# Pierce Transit

# 2015 Title VI Program Submittal to The Federal Transit Administration

## August 2015 DRAFT

# PIERCE TRANSIT 2015 TITLE VI PROGRAM SUBMITTAL

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# I. Introduction

Pierce Transit is a Public Transportation Benefit Area Authority incorporated under Ch. 36.57A RCW in 1979. The agency is a separate local government and is governed by a ten-member Board of Commissioners. The board is made up of elected officials representing Pierce County, Tacoma, Lakewood, Puyallup, University Place, the smaller towns and cities of our service area, and one non-voting Union Representative.

Pierce Transit covers 292 square miles of Pierce County and roughly 70% of the county population. Serving Washington's second largest county, Pierce Transit provides three types of service, Fixed Route, SHUTTLE paratransit and Vanpools.

This document has been prepared in accordance with FTA Circular 4702.1B, which requires that recipients of financial assistance from the Federal Transit Administration document compliance with Title VI of the Civil Rights Act of 1964. Title VI protects from discrimination on the basis of race, color, or national origin, and also requires that federal recipients provide meaningful access to services, programs and activities for individuals who are Limited English Proficient (LEP). This document addresses the general requirements for all recipients – Section II – as well as requirements for transit agencies serving populations of 200,000 or greater in Section III.

# II. General Requirements for All Recipients

## Title VI Notice to the Public

Pierce Transit provides notice to customers in various ways that we comply with Title VI. The public notice (see following page) is displayed at some of our busiest passenger loading areas, such as Tacoma Dome Station, Commerce Street in Downtown Tacoma, transit centers, and some park & ride lots. It is also posted at our Customer Service locations, including the Tacoma Dome Station Bus Shop and Headquarters Reception Desk. It is included in our schedule book, "The Bus Stops Here" (130,000 copies published 3X/year), on the agency website under Resources then Public documents and can be accessed at http://www.piercetransit.org/pierce-transit-title-vi-notice/, and on all 137 of our active buses.

## Title VI: Notice to the Public of Rights Under Title VI

Pierce Transit, as a recipient of federal funding, gives public notice of its policy to fully comply with Title VI of the Civil Rights Act of 1964 and all related laws and statutes. No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Pierce Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259). Pierce Transit operates its programs without regard to race, color, or national origin.

For more information on Pierce Transit's Title VI program, contact the Agency's Civil Rights Officer.

Any person who believes that he or she has individually, or as a member of any specific class of persons, been excluded from participation in, been denied the benefits of, or otherwise subjected to discrimination under any Pierce Transit service, program, or activity, and believes the discrimination is based upon race, color, or national origin has the right to file a Title VI complaint with Pierce Transit's Civil Rights Officer. All complaints must be filed in writing with Pierce Transit within 180 days of the alleged discriminatory act or occurrence. Complaint forms may be obtained through the following contacts:

- **Pierce Transit**
  Attention: Civil Rights Officer
  P.O. Box 99070, Lakewood, WA 98496
- Email: crofficer@piercetransit.org
- Visit our website: www.piercetransit.org/title-vi-complaint-process/
- Call Customer Services at 253.581.8000 for more information

In addition to the Title VI process at Pierce Transit, Title VI complaints may be filed with the Federal Transit Administration Office of Civil Rights, Region X, 915 Second Ave, Suite 3142, Seattle, WA 98174.

## Title VI: Aviso al Público de la Ley de Derechos

Pierce Transit como recipiente de fondos federales da aviso al público sobre su poliza para asegurar la conformidad de Titulo VI de la Ley de Derechos Civiles de 1964 y cada ley o estatuto relacionado. Ninguna persona en los Estados Unidos por causa de su raza, color, o origen nacional sea excluida de participar en, ser negada los beneficios de, o ser de otra manera sujeta a la discriminación bajo cualquier programa o actividad que recibe asistencia financiera federal conforme a lo dispuesto por el Titulo VI de la Ley de Derechos Civiles de 1964 con todas sus modificaciones, al igual que La Ley de Restauración de Derechos Civiles de 1987 (P.L. 100.259). Pierce Transit conduce sus programas sin considerar raza, color, ni origen nacional.

Para pedir una copia del programa de Título VI de Pierce Transit, pongase en contacto con el director de derechos civiles en la agencia.

Cada persona que crea haber sido individualmente, o por ser miembro de una clase específica de personas, sea excluida de participar en, ser negada los beneficios de, o ser de otra manera sujeta a la discriminación bajo cualquier servicio de Pierce Transit , programa o actividad, y crea que la discriminación está basada en raza, color o origen nacional, tiene el derecho de hacer una queja de protección Título VI con el funcionario de derechos civiles de Pierce Transit. Cada queja debe ser escrita y presentada a Pierce Transit dentro de 180 días desde el día del acto discriminatorio supuesto o incidente como sigue. Se encuentra las aplicaciónes por los contactos abajo.

- **Pierce Transit**
  Por correo - Attention: Civil Rights Officer
  P.O. Box 99070, Lakewood, WA 98496
- Por email: crofficer@piercetransit.org
- Nuestro sitio del internet: www.piercetransit.org/title-vi-complaint-process/
- Llame al servicio de cliente: 253.581.8000 para más información

Además del proceso Título VI por Pierce Transit, se puede enviar quejas con la administración de tránsito federal por correo directamente a:Federal Transit Administration Office of Civil Rights, Region X, 915 Second Avenue, Suite 3142, Seattle, WA 98174.

### Translation service is available in more than 200 languages. These are the most requested:

Llame al 253.581.8000. Habrá un representante y servicio de traducción en español disponible para atenderle.

Заказать услуги представителя с переводом на русский язык можно по телефону 253-581-8000.

Xin gọi 253-581-8000 để nói chuyện với Nhân Viên Đại Diện Ban Phục Vụ Khách Hàng là người sẽ cung cấp dịch vụ thông dịch Việt Ngữ.

Tawagan ang 253-581-8000 upang makipag-usap sa Representatibo ng Pangserbisyong Kustomer na magbibigay ng serbiyong pagsasalin ng wika sa Tagalog.

한국어 번역 서비스를 제공하는 상담원과 통화하려면 253-581-8000 으로 전화하십시오.

អាចទំនាក់ទំនងភ្នាក់ងារសេវាកម្មកាតព្វកិច្ចការស្នាក់នៅ (ភាសាខ្មែរ) ដោយការហៅតាមលេខ: លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

## Title VI Complaint Procedures and Form

Instructions on how to file a Title VI complaint can be found on the agency's website at http://www.piercetransit.org/pdf_index.htm. The Title VI Complaint form is available in both English and Spanish. A copy of the complaint procedures and forms are available in Appendix A.

## Title VI Investigations, Complaints or Lawsuits

Below is a list of Title VI investigations, complaints or lawsuits that have occurred in the last three years:

Table 1. Title VI Investigations, Complaints or Lawsuits, September 2012 – August 2015

| Date Filed | Allegation Summary | Investigation Status | Recipient Actions |
|---|---|---|---|
| 12/19/12 | Complainant alleged discrimination against him as a member of a protected class, based on race, color and/or national origin. | Closed | Conclusion: No evidence supporting the allegation of discriminatory conduct by the operator or Agency. |
| 9/14/13 | Complainant alleged discrimination against him as a member of a protected class, based on race and color. | Closed | Administratively closed. |
| 4/8/14 | Complainant alleged discrimination against him as a member of a protected class, based on race and color. | Closed | Complainant did not respond to attempted contact by phone to discuss the matter. |
| 9/14/14 | Complainant alleged discrimination against him as a member of a protected class, based on race and color. | Closed | Complainant did not respond to attempted contact by phone or show up for scheduled meeting to discuss the matter. |
| 12/12/14 | Complainant alleged discrimination against her as a member of a protected class, based on race and color. | Closed | Administratively closed. |
| 2/19/15 | Complainant alleged discrimination against him as a member of a protected class, because of disability. Specific action responsible for alleged discrimination is being denied transportation based on the misinterpretation of ADA laws. | Closed | Complainant did not respond to letter. |
| 2/22/15 | Complainant alleged discrimination against her as a member of a protected class, based on race and color. | Closed | Administratively closed as no contact information was listed by complainant for further follow up and investigation to occur. |

## Inclusive Public Participation

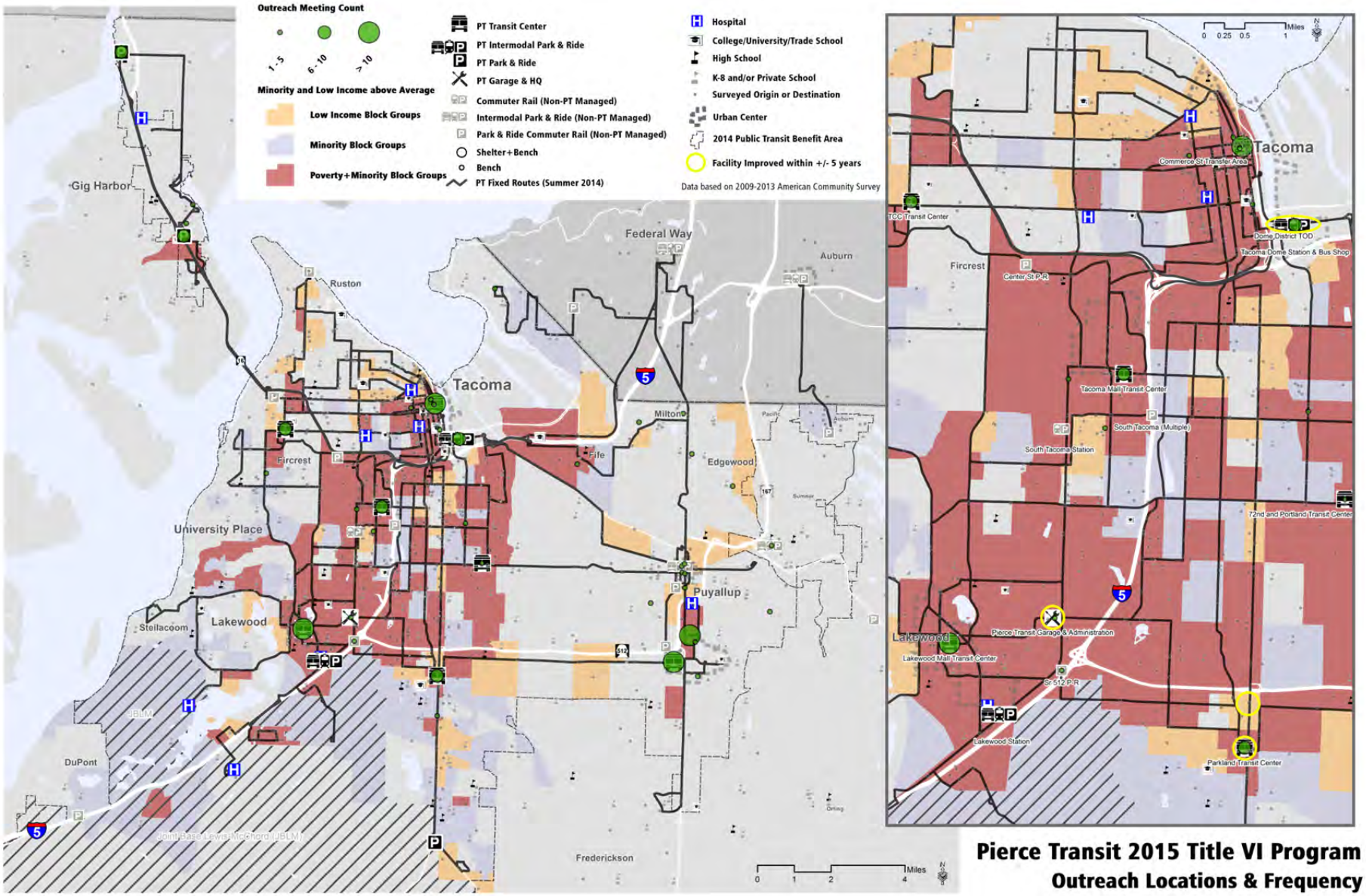
Pierce Transit's Public Participation Plan (Appendix B) guides Pierce Transit in its efforts to offer early, continuous, and meaningful opportunities for the public to help identify social, economic, and environmental impacts of proposed transportation policies, projects, and initiatives across the Agency. It describes Pierce Transit's overall goals, guiding principles, and strategic approach to achieving stated objectives. Another document, Pierce Transit's Strategic Plan, (available to download at http://www.piercetransit.org/documents/) establishes the following objectives for community engagement:

- Increase the community's awareness of Pierce Transit's value to the community
- Build trust through frequent dissemination of transparent and accurate information
- Ensure active participation from a supportive network of stakeholders

The Public Participation Plan is a living document which will change and grow to help Pierce Transit deepen and sustain its work to engage diverse community members throughout the county. Therefore, Pierce Transit will modify its public participation methods and activities over time, based on ideas and feedback from community members and Pierce Transit's evaluation of our public participation effectiveness.

Pierce Transit has undertaken many outreach efforts since 2012, which are shown on Figure 1 below in green circles, overlaid on minority and low-income areas. The size of the circle increases as frequency at that location increases. Staff tracked 46 separate outreach locations, reason for outreach, and frequency at each location. Details are tracked in Appendix C. Outreach ranged from potential service cuts, Title VI policy development, Business Development Office (BDO) new demonstration services, fare changes, ORCA card distribution, and more. The map below shows that outreach occurs throughout the service area with most locations in areas with minority and low-income populations higher than the system average.

Figure 1. Outreach Locations and Frequency 2012-2015



## Meaningful Access to Services by Persons with Limited English Proficiency (LEP)

This requirement is addressed in a separate document, entitled "Access to Pierce Transit Services for Persons with Limited English Proficiency – Four-Factor Analysis and Implementation Plan", and included in this submittal as Appendix D.

## Minority Representation on Planning and Advisory Boards

### The Pierce Transit Community Transportation Advisory Group (CTAG)

CTAG Pierce Transit's only non-elected advisory group is comprised of nine members appointed by the Pierce Transit Board of Commissioners. The group's charter indicates that "Membership shall reflect Pierce Transit's service area and strive for broad, inclusive, regional, and diverse representation to increase the reach and effectiveness of its purpose. Pierce Transit employees ("staff") cannot serve as members of the Group, but may support the Group in facilitating the selection of members, conduct of meetings, and communication with the Board, other agency staff, or the public."

Broad representation by the Group is critical. The Board of Commissioners expects CTAG members to serve as representatives for their communities and constituents, using all available venues to gather information and prepare for productive participation. To achieve this, recruitment is through the PT website, local newspapers, and communication with established community partners. Members are selected through an application process. The goal is to identify eligible participants that represent the populations listed below. The Board of Commissioners reviews all applications along with the staff's recommendation and appoints CTAG members that reside or work within the Pierce Transit service area. Examples of populations from whom participation is sought include:

- Service Users (Fixed Route, Paratransit, Vanpool)
- Chambers of Commerce
- Community-at-Large
- Students
- Faith Community
- Higher Education/Administration/Faculty
- Medical Community/ Public Health
- Neighborhood Associations
- Persons with Disabilities
- Public Agencies/Law Enforcement
- Civic Associations
- Senior Citizens
- Business Owners
- Social Service Agencies

This list is neither comprehensive nor exclusive. The Board and staff have discretion to expand this list or recruit individuals so long as the Group's composition meets the goal of broad, inclusive, regional, and diverse

representation. Membership applications are sent to all who request an application, to people suggested by CTAG members, the Board, staff, members of the community, or organizations and agencies representing the participation list above. The table below shows the racial makeup of the current CTAG membership (total 9 members).

Table 2. Community Transportation Advisory Group Membership

| Race | #CTAG Members |
|---|---|
| American Indian/Eskimo | |
| Black | 2 |
| Hispanic | |
| Caucasian | 6 |
| Asian/Pacific Islander | 1 |
| Other | |

## Monitoring Subrecipients

Pierce Transit does not have subrecipients.

## Determination of Site or Location of Facilities

Pierce Transit did not locate any new bus maintenance, storage or operations facilities in the past three years.

# III. Requirements and Guidelines for Fixed-Route Transit Providers

As an agency operating more than 50 fixed route vehicles in peak service and located in an Urbanized Area (UZA) of 200,000 or more, Pierce Transit must report on the requirements of Chapter IV of Circular 4702.1B. Pierce Transit currently operates 104 fixed-route buses during the peak. No rail, subway, or ferry services are provided by the agency.

## System-wide Service Standards and Policies

### Service Standards

Pierce Transit's system-wide service standards were originally published as "Route Design and Performance Standards" as part of the agency's Strategic Business Plan. These are included as Appendix E. The service standards include quantitative indicators for efficiency, headway, vehicle loading (overcrowding) and on-time performance. The standards are based on classification of routes according to their function. Each type of route is defined by various characteristics, including types of streets, neighborhoods, and densities served.

Local Services: Trunk Routes
Urban Routes
Suburban Routes

Express Services: Transit Center Connector Routes[1]
Commuter (Local Feeder) Routes

## System-wide Service Policies

Pierce Transit's service policies are integrated into the "Route Design and Performance Standards" in Appendix E and the Pierce Transit Bus Stop Manual, established in 2005. These policies address bus stop spacing and criteria for installation of shelters and benches (discussed below).

Distribution of Transit Amenities: Pierce Transit provides a variety of amenities at bus stops. Bus stops are generally placed every ¼ mile on Pierce Transit routes. Shelters are considered for placement at stops with 10 or more average daily boardings. Benches are considered for stops with five or more boardings per day. Figure 2 shows the distribution of shelters and benches throughout the PTBA overlaid on minority and low-income census blocks. The map shows at a high level that shelters and benches appear to be well-distributed in minority and low-income areas. A more detailed analysis was also done to compare the distribution of amenities between census block groups identified as minority/low-income with census block groups that were not. This was done in comparison with all bus stops within the PTBA to provide context. Table 3 below shows the results.

Table 3. Distribution of Transit Amenities

| Amenity | Low-Income | Non-Low-Income | Minority | Non-Minority | System |
|---|---|---|---|---|---|
| % accessible | 99.6% | 99.7% | 99.6% | 99.7% | 99.6% |
| % benches | 41.4% | 35.2% | 39.1% | 36.8% | 38.1% |
| % with schedules | 24.3% | 20.3% | 23.6% | 20.4% | 22.2% |
| % with shelters | 28.0% | 23.7% | 26.7% | 24.5% | 25.7% |
| % with lights | 15.2% | 13.7% | 14.7% | 14.1% | 14.4% |
| Number of Bus Stops | 1105 | 1231 | 1323 | 1013 | 2336 |

The following amenities were examined:

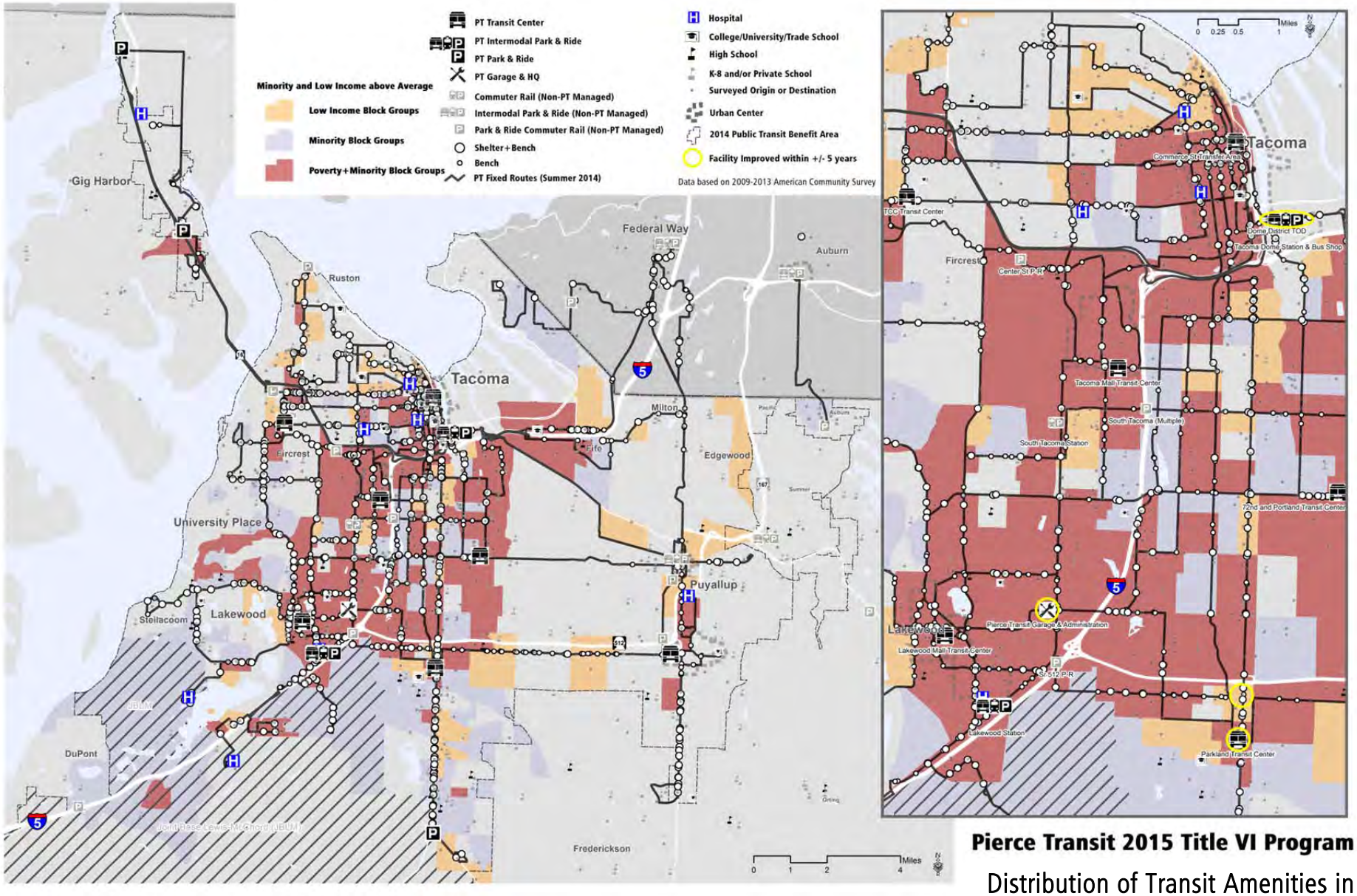
- % accessible: percentage of bus stops designed to meet standards set by ADA
- % benches: percentage of bus stops with a bench
- % schedule: percentage of bus stops with a time schedule
- % shelter: percentage of bus stops with a shelter
- % with lights: percentage of bus stops with a bus signal light.

[1] There are currently no routes under this classification.

Throughout all five categories, there were a higher percentage of bus stops with respective amenities within census blocks identified with high minority/low-income populations than the overall system and non-minority/non-low-income census blocks.

Vehicle assignment: Pierce Transit's policy (contained in the Route Design and Performance Standards – Appendix E, p.10) states that appropriately sized vehicles will be assigned to each work assignment. Pierce Transit operates three different vehicle types: full-size coaches (40'), mid-size coaches (30'), and cutaways (25'). Generally, the smallest vehicle capable of carrying the expected load will be dispatched on each piece of work. Safety and traffic concerns in the route areas served are also considered in assigning vehicle types to a route. Buses are rotated throughout the various routes, using primarily a "first-in, first-out" methodology, as assigned by our Operations group. All buses are maintained and dispatched from our operations and maintenance base, and all are subject to the same maintenance schedule appropriate to each fleet type.

Figure 2. Distribution of Transit Amenities in Minority and Low-income Areas



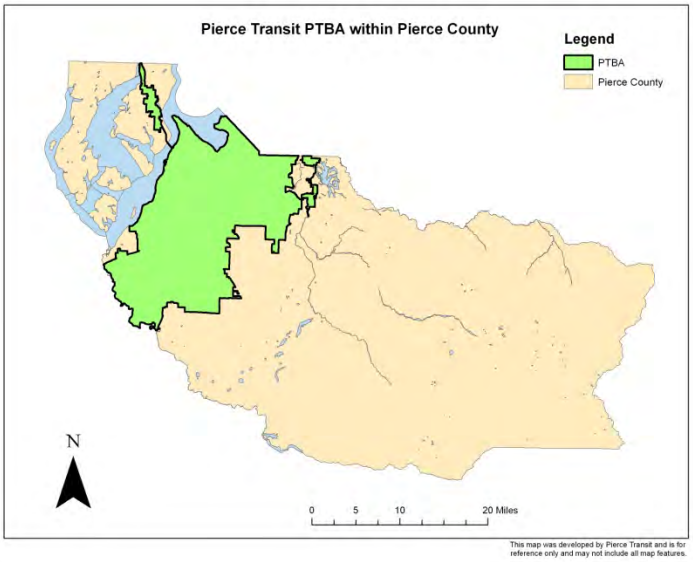

**Pierce Transit 2015 Title VI Program**

Distribution of Transit Amenities in Minority and Low-income Areas

## Collection of Demographic Data

The following section is a demographic analysis of the population within Pierce Transit's Public Transportation Benefit Area (PTBA). To monitor the low-income and minority demographics of the area, PT uses the most current data available from the US Census Bureau and the Pierce Transit Customer Satisfaction Survey, which is usually conducted every three years.

Pierce Transit serves much of the urban and suburban population areas of Pierce County (about 70% of the population) but not the entire County (see map below and Appendix F - Base Map).




The difference between the Public Transportation Benefit Area (PTBA) population and County population was estimated to be 247,884 persons. In 2013, the County population was 805,434 and the new Pierce Transit Benefit Area (PTBA) boundary included 557,550 people. The County-wide and PTBA populations were derived from the same 2013 American Community Survey data used in the demographic analysis. Because the boundaries of block groups frequently do not align with the PTBA, block groups which shared a least some population-bearing portion with the PTBA were included in the PTBA population estimate. The exact degree of fringe oversampling is unknown but expected to be relatively small[2]. Maps were developed showing all Pierce Transit routes overlaid on the Minority (Figure 3), Low-Income (Figure 4), both Minority and Low-Income (Figure 1, previously shown in Distribution of Transit Amenities section) and LEP census block groups (Appendix D, Figure 1).

[2] By contrast the 2014 population estimate of the PTBA from Washington State Office of Finance and Management is 535,328.

Figure 3 shows the concentrations of minority populations throughout the PTBA by showing the census block groups with minority populations higher than the overall PTBA average minority population of 35.3%. Also included on this map are the Pierce Transit bus routes and amenities, to show the extent of fixed route services.

Figure 4 shows the concentrations of low-income populations throughout the PTBA by showing the census block groups with low-income populations higher than the overall PTBA average low-income population of 12.3%. Also included in this map are the Pierce Transit bus routes and amenities, to show the extent of fixed route services.

Figure 3.Minority Populations

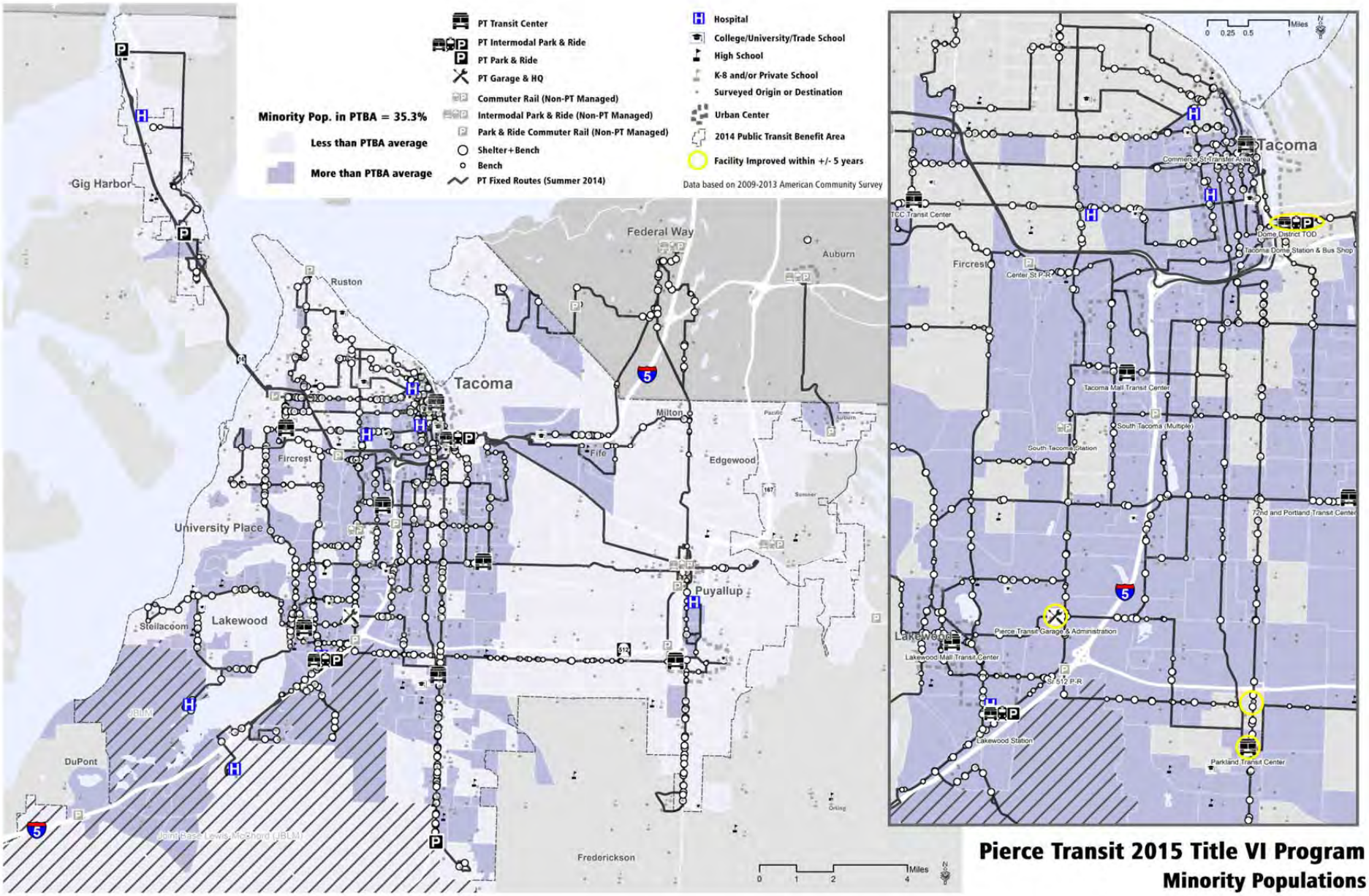


Figure 4. Low-Income Populations

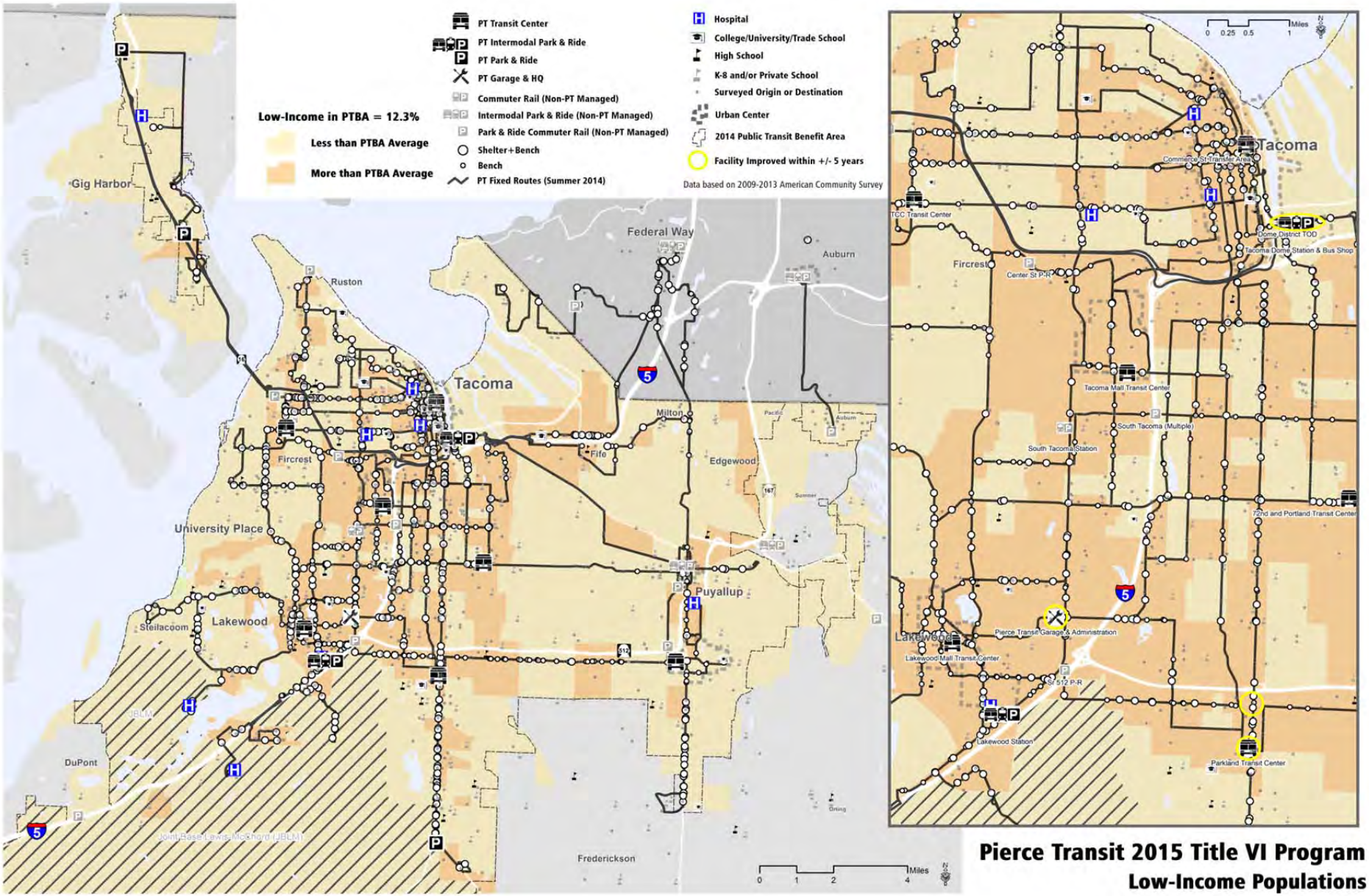


Table 4 below shows the data and sources for the ACS data used in this report.

Table 4. Minority, Poverty, LEP Data for Pierce Transit PTBA

| | U.S. Census Bureau, 2009-2013 5-Year American Community Survey | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Minority B03002 | | | | Low-Income B17017 | | | LEP B16002 | |
| | Total Pop | Not Hispanic White Alone | Minority | % Minority | House Holds (HH) | HH Below Poverty | % HH Below Poverty | Limited English Households | % LEP HHs |
| Total | 557,550 | 360,910 | 196,640 | 35.3% | 214,345 | 26,452 | 12.3% | 7,796 | 3.6% |

*A "limited English speaking household" is one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulty with English. By definition, English-only households cannot belong to this group. Previous Census Bureau data products have referred to these households as "linguistically isolated" and "Households in which no one 14 and over speaks English only or speaks a language other than English at home and speaks English 'very well'." This table is directly comparable to tables from earlier years that used these labels.

Equity analyses that Pierce Transit has performed (see final section of this document entitled "Equity Evaluation of Service and Fare Changes) relied on data from the 2010 Decennial Census block-level SFX tables. While block-level data provides the highest resolution possible, a primary drawback for demographic analyses of this data lies in the manner in which Hispanics/Latinos are counted. FTA Circular 4702.1B defines "Minority" as non-White or Hispanic/Latino identifying as White. However, the 2010 SFX releases follow the following format for reporting race and ethnicity:

- Race White
- Race African
- Race Native
- Race Asian
- Race Pacific
- Race Other
- Race Mixed
- Ethnicity Hispanic

The race-related fields sum to the population total, exclusive of Ethnicity Hispanic. The reason for this is that many Latinos/Hispanics report as Race White, but can report as any other race as well (e.g. Race Mixed, Race African, Race Native, Race Other). Therefore there is no reliable way to isolate Ethnicity Hispanic from the race fields. Pierce Transit employed the simple solution assuming that all Ethnicity Hispanic respondents also reported as Race White and subtracted them from that Race subtotal, leading to this formula:

Minority = Total Population - [Race White - Ethnicity Hispanic]

The a known and accepted problem with this formula is that respondents which reported Ethnicity Hispanics and any other race than White were double counted, leading to an estimate of 41% minority within the Pierce County Public Transportation Benefit Area (PTBA).

It was decided for the Pierce Transit 2015 Title VI Program submittal to instead use block-group level data from the 5-Year 2009-2013 American Community Survey (ACS) (the highest resolution available) for both race and low-income analyses. There are two drawbacks to this approach: (1) The ACS uses statistical sampling techniques that result in higher levels of uncertainty compared to decennial census data, although the uncertainty is reduced by selecting the 5-year timespan. (2) Block-groups have a slightly lower level of resolution compared to blocks and thus have a bit more geographic "spillover" beyond the PTBA.

There are several important advantages to this approach which outweigh the drawbacks. Going to a single level of geography simplifies the analysis by applying the same methodology in designating minority and low-income routes. More importantly, the ACS produces many rich data sets regarding demographic and household characteristics not available in decennial census data. Among these is ACS Table B03002 ("Hispanic or Latino Origin by Race") which breaks out "Not Hispanic or Latino: White Alone". Thus it is a simple matter of subtracting these respondents from the total population to derive the minority count. Using this table, it was determined that the minority percentage of the PTBA was actually 35% rather than 41% as previously reported. Subsequently Pierce Transit intends to use ACS Table B03002 for calculating minority populations in future equity analyses submitted to the FTA.

For the 2015 Title VI Pierce Transit program submittal, "Low Income" is defined according to 2009-2013 5-Year American Community Survey Table B17017, "Poverty Status in the Past 12 Months by Household Type by Age of Householder". Using block groups within the Pierce County Public Transportation Benefit Area (PTBA), households under the field "Income in the Past 12 Months below Poverty Level" (HD01_VD02) were determined to represent 12.3% of all households. Therefore block groups above this threshold of 12.3% in poverty were designated as "Low-Income".

The Federal definition of poverty level varies according to the number and age of persons living within a household but does not vary according to geography. It is updated annually by the according to the Consumer Price Index (CPI). The table below represents the Federal Poverty Thresholds for 2013:

## Table 5 Federal Poverty Thresholds

| Size of family unit | Weighted average thresholds | Related children under 18 years | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | None | One | Two | Three | Four | Five | Six | Seven | Eight or more |
| One person (unrelated individual)..... | $ 11,888 | | | | | | | | | |
| Under 65 years..... | $ 12,119 | $ 12,119 | | | | | | | | |
| 65 years and over..... | $ 11,173 | $ 11,173 | | | | | | | | |
| Two people..... | $ 15,142 | | | | | | | | | |
| Householder under 65 years..... | $ 15,679 | $ 15,600 | $ 16,057 | | | | | | | |
| Householder 65 years and over..... | $ 14,095 | $ 14,081 | $ 15,996 | | | | | | | |
| Three people..... | $ 18,552 | $ 18,222 | $ 18,751 | $ 18,769 | | | | | | |
| Four people..... | $ 23,834 | $ 24,028 | $ 24,421 | $ 23,624 | $ 23,707 | | | | | |
| Five people..... | $ 28,265 | $ 28,977 | $ 29,398 | $ 28,498 | $ 27,801 | $ 27,376 | | | | |
| Six people..... | $ 31,925 | $ 33,329 | $ 33,461 | $ 32,771 | $ 32,110 | $ 31,128 | $ 30,545 | | | |
| Seven people..... | $ 36,384 | $ 38,349 | $ 38,588 | $ 37,763 | $ 37,187 | $ 36,115 | $ 34,865 | $ 33,493 | | |
| Eight people..... | $ 40,484 | $ 42,890 | $ 43,269 | $ 42,490 | $ 41,807 | $ 40,839 | $ 39,610 | $ 38,331 | $ 38,006 | |
| Nine people or more..... | $ 48,065 | $ 51,594 | $ 51,844 | $ 51,154 | $ 50,575 | $ 49,625 | $ 48,317 | $ 47,134 | $ 46,842 | $ 45,037 |

Source: U.S. Census Bureau.

As an example, a family of four including two children under 18 would be considered living below the Federal poverty level if their annual income was less than $23,624. For more on how the US Census Bureau measures poverty see www.census.gov/hhes/www/poverty/about/overview/measure.html.

Pierce Transit also uses statistically representative survey research to track customer satisfaction and demographics, typically every three years. The most recent survey was completed in August 2014 (see Appendix G for the Demographics of Pierce Transit Riders excerpt from the full report). Table 6 below shows that Pierce Transit has a relatively high percentage of minority riders: one-in-four (26%) are African American and one-in-ten (11%) are Native American.

Table 6 Race/Ethnicity of Pierce Transit Customers

| Race/Ethnicity | |
|---|---|
| White | 67% |
| Asian | 6% |
| African American | 26% |
| Native American | 11% |
| Other | 1% |
| % Hispanic | 12% |

Table 7 below shows the income levels for Pierce Transit's customers. The median income is $23,705. Nearly half (44%) have annual household incomes below $20,000, and seven-in-ten (69%) have incomes below $35,000.

Table 7. Income Levels of Pierce Transit Customers

| Income | |
|---|---|
| Less than $20,000 | 44% |
| $20,000–$35,000 | 25% |
| $35,000–$50,000 | 14% |
| $50,000–$75,000 | 9% |
| $75,000–$100,000 | 5% |
| $100,000 or more | 3% |
| Median | $23,705 |

The Customer Satisfaction Survey provides information about how we are serving minority customers and also how they use our services. Table 8 below compares some responses from minority and non-minority riders. Minority riders are generally more satisfied with Pierce Transit than non-minority riders. Minority riders take similar number of trips as non-minority riders, with more minorities using transit for work and school trips than non-minority riders. Regarding fare payment, minority riders are about 4% more likely to use cash for their fare than the system average.

Table 8 Comparison of Minority to Non-Minority Responses – 2014 Customer Satisfaction Survey

| Question | Minority | Non-Minority |
|---|---|---|
| Overall satisfaction with Pierce Transit | | |
| Very Satisfied | 36.6% | 31.4% |
| Somewhat Satisfied | 21.5% | 24.4% |
| Neutral | 31.9% | 30.9% |
| Somewhat Dissatisfied | 5.0% | 6.0% |
| Very Dissatisfied | 5.0% | 7.2% |
| | | |
| How many one-way trips in the past 30 days | | |
| More than 20 | 42.1% | 39.6% |
| 16 to 20 | 15.9% | 20.6% |
| 11 to 15 | 9.2% | 10.7% |
| 5 to 10 | 17.3% | 18.2% |
| Less than 5 | 15.5% | 10.90% |
| | | |
| Primary purpose of trip | | |
| to/from work | 31.9% | 29.6% |
| to/from school | 27.6% | 21.0% |
| to/from volunteering | 0.7% | 0.5% |
| shopping/errands | 11.8% | 17.2% |
| appointments | 10.4% | 13.8% |
| fun/recreational/social | 10.8% | 13.1% |
| special events | 0.4% | 0.2% |
| other | 6.4% | 4.6% |

## Transit Service Monitoring

Pierce Transit monitors the performance of our transit system relative to our performance standards on a monthly basis. At least every three years the agency monitors these standards specifically to gain an understanding of how we are performing against certain standards in areas with higher minority and low-income populations. To implement this monitoring procedure, Pierce Transit identified each route as either minority/non-minority and low-income/non-low-income. This was done using GIS mapping and 2013 ACS data at the block group level. Block groups in which the percentage of minorities exceeded the PTBA average were considered designated as minority block groups. Low-income block groups were designated in a similar fashion. **Routes where at least one-third of the revenue miles passed through or adjacent to minority/low-income block groups were designated "minority route"/"low-income route".** Block groups were attributed to a given route if the route passed through or adjacent to that block group. Thus, each route was represented by a string of block groups. The detailed table showing the classification of each route is provided in Appendix H (Transit Service Monitoring table). Standards measured against include passengers per hour, headways, overcrowding and on-time performance (OTP[3]).

Table 9 Monitored Performance Standards

| Route Classification | PAX/Hour (persons) | Peak Headway (minutes) | Off-Peak Headway (minutes) | Peak Loads (% of seating capacity) | Off-Peak Loads (% of seating capacity) | OTP (% on-time) |
|---|---|---|---|---|---|---|
| Local Services: | | | | | | |
| Trunk Routes | 15 | 15 | 30 | 150% | 100% | 85% |
| Urban Routes | 10 | 30 | 60 | 100% | 100% | 85% |
| Suburban Routes | 10 | 60 | 60 | 100% | 100% | 85% |
| Express Service: | | | | | | |
| Commuter (Local Feeder) Routes | 20 | 30 | n/a | 100% | 100% | 85% |

[3] On-time performance is based on the count observed departure times from timepoints (arrival times for final timepoints) where "On-time" is defined as no more than one minute before and no more than four minutes after the scheduled time. Early arrivals at final timepoints are considered "on-time". Timepoints are measured using vehicles' Automatic Vehicle Locator (AVL) system and are susceptible to false "earlies" in certain situations with complex routing, particularly around transit centers. True early departures are estimated to occur for fewer than 2% of all timepoints.

Tables 10 and 11 below show the results of the monitoring; Table 10 shows the number of routes in each monitoring category and Table 11 shows the percentages. Figures 5 and 6 follow showing the percentages graphically. Pierce Pierce Transit has a total of 39 routes. There are a total of 27 minority routes, making up 69% of all routes, and 33 low-income routes, comprising 85% of all routes in the system. The majority of Pierce Transit's minority and low-income routes are meeting the standards. Detailed review of whether there is a disparate impact to minority populations or disproportionate burden to low-income populations is provided below, following the tables and charts.

Table 10. Transit Service Monitoring Summary Table: # Routes

| Route | Minority Route | Non-Minority Route | Low-Income Route | Non-Low-Income Route | PAX/ Hour | Peak Headway | Off-Peak Headway | Peak Loads | Off-Peak Loads | OTP |
|---|---|---|---|---|---|---|---|---|---|---|
| System | 27 | 12 | 33 | 6 | 35 | 25 | 35 | 39 | 39 | 25 |
| Minority | - | - | 36 | 3 | 33 | 27 | 36 | 39 | 39 | 23 |
| Non-Minority | - | - | 26 | 13 | 39 | 20 | 33 | 39 | 39 | 29 |
| Low-Income | 28 | 9 | - | - | 35 | 25 | 38 | 39 | 39 | 26 |
| Non-Low-Income | 12 | 25 | - | - | 33 | 26 | 20 | 39 | 39 | 20 |

The table below summarizes the percentage of routes that meet or do not meet the standards.

Table 11. Transit Service Monitoring Summary Table: Percentages

| Route | Minority Route | Non-Minority Route | Low-Income Route | Non-Low-Income Route | PAX/ Hour | Peak Headway | Off-Peak Headway | Peak Loads | Off-Peak Loads | OTP |
|---|---|---|---|---|---|---|---|---|---|---|
| System | 69% | 31% | 85% | 15% | 90% | 64% | 90% | 100% | 100% | 64% |
| Minority | - | - | 93% | 7% | 85% | 70% | 93% | 100% | 100% | 59% |
| Non-Minority | - | - | 67% | 33% | 100% | 50% | 83% | 100% | 100% | 75% |
| Low-Income | 76% | 24% | - | - | 91% | 64% | 97% | 100% | 100% | 67% |
| Non-Low-Income | 33% | 67% | - | - | 83% | 67% | 50% | 100% | 100% | 50% |

Figures 5 and 6 below show the monitoring results graphically.

Figure 5. Monitoring Results – Minority Routes

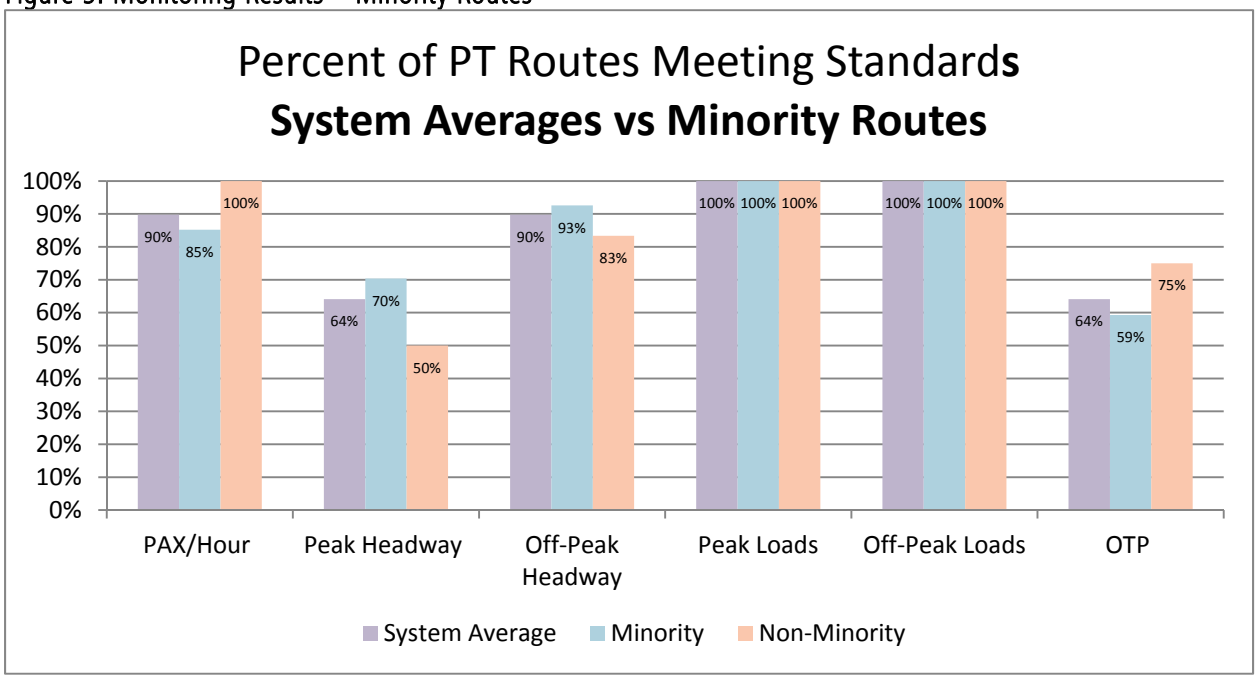
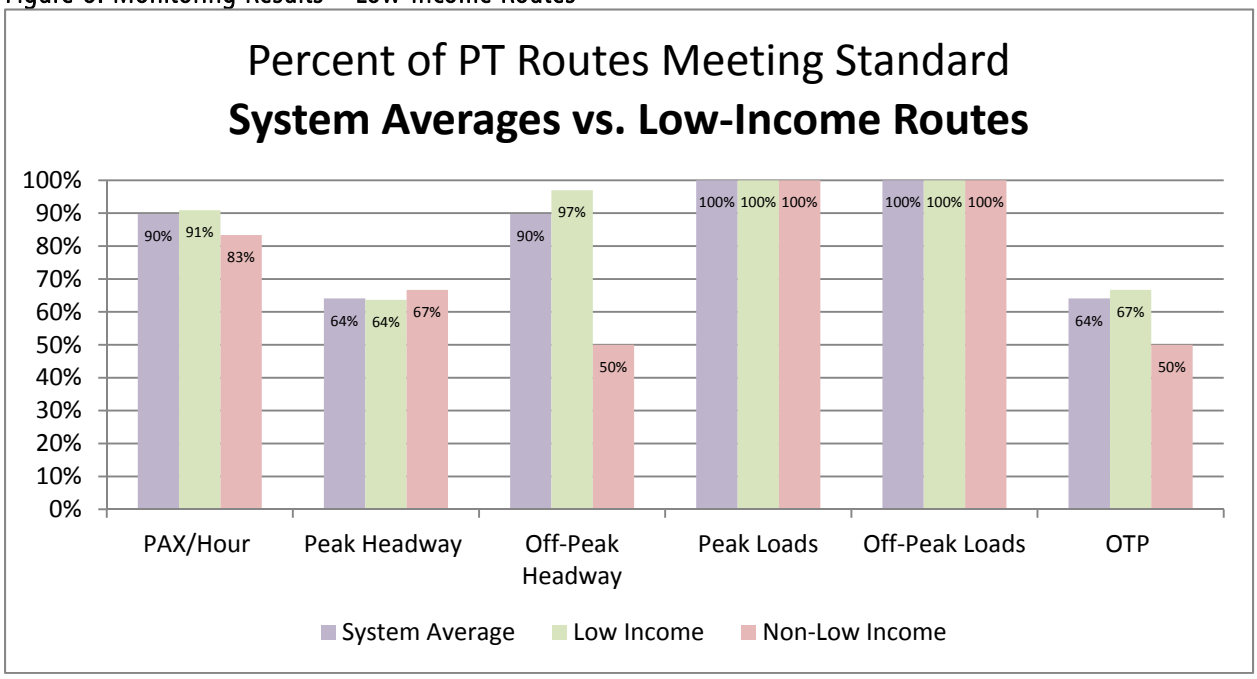



Figure 6. Monitoring Results – Low-Income Routes




## Disparate Impact Analysis

Pierce Transit's Disparate Impact Policy (see Appendix I for Pierce Transit's Title VI Policies) established a threshold which identifies when adverse effects are borne disproportionately by minority populations. This threshold is 10%, which, when applied to the transit service monitoring results, means that if there is an absolute difference of 10% or more minority routes in non-compliance with the standard being measured than the system average, there is a

disparate impact. In all standards monitored in this analysis, there are none which have minority routes not meeting the standards by a difference of 10% or more than all routes in the system. For example in examining the bar chart in Figure 5, we compare the purple bar – the system-wide achievement of that standard – to the blue bar – the achievement of that standard by minority routes. If the blue bar is lower, we take a closer look to see if there is a 10% difference. **Minority routes are within 10% system averages for all standards monitored in this analysis.** Two standards have a lower achievement by minority routes – Passengers per hour (efficiency) and On-Time Performance. System-wide, 90% of routes meet the passengers per hour standard while only 85% of minority routes meet the standard. Since this difference is only 5%, and is not greater than the 10% established policy threshold, there is no disparate impact. Similarly, for on-time performance, 64% of all routes are meeting the standard, yet only 59% of minority routes meet the standard. This difference of 6% is not enough to warrant a determination of disparate impact.

### Disproportionate Burden Analysis

Pierce Transit's Disproportionate Burden Policy (Appendix J) established a threshold which identifies when adverse effects are borne disproportionately by low-income populations. This threshold is 5%, which, when applied to the transit service monitoring results, means that if there is an absolute difference of 5% or more low-income routes in non-compliance with the standard being measured than the system average, there is a disproportionate burden. For example in examining the bar chart in Figure 6, we compare the purple bar – the system-wide achievement of that standard – to the green bar – the achievement of that standard by low-income routes. If the green bar is lower, we take a closer look to see if there is a 5% difference. **None of the standards have a lower achievement by low-income routes – all are either the same or higher than the system as a whole.** Therefore, the service standards monitoring results do not result in a determination of disproportionate burden to low-income populations.

### Board Approval of Transit Service Monitoring Results

Upon Board review and approval of this report, a resolution from the September 14, 2015 Board of Commissioners meeting will be included as Appendix J.

## Public Engagement Process for Setting Title VI Policies

In early 2013 when PT proposed new Title VI policies (Appendix I) in compliance with the new 2012 circular, two public meetings were held – one at a Latino community center and another at an elementary school – to share the proposed policies and gather input. Both of these locations represented areas along existing Pierce Transit routes with minority and low-income populations. Additionally, staff met with numerous groups including the Eastside Neighborhood Advisory Council of Tacoma, Tacoma Ministerial Alliance, Centro Latino, Aging and Disability Resource Center Community Forum, and Tacoma Area Coalition of Individuals with Disabilities (TACID) to share information about the proposed policies and public hearing. Staff also requested that these groups notify their constituents of the draft policy. Each jurisdiction in the PTBA was sent an email with information on the public hearing and comment period. Rider alerts were distributed through the system and on buses to notify passengers of the public hearing and comment period. Social media including Facebook and PT NewsFlash was utilized to communicate information about the policies and the comment period. The Community Transportation Advisory Group (CTAG) reviewed the proposed

polices prior to the Board of Commissioners' review and approval in February 2013. Board resolution showing Board approval of the policies is included in Appendix K.

The definition of major service change was amended in March, 2014 in a minor way to exclude demonstration fares and demonstration services and other minor housekeeping adjustments. The PT Code was also amended to include the major service change policy, and public notification adjustments were also included in the amendment to the code. A public hearing was held for these code amendments which were subsequently approved by the Board of Commissioners. The Board resolution is also included in Appendix K.

## Equity Evaluation of Service and Fare Changes

Pierce Transit evaluated four major service changes and two fare changes between September 2012 and August 2015.These are included as Appendices L1-L6. Documentation for each analysis showing that it was reviewed and approved by the Board of Commissioners is attached to each equity analysis document.

Service Changes:

L1 September 2013 Service Change (System wide – never implemented) – February 2013

This service change was planned to reduce Pierce Transit's annual service hours from 417,000 to 300,000 in September 2013.This change was avoided due to increasing sales tax revenue and delaying of capital spending and overall agency cost-cutting measures.

The service change focused on reduction of headways and reduced span of service. Service on some routes was to be eliminated on weekends. Staff utilized data on ridership by trip and time of day in order to identify low performing trips. One route, the Route 62 serving Northeast Tacoma, was planned for elimination with this service reduction due to low utilization. The equity analysis determined that the planned service changes resulted in no disparate impact to minority populations nor disproportionate burden to low-income populations.

L2 Fife-Edgewood-Milton Demonstration Project – September 2013

The communities of Fife, Milton, and Edgewood asked for a more tailored service that circulates through their communities providing local transportation options. The proposed service was integrated with Routes 402, 500, and 501 to provide stronger local connections while maintaining regional access. The concepts provide a direct connection during commute times to regional services including Sounder commuter rail at the Puyallup Station. The demonstration project included a net addition of approximately 5,000 annual service hours. Part of the project included elimination of some trips on the Route 501 to avoid duplication of service. The service equity analysis examined the impact of both the eliminated trips and the addition of the new tailored service. The analysis found no disparate impact on minority populations nor disproportionate burden on low-income populations.

L3 Gig Harbor Trolley – January 2014

The proposed Gig Harbor Trolley seasonal service was implemented in May 2014 following a demonstration project held during summer 2013. The service was developed in response to Pierce Transit's Board of Commissioners' Strategic Direction that includes developing innovative services tailored to community needs. The addition of the seasonal Trolley service includes a net addition of approximately 2,132 annual service hours. Part of the project included a seasonal detour of the Route 100 to avoid duplication of service. The service equity analysis completed prior to implementation examined the impact of both the seasonally eliminated segments and the addition of the new trolley service on minority and low-income populations. **The analysis found that the service was not expected to benefit as many minorities than the system average proportion of minorities, and would benefit fewer low-income populations than the system average of low-income. Both these were above the threshold of 10% (minority) and 5% (low-income) While not a disparate impact or disproportionate burden finding (since there were no adverse effects, only fewer benefits), Pierce Transit was required to explain how the agency plans to improve service to minority and low-income populations.** These plans were in process, with the Fife-Puyallup Station Community Connector planned for implementation in Feb. 2014, which in its service equity analysis had a 49% minority population, which is 8% higher than the service area average, and the Puyallup demonstration with a notable low-income population. In addition, Pierce Transit demonstrated that, overall, the agency is successful at providing service to areas with higher minority populations. The bulk of Pierce Transit's existing 38 routes (at that time) serve the more urban core which contains mainly census tracts with higher than the average minority and low-income populations.

### L4 Puyallup Connector – January 2015

The Puyallup Connector service was proposed to be established following a demonstration project held between June 8, 2014 and June 6, 2015. The service was developed in response to Pierce Transit's Board of Commissioners' Strategic Direction that includes developing innovative services tailored to community needs. The Puyallup Connector Demonstration service is designed to improve fixed route service within the Puyallup community; it is a focused effort emphasizing tailored local service and connections. The key goals were meeting community needs for service, providing access to seasonal activities in the community, and integrating the demonstration with the existing Pierce Transit system. The addition of the Route 425 service included a net addition of approximately 9,266 annual service hours. As a new operationalized route, the Puyallup Connector qualified as a Major Service Change and thus was subject to a Title VI Service Equity Analysis to examine the impact on minority and low-income populations.

The analysis showed that the new route would be serving just 25.5% minorities, which was 15.5% fewer minorities than the service area minority population (41%). This is greater than the disparate impact threshold of 10%, but **since this population is not adversely affected by the additional service, a determination of disparate impact was not warranted.** Since there was no adverse effect but a benefit to fewer minorities than the system average, the agency again pointed to the service planned for Fife-Milton-Edgewood in a higher minority area and to the agency's overall success at serving areas with higher minority populations. The low-income population along the Route 425 is 11%, which is just 1.4% lower than the service area low-income population (12.4%). **This was both within the threshold of 5% and with no adverse effects, a determination of disproportionate burden was not warranted.**

### Fare Changes:

### L5 Elimination of Paper Transfers and New All Day Pass – June 2014

The purpose of the proposed elimination of paper transfers was to increase farebox recovery and to minimize fare evasion. The introduction of a new weekday and weekend All Day Pass at $5.00 per day was intended to mitigate the elimination of paper transfers and provide riders with flexibility to travel as many trips as necessary throughout the day.

To examine whether there was a disparate impact/disproportionate burden to minority/low-income populations, we looked at whether the percentage of minority/low-income riders who use paper transfers is 10%/5% (respectively) more than the percentage of overall system riders who use paper transfers. The analysis found that 27% of all system boardings use paper transfers. Minority riders would be slightly more affected by elimination of paper transfers, with 30% of boardings by minorities being paid by transfer. **This 3% difference did not warrant a finding of disparate impact to minority riders.** The analysis also found that low-income riders would be slightly less affected than the ridership as a whole by elimination of paper transfers, with just 22% of boardings by low-income riders being paid by transfer. Since the low-income transfer use was 5% less than the overall system-wide transfer use, **no finding of disproportionate burden to low-income riders was warranted.**

### L6 New Regional Day Pass

The six ORCA partner transit agencies implemented an ORCA Regional Day Pass demonstration program from April through September, 2014. This demonstration was focused on targeting the travel and tourist industry. The purpose of this demonstration program was to test the market for a regional all-day pass product valid for fare payment on transit service in the region. The ORCA day passes offered in this demonstration were valid for fare payment up to $4.00, and were priced at $9.00. The price and fare value of the pass were established to allow infrequent riders - uncertain about the number of trips they might need to take or what fares they would need to pay during the course of the day - to pay a premium for fare certainty.

Based on the results of the Regional Day Pass Demonstration, the six ORCA transit agencies proposed to establish a permanent Regional Day Pass valid for a fare value of $3.50 for a price of $8.00 (two times the value plus a $1.00 administration fee).

Pierce Transit's Disparate Impact (DI) and Disproportionate Burden (DB) policies are stated such that only fare types and media that are used by more than 10% of minority riders and 5% of the low-income riders could be subject to a finding of DI or DB.

The analysis looked at the demographics of ORCA e-purse users to determine whether there are impacts to minority or low-income e-purse users. The percent usage is very small – one one hundredth of a percent, for both minority and low income riders. We also considered whether there could be a disproportionate benefit to non-minority and non-low-income riders. Since no other fares would be changed or removed that were available to minority and low-income riders, and the RDP is more for convenience rather than cost-effectiveness, it is never likely to be used by a significant proportion of riders.

Since there is very small usage of the RDP and no existing fares were changing upon the introduction of the RDP, **there was no disparate impact to Pierce Transit's minority riders nor disproportionate burden to Pierce**

Transit's low-income riders due to the introduction of a new Regional Day Pass. RDP usage will continue to be monitored as Pierce Transit conducts future Customer Satisfaction Surveys every 2-3 years.

## Board of Commissioners Approval of 2015 Title VI Program

*Pierce Transit's Board of Commissioners approved this 2015 Title VI Program submittal to the Federal Transit Administration at their meeting held on September 14, 2105. The Board resolution is included as Appendix M (placeholder).*

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# APPENDIX A
# Title VI Complaint Procedures and Forms

# Title VI Complaint & Investigation Process

1. ***Statement of Policy:*** No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Pierce Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259). Pierce Transit operates its programs without regard to race, color, or national origin.

2. ***Notices:*** Notices of Title VI rights are posted on the agency's website at: www.piercetransit.org/pierce-transit-title-vi-notice as well as in the bus schedule books ("The Bus Stops Here" or "TBSH") and at the entrances of customer service facilities.

3. ***How to file a Complaint:*** Any person or entity may make a complaint for discrimination on the basis of race, color, or national origin, by submitting a complaint within 180 days of the alleged discriminatory act as follows:

    a. All complaints must be in writing.

    b. A complaint may be made on the Agency's Title VI Complaint Form or by email or letter with the following information:

        1. If submitting a complaint by letter, and not using the Agency's form, all complaints must include:

            i. Name, address, and telephone number of complaining party;
            ii. Name, address of the person, agency, institute, or office alleged to have engaged in a discriminatory act;
            iii. A description on how, why and when the discrimination occurred, including as much background as possible about the allegations; and
            iv. A signature by the complaining party.

        2. A complaint submitted by letter should be addressed as follows:

            Pierce Transit
            Attention: Civil Rights Officer
            P.O. Box 99070
            Lakewood, WA 98496

        3. A copy of the Agency's Title VI Complaint Form may be obtained as follows:

            i. Website at www.piercetransit.org/documents

ii. Email request for Form to crofficer@piercetransit.org;

iii. Call: (253) 581-8000 and ask for the Civil Rights Officer who will email or mail you a copy of the Form.

c. A Title VI complaint may also be filed with an external entity such as the Federal Transit Administration (FTA), other federal or state agency, or a federal or state court. Information on how to file a complaint with the FTA may be found at: http://www.fta.dot.gov/civilrights/12884.html Should a complaint be filed with Pierce Transit and an external entity simultaneously, the external complaint will supersede the Pierce Transit complaint and Pierce Transit's complaint procedures will be suspended pending the external entity's findings.

4. **How Pierce Transit Will Respond to Complaints:**

Once a Title VI Complaint is received by Pierce Transit, the Civil Rights Officer will review the complaint and within fifteen working days, send a letter to the complainant acknowledging their complaint and either commencing an investigation or closing the matter.

Pierce Transit will investigate any written Title VI complaint filed within 180 days of the alleged discriminatory act alleging discrimination because of race, color, or national origin. Pierce Transit will make every effort to investigate a complaint within 60 days. If a complaint is not brought within this time frame or does not allege discrimination on the basis of race, color, or national origin, Pierce Transit will advise the complaining party that the Agency will close the complaint.

In investigating or attempting to resolve the complaint, the Civil Rights Officer may contact the complainant for a meeting, interview or additional information. Please note that a complainant's failure to provide the requested information or participate in a meeting or interview (or failure to provide contact information) will result in the administrative closure of the complaint. The complainant has ten (10) business days from the date of any request by the Civil Rights Officer to provide the requested information or to participate in the investigation. If the requested information is not received within that time frame, the case will be closed.

After the investigation is completed, the Civil Rights Officer will issue a written report summarizing the investigation and will make findings and recommendations for corrective action, if any and as appropriate. Issuance of this report will also close the complaint and investigation.

Anyone wishing to appeal the findings, conclusions, or recommendations in the Civil Rights Officers' report may do so by submitting a letter explaining the complainant's

position and requesting an independent review by Pierce Transit Chief Executive Officer within 15 days of receipt of the report. The Chief Executive Officer will issue a letter either confirming the Civil Rights Officer's findings or notifying the complainant of further investigation within 30 business days of receipt of the appeal. The Chief Executive Officer's review is final and binding.

5. ***Complaint Records*:** Records of all Title VI complaints and associated investigations are retained by the agency's Risk Management office, subject to applicable retention policies and public disclosure requirements and/or exemptions.

6. ***Non-Retaliation***: No person or entity will suffer retaliation or reprisal by Pierce Transit as a result of filing a Title VI discrimination complaint or as a result of participating in an investigation of a complaint. Any person who believes that they have suffered retaliation as a result of making a Title VI complaint or participating in any such investigation may make a complaint in accord with this process.

# Pierce Transit Title VI Complaint Form

Pierce Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil rights Act of 1964, as amended. **Title VI complaints must be filed within 180 days from the date of the alleged discrimination.**

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact Customer Service by calling (253) 581-8000. The completed form must be returned to Pierce Transit via e-mail: crofficer@piercetransit.org OR mail to: 3701 – 96th St. SW, P.O. Box 99070, Lakewood, WA 98496-0070, ATTN: Civil Rights Officer.

| | | |
|---|---|---|
| Your Name: | Phone: | Alt. Phone: |
| Street Address: | City, State, Zip Code: | |
| Person(s) discriminated against (if someone other than complainant):<br><br>Name(s): | | |
| Street Address, City, State & Zip Code: | | |

Which of the following best describes the reason for the alleged discrimination that took place? (Circle one) Date of incident: _____

- Race
- Color
- National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Provide names and titles of all Pierce Transit employees involved if available. Please provide as much detail as possible: route number, date and time of day, bus number, names and contact information for witnesses. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

_____
_____
_____
_____
_____
_____
_____

Complete reverse side of form

# Pierce Transit Title VI Complaint Form

Please describe the alleged discrimination incident (continued)

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Have you filed a complaint with any other federal, state or local agencies? (Circle one) Yes / No
If so, list agency/agencies and contact information below:

Agency: _____ Contact Name: _____
Street Address, City, State & Zip Code: _____
_____
Phone: _____

Agency: _____ Contact Name: _____
Street Address, City, State & Zip Code: _____
_____
Phone: _____

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

_____ _____
Complainant's Signature Date

_____
Print or Type Name of Complainant

Date Received: _____

Received By: _____

# Formulario de queja del titulo VI de Pierce Transit

Pierce Transit esta comprometido en asegurar que no se excluye de la participación adentro ni negó a ninguna persona las beneficios de sus servicios en base de la raza, color o origen nacional, en la manera prevista por el Title VI del acto de los derechos civiles de 1964, según la enmienda prevista. **Las quejas del Título VI se deben archivar en el plazo de 180 días a partir de la fecha de la discriminación alegada.**

La siguiente información es necesaria asistirnos en el proceso de su queja. Si usted requiere alguna assistencia en llenar este formulario, Por favor pongase en contacto con el servicio al cliente llamando (253) 581-8000. Llenado el formulario se debe volver a Pierce Transit por correo electronico: crofficer@piercetransit.org O correo regular a: 3701 - 96th St. SW, P.O. BOX 99070, Lakewood, WA 98496-0070, ATTN: Oficial de los derechos civiles.

| | | |
|---|---|---|
| Su nombre: | Teléfono: | Alt. Teléfono: |
| Dirección de la calle: | Ciudad, estado, código postal: | |
| Las personas discriminaron contra (si alguien con excepción de quien lo esta llenando):<br>Nombres: | | |
| Dirección de la calle, ciudad, estado y código postal : | | |

¿Cuál del mejor siguiente describe la razón del discriminación alegada que ocurrió?

(Círculo uno) Fecha del incidente: _____

- Raza
- Color
- Origen nacional (habilidad de ingles limitada)

Por favor describa el incidente alegado de la discriminación. Proporcione los nombres y los títulos de todos los empleados de Pierce Transit implicados si están disponibles. Proporcione por favor tanto detalle como sea posible: número de la ruta, fecha y hora, número del autobús, los nombres e información de contacto para los testigos. Explique qué sucedió y quién usted cree era responsable. Utilice por favor la parte posteriora de esta forma si se requiere el espacio adicional.

_____
_____
_____
_____
_____
_____
_____

Termine el siguiente forulareo

# Formulario de la queja del Título VI de Pierce Transit

Describa por favor el incidente alegado de la discriminación (continuado)

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
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_____
_____
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_____

¿Usted ha llenado con queja otra agencia federal, estatal o agencias locales?(Círcule uno) sí/no
Si es así nombre la agencia/las agencias que contacto con la información abajo:

Agencia: _____ contacto: _____
Direccion postal _____
_____
Teléfono: _____

Yo afirmo que he leído lo siguiente segun mi conocimiento y creencia es verdad la informacion provista.

_____ _____
Firma Fecha

_____
Escriba su nombre en letra de molde.

La fecha recibió: _____
Recibido por: _____

# APPENDIX B
# Public Participation Plan

# Pierce Transit
# Public Participation Plan
## August 2015

Public Participation Plan

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Pierce Transit
Public Participation Plan (Draft)

# 1. INTRODUCTION

The Public Participation Plan (PPP) is a guide for Pierce Transit's ongoing public participation activities. Its purpose is to ensure Pierce Transit utilizes effective means of providing information and receiving input on transportation decisions from the public, including low income, minority, and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964. Title VI of the Civil Rights Act of 1964 states that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

This plan guides Pierce Transit in its efforts to offer early, continuous, and meaningful opportunities for the public to help identify social, economic, and environmental impacts of proposed transportation policies, projects, and initiatives across the Agency. It describes Pierce Transit's overall goals, guiding principles, and strategic approach to achieving stated objectives. Pierce Transit's Strategic Plan (available to download at http://www.piercetransit.org/documents) establishes the following objectives for community engagement:

- Increase the community's awareness of Pierce Transit's value to the community.
- Build trust through frequent dissemination of transparent and accurate information.
- Ensure active participation from a supportive network of stakeholders.

This plan is a living document which will change and grow to help Pierce Transit deepen and sustain its work to engage diverse community members throughout the county. Therefore, Pierce Transit will modify its public participation methods and activities over time, based on ideas and feedback from community members and Pierce Transit's evaluation of our public participation effectiveness.

## 1.1 Pierce Transit's Structure, Mission, Vision, and Values

Founded in 1979, Pierce County Public Transportation Benefit Area Corporation (Pierce Transit) is a nationally recognized leader in the public transportation industry. Pierce Transit covers 292 square miles of Pierce County with roughly 70% of the county population. Serving Washington's second largest county, Pierce Transit provides three types of service, Fixed Route, SHUTTLE paratransit and Vanpools that help get passengers to jobs, schools and appointments.

- Board of Commissioners
  Pierce Transit is governed by a ten-member Board of Commissioners. The Board is made up of nine elected officials representing fourteen jurisdictions in Pierce County and one non-voting Union Representative.
- Executive Finance Committee
  The Executive Finance Committee (EFC) is comprised of four members of the Board of Commissioners. The Committee serves as a sounding board to the Agency on various policy matters

and approves contracts up to its allowed authority established by the Board of Commissioners.

- The Pierce Transit Community Transportation Advisory Group (CTAG)
  CTAG is a nine-member advisory group that provides input to the Board of Commissioners. It was chartered to offer an opportunity for community stakeholders to provide input and suggest improvements and recommendations on plans, policies, and services offered by Pierce Transit.

### Mission

Pierce Transit improves people's quality of life by providing safe, reliable, innovative and useful transportation services that are locally based and regionally connected.

### Vision

We cultivate a culture of mutual trust and respect with the community and our employees.

### Organizational Values

Pierce Transit adopted organizational values that represent the fundamental principles behind Pierce Transit's Strategic Plan. The Agency is committed to a culture of service where the following three values guide decisions and actions:

- Integrity ... we do what is right, legally and ethically.
- Accountability … we are responsible stewards of public resources.
- Teamwork … we all make it happen.

## 1.2 Pierce Transit's Public Participation Goals

The Public Participation Plan endeavors to offer meaningful opportunities for the public, including low income, minority, and limited English proficient populations, to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions by Pierce Transit.

Specific goals and outcomes include:

- Quality Input and Participation
  Comments received by Pierce Transit are useful, relevant and constructive, contributing to better plans, projects, programs, strategies, and decisions.
- Consistent Commitment
  Pierce Transit strives to communicate regularly and develop trust with communities, while helping build community capacity to provide public input.
- Diversity
  Participants represent a range of socioeconomic, ethnic, and cultural perspectives, with representative participants including residents from low income neighborhoods, ethnic communities and residents with limited English proficiency, and other traditionally underserved people.
- Accessibility
  Every effort is made to ensure that opportunities to participate are physically, geographically, temporally, and linguistically accessible.

- Relevance
  Issues should be framed clearly and simply such that the significance and potential effect may be understood by the greatest number of participants.
- Participant Satisfaction
  Pierce Transit should encourage the public to participate in project or initiative related discussions, recognizing that people who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- Clarity in Potential for Influence
  The process should clearly identify and communicate where and how participants can have influence and direct impact on decision making.
- Partnerships
  Pierce Transit develops and maintains partnerships with communities and community-based organizations through the activities described in this Public Participation Plan.
- Opportunities to Build Trust and Compromise
  Pierce Transit should ensure that discussions, particularly where there are conflicting views, are structured to allow for levels of compromise and consensus that will satisfy the greatest number of community concerns and objectives. Pierce Transit recognizes that processes which allow for consensus to be achieved are critical to enable public support for recommended actions.

## 1.3 Guiding Principles for Public Participation at Pierce Transit

Pierce Transit's public involvement procedures are built on the following guiding principles:

- Flexible
  The engagement process should accommodate participation in a variety of ways and be adjusted as needed.
- Inclusive
  Pierce Transit should proactively reach out and engage low income, minority and LEP populations from Pierce Transit's service area so these groups will have an opportunity to participate.
- Respectful
  All feedback received should be given careful and respectful consideration.
- Tailored
  Pierce Transit's public participation methods should be tailored to match local and cultural preferences as much as possible.
- Proactive and Timely
  Participation methods should allow for early involvement and be ongoing and proactive so participants can influence Pierce Transit's decisions.
- Clear, Focused and Understandable
  Participation methods should have a clear purpose and use for the input, and should be described in language that is easy to understand.
- Trustworthy
  Information provided should be accurate and trustworthy.

- Responsive
  Pierce Transit should strive to respond and incorporate appropriate public comments into transportation decisions.
- Transparent in Impact
  Pierce Transit should communicate the results of the public's input in terms of the impact on decisions at a broad summary level, providing the major themes, the decisions reached and rationale for the decisions.
- Authentic and Meaningful
  Pierce Transit should support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization.

### 1.4 Regulations and Policies Relevant to Pierce Transit's Public Participation Plan

Pierce Transit functions under a wide variety of federal, state, and local requirements. The list below provides an overview of the basic laws, regulations, and regional policies Pierce Transit operates within.

- Federal Requirements:
  - Americans with Disabilities Act of 1990
  - Title VI of the Civil Rights Act of 1964
  - Executive Order 13166 – Improving Access to Services for Persons with Limited English Proficiency
  - Executive Order 12898 – Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations
  - National Environmental Policy Act (NEPA)
- Washington State Requirements:
  - Revised Code of Washington 36.57A – Public Transportation Benefit Areas
  - State Environmental Policy Act (SEPA)
  - Open Public Meetings Act
  - Public Records Act
- Other Requirements
  - Pierce Transit Code (see Appendix A)

## 2. PUBLIC PARTICIPATION APPROACH

Transportation decision making and project development processes are regulated and follow set procedures, including the need to give the public opportunities to participate. This Public Participation Plan describes participation opportunities generally and includes specific protocols and resources that are designed to facilitate diverse and inclusive public outreach and involvement. The plan is a flexible and evolving document. As necessary, Pierce Transit will revise the PPP based on recurring assessments of successes and/or challenges associated with outreach, as well as suggestions made and the results of public engagement processes.

### 2.1 Public Participation Techniques

Pierce Transit takes pride in its work to maintain a collaborative relationship with the community and its stakeholders. Pierce Transit's public outreach effort rests on utilizing multiple communication channels to distribute information to, and solicit input from, affected constituencies. Pierce Transit typically communicates with the general public and its customers through one or more of the following methods.

- Pierce Transit's Website
  Pierce Transit website, www.piercetransit.org, is a comprehensive resource for people wanting information about Pierce Transit's services, programs, projects, and activities. The website offers trip planning which enables a full itinerary for bus, train, and ferry travels in Snohomish, King, and Pierce counties. Many community members are not aware of the volume of information available on Pierce Transit's website. Informing community members of what is available on the website is an important element of public outreach. Also public notices of all Pierce Transit's public meetings, public hearings, and public comment periods are posted on this site. Some programs and projects have dedicated web pages on Pierce Transit's website that include information about upcoming meetings, fact sheets, and projects and plans. The website includes the ability for users to translate pages into 90 different languages using Google Translate.
- Customer Comments
  There are multiple ways that individuals can provide verbal or written comments about any subject to us. Comment Cards are supplied on all buses and SHUTTLE vans, at the Tacoma Dome Station Bus Shop, at Pierce Transit's Headquarters and at most information outlets where bus schedule information is stocked. These cards have a postage-paid business reply mailer and are printed in English and Spanish. Comment Cards should be available at any public participation event. The Pierce Transit website has multiple mechanisms to receive comments including a comment form, an email button that automatically begins an email to the Agency, comment forms on project web pages, and the Customer Service phone number where staff will take comments over the phone. That same phone number and/or email address is printed on almost all printed materials, bus stop signs, and passenger vehicles.
- Press Releases and Media Relations
  Pierce Transit distributes press releases as appropriate on events and other important information to news media. Press releases are posted on www.piercetransit.org. In addition, Pierce Transit's Public Relations Officer is available to speak with reporters regarding various topics.
- Printed Materials
  Pierce Transit produces publications as needed such as the Report to the Community, The Bus Stops Here (TBSH) route and schedule book, maps, brochures, rack cards, and posters (see Appendix B), and makes them available to anyone. These publications include technical and policy information and often use visualization techniques to enhance understanding of transit planning. Materials are translated into other languages, as needed (see Appendix C). All publications are available free of charge.
- Surveys
  Pierce Transit may conduct surveys in print, by telephone and online to collect public opinion on specific topics or issues. Depending on the data being collected, Pierce Transit considers the methodologies that provide statistically valid data when possible. Pierce Transit also considers strategies for letting people know that surveys are available in multiple languages, so as to increase the response rate from low income, minority, and LEP populations.

- Telephone Information Line
  Pierce Transit's phone system offers pre-recorded information about bus routes that may detour during snowstorms, and location and service hours for our Bus Shop.
- Newsletters
  Newsletters or Project Fact Sheets can be developed and used throughout the public participation process to share information and provide information on how people may share their comments with Pierce Transit.
- On-Board Announcements
  On board fixed route buses, Pierce Transit may broadcast audio and scrolling announcements as needed. Topics include items such as detours, route and schedule changes, and public meeting notices.
- Mailings and Email Lists
  Pierce Transit regularly provides information about its services through mass mailings to targeted households near its routes.
- Social Media
  Pierce Transit uses Facebook, Twitter, and Instagram to distribute information and interact with a wider audience on a near daily basis. The Agency may utilize other social media mediums as the technology changes.
- Paid Advertisements
  To promote its services or collect public comments, the Agency may place paid advertisements in local printed or online publications or websites.
- Focus Groups
  At times, the complexity of a project, controversial issues, or the reality of having multiple large Title VI groups to address may require engaging targeted audiences of stakeholders.
- Community Investment Teams
  The purpose of the Community Investment Team (CIT) is to bring together several parties with a vested interest in the success of demonstration projects. Collectively, the team guides the design of the service innovation, partners on critical needs that must be met to deliver service (e.g., service routing, marketing, communications and outreach, funding), and establishes a clear scope for the demonstration project and evaluation of the project. Membership of the CIT is composed of several partnering organizations (e.g., cities, chambers, colleges, retailers, hospitals, and senior centers).
- Transit Center Outreach
  Pierce Transit, on occasion, will proactively staff transit centers to distribute pertinent information to riders.
- Community Outreach Booths
  Occasionally, Pierce Transit staffs tables or booths at community events and public gathering spaces to raise awareness of our services and/or promote ridership.
- Open Houses
  Open houses are informal settings where people can obtain information about a plan, program, or project. They do not have formal agendas, and no formal discussions or presentations take place. At open houses, people receive information informally from exhibits and staff, and they are encouraged to give opinions, make comments, and state preferences to staff, orally or in writing. Informal

presentations, slide shows, and one-on-one discussions take place continuously throughout the event. Since there is no fixed agenda, open houses are usually scheduled for substantial portions of a day or evening, so that people can drop in at their convenience and fully participant. The number of locations for open houses depends on the project and audience. Staff makes every effort to be as inclusive as possible and to schedule open houses at convenient locations along bus routes.

- Board Meetings
  The Board of Commissioners meets the second Monday of each month at 4:00 p.m. at Pierce Transit's Training Center, Rainier Conference Room, 3720 – 96th ST SW, Lakewood, WA. These meetings are open to the public and include an opportunity for the public to comment on any item relating to transit. The following section describes what the public can expect in terms of notification, agendas, location, and visualization techniques at these meetings.
  - Public Notification
    Pursuant to Board-Approved Resolution, Pierce Transit Board meetings are held monthly on a fixed day, time and location unless cancelled. Agendas are distributed and posted to the Agency's website (www.piercetransit.org) prior to each meeting per Washington State law.
  - Agendas
    Agendas with supporting materials are sent electronically to the Board of Commissioners, parties of record and posted on Pierce Transit's website in advance of the meeting pursuant to Washington State Law. Agendas include information for the following items: a) special accommodations for the hearing impaired; b) accommodations for those eligible under the American Disability Act (ADA); and c) Registered SHUTTLE customers who wish to attend the hearing.
  - Public Hearing
    A public hearing may be part of the Board of Commissioners' meeting when required by law, a state or federal program, service or fare changes, or in exceptional circumstances these hearings can be special meetings. The purpose of the hearings is to accept public comment relevant to a particular topic. Advance public notification, meeting the legal requirement, is advertised requesting public participation. Pierce Transit's Code Ch. 1.60.010 B states: "Pierce Transit will publicize the hearing in a major newspaper with general circulation in the urbanized area of Pierce County and other newspapers which are directed at specifically affected groups. Legal notices will be advertised at least 7 calendar days and not more than 14 calendar days in advance of the hearing date."
  - Public Comment
    A public comment period is part of each Board meeting. Time limits are set on public comments. Written comments can be forwarded to Pierce Transit headquarters or the public comment can occur in person during the comment period.
  - Visualization Techniques
    Pierce Transit uses visualization techniques such as maps, charts, graphs, illustrations, presentations and videos at all types of meetings, including board meetings, to explain concepts behind actions and decision-making. Pierce Transit may also use handouts and posters to display visual information. Pierce Transit's boardroom is equipped with computers, projectors, and sound systems for displaying visual and audio information. Pierce Transit uses style guides for data presentation and PowerPoint presentations to present a consistent, streamlined, and easy to understand visual message.
  - Meeting Times, Locations, and Accessibility

All Pierce Transit public meetings, including committee meetings, open houses and other events are conducted in facilities that are accessible to persons with disabilities and to people who rely on public transit. Public meetings, such as open houses, community outreach events or hearings may be held at various times and locations throughout the county to allow people with traditional and non-traditional schedules to attend. Pierce Transit maintains an accessible website.

## 3. EVALUATION AND UPDATE OF THE PUBLIC PARTICIPATION PLAN

Pierce Transit's Public Participation Plan is intended to be a living document that will be informed by current and future practices, successes and lessons learned. Pierce Transit will continue to adapt and modify its public participation practices over time.

## 4. EXAMPLES OF PUBLIC INVOLVEMENT AND OUTREACH

The following is a summary of two examples of different projects that describes Pierce Transit's public involvement and outreach programs. These summaries demonstrate the steps each project or service takes to ensure out Title VI goals, guidelines and procedures are being met.

### 4.1 Demonstration Project –Route 425 Puyallup Connector

Route 425, the Puyallup Connector, operated as a one year demonstration from June 8, 2014 to June 6, 2015. After a demonstration period, the Pierce Transit Board of Commissioners approved the Puyallup Connector as a regular, fixed route service effective June 7, 2015. The route connects residents in Puyallup with shopping, recreation, local events, and medical facilities in Downtown Puyallup and South Hill. The route also provides convenient connections to other local services including Pierce Transit routes 4, 400, 402, 409, and 495. The Puyallup Connectors are visually distinct 25-foot vehicles, with artwork and graphics that reflect the unique history of the City of Puyallup.

The Puyallup Community Investment Team (CIT) helped design the service and provided guidance during the demonstration period. The CIT is comprised of representatives with a vested interest in the success of the Puyallup Connector including the City of Puyallup, MultiCare-Good Samaritan Hospital, Puyallup Main Street Association, Puyallup/Sumner Chamber of Commerce, Puyallup Senior Center, Pierce College, Washington State Fair, Senior Housing Assistance Group (SHAG), and the South Hill Mall. The CIT concept was described as a model for interagency coordination by leaders at the City of Puyallup. Local residents describe the service as critical to the senior population living in the area. The Sunset Garden apartments operated by SHAG is located along the route; during the demonstration period staff regularly visited the site to assist seniors with the purchase of ORCA cards, educate riders on how to purchase their passes, and answer questions about the service. Pierce Transit staff also regularly visited the Puyallup Senior Center, participating in their outreach events. Even though the service has been operationalized, Pierce Transit continues to work with the community and riders to build awareness for the service.

Pierce Transit developed a Public Outreach Plan (see Appendix D) for the Puyallup Connector demonstration project which contained the following elements:

Purpose

- Awareness: Make public aware of community partnerships with Pierce Transit and the work that has been done to provide innovative solutions for the community.
- Education: Educate the public on the Agency's strategic direction to deliver tailored community services and allow opportunity for them to view service concept(s) designed by Community Investment Team.
- Input: Provide opportunities for the public to offer comments and opinions on concept design(s).
- Decision-making: Compile resident survey findings and collect feedback and public comment for Board review prior to Public Hearing.

People

- General Public: Offer opportunity for anyone to comment on concept.
- Puyallup Residents: Utilize data from Resident Community Survey and drive residents to also offer opinion on proposed concept(s).
- Riders: Solicit options from Route 400, 402, 495, and 410 riders.
- Community Groups: Solicit viewpoints of local community services along or close to the designed route.
- Business: Implore viewpoints of local community services along or close to the designed route.

Methods

- Open house: Pierce Transit hosted two open houses where displays, handouts and other materials were used to expose attendees to the designed concept(s). Attendees gave feedback about planning information in both oral and written form. Meeting format allowed for one-on-one verbal comments. Meetings were held in accessible locations. Translation services were available as needed.
- Public hearing: Hearing consisted of summary of why demonstration project is being done, alternative solutions, consequences, and impacts, and reactions to proposed action.
- Survey: Conducted rider and community surveys to systematically collect opinions on demonstration project. Surveys were conducted via intercept on vehicles, through mailers, and online.
- Brochures: Printed brochures were created to provide the public with demonstration information including map, schedule, and fare information (see Appendix E). Translation block was included on brochure stating translation service was available in more than 200 languages. TTY Relay information also provided. Brochures distribution list included Fred Meyer, Good Samaritan Hospital, Hampton Inn, Pierce College, Puyallup Activity Center, Puyallup City Hall, Puyallup Library, Puyallup Main Street Association, Puyallup Motel, Puyallup/Sumner Chamber, Safeway, South Hill Mall, St Francis, Sunset Garden, Washington State Fair, Wal-Mart, and YMCA.
- Displays and exhibits: Maps, pictures, and text arranged in poster style and posted in high traffic public places or during meetings to share information with general public.
- Community information booth: Hosted informational booth at Sunset Garden (SHAG), Puyallup Senior Center, Emeritus at Puyallup, Silvercrest Senior Residence, Pierce College, and Willow's Garden.
- Events: Pierce Transit made the most of opportunities at events already taking place in the community, such as Hatchery Grand Opening, Meeker Days, Puyallup Spring Fair, Puyallup Concerts in the Park, and Hounds on the Hill. This gave the public direct access to the planning process and its staff.

- A-Boards: Placed at South Hill Mall Transit Center, Puyallup Sounder Station, and Pierce College notifying the public of demonstration project.
- Electronic signage: Information regarding demonstration project were displayed at the Washington State Fair grounds.
- Newspaper ads: Print and online ads in local newspapers.
- Community mailer: Sent to 3,658 households within 1/4 mile of demonstration route. Mailer included a two week ride free punch out promo pass.
- Project web page: Hosted a variety of information on all aspects of the demonstration project and solicited feedback from the public.
- Vehicle posters: placed on Puyallup Connector vehicles to notify riders of upcoming events, activities, and route information.

## 4.2 Title VI Policy Development & Approval

The Federal Transit Administration (FTA) issued Title VI Requirements and Guidelines for Federal Transit Administration Receipts Circular 4702.1B on October 1, 2012. The purpose of the circular is to provide recipients of FTA financial assistance with guidance and instructions necessary to carry out U.S. Department of Transportation Title VI regulations. One such requirement in the circular is the setting of Title VI policies related to Major Service Change, Disparate Impact, and Disproportionate Burden.

Transit agencies receiving federal financial assistance must establish policies that define the threshold for major service changes and the determination of disparate impact/disproportionate burden applied to Title VI service and fare equity analyses. These analyses examine the impact to minority and low-income populations of any fare change or major service change proposed by Pierce Transit.

To develop this proposed policy language Pierce Transit staff studied the new circular and participated in FTA webinars to learn about the new guidance and to develop policies we felt best reflected our service area. We also coordinated directly with FTA technical staff seeking their guidance and input on the policies recommended. Staff contacted other transit agencies to learn about their Title VI policies, processes, and lessons learned through their experiences.

A variety of outreach methods were utilized to provide information to individuals who would potentially be interested in these policies. The Board of Commissioners ultimately approved the policies on February 11, 2103 (Appendix F). The outreach methods prior to Board approval are summarized below.

### Purpose

- As with all major decisions that affect our community, Pierce Transit is committed to a robust communication effort and providing opportunities for input by the community.

### People

- General Public: Offer opportunity for anyone to comment on concept.
- Minority and low-income riders and groups who serve them: Solicit input on whether the thresholds proposed were fair and made sense.

### Methods

- Public meetings: A public meeting was hosted on February 5, 2013 at Sheridan Elementary School and February 6, 2013 at Centro Latino to share the proposed policies and gather input. Both of these locations represent areas along existing Pierce Transit routes with minority and low income populations.
- Community meetings: Staff met with numerous groups including the Eastside Neighborhood Advisory Council of Tacoma, Tacoma Ministerial Alliance, Centro Latino, Aging and Disability Resource Center Community Forum, and Tacoma Area Coalition of Individuals with Disabilities (TACID) to share information about the proposed policies and public hearing. Staff also requested that these groups notify their constituents of the draft policy.
- CTAG: Pierce Transit's CTAG reviewed the policies and made recommendations to the Board for approval.
- Legal notice: A legal notice for the public hearing held on February 11, 2013 at a regular meeting of the Pierce Transit Board of Commissioners was advertised to provide 20 and 5 calendar days' notice.
- Public Hearing: Following the public hearing on February 11, 2013, the Board of Commissioners approved the Title VI Policies
- Email notification: Each jurisdiction in the PTBA was sent an email with information on the public hearing and comment period.
- Rider alerts: were distributed through the system and on buses to notify passengers of the public hearing and comment period (see Appendix G).
- Social media: Facebook and PT NewsFlash were utilized to communicate information about the policies and the comment period.

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# Appendix A

## Fife/Milton/Edgewood Introduction Poster

## Pierce Transit Code

## PIERCE TRANSIT CODE

Chapter 1.60 - PUBLIC HEARING PROCEDURES

1.60.010 - Legal communication requirements.

A. Pierce Transit will hold a public hearing when any fare changes lasting longer than a 6-month demonstration period are proposed or any major service changes are proposed. A major service change shall be defined as any change in service lasting 12 months or more on any individual route that would add or eliminate twenty percent or more of the route revenue miles or twenty percent or more of the route revenue hours. All major service changes and all non-demonstration, system-wide, fare changes will be subject to an equity analysis which includes an analysis of adverse effects on minority and low income populations.

B. Pierce Transit will publicize the hearing in a major newspaper with general circulation in the urbanized area of Pierce County and other newspapers which are directed at specifically affected groups. Legal notices will be advertised at least 7 calendar days and not more than 14 calendar days in advance of the hearing date.

C. Beyond these legal notice requirements, both before and after a public hearing, Pierce Transit will take other appropriate steps to alert riders, notify the community, and inform staff and other stakeholders of any fare or major service changes. Along with any legal notice, Pierce Transit will publish the legal notice and the proposed fare change(s) or major service change(s) on Pierce Transit's website.

(Res. No. 14-008, § 1, 3-10-2014)

1.60.020, 1.60.030 - Reserved.

Editor's note— Res. No. 14-0008, § 1, adopted March 10, 2014, repealed §§ 1.60.020, 1.60.030, which pertained to public hearings, beyond legal requirements. See Code Comparative Table for complete derivation.

# Appendix B

# Fife/Milton/Edgewood Introduction Poster

# In English and Spanish

# We Need Your Input

## Custom tailored service for your community

INNOVATIVE
Fife-Milton-Edgewood
SOLUTIONS

The proposed Fife-Milton-Edgewood Community Connector includes two route concepts developed by a committed Community Investment Team, in partnership with Pierce Transit. The team focused on improving bus services within the Fife, Milton, and Edgewood communities and recommended service adjustments to Route 402 and Route 501 to integrate the proposed routes.

## PROPOSAL

### We Want Your Feedback

1. Add a local tailored Community Connector linking the communities of Milton and Edgewood with Fife.
2. Add a local tailored Community Connector linking Fife to Puyallup Station.
3. Adjust four weekday Route 402 trips to make better connections with Sounder Train service at Puyallup Station.
4. Eliminate selected Route 501 trips, integrating remaining service with proposed tailored Community Connectors.

## Take A Survey

We want to hear what the community thinks about the proposed Fife - Milton - Edgewood tailored services. We have set up two open houses and a public hearing to receive your feedback. For your convenience, we've also created a short survey online to help guide us in providing these innovative services.

### Let Us Have Your Input by Nov 8th

Contact Tina Lee
253.589.6887
tlee@piercetransit.org

Take a short survey. Visit
piercetransit.org

## OPEN HOUSES AND Public Hearing

Join us and voice your opinion

**Open House**
**4:30PM - 7:30PM**
Fife City Hall
5411 23rd Street East, Fife
OCT 30

**Open House**
**11AM - 2PM**
Milton/Edgewood Library
900 Meridian East, Milton
NOV 2

**Public Hearing 4PM**
Pierce Transit
Training Center
3720 96th Street SW, Lakewood
NOV 18

Registered SHUTTLE customers may obtain specialized transportation to and from the hearing by calling SHUTTLE at 253-581-8000, option 2, from one to five days in advance of the hearing. An interpreter for the hearing impaired will be provided upon request with a minimum notice of two weeks.

pull date 11/19/13

# Solicitamos sus opiniones

## Servicio adaptado para su comunidad

**SOLUCIONES**
**Fife-Milton-Edgewood**
**INNOVADORAS**

El Fife-Milton-Edgewood Community Connector que se propone incluye dos conceptos de recorridos desarrollados por un equipo dedicado a la inversión en la comunidad, asociado con Pierce Transit. El equipo enfocó en mejorar los servicios de autobús dentro de las comunidades de Fife, Milton, y Edgewood y recomendó modificaciones del servicio al Recorrido (ruta) 402 y al Recorrido (ruta) 501 para integrarlos con los recorridos (rutas) propuestos.

# PROPUESTA

## Nos gustaría su reacción acerca de lo siguiente

1. Añadir un Community Connector local y adaptado que une las comunidades de Milton y Edgewood con Fife.
2. Añadir un Community Connector local y adaptado que une Fife con la terminal Puyallup.
3. Modificar cuatro Recorrido (ruta) 402 viajes para mejorar empalmes con servicio del tren Sounder en la terminal Puyallup.
4. Eliminar algunos viajes escogidos del Recorrido (ruta) 501 y luego integrar el servicio que queda con el servicio Community Connector nuevo y adaptado.

# Haga una encuesta

Nos gustaría escuchar lo que la comunidad piensa sobre los servicios adaptados propuestos. Por eso, le ofrecemos dos exposiciones y una reunión pública para recibir sus reacciones. Cuando le convenga, además creamos una encuesta breve por el internet para guiarnos en proveer estos servicios innovadores.

**Favor de responder antes del 8 de noviembre**

Para más información, favor de contactar a
Tina Lee
253.589.6887
tlee@piercetransit.org

Para participar en una encuesta breve, favor de visitar
piercetransit.org

# Las dos exposiciones y la reunión pública

¡Únase con nosotros para dar su opinión!

**Exposición el 30 de octubre**
4:30PM - 7:30PM
De 4:30 pm a 7:30 pm
Fife City Hall
5411 23rd Street, Fife
Servicio por ruta 501

OCT 30

**Exposición el 2 de noviembre**
De 11:00 am a 2:00 pm
Bibliotheca de Milton/Edgewood
900 Meridian East, Milton
Servicio por ruta 402

NOV 2

**Reunión Pública el 18 de noviembre**
A las 4:00 pm
Centro de instrucción de Pierce Transit
3720 96th Street SW, Lakewood
Servicio por ruta 48 y 300

NOV 18

Los clientes registrados con el servicio SHUTTLE pueden obtener transporte especializado ida y vuelta de la exposición por llamar SHUTTLE a 253-581-8000, opción 2, de uno a cinco días de anticipación de la exposición. Un intérprete para los sordos será provisto a solicitud con un mínimo de dos semanas de anticipación.

# Appendix C

# Fife/Milton/Edgewood Overview

# In English and Spanish

## Background

The proposed Fife-Milton-Edgewood Community Connector is the result of a committed Community Investment Team who, in partnership with Pierce Transit, developed two route concepts focused on improving fixed route services within the Fife, Milton, and Edgewood communities. Proposed service concepts focus on:

- Community Needs. Serve key Fife, Milton, and Edgewood community destinations including shopping, medical, libraries, churches, parks, community centers, and post offices.
- Connections. Transport Fife, Milton, Edgewood commuters to and from Puyallup Sounder Station during commute times.
- Integrating tailored service with existing transit system. Link community connector to Routes 402 and 500 for easy access.

## Community Investment Team

- City of Edgewood
- City of Fife
- City of Milton
- City of Puyallup
- Edgewood F.I.S.H. Food Bank
- Puyallup Tribe of Indians
- Mountain View Community Center
- Radiance Homeowner's Association

## Public feedback sought

We want to hear what the community thinks about the proposed Fife-Milton-Edgewood tailored services.

Contact: Tina Lee | Pierce Transit | Service Innovation Administrator
Phone: 253.589.6887
Email: tlee@piercetransit.org
Mail: Pierce Transit | P.O. Box 99070 | Lakewood, WA 98496-0070

## Timeline

Wednesday, Oct 30
Open House • 4:30 - 7:30 p.m.
Fife City Hall
5411 23rd Street East, Fife

Saturday, November 2
Open House • 11 a.m. – 2 p.m.
Milton/Edgewood Library
900 Meridian East, Milton

Monday, November 18
Public Hearing • Pierce Transit Board Meeting
4:00 p.m.
Pierce Transit Training Center
3701 96th Street SW

(Meeting at which Board is expected to decide whether to approve tailored service for implementation February 2014 service change.)

Pierce Transit connects communities with safe, reliable, customer-friendly transit options.
Pierce Transit | 3701 96th ST SW | Lakewood, WA 98499-4431 | 253-581-8000 / TTY Relay: 711 | piercetransit.org

## Antecedentes

La propuesta de Fife-Milton-Edgewood en Conectar la Comunidad es el resultado de una Comunidad comprometida, un equipo de inversion, que en asociación con la ruta de Pierce Transit, dos conceptos desarrollados se centró en el mejoramiento de rutas fijas dentro de las Comunidades de Fife, Milton, y Edgewood. Conceptos de servicio propuesto se centra en:

- Las necesidades de la comunidad. Servicios principales en Fife, Milton, Edgewood y destinos en la comunidad incluyendo tiendas, médicos, bibliotecas, iglesias, parques, centros comunitarios y oficinas de correos.
- Las conexiones. De transporte en Fife, Milton y Edgewood, los viajeros a la estación del Sounder Tren en Puyallup en tiempo de viaje.
- Servicio personalizado integración con sistema de tránsito existentes. Conector del enlace comunitario para las rutas 402 y 500 para un fácil acceso.

Equipo de inversión comunitaria

- La Ciudade de Edgewood — Edgewood F.I.S.H. banco de alimentos
- La Ciudad de Fife — Puyallup Tribu de los indios
- La Ciudad de Milton — Centro de Cumunidad Mountain Veiw
- La Ciudad de Puyallup — La asociación de propietarios resplandor

## Buscamos comentarios público

Queremos escuchar lo que la comunidad piensa sobre la propuesta de Fife-Milton y Edgewood de servicios personalizados.
Comuniquese con: Tina Lee | Pierce Transit | Innovación en el servicio administrador
Telefono: 253.589.6887
Correo electronico: tlee@piercetransit.org
Correo:Pierce Transit | P.O. Box 99070 | Lakewood, WA 98496-0070

## Fechas

**Miercoles, Oct 30**
**Puertas abiertas · 4:30 - 7:30 p.m.**
Fife City Hall
5411 23rd Street East, Fife

**Sabado, Noviembre 2**
**Puertas abiertas · 11 a.m. – 2 p.m.**
Milton/Edgewood biblioteca
900 Meridian East, Milton

**Lunes, Noviembre 18**
**Comentario Público· Pierce Transit reunión de la junta directiva**
**4:00 p.m.**
Pierce Transit Centro de capacitación
3701 96th Street SW

(Reunión en la que se espera que la junta decida si aprueban servicio adecuado a las necesidades a la aplicación de los cambio de servicio en Febero 2014.)

Pierce Transit se conecta con las comunidades con seguridad, fiables, nos adaptamos a las necesidades de los clientes con opciones de transporte.
Pierce Transit | 3701 96th ST SW | Lakewood, WA 98499-4431 | 253-581-8000 / TTY Relay: 711 | piercetransit.org

# Appendix D

# Puyallup Tailored Community Service

# Public Outreach Plan

# Puyallup Tailored Community Service Public Outreach Plan

| | |
|---|---|
| Overview | Puyallup Community Investment Team is currently designing a tailored service concept for the community. Upon concept design, Pierce Transit will organize and implement public outreach to collect public comments on the proposed tailored service. |
| Purpose | 1. **Awareness:** Make public aware of community partnerships with Pierce Transit and the work that has been done to provide innovative solutions for the community.<br>2. **Education:** Educate the public on the Agency's strategic direction to deliver tailored community services and allow opportunity for them to view service concept(s) designed by Community Investment Team.<br>3. **Input:** Provide opportunities for the public to offer comments and opinions on concept design(s).<br>4. **Decision-making:** Compile resident survey findings and collected feedback and public comment for Board review prior to Public Hearing. |
| People | To obtain a collection of feedback, we will target the following groups.<br>1. **General public:** Offer opportunity for anyone to comment on concept.<br>2. **Puyallup Residents:** Utilize data from Resident Community Survey and drive residents to also offer opinion on proposed concept(s)<br>3. **Riders:** Solicit opinions from Route 400, 402, 409, 495, and 410 riders.<br>4. **Community Groups:** Solicit viewpoints of local community services along or close to the designed routing.<br>5. **Businesses:** Solicit viewpoints of local community services along or close to the designed routing. |
| Methods | **Awareness/Education**<br>1. **Public Notice:** The minimum legal requirement necessary to advertise opportunities for public participation.<br>2. **Displays and exhibits:** Maps, pictures, and text arranged in poster style and posted in high traffic public places or during meetings to share information with general public.<br>3. **Website:** Share maps, demonstration project description and process, and interactive survey or opportunity to provide comment on concept(s).<br><br>**Input**<br>1. **Open House:** Informal setting using displays, handouts and other materials to expose attendees to the designed concept(s). Attendees can provide feedback about planning information in oral or written form.<br>2. **Public Hearing:** The minimum legal requirement for public participation. Hearing consisting of summary of why project is being done, alternative solutions, consequences, and impacts, and reactions to proposed action.<br>3. Web and paper survey: Brief questionnaire used to systematically collect opinions on proposed concept(s). |

**Key Locations & Dates for Outreach:**

| Distribute Brochures & Posters | |
|---|---|
| Merrill Gardens Assisted Living | Puyallup Senior Center |
| Puyallup Library | Puyallup City Hall |
| Puyallup Main Street Association | Pierce College |
| Puyallup Chamber of Commerce | SHAG |
| S Hill Mall | Starbucks on Meridian |
| Washington State Fair | Wal-Mart |

**Community Open Houses:**

Puyallup City Hall — January 16th - 4:30pm – 6:30pm
South Hill Mall — January 25th – 2:00pm – 4:00pm

**Community Organization Presentations:**

S.H.A.G lunchtime meeting – 1/15/2014
Senior Center presentation
Sumner, Puyallup Chamber Update
Downtown Merchants Association Update
Multi-Care meeting opportunity?
Lunchtime at Pierce College in student areas?
Pierce College Student Government Update
Others?

**Pierce Transit Service Change Process:**

| | | |
|---|---|---|
| Pierce Transit Executive/ Finance | Thursday, November 21, 2013, 3 pm | Update on CIT Progress and Request to Seek Pierce Transit Board Approval for Demonstration at Dec 2013 meeting |
| Pierce Transit Board Meeting | Monday, December 9, 2013, 4 pm | Authority to Develop Demonstration |
| Pierce Transit Public Hearing | Monday, February 10, 2014, 4 pm | Public Testimony |
| Pierce Transit Board Decision | Monday, March 10, 2014, 4 pm | Decision to Implement Demonstration |

P:\Business Development\Puyallup Community Connector\Outreach Info\Outreach Plan_Puyallup_111413.docx

# Appendix E

# Puyallup Brochure

## Riding Is Easy
Here are a few basics to get you started.

1. Look for your closest bus stop. The numbers on the bus stop sign show which bus routes stop there. Many bus stops have schedules posted on the pole.

2. Arrive at the stop at least 5 minutes early. Stand on the sidewalk where the operator can see you.

3. Have your fare ready. Use your ORCA card, ticket, or exact cash. Bus drivers do not carry change.

4. As the bus approaches, check the sign above the window to make sure it's the destination you want.

5. Stay back from the curb and wait until the bus comes to a complete stop. If you need to use a boarding ramp or lift, just ask the operator.

6. Board and pay your fare. Regular local Pierce Transit fares are charged.

7. Ask your driver for the stop closest to your destination. When you're a block away, push the yellow button strip or pull the bell cord. You will hear a message that says "stop requested."

8. Call 253.581.8000, option 1, if you don't know how to reach your location by bus. A Customer Service Representative will assist you with your travel plans.

**Integration with existing transit system.** This demonstration route connects with existing Routes 400, 402, 409, 410, 495 and the new Route 503 Fife-Puyallup Sounder Station. Riders can transfer between routes, taking advantage of this integrated system.

## Community Investment Team

The demonstration Puyallup Connector is the result of a committed Community Investment Team who, in partnership with Pierce Transit, continues to collaborate in the implementation of this tailored solution to meet the needs of the Puyallup community.

- City of Puyallup
- MultiCare - Good Samaritan
- Puyallup Main Street Association
- Puyallup/Sumner Chamber of Commerce
- Puyallup Senior Center
- Pierce College
- Washington State Fair
- Senior Housing Assistance Group (SHAG)
- South Hill Mall

**Translation service is available in more than 200 languages. These are the most requested:**

Llame al 253.581.8000. Habrá un representante y servicio de traducción en español disponible para atenderle.

Заказать услуги представителя с переводом на русский язык можно по телефону 253-581-8000.

Xin gọi 253-581-8000 để nói chuyện với Nhân Viên Đại Diện Ban Phục Vụ Khách Hàng là người sẽ cung cấp dịch vụ thông dịch Việt Ngữ.

Tawagan ang 253-581-8000 upang makipag-usap sa Representatibo ng Pangserbisyong Kustomer na magbibigay ng serbiyong pagsasalin ng wika sa Tagalog.

한국어 번역 서비스를 제공하는 상담원과 통화! 통화하시려면 253-581-8000 으로 전화하십시오.

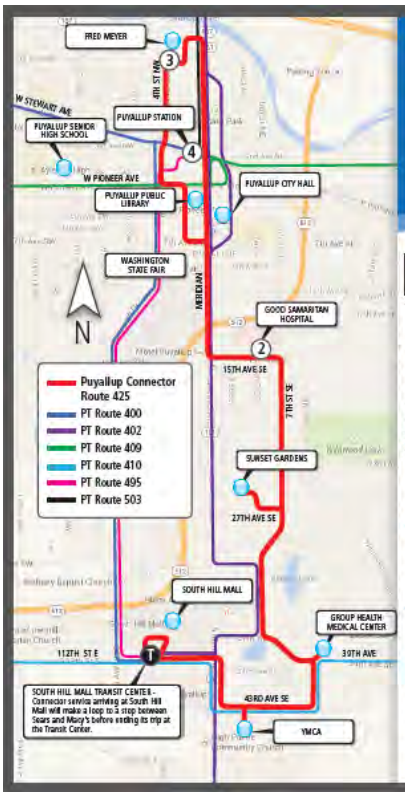
អាចទំនាក់ទំនងភ្នាក់ងារសេវាបកប្រែភាសាខ្មែរ (ភាសាជាតិ) ដោយការ ដោយហៅតាមរយៈ: លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

253.581.8000
piercetransit.org
PIERCE TRANSIT the way to go!

## ROUTE 425
## Puyallup Connector

This new demonstration route connects riders to key Puyallup and South Hill community destinations including medical, shopping, and recreation. Route now serves stops adjacent to the entrances to Group Health and YMCA.

**Effective Sept 28, 2014**




## ROUTE 425 Puyallup Connector

Pierce Transit's new Route 425 service operates seven days a week, running every 30 minutes between 10am and 6pm.

The Puyallup Connector is operating as a one year demonstration from June 8, 2014 to June 7, 2015. Toward the end of the demonstration period, the Pierce Transit Board of Commissioners will consider the efficiency and effectiveness of the route to determine if this service should be made permanent.

### 425 Weekdays

| S Hill Mall Transit Center to Puyallup Sounder Station | | | | Puyallup Sounder Station to S Hill Mall Transit Center | | |
|---|---|---|---|---|---|---|
| South Hill Mall Transit Center (T) | Good Sam Hosp (2) | 4th & River Road (3) | Puyallup Sounder Station Bay 2 (4) | Puyallup Sounder Station Bay 2 (4) | Good Sam Hosp (2) | South Hill Mall Transit Center (T) |
| 10:15am | 10:40 | 10:50 | 10:58 | 10:33am | 10:42 | 11:07 |
| 10:45 | 11:10 | 11:20 | 11:28 | 11:03 | 11:12 | 11:37 |
| 11:15 | 11:40 | 11:50 | 11:58 | 11:33 | 11:42 | 12:07pm |
| 11:45 | 12:10pm | 12:20 | 12:28 | 12:03 | 12:12 | 12:37 |
| 12:15 | 12:40 | 12:50 | 12:58 | 12:33 | 12:42 | 1:07 |
| 12:45 | 1:10 | 1:20 | 1:28 | 1:03 | 1:12 | 1:37 |
| 1:15 | 1:40 | 1:50 | 1:58 | 1:33 | 1:42 | 2:07 |
| 1:45 | 2:10 | 2:20 | 2:28 | 2:03 | 2:12 | 2:37 |
| 2:15 | 2:40 | 2:50 | 2:58 | 2:33 | 2:42 | 3:07 |
| 2:45 | 3:10 | 3:20 | 3:28 | 3:03 | 3:12 | 3:37 |
| 3:15 | 3:40 | 3:50 | 3:58 | 3:33 | 3:42 | 4:07 |
| 3:45 | 4:10 | 4:20 | 4:28 | 4:03 | 4:12 | 4:37 |
| 4:15 | 4:40 | 4:50 | 4:58 | 4:33 | 4:42 | 5:07 |
| 4:45 | 5:10 | 5:20 | 5:28 | 5:03 | 5:12 | 5:37 |
| 5:15 | 5:40 | 5:50 | 5:58 | 5:33 | 5:42 | 6:07 |

### 425 Saturdays & Sundays

| S Hill Mall Transit Center to Puyallup Sounder Station | | | | Puyallup Sounder Station to S Hill Mall Transit Center | | |
|---|---|---|---|---|---|---|
| South Hill Mall Transit Center (T) | Good Sam Hosp (2) | 4th & River Road (3) | Puyallup Sounder Station Bay 2 (4) | Puyallup Sounder Station Bay 2 (4) | Good Sam Hosp (2) | South Hill Mall Transit Center (T) |
| 10:15am | 10:40 | 10:50 | 10:58 | 10:33am | 10:42 | 11:07 |
| 10:45 | 11:10 | 11:20 | 11:28 | 11:03 | 11:12 | 11:37 |
| 11:15 | 11:40 | 11:50 | 11:58 | 11:33 | 11:42 | 12:07pm |
| 11:45 | 12:10pm | 12:20 | 12:28 | 12:03 | 12:12 | 12:37 |
| 12:15 | 12:40 | 12:50 | 12:58 | 12:33 | 12:42 | 1:07 |
| 12:45 | 1:10 | 1:20 | 1:28 | 1:03 | 1:12 | 1:37 |
| 1:15 | 1:40 | 1:50 | 1:58 | 1:33 | 1:42 | 2:07 |
| 1:45 | 2:10 | 2:20 | 2:28 | 2:03 | 2:12 | 2:37 |
| 2:15 | 2:40 | 2:50 | 2:58 | 2:33 | 2:42 | 3:07 |
| 2:45 | 3:10 | 3:20 | 3:28 | 3:03 | 3:12 | 3:37 |
| 3:15 | 3:40 | 3:50 | 3:58 | 3:33 | 3:42 | 4:07 |
| 3:45 | 4:10 | 4:20 | 4:28 | 4:03 | 4:12 | 4:37 |
| 4:15 | 4:40 | 4:50 | 4:58 | 4:33 | 4:42 | 5:07 |
| 4:45 | 5:10 | 5:20 | 5:28 | 5:03 | 5:12 | 5:37 |
| 5:15 | 5:40 | 5:50 | 5:58 | 5:33 | 5:42 | 6:07 |
| | | | | 6:03 | 6:12 | 6:37 |

| FARES | Adult Fare | Youth Fare | *Discounted Fare |
|---|---|---|---|
| Local PT Service (one ride) | $2 | 75¢ | 75¢ |
| Local PT Service – All Day Pass | $5 | $2.50 | $2.50 |
| Monthly Regional Pass | $72 | $27 | $27 |

**Cash Fares** (all times of day): Put exact change in the farebox next to the driver. Children 5 and younger ride free with a fare-paying passenger.

# Appendix F

# Title VI Policies for Service and Fare Changes

POLICY

Effective Date:July 1, 2015 Review Due: July 1, 2016

**Replaces:** **POL-1200.22, March 27, 2012**
**See Also:** PRO 1200.22A Conducting Title VI Service Equity Analyses
PRO 1200.22B Conducting Title VI Fare Equity Analysis
**Approved By:** **Board of Commissioners February 11, 2013 and March 10, 2014**

## POL-1200.22 TITLE VI POLICIES FOR SERVICE AND FARE CHANGES

The requirement for these policies comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012.The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

Circular 4702.1B requires agencies to have in place a Major Service Change Policy, a Disparate Impact Policy, and a Disproportionate Burden Policy. These policies were approved by the Pierce Transit Board of Commissioners on February 11, 2013. The Major Service Change Policy had minor amendments approved on March 10, 2014. The definition of Major Service Change is also documented in Pierce Transit Code Chapter 1.60 - Public Hearing Procedures.

### PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

The purpose of this policy is to establish a threshold that defines a major service change and to define an adverse effect caused by a major service change.

A major service change is defined as any change in service lasting 12 months or more on any individual route that would add or eliminate twenty percent or more of the route revenue miles or twenty percent or more of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects on minority and low income populations.

An adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

### PIERCE TRANSIT DISPARATE IMPACT POLICY

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

A disparate impact occurs when the minority population adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

Disparate impacts on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disparate impacts on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If Pierce Transit finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

**PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY**

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income populations.

A disproportionate burden occurs when the low-income population adversely affected by a fare or service change is five percent more than the average low-income population of Pierce Transit's service area.

Disproportionate burden on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disproportionate burden on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If Pierce Transit finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on low-income population and would still accomplish the agency's legitimate program goals.

**Definitions:**

**Minority Population** – Persons identifying themselves as a race other than white, self-reported in the U.S. Census.

**Low-Income Population** – Persons reporting as being under the federal household poverty limit as defined by the U.S. Census Bureau.

# Appendix G

# Rider Alert - Public Hearings

# Rider Alert
## Public Hearings
**FEBRUARY 11, 2013, 4PM**

Notice is hereby given that two public hearings will be held as part of the Pierce Transit Board of Commissioners' meeting on February 11, 2013. The meeting begins at 4pm and will be held in the Rainier Room of the Pierce Transit Training Center at 3720 96th Street SW, Lakewood, WA.

**PIERCE TRANSIT**
**NOTICE OF PUBLIC HEARING**
**PROPOSED PIERCE TRANSIT POLICIES IN ACCORDANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

**PIERCE TRANSIT**
**NOTICE OF PUBLIC HEARING**
**2013 VANPOOL FARE REVISION, TOLL RECOVERY AND SERVICE AREA CHANGE PROPOSAL**

piercetransit.org

**PIERCE TRANSIT**
**NOTICE OF PUBLIC HEARING**
**PROPOSED PIERCE TRANSIT POLICIES IN ACCORDANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

The purpose of the hearing is to allow public comment on proposed Pierce Transit policies in accordance with Title VI of the Civil Rights Act of 1964.

These policies define the procedures related to Title VI of the Civil Rights Act of 1964, which states: "no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." As required by the Federal Transit Administration's new Title VI Circular 4702.1B, Pierce Transit will hold this hearing on proposed policies related to "major service change," "disparate impact," and "disproportionate burden."

The circular affects transit providers receiving federal funding in urbanized communities of more than 200,000 people and operating at least 50 vehicles during peak service hours. These agencies must establish policies that define the threshold for major service changes and the determination of disparate impact/disproportionate burden applied to Title VI equity analyses. These analyses will examine the impact to minority and low-income populations of any fare change or major service change proposed by Pierce Transit.

See other side for information regarding **2013 VANPOOL FARE REVISION, TOLL RECOVERY AND SERVICE AREA CHANGE PROPOSAL**

If approved, the proposed Title VI policies will take effect by March 12, 2013.

The information about these policies is available through Pierce Transit's website **piercetransit.org** or by calling Pierce Transit at **253.581.8000**. If you are unable to attend the public hearing, written comments will be accepted through February 8, 2013.

*Please address your comments to:*

ATTN: Janine Robinson, Senior Planner
Pierce Transit
P.O. Box 99070
Lakewood, Washington 98496-0070

or email to jarobinson@piercetransit.org

Registered SHUTTLE customers may obtain specialized transportation to and from the hearing by calling SHUTTLE at 253-581-8100 from one to five days in advance of the hearing. An interpreter for the hearing impaired will be provided upon request with a minimum notice of two weeks.

**253.581.8000** **piercetransit.org**

**PIERCE TRANSIT**
**NOTICE OF PUBLIC HEARING**
**2013 VANPOOL FARE REVISION, TOLL RECOVERY AND SERVICE AREA CHANGE PROPOSAL**

The purpose of the hearing is to allow public comment on the 2013 vanpool fare revision, toll recovery and service area change proposals.

If approved, the proposed vanpool related revisions take effect on the following dates:

- Vanpool fare revision: **May 1, 2013**
- Toll recovery: **May 1, 2013**
- Service area change: **July 1, 2013**

**1. PROPOSED VANPOOL FARE REVISION:**

**Commuter Vanpool Fares**
Monthly rider fare increase ranges from $5.00 to $55.00. Increase is based on vanpool round trip commute miles and workweek schedule.

**Workweek Commute Schedule**

| Per person /per month increase | 4 Day | 5 Day | 6 Day | 7 Day | 9/80 |
|---|---|---|---|---|---|
| $5.00 | 1 – 52 | 1 – 49 | 1 – 36 | 1 – 31 | 1 – 47 |
| $10.00 | 53 – 76 | 50 – 69 | 37 – 52 | 32 – 44 | 48 – 68 |
| $20.00 | 77 – 105 | 70 – 90 | 53 – 72 | 45 – 62 | 69 – 94 |
| $30.00 | 106 – 141 | 91 – 120 | 73 – 96 | 63 – 82 | 95 – 126 |
| $45.00 | 142 – 211 | 121 – 180 | 97 – 144 | 83 – 124 | 127 – 189 |
| $55.00 | 212 – 264 | 181 – 240 | 145 – 180 | 125 – 155 | 190 – 236 |

Daily rider fares will increase by $2.00.

**New Daily Rates**

| Roundtrip Miles | Daily Fare Per Rider |
|---|---|
| 1 – 55 | $11.00 |
| 56 – 95 | $13.00 |
| 96 and over | $15.00 |

Personal use and business use rates will be 50¢ per mile.

**Community Use and Special Use Vanpool Fares**
Monthly rate will be $500.00 per month and 50¢ per mile.

**2. PROPOSED VANPOOL TACOMA NARROWS BRIDGE TOLL RECOVERY:**

**Commuter** vanpools will pay Pierce Transit for the Tacoma Narrows Bridge (TNB) tolls. (Applies only to vanpools crossing TNB). The monthly rate is subject to change, based on actual toll costs.

**Monthly Toll Rate, Per Vanpool**

| Work Week | Monthly Rate |
|---|---|
| Four Day | $68.00 |
| Five Day | $80.00 |
| Six Day | $100.00 |
| Seven Day | $116.00 |
| 9/80 | $76.00 |

Community Use and Special Use vanpools will reimburse Pierce Transit for Tacoma Narrows Bridge (TNB) tolls.

**3. PROPOSED VANPOOL SERVICE AREA CHANGE:**

All Pierce Transit vanpools must either have an origin or destination within Pierce Transit's service area/Public Transportation Benefit Area. (http://www.piercetransit.org/ptic-library/maps/PT_PTBA_May2012.pdf)

The public is invited to appear at the hearing to offer testimony for or against any part of the vanpool proposals.

If you are unable to attend the public hearing, written comments will be accepted through February 8, 2013.

*Please address your comments to:*

ATTN: Lani Fowlkes
Pierce Transit
P.O. Box 99070
Lakewood, Washington 98496-0070

or email to lfowlkes@piercetransit.org.

Registered SHUTTLE customers may obtain specialized transportation to and from the hearing by calling SHUTTLE at **253.581.8100** from one to five days in advance of the hearing. An interpreter for the hearing impaired will be provided upon request with a minimum notice of two weeks.

**253.581.8000** **piercetransit.org**

# APPENDIX C
# Community Outreach (2012-2015) in Relation to Minority and Low-income Census Block Groups

## Pierce Transit Community Outreach Sept 2012-July 2015

| | Location | address | Jurisdiction | Total Frequency | role1 | freq1 | role2 | freq2 | role3 | freq3 | role4 | freq4 | role5 | freq5 | role6 | freq6 | role7 | freq7 | role8 | freq8 | role9 | freq9 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Dacca Park | 2820 54th Ave E | Fife | 4 | BDO | 4 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 2 | Edgewood City Hall | 2224 104th Ave E | Edgewood | 1 | BDO | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 3 | Milton City Hall | 1000 Laurel St | Milton | 1 | BDO | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 4 | MVCC | 3607 122nd Ave E | Edgewood | 1 | BDO | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 5 | SHAG | 201 27th Ave SE | Puyallup | 11 | BDO | 11 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 6 | Puyallup Hatchery | 1416 14th St SW | Puyallup | 1 | BDO | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 7 | Meekder Days | Pioneer Ave | Puyallup | 2 | BDO | 2 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 8 | Bradley Lake Park | 531 31st Ave. SE | Puyallup | 2 | BDO | 2 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 9 | Puyallup Activity Center | 220 W Pioneer Ave | Puyallup | 2 | BDO | 2 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 10 | Pierce College | 1601 39th Ave SE | Puyallup | 1 | BDO | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 11 | Puyallup Spring Fair | 100 9th Ave SW | Puyallup | 2 | BDO | 2 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 12 | Skansie Brothers Park | 3211 Harborview DR | Gig Harbor | 1 | BDO | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 13 | Silvercrest | 4103 9th St SW | Puyallup | 1 | BDO | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 14 | Mill Ridge Village | 607 28th Ave S | Milton | 5 | BDO | 4 | PROP1 | 1 | | 0 | | 0 | | 0 | | | | | | | | |
| 15 | Brookdale Senior Living | 132 4th Ave NW | Puyallup | 3 | BDO | 3 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 16 | Willow's Garden | 4502 6th St SE | Puyallup | 1 | BDO | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 17 | Eastside Neighborhood Advisory Council of Tacoma (ENACT) | Stewart Heights Park 400 S. 38th St | Tacoma | 1 | Title VI | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 18 | Bldg 5 | 6315 S 19th St | Lakewood | 5 | Travel Ambassador's workshop | 1 | CTAG | 1 | Service Cuts ('13) | 2 | PROP1 | 1 | | 0 | | | | | | | | |
| 19 | Eastside Baptist Church | 3575 Portland Ave E | Tacoma | 1 | Ministerial Alliance of Tacoma | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 20 | TACID - Low Vision Services meeting | 6315 S 19th St | Tacoma | 1 | Service Cuts ('13) | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 21 | Sheridan Elementary | 5417 McKinley Ave | Tacoma | 1 | Title VI | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 22 | Centro Latino Comm. Mtg Room | 1208 S 10th St | Tacoma | 2 | Title VI | 2 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 23 | Asian Pacific Community Center | 4851 S Tacoma Way | Tacoma | 1 | Title VI | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 24 | Puyallup Library | 324 S. Meridian Ave | Puyallup | 2 | Service Cuts ('13) | 2 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 25 | UWT-Jane Russell Commons | 1918 Pacific Ave | Tacoma | 2 | Service Cuts ('13) | 2 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 26 | Gig Harbor Civic Center - Council Chambers | 3510 Grandview St | Gig Harbor | 2 | Service Cuts ('13) | 1 | PROP1 | 1 | | 0 | | 0 | | 0 | | | | | | | | |
| 27 | Northeast Tacoma Police Station | 4731 Norpoint NE | Tacoma | 1 | Service Cuts ('13) | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 28 | University Place Library | 3609 Market Place W | University Place | 3 | Service Cuts ('13) | 2 | PROP1 | 1 | | 0 | | 0 | | 0 | | | | | | | | |
| 29 | Parkland/Spanaway Library | 13718 Pacific Ave S | Tacoma | 2 | Service Cuts ('13) | 1 | PROP1 | 1 | | 0 | | 0 | | 0 | | | | | | | | |
| 30 | Tacoma Municipal Building | 747 Market St | Tacoma | 1 | PROP1 | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 31 | Edison Elementary School | 5830 S. Pine St | Tacoma | 1 | PROP1 | 1 | - | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 32 | Triangle Park | | Milton | 2 | BDO | 2 | | 0 | | 0 | | 0 | | 0 | | | | | | | | |
| 33 | 10th and Commerce | | Tacoma | 13 | 2013 Comm Info Mtg | 2 | June 2013 SVC | 2 | 2012 Open House | 2 | Post Sept 2012 SVC | 2 | Pre-Open House | 2 | Sept13 SVC | 2 | Fare Change | 1 | ORCA Card | 1 | | |
| 34 | Tacoma Mall TC | | Tacoma | 8 | 2013 Comm Info Mtg | 2 | Post Sept 2012 SVC | 2 | Pre-Open House | 2 | Fare Change | 1 | ORCA Card | 1 | | | | | | | | |
| 35 | TDS | | Tacoma | 8 | 2013 Comm Info Mtg | 2 | June 2013 SVC | 1 | 2012 Open House | 2 | Post Sept 2012 SVC | 2 | Sept13 SVC | 1 | | | | | | | | |
| 36 | Lakewood TC | | Lakewood | 13 | 2013 Comm Info Mtg | 2 | June 2013 SVC | 2 | 2012 Open House | 2 | Post Sept 2012 SVC | 2 | Pre-Open House | 2 | Sept13 SVC | 2 | Fare Change | 1 | ORCA Card | 1 | | |
| 37 | Parkland TC | | Parkland | 10 | 2013 Comm Info Mtg | 1 | June 2013 SVC | 1 | Post Sept 2012 SVC | 2 | Pre-Open House | 2 | Sept13 SVC | 1 | Route 4 | 2 | Fare Change | 1 | ORCA Card | 1 | | |
| 38 | Puyallup Sounder Station | | Puyallup | 5 | 2013 Comm Info Mtg | 1 | Post Sept 2012 SVC | 2 | Rte 409/402 termination '12 | 1 | Fare Change | 1 | | 0 | | | | | | | | |
| 39 | Purdy park and Ride | | Purdy | 6 | 2013 Comm Info Mtg | 1 | 2012 Open House | 2 | Post Sept 2012 SVC | 2 | Pre-Open House | 1 | | 0 | | | | | | | | |
| 40 | South Hill Mall TC | | Puyallup | 11 | 2013 Comm Info Mtg | 1 | June 2013 SVC | 1 | 2012 Open House | 2 | Post Sept 2012 SVC | 2 | Pre-Open House | 2 | Rte 409/402 termination '12 | 2 | Sept13 SVC | 1 | Fare Change | 1 | ORCA Card | 1 |
| 41 | Tacoma Community College TC | | Tacoma | 10 | June 2013 SVC | 2 | Post Sept 2012 SVC | 2 | Pre-Open House | 2 | Sept13 SVC | 2 | Fare Change | 1 | ORCA Card | 1 | | | | | | |
| 42 | SR 512 P&R | | Lakewood | 3 | 2012 Open House | 2 | Fare Change | 1 | | | | | | 0 | | | | | | | | |
| 43 | Kimball Drive Park and Ride | | Gig Harbor | 6 | 2012 Open House | 2 | Post Sept 2012 SVC | 2 | Pre-Open House | 2 | | | | 0 | | | | | | | | |
| 44 | 72nd St TC | | Tacoma | 4 | Post Sept 2012 SVC | 2 | Fare Change | 1 | ORCA Card | 1 | | | | 0 | | | | | | | | |
| 45 | Sumner Sounder Station | | Sumner | 2 | Rte 409/402 termination '12 | 2 | | | | | | | | | | | | | | | | |
| 46 | Tacoma Farmer's Market | | Tacoma | 1 | | | | | | | | | | | | | | | | | | |

# APPENDIX D

# Access to Pierce Transit Services for Persons with Limited English Proficiency

Pierce Transit

# Access to Pierce Transit Services for Persons with Limited English Proficiency

## Four-Factor Analysis and Implementation Plan

**August 2015 DRAFT**

PIERCE TRANSIT

Access to Pierce Transit Services for Persons with Limited English Proficiency
Four-Factor Analysis and Implementation Plan

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# Access to Pierce Transit Services for Persons with Limited English Proficiency
# Four-Factor Analysis and Implementation Plan

Pierce Transit has conducted this analysis to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," directs federal financial recipients to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

US Department of Transportation (DOT) published revised LEP guidance for its recipients on December 15, 2005, which states that Title VI and its implementing regulations require that DOT recipients take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. The Federal Transit Administration (FTA) includes a summary of the LEP requirements in its Circular 4702.1B in Ch. III, Section 9: "Requirement to Provide Meaningful Access to LEP Persons."

# I. FOUR-FACTOR ANALYSIS

FTA requires transit agencies to conduct an LEP needs assessment based on a four-factor framework in order to determine a plan to implement a cost-effective mix of language assistance measures and to target resources appropriately. The four factors are:

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

Factor 2: The frequency with which LEP individuals come into contact with your programs, activities and services.

Factor 3: The importance to LEP persons of your program, activities and services.

Factor 4: The resources available to the recipient and costs.

## Factor 1: The number and proportion of LEP persons served

To conduct Factor 1, staff sought quantitative and qualitative information regarding LEP populations in Pierce Transit's service area.

### Quantitative Data

**US Census:** Data about LEP populations was gathered in the U.S. Census 2010 and the yearly American Community Survey. Pierce Transit (PT) used the 2013 American Community Survey (ACS) data which uses data from 2009-2013. The ACS data provides relevant demographic data for LEP/Title VI analysis, is updated yearly, and is available at the block group level for route-level analysis.

Pierce Transit serves much of Pierce County, but not the entire County. The difference between the Public Transportation Benefit Area (PTBA) population and County population differed by 253,625 persons. According to 2013 ACS data, the County population is 805,434 and the Public Transportation Benefit Area (PTBA) boundary includes 551,809 people.

Within area block groups, ACS data record the presence of persons who describe their ability to speak English as "less than well." Figure 1 shows Pierce Transit's bus routes overlaid on the Census tracts within Pierce Transit's Service Area (the PTBA) with high concentrations of persons who have identified themselves as speaking English less than well. Generally, LEP populations have concentrated themselves along well-served transit corridors. Census tracts with high

concentrations of LEP persons are very well-served by Pierce Transit's fixed-route bus system and the corresponding ADA paratransit service - SHUTTLE.

Figure 1. LEP Census Block Groups in the Pierce Transit Service Area

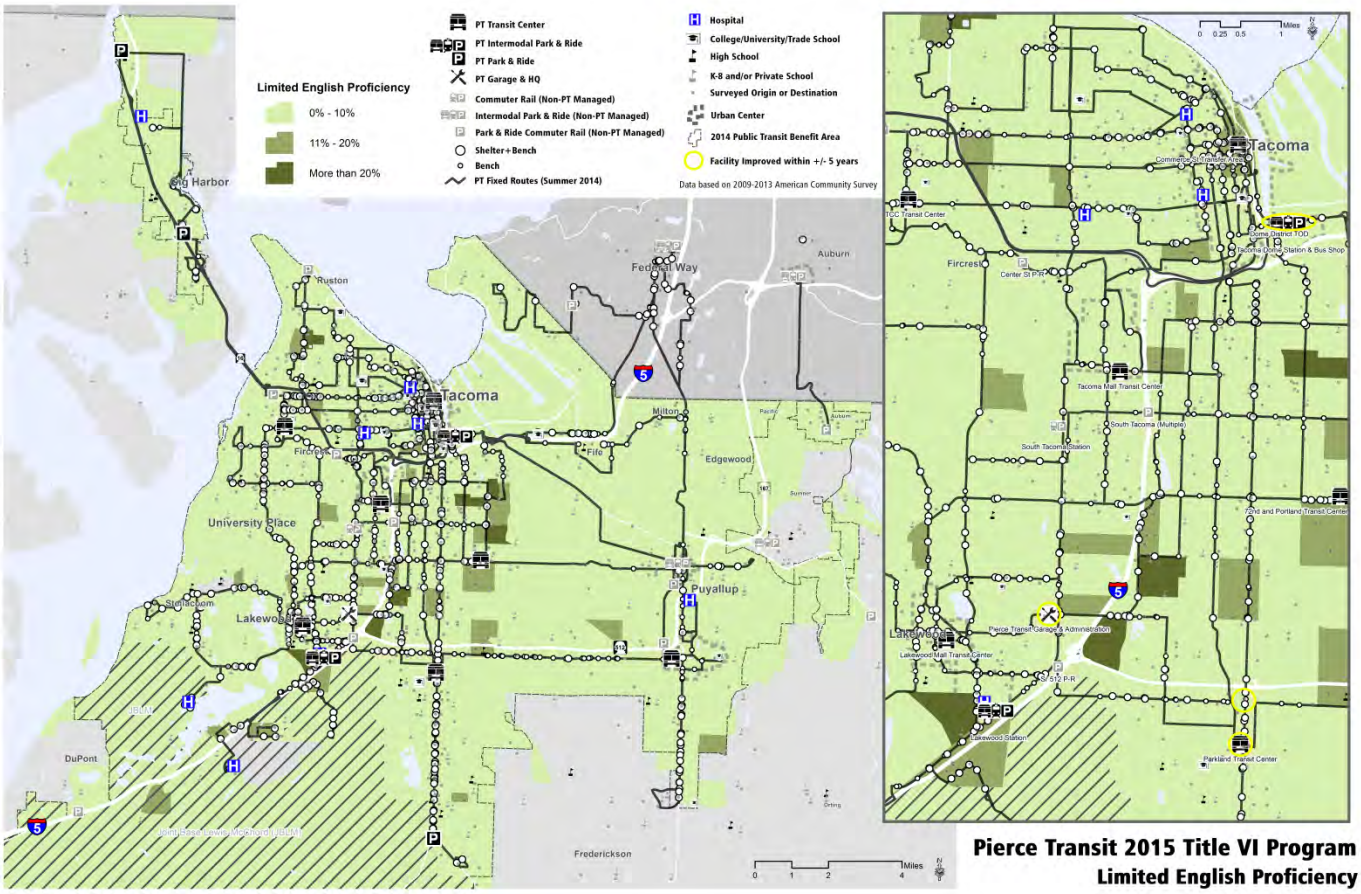


Table 1 below shows the percentages of the population 5 and older who speak English "very well" and "less than very well" by language category.

Table 1. Language Spoken at Home by Ability to Speak English

| | Total | Percent | LEP Rank |
|---|---|---|---|
| Estimate; Total: | 551809 | 100.0% | |
| Speak only English | 458894 | 83.2% | |
| German: | 4343 | 0.8% | |
| German: - Speak English "very well" | 3300 | 0.6% | |
| German: - Speak English "less than very well" | 1043 | 0.2% | 7 |
| Korean: | 8646 | 1.6% | |
| Korean: - Speak English "very well" | 2930 | 0.5% | |
| Korean: - Speak English "less than very well" | 5716 | 1.0% | 2 |
| Mon-Khmer, Cambodian: | 4244 | 0.8% | |
| Mon-Khmer, Cambodian: - Speak English "very well" | 2421 | 0.4% | |
| Mon-Khmer, Cambodian: - Speak English "less than very well" | 1823 | 0.3% | 5 |
| Other Pacific Island languages: | 4881 | 0.9% | |
| Other Pacific Island languages: - Speak English "very well" | 3756 | 0.7% | |
| Other Pacific Island languages: - Speak English "less than very well" | 1125 | 0.2% | Not specific |
| Other Slavic languages: | 2369 | 0.4% | |
| Other Slavic languages: - Speak English "very well" | 1278 | 0.2% | |
| Other Slavic languages: - Speak English "less than very well" | 1091 | 0.2% | Not specific |
| Russian: | 5057 | 0.9% | |
| Russian: - Speak English "very well" | 2545 | 0.5% | |
| Russian: - Speak English "less than very well" | 2512 | 0.5% | 4 |
| Spanish or Spanish Creole: | 37092 | 6.7% | |
| Spanish or Spanish Creole: - Speak English "very well" | 22375 | 4.1% | |
| Spanish or Spanish Creole: - Speak English "less than very well" | 14717 | 2.7% | 1 |
| Tagalog: | 5347 | 1.0% | |
| Tagalog: - Speak English "very well" | 3880 | 0.7% | |
| Tagalog: - Speak English "less than very well" | 1467 | 0.3% | 6 |
| Vietnamese: | 5605 | 1.0% | |
| Vietnamese: - Speak English "very well" | 2147 | 0.4% | |
| Vietnamese: - Speak English "less than very well" | 3458 | 0.6% | 3 |

Source: U.S. Census, American Community Survey 2009-2013

Table 1 above examines Language Spoken at Home by ability to speak English. Only languages which have greater than 1,000 individuals who speak English less than very well are displayed. Analysis of the above table shows that after English, Spanish is the most frequently spoken language in households in Pierce Transit's service area (14,717 Spanish-speaking individuals speak English "less than very well," which is about 2.7% of the service area population). Spanish is about 2.5 times as likely to be spoken by LEP individuals as the next highest language, Korean, which comprises 5,716 individuals or 1.0% of the population. The language that falls into third place is Vietnamese, with 3,458 individuals (or 0.6% of the population) who speak English less than well. Russian, Cambodian (Mon-Khmer), Tagalog and German complete the list of the top seven languages with more than 1,000 people who speak English

"less than very well" within Pierce Transit's service area. While the categories "Other Pacific Island languages" and "Other Slavic languages" also have more than 1,000 people who speak English "less than very well", these categories are too broad to provide specific translation services for those languages, since they are made up of several different languages.

Of the 551,809 people living in the PTBA, about 38,351 or seven percent speak English "less than very well."

Pierce Transit asked our customers about their English proficiency during the 2014 Customer Satisfaction Survey. The ACS data above provides information about the population in the service area, while this provides additional information about the agency's riders. The results are below in Tables 2 and 3.

Table 2. English Proficiency of Pierce Transit's Customers

| English Proficiency | |
|---|---|
| Very Well | 76% |
| Less than Very Well | 24% |
| **Language Spoken at Home** | |
| English only | 86% |
| Other than English | 14% |

Table 3. Languages Spoken by Pierce Transit Customers

| Language | # Customers | % (n=650) |
|---|---|---|
| Spanish | 12 | 2% |
| German | 2 | 0.3% |
| French | 2 | 0.3% |
| Chinese | 1 | 0.15% |
| Vietnamese | 1 | 0.15% |
| Tagalog | 1 | 0.15% |
| Hindi | 1 | 0.15% |
| Other | 5 | 0.8% |

## Qualitative Information

Pierce Transit has established relationships with local organizations which serve LEP persons and continues to expand these relationships through ongoing outreach. Centro Latino is a local organization that provides programs and services that provide opportunities for the Latino community to effectively participate in and contribute to the success of Pierce County. They provide English as a Second Language (ESL) classes as well as youth and family support services. Centro Latino has been a regular purchaser of transit fare products to provide to their clients. Through our work with Centro Latino, Pierce Transit gained a better understanding of the needs of Spanish-speaking transit customers.

Pierce Transit has also established relationships with other local neighborhood, cultural, education and faith-based organizations that provide service to LEP populations. Contact with these groups has not been regular due to staff reductions.

When a project or planning process has a need for outreach, we look at our LEP information and tailor our outreach to the LEP populations in the affected area. One example of our efforts was during implementation of a demonstration service project. Outreach included targeting areas with posters and other printed materials that were translated into Spanish when the Title VI analysis identified a large Spanish population in a community. Printed brochures were created to provide the public with demonstration information including map, schedule, and fare information. For key literature, a translation block (Appendix A) was included on brochures stating translation service was available in more than 200 languages with additional basic information translated into the top seven languages (as listed in Table 1, above). TTY Relay information was also provided. Pierce Transit conducted rider and community surveys to systematically collect opinions on the demonstration project. Surveys were conducted via intercept on vehicles, through mailers, and online. These surveys were translated to Spanish in high LEP populations.

Another outreach example is from early 2013 when PT proposed new Title VI policies in compliance with the new 2012 FTA circular. Two public meetings were held – one at a Latino community center and another at an elementary school – to share the proposed policies and gather input. Both of these locations represented areas along existing Pierce Transit routes with minority and low income populations. Additionally, staff met with numerous groups including the Eastside Neighborhood Advisory Council of Tacoma, Tacoma Ministerial Alliance, Centro Latino, Aging and Disability Resource Center Community Forum, and Tacoma Area Coalition of Individuals with Disabilities (TACID) to share information about the proposed policies and public hearing. Staff also requested that these groups notify their constituents of the draft policy. Each jurisdiction in the PTBA was sent an email with information on the public hearing and comment period. Rider alerts were distributed throughout the system and on buses to notify passengers of the public hearing and comment period. Social media including Facebook and PT NewsFlash was utilized to communicate information about the policies and the comment period. The Community Transportation Advisory Group (CTAG) reviewed the proposed polices prior to the Board of Commissioners' review and approval. Similar activities are conducted for proposed major service changes and fare changes in addition to staff outreach to customers at transit centers.

## Factor 2: The Frequency with Which LEP Individuals Come into Contact with your Programs, Activities and Services

Pierce Transit provides services that are used by LEP persons regularly, including Fixed-Route bus service, SHUTTLE Paratransit services, and Vanpools. LEP persons also access information about transit services through our transit operators, customer service line, fare purchase locations, in our schedule book, on our website, and via signage at our bus stops, transit centers and park and rides. Pierce Transit also conducts outreach in the community about our programs, activities and services and proposed changes to those services.

Contact between customers and Pierce Transit operators while traveling the system is anecdotal, and statistics are not kept on these interactions. Supervisors assisting customers in the field sometimes encounter riders with limited English proficiency. The customers have drawn pictures or the number of the route on paper; very often they will try to say things in English the best they can and then piece it together. If the supervisors know the language the customers speak, the supervisors may ask for assistance from someone who speaks that language. Otherwise, the customers can use the language line to assist with translations. While encounters with non-English speakers are frequent, drivers very infrequently need to use their multilingual skills or an interpreter to assist someone. Most non-English speakers encountered by operators have had someone, a family member or friend, explain to them how to use the system. If a group of passengers are traveling together, usually one has enough rudimentary English knowledge to ask a question and to understand the answer.

Customer service staff have similar experiences. While encountering non-English speakers several times per week, they find that most LEP persons travel in groups, with someone in the group having enough English knowledge to assist with the information exchange. When language becomes a barrier in these situations, Customer service staff provide access to a bilingual Customer Service Representative or to the telephone interpreter line, and a three-way conversation ensues between the customer, a customer service staff member, and an interpreter. Appendix B is the approved Task Outline for employees to follow when using this service.

Pierce Transit captures data about how often the interpreter line service is used when customers require telephone assistance, and for which languages (see Table 4).The table shows that in 2014 only eight calls requested interpreter services. This is a significant reduction from our 2011 language line usage which had mainly Spanish interpretation assistance requests. Statistics for 2014 do not necessarily reflect actual language assistance needed, as we presently employ a Spanish speaking Representative that handles the majority of the Spanish translation requests in Customer Service.

Table 4. Language Assistance Line Use – 2014

| | French | Korean | Russian | Somalian | Spanish | Vietnamese | Total Calls/Month | Total Cost | Average Cost per Call |
|---|---|---|---|---|---|---|---|---|---|
| January | | | 1 | | | | 1 | $3.23 | $3.23 |
| February | | 1 | | | | | 1 | $4.70 | $4.70 |
| March | | | | | | 1 | 1 | $7.84 | $7.84 |
| April | | | | | | | | | |
| May | | | | | | | | | |
| June | | | | | 1 | | 1 | $11.76 | $11.76 |

| | French | Korean | Russian | Somalian | Spanish | Vietnamese | Total Calls/Month | Total Cost | Average Cost per Call |
|---|---|---|---|---|---|---|---|---|---|
| July | | | | 1 | 1 | | 2 | $37.04 | $18.52 |
| August | | | | | | | | | |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | 1 | 1 | | | | | 2 | $3.63 | $1.82 |
| Total | 1 | 2 | 1 | 1 | 2 | 1 | 8 | $68.20 | $8.53 |

## Factor 3: The Importance to LEP Persons of Your Program, Activities and Services

Community organizations who serve LEP persons tell us that transit is a very important element of their lives, allowing access to jobs, housing and other services. Pierce Transit's service area has an average proportion of 7% LEP persons. Many block groups in Pierce Transit's service area have a greater proportion than the service area average; most of those block groups with even higher proportions of LEP persons are also located on major transit routes (see Figure 1). This shows that many new immigrants, many of whom have limited English proficiency, appear to make decisions about where they live based on transit availability. They rely on transit to get them to their jobs, shopping and appointments.

## Factor 4: The Resources Available to the Recipient and Costs

Pierce Transit has a number of language assistance measures in place. Translation and interpretive services are provided through the language assistance line, allowing customer service representatives to communicate with customers in more than 200 languages. The agency's Human Resources Department also maintains a list of employees with non-English language skills who are able to assist customers. Pierce Transit also developed a "Transit Spanish" course to operators and others who are in close contact with our customers (no longer offered due to recent cost/staffing reductions). The agency's Title VI Notice and complaint form has been translated into Spanish and is available on the agency website (Appendix C). It is directly translatable into our other six languages meeting the Safe Harbor provision (> 1,000 population who speak English less than very well). In addition, Pierce Transit has translated information on how to ride the bus, pay fares, and use the schedule into Spanish both on the website and in the schedule book. Rider Alerts and other important rider information pieces contain "Translation Service Available" notices in Spanish, Korean, Russian, Cambodian, Vietnamese, Tagalog, and German. The following table summarizes Pierce Transit's existing language assistance measures and their associated costs.

Table 5. Existing Language Assistance Measures

| Item | Translation Cost | Quantity | Cost |
|---|---|---|---|
| "How to ride" page and Title VI information in the schedule book "The Bus Stops Here" in Spanish (1.5 pages) (Appendix | $0.00 | Approximately 130000 schedule books published 3x/year at each service change. This book may also be downloaded from the public website: http://www.piercetransit.org/pierce-transit-routes/ | Marginal additional cost |

| Item | Translation Cost | Quantity | Cost |
|---|---|---|---|
| D) | | | |
| "Translation Service Available" notice is also featured prominently on the inside front cover of the schedule book, in Spanish, Korean, Russian, Cambodian(Khmer) , Vietnamese, Tagalog, and German (Appendix E). | $300.00 | Approximately 130,000 schedule books published 3x/year at each service change. Notice also appears on public website: http://www.piercetransit.org/contacts.htm<br><br>and in Service Change Rider Alert brochures; which are published 3x/year at each service change. Included also in these current brochures: Pierce Transit At A Glance (published annually), Route 425 Puyallup Connector (published at each service change). | Marginal additional cost |
| "Interpretation Service Available" poster (Appendix F) | $0.00 | One poster is displayed at the Bus Shop (customer service office) and at Headquarters. | Negligible |
| Customer Comment/Compliment card (Appendix G) | $0.00 | Always available on bus and SHUTTLE vehicles, and at Pierce Transit's Headquarters and Bus Shop. | Marginal additional cost |
| Title VI Notice to the Public Interior Car Card (English) | N/A | One is displayed inside active Pierce Transit buses; currently that count is 137 buses. | $1,001.00 |
| Passenger Survey in English and Spanish –regarding Fife/Milton/Edgewood Services (Appendix H) | $0.00 | English and Spanish surveys were printed separately, and offered by Pierce Transit staff to passengers. 313 on-board surveys were returned in Fall 2013, of which none were the Spanish version. | Negligible |
| Title VI Notice to the Public Large Ride Guide (English and Spanish) | N/A | These displays are posted at some of our busiest passenger loading areas, such as Tacoma Dome Station, Commerce Street in Downtown Tacoma, Transit Centers, and some Park & Ride lots. The quantity of these signs fluctuates, depending on time-sensitive rider information that may need to be displayed instead at times in place of this Notice. Currently, a total of 30 notices are posted at 18 locations. | Marginal additional cost |
| Title VI Notice to the Public (English and Spanish) | N/A | The Title VI Notice is displayed at our Customer Service and Reception desks. | Negligible |
| Not On Our Bus brochures in Spanish | $0.00 | 2,500 | $847.00 |
| Translated information on agency's public website (Spanish) | $0.00 | Pages on current agency website in Spanish: http://www.piercetransit.org/alerts/como_tomar.htm; http://www.piercetransit.org/title_vi.html; http://www.piercetransit.org/pdfs/complaint_sp.pdf | |

| Item | Translation Cost | Quantity | Cost |
|---|---|---|---|
| Translation function on agency's public website | | Pierce Transit's website was redesigned by an outside vendor in 2013. The website now incorporates Google Translate, allowing readers to translate Pierce Transit's web pages into a variety of languages, on demand. Google controls the number of languages it offers, and currently that number is 90 different languages. On our website this Google Translate "Language" option appears at the top of every page. On some pages we have also added 7 translated message blocks instructing the reader on how to use Google Translate above. | Redesigned website: the cost of adding Google Translate was not itemized by the vendor, it was just part of the overall redesign expense. |
| Routes 503 & 504 Introductory posters and overview documents (English and Spanish) (Appendix I, Appendix J) | $0.00 | To introduce the new routes, one Spanish poster and 25 Spanish brochures were distributed at Los Gordos Mexican Gift Store, which has a large Spanish speaking customer base. English posters and overview documents were also distributed in businesses and information outlets in the area. | negligible |
| "Service Ending –Routes 503 & 504" (English and Spanish) | $0.00 | When demonstration Routes 503 & 504 proved unsuccessful, the agency used a variety of communication methods to announce this change. English posters were displayed in key community locations, and one Spanish version was posted at a Los Gordos Mexican Gift Store. | negligible |
| "The Way to Go to the Books" Library Information Rack Card (English and Spanish) (Appendix K) | $0.00 | Distributed in local libraries. | |
| Using community volunteers to interpret information | $0.00 | Korean flyer translated in 2010; 4 press releases in 2011 translated by community group representatives | $0.00 to $100.00 |
| Using bilingual staff to interpret as needed | $0.00 | Ongoing, as-needed. | $0.00 |
| Using telephone interpreter services (Appendix B) | Average cost per call is $8.53 | 8 calls for 2014 | $68.20 in 2014 |
| Advertisements in ethnic media | | Pierce Transit placed radio ads on two Spanish and one Korean radio station during the PT Tomorrow process, but has not placed such ads in recent years, since we have not faced the major service reductions needed during the Great Recession. | |

Pierce Transit has implemented many language assistance measures without great financial impact to the agency. Working with community groups, outside vendors, and Pierce Transit's own employees for translation services has proven to be cost effective. Currently we have one full time customer service representative who speaks Spanish

fluently. The language assistance line is providing assistance at an average cost of $8.53 per call when our own employees are not able to provide it.

There are additional measures that Pierce Transit should examine for implementation to ensure meaningful access to persons with limited English proficiency. These include actions for our website, printed materials, and signage. Additional details, including which groups are responsible within the agency, are provided in Section II. - Implementation Plan, Table 6.

**Website:** Pierce Transit examined the technical details involved in adding Google Translate to its website to allow access to the html web information in a language of the customer's choice. The agency hired an outside vendor to redesign the Pierce Transit website, and Google Translate was incorporated into the new site design (Appendix L). The new website launched in early 2013, and website visitors are taking advantage of the translation feature, especially in Spanish. Going forward, we wish to identify elements on the website that should be changed from pdf files to html, in order for that information to also be available to the translation functionality.

**Printed Materials:** Pierce Transit should continue to focus on refining its process for determining which written documents should be translated into other languages. Pierce Transit should continue to include notice on all important customer information documents that language assistance is available.

**Signage:** Pierce Transit provides notice to customers at major intake areas that language assistance is available. Priority areas already addressed include the Bus Shop (our customer service office), transit centers, major park and rides, and Headquarters reception. Another area to address is the interior of our buses.

# II. IMPLEMENTATION PLAN

## Task 1: Identifying LEP Individuals Who Need Language Assistance

Research completed in the four-factor analysis indicates that Spanish-speaking LEP persons are the largest group within Pierce Transit's service area. Approximately 2.7% of the population, or 14,717 LEP persons, speak Spanish, while about 5,716 LEP persons speak Korean. Other languages with more than 1,000 LEP persons in the service area are: Vietnamese, Russian, Mon-Khmer (Cambodian), Tagalog, and German.

Research among bus drivers and customer service staff indicate that Spanish is the most frequent language encountered. Pierce Transit's efforts should continue to focus on targeting language assistance measures to the Spanish-speaking community, while also providing opportunities for other LEP languages as necessary.

## Task 2: Language Assistance Measures

As reviewed in Factor Four, Pierce Transit has implemented a number of language assistance measures. Table 5 below lists Pierce Transit's language assistance measures and how staff can access those services or direct customers to access the services. Any continued or new actions are also recommended and responsibilities are identified.

Table 6. Language Assistance Measures Plan

| Item | Where Available | Recommended Action | Responsibility & *Timeline* |
|---|---|---|---|
| "How to ride" page and Title VI information in the schedule book "The Bus Stops Here" in Spanish (1.5 pages) (Appendix D) | The "How to Ride" page in Spanish is currently located on page 5 of The Bus Stops Here, adjacent to the English page. The English and Spanish Title VI Notices are on page 151. | Continue to provide this information in future publications of the schedule book. | Marketing unit<br><br>*Ongoing* |
| "Translation Service Available" notice is also featured prominently on the inside front cover of the schedule book, in Spanish, Korean, Russian, Cambodian(Khmer) , Vietnamese, and Tagalog. (Appendix E). German was recently added as a result of this analysis. | Approximately 130,000 schedule books published 3x/year at each service change. Notice also appears on public website: http://www.piercetransit.org/contacts.htm<br><br>and in Service Change Rider Alert brochures; which are published 3x/year at each service change. | Continue publishing in the schedule books, service change rider alerts, and on website. | Marketing unit<br><br>*Ongoing* |
| "Interpretation Service Available" poster (Appendix F) | A poster is displayed at the Bus Shop and Headquarters Reception desk for walk-in customers. | Continue displaying posters. | Fixed Route Customer Service Dept.<br><br>*Ongoing* |
| Customer Comment/Compliment Card (Appendix G) | On the buses, SHUTTLE vans, and at the Bus Shop (Customer Service office) | Continue to provide in English and Spanish. | Marketing Unit<br><br>*Ongoing* |
| Title VI Notice to the Public Large Ride Guide (English and Spanish) | These displays are posted at some of our busiest passenger loading areas, such as Tacoma Dome Station, Commerce Street in Downtown Tacoma, Transit Centers, and some Park & Ride lots. The quantity of these signs fluctuates, depending on time-sensitive rider information that may need to be displayed instead at times in place of this Notice. | Continue to provide in English and Spanish. | Marketing unit<br><br>*Ongoing* |
| Passenger Surveys in Spanish (Appendix L) | PT conducted an on-board survey in Fall 2014 | Continue to provide written surveys in Spanish. Include statement in alternate languages on future surveys that language assistance is available. | Planning and Scheduling Unit/BDO<br><br>*Ongoing* |
| Translated information on | Pages on agency website in Spanish: http://www.piercetransit.org/alerts/como_tomar.htm; | Continue to feature Google Translate on the PT website | Marketing unit |

| Item | Where Available | Recommended Action | Responsibility & *Timeline* |
|---|---|---|---|
| agency website | http://www.piercetransit.org/title_vi.html; http://www.piercetransit.org/pdfs/complaint_sp.pdf | to allow access to html web information in a language of the customer's choice. Additionally, we will consider converting some PDF documents on the website into HTML, to make them available to the translating functionality. Examples include: SHUTTLE Eligibility Application Packet, and SHUTTLE Manual. | *Ongoing* |
| Using community volunteers to interpret information | In the past, the Public Involvement Team coordinated the translation and distribution of public outreach information flyers in six languages: Spanish, Korean, Vietnamese, German, Chinese and Russian. Community volunteer resources from the International Student Program at St. Martin's University provided translations for Korean, Vietnamese and Chinese, and the International Exchange Student department at Tacoma Public Schools did the Russian translation. | Pierce Transit should develop a process to determine which documents require translation. Pierce Transit should develop a policy to ensure the competency of interpreters and translation services. | Cross-agency Community Outreach Team<br><br>*By mid-2016(delay due to staff cutbacks)* |
| Using bilingual staff to interpret as needed | Human Resources maintains a database on employees fluent in languages other than English. The database is available on the shared directory for all employees to access. Level of fluency is noted. Employees were used for translations of information into German and Spanish. | Pierce Transit should ensure the database is maintained and current.<br><br>Policy (noted above) to ensure competency should apply to internal staff. | Human Resources & Technology Department<br><br>*Ongoing* |
| Using telephone interpreter services | Pierce Transit's Task Outline 1930.30 (Appendix B) provides details on how an employee can use the interpreter line to assist with communication with a non-English speaking customer by telephone or in person and there is not an employee available who speaks the language. | Maintain use of the telephone interpreter line and continue to track usage. | Office of Information Technology; Fixed Route Customer Service Department<br><br>*Ongoing* |
| Translated newspaper advertisements | Pierce Transit has not provided this service in the past. | Consider translated newspaper ads when important information needs to be conveyed. At least provide notice of language assistance in alternate languages in newspaper ads | Marketing unit; Clerk of the Board<br><br>*Ongoing* |
| Interpreter services at public hearings | Pierce Transit has not provided this service in the past. | Upon request, Pierce Transit will consider procurement of interpretation services at | Public Relations Officer; Clerk of the Board |

| Item | Where Available | Recommended Action | Responsibility & *Timeline* |
|---|---|---|---|
| | | public hearings. | *Ongoing* |

## Task 3: Training Staff

### Identify agency staff that are likely to come into contact with LEP persons, and management staff.

The staff members at Pierce Transit most likely to have regular or frequent contact with LEP persons are our customer-facing staff members. These include Service (field) Supervisors, Transit Operators, Customer Service Representatives, and Public Safety Officers.

### Identify existing staff training opportunities.

All new employees, regardless of the amount of contact they have with customers, receive mandatory training on serving LEP persons as part of our New Employee Orientation. This is a regular component of the orientation offered on day one of employment and includes the following information:

- A summary of Pierce Transit's responsibilities under the DOT LEP Guidance;
- A summary of Pierce Transit's language assistance plan;
- A summary of the information in the four-factor analysis; the number and proportion of LEP persons in the Pierce Transit's service area, the frequency of contact between the LEP population and Pierce Transit's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that Pierce Transit is currently providing and instructions on how agency staff can access these products and services; and
- A description of the agency's cultural sensitivity policies and practices.

Our overall training program constantly changes and adjusts to reflect the needs of our employees and the agency. In 2014, as the economy began to rebound, Pierce Transit began adding training opportunities back to our employee development efforts. We refreshed the LEP information given to all new employees (as described above) and are currently working with our bus safety and training group to refresh our curriculum on LEP resources available to our customers.

### Design and implement LEP training for agency staff.

The training for new employees identified above was designed and implemented in 2011 as a result of the four-factor analysis and implementation plan developed in 2011. It is updated as the LEP data is updated, at least every three years.

## Task 4: Providing Notice to LEP Persons

Pierce Transit employs a variety of methods to communicate with customers and the public. These include printed schedule information; signs inside vehicles; signs at bus stops, transit centers and park and rides; customer service phone line; Bus Shop (customer service office); Headquarters reception; website; Facebook and Twitter; news releases; advertising; community meetings and presentations; and participation in local community events. In late 2011 Pierce Transit incorporated the notice of the availability of language assistance into the main LEP languages for our outreach and communication methods. The Marketing Department is responsible for these efforts. Where translation of documents is determined to be important, customers will be notified of the availability of such documents. Whenever feasible, Pierce Transit will continue to work with community organizations, such as Centro Latino, Hispanic Chamber of Commerce, Korean Women's Association, and other local cultural, education, and faith-based organizations, to

ensure that future outreach efforts are well-targeted to LEP populations as well as low-income and minority populations.

## Task 5: Monitoring and Updating the LEP Plan

Pierce Transit's ongoing outreach efforts will include a process to obtain feedback on our language assistance measures. Authority and responsibility for monitoring of the program will be with the Civil Rights Officer (CRO). Gathering feedback and monitoring the effectiveness of LEP efforts will also be part of the regular agenda for the Community Transportation Advisory Group (CTAG). This group meets monthly and assists Pierce Transit in ensuring the agency is meeting its Title VI commitments and is meeting the communication needs of the diverse community we serve.

The DOT LEP Guidance suggests that agencies conduct internal monitoring of their system to determine whether language assistance measures and staff training programs are working. Such monitoring might be best accomplished if the monitors pose as riders and observe how agency staff responds to their requests. Agencies can work with multilingual staff or community members to determine if employees are responding appropriately to requests made with limited English or in a language other than English. Pierce Transit will consider implementation of this guidance using available resources.

Based on the feedback received from outreach to community groups, CTAG, and operators, Pierce Transit may make incremental changes to the type of written and oral language assistance we provide. Evaluation may result in expansion of language assistance measures that are effective, or the modification or elimination of measures which are not.

If Pierce Transit expands or reduces service in areas with high concentrations of LEP persons, the agency will examine methods to best provide language assistance measures to those areas.

During the last three years, no complaints have been received about how the agency is meeting the needs of LEP persons. Anecdotal stories have been documented by supervisors assisting LEP customers and challenges and successes of those interactions, which generally end with much appreciation from the customer being assisted. Pierce Transit has met the major intent of the LEP guidance and the agency will continue to implement the Language Assistance Measures identified in Section II: Implementation Plan.

Updates to the LEP Implementation Plan will be conducted every three years and will include the following:

- Determination of any changes in the LEP population or areas served by Pierce Transit.
- Annual number of documented LEP person contacts encountered, where possible.
- Annual use of interpretive language services.
- How the needs of LEP persons have been addressed.
- Determination if the need for services has changed.
- Determination if interpretative services have been effective and sufficient to meet the needs.
- Determination if complaints have been received concerning Pierce Transit's failure to meet the needs of LEP
- Determine if Pierce Transit has complied with the goals of the LEP plan.

# LIST OF APPENDICES


| | |
|---|---|
| Appendix A | "Translations Available" Block in Seven Languages |
| Appendix B | Task Outline – Using the Language Line Over the Phone Interpretation Service |
| Appendix C | Title VI Notice in English and Spanish |
| Appendix D | How to Ride and Title VI information published in "The Bus Stops Here" in Spanish |
| Appendix E | Translation Service Available notice in "The Bus Stops Here" in Seven Languages |
| Appendix F | Interpretation Service Available poster at Bus Shop and Headquarters |
| Appendix G | Comment/Compliment Card in English and Spanish |
| Appendix H | Passenger Fife/Milton/Edgewood Survey in English and Spanish |
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| Appendix L | Google Translate menu from Pierce Transit website |

Traducir esta página haciendo clic en "lenguaje" en el encabezado superior.

상단 헤더의 '언어'를 클릭하여이 페이지를 번역.

Dịch trang này bằng cách nhấp vào 'ngôn ngữ' trong tiêu đề hàng đầu.

Isalin ang pahinang ito sa pamamagitan ng pag-click ng 'Wika' sa tuktok na header.

Перевести эту страницу, нажав «язык» в верхнем заголовке.

ប្រកប្ររ៉ែ្ងពីនេះដ្ងាយ្ងចុ្ងចលី 'ភ្ងាសា' ្ងនាកុ្ងនុ្ងងបឋ្ងមកថ្ងាកុ្ងពួ្ងល។

Diese Seite übersetzen, indem Sie auf der oberen Kopf Sprache.

P.O.Box 99070
Lakewood WA 98496

- **Email:** crofficer@piercetransit.org
- **Visit our website:** www.piercetransit.org/title-vi-complaint-process/
- **Call Customer Services:** 253.581.8000 for more information

In addition to the Title VI process at Pierce Transit, Title VI complaints may be filed with the Federal Transit Administration, Office of Civil Rights, Region X, 915 Second Avenue, Suite 3142, Seattle, WA 98174.

- **Pierce Transit**
  **Por correo - Attention: Civil Rights Officer**
  PO Box 99070, Lakewood, WA 98496
- **Por Email:** crofficer@piercetransit.org
- **Nuestro sitio del internet:** www.piercetransit.org/title-vi-complaint-process/
- **Llame al servicio de cliente:** 253.581.8000 para más información.

Además del proceso Título VI por Pierce Transit, se puede enviar quejas con la administración de tránsito federal por correo directamente a:Federal Transit Administration Office of Civil Rights, Region X, 915 Second Avenue, Suite 3142 Seattle, WA 98174

**TRANSLATION SERVICE** is available in more than 200 languages. These are the most requested:

Llame al 253.581.8000. Habrá un representante y servicio de traducción en español disponible para atenderlo.

한국어 번역 서비스를 제공하는 상담원과 통화하시려면 253-581-8000 으로 전화하십시오.

Tawagan ang 253-581-8000 upang makipag-usap sa Representatibo ng Pangserbisyong Kustomer na magbibigay ng serbiyong pagsasalin ng wika sa Tagalog.

Rufen Sie 253.581.8000. Ein Mitarbeiter wird zur Verfügung sein, um Sie mit Übersetzungen in Deutsch zu unterstützen.

Заказать услуги представителя с переводом на русский язык можно по телефону 253-581-8000.

អ្ងាចទំ្ងនាកទ់ំ្ងនងអ្ងកា្ងការសេ្ងវាបកប្ប្ងែ្ងភ្ងាសា្ងខ្ងមរ (កម្ងុជ្ង) ្ងដ្ងាយ្ងបៅ្ងតា្ងមរយៈ: ្ងលេ្ងខ្ងទូ្ងរ្ងសព្ទ ២៥៣-៥៨១-៨០០០ ។

Xin gọi 253-581-8000 để nói chuyện với Nhân Viên Đại Diện Ban Phục Vụ Khách Hàng là người sẽ cung cấp dịch vụ thông dịch Việt Ngữ.

# TASK OUTLINE

**Effective Date:** **July 16, 2015** **Review Due: July 16, 2016**
**Replaces:** **February 12, 2009**
**See Also:**
**Approved By:** **Kathy Walton, Marketing Manager**

## TSK-1930.30 USING THE LANGUAGE LINE INTERPRETATION SERVICE -FIXED ROUTE CUSTOMER SERVICES

To better serve and communicate with our non-English speaking customers, Fixed Route Customer Service Representatives:

1. Determine the language of the non-English speaking customer
2. Access an interpreter
   a. When receiving a request in person:
      1) Dial 1-866-874-3972
      2) Provide client ID # 577515
      3) Select the language needed
         i. Press 1 for Spanish
         ii. Press 2 for all other languages and state the name of the language needed
         iii. Press 0 for agent assistance if you cannot determine the language
   b. When receiving a request over the phone:
      1) On Clarity, keep the person online, select 'contact' in the upper right corner of the screen
      2) Dial 1-866-874-3972, select 'invite' on the Clarity screen
      3) Select 'yes' when asked "Are you sure you want to invite?"
      3) Provide client ID # 577515 when prompted
      4) Select the language needed
         i. Press 1 for Spanish
         ii. Press 2 for all other languages and state the name of the language needed
         iii. Press 0 for agent assistance if you cannot determine the language
      5) When the interpreter is connected, all members will be present on the call
3. After being connected to the interpreter:
   a. Supply your employee number to the interpreter and explain the situation
      1) The customer will be conferenced into the call
      2) If the customer is in person, place the call on speaker phone or the handset must be handed between you and the customer
   b. The interpreter will provide his/her ID number
   c. Note this information on the Language Line 2014 document
4. Be specific about what information you want the interpreter to convey
      a. Ask as if you are speaking to the customer
      b. End the call by saying, "Thank you Interpreter, end of call"
5. Complete the Language Line 2014 document and forward via email to the Customer Service Supervisor

## Title VI: Notice to the Public of Rights Under Tiltle VI

Pierce Transit, as a recipient of federal funding, gives public notice of its policy to fully comply with Title VI of the Civil Rights Act of 1964 and all related laws and statutes. No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Pierce Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259). Pierce Transit operates its programs without regard to race, color, or national origin.

For more information on Pierce Transit's Title VI program, contact the Agency's Civil Rights Officer.

Any person who believes that he or she has individually, or as a member of any specific class of persons, been excluded from participation in, been denied the benefits of, or otherwise subjected to discrimination under any Pierce Transit service, program, or activity, and believes the discrimination is based upon race, color, or national origin has the right to file a Title VI complaint with Pierce Transit's Civil Rights Officer. All complaints must be filed in writing with Pierce Transit within 180 days of the alleged discriminatory act or occurrence. Complaint forms may be obtained through the following contacts:

- **Pierce Transit**
  Attention: Civil Rights Officer
  P.O. Box 99070, Lakewood, WA 98496
- Email: crofficer@piercetransit.org
- Visit our website: www.piercetransit.org/title-vi-complaint-process/
- Call Customer Services at 253.581.8000 for more information

In addition to the Title VI process at Pierce Transit, Title VI complaints may be filed with the Federal Transit Administration Office of Civil Rights, Region X, 915
Second Ave, Suite 3142, Seattle, WA 98174.

## Title VI: Aviso al Público de la Ley de Derechos

Pierce Transit como recipiente de fondos federales da aviso al público sobre su políza para asegurar la conformidad de Título VI de la Ley de Derechos Civiles de 1964 y cada ley o estatuto relacionado. Ninguna persona en los Estados Unidos por causa de su raza, color, o origen nacional sea excluida de participar en, ser negada los beneficios de, o ser de otra manera sujeta a la discriminación bajo cualquier programa o actividad que recibe asistencia financiera federal conforme a lo dispuesto por el Titulo VI de la Ley de Derechos Civiles de 1964 con todas sus modificaciones, al igual que La Ley de Restauración de Derechos Civiles de 1987 (P.L. 100.259). Pierce Transit conduce sus programas sin considerar raza, color, ni origen nacional.

Para pedir una copia del programa de Título VI de Pierce Transit, pongase en contacto con el director de derechos civiles en la agencia.

Cada persona que crea haber sido individualmente, o por ser miembro de una clase específica de personas, sea excluida de participar en, ser negada los beneficios de, o ser de otra manera sujeta a la discriminación bajo cualquier servicio de Pierce Transit , programa o actividad, y crea que la discriminación está basada en raza, color o origen nacional, tiene el derecho de hacer una queja de protección Título VI con el funcionario de derechos civiles de Pierce Transit. Cada queja debe ser escrita y presentada a Pierce Transit dentro de 180 días desde el día del acto discriminatorio supuesto o incidente como sigue. Se encuentra las aplicaciónes por los contactos abajo.

- **Pierce Transit**
  Por correo - Attention: Civil Rights Officer
  P.O. Box 99070, Lakewood, WA 98496
- Por email: crofficer@piercetransit.org
- Nuestro sitio del internet: www.piercetransit.org/title-vi-complaint-process/
- Llame al servicio de cliente: 253.581.8000 para más información

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**Translation service is available in more than 200 languages. These are the most requested:**

Llame al 253.581.8000. Habrá un representante y servicio de traducción en español disponible para atenderle.

Заказать услуги представителя с переводом на русский язык можно по телефону 253-581-8000.

Xin gọi 253-581-8000 để nói chuyện với Nhân Viên Đại Diện Ban Phục Vụ Khách Hàng là người sẽ cung cấp dịch vụ thông dịch Việt Ngữ.

Tawagan ang 253-581-8000 upang makipag-usap sa Representatibo ng Pangserbisyong Kustomer na magbibigay ng serbiyong pagsasalin ng wika sa Tagalog.

한국어 번역 서비스를 제공하는 상담원과 통화
통화하시려면 253-581-8000 으로 전화하십시오.

អាចទំនាក់ទំនងភ្នាក់ងារសេវាបកប្រែភាសាខ្មែរ ( កម្ពុជា) ដោយ
ដោយហៅតាមទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

## ¡Tomar el autobús es fácil!

## Aquí hay algunos puntos básicos para comenzar

**Busque** la parada de su vecindario. Los números indican cuales rutas se paran allí. Las paradas accesibles para sillas de ruedas están marcadas con éste símbolo ♿. No todas las paradas son accesibles para sillas de ruedas. Llame al 253.581.8000 para saber si su parada es accesible. Un representante encontrará una cerca de usted.

**Encuentre el número de la ruta** en este libro, "The Bus Stops Here" (Guía de rutas de tránsito). El mapa en la guía de horario indica las calles donde el autobús suyo se para. El horario enlista las paradas de autobuses principales para ayudarle estimar cuando llegará el autobús a su parada (vea el ejemplo abajo de esta página.)

**Tenga su tarifa lista** Use su tarjeta de ORCA, su All Day Pass (pase de dia entero) o traiga efectivo exacto. La caja de cobro no da cambio.

**¿Necesita Ud. tomar más de un autobús** para llegar a su destino? Pasajeros que usan dinero deben pagar cada vez que abordan el autobús. Depende con qué frecuencia Usted va a viajar en un día, Usted podria comprar un All Day Pass (pase del día entero). Los pases son disponibles los siete dias de la semana y son válidos para viajes sin límite en cada ruta o autobús de Pierce Transit hasta el fin del día de servicio (2:59 a.m.). Compre un pase del día entero a bordo los autobuses de Pierce Transit o por una tarjeta de ORCA precargada.

Si usted paga con la E-purse en una tarjeta de ORCA, usted tendrá que pagar la tarifa primera al tocar su tarjeta en el primer autobús. Su transferencia de crédito será automaticamente calculado y válida hacia las tarifas en la conexión de viajes de autobús o tren dentro de dos horas. Si el precio del segundo viaje es mayor, se le cobrará la diferencia de su E-purse. Si el saldo es muy bajo, usted puede pagar con dinero.

Si paga con un pase regional por ORCA y la tarifa en su autobús o tren de conexión es más que el valor de su pase, la diferencia se deducirá automáticamente de su E-purse. Si el saldo es muy bajo, usted puede pagar con dinero.

**Pídale al conductor** la parada más cercana posible a su destino. Cuando se encuentre a una cuadra antes de su parada, jale el cordón de la campanilla y bajese en la próxima parada.

**Llame al 253.581.8000** para saber si algún lugar es accesible por autobús. Un representante de servicio al cliente esta para servirle. O informese sobre el Trip Planner en piercetransit.org.

**Leer la tabla del tiempo es muy fácil: Aquí hay varios consejos.** Leyendo de izquierda a derecha seguirá el camino del autobús a lo largo de la ruta. Leyendo la columna hacia abajo muestra los autobúses que llegan a esa parada durante el día.

## PIERCE TRANSIT Notice to the Public of Rights Under Title VI

Pierce Transit, as a recipient of federal funding, gives public notice of its policy to fully comply with Title VI of the Civil Rights Act of 1964 and all related laws and statutes. No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Pierce Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259). Pierce Transit operates its programs without regard to race, color, or national origin.

For more information on Pierce Transit's Title VI program, contact the Agency's Civil Rights Officer.

Any person who believes that he or she has individually, or as a member of any specific class of persons, been excluded from participation in, been denied the benefits of, or otherwise subjected to discrimination under any Pierce Transit service, program, or activity, and believes the discrimination is based upon race, color, or national origin has the right to file a Title VI complaint with Pierce Transit's Civil Rights Officer. All complaints must be filed in writing with Pierce Transit within 180 days of the alleged discriminatory act or occurrence. Complaint forms may be obtained through the following contacts:

**Pierce Transit**
**Attention: Civil Rights Officer** P.O. Box 99070 Lakewood, WA 98496
**Email:** crofficer@piercetransit.org
**Visit our website:** www.piercetransit.org/title-vi-complaint-process/
**Call Customer Services:** 253.581.8000 for more information

In addition to the Title VI process at Pierce Transit, Title VI complaints may be filed with the Federal Transit Administration, Office of Civil Rights, Region X, 915 Second Avenue, Suite 3142, Seattle, WA 98174.

## Título VI – Aviso al Público de la Ley de Derechos

Pierce Transit como recipiente de fondos federales da aviso al público sobre su poliza para asegurar la conformidad de Título VI de la Ley de Derechos Civiles de 1964 y cada ley o estatuto relacionado. Ninguna persona en los Estados Unidos por causa de su raza, color, o origen nacional sea excluida de participar en, ser negada los beneficios de, o ser de otra manera sujeta a la discriminación bajo cualquier programa o actividad que recibe asistencia financiera federal conforme a lo dispuesto por el Título VI de la Ley de Derechos Civiles de 1964 con todas sus modificaciones, al igual que La Ley de Restauración de Derechos Civiles de 1987 (P.L. 100.259). Pierce Transit conduce sus programas sin considerar raza, color, ni origen nacional.

Para pedir una copia del programa de Título VI de Pierce Transit, pongase en contacto con el director de derechos civiles en la agencia.

Cada persona que crea haber sido individualmente, o por ser miembro de una clase específica de personas, sea excluida de participar en, ser negada los beneficios de, o ser de otra manera sujeta a la discriminación bajo cualquier servicio de Pierce Transit , programa o actividad, y crea que la discriminación está basada en raza, color o
origen nacional, tiene el derecho de hacer una queja de protección Título VI con el funcionario de derechos civiles de Pierce Transit. Cada queja debe ser escrita y presentada a Pierce Transit dentro de 180 días desde el día del acto discriminatorio supuesto o incidente como sigue. Se encuentra las aplicaciónes por los contactos abajo.

**Pierce Transit**
**Por correo - Attention: Civil Rights Officer** P.O. Box 99070 Lakewood, WA 98496
**Por email:** crofficer@piercetransit.org
**Nuestro sitio del internet:** www.piercetransit.org/title-vi-complaint-process/
**Llame al servicio de cliente: 253.581.8000 para más información.**

Además del proceso Título VI por Pierce Transit, se puede enviar quejas con la administración de tránsito federal por correo directamente a:Federal Transit Administration Office of Civil Rights, Region X, 915 Second Avenue, Suite 3142 Seattle, WA 98174

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Translation Languages listed in September 2015 *The Bus Stops Here.*

# Information

piercetransit.org • 253.581.8000
PO Box 99070 Lakewood, WA 98496

**BUS SHOP FOR SALES & INFORMATION**

**Tacoma Dome Station**
505 East 25th Street
*Bus & Link light rail Lost & Found here.*
Open 7am–6pm Weekdays

**BUS INFORMATION BY PHONE**

**253.581.8000, Option 1**
Weekdays only 6:30am–6:30pm
**Toll-Free:** 1.800.562.8109
**Bus or SHUTTLE TTY**
for hearing impaired: 711
**Pre-recorded Information:**
253.581.8000, Option 4

**SHUTTLE RESERVATION**
253.581.8000, Option 1, then Option 2
8am–5pm, 7 days a week

**RIDESHARE** 1.888.814.1300

**LOST & FOUND**
253.581.8000 or 1.800.562.8109, Option 1, then Option 4.
*Call after 11am the day **after** item was lost. Call before picking items up.*

**HOLIDAYS**
Pierce Transit services may vary on holidays and days around those holidays. See page 21 for details.

**TRANSLATION SERVICE**
is available in more than 200 languages, by calling 253.581.8000.

Llame al 253.581.8000. Habrá un representante y servicio de traducción en español disponible para atenderle. — Spanish

Заказать услуги представителя с переводом на русский язык можно по телефону 253-581-8000. — Russian

Xin gọi 253-581-8000 để nói chuyện với Nhân Viên Đại Diện Ban Phục Vụ Khách Hàng là người sẽ cung cấp dịch vụ thông dịch Việt Ngữ. — Vietnamese

Tawagan ang 253-581-8000 upang makipag-usap sa Representatibo ng Pangserbisyong Kustomer na magbibigay ng serbiyong pagsasalin ng wika sa Tagalog. — Tagalog (spoken in Phillipines)

한국어 번역 서비스를 제공하는 상담원과 통화하시려면 253-581-8000 으로 전화하십시오. — Korean

អាចទំនាក់ទំនងភ្នាក់ងារសេវាបកប្រែភាសាខ្មែរ (កម្ពុជា) ដោយហៅតាមរយៈ លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។ — Khmer (spoken in Cambodia)

Rufen Sie 253.581.8000. Ein Mitarbeiter wird zur Verfügung sein, um Sie mit Übersetzungen in Deutsch zu unterstützen. — German

**REGIONAL TRANSIT AGENCIES**

**Intercity Transit** | 1.800.287.6348 | intercitytransit.com
**King County Metro** | 1.800.542.7876 | metro.kingcounty.gov
**Kitsap Transit** | 1.800.501.7433 | kitsaptransit.org
**ORCA Customer Service** | 1.888.988.6722 | orcacard.com
**Sound Transit** | 1.888.889.6368 | soundtransit.org

**Translated text:**
Call 253-581-8000 to talk with a Customer Service Representative who will provide translation service in [language].

# Interpretation Service Available Here in more than 200 languages

Language Line Solutions℠

**English Translation:** Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

| | |
|---|---|
| **Arabic** اللغة العربية<br>أشر الى لغتك<br>وسننادي المترجم حالاً. | **Korean** 한국말<br>당신이 쓰는 말을 지적하세요.<br>통역관을 불러 드리겠어요. |
| **Armenian** Հայերէն<br>Ցույց տուէք ո՞ր մէկ լեզուն կը խօսիք՝<br>որպէսզի թարգմանիչ մը կանչել տանք. | **Laotian** ພາສາລາວ<br>ຊີ້ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້<br>ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້ |
| **Cambodian** ភាសាខ្មែរ<br>សូមចង្អុលភាសារួក<br>យើងនឹងហៅអ្នកបកប្រែមកជួន | **Mandarin** 國語<br>請指認您的語言.<br>以便爲您請翻譯. |
| **Cantonese** 廣東話<br>唔該點出您講嘅語言.<br>等我哋幫您搵翻譯. | **Polish** Polski<br>Proszę wskazać na swój język ojczysty.<br>Tłumacz zostanie poproszony do telefonu |
| **French** Français<br>Montrez-nous quelle langue vous parlez.<br>Nous vous fournirons un/une interprète. | **Portuguese** Português<br>Aponte seu idioma.<br>Providenciaremos um intérprete. |
| **German** Deutsch<br>Zeigen Sie auf Ihre Sprache.<br>Wir rufen einen Dolmetscher an. | **Russian** Русский Язык<br>Укажите, на каком языке Вы говорите.<br>Сейчас Вам вызовут переводчика. |
| **Hindi** हिन्दी<br>अपनी भाषा इशारे से दिखाइये ।<br>आपके लिए दुभाषिया बुलाया जाऐगा । | **Spanish** Español<br>Señale su idioma.<br>Se llamará a un intérprete. |
| **Hmong** Hmoob<br>Thov taw tes rau koj yam lus.<br>Peb yuav hu ib tug neeg txhais lus rau koj. | **Tagalog** Tagalog<br>Paki turo mo nga ang iyong wika.<br>Magpapatawag ako ng interprete. |
| **Italian** Italiano<br>Faccia vedere qual è la sua lingua.<br>Un interprete sarà chiamato. | **Thai** ภาษาไทย<br>ช่วยชี้ให้เราดูหน่อยว่าภาษาไหนคือภาษาที่ท่านพูด<br>แล้วเราจะจัดหาล่ามให้ท่าน |
| **Japanese** 日本語<br>あなたの話す言葉を指さしてください。<br>通訳を呼びます。 | **Vietnamese** Tiếng Việt<br>Chỉ rõ tiếng bạn nói.<br>Sẽ có một thông dịch viên nói chuyện với bạn ngay. |

253.581.8000
piercetransit.org

MARKETRON 5000 > Bus Shops > Interpretation > Interpretation Flyer

PIERCE TRANSIT the way to go!

# Tarjeta Para Elogiar al Chofer

Si desea usted felicitar a su conductor, o comentar sobre cualquier parte de nuestro servicio, por favor llene la informacion abajo.

**DIA** **HORA** **AM/PM**

**NÚMERO DE LA RUTA**

**NÚMERO DE AUTOBÚS**

**LOCALIZACION DE ABORDAJE**

**VIAJANDO HACIA**

**COMENTARIOS**

**SU NOMBRE**

**SU TELÉFONO**

**SU E-MAIL**

Usted puede presentar esta tarjeta a la oficina Bus Shop, o tambien puede comentar llamando al 253.581.8000, o por correo electronico a ptcustomer@piercetransit.org.

PIERCE TRANSIT la manera de viajar!

# Comment / Compliment Card

If you would like to compliment your driver, or comment on any part of our service, please fill out the information below.

**DATE** **TIME** **AM/PM**

**ROUTE #**

**BUS #** **SHUTTLE #**

**BOARDING LOCATION**

**TRAVELING TOWARD**

**COMMENTS**

**YOUR NAME**

**YOUR PHONE**

**YOUR E-MAIL**

You may submit this card by taking it to the Bus Shop, or mailing it. You can also comment by calling 253.581.8000 or e-mailing ptcustomer@piercetransit.org.

PIERCE TRANSIT the way to go!

# Encuesta

Pierce Transit necesita su opinión sobre la siguiente propuesta. Por favor revise el mapa, lea el código de color correspondiente al las notas de la propuesta de servicio. llene su opinión, y devuelvalo al representante de Pierce Transit.

Esta propuesta sería agregar adaptado local de rutas fijas dentro de las Comunidades de Fife, Milton y Edgewood. Si se aprueba, estos cambios se produciran con el cambio de servicio de Febrero, 2014.

Esta propuesta Irá delante de la Junta de comisionados de Pierce Transit's el 18 de noviembre de 2013. Todos los comentarios serán revisados antes que la junta tome acion.

| Descripcion | Propuesta | Opinion |
|---|---|---|
| **Milton-Edgewood conexión cercanias.**<br>Servicio personalizado local | **Adición de un servicio local personalizado a la comunidad que une las comunidades de Milton y Edgewood con Fife.**<br>Un pequeño vehículo de 25-pies Cada 60 minutos 7 dias de la semana de 10am y 2pm, con la excepción de los Jueves, que seria de 10 AM a 7 PM. servicio está integrado con la ruta 501. Y las transferencias con las rutas 402 y 500. | ❑ Estoy de acuerdo con esta propuesta.<br>❑ No estoy de acuerdo con esta propuesta.<br>❑ Yo no tengo opinión sobre esta propuesta |
| **Fife a la estación de Puyallup conexión cercanias.**<br>*Servicio personalizado local* | **Adición de un servicio local personalizado conectando a Fife con la estación de Puyallup.**<br>Un pequeño vehículo de 25-pies Que fuera sólo de lunes a viernes; centrándose tanto en conexiones y en conectar las comunidades.<br>• **conexión cercanias.:** cada 30 minutos 6 - 8am y 4 - 6:30pm Para cumplir con Sounder tren.<br>• **conexión cercanias.:** cada 60 minutos 9am-4pm. | ❑ Estoy de acuerdo con esta propuesta.<br>❑ No estoy de acuerdo con esta propuesta.<br>❑ Yo no tengo opinión sobre esta propuesta |
| **Adjustes a la Ruta 402**<br>*Milton/Edgewood y la estación de Conexión en Puyallup* | **Adjustando cuatro viajes de la Ruta 402 para mejorar el servicio de las conexiones con el Sounder Tren la Estación de Puyallup.**<br>**AM adjustar los primeros dos viajes para comenzar a:**<br>• 5:20am Viaje comenzará a 5:05am Federal Way (FWTC), sale de la estación de Puyallup a las 5:37am<br>• 6:15am tViaje comenzará a 6:12am Federal Way (FWTC), sale de la estación de Puyallup a las 6:46am<br>• **PM Ajustar dos viajes para cumplir con el Sounder Tren:**<br>• 2:37pm viaje de171st Meridian, sale de la estación de Puyallup a 3:56pm<br>• 4:39pm viaje de 171st Meridian, sale de la estación de Puyallup a 5:37pm | ❑ Estoy de acuerdo con esta propuesta.<br>❑ No estoy de acuerdo con esta propuesta.<br>❑ Yo no tengo opinión sobre esta propuesta |
| **Ruta 501 Adjustamientos**<br>*Integrar servicio Comunitaio con la propuesta de servicios personalizado* | **Eliminar cuatro viajes en la semana, ocho los sábado y seis los domingo de la ruta 501, Integrar servicios restantes con la propuesta de conectores personalizados en la comunidad.**<br>**Entre semana viajes propuestos para la eliminación:**<br>• Comenzando desde10th & Commerce viajando a FWTC: 9:58am y 12:01pm<br>• Comenzando desde FWTC viajando a 10th & Commerce: 11:16am y 1:16pm<br>**Sábado, viajes propuestos para eliminación: servicios a mediados del dia**<br>• Comenzando desde10th & Commerce viajando aFWTC: 11:10am, 1:10pm, 3:10am, 5:10pm<br>• Comenzando desde FWTC viajando a 10th & Commerce: 10:15am, 12:15pm, 2:15pm, 4:15pm<br>*Primero y última viajes siguiran siendo la conexión a Federal Way. Otras conexiones a través de una transferencia a la ruta 500 o 402.*<br>**Domingo viajes propuestos para eliminación: servicios a mediados del día**<br>• Comenzando desde10th & Commerce vijando a FWTC: 11:10am, 1:10pm, 3:10am<br>• Comenzando desde FWTC vijando a 10th & Commerce: 10:15am, 12:15pm, 2:15pm<br>*Primero y última viajes siguiran siendo la conexión a Federal Way. Otras conexiones a través de una transferencia a la ruta 500 o 402.* | ❑ Estoy de acuerdo con esta propuesta.<br>❑ No estoy de acuerdo con esta propuesta.<br>❑ Yo no tengo opinión sobre esta propuesta. |
| Comentarios: | | |

# Encuesta

Pierce Transit necesita su opinión sobre la siguiente propuesta. Por favor revise el mapa, lea el código de color correspondiente al las notas de la propuesta de servicio. llene su opinión, y devuelvalo al representante de Pierce Transit.

Esta propuesta sería agregar adaptado local de rutas fijas dentro de las Comunidades de Fife, Milton y Edgewood. Si se aprueba, estos cambios se produciran con el cambio de servicio de Febrero, 2014.

Esta propuesta Irá delante de la Junta de comisionados de Pierce Transit's el 18 de noviembre de 2013. Todos los comentarios serán revisados antes que la junta tome acion.

| *Propuesta: Comunidad Conector* • Servicio personalizado local | |
|---|---|
| **Adición de un servicio local personalizado a la comunidad que une las comunidades de Milton y Edgewood con Fife.**<br>Un pequeño vehículo de 25-pies Cada 60 minutos 7 dias de la semana de 10am y 2pm, con la excepción de los Jueves, que seria de 10 AM a 7 PM. servicio está integrado con la ruta 501. | ❑ Estoy de acuerdo con esta propuesta.<br>❑ No estoy de acuerdo con esta propuesta.<br>❑ Yo no tengo opinión sobre esta propuesta |
| **Propuesta: Fife a la estación de Puyallup** *Comunidad Conector* • Servicio personalizado local | |
| **Adición de un servicio local personalizado conectando a Fife con la estación de Puyallup.**<br>Un pequeño vehículo de 25-pies Que fuera sólo de lunes a viernes; centrándose tanto en conexiones y en conectar las comunidades.<br>• **conexión cercanías.:** cada 30 minutos 6 - 8am y 4 - 6:30pm Para cumplir con Sounder tren.<br>• **conexión cercanías.:** cada 60 minutos 9am-4pm. | ❑ Estoy de acuerdo con esta propuesta.<br>❑ No estoy de acuerdo con esta propuesta.<br>❑ Yo no tengo opinión sobre esta propuesta |
| **Propuesta: Ajustes de la Ruta 402** • *Milton/Edgewood a la conexion en la estacion de Puyallup* | |
| **Adjustando cuatro viajes de la Ruta 402 para mejorar el servicio de las conexiones con el Sounder Tren la Estación de Puyallup.**<br>**AM adjustar los primeros dos viajes para comenzar a:**<br>• 5:20am Viaje comenzará a 5:05am Federal Way (FWTC), sale de la estación de Puyallup a las 5:37am<br>• 6:15am Viaje comenzará a 6:12am Federal Way (FWTC), sale de la estación de Puyallup a las 6:46am<br>**PM Ajustar dos viajes para cumplir con el Sounder Tren:**<br>• 2:37pm viaje de171st Meridian, sale de la estación de Puyallup a 3:56pm<br>• 4:39pm viaje de 171st Meridian, sale de la estación de Puyallup a 5:37p | ❑ Estoy de acuerdo con esta propuesta.<br>❑ No estoy de acuerdo con esta propuesta.<br>❑ Yo no tengo opinión sobre esta propuesta |
| **Propuesta: Ajustes en la Ruta 501** • *Integrar servicio comunitario con la propuesta de conectores personalizados* | |
| **Eliminar cuatro viajes en la semana, ocho los sábado y seis los domingo de la ruta 501, Integrar servicios restantes con la propuesta de conectores en la comunidad.**<br>**Entre semana viajes propuestos para la eliminación:**<br>• Comenzando desde10th & Commerce viajando a FWTC: 9:58am y 12:01pm<br>• Comenzando desdeFWTC viajando a 10th & Commerce: 11:16am y, 1:16pm 3:10am, 5:10pm<br>**Sábado, viajes propuestos para eliminación: servicios a mediados del día**<br>Comenzando desde 10th & Commerce viajando aFWTC: 11:10am y 1:10pm<br>Comenzando desde FWTC viajando a 10th & Commerce: 10:15am, 12:15pm, 2:15pm, 4:15pm<br>*Primero y última viajes siguiran siendo la conexión a Federal Way. Otras conexiones a través de una transferencia a la ruta 500 o 402.*<br>**Domingo viajes propuestos para eliminación: servicios a mediados del día**<br>• Comenzando desde10th & Commerce vijando a FWTC: 11:10am, 1:10pm, 3:10am<br>• Comenzando desde FWTC vijando a 10th & Commerce: 10:15am, 12:15pm, 2:15pm<br>*Primero y última viajes siguiran siendo la conexión a Federal Way. Otras conexiones a través de una transferencia a la ruta 500 o 402.* | ❑ Estoy de acuerdo con esta propuesta.<br>❑ No estoy de acuerdo con esta propuesta.<br>❑ Yo no tengo opinión sobre esta propuesta |
| Comments: | |

# Solicitamos sus opiniones

## Servicio adaptado para su comunidad

**SOLUCIONES**
Fife-Milton-Edgewood
**INNOVADORAS**

**El Fife-Milton-Edgewood Community Connector** que se propone incluye dos conceptos de recorridos desarrollados por un equipo dedicado a la inversión en la comunidad, asociado con Pierce Transit. El equipo enfocó en mejorar los servicios de autobús dentro de las comunidades de Fife, Milton, y Edgewood y recomendó modificaciones del servicio al Recorrido (ruta) 402 y al Recorrido (ruta) 501 para integrarlos con los recorridos (rutas) propuestos.

# PROPUESTA

## Nos gustaría su reacción acerca de lo siguiente

1. Añadir un Community Connector local y adaptado que une las comunidades de Milton y Edgewood con Fife.
2. Añadir un Community Connector local y adaptado que une Fife con la terminal Puyallup.
3. Modificar cuatro Recorrido (ruta) 402 viajes para mejorar empalmes con servicio del tren Sounder en la terminal Puyallup.
4. Eliminar algunos viajes escogidos del Recorrido (ruta) 501 y luego integrar el servicio que queda con el servicio Community Connector nuevo y adaptado.

# Haga una encuesta

Nos gustaría escuchar lo que la comunidad piensa sobre los servicios adaptados propuestos. Por eso, le ofrecemos dos exposiciones y una reunión pública para recibir sus reacciones. Cuando le convenga, además creamos una encuesta breve por el internet para guiarnos en proveer estos servicios innovadores.

**Favor de responder antes del 8 de noviembre**

Para más información, favor de contactar a Tina Lee
253.589.6887
tlee@piercetransit.org

Para participar en una encuesta breve, favor de visitar
piercetransit.org

# Las dos exposiciones y la reunión pública

**¡Únase con nosotros para dar su opinión!**

**Exposición el 30 de octubre**
4:30PM - 7:30PM
De 4:30 pm a 7:30 pm
Fife City Hall
5411 23rd Street, Fife
Servicio por ruta 501

OCT 30

**Exposición el 2 de noviembre**
De 11:00 am a 2:00 pm
Bibliotheca de Milton/Edgewood
900 Meridian East, Milton
Servicio por ruta 402

NOV 2

**Reunión Pública el 18 de noviembre**
A las 4:00 pm
Centro de instrucción de Pierce Transit
3720 96th Street SW, Lakewood
Servicio por ruta 48 y 300

NOV 18

Los clientes registrados con el servicio SHUTTLE pueden obtener transporte especializado ida y vuelta de la exposición por llamar SHUTTLE a 253-581-8000, opción 2, de uno a cinco días de anticipación de la exposición. Un intérprete para los sordos será provisto a solicitud con un mínimo de dos semanas de anticipación.

pull date 11/19/13

## Antecedentes

La propuesta de Fife-Milton-Edgewood en Conectar la Comunidad es el resultado de una Comunidad comprometida, un equipo de inversion, que en asociación con la ruta de Pierce Transit, dos conceptos desarrollados se centró en el mejoramiento de rutas fijas dentro de las Comunidades de Fife, Milton, y Edgewood. Conceptos de servicio propuesto se centra en:

- Las necesidades de la comunidad. Servicios principales en Fife, Milton, Edgewood y destinos en la comunidad incluyendo tiendas, médicos, bibliotecas, iglesias, parques, centros comunitarios y oficinas de correos.
- Las conexiones. De transporte en Fife, Milton y Edgewood, los viajeros a la estación del Sounder Tren en Puyallup en tiempo de viaje.
- Servicio personalizado integración con sistema de tránsito existentes. Conector del enlace comunitario para las rutas 402 y 500 para un fácil acceso.

Equipo de inversión comunitaria

- La Ciudade de Edgewood — Edgewood F.I.S.H. banco de alimentos
- La Ciudad de Fife — Puyallup Tribu de los indios
- La Ciudad de Milton — Centro de Cumunidad Mountain Veiw
- La Ciudad de Puyallup — La asociación de propietarios resplandor

## Fechas

**Miercoles, Oct 30**
**Puertas abiertas • 4:30 - 7:30 p.m.**
Fife City Hall
5411 23rd Street East, Fife

**Sabado, Noviembre 2**
**Puertas abiertas • 11 a.m. – 2 p.m.**
Milton/Edgewood biblioteca
900 Meridian East, Milton

**Lunes, Noviembre 18**
**Comentario Público• Pierce Transit Reunión de la junta directiva**
**4:00 p.m.**
Pierce Transit Centro de capacitación
3701 96th Street SW

(Reunión en la que se espera que la junta decida si aprueban servicio adecuado a las necesidades a la aplicación de los cambio de servicio en Febero 2014.)

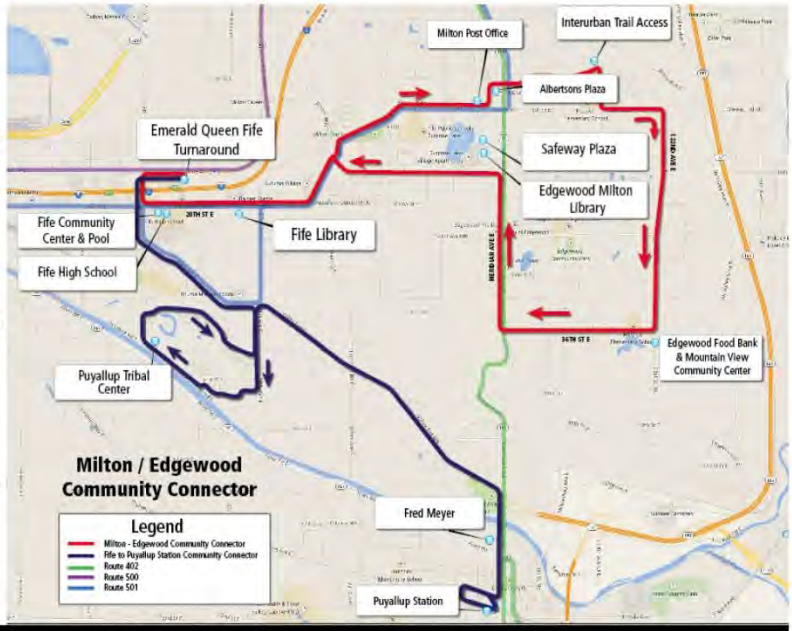
## Buscamos comentarios público

Queremos escuchar lo que la comunidad piensa sobre la propuesta de Fife-Milton y Edgewood de servicios personalizados.
Comuniquese con: Tina Lee | Pierce Transit |Innovación en el servicio administrador
Telefono: 253.589.6887
Correo electronico: tlee@piercetransit.org
Correo:Pierce Transit | P.O. Box 99070 | Lakewood, WA 98496-0070

Pierce Transit se conecta con las comunidades con seguridad, fiables, nos adaptamos a las necesidades de los clientes con opciones de transporte.
Pierce Transit | 3701 96th ST SW | Lakewood, WA 98499-4431 | 253-581-8000 / TTY Relay: 711 | piercetransit.org

# La Propuesta

1. Añadir un conector local vinculando las comunidades de Milto y Edgewood con Fife.
2. Añadir un conector local personalizado Vinculando la Comunidad de Fife con la estación del tren enPuyallup.
3. Ajustar cuatro viajes de la ruta 402 para hacer mejores conexiones con los servicios del Sounder tren en la estación de Puyallup.
4. Eliminar dieciocho viajes de la ruta 501, integrando los servicios restantes con la propuesta personalizada conectando las comunidades.




| Propuesta | Detalles del Servicio | |
|---|---|---|
| **Milton-Edgewood Comunidad Conectada**<br><br>**Servicio personalizado local** | • Vehículo pequeño– 25 ft.<br>• Expandir servicio: Los fines de Semana y entre Semana<br>-Jueves: 10am – 7pm;<br>-Todos los demas dias: 10am – 2pm | • 60 Minutos de frecuencia<br><br>• Integrado con la ruta 501 |
| **Fife a la estación de Puyallup Comunidad Conctada**<br>*Servicio personalizado local* | Conexion Cercanias<br>• Dias de semana: 6 - 8am y 4 - 6:30pm<br>• Tiempos de viajes aproximadamente cada 30 minutos para cumplir con el Sounder tren | Comunidad Conectada<br>• Entre Semana: 9am – 4pm (No servicios los fines de semana)<br>• 60 Minutos de frecuencia |
| **Adjustes a la Ruta 402**<br>*Milton/Edgewood y la estación de Conexión en Puyallup* | **Identificar numero limitado de demostracion al parcar & viajar dos puestos y adjustando dos viajes de la Ruta 402 para cumplir con el Sounder tren en la estación de Puyallup.**<br><br>**AM Ajustar los dos primeros tiempos de viaje para comenzar a:**<br>• 5:20am Viaje comenzará a 5:05am Federal Way (FWTC), Sale la estación de puyallup a 5:37am<br>• 6:15am Viaje comenzará at 6:12am Federal Way (FWTC), Sale la estación de puyallup a 6:46am | **PM Ajustar los dos viajes para cumplir con el Sounder tren:**<br>• 2:37pm Viajes de la 171st y Meridian, salen de la estación de Puyallup a las 3:56pm<br>• 4:39pm Viajes de la171st Meridian, salen de la estación de Puyallup a las 5:37pm |
| **Ruta 501 Adjustamientos**<br>*Integrar servicio Comunitaio con la propuesta de servicios personalizado* | **Las conexiones de Federal Way o Tacoma con una transferencia de Milton Comunida conectada a cuailquier Ruta 500 o Ruta 402.**<br><br>**Propuestas para eliminación de viajes en semana:**<br>• Empezando en10th & Commerce viajando a FWTC: 9:58am y 12:01pm<br>• Enpezando en FWTC Viajando a10th & Commerce: 11:16am y1:16pm<br><br>**Sábado: Eliminar Servicio de mediodía. Mantener primer y último acuerdo sobre las conexiones a Federal Way. Las conexiones se efectúan mediante una transferencia a la ruta 500 o la ruta 402.**<br>• Sábado viajes propuestos para eliminación salen de 10th & Commerce viajando a FWTC: 11:10am, 1:10pm, 3:10am, 5:10pm<br>• Sábado viajes propuestos para su eliminación a partir de FWTC viajando a 10th & Commerce: 10:15am, 12:15pm, 2:15pm, 4:15pm<br>**Domingo: Eliminar Servicio de mediodía. Mantener primer y último acuerdo sobre las conexiones a Federal Way. Las conexiones se efectúan mediante una transferencia a la ruta 500 o la ruta 402.** | |

# PIERCE TRANSIT

## The Way to Go to the books!
## La Manera de Viajar a los libros!

## TACOMA LIBRARIES

For hours and more information visit:
Para las horas de servicio y mas informacion visite:
**tpl.lib.wa.us**

**Main Library**
1102 Tacoma Avenue South • 253.292.2001
Route / Ruta 3, 28, 102

**Fern Hill Library**
765 South 84th Street • 253.341.4724
Route / Ruta 45

**Moore Library**
215 South 56th Street • 253.341.4848
Route / Ruta 1, 56

**Mottet Library**
3523 East G Street • 253.617.7680
Route / Ruta 42

**South Tacoma Library**
3411 South 56th Street • 253.617.7809
Route / Ruta 53, 300

**Swasey Library**
7001 Sixth Avenue • 253.617.7810
Route / Ruta 1

**Wheelock Library**
3722 North 26th Street • 253.617.7811
Route / Ruta 11, 13, 14, 16, 51

PIERCE TRANSIT La manera de viajar! PIERCE TRANSIT the way to go!

253.581.8000 • piercetransit.org

## PIERCE COUNTY LIBRARIES

For hours and more information visit:
Para las horas de servicio y mas informacion visite:
**piercecountylibrary.org**

**Fife**
6622 20th Street East • 253.548.3323
Route / Ruta 501

**Gig Harbor**
4424 Point Fosdick Drive NW • 253.548.3305
Route / Ruta 100

**Lakewood**
6300 Wildaire Road SW • 253.548.3302
Route / Ruta 214

**Milton / Edgewood**
900 Meridian East, Suite 29 • 253.548.3325
Route / Ruta 402, 501

**Parkland / Spanaway**
13718 Pacific Avenue South • 253.548.3304
Route / Ruta 1

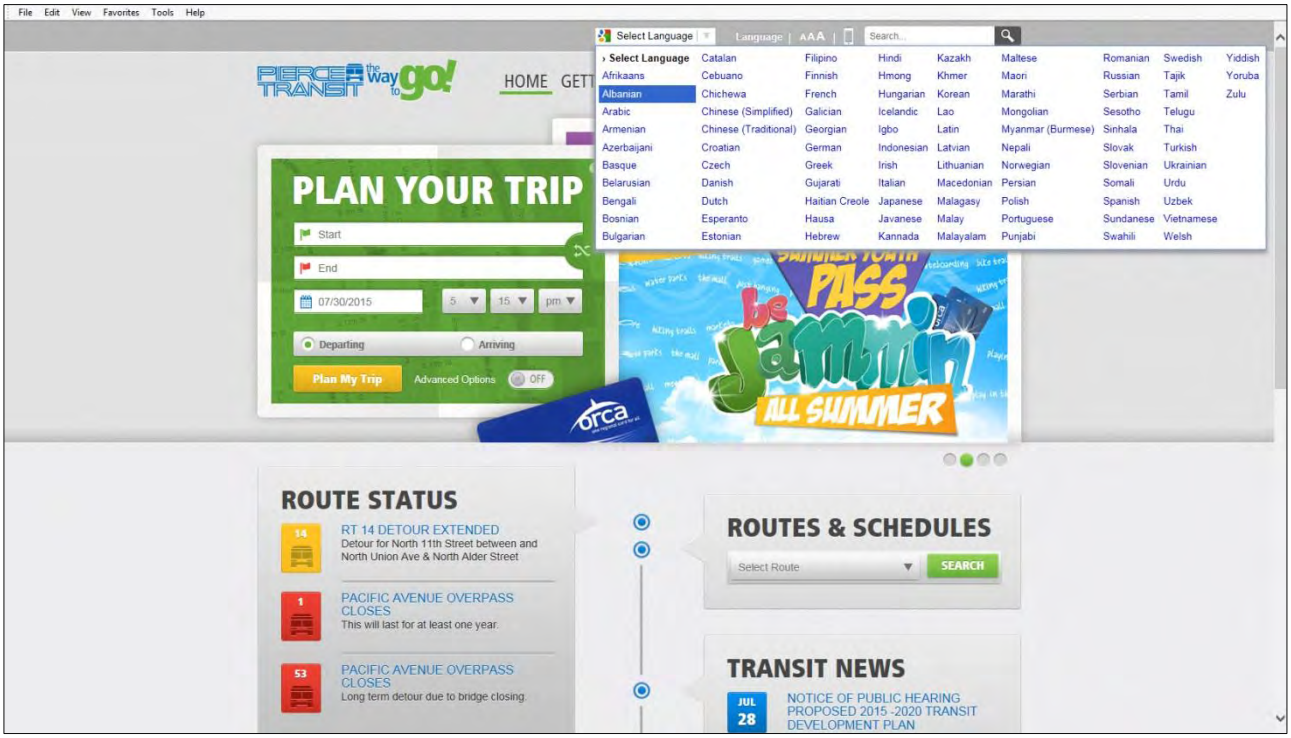
**South Hill**
15420 Meridian East • 253.548.3303
Route / Ruta 402

**Steilacoom**
2950 Steilacoom Blvd • 253.548.3313
Route / Ruta 212

**Summit**
5107 112th Street East • 253.548.3321
Route / Ruta 410

**Tillicum**
14916 Washington Avenue SW • 253.548.3314
Route / Ruta 206

**University Place**
3609 Market Place West, Suite 100 • 253.548.3307
Route / Ruta 2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Afrikaans
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Armenian
Azerbaijani
Basque
Belarusian
Bengali
Bosnian
Bulgarian
Catalan
Cebuano
Chichewa
Chinese (Simplified)
Chinese (Traditional)
Croatian
Czech
Danish
Dutch
Esperanto
Estonian
Filipino
Finnish
French
Galician
Georgian
German
Greek
Gujarati
Haitian Creole
Hausa
Hebrew
Hindi
Hmong
Hungarian
Icelandic
Igbo
Indonesian
Irish
Italian
Japanese
Javanese
Kannada
Kazakh
Khmer
Korean
Lao
Latin
Latvian
Lithuanian
Macedonian
Malagasy
Malay
Malayalam
Maltese
Maori
Marathi
Mongolian
Myanmar (Burmese)
Nepali
Norwegian
Persian
Polish
Portuguese
Punjabi
Romanian
Russian
Serbian
Sesotho
Sinhala
Slovak
Slovenian
Somali
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Sundanese
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Urdu
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Yiddish
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Zulu
PIERCE TRANSIT the way to go!
HOME
PLAN YOUR TRIP
Start
End
07/30/2015
5
15
pm
Departing
Arriving
Plan My Trip
Advanced Options
OFF
PASS
be jammin'
ALL SUMMER
ROUTE STATUS
14
RT 14 DETOUR EXTENDED
Detour for North 11th Street between and North Union Ave & North Alder Street
1
PACIFIC AVENUE OVERPASS CLOSES
This will last for at least one year.
53
PACIFIC AVENUE OVERPASS CLOSES
Long term detour due to bridge closing.
ROUTES & SCHEDULES
Select Route
SEARCH
TRANSIT NEWS
JUL 28
NOTICE OF PUBLIC HEARING PROPOSED 2015 -2020 TRANSIT DEVELOPMENT PLAN

# APPENDIX E
# Pierce Transit Performance Standards and Policies

## Appendix H
# Route Design and Performance Standards

## System Performance Measures

MONITORING TOOLS
Each Pierce Transit service will be monitored, with performance tracked and reported periodically.

The following performance measures will be tracked and maintained for each service mode, as outlined below.

| | Fixed Routes | SHUTTLE | Vanpool | All Modes |
|---|---|---|---|---|
| Annual Platform Hours | Yes | Yes | No | No |
| Annual Revenue Hours | Yes | Yes | Yes | Yes |
| Annual Platform Miles | Yes | Yes | Yes | Yes |
| Annual Revenue Miles | Yes | Yes | Yes | Yes |
| Percent of Trips Operating On Time | Yes | Yes | No | No |
| Annual Boarding Passengers | Yes | Yes | Yes | Yes |
| Annual Passenger Miles | Yes | Yes | Yes | Yes |
| Number of Service Interruptions | Yes | Yes | Yes | Yes |
| Number of Complaints | Yes | Yes | Yes | Yes |
| Number of Compliments | Yes | Yes | Yes | Yes |
| Number of Accidents | Yes | Yes | Yes | Yes |
| Number of Preventable Accidents | Yes | Yes | Yes | Yes |
| Annual Operating Expenses | Yes | Yes | Yes | Yes |
| Annual Capital Expenses | No | No | No | Yes |
| Annual Farebox Revenues | Yes | Yes | Yes | Yes |
| Number of trips reduced at CTR affected worksites | No | No | No | Yes |
| Number of employer contacts made by PT staff | No | No | No | Yes |
| Number of employers participating in transportation subsidies/incentives | No | No | No | Yes |
| Depreciation Reserves | No | No | No | Yes |
| Working Capital Reserves | No | No | No | Yes |
| Number of Benches at Bus Stops | Yes | No | No | Yes |
| Number of Shelters at Bus Stops | Yes | No | No | Yes |
| Customer Satisfaction Index | No | No | No | Yes |
| Park-and-Ride Utilization | No | No | No | Yes |
| Park-and-Ride Spaces Provided | No | No | No | Yes |

SYSTEM PERFORMANCE TARGETS AND STANDARDS

Pierce Transit utilizes performance targets as one method of assessing progress towards adopted goals. Recognizing that numerous factors affect our ability to achieve these goals, performance measures should be considered the first step in assessing our success. Further research is needed in order to understand what factors are affecting system wide operating results.

SYSTEM PERFORMANCE TARGETS

Each year Pierce Transit will evaluate each service based upon the following performance targets.

| | Fixed Routes | SHUTTLE | Vanpool | All Modes |
|---|---|---|---|---|
| Annual Service Hours per Capita | >.7 | n/a | n/a | n/a |
| Annual Boardings per Capita | >20 | n/a | n/a | n/a |
| Percent of Operating Costs Recovered from the Farebox | 20% | 2% | 100% (1) | 15% |
| Boardings per Platform Hour | >23 | >2.5 | n/a | n/a |
| Operating Cost per Vehicle Platform Hour | <$119(2) | <$119(2) | n/a | n/a |
| Percent Of Trips Operating On Schedule | >85% | >85% | n/a | n/a |
| Complaints per 1000 Riders | n/a | n/a | n/a | <1 |
| Service Interruptions per 100,000 Miles of Service | >5 | >7 | <7 | n/a |
| Customer Satisfaction Index Results | n/a | n/a | n/a | Improve-ment (3) |

(1) Direct vanpool operating costs only.
(2) 2010 dollars adjusted for inflation.
(3) Survey will be administered every 2-3 years. The goal is to show improvement from the last survey.

These performance targets exclude services operated under contract with Sound Transit.

## Fixed Route Standards

| Service Development Guideline | Service Development Standard |
|---|---|
| INTEGRATION WITH THE COMMUNITY<br>Pierce Transit will design services and facilities in areas appropriate to its land use characteristics and shall coordinate with local jurisdictions, so land use and development plans accommodate the integration of public transportation services. | TRANSIT OPERATING ENVIRONMENT<br>Transit services should operate on streets constructed to arterial street standards. |
| ROUTE DESIGN<br>Transit routes will be designed to provide an attractive and viable alternative to automobiles for regional travel.<br><br>Service design standards are intended to provide general guidelines for new routes and major redesign efforts. There may be times when local operating conditions will make it advisable to alter these design standards. | ROUTE SPACING<br>Bus routes should be spaced approximately one-half mile apart in the urban core (i.e., areas where the residential and employment densities exceed 6000/square mile). Bus routes should be spaced no closer than one mile apart in less densely populated sections of the service area. |
| | ROUTE DIRECTNESS<br>Route directness is defined as the ratio of travel distance via transit to the most direct travel distance via automobile. Routes should not be more than 20% longer in distance than a comparable trip by car. Deviations of routes should not exceed 8 minutes per round trip and should be based on averaging at least 10 additional customers per trip for such route deviation.. |
| | ROUTE DUPLICATION<br>Except on approaches to a transit center, or when the street network limits operations, there should be no more than one route per arterial. When more than one route does operate along the same street, vehicles should not operate at the same times. |

| | |
|---|---|
| | ONE WAY LOOPS<br>One way loops should not be used on regular weekday operational routes except as necessary at route terminals for the purpose of turning buses around. |
| | ROUTE ANCHORS<br>When possible, terminal points of each end of a route should be located at major activity centers to ensure passenger traffic in both directions of operation. At least one end of each route shall have a clear "destination" orientation. |
| | CORRESPONDENCE OF SERVICE LEVELS AND TRAVEL PATTERNS<br>Service frequency and times of operation should correspond to business hours, school class or shift change times, and other factors affecting travel patterns and rider demand. |
| URBAN SERVICES AREA<br>The urban core of Pierce County will be designated the Urban Services Area. Generally composed of neighborhoods with a combined residential and employment density exceeding 6,000 persons per square mile, this area will be served by intensive and high quality public transportation services. | Trunk routes will operate along a grid of major roadways within the Urban Services Area. Trunk routes provide high quality and frequent service that is specifically designed to provide a realistic alternative to private auto use for local trips. |
| TRANSIT CENTERS<br>Transit centers will be constructed at locations which permit the operation of a timed transfer system, and which permit convenient access to major passenger destinations. Generally, trunk routes will bypass transit centers unless the center is directly along the line of travel. Trunk routes may not operate on a timed transfer basis. | TRANSIT CENTERS<br>Appropriate roadway and development improvements in the vicinity of transit centers:<br>• Sidewalks and roadway crossings to provide pedestrian access from all area neighborhoods;<br>• Roadway improvements, such as HOV lanes and improvements, that permit unimpeded travel for transit vehicles along routes of access and egress to the transit center;<br>• Provision of bicycle facilities that link the transit center with surrounding neighborhoods;<br>• Street lighting that illuminates pedestrian approaches to the transit center;<br>• Encouragement of major new retail and office construction (high-rise construction is especially appropriate when undertaken in the vicinity of transit centers); and,<br>• Location of new retail and office construction so that pedestrian access from the transit center does not require walking through parking lots to reach a building.<br>Generally, transit services afforded transit centers is of sufficient quality that a significant percentage of the employees at any business located within walking distance of the transit center will utilize transit for their commute. Accordingly, it is appropriate to lower the number of employee-related parking spaces, which are mandated in such developments. |

| TYPES OF ROUTES | TRUNK ROUTES (*) |
|---|---|
| Routes will be classified according to their function:<br>Local Services<br>Trunk Routes<br>Urban Routes<br>Suburban Routes<br>Express Services:<br>Transit Center Connector Routes<br>Commuter (Local Feeder) Routes<br>Regional Express Routes<br>Hybrid Services<br>Zone route<br>Deviated Fixed Route | These are major routes that serve high volume corridors within the Urban Services Area and immediately adjacent suburban neighborhoods. They carry the most passengers, with the highest productivity of any local route:<br>Peak Hour Frequencies – 15-30 minutes<br>Midday Frequencies – 15-30 minutes<br>Saturday Frequencies – 30 minutes or less<br>Sunday Frequencies – 30 minutes or less<br>Evening Frequencies (before 9 p.m.) – 30 minutes or less<br>Night Frequencies (after 9 p.m.) – 60 minutes or less<br>Bus Stop Spacing – Less than ¼ mile<br>Densities Served – Residential + Employment>6000 per square mile<br>Given their visibility and importance, trunk routes will feature state-of-the-art customer information, enhanced passenger amenities and may feature special vehicles that are dedicated to these routes alone.<br>Appropriate roadway and site development improvements:<br>Sidewalks;<br>Construction of bus pullouts where warranted;<br>Minimization or elimination of driveways;<br>Street lighting that illuminates bus stops;<br>Provision of pedestrian crossing facilities immediately adjacent to bus top locations;<br>Providing improved bus stops at significant transfer locations. These stops may include upgraded shelter facilities, illumination, real time schedule information and intersection improvements that facilitate walking between bus stops for transferring passengers;<br>Placement of bus shelters at significant bus stops;<br>Encouragement of major new retail and office construction. High-rise construction is only appropriate when undertaken along Trunk bus routes or at a transit center;<br>Location of new retail and office construction so that pedestrian access does not require walking through parking lots to reach a building entrance. Location of parking lots a the back of new construction; and,<br>Planned convenient walk access between bus stops and major developments.<br>(*) Revised October 2011 |

| | |
|---|---|
| | URBAN ROUTES (*)<br>These are significant routes that serve arterial streets within urban areas. They carry large passenger volumes and maintain productivity at or above the system's average.<br>Peak Hour Frequencies – 30 minutes or less<br>Midday Frequencies – 30-60 minutes<br>Saturday Frequencies – 30-60 minutes<br>Sunday Frequencies – 60 minutes or less<br>Evening Frequencies (before 9 p.m.) – 60 minutes or less<br>Night Frequencies (after 9 p.m.) – 60 minutes or less<br>Bus Stop Spacing – Generally ¼ mile<br>Densities Served – Residential + Employment>4000 per square mile<br>Appropriate roadway and site development improvements:<br>Sidewalks;<br>Construction of bus pullouts where warranted;<br>Minimization or elimination of driveways;<br>Street lighting that illuminates bus stops;<br>Provision of pedestrian crossing facilities immediately adjacent to bus top locations;<br>Placement of bus shelters at transfer locations and at significant bus stops;<br>Because urban routes generally do not provide frequent enough service to accommodate the needs of most commuters, intensive new retail and office construction should be discouraged. When it does take place, new commercial development should be oriented so that pedestrian access does not require walking through parking lots to reach a building entrance. Location of parking lots a the back of new construction; and,<br>Planned convenient walk access between bus stops and major developments.<br>(*) Revised October 2011 |
| | SUBURBAN ROUTES (*)<br>These are minor routes that serve suburban neighborhoods. Passenger volumes and productivity tend to be low. Still, they provide a vital means for residents of outlying neighborhoods to access more frequent services operating in the region's urban core. They do not, however, provide frequent enough service to attract significant numbers of commute trips that originate in other portions of the urban area.<br>Peak Hour Frequencies – 60 minutes or less<br>Midday Frequencies – 60 minutes or less<br>Saturday Frequencies – As justified by demand<br>Sunday Frequencies – As justified by demand<br>Evening Frequencies (before 9 p.m.) – 60 minutes or less<br>Night Frequencies (after 9 p.m.) – Typically, service will not operate<br>Bus Stop Spacing – As needed; ¼ mile where development occurs. Less frequently in undeveloped neighborhoods.<br>Densities Served – Residential + Employment>1800 per square mile<br>Appropriate roadway and site development improvements:<br>Sidewalks in areas where development has occurred;<br>Placement of bus shelters at transfer locations and at significant bus stops;<br>New office and retail construction designed to attract people who are not residents of the immediate area should be discouraged.<br>(*) Revised October 2011 |

| | |
|---|---|
| | TRANSIT CENTER CONNECTOR ROUTES<br>These are express routes that connect transit centers separated by travel times exceeding thirty minutes. They allow passenger to travel the relatively long distances separating these facilities in travel times that compare to automobiles.<br>Peak Hour Frequencies – 30 minutes or less<br>Midday Frequencies – 30-60 minutes or less. May only operate during commute periods.<br>Service will operate as justified by demand during other periods.<br>Bus Stop Spacing – Generally only at transit centers and park and ride lots along the route.<br>Appropriate roadway and site development improvements:<br>These facilities will benefit from transit-friendly improvements adjacent to the centers they serve (see Transit Center Development Standards). |
| | EXPRESS ROUTES (*)<br>These are routes that connect transit centers or park and ride lots with major transit destinations. They allow travel to these distant locations in times that compare to automobiles.<br>Peak Hour Frequencies – 30 minutes or less<br>Midday Frequencies – May operate only during commute periods.<br>Needed Market – Before an employer, or group of employers, can sustain express services a significant pool of employees, who share a similar work shift, must be located at one work location. Generally, express services are only appropriate after the total workforce at a site exceeds 5000 persons. Vanpools are often an effective means of testing market potential before services are initiated.<br>Bus Stop Spacing – Generally only at transit centers and park and ride lots along the route<br>Appropriate roadway and site development improvements:<br>These facilities will benefit from transit-friendly improvements adjacent to the facilities they serve;<br>Bus stops should be located as close to the employment site as possible; and<br>Transit riders should not be asked to walk through a parking lot to reach the building's entrance.<br>(*) Revised October 2011 |

HYBRID SERVICES (*)

Hybrid services are a combination of fixed route and demand responsive services that serve low-density suburban or rural areas with cannot be cost-effectively served by conventional fixed route services alone. These are generally areas with a combined employment and residential density that is less than 1800 persons per square mile. Recognizing that Hybrid services generally have excessive operating costs per passenger carried, they are only initiated when the social benefit provided by these services outweighs their financial limitations.

Hybrid services possess far more flexibility than other fixed route services. Generally, the specific operating characteristics of a particular Hybrid service should be tailored to meet the needs of the neighborhoods it serves. Because they combine general public and paratransit services, hybrid routes do not need ADA complementary paratransit services.

Pierce Transit will operate two forms of Hybrid service:

- Zone routed services provide a vehicle to area residents at specified hours of the day. Customers must reserve a ride in advance. Zone routed services will transport customers from any part of the pickup zone to one or more drop-off points, where connections to other Pierce Transit services are provided.
- Deviated fixed route services operate along a fixed route and schedule but will deviate off that fixed route to pick up passengers when they reserve a trip in advance.

Hours of operation, service frequency and bus stop locations provided on Hybrid services vary, depending upon the specific needs of the area served. Generally, service levels are much less than what is offered on traditional fixed route services.

New Hybrid services should be determined to have the potential to transport five passengers per total vehicle hour of operation within three years of the startup of services.

(*) Service suspended in October 2011

POLICY HEADWAYS

Policy headways are established as follows:

| | Peak | Off Peak |
|---|---|---|
| Local Services | 0 | 0 |
| Express Services | 0 | 0 |

Headways will generally not exceed these levels.

No minimum policy headway is established for Hybrid services.
If a fixed route service cannot meet established performance standards at minimum policy headway levels, that service should be considered for elimination or conversion into a Hybrid service.

**Hours of Operation**

These are general guidelines and may be adjusted to meet the needs of specific operating conditions.

| | Weekdays | Saturdays | Sundays |
|---|---|---|---|
| Trunk Routes | 4:30 am-11:45 pm | 6:00 am – 11:00 pm | 7:00 am-9:30 pm |
| Urban Routes | 6:15 am – 10:15 pm | 7:45 am – 9:15 pm | 8:45 am – 5:30 pm |
| Suburban Routes | 5:15 am – 7:15 pm | No Service | No Service |
| Hybrid Routes | No Service | No Service | No Service |

NEW BUS ROUTES

New bus routes will be intensively monitored during their first three years of operation. While established performance standards will be used for this evaluation, other factors, such as ridership growth trends and future anticipated development, will also be considered.

ROUTE EVALUATIONS

Pierce Transit will develop and monitor service performance measures to assure optimal productivity levels for public transportation services. Separate performance standards will be established for each type of route being operated by Pierce Transit. Routes will be determined to be operating at an "E" (Exceeds), "S" (Satisfactory), "M" (Marginal) or "U" (Unsatisfactory) level of performance. Routes operating at "E" level will be considered for headway improvements. Routes that are determined to be marginal r unsatisfactory will be considered for headway reductions, operation at policy headways, redesign or elimination, as appropriate. Local route services and transit center connector express routes will be evaluated on the basis of the number of total passengers carried per vehicle platform hour, total passengers per revenue mile and the percentage of route operating costs recovered from passenger revenues. Commuter routes and regional express services will be evaluated on the basis of the number of total passengers careied per vehicle platform hour,

PERFORMANCE STANDARDS FOR LOCAL SERVICES

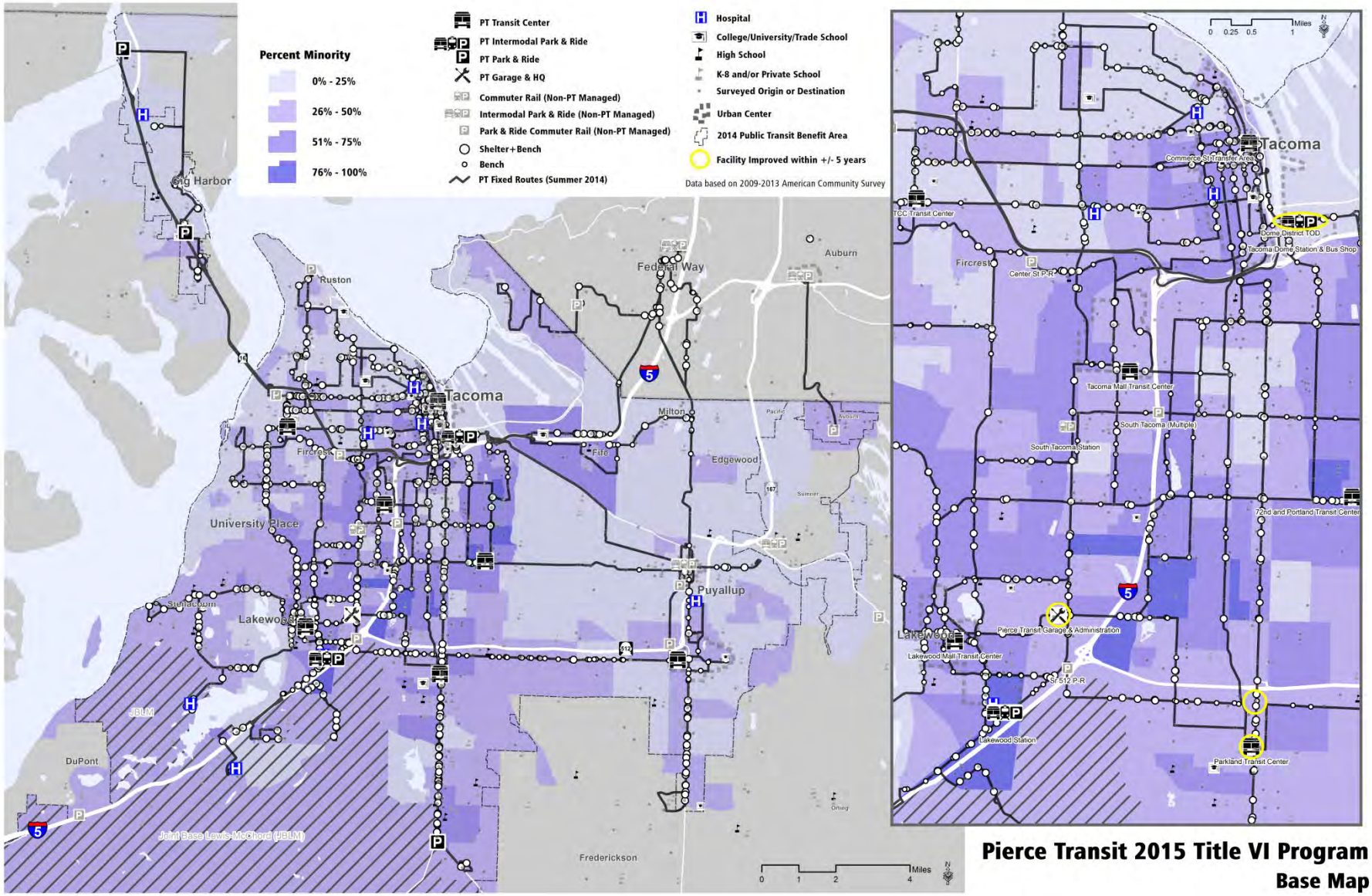
| | Pass. Per Hour | Pass per Mile | Pass Revenue/ Route Cost |
|---|---|---|---|
| Trunk Routes | | | |
| Exceeds | >35 | >4.0 | >25% |
| Satisfactory | 25-35 | 2.1-3.9 | 18-25% |
| Marginal | 20-25 | 1.7-2.0 | 14-18% |
| Unsatisfactory | <20 | <1.7 | <14% |
| Urban Routes | | | |
| Exceeds | >30 | >2.5 | >22% |
| Satisfactory | 20-30 | 1.7-2.4 | 14-22% |
| Marginal | 15-20 | 1.3-1.6 | 11-14% |
| Unsatisfactory | <15 | <1.3 | <11% |
| Suburban Routes | | | |
| Exceeds | >30 | >2.5 | >22% |
| Satisfactory | 15-30 | 1.3-2.5 | 11-22% |
| Marginal | 10-15 | 0.7-1.3 | 7-11% |
| Unsatisfactory | <10 | <.7 | <7% |
| Transit Center Connectors | | | |
| Exceeds | >30 | >2.5 | >22% |
| Satisfactory | 20-30 | 1.7-2.4 | 14-22% |
| Marginal | 15-20 | 1.3-1.6 | 11-14% |
| Unsatisfactory | <15 | <1.3 | <11% |

| | |
|---|---|
| average passengers carried per trip and the percentage of route operating costs recovered from passenger revenues. | PERFORMANCE STANDARDS FOR EXPRESS SERVICES<br><br>Pass. Per Hour / Pass per Trip / Pass Revenue/ Route Cost<br>Regional Express Routes<br>Exceeds >30 / >30 / >30%<br>Satisfactory 20-30 / 25-30 / 25-30%<br>Marginal 15-20 / 20-25 / 15-25%<br>Unsatisfactory <15 / <20 / <15% |
| (Service suspended in October 2011)<br><br>Hybrid services will be evaluated periodically on the basis of total passengers carried per vehicle hour and operating costs per passenger boarding. Each Hybrid service will be judged to be "S" (Satisfactory) or "U" (Unsatisfactory) based upon the results of this evaluation. Unsatisfactory routes will be considered for service level reductions or elimination, as appropriate. | (Service suspended in October 2011)<br>Passengers per Vehicle Hour / Cost per Boarding Passenger<br>New Routes (less than one year old):<br>Satisfactory >3.0 pass/hr <$11.30/pass<br>Unsatisfactory <3.0 pass/hr >$11.30/pass<br><br>Routes one to two years old:<br>Satisfactory >4.0 pass/hr <$8.50/pass<br>Unsatisfactory <4.0 pass/hr >$8.50/pass<br><br>Routes more than two years old:<br>Satisfactory >5.0 pass/hr <$6.80/pass<br>Unsatisfactory <5.0 pass/hr >$6.80/pass<br>All costs in 2010 dollars. They should be indexed for inflation. |

| | |
|---|---|
| EVALUATION OF INDIVIDUAL TRIPS<br>Individual peak hour, midday, night and weekend trips will be evaluated using the number of passengers they carry each hour as the service standard for the time period during which they operate. Generally, Pierce Transit will evaluate trips operated during a time period as a group. When a series of trips does not meet the maximum or minimum limits they will be considered for augmentation, elimination or modification, as appropriate. | PERFORMANCE STANDARDS FOR INDIVIDUAL TRIPS<br>Acceptable number of Total Passengers carried per revenue vehicle hour for individual trips:<br>Min Max<br>Trunk Routes<br>Peak 20.0 50.0<br>Midday 15.0 40.0<br>Night 10.0 40.0<br>Weekends 15.0 40.0<br>Urban Routes<br>Peak 15.0 50.0<br>Midday 10.0 40.0<br>Night 10.0 40.0<br>Weekends 10.0 40.0<br>Suburban Routes<br>Peak 10.0 30.0<br>Midday 10.0 20.0<br>Night 10.0 20.0<br>Weekends 10.0 20.0<br>Center Connector Express Routes<br>Peak 20.0 50.0<br>Midday 15.0 40.0<br>Night 10.0 40.0<br>Weekends 10.0 40.0<br>Express Services<br>Peak 20.0 50.0<br>Midday 15.0 40.0<br>Night 10.0 40.0<br>Weekends 10.0 40.0 |
| VEHICLE ASSIGNMENTS<br>Appropriately sized vehicles will be assigned to each work assignment. | VEHICLE SIZES<br>Pierce transit will operate three different vehicle types. Generally, the smallest vehicle capable of carrying the expected load will be dispatched on each piece of work.<br>Vehicle Type / Capacity / Maximum Desirable Load<br>Vans <18 20<br>Mid-size Coaches 20-30 40<br>Full-size Coaches 35-45 65 |
| OVERCROWDING<br>Overcrowding conditions should be minimized. | ROUTE LOADING STANDARDS<br>The maximum loadings for individual trips, as a percentage of available seat capacity on fixed route service<br>Local Express<br>Peak Hour 150% 100%<br>Peak Period 100% 100%<br>Off-Peak 100% 100% |

| **SHUTTLE Service Standards** | |
|---|---|
| PROGRAM ELIGIBILITY | Pierce Transit has adopted a separate set of program eligibility standards, which are available upon request. |
| SERVICE DELIVERY STANDARDS | SHUTTLE services should meet or exceed the requirements of the Americans with Disabilities Act. |
| **Vanpool Service Standards** | |
| SERVICE DESIGN<br>The vanpool program is an integral part of Pierce Transit's mix of transportation services. Vanpools offer a distinct alternative to auto travel and are especially suited to longer distance commute trips to major worksites. | MEETING CUSTOMER DEMAND<br>Pierce Transit will work to meet the demand for vanpool vehicles without maintaining a fleet in excess of actual need. Our goal is to have vehicles available when a new group is ready to form. |
| | COST RECOVERY<br>The vanpool program will recover one hundred percent of its operating costs from passenger fares. Operating costs include:<br>• Fuel<br>• Ongoing preventative maintenance<br>• Insurance<br>• Direct program administration<br>Operating costs do not include any portion of the vehicle purchase price or other capital costs associated with the vanpool program |
| SERVICE OPERATIONS<br>A comprehensive set of service policies has been established for the vanpool program. This summarizes vanpool operating policies that are detailed in those internal policies. | PROGRAM SAFETY<br>Pierce Transit will adopt rules that are designed to ensure the safe operation of vanpool vehicles.<br>• Every vanpool must have at least on assigned driver. Vanpool drivers will undergo mandatory training that provides grounding in the safe operation of Pierce Transit vehicles.<br>• Pierce Transit will enforce operating rules and procedures that prohibit the operation of vehicles in unsafe locations and ways. |
| | VANPOOL MARKETS<br>Generally, vanpools are not suited for commute trips of less than fifteen miles or for groups composed of less than seven people. |
| | FINANCIAL CONTROL<br>Pierce Transit will establish procedures that ensure vanpool groups properly account for, and promptly forward, program revenues. |
| | |

# APPENDIX F
# Pierce Transit Base Map 2014




**Pierce Transit 2015 Title VI Program**
**Base Map**

# APPENDIX G
# Characteristics of Pierce Transit Riders (2014 Customer Survey excerpt)

# Respondent Characteristics

## Demographics

Pierce Transit customers who were surveyed are fairly evenly split between male and female.

The average age of Pierce Transit riders is 34 years old. The majority (51%) are under 34 years old, and only one in five are 55 years old or older.

Two-thirds (66%) do not have a driver's license and an additional 39 percent do not have access to a vehicle, suggesting that a large base of Pierce Transit riders are Transit dependent.

The median income is $23,705. Nearly half (44%) have annual household incomes below $20,000, and seven-in-ten (69%) have incomes below $35,000.

Pierce Transit has a relatively high percent of minority riders: one-in-four (26%) are African American, and one-in-ten (11%) are Native American.

One quarter (24%) speak English "less than very well".

*Table 1: Demographics of Respondents*

| | Respondent Profile (unweighted) | Respondent Profile (weighted) |
|---|---|---|
| Gender | | |
| Male | 48% | 48% |
| Female | 52% | 52% |
| Age | | |
| 16–34 | 51% | 51% |
| 35–54 | 29% | 30% |
| 55 Plus | 20% | 19% |
| Median | 33.50 | 34.00 |
| Household Size | | |
| One Person | 24% | 24% |
| 2-4 People | 57% | 57% |
| 5 or more | 19% | 19% |
| Driver's License | | |
| Yes | 34% | 34% |
| No | 66% | 66% |
| Number of Vehicles | | |
| None | 41% | 39% |
| One | 29% | 32% |
| Two or more | 30% | 29% |
| Voter Status | | |
| Registered Voter | 73% | 72% |
| Not Registered | 27% | 28% |
| Income | | |
| Less than $20,000 | 45% | 44% |
| $20,000–$35,000 | 25% | 25% |
| $35,000–$50,000 | 14% | 14% |
| $50,000–$75,000 | 9% | 9% |
| $75,000–$100,000 | 4% | 5% |
| $100,000 or more | 4% | 3% |
| Median | | $23,705 |
| Race/Ethnicity *(Mult Resp)* | | |
| White | 68% | 67% |
| Asian | 7% | 6% |
| African American | 25% | 26% |
| Native American | 11% | 11% |
| Other | 1% | 1% |
| % Hispanic | 12% | 12% |
| English Proficiency | | |
| Very Well | 73% | 76% |
| Less than Very Well | 27% | 24% |
| Language Spoken at Home | | |
| English only | 86% | 86% |
| Other than English | 14% | 14% |

*Base: All Respondents 2014(n=650). Please see Appendix I for prior years' base data.*

# APPENDIX H
# Transit Service Monitoring Table

| Route Characteristics | | | Minority Block Groups | | | Low Income Block Groups | | | Efficiency | | | Headway | | | | | | Overcrowding | | | | | | On-Time Performance | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Route | Service Type | Total Revenue Miles | Total Miles in/adjacent to Minority BG | Minority Mileage (%) | High Minority Route | Total Miles in/adjacent to Poverty BG | Low Income Mileage (%) | Low Income Route | PAX/HR | Std. | PAX/Hour vs Standard | Peak | Std. | Meets Standard | Mid-Day | Std. | Meets Standard | Peak Period Seat Load (%) | Std. | Meets Standard | Off-Peak Seat Load (%) | Std. | Meets Standard | OTP | Std. | Meets Standard |
| 1 | Trunk | 38.6 | 26.2 | 68% | Yes | 31.0 | 80% | Yes | 31 | 15 | Yes | 15 | 15 | Yes | 20 | 30 | Yes | 60.2% | 150% | Yes | 67.4% | 100% | Yes | 84.5% | 85% | No |
| 2 | Trunk | 23.8 | 19.5 | 82% | Yes | 15.7 | 66% | Yes | 28 | 15 | Yes | 20 | 15 | No | 30 | 30 | Yes | 43.3% | 150% | Yes | 47.8% | 100% | Yes | 85.7% | 85% | Yes |
| 3 | Trunk | 21.7 | 21.7 | 100% | Yes | 20.5 | 95% | Yes | 28 | 15 | Yes | 30 | 15 | No | 30 | 30 | Yes | 48.6% | 150% | Yes | 43.1% | 100% | Yes | 88.2% | 85% | Yes |
| 10 | Urban | 12.1 | 5.8 | 48% | Yes | 10.9 | 90% | Yes | 29 | 10 | Yes | 30 | 30 | Yes | 60 | 60 | Yes | 33.0% | 100% | Yes | 42.5% | 100% | Yes | 87.4% | 85% | Yes |
| 11 | Urban | 15.9 | 3.8 | 24% | No | 9.1 | 58% | Yes | 19 | 10 | Yes | 60 | 30 | No | 60 | 60 | Yes | 33.9% | 100% | Yes | 31.2% | 100% | Yes | 86.0% | 85% | Yes |
| 13 | Urban | 10.5 | 3.1 | 29% | No | 3.8 | 36% | Yes | 16 | 10 | Yes | 60 | 30 | No | 60 | 60 | Yes | 28.6% | 100% | Yes | 25.3% | 100% | Yes | 89.5% | 85% | Yes |
| 14 | Urban | 11.2 | 3.3 | 30% | No | 6.8 | 61% | Yes | 13 | 10 | Yes | 60 | 30 | No | 60 | 60 | Yes | 33.6% | 100% | Yes | 27.2% | 100% | Yes | 90.5% | 85% | Yes |
| 16 | Urban | 14.0 | 4.2 | 30% | No | 9.1 | 65% | Yes | 25 | 10 | Yes | 60 | 30 | No | 60 | 60 | Yes | 35.6% | 100% | Yes | 36.4% | 100% | Yes | 79.9% | 85% | No |
| 28 | Urban | 9.7 | 7.4 | 76% | Yes | 7.1 | 74% | Yes | 26 | 10 | Yes | 30 | 30 | Yes | 60 | 60 | Yes | 31.3% | 100% | Yes | 30.0% | 100% | Yes | 82.4% | 85% | No |
| 41 | Urban | 14.0 | 11.5 | 82% | Yes | 11.5 | 82% | Yes | 28 | 10 | Yes | 30 | 30 | Yes | 60 | 60 | Yes | 38.7% | 100% | Yes | 41.0% | 100% | Yes | 77.2% | 85% | No |
| 42 | Urban | 11.0 | 9.0 | 82% | Yes | 7.0 | 64% | Yes | 24 | 10 | Yes | 60 | 30 | No | 60 | 60 | Yes | 36.9% | 100% | Yes | 33.1% | 100% | Yes | 83.5% | 85% | No |
| 45 | Urban | 16.0 | 14.2 | 88% | Yes | 13.6 | 85% | Yes | 21 | 10 | Yes | 60 | 30 | No | 60 | 60 | Yes | 37.0% | 100% | Yes | 26.5% | 100% | Yes | 83.7% | 85% | No |
| 48 | Urban | 20.3 | 19.3 | 95% | Yes | 19.3 | 95% | Yes | 24 | 10 | Yes | 30 | 30 | Yes | 60 | 60 | Yes | 42.6% | 100% | Yes | 42.5% | 100% | Yes | 87.5% | 85% | Yes |
| 51 | Urban | 23.5 | 18.7 | 80% | Yes | 20.5 | 87% | Yes | 18 | 10 | Yes | 60 | 30 | No | 60 | 60 | Yes | 40.7% | 100% | Yes | 46.5% | 100% | Yes | 87.4% | 85% | Yes |
| 52 | Urban | 9.6 | 7.1 | 74% | Yes | 7.2 | 75% | Yes | 32 | 10 | Yes | 30 | 30 | Yes | 60 | 60 | Yes | 40.5% | 100% | Yes | 39.0% | 100% | Yes | 94.5% | 85% | Yes |
| 53 | Urban | 33.1 | 26.2 | 79% | Yes | 19.9 | 60% | Yes | 22 | 10 | Yes | 60 | 30 | No | 60 | 60 | Yes | 46.7% | 100% | Yes | 42.9% | 100% | Yes | 90.9% | 85% | Yes |
| 54 | Urban | 9.7 | 7.6 | 78% | Yes | 8.0 | 83% | Yes | 27 | 10 | Yes | 30 | 30 | Yes | 60 | 60 | Yes | 29.1% | 100% | Yes | 26.9% | 100% | Yes | 93.4% | 85% | Yes |
| 55 | Urban | 13.6 | 13.1 | 97% | Yes | 10.2 | 75% | Yes | 32 | 10 | Yes | 30 | 30 | Yes | 30 | 60 | Yes | 35.3% | 100% | Yes | 34.4% | 100% | Yes | 85.7% | 85% | Yes |
| 56 | Urban | 10.3 | 9.6 | 94% | Yes | 9.5 | 92% | Yes | 24 | 10 | Yes | 60 | 30 | No | 60 | 60 | Yes | 42.6% | 100% | Yes | 42.0% | 100% | Yes | 96.1% | 85% | Yes |
| 57 | Urban | 14.4 | 13.5 | 93% | Yes | 11.2 | 78% | Yes | 27 | 10 | Yes | 30 | 30 | Yes | 30 | 60 | Yes | 35.4% | 100% | Yes | 46.1% | 100% | Yes | 84.9% | 85% | No |
| 62 | Suburban | 19.0 | 8.7 | 46% | Yes | 0.0 | 0% | No | 4 | 10 | No | 60 | 60 | Yes | -- | 60 | No | 15.2% | 100% | Yes | 11.9% | 100% | Yes | 77.6% | 85% | No |
| 100 | Suburban | 34.8 | 4.0 | 11% | No | 5.9 | 17% | No | 13 | 10 | Yes | 60 | 60 | Yes | 60 | 60 | Yes | 52.2% | 100% | Yes | 49.6% | 100% | Yes | 86.4% | 85% | Yes |
| 101 | Suburban | 9.5 | 3.3 | 35% | Yes | 3.3 | 35% | Yes | 5 | 10 | No | 30 | 60 | Yes | 30 | 60 | Yes | 10.8% | 100% | Yes | 11.0% | 100% | Yes | 92.9% | 85% | Yes |
| 102 | Express | 43.7 | 18.8 | 43% | Yes | 19.8 | 45% | Yes | 5 | 20 | No | 30 | 30 | Yes | -- | -- | Yes | 52.6% | 100% | Yes | 35.8% | 100% | Yes | 84.1% | 85% | No |
| 202 | Urban | 13.7 | 13.1 | 95% | Yes | 12.0 | 88% | Yes | 33 | 10 | Yes | 30 | 30 | Yes | 30 | 60 | Yes | 42.2% | 100% | Yes | 40.4% | 100% | Yes | 87.7% | 85% | Yes |
| 204 | Urban | 10.7 | 9.5 | 89% | Yes | 9.9 | 93% | Yes | 36 | 10 | Yes | 30 | 30 | Yes | 30 | 60 | Yes | 44.6% | 100% | Yes | 42.1% | 100% | Yes | 93.3% | 85% | Yes |
| 206 | Urban | 18.8 | 14.4 | 77% | Yes | 14.4 | 77% | Yes | 24 | 10 | Yes | 30 | 30 | Yes | 45 | 60 | Yes | 47.8% | 100% | Yes | 48.0% | 100% | Yes | 83.7% | 85% | No |
| 212 | Urban | 13.9 | 9.8 | 70% | Yes | 4.8 | 35% | Yes | 25 | 10 | Yes | 30 | 30 | Yes | 30 | 60 | Yes | 38.7% | 100% | Yes | 36.5% | 100% | Yes | 94.2% | 85% | Yes |
| 214 | Urban | 18.7 | 13.3 | 71% | Yes | 6.6 | 35% | Yes | 19 | 10 | Yes | 30 | 30 | Yes | 30 | 60 | Yes | 33.1% | 100% | Yes | 36.8% | 100% | Yes | 95.4% | 85% | Yes |
| 300 | Urban | 18.4 | 17.5 | 95% | Yes | 14.8 | 80% | Yes | 24 | 10 | Yes | 30 | 30 | Yes | 30 | 60 | Yes | 29.3% | 100% | Yes | 27.2% | 100% | Yes | 87.3% | 85% | Yes |
| 400 | Urban | 25.6 | 4.1 | 16% | No | 11.5 | 45% | Yes | 16 | 10 | Yes | 30 | 30 | Yes | 60 | 60 | Yes | 36.6% | 100% | Yes | 30.3% | 100% | Yes | 87.3% | 85% | Yes |
| 402 | Urban | 37.3 | 6.1 | 16% | No | 9.2 | 25% | No | 17 | 10 | Yes | 30 | 30 | Yes | 60 | 60 | Yes | 36.3% | 100% | Yes | 37.4% | 100% | Yes | 87.3% | 0.9 | Yes |
| 409 | Urban | 16.8 | 1.7 | 10% | No | 3.5 | 21% | No | 14 | 10 | Yes | 60 | 30 | No | 60 | 60 | Yes | 19.4% | 100% | Yes | 19.3% | 100% | Yes | 77.0% | 85% | No |
| 410 | Suburban | 18.4 | 4.4 | 24% | No | 8.4 | 46% | Yes | 22 | 10 | Yes | 30 | 60 | Yes | 60 | 60 | Yes | 29.8% | 100% | Yes | 37.0% | 100% | Yes | 93.4% | 85% | Yes |
| 425 | Suburban | 14.2 | 5.5 | 39% | Yes | 7.3 | 51% | Yes | 3 | 10 | No | 30 | 60 | Yes | 30 | 60 | Yes | 18.6% | 100% | Yes | 20.3% | 100% | Yes | 72.1% | 85% | No |
| 495 | Express | 3.2 | 0 | 0% | No | 1.3 | 39% | Yes | 39 | 20 | Yes | 30 | 60 | Yes | -- | 60 | No | 80.7% | 100% | Yes | 66.8% | 100% | Yes | N/A | 85% | N/A |
| 497 | Suburban | 10.6 | 2.1 | 20% | No | 0.0 | 0% | No | 14 | 10 | Yes | 30 | 60 | Yes | -- | 60 | No | 56.7% | 100% | Yes | 40.2% | 100% | Yes | 97.1% | 85% | Yes |
| 500 | Urban | 24.6 | 7.9 | 32% | No | 10.1 | 41% | Yes | 11 | 10 | Yes | 60 | 30 | No | 60 | 60 | Yes | 65.3% | 100% | Yes | 53.0% | 100% | Yes | 70.4% | 85% | No |
| 501 | Urban | 32.4 | 11.8 | 36% | Yes | 10.3 | 32% | No | 11 | 10 | Yes | 60 | 30 | No | 120 | 60 | No | 36.1% | 100% | Yes | 31.5% | 100% | Yes | 79.9% | 85% | No |
| **Total** | | **714.4** | **400.9** | **56%** | | **405.4** | **57%** | | **24.2** | | | | | | | | | **40.1%** | | | **39.7%** | | | **86.3%** | | |

# APPENDIX I
# Pierce Transit Title VI Policies

# POLICY

**Effective Date:** July 1, 2015 **Review Due: July 1, 2016**
**Replaces:** POL-1200.22, March 27, 2012
**See Also:** PRO 1200.22A Conducting Title VI Service Equity Analyses
PRO 1200.22B Conducting Title VI Fare Equity Analysis
**Approved By:** Board of Commissioners February 11, 2013 and March 10, 2014

## POL-1200.22 TITLE VI POLICIES FOR SERVICE AND FARE CHANGES

The requirement for these policies comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012.The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

Circular 4702.1B requires agencies to have in place a Major Service Change Policy, a Disparate Impact Policy, and a Disproportionate Burden Policy. These policies were approved by the Pierce Transit Board of Commissioners on February 11, 2013. The Major Service Change Policy had minor amendments approved on March 10, 2014. The definition of Major Service Change is also documented in Pierce Transit Code Chapter 1.60 - Public Hearing Procedures.

### PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

The purpose of this policy is to establish a threshold that defines a major service change and to define an adverse effect caused by a major service change.

A major service change is defined as any change in service lasting 12 months or more on any individual route that would add or eliminate twenty percent or more of the route revenue miles or twenty percent or more of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects on minority and low-income populations.

An adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

### PIERCE TRANSIT DISPARATE IMPACT POLICY

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

A disparate impact occurs when the minority population adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

Disparate impacts on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disparate impacts on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If Pierce Transit finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

## PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income populations.

A disproportionate burden occurs when the low-income population adversely affected by a fare or service change is five percent more than the average low-income population of Pierce Transit's service area.

Disproportionate burden on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disproportionate burden on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If Pierce Transit finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on low-income population and would still accomplish the agency's legitimate program goals.

**Definitions:**

**Minority Population** – Persons identifying themselves as a race other than white, self-reported in the U.S. Census.

**Low-Income Population** – Persons reporting as being under the federal household poverty limit as defined by the U.S. Census Bureau.

# APPENDIX J
# Placeholder for Board Approval of 2015 Transit Service Monitoring

# Board of Commissioners resolution approving results of transit service monitoring (placeholder)

# APPENDIX K

# Board Approval of Title VI Policies March 2013 and February 2014 (minor amendment)

# RESOLUTION NO. 13-003

A RESOLUTION of the Board of Commissioners of Pierce Transit
Authorizing Approval of Major Service Change Policy, Disparate
Impact Policy, and Disproportionate Burden Policy

WHEREAS, The Federal Transit Administration (FTA) issued Title VI Requirements and Guidelines for Federal Transit Administration Recipients, Circular 4702.1B on October 1, 2012; and

WHEREAS, the circular affects transit providers receiving federal funding in urbanized communities of more than 200,000 people and operating at least 50 vehicles during peak service hours.; and

WHEREAS, these agencies must establish policies that define the threshold for major service changes and the determination of disparate impact/disproportionate burden applied to Title VI service and fare equity analyses; and

WHEREAS, these analyses will examine the impact to minority and low-income populations of any fare change or major service change proposed by Pierce Transit; and

WHEREAS, the public hearing date and proposed policies were shared with the community through a robust communication effort including publishing a legal notice 20 and 5 calendar days before the public hearing; rider alerts distributed on buses and throughout the PTBA; posters on board buses to notify passengers of the public meetings and hearing; through the use of social media including Facebook and the PT NewsFlash email distribution group; with meetings of key stakeholder groups such as the Eastside Neighborhood Advisory Council of Tacoma, Tacoma Ministerial Alliance, Centro Latino, Aging and Disability Resource Center Community Forum, and Tacoma Area Coalition of Individuals with Disabilities(TACID); and via email notice to each jurisdiction in the PTBA of the public hearing and comment period; and

WHEREAS, public meetings were held on February 5, 2013 at Sheridan Elementary School, 5317 McKinley Ave., Tacoma, and February 6, 2013 at Centro Latino, 1208 S 10th St., Tacoma, to share information about the proposed policies and public hearing. These meeting locations are along existing Pierce Transit routes in areas identified with high minority and low income populations; and

WHEREAS, the Pierce Transit Citizens Transportation Advisory Group (CTAG) was engaged and reviewed the proposed polices at its January 31, 2013 meeting and recommended that the proposed policies be approved; and

WHEREAS the Pierce Transit Board of Commissioners is required to adopt the Major Service Change Policy, the Disparate Impact Policy, and the Disproportionate Burden Policy as a requirement of the Title VI Circular 4702.1B as directed by the Federal Transit Administration;

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

Section 1.The Board of Commissioners authorizes the adoption of the Major Service Change Policy: A major service change is defined as any change in service on any individual route that would add or eliminate more than twenty percent of the route revenue miles or twenty percent of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects.

Section 2. The Board of Commissioners authorizes the adoption of the Disparate Impact Policy: A disparate impact occurs when the minority population adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

Section 3. The Board of Commissioners authorizes the adoption of the Disproportionate Burden Policy: A disproportionate burden occurs when the low-income population adversely affected by a fare or service change is five percent more than the average low-income population of Pierce Transit's service area.

ADOPTED by the Board of Commissioners of Pierce Transit at a regular meeting thereof held on the 11th day of February 2013.

Marilyn Strickland, Chairman
Board of Commissioners

ATTEST:

Barbara B. Schatz, CMC
Acting Clerk of the Board

# RESOLUTION NO. 14-008

A RESOLUTION of the Board of Commissioners of Pierce Transit authorizing Amendments to Chapter 1.60 - Public Hearing Procedures - of the Pierce Transit Code

WHEREAS, the Board of Commissioners authorized approval of a Major Service Change Policy in February 2013 under Resolution No. 13-003; and

WHEREAS, the Pierce Transit (PT) Code Chapter 1.60- Public Hearing Procedures defines "major service change" and requires a public hearing for major service changes as well as for fare changes; and

WHEREAS, Chapter 1.60.010 was not formally amended at the time of the Title VI policy (including Major Service Change) adoptions in February 2013; and

WHEREAS, the proposed amendments to the PT Code, Chapter 1.60.010, incorporate the 2013 Major Service Change Policy; FTA's allowances for exemptions for equity analyses for demonstration fares and services; clarify that major service changes and all non-demonstration, system-wide fare changes will be subject to an equity analysis; change the timing of legal notices for fare and major service changes; and also update the agency's commitments for communication with stakeholders about fare and major service changes; and

WHEREAS, Pierce Transit desires to bring its code consistent with its practices for public process; and

WHEREAS, Pierce Transit staff therefore proposes to repeal Sections 1.60.020 and 1.60.030 in their entirety; and

WHEREAS, Said sections have been clarified and consolidated under proposed new Section 1.60.010 (C); and

WHEREAS, a legal notice of the public hearing to address these proposed changes was advertised in the Tacoma Daily Index on March 3, 2014; the proposed amendments to the PT Code were posted on Pierce Transit's web site; and a public hearing was held on March 10, 2014, at a meeting of the Pierce Transit Board of Commissioners to seek public comment on the proposed amendments; and

NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

Section 1. The Board of Commissioners authorizes the following amendments to the Pierce Transit Code:

**1.60.010 - Legal communication requirements.**

A. Pierce Transit will hold a public hearing when any fare changes lasting longer than a 6-month demonstration period are proposed or any major service changes are proposed. ~~For purposes of this section~~ A major service changes shall be defined as any change in service lasting 12 months or more on any individual route that would add or eliminate ~~more than~~ twenty percent or more of the route revenue miles or twenty percent or more of the route revenue ~~service~~ hours. All major service changes and all non-demonstration, system-wide, fare changes will be subject to an equity analysis which includes an analysis of adverse effects on minority and low income populations.

B. Pierce Transit will publicize the hearing in a major newspaper with general circulation in the urbanized area of Pierce County and other newspapers which are directed at specifically affected groups. Legal notices will be advertised at least 7 calendar days and not more than 14 calendar ~~20 and 5~~ days in advance of the hearing date.

C. Beyond these legal notice requirements, both before and after a public hearing, Pierce Transit will take other appropriate steps to alert riders, notify the community, and inform staff and other stakeholders of any fare or major service changes. Along with any legal notice, Pierce Transit will publish the legal notice and the proposed fare change(s) or major service change(s) on Pierce Transit's website.

~~**1.60.020 Beyond legal requirements - Before public hearing.**~~

~~It is the intent of Pierce Transit to:~~

~~A. Distribute a rider alert on all affected bus routes and shuttle vans 2 weeks in advance of the hearing date;~~

~~B. Issue a news release to all local media;~~

~~C. Update Pierce Transit's Hotline, TDD line and telephone information "closed" message line~~

~~**1.60.030 Beyond legal requirements - After public hearing.**~~

~~It is the intent of Pierce Transit to:~~

~~A. Notify customer services representatives, administrative services staff and coach operators when proposed changes become official;~~

~~B. Distribute a rider alert regarding an approved change in fares or services on all affected bus routes and shuttle vans 2 weeks prior to implementation date of changes;~~

~~C. Issue news releases to all local media prior to implementation date;~~

~~D. Update Pierce Transit's Hotline, TDD line and telephone information "closed" message line.~~

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 10th day of March, 2014.

PIERCE TRANSIT

Rick Talbert, Chair
Board of Commissioners

ATTEST/AUTHENTICATED

Deanne Jacobson
Clerk of the Board

PIERCE COUNTY PUBLIC TRANSPORTATION BENEFIT AREA CORPORATION ★ 1979

# APPENDIX L

# Service and Fare Change Equity Analyses Conducted between 2012 and 2015

Pierce Transit

# Title VI Service Equity Analysis

## Pursuant to FTA Circular 4702.1B

September 2013 Service Change

February 2013

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# PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

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# PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

## 1 INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is an analysis of Pierce Transit's planned service reductions, which, by September 2013, will reduce bus service by approximately 28%.

## 2 BACKGROUND

The agency has experienced a significant loss of revenue since the start of the recession in 2008. Approximately 70% of Pierce Transit's revenue comes from local sales tax. Even with cuts in overhead, reduced management, cuts in service to the public, and a reduction in service area, it doesn't make up for the lost revenue. Pierce Transit is funding the difference with reserve funds; those funds will run out in 2013.

Proposition 1 in November 2012 would have provided additional sales tax revenue for the agency, which would have provided additional funding for local bus services. But due to the loss of Proposition 1, Pierce Transit is now in the unfortunate situation of planning service reductions. These cuts are scheduled to occur in September 2013. Routes and schedules are based on an extensive system reduction project, robust public outreach since 2009, public communication associated with Proposition 1, and direction from Pierce Transit's Board of Commissioners. This will be a significant transition for Pierce Transit. The agency will continue to look for efficiencies and ways to reduce administrative costs so there will be as much service on the street as possible. Our top priority is to be the best smaller system possible for our customers.

## 2.1 September 2013 Service Change

Pierce Transit currently operates at 417,000 annual service hours. Once the service reduction plan is implemented in September 2013, Pierce Transit will operate approximately 300,000 annual service hours.

The September change focuses on reduction of headways and reduced span of service. Service on some routes will be eliminated on weekends. Staff utilized data on ridership by trip and time of day in order to identify low performing trips. One route, the Route 62 serving Northeast Tacoma, is planned for elimination with this service reduction due to low utilization. Appendix 1 shows a map of Pierce Transit's current system. Appendix 2 provides a route by route narrative of the changes to each route in the system.

The draft plan for the September 2013 service change eliminated all weekend and holiday service. During early public outreach, the prevailing public sentiment was that weekend service was important for their jobs and lives. With elimination of some capital projects and other cost savings, Pierce Transit was able to retain service on weekends on some Saturday and Sunday routes, with limited span and frequency. Span of service on higher frequency routes was kept as long as possible on weekends to serve those routes that have the highest ridership at the early and late hours of the day.

In order to reduce service hours and maintain service to a large service area, increasing headways across the system is a necessary change. All riders will be impacted when headways are increased. Increasing headways provides service with less frequency and thus less convenience. The important fact is that riders who rely on our system will be inconvenienced by increased headways but will at least continue to have service on those routes. With the focus on ridership and efficiency for the September 2013 service change, PT was able to preserve headways during peak commute times and some mid-day service for higher ridership routes.

# 3 TITLE VI POLICIES & DEFINITIONS

Pierce Transit's Board of Commissioners adopted three new policies in February 2013 related to Title VI that guide this analysis: Major Service Change Policy; Disparate Impact Policy; and Disproportionate Burden Policy. The requirement for these policies comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 persons or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

## 3.1 PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

The purpose of this policy is to establish a threshold that defines a major service change and to define an adverse effect caused by a major service change.

A major service change is defined as any change in service on any individual route that would add or eliminate more than twenty percent of the route revenue miles or twenty percent of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects on minority and low-income populations.

An adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

## 3.2 PIERCE TRANSIT DISPARATE IMPACT POLICY

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

A disparate impact occurs when the minority population[1] adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

Disparate impacts on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disparate impacts on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

[1] **Minority Population** – Persons identifying themselves as a race other than white or of Hispanic origin, self-reported in the U.S. Census.

If Pierce Transit finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

## 3.3 PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income[2] populations.

A disproportionate burden occurs when the low-income population adversely affected by a fare or service change is five percent more than the average low-income population of Pierce Transit's service area.

Disproportionate burden on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disproportionate burden on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If Pierce Transit finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on low-income population and would still accomplish the agency's legitimate program goals.

[2] **Low-Income Population** – Persons reporting as being under the federal household poverty limit as defined by the U.S. Department of Health and Human Services.

# 4 METHODOLOGY

Pierce Transit staff first calculated which routes were planned to be reduced by 20% or more in revenue hours or revenue miles and thus are subject to the Title VI Equity Analysis. Pierce Transit staff then identified the minority and low-income population living within ¼ mile of each route in the system and within the entire service area. GIS mapping and 2010 Census data were used at the census block level for minority data. American Community Survey 2007-2011 data by census tract was used for low-income data[3]. A ¼ mile buffer was placed around each route to designate the route access range, the population of each tract or block within or touching that buffer was calculated, then the percentages of minority and low-income populations of those tracts/blocks were calculated.

Pierce Transit analyzed frequency changes and span of service changes in an aggregate, system-wide manner, as established in the Major Service Change Policy (Section 3.1). The population data (including the minority and low income data) for all routes with these time-based changes was calculated for all routes together. The only route planned for elimination was analyzed individually to determine whether there were adverse impacts to minority or low income populations along that specific route. The detailed data of hours and miles by route is included in Appendix 3. The equity analysis is provided below in Section 5.

[3] Pierce Transit's 2010 Customer Survey provides information about our riders' race and income, but does not provide statistically significant data on ridership by route, so Census Data was used to analyze the population along Pierce Transit's routes.

# 5 EFFECTS OF PROPOSED SERVICE CHANGES ON MINORITY AND LOW INCOME POPULATIONS

## 5.1 System-Wide Effects

Pierce Transit currently operates 37 routes and provides 411,000 annual revenue hours and 3.5 million revenue miles. The September 2013 service change will result in an approximate 26% reduction in revenue hours, and a 28.5% reduction in revenue miles. Table 5-1 below shows the percent reduction in hours and miles by route. The shaded cells show the routes that have a 20% or greater reduction (a "major service change") and so are included in this equity analysis. Of the 37 routes, one will be eliminated and 22 will have a 20% or greater reduction.

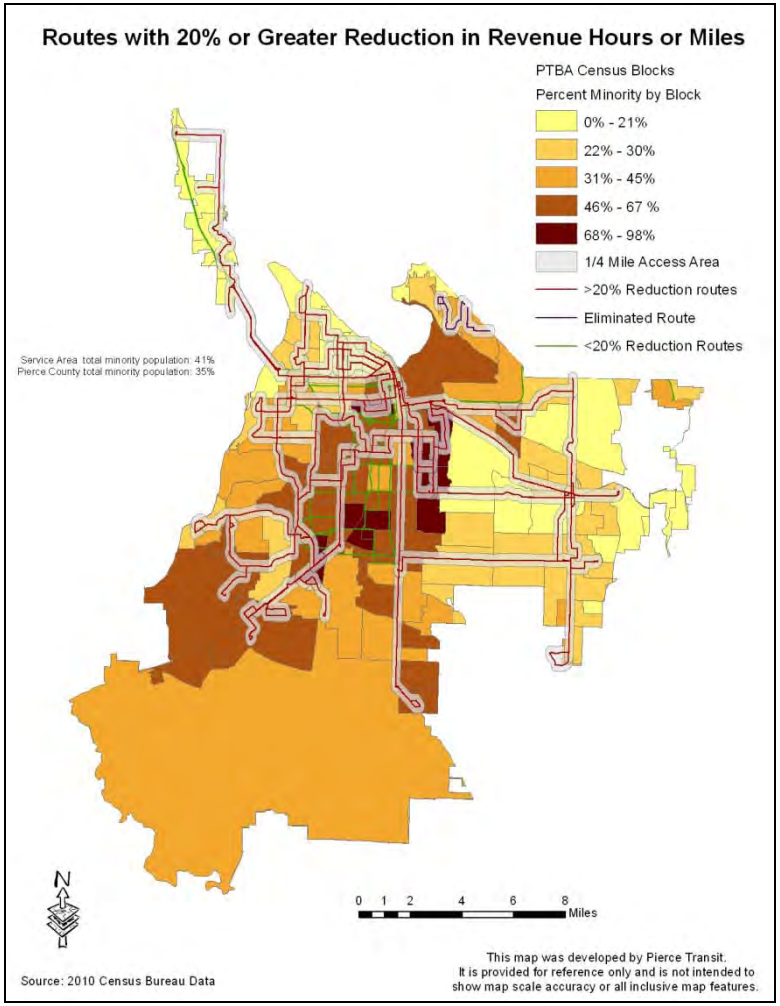
TABLE 5-1 Percent Reduction in Hours and Miles, by Route

| Route No. | 1 | 2 | 3 | 10 | 11 | 13 | 14 | 16 | 28 | 41 | 42 | 45 | 48 | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 62 | 100 | 102 | 202 | 204 | 206 | 212 | 214 | 300 | 400 | 402 | 409 | 410 | 495 | 497 | 500 | 501 | System |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| % Reduction in Hours | -21 | -22 | -5 | -8 | -36 | -36 | -42 | -21 | -16 | -23 | -27 | -11 | -16 | -41 | -11 | -19 | -29 | -7 | -15 | -51 | -100 | -51 | 0 | -17 | -11 | -40 | -28 | -52 | -52 | -37 | -27 | -32 | -31 | 0 | 0 | 5% | -78 | -26 |
| % Reduction in Miles | -24 | -23 | -7 | -8 | -39 | -35 | -42 | -24 | -16 | -21 | -72 | -12 | -17 | -40 | -11 | -20 | -30 | -7 | -16 | -52 | -100 | -52 | 0 | -17 | -11 | -41 | -29 | -51 | -52 | -52 | -27 | -33 | -27 | 0 | 0 | 6 | -77 | -28.5 |

The following maps (Figure 5-1) show all of Pierce Transit's routes overlaid on the census blocks with the minority population (left, in orange) and on the census tracts with low income population (right, in blue). Routes that are subject to a 20% or greater change in miles or hours are shown in red (with ¼ mile buffer shown) and the routes that are subject to a less than 20% change are shown in green. The maps also show that the majority of Pierce Transit's routes are concentrated in the higher proportion minority and low income areas.

Table 5-2 below shows a summary of the impacts of the time-based service changes and the route elimination on minority and low income populations in the Pierce Transit service area.

Figure 5-1 Pierce Transit Route Maps on Minority and Low Income Census Blocks/Tracts



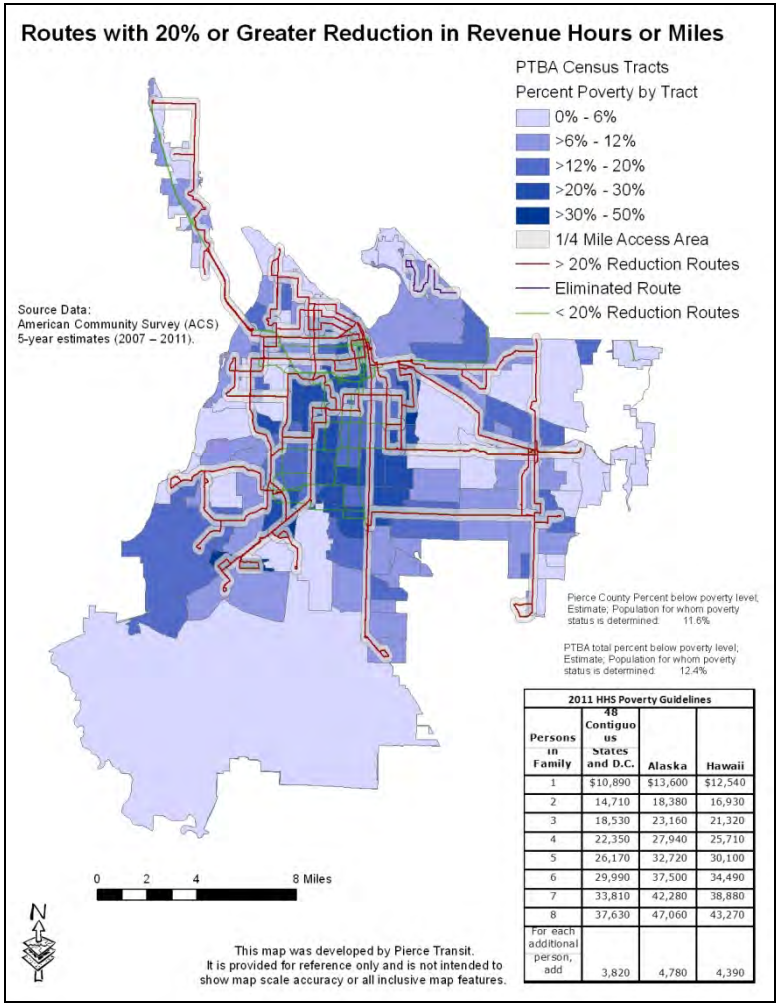




Table 5-2 Impact of Service Changes on Minority and Low Income Populations

| Summary of Service Change | Minority Proportion of Population | | | Low Income Proportion of Population | | |
|---|---|---|---|---|---|---|
| | Census Blocks Along Routes | Average Population in Service Area | Difference | Census Tracts Along Routes | Average Population in Service Area | Difference |
| Reduction of 20% or more in revenue hours and / or revenue miles | 42.8% | 41.0% | 2.7% | 13.2% | 12.4% | 0.8% |
| Route Elimination (Route 62) | 38.9% | 41.0% | -2.1% | 6.3% | 12.4% | -6.1% |

## 5.2 Disparate Impact Analysis

Pierce Transit's policy states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 10% more than the average minority population of Pierce Transit's service area. While the minority population along the routes that will experience time-based reductions in service (42.8%) is higher than the service area minority population (41%), this 1.8% difference is not enough to warrant a determination of disparate impact. On the route planned for elimination, the minority population along the route (38.9%) is lower than the service area average (41%), so there is no disparate impact.

## 5.3 Disproportionate Burden Analysis

Pierce Transit's policy states that a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 5% more than the average low-income population of Pierce Transit's service area. The low income population along the routes that are subject to time based reductions in service (13.2%) is slightly higher than the low income population of the service area (12.4%), however, this difference of 0.8% is not enough to warrant a determination of disproportionate burden. On the Route 62 planned for elimination, the low income population along the route (6.3%) is lower than the service area average (12.4%), so there is no disproportionate burden.

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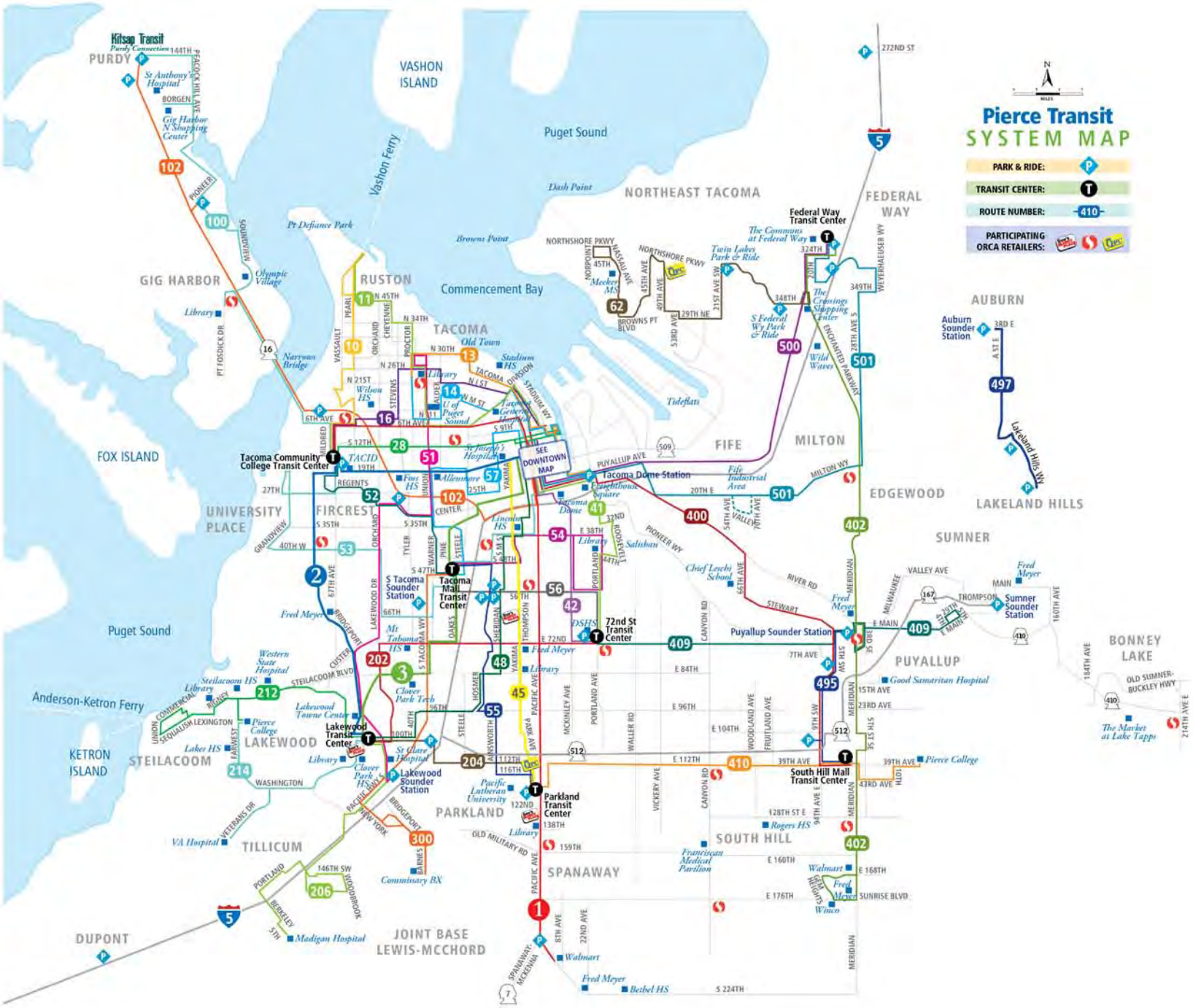
# APPENDIX 1: PIERCE TRANSIT SYSTEM MAP – FEBRUARY 2013



# APPENDIX 2: September 2013 Service Reduction Plan – Route by Route Narrative

300,000 Service Hours- *Weekday, limited Saturday and Sunday, no Holiday service*

| Route | Weekly Trips: Mon - Sun<br>Current Service | <br>Reduction Plan | Route Modification Details |
|---|---|---|---|
| **1 – 6TH Ave-Pacific Ave** | Weekday -475<br>Saturday - 84<br>Sunday - 52 | Weekday - 445<br>Saturday – 39<br>Sunday - 35 | • Weekday - Span of service will remain unchanged.<br>• Frequency of service will remain unchanged in the peak with service operating from TCC to SR7 & 8th Ave (Wal-Mart).<br>• Service will operate every 20 minutes from TCC to Parkland Transit Center and every 40 minutes from Parkland Transit Center to SR7 & 8th Ave (Wal-Mart).<br>• Saturday - Span of service 6:45AM – 7:30PM. Service will operate every 30 min. between TCC and Parkland Transit Center in both directions; 60 min. Parkland Transit Center to Walmart (SR7 & 8th Ave)<br>• Sunday – Span of service 8:00AM – 6:45PM. Service will operate every 30 min. between TCC and Parkland Transit Center in both directions; 60 min. Parkland Transit Center to Walmart (SR7 & 8th Ave) |
| **2 – S. 19th St. – Bridgeport** | Weekday – 410<br>Saturday – 62<br>Sunday - 43 | Weekday – 360<br>Saturday – 23<br>Sunday - 18 | • Weekday - Service will end at approx. 10:30 PM (currently 11:15 PM).<br>• Peak and midday service frequency remain unchanged (20 min. peak – 30min. midday).<br>• Saturday – Span of service 7:00AM – 7:00PM. Service will operate every 60 min. in both directions.<br>• Sunday - Span of service 9:15AM – 6:00PM. Service will operate every 60 min. in both directions. |
| **3 – Lakewood – Tacoma** | Weekday – 315<br>Saturday – 60<br>Sunday - 43 | Weekday – 335<br>Saturday – 23<br>Sunday - 18 | • Weekday - Peak frequency will increase from 30 minute to 20 minute. Midday service frequency will remain unchanged (30 min.).<br>• Service now ends at approx. 9:30 PM (currently 10:15 PM).<br>• Saturday – Span of service 7:00AM – 6:45PM. Service will operate every 60 min. in both directions.<br>• Sunday - Span of service 9:15AM – 6:00PM. Service will operate every 60 min. in both directions. |
| **10 – Pearl Street** | Weekday – 210<br>Saturday – 22<br>Sunday - 17 | Weekday – 200<br>Saturday – 17<br>Sunday - 14 | • Weekday - Span of service will remain unchanged.<br>• Frequency of service will remain unchanged (30 min. peak – 60 min. midday).<br>• Saturday – Span of service 8:00 AM- 6:15PM. Service will operate every 75 min. in both directions.<br>• Sunday - Span of service 8:30 AM – 5:00 PM. Service will operate every 75 min. in both directions. |
| **11 – Point Defiance** | Weekday – 140<br>Saturday – 17<br>Sunday - 16 | Weekday – 110<br>Saturday – 0<br>Sunday - 0 | • Weekday - Span of service will be reduced. Service will start at 6:30 AM and ends at 7:15 PM.<br>• Peak service will remain unchanged (60 min.); Midday service will operate every 90 min. (currently 60 min.).<br>• Saturday - No Service.<br>• Sunday – No Service. |
| **13 – N. 30th Street** | Weekday – 130<br>Saturday – 9<br>Sunday - 0 | Weekday – 90<br>Saturday – 0<br>Sunday - 0 | • Weekday - Span of service will slightly increase ending at 7:00 PM (currently 6:15 PM).<br>• Peak service frequency will remain unchanged (60 min.).<br>• **Midday service is eliminated** (currently 60 min.).<br>• Saturday – No Service.<br>• Sunday – No Service. |
| **14 – Proctor District (TDS)** | Weekday – 130<br>Saturday – 8<br>Sunday – 0 | Weekday – 80<br>Saturday – 0<br>Sunday - 0 | • Weekday - Span of service will remain unchanged. Peak service frequency will remain unchanged (60 min.)<br>• **Midday service is eliminated** (currently 60 min.).<br>• Saturday – No Service.<br>• Sunday – No Service. |
| **16 – TCC – Downtown** | Weekday – 150<br>Saturday – 24<br>Sunday - 17 | Weekday – 140<br>Saturday – 16<br>Sunday - 13 | • Weekday - Span of service will be reduced. Service will end at 7:15 PM (currently 8:30 PM). Peak and midday service frequency remain unchanged (60 min.).<br>• Saturday – Span of service 8:30 AM – 6:15 PM. Service will operate every 75 min. in both directions.<br>• Sunday – Span of service 9:00 AM – 5:00 PM. Service will operate every 75 min. in both directions.. |

| | | | |
|---|---|---|---|
| **28 – S.12th St. – Downtown** | Weekday – 215<br>Saturday – 27<br>Sunday - 17 | Weekday – 205<br>Saturday – 16<br>Sunday - 0 | • Weekday - Span of service will be reduced. Service will end at 8:00 PM (currently 8:30 PM).<br>• Frequency of service will remain unchanged (30 min. peak – 60 min. midday).<br>• Saturday – Span of service 7:30AM – 7:00PM. Service will operate every 60 min. in both directions.<br>• Sunday - No Service. |
| **41 – Portland Ave.** | Weekday – 235<br>Saturday – 28<br>Sunday - 18 | Weekday – 210<br>Saturday – 18<br>Sunday - 18 | • Weekday - Span of service will be reduced. Service will begin at 5:45 AM (currently 5:00 AM).<br>• Peak service routing will remain unchanged; Midday service will terminate at Tacoma Dome Station.<br>• Peak and midday service frequency remain unchanged (30 min. peak – 60 min. midday).<br>• Saturday – Span of service 7:30AM – 6:30PM. Service will operate every 75 min. in both directions. No service between the Tacoma Dome Station and 10th & Commerce.<br>• Sunday - Span of service 8:45AM – 5:30PM. Service will operate every 60 min. in both directions. No service between the Tacoma Dome Station and 10th & Commerce. |
| **42 – McKinley Ave.** | Weekday – 140<br>Saturday – 25<br>Sunday - 18 | Weekday – 140<br>Saturday – 16<br>Sunday - 0 | • Weekday - Span of service will remain unchanged. Service will begin at 5:45 AM (currently 6:00 AM); and end at 7:30 PM (currently 8:00 PM).<br>• Peak service routing will remain unchanged; Midday service will terminate at Tacoma Dome Station.<br>• Peak and midday service frequency will remain unchanged (60 min. peak and midday).<br>• Saturday – Span of service 6:45AM – 6:30PM. Service will operate every 60 min. in both directions in the AM & PM. **There is no midday service.**<br>• Sunday – No Service. |
| **45 – Yakima Ave.-Parkland** | Weekday – 140<br>Saturday – 17<br>Sunday - 0 | Weekday – 140<br>Saturday – 0<br>Sunday - 0 | • Weekday - Service will remain unchanged.<br>• Saturday – No Service.<br>• Sunday – No Service. |
| **48 – Sheridan – M Street** | Weekday – 250<br>Saturday – 26<br>Sunday - 18 | Weekday – 215<br>Saturday – 16<br>Sunday - 13 | • Weekday - Span of service will be reduced. Service will end at 9:00 PM (currently 9:45 PM).<br>• Frequency of service will remain unchanged (30 min. peak – 60 min. midday)<br>• Saturday – Span of service 7:30AM – 7:30PM. Service will operate every 90 min. in both directions.<br>• Sunday - Span of service 8:30AM – 5:30PM. Service will operate every 90 min. in both directions. |
| **51 – Union Ave – Lakewood** | Weekday – 140<br>Saturday – 18<br>Sunday - 18 | Weekday – 105<br>Saturday – 0<br>Sunday - 0 | • Weekday - Span of service will remain unchanged.<br>• Peak service frequency will remain unchanged (60 min.); midday service will be every 120 min. (currently 60 min.)<br>• Saturday – No Service.<br>• Sunday – No Service. |
| **52 – TCC – Tacoma Mall** | Weekday – 280<br>Saturday – 40<br>Sunday - 15 | Weekday – 275<br>Saturday – 14<br>Sunday - 10 | • Weekday - Span of service will be modified and start at 5:45 AM (currently 6:15 AM) and end at 8:30 PM (currently 9:00 PM).<br>• Frequency of service will remain unchanged (30 min. all day; 60 min. at night).<br>• Saturday – Span of service 8:15AM – 6:30 PM. Service will operate every 60 min. in both directions in the AM & PM.<br>• **There is no midday service.**<br>• Sunday – Span of service 8:15AM - 6:00PM. Service will operate every 120 min. in both directions. |
| **53 – University Place** | Weekay – 145<br>Saturday – 17<br>Sunday - 16 | Weekday – 135<br>Saturday – 12<br>Sunday - 0 | • Weekday - Span of service will be reduced. Service will end at 7:30 PM (currently 8:30 PM).<br>• Frequency of service will remain unchanged (60 min. all day).<br>• Saturday – Span of service 8:30AM – 5:30PM. Service will operate every 90 min. in both directions.<br>• Sunday - No Service. |
| **54 – 38th St** | Weekday – 255<br>Saturday – 17<br>Sunday - 16 | Weekday – 190<br>Saturday – 21<br>Sunday - 0 | • Weekday - Span of service will be reduced. Service will end at 7:30 PM (currently 8:30 PM).<br>• Peak frequency of service remains unchanged (30 min.); midday service will operate every 60 min. (currently 30 min.)<br>• Saturday – Span of service 7:30AM – 6:00PM. Service will operate every 60 min. in both directions.<br>• Sunday – No Service. |
| **55 – Tacoma Mall-Parkland** | Weekday – 275<br>Saturday – 41<br>Sunday - 17 | Weekday – 280<br>Saturday – 21<br>Sunday - 10 | • Weekday - Span of service will be modified and start at 5:45 AM (currently 6:15 AM); end of service unchanged (9:00 PM). Peak and midday service frequency remains unchanged (30 min.); evening service will operate every 60 min.<br>• Saturday – Span of service 7:30AM – 5:45PM. Service will operate every 60 min. in both directions. |

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|---|---|---|---|
| | | | • Sunday – Span of service 8:45AM – 5:30PM. Service will operate every 120 min. in both directions. |
| **56 – 56th Street** | Weekday – 130<br>Saturday – 24<br>Sunday - 18 | Weekday – 135<br>Saturday – 16<br>Sunday - 0 | • Weekday - Span of service will be modified, start remains unchanged (6:15 AM); service will end at 7:30 PM (currently 7:00 PM).<br>• Frequency of service remains unchanged (60 min. all day).<br>• Saturday – Span of service 9:15AM – 5:00PM. Service will operate every 60 min. in both directions.<br>• Sunday – No Service. |
| **57 – Tacoma Mall-Downtown** | Weekday – 275<br>Saturday – 22<br>Sunday - 16 | Weekday – 135<br>Saturday – 17<br>Sunday - 0 | • Weekday - Span of service will be modified, start at 6:15 AM (currently 5:45 AM) and end at 7:45 PM (currently 9:15 PM).<br>• Frequency will be reduced to 60 min. all day (currently 30 min. all day).<br>• Saturday – Span of service 8:00AM – 6:30PM. Service will operate every 75 min. in both directions.<br>• Sunday - No Service. |
| **62 – Northeast Tacoma** | Weekday – 30<br>Saturday – 0<br>Sunday - 0 | Weekday – 0<br>Saturday – 0<br>Sunday - 0 | • **Service is eliminated.** |
| **100 – Gig Harbor** | Weekday – 135<br>Saturday – 16<br>Sunday - 17 | Weekday – 75<br>Saturday – 11<br>Sunday - 12 | • Weekday - Span of service will be modified, start at 6:30 AM (currently 6:45 AM); service will end at 7:30 PM (currently 8:30 PM).<br>• Peak frequency of service will remain unchanged (60 min.); midday service will operate every 120 minutes (currently 60 min.)<br>• Saturday – Span of service 7:45AM – 6:30PM. Service will operate every 95 min. in both directions. Service will only operate to Borgen & 51st.<br>• Sunday - Span of service 9:15AM – 5:30PM. Service will operate approx. every 95 min. in both directions. Service will only operate to Borgen & 51st.<br>• There will be no service between Borgen and Purdy P&R on Saturday and Sunday. |
| **102 – Gig Harbor-Tacoma Exp.** | Weekday – 45<br>Saturday – 0<br>Sunday - 0 | Weekday – 45<br>Saturday – 0<br>Sunday - 0 | • Weekday - Service will be remain unchanged 4 morning trips; 5 afternoon trips.<br>• Saturday – No Service.<br>• Sunday – No Service. |
| **202 – 72nd Street** | Weekday – 295<br>Saturday – 41<br>Sunday - 16 | Weekday – 255<br>Saturday – 23<br>Sunday - 16 | • Weekday - Span of service will be modified, start at 5:30 AM (currently 6:00 AM); service will end at 8:15 PM (currently 9:15 PM).<br>• Peak frequency of service will remain unchanged (30 min.); midday service will operate every 35 min. (currently 30 min.)<br>• Saturday – Span of service 7:30AM – 7:00PM. Service will operate every 60 min. in both directions.<br>• Sunday - Span of service 9:15AM – 5:00PM. Service will operate every 60 min. in both directions. |
| **204 – Lakewood-Parkland** | Weekday – 290<br>Saturday – 42<br>Sunday - 16 | Weeday – 275<br>Saturday – 22<br>Sunday - 16 | • Weekday - Span of service will be modified, start at 5:15 AM (currently 6:15 AM) and end at 9:00 PM (currently 9:00 PM).<br>• Frequency will remain unchanged (30 min. all day).<br>• Saturday – Span of service 8:00AM - 7:00PM. Service will operate every 60 min. in both directions.<br>• Sunday - Span of service 9:15AM – 5:00PM. Service will operate every 60 min. in both directions. |
| **206 – Pacific Hwy-Madigan** | Weekday – 235<br>Saturday – 41<br>Sunday - 18 | Weekday – 145<br>Saturday – 14<br>Sunday - 17 | • Weekday - Span of service will be modified, start at 5:30 AM (currently 5:30 AM) and end at 7:45 PM (currently 9:00 PM).<br>• Frequency will be modified to 60 min. all day (currently Peak - 30 min.; Midday -45 min.)<br>• Saturday – Span of service 8:45AM – 5:00PM. Service will operate every 75 min. in both directions.<br>• Sunday - Span of service 9:00AM – 5:15PM. Service will operate every 60 min. in both directions. |
| **212 – Lakewood- Steilacoom** | Weekday – 270<br>Saturday – 25<br>Sunday - 18 | Weekday – 200<br>Saturday – 20<br>Sunday - 17 | • Weekday - Span of service will be modified, start at 5:15 AM (currently 5:30 AM) and end at 7:00 PM (currently 8:30 PM).<br>• Peak frequency of service will remain unchanged (30 min.); midday service will operate every 60 min. (currently 30 min.)<br>• Saturday – Span of service 8:45AM – 6:15PM. Service will operate every 60 min. in both directions. 2 trips will operate to Steilacoom.<br>• Sunday - Span of service 9:15AM – 5:30PM. Service will operate every 60 min. in both directions. No trips to Steilacoom. |
| **214 – Washington-Pierce Coll.** | Weekday – 270<br>Saturday – 25<br>Sunday - 17 | Weekday – 170<br>Saturday – 20<br>Sunday - 0 | • Weekday - Span of service will be modified, start at 5:45 AM (currently 6:15 AM) and end at 7:15 PM (currently 8:45 PM). Peak frequency of service will remain unchanged (30 min.); midday service will operate every 75 min. (currently 30 min.)<br>• Saturday – Span of service 9:00AM – 6:45PM. Service will operate every 60 min. in both directions.<br>• Sunday - No Service. |

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| **300 – South Tacoma Way** | Weekday – 275<br>Saturday – 27<br>Sunday - 16 | Weekday – 130<br>Saturday – 19<br>Sunday - 0 | • Weekday - Span of service will be modified, start at 6:15 AM (currently 5:45 AM) and end at 7:15 PM (currently 9:00 PM).<br>• Frequency will be modified to 60 min. all day (currently 30 min. all day)<br>• Saturday – Span of service 7:30AM – 6:45PM. Service will operate every 75 min. in both directions.<br>• Sunday - No Service. |
| **400 – Puyallup – Tacoma** | Weekday – 250<br>Saturday – 0<br>Sunday – 0 | Weekday – 165<br>Saturday – 0<br>Sunday - 0 | • Weekday - Span of service will be modified, start at 4:45 AM (currently 4:45 AM) and end at 7:15 PM (currently 9:00 PM).<br>• Peak frequency of service will remain unchanged (30 min.); midday service will operate every 90 min. (currently 60 min.) and midday service will terminate at the Tacoma Dome Station but continue to Pierce College Puyallup.<br>• Saturday – No Service.<br>• Sunday – No Service. |
| **402 – Meridian** | Weekday – 145<br>Saturday – 22<br>Sunday - 18 | Weekday – 135<br>Saturday – 15<br>Sunday - 11 | • Weekday - Span of service will be modified, start at 5:45 AM (currently 5:15 AM) and end at 7:45 PM (currently 9:00 PM).<br>• Frequency will remain unchanged (60 min. all day).<br>• Peak service routing will remain unchanged; Midday service will operate every hour to Meridian and Emerald (Milton Way) and every two hours to Federal Way Transit Center.<br>• Saturday – Span of service 8:15AM – 7:00PM. Service will operate every 90 min. in both directions. Service will operate between South Hill TC and Meridian at Emerald only. No service to Federal Way TC.<br>• Sunday - Span of service 9:00AM – 5:15PM. Service will operate every 90 min. in both directions. Service will operate between South Hill TC and Meridian at Emerald only. No service to Federal Way TC. |
| **409 – Puyallup-72nd TC** | Weekday – 145<br>Saturday – 18<br>Sunday - 17 | Weekday – 125<br>Saturday – 0<br>Sunday - 0 | • Weekday - Span of service will be modified, start at 5:30 AM (currently 5:45 AM) and end at 6:45 PM (currently 8:00 PM).<br>• Peak frequency of service remains unchanged (60 min.); midday service will operate every 75 min. (currently 60 min.)<br>• Saturday – No Service.<br>• Sunday – No Service. |
| **410 – 112th Street** | Weekday – 220<br>Saturday – 38<br>Sunday - 18 | Weekday – 200<br>Saturday – 21<br>Sunday - 17 | • Weekday - Span of service will be modified, start at 5:45 AM (currently 6:15 AM) and end at 9:00 PM (currently 9:00 PM).<br>• Frequency will remain unchanged; Peak 30 min. – Midday 60 min.<br>• Pierce College service will be operated by the Route 400.<br>• Saturday – Span of service 8:30AM – 6:45PM. Service will operate every 60 min. in both directions.<br>• Sunday - Span of service 9:15AM – 5:30PM. Service will operate every 60 min. in both directions. |
| **495 – S. Hill-Puyallup Sounder** | Weekday – 35<br>Saturday – 0<br>Sunday - 0 | Weekday – 35<br>Saturday – 0<br>Sunday - 0 | • Service will remain unchanged, afternoon trips only. |
| **497 – Lakeland Hills** | Weekday – 70<br>Saturday – 0<br>Sunday – 0 | Weekday – 70<br>Saturday – 0<br>Sunday – 0 | • Service will remain unchanged 7 morning trips; 7 afternoon trips. |
| **500 – Federal Way-Tacoma** | Weekday – 165<br>Saturday – 30<br>Sunday - 28 | Weekday – 220<br>Saturday – 20<br>Sunday - 16 | • Weekday - Span of service will be modified, start at 5:30 AM (currently 5:45 AM) and end at 9:30 PM (currently 10:30 PM).<br>• Peak frequency will be every 30 min. (currently 60 min.); midday will be every 60 min. (currently 60 min.)<br>• Saturday – Span of service 7:30AM – 7:00PM. Service will operate every 75 min. in both directions. Service operates to Pacific Hwy & 348th Ave. only. No service to Federal Way TC<br>• Sunday - Span of service 8:45AM – 6:30PM. Service will operate every 75 min. in both directions. Service operates to Pacific Hwy & 348th Ave. only. No service to Federal Way TC. |
| **501 – Milton-Tacoma** | Weekday – 150<br>Saturday – 12<br>Sunday - 10 | Weekday – 80<br>Saturday – 0<br>Sunday – 0 | • Weekday - Span of service will be modified, start at 6:15 AM (currently 6:00 AM) and end at 7:15 PM (currently 9:00 PM).<br>• Service will be Peak only, 8 morning trips; 8 afternoon trips.<br>• Service will operate from the Tacoma Dome Station to Meridian and Emerald St. in Milton.<br>• Service to Federal Way will be via the 402-Meridian.<br>• Saturday – No Service.<br>• Sunday – No Service. |

APPENDIX 3 SEPTEMBER 2013 SERVICE CHANGE DATA

| February 2013 Service | | | | | | | | | | | | | | September 2013 Service | | | | | | | | | | | | Variances | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Wkdy | 255 | Sat. | 52 | Sun/Hol | 58 | Wkdy | 255 | Sat. | 52 | Sun/Hol | 58 | Wkdy | 255 | Sat. | 52 | Sun/Hol | 52 | Wkdy | 255 | Sat. | 52 | Sun/Hol | 52 | Revenue Hours | | Revenue Miles | | % | % | |
| Route No. | Route Name | Wkdy Daily Hours | Annual Wkdy hours | Sat Daily Hours | Annual Sat. Hours | Sun/Hol. Daily Hours | Annual Sun/Hol Hours | Daily Weekday Miles | Annual Miles | Sat Daily Miles | Annual Sat. Miles | Sun/Hol Daily Miles | Annual Sun/Hol Miles | Wkdy Daily Hours | Annual Wkdy Hours | Sat Daily Hours | Annual Sat. Hours | Sun/Hol Daily Hours | Annual Sun/Hol Hours | Daily Weekday Miles | Annual Miles | Sat Daily Miles | Annual Sat. Miles | Sun/Hol Daily Miles | Annual Sun/Hol Miles | Feb-13 | Sep-13 | Feb-13 | Sep-13 | Reduction in Hours | Reduction in Miles | Route No. |
| 1 | Pacific/Parkland to DT Tacoma | 137 | 34,935 | 108.72 | 5,653 | 63.13 | 3,725 | 1,744 | 444,700 | 1,528.15 | 79,464 | 973.97 | 57,464 | 120 | 30,600 | 47.02 | 2,445 | 38.62 | 2,008 | 1,484 | 378,370 | 633.41 | 32,937 | 558.02 | 29,017 | 44,313 | 35,053 | 581,628 | 440,324 | -20.9% | -24.3% | 1 |
| 2 | Bridgeport/South 19th | 66 | 16,766 | 48.93 | 2,544 | 34.20 | 2,018 | 964 | 245,883 | 733.62 | 38,148 | 507.65 | 29,951 | 58 | 14,846 | 18.42 | 958 | 14.32 | 745 | 844 | 215,337 | 274.73 | 14,286 | 214.91 | 11,175 | 21,328 | 16,549 | 313,983 | 240,798 | -22.4% | -23.3% | 2 |
| 3 | Lakewood | 51 | 13,076 | 43.63 | 2,269 | 19.78 | 1,167 | 648 | 165,277 | 626.13 | 32,559 | 281.74 | 16,623 | 55 | 14,020 | 17.12 | 890 | 13.48 | 701 | 694 | 177,090 | 240.00 | 12,480 | 187.84 | 9,768 | 16,512 | 15,611 | 214,458 | 199,337 | -5.5% | -7.1% | 3 |
| 10 | Pearl St. | 17 | 4,391 | 8.82 | 459 | 6.93 | 409 | 252 | 64,207 | 131.60 | 6,843 | 101.97 | 6,016 | 16 | 4,157 | 7.55 | 393 | 5.58 | 290 | 239 | 61,016 | 113.38 | 5,896 | 83.75 | 4,355 | 5,259 | 4,839 | 77,067 | 71,267 | -8.0% | -7.5% | 10 |
| 11 | Point Defiance | 16 | 4,016 | 8.47 | 440 | 7.97 | 470 | 220 | 56,210 | 178.06 | 9,259 | 125.96 | 7,432 | 12 | 3,175 | 0.00 | 0 | 0.00 | 0 | 173 | 44,165 | 0.00 | 0 | 0.00 | 0 | 4,927 | 3,175 | 72,900 | 44,165 | -35.6% | -39.4% | 11 |
| 13 | North 30th St. | 9 | 2,308 | 2.83 | 147 | 0.00 | 0 | 137 | 34,874 | 47.47 | 2,469 | 0.00 | 0 | 6 | 1,573 | 0.00 | 0 | 0.00 | 0 | 95 | 24,143 | 0.00 | 0 | 0.00 | 0 | 2,455 | 1,573 | 37,342 | 24,143 | -35.9% | -35.3% | 13 |
| 14 | Proctor Dist. - TDS | 13 | 3,366 | 3.97 | 206 | 0.00 | 0 | 146 | 37,151 | 45.42 | 2,362 | 0.00 | 0 | 8 | 2,058 | 0.00 | 0 | 0.00 | 0 | 90 | 22,862 | 0.00 | 0 | 0.00 | 0 | 3,572 | 2,058 | 39,513 | 22,862 | -42.4% | -42.1% | 14 |
| 16 | UPS - TCC | 14 | 3,685 | 10.73 | 558 | 7.62 | 450 | 210 | 53,665 | 168.36 | 8,755 | 149.87 | 8,842 | 13 | 3,404 | 0.00 | 0 | 5.82 | 303 | 193 | 49,140 | 0.00 | 0 | 91.25 | 4,745 | 4,692 | 3,707 | 71,262 | 53,885 | -21.0% | -24.4% | 16 |
| 28 | South 12th St. | 16 | 4,080 | 9.90 | 515 | 6.62 | 391 | 208 | 53,059 | 130.71 | 6,797 | 83.37 | 4,919 | 15 | 3,881 | 5.83 | 303 | 0.00 | 0 | 198 | 50,593 | 77.34 | 4,022 | 0.00 | 0 | 4,985 | 4,184 | 64,774 | 54,615 | -16.1% | -15.7% | 28 |
| 41 | Portland Ave. | 23 | 5,891 | 13.57 | 706 | 8.80 | 519 | 329 | 83,988 | 196.20 | 10,202 | 130.91 | 7,723 | 19 | 4,769 | 6.58 | 342 | 6.70 | 348 | 273 | 69,708 | 99.22 | 5,159 | 99.22 | 5,159 | 7,115 | 5,459 | 101,913 | 80,026 | -23.3% | -21.5% | 41 |
| 42 | McKinley Ave. | 11 | 2,882 | 9.50 | 494 | 6.88 | 406 | 153 | 39,059 | 136.74 | 7,110 | 98.47 | 5,810 | 10 | 2,430 | 6.17 | 321 | 0.00 | 0 | 38 | 9,812 | 87.53 | 4,551 | 0.00 | 0 | 3,781 | 2,751 | 51,979 | 14,364 | -27.2% | -72.4% | 42 |
| 45 | Yakima | 15 | 3,889 | 9.33 | 485 | 0.00 | 0 | 224 | 57,216 | 146.40 | 7,613 | 0.00 | 0 | 15 | 3,889 | 0.00 | 0 | 0.00 | 0 | 224 | 57,216 | 0.00 | 0 | 0.00 | 0 | 4,374 | 3,889 | 64,829 | 57,216 | -11.1% | -11.7% | 45 |
| 48 | Hosmer - M Street | 36 | 9,180 | 16.73 | 870 | 11.68 | 677 | 485 | 123,723 | 255.46 | 13,284 | 175.64 | 10,187 | 32 | 8,038 | 10.35 | 538 | 7.95 | 413 | 424 | 108,146 | 157.73 | 8,202 | 120.25 | 6,253 | 10,727 | 8,989 | 147,194 | 122,601 | -16.2% | -16.7% | 48 |
| 51 | Union Ave. - Proctor Dist. | 22 | 5,661 | 13.95 | 725 | 13.95 | 809 | 328 | 83,731 | 191.89 | 9,978 | 191.89 | 11,130 | 17 | 4,213 | 0.00 | 0 | 0.00 | 0 | 245 | 62,415 | 0.00 | 0 | 0.00 | 0 | 7,196 | 4,213 | 104,839 | 62,415 | -41.5% | -40.5% | 51 |
| 52 | TCC - Tacoma Mall | 23 | 5,949 | 16.67 | 867 | 6.25 | 363 | 281 | 71,529 | 200.30 | 10,416 | 75.17 | 4,360 | 23 | 5,845 | 5.83 | 303 | 4.17 | 217 | 276 | 70,259 | 70.13 | 3,647 | 50.09 | 2,605 | 7,178 | 6,365 | 86,304 | 76,510 | -11.3% | -11.3% | 52 |
| 53 | University Place | 33 | 8,351 | 16.93 | 880 | 16.93 | 982 | 454 | 115,716 | 275.09 | 14,304 | 258.97 | 15,020 | 31 | 7,892 | 7.43 | 386 | 0.00 | 0 | 428 | 109,150 | 138.28 | 7,191 | 0.00 | 0 | 10,214 | 8,279 | 145,041 | 116,340 | -18.9% | -19.8% | 53 |
| 54 | 38th St. | 15 | 3,779 | 7.13 | 371 | 5.07 | 294 | 247 | 62,924 | 116.21 | 6,043 | 103.66 | 6,012 | 11 | 2,831 | 6.28 | 327 | 0.00 | 0 | 184 | 46,919 | 101.62 | 5,284 | 0.00 | 0 | 4,444 | 3,157 | 74,979 | 52,203 | -29.0% | -30.4% | 54 |
| 55 | Parkland - Tacoma Mall | 23 | 5,845 | 17.08 | 888 | 7.08 | 411 | 372 | 94,743 | 276.66 | 14,386 | 114.74 | 6,655 | 23 | 5,949 | 8.75 | 455 | 4.17 | 217 | 378 | 96,433 | 141.64 | 7,365 | 67.48 | 3,509 | 7,143 | 6,621 | 115,784 | 107,307 | -7.3% | -7.3% | 55 |
| 56 | 56th St. | 9 | 2,402 | 10.00 | 520 | 7.50 | 435 | 133 | 33,820 | 137.31 | 7,140 | 103.51 | 6,004 | 10 | 2,491 | 6.67 | 347 | 0.00 | 0 | 138 | 35,121 | 81.62 | 4,244 | 0.00 | 0 | 3,357 | 2,838 | 46,963 | 39,365 | -15.5% | -16.2% | 56 |
| 57 | Tacoma Mall | 33 | 8,484 | 13.47 | 700 | 9.45 | 548 | 396 | 100,981 | 161.85 | 8,416 | 117.71 | 6,827 | 16 | 4,187 | 10.40 | 541 | 0.00 | 0 | 194 | 49,573 | 124.92 | 6,496 | 0.00 | 0 | 9,732 | 4,728 | 116,225 | 56,069 | -51.4% | -51.8% | 57 |
| 62 | NE Tacoma | 3 | 727 | 0.00 | 0 | 0.00 | 0 | 56 | 14,342 | 0.00 | 0 | 0.00 | 0 | 0 | - | 0.00 | 0 | 0.00 | 0 | 0 | 0 | 0.00 | 0 | 0.00 | 0 | 727 | 0 | 14,342 | 0 | -100.0% | -100.0% | 62 |
| 100 | Purdy - Gig Harbor - TCC | 23 | 5,776 | 13.63 | 709 | 14.40 | 835 | 498 | 126,889 | 295.10 | 15,345 | 313.93 | 18,208 | 11 | 2,767 | 9.43 | 490 | 6.77 | 352 | 231 | 58,813 | 202.50 | 10,530 | 137.93 | 7,172 | 7,320 | 3,609 | 160,442 | 76,516 | -50.7% | -52.3% | 100 |
| 102 | Purdy - Gig Harbor - Tacoma Express | 9 | 2,239 | 0.00 | 0 | 0.00 | 0 | 197 | 50,289 | 0.00 | 0 | 0.00 | 0 | 9 | 2,249 | 0.00 | 0 | 0.00 | 0 | 197 | 50,289 | 0.00 | 0 | 0.00 | 0 | 2,239 | 2,249 | 50,289 | 50,289 | 0.5% | 0.0% | 102 |
| 202 | 72nd St. | 26 | 6,668 | 16.80 | 874 | 6.52 | 378 | 404 | 102,902 | 280.31 | 14,576 | 109.42 | 6,346 | 23 | 5,783 | 9.32 | 485 | 6.52 | 339 | 349 | 88,952 | 157.35 | 8,182 | 109.42 | 5,690 | 7,920 | 6,607 | 123,825 | 102,824 | -16.6% | -17.0% | 202 |
| 204 | Lakewood - Parkland | 22 | 5,554 | 17.50 | 910 | 6.40 | 371 | 308 | 78,601 | 223.49 | 11,621 | 85.03 | 4,932 | 21 | 5,279 | 9.17 | 477 | 6.40 | 333 | 292 | 74,501 | 116.92 | 6,080 | 85.03 | 4,422 | 6,835 | 6,088 | 95,155 | 85,002 | -10.9% | -10.7% | 204 |
| 206 | Pac Highway/Tilicum/Madigan | 28 | 7,186 | 20.82 | 1,083 | 6.50 | 377 | 411 | 104,876 | 363.97 | 18,926 | 127.30 | 7,384 | 18 | 4,514 | 6.82 | 355 | 6.17 | 321 | 256 | 65,345 | 121.91 | 6,339 | 119.41 | 6,209 | 8,646 | 5,189 | 131,186 | 77,893 | -40.0% | -40.6% | 206 |
| 212 | Steilacoom Blvd. | 21 | 5,355 | 6.28 | 327 | 4.35 | 252 | 276 | 70,430 | 110.18 | 5,730 | 79.46 | 4,609 | 15 | 3,754 | 5.40 | 281 | 4.15 | 216 | 190 | 48,381 | 93.55 | 4,865 | 74.87 | 3,893 | 5,934 | 4,250 | 80,768 | 57,139 | -28.4% | -29.3% | 212 |
| 214 | Washington | 31 | 7,803 | 10.33 | 537 | 7.18 | 416 | 492 | 125,496 | 184.55 | 9,597 | 128.56 | 7,457 | 15 | 3,731 | 8.37 | 435 | 0.00 | 0 | 246 | 62,707 | 149.15 | 7,756 | 0.00 | 0 | 8,757 | 4,166 | 142,549 | 70,463 | -52.4% | -50.6% | 214 |
| 300 | South Tacoma Way | 33 | 8,300 | 13.10 | 681 | 8.13 | 472 | 448 | 114,293 | 204.28 | 10,623 | 123.43 | 7,159 | 16 | 4,067 | 9.27 | 482 | 0.00 | 0 | 218 | 55,590 | 142.77 | 7,424 | 0.00 | 0 | 9,453 | 4,549 | 132,075 | 63,014 | -51.9% | -52.3% | 300 |
| 400 | Puyallup- Downtown Tacoma | 33 | 8,458 | 0.00 | 0 | 0.00 | 0 | 601 | 153,148 | 0.00 | 0 | 0.00 | 0 | 21 | 5,335 | 0.00 | 0 | 0.00 | 0 | 290 | 74,022 | 0.00 | 0 | 0.00 | 0 | 8,458 | 5,335 | 153,148 | 74,022 | -36.9% | -51.7% | 400 |
| 402 | Meridian | 36 | 9,269 | 28.18 | 1,465 | 23.07 | 1,338 | 540 | 137,806 | 409.86 | 21,313 | 335.34 | 19,450 | 32 | 8,135 | 5.97 | 310 | 6.70 | 348 | 466 | 118,774 | 123.41 | 6,417 | 90.37 | 4,699 | 12,073 | 8,793 | 178,569 | 129,890 | -27.2% | -27.3% | 402 |
| 409 | Stewart Ave. - Main Ave. | 13 | 3,328 | 6.03 | 314 | 5.75 | 334 | 239 | 60,838 | 109.14 | 5,675 | 131.23 | 7,611 | 11 | 2,703 | 0.00 | 0 | 0.00 | 0 | 195 | 49,660 | 0.00 | 0 | 0.00 | 0 | 3,975 | 2,703 | 74,124 | 49,660 | -32.0% | -33.0% | 409 |
| 410 | 112th Street | 22 | 5,572 | 13.93 | 724 | 6.60 | 383 | 382 | 97,354 | 293.78 | 15,276 | 146.64 | 8,505 | 15 | 3,902 | 7.70 | 400 | 6.23 | 324 | 286 | 72,884 | 160.53 | 8,348 | 138.55 | 7,205 | 6,679 | 4,626 | 121,135 | 88,437 | -30.7% | -27.0% | 410 |
| 495 | Puyallup Station Connector | 2 | 446 | 0.00 | 0 | 0.00 | 0 | 23 | 5,742 | 0.00 | 0 | 0.00 | 0 | 2 | 446 | 0.00 | 0 | 0.00 | 0 | 23 | 5,742 | 0.00 | 0 | 0.00 | 0 | 446 | 446 | 5,742 | 5,742 | 0.0% | 0.0% | 495 |
| 497 | Lakeland Hills Connector AM | 5 | 1,160 | 0.00 | 0 | 0.00 | 0 | 74 | 18,760 | 0.00 | 0 | 0.00 | 0 | 5 | 1,160 | 0.00 | 0 | 0.00 | 0 | 74 | 18,760 | 0.00 | 0 | 0.00 | 0 | 1,160 | 1,160 | 18,760 | 18,760 | 0.0% | 0.0% | 497 |
| 500 | Federal Way | 25 | 6,469 | 19.37 | 1,007 | 18.23 | 1,057 | 388 | 99,013 | 350.30 | 18,215 | 326.94 | 18,963 | 32 | 8,063 | 9.60 | 499 | 7.87 | 409 | 500 | 127,511 | 183.52 | 9,543 | 146.82 | 7,634 | 8,534 | 8,972 | 136,191 | 144,689 | 5.1% | 6.2% | 500 |
| 501 | Milton - Federal Way | 27 | 7,000 | 9.27 | 482 | 7.77 | 451 | 463 | 118,118 | 177.63 | 9,237 | 148.16 | 8,593 | 7 | 1,734 | 0.00 | 0 | 0.00 | 0 | 122 | 31,224 | 0.00 | 0 | 0.00 | 0 | 7,932 | 1,734 | 135,948 | 31,224 | -78.1% | -77.0% | 501 |
| | Totals | 942 | 240,246 | 566 | 29,411 | 355 | 20,737 | 13,731 | 3,501,352 | 8,686 | 451,684 | 5,651 | 330,190 | 760 | 193,866 | 245 | 12,763 | 152 | 7,884 | 10,748 | 2,740,623 | 3,793 | 197,244 | 2,375 | 123,510 | 290,394 | 214,514 | 4,283,227 | 3,061,377 | -26.1% | -28.5% | |

**RESOLUTION NO. 13-008**

A RESOLUTION of the Board of Commissioners of Pierce Transit
Authorizing Approval of Title VI Service Equity Analysis

WHEREAS, The Federal Transit Administration (FTA) issued Title VI Requirements and Guidelines for Federal Transit Administration Recipients, Circular 4702.1B, on October 1, 2012 ("circular"); and

WHEREAS, the circular affects transit providers receiving federal funding in urbanized communities of more than 200,000 people and operating at least 50 vehicles during peak service hours; and

WHEREAS, these agencies must conduct Service Equity Analyses to analyze the impacts of major service changes on minority and low income populations; and

WHEREAS, Pierce Transit's Board of Commissioners approved three policies relevant to these Title VI analyses on February 11, 2013, including: Major Service Change Policy; Disparate Impact Policy; and Disproportionate Burden Policy; and

WHEREAS, Pierce Transit's proposed service change planned for implementation in September 2013 is considered "major" for 23 of the current 37 routes; and

WHEREAS, the Pierce Transit Title VI Service Equity Analysis for the September 2013 Service Change found no disparate impacts to minority populations nor disproportionate burdens to low income populations; and

WHEREAS, the Pierce Transit Community Transportation Advisory Group (CTAG) reviewed the results of the Title VI Service Equity Analysis at its February 21, 2013 meeting and recommended that the analysis be approved.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

Section 1. The Board of Commissioners authorizes the approval of the Pierce Transit Title VI Service Equity Analysis for the September 2013 service reductions.

ADOPTED by the Board of Commissioners of Pierce Transit at a regular meeting thereof held on the 11th day of March, 2013.

Marilyn Strickland, Chairman
Board of Commissioners

ATTEST:

Barbara B. Schatz, CMC
Acting Clerk of the Board

PIERCE COUNTY PUBLIC TRANSPORTATION BENEFIT AREA CORPORATION ★ 1979

Pierce Transit

# Title VI Service Equity Analysis

## Pursuant to FTA Circular 4702.1B

Fife-Milton-Edgewood Demonstration Project

October 2013

# PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

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# PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

## 1 INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is an analysis of Pierce Transit's planned February 2014 service reductions and new service associated with the Fife-Milton-Edgewood Demonstration Project.

## 2 BACKGROUND

The proposed Fife-Milton-Edgewood Demonstration Project was established in response to Pierce Transit's Board of Commissioners' Strategic Direction that includes developing innovative services tailored to community needs. The communities of Fife, Milton, and Edgewood have asked for a more tailored service that circulates through their communities providing local transportation options. The proposed concepts are integrated with Routes 402, 500, and 501 to provide stronger local connections while maintaining regional access. The concepts provide a direct connection during commute times to regional services including Sounder commuter rail at the Puyallup Station.

The demonstration project includes a net addition of approximately 5,000 annual service hours. Part of the project includes elimination of some trips on the Route 501 to avoid duplication of service. This service equity analysis examines the impact of both the eliminated trips and the addition of the new tailored service.

## 2.1 Fife-Milton-Edgewood Demonstration Service

The proposed Fife-Milton-Edgewood Community Connector is the result of the work of a Community Investment Team (CIT) who, in partnership with Pierce Transit, developed two route concepts focused on improving fixed route services within the Fife, Milton and Edgewood Communities. The CIT is made up of representatives from the Cities of Fife, Milton, Edgewood and Puyallup, the Puyallup Tribe, Radiance Home Owners Association, Mountain View Community Center, and Edgewood Fish Food Bank.

The CIT expressed a need for local tailored service and strong connections to regional services at the Puyallup Station. The package of concepts is integrated with Routes 402 and 500 to provide timed connections in Fife along Pacific Highway and Route 402 in Edgewood along the Meridian corridor. The proposed concepts represent two new tailored community circulators utilizing small 25 foot cutaway vehicles. The proposal also recommends service adjustments to the Route 402 to provide select timed connections to Sounder commuter rail operating at the Puyallup Station. The CIT also recommended that select Route 501 trips on weekdays and weekends be eliminated to provide efficiency and avoid duplication of services. The proposed Community Connector concepts and changes to the Routes 402 and 501 are described in detail on the Fife-Milton-Edgewood Community Connector fact sheet that is attached as Appendix A. Appendix B shows the entire Pierce Transit System Map.

The complete proposal is for a one-year demonstration project beginning February 2014, and it includes the following:

1. Add a local tailored Community Connector linking the communities of Milton and Edgewood with Fife.
2. Add a local tailored Community Connector linking Fife to Puyallup Station.
3. Adjust four Route 402 trips to make better connections with Sounder Train service at Puyallup Station
4. Eliminate eighteen Route 501 trips, integrating remaining service with proposed tailored Community Connectors.

The proposed modifications to the existing Route 501 service are considered a major service change under Pierce Transit's Major Service Change Policy and require a Title VI Service Equity Analysis and public outreach. Staff has notified riders and non riders of the proposed demonstration and modifications to Route 501 with rider alerts, web site notice, on board rider survey, a web survey, two community open houses and legal notices for a public hearing. The open houses were held on Wednesday, October 30, at the Fife City Hall and Saturday, November 2, at the Milton/Edgewood Library. A Public Hearing will take place at the Board of Commissioners meeting on November 18. To meet the timeline to implement service with the February 2014 service change, the Board of Commissioners will also be asked to consider approving the demonstration at their November 18 Board Meeting.

The additional Community Connector service in the demonstration does not require a Title VI Equity Analysis unless the service is in place for a year or longer. However, Pierce Transit has completed the equity analysis on the additional service and included it here. Schedule adjustments to the Route 402 do not adjust the route revenue miles or revenue hours by 20% so are not considered a major service change and are not analyzed in this report.

# 3 TITLE VI POLICIES & DEFINITIONS

Pierce Transit's Board of Commissioners adopted three new policies in February 2013 related to Title VI that guide this analysis: Major Service Change Policy; Disparate Impact Policy; and Disproportionate Burden Policy. The requirement for these policies comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 persons or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

## 3.1 PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

The purpose of this policy is to establish a threshold that defines a major service change and to define an adverse effect caused by a major service change.

A major service change is defined as any change in service on any individual route that would add or eliminate more than twenty percent of the route revenue miles or twenty percent of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects on minority and low-income populations.

An adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

## 3.2 PIERCE TRANSIT DISPARATE IMPACT POLICY

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

A disparate impact occurs when the minority population[1] adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

Disparate impacts on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disparate impacts on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If Pierce Transit finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or

[1] **Minority Population** – Persons identifying themselves as a race other than white or of Hispanic origin, self-reported in the U.S. Census.

fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

## 3.3 PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income[2] populations.

A disproportionate burden occurs when the low-income population adversely affected by a fare or service change is five percent more than the average low-income population of Pierce Transit's service area.

Disproportionate burden on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disproportionate burden on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If Pierce Transit finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on low-income population and would still accomplish the agency's legitimate program goals.

[2] **Low-Income Population** – Persons reporting as being under the federal household poverty limit as defined by the U.S. Department of Health and Human Services.

# 4 METHODOLOGY

Pierce Transit staff calculated the changes in proposed hours and miles to the Routes 501 and 402 to determine whether the planned changes added or eliminated 20% or more in revenue hours or revenue miles and thus would be considered a Major Service Change and subject to the Title VI Equity Analysis. These calculations are provided in Table 4-1 below.

**TABLE 4-1 Routes 501 and 402: Change in Weekly Hours and Miles**

| | Route 501 Hours | Route 501 Miles | Route 402 Miles | Route 402 Hours |
|---|---|---|---|---|
| Current | 64 | 925 | 703 | 51 |
| Proposed | 43 | 605 | 703 | 52 |
| % change | -32% | -35% | 0% | 2% |

Route 501 is proposed to be reduced by 32% in revenue hours and 35% in revenue miles. Since this is greater than a 20% reduction in hours and miles, a service equity analysis on these reductions was determined to be necessary. Changes to the Route 402 schedule only result in a 2% increase in revenue hours and no increase in revenue miles so no service equity analysis is necessary for this route.

Pierce Transit staff identified the minority and low-income population living within ¼ mile of Route 501, each of the two new Community Connector routes, and within the entire service area. GIS mapping and 2010 Census data were used at the census block level for minority data. American Community Survey 2007-2011 data by census tract was used for low-income data[3]. A ¼ mile buffer was placed around Route 501 and the Community Connector routes to designate the route access range. The population of each tract or block within or touching that buffer was calculated, then the percentages of minority and low-income populations of those tracts/blocks were calculated.

The equity analysis is provided below in Section 5.

[3] Pierce Transit's 2010 Customer Survey provides information about our riders' race and income, but does not provide statistically significant data on ridership by route, so Census Data was used to analyze the population along Pierce Transit's routes.

# 5 EFFECTS OF PROPOSED SERVICE CHANGE ON MINORITY AND LOW INCOME POPULATIONS

## 5.1 Impact of Service Changes on Minority and Low Income Populations

Figure 5-1 below shows the Route 501 with its ¼ mile access area shown shaded in grey. Pierce Transit routes appear as green lines. Figure 5-2 on the next page shows the Milton-Edgewood Community Connector in bright green and the Fife to Puyallup Station Community Connector in bright blue. Each route's ¼ mile access area used in the analysis is shaded.

Table 5-1 on the next page shows the results of the analysis, comparing the minority and low income proportion of the population living within ¼ mile of Route 501 and the new community connectors with the minority and low income proportion of the service area as a whole.

**Figure 5-1 Route 501 Analysis Map**

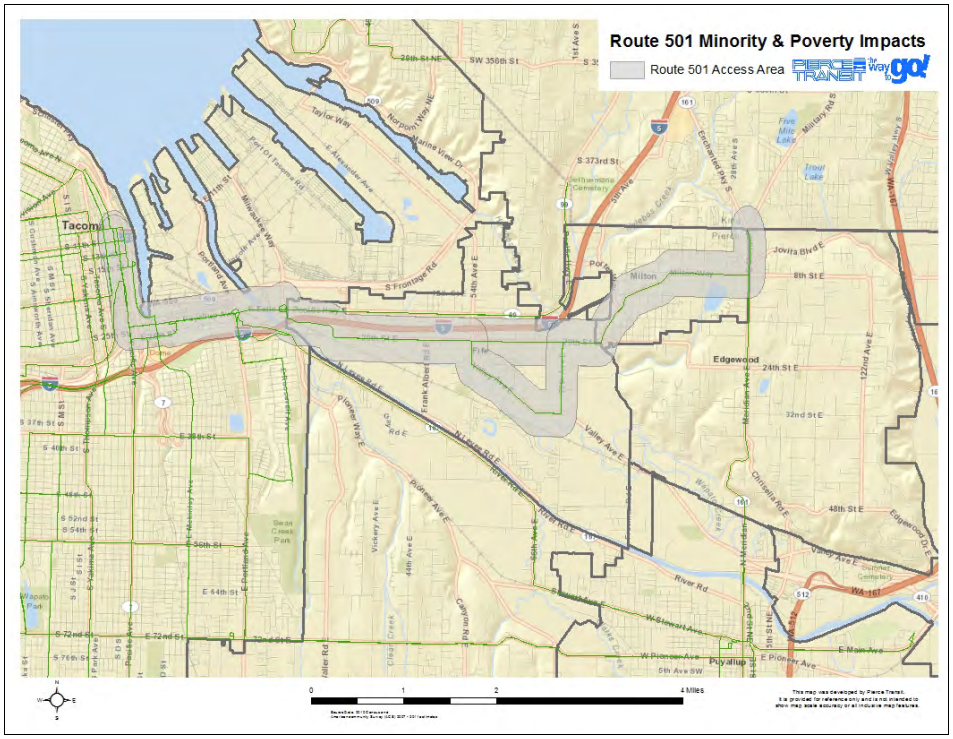


**Figure 5-2 New Community Connectors Analysis Map**

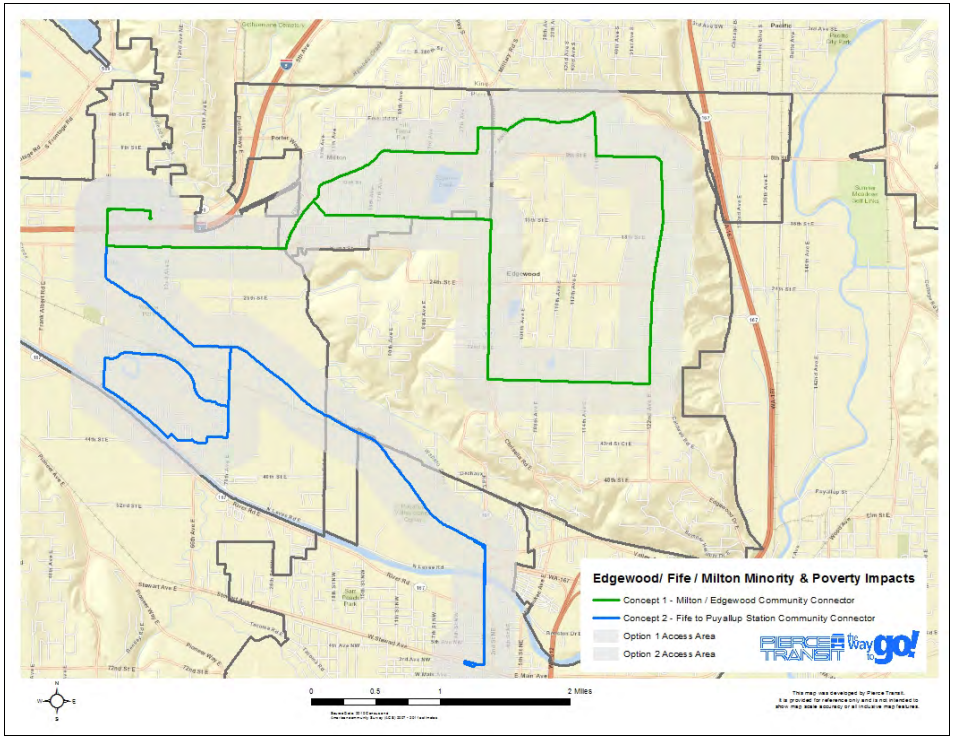


**TABLE 5-1 Impact of Service Changes on Minority and Low Income Populations**

| | Minority Proportion of the Population | | | Low Income Proportion of the Population | | |
|---|---|---|---|---|---|---|
| Summary of Service Change | Census Blocks Along Route | Average Population in Service Area | Difference | Census Blocks Along Route | Average Population in Service Area | Difference |
| Route 501 – Span of Service, Frequency | 47.4% | 41.0% | 6.4% | 13.8% | 12.4% | 1.4% |
| Milton-Edgewood Community Connector – New Service | 32.2% | 41.0% | -8.8% | 7.9% | 12.4% | -4.5% |
| Fife to Puyallup Station Community Connector – New Service | 49% | 41.0% | 8% | 10.5% | 12.4% | -1.9% |

## 5.2 Disparate Impact Analysis

Pierce Transit's policy states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 10% more than the average minority population of Pierce Transit's service area.

### *5.2.1 Route 501*

While the minority population along the Route 501 that will experience time-based reductions in service (47.4%) is higher than the service area minority population (41%), this 6.4% difference is not enough to warrant a determination of disparate impact.

### *5.2.2 Milton-Edgewood Community Connector*

The minority population along the Milton-Edgewood Community Connector is 32.2%, which is lower than the service area minority population (41%). This difference of 8.8% is not enough to warrant a determination of disparate impact.

### *5.2.3 Fife-Puyallup Station Community Connector*

The minority population along the Fife-Puyallup Station Community Connector is 49%, which is higher than the service area minority population (41%). This difference of 8% is not enough to warrant a determination of disparate impact.

## 5.3 Disproportionate Burden Analysis

Pierce Transit's policy states that a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 5% more than the average low-income population of Pierce Transit's service area.

### *5.2.1 Route 501*

The low income population along the Route 501 that will experience reductions in service (13.8%) is slightly higher than the low income population of the service area (12.4%), however, this difference of 1.4% is not enough to warrant a determination of disproportionate burden.

### *5.2.2 Milton-Edgewood Community Connector*

The low income population along the Milton-Edgewood Community Connector is 7.9%, which is lower than the service area low income population (12.4%). This difference of 4.5% is not enough to warrant a determination of disproportionate burden.

### *5.2.3 Fife-Puyallup Station Community Connector*

The low income population along the Fife-Puyallup Station Community Connector is 10.5%, which is slightly lower than the service area low income population (12.4%). This difference of 1.9% is not enough to warrant a determination of disproportionate burden.

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APPENDIX 2 SEPTEMBER 2013 PIERCE TRANSIT SYSTEM MAP

October 1, 2013

# Fife-Milton-Edgewood Community Connector

## Innovative Solution

## Background

The proposed Fife-Milton-Edgewood Community Connector is the result of a committed Community Investment Team who, in partnership with Pierce Transit, developed two route concepts focused on improving fixed route services within the Fife, Milton, and Edgewood communities. Proposed service concepts focus on:

- **Community Needs.** Serve key Fife, Milton, and Edgewood community destinations including shopping, medical, libraries, churches, parks, community centers, and post offices.
- **Connections.** Transport Fife, Milton, Edgewood commuters to and from Puyallup Sounder Station during commute times.
- **Integrating tailored service with existing transit system.** Link community connector to Routes 402 and 500 for easy access.

## Community Investment Team

- City of Edgewood
- City of Fife
- City of Milton
- City of Puyallup
- Edgewood F.I.S.H. Food Bank
- Puyallup Tribe of Indians
- Mountain View Community Center
- Radiance Homeowner's Association

## Public feedback sought

We want to hear what the community thinks about the proposed Fife-Milton-Edgewood tailored services.

Contact: Tina Lee | Pierce Transit | Service Innovation Administrator
Phone: 253.589.6887
Email: tlee@piercetransit.org
Mail: Pierce Transit | P.O. Box 99070 | Lakewood, WA 98496-0070

## Timeline

**Wednesday, Oct 30**
**Open House • 4:30 - 7:30 p.m.**
Fife City Hall
5411 23rd Street East, Fife

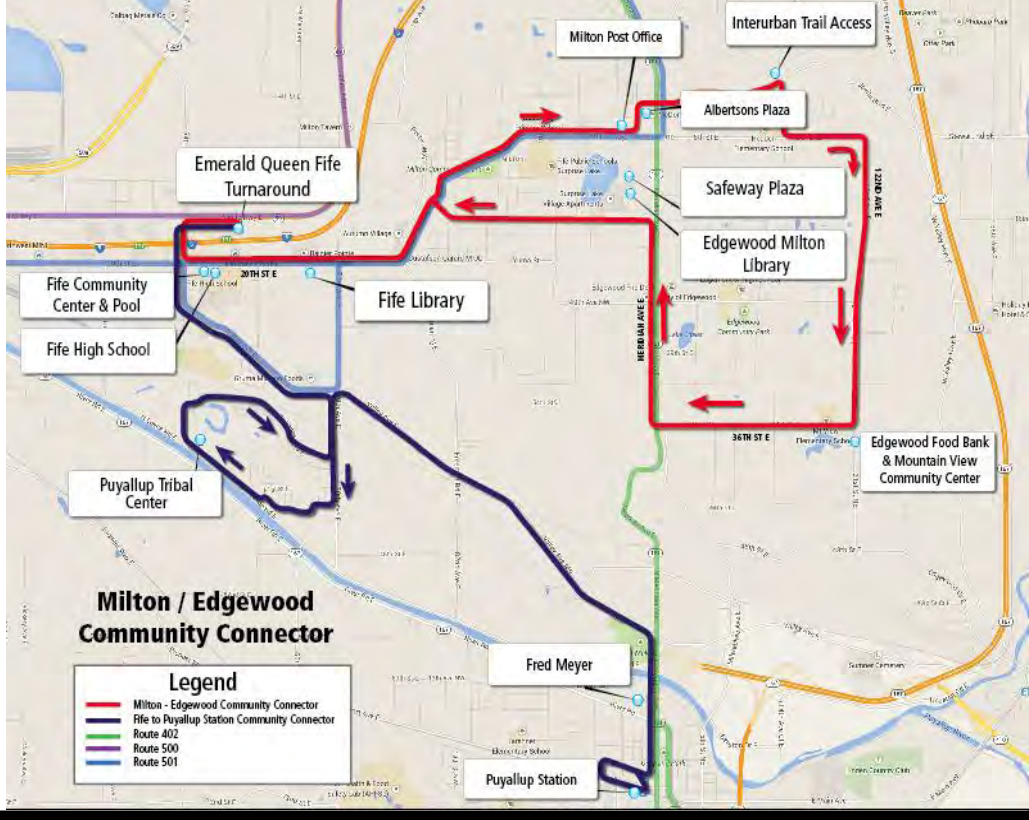
**Saturday, November 2**
**Open House • 11 a.m. – 2 p.m.**
Milton/Edgewood Library
900 Meridian East, Milton

**Monday, November 18**
**Public Hearing • Pierce Transit Board Meeting**
**4:00 p.m.**
Pierce Transit Training Center
3701 96th Street SW

(Meeting at which Board is expected to decide whether to approve tailored service for implementation February 2014 service change.)

# The Proposal

1. Add a local tailored Community Connector linking the communities of Milton and Edgewood with Fife.
2. Add a local tailored Community Connector linking Fife to Puyallup Station.
3. Adjust four Route 402 trips to make better connections with Sounder Train service at Puyallup Station.
4. Eliminate select Route 501 trips, integrating remaining service with proposed tailored Community Connectors.




| Proposal | Service Details |
|---|---|
| **Milton-Edgewood Community Connector**<br>*Local Tailored Service* | • Small vehicle – 25 ft.<br>• Service span: Weekdays & weekends<br>-Thursdays: 10am – 7pm;<br>-All other days: 10am – 2pm<br>• 60 minute frequency<br>• Integrated with Route 501 |
| **Fife to Puyallup Station Community Connector**<br>*Local Tailored Service* | **Commuter Connection**<br>• Weekdays: 6 - 8am and 4 - 6:30pm<br>• Trips timed approximately every 30 minutes to meet Sounder between<br>**Community Connection**<br>• Weekdays: 9am – 4pm (No weekend service)<br>• 60 minute frequency |
| **Route 402 Adjustments**<br>*Milton/Edgewood to Puyallup Station Connection* | **Adjusting four Route 402 trips timed to meet Sounder train at Puyallup Station.**<br>**AM adjust first two trip times to start at:**<br>• 5:20am trip will start at 5:05am Federal Way (FWTC), departs Puyallup Station 5:37am<br>• 6:15am trip will start at 6:12am Federal Way (FWTC), departs Puyallup Station 6:46am<br>**PM adjust two trips to meet Sounder Train:**<br>• 2:37pm trip from 171st Meridian, leaves Puyallup Station at 3:56pm<br>• 4:39pm trip from 171st Meridian, leaves Puyallup Station at 5:37pm |
| **Route 501 Adjustments**<br>*Integrate service with proposed tailored Community Connectors* | **Connections to Federal Way or Tacoma are with a transfer from Milton Community Connector to either Route 500 or Route 402.**<br>**Weekday trips proposed for elimination:**<br>• Starting at 10th & Commerce traveling to FWTC: 9:58am and 12:01pm<br>• Starting at FWTC traveling to 10th & Commerce: 11:16am and1:16pm<br>**Saturday: Eliminate midday service. Other connections are via a transfer to Route 500 or Route 402.**<br>• Saturday trips proposed for elimination starting at 10th & Commerce traveling to FWTC: 11:10am, 1:10pm, 3:10am, 5:10pm<br>• Saturday trips proposed for elimination starting at FWTC traveling to 10th & Commerce: 10:15am, 12:15pm, 2:15pm, 4:15pm<br>**Sunday: Eliminate midday service. Other connections are via a transfer to Route 500 or Route 402.**<br>• Sunday trips proposed for elimination starting at 10th & Commerce traveling to FWTC: 11:10am, 1:10pm, 3:10am<br>• Sunday trips that are eliminated starting at FWTC traveling to 10th & Commerce: 12:15pm, 2:15pm |

# Pierce Transit SYSTEM MAP

PARK & RIDE: P

TRANSIT CENTER: T

ROUTE NUMBER: 410

PARTICIPATING ORCA RETAILERS: Sear's Market Place, Safeway, ORCA

N

0 1 2 3 MILES

**RESOLUTION NO. 13-033**

A RESOLUTION of the Board of Commissioners of Pierce Transit
Authorizing Fife-Milton-Edgewood Demonstration Effective February 16, 2014,
Contingent upon Adoption of the 2014 Budget.

WHEREAS, on July 8, 2013 the Pierce Transit Board of Commissioners adopted its Strategic Direction which directed staff to develop innovative tailored community solutions; and

WHEREAS, the Fife-Milton-Edgewood Community Investment Team comprised of local representatives with a vested interest in guiding the design and success of tailored community service has recommended concepts for a possible demonstration project; and

WHEREAS, on October 14, 2013, the Board of Commissioners authorized the design of the Fife-Milton-Edgewood Demonstration Project; and

WHEREAS, the proposed Fife-Milton-Edgewood Demonstration Project includes the Milton-Edgewood Community Connector, the Fife to Puyallup Station Community Connector, adjusted trip times on the Route 402, and service modifications reducing existing Route 501 trips to better integrate the concepts with local fixed route services; and

WHEREAS, the Route 501 service modifications are a Major Service Change and require a Title VI service equity analysis under Pierce Transit's Disparate Impact Policy and Disproportionate Burden Policy; and

WHEREAS, the service equity analysis discovered no disparate impacts or disproportionate burden that would result from this demonstration project; and

WHEREAS, community outreach for the proposed demonstration included distribution of 5,750 rider brochures, a project web site with a web survey, posters in the community advertising a public hearing, two community open houses, an on-board bus rider survey, legal notices published five and twenty days before the public hearing;

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

Section 1. The Board of Commissioners authorizes the implementation of a Fife-Milton-Edgewood Demonstration Project effective February 16, 2014, through February 14, 2015, contingent upon the adoption of the 2014 Budget.

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 18th day of November, 2013.

Marilyn Strickland, Chair
Board of Commissioners

ATTEST:

Deanne Jacobson, CMC
Clerk of the Board

PIERCE COUNTY PUBLIC TRANSPORTATION BENEFIT AREA CORPORATION ★ 1979

Pierce Transit

# Title VI Service Equity Analysis

## Pursuant to FTA Circular 4702.1B

Gig Harbor Trolley Seasonal Service

January 2014

# PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

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# PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

## 1 INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is an analysis of Pierce Transit's new seasonal Gig Harbor Trolley service, Route 101, planned to operate from Memorial Day weekend through Labor Day each summer, beginning May 2014.

## 2 BACKGROUND

The proposed Gig Harbor Trolley seasonal service is being established following a demonstration project held during summer 2013. The service was developed in response to Pierce Transit's Board of Commissioners' Strategic Direction that includes developing innovative services tailored to community needs. Trolley service is a tailored transit solution that will aid in Gig Harbor's unique transportation challenges. The Trolley aimed to help reduce congestion in downtown, connect the downtown and uptown districts and renew interest in public transportation. The Gig Harbor Trolley Demonstration Project began July 9, 2013 and concluded on September 28, 2013. The service proved popular with the Gig Harbor community, hitting a total ridership of 28,514 during the 82-day demonstration period. Although the service missed its performance targets in September due to the end of school breaks and summer events, both passengers per service hour and passengers per revenue mile targets were met in July and August. Through an interlocal agreement with the City of Gig Harbor, the city contributed $41,161 in partnership funds ensuring that the Agency also achieved its farebox recovery target of 16%. The City and the Gig Harbor Community Investment Team (CIT) contributed $13,673 in marketing and in-kind contributions to support the project.

The addition of the seasonal Trolley service includes a net addition of approximately 2,132 annual service hours. Part of the project includes a seasonal detour of the Route 100 to avoid duplication of service. This service equity analysis examines the impact of both the seasonally eliminated segments and the addition of the new trolley service on minority and low-income populations.

## 2.1 Gig Harbor Trolley Seasonal Service

The proposed Gig Harbor Trolley seasonal service is the result of the work of the Gig Harbor Community Investment Team (CIT), which is comprised of the City of Gig Harbor, Gig Harbor Chamber of Commerce, Merchants of Uptown and the Gig Harbor Downtown Waterfront Alliance, and Pierce Transit (PT). Trolley service has been a goal of the Gig Harbor community for a number of years. The service was popular with the community with total ridership of 28,514 during the 82 day demonstration from July through September, 2013. Pierce Transit plans to operationalize the service and make it a regular seasonal service each year from Memorial Day weekend through Labor Day, beginning in 2014.

An on-board trolley survey, which resulted in 641 completed surveys, was completed during the demonstration period between August 12 and September 8, 2013. The survey results showed a high satisfaction rate for the trolley service, with 94 percent of the respondents reporting that they were satisfied or extremely satisfied with the trolley. There was an overall dissatisfaction rate of 4%, presumably arising from regular Route 100 passengers impacted by the increased trip time and transfer required when the trolley was in operation. When asked if a rider would recommend the trolley to someone else, 91% of survey respondents reported they were very likely or somewhat likely to recommend the trolley. Trip purpose, or the reason why someone was riding the trolley, indicates that 22% of passengers used the trolley to go shopping & errands, 16% for travel to restaurants, and 12% to reach entertainment or recreation. Specific destinations referenced by respondents were the local Farmers' Markets, Downtown, Uptown, Library, and Skate Park.

PT staff has used the information gained during the demonstration period about ridership trends and vehicle type and has continued to coordinate with the CIT to modify some elements of the service profile. These adjustments include changing the duration of the seasonal summer service to a shorter period, operating the service from Memorial Day weekend through Labor Day. Service span adjustments during select days of the week were also based on ridership data.

The Trolley seasonal service brochure provides these details and is attached as Appendix A. Appendix B shows the entire Pierce Transit System Map.

The proposed addition of a new route is considered a major service change under Pierce Transit's Major Service Change Policy and requires a Title VI Service Equity Analysis and public outreach. During the demonstration in 2013, staff collected feedback from riders and non-riders via on-board trolley surveys and a survey sent to Gig Harbor merchants. After considering feedback and demonstration performance, Pierce Transit's Board of Commissioners authorized staff to operationalize the seasonal Trolley service on October 14, 2013. Legal notices were published 20 and 5 days in advance for a Public Hearing on the addition of the Seasonal Trolley Service to take place at the Board of Commissioners meeting on January 13, 2014. The legal notice was also published on Pierce Transit's web site in advance of the public hearing. Outreach about service implementation planned to begin May 24, 2014 will be ongoing and will include information in The Bus Stops Here, Rider Alerts, website notices, and PT staff attendance at various community meetings.

The change to the routing of the Route 100 during the Trolley season does not require a Title VI Service Equity Analysis because the temporary re-routing does not adjust the route revenue miles or revenue hours by 20% so is not considered a major service change. Details on these calculations are provided in Section 4 below.

# 3 TITLE VI POLICIES & DEFINITIONS

Pierce Transit's Board of Commissioners adopted three new policies in February 2013 related to Title VI that guide this analysis: Major Service Change Policy; Disparate Impact Policy; and Disproportionate Burden Policy. The requirement for these policies comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 persons or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

## 3.1 PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

The purpose of this policy is to establish a threshold that defines a major service change and to define an adverse effect caused by a major service change.

A major service change is defined as any change in service on any individual route that would add or eliminate more than twenty percent of the route revenue miles or twenty percent of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects on minority and low-income populations.

An adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

## 3.2 PIERCE TRANSIT DISPARATE IMPACT POLICY

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

A disparate impact occurs when the minority population[1] adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

Disparate impacts on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disparate impacts on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If Pierce Transit finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or

[1] **Minority Population** – Persons identifying themselves as a race other than white or of Hispanic origin, self-reported in the U.S. Census.

fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

## 3.3 PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income[2] populations.

A disproportionate burden occurs when the low-income population adversely affected by a fare or service change is five percent more than the average low-income population of Pierce Transit's service area.

Disproportionate burden on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disproportionate burden on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If Pierce Transit finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on low-income population and would still accomplish the agency's legitimate program goals.

[2] **Low-Income Population** – Persons reporting as being under the federal household poverty limit as defined by the U.S. Department of Health and Human Services. In 2012 the poverty limit was $23,050.

# 4 METHODOLOGY

As a new operationalized route, the Gig Harbor Trolley Seasonal Service, Route 101, automatically qualifies as a Major Service Change and thus is subject to a Title VI Service Equity Analysis. To determine whether the Route 100 seasonal routing modifications qualify as a major service change, Pierce Transit staff calculated the changes in proposed hours and miles to the Route 100 to determine whether the planned changes added or eliminated 20% or more in revenue hours or revenue miles. These calculations are provided in Table 4-1 below.

**TABLE 4-1 Route 100: Change in Daily Hours and Miles**

| | Route 100 Hours | Route 100 Miles |
|---|---|---|
| Current | 20.3 | 461 |
| Proposed | 20.3 | 431 |
| % change | 0% | -6.5% |

Route 100 is proposed to be reduced 6.5% in revenue miles with no reduction in revenue hours. Since this is less than a 20% reduction in hours and miles, a service equity analysis on these reductions was determined not to be necessary.

For the Trolley Service, Route 101, Pierce Transit staff identified the minority and low-income population living within ¼ mile of the route, and within the entire service area. GIS mapping and 2010 Census data were used at the census block level for minority data. American Community Survey 2007-2011 data by census tract was used for low-income data[3]. A ¼ mile buffer was placed around the Trolley route to designate the route access range. The population of each tract or block within or touching that buffer was calculated, and then the percentages of minority and low-income populations of those tracts/blocks were calculated.

The equity analysis is provided below in Section 5.

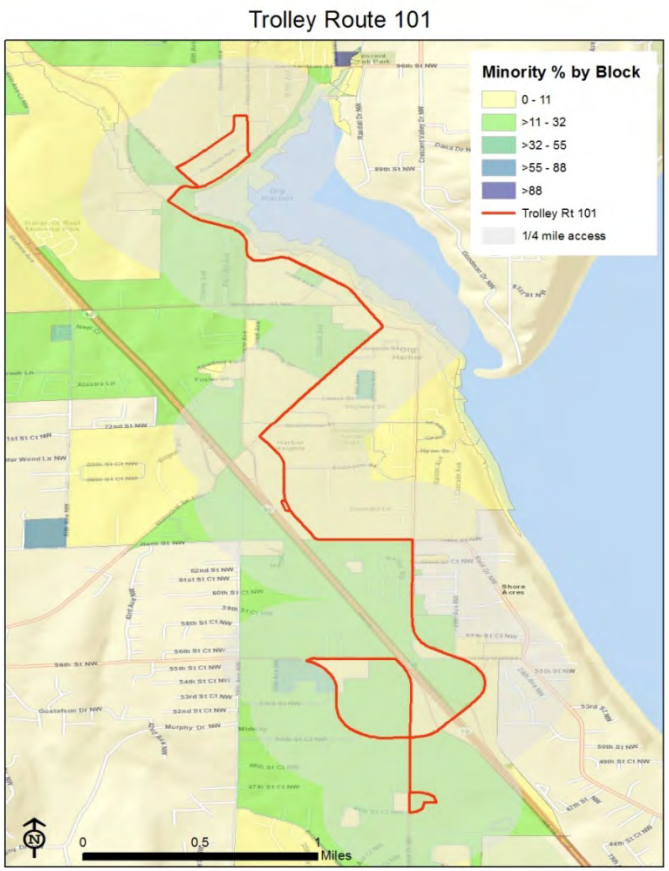
[3] Pierce Transit's 2010 Customer Survey provides information about our riders' race and income, but does not provide statistically significant data on ridership by route, so Census Data was used to analyze the population along Pierce Transit's routes.

# 5 EFFECTS OF PROPOSED SERVICE CHANGE ON MINORITY AND LOW-INCOME POPULATIONS

## 5.1 Impact of Service Changes on Minority and Low-Income Populations

Figure 5-1 below shows the Gig Harbor Trolley Route 101 in red with its ¼ mile access area shown as the clouded area around the route. Table 5-1 below shows the results of the analysis, comparing the minority and low-income proportion of the population living within ¼ mile of Route 101 with the minority and low-income proportion of the service area as a whole.

**Figure 5-1 Route 101 Minority and Low-Income Census Blocks/Tracts**



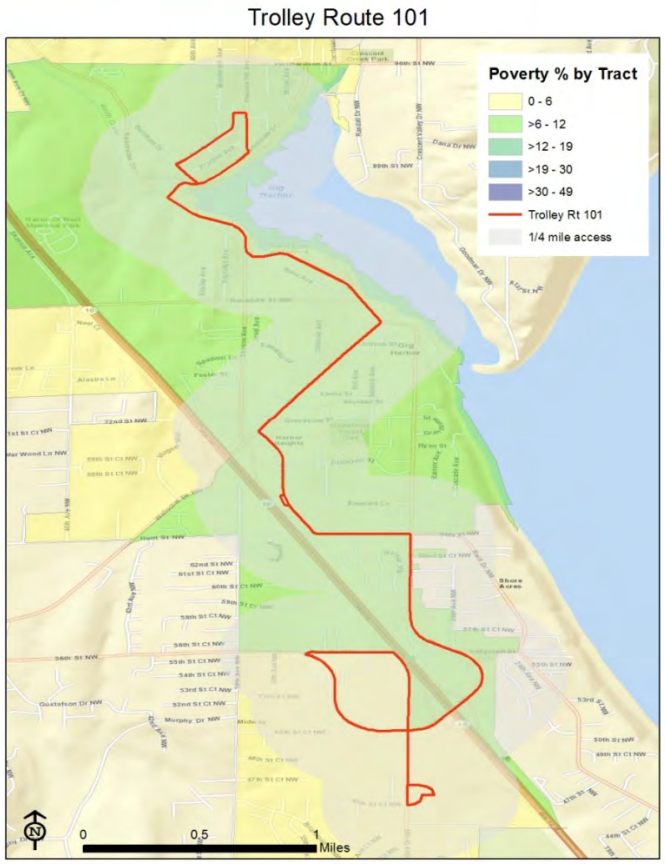



**TABLE 5-1 Impact of New Service on Minority and Low-Income Populations**

| Summary of Service Change | Minority Proportion of Population | | | Low-Income Proportion of Population | | |
|---|---|---|---|---|---|---|
| | Census Blocks Along Routes | Average Population in Service Area | Difference | Census Tracts Along Routes | Average Population in Service Area | Difference |
| New Service | 17% | 41.0% | -24% | 6% | 12.4% | -6.4% |

## 5.2 Disparate Impact Analysis

Pierce Transit's policy states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 10% more than the average minority population of Pierce Transit's service area.

At 17%, the minority population along the Route 101 is actually 24% lower than the service area minority population (41%). Since this population is not adversely affected by the additional service, a determination of disparate impact is not warranted. However, since minority populations are not expected to benefit from this seasonal service expansion as much as non-minority populations, FTA requires PT to explain how the agency plans to improve service to minority populations. These plans are in process, with the Fife-Puyallup Station Community Connector planned for implementation in Feb. 2014, which in a recent service equity analysis had a 49% minority population, which is 8% higher than the service area average. In addition, Pierce Transit is successful at providing service to areas with higher minority populations. See Appendix C: PTBA Tracts with Minority and Poverty Populations Greater than the Service Area Threshold. The bulk of Pierce Transit's existing 38 routes (shown in green in Appendix C) serve the more urban core which contains mainly census tracts with higher than the average minority and low-income populations (shown as the hatched areas in Appendix C, with the higher minority areas shown as yellow/orange/brown).

## 5.3 Disproportionate Burden Analysis

Pierce Transit's policy states that a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 5% more than the average low-income population of Pierce Transit's service area.

The low-income population along the Route 101 is 6%, which is 6.4% lower than the service area low-income population (12.4%). Since this population is not adversely affected by the additional service, a determination of disproportionate burden is not warranted. However, since low-income populations are not expected to benefit from this seasonal service expansion as much as non-low-income populations, FTA requires PT to explain how the agency plans to improve service to low-income populations. These plans are in process, with the Puyallup Tailored Community service currently in the planning phase. This new service is planned for demonstration beginning in June 2014. The map in Appendix C shows a large portion of the Puyallup area in purple, which is a higher than average low-income population. And as mentioned in 5.2 above, Pierce Transit's system is focused on the urban core which contains a high minority and low-income population (shown as hatched in Appendix C with low-income shown as purple).

# 6 APPENDICES

| | |
|---|---|
| APPENDIX A | GIG HARBOR TROLLEY INNOVATIVE SOLUTIONS FACT SHEET |
| APPENDIX B | SEPTEMBER 2013 PIERCE TRANSIT SYSTEM MAP |
| APPENDIX C | PTBA TRACTS WITH MINORITY AND POVERTY POPULATIONS GREATER THAN THE SERVICE AREA THRESHOLD |

# INNOVATIVE PT Trolley 2014 SOLUTIONS

December 19, 2013

## Background

The PT Trolley demonstration in the summer of 2013 provided over 28,000 boardings and connected Gig Harbor's Uptown and Downtown Shopping districts. This demonstration was so successful the Board approved to bring it back. 2014 service will run between Memorial Day weekend and Labor Day weekend.

## Service Details *(Draft with potential changes to Fri, Sat, Sun span)*

**Saturday, May 24, 2014 – Sunday, August 31, 2014**

| Day | Frequency | Span |
|---|---|---|
| Monday | 30 minute | 11 am – 7:30 pm |
| Tuesday | 30 minute | 11 am – 9:30 pm |
| Wednesday | 30 minute | 11 am – 7:30 pm |
| Thursday | 30 minute | 11 am – 7:30 pm |
| Friday | 30 minute | 11 am – 10 pm |
| Saturday | 30 minute | 11 am – 10 pm |
| Sunday | 30 minute | 11 am – 5:30 pm |

*As a result of community partnership funds pledged by the City of Gig Harbor, fares will be revised from $2.00 to $0.50. If adopted, the following fares will be implemented.*

| Fares | Adult | Youth | *Discounted |
|---|---|---|---|
| One Ride | $0.50 | $0.50 | Free |
| Monthly Regional Pass | $18 | $18 | --- |

**Must show Regional Reduced Fare Permit*

## Milestones

**Dec**
- Title VI & Fare Equity Analysis

**Jan**
- Public Hearings for Title VI & Fare Equity
- Trolley Procurement begins
- Marketing Sub group Kicks-off

**Feb**
- Board Adopts Trolley Fare and Title VI
- Exec/Finance Committee Authorize Trolley Vehicle Contract

**March**
- Trolleys arrive
- Vehicle Prep
- Info for TBSH ready

**April**
- Union Agreement for Trolley Operator Signing
- Trolley Marketing

**May**
- Routes & Signage
- Operator Shake-up
- Service Begins 5/24/13

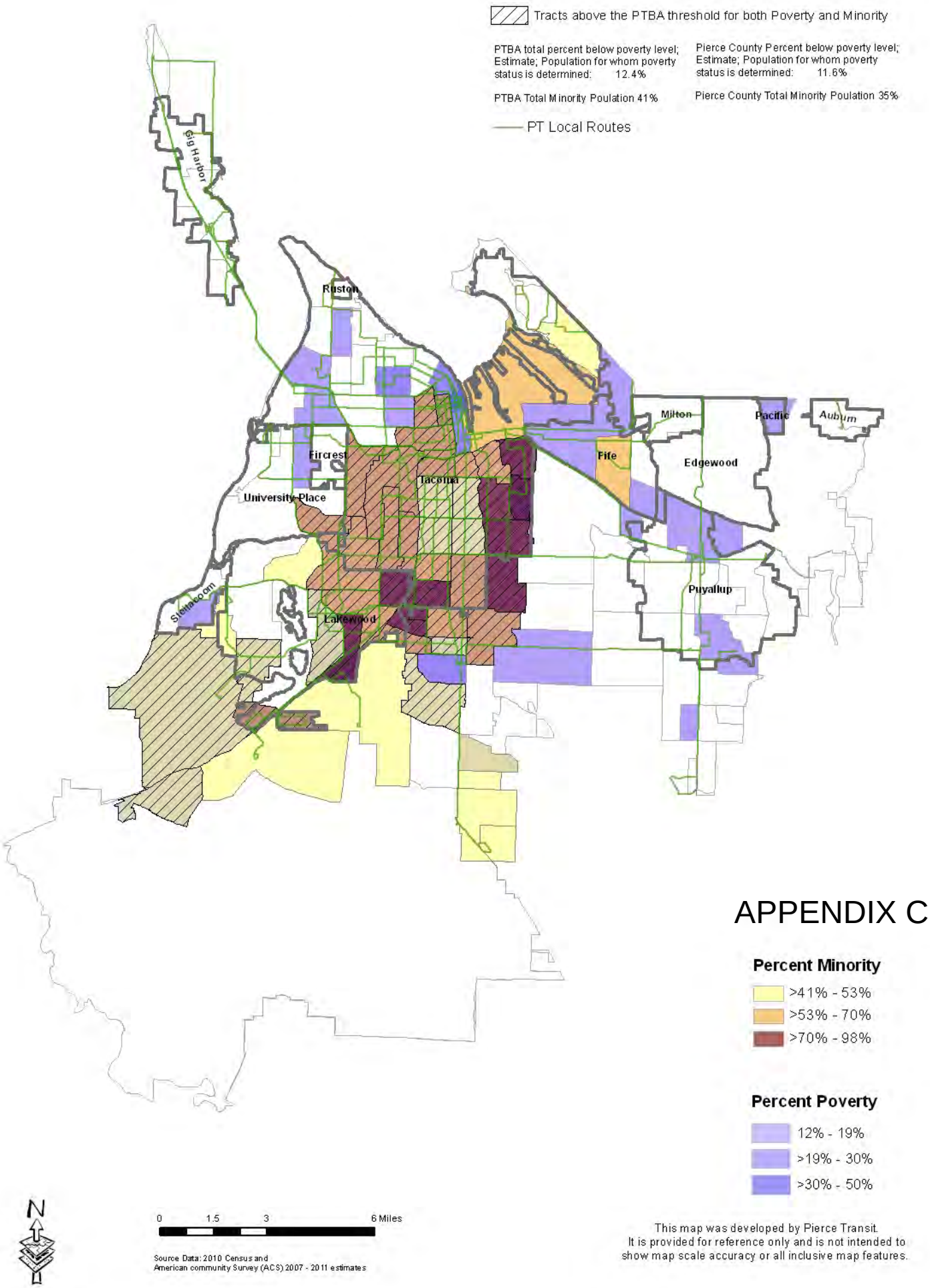
**June**
- Maritime Parade 6/7/13

APPENDIX A

Pierce Transit
SYSTEM MAP
PARK & RIDE:
TRANSIT CENTER:
ROUTE NUMBER:
PARTICIPATING ORCA RETAILERS:
N
MILES
PURDY
VASHON ISLAND
Puget Sound
Vashon Ferry
Dash Point
NORTHEAST TACOMA
FEDERAL WAY
Federal Way Transit Center
The Commons at Federal Way
Twin Lakes Park & Ride
The Crossings Shopping Center
S Federal Wy Park & Ride
Wild Waves
GIG HARBOR
Pt Defiance Park
Browns Point
Commencement Bay
RUSTON
TACOMA
Old Town
Stadium HS
Narrows Bridge
Olympic Village
Library
Wilson HS
U of Puget Sound
Tacoma General Hospital
St Joseph's Hospital
Tideflats
FIFE
MILTON
AUBURN
Auburn Sounder Station
LAKELAND HILLS
FOX ISLAND
Tacoma Community College Transit Center
TACID
Foss HS
Allenmore
SEE DOWNTOWN MAP
Tacoma Dome Station
Freighthouse Square
Tacoma Dome
Fife Industrial Area
EDGEWOOD
UNIVERSITY PLACE
FIRCREST
Lincoln HS
Salishan
SUMNER
MCNEIL ISLAND
S Tacoma Sounder Station
Tacoma Mall Transit Center
Fred Meyer
Mt Tahoma HS
DSHS
72nd St Transit Center
Chief Leschi School
Puyallup Sounder Station
Sumner Sounder Station
BONNEY LAKE
Puget Sound
Western State Hospital
Steilacoom HS
Clover Park Tech
Lakewood Towne Center
Good Samaritan Hospital
PUYALLUP
ANDERSON ISLAND
Anderson-Ketron Ferry
Pierce College
LAKEWOOD
Lakewood Transit Center
Lakes HS
KETRON ISLAND
STEILACOOM
St Clare Hospital
Lakewood Sounder Station
South Hill Mall Transit Center
The Market at Lake Tapps
Pacific Lutheran University
Parkland Transit Center
PARKLAND
OLD MILITARY RD
SOUTH HILL
Rogers HS
VA Hospital
TILLICUM
Spanaway Shopping Center
Franciscan Medical Pavilion
Albertsons
Walmart
Fred Meyer
Winco
SPANAWAY
Commissary BX
Madigan Hospital
JOINT BASE LEWIS-MCCHORD
DUPONT
Walmart
Fred Meyer
Bethel HS
GRAHAM

APPENDIX B

# PTBA Tracts with Minority and Poverty Populations Greater than the Service Area Threshold



**RESOLUTION NO. 14-005**

A RESOLUTION of the Board of Commissioners of Pierce Transit Authorizing Implementation of Additional Pierce Transit Trolley Route 101 Service Effective May 24, 2014.

WHEREAS, Pierce Transit operated a seasonal Gig Harbor Trolley Demonstration Project from July 9, 2013 to September 28, 2013; and

WHEREAS, a Gig Harbor Community Investment Team of representatives with a vested interest in the project helped guide the demonstration and outreach for the demonstration trolley service; and

WHEREAS, the Gig Harbor Trolley Demonstration Project carried 28,514 passengers during the demonstration period; and

WHEREAS, on October 14, 2013, the Pierce Transit Board of Commissioners authorized the implementation of seasonal Gig Harbor trolley service starting in 2014 utilizing the local Pierce Transit adult, youth and discounted fares; and

WHEREAS, the implementation of the Gig Harbor trolley service, Route 101, is a new route and considered a major service change requiring a Title VI Service Equity Analysis; and

WHEREAS, the equity analysis for the Gig Harbor trolley seasonal service found no disparate impact or disproportionate burden;

NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

Section 1. The Board of Commissioners authorizes the implementation of seasonal Gig Harbor trolley service, Route 101, effective May 24, 2014.

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 10th day of February, 2014.

PIERCE TRANSIT

Marilyn Strickland, Chair
Board of Commissioners

ATTEST/AUTHENTICATED

Deanne Jacobson
Clerk of the Board

PIERCE COUNTY PUBLIC TRANSPORTATION BENEFIT AREA CORPORATION ★ 1979

Pierce Transit

# Title VI Service Equity Analysis

## Pursuant to FTA Circular 4702.1B

**New Puyallup Connector - Route 425**

January 2015

Pierce Transit – Transit Development Dept.

# PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

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APPENDIX B SEPTEMBER 2014 PIERCE TRANSIT SYSTEM MAP

# PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

## 1 INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is an analysis of Pierce Transit's new Puyallup Connector service, Route 425, planned to begin operationalized service in June 2015.

## 2 BACKGROUND

The Puyallup Connector service is proposed to be established following a demonstration project held between June 8, 2014 and June 6, 2015. The service was developed in response to Pierce Transit's Board of Commissioners' Strategic Direction that includes developing innovative services tailored to community needs. The Puyallup Connector Demonstration service is designed to improve fixed route service within the Puyallup community; it is a focused effort emphasizing tailored local service and connections. The key goals were meeting community needs for service, providing access to seasonal activities in the community, and integrating the demonstration with the existing Pierce Transit system. The Puyallup Connector brochure provides additional details and is attached as Appendix A. Appendix B shows the entire Pierce Transit (PT) System Map.

The service proved popular with the Puyallup community, hitting a total ridership of 15,508 during the first 7 months of the demonstration period. Ridership has improved steadily since inception of the demonstration increasing from 1,322 passengers a month to 2,440 passengers in December 2014. The demonstration has not yet achieved the targeted performance objectives established for the demonstration, but key performance indicators such as cost recovery and net cost per passenger have improved since the demonstration started. In December the cost recovery for the route was 1.96% and the net cost per passenger was $44.48. We anticipate that the ridership trends will continue to improve, but the route will likely not achieve the Pierce Transit system average due to the lower densities in the route area.

The addition of the Route 425 service includes a net addition of approximately 9,266 annual service hours. This service equity analysis examines the impact of the addition of the new Puyallup Connector service on minority and low-income populations.

## 2.1 Puyallup Connector Service

The Puyallup Connector Demonstration was developed in partnership with a committed Puyallup Community Investment Team (CIT) that has helped guide the design of the demonstration Community Connector service. This CIT represented the local community and included representation from: local bus riders, City of Puyallup, MultiCare-Good Samaritan Hospital, Puyallup Main Street Association, Puyallup/Sumner Chamber of Commerce, Puyallup Senior Center, Pierce College, Washington State Fair, and Senior Housing Assistance Group (SHAG). The Puyallup Connector is operating as a one-year demonstration from June 8, 2014 to June 6, 2015. The service was popular with the community with total ridership of -15,508 during the first seven months of the 12-month demonstration from June through December, 2014. Pierce Transit plans to operationalize the service and make it a regular route beginning June 7, 2015.

### Community Needs

The service connects riders to key Puyallup community destinations including medical, shopping, and recreation. The route operates in residential areas and serves multiple senior housing facilities including Senior Housing Assistance Group which has minimum requirements for residents to be 62 or older and have an annual income less than $30,120. The Puyallup Connector provides a direct connection to Good Samaritan Hospital, a major region medical facility; local activities such as the YMCA, churches, parks, Puyallup Senior Center, and library; community services at City Hall and Courts; shopping at the South Hill Mall (a regional shopping center), and the central business district in Downtown Puyallup; as well as access to Pierce College and Puyallup High School with a short (approximately ¼-mile) walk.

### Seasonal Activities

Summertime service is adjusted to provide access to activities along the route during the busy summer season. The schedule operated with extended hours on Thursdays and Saturdays to better serve important community events like Concerts at Pioneer Park, Saturday Farmer's Markets, and local activities in Downtown Puyallup. The seasonal adjustment is planned when the route is operationalized.

### Integration with Existing Transit System

Puyallup Connector service also provides easy feeder service connections to local Routes 400, 402, 409, 410, and495 as well as Sound Transit's Route 578 for ease of use. The Puyallup Connector is integrated with local service for system effectiveness and ease of access to local and regional destinations.

### Customer Profile

An on-board survey, which resulted in 212 completed surveys, was completed during the demonstration period between September 3, 2014 and November 7, 2014. The survey results showed a high satisfaction rate for the service, with 91 percent of the respondents reporting that their satisfaction was rated 8, 9 or 10 out of 10 (with 10 being "very satisfied). There was a minimal dissatisfaction rate (rating of 4 or less out of 10) of 3%. About 45% of passengers used the service to go shopping/bank/other errands, 26% for travel to work, and 24% to reach medical/dental appointments. The age of riders on the Route 425 is slightly older than the Pierce Transit system average. Of those surveyed, riders on the Route 425 aged 55+ comprised approximately 31%, while Pierce Transit's 2014 Customer Survey indicates that 19% of the system's riders are aged 55+. About 45% of respondents were between the ages of 18-34. This is similar to the Pierce Transit system average where 51% of riders indicated they were 16-34 years old. Approximately 51% of the riders have a household income less than $19,999, and

approximately 78% of riders have a household income less than $34,999. This is higher than the PT system average of 45% with household incomes less than $19,999. Also, 77% of the Route 425 riders indicated that they ride other Pierce Transit or Sound Transit routes.

PT staff has used the information gained during the demonstration period about ridership trends and has continued to coordinate with the CIT to modify some elements of the service profile. These adjustments include adding additional bus stops at potential new destinations along the route to better serve the community, and also reducing frequency of service on lower utilized Sundays in order to add an additional trip during the early morning weekdays. More early morning trips and later evening trips are one of the most frequent requests from passengers of the Route 425 demonstration.

**Outreach and Decision-making**

The proposed addition of a new route is considered a major service change under Pierce Transit's Major Service Change Policy and requires a Title VI Service Equity Analysis and public outreach. After considering feedback and demonstration performance, Pierce Transit's Board of Commissioners will consider operationalizing the Puyallup Connector service on March 9, 2015. Legal notices will be published on January 27, 2015, 12 days in advance of a Public Hearing on operationalizing the Route 425, scheduled to take place at the Board of Commissioners meeting on February 9, 2015. The legal notice was also published on Pierce Transit's web site in advance of the public hearing. Rider alerts notifying the public about the hearing and seeking public comment were distributed on buses, and posters were placed in key locations throughout the community. Prior to the public hearing, a public open house is scheduled for January 28, 2015 from 3:00 p.m. to 6:30 p.m. at the Puyallup Library, which is served by Routes 425 and 402. Outreach about the service implementation planned to begin June 8, 2015 will be ongoing and will include information in The Bus Stops Here, Rider Alerts, website notices, and PT staff attendance at various community meetings.

# 3 TITLE VI POLICIES & DEFINITIONS

Pierce Transit's Board of Commissioners adopted three new policies in February 2013 related to Title VI that guide this analysis: Major Service Change Policy; Disparate Impact Policy; and Disproportionate Burden Policy. The requirement for these policies comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 persons or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

## 3.1 PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

The purpose of this policy is to establish a threshold that defines a major service change and to define an adverse effect caused by a major service change.

A major service change is defined as any change in service on any individual route that would add or eliminate more than twenty percent of the route revenue miles or twenty percent of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects on minority and low-income populations.

An adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

## 3.2 PIERCE TRANSIT DISPARATE IMPACT POLICY

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

A disparate impact occurs when the minority population[1] adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

Disparate impacts on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disparate impacts on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If Pierce Transit finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

[1] **Minority Population** – Persons identifying themselves as a race other than white or of Hispanic origin, self-reported in the U.S. Census.

## 3.3 PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income[2] populations.

A disproportionate burden occurs when the low-income population adversely affected by a fare or service change is five percent more than the average low-income population of Pierce Transit's service area.

Disproportionate burden on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disproportionate burden on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If Pierce Transit finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on low-income population and would still accomplish the agency's legitimate program goals.

[2] **Low-Income Population** – Persons reporting as being under the federal household poverty limit as defined by the U.S. Department of Health and Human Services. In 2012 the poverty limit was $23,050.

# 4 METHODOLOGY

As a new operationalized route, the Puyallup Connector, Route 425, qualifies as a Major Service Change and thus is subject to a Title VI Service Equity Analysis.

For Route 425, Pierce Transit staff identified the minority and low-income population living within ¼ mile of the route, and within the entire service area. GIS mapping and 2010 Census data were used at the census block level for minority data. American Community Survey 2007-2011 data by census tract was used for low-income data[3]. A ¼ mile buffer was placed around the Puyallup Connector route to designate the route access range. The population of each tract or block within or touching that buffer was calculated, and then the percentages of minority and low-income populations of those tracts/blocks were calculated. An additional analysis of the makeup of the population within ¼ mile of *all* Pierce Transit routes both with and without the Route 425 provided insight into the impact of the route on the overall population served by Pierce Transit's bus system.

The equity analysis is provided below in Section 5.

[3] Pierce Transit's 2010 Customer Survey provides information about our riders' race and income, but does not provide statistically significant data on ridership by route, so Census Data was used to analyze the population along Pierce Transit's routes.

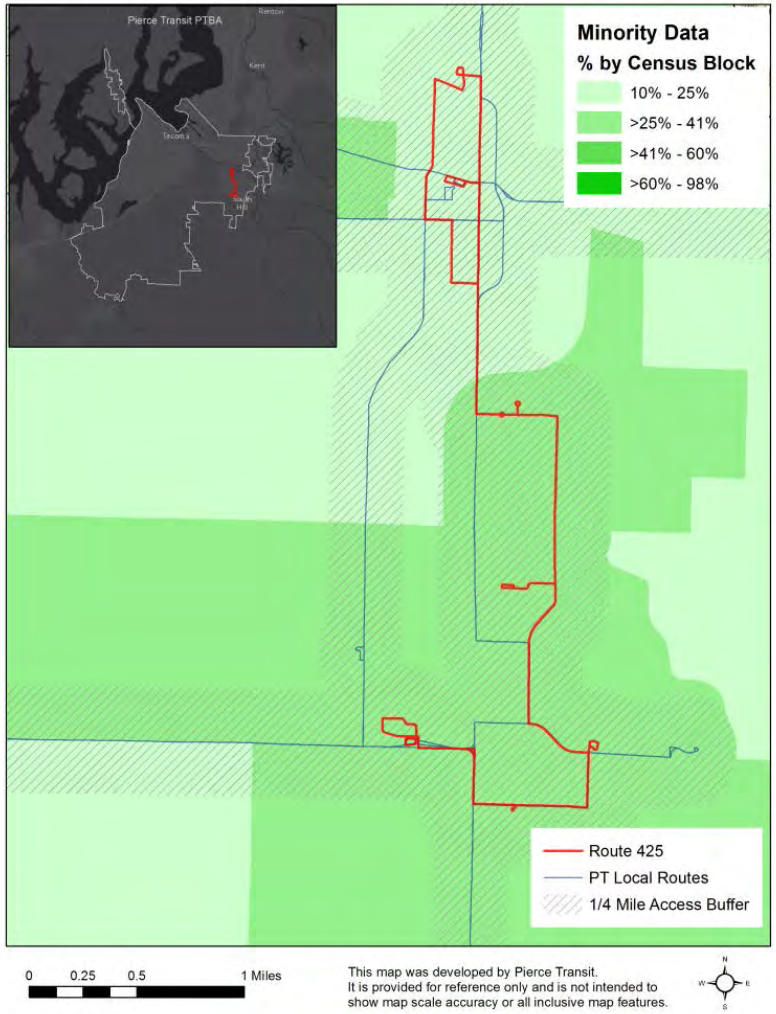
# 5 EFFECTS OF PROPOSED SERVICE CHANGE ON MINORITY AND LOW-INCOME POPULATIONS

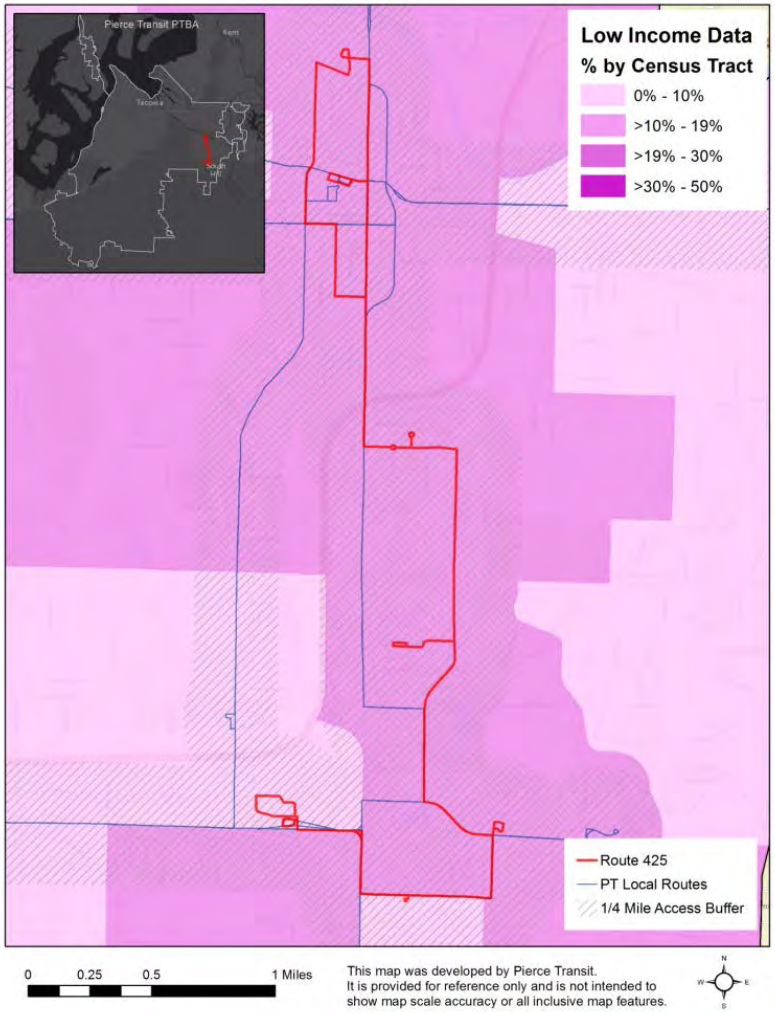
## 5.1 Impact of Service Change on Minority and Low-Income Populations

Figure 5-1 below shows the Puyallup Connector in red with its ¼ mile access area shown as the hatched area around the route. The grey inset map shows the location of the Puyallup Connector within the Pierce Transit Service Area. Table 5-1 below shows the results of the analysis, comparing the minority and low-income proportion of the population living within ¼ mile of Route 425 with the minority and low-income proportion of the service area as a whole. The data shows that the population served by the Route 425 is 15.5% lower in minority population than the service area. The Route 425 serves a 1.4% lower proportion of the area's low-income population.

To look at the impact in a slightly different way, staff analyzed the percentage of minority population served by all Pierce Transit routes both with and without the Route 425. Figure 5-2 shows the entire system area with darker shaded areas showing higher proportion of minority and low-income population in their respective Census Blocks and Tracts. The Route 425 is shown in red in the eastern portion of the service area. Table 5-2 shows that along all of Pierce Transit's routes, 37% of the population within ¼ mile are minorities and 12.7% are low-income. When we add the Route 425 to the system, the minority population served by the routes across the system goes down 1%, from 37% to 36% and the low-income proportion served by all routes stays essentially the same at 12.5%.

## Figure 5-1 Route 425 – Local Minority and Low-Income Census Blocks/Tracts

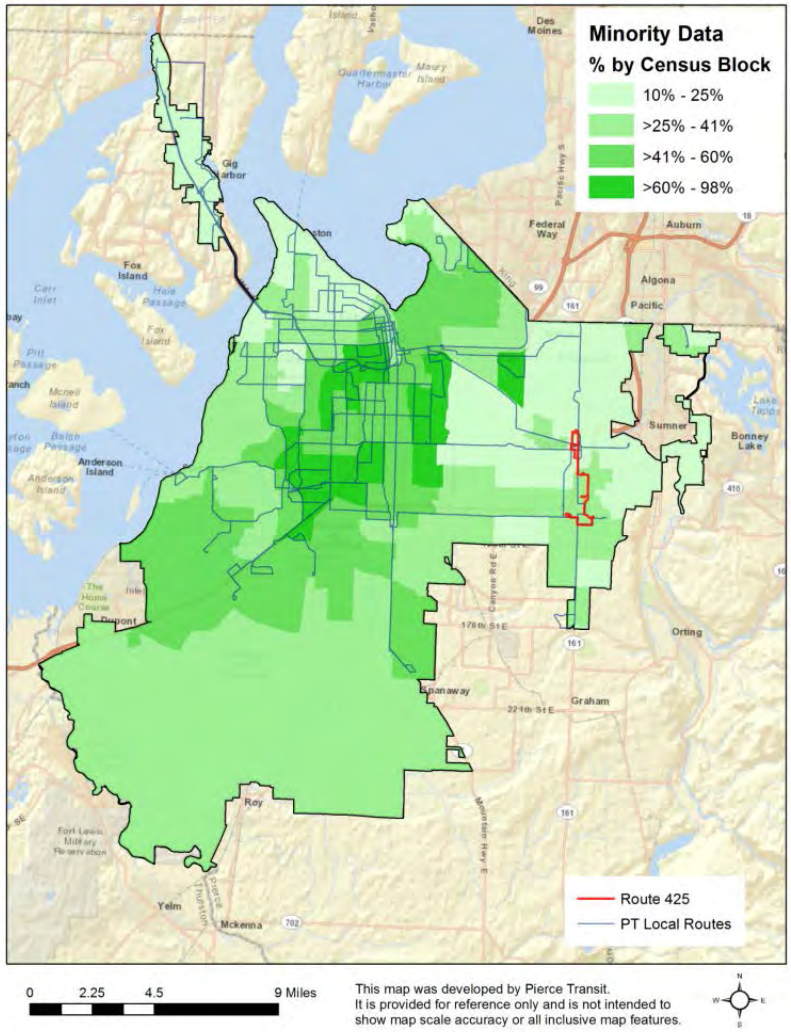


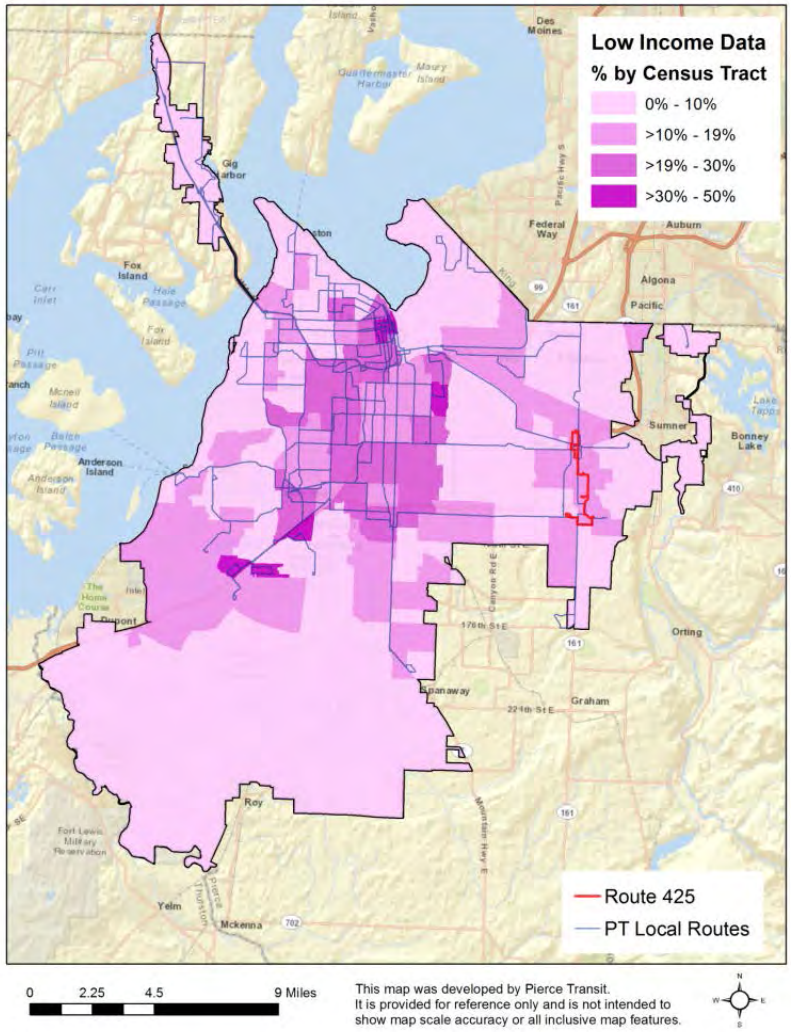




## TABLE 5-1 Impact of New Service on Minority and Low-Income Populations

| Summary of Service Change | Minority Proportion of Population | | | Low-income Proportion of Population | | |
|---|---|---|---|---|---|---|
| | Census Blocks Along Route | Average Population in Service Area | Difference | Census Tracts Along Route | Average Population in Service Area | Difference |
| New Route 425 | 25.5% | 41.0% | -15.5% | 11% | 12.4% | -1.4% |

## Figure 5-2 Route 425 – System-wide Minority and Low-Income Census Blocks/Tracts




## TABLE 5-2 Impact of New Service on Minority and Low-Income Populations

| Area of Analysis | Minority Proportion of Population | | | Low-income Proportion of Population | | |
|---|---|---|---|---|---|---|
| | Census Blocks Along Routes | Average Population in Service Area | Difference | Census Tracts Along Routes | Average Population in Service Area | Difference |
| ¼ Mile Access of All Pierce Transit Local Routes without the 425 | 37% | 41.0% | -4% | 12.7% | 12.4% | 0.3% |
| ¼ Mile Access of All Pierce Transit Local Routes including the 425 | 36% | 41.0% | -5% | 12.5% | 12.4% | 0.1% |

## 5.2 Disparate Impact Analysis

Pierce Transit's policy states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 10% more than the average minority population of Pierce Transit's service area. An adverse effect is defined in the Major Service Change Policy as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination. In this case, there is no adverse effect because new service is being added. The analysis shows that the new route is serving just 25.5% minorities, which is 15.5% fewer minorities than the service area minority population (41%). This is greater than the disparate impact threshold of 10%, but since this population is not adversely affected by the additional service, a determination of disparate impact is not warranted.

However, since minority populations are not expected to benefit from this service expansion as much as non-minority populations, FTA requires Pierce Transit to explain how the agency plans to improve service to minority populations. Pierce Transit's Board recently approved an addition of 16,000 service hours to the existing 427,716 system service hours; these will be applied mainly on productive routes that lost service hours during previous service reductions. Many of these hours will be applied to routes that serve the core of Pierce Transit's service area which is where most of the concentrations of minority populations reside (Figure 5-2). The application of these hours is still in the planning stages so detailed analysis of population served by those routes is not possible at this time. In general, Pierce Transit is successful at providing service to areas with higher minority populations. The bulk of Pierce Transit's existing 38 routes (shown in blue on the maps in Figure 5-2) serve the more urban core which contains mainly census tracts with higher than the average minority populations.

## 5.3 Disproportionate Burden Analysis

Pierce Transit's policy states that a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 5% more than the average low-income population of Pierce Transit's service area. An adverse effect is defined in the Major Service Change Policy as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination. In this case, there is no adverse effect because service is expanding, not reducing. The low-income population along the Route 425 is 11%, which is just 1.4% lower than the service area low-income population (12.4%). This is both within the threshold of 5% and there is no adverse effect on the population, so a determination of disproportionate burden is not warranted.

# 6 APPENDICES

| | |
|---|---|
| APPENDIX A | PUYALLUP CONNECTOR ROUTE 425 FACT SHEET |
| APPENDIX B | SEPTEMBER 2014 PIERCE TRANSIT SYSTEM MAP |

# Riding Is Easy

## Here are a few basics to get you started.

**1.** Look for your closest bus stop. The numbers on the bus stop sign show which bus routes stop there. Many bus stops have schedules posted on the pole.

**2.** Arrive at the stop at least 5 minutes early. Stand on the sidewalk where the operator can see you.

**3.** Have your fare ready. Use your ORCA card, ticket, or exact cash. Bus drivers do not carry change.

**4.** As the bus approaches, check the sign above the window to make sure it's the destination you want.

**5.** Stay back from the curb and wait until the bus comes to a complete stop. If you need to use a boarding ramp or lift, just ask the operator.

**6.** Board and pay your fare. Regular local Pierce Transit fares are charged.

**7.** Ask your driver for the stop closest to your destination. When you're a block away, push the yellow button strip or pull the bell cord. You will hear a message that says "stop requested."

**8.** Call 253.581.8000, option 1, if you don't know how to reach your location by bus. A Customer Service Representative will assist you with your travel plans.

**Integration with existing transit system.** This demonstration route connects with existing Routes 400, 402, 409, 410, 495 and the new Route 503 Fife-Puyallup Sounder Station. Riders can transfer between routes, taking advantage of this integrated system.

## Community Investment Team

The demonstration Puyallup Connector is the result of a committed Community Investment Team who, in partnership with Pierce Transit, continues to collaborate in the implementation of this tailored solution to meet the needs of the Puyallup community.

- City of Puyallup
- MultiCare - Good Samaritan
- Puyallup Main Street Association
- Puyallup/Sumner Chamber of Commerce
- Puyallup Senior Center
- Pierce College
- Washington State Fair
- Senior Housing Assistance Group (SHAG)
- South Hill Mall

**Translation service is available in more than 200 languages. These are the most requested:**

Llame al 253.581.8000. Habrá un representante y servicio de traducción en español disponible para atenderle.

Заказать услуги представителя с переводом на русский язык можно по телефону 253-581-8000.

Xin gọi 253-581-8000 để nói chuyện với Nhân Viên Đại Diện Ban Phục Vụ Khách Hàng là người sẽ cung cấp dịch vụ thông dịch Việt Ngữ.

Tawagan ang 253-581-8000 upang makipag-usap sa Representatibo ng Pangserbisyong Kustomer na magbibigay ng serbiyong pagsasalin ng wika sa Tagalog.

한국어 번역 서비스를 제공하는 상담원과 통화:
통화하시려면 253-581-8000 으로 전화하십시오.

អាចទំនាក់ទំនងភ្នាក់ងារសេវាបកប្រែភាសាខ្មែរ (កម្ពុជា) ដោយរ
ដោយហៅតាមរយៈ លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

**253.581.8000**
**piercetransit.org**

PIERCE TRANSIT the way to go!

Puyallup Connector
*from Hill to Valley*

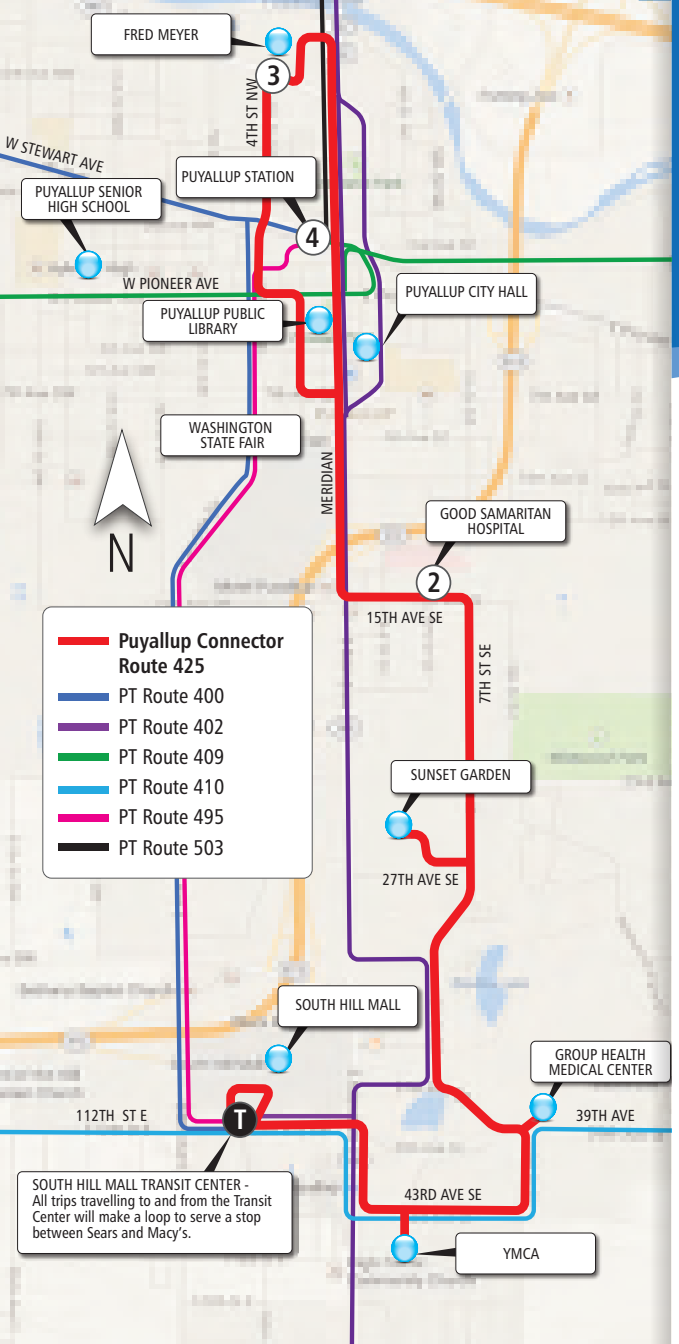
INNOVATIVE Puyallup SOLUTIONS

# ROUTE 425
# Puyallup Connector

This new demonstration route connects riders to key Puyallup and South Hill community destinations including medical, shopping, and recreation. Route now serves stops adjacent to the entrances to Group Health and YMCA.

**Effective Sept 28, 2014**

**Appendix A**




# ROUTE 425 Puyallup Connector

Pierce Transit's new Route 425 service operates seven days a week, running every 30 minutes between 10am and 6pm.

The Puyallup Connector is operating as a one year demonstration from June 8, 2014 to June 7, 2015. Toward the end of the demonstration period, the Pierce Transit Board of Commissioners will consider the ridership and effectiveness of the route to determine if this service should be made permanent.

## 425 Weekdays

| S Hill Mall Transit Center to Puyallup Sounder Station | | | | Puyallup Sounder Station to S Hill Mall Transit Center | | |
|---|---|---|---|---|---|---|
| South Hill Mall Transit Center (T) | Good Sam Hosp (2) | 4th & River Road (3) | Puyallup Sounder Station Bay 2 (4) | Puyallup Sounder Station Bay 2 (4) | Good Sam Hosp (2) | South Hill Mall Transit Center (T) |
| 10:15am | 10:40 | 10:50 | 10:58 | 10:33am | 10:42 | 11:07 |
| 10:45 | 11:10 | 11:20 | 11:28 | 11:03 | 11:12 | 11:37 |
| 11:15 | 11:40 | 11:50 | 11:58 | 11:33 | 11:42 | **12:07** |
| 11:45 | **12:10pm** | **12:20** | **12:28** | **12:03pm** | **12:12** | **12:37** |
| **12:15** | **12:40** | **12:50** | **12:58** | **12:33** | **12:42** | **1:07** |
| **12:45** | **1:10** | **1:20** | **1:28** | **1:03** | **1:12** | **1:37** |
| **1:15** | **1:40** | **1:50** | **1:58** | **1:33** | **1:42** | **2:07** |
| **1:45** | **2:10** | **2:20** | **2:28** | **2:03** | **2:12** | **2:37** |
| **2:15** | **2:40** | **2:50** | **2:58** | **2:33** | **2:42** | **3:07** |
| **2:45** | **3:10** | **3:20** | **3:28** | **3:03** | **3:12** | **3:37** |
| **3:15** | **3:40** | **3:50** | **3:58** | **3:33** | **3:42** | **4:07** |
| **3:45** | **4:10** | **4:20** | **4:28** | **4:03** | **4:12** | **4:37** |
| **4:15** | **4:40** | **4:50** | **4:58** | **4:33** | **4:42** | **5:07** |
| **4:45** | **5:10** | **5:20** | **5:28** | **5:03** | **5:12** | **5:37** |
| **5:15** | **5:40** | **5:50** | **5:58** | **5:33** | **5:42** | **6:07** |
| | | | | **6:03** | **6:12** | **6:37** |

## 425 Saturdays & Sundays

| S Hill Mall Transit Center to Puyallup Sounder Station | | | | Puyallup Sounder Station to S Hill Mall Transit Center | | |
|---|---|---|---|---|---|---|
| South Hill Mall Transit Center (T) | Good Sam Hosp (2) | 4th & River Road (3) | Puyallup Sounder Station Bay 2 (4) | Puyallup Sounder Station Bay 2 (4) | Good Sam Hosp (2) | South Hill Mall Transit Center (T) |
| 10:15am | 10:40 | 10:50 | 10:58 | 10:33am | 10:42 | 11:07 |
| 10:45 | 11:10 | 11:20 | 11:28 | 11:03 | 11:12 | 11:37 |
| 11:15 | 11:40 | 11:50 | 11:58 | 11:33 | 11:42 | **12:07** |
| 11:45 | **12:10pm** | **12:20** | **12:28** | **12:03pm** | **12:12** | **12:37** |
| **12:15** | **12:40** | **12:50** | **12:58** | **12:33** | **12:42** | **1:07** |
| **12:45** | **1:10** | **1:20** | **1:28** | **1:03** | **1:12** | **1:37** |
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| **4:15** | **4:40** | **4:50** | **4:58** | **4:33** | **4:42** | **5:07** |
| **4:45** | **5:10** | **5:20** | **5:28** | **5:03** | **5:12** | **5:37** |
| **5:15** | **5:40** | **5:50** | **5:58** | **5:33** | **5:42** | **6:07** |
| | | | | **6:03** | **6:12** | **6:37** |

| FARES | Adult Fare | Youth Fare | *Discounted Fare |
|---|---|---|---|
| Local PT Service (one ride) | $2 | 75¢ | 75¢ |
| Monthly Regional Pass | $72 | $27 | $27 |

*To be eligible for Discounted Fare, passenger must be a senior, have a disability or be a Medicare Card holder. Must show Regional Reduced Fare Permit.

**Cash Fares** (all times of day): Put exact change in the farebox next to the driver. Children 5 and younger ride free with a fare-paying passenger.

# APPENDIX B:
Pierce Transit System Map

01.12.15

## RESOLUTION NO. 15-017

A RESOLUTION of the Board of Commissioners of Pierce Transit Authorizing Operation of Route 425, Puyallup Connector, Effective June 7, 2015

WHEREAS, on July 8, 2013, the Pierce Transit Board of Commissioners adopted its Strategic Direction which directed staff to develop innovative and tailored community solutions; and

WHEREAS, by Resolution No. 14-015, approved on March 10, 2014, the Board of Commissioners of Pierce Transit authorized Route 425, the Puyallup Community Connector Demonstration, for a one year period from June 8, 2014 through June 6, 2015; and

WHEREAS, a public involvement process has been completed to gather input from interested parties regarding the Puyallup Connector Demonstration service; and

WHEREAS, community outreach for the Puyallup Connector Demonstration open house and public hearing included distribution of 2,000 rack cards, information on the project web site, posters in the community and on Puyallup Connector vehicles, an advertisement on the Puyallup Herald web site, and a legal notice published on January 27, 2015 in the Tacoma News Tribune and the Tacoma Daily Index; and

WHEREAS, the input staff received through the public involvement process has been favorable. Eleven individuals provided testimony during the public hearing, 35 people attended the open house and submitted 13 written comments, and 6 written comments were sent to Pierce Transit during the comment period; and

WHEREAS, rider survey information indicates that 91% of the riders utilizing the Puyallup Connector are very satisfied with the service; and

WHEREAS, Staff completed a Title VI analysis of this route, and determined that the new route serves 25.5% minorities, which is 15.5% fewer than the service area minority population (41%). While this is greater than the Pierce Transit disparate impact threshold of 10%, the minority population is not adversely affected by the additional service since service is being added, and no existing service is being changed or taken away. As such, there is no of disparate impact; and

WHEREAS, demographic information of riders in the Route 425 service area indicates that 51% of the riders have a household income of less than $19,999 and 78% have a household income under $34,999. The low-income population along the Route 425 is 11% which is just 1.4% lower than the service area low-income population (12.4%). Since this is below the Pierce Transit Disproportionate Burden Policy threshold of 5% and there is no adverse effect on the population, there is no disproportionate burden; and

WHEREAS, during the demonstration phase of the Route 425, the agency experienced what would amount to an annualized savings of $15,715 in SHUTTLE trips to and from one location on the route; and

WHEREAS, at their February 19, 2015 meeting, Pierce Transit's Community Transportation Advisory Group voted to recommend to the Pierce Transit Board of Commissioners that the Puyallup Connector Demonstration be operationalized as a regular fixed route service; and

NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

Section 1. The Board of Commissioners authorizes the Chief Executive Officer to direct staff to continue operating Route 425, Puyallup Connector, effective June 7, 2015.

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 9th day of March, 2015.

Rick Talbert, Chair
Board of Commissioners

ATTEST/AUTHENTICATED

Deanne Jacobson, CMC
Clerk of the Board

PIERCE COUNTY PUBLIC TRANSPORTATION BENEFIT AREA CORPORATION ★ 1979

Pierce Transit

# Title VI Fare Equity Analysis

## Pursuant to FTA Circular 4702.1B

### Elimination of Paper Transfers and New All Day Pass

June 19, 2014

Pierce Transit - Transit Development Dept.

# PIERCE TRANSIT TITLE VI FARE EQUITY ANALYSIS

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# PIERCE TRANSIT TITLE VI FARE EQUITY ANALYSIS

## 1 INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is an analysis of Pierce Transit's proposed elimination of paper transfers and introduction of a new local All Day Pass.

## 2 BACKGROUND

### 2.1 PROPOSED FARE CHANGES

The purpose of the proposed elimination of paper transfers is to increase farebox recovery and to minimize fare evasion. Under Pierce Transit's current transfer policy, cash or ticket users receive a paper transfer valid on PT local service that is cut to expire one hour past the end of the line of that route. E-purse users receive a two-hour transfer window on their ORCA card from the time the card is initially tapped. This e-purse transfer is valid on regional and local services.

Feedback from Pierce Transit riders, supervisors and operators indicates that transfers are easily misused, often fraudulently. Also, the one-hour transfer window beyond the end of the line has been considered inequitable for those who board near the end of a route versus those who board at the beginning of a route – particularly longer routes like the Route 1 which is 1.25 hours from beginning to end.

Pierce Transit currently does not offer an All Day Pass during weekday service. There is a weekend and holiday All Day Pass currently offered at $4.00 for adult riders and $1.50 for senior, youth and disabled riders. The weekend All Day Pass is currently priced at two times the price of a one-way trip. The introduction of a new weekday and weekend All Day Pass at $5.00 per day is intended to mitigate the elimination of paper transfers and provide riders with flexibility to travel as many trips as necessary throughout the day.

## 2.2 FEDERAL TRANSIT ADMINISTRATION REQUIREMENTS

FTA requires that its recipients evaluate the impacts of fare changes on minority and low income populations. If the transit provider finds potential disparate impacts or disproportionate burdens and then modifies the proposed changes in order to avoid, minimize or mitigate those impacts, the transit provider must reanalyze the proposed changes in order to determine whether the modifications actually removed the potential disparate impacts or disproportionate burdens of the changes.

If a transit provider chooses not to alter the proposed fare changes despite the disparate impact on minority ridership or disproportionate burden on low income ridership, or if the transit provider finds, even after the revisions, that minority or low income riders will continue to bear a disproportionate share of the proposed fare change, the transit provider may implement the fare change only if:

- the transit provider has a substantial legitimate justification for the proposed fare change, **and**
- the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.

If the transit provider determines that a proposed fare change will have a disparate impact or disproportionate burden, the transit provider shall analyze the alternatives to determine whether alternatives exist that would serve the same legitimate objectives but with less of a disparate or disproportionate effect on the basis of race, color, national origin, or income status. Where disparate impacts are identified, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

This fare equity analysis analyzes whether the elimination of paper transfers and the introduction of a new All Day Pass will have a disparate impact on Pierce Transit's minority riders and/or a disproportionate burden on the agency's low income riders.

# 3 TITLE VI POLICIES & DEFINITIONS

Pierce Transit's Board of Commissioners adopted three new policies in February 2013 related to Title VI: Major Service Change Policy; Disparate Impact Policy; and Disproportionate Burden Policy. Since no changes to service are proposed at this time, the Major Service Change Policy is not relevant to this analysis. The requirement for these policies comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 persons or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

## 3.1 PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

The purpose of this policy is to establish a threshold that defines a major service change and to define an adverse effect caused by a major service change.

A major service change is defined as any change in service on any individual route that would add or eliminate more than twenty percent of the route revenue miles or twenty percent of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects on minority and low-income populations.

An adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

## 3.2 PIERCE TRANSIT DISPARATE IMPACT POLICY

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

A disparate impact occurs when the minority population[1] adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

Disparate impacts on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disparate impacts on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

[1] **Minority Population** – Persons identifying themselves as a race other than white or of Hispanic origin, self-reported in the U.S. Census.

If Pierce Transit finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

## 3.3 PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income[2] populations.

A disproportionate burden occurs when the low-income population adversely affected by a fare or service change is five percent more than the average low-income population of Pierce Transit's service area.

Disproportionate burden on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disproportionate burden on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If Pierce Transit finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on low-income population and would still accomplish the agency's legitimate program goals.

[2] **Low-Income Population** – Persons reporting as being under the federal household poverty limit as defined by the U.S. Department of Health and Human Services. In 2013 the poverty limit was $23,550.

# 4 METHODOLOGY

Staff used data from Pierce Transit's 2010 Customer Satisfaction Survey to assist with the fare equity analysis. This survey of 570 Pierce Transit Riders provides local system-wide representation proportionate to weekday ridership by route and time of day on Pierce Transit's local fixed routes. Respondents were initially intercepted at major transfer and boarding locations as well as onboard key routes and asked to provide contact information in order to participate in a telephone survey. A total of 2,294 Riders were recruited for the telephone survey and surveys were completed with 570 respondents (only 553 responded to the question about how they paid their fare). The maximum margin of error for a sample of 570 is plus or minus 4.1 percentage points at the 95 percent confidence level. That is, in 95 out of 100 cases, the survey result will not differ from the general population by more than 4.1 percentage points in either direction.

Data collection occurred from October 14 to November 18, 2010. The data from the 2010 survey represents the most current data on our riders available to Pierce Transit. A new survey is nearing completion with data expected to be available for use in July 2014 for any future fare equity analyses.

The 2010 survey provides data on the following:

- Trip purpose (work, home, school, appointment, shopping, recreation)
- Payment method (ORCA Pass, ORCA other, Cash, Other)
- Time of day (peak, mid-day, evening)
- Ridership
  - Occasional (0 to 9 trips per month)
  - Infrequent (10 to 59 trips per month)
  - Frequent (60+ trips per month)
- Overall satisfaction with Pierce Transit (Dissatisfied, Neutral, Satisfied)
- Number of vehicles in household (None, 1, 2+)
- Income (less than $20K, $20K–$30K, greater than $30K)
- Age (16–34, 35–54, 65 and older)
- Gender
- Ethnicity

The survey provides valuable information about the demographics of the agency's weekday customers and their fare payment methods. In terms of ethnicity, 33% of Pierce Transit's riders identified themselves as non-white. With an average household size of 2.5, 56% of riders have annual incomes of less than $20,000. This is the threshold for "low income" used in the analysis of the ridership data. This is also the equivalent of the poverty threshold for 3- to 4-person households. The US Department of Health and Human Services' poverty threshold is dependent on household size. Table 4-1 below shows these thresholds:

**TABLE 4-1 2013 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA**

| Persons in family/household | Poverty guideline |
|---|---|
| For families/households with more than 8 persons, add $4,020 for each additional person. | |
| 1 | $11,490 |
| 2 | 15,510 |
| 3 | 19,530 |
| 4 | 23,550 |
| 5 | 27,570 |
| 6 | 31,590 |
| 7 | 35,610 |
| 8 | 39,630 |

For data on paper transfer use, staff used the average transfer rate reported by survey respondents who indicated that they originally paid their fare with cash. In the 2010 survey, 63% of riders indicated that they transferred to get to their destination. However, not all of these 63% of riders are using paper transfers. Only cash and ticket riders are using paper transfers to get to their destination. Since ticket users receive their tickets for free from social service agencies, transfers by ticket users are not included in this examination of who would be impacted by elimination of paper transfers. So, transfers by cash users are the relevant data with which to examine impacts of elimination of paper transfers.[3] We know from our survey that cash

[3] For the data on transfers by ticket and cash users combined, see Appendix A.

users transfer an average of 1.57 times to get to their destination. This means that they are paying their cash fare and then transferring almost two times; in other words they take, on average, an almost three-seat ride. We also know that minority cash users transfer an average of 1.64 times - slightly higher than the overall cash users. And low income cash riders transfer slightly fewer times on average at 1.49 transfers per trip. These average transfer rates were applied to extrapolated 2013 total ridership data for cash users to determine the number of boardings paid by cash and the number of boardings paid by paper transfer.

Table 4-2 below provides the data on Pierce Transit's riders who paid by ORCA pass, e-purse and paper ticket, and those who indicated they paid for their original trip using cash. Data from survey respondents is extrapolated to provide data on all Pierce Transit riders, based on 2013 total ridership of 10,344,991 boardings. The average transfer rate of 1.57 is used to determine how many boardings were made using cash as payment and how many boardings used paper transfers.

**TABLE 4-2 PIERCE TRANSIT SYSTEM BOARDINGS BY FARE PAYMENT TYPE**

| Fare Type | All Riders | % of All Riders | 2013 Extrapolated Ridership (System total:) 10,344,991 | # Cash Fares Paid | Avg # Unpaid Transfers 1.57 |
|---|---|---|---|---|---|
| Pass, E-purse and Ticket | 311 | 56.2% | 5,817,888 | 0 | 0 |
| Adult Cash | 190 | 34.4% | 3,554,337 | 1,383,010 | 2,171,326 |
| Youth Cash | 38 | 6.9% | 710,867 | 276,602 | 434,265 |
| Senior/Disabled Cash | 14 | 2.5% | 261,899 | 101,906 | 159,992 |
| Paper Transfer | | | | n/a | 2,765,584 |
| Total Riders | 553 | 100.0% | 10,344,991 | 1,761,519 | 2,765,584 |

Table 4-3 below provides the data on Pierce Transit's minority riders who paid by ORCA pass, e-purse and paper ticket, and those who indicated they paid for their original trip using cash. Data from survey respondents is used to provide data on the percentage of all Pierce Transit riders who are minorities (34%) which equals 3,516,923 minority boardings. The average minority transfer rate of 1.64 is used to determine how many minority boardings were made using cash as payment and how many minority boardings used transfers.

**TABLE 4-3 PIERCE TRANSIT MINORITY BOARDINGS BY FARE PAYMENT TYPE**

| Fare Type | Minority Riders | % Minority riders of all riders | % Minority Riders by Fare Type | Extrapolated Minority Ridership by Fare Type | # Cash Fares Paid | Avg # Unpaid Transfers<br><br>1.64 |
|---|---|---|---|---|---|---|
| Pass, E-purse and Ticket | 97 | 18% | 31% | 1,814,583 | 0 | 0 |
| Adult Cash | 73 | 13% | 38% | 1,365,614 | 517,278 | 848,336 |
| Youth Cash | 11 | 2% | 29% | 205,777 | 77,946 | 127,831 |
| Senior/Disabled Cash | 7 | 1% | 50% | 130,949 | 49,602 | 81,347 |
| Paper Transfer | | | | | n/a | 1,057,514 |
| Total Riders | 188 | 34% | | 3,516,923 | 644,826 | 1,057,514 |

Table 4-4 below provides the data on Pierce Transit's low income riders who paid by ORCA pass, e-purse and paper ticket, and those who indicated they paid for their original trip using cash. Data from survey respondents is used to provide data on the percentage of all Pierce Transit riders who are low income (49%) which equals 5,050,900 low income boardings. The average low income transfer rate of 1.49 is used to determine how many low income boardings were made using cash as payment and how many low income boardings used transfers.

**TABLE 4-4 PIERCE TRANSIT LOW INCOME BOARDINGS BY FARE PAYMENT TYPE**

| Fare Type | Low Income Riders | % Low Income Riders of All Riders | % Low Income Riders by Fare Type | Extrapolated Low Income Ridership by Fare Type | # Cash Fares Paid | Avg # Unpaid Transfers<br>1.49 |
|---|---|---|---|---|---|---|
| Pass, E-purse and Ticket | 170 | 31% | 55% | 3,180,196 | 0 | 0 |
| Adult Cash | 86 | 16% | 45% | 1,608,805 | 646,106 | 962,699 |
| Youth Cash | 8 | 1% | 21% | 149,656 | 60,103 | 89,553 |
| Senior/Disabled Cash | 6 | 1% | 43% | 112,242 | 45,077 | 67,165 |
| Paper Transfer | | | | | n/a | 1,119,417 |
| Total Riders | 270 | 49% | | 5,050,900 | 751,287 | 1,119,417 |

The data provided in Tables 4-2, 4-3 and 4-4 provide the basis for the equity analysis which is provided below in Section 5.

Data is not available on the characteristics of riders who use the existing weekend All Day Pass since the Customer Satisfaction Survey only collected data on the agency's weekday riders. Pierce Transit currently does not offer an All Day Pass during weekday service.

# 5 EFFECTS OF PROPOSED FARE CHANGES ON MINORITY AND LOW-INCOME RIDERS

## 5.1 Impact of Elimination of Paper Transfers on Minority and Low-Income Riders

Table 5-1 below compares Pierce Transit's boardings by fare type (from Tables 4-2, 4-3 and 4-4 above) by all riders on the system to minority and low income boardings by fare type.

**TABLE 5-1 PIERCE TRANSIT BOARDINGS BY FARE PAYMENT TYPE**

| | System | Minority | Low Income | System | Minority | Low Income |
|---|---|---|---|---|---|---|
| **Total Pass, E-purse and Ticket Boardings** | 5,817,888 | 1,814,583 | 3,180,196 | 56% | 52% | 63% |
| **Total Boardings Paid by Cash** | 1,761,519 | 644,826 | 751,287 | 17% | 18% | 15% |
| **Total Boardings Paid by Transfer*** | 2,765,584 | 1,057,514 | 1,119,417 | **27%** | **30%** | **22%** |
| **Total** | **10,344,991** | **3,516,923** | **5,050,900** | **100%** | **100%** | **100%** |

*Only for trips originating with cash. Does not include trips originally paid by ticket resulting in a transfer

The key information in Table 5-1 above for this analysis is the Total Boardings Paid by Transfer row. We compare the minority and low income transfer boardings to the system-wide transfer boardings. We see that 27% of all boardings are paid by transfer, 30% of minority boardings are paid by transfer, and 22% of low income boardings are paid by transfer.

## 5.2 Impact of Addition of a New All Day Pass

With elimination of paper transfers, almost two-thirds of cash riders would have to pay at least four $2.00 fares per day to get to and from their destination at a total cost of $8.00. For minority riders, the total number of transfers averages closer to two (1.64), which means about three bus rides per trip. Introduction of the $5.00 All Day Pass would provide unlimited use and unlimited transfers at a substantially lower cost than the potential $8.00 to $12.00 total fare, yet will cost just $5.00 ($1.00 more than the current round-trip cost of $4.00). This leaves All Day Pass users free to use transit for errands in addition to their typical work and appointment trips. All Day Passes will be available for purchase on-board buses through the farebox as well as via the ORCA smart card. ORCA cards have a one-time $5 purchase fee and are available for purchase online, by phone, or in person at The Bus Shop and at participating retailers throughout the service area. Pierce Transit staff will provide ORCA cards free of charge to customers for a period of time prior to the elimination of paper transfers and introduction of the All Day Pass.

Data is not available to determine whether addition of the All Day Pass creates a disparate impact or disproportionate burden on minority or low income riders, but the pass is considered a benefit to riders and, should a disparate impact or disproportionate burden be found for minority or low income riders regarding elimination of paper transfers, the pass would serve as mitigation for that fare change.

## 5.3 Elimination of Paper Transfers - Disparate Impact Analysis

Pierce Transit's policy states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 10% more than the average minority population of Pierce Transit's service area. In the case of a fare change, the intent of the policy is to compare the difference between the percentage of all boardings using that fare type and the percentage of minority boardings using that fare type. More specifically, for this analysis, we must look at whether the percentage of minority riders who use paper transfers is 10% more than the percentage of overall system riders who use paper transfers. Minority users of the ORCA fare payment card are not relevant to the analysis as they would not be impacted by the elimination of paper transfers. Also, transfers by ticket users are not included in the number of boardings by paper transfer since they receive their tickets for free from social service agencies. The data in Table 5-1 above provides the information needed to compare the minority riders potentially adversely affected by the fare change to Pierce Transit's disparate impact threshold of 10%.

The table shows that 27% of all system boardings use paper transfers. Minority riders would be slightly more affected by elimination of paper transfers, with 30% of boardings by minorities being paid by transfer. This 3% difference does not warrant a finding of disparate impact to minority riders.

In addition, any negative effects on overall and minority riders of the elimination of paper transfers would be mitigated by the introduction of a new All Day Pass.

## 5.4 Elimination of Paper Transfers - Disproportionate Burden Analysis

Pierce Transit's policy states that a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 5% more than the average low-income population of Pierce Transit's service area. In the case of a fare change, this means that we must examine the difference between the percentage of all boardings using that fare type and the percentage of low income boardings using that fare type. More specifically, for this analysis, we must look at whether the percentage of low income riders who use paper transfers is 5% more than the percentage of overall system riders who use paper transfers. Low income users of the ORCA fare payment card are not relevant to the analysis as they would not be impacted by the elimination of paper transfers. Also, transfers by ticket users are not included in the number of boardings by paper transfer since they receive their tickets for free from social service agencies. The data in Table 5-1 above provides the information needed to compare the low income riders potentially adversely affected by the fare change to Pierce Transit's disproportionate burden threshold of 5%.

The table shows that 27% of all system boardings use paper transfers. Low income riders would be slightly less affected than the ridership as a whole by elimination of paper transfers, with just 22% of boardings by low income riders being paid by transfer. Since the low income transfer use is 5% less than the overall system-wide transfer use, no finding of disparate impact to low income riders is warranted.

In addition, any negative effects on overall and low income riders of the elimination of paper transfers would be mitigated by the introduction of a new All Day Pass.

## APPENDIX A TRANSFERS BY CASH AND TICKET USERS

| | System | Minority | Low Income | System | Minority | Low Income |
|---|---|---|---|---|---|---|
| **Average Transfer Rate** | | | | **1.57** | **1.71** | **1.78** |
| **Total Boardings Paid by ORCA Pass/E-purse** | 4,601,931 | 1,365,614 | 2,357,087 | 44% | 39% | 47% |
| **Total Boardings Paid by Ticket** | 473,135 | 151,865 | 289,353 | 5% | 4% | 6% |
| **Total Boardings Paid by Cash** | 1,761,519 | 628,170 | 672,915 | 17% | 18% | 13% |
| **Total Boardings Paid by Transfer** | 3,508,406 | 1,333,860 | 1,712,838 | 34% | 38% | 34% |
| **Total** | **10,344,991** | **3,479,509** | **5,032,193** | **100%** | **100%** | **100%** |

The table above shows that the percentage of minority boardings paid by transfer (highlighted above) is 4% higher than the system-wide transfer boardings, and the percentage of low income transfer boardings is the same as the system-wide transfer boardings (34%). So including ticket users in the analysis of transfer use does not cause the elimination of paper transfers to result in a disparate impact to minority riders nor a disproportionate burden to low income riders.

**RESOLUTION NO. 14-038**

A RESOLUTION of the Board of Commissioners of Pierce Transit Authorizing Amendment of Pierce Transit Code Section 3.72, Fare Schedule

WHEREAS, the Revised Code of Washington 36.57A.090 provides the Board of Commissioners the authority to set fares; and

WHEREAS, Pierce Transit conducted a comprehensive fare study which included a statistically valid survey of riders and focus groups with riders, transit operators and service supervisors; and

WHEREAS, research showed that fare evasion occurring from the misuse of paper transfers is a problem for the Agency and riders; and

WHEREAS, paper transfers are a source of fare disputes which can lead to fare disputes and operator assaults; and

WHEREAS, Pierce Transit seeks to increase its farebox recovery ratio per the 2014 – 16 Strategic Plan; and

WHEREAS, new fareboxes Pierce Transit will be installing on its fixed route fleet allow for the purchase and use of an all-day pass which provides unlimited boardings on Pierce Transit local fixed route service for the service day the pass is purchased; and

WHEREAS, staff conducted Title VI fare equity analysis as required by the Federal Transit Administration when we make any fare change to evaluate the impact of those changes on our minority and low income riders; and

WHEREAS, fare equity analysis showed no disproportionate burden on low-income riders nor disparate burden to minority riders; and

WHEREAS, Pierce Transit provided public notice, conducted a public hearing and received comments on the proposed fare revisions.

NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

Section 1. Section 3.72.010 of the Pierce Transit Code, Fare Schedule, is hereby amended to read as follows:

**3.72.010 Definitions**

As used in this chapter:

A. "Accompanying companion" means a person who is traveling with a SHUTTLE customer, has the same origin and destination, but does not need to assist the SHUTTLE customer with travel needs.

B. "All-day pass" means a pass available for purchase on-board Pierce Transit vehicles or loaded on an ORCA card for local fixed route and Bus PLUS service. An all-day pass is valid for unlimited rides on the service day the pass is issued. All-day passes shall have no transfer value on other transit agencies service.

C. "Board of Commissioners" means elected officials appointed by local jurisdictions to the Pierce Transit Board of Commissioners.

D."Bus PLUS" means transit services differentiated from fixed route service by customer-initiated deviations from routes or schedules. Bus PLUS service does not require complementary Americans with Disabilities Act (ADA) paratransit service.

E."Class pass" means a pass that allows up to thirty people riding together to make a one-day round trip, on local fixed route transit service.

F."Disabled person (persons with disabilities)" means any person(s) with a mental, physical, or sensory disability that meets established criteria and has Pierce Transit-approved identification.

G."Discounted fare" means the fare offered to senior citizens, persons with disabilities or individuals with a valid Medicare card. A valid regional reduced fare permit is required to obtain the discounted fare.

H."Emergency situation" means adverse weather; fire/flood evacuation; threat of explosive devices, or other regional emergencies requiring rapid movement of any group or groups of people.

I."Federal law enforcement officer" means a commissioned civilian federal law enforcement agent, as designated by the U.S. Attorney General and/or military police officers.

J."Fixed route" means transit service using buses to provide service at designated bus stops along specific routes on set schedules.

K."Full-fare" means the fare for riders not specifically designated to qualify for a reduced fare.

L."Personal care attendant" means a person traveling as an aide in order to facilitate travel by a disabled person.

M."Preschool child" means any person five years of age or younger when accompanied by a fare paying passenger.

N."Public safety officer" means a person commissioned by any state, county, or municipal law enforcement or fire protection agency.

O."PugetPass" means a regional bus pass valid for travel on Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit Sound Transit and Pierce Transit. PugetPass prices are set at thirty-six times the trip value of the pass.

P."Senior citizen" means any person sixty-five years of age or over with a Pierce Transit-approved identification or a Regional Reduced Fare Permit (RRFP).

Q. Service day means the span of service that comprise a day of transit service. Service begins at 3:00 a.m. and ends at 2:59 a.m.

R."SHUTTLE" means specialized transportation (paratransit) for persons with disabilities.

S."Special event" means any open to the public event of less than thirty days duration expected to attract significant numbers of people.

T."Youth" means any person six to eighteen years of age.

Section 2: Section 3.72.040 of the Pierce Transit Code is hereby amended to read as follows:

**3.72.040 Local fixed route and Bus PLUS passes.**

A. Full-fare all-day passes shall be two times the full-fare cash fare plus one dollar.

B. Youth all-day passes shall be two times the youth cash fare plus one dollar.

C. Discounted all-day passes shall be two times the discounted cash fare plus one dollar.

D. The full-fare monthly pass (two dollar Regional PugetPass) shall be seventy-two dollars.

E. The youth monthly pass (seventy-five cents Regional PugetPass) shall be twenty-seven dollars.

F. The discounted monthly pass (seventy-five cents Regional PugetPass) shall be twenty-seven dollars.

G. The summer youth pass shall be thirty-six dollars for unlimited youth rides during June, July and August. The summer youth pass shall have no transfer value on Olympia Express or Sound Transit services.

H. The class pass shall be forty-eight dollars.

Section 3: Section 3.72.080 of the Pierce Transit Code is hereby amended to read as follows:

**3.72.080 Transfers.**

Transfers are allowed for customers using an ORCA card with e-purse pursuant to ORCA terms of use.

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 14th day of July, 2014.

Vice Chair

Rick Talbert, Chair
Board of Commissioners

ATTEST/AUTHENTICATED

Deanne Jacobson

Deanne Jacobson, CMC
Clerk of the Board

PIERCE COUNTY PUBLIC TRANSPORTATION BENEFIT AREA CORPORATION ★ 1979

Pierce Transit

# Title VI Fare Equity Analysis

## Pursuant to FTA Circular 4702.1B

**New Regional Day Pass**

March 2014

Pierce Transit - Transit Development Dept.

# PIERCE TRANSIT TITLE VI FARE EQUITY ANALYSIS

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# PIERCE TRANSIT TITLE VI FARE EQUITY ANALYSIS

## 1 INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is an analysis of the proposed introduction of a new Regional Day Pass (RDP).

## 2 BACKGROUND

### 2.1 The ORCA System for Regional Fare Payment

In 2009, the six public transit agencies in the central Puget Sound region - King County Metro, Sound Transit, Pierce Transit, Community Transit, Everett Transit and Kitsap Transit - and the Washington State Ferry System, implemented the ORCA smart card system for regional fare payment. By means of the ORCA system, the six partner transit agencies provide a level of fare integration unique in the U.S. Customers may purchase a range of regional ORCA passes based on different fare values that encompass the fares of all the partner agencies. Regional ORCA passes are valid at their fare value towards fare payment on all partner agencies, and ORCA e-purse fare payment on one agency provides full-value for transfers to another agency. The ORCA system provides for revenue apportionment between the transit agencies based on actual ORCA ridership.

### 2.2 Regional Day Pass Demonstration

The six ORCA partner transit agencies implemented an ORCA Regional Day Pass demonstration program from April through September, 2014. This demonstration was focused on targeting the travel and tourist industry. The purpose of this demonstration program was to test the market for a regional all-day pass product valid for fare payment on transit service in the region. The ORCA day passes offered in this demonstration were valid for fare payment up to $4.00, and were priced at $9.00. The price and fare value of the pass were established to allow infrequent riders - uncertain about the number of trips they might need to take or what fares they would need to pay during the course of the day - to pay a premium for fare certainty.

A total of 5,249 Regional Day Passes were sold during the demonstration, accounting for about $47,000 of revenue and over 17,000 boardings regionwide. An examination of sales location and new ORCA card sales indicates this demonstration was successful in targeting the travel/tourist market. However, day pass sales and boardings represented a very small fraction of revenue and boardings for each agency.

Over the course of the demonstration, there was a total of about 194 RDP boardings on Pierce Transit, representing about 4% of all RDPs sold throughout the region. These represented 0.03% of total ORCA e-purse boardings on Pierce Transit and 0.004% of total boardings on Pierce Transit during the six month period.

## 2.3 Regional Day Pass Proposal

Based on the results of the Regional Day Pass Demonstration, the six ORCA transit agencies are proposing to establish a permanent Regional Day Pass valid for a fare value of $3.50 for a price of $8.00 (two times the value plus a $1.00 administration fee).

## 2.4 Federal Transit Administration Requirements

FTA requires that its recipients evaluate the impacts of fare changes on minority and low income populations. If the transit provider finds potential disparate impacts or disproportionate burdens and then modifies the proposed changes in order to avoid, minimize or mitigate those impacts, the transit provider must reanalyze the proposed changes in order to determine whether the modifications actually removed the potential disparate impacts or disproportionate burdens of the changes.

If a transit provider chooses not to alter the proposed fare changes despite the disparate impact on minority ridership or disproportionate burden on low income ridership, or if the transit provider finds, even after the revisions, that minority or low income riders will continue to bear a disproportionate share of the proposed fare change, the transit provider may implement the fare change only if:

- the transit provider has a substantial legitimate justification for the proposed fare change, **and**
- the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.

If the transit provider determines that a proposed fare change will have a disparate impact or disproportionate burden, the transit provider shall analyze the alternatives to determine whether alternatives exist that would serve the same legitimate objectives but with less of a disparate or disproportionate effect on the basis of race, color, national origin, or income status. Where disparate impacts are identified, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

This fare equity analysis analyzes whether the introduction of a new Regional Day Pass will have a disparate impact on Pierce Transit's minority riders and/or a disproportionate burden on the agency's low income riders.

# 3 TITLE VI POLICIES & DEFINITIONS

Pierce Transit's Board of Commissioners adopted new policies in February 2013 related to Title VI which apply to fare changes: Disparate Impact Policy; and Disproportionate Burden Policy. The requirement for these policies comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 persons or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

## 3.1 Pierce Transit Disparate Impact Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

A disparate impact occurs when the minority population[1] adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

*(paragraph not relevant to fare changes removed)*

If Pierce Transit finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

[1] **Minority Population** – Persons identifying themselves as a race other than white or of Hispanic origin, self-reported in the U.S. Census.

## 3.2 Pierce Transit Disproportionate Burden Policy

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income[2] populations.

A disproportionate burden occurs when the low-income population adversely affected by a fare or service change is five percent more than the average low-income population of Pierce Transit's service area.

*(paragraph not relevant to fare changes removed)*

If Pierce Transit finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on low-income population and would still accomplish the agency's legitimate program goals.

[2] **Low-Income Population** – Persons reporting as being under the federal household poverty limit as defined by the U.S. Department of Health and Human Services. In 2013 the poverty limit was $23,550.

# 4 METHODOLOGY

Staff used data from Pierce Transit's 2014 Customer Satisfaction Survey to assist with the fare equity analysis. This survey of 650 Pierce Transit Riders provides local system-wide representation proportionate to weekday ridership by route and time of day on Pierce Transit's local fixed routes. Respondents were initially intercepted at major transfer and boarding locations as well as onboard key routes and asked to provide contact information in order to participate in a telephone survey. Surveys were completed with 650 respondents (only 557 responded to the question about how they paid their fare). The maximum margin of error for this survey is plus or minus 3.8 percentage points at the 95 percent confidence level. That is, in 95 out of 100 cases, the survey result will not differ from the general population by more than 3.8 percentage points in either direction.

Data collection occurred from April 7 to May 15, 2014. The data from the 2014 survey represents the most current data on our riders available to Pierce Transit.

The 2014 survey provides data on the following:

- Trip purpose (work, home, school, appointment, shopping, recreation)
- Payment method (ORCA Pass, ORCA other, Cash, Other)
- Time of day (peak, mid-day, evening)
- Ridership
  - Occasional (0 to 9 trips per month)
  - Infrequent (10 to 59 trips per month)
  - Frequent (60+ trips per month)
- Overall satisfaction with Pierce Transit (Dissatisfied, Neutral, Satisfied)
- Number of vehicles in household (None, 1, 2+)
- Income (less than $20K, $20K–$30K, greater than $30K)
- Age (16–34, 35–54, 65 and older)
- Gender
- Ethnicity
- English Language Proficiency

The survey provides valuable information about the demographics of the agency's weekday customers and their fare payment methods. In terms of ethnicity, 33% of Pierce Transit's riders identified themselves as non-white. With an average household size of 2.8, 44% of riders have annual incomes of

less than $20,000. This is the threshold for "low income" used in the analysis of the ridership data. This is also the equivalent of the poverty threshold for 3- to 4-person households. The US Department of Health and Human Services' poverty threshold is dependent on household size. Table 4-1 below shows these thresholds:

**TABLE 4-1 2013 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA**

| Persons in family/household | Poverty guideline |
|---|---|
| For families/households with more than 8 persons, add $4,020 for each additional person. | |
| 1 | $11,490 |
| 2 | 15,510 |
| 3 | 19,530 |
| 4 | 23,550 |
| 5 | 27,570 |
| 6 | 31,590 |
| 7 | 35,610 |
| 8 | 39,630 |

Table 4-2 below provides the data on Pierce Transit's riders by the type of fare they used to ride transit. Data from survey respondents is extrapolated to provide data on all Pierce Transit riders, based on 2013 total ridership of 10,344,991 boardings.

**TABLE 4-2 PIERCE TRANSIT SYSTEM BOARDINGS BY FARE PAYMENT TYPE**

| % of Total | Usage by Group | | | | |
|---|---|---|---|---|---|
| Fare Type | Overall | Minority | Difference (>10%?) | Low Income | Difference (>5%?) |
| Adult ORCA Pass | 19.5% | 18.6% | -0.9% | 16.0% | -3.5% |
| Adult Cash | 35.3% | 39.4% | 4.0% | 32.0% | -3.3% |
| Adult e-purse | 12.9% | 16.5% | 3.6% | 11.5% | -1.4% |
| Adult Ticket | 0.7% | 0.5% | -0.2% | 0.0% | -0.7% |
| Youth ORCA Pass | 5.6% | 3.7% | -1.9% | 5.5% | -0.1% |
| Youth Cash | 3.1% | 4.8% | 1.7% | 1.5% | -1.6% |
| Youth e-purse | 0.8% | 1.1% | 0.2% | 0.5% | -0.3% |
| Youth Ticket | 0.2% | 0.5% | 0.4% | 0.0% | -0.2% |
| Senior/Disabled ORCA Pass | 13.1% | 10.1% | -3.0% | 19.0% | 5.9% |
| Senior/Disabled Cash | 1.9% | 1.1% | -0.9% | 3.5% | 1.6% |
| Senior/Disabled e-purse | 6.9% | 3.7% | -3.1% | 10.5% | 3.6% |
| Senior/Disabled Ticket | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Total | 100% | 100% | | 100% | |

Conducting an impact analysis of a new fare product presents some challenges. Although the demonstration program did ask day pass purchasers to complete an online survey, no demographic data was collected. Even had this data been collected, there were only 100 surveys completed, and these seem to be more heavily weighted to local on-line purchasers than the program as a whole. So we don't know a great deal about the purchasers of the RDP during the demonstration.

Since we don't know very much about the actual purchasers of the RDP, we are using the data we have about our riders and those who use e-purse. A rider who purchases a Regional Day Pass must load the RDP product onto an ORCA card. The RDP user will likely be someone who does not ride routinely and does not have a monthly pass loaded onto their ORCA card. This more casual user is most like someone who is an e-purse user (. For this reason we look at the demographics of e-purse users. Table 4-3 below shows Pierce Transit's overall, minority, and low income riders. The first section shows total ridership and total e-purse users. The second section shows ridership during the months of the demonstration project, and extrapolates

the number e-purse users and actual RDP users. The third section shows the RDP use as a percentage of all fares and as a percentage of all e-purse fares.

**TABLE 4-3 PIERCE TRANSIT REGIONAL DAY PASS DEMONSTRATION BOARDINGS**

| Fare Type | PT Overall | Minority riders | Low Income Riders |
|---|---|---|---|
| Pierce Transit System Ridership | 10,344,991 | 34% | 36% |
| Total E-purse Users | 1,333,602 | 43% | 32% |
| Total Apr-Sep 2014 Ridership | 5,186,778 | 1,749,436 | 1,861,102 |
| Apr-Sep 2014 ORCA e-purse fares pd | 669,094 | 288,666 | 214,171 |
| Apr-Sep 2014 PT RDP usage | 194 | 84 | 62 |
| RDP % of all fares | 0.004% | 0.002% | 0.001% |
| RDP % of e-purse fares | 0.03% | 0.01% | 0.01% |

The data provided above in Tables 4-2 and 4-3 provide the basis for the equity analysis which is provided below in Section 5.

# 5 EFFECTS OF PROPOSED FARE CHANGES ON MINORITY AND LOW-INCOME RIDERS

## 5.1 Disparate Impact Analysis and Disproportionate Burden Analysis

Pierce Transit's Disparate Impact (DI) and Disproportionate Burden (DB) policies are stated such that only fare types and media that are used by more than 10% of minority riders and 5% of the low-income riders could be subject to a finding of DI or DB.

As mentioned in section 4 above, a rider who purchases a Regional Day Pass is considered a more casual user and is most comparable to someone who is an e-purse user. For this reason we look at the demographics of e-purse users to determine whether there are impacts to minority or low-income e-purse users. The bottom row of Table 4-3, above, shows RDP as a percent of all e-purse fares. The percent usage is very small – one one hundredth of a percent, for both minority and low income riders.

We may also consider whether there is a disproportionate benefit to non-minority and non-low-income riders. Since no other fares will be changed or removed that are currently available to minority and low-income riders, and the RDP is more for convenience rather than cost-effectiveness, it is never likely to be used by a significant proportion of riders.

Since there is very small usage of the RDP and no existing fares are changing upon the introduction of the RDP, there is no disparate impact to Pierce Transit's minority riders nor disproportionate burden to Pierce Transit's low-income riders due to the introduction of a new Regional Day Pass.

RDP usage will continue to be monitored as Pierce Transit conducts future Customer Satisfaction Surveys every 2-3 years.

# APPENDIX M
# Placeholder for Board Approval of 2015 Title VI Program Submittal

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