking an earlier trip in order to arrive on time.*

## EXISTING SERVICE COMMENTS

One rider commented that buses on Route 9 Sprague consistently have no available seating and asked for larger buses to be placed on the route.

*Staff responded that bus size assignments for Route 9 Sprague are limited and offered with 15-minute frequency, taking an earlier or later trip may meet their needs.*

One comment requesting extending peak weekday frequency until 7:00 pm for Route 43 Lincoln/37<sup>th</sup> Avenue and Route 14 South Adams/Napa.

*Staff informed the citizen that currently service is modified to one-hour frequency at 6:00 pm due to lower ridership demand and that their feedback would be considered for future planning efforts.*

## BUS STOP COMMENTS

One inquiry requesting information pertaining to trash can installation at multiple bus stops on South Perry Street:

*Perry @ 8th: This stop has an average of 75 weekday boardings*

*Perry @ 9th: This stop has an average of 17 weekday boardings*

*Perry @ 11th: This stop has an average of 22 weekday boardings*

*Staff arranged for trash cans to be installed at all the bus stops requested.*

One request for a shelter at East Mission Avenue and North Dakota Street on Route 28 Nevada.

*This stop has an average of 25 weekday boardings. Staff informed the customer that this stop is currently planned for shelter installation in spring of 2027.*

One comment expressing concern about the removal of the bus stop at 12718 East Indiana.

*Staff shared the methodology for High Performance Transit (HPT) Route 7 Valley/Airport stop consolidation and offered additional trip planning assistance.*

One request for a bus stop at the end of the cul-de-sac of West Elliott Street for Rising Strong clients.

*Staff responded that STA is unable to have bus routes serve residential cul-de-sacs. Staff provided alternative options such as Rideshare and Paratransit.*

One comment about the bus stop West 14<sup>th</sup> Avenue and South Adams Street where the adjacent resident placed trash receptacles blocking access to the stop.

*This stop has an average of 3 weekday boardings. Staff responded to the citizen and suggested the customer contact City of Spokane 311 service.*

One request for a stop near the Southside Community Center on South Ray Street.

*Staff informed the customer that bus stops on East 29<sup>th</sup> Avenue and on South Freya Street are within 1,500 feet of the Southside Community Center.*

One request for a trash can at North Maple Street and West Grace Avenue stop.

*This stop has an average of 5 weekday boardings. Staff informed the citizen that 10 average weekday boardings are required for trash can installation. In lieu of the ridership threshold, photo verification of littering could be submitted to support trash can installation. Verification was not submitted.*

## BUS STOP COMMENTS

One request for shelter at the westbound East 57<sup>th</sup> Avenue and South Hailee Lane stop.

*This stop has an average of 33 weekday boardings. Staff informed the customer that improvements for the bus stop, including a shelter, are currently in process.*

One request for shelters at Sacred Heart Emergency Department and Saint Luke's rehabilitation centers.

*Staff informed the customer of shelter placement criteria including 25 or more weekday boardings, a transfer between two or more routes, or being adjacent to a ridership generator with a high portion of riders with limited mobility are the criteria for shelters. Staff informed the customer that Shelter placement at Sacred Heart has not been feasible due to site constraints and planning for ADA improvements at Saint Luke's is ongoing; staff will include a shelter evaluation.*

One request for a trash can at the westbound stop on South Assembly Road and West Sunset Boulevard.

*This stop has an average of 24 weekday boardings. A trash can was installed and the customer was informed.*

One person with multiple requests for a trash can at North Crestline Street and East Lacrosse Avenue.

*This stop has an average of 3 weekday boardings. Photo verification of trash at the stop was provided and a trash can was installed.*

One request to retain the bus stop at 6<sup>th</sup> Street and Elm Street in Cheney.

*Staff shared the background of stop consolidation with implementation of HPT Route 6 Cheney and that all comments are documented and used for future planning efforts.*

One request for trash can and lighting at South Deer Heights Road at US 2.

*This stop has an average of 4 weekday boardings. Staff informed the citizen that 10 average weekday boardings are required for trash can installation. In lieu of the ridership threshold, photo verification of littering could be submitted to support trash can installation. STA does not currently have a stand-alone lighting program.*

One request for a trash can to be replaced at North Standard Street and East Cozza Drive.

*This stop has an average of 1 weekday boardings. Staff informed the citizen that the trash can was removed due to persistent excessive household trash in the receptacle.*

One request to move Plaza Bay 9 to West Riverside Avenue or Sprague Avenue based on safety concerns with the bay by the Bank of America parking exit and pedestrian crossings.

*Staff informed the citizen that marked crossings for pedestrians are available at North Wall Street and West Riverside Avenue, and North Wall Street and Sprague Avenue. All other Plaza bay locations are at capacity with current service.*

One request to move stops at North Nettleton Street and West Mission Avenue on Route 21 West Broadway due to the sidewalk condition and ADA accessibility.

*Staff informed the customer that these stops are planned for ADA improvements in Spring 2026.*



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Committee Information
Meeting Date: May 6, 2026
Agenda Item: <b>8</b>

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE JUNE 3, 2026, DRAFT AGENDA REVIEW  
**Submitted by:** STA Staff

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**Purpose:** For information.  
**Recommendation:** n/a  
**Attachments and/or Online Links:** June 2026 Performance Monitoring & External Relations Committee Draft Agenda

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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 to be included on the June 3, 2026, draft agenda.



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## PERFORMANCE MONITORING & EXTERNAL RELATIONS COMMITTEE MEETING

Wednesday, June 3, 2026

1:30 p.m. – 3:00 p.m.

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

### AGENDA

1. Call to Order and Roll Call (*Chair*)
2. Committee Chair Report
3. Committee Action (*5 minutes*)
  - A. Minutes of May 6, 2026, Committee Meeting - *Corrections/Approval*
  - B. Downtown Charging & Layover Facility: Scope of Work Approval (*Poole*)
4. Committee Action – Recommendation (*30 minutes*)
  - A. Board Action - Consent Agenda
    1. Community Van Program Pilot
    2. Enterprise Asset Management Solution: Award of Contract (*Rapez-Betty*)
    3. Demand Response Transit Software: Award of Contract (*Poole*)
    4. Mobility on Demand Pilot Service Operations: Award of Contract (*Poole*)
  - B. Board Action – Other/Committee Recommendation (*none*)
5. Reports to Committee (*30 minutes*)
  - A. 2026 First Quarter Year-to-Date Performance Measures (*Rapez-Betty*)
  - B. 2026 Community Perception Survey Results Summary (*Cortright*)
  - C. Opportunity Fare Program Update (*Cortright*)
  - D. 2025 National Transit Database Ridership Adjustments (*Poole*)
6. CEO Report (Otterstrom) (*10 minutes*)
7. Committee Information (*no discussion/staff available for questions*)
  - A. April 2026 Operating Indicators (*Rapez-Betty*)
  - B. April 2026 Financial Results Summary (*Hamud*)
  - C. May 2026 Sales Tax Revenue (*Hamud*)
8. Review July 1, 2026, Meeting Draft Agenda (*5 minutes*)
9. New Business (*5 minutes*)
10. Committee Members' Expressions (*5 minutes*)
11. Adjourn
12. Next PMER Committee Meeting: Wednesday, July 1, 2026, at 1:30 p.m.

Virtual Link: [INSERT LINK HERE](#)

Meeting ID: 261 057 756 795 96

Password: yY7rk3Rr |

Call-in Number: 1-509-824-1714

Conference ID: 220 371 401#

*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 (509) 325-6094 (TTY Relay 711) at least forty-eight (48) hours in advance.*



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New Business
Meeting Date: May 6, 2026
Agenda Item: 9

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** NEW BUSINESS  
**Submitted by:** n/a

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**Purpose:** For information.  
**Recommendation:** n/a  
**Attachments and/or  
Online Links:** n/a

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



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Committee Member Expressions
Meeting Date: May 6, 2026
Agenda Item: <b>10</b>

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**Presented To:** Performance Monitoring & External Relations Committee  
**Referral Committee:** n/a  
**Title:** COMMITTEE MEMBER EXPRESSIONS  
**Submitted by:** n/a

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**Purpose:** For information.  
**Recommendation:** n/a  
**Attachments and/or Online Links:** 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.