



Pierce Transit

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

Four-Factor Analysis and Implementation Plan

August 2018



Access to Pierce Transit Services for Persons with Limited English Proficiency

Four-Factor Analysis and Implementation Plan

TABLE OF CONTENTS

I.	FOUR-FACTOR ANALYSIS.....	1
Factor 1:	The number and proportion of LEP persons served.....	1
Factor 2:	The Frequency with Which LEP Individuals Come into Contact with your Programs, Activities and Services	5
Factor 3:	The Importance to LEP Persons of Your Program, Activities and Services	6
Factor 4:	The Resources Available to the Recipient and Costs	6
II.	IMPLEMENTATION PLAN.....	9
Task 1:	Identifying LEP Individuals Who Need Language Assistance	9
Task 2:	Language Assistance Measures.....	9
Task 3:	Training Staff.....	12
Task 4:	Providing Notice to LEP Persons	12
Task 5:	Monitoring and Updating the LEP Plan.....	13

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	Onboard Survey Translation Services Available
Appendix I	High Capacity Transit Fact Sheet in Spanish
Appendix J	Bus Rapid Transit Mailer July 2018
Appendix K	Long Range Plan Outreach Brochure in English and Spanish
Appendix L	The Way to Go to the Books Library Information Rack Card in English and Spanish
Appendix M	Google Translate menu from Pierce Transit website

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 2016 American Community Survey (ACS) data which uses data from 2011-2016. 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 257,197 persons. According to 2016 ACS data, the 2016 County population was 832,896 and the Public Transportation Benefit Area (PTBA) boundary included 575,699 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

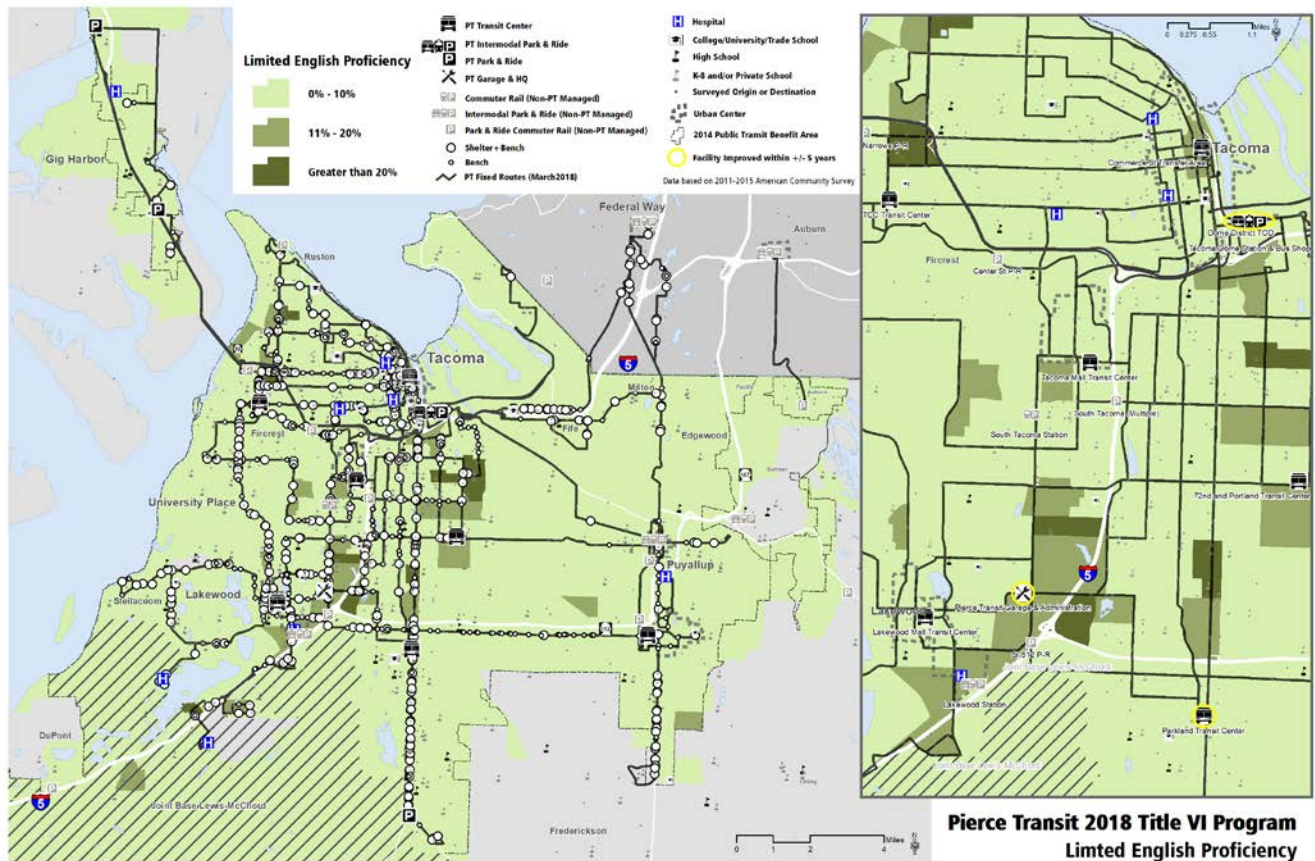


Table 1 below shows the percentages of the population 5 and older who speak English “very well” and “less than very well” by language category.

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

	Total	Percent	LEP Rank
Estimate; Total:	560987	100.0%	
Speak only English	463949	82.7%	
Spanish or Spanish Creole:	37912	6.8%	
Spanish or Spanish Creole: - Speak English "very well"	24001	4.3%	
Spanish or Spanish Creole: - Speak English less than "very well"	13911	2.5%	1
Korean:	8399	1.5%	
Korean: - Speak English "very well"	3161	0.6%	
Korean: - Speak English less than "very well"	5238	0.9%	2
Vietnamese:	6066	1.1%	
Vietnamese: - Speak English "very well"	1944	0.3%	
Vietnamese: - Speak English less than "very well"	4122	0.7%	3
Russian:	4974	0.9%	
Russian: - Speak English "very well"	2748	0.5%	
Russian: - Speak English less than "very well"	2226	0.4%	4
Tagalog:	6280	1.1%	
Tagalog: - Speak English "very well"	4322	0.8%	
Tagalog: - Speak English less than "very well"	1958	0.3%	5
Mon-Khmer, Cambodian:	4327	0.8%	
Mon-Khmer, Cambodian: - Speak English "very well"	2637	0.5%	
Mon-Khmer, Cambodian: - Speak English less than "very well"	1690	0.3%	6
Other Pacific Island languages:	5478	1.0%	
Other Pacific Island languages: - Speak English "very well"	4084	0.7%	
Other Pacific Island languages: - Speak English less than "very well"	1394	0.2%	Not specific
Other Slavic languages:	2794	0.5%	
Other Slavic languages: - Speak English "very well"	1566	0.3%	
Other Slavic languages: - Speak English less than "very well"	1228	0.2%	Not specific
Chinese:	2246	0.4%	
Chinese: - Speak English "very well"	1193	0.2%	
Chinese: - Speak English less than "very well"	1053	0.2%	7
German:	4187	0.7%	
German: - Speak English "very well"	3414	0.6%	
German: - Speak English less than "very well"	773	0.1%	8

Source: U.S. Census, American Community Survey 2011-2016

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, in addition to German, which was in the top 7 in our 2015 analysis, but which no longer has over one thousand individuals in that group. Analysis of the above table shows that after English, Spanish remains the most frequently spoken language in households in Pierce Transit's service area (13,911 Spanish-speaking individuals speak English "less than very well," which is about 2.5% 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 5,238 individuals or 0.9 % of the population. The language that remains in third place is Vietnamese, with 4,122 individuals (or 0.7% of the population) who speak English less than well. Russian, Tagalog, Cambodian (Mon-Khmer), and Japanese 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. As noted above, there are now fewer than 1,000 German speakers who speak English “less than very well”.

Of the 560,987 people living in the PTBA, about 38,450 or 6.9% percent speak English “less than very well.”

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.

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 our High Capacity Transit (HCT) Feasibility Study. Early in the process, Pierce Transit hosted nine open houses where displays, handouts and other materials were used to explore how the corridor would benefit from HCT service. Attendees gave feedback in both oral and written form - on paper and via the project website which was available via a laptop at meetings. Meetings were held in accessible locations throughout the service area to ensure geographic equity in minority and low income areas; translation services were available as needed. Printed brochures/rider alerts were created to provide the public with information about the public meetings and to solicit feedback via the project website. Over 5,000 were distributed for each open house meeting. Fact sheets were prepared in English and Spanish and were distributed at Centro Latino in Tacoma.

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. TTY Relay information was also provided.

Another outreach example is from 2015-2016 when PT developed a new Long Range Plan – Destination 2040. The agency developed a public and stakeholder outreach plan, held interagency scoping meetings, stakeholder meetings, presented at various city, county and other local council meetings, and held three public open houses. Social media including Facebook and PT NewsFlash as well as traditional print media were utilized to communicate information about and request input on the plan. The Community Transportation Advisory Group (CTAG) reviewed the plan throughout the planning process.

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 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 2015 only six calls requested interpreter services. This went up to 22 calls in 2016 and back down to eight in 2017. Spanish is the most frequently requested language with almost half of the translation needs requesting Spanish.

Table 4. Language Assistance Line Use – 2015-2017

Language	2015	2016	2017	Total 2015-2017
Spanish	3	9	5	17
Korean	2	4	1	7
Mongolian			1	1
Cambodian			1	1
Russian		4		4
Polish		1		1

Vietnamese		1		1
Farsi		1		1
Arabic		1		1
Thai		1		1
French	1			1
Total Calls/Year	6	22	8	36
Total Costs	\$40.77	\$144.40	\$35.18	\$220.35
Average Cost per Call	\$6.80	\$6.56	\$4.40	\$6.12

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 about 7% LEP persons and about 3.7% of all households. 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 Workforce Development Department also maintains a list of employees with non-English language skills who are able to assist customers. 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 five of 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. In the current analysis, Chinese has become the seventh language reaching the 1,000 persons mark, while German fell below 1,000 at 773. Chinese will be added to the "Translation Service Available" notice. 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 D)	\$0.00	Approximately 90,000 schedule books published 2x/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
"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 90,000 schedule books published 2x/year at each service change. Notice also appears on public website: http://www.piercetransit.org/contacts.htm 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)	\$0.00	One is displayed inside active Pierce Transit buses; currently that count is 153 buses.	\$1,377.00
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 19 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
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 103 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.	negligible
"The Way to Go to the Books" Library Information Rack Card (English and Spanish) (Appendix L)	\$0.00	Distributed in local libraries.	
Using bilingual staff to interpret as needed	\$0.00	Ongoing, as-needed.	\$0.00
Spanish language online advertisements publicizing High Capacity Transit Study Open Houses	\$120.42 per hour if completed by our HCT consultant; could be done in-house when bilingual staff available	Four advertisements at approximately 2 hours for each ad.	Approx. \$963.36
Spanish language Fact Sheets regarding the High Capacity Transit Study's progress and public involvement opportunities (Appendix I)	\$481.68 for 2017 translations; \$481.68 for 2018 translations (as noted above)	Two were created and posted in 2017; two in 2018.	Negligible cost to post on website
Using telephone interpreter services (Appendix B)	Average cost per call is \$6.12	6 calls for 2015, 22 calls in 2016, 8 calls in 2017	\$68.20 in 2014
SHUTTLE Eligibility Manual in HTML	\$0.00	The SHUTTLE Eligibility Manual was changed to HTML on the agency website to allow for easier translation using Google Translate to assist customers with access to this service	\$0.00

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. We no longer have a full time customer service representative who speaks Spanish fluently. The language assistance line is providing assistance at an average cost of \$6.12 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: Google Translate was incorporated into Pierce Transit’s website in 2013. (Appendix L). Website visitors are taking advantage of the translation feature, especially in Spanish. Going forward, we wish to continue 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 has been 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 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 2.5% of the population, or 13,911 LEP persons, speak Spanish, while about 5,238 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 Chinese.

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 Dept. <i>Ongoing</i>
"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). Chinese will replace German in future publications.	Approximately 90,000 schedule books published 2x/year at each service change. Notice also appears on public website: http://www.piercetransit.org/contacts.htm and in Service Change Rider Alert brochures; which are published 2x/year at each service change.	Continue publishing in the schedule books, service change rider alerts, and on website.	Marketing Dept. <i>Ongoing</i>
"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. <i>Ongoing</i>
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 Dept. <i>Ongoing</i>
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 Dept. <i>Ongoing</i>
Passenger Surveys (Appendix H)	PT conducted an on-board survey in 2017. Cards were handed out in English and the seven other languages providing information about how to get translation assistance to participate in the survey.	Continue to provide written translation on how customers can participate in the survey,	Transit Development Dept./Marketing Dept. <i>Ongoing</i>
Translated information on agency website	Pages on 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	Continue to feature Google Translate on the PT website to allow access to html web information in a language of the customer's choice. Additionally, we will consider converting some	Marketing unit <i>Ongoing</i>

Item	Where Available	Recommended Action	Responsibility & Timeline
		PDF documents on the website into HTML, to make them available to the translating functionality.	
Using bilingual staff to interpret as needed	Workforce Development maintains a database on employees fluent in languages other than English. Employees were used for translations of information into Spanish.	Pierce Transit should ensure the database is maintained and current.	Workforce Development Department <i>Ongoing</i>
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.	Fixed Route Customer Service Department <i>Ongoing</i>
Open Houses	Examples are included in Appendix I, J, K from the Destination 2040 Long Range Plan process and the High Capacity Transit Feasibility Study process.	Continue running Spanish language advertisements for critical awareness campaigns	Planning and Community Development Division; Marketing Dept.
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 <i>Ongoing</i>
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 hearings.	Clerk of the Board <i>Ongoing</i>

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.

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, and this continues. 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 Community Transportation Advisory Group's (CTAG) activities. There is opportunity to more effectively use the CTAG in this regard than the agency has done in the last three years. This group meets monthly and can assist 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. This monitoring can be accomplished in several ways, including identifying issues or needs during the following activities:

- during employee training activities related to Limited English Proficiency or in the course of day-to-day operations of the system;
- during outreach activities or other interactions with Pierce Transit staff, including informal meetings with leaders of community-based organizations and social service providers;
- conducting surveys of operators, field supervisors and other front-line staff, including customer service representatives and planners, on their experience concerning contacts with LEP persons; and
- complaints from LEP individuals received by Pierce Transit.

Based on the feedback received from outreach to community groups, CTAG, customer service representatives, field supervisors and operators, Pierce Transit makes 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. 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 interpretive 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	Onboard Survey Translation Services Available
Appendix I	High Capacity Transit Fact Sheet in Spanish
Appendix J	Bus Rapid Transit Mailer July 2018
Appendix K	Long Range Plan Outreach Brochure in English and Spanish
Appendix L	The Way to Go to the Books Library Information Rack Card in English and Spanish
Appendix M	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.

បកប្រែទំព័រនេះដោយចុចលើ 'ភាសា' នៅក្នុងឯកសារកំពូល។

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.

អាចទំនាក់ទំនងអ្នកសេវាបកប្រែភាសាខ្មែរ (កម្ពុជា) ដោយហៅតាមរយៈ លេខទូរស័ព្ទ 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
Replaces: February 12, 2009
See Also:
Approved By: Kathy Walton, Marketing Manager

Review Due: July 17, 2019

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 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 document and forward via email to the Customer Service Supervisor

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@piercettransit.org
- Visit our website: www.piercettransit.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 política 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 aplicaciones por los contactos abajo.

- **Pierce Transit**
Por correo - Attention: Civil Rights Officer
P.O. Box 99070, Lakewood, WA 98496
- Por email: crofficer@piercettransit.org
- Nuestro sitio del internet: www.piercettransit.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 Pangserbisyon Kustomer na magbibigay ng serbiyong pagsasalin ng wika sa Tagalog.

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

អាជ្ញាធរដឹកនាំដោយសេវាបម្រើប្រជាជន (កម្ពុជា) ដោយ
ដោយហៅតាមរយៈ លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

¡Viajando Por Autobús es Fácil!

Aquí hay algunos puntos básicos para comenzar

Busque la parada de el autobus cerca de Ud. Los números indican cuales rutas paran allí. Algunas paradas tienen horarios. 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 cuales lugares son accesible. Un representante encontrará la mas cerca de usted.

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

Leer la tabla del tiempo es muy fácil: Leyendo de izquierda a derecha seguirá el camino del autobús en la ruta. Leyendo la columna hacia abajo muestra los autobuses que llegan a esa parada durante el día.



Tenga su tarifa lista. Use su tarjeta de ORCA, su All Day Pass (pase de día) o traiga dinero exacto. El chofer no da cambio.

¿Necesita tomar más de un autobús para llegar a su destino? Antes de subir a el autobús pasajeros deben tener dinero listo. Depende con qué frecuencia va a viajar en un día, Usted podría comprar un All Day Pass (pase del día). Pases son disponibles toda la semana y son válidos para viajes sin límite en cada ruta de Pierce Transit, hasta el fin de servicio (2:59 a.m.). El chofer vende pases de día o tarjetas de ORCA precargada.

Si el pago es completo 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 automáticamente 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 paga con un pase regional de 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.

Pídale al conductor la parada más cerca a su destino. Cuando sea una cuadra antes de su parada, jale el cordón del timbre para avisar a el chofer.

Llame al 253.581.8000, opción 1, y opción 1 otra vez, para saber si algún lugar es accesible por autobús. Un representante contestara para servirle. O informese sobre el Trip Planner en piercetransit.org.

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@piercettransit.org

Visit our website: www.piercettransit.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 política 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 aplicaciones por los contactos abajo.

Pierce Transit

Por correo - Attention: Civil Rights Officer P.O. Box 99070 Lakewood, WA 98496

Por email: crofficer@piercettransit.org

Nuestro sitio del internet: www.piercettransit.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

151

Translation Languages Listed in *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.

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	orcard.com
Sound Transit	1.888.889.6368	soundtransit.org

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.

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 통화하시려면 253-581-8000 으로 전화하십시오.

អាចទំនាក់ទំនងអ្នកបម្រើសេវាបកប្រែភាសាខ្មែរ (កម្ពុជា) ដោយហៅតាមរយៈ លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

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

Spanish

Russian

Vietnamese

Tagalog (spoken in Phillipines)

Korean

Khmer (spoken in Cambodia)

German

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
SolutionsSM**

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

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

253.581.8000
piercetransit.org

MARKETRON 5000 > Bus Shops > Interpretation > Interpretation Flyer

PIERCE the way to go!
TRANSIT

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.



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 is conducting a survey of its riders. If you would like to participate, please call 855.762.5057 and an interpreter will help you complete the survey.

Pierce Transit führt eine Umfrage unter seinen Fahrgästen durch. Wenn Sie daran teilnehmen möchten, rufen Sie bitte 855-762-5057 an, und ein Dolmetscher wird Ihnen bei der Durchführung der Umfrage behilflich sein.

Pierce Transit កំពុងធ្វើការស្ទង់មតិអំពីអ្នកជិះរថយន្តក្រុងរបស់ខ្លួន។ ប្រសិនបើអ្នកចង់ចូលរួមស្ទង់មតិសួរដេញដោលទៅលេខ 855-762-5057 ហើយអ្នកបកប្រែផ្ទាល់មាត់ម្នាក់នឹងជួយអ្នកបំពេញការស្ទង់មតិនេះ។

피어스 트랜짓(Pierce Transit)에서 탑승객 여러분께 설문조사를 실시하고 있습니다. 참여를 원하시면 855-762-5057번으로 전화해 주십시오. 통역사가 설문조사를 도와드립니다.

Pierce Transit проводит опрос среди своих пассажиров. Если вы хотите принять в нём участие, позвоните по телефону 855-762-5057, и переводчик поможет вам ответить на вопросы анкеты.

Nagsasagawa ng survey ang Pierce Transit sa mga pasahero nito. Kung gusto mong makilahok, tumawag sa 855-762-5057 at tutulungan ka ng isang interpreter na sagutan ang survey.

Pierce Transit đang tiến hành khảo sát những người xe buýt. Nếu quý vị muốn tham gia, vui lòng gọi 855-762-5057 và một thông dịch viên sẽ giúp quý vị hoàn tất bản khảo sát.

Pierce Transit esta coordinando una encuesta de la gente que toma el autobus. Si desea participar, llame a este numero: 855.762.5057 y un intérprete le ayudará a completar la encuesta.

Pierce Transit is conducting a survey of its riders. If you would like to participate, please call 855.762.5057 and an interpreter will help you complete the survey.

Pierce Transit führt eine Umfrage unter seinen Fahrgästen durch. Wenn Sie daran teilnehmen möchten, rufen Sie bitte 855-762-5057 an, und ein Dolmetscher wird Ihnen bei der Durchführung der Umfrage behilflich sein.

Pierce Transit កំពុងធ្វើការស្ទង់មតិអំពីអ្នកជិះរថយន្តក្រុងរបស់ខ្លួន។ ប្រសិនបើអ្នកចង់ចូលរួមស្ទង់មតិសួរដេញដោលទៅលេខ 855-762-5057 ហើយអ្នកបកប្រែផ្ទាល់មាត់ម្នាក់នឹងជួយអ្នកបំពេញការស្ទង់មតិនេះ។

피어스 트랜짓(Pierce Transit)에서 탑승객 여러분께 설문조사를 실시하고 있습니다. 참여를 원하시면 855-762-5057번으로 전화해 주십시오. 통역사가 설문조사를 도와드립니다.

Pierce Transit проводит опрос среди своих пассажиров. Если вы хотите принять в нём участие, позвоните по телефону 855-762-5057, и переводчик поможет вам ответить на вопросы анкеты.

Nagsasagawa ng survey ang Pierce Transit sa mga pasahero nito. Kung gusto mong makilahok, tumawag sa 855-762-5057 at tutulungan ka ng isang interpreter na sagutan ang survey.

Pierce Transit đang tiến hành khảo sát những người xe buýt. Nếu quý vị muốn tham gia, vui lòng gọi 855-762-5057 và một thông dịch viên sẽ giúp quý vị hoàn tất bản khảo sát.

Pierce Transit esta coordinando una encuesta de la gente que toma el autobus. Si desea participar, llame a este numero: 855.762.5057 y un intérprete le ayudará a completar la encuesta.





HOJA DE DATOS

5-15-2018

Pierce Transit está cerca de un hito importante sobre el estudio de transporte público de alta capacidad (HCT, por sus siglas en inglés) de un tramo a lo largo de 14 millas, Pacific Avenue | SR 7, desde el centro de Tacoma hasta Spanaway.

¿Qué decisiones se han hecho hasta ahora?

<input checked="" type="checkbox"/>	BRT
<input checked="" type="checkbox"/>	Ruta 1
<input checked="" type="checkbox"/>	Bus mejorado
<input checked="" type="checkbox"/>	Tranvía
<input checked="" type="checkbox"/>	Tren ligero

Evaluación del modo de transporte

Transporte rápido de autobús, o Bus Rapid Transit (BRT), por su nombre en inglés, cumple mejor con todos los objetivos del estudio. BRT proporciona un mejor servicio que la Ruta 1 y de otras opciones ferroviarias y de autobús. Vea el otro lado para más detalles sobre BRT.

<input checked="" type="checkbox"/>	Diseño de Acera
<input checked="" type="checkbox"/>	Diseño Mediano

Análisis de Alternativas

Con respecto a dónde podría operar el BRT en la carretera, se están evaluando las alternativas de diseño de la vía de autobús y la acera mediana porque son flexibles y brindan el mejor beneficio. También son los más rentables y tienen el menor impacto potencial sobre la propiedad, a la vez que brindan oportunidades de mejora para el desarrollo económico en el tramo.

¿Qué decisiones aún no se han hecho?

- » **Seleccionar la alternativa preferida localmente (LPA, por sus siglas en inglés):** elegir entre la alternativa de la acera, la alternativa mediana o No construir. ⑤
- » **Obtener autorización ambiental:** para ser elegible para los fondos federales, el proyecto deberá cumplir con la Ley Nacional de Política Medioambiental (NEPA, por sus siglas en inglés). ⑥
- » **Determinar un plan financiero:** se cuenta con finanzas locales, pero aún existe la necesidad de obtener fondos federales. ⑦

EL PROCESO DEL ESTUDIO



¿Qué es el Bus Rapid Transit (BRT)?

Bus Rapid Transit (transporte rápido de autobús) es una solución innovadora de transporte público de alta capacidad y menor costo que puede alcanzar el rendimiento y los beneficios de los modos ferroviarios más costosos. Este sistema integrado utiliza autobuses especializados en carreteras o carriles exclusivos para transportar pasajeros de manera rápida y eficiente a sus destinos, al tiempo que ofrece la flexibilidad para cumplir con una variedad de condiciones locales. Los elementos del sistema BRT se pueden adaptar fácilmente a las necesidades de la comunidad, incluyen tecnologías de vanguardia que atraen más pasajeros y ayudan a reducir la congestión de tráfico general.

Elementos Claves de BRT

- » Servicio rápido, frecuente y confiable
- » Estaciones mejoradas
- » Información de llegada del autobús en tiempo actual
- » Marcado único
- » Vehículos innovadores

Beneficios de BRT

- » Tiempo de viaje significativamente disminuido
- » Accesibilidad mejorada
- » Mejorar la seguridad y la protección
- » Aumentar la capacidad
- » Apoyar el desarrollo y reurbanización con transporte público



Cómo puede involucrarse



Únase a la lista de correo electrónico para las actualizaciones del proyecto. Regístrese en www.piercetransit.org/StayConnected



Oportunidades para dar comentarios en cualquier momento, contactar a:

Darin L. Stavish, AICP, Planificador Principal

T: 253.983.3329

Correo electrónico: hct@piercetransit.org

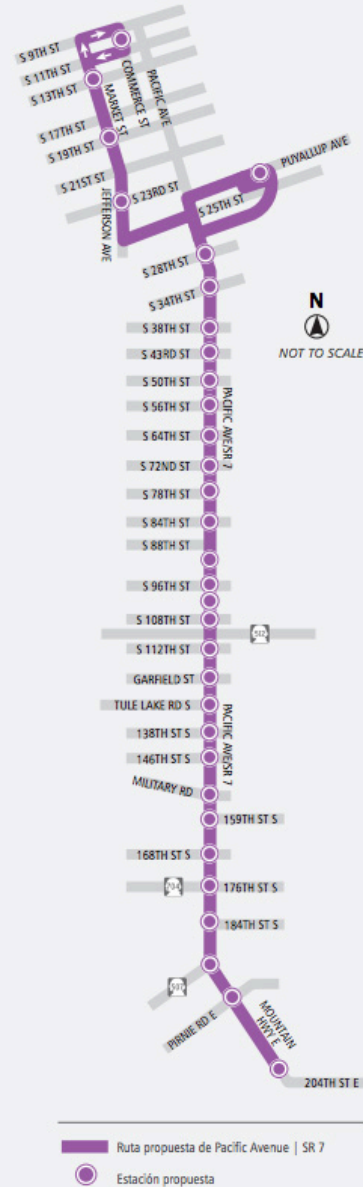


Obtenga más información sobre el proyecto.



Escanee el código QR para visitar el sitio web

RUTA PROPUESTA DE SERVICIO BRT Y UBICACIONES DE ESTACIONES



Ruta propuesta de Pacific Avenue | SR 7

Estación propuesta



Un esfuerzo cooperativo con:



Bus Rapid Transit (BRT) is an innovative, high capacity, efficient public transit solution.



Safe, fast, and reliable
transportation that connects
the South Sound community.



Environmentally friendly, by potentially removing hundreds of vehicles from the road.



A faster ride that rivals car travel times, with state-of-the-art buses arriving every 10-15 minutes.



A time saving escape from
gridlock with relaxing,
frequent service.



Advanced bus stop stations with real-time travel information, large covered areas, bright lighting, and enhanced security.



Accessible to all with level boarding for bikes, strollers, wheelchairs and pedestrians.



An economic development catalyst through infrastructure and streetscape improvements.

Follow Pierce Transit On:   

BRT is coming to Pierce County! Engage online at www.RideBRT.com or call 253.581.8000

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.

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

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

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

អាចទំនាក់ទំនងភ្នាក់ងារពសវិបកប្រែភាសាខ្មែរ (កម្ពុជា) ដោយ
ដោយហៅតាមរយៈ លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

Bus Rapid Transit



Pacific Avenue | SR 7 Corridor
HIGH CAPACITY TRANSIT
FEASIBILITY STUDY

Pierce Transit
PO Box 99070
Lakewood WA 98496-0070

PRSR STD
US POSTAGE
P A I D
TACOMA WA
PERMIT NO 8



Deseamos sus opiniones Sobre la visión del futuro de Pierce Transit

Pierce Transit está preparando un plan de largo plazo llamado **Destination 2040** (Destino 2040) como documento detallado para la visión de la agencia y servir como un guía para proveer servicios de transporte seguros, fiables, eficientes, y completamente integrados por toda la región del sur (South Sound) para hoy, mañana, y en el futuro. En Febrero, vea el borrador del plan por piercetransit.org.

Un punto importante de este proceso es escuchar y pedir la aportación de la comunidad local.



Tres Juntas Públicas en Febrero

Miércoles
3 DE FEB.
De 3:00pm a 6:00pm
Hilltop Community Room
1202 Martin Luther King, Jr. Way
Tacoma, WA 98405
SERVIDO POR RUTAS 28, 45, 57 y 102

Martes
16 DE FEB.
De 4:30pm a 7:30pm
Puyallup Public Library
South Meeting Room
324 South Meridian
Puyallup, WA 98371
Lakewood, WA
SERVIDO POR RUTAS 402 y 425

Jueves
25 DE FEB.
De 5:00pm a 8:00pm
Pierce Transit Training Center
Rainier Conference Room
3720 96th Street SW
Lakewood, WA 98499
SERVIDO POR RUTAS 48 y 300

Clientes registrados de SHUTTLE pueden obtener transporte especializado ida y vuelta a las juntas públicas y a la unión del consejo de administración por llamar SHUTTLE a 253.581.8000, opción 1, y luego opción 2, uno a cinco días antes de las juntas y la unión del consejo de administración.

En la junta pública del 14 de marzo y en la unión del consejo de administración el 11 de abril, habrá un intérprete disponible para personas que tengan audiencia reducida por un pedido mínimo de cinco días antes.



Junta Pública Unión del Consejo de Administración

Junta Pública
Lunes
14 DE MARZO
4:00pm
Déanos su opinión
Pierce Transit Training Center
Rainier Conference Room
3720 96th Street SW
Lakewood, WA 98499
Servido por rutas 48 y 300

Unión del Consejo
de Administración
Lunes
11 DE ABRIL
4:00pm
Consejo de Administración actual
Pierce Transit Training Center
Rainier Conference Room
3720 96th Street SW
Lakewood, WA 98499
Servido por rutas 48 y 300

¡Deseamos sus opiniones!



Para entregar su opinión o pedir más información sobre este plan de Pierce Transit, favor de visitar piercetransit.org/destination-2040/ o contactar a Darin L. Stavish, Planificador Principal a 253.983.3329.



Public Hearing & Board Meeting

Public Hearing
Monday
MAR 14
4:00pm

Board Meeting
Monday
APRIL 11
4:00pm

We look forward to hearing from you!
To provide feedback or request more information on the Long Range Plan, please visit: piercetransit.org/destination-2040/ or call Darin Stavish at 253.983.3329.

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.

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 pagsasalain ng wika sa Tagalog.

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

អាជ្ញាធរដឹកនាំបណ្តាញសេវាអប់រំប្រជាពលរដ្ឋ (កម្ពុជា) ដោយសេរីតាមរយៈ លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

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

PIERCE TRANSIT
piercetransit.org • 253.581.8000

We Want Your Input
Regarding Pierce Transit's Vision for the Future
2016 Open Houses & Public Hearing

Version en ESPAÑOL dentro del folleto

Pierce Transit is developing a Long Range Plan (LRP), titled **Destination 2040**. It's a comprehensive guiding document of the Agency's vision for providing dependable, safe, efficient, and fully integrated public transportation services throughout the South Sound region of today, tomorrow, and beyond. In February, watch for the draft LRP on piercetransit.org.

An important part of the Long Range Plan development process is listening to community input.

Continue reading for details on where you can voice your opinion and review various scenarios for future growth.



Open Houses

Wednesday FEB. 3 3:00pm – 6:00pm	Hilltop Community Room 1202 Martin Luther King, Jr. Way Tacoma, WA 98405 SERVED BY ROUTES 28, 45, 57 & 102
Tuesday FEB. 16 4:30pm – 7:30pm	Puyallup Public Library South Meeting Room 324 South Meridian Puyallup, WA 98371 SERVED BY ROUTES 402 & 425
Thursday FEB. 25 5:00pm – 8:00pm	Pierce Transit Training Center Rainier Conference Room 3720 96th Street SW Lakewood, WA 98499 SERVED BY ROUTES 48 & 300

Registered SHUTTLE customers may obtain specialized transportation to and from the open houses, public hearing and board meeting by calling SHUTTLE at 253.581.8000, option 1, then 2, one to five days in advance.

At the public hearing and board meeting, an interpreter for the hearing impaired will be provided upon request with a minimum notice of five days.

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



253.581.8000 • piercetransit.org



PIERCE COUNTY LIBRARIES

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

The screenshot shows the piercetransit.org website. A Google Translate language menu is open, displaying a grid of languages. The website content includes a top navigation bar with links for 'FARES', 'RESOURCES', and 'BUSINESS'. Below this, there's a 'Virtual Open House' banner for 'High Capacity Transit'. A central section titled 'ROUTE STATUS' lists three items: 'TACOMA MALL TRANSIT CENTER CLOSED - DETOUR' for Route 57, Route 55, and Route 54. To the right, a 'ROUTES & SCHEDULES' section has a search bar. Below that, a 'TRANSIT NEWS' section features three articles dated July 5, June 21, and June 18. At the bottom left, a 'STAY CONNECTED!' section encourages email sign-ups. The bottom right features a quote: 'My number one priority is to get my...'