

September 2021



2021 Title VI Program
Submittal to the
Federal Transit Administration



 **Pierce Transit**

PIERCE TRANSIT 2021 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 and the smaller towns and cities of our service area. The governance structure allows for a tenth, non-voting union representative, however, this right is currently not being exercised and the position is vacant.

Pierce Transit covers 292 square miles of Pierce County and roughly 70 percent of the county population. Serving Washington's second largest county, Pierce Transit provides four types of service, Fixed Route, SHUTTLE paratransit Vanpool and On-demand Microtransit.

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. Public documents can be accessed on the agency website under Resources then <http://www.piercetransit.org/pierce-transit-title-vi-notice>, and on all 150 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: 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. Title VI Complaint Procedures and Form

Instructions on how to file a Title VI complaint can be found on the agency's website at <https://www.piercetransit.org/title-vi-complaint-process/>. 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.

Título VI

Aviso al Público de la Ley de Derechos

Pierce Transit como recipiente de fondos federales da aviso al público sobre su póliza 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

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

Title VI Investigations, Complaints or Lawsuits

Pierce Transit maintains a list of all investigations, lawsuits, and complaints filed on the basis of race, color, and/or national origin. The list includes the date the investigation, lawsuit, or complaint was filed; summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint.

Investigations, Lawsuits, and Complaints filed during the period June 1, 2019 to May 31, 2021:

Investigations: No Title VI-related investigations were conducted by external entities.

Lawsuits: On December 2, 2019, an employee filed a lawsuit alleging discrimination and retaliation. Disposition pending.

Complaints: Pierce Transit received 13 Title VI-related complaints. The complaints were initially filed with Customer Service by telephone or the Civil Rights Officer by email and then investigated by Title VI staff. Pierce Transit did not receive any formal written complaints on the Title VI Complaint form.

A list of transit-related Title VI Complaints (and the disposition of those complaints) is available in Appendix A

Table 1. Title VI Investigations, Complaints or Lawsuits, June 2015 – May 2018

Title VI Complaints (6/1/2019 - 5/31/2021)				
Date	Basis - Race, Color, National Origin	Summary of Complaint	Status	Action Taken
9/10/2019	Race	Passenger (Black) complained he was denied service based on race.	Closed	Complaint investigated. Reviewed video of alleged incident and interviewed the Operator. The bus departed the stop before the passenger attempted to board. The passenger chased the bus and placed his body in front of the bus, which created a safety issue. Operator did not deny service based on race.
10/24/2019	Race	Passenger (Black) complained he was denied service based on his race.	Closed	Complaint investigated. Reviewed video of alleged incident. Passenger was verbally abusive to the Operator and refused to deescalate. Public safety removed passenger from the bus. Operator did not deny service based on race.
1/16/2020	Race	Passenger complained the Operator was rude to an African American passenger.	Closed	Complaint investigated. Reviewed video of alleged incident. The Operator had to take a break and informed the passenger she could not be on the bus while he was on break. Operator did not treat the passenger differently based on race.

1/16/2020	Race	Passenger (Black) complained she was racially profiled for using the "B word."	Closed	Complaint investigated. Reviewed video of alleged incident. Operator asked passenger to exit bus because she violated the Rules of the Ride when she used profanity and created an uncomfortable environment for other passengers. Operator did not deny service based on race.
3/12/2020	Race	Passenger (Asian) complained the Operator told another passenger to wait for next bus because "this bus has corona virus."	Closed	Complaint investigated. Reviewed video and interviewed operator. Operator admitted he made the comment. The Operator received corrective action/discipline.
7/20/2020	Race	Passenger (Black) complained she was denied service based on her race.	Closed	Complaint investigated. Reviewed video and interviewed operator. Operator denied service because the passenger used profanity which violated the posted Rules of the Ride. Operator did not deny service based on race.
7/29/2020	Race	Passenger complained that two black youth were denied service based on their race.	Closed	Complaint investigated. Reviewed the video and interviewed operator. Two youth traveling together did not have a proper mask to protect against COVID-19. After the Operator explained the mask policy one of the youth attempted to spit on the operator. Operator did not deny service based on race.
8/22/2020	Race	Passenger (Black) complained he was denied service based on his race.	Closed	Complaint reviewed. Attempted to contact passenger for more information. The contact phone number provided was not correct. Unable to identify location or request video of the alleged incident without additional information.
10/8/2020	Race	Black male passenger complained about unfair treatment based on his race.	Closed	Complaint Investigated. Reviewed video and interviewed operator. Operator asked passenger to put on mask before boarding the bus to comply with federal mask requirements related to COVID-19. Operator did not treat passenger unfairly based on his race.
1/6/2021	Race	Passenger (Black) complained about unfair treatment based on his race.	Closed	Complaint investigated. Reviewed video and interviewed operator. Operator asked passenger to put on mask before boarding the bus to comply with federal mask requirements related to COVID-19. Operator did not treat passenger unfairly based on his race.
3/22/2021	Race	Passenger (Native American) complained about unfair treatment based on her race.	Closed	Complaint investigated. Reviewed video and determined operator followed policy when he asked the passenger for her reduced fare card. Operator allowed passenger to board without her card. Operator did not treat the passenger unfairly based on her race.

4/9/2021	Race	Passenger (White) complained that the Operator (Black) denied service to a passenger based on his race (White).	Closed	Complaint investigated. Reviewed video and interviewed operator. The White passenger asked to ride the bus without full fare before he attempted to board the bus. A short time later a Black passenger boarded the bus and paid a partial fare to ride up the hill. The operator indicated that the White passenger is regular passenger, he often boards the bus to sleep, and will not exit bus until public safety responds, which delays other passengers and route timeliness. Operator did not deny service based on race.
4/18/2021	Race	Passenger (White) complained the Operator (Black) allowed Black passengers to board before her.	Closed	Complaint investigated. Reviewed video. Passenger was not wearing a protective mask. The Operator asked her to put on a mask and told the other passengers they could board the bus because they were wearing masks. The Operator was following Covid-19 safety precautions. Operator did not treat the passenger unfairly based on her race.

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.

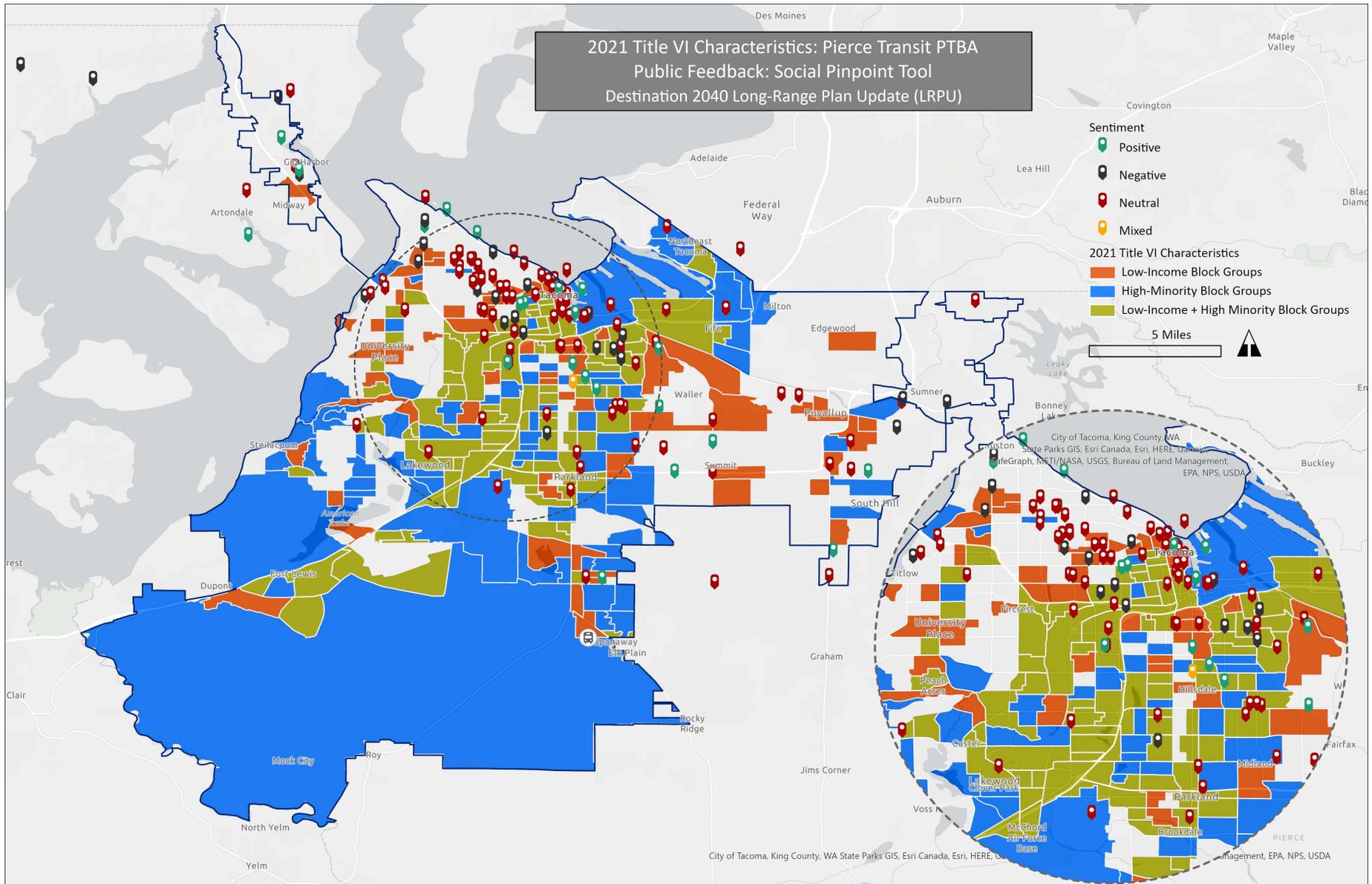
The Public Participation Plan is a living document which will change and grow to help Pierce Transit deepen and sustain its work to engage diverse community members throughout the county. Therefore, Pierce Transit will modify its public participation methods and activities over time, based on ideas and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

Pierce Transit has undertaken many outreach efforts since October 2018, which are shown on Table 2 below. Staff tracked 376 community engagement opportunities, 111 outreach events and 9 public meetings. 78 separate outreach locations, reasons for outreach, and frequency at each location. Details are tracked in Appendix C. Outreach topics ranged from a major Network Route Analysis, Bus Rapid Transit Feasibility Study, Long Range Plan Update, demonstration services, and more. The map below illustrates an innovative approach used to gain geo-specific feedback on an update to Destination 2040 in 2019-2020. Responses were categorized into four sentiments: Positive, Negative, Neutral and Mixed. occurs throughout the service area with most locations in areas with minority and low-income populations higher than the system average.

Table 2. Community Engagements, Outreach, Public Meetings, Oct 2018 – April 2021

Year	Community Engagement	Outreach Events	Public Meetings	Grand Total	Months included
2018	13	8		21	October - December 2018
2019	496	86	7	589	January - December 2019
2020	155	15	2	172	January - December 2020
2021	62	2		64	January - April 2021
Grand Total	376	111	9	846	

Figure 1. Community Outreach Long Range Plan Update in Relation to Minority and Low-income Census Block Groups



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 ten 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 10 members).

Table 2. Community Transportation Advisory Group Membership

Race	#CTAG Members
American Indian/Eskimo	
Black/African American	1
Hispanic	
Caucasian	9
Asian/Pacific Islander	
Other	
Mobility Challenged	4 of 10

Monitoring Subrecipients

Pierce Transit does not have subrecipients.

Determination of Site or Location of Facilities

An equity analysis was performed on selecting the final location of the Spanaway Transit Center and Park-and-Ride to ensure it did not result in disparate impacts on the basis of race, color, or national origin nor a disproportionate burden on low-income households. The process by which Pierce Transit identified and narrowed down potential sites for the facility was based on property size, geographic proximity to the service area, and transportation accessibility based on Pierce Transit design standards for the placement of transit centers. Although the final site is in a low-income block group, it does not meet the 10% margin for high-



minority populations based PTBA averages. A resolving approach will extend trunk Route 1 from its existing

terminus (Walmart parking lot), to the final site which is juxtaposed to a low-income (LI) + high-minority (HM) block group. This least discriminatory alternative provides better access for LIHM populations to the Spanaway Transit Center, while maintaining service at the Walmart stop location (future BRT station). Given these measures, the analysis of potential equity impacts, and the community outreach, constructing the new Park and Ride facility at the proposed Spanaway site 7, overcomes any apparent disparate impacts and disproportionate burdens.

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 195 fixed-route buses during the peak along 32 local routes. No rail, subway, or ferry services are provided by the Agency.

System-wide Service Standards and Policies

All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide. These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords users access to these assets. Providers of fixed route public transportation shall also adopt system-wide service policies to ensure service design and operations practices do not result in discrimination based on race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

Service Standards

As an integral part of the Agency's Long-Range Plan, Destination 2040, Pierce Transit has reevaluated and updated its Performance Measures & Standards and Route Design Guidelines for 2015 and beyond. These are included as Appendix E – "Service Performance Standards." 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, pedestrian access, land uses, and densities served. The Route Design Guidelines include guidelines for route spacing, route directness, route duplication, one-way loops, route anchors, travel patterns, service area, and transit centers. Routes are classified according to their function: Trunk, Urban, Suburban, Community Connector, and Express.

System-wide Service Policies

Pierce Transit's service policies are integrated into the "Service 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 quarter 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. Table 3 shows the distribution of shelters and benches throughout the PTBA overlaid on minority and low-income census block groups. The table 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.

Pierce Transit has recently decided to move away from printing schedules and map books due to the pandemic and the many service changes and disruptions it caused for the agency and patrons. In-an-attempt to provide real-time information starting with the September 2021 service change, the agency will provide printable on-line schedules and maps that update with General Transit Feed Specifications (GTFS), meaning they will always be up to date. The agency will promote smart-phone trip planning apps to help patrons know when their bus will arrive in real-time. With this decision, printed schedules at bus stop will be a discontinued practice. Customers will still be able to call customer service to help with trip planning using phone numbers listed on each bus stop sign.

Table 3. Distribution of Transit Amenities

PIERCE TRANSIT PTBA BUS STOP AMENITY DISTRIBUTION (2021)					
Amenity	Low-Income (LI)	High-Minority (HM)	LI+HM	Non-LIHM	System Avg.
Accessible	294 (99%)	438 (99%)	700 (99%)	671 (99%)	2,103 (99%)
Benches	117 (14%)	171 (21%)	321 (39%)	221 (27%)	830 (39%)
With Shelters	88 (16%)	103 (19%)	214 (39%)	149 (27%)	554 (26%)
With Lights	14 (19%)	11 (15%)	33 (46%)	14 (19%)	72 (3%)
Trash Cans	132 (15%)	182 (21%)	353 (41%)	203 (23%)	870 (41%)
All Bus Stops	297 (14%)	440 (21%)	704 (33%)	672 (32%)	2,113 (100%)

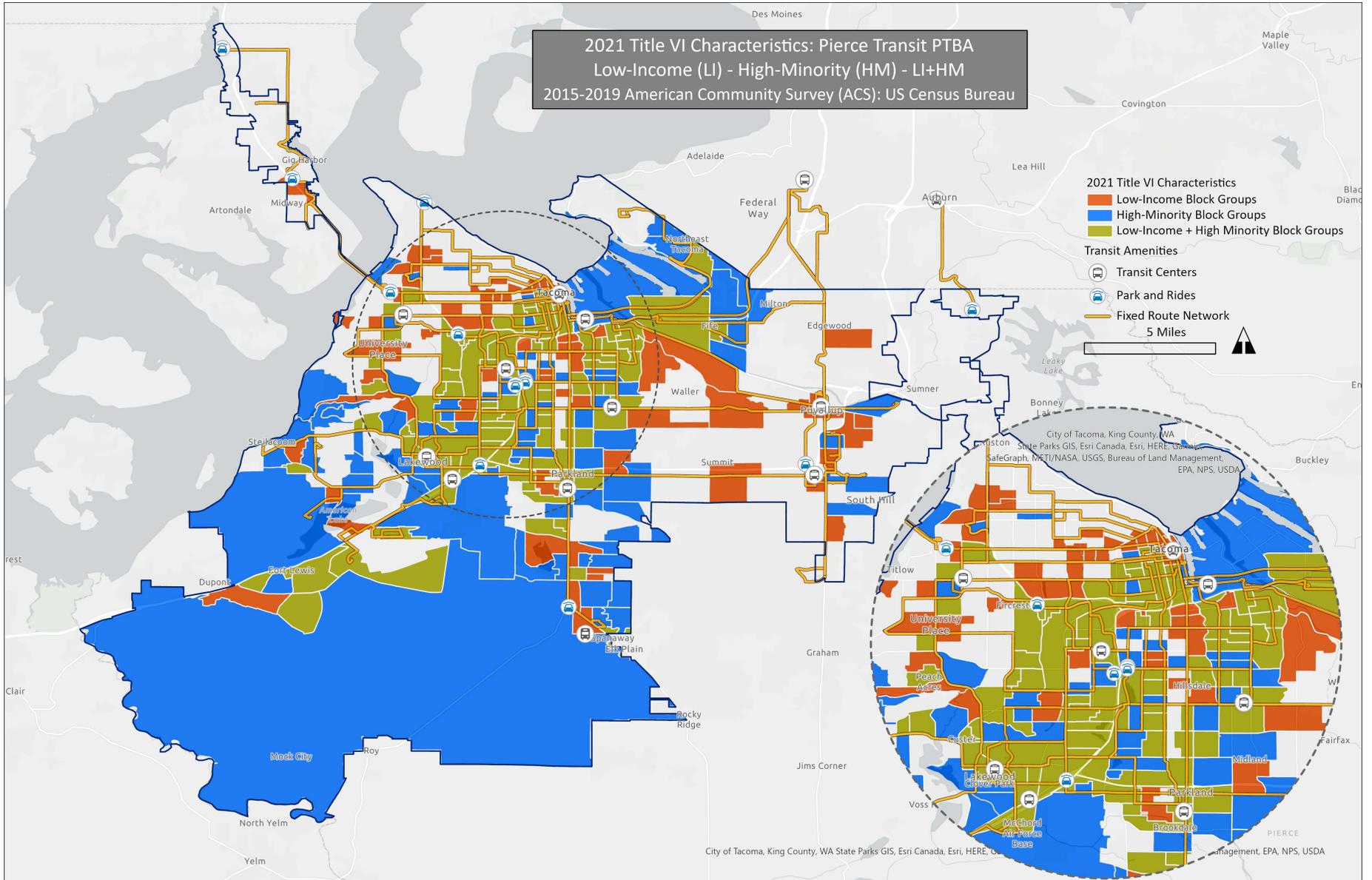
The following amenities were examined:

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

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

Vehicle assignment: Pierce Transit's policy (contained in Appendix E – "Service Performance Standards," p.13) states that appropriately sized vehicles will be designated for 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.

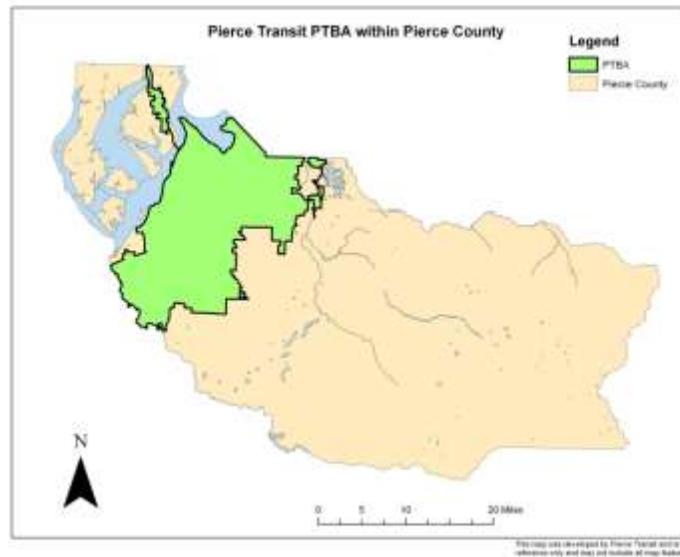
Figure 2. Distribution of Transit Amenities in Minority and Low-income Areas



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 U. S. 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 percent of the population) but not the entire County (see map below and Appendix F - Base Map).



According to the US Census Bureau's American Community Survey (ACS), the difference between the Public Transportation Benefit Area (PTBA) population and County population was estimated to be 291,391 persons. The 2015-2019 5-Year data set estimates the County population was 818,437 and the new Pierce Transit Benefit Area (PTBA) boundary included 671,583 people. The County-wide and PTBA populations were derived from the same 2015-2019 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^[1].

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).

^[1] By contrast the 2020 population estimate of the PTBA from Washington State Office of Finance and Management is 575,963.

Figure 3 shows the concentrations of minority populations throughout the PTBA by showing 2015-2019 ACS block groups with minority populations higher than the overall PTBA average minority population of 38 percent. 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 2015-2019 ACS block groups with low-income populations higher than the overall PTBA average low-income population of 11 percent. Also included in this map are the Pierce Transit bus routes and amenities, to show the extent of fixed route services.

2021 Title VI Population Distribution: Pierce Transit Benefit Area (PTBA)			
	Male	Female	Total POP
Low-Income (LI) Block Groups	50,065	50,095	100,160 (14.9%)
High-Minority (HM) Block Groups	73,580	68,686	142,226 (21.2%)
LI + HM Block Groups	82,205	86,197	173,402 (25.8%)
Non-LI/HM Block Groups	129,284	131,471	255,795 (38.1%)
Total PTBA Population	335,134	336,449	671,583
Source: 2015-2019 ACS 5-Year Data Set: US Census Bureau			

Figure 3. Minority Populations

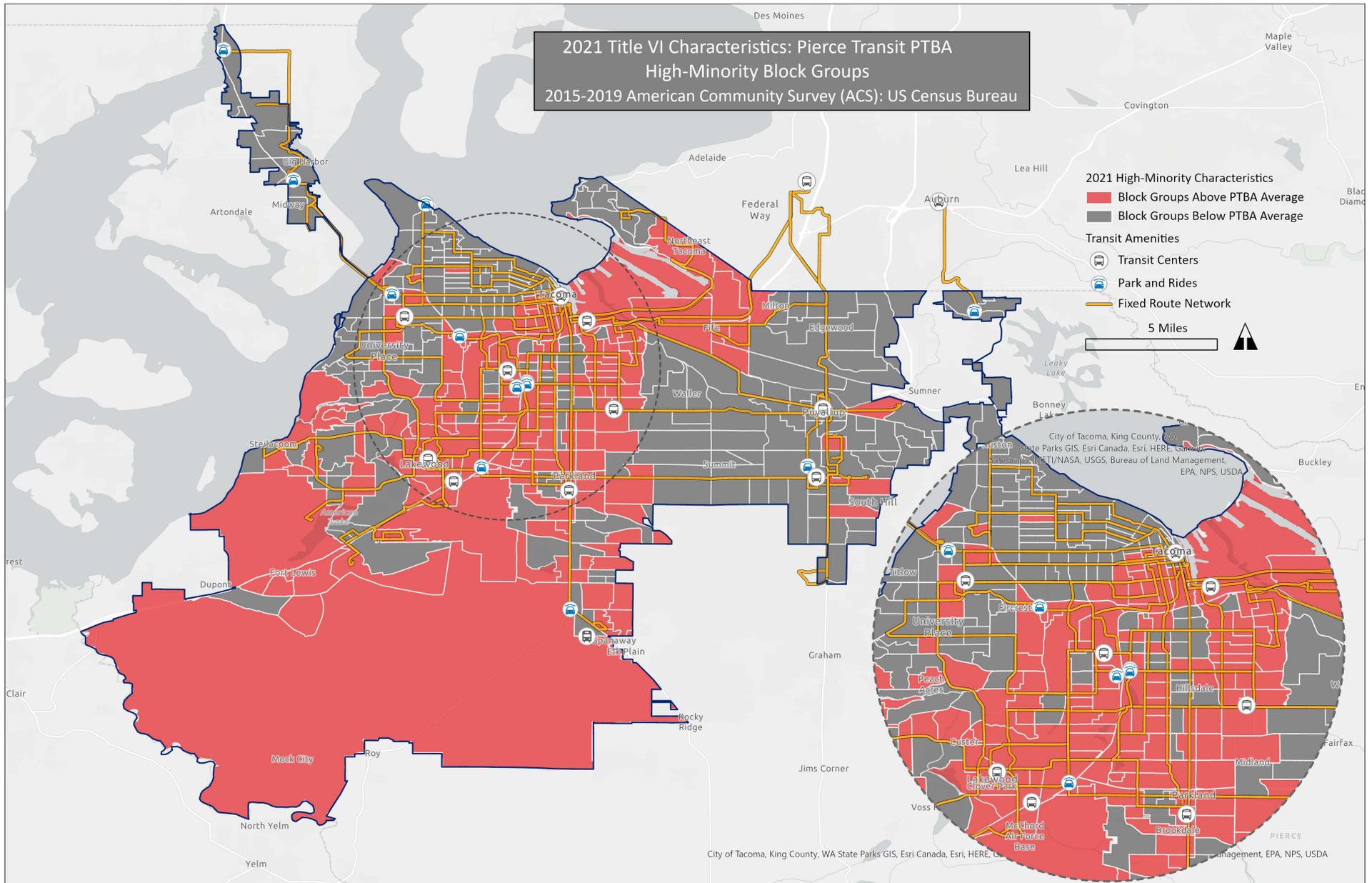


Figure 4. Low-Income Populations

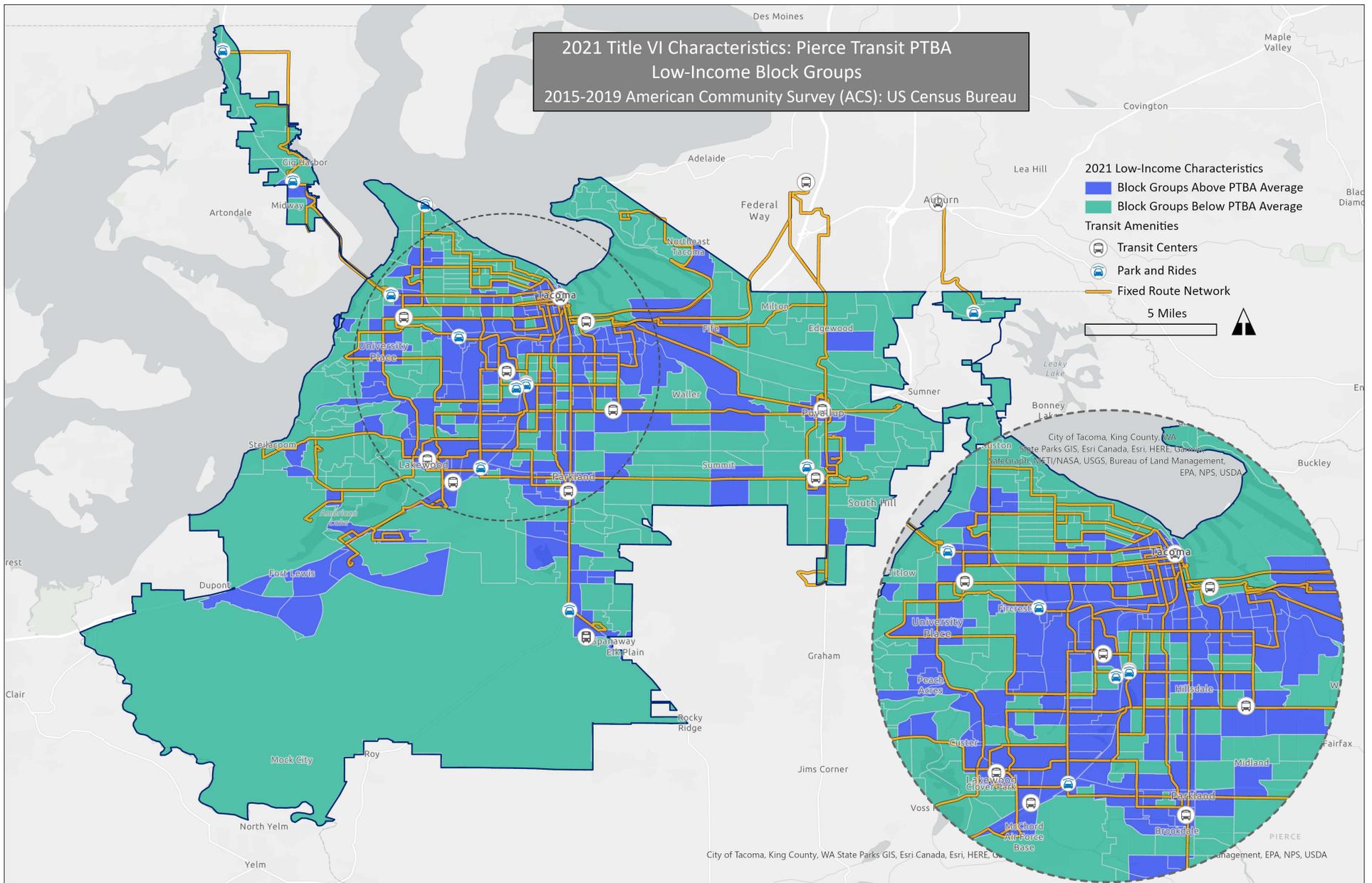


Table 4 below shows the data and sources for the ACS data used in this report.

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

U.S. Census Bureau, 2015-2019 5-Year American Community Survey									
	Minority B03002				Low-Income B17017			LEP C16002	
	Total Pop	Not Hispanic White Alone	Minority	% Minority	House Holds (HH)	HH Below Poverty	% HH Below Poverty	Limited English Households	% LEP HHs
Total	671,583	423,744	247,839	36.9%	252,584	26,829	10.6%	8,608	3.4%
Geography	Block Group				Block Group			Block Group	
*A "limited English speaking household" is one in which no member 5 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 5 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 5 and over speaks English only or speaks a language other than English at home and speaks English 'very well'." Although similar to previous tables, this 2021 methodology follows the 2020 LEP.gov source and methodologies.									

For the 2021 Title VI Pierce Transit program submittal, "Low Income" is defined according to 2015-2019 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 11 percent of all households. Therefore, block groups above this threshold of 11 percent 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 Consumer Price Index (CPI). The table below represents the Federal Poverty Thresholds for 2020:

Table 5 Poverty Thresholds for 2020 by Size of Family and Number of Related Children Under 18 Years

Size of family unit	Related children under 18 years								
	None	One	Two	Three	Four	Five	Six	Seven	Eight or more
One person (unrelated individual):									
Under age 65.....	13,465								
Aged 65 and older.....	12,413								
Two people:									
Householder under age 65.....	17,331	17,839							
Householder aged 65 and older.....	15,644	17,771							
Three people.....	20,244	20,832	20,852						
Four people.....	26,695	27,131	26,246	26,338					
Five people.....	32,193	32,661	31,661	30,887	30,414				
Six people.....	37,027	37,174	36,408	35,674	34,582	33,935			
Seven people.....	42,605	42,871	41,954	41,314	40,124	38,734	37,210		
Eight people.....	47,650	48,071	47,205	46,447	45,371	44,006	42,585	42,224	
Nine people or more.....	57,319	57,597	56,831	56,188	55,132	53,679	52,366	52,040	50,035

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 \$26,246.

Pierce Transit also uses statistically representative survey research to track customer satisfaction and demographics, typically every three years. **However, due to COVID-19 and its impacts on ridership, it was felt that a ridership survey would not reflect a sufficient sample size of the region in 2020. It is anticipated that a post pandemic survey will be conducted once normal conditions are experienced.** The most recent survey was completed in October through December 2017 (see Appendix G for the Demographics of Pierce Transit Customers Surveyed excerpt from the full report). Table 6 below shows that Pierce Transit has a relatively high percentage of minority riders – approximately 40 percent; 19 percent are Black or African American, 10 percent Asian or Pacific Islander, 8 percent Hispanic, 5 percent American Indian or Alaska Native, and 3 percent other.

Table 6. Race/Ethnicity of Pierce Transit Customers

Race/Ethnicity	
White	60%
Asian	10%
African American	19%
American Indian or Alaska Native	5%
Other	3%
Hispanic	8%

Table 7 below shows the income levels for Pierce Transit’s customers. A quarter of Pierce Transit customers surveyed have household incomes below \$15,000 per year; 43 percent have incomes below \$25,000 per year; and 66 percent have incomes below \$35,000 per year.

Table 7. Income Levels of Pierce Transit Customers

Income	
Less than \$7,500	16%
\$7,500 to \$15,000	19%
\$15,000 to \$25,000	18%
\$25,000 to \$35,000	13%
\$35,000 to \$55,000	15%
\$55,000 to \$75,000	9%
\$75,000 to \$100,000	5%
\$100,000 to \$150,000	3%
\$150,000 or more	1%
Total	100%

The Customer Satisfaction Survey provides information about how we are serving minority customers, and 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. The frequency of riding is similar for minority and non-minority riders. Minority riders are more likely to use the bus for work and school trips than non-minority riders. Regarding fare payment, Minority riders are more likely to pay with cash and less likely to pay with ORCA E-Purse when compared to non-minority riders.

Table 8. Comparison of Minority to Non-Minority Responses – 2017 Customer Satisfaction Survey

Question	Minority	Non-Minority
Overall satisfaction with Pierce Transit (10=very satisfied; 0 = very dissatisfied)		
0	2.7%	4.8%
1	0.5%	0.6%
2	1.4%	2.2%
3	1.8%	1.3%
4	1.8%	3.2%
6	4.1%	5.1%
7	10.4%	9.9%
8	16.3%	18.9%
9	16.7%	17.6%
10	44.3%	36.2%
How many one-way trips in the past 30 days	Minority	Non-Minority
More than 20	35.4%	31.1%
16 to 20	12.2%	14.2%
11 to 15	13.8%	13.7%
5 to 10	18.5%	18.9%
Less than 5	20.1%	22.2%
Primary purpose of trip	Minority	Non-Minority
to/from work	58.5%	50.1%
to/from school	36.1%	16.1%
shopping/errands	35.7%	43.7%
Medical appointments	23.2%	29.6%
fun/recreational/social	24.9%	31.0%
special events	8.7%	8.5%
How fares are usually paid	Minority	Non-Minority
Cash	36.9%	31.5%
Paper One Ride Ticket	2.1%	2.8%
Mobile Ticket	2.9%	3.4%
Paper All-Day Pass	12.4%	11.3%
Mobile All-Day Pass	0.4%	2.3%
ORCA All-Day Pass	6.6%	4.8%
ORCA Monthly Pass	31.1%	31.0%
ORCA E-Purse	23.7%	33.8%
ORCA Annual Pass	10.0%	8.7%
Upass	2.9%	2.3%

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 2015-2019 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 (OTP¹).

Table 9. Monitored Performance Standards

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

Figure 6 below show the results of the monitoring using ridership data from April 2019 through May 2021; Pierce Transit has a total of 33 routes. There is a total of 24 minority routes, making up 73 percent of all routes, and 25 low-income routes, comprising 76 percent 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.

¹ 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 percent of all timepoints.

Figure 5. Monitoring Results – System Wide Averages

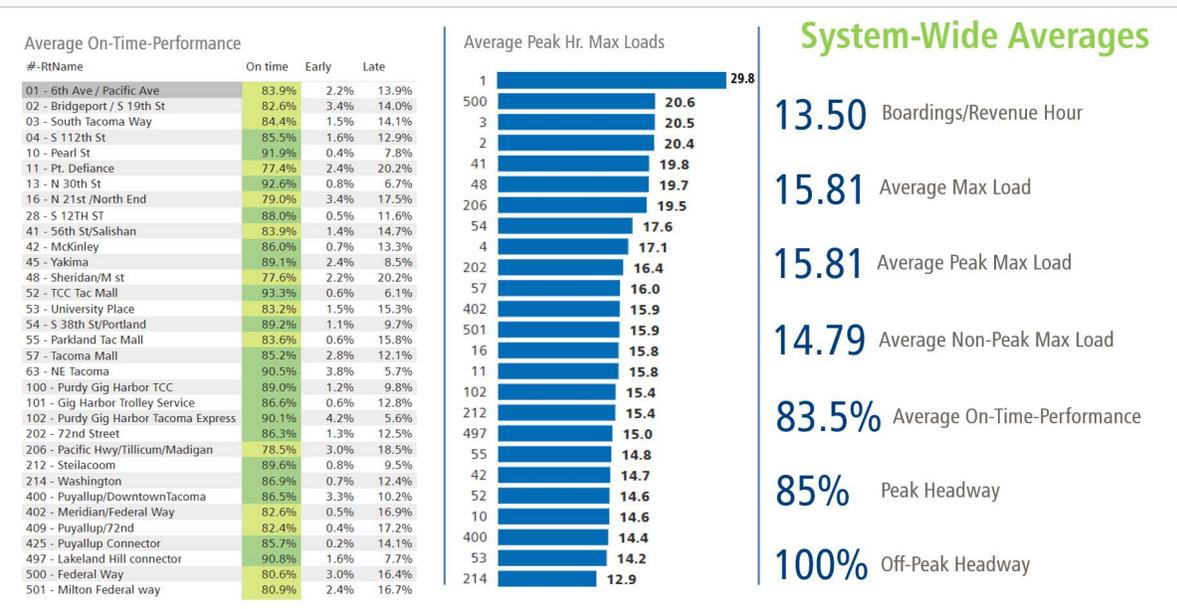


Figure 6. Monitoring Results – High-Minority Routes

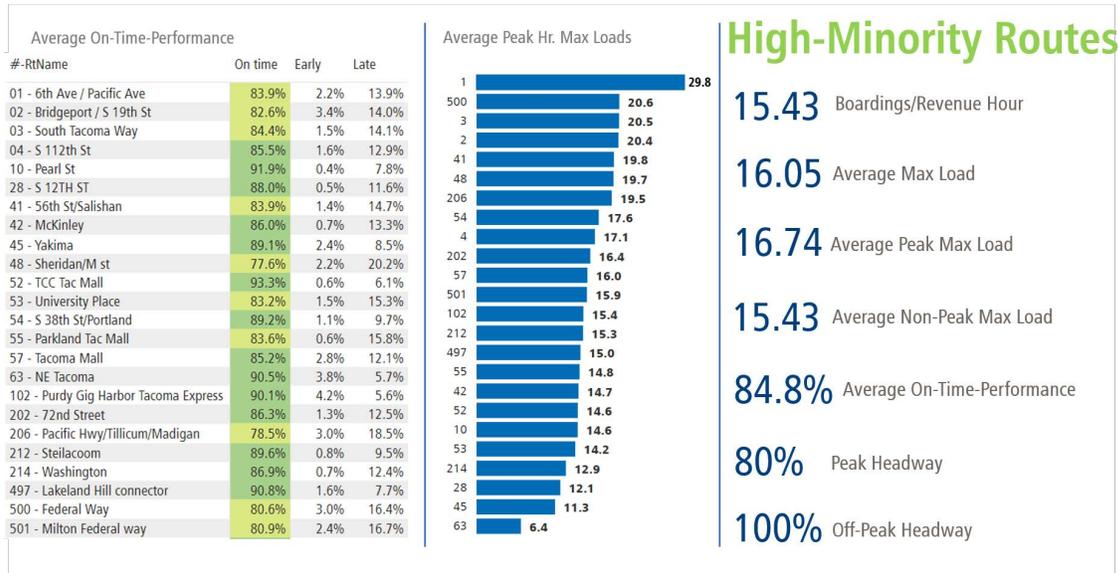


Figure 7. Monitoring Results – Low-Income Routes



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 percent, which, when applied to the transit service monitoring results, means that if there is an absolute difference of 10 percent 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 percent or more than all routes in the system. For example, the average system peak headway compliance is 85%. In examining the performance of high-minority routes in Figure 5, it only achieves an 80% compliance measure (5% percent lower than the system average). However, since **High-Minority routes are within 10 percent of system-wide averages for this standard, there is no disparate impact.** The same holds true for all other standards monitored in this analysis.

Disproportionate Burden Analysis

Pierce Transit’s Disproportionate Burden Policy (Appendix I) established a threshold which identifies when adverse effects are borne disproportionately by low-income populations. This threshold is 5 percent, which, when applied to the transit service monitoring results, means that if there is an absolute difference of 5 percent or more low-income routes in non-compliance with the standard being measured than the system average, there is a disproportionate burden. **Low-income routes are within 5 percent of system averages for all standards monitored in this analysis so there is no disproportionate burden** to low-income populations.

Board Approval of Transit Service Monitoring Results

A resolution from the September 2021 Board of Commissioners meeting showing Board review and approval of the monitoring results is included as Appendix J.

Public Engagement Process for Setting Title VI Policies

No changes to the Title VI Policies have been made since the 2018 Title VI submittal.

Equity Evaluation of Service and Fare Changes

Pierce Transit evaluated two major service changes between May 2019 and March 2021. These are included as Appendices L1-L4. Documentation for each analysis showing that it was reviewed and approved by the Board of Commissioners is attached to each equity analysis document. No Fare changes were implemented between 2018-2021.

Service Changes: Proposed NE Tacoma Service Changes for September 2019

BACKGROUND

In 2015 Pierce Transit sought to re-design the Route 62 NE Tacoma – Federal Way with a partnership with King County. Beginning with the September 2015 service change, Pierce Transit entered a contract with King County to extend the KCM Route 903 into Northeast Tacoma to cover a portion of the eliminated PT Route 62. This improvement enabled a one-seat ride to Federal Way Transit Center. Pierce Transit concurrently implemented the Route 63 NE Tacoma Express, with some collocated stops with the 903 enabling transfers. Reviewing ridership data from 2018, it was determined that the 903 extension results in 8 average weekday boardings within Pierce County, or 1.6 boardings per revenue hour. About 2% Route 63 riders transfer from Route 903. Ridership has grown steadily on the 63. Average weekday boardings increased from 6 in 2015 to 25 in 2016, to 30 in 2017, to 33 in 2018.

ACTION

- Based on low ridership, Pierce Transit intends to terminate the 903-extension contract with King County for the September 2019 service change.
- Pierce Transit will then extend the 63 to the current terminus of 903 extension 45th St NE and Nassau Ave NE (Figure 2-1).
- Pierce Transit will apply cost savings from Route 903 contract to add at least 2 Route 63 northbound trips and 1 southbound trip.
- Because the resulting service will result in a change in over 20% to the miles of the Route 903, and a change in service hours to the 63 greater than 20%, a Title VI Major Service Change analysis is required.
- Passengers riding from stops near the Center at Norpoint will still be able to ride to Federal Way Transit Center via a transfer to the remaining King County Metro Route 903 and existing King County Metro Routes 182 and 187.

FINDINGS

The proposed changes to service in NE Tacoma impact 36.8% minorities, the same as the system average minority population of 36.8%. Because this difference is less than 10% 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.

When comparing the weighted impacts in people trips to system averages, it is found that the 5.7% of those impacted are considered low-income vs. 14.6% for the system average. Because the low-income fraction is less than the system average, there is no Disproportionate Burden.

Service Changes: Emergency Service Reductions due to COVID-19 Pandemic: March 2020 – March 2021

BACKGROUND: Pierce Transit anticipated a significant reduction in sales tax revenue due to COVID-19 and needed to plan accordingly with the fixed route service to ensure we could maintain a level of reliable service as the region recovered from the economic impact the pandemic has caused. From mid-March to Mid-May 2020, the Scheduling Division completed four service changes (March 22nd, March 29th, April 6th, May 24th) to address social distancing, reduction of riders, and maintaining community connections for essential trips. Based on early financial estimates, staff anticipate the need to develop annual operational service hours for the September 2020 service change to be 10% less than we operated prior to the COVID Pandemic. This reduction required the agency to go from 500K annual service hours to a maximum of 450K annual service hours.

BACKGROUND

- When the COVID-19 pandemic began in March 2020, Pierce Transit had to rapidly respond, modifying and reducing service levels 3 times over 8 weeks and eventually cutting service by about one-third from pre-COVID levels. Six routes were suspended temporarily, and many routes were operating on vastly reduced schedules under emergency service levels.
- In May 2020, as the situation stabilized, Pierce Transit was able to restore some service, back to 80 percent of pre-COVID levels.
- In September 2020, the agency restored service to about 90 percent of what existed before COVID.
- All the changes had to occur quickly, responding to ridership levels, available revenues and resources and State mandates for social distancing, while providing as much transit service as possible.
- March 2021 is the next regularly scheduled service change. As Pierce Transit plans for this next level of service, projected sales tax revenues, lower ridership, reduced fare revenues, and State mandated passenger-load maximums due to the COVID pandemic affect the amount of service that can be provided. Available service hours for the March 2021 service change will be at about 90 percent of what existed before COVID. The March 2021 service plan identifies reductions in span and frequency on five local bus routes, and elimination of one local express route.
- **Emergency service changes made between March 2020 and planned service for March 2021 constitute a major service change under FTA Title VI Service Equity rules and require analysis to evaluate impacts on transit riders as the result of service reductions. Appendix 7.1 highlights the 6 routes which meet the threshold for major service changes.**

The Pierce Transit Code of Resolution states:

1.60.010(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.

ACTION

- Throughout the course of the pandemic, Pierce Transit Staff aimed to maintain service on higher-ridership days and trips while also considering affects to regional access and impacts to low income and minority communities. Datasets that aided in this decision-making include: annualized route productivity, daily ridership trends (both prior to and during the pandemic), and 2018 ACS Census Block data for minority and low-income populations within the service area.
- To inform the public of the changes in service, staff issued press releases, rider alerts, and utilized technology to communicate changes throughout the rapidly changing pandemic.
- Routes having any change in service that added or eliminated more than twenty percent of the route revenue miles or twenty percent of the route revenue hours were identified as major service changes and noted as to the type of change in service
- Five routes were identified as having span and frequency changes greater than twenty percent, and one route was identified for elimination
- An equity analysis was performed on these six routes, to identify and evaluate adverse effects on minority and low-income populations.
- Results of the analysis for each route evaluated is contained in this report, showing the percentage of burden borne by minority and low-income populations.

FINDINGS

SPAN CHANGES: Routes 13, 63, 402 and 425

Of the population affected by proposed changes to service **span**, 30.1% is minority. This is 7.9% less than the system average minority population of 38%. This difference is less than 10%, and therefore there is no disparate impact due to changes in service span.

Of the population affected by proposed changes to service **span**, 11.5% is low income (Table 5.1). This is 1.4% less than the system average low-income population of 12.9%. Because the difference is less than 5%, there is no disproportionate burden due to changes in service span.

FREQUENCY REDUCTIONS: Routes 13, 63, 212, 402 and 425

It was found that 30.5% of the population affected by changes to **frequency** is minority, 7.6% less than the system average. Because this difference is also less than 10%, there is no disparate impact to persons of color due to changes in frequency.

Similarly, of the population affected by proposed changes to service **frequency**, 11.6% is low income. This is 1.3% less than the system average, and consequentially also does not create a disproportionate burden.

ROUTE ELIMINATION: Route 102

Finally, with a 35.4% minority population affected by the proposed **elimination** of Route 102, 2.6% less than the system average, this also does not qualify as a disparate impact.

However, with the **elimination** of route 102, 26.3% of the population affected is low income (Table 5.3). This is 13.4% more than the system average low-income population and qualifies as a disproportionate burden.

To help mitigate the impact of route 102, Pierce Transit coordinated with Sound Transit to ensure continuity of service between Purdy, Gig Harbor and Tacoma Dome Station; Sound Transit added a stop at Tacoma Dome Station along route 595. Although the span and frequency of route 595 differs from route 102—and this only minimizes the impact—this additional stop will allow residents of Gig Harbor and Purdy to maintain a direct connection to Downtown Tacoma.

A fare comparison between PT Route 102 and ST Route 595 found similar costs for Senior and Disabled patrons, while an ORCA LIFT pass was found to be 25% less on ST Route 595 than a regular adult fare on PT Route 102.

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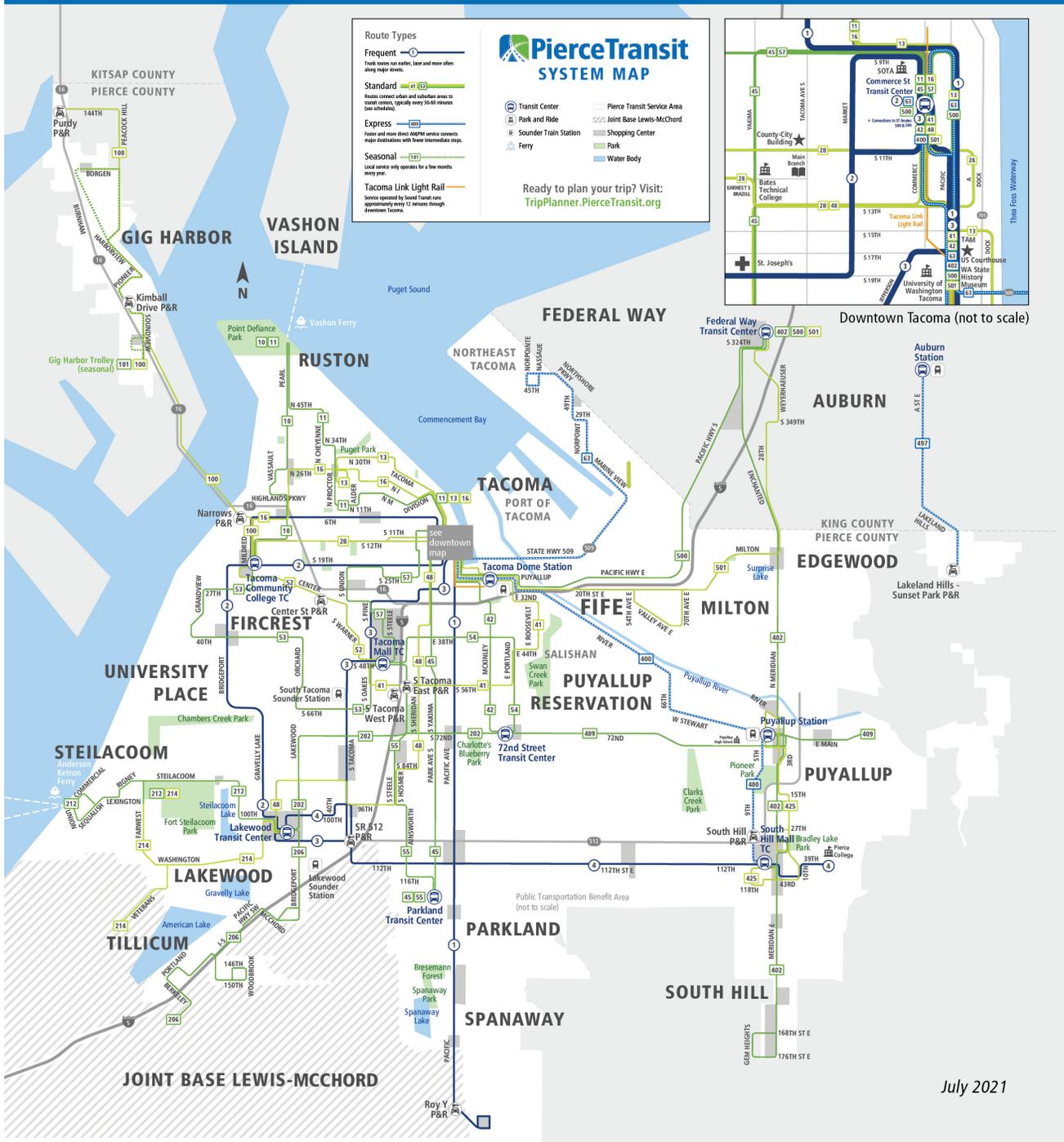
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APPENDIX A Pierce Transit Base Map 2021



Pierce Transit

SYSTEM MAP



APPENDIX B

Title VI Complaint Procedures and Forms



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):		
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

APPENDIX C

Public Participation Plan



SEPTEMBER 2021

2021 Title VI Program
Public Participation Plan



 **Pierce Transit**

Public Participation Plan

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Pierce Transit Public Participation Plan

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. 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.

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/van share 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 thirteen jurisdictions in Pierce County and one non-voting Union Representative (currently not filled).
- **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:

- Innovation...dedicated to providing our customers with leading-edge services that enhance their transportation experience.
- Driven...continuously improving our capabilities, work habits, processes, and attitudes by listening to our employees and customers.
- Responsible...invested in managing the safety, quality, and reliability our service.

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, those with mobility issues, 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 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, rider alerts (see Appendix C), brochures, rack cards, and posters 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 B). 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, 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 are developed and used throughout the public participation process to provide information on how people may share their comments with Pierce Transit.
- **On-Board Announcements**
 Pierce Transit utilizes on-board announcements to 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**
 Focus groups are utilized to discover the attitudes of the public for complex projects, controversial issues or where large Title VI groups exist.
- **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 staff's tables or booths at community events and public gathering spaces to raise awareness of services and/or promote ridership.
- **Community Meetings**
Pierce Transit staff regularly attend community meetings such as neighborhood councils, business districts, human service/public health coalitions, Chambers of Commerce and others to provide agency updates and to solicit feedback on projects and services.
- **Open Houses**
Open houses are informal settings where the public can obtain information about Pierce Transit's plan, service, or project. The public receives information 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. 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.
- **Virtual Open Houses**
Project updates, interactions, and follow up of a virtual open house are all done on the internet. People get the experience of a physical open house without the travel or time restraints.
- **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, Washington. 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 Design Process— Bus Rapid Transit (BRT)

The Pierce Transit Board of Commissioners adopted the Locally Preferred Alternative (LPA) at its July 2018 meeting. The LPA included mode (BRT), termini (Spanaway to Downtown Tacoma) and alignment (Route 1 with modifications).



In September 2018, Pierce Transit submitted an FTA Small Starts application which will be the mechanism to seek the remaining 40 percent of needed project funding.

In April 2019, the Pierce Transit Board adopted the proposed station locations, BRT lane configuration, and access routing to Tacoma Dome Station.

In 2020, the Board selected the “suspension” design for BRT stations, and Pierce Transit staff began meeting with people whose property will be directly affected by the BRT project.

At its September 14, 2021 meeting, the Pierce Transit Board of Commissioners selected the name “Stream” for the agency’s Bus Rapid Transit system. Since the name was chosen for an entire BRT system, it will apply to the line being planned now as well as future Pierce Transit BRT lines planned along Routes 2, 3, 4 and 402. Each line will also have an individual name to set it apart.

There is already \$95 million committed to the Pierce Transit BRT project, including \$60 million from Sound Transit 3, plus state funding and other grants. Pierce Transit is requesting federal funding to cover the remaining costs of the project. If fully funded, service could get underway as early as 2024.

Purpose

- Awareness: Inform the public of Pierce Transit’s corridor design and station design along a 14.4-mile corridor on Pacific Avenue.
- Education: Educate the public on the benefits of BRT and how they can get involved.
- Input: Provide opportunities for the public to offer comments and feedback regarding this new transportation design along Pierce Transit’s busiest corridor.
- Decision-making: Collect feedback and comments from project website, public meetings and online platforms.

People

- General Public: Offer opportunity for riders and non-riders alike to comment on conceptual plan development.
- Key Stakeholders: Engage Community Councils throughout the service area for input and assistance reaching out to their communities.
- Community Groups: Solicit viewpoints of local community services throughout the service area.
- Jurisdictions: Present to various city councils, planning commissions, and other public entities to solicit input and seek feedback.
- Disability Groups: present service design and solicit feedback and considerations for those with mobility issues.

Methods

- Open House: Pierce Transit hosted open houses where displays, handouts and other materials were used to explore how the corridor would benefit from BRT service. Attendees gave feedback in both oral and written form - on paper and via the project website which was available on a laptop at meetings. Meetings were held in accessible locations throughout the service area to ensure geographic equity and translation services were available as needed.
- Project Website: Pierce transit created a project website where users could provide feedback in a narrative fashion.
- Brochures: Printed brochures/rider alerts (see Appendix III) 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: Public fact sheets (see Appendix II) were prepared in English and Spanish and were distributed at Centro Latino in Tacoma.
- Displays and Exhibits: Maps and presentation boards were posted at public meetings to share information and request feedback.
- Advertisement: Notices for public meetings were published in local newspapers and on social media, including Facebook posts in Spanish, the predominant non-English language spoken in the study area homes. On-board audio announcements regarding the open houses were provided in English and Spanish. All meeting advertising materials include a footnote regarding translation services, written in the top seven non-English languages spoken within the Pierce County PTBA (Spanish, Russian, Vietnamese, Tagalog, Korean, Khmer, and German).

4.2 Destination 2040 Long Range Plan Update

Since the time the original Destination 2040 Long Range Plan was adopted in 2016, the agency has gone through many positive changes and felt the Long-Range Plan was due for a minor update to refocus its goals and objectives. But unlike the inaugural document, this update offered a “fiscally constrained vision” that is more closely tied to realistic service-hour



growth scenarios than the four annual growth rate scenarios (at 2.0%, 2.5%, and two versions at 3.0%; both within and beyond the current service area boundaries) proposed under the Destination 2040 Long Range Plan. To that end, the Update showed what fixed route services and coverage a full funding level (i.e., at a 0.9% sales tax rate within the service area boundaries of Pierce County) scenario would offer, based on a 735,000 annual service hours target or 47% increase over the 500,130 annual service hours in effect today. Since Pierce Transit is currently providing all the fixed route bus service it can at current funding levels, it is important to still have a plan in place for growth that could be rapidly implemented if additional operating revenues were to ever become available through taxation.

Purpose

- Awareness: Make public aware of potential service hours, span of service, frequency and other updates to the Peirce Transit network, provide input/feedback on how service hours would be utilized.
- Education: Educate the public on the service strategies being developed and allow opportunity for them to view service concept(s) designed by the consultant team and Pierce Transit staff.
- Input: Provide opportunities for the public to offer comments and opinions on how they would like Pierce Transit to prioritize service enhancements.
- Decision-making: Collect feedback and comments from project website, public meetings and written letters for Board review prior to Public Hearing.

People

- General Public: Offer opportunity for riders and non-riders alike to comment on where they wanted Pierce Transit to prioritize transit investments.
- Key Stakeholders: Engage Community Councils throughout the service area for input and assistance reaching out to their communities.
- Community Groups: Solicit viewpoints of local community services throughout the service area
- Jurisdictions: Present to various city councils, planning commissions, and other public entities to solicit input and seek feedback.

Methods

2019

- 9/10 - Operators' Lobby talk (table event from 1:00-3:00 pm)
- 9/14 - Volunteering at Washington State Fair Expo Hall (table event from 1:30-5:30 pm)
- 10/5 – Fife Harvest Festival at Dacca Park (table event from 1:30-5:00 pm)
- 11/16 – Eastside Community Center - Sound Transit Tacoma Dome Link Extension (table event from 10:00 am-noon)
- 11/20 - Tacoma Planning Commission & Transportation Commission presentations (Both meetings were open to the public)
- 12/3 – UW-Tacoma - Sound Transit Tacoma Dome Link Extension “pop-up” (table event from 10:00 am-noon)
- 12/3 – Fife Pierce County library - Sound Transit Tacoma Dome Link Extension “pop-up” (table event from 10:00 am-noon)
- 12/23 - Operators' Lobby talk (table event from 11:30 am-1:00 pm)

2020

- 1/22 – Open House No. 1 - Puyallup Downtown Library (4:30-7:30 pm)
- 1/28 – Open House No. 2 – Pierce Transit – Rainier Conference Room (5:00-8:00 pm)
- 1/30 – Open House No. 3 – UW-Tacoma Campus - William W. Phillip Hall - Jane Thompson Russell Commons (4:00-7:00 pm)
- 3/4 - Tacoma Planning Commission (Meeting was open to the public)
- 5/18 – University Place City Council (Via Microsoft Teams, although the meeting was open to the public)
- Long Range Plan Update finalized and formally adopted by the Board of Commissioners on December 14, 2020

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Appendix I Pierce Transit Code -Public Hearing Procedures

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 II BRT Fact Sheet in English and Spanish

January 2021

BRT Fact Sheet

STATING THE FACTS ABOUT BRT

What we've heard: "Bus Rapid Transit will replace a route that isn't widely used."
The facts: Pierce Transit BRT will upgrade Pierce Transit's Route 1 – the local route with the highest ridership in Pierce County – to be more reliable and efficient so buses can bypass traffic and riders can get to their destinations sooner.

What we've heard: "The BRT project will eliminate general purpose lanes."
The facts: No general purpose lanes will be eliminated, as we are committed to keeping traffic moving.

What we've heard: "BRT will displace homes and businesses because Pacific Avenue will be wider."
The facts: The corridor will be widened as needed to add new BRT transit lanes. The BRT real estate acquisition team has mailed information to all affected homeowners and businesses whose property may be identified as impacted by the project. Thus far, the team has made contact personally with owners of 116 parcels. If you believe your property will be impacted, we want to hear from you. Our team is happy to field any questions or concerns regarding BRT design impacts on your property, real property valuations or any other effects the Bus Rapid Transit may have on your property. Please contact us via email at BRT@PierceTransit.org or phone at 253.581.8016.

What we've heard: "BRT will remove all the parking along State Route 7."
The facts: The Pierce Transit BRT project will lead to reduction of parking inventory along its 14.4-mile route; the Pacific Avenue segment from S 38th and S 56th streets currently has the greatest number of on-street parking inventory. However, the project will not remove all parking along the project route.

What we've heard: "Some people have concerns about safety along the BRT corridor."
The facts: Pierce Transit is working closely with WSDOT, Pierce County and the City of Tacoma to improve safety along the corridor. Many safety features are being built into the infrastructure, including 22 pedestrian refuge areas at median stations, new or improved signalized crosswalks, and improved access for first responders. Additionally, roundabouts – which improve safety with smoother traffic flow – are being considered at some currently signalized intersections. Turn the page for an overview of the safety improvements.

What we've heard: "BRT is too expensive, and we can't afford it."
The facts: Pierce Transit BRT is estimated to cost \$170 million, paid for in large part by Sound Transit funds and potential Federal Transit Administration grants. Federal grants are your tax dollars coming back to your community to improve your services and quality of life. Pierce Transit BRT is a more budget-friendly option compared to street cars and light rail – without sacrificing efficiency and reliability.

FREQUENT
Bus runs every 10-15 minutes.

ACCESSIBLE
Larger buses allow for better wheelchair access.

CONNECTED
Key stops connect Tacoma to Spanaway.

FAST
Traffic signals will prioritize BRT buses.

EASY TO BOARD
Raised platforms & multiple doors make boarding easy.

RELIABLE
Bus trips supported by real-time info.


RideBRT
BUS RAPID TRANSIT CHOICE TO GROWTH


Pierce Transit

LEARN MORE AT WWW.RIDEBRT.COM

Appendix II BRT Fact Sheet in English and Spanish

January 2021

Tacoma

Parkland

Spanaway

New or Improved Signalized Crosswalks

Roundabouts

Pedestrian Refuge Areas

First Responder Access

map last updated Dec. 2020

Get Involved

Receive Updates
 Visit PierceTransit.org/StayConnected > Enter your email > Select "Bus Rapid Transit"

Get In Touch

- Visit us at www.RideBRT.com
- Email BRT@PierceTransit.org
- BRT Phone Line 253.983.3407

Be Social With Us

- Facebook.com/PierceTransit
- Twitter.com/PierceTransit
- Instagram.com/PierceTransit

LEARN MORE AT WWW.RIDEBRT.COM

Appendix II BRT Fact Sheet in English and Spanish

Enero de 2021

Hoja informativa sobre el BRT

PRESENTAMOS HECHOS SOBRE EL BRT

Lo que hemos escuchado: "Los autobuses de tránsito rápido (Bus Rapid Transit, BRT) reemplazarán una ruta que no se transita con frecuencia."

Hechos: El BRT de Pierce Transit mejorará la Ruta 1 de Pierce Transit, la ruta local con la mayor concurrencia en el condado de Pierce, para que sea más fiable y eficaz, y para que los autobuses puedan evitar el tráfico y los pasajeros lleguen a su destino más rápido.

Lo que hemos escuchado: "El proyecto de BRT eliminará los carriles de uso general."

Hechos: No se eliminará ningún carril de uso general, ya que nuestro compromiso es facilitar el flujo del tráfico.

Lo que hemos escuchado: "El BRT desplazará hogares y negocios porque se ensanchará Pacific Avenue."

Hechos: El corredor se ensanchará, según sea necesario, para agregar nuevos carriles de tránsito para el BRT. El equipo de adquisición de bienes raíces de BRT ha enviado por correo la información respectiva a todos los dueños de viviendas y comerciantes, cuyas propiedades puedan identificarse como afectadas por el proyecto. En este sentido, el equipo ha contactado personalmente a los propietarios de 116 parcelas. Si cree que una de sus propiedades se verá afectada, comuníquese con nosotros. Nuestro equipo se complace en poder responder todas las preguntas o inquietudes relacionadas con los impactos que causará el diseño de BRT en su propiedad, la valoración de los bienes inmuebles o cualquier otro efecto que el autobús de tránsito rápido pueda tener en su propiedad. Contáctenos a nuestro correo electrónico BRT@piercetransit.org o al teléfono 253.581.8016.

Lo que hemos escuchado: "El BRT eliminará todos los estacionamientos a lo largo de la Ruta Estatal 7".

Hechos: El proyecto de BRT de Pierce Transit implicará la reducción del inventario de estacionamientos a lo largo de su ruta de 14,4 millas; la sección de Pacific Avenue desde las calles S 38th y S 56th tiene actualmente el número más alto de estacionamientos en la calle. Sin embargo, el proyecto no eliminará todos los estacionamientos a lo largo de la ruta del proyecto.

Lo que hemos escuchado: "A algunas personas les preocupa la seguridad a lo largo del corredor del BRT."

Hechos: Pierce Transit está trabajando estrechamente con el Departamento de Transporte del Estado de Washington (Washington State Department of Transportation, WSDOT), el condado de Pierce y la ciudad de Tacoma para mejorar la seguridad a lo largo del corredor. Se están implementando muchas medidas de seguridad en la infraestructura, incluidos el desarrollo de 22 áreas de refugio para peatones en las estaciones medias, la mejora o la creación de nuevos cruces peatonales señalizados y la mejora del acceso para los socorristas. Además, se está considerando crear rotondas, que mejoren la seguridad y faciliten el flujo vehicular, en algunas intersecciones actualmente señalizadas. Consulte la siguiente página para conocer una descripción general de las mejoras en términos de seguridad.

Lo que hemos escuchado: "El BRT es demasiado caro y no podemos costearlo."

Hechos: Se estima que el BRT de Pierce Transit costará 170 millones de dólares estadounidenses, que se cubrirán en gran parte con los fondos de Sound Transit y con posibles subvenciones de la Administración Federal de Transporte (Federal Transit Administration). Las subvenciones federales representan el dinero que paga por impuestos retribuido a su comunidad para mejorar los servicios y su calidad de vida. El BRT de Pierce Transit es una opción más asequible en comparación con los tranvías y los trenes ligeros, y refuerza la eficacia y la fiabilidad.



FRECUENTE
El autobús para cada 10 a 15 minutos



ACCESIBLE
Autobuses más grandes que permiten un mejor acceso de personas en sillas de ruedas



CONECTADO
Paradas clave que conectan Tacoma con Spawney



RÁPIDO
Las señales de tránsito lo priorizan



FÁCIL ABORDAJE
Plataformas elevadas y varias puertas que facilitan el abordaje



FIABLE
Los viajes en autobús cuentan con el respaldo de información en tiempo real




OBTENGA MÁS INFORMACIÓN EN WWW.RIDEBRT.COM

Appendix III BRT Open House Rider Alert Example

BUS RAPID TRANSIT IS COMING TO PIERCE COUNTY!

Pierce Transit
3701 96th St. SW
Lakewood, WA 98499

FRSHT: STD
US POSTAGE
PAID
TACOMA WA
PERMIT NO 8

Join us for an
OPEN HOUSE
on the planned Bus Rapid Transit
for Pacific Avenue | SR 7.

Learn about the benefits this new transit option will bring to the area!

RideBRT
BUS RAPID TRANSIT (ACROSS TO SPANAWAY)

ENGAGE WITH US! WE WANT YOUR INPUT ON:

- BRT lane treatments (curbside versus median)
- Station locations
- Access routing to Tacoma Dome Station

Visit us at RideBRT.com for more information or to participate in the virtual open house.

BRT@PierceTransit.org

Contact Tina Lee at 253.589.6887

To sign up to receive updates, visit PierceTransit.org/StayConnected, enter your email address, and select "Bus Rapid Transit."

Appendix III BRT Open House Rider Alert Example



LET'S GET MOVING

Pierce Transit invites you to an Open House to learn more about BRT and the project plans for Pacific Avenue | SR 7.

<p>WEDNESDAY, JANUARY 23 4:30pm -6:00pm Pacific Lutheran University Anderson University Center Park Avenue S and 122nd Street S Tacoma, WA 98447 Routes 1, 45, & 55</p> <p>THURSDAY, JANUARY 24 4:30pm - 8:00pm UW Tacoma - William W. Phillip Hall Jane Thompson-Russell Student Commons Room WPH 101A 1918 Pacific Ave. Tacoma, WA 98402 Served by Routes 1, 2, 3, 41, 42, 63, 102, 400, 500, 501, & ST Link Light Rail</p> <p>TUESDAY, JANUARY 29 4:30pm -6:00pm Moore Library 215 S 56th St Tacoma, WA 98408 Served by Routes 1 & 41</p>	<p>WEDNESDAY, JANUARY 30 4:30pm -6:00pm Fern Hill Library 765 S 84th St Tacoma, WA 98444 Served by Route 45</p> <p>THURSDAY, JANUARY 31 4:30pm -6:00pm Sprinker Recreation Center 14824 C St Tacoma, WA 98444 Served by Route 1</p> <p>MONDAY, FEBRUARY 4 4:30pm -6:00pm Parkland/Spasaway Library 13718 Pacific Ave S Tacoma, WA 98444 Served by Route 1</p>
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BRT features:

-  Frequent and reliable trips, every 10 minutes during peak commute
-  Green light priority signaling keeps BRT vehicles moving
-  State-of-the-art buses that accommodate bicycles onboard and are equipped with Wi-Fi

-  Opportunities for economic development along the corridor
-  BRT stations featuring pre-payment options and real-time travel information
-  Level boarding allows for easy access of wheelchairs, bikes and strollers



Appendix IV

Destination 2040 LRP Update Brochure

DESTINATION 2040

Pierce Transit • Long Range Plan Update

Open Houses • January 2020

A lot has changed since *Destination 2040* laid out a future for Pierce Transit in 2016. We want your input on how transit can work better for you! Please join us at an open house, where you can review various ideas for future growth or system improvements and voice your opinion.

Wednesday, January 22 • 4:30 – 7:30 pm

Puyallup Public Library - Board Room
324 S. Meridian, Puyallup, WA 98371
Served by Routes 402, 409, 425

Tuesday, January 28 • 5:00 – 8:00 pm

Pierce Transit Training Center – Rainier Room
3720 96th Street SW, Lakewood, WA 98499
Served by Routes 3, 4, 48

Thursday, January 30 • 4:00 – 7:00 pm

UW-Tacoma Campus
William W. Phillip Hall – Room WPH 101A
Jane Thompson Russell Commons
Tacoma, WA 98402
Served by Routes 1, 41, 42, 400, 500, 501, ST 590, 594

For more information: Darin L. Stavish, Principal Planner
253.983.3329 • dstavish@PierceTransit.org

[PierceTransit.org/Destination2040Update](https://www.piercetransit.org/Destination2040Update)

Sign up for notifications on the draft plan or provide feedback.

Translation Service

is available in more than 200 languages,
by calling 253.581.8000, option 1.

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.

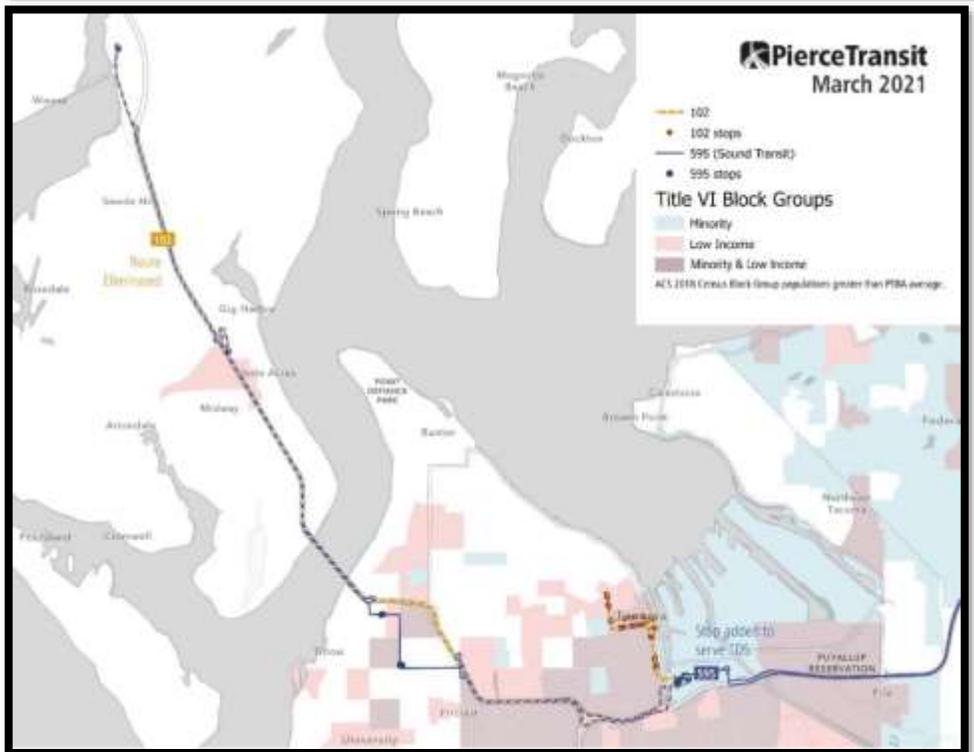
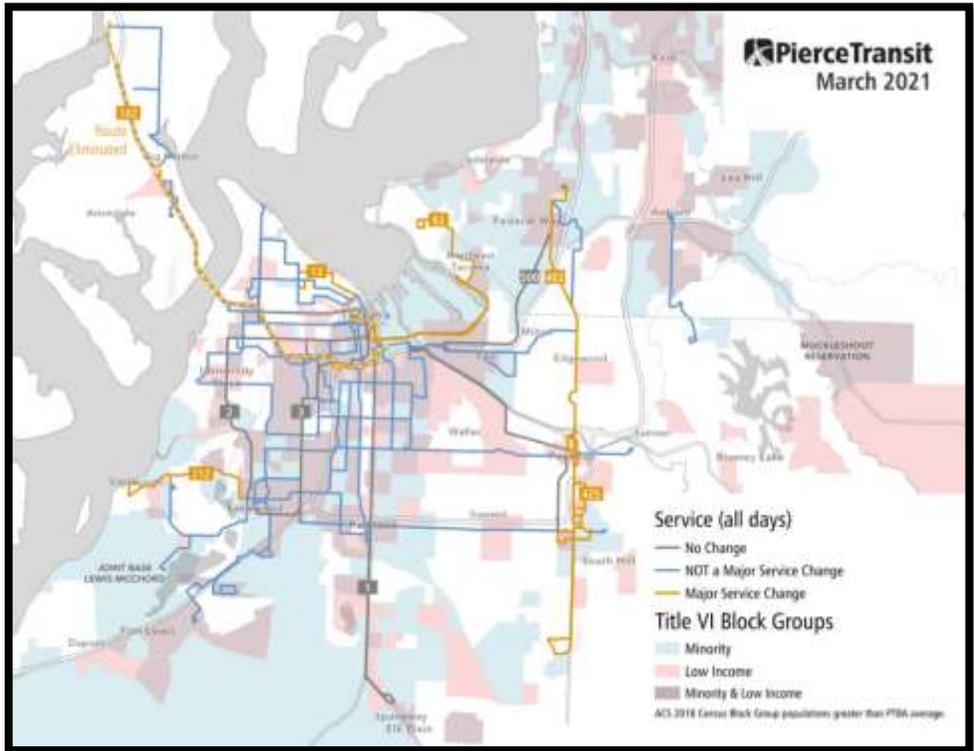
한국어 번역 서비스를 제공하는 상담원과 통화하시려면 253-581-8000 으로 전화하십시오.

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

致电 253-581-8000 联系客户服务代表，将提供中文翻译服务。



Appendix V 2021 Route Analysis Proposed Changes 7.2 MAP OF ROUTES MEETING THRESHOLD FOR MAJOR SERVICE CHANGE



Appendix VI Pierce Transit News Release- Initial Service Reductions



Pierce Transit News Release

For Immediate Release

March 26, 2020

Contact: Rebecca Japhet, Communications Manager
253.377.5436
rjaphet@piercetransit.org

Pierce Transit to reduce weekday bus service by 28% starting March 30

Reduced service levels in effect until further notice

Starting Monday, March 30, Pierce Transit will reduce weekday bus service by about 28 percent until further notice. This week Pierce Transit's bus ridership is down 57 percent compared to March 2019. The reduced service levels will take into consideration lower ridership levels while also allowing room for social distancing between customers on buses.

"Pierce Transit ridership is down significantly, but we are still committed to providing this essential service during this challenging time for our community," said Pierce Transit CEO Sue Dreier. "Many people have no other way to get to a critical-service job, get food or to a medical appointment. Our goal is to continue providing public transportation services while approaching reductions in a measured, thoughtful way. Our employees are taking their jobs as essential workers very seriously, and I am proud of the work they are doing to serve our community during this time."

Under the reduced schedule, weekday routes will start and end around the same timeframe as a typical weekday, but buses will run less frequently. Routes will run as normal on weekends. Route 102 in Gig Harbor will not run during this time, since riders from the Gig Harbor area can reach Tacoma using other bus routes. Service reductions were planned to minimize impact on customers and ensure people still have early and late trips available to access jobs and other life needs.

During the new schedule, riders can find out when their next bus is coming by:

- Checking their routes on [PierceTransit.org/Pierce-Transit-Routes](https://www.piercetransit.org/Pierce-Transit-Routes). Updated weekday schedules will be posted March 29, with an updated Route and Schedule book posted to that webpage later today.
- Texting 253.533.7084 from their bus stop and entering the bus stop number found on the pole.
- Using a bus locator app, such as Transit or One Bus Away.

Beginning March 27, riders can plan ahead using the agency's [Trip Planner](#) and entering their date of travel. They can also sign up for route text alerts by visiting [PierceTransit.org/StayConnected](https://www.piercetransit.org/StayConnected).

Pierce Transit has instituted a number of steps aimed at increasing social distancing on buses between employees and the public, and amongst customers. Fare collection is suspended on buses and SHUTTLE vehicles until further notice, and customers are being asked to board buses using rear doors only, unless they need mobility assistance. The agency has also closed its administrative lobby and customer service lobby to the public.

Other options for getting information about Pierce Transit's services include:

- Toll-Free Line: 1.800.562.8109
- Bus or SHUTTLE paratransit TTY for hearing impaired: 711
- [PierceTransit.org](https://www.piercetransit.org)
- [PierceTransit.org/StayConnected](https://www.piercetransit.org/StayConnected) for route-specific text alerts and general information

In an effort to keep as many people as possible in our community working, Pierce Transit is thinking creatively about ways to shift duties and accomplish the work needed as a result of the pandemic. The agency has offered bus operators the opportunity to take voluntary time off during this time. Every person who chooses this option keeps another person working. The agency has also ended overtime work and is offering impacted employees work on other types of projects needed now, such as cleaning and disinfecting buses and conducting verbal health screenings as employees arrive at work.

Appendix VII Public Meetings

DATE	YEAR	EVENT-MEETING NAME	LOCATION	TYPE
1/23/2019	2019	BRT Open House - PLU	12180 Park Ave S, Tacoma, WA 98447	Public Meeting
1/24/2019	2019	BRT Open House - UW	1900 Commerce St, Tacoma, WA 98402	Public Meeting
1/29/2019	2019	BRT Open House - Moore Library - BRT Presentation	215 S 56th St, Tacoma, WA 98408	Public Meeting
1/30/2019	2019	BRT Open House - Fern Hill Library	Fern Hill Library 765 S 84th St, Tacoma, WA 98444	Public Meeting
1/31/2019	2019	BRT Open House - Sprinkler Recreation Center	Sprinkler Recreation Center, 14824 C St S, Tacoma, WA 98444	Public Meeting
2/4/2019	2019	BRT Open House - Parkland/Spanaway Library	Parkland/Spanaway Library 13718 Pacific Ave S, Tacoma, WA 98444	Public Meeting
4/13/2019	2019	Open House - Pierce County	Pierce County Skills Center, 16117 Canyon Rd E, Puyallup 98375	Public Meeting
8/27/2020	2020	BRT Virtual Open House	Virtual	Public Meeting
12/10/2020	2020	BRT Virtual Open House	Virtual	Public Meeting
DATE	YEAR	EVENT-MEETING NAME	LOCATION	TYPE

APPENDIX D

Community Outreach Locations and Frequency (2018-2021)

DATE	YEAR	EVENT-MEETING NAME	LOCATION	State	TYPE
10/6/2018	2018	Fife Harvest Festival	Dacca Park, 2820 54th Ave E, Fife, WA 98424	Dacca Park, 2820 54th Ave E, Fife,	Outreach
10/11/2018	2018	Dome District Meeting	2702 E D St, Tacoma, WA 98421	2702 E D St, Tacoma,	Engagement
10/13/2018	2018	Truck & Tractor Day	8714 87th Ave SW, Lakewood, WA 98498	8714 87th Ave SW, Lakewood,	Outreach
10/16/2018	2018	South Sound 911 - BRT Presentation	955 Tacoma Ave S #102	955 Tacoma Av	Engagement
10/17/2018	2018	Tacoma Transportation Commission	747 Market Street, Tacoma, WA 98402	747 Market Street, Tacoma,	Engagement
10/18/2018	2018	Downtown on the Go - Link & Drink - BRT Booth	950 Pacific Ave Ste 300, Tacoma, WA 98402	950 Pacific Ave Ste 300, Tacoma,	Outreach
10/24/2018	2018	Hillside Development Council Meeting - BRT Update	Johnstone Supply, 2134 Tacoma Avenue South	Johnstone Supply, 2134 Tacoma Aven	Engagement
10/24/2018	2018	Step It Up Monthly Meeting	City of Tacoma - 747 Market ST	City of Tacoma - 747 M	Engagement
10/30/2018	2018	South Sound Summit	1500 Commerce St, Tacoma	1500 Commerce St	Outreach
11/6/2018	2018	Tacoma Fire - BRT Presentation	TFD 901 Fawcett Avenue	TFD 901 Fawcet	Engagement
11/8/2018	2018	Dome District Meeting	2702 East D St, Tacoma	2702 East D St	Engagement
11/13/2018	2018	Accessible Communities Advisory Committee	3602 Pacific Ave, Tacoma 98418	3602 Pacific Ave, Taco	Engagement
11/19/2018	2018	Hilltop Tacoma Link Groundbreaking (PT Informational Table)	900 M.L.K. Jr Way, Tacoma, WA 98405	900 M.L.K. Jr Way, Tacoma,	Outreach
11/19/2018	2018	Customer Outreach - Transit Center	2433 East E Street, Tacoma, WA 98421	2433 East E Street, Tacoma,	Outreach
11/20/2018	2018	Aging and Disability Resources Advisory Board	Pierce County 3602 Pacific Ave, Tacoma WA 98418	Pierce County 3602 Pacific Ave, Tacoma	Engagement
12/1/2018	2018	Milton Santa Parade	1000 Laurel St, Milton, WA 98354	1000 Laurel St, Milton,	Outreach
12/1/2018	2018	Puyallup Santa Parade	333 S Meridian Ste 101, Puyallup, WA 98371	333 S Meridian Ste 101, Puyallup,	Outreach
12/5/2018	2018	FW: BRT meeting for transportation operations discussion	TMB 747 Market Street, Tacoma	TMB 747 Market Street	Engagement
12/18/2018	2018	UW - Leadership Team of External Relations	1900 Commerce St, Tacoma, WA 98402	1900 Commerce St, Tacoma,	Engagement
12/19/2018	2018	Washington State Patrol - BRT Presentation	2502 112th Street East, Tacoma 98445	2502 112th Street East, Taco	Engagement
12/21/2018	2018	Eastside Collaborative Meeting	3629 S. D St. Tacoma, WA 98418-6813.	3629 S. D St. Tacoma, WA 984	Engagement
1/8/2019	2019	WSDOT ICE Coordination - BRT	3720 96th ST SW, Lakewood, WA 98499	3720 96th ST SW, Lakewood,	Engagement
1/9/2019	2019	Mid-County Leadership Meeting - BRT Presentation	PLU, 12180 Park Ave S, Tacoma, WA 98447	PLU, 12180 Park Ave S, Tacoma,	Engagement
1/9/2019	2019	TAC Meeting #10	3701 96th Street SW Lakewood, WA 98499	3701 96th Street SW Lakewood,	Engagement
1/10/2019	2019	Tacoma Dome Business District	2702 East D St, Tacoma	2702 East D St	Engagement
1/10/2019	2019	Customer Outreach - Drive Rt 1 - Invite to open houses - BRT	NA	#VALUE!	Engagement
1/10/2019	2019	Active Transportation COI Monthly Meeting	Centro Latino 1208 S 10th St, Tacoma, WA 98405	Centro Latino 1208 S 10th St, Tacoma,	Engagement

1/14/2019	BRT - Maintenance & Operations Advisory Committee 2019 (ConfRm Rainier)	3701 96th St SW, Lakewood, WA 98499	3701 96th St SW, Lakewood,	Engagement
1/16/2019	2019 Tacoma Transportation Commission	747 Market Street, Tacoma, WA 98402	747 Market Street, Tacoma,	Engagement
1/22/2019	2019 Eastside Neighborhood Council - BRT Update	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
1/23/2019	2019 Hillside Development Council Meeting	2134 Tacoma Avenue South, Tacoma	2134 Tacoma Avenue South	Engagement
1/23/2019	2019 BRT Open House - PLU	12180 Park Ave S, Tacoma, WA 98447	12180 Park Ave S, Tacoma,	Public Meeting
1/24/2019	2019 BRT Update at CTAG	3720 96th ST SW, Lakewood, WA 98499	3720 96th ST SW, Lakewood,	Engagement
1/24/2019	2019 BRT Open House - UW	1900 Commerce St, Tacoma, WA 98402	1900 Commerce St, Tacoma,	Public Meeting
1/28/2019	2019 Hilltop Action Coalition (HAC)	1202 MLK JR WAY, Tacoma	1202 MLK JR WAY	Engagement
1/29/2019	2019 BRT Open House - Moore Library - BRT Presentation	215 S 56th St, Tacoma, WA 98408	215 S 56th St, Tacoma,	Public Meeting
1/30/2019	2019 Fern Hill Historic Business District - BRT Presentation	8310 S Park Ave, Tacoma WA 98408	8310 S Park Ave, Tacoma	Engagement
1/30/2019	2019 BRT Open House - Fern Hill Library	Fern Hill Library 765 S 84th St, Tacoma, WA 98444	Fern Hill Library 765 S 84th St, Tacoma,	Public Meeting
1/31/2019	2019 BRT Open House - Sprinkler Recreation Center	Sprinkler Recreation Center, 14824 C St S, Tacoma, WA 98444	Sprinkler Recreation Center, 14824 C St S, Tacoma,	Public Meeting
2/4/2019	2019 BRT Open House - Parkland/Spanaway Library	Parkland/Spanaway Library 13718 Pacific Ave S, Tacoma, WA 98444	Parkland/Spanaway Library 13718 Pacific Ave S, Tacoma,	Public Meeting
2/12/2019	2019 Tacoma City Council - BRT Update	747 Market St, Tacoma, WA 98402	747 Market St, Tacoma,	Engagement
2/20/2019	2019 Lincoln South Safe Streets	3629 S D St, Tacoma 98418	3629 S D St, Taco	Engagement
2/26/2019	Pierce County Council - Economic & Infrastructure 2019 Development - BRT Update	930 Tacoma Ave S, Tacoma, WA 98402	930 Tacoma Ave S, Tacoma,	Engagement
2/28/2019	2019 Pierce County Transportation Commission	2702 South 42nd Street, Tacoma	2702 South 42nd Street	Engagement
3/2/2019	2019 2019 South Sound Sustainability Expo	1500 Commerce Street Tacoma, WA 98402	1500 Commerce Street Tacoma,	Outreach
3/5/2019	2019 TDS Permit Parking Outreach	2433 East E Street, Tacoma, WA 98421	2433 East E Street, Tacoma,	Outreach
3/7/2019	2019 Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
3/7/2019	2019 Ruston/Pt. Defiance Business District	5102 N Pearl St, Tacoma, WA 98407	5102 N Pearl St, Tacoma,	Engagement
3/8/2019	Invitation to Regular Involvement with Commission on 2019 Disabilities	3873 S 66th St, Tacoma, WA 98409	3873 S 66th St, Tacoma,	Engagement
3/13/2019	2019 New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98405	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
3/14/2019	2019 PWI Active Transportation COI	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma, WA 98405	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma,	Engagement
3/15/2019	2019 Foundation for Tacoma Students	Community Meeting	Community	Engagement
3/18/2019	2019 Eastside Neighborhood Council - BRT Update	1721 E 56th ST, Tacoma, WA 98404	1721 E 56th ST, Tacoma,	Engagement
3/18/2019	2019 PWI Active Transportation COI	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma, WA 98405	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma,	Engagement
3/18/2019	2019 South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98409	Fire Station 8, 4911 S Alaska St, Taco	Engagement

3/20/2019	2019 Northeast Tacoma Neighborhood Council	747 Market St, Tacoma, WA 98402	747 Market St, Tacoma,	Engagement
3/20/2019	2019 Step It Up Monthly Meeting	NA	#VALUE!	Engagement
3/21/2019	2019 West End Neighborhood Council	1317 S. Winnifred, Tacoma, WA 98465	1317 S. Winnifred, Tacoma,	Engagement
3/21/2019	2019 Hilltop Business district meeting	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
3/21/2019	2019 Tacoma-Pierce County Chamber Happy Hour Expo	Freighthouse Square, 2501 E D St, Tacoma, WA 98421	Freighthouse Square, 2501 E D St, Tacoma,	Outreach
3/25/2019	2019 Lakewood City Council PT 101 & BRT Update	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Engagement
3/26/2019	2019 BRT Property Impact	6201 Pacific Ave ste a, Tacoma, WA 98408	6201 Pacific Ave ste a, Tacoma,	Engagement
3/26/2019	2019 Sound Transit TDLE Stakeholder Group #5	Fife Community Center 2111 54th Ave E Fife, WA	Fife Community Center 2111 54th Ave E	Engagement
4/3/2019	2019 MIC meeting	Fabulich Center, 3600 Port of Tacoma Rd, Tacoma, WA 98424	Fabulich Center, 3600 Port of Tacoma Rd, Tacoma,	Engagement
4/4/2019	2019 BIA Community Relations	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
4/4/2019	2019 Ruston/Pt. Defiance Business district meeting	5102 N Pearl St, Tacoma, WA 98407	5102 N Pearl St, Tacoma,	Engagement
4/6/2019	2019 2019 Daffodil Parade	333 S Meridian Ste 101, Puyallup, WA 98371	333 S Meridian Ste 101, Puyallup,	Outreach
4/10/2019	2019 Old Town Business District meeting	The Spar, 2121 N 30th St, Tacoma, WA 98403	The Spar, 2121 N 30th St, Tacoma,	Engagement
4/10/2019	2019 Fife Milton Edgewood Chamber of Commerce Luncheon	Emerald Queen Conference Center, 5700 Pacific Highway E, Fife	Emerald Queen Conference Center, 5700 Pacific Highway	Engagement
4/10/2019	2019 New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98405	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
4/11/2019	2019 Puyallup Spring Fair - PT Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
4/12/2019	2019 Puyallup Spring Fair - PT Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
4/13/2019	2019 Open House - Pierce County	Pierce County Skills Center, 16117 Canyon Rd E, Puyallup 98375	Pierce County Skills Center, 16117 Canyon Rd E, Puyall	Public Meeting
4/13/2019	2019 Puyallup Spring Fair - PT Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
4/13/2019	2019 Junior Daffodil Parade	333 S Meridian Ste 101, Puyallup, WA 98371	333 S Meridian Ste 101, Puyallup,	Outreach
4/14/2019	2019 Puyallup Spring Fair - PT Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
4/15/2019	2019 South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98409	Fire Station 8, 4911 S Alaska St, Taco	Engagement
4/16/2019	2019 ST Open House - BRT update	2111 54th Ave E, Fife, WA 98424	2111 54th Ave E, Fife,	Engagement
4/17/2019	2019 ST Open House - BRT update	1500 Commerce St, Tacoma, WA 98402	1500 Commerce St, Tacoma,	Engagement
4/17/2019	2019 Pacific Ave Business Owners & Residents - BRT Presentation	215 S 56th St, Tacoma, WA 98408	215 S 56th St, Tacoma,	Engagement
4/17/2019	2019 Step It Up Monthly Meeting	City of Tacoma - 747 Market ST	City of Tacoma - 747 M	Engagement
4/17/2019	2019 West End Neighborhood Council meeting	7217 6th Ave, Tacoma, WA 98406	7217 6th Ave, Tacoma,	Engagement
4/18/2019	2019 Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement

4/24/2019	2019 Hillside Development Council - PT Update	2134 Tacoma Ave S, Tacoma, WA 98405	2134 Tacoma Ave S, Tacoma,	Engagement
4/24/2019	2019 Foundation for Tacoma Students	NA	#VALUE!	Engagement
4/24/2019	2019 Tacoma Completes Partnership Launch	The Mountaineers Club 2302 N 30th St, Tacoma, WA 98403	The Mountaineers Club 2302 N 30th St, Tacoma,	Engagement
4/26/2019	2019 West Side Wake Up	Salvation Army, 1110 South Puget Sound, Tacoma 98405	Salvation Army, 1110 South Puget Sound, Taco	Engagement
4/27/2019	2019 Tacoma Bike Swap	1500 N Warner St, Tacoma, WA 98416	1500 N Warner St, Tacoma,	Outreach
4/30/2019	Lakewood Chamber of Commerce/Lakewood Drive Time Network	4500 Steilacoom Blvd SW, Lakewood, WA 98499	4500 Steilacoom Blvd SW, Lakewood,	Engagement
5/1/2019	2019 TDLE Listening Session ST Open House - BRT table	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
5/2/2019	2019 Bike to Market	915 Broadway Tacoma, WA 98402	915 Broadway Tacoma,	Outreach
5/2/2019	2019 Ruston/Pt. Defiance - Business District Meeting	NA	#VALUE!	Engagement
5/2/2019	2019 Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
5/3/2019	Puyallup/Sumner Chamber of Commerce/South Sound Business Summit	323 N Meridian, Puyallup, WA 98371	323 N Meridian, Puyallup,	Engagement
5/4/2019	2019 Aging Expo	Pierce College Puyallup, 1601 39th Ave SE, Puyallup, WA 98374	Pierce College Puyallup, 1601 39th Ave SE, Puyallup,	Outreach
5/7/2019	Puyallup/Sumner Chamber of Commerce/Government Affairs Committee	323 N Meridian, Puyallup, WA 98371	323 N Meridian, Puyallup,	Engagement
5/8/2019	2019 Fife Milton Edgewood Chamber of Commerce	Emerald Queen Conference Center, 5700 Pacific Highway E, Fife	Emerald Queen Conference Center, 5700 Pacific Highway	Engagement
5/9/2019	2019 Dome District Meeting - BRT Update	2702 East D St, Tacoma	2702 East D St	Engagement
5/11/2019	2019 Healthy Homes, Healthy Neighborhoods Event	Eastside Community Center, 1721 E 56th St, Tacoma, WA 98404	Eastside Community Center, 1721 E 56th St, Tacoma,	Outreach
5/14/2019	2019 6th Avenue - Business District Meeting	NA	#VALUE!	Engagement
5/15/2019	2019 South Tacoma - Neighborhood Council	747 Market St, Tacoma, WA 98402	747 Market St, Tacoma,	Engagement
5/15/2019	2019 West End Neighborhood Council	1317 S. Winnifred, Tacoma, WA 98465	1317 S. Winnifred, Tacoma,	Engagement
5/16/2019	2019 Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
5/20/2019	2019 South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98410	Fire Station 8, 4911 S Alaska St, Taco	Engagement
5/21/2019	2019 SCATBd - BRT Presentation	4800 S 188th St, SeaTac, WA 98188	4800 S 188th St, SeaTac,	Engagement
5/21/2019	Puyallup/Sumner Chamber of Commerce/Tools for Bridging the Gap	Community Meeting	Community	Engagement
5/23/2019	2019 Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
6/1/2019	2019 Maritime Gig Festival and Parade	Downtown Gig Harbor	Downtown Gi	Outreach
6/4/2019	2019 Eastside Farmers Market	3501 McKinley Ave, Tacoma, WA 98404	3501 McKinley Ave, Tacoma,	Outreach
6/4/2019	Puyallup/Sumner Chamber of Commerce -Government Affairs Committee	323 N Meridian, Puyallup, WA 98371	323 N Meridian, Puyallup,	Engagement
6/5/2019	Puyallup/Sumner Chamber of Commerce - Sales Ramp Up	323 N Meridian, Puyallup, WA 98371	323 N Meridian, Puyallup,	Engagement

6/6/2019	2019 BIA Community Relations Committee	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Engagement
6/6/2019	2019 Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Engagement
6/7/2019	2019 School.Safe Routes to Schools Bike Rodeos	1801 E 56th St, Tacoma, WA 98404	1801 E 56th St, Tacoma, WA 98404	Outreach
6/8/2019	2019 Puyallup Farmers Market	300 S Meridian, Puyallup, WA 98371	300 S Meridian, Puyallup, WA 98371	Outreach
6/11/2019	2019 2019 Transit for the Win Day	On several buses en route	On several buses	Outreach
6/12/2019	2019 New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98406	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
6/12/2019	2019 BRT Stakeholders Outreach with COT	Tacoma, WA	Ta	Engagement
6/13/2019	2019 Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma, WA 98402	Outreach
6/13/2019	2019 Dome Business District Meeting	2702 E D St, Tacoma, WA 98421	2702 E D St, Tacoma, WA 98421	Engagement
6/13/2019	2019 PWI Active Transportation COI	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma, WA 98405	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma, WA 98405	Engagement
6/14/2019	2019 Meeker Days	Downtown Puyallup	Downtown	Outreach
6/16/2019	2019 Meeker Days	Downtown Puyallup	Downtown	Outreach
6/17/2019	2019 South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98411	Fire Station 8, 4911 S Alaska St, Tacoma	Engagement
6/18/2019	2019 Lakewood Farmers Market	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood, WA 98499	Outreach
6/19/2019	2019 West End Neighborhood Council	Fire Station 16, 7217 6th Ave, Tacoma, WA 98406	Fire Station 16, 7217 6th Ave, Tacoma, WA 98406	Engagement
6/20/2019	2019 Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Engagement
6/21/2019	2019 Summer Jobs 253 Resource Fair	6501 S 19th St, Tacoma, WA 98466	6501 S 19th St, Tacoma, WA 98466	Outreach
6/23/2019	2019 Taste of Tacoma	5400 N Pearl St, Tacoma, WA 98407	5400 N Pearl St, Tacoma, WA 98407	Outreach
6/25/2019	2019 Lakewood Chamber of Commerce	6310 Mt Tacoma Dr SW, Lakewood, WA 98499	6310 Mt Tacoma Dr SW, Lakewood, WA 98499	Engagement
6/27/2019	2019 Transit to Trails	3211 East Main Puyallup, WA 98371	3211 East Main Puyallup, WA 98371	Outreach
7/2/2019	2019 Eastside Farmers Market	3501 McKinley Ave, Tacoma, WA 98404	3501 McKinley Ave, Tacoma, WA 98404	Outreach
7/4/2019	2019 Steilacoom 4th of July Parade	Downtown Steilacoom	Downtown St	Outreach
7/9/2019	2019 Lakewood Farmers Market	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood, WA 98499	Outreach
7/9/2019	2019 PSRC Bike and Pedestrian Advisory Committee	PSRC, 1011 Western Ave # 500, Seattle, WA 98104	PSRC, 1011 Western Ave # 500, Seattle, WA 98104	Engagement
7/10/2019	2019 New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98407	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
7/11/2019	School.Pierce Conservation District Eco Camp - Student Education	Outreach Event	Outrea	Engagement
7/13/2019	2019 EV Owner's Tailgate Event	2502 S Tyler St, Tacoma, WA 98405	2502 S Tyler St, Tacoma, WA 98405	Outreach
7/13/2019	2019 Tacoma Pride	S. 9th Street & S. 7th Street, Tacoma	S. 9th Street & S. 7th Street	Outreach

7/13/2019	2019 SummerFest	8714 87th Ave SW, Lakewood, WA 98498	8714 87th Ave SW, Lakewood,	Outreach
7/15/2019	2019 SummerFest	8714 87th Ave SW, Lakewood, WA 98498	8714 87th Ave SW, Lakewood,	Outreach
7/15/2019	2019 South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98412	Fire Station 8, 4911 S Alaska St, Taco	Engagement
7/17/2019	2019 West End Neighborhood Council	7217 6th AVE, Tacoma 98406	7217 6th AVE, Taco	Engagement
7/18/2019	2019 Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
7/20/2019	2019 Edgewood Picnic	1400 15th Ave, Milton, WA 98354	1400 15th Ave, Milton,	Outreach
7/20/2019	2019 Puyallup Farmers Market	300 S Meridian, Puyallup, WA 98371	300 S Meridian, Puyallup,	Outreach
7/25/2019	2019 Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
7/25/2019	2019 Sumner-Pacific Manufacturing/Industrial Center	1104 Maple St, Sumner, WA 98390	1104 Maple St, Sumner,	Outreach
7/27/2019	2019 Ethic Fest	501 S I St, Tacoma, WA 98405	501 S I St, Tacoma,	Outreach
7/27/2019	2019 Transit to Trails	Tacoma	#VALUE!	Outreach
7/28/2019	2019 Ethic Fest	501 S I St, Tacoma, WA 98405	501 S I St, Tacoma,	Outreach
7/30/2019	2019 WSH Employee Appreciation Event	9601 Steilacoom Blvd SW, Lakewood, WA 98498	9601 Steilacoom Blvd SW, Lakewood,	Outreach
8/3/2019	2019 Proctor Arts Fest & Car Show	3819 S. 27th Tacoma, WA 98407	3819 S. 27th Tacoma,	Outreach
8/6/2019	2019 Fircrest National Night Out	Fircrest, WA 98466	Fircrest,	Outreach
8/7/2019	2019 Downtown on the Go Scavenger Hunt	1548 Commerce St, Tacoma, WA 98402	1548 Commerce St, Tacoma,	Outreach
8/10/2019	2019 Puyallup Farmers Market	300 S Meridian, Puyallup, WA 98371	300 S Meridian, Puyallup,	Outreach
8/13/2019	2019 Lakewood Farmers Market	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Outreach
8/13/2019	2019 New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98408	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
8/15/2019	2019 Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
8/15/2019	2019 TPCHD Staff Picnic	3629 S D St, Tacoma, WA 98418	3629 S D St, Tacoma,	Outreach
8/17/2019	2019 Milton Days Parade	Downtown Milton	Downtow	Outreach
8/17/2019	2019 McKinley Hill Street Fair	35th and McKinley Avenue East Tacoma, WA 98404	35th and McKinley Avenue East Tacoma,	Outreach
8/17/2019	2019 Hounds on the Hills	531 31st Ave SE, Puyallup, WA 98374	531 31st Ave SE, Puyallup,	Outreach
8/19/2019	2019 South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98413	Fire Station 8, 4911 S Alaska St, Taco	Engagement
8/20/2019	2019 Eastside Farmers Market	3501 McKinley Ave, Tacoma, WA 98404	3501 McKinley Ave, Tacoma,	Outreach
8/21/2019	2019 South Tacoma Neighborhood Council	3873 S 66th St, Tacoma, WA 98409	3873 S 66th St, Tacoma,	Engagement
8/22/2019	2019 Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach

8/24/2019	2019 Hilltop Street Fair	Martin Luther King Jr. Way, Tacoma	Martin Luther King Jr. Way	Outreach
8/26/2019	2019 School: Stadium High School Resource Fair	Outreach Event	Outrea	Engagement
8/26/2019	2019 School: Stadium High School Parent University	Outreach Event	Outrea	Engagement
8/31/2019	2019 Transit to Trails	Tacoma	#VALUE!	Outreach
9/3/2019	2019 BCRA	Tacoma	#VALUE!	Engagement
9/3/2019	2019 Franke Tobey Jones	Franke Tobey Jones, 5340 N Bristol St, Tacoma, WA 98407	Franke Tobey Jones, 5340 N Bristol St, Tacoma,	Outreach
9/5/2019	2019 WA State Fair - Chamber Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
9/7/2019	2019 National Drive Electric Week	Downtown Steilacoom	Downtown St	Outreach
9/7/2019	2019 Touch-A-Truck	14824 C St S, Tacoma, WA 98444	14824 C St S, Tacoma,	Outreach
9/7/2019	2019 Downtown to Defiance - Sunday Parkways	909 A Street, Tacoma	909 A Street	Outreach
9/10/2019	2019 Lakewood Farmers Market	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Outreach
9/10/2019	2019 Columbia Bank Transportation Fair	1301 A St, Tacoma, WA 98402	1301 A St, Tacoma,	Outreach
9/11/2019	2019 BRT Stakeholder Outreach Coordination Team Meeting	747 Market St, Tacoma, WA 98402	747 Market St, Tacoma,	Engagement
9/14/2019	2019 WA State Fair - Chamber Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
9/16/2019	2019 South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98414	Fire Station 8, 4911 S Alaska St, Taco	Engagement
9/18/2019	2019 WA State Fair - Chamber Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
9/20/2019	2019 Parking Day	Downtown Tacoma	Downtow	Outreach
9/21/2019	2019 Puyallup Farmers Market	300 S Meridian, Puyallup, WA 98371	300 S Meridian, Puyallup,	Outreach
9/23/2019	2019 WA State Fair - Chamber Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
9/25/2019	2019 Expedia Group Transportation Fair	333 108th AVE NE, Bellevue	333 108th AVE NE,	Outreach
9/26/2019	2019 Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
9/27/2019	2019 West Side Wake Up	Salvation Army, 1110 South Puget Sound, Tacoma 98405	Salvation Army, 1110 South Puget Sound, Taco	Engagement
10/1/2019	2019 School: Tacoma High School Student Volunteer Fair	Outreach Event	Outrea	Engagement
10/2/2019	2019 Cambia Health Solutions, Inc.	1501 Market ST Tacoma	1501 Market ST	Outreach
10/3/2019	2019 UW Tacoma - BRT Presentation	1900 Commerce St, Tacoma, WA 98402	1900 Commerce St, Tacoma,	Engagement
10/3/2019	2019 Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
10/3/2019	2019 Ruston/Pt. Defiance Business District	5102 N Pearl St, Tacoma, WA 98407	5102 N Pearl St, Tacoma,	Engagement
10/4/2019	2019 PSRC TOD/BRT event	16051 NE 10t ST Bellevue, WA 98008	16051 NE 10t ST Bellevue,	Outreach

10/5/2019	2019 2019 Fife Harvest Festival	2820 54th Ave E, Fife, WA. 98424.	2820 54th Ave E, Fife, WA	Outreach
10/8/2019	2019 6th Avenue Business District	2705 6th Ave, Tacoma, WA 98406	2705 6th Ave, Tacoma,	Engagement
10/8/2019	2019 School: Seabury Public Transit Day	Outreach Event	Outrea	Engagement
10/9/2019	2019 Port of Tacoma - Benefits & Wellness Fair	One Sitcum Plaza Tacoma, WA 98421	One Sitcum Plaza Tacoma,	Outreach
10/9/2019	2019 New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98409	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
10/10/2019	2019 PWI Active Transportation COI	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma, WA 98405	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma,	Engagement
10/12/2019	2019 Pierce Transit BRT Community Committee #1	BRT Meeting	BRT	Engagement
10/12/2019	2019 Truck & Tractor Day	Fort Steilacoom, 8714 87th Ave SW, Lakewood, WA	Fort Steilacoom, 8714 87th Ave SW, Lake	Outreach
10/16/2019	2019 South Tacoma Neighborhood Council	3873 S 66th St, Tacoma, WA 98409	3873 S 66th St, Tacoma,	Engagement
10/16/2019	2019 West End Neighborhood Council	Fire Station 16, 7217 6th Ave, Tacoma, WA 98406	Fire Station 16, 7217 6th Ave, Tacoma,	Engagement
10/17/2019	2019 Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
10/19/2019	2019 UPS pop-up	1500 N Warner St, Tacoma, WA 98416	1500 N Warner St, Tacoma,	Outreach
10/21/2019	2019 Eastside Neighborhood Council (ENACT)	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
10/21/2019	2019 South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98415	Fire Station 8, 4911 S Alaska St, Taco	Engagement
10/22/2019	2019 Fircrest City Council (Alex Mather)	Fircrest, WA 98466	Fircrest,	Engagement
10/28/2019	2019 Gig Harbor City Council (Alex Mather)	Gig Harbor, WA	Gig Ha	Engagement
10/31/2019	2019 Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
10/31/2019	2019 City of Tacoma - TPU Health Fair	3628 S 35th St, Tacoma, WA 98409	3628 S 35th St, Tacoma,	Outreach
10/31/2019	2019 TPCHD - Benefits Fair	3629 S D St, Tacoma, WA 98418	3629 S D St, Tacoma,	Outreach
11/7/2019	2019 Proctor Business District	2707 N Proctor St, Tacoma, WA 98407	2707 N Proctor St, Tacoma,	Engagement
11/12/2019	2019 Pierce County Accessible Communities Advisory Committee	3602 Pacific Ave, Tacoma WA 98418	3602 Pacific Ave, Tacoma	Engagement
11/12/2019	2019 6th Avenue Business District	2701 6th Ave, Tacoma, WA 98406	2701 6th Ave, Tacoma,	Engagement
11/13/2019	2019 Community Health Improvement Planning Workshop	Tacoma, WA	Ta	Engagement
11/13/2019	2019 South Sound Summit	1500 Commerce St, Tacoma, WA 98402	1500 Commerce St, Tacoma,	Outreach
11/13/2019	2019 Lakewood Community Collaboration	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Engagement
11/13/2019	2019 New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98410	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
11/14/2019	2019 South Tacoma Business District	5050 S Tacoma Way, Tacoma, WA 98409	5050 S Tacoma Way, Tacoma,	Engagement
11/14/2019	2019 Western State Benefits Fair	9601 Steilacoom Blvd SW, Lakewood, WA 98498	9601 Steilacoom Blvd SW, Lakewood,	Outreach

11/14/2019	2019 City of Gig Harbor - Transportation Fair	3510 Grandview St, Gig Harbor, WA 98335	3510 Grandview St, Gig Harbor,	Outreach
11/14/2019	2019 Tacoma Dome Business District	2702 E D St, Tacoma, WA 98421	2702 E D St, Tacoma,	Engagement
11/14/2019	2019 Old Town Business District	2121 N 30th St, Tacoma, WA 98403	2121 N 30th St, Tacoma,	Engagement
11/15/2019	2019 Downtown On the Go Luncheon	1530 Pacific Ave, Tacoma, WA 98402	1530 Pacific Ave, Tacoma,	Engagement
11/18/2019	2019 Eastside Neighborhood Council (ENACT)	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
11/18/2019	2019 Hilltop Action Coalition	People's Center, 1602 MLK, Jr. Way, Board Room	People's Center, 1602 MLK, Jr. Way, Bo	Engagement
11/18/2019	2019 South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98416	Fire Station 8, 4911 S Alaska St, Taco	Engagement
11/20/2019	2019 South Tacoma Neighborhood Council	3873 South 66th St, Tacoma	3873 South 66th St	Engagement
11/20/2019	2019 West End Neighborhood Council	Fire Station 16, 7217 6th Ave, Tacoma, WA 98407	Fire Station 16, 7217 6th Ave, Tacoma,	Engagement
11/21/2019	2019 Northeast Tacoma Neighborhood Council	4818 Nassau Ave NE, Tacoma, WA 98422	4818 Nassau Ave NE, Tacoma,	Engagement
11/27/2019	2019 North Lakewood Neighborhood Association	Elks - 6313 n75th Street West Lakewood	Elks - 6313 n75th Street West	Engagement
12/2/2019	2019 North End Neighborhood Council	Wheelock Student Center, University of Puget Sound, N 15th St, Tacoma, Wa 98406	Wheelock Student Center, University of Puget Sound, N 15th St, Tacoma,	Engagement
12/3/2019	2019 2019 South Sound Idea Awards	Outreach Event	Outrea	Engagement
12/4/2019	2019 RAMP	Fabulich Center, 3600 Port of Tacoma Rd, Tacoma, WA 98424	Fabulich Center, 3600 Port of Tacoma Rd, Tacoma,	Engagement
12/4/2019	2019 South Sound MIC	3600 Port of Tacoma Rd Tacoma 98424	3600 Port of Tacoma Rd Taco	Engagement
12/5/2019	2019 Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
12/5/2019	2019 Puyallup Sumner Chamber Wake Up meeting	Electric Coffee house - 905 Main Street, Sumner	Electric Coffee house - 905 Main Street	Engagement
12/5/2019	2019 South Sound MIC	3600 Port of Tacoma Rd Tacoma 98424	3600 Port of Tacoma Rd Taco	Engagement
12/5/2019	2019 Proctor Business District	2707 N Proctor St, Tacoma, WA 98407	2707 N Proctor St, Tacoma,	Engagement
12/5/2019	2019 Ruston/Point Defiance Business District meeting	5102 N Pearl St, Tacoma, WA 98407	5102 N Pearl St, Tacoma,	Engagement
12/5/2019	2019 Central Tacoma Neighborhood Council	1919 South Tyler Street Tacoma, WA 98405	1919 South Tyler Street Tacoma,	Engagement
12/5/2019	2019 Downtown Tacoma Business Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
12/7/2019	2019 Lakewood Parade of Lights	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Outreach
12/7/2019	2019 Puyallup Santa Parade	Downtown Puyallup	Downtown	Outreach
12/8/2019	2019 6th Avenue Santa Parade	6th Ave, Tacoma	6th Ave	Outreach
12/11/2019	2019 Fife Milton Edgewood Chamber of Commerce	Emerald Queen Conference Center, 5700 Pacific Highway E, Fife	Emerald Queen Conference Center, 5700 Pacific Highway	Engagement
12/14/2019	2019 Downtown Tacoma Haul Crawl	Downtown Tacoma	Downtow	Outreach
12/19/2019	2019 Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement

1/2/2020	2020 Proctor Business District	2707 N Proctor St, Tacoma, WA 98407	2707 N Proctor St, Tacoma,	Engagement
1/8/2020	2020 Old Town Business District	Spar restaurant -2121 North 30th Street Tacoma	Spar restaurant -2121 North 30th Stree	Engagement
1/8/2020	2020 Lakewood Community Collaboration	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Engagement
1/8/2020	2020 Pierce College Puyallup	Outreach Event	Outrea	Engagement
1/8/2020	2020 New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98411	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
1/9/2020	2020 Puyallup Sumner Chamber Wake Up mtg	Craft 19 - 1201 Main St. Sumner	Craft 19 - 1201 Main St	Engagement
1/9/2020	2020 Central Tacoma Neighborhood Council	1919 South Tyler Street Tacoma, WA 98405	1919 South Tyler Street Tacoma,	Engagement
1/9/2020	2020 Lakewood Chamber of Commerce	Tacoma Golf & Country Club, 13204 Country Club Dr SW, Lakewood 98498	Tacoma Golf & Country Club, 13204 Country Club Dr SW, Lakewo	Engagement
1/9/2020	2020 Tacoma Dome Business District	2702 E D St, Tacoma, WA 98421	2702 E D St, Tacoma,	Engagement
1/9/2020	2020 PWI Active Transportation COI	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma, WA 98405	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma,	Engagement
1/15/2020	2020 South Tacoma Neighborhood Council	3873 S 66th St, Tacoma, WA 98409	3873 S 66th St, Tacoma,	Engagement
1/15/2020	2020 West End Neighborhood Council	Fire Station 16, 7217 6th Ave, Tacoma, WA 98408	Fire Station 16, 7217 6th Ave, Tacoma,	Engagement
1/16/2020	2020 Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
1/16/2020	2020 Northeast Tacoma Neighborhood Council	4818 Nassau Ave NE, Tacoma, WA 98422	4818 Nassau Ave NE, Tacoma,	Engagement
1/21/2020	2020 Eastside Neighborhood Council (ENACT)	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
1/27/2020	2020 South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98417	Fire Station 8, 4911 S Alaska St, Taco	Engagement
1/29/2020	2020 Fern Hill Historic Business District	8310 Park Ave	8310	Engagement
2/3/2020	2020 North End Neighborhood Council	Wheelock Student Center, University of Puget Sound, N 15th St, Tacoma, Wa 98406	Wheelock Student Center, University of Puget Sound, N 15th St, Tacoma,	Engagement
2/6/2020	2020 Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
2/6/2020	2020 Proctor Business District	2707 N Proctor St, Tacoma, WA 98407	2707 N Proctor St, Tacoma,	Engagement
2/7/2020	2020 Central Tacoma Neighborhood Council	1919 South Tyler Street Tacoma, WA 98405	1919 South Tyler Street Tacoma,	Engagement
2/10/2020	2020 Crescent Moon Gifts Employer Event	6901 6th Ave, Tacoma, WA 98406	6901 6th Ave, Tacoma,	Outreach
2/11/2020	2020 6th Avenue Business District	2701 6th Ave, Tacoma, WA 98406	2701 6th Ave, Tacoma,	Engagement
2/12/2020	2020 New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98412	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
2/13/2020	2020 Tacoma Dome Business District	2702 E D St, Tacoma, WA 98421	2702 E D St, Tacoma,	Engagement
2/13/2020	2020 South Tacoma Business District	STAR Center, 3873 S 66th St, Tacoma, WA 98409	STAR Center, 3873 S 66th St, Tacoma,	Engagement
2/17/2020	Pierce County Committee - Economic and Infrastructure Development	Community Meeting	Community	Engagement
2/18/2020	2020 Eastside Neighborhood Council (ENACT)	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement

2/19/2020	2020 Downtown on the Go	950 Pacific Ave, Tacoma, WA 98402	950 Pacific Ave, Tacoma,	Engagement
2/19/2020	2020 Pierce Transit BRT Community Committee	BRT Meeting	BRT	Engagement
2/19/2020	2020 Tacoma Committee – IPS	BRT Meeting	BRT	Engagement
2/19/2020	2020 Tacoma Committee - Planning Commission	BRT Meeting	BRT	Engagement
2/19/2020	2020 Tacoma Committee - Transportation Commission	BRT Meeting	BRT	Engagement
2/19/2020	2020 Downtown Tacoma Small Business Roundtable	1301 A St Suite 100, Tacoma, WA 98402	1301 A St Suite 100, Tacoma,	Engagement
2/19/2020	2020 Gig Harbor Downtown Waterfront Alliance	8827 N Harborview Dr, Gig Harbor, WA 98332	8827 N Harborview Dr, Gig Harbor,	Engagement
2/19/2020	2020 South Tacoma Neighborhood Council	3873 S 66th St, Tacoma, WA 98409	3873 S 66th St, Tacoma,	Engagement
2/20/2020	2020 Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
2/20/2020	2020 Northeast Tacoma Neighborhood Council	4818 Nassau Ave NE, Tacoma, WA 98422	4818 Nassau Ave NE, Tacoma,	Engagement
2/21/2020	2020 Green Club meeting - Stadium HS	Outreach Event	Outrea	Engagement
2/24/2020	2020 South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98417	Fire Station 8, 4911 S Alaska St, Taco	Engagement
2/25/2020	2020 Tacoma City Council-Study Session	BRT Meeting	BRT	Engagement
2/27/2020	2020 Pierce Transit CTAG	3720 96th ST SW, Lakewood, WA 98499	3720 96th ST SW, Lakewood,	Engagement
3/1/2020	2020 Door Knocking - Soil Testing	Outreach Event	Outrea	Engagement
3/2/2020	2020 North End Neighborhood Council	Wheelock Student Center, University of Puget Sound, N 15th St, Tacoma, Wa 98406	Wheelock Student Center, University of Puget Sound, N 15th St, Tacoma,	Engagement
3/5/2020	2020 Proctor Business District	2707 N Proctor St, Tacoma, WA 98407	2707 N Proctor St, Tacoma,	Engagement
3/5/2020	2020 Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
3/5/2020	2020 EDB Annual Meeting	1500 Commerce St, Tacoma, WA 98402	1500 Commerce St, Tacoma,	Outreach
3/5/2020	2020 Lakewood Chamber of Commerce	Tacoma Golf & Country Club, 13204 Country Club Dr SW, Lakewood 98498	Tacoma Golf & Country Club, 13204 Country Club Dr SW, Lakewo	Engagement
3/5/2020	2020 Central Tacoma Neighborhood Council	1919 South Tyler Street Tacoma, WA 98405	1919 South Tyler Street Tacoma,	Engagement
3/7/2020	2020 Centro Latino Resource Fair	1208 S 10th St, Tacoma, WA 98405	1208 S 10th St, Tacoma,	Outreach
3/10/2020	2020 6th Avenue Business District	Community Meeting	Community	Engagement
3/16/2020	2020 Eastside Neighborhood Council	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
3/16/2020	2020 Tacoma Committee - TODAG	Tacoma, WA	Ta	Engagement
3/18/2020	2020 West End Neighborhood Council	Community Meeting	Community	Engagement
4/2/2020	2020 Downtown Tacoma Partnership	Virtual	NA	Engagement
4/7/2020	2020 Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement

4/8/2020	2020 BRT Stakeholder Outreach Coordination Team Meeting	Virtual	NA	Engagement
4/8/2020	2020 Lakewood Community Collaboration	Virtual	NA	Engagement
4/9/2020	2020 EDB BRE Partner Call	Virtual	NA	Engagement
4/21/2020	2020 Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement
4/23/2020	2020 EDB BRE Partner Call	Virtual	NA	Engagement
4/30/2020	2020 EDB BRE Partner Call	Virtual	NA	Engagement
5/6/2020	2020 South Sound MIC	Virtual	NA	Engagement
5/7/2020	2020 EDB BRE Partner Call	Virtual	NA	Engagement
5/7/2020	2020 Central Tacoma Neighborhood Council	Virtual	NA	Engagement
5/13/2020	2020 Lakewood Community Collaboration	Virtual	NA	Engagement
5/18/2020	2020 South End Neighborhood Council	Virtual	NA	Engagement
5/19/2020	2020 Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement
5/21/2020	2020 EDB BRE Partner Call	Virtual	NA	Engagement
5/21/2020	2020 Northeast Tacoma Neighborhood Council	Virtual	NA	Engagement
5/28/2020	2020 EDB BRE Partner Call	Virtual	NA	Engagement
6/8/2020	2020 South End Neighborhood Council	Virtual	NA	Engagement
6/10/2020	2020 Lakewood Community Collaboration	Virtual	NA	Engagement
6/10/2020	2020 New Tacoma Neighborhood Council	Virtual	NA	Engagement
6/11/2020	2020 EDB BRE Partner Call	Virtual	NA	Engagement
6/15/2020	2020 South End Neighborhood Council	Virtual	NA	Engagement
6/16/2020	2020 Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement
6/18/2020	2020 EDB BRE Partner Call	Virtual	NA	Engagement
6/18/2020	2020 Northeast Tacoma Neighborhood Council	Virtual	NA	Engagement
6/25/2020	2020 EDB BRE Partner Call	Virtual	NA	Engagement
7/2/2020	2020 EDB BRE Partner Call	Virtual	NA	Engagement
7/8/2020	2020 New Tacoma Neighborhood Council	Virtual	NA	Engagement
7/9/2020	2020 Lakewood Chamber of Commerce	Virtual	NA	Engagement
7/9/2020	2020 PWI Active Transportation COI	Virtual	NA	Engagement

7/11/2020	2020 2020 Tacoma Pride - Pop up	5731 Main Street SW Lakewood, WA 98499	5731 Main Street SW Lakewood,	Outreach
7/11/2020	2020 2020 Tacoma Pride - Pop up	S 48th St, Tacoma, WA 98409	S 48th St, Tacoma,	Outreach
7/11/2020	2020 2020 Tacoma Pride - Pop up	6501 S 19th St, Tacoma, WA 98466	6501 S 19th St, Tacoma,	Outreach
7/11/2020	2020 2020 Tacoma Pride - Pop up	10th & Commerce, Tacoma	10th & Commerce	Outreach
7/14/2020	2020 Eastside Farmers Market	3501 McKinley Ave, Tacoma, WA 98404	3501 McKinley Ave, Tacoma,	Outreach
7/16/2020	2020 BRE Partner Meeting	Virtual	NA	Engagement
7/16/2020	2020 Eastside Neighborhood Council (ENACT)	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
7/19/2020	2020 Point Ruston Farmers Market	5101 Ruston Way, Ruston, WA 98407	5101 Ruston Way, Ruston,	Outreach
7/20/2020	2020 South End Neighborhood Council	Virtual	NA	Engagement
7/23/2020	2020 Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
7/23/2020	2020 EBD BRE team meeting	Virtual	NA	Engagement
7/28/2020	2020 BRT TAC Meeting	Virtual	NA	Outreach
7/28/2020	2020 Small Business Round Table	Virtual	NA	Engagement
7/29/2020	2020 Fern Hill Historic Business District	8310 S Park Ave, Tacoma, WA 98408	8310 S Park Ave, Tacoma,	Engagement
7/30/2020	2020 EDB BRE Partner Call	Virtual	NA	Engagement
7/30/2020	2020 Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement
8/3/2020	2020 Tacoma-Pierce County Chamber of Commerce	Virtual	NA	Engagement
8/5/2020	2020 South Sound MIC	Virtual	NA	Engagement
8/6/2020	2020 Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
8/6/2020	2020 Downtown Tacoma Partnership	Virtual	NA	Engagement
8/6/2020	2020 PWI Active Transportation COI	Virtual	NA	Engagement
8/11/2020	2020 Tacoma City Council	Tacoma, WA	Ta	Engagement
8/11/2020	2020 Eastside Farmers Market	3501 McKinley Ave, Tacoma, WA 98404	3501 McKinley Ave, Tacoma,	Outreach
8/11/2020	2020 Small Business Round Table Zoom Info	Virtual	NA	Engagement
8/11/2020	2020 6th Avenue Business District	Virtual	NA	Engagement
8/14/2020	2020 Runner Pop Up Outreach Event	Dune Peninsula, 5361 Yacht Club Rd, Tacoma, WA 98407	Dune Peninsula, 5361 Yacht Club Rd, Tacoma,	Outreach
8/16/2020	2020 Point Ruston Farmers Market	5101 Ruston Way, Ruston, WA 98407	5101 Ruston Way, Ruston,	Outreach
8/17/2020	2020 Tacoma Committee - TODAG	Tacoma, WA	Ta	Engagement

8/17/2020	2020 South End Neighborhood Council	Virtual	NA	Engagement
8/19/2020	2020 West End Neighborhood Council	Virtual	NA	Engagement
8/20/2020	2020 Northeast Tacoma Neighborhood Council	Virtual	NA	Engagement
8/27/2020	2020 BRT Virtual Open House	Virtual	NA	Public Meeting
9/3/2020	2020 Proctor Business District	Virtual	NA	Engagement
9/3/2020	2020 Downtown Tacoma Partnership	Virtual	NA	Engagement
9/4/2020	2020 Pierce County Coordinated Transportation Coalition	Virtual	NA	Engagement
9/8/2020	2020 6th Avenue Business District	Virtual	NA	Engagement
9/9/2020	2020 Lakewood Community Collaboration	Virtual	NA	Engagement
9/9/2020	2020 BRT Stakeholder Outreach Coordination Team Meeting	Virtual	NA	Engagement
9/9/2020	2020 New Tacoma Neighborhood Council	Virtual	NA	Engagement
9/11/2020	2020 Tacoma Pierce County Coalition to End Homelessness	Virtual	NA	Engagement
9/14/2020	2020 North End Neighborhood Council	Virtual	NA	Engagement
9/16/2020	2020 West End Neighborhood Council	Virtual	NA	Engagement
9/16/2020	2020 South Tacoma Neighborhood Council	Virtual	NA	Engagement
9/17/2020	2020 Northeast Tacoma Neighborhood Council	Virtual	NA	Engagement
9/22/2020	2020 County Economic/Infrastructure Committee	BRT Meeting	BRT	Engagement
9/22/2020	2020 South End Neighborhood Council	Virtual	NA	Engagement
9/26/2020	2020 Proctor Farmers Market	2702 N Proctor St, Tacoma, WA 98407	2702 N Proctor St, Tacoma,	Outreach
10/1/2020	2020 PTAG	Presentation - other	Presentation	Engagement
10/1/2020	2020 Downtown Tacoma Partnership	Virtual	NA	Engagement
10/1/2020	2020 Proctor Business District	Virtual	NA	Engagement
10/6/2020	2020 Small Business Round Table - Zoom Information	Virtual	NA	Engagement
10/8/2020	2020 Lakewood Chamber of Commerce	Virtual	NA	Engagement
10/8/2020	2020 Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
10/14/2020	2020 BRT Stakeholder Outreach Coordination Team Meeting	Virtual	NA	Engagement
10/14/2020	2020 New Tacoma Neighborhood Council	Virtual	NA	Engagement
10/19/2020	2020 South End Neighborhood Council	Virtual	NA	Engagement

10/20/2020	2020 BRT Community Committee	Virtual	NA	Engagement
10/21/2020	2020 South Tacoma Neighborhood Council	Virtual	NA	Engagement
10/28/2020	2020 Fern Hill Historic Business District	Virtual	NA	Engagement
10/29/2020	2020 Light Up Your Ride	1554 Market St, Tacoma, WA 98402	1554 Market St, Tacoma,	Outreach
10/30/2020	2020 October Runner Street Team Outreach	Campfire Coffee, 1554 Market St #101, Tacoma, WA 98402	Campfire Coffee, 1554 Market St #101, Tacoma,	Outreach
10/31/2020	2020 Tacoma Arts Month Student Art Contest	Pierce County	Pierc	Outreach
11/2/2020	2020 North End Neighborhood Council	Virtual	NA	Engagement
11/4/2020	2020 South Sound MIC	Virtual	NA	Engagement
11/5/2020	2020 Ruston/Pt. Defiance Business District	Community Meeting	Community	Engagement
11/5/2020	2020 Proctor Business District	Virtual	NA	Engagement
11/10/2020	2020 6th Avenue Business District	Virtual	NA	Engagement
11/12/2020	2020 Lakewood Chamber of Commerce	Virtual	NA	Engagement
11/16/2020	2020 South End Neighborhood Council	Virtual	NA	Engagement
11/18/2020	2020 BRT Stakeholder Outreach Coordination Team Meeting	Virtual	NA	Engagement
11/18/2020	2020 South Tacoma Neighborhood Council	Virtual	NA	Engagement
11/19/2020	2020 Parkland-Spanaway Rotary	Community Meeting	Community	Engagement
11/20/2020	2020 Tacoma Dome Business District	Virtual	NA	Engagement
11/21/2020	2020 Sound End Neighborhood Community Meeting	Community Meeting	Community	Engagement
12/3/2020	2020 DT Tacoma Partnership Community Relations Committee	Community Meeting	Community	Engagement
12/3/2020	2020 Proctor Business District	Virtual	NA	Engagement
12/4/2020	2020 Tacoma Pierce County Coalition to End Homelessness	Virtual	NA	Engagement
12/4/2020	2020 Freighthouse Market - BRT Outreach	2501 E D St, Tacoma, WA 98421	2501 E D St, Tacoma,	Outreach
12/7/2020	2020 Northend Neighborhood Council	Community Meeting	Community	Engagement
12/8/2020	2020 TDS and Commerce St. Team Outreach - BRT	2433 East E Street, Tacoma, WA 98421 and 10th & Commerce	2433 East E Street, Tacoma, WA 98421 and 10th &	Outreach
12/9/2020	2020 East Tacoma Collaborative	Virtual	NA	Engagement
12/10/2020	2020 BRT Virtual Open House	Virtual	NA	Public Meeting
12/10/2020	2020 Zoo Lights Bus Display	5400 N Pearl St, Tacoma, WA 98407	5400 N Pearl St, Tacoma,	Outreach
12/12/2020	2020 Lakewood Reverse Parade of Lights	5731 Main St SW, Lakewood, WA 98499	5731 Main St SW, Lakewood,	Outreach

12/15/2020	2020 Tacoma Council Study Session	Virtual	NA	Engagement
12/16/2020	2020 South Tacoma Neighborhood Council	Virtual	NA	Engagement
12/28/2020	2020 Ecosystem partners meeting	Virtual	NA	Engagement
12/30/2020	2020 Grit City Daily News podcast	Virtual	NA	Engagement
1/4/2021	2021 Ecosystem partners meeting	Virtual	NA	Engagement
1/4/2021	2021 North End Neighborhood Council	Virtual	NA	Engagement
1/4/2021	2021 South End Neighborhood Council	Virtual	NA	Engagement
1/7/2021	2021 Proctor Business District	Virtual	NA	Engagement
1/7/2021	2021 Downtown Tacoma Partnership	Virtual	NA	Engagement
1/13/2021	2021 Lakewood Community Collaboration	Virtual	NA	Engagement
1/13/2021	2021 BRT Stakeholder Outreach Coordination Team Meeting	Virtual	NA	Engagement
1/13/2021	2021 New Tacoma Neighborhood Council	Virtual	NA	Engagement
1/19/2021	2021 Eastside Neighborhood Council (ENACT)	Virtual	NA	Engagement
1/21/2021	2021 South Tacoma Neighborhood Council	Virtual	NA	Engagement
1/27/2021	2021 Fern Hill Historic Business District	Virtual	NA	Engagement
2/1/2021	2021 South End Neighborhood Council	Virtual	NA	Engagement
2/4/2021	2021 Downtown Tacoma Partnership	Virtual	NA	Engagement
2/10/2021	2021 Lakewood Community Collaboration	Virtual	NA	Engagement
2/10/2021	2021 BRT Stakeholder Outreach Coordination Team Meeting	Virtual	NA	Engagement
2/11/2021	2021 Lakewood Chamber of Commerce	Virtual	NA	Engagement
2/11/2021	2021 PWI Active Transportation COI	Virtual	NA	Engagement
2/16/2021	2021 Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement
2/17/2021	BRT Meeting with Brown & Haley, TPU, Common Street, 2021 and Pierce Transit	110 East 26th Street, Tacoma, Washington 98421	110 East 26th Street, Tacoma, Washingto	Engagement
2/17/2021	2021 South End Neighborhood Council	Virtual	NA	Engagement
2/17/2021	2021 South Tacoma Neighborhood Council	Virtual	NA	Engagement
2/19/2021	2021 PT & COT/TPU BRT Outreach Coordination	Virtual	NA	Engagement
2/26/2021	2021 West Side Wake - UP	Virtual	NA	Engagement
3/1/2021	2021 North End Neighborhood Council	Virtual	NA	Engagement

3/1/2021	2021 South End Neighborhood Council	Virtual	NA	Engagement
3/2/2021	2021 PT & COT/TPU BRT Outreach Coordination	Virtual	NA	Engagement
3/4/2021	2021 Proctor Business District	Virtual	NA	Engagement
3/4/2021	2021 Ruston/Pt. Defiance Business District	Virtual	NA	Engagement
3/9/2021	2021 6th Avenue Business District	Virtual	NA	Engagement
3/10/2021	2021 East Tacoma Collaborative	Virtual	NA	Engagement
3/10/2021	2021 New Tacoma Neighborhood Council	Virtual	NA	Engagement
3/11/2021	2021 Lakewood Chamber of Commerce	Virtual	NA	Engagement
3/11/2021	2021 PWI Active Transportation COI	Virtual	NA	Engagement
3/12/2021	2021 Salvation Army Distribution Outreach	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
3/15/2021	2021 Eastside Neighborhood Council (ENACT)	Virtual	NA	Engagement
3/16/2021	2021 Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement
3/17/2021	2021 South Tacoma Neighborhood Council	Virtual	NA	Engagement
3/17/2021	2021 Equity Action Network - TPCHD	Virtual	NA	Engagement
3/17/2021	2021 Northeast Tacoma Neighborhood Council	Virtual	NA	Engagement
3/17/2021	2021 Tacoma Transportation Commission	Virtual	NA	Engagement
3/18/2021	2021 BRE Partners Economic Recovery Calls	Virtual	NA	Engagement
3/18/2021	2021 Center for Independence	7801 Bridgeport Way W #200, Lakewood, WA 98499	7801 Bridgeport Way W #200, Lakewood,	Engagement
3/22/2021	2021 City of Tacoma - BPTAG	Virtual	NA	Engagement
3/23/2021	2021 North Lakewood Neighborhood Association	Virtual	NA	Engagement
3/24/2021	2021 YMCA Pierce & Kitsap	Virtual	NA	Engagement
4/1/2021	2021 Downtown Tacoma Partnership	Virtual	NA	Engagement
4/1/2021	2021 Ruston/Pt. Defiance Business District	Virtual	NA	Engagement
4/1/2021	2021 PWI Active Transportation COI	Virtual	NA	Engagement
4/3/2021	2021 Collaboration for a Cause 3.0	3873 south 66th St, Tacoma WA 98409	3873 south 66th St, Tacoma	Outreach
4/5/2021	2021 North End Neighborhood Council	Virtual	NA	Engagement
4/5/2021	2021 South End Neighborhood Council	Virtual	NA	Engagement
4/8/2021	2021 Lakewood Chamber of Commerce	Virtual	NA	Engagement

4/13/2021	2021 South Sound Business Round Table ZOOM INFO	Virtual	NA	Engagement
4/13/2021	2021 6th Avenue Business District	Virtual	NA	Engagement
4/14/2021	2021 Lakewood Community Collaboration	Virtual	NA	Engagement
4/14/2021	2021 BRT Outreach & Communications	Virtual	NA	Engagement
4/14/2021	2021 Old Town Business District	Virtual	NA	Engagement
4/15/2021	2021 BRE Partners Economic Recovery Calls	Virtual	NA	Engagement
4/21/2021	2021 Equity Action Network - TPCHD	virtual	NA	Engagement
4/28/2021	2021 Fern Hill Historic Business District	Virtual	NA	Engagement
4/28/2021	2021 PWI Active Transportation COI	Virtual	NA	Engagement
4/28/2021	2021 Stadium Business District	Virtual	NA	Engagement
4/29/2021	2021 BRE Partners Economic Recovery Calls	Virtual	NA	Engagement
4/30/2021	2021 Westside Wake up meeting	virtual	NA	Engagement
11/19/19 - 12/19	Door Knocking (350 businesses reached) - General BRT 2019 Info	Outreach Event	Outrea	Engagement

APPENDIX E

Limited English Proficiency (LEP) Four Factor Analysis

SEPTEMBER 2021

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



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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."

IV. 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 using the American Community Survey. Pierce Transit (PT) used the 2015-2019 5-year data sets with the most relevant demographic data for LEP/Title VI analysis. ACS data is analyzed and updated at the block group level for route-level analysis.

According to the US Census Bureau's American Community Survey (ACS), the difference between the Public Transportation Benefit Area (PTBA) population and County population was estimated to be 291,391 persons. The 2015-2019 5-Year data set estimates the County population was 818,437 and the new Pierce Transit Benefit Area (PTBA) boundary included 671,583 people. The County-wide and PTBA populations were derived from the same 2015-2019 American Community Survey data used in the demographic analysis.

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.

Language Spoken at Home in PTBA by Ability to Speak English

Source: U.S. Census, American Community Survey 2015-2019 5-Year Data Set (Census Tract)

Language Spoken at Home for Populations 5 Years And Over (PTBA)	
English	82.4% (434,299)
Spanish	7.0% (37,132)
Other Asian and Pacific Island Languages	2.3% (12,372)
Korean	1.5% (7,821)
Tagalog (Filipino)	1.3% (6,943)
Russian, Polish or Other Slavic Languages	1.2% (6,261)
Vietnamese	1.1% (5,903)
Other Indo-European Languages	0.8% (4,418)
German or Other West-Germanic Languages	0.6% (2,984)
Chinese including Mandarin, Cantonese	0.5% (2,768)
French, Haitian or Cajun	0.3% (1,537)
Arabic	0.1% (668)

Table 1 above shows Language Spoken at Home for the Populations five years and over. Most languages have greater than 1,000 individuals who speak English less than very well aside from those who speak Arabic. Analysis shows that after English, Spanish remains the most frequently spoken language in households in Pierce Transit's service area (37,132 Spanish-speaking individuals speak English "less than very well," which is about 7.0% of the service area population). Spanish is about 2.5 times as likely to be spoken by LEP individuals as the next highest language, Other Asian and Pacific Island languages, followed by Korean, which comprises 1.5% of the population. Tagalog, a Filipino language accounts for 1.3% of the population followed by Russian-Polish-Slavic language which accounts for 1.2% of the total PTBA population. While the categories "Other Asian and Pacific Island Languages" and "Other Indo-European 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 in Table 1, there are fewer than 1,000 Arabic speakers who speak English "less than very well". In total, 17.4% percent of the PTBA population 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. Ongoing efforts include the Pacific Avenue/SR7 BRT project where staff prepare displays, handouts and other materials useful to articulate corridor design and station locations. Attendees provide 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. Due to COVID-19, in person meetings were limited starting in 2020, however Pierce Transit held online, live-streaming BRT public meetings where participants received project updates, as well as an opportunity to ask questions and interact with the project team. The virtual meetings were held live on Zoom and posted afterward to the agency's YouTube channel and website. Meeting topics included:

- System name and potential sponsorship opportunities
- Partnerships between Pierce Transit and other agencies
- Timeline and funding
- Updated route maps
- Utility relocations
- Potential property impacts
- Station design

Staff had to adapt and were prepared to provide language assistance needs as they arose.

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 2018-2020 when PT updated its Long-Range Plan – Destination 2040 LRP. 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 mediums 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. Staff were about to visualize public sentiments about long-range planning investments as well as to understand where participants lived based on zip code data.

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 Spanish has the most frequent need for customer service assistance followed by Korean, Russian and Vietnamese. These patterns seem to follow the Language Spoken at Home numbers as seen in table 1.

Table 4. Language Assistance Line Use – May 2018 - April 2021

Language	2018	2019	2020	2021	Total
Spanish	3	18	12	4	37
Korean	1	3	5	5	14
Vietnamese		2	2	1	5
Tagalog		1			1
Russian	2	3	2		7
Bengali			2		2

German				1	1
Amharic	1				1
Cambodian				1	1
Mandarin		1			1
French					
Total Calls/Year	7	28	23	12	70
Total Costs	(5 Min) \$35	(5 Min) \$140	(5 Min) \$113	(5 Min) \$59	(5 Min) \$343
Average Cost per Call	\$0.98	\$0.98	\$0.98	\$0.98	\$0.98

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 17.4% 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 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, French, Haitian or Cajun has become the eighth language reaching the 1,000 persons mark, while only Arabic shown below is under the 1,000 persons mark. French, Haitian or Cajun will be added to the “Translation Service Available” notice. Table 5 summarizes Pierce Transit’s existing language assistance measures and their associated costs.

Bottom Four Languages Spoken at Home PTBA	
German or Other West-Germanic Languages	0.6% (2,984)
Chinese including Mandarin, Cantonese	0.5% (2,768)
French, Haitian or Cajun	0.3% (1,537)
Arabic	0.1% (668)

Table 5. Existing Language Assistance Measures

Item	Translation Cost	Quantity	Cost
"How to ride" page and Title VI information in the Routes & Schedules book in Spanish (1.5 pages) (Appendix D) (This book is being discontinued in September 2021.)	\$0.00	Approximately 100,000 schedule books had been published annually at September service changes. This book was also downloadable from the public website.	Marginal additional cost
"Translation Service Available" notice is featured prominently on various brochures, and documents in Spanish, Korean, Russian, Cambodian(Khmer) , Vietnamese, Tagalog, and Simplified Chinese (Appendix E).	\$300.00	Notice appears on public website: http://www.piercetransit.org/ and in Service Change Rider Alert brochures; which are published 2x/year 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 195 buses.	\$1,500
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 29 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
Translated information on agency's public website (Spanish)	\$0.00	Many pages have Spanish as :	Negligible
Translation function on agency's public website		Pierce Transit's website 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

Item	Translation Cost	Quantity	Cost
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	\$0.00	Four advertisements at approximately 2 hours for each ad.	Approx. \$1,000 for National Cinemedia
Spanish language Fact Sheets and Project Update Fliers in 7 languages regarding the BRT Corridor on Pacific Hwy/SR7 (Appendix I)	\$1,578		Spanish language Fact Sheets and Project Update Fliers in 7 languages regarding the BRT Corridor on Pacific Hwy/SR7 (Appendix I)
Informational Videos	\$0	Unlimited views available. Pierce Transit has numerous information videos posted on YouTube. Using YouTube's built-in closed-caption subtitles, and the auto-translate feature, viewers can currently read subtitles English plus 109 other languages	Negligible
COVID-19 Informational coach posters and signs placed at boarding locations (Appendix NEW)	\$616	During the pandemic, hundreds of signs and posters were produced to inform our riders of the latest health and safety practices. One example is included.	Negligible
Using telephone interpreter services (Appendix B)	Average cost is \$0.98/minute	70 calls from May 2019 through March 2021	\$343
Title VI Information and Complaint Form	negligible	Website displays the Title VI Notice in English and Spanish; this may also be translated into all Google Translate languages. Complaint form is downloadable in English and Spanish.	negligible
"Three Quick Steps to Riding the Bus" fliers available in English, Spanish, Korean, Russian, Cambodian(Khmer) , Vietnamese, Tagalog, and Simplified Chinese. Brochure versions in English and Spanish are preprinted and distributed regularly. (Appendix XX).	\$1,342	PDF copies on website in foreign languages. English and Spanish printed brochures available for outreach events in the community.	"Three Quick Steps to Riding the Bus" fliers available in English, Spanish, Korean, Russian, Cambodian(Khmer) , Vietnamese, Tagalog, and Simplified Chinese. Brochure versions in English and Spanish are preprinted and distributed regularly. (Appendix XX).
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. Although the website can be translated into 200 languages, Tagalog the 4th most common language spoken in the PTBA is not translatable using the Google translate function. The agency will need to provide specific resources for this Filipino language.

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.

V. 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 7.0% of the population, or 37,132 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
"Translation Service Available"	Website will have downloadable PDFs in multiple languages	Provide notice of translation services available in brochures, rack cards, future high capacity transit research	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) Website will have downloadable PDFs	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. 2021-2022 new survey will continue as in years past	Continue to provide written translation on how customers can participate in the survey.	Community Development Dept. <i>Ongoing</i>
Translated information on agency website 200 languages offered.	Pages on agency website in Spanish and Tagalog (Tagalog not offered with Google Translate)	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 PDF documents on the website into HTML, to make them available to the translating functionality.	Communications Dept. <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	Maintain use of the telephone interpreter line and continue to track usage.	Fixed Route Customer Service Department <i>Ongoing</i>

Item	Where Available	Recommended Action	Responsibility & Timeline
	person and there is not an employee available who speaks the language.		
Open Houses	Examples are included in Appendix I, J, K from the Destination 2040 Long Range Plan Update process and the High Capacity Transit BRT corridor.	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 training comes through a Title VI history but has specific connections to Pierce Transit. 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 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.
- Update LEP training resources for agency staff.
- Create an interactive map with LEP data for public engagement/printed materials/interpretation planning.

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<p>Traducir esta página haciendo clic en "lenguaje" en el encabezado superior.</p> <p>상단 헤더의 '언어'를 클릭하여 이 페이지를 번역.</p> <p>Dịch trang này bằng cách nhấp vào 'ngôn ngữ' trong tiêu đề hàng đầu.</p> <p>Isalín ang pahinang ito sa pamamagitan ng pag-click ng 'Wika' sa tuktok na header.</p> <p>Перевести эту страницу, нажав «язык» в верхнем заголовке.</p> <p>បកប្រែទំព័រនេះដោយចុចលើ 'ភាសា' នៅតួនាទីបឋមកថាភ័ណ្ណ។</p> <p>Diese Seite übersetzen, indem Sie auf der oberen Kopf Sprache.</p>	<p>P.O.Box 99070 Lakewood WA 98496</p> <ul style="list-style-type: none"> • Email: crofficer@piercetransit.org • Visit our website: www.piercetransit.org/title-vi-complaint-process/ • Call Customer Services: 253.581.8000 for more information <p>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.</p>	<ul style="list-style-type: none"> • 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. <p>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</p>
<p>TRANSLATION SERVICE is available in more than 200 languages. These are the most requested:</p>		
<p>Llame al 253.581.8000. Habrá un representante y servicio de traducción en español disponible para atenderlo.</p>	<p>한국어 번역 서비스를 제공하는 상담원과 통화하시려면 253-581-8000 으로 전화하십시오.</p>	<p>Заказать услуги представителя с переводом на русский язык можно по телефону 253-581-8000.</p> <p>អាចទំនាក់ទំនងភ្នាក់ងារសេវាបកប្រែភាសាខ្មែរ (កម្ពុជា) ដោយហៅតាមរយៈ លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។</p> <p>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.</p>
<p>Tawagan ang 253-581-8000 upang makipag-usap sa Representatibo ng Pangserbisyong Kustomer na magbibigay ng serbiyong pagsasalain ng wika sa Tagalog.</p>	<p>Rufen Sie 253.581.8000. Ein Mitarbeiter wird zur Verfügung sein, um Sie mit Übersetzungen in Deutsch zu unterstützen.</p>	

Appendix A "Translations Available" Block in Seven Languages

TASK OUTLINE

Effective Date: July 16, 2015

Review Due: July 17, 2019

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 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

Appendix B Task Outline – Using the Language Line Over the Phone Interpretation Service

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 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@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 serbisyong pagsasalin ng wika sa Tagalog.

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

អាចទាក់ទងអ្នកបម្រើអតិថិជនជាភាសាខ្មែរ (កម្ពុជា) ដោយ
ដោយហៅតាមលេខ: ២៥៣-៥៨១-៨០០០ ។

Appendix C Title VI Notice in English and Spanish

¡Viajando Por Autobús es Fácil!

Algunos puntos para comenzar

Busque la parada de el autobus cerca de Ud en nuestro mapa interactivo o en su barrio. 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. 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.

Número de la ruta → 1 Saturdays

Día de la semana → SR7 to TCC

Dirección de el autobús →

Puntos de tiempo

Los autobuses hacen paradas entre los puntos notados. Use el punto de tiempo antes de su parada para estimar cuando el autobús llegará a su parada. La rayita (---), significa que no hay servicio a esa hora del día.

SR 7 & 8th Ave Walnut	Pacific & Military	Pacific & 112th
1	2	3
---	---	6:08*am
---	---	9:38*
---	---	7:11*
7:02	7:12	7:23

Para mayor información llame al 253.581.8000 opción 1 y opción 1 otra vez

Plane con anticipación. Revise el mapa de su ruta, asegúrese de estar en la parada de autobús en el lado correcto de la calle. Llegue a la parada al menos 5 minutos antes. Puede ver cuando su bus llegara a la parada. Solamente mande un texto al número de la parada (mostrada en el poste) a 253.533.7084.

Tenga su tarifa lista. Use su tarjeta de ORCA, Hopthru app, 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 tenga el dinero listo. Depende con qué frecuencia va a viajar en un día, Usted podría comprar un All Day Pass (pase del día). Pases son válidos sin limite en cada ruta de Pierce Transit, hasta el fin de servicio (2:59 a.m.). El chofer vende pases de día, tambien con el Hopthru app, o tarjetas de ORCA precargada.

Pídale al chofer 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.

Translation Languages listed in September 2018 *The Bus Stops Here.*

Information

PierceTransit.org • 253.581.8000
3701 96th St. SW, Lakewood, WA 98499

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, then Option 1
 Weekdays 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.
Please call before coming in.

HOLIDAYS
 Pierce Transit services may vary
 on holidays and days around those
 holidays. See page 20 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.

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.

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

致电 253-581-8000 联系客服服务代表，将提供中文翻译服务。

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

Spanish ←

Russian ←

Vietnamese ←

Tagalog (spoken in Philippines) ←

Korean ←

Khmer (spoken in Cambodia) ←

Simplified Chinese (read in Mainland) ←

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

Marketing > Translation > TBSH Translation List > TBSH Translation List – Sept 2018



Appendix E Translation Service Available notice in “The Bus Stops Here” in Seven Languages



Service Change

Rider Alert

EFFECTIVE SEPTEMBER 19, 2021





Pierce Transit passes are now available on your phone.

Transit Passes Available on Your Phone

Hopthru, Pierce Transit's mobile ticketing app, has been renamed to "Passage Transit Ticketing." If you already use the Hopthru app, you may have noticed the new logo, and should see no interruption of service. Simply continue buying and using your passes and tickets as usual, on Pierce Transit buses or SHUTTLE trips. If you haven't used this convenient way to pay your fare, give it a try! To get started, download the "Passage Transit Ticketing" app in the App Store or in Google Play.

TRANSLATION SERVICE is available in more than 200 languages, by calling 253.581.8000, option 1.

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.

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

致电 253-581-8000 联系客服代表，将提供中文翻译服务。

What's New?

Inside you'll find news about changes to individual routes, effective September 19, 2021. With this service change, Pierce Transit's bus schedules are going digital as we transition away from producing schedule books. The current pandemic has reinforced our need to become more resilient to essential rider needs and providing the most current information that is available. *Continued on inside panel.*



Stay Informed

For current bus schedules, maps and information visit the Bus Routes section of our website at PierceTransit.org. To plan a trip in advance, use our Trip Planner.



Bus Schedules PDF & Print

PierceTransit.org offers current route schedules and now you can download them as a PDF. Print and take them with you.



PierceTransit.org • 253.581.8000



Appendix F Interpretation Service Available in the "Service Change Rider Alert" in Seven Languages

Carta Para Comentario

Para comentar sobre cualquier cosa de nuestro servicio, escriba sus opiniones.

Su Nombre: _____

Su Email: _____

Su Teléfono: _____

Marque para recibir una contesta email o llamada.

Día de incidente: _____ Hora _____ AM/PM

Localizacion de abordaje: _____

Localizacion de incidente: _____

Número de la ruta: _____

Número de la parada de autobus: _____

Número de el autobús: _____

Número de la camioneta SHUTTLE: _____

Viajando a: _____

Pierce Transit empleado descripción:

Comentario: _____



253.581.8000 • ptcustomer@PierceTransit.org

Comment Card

To comment on any part of our service, please fill out the information below.

Your Name: _____

Your Email: _____

Your Phone: _____

Check this box if you'd like to be contacted.

Incident Date _____ Time _____ AM/PM

Boarding Location: _____

Incident Location: _____

Route # _____ Bus Stop # _____

Bus # _____ SHUTTLE # _____

Traveling to: _____

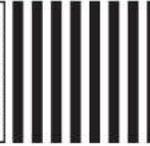
Pierce Transit employee description:

Comment: _____



253.581.8000 • ptcustomer@PierceTransit.org

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 6 TACOMA WA

POSTAGE WILL BE PAID BY ADDRESSEE

PIERCE TRANSIT
ATTN: CUSTOMER SERVICE
3701 96TH ST SW
LAKEWOOD WA 98499-9932



Marketing - Customer Service - Comment Card - 2020

Fold and seal with tape. Please do not staple.
Doble y sella con cinta. Favor de no grapar.

Appendix G Comment Card English/Spanish

Actualización del proyecto de autobús de tránsito rápido



EL PROCESO DE DISEÑO

Pierce Transit, junto con nuestros socios de planificación, se encuentra en las etapas finales del diseño de un servicio mejorado llamado autobús de tránsito rápido (Bus Rapid Transit, BRT) a lo largo de un corredor de 14,4 millas en Pacific Avenue/State Route 7 entre el centro de Tacoma y Spanaway.

En la actualidad, el corredor cuenta con la Route 1, que continuamente tiene el mayor número de pasajeros de todas las rutas del autobús de Pierce Transit. Los pasajeros abordan la parte del BRT de la Route 1 con tanta frecuencia que ese segmento representa el 12 % del total de pasajeros de Pierce Transit en todo el sistema. Para 2040, proyectamos que un autobús de BRT se aborde aproximadamente 2,2 millones de veces al año a lo largo del corredor.

Durante los últimos años, Pierce Transit ha recibido los comentarios de los usuarios del transporte público, los líderes empresariales, los propietarios y las partes interesadas en el proyecto. Todavía hay tiempo para recibir comentarios adicionales sobre esta importante inversión comunitaria a medida que continuamos obteniendo fondos, finalizando los planes de infraestructura y ajustando los detalles del diseño.

¿QUÉ DECISIONES CLAVE SE HAN TOMADO HASTA AHORA?

- La Junta de Comisionados de Pierce Transit adoptó la Alternativa Preferida Localmente (Locally Preferred Alternative, LPA) en su reunión de julio de 2018. La LPA incluía el modo (BRT), los terminales (de Spanaway al centro de Tacoma) y la alineación (Route 1 con modificaciones).
- En septiembre de 2018, Pierce Transit presentó una solicitud de Small Starts de la Administración Federal de Transporte (Federal Transit Administration, FTA) que será el mecanismo para buscar el 40 % restante de los fondos necesarios para el proyecto.
- En abril de 2019, la Junta de Pierce Transit adoptó las ubicaciones de las estaciones propuestas, la configuración del carril de BRT y la ruta de acceso a la estación Tacoma Dome.
- En 2020, la Junta seleccionó el diseño de "suspensión" para las estaciones de BRT, y el personal de Pierce Transit comenzó a reunirse con las personas cuyas propiedades se verán directamente afectadas por el proyecto de BRT.

¿QUÉ DECISIONES CLAVE SE DEBEN TOMAR AÚN?

- Según un requisito del Departamento de Transporte del Estado de Washington (Washington State Department of Transportation, WSDOT), Pierce Transit está evaluando cuatro intersecciones actualmente señalizadas dentro del corredor para su posible conversión en rotondas. La decisión final se tomará pronto, una vez que se haya completado el informe de Evaluación de Control de Intersecciones (Intersection Control Evaluation, ICE) para el WSDOT.
- Pierce Transit está coordinando con la Administración Federal de Transporte (Federal Transit Administration, FTA) para determinar el nivel apropiado de revisión, que probablemente se completará en marzo de 2021.
- La Revisión de la Política Ambiental del Estado (State Environmental Policy Review, SEPA) comenzará después de que se complete el 60 % del diseño; anticipamos que ese esfuerzo concluirá en febrero de 2022.



LAS CARACTERÍSTICAS DEL BRT MEJORARÁN SU VIAJE AL HACERLO MÁS RÁPIDO Y CONVENIENTE



Viajes frecuentes y confiables cada 10 minutos durante las horas de mayor tránsito.



Mejores oportunidades de desarrollo económico a lo largo del corredor.



La señalización de prioridad de luz verde mantiene a los vehículos del BRT en movimiento.



Las nuevas estaciones de BRT contarán con opciones de prepago e información de viaje en tiempo real.



Autobuses de última generación que admiten bicicletas a bordo y están equipados con Wi-Fi.



Las plataformas elevadas permiten el fácil acceso de sillas de ruedas, bicicletas y carritos de bebé.

Tờ Thông Tin BRT

CHIA SẺ THÔNG TIN CHÍNH XÁC VỀ BRT

Tin đồn: "Tuyến Xe Buýt Nhanh (Bus Rapid Transit) sẽ thay thế cho một tuyến không được sử dụng nữa."

Sự thật: Tuyến Xe Buýt Nhanh (Bus Rapid Transit, BRT) của Pierce Transit sẽ nâng cấp Tuyến số 1 của Pierce Transit – tuyến địa phương có lưu lượng hành khách cao nhất ở Quận Pierce – để tuyến này hoạt động hiệu quả, đáng tin cậy hơn, từ đó xe buýt có thể tránh những đoạn đường đông và đưa hành khách tới điểm đến sớm hơn.

Tin đồn: "Dự án BRT sẽ loại bỏ những làn đường sử dụng chung."

Sự thật: Sẽ không có làn đường sử dụng chung nào bị loại bỏ, bởi chúng tôi cam kết tạo điều kiện để xe có tiếp tục lưu thông.

Tin đồn: "BRT sẽ khiến nhà cửa và cơ sở kinh doanh phải phá dỡ vì Pacific Avenue sẽ được mở rộng."

Sự thật: Đường hành lang sẽ được mở rộng khi cần thiết để bổ sung làn mới cho BRT. Nhóm thu mua bất động sản của BRT đã gửi thông tin qua đường bưu điện tới tất cả các chủ sở hữu nhà và cơ sở kinh doanh có bất động sản có thể được xác định là sẽ bị ảnh hưởng bởi dự án. Đến nay, nhóm đã liên lạc trực tiếp với chủ sở hữu của 116 thửa đất.

Nếu quý vị tin là bất động sản của mình sẽ bị ảnh hưởng, chúng tôi sẵn lòng lắng nghe ý kiến của quý vị. Nhóm chúng tôi rất hân hạnh được giải đáp mọi thắc mắc và mối quan ngại liên quan đến những ảnh hưởng của thiết kế BRT đối với nhà đất của quý vị, định giá bất động sản và mọi tác động khác mà tuyến Xe Buýt Nhanh có thể gây ra đối với nhà đất của quý vị. Vui lòng liên hệ chúng tôi qua email theo địa chỉ BRT@PierceTransit.org hoặc số điện thoại 253.581.8016.

Tin đồn: "BRT sẽ dẹp hết tất cả những chỗ đậu xe dọc Xa Lộ Tiểu Bang (State Route) 7."

Sự thật: Dự án BRT của Pierce Transit sẽ dẫn đến việc giảm số chỗ đậu xe dọc tuyến đường dài 14,4 dặm của dự án này; đoạn đường từ S 38th đến S 56th trên Pacific Avenue hiện có số chỗ đậu xe trên đường lớn nhất. Tuy nhiên, dự án sẽ không loại bỏ hết tất cả các chỗ đậu xe dọc tuyến đường của dự án.

Tin đồn: "Một số người lo ngại về mức độ an toàn dọc hành lang BRT."

Sự thật: Pierce Transit đang phối hợp chặt chẽ với Sở Giao Thông Tiểu Bang Washington (Washington State Department of Transportation, WSDOT), Quận Pierce và Thành Phố Tacoma để nâng cao mức độ an toàn dọc đường hành lang. Nhiều hạng mục an toàn đang được tích hợp vào cơ sở hạ tầng, trong đó có 22 khu vực đảo giao thông cho người đi bộ ở dải phân cách giữa, các lối đi bộ qua đường có đèn tín hiệu được cải tạo hoặc mới bổ sung, và đường đi được cải tạo cho lực lượng ứng cứu khẩn cấp. Ngoài ra, các vòng xuyên – giúp cải thiện độ an toàn nhờ lưu lượng giao thông thông suốt hơn – đang được cân nhắc tại một số giao lộ hiện đã có đèn tín hiệu. Sang trang để xem tổng quan các hạng mục cải tạo an toàn.

Tin đồn: "BRT tốn kém lắm, chúng ta làm sao trang trải nổi."

Sự thật: Theo ước tính, BRT của Pierce Transit sẽ có chi phí là 170 triệu USD, được chi trả một phần lớn từ kinh phí của Sound Transit và tiền tài trợ tiềm năng từ Cục Quản Lý Giao Thông Công Cộng Liên Bang (Federal Transit Administration). Tiền tài trợ của liên bang chính là tiền thuế của quý vị trở lại với cộng đồng quý vị nhằm cải thiện các dịch vụ và chất lượng cuộc sống cho chính quý vị. BRT của Pierce Transit là một lựa chọn phù hợp hơn với ngân sách so với toa tàu điện nội đô và đường sắt nhẹ – mà không phải đánh đổi hiệu suất và độ tin cậy.



NHIỀU CHUYẾN
Xe buýt sẽ chạy 10-15 phút/chuyến



PHÙ HỢP VỚI NGƯỜI KHUYẾT TẬT

Xe buýt rộng hơn, cho phép xe lăn ra vào dễ dàng hơn



KẾT NỐI TỐT

Các trạm dừng quan trọng nối liền Tacoma và Spanaway



NHANH CHÔNG

Được hệ thống tín hiệu giao thông ưu tiên



DỄ DÀNG LÊN XE

Sân xe nâng hạ & nhiều cửa giúp hành khách lên xe dễ dàng



ĐANG TIN CẬY

Các chuyến xe được hỗ trợ bởi thông tin theo thời gian thực



TÌM HIỂU THÊM TẠI WWW.RIDEBRT.COM

Appendix I High Capacity Transit Fact Sheet in Vietnamese

THAM GIA

Nhận Tin Tức Cập Nhật
 Truy cập PierceTransit.org/
 Kết Nối Liên Tục > Nhập địa chỉ email >
 Chọn "Bus Rapid Transit"
 (Xe buýt Nhanh)

Liên Lạc

- Ghé thăm chúng tôi tại www.RideBRT.com
- Email BRT@PierceTransit.org
- Đường Dây Điện Thoại BRT **253.983.3407**

Kết Nối với Chúng Tôi qua Mạng Xã Hội

- [Facebook.com/PierceTransit](https://www.facebook.com/PierceTransit)
- [Twitter.com/PierceTransit](https://twitter.com/PierceTransit)
- [Instagram.com/PierceTransit](https://www.instagram.com/PierceTransit)

Legend (Vietnamese):

- Lối Đi Bộ Qua Đường có Đèn Tín Hiệu Cải Tạo hoặc Mới Bổ Sung
- Vòng Xuyên
- Đáo Giao Thông cho Người Đi Bộ
- Lối Ra Vào cho Lực Lượng Ứng Cứu Khẩn Cấp

Lần cập nhật bản đồ gần nhất là tháng 12 năm 2020

RideBRT
BUS RAPID TRANSIT TACOMA TO SPANAWAY

Pierce Transit

TÌM HIỂU THÊM TẠI WWW.RIDEBRT.COM

Appendix I High Capacity Transit Fact Sheet in Vietnamese



8 de diciembre de 2020

Estimado

El autobús de tránsito rápido (Bus Rapid Transit, BRT) es una línea de servicio nueva de Pierce Transit diseñada para llevar a más pasajeros con mayor velocidad, confiabilidad y frecuencia que un autobús de ruta fija estándar. Se planea que la primera ruta de BRT reemplaza una porción de la actual Ruta 1 a lo largo del corredor de 14,4 millas entre el centro de Tacoma y Spanaway. Aunque la ruta funcionará principalmente en la vía pública, para construir este proyecto, Pierce Transit necesitará adquirir franjas de terreno privado en aquellas secciones de la ruta donde no haya espacio suficiente para realizar las mejoras planeadas de las calles del proyecto (espacio para el diseño de carreteras, ubicaciones de estaciones de BRT e instalaciones de aceras).

FASE DEL PROYECTO: DEL 30% AL 60% DEL DISEÑO

Usted recibe esta carta porque Pierce Transit podría necesitar comprar una parte de su propiedad o los derechos al acceso a su propiedad XXXX Pacific Ave para construir el proyecto. Nota: Pierce Transit no espera que necesite adquirir la totalidad de su propiedad. Las actividades de construcción pueden afectar el acceso a su propiedad en distintos momentos mientras se construye el proyecto. Pierce Transit trabajará con los propietarios para minimizar esos efectos cuando se lleven a cabo trabajos de construcción en su área. La construcción está programada para realizarse entre 2022 y 2024, y servicio se adelantará en 2024.

QUEREMOS HABLAR CON USTED

En Pierce Transit, coordinamos directamente con el personal del Departamento de Transporte del Estado de Washington (Washington State Department of Transportation), la ciudad de Tacoma y el condado de Pierce. Enviaremos todas las preguntas y los comentarios sobre el proyecto de autobús de tránsito rápido al equipo de Adquisición de Bienes Raíces de Pierce Transit. El equipo está encantado de responder a todas las preguntas o inquietudes relacionadas con los efectos del diseño de BRT en su propiedad, la valoración de los bienes inmuebles o cualquier otro efecto que el autobús de tránsito rápido pueda tener en su propiedad. Contáctenos a nuestro correo electrónico BRT@piercetransit.org o al teléfono 253.581.8016.

También le invitamos contactarnos para organizar una reunión individual a fin de examinar su propiedad y los impactos potenciales individuales del proyecto. Regístrese en <https://pbfes.as.me>.

PARA OBTENER MÁS INFORMACIÓN

Este paquete incluye los siguientes materiales para obtener recursos e información adicionales:

- Un volante del proyecto.
- Un folleto sobre adquisición de propiedades que describe el proceso de adquisición de propiedades de Pierce Transit y las preguntas frecuentes.
- Una encuesta con un sobre auto-dirigido para conocer su medio de contacto preferido.

Le recomendamos visitar nuestro sitio web <https://www.piercetransit.org/brt> para obtener más información. Puede registrarse para recibir las notificaciones del proyecto por correo electrónico y mantenerse informado sobre los próximos períodos de comentarios, así como actualizaciones regulatorias del proyecto.

Atentamente,

Ryan Wheaton
Director ejecutivo, Planificación y Desarrollo Comunitario

Translation Service is available in more than 200 languages, by calling 253.581.8000.

Usted al 253.581.8000 recibir un representante y servicio de traducción en español disponible para atenderle.

Звоня на номер 253-581-8000 вы можете получить русскоязычного представителя по телефону 253-581-8000.

Khi gọi 253-581-8000 sẽ nói chuyện với nhân viên Đại Diện Dịch Vụ Khách Hàng là người nói tiếng nói khác và thông dịch Việt Ngữ.

Tanquer ang 253-581-8000 angun makipag-ugnay sa Akusyonista ng Pangkomunidad kung may mga panghingi ng serbisyo pagpapaliwag sa itaag.

한번에 번역 서비스를 받으시는 것만으로도, 한국어 서비스 253-581-8000으로 전화하십시오.

mañadefinagmagsuho sa mga lingguha ng iba pang mga wika sa pamamagitan ng 253-581-8000.

服務電話 253-581-8000 歡迎客戶服務代表 - 提供中文翻譯服務。



Appendix J Bus Rapid Transit Mailer December 2020 in Spanish

DESTINATION 2040

Pierce Transit • Long Range Plan Update

Open Houses • January 2020

A lot has changed since *Destination 2040* laid out a future for Pierce Transit in 2016. We want your input on how transit can work better for you! Please join us at an open house, where you can review various ideas for future growth or system improvements and voice your opinion.

Wednesday, January 22 • 4:30 – 7:30 pm
Puyallup Public Library - Board Room
324 S. Meridian, Puyallup, WA 98371
Served by Routes 402, 409, 425

Tuesday, January 28 • 5:00 – 8:00 pm
Pierce Transit Training Center – Rainier Room
3720 96th Street SW, Lakewood, WA 98499
Served by Routes 3, 4, 48

Thursday, January 30 • 4:00 – 7:00 pm
UW-Tacoma Campus
William W. Phillip Hall – Room WPH 101A
Jane Thompson Russell Commons
Tacoma, WA 98402
Served by Routes 1, 41, 42, 400, 500, 501, ST 590, 594

For more information: Darin L. Stavish, Principal Planner
253.983.3329 • dstavish@PierceTransit.org
PierceTransit.org/Destination2040Update
Sign up for notifications on the draft plan or provide feedback.

Translation Service

is available in more than 200 languages, by calling 253.581.8000, option 1.

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.

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

致电 253-581-8000 联系客户服务代表，将提供中文翻译服务。



Appendix K Long Range Plan Outreach Brochure Translation Services January 2020



버스 이용을 위한 간단한 3단계



오늘 바로 버스를 이용하실 수 있습니다!
계획하고 운임을 지불한 다음 탑승하면 됩니다.

PierceTransit.org 253.581.8000    

Appendix M Three Quick Steps Flyer Spanish/Tagalog/Korean

1. 이동 계획 세우기



고객 서비스 부서에 전화

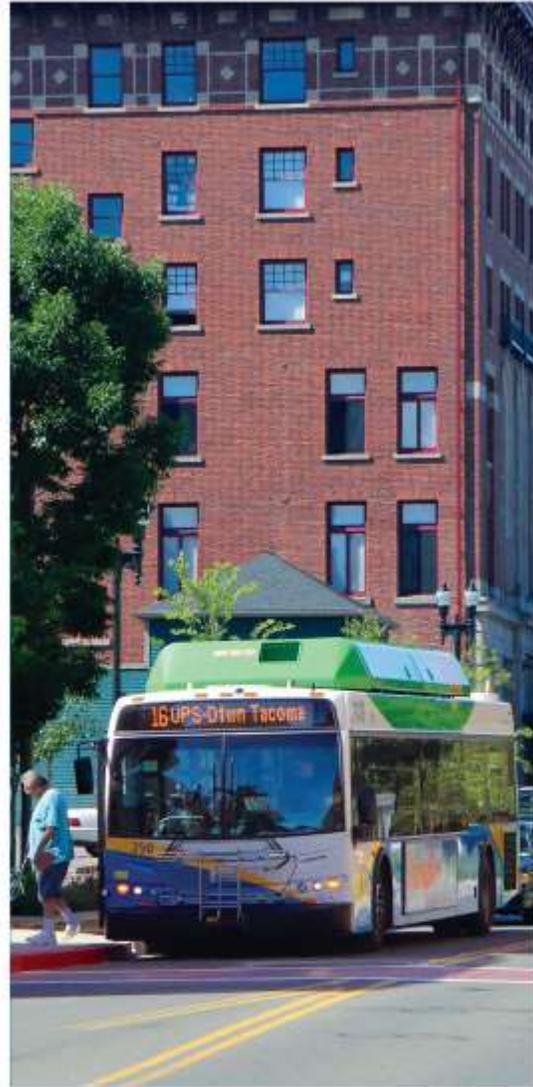
피어스 트랜짓(Pierce Transit) 고객 서비스 부서 직원들이 버스 이용 계획을 도와드릴 것입니다. 월요일부터 금요일, 오전 6시 30분부터 오후 6시 30분 사이에 전화번호 253.581.8000번으로 전화해 1번을 누른 다음, 다시 1번을 누르십시오. 다음과 같은 정보를 준비해 주십시오.

- 출발지 주소
- 목적지 주소
- 이동하고자 하는 요일
- 출발지 주소를 떠나거나 목적지에 도착하기를 원하는 시간

저희 직원이 여러분의 버스 여행을 계획해 드리고 해당 운임을 알려 드릴 것입니다. 정보를 적어두기 위해 펜과 종이를 준비하십시오.

온라인 여행 플래너:
www.PierceTransit.org

하루 24시간 연중무휴로 이용 가능합니다. Pierce Transit 여행 플래너를 통해 출발부터 도착까지 여행 계획을 세우십시오. 본인의 정보를 입력한 다음, Plan My Trip(내 이동 계획) 버튼을 클릭하면 이동 계획이 완료됩니다! 계획서를 인쇄하여 소지할 수도 있습니다.



2. 운임 지불



탑승 전에 운임을 준비하십시오. 현재, 성인 일회 운임은 \$2.0이며 일일 이용권 요금은 \$5.00입니다. 청소년 할인 운임*은 일회당 \$1.0이며 일일 이용권 요금은 \$2.50입니다.

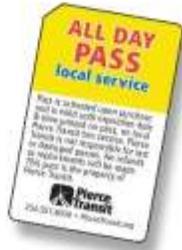
현금

버스 탑승 시마다 운임을 지불해야 합니다. 운임을 현금으로 지불할 경우, 버스 요금함에서는 거스름돈이 나오지 않으므로 정확한 잔돈을 준비하셔야 합니다. 버스에 들어서면 요금함에 지폐용 슬롯이 있고 요금함 위에는 동전 슬롯이 있습니다.



일일 이용권

피어스 트랜짓 일일 이용권은 피어스 트랜짓 버스 탑승 시 구매할 수 있습니다. 운전기사에게 말하고 정확한 현금을 요금함에 넣으면 일일 이용권이 나옵니다. 일일 이용권 뒷면에는 만료 날짜와 시간이 나와 있습니다. 그 날짜에 다음 피어스 트랜짓 버스에 탑승할 때에는 이용권을 요금함의 마그네틱 스트라이프 리더(아래에 마그네틱 스트라이프가 있음)에 통과시키십시오.



PIERCEPAYSM

PiercePay를 이용하면 피어스 트랜짓 버스 운임을 간단하게 지불할 수 있습니다. PiercePay는 무료이며 설치하기 쉬운 Hopthru 앱을 통해 이용할 수 있습니다. 앱 스토어 또는 Google Play 사이트에서 Hopthru를 다운로드하고 일일 이용권이나 일회 승차권을 구매하십시오. 이 앱이 있으면 탑승 시 스마트폰만 이용하면 되고 현금이나 정확한 잔돈이 필요하지 않습니다.



The Road Ahead Puts Safety First



Stay home if ill

Quédese en casa si está enfermo
 Если вы больны, оставайтесь дома!
 Ở nhà nếu bị bệnh
 Manatili sa bahay kung may sakit
 몸이 아플 시 집에서 머물기
 ជួរនៅផ្ទះបើសិនជាមានជំងឺស្រាលឬធ្ងន់
 生病请居家



Practice social distancing

Practique el distanciamiento social
 Соблюдайте дистанцию с другими людьми.
 thực hiện giãn cách xã hội
 magsagawa ng pagdistansya sa kapwa
 사회적 거리두기 실천
 គ្រូអរក្សាគម្លាតសុវត្ថិភាពសង្គម
 保持社交距离



Wash hands/sanitize hands frequently

Lávese las manos o desinféctelas con frecuencia
 Часто мойте или обрабатывайте антисептиком руки.
 rửa tay/sát khuẩn tay thường
 maghugas ng mga kamay/madalas na i-sanitize ang mga kamay
 손 자주 소독 및 씻기
 គ្រូរលាង/អនាម័យដៃឱ្យបានញឹកញាប់
 勤洗手/勤消毒



Masks onboard and while waiting for transit

Use la mascarilla a bordo y mientras espera en el transporte
 В салоне и транзитной зоне необходимо носить маску.
 Đeo khẩu trang khi lên tàu xe và khi chờ tàu xe
 Magsuot ng mask kapag nasa biyahe at habang naghihintay ng masasakyan
 대중교통 대기 및 탑승 시 마스크 착용
 គ្រូរំគិតពាក់ម៉ាស់កំលុងពេលនៅលើយន្តហោះ/និងពេលរង់ចាំប្លូយន្តហោះ
 等候或乘车时请佩戴口罩



Pierce Transit
 Connecting you with life

Appendix N Coach Poster COVID-19 Translation

APPENDIX F

Pierce Transit Service Performance Standards

2021 Minority and Low-Income Routes (PTBA)

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”.

2021 Pierce Transit High Minority and Low-Income Routes											
2015-2019 American Community Survey 5-Year Data Set											
Minority Block Groups						Low-Income Routes					
Route	Route Type	Total Revenue Miles	Total Miles in/adjacent to Minority BG	Minority Mileage (%)	High Minority Route	Route	Route Type	Total Revenue Miles	Total Miles in/adjacent to Poverty BG	Low Income Mileage (%)	Low Income Route
1	Trunk	37.1	20.8	56%	Yes	1	Trunk	37.1	30.3	81%	Yes
2	Trunk	23.9	16.6	69%	Yes	2	Trunk	23.9	19.6	82%	Yes
3	Trunk	22.5	21.7	96%	Yes	3	Trunk	22.5	13.9	62%	Yes
4	Trunk	28.0	17.0	61%	Yes	4	Trunk	28.0	16.8	60%	Yes
10	Urban	11.7	4.3	37%	Yes	10	Urban	11.7	6.9	59%	Yes
11	Urban	15.8	0.6	4%	No	11	Urban	15.8	3.6	23%	No
13	Urban	11.2	2.6	24%	No	13	Urban	11.2	3.0	27%	No
16	Urban	14.0	3.1	22%	No	16	Urban	14.0	6.7	48%	Yes
28	Urban	9.7	4.1	43%	Yes	28	Urban	9.7	7.4	77%	Yes
41	Urban	19.4	18.6	96%	Yes	41	Urban	19.4	11.7	60%	Yes
42	Urban	11.0	10.3	93%	Yes	42	Urban	11.0	6.9	63%	Yes
45	Urban	16.0	13.8	86%	Yes	45	Urban	16.0	12.5	78%	Yes
48	Urban	21.5	18.9	88%	Yes	48	Urban	21.5	17.6	82%	Yes
52	Urban	9.6	7.1	74%	Yes	52	Urban	9.6	2.8	29%	No
53	Urban	20.3	12.5	61%	Yes	53	Urban	20.3	12.2	60%	Yes
54	Urban	12.0	10.0	83%	Yes	54	Urban	12.0	8.4	71%	Yes
55	Urban	13.5	12.6	93%	Yes	55	Urban	13.5	9.9	73%	Yes
57	Urban	14.5	12.2	84%	Yes	57	Urban	14.5	11.1	76%	Yes
63	Express	23.2	18.2	78%	Yes	63	Express	23.2	7.4	32%	No
100	Suburban	34.7	2.1	6%	No	100	Suburban	34.7	5.0	14%	No
101	Community Connector	13.7	0.0	0%	No	101	Community Connector	13.7	3.3	24%	No
102	Express	43.3	14.9	34%	Yes	102	Express	43.3	15.1	35%	Yes
202	Urban	13.7	12.4	90%	Yes	202	Urban	13.7	10.9	79%	Yes
206	Urban	20.0	14.8	74%	Yes	206	Urban	20.0	17.4	87%	Yes
212	Urban	13.9	9.5	68%	Yes	212	Urban	13.9	5.4	39%	Yes
214	Urban	18.7	12.6	67%	Yes	214	Urban	18.7	6.6	35%	Yes
400	Suburban	25.3	5.9	23%	No	400	Suburban	25.3	13.9	55%	Yes
402	Urban	37.3	9.3	25%	No	402	Urban	37.3	16.1	43%	Yes
409	Suburban	16.8	5.0	30%	No	409	Suburban	16.8	9.9	59%	Yes
425	Community Connector	14.8	4.7	32%	No	425	Community Connector	14.8	7.8	53%	Yes
497	Express	10.7	5.6	53%	Yes	497	Express	10.7	3.0	28%	No
500	Urban	24.4	22.1	91%	Yes	500	Urban	24.4	14.4	59%	Yes
501	Urban	31.1	19.6	63%	Yes	501	Urban	31.1	9.4	30%	No
Total	33	653.5	363.6	56%	24	Total	33	653.5	346.7	53%	25
Minority (B03002)		ACS 5-Y 2013	ACS 5-Y 2018	ACS 5-Y 2019		Minority (B03002)		ACS 5-Y 2013	ACS 5-Y 2018	ACS 5-Y 2019	
SUM Est Total POP		557,550	592,262	602,074		SUM Est Total POP		214,345	223,980	227,708	
SUM Est Minority POP		196,640	225,220	231,334		SUM Est Minority POP		26,452	26,733	25,299	
Percent Total		35%	38%	38%		Percent Total		12%	12%	11%	

PIERCE TRANSIT PTBA BUS STOP AMENITY DISTRIBUTION (2021)					
Amenity	Low-Income (LI)	High-Minority (HM)	LI+HM	Non-LIHM	System Avg.
Accessible	294 (99%)	438 (99%)	700 (99%)	671 (99%)	2,103 (99%)
Benches	117 (14%)	171 (21%)	321 (39%)	221 (27%)	830 (39%)
With Shelters	88 (16%)	103 (19%)	214 (39%)	149 (27%)	554 (26%)
With Lights	14 (19%)	11 (15%)	33 (46%)	14 (19%)	72 (3%)
Trash Cans	132 (15%)	182 (21%)	353 (41%)	203 (23%)	870 (41%)
All Bus Stops	297 (14%)	440 (21%)	704 (33%)	672 (32%)	2,113 (100%)

Bus Stop Amenities: Bus stop amenities were examined to determine if the distribution of ADA accessible bus stops, benches, shelters, lights and trash cans do not create a disparate impact on minority populations, and no disproportionate burden on low-income populations. It was determined that LI + HM block groups meet the System averages in all categories, therefore there is no disparate impact nor disproportionate burden.

On-Time-Performance (OTP): As a network between 2018, 2019 and 2020, the system-wide OTP average was 83.5%. Because minority routes exceeded the system average by achieving 84.8% OTP, there is no disparate impact to minority populations. Low-income routes achieved 83.4% OTP during the same time period which was less than one tenth of a percent difference with the system average, there is no there is no disproportionate burden to low-income populations as it was within 5% of the system average.

On-Time-Performance System Average: (2018-2020):

#-RtName	On time	Early	Late
01 - 6th Ave / Pacific Ave	83.4%	2.3%	14.3%
02 - Bridgeport / S 19th St	81.3%	3.6%	15.1%
03 - South Tacoma Way	83.1%	1.5%	15.4%
04 - S 112th St	85.9%	1.6%	12.5%
10 - Pearl St	91.8%	0.4%	7.8%
11 - Pt. Defiance	75.8%	2.9%	21.2%
13 - N 30th St	91.8%	0.8%	7.3%
16 - N 21st /North End	76.7%	3.9%	19.4%
28 - S 12TH ST	87.4%	0.4%	12.3%
41 - 56th St/Salishan	82.5%	1.5%	16.0%
42 - McKinley	86.7%	0.7%	12.5%
45 - Yakima	89.2%	2.4%	8.3%
48 - Sheridan/M st	75.5%	2.2%	22.3%
52 - TCC Tac Mall	93.2%	0.6%	6.2%
53 - University Place	83.1%	1.6%	15.3%
54 - S 38th St/Portland	88.6%	0.8%	10.6%
55 - Parkland Tac Mall	83.4%	0.7%	15.9%
57 - Tacoma Mall	84.1%	3.0%	12.9%
63 - NE Tacoma	90.4%	4.5%	5.1%
100 - Purdy Gig Harbor TCC	89.7%	1.1%	9.2%
101 - Gig Harbor Trolley Service	87.3%	0.5%	12.1%
102 - Purdy Gig Harbor Tacoma Express	90.0%	4.5%	5.6%
202 - 72nd Street	86.1%	1.2%	12.7%
206 - Pacific Hwy/Tillicum/Madigan	76.8%	2.6%	20.7%
212 - Steilacoom	88.5%	0.8%	10.7%
214 - Washington	85.4%	0.6%	14.0%
400 - Puyallup/DowntownTacoma	86.5%	3.0%	10.5%
402 - Meridian/Federal Way	82.9%	0.4%	16.6%
409 - Puyallup/72nd	82.3%	0.4%	17.3%
425 - Puyallup Connector	85.9%	0.2%	13.9%
497 - Lakeland Hill connector	90.9%	0.9%	8.2%
500 - Federal Way	80.2%	2.9%	16.8%
501 - Milton Federal way	79.2%	2.4%	18.4%
Total	83.5%	1.9%	14.6%

On-Time-Performance **Minority Routes:** (2018-2020):

#-RtName	On time	Early	Late
01 - 6th Ave / Pacific Ave	84.6%	2.4%	13.0%
02 - Bridgeport / S 19th St	83.0%	3.4%	13.6%
03 - South Tacoma Way	84.2%	1.6%	14.2%
04 - S 112th St	85.8%	1.7%	12.5%
10 - Pearl St	92.0%	0.4%	7.6%
28 - S 12TH ST	87.4%	0.5%	12.1%
41 - 56th St/Salishan	84.5%	1.5%	14.0%
42 - McKinley	86.2%	0.6%	13.2%
45 - Yakima	89.3%	2.5%	8.2%
48 - Sheridan/M st	78.0%	2.3%	19.7%
52 - TCC Tac Mall	93.4%	0.6%	6.0%
53 - University Place	83.1%	1.6%	15.3%
54 - S 38th St/Portland	89.6%	1.2%	9.2%
55 - Parkland Tac Mall	83.9%	0.6%	15.5%
57 - Tacoma Mall	85.7%	2.9%	11.4%
63 - NE Tacoma	90.8%	3.8%	5.4%
102 - Purdy Gig Harbor Tacoma Express	90.0%	4.5%	5.6%
202 - 72nd Street	86.6%	1.3%	12.0%
206 - Pacific Hwy/Tillicum/Madigan	78.3%	3.2%	18.5%
212 - Steilacoom	89.6%	0.9%	9.6%
214 - Washington	86.6%	0.7%	12.7%
497 - Lakeland Hill connector	91.2%	1.7%	7.1%
500 - Federal Way	80.5%	3.0%	16.5%
501 - Milton Federal way	81.1%	2.4%	16.5%
Total	84.8%	2.0%	13.3%

On-Time-Performance **Low-Income Routes:** (2018-2020):

#-RtName	On time	Early	Late
01 - 6th Ave / Pacific Ave	83.4%	2.3%	14.3%
02 - Bridgeport / S 19th St	81.3%	3.6%	15.1%
03 - South Tacoma Way	83.1%	1.5%	15.4%
04 - S 112th St	85.9%	1.6%	12.5%
10 - Pearl St	91.8%	0.4%	7.8%
16 - N 21st/North End	76.7%	3.9%	19.4%
28 - S 12TH ST	87.4%	0.4%	12.3%
41 - 56th St/Salishan	82.5%	1.5%	16.0%
42 - McKinley	86.7%	0.7%	12.5%
45 - Yakima	89.2%	2.4%	8.3%
48 - Sheridan/M st	75.5%	2.2%	22.3%
53 - University Place	83.1%	1.6%	15.3%
54 - S 38th St/Portland	88.6%	0.8%	10.6%
55 - Parkland Tac Mall	83.4%	0.7%	15.9%
57 - Tacoma Mall	84.1%	3.0%	12.9%
102 - Purdy Gig Harbor Tacoma Express	90.0%	4.5%	5.6%
202 - 72nd Street	86.1%	1.2%	12.7%
206 - Pacific Hwy/Tillicum/Madigan	76.8%	2.6%	20.7%
212 - Steilacoom	88.5%	0.8%	10.7%
214 - Washington	85.4%	0.6%	14.0%
400 - Puyallup/DowntownTacoma	86.5%	3.0%	10.5%
402 - Meridian/Federal Way	82.9%	0.4%	16.6%
409 - Puyallup/72nd	82.3%	0.4%	17.3%
425 - Puyallup Connector	85.9%	0.2%	13.9%
500 - Federal Way	80.2%	2.9%	16.8%
Total	83.4%	1.9%	14.7%

APPENDIX G Transit Service Monitoring Table

Route Characteristics			Minority Block Groups			Low Income Block Groups			Efficiency			Headway						4/2018-5/2021 Overcrowding						4/2018-5/2021 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-Weekday	Std.	Meets Standard	Peak Period Seat Load (%)	Std.	Meets Standard	Off-Peak Seat Load (%)	Std.	Meets Standard	OTD	Std.	Meets Standard
1	Trunk	37.1	20.8	56%	Yes	30.3	81%	Yes	24	20	Yes	15	15	Yes	15	30	Yes	55.3%	100%	Yes	51.2%	100%	Yes	86.6%	85%	Yes
2	Trunk	23.9	16.6	69%	Yes	19.6	82%	Yes	22	20	Yes	20	15	No	20	30	Yes	40.3%	100%	Yes	37.5%	100%	Yes	84.3%	85%	No
3	Trunk	22.5	21.7	96%	Yes	13.9	62%	Yes	19	20	No	30	15	No	30	30	Yes	43.7%	100%	Yes	35.2%	100%	Yes	85.2%	85%	Yes
4	Trunk	28.0	17.0	61%	Yes	16.8	60%	Yes	17	20	No	30	15	No	30	60	Yes	32.8%	100%	Yes	28.6%	100%	Yes	89.0%	85%	Yes
10	Urban	11.7	4.3	37%	Yes	6.9	59%	Yes	19	15	Yes	30	30	Yes	30	60	Yes	26.7%	100%	Yes	22.0%	100%	Yes	81.6%	85%	No
11	Urban	15.8	0.6	4%	No	3.6	23%	No	12	15	No	30	30	Yes	30	60	Yes	28.8%	100%	Yes	21.2%	100%	Yes	81.7%	85%	No
13	Urban	11.2	2.6	24%	No	3.0	27%	No	9	15	No	30	30	Yes	60	60	Yes	17.2%	100%	Yes	14.9%	100%	Yes	92.8%	85%	Yes
16	Urban	14.0	3.1	22%	No	6.7	48%	Yes	19	15	Yes	30	30	Yes	30	60	Yes	27.5%	100%	Yes	24.8%	100%	Yes	81.9%	85%	No
28	Urban	9.7	4.1	43%	Yes	7.4	77%	Yes	21	15	Yes	30	30	Yes	30	60	Yes	24.1%	100%	Yes	19.4%	100%	Yes	91.0%	85%	Yes
41	Urban	19.4	18.6	96%	Yes	11.7	60%	Yes	23	15	Yes	30	30	Yes	30	60	Yes	36.5%	100%	Yes	31.3%	100%	Yes	73.5%	85%	No
42	Urban	11.0	10.3	93%	Yes	6.9	63%	Yes	15	15	Yes	30	30	Yes	30	60	Yes	23.6%	100%	Yes	20.8%	100%	Yes	76.0%	85%	No
45	Urban	16.0	13.8	86%	Yes	12.5	78%	Yes	13	15	No	30	30	Yes	30	60	Yes	24.0%	100%	Yes	18.5%	100%	Yes	93.1%	85%	Yes
48	Urban	21.5	18.9	88%	Yes	17.6	82%	Yes	22	15	Yes	30	30	Yes	30	60	Yes	40.0%	100%	Yes	33.7%	100%	Yes	79.8%	85%	No
52	Urban	9.6	7.1	74%	Yes	2.8	29%	No	24	15	Yes	30	30	Yes	30	60	Yes	32.1%	100%	Yes	27.9%	100%	Yes	95.3%	85%	Yes
53	Urban	20.3	12.5	61%	Yes	12.2	60%	Yes	15	15	Yes	30	30	Yes	30	60	Yes	28.6%	100%	Yes	25.3%	100%	Yes	89.3%	85%	Yes
54	Urban	12.0	10.0	83%	Yes	8.4	71%	Yes	26	15	Yes	30	30	Yes	30	60	Yes	29.0%	100%	Yes	24.4%	100%	Yes	75.3%	85%	No
55	Urban	13.5	12.6	93%	Yes	9.9	73%	Yes	23	15	Yes	30	30	Yes	30	60	Yes	28.3%	100%	Yes	26.9%	100%	Yes	88.9%	85%	Yes
57	Urban	14.5	12.2	84%	Yes	11.1	76%	Yes	21	15	Yes	30	30	Yes	30	60	Yes	30.8%	100%	Yes	35.7%	100%	Yes	85.5%	85%	Yes
63	Express	23.2	18.2	78%	Yes	7.4	32%	No	4	15	No	60	30	No	70	--	Yes	26.8%	100%	Yes	9.0%	100%	Yes	90.6%	85%	Yes
100	Suburban	34.7	2.1	6%	No	5.0	14%	No	11	10	Yes	60	60	Yes	60	60	Yes	43.4%	100%	Yes	34.7%	100%	Yes	73.4%	85%	No
101	Community Connector	13.7	0.0	0%	No	3.3	24%	No	9	10	No	30	--	Yes	30	--	Yes	14.4%	100%	Yes	15.8%	100%	Yes	86.3%	85%	Yes
102	Express	43.3	14.9	34%	Yes	15.1	35%	Yes	7	15	No	30	60	Yes	--	--	Yes	41.2%	100%	Yes	17.6%	100%	Yes	78.9%	85%	No
202	Urban	13.7	12.4	90%	Yes	10.9	79%	Yes	26	15	Yes	30	30	Yes	30	60	Yes	34.4%	100%	Yes	31.1%	100%	Yes	84.1%	85%	No
206	Urban	20.0	14.8	74%	Yes	17.4	87%	Yes	17	15	Yes	30	30	Yes	30	60	Yes	38.2%	100%	Yes	33.5%	100%	Yes	84.5%	85%	No
212	Urban	13.9	9.5	68%	Yes	5.4	39%	Yes	16	15	Yes	30	30	Yes	30	60	Yes	29.5%	100%	Yes	24.0%	100%	Yes	82.4%	85%	No
214	Urban	18.7	12.6	67%	Yes	6.6	35%	Yes	13	15	No	30	30	Yes	30	60	Yes	23.0%	100%	Yes	23.3%	100%	Yes	84.5%	85%	No
400	Suburban	25.3	5.9	23%	No	13.9	55%	Yes	11	10	Yes	30	60	Yes	60	60	Yes	26.8%	100%	Yes	24.8%	100%	Yes	77.5%	85%	No
402	Urban	37.3	9.3	25%	No	16.1	43%	Yes	12	15	No	30	30	Yes	30	60	Yes	25.0%	100%	Yes	27.6%	100%	Yes	68.3%	85%	No
409	Suburban	16.8	5.0	30%	No	9.9	59%	Yes	10	10	Yes	60	60	Yes	60	60	Yes	14.5%	100%	Yes	15.0%	100%	Yes	75.7%	85%	No
425	Community Connector	14.8	4.7	32%	No	7.8	53%	Yes	3	10	No	30	--	Yes	30	--	Yes	18.8%	100%	Yes	19.6%	100%	Yes	79.1%	85%	No
497	Express	10.7	5.6	53%	Yes	3.0	28%	No	19	15	Yes	20	30	Yes	60	--	Yes	72.6%	100%	Yes	56.1%	100%	Yes	84.0%	85%	No
500	Urban	24.4	22.1	91%	Yes	14.4	59%	Yes	17	15	Yes	30	30	Yes	30	60	Yes	36.9%	100%	Yes	37.4%	100%	Yes	86.8%	85%	Yes
501	Urban	31.1	19.6	63%	Yes	9.4	30%	No	11	15	No	60	30	No	60	60	Yes	27.9%	100%	Yes	23.6%	100%	Yes	88.2%	85%	Yes

APPENDIX H

Board Approval of 2021 Transit Service Monitoring

RESOLUTION NO. 2021-010

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Approving the Transit Service Monitoring
2 Results Contained Within the 2021 Title VI Program Submittal to the Federal Transit Administration
3

4 WHEREAS, pursuant to Title VI of the Civil Rights Act, the Federal Transit Administration (FTA) prohibits
5 discrimination based on race, color, or national origin; and

6 WHEREAS, Pierce Transit seeks to ensure that the level and quality of public transportation service is
7 provided in a non-discriminatory manner without regard for race, color or national origin; and

8 WHEREAS, Pierce Transit is a recipient of federal funds and operates more than 50 fixed-route vehicles
9 in an area with greater than 200,000 population and is therefore required to demonstrate compliance with FTA
10 Circular 4702.1B by conducting transit service monitoring every three years; and

11 WHEREAS, Pierce Transit conducts transit service monitoring to gain a measure and an understanding
12 of how the Agency is performing against certain standards in areas with high minority and low-income
13 populations; and

14 WHEREAS, the 2021 transit service monitoring results show the Agency is serving minority and low-
15 income populations in a manner consistent with how the Agency provides service to everyone, which results
16 in a finding of no disparate impact to minority populations nor disproportionate burden to low-income
17 populations; and

18 WHEREAS, Circular 4702.1B requires the Title VI transit service monitoring results to be considered and
19 approved by the Pierce Transit Board of Commissioners; and

20 WHEREAS, the Board of Commissioners considered the contents of the Title VI transit service monitoring
21 results at its meeting held September 13, 2021; and

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

23 Section 1. The Board of Commissioners approves the transit service monitoring results contained
24 within the 2021 Title VI Program Submittal to the Federal Transit Administration as presented in Exhibit A.

25 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
26 the 13th day of September 2021.
27

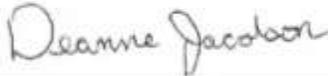
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PIERCE TRANSIT

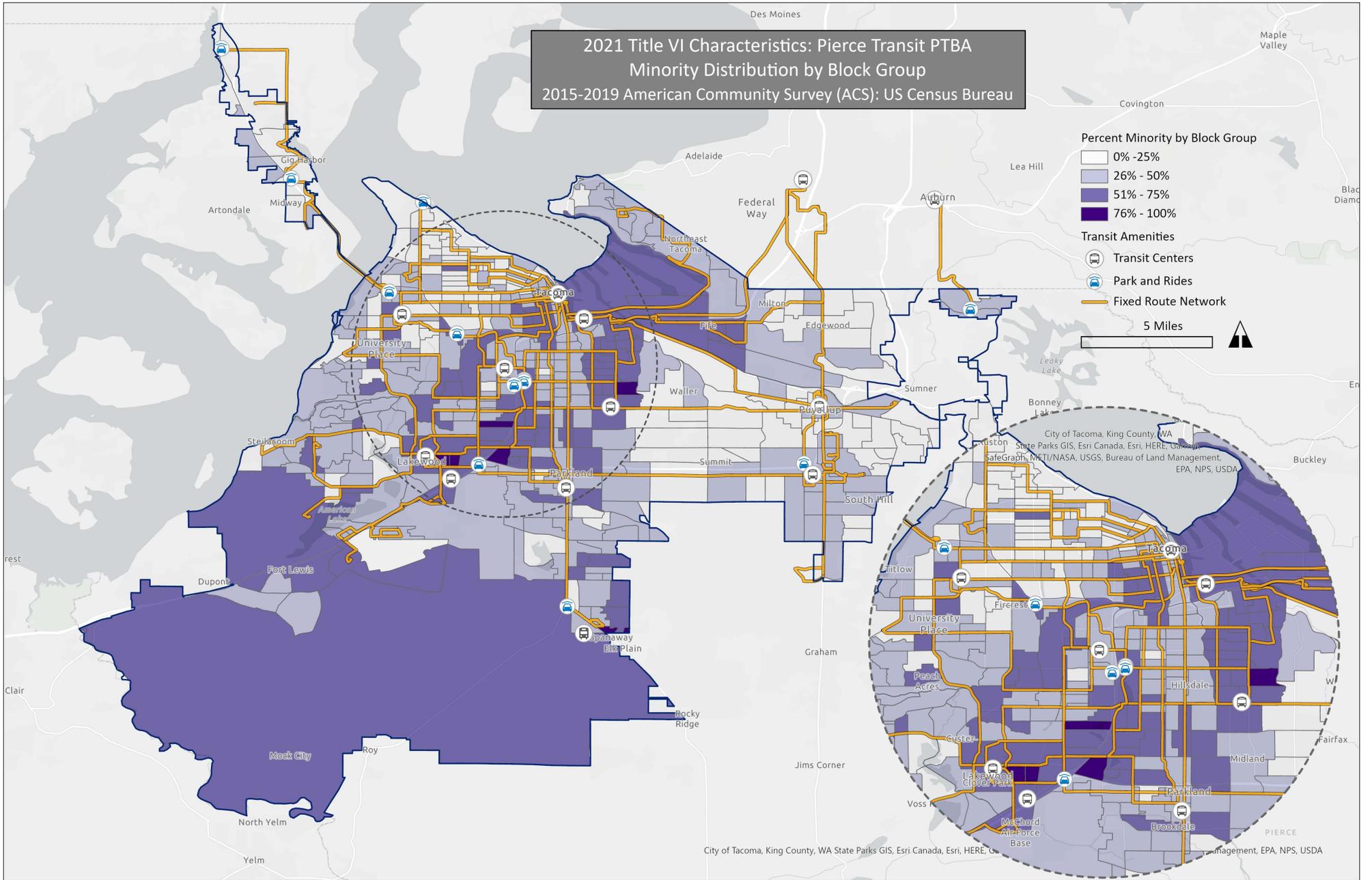


Marty Campbell, Chair
Board of Commissioners

ATTEST/AUTHENTICATED



Deanne Jacobson, CMC
Clerk of the Board



Appendix I Pierce Transit Title VI Policies

Effective Date: July 1, 2015

Review Due: July 1, 2019

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

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

RESOLUTION NO. 13-003

1 A RESOLUTION of the Board of Commissioners of Pierce Transit
2 Authorizing Approval of Major Service Change Policy, Disparate
3 Impact Policy, and Disproportionate Burden Policy
4

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

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

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

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

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

24 WHEREAS, public meetings were held on February 5, 2013 at Sheridan Elementary School,
25 5317 McKinley Ave., Tacoma, and February 6, 2013 at Centro Latino, 1208 S 10th St., Tacoma, to share
26 information about the proposed policies and public hearing. These meeting locations are along existing
27 Pierce Transit routes in areas identified with high minority and low income populations; and

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

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

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

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

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

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

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



Marilyn Strickland, Chairman
Board of Commissioners

ATTEST:



Barbara B. Schatz, CMC
Acting Clerk of the Board

RESOLUTION NO. 13-003
PAGE 2

RESOLUTION NO. 14-008

1 A RESOLUTION of the Board of Commissioners of Pierce Transit authorizing Amendments to
2 Chapter 1.60 - Public Hearing Procedures - of the Pierce Transit Code
3

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

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

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

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

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

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

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

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

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

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

1 **1.60.010 - Legal communication requirements.**

- 2 A. Pierce Transit will hold a public hearing when any fare changes lasting longer than a 6-
3 month demonstration period are proposed or any major service changes are proposed. For
4 purposes of this section A major service changes shall be defined as any change in service
5 lasting 12 months or more on any individual route that would add or eliminate more than
6 twenty percent or more of the route revenue miles or twenty percent or more of the route
7 revenue service hours. All major service changes and all non-demonstration, system-wide,
8 fare changes will be subject to an equity analysis which includes an analysis of adverse
9 effects on minority and low income populations.
- 10
- 11 B. Pierce Transit will publicize the hearing in a major newspaper with general circulation in
12 the urbanized area of Pierce County and other newspapers which are directed at
13 specifically affected groups. Legal notices will be advertised at least 7 calendar days and
14 not more than 14 calendar ~~20 and~~ 5 days in advance of the hearing date.
- 15
- 16 C. Beyond these legal notice requirements, both before and after a public hearing, Pierce
17 Transit will take other appropriate steps to alert riders, notify the community, and inform
18 staff and other stakeholders of any fare or major service changes. Along with any legal
19 notice, Pierce Transit will publish the legal notice and the proposed fare change(s) or
20 major service change(s) on Pierce Transit's website.
- 21

22 ~~**1.60.020 Beyond legal requirements—Before public hearing:**~~

23 It is the intent of Pierce Transit to:

- 24 A. ~~Distribute a rider alert on all affected bus routes and shuttle vans 2 weeks in~~
25 ~~advance of the hearing date;~~
- 26 B. ~~Issue a news release to all local media;~~
- 27 C. ~~Update Pierce Transit's Hotline, TDD line and telephone information "closed"~~
28 ~~message line~~

29 ~~**1.60.030 Beyond legal requirements—After public hearing:**~~

30 It is the intent of Pierce Transit to:

- 31 A. ~~Notify customer services representatives, administrative services staff and coach~~
32 ~~operators when proposed changes become official;~~
- 33 B. ~~Distribute a rider alert regarding an approved change in fares or services on all~~
34 ~~affected bus routes and shuttle vans 2 weeks prior to implementation date of~~
35 ~~changes;~~
- 36 C. ~~Issue news releases to all local media prior to implementation date;~~
- 37 D. ~~Update Pierce Transit's Hotline, TDD line and telephone information "closed"~~
38 ~~message line.~~
- 39

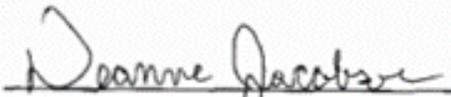
1 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
2 the 10th day of March, 2014.

3
4 PIERCE TRANSIT

5 

6
7 Rick Talbert, Chair
8 Board of Commissioners
9
10

11 ATTEST/AUTHENTICATED

12 

13
14 Deanne Jacobson
15 Clerk of the Board
16
17



APPENDIX K

Service and Fare Change Equity Analyses Conducted between 2018 and 2021

-New Spanaway Transit Center June 2020 - 2021
Pg. 135

-Emergency Service Reductions due to COVID-19
Pandemic: March 2020–March 2021
Pg. 143

-Proposed NE Tacoma Service Changes for
September 2019
Pg. 158

III. Title VI Compliance

Transit Centers

According to Pierce Transit's design standards, 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.

Appropriate roadway and development improvements in the vicinity of transit centers shall include:

- Sidewalks and roadway crossings to provide pedestrian access from all area neighborhoods
- 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
- Provision of bicycle facilities that link the transit center with surrounding neighborhoods
- Street lighting that illuminates pedestrian approaches to the transit center
- Encouragement of major new retail and office construction (i.e., high-rise construction is especially appropriate when undertaken in the vicinity of transit centers)
- 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

Generally, transit services provided at transit centers is of sufficient quality that a significant percentage of the employees at any business located within walking distance of the transit center can utilize transit for their commute. Accordingly, it is appropriate to lower the number of employee-related parking spaces provided, which are often mandated in such developments.

FTA Compliance

Pierce Transit has determined that the appropriate selection of the Spanaway Transit Center falls under the provisions in Chapter III-13 of FTA Circular 4702.1B:

13. DETERMINATION OF SITE OR LOCATION OF FACILITIES. Title 49 CFR Section 21.9(b)(3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or

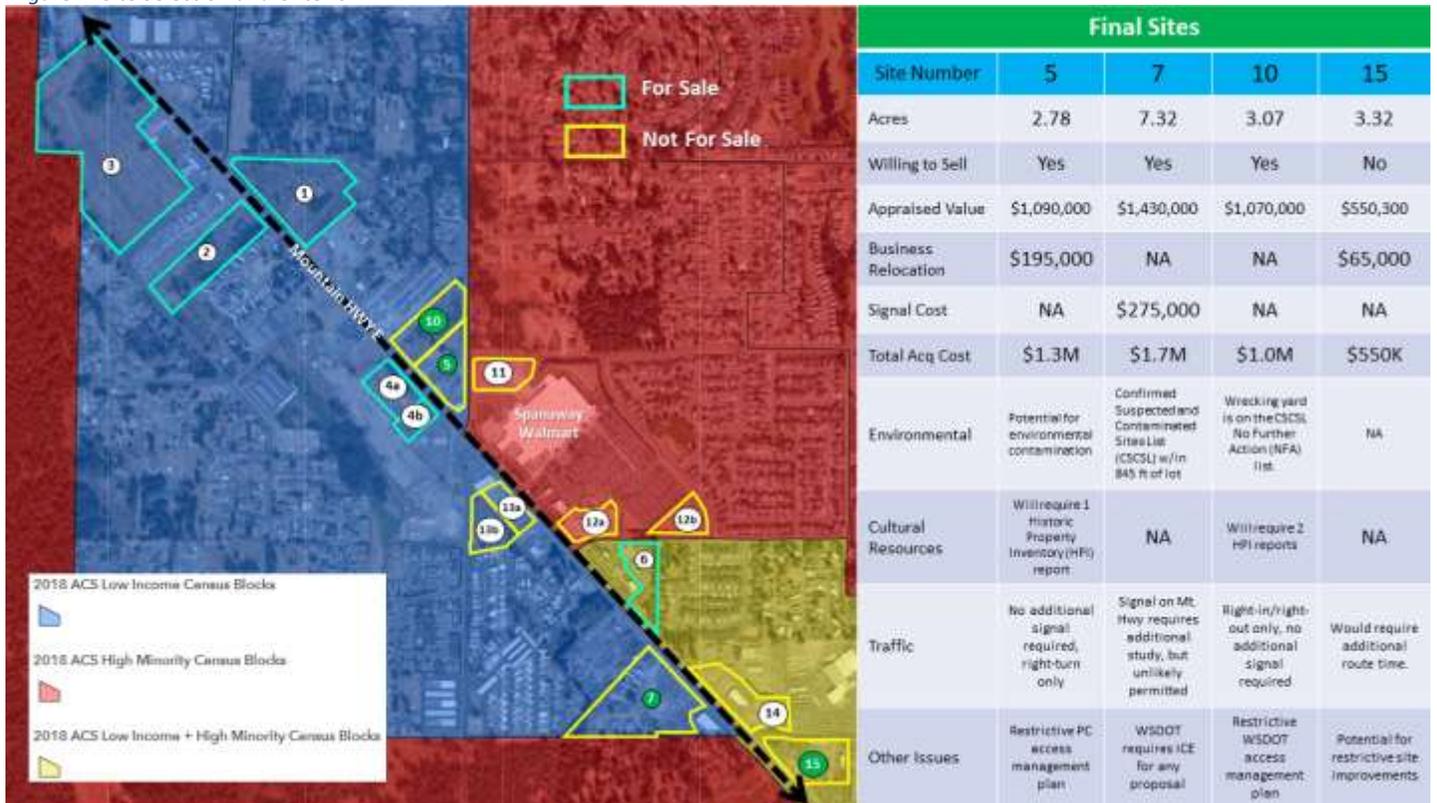
substantially impairing the accomplishment of the objectives of the Act or this part.” Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

Therefore, Pierce Transit is required to conduct a Title VI equity analysis to ensure the location is selected without regard to race, color, or national origin. Per the guidance in the FTA Circular, this analysis must:

- Include outreach to persons potentially impacted by the siting of the facility;
- Compare impacts of various siting alternatives;
- Determine if cumulative adverse impacts might result due to the presence of other facilities with similar impacts in the area; and
- Occur before the selection of the preferred site.

If disparate impacts are identified, the least discriminatory alternative must be implemented.

Figure 2: Site Selection and Criterion



Site Selection Process

During 2019, Pierce Transit completed a site selection process to locate a suitable property for the transit center. The process identified 15 sites along the SR7 corridor within about a half mile of the existing terminus of the Route 1 at the Spanaway Wal-Mart. The initial sites identified were a minimum of about three acres and could be acquired by early 2020. The sites were then reviewed using more detailed criteria, including:

- Access to a Signalized Intersection
- Vehicle Access and Circulation
- Site Cost
- Existing Site Development/Business Relocation
- Proximity to Route 1 Terminus
- Site Topography
- Size of Site
- Visibility from SR7
- Pedestrian and Bike Access
- Zoning/Land Use
- Potential for Hazardous Materials
- Site Availability
- Potential for Shared Use
- Availability of Water Utilities
- Availability of Sewer Utilities

Eight sites were eliminated based on the initial review. Conceptual designs were prepared for the remaining seven sites to more fully examine for any fatal flaws, especially related to the key criteria for a transit facility – access. More sites were eliminated during this second round of review. Staff held meetings with Pierce County and WSDOT to further examine access and other issues related to the remaining four sites and two more sites were eliminated, leaving two finalist sites: Site 7 and Site 10. Of the two sites, the recommended site is significantly larger, is located south of the Route 1 terminus and at the edge of the PTBA and has a willing seller. The site was not initially listed for sale, but the owner had indicated they were getting the site ready to put on the market.

V. Alternatives Equity Analysis

While the siting criteria was used to narrow the candidates down to Sites 5, 7, 10 & 15, Pierce Transit analyzed area demographics to ensure that this did not result in disparate treatment on the basis of race, color, or national origin. As shown in Table 1 and Figure 2, the proposed facility is located in a block group that is 25.3% minority – below the Pierce Transit service area average of 36.8%.

Pierce Transit also compared the sites across three additional factors for the purpose of evaluating the relative equity impacts: who would be impacted by each respective site selection; whether either would displace residents or business; and any cumulative impacts from the presence of similar facilities in the area. The results are shown in Table 1.

Table 1: Equity Impact Comparison of Potential Sites				
2018 PTBA Average Minority: 36.8% (PT Disparate Impact Threshold 10%)				
2018 PTBA Average Low-Income: 13% (PT Disproportionate Burden Threshold 5%)				
	Site 5	Site 7	Site 10	Site 15
% Minority	25.3%	25.3%	25.3%	69%
% Low Income	22%	22%	22%	19%
Displacement Impacts	NA	NA	NA	NA
Other Similar Facilities Approximate to final site	4a-4b-10-11	6-14-15	4a-4b-5-11	7-14
Source: US Census Bureau 2014-2018 ACS 5 Year Data Set				

Pierce Transit’s policy (fare and service) 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. 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 this case, there is an adverse effect because the final site selected (site 7), along with sites 5 and 10, are in

census block groups that have lower than average minority populations by a margin greater than 10%. However, the analysis shows that Route 1 was not serving an area with a high minority population along the Mountain HWY E corridor. In an attempt to select a site that would have the least discriminatory alternative possible, extending Route 1 to reach site 7 would begin to serve a high minority + low-income block group. Site 7 was highly considered for its operational and cost advantages, its adjacency to underserved population groups and its ability to conform to our design guidelines for transit centers, i.e. trunk routes (Route 1) will bypass transit centers unless the center is directly along the line of travel. Although sites 14 and 15 were both located in a high-minority + low-income block group, they were suboptimal locations due to high costs to relocate business, circulation challenges, and significant development restrictions.

In terms of potential cumulative impacts, Site 7 was used as a dismantling operation for mobile home storage/dumping area since ~2002. Historical aerials indicate that the site has been partially used as overflow storage for an adjacent wrecking yard.

What differs between the sites, however, is the implication for Pierce Transit operations for High Capacity Transit. Site 7 is a good terminus location and provides for the Walmart stop to continue to be served, but with an enhanced transit station. There would be no business relocation requirements and the site is large enough for future expansion. Selection of Site 15, on the other hand, would increase travel times to reach many Pierce Transit customers in the area as it is not as centrally located. An increase in travel times would lead to increased costs and potential environmental impacts, as well as service concerns.

Thus, Pierce Transit has selected Site 7 as the preferred location for the Spanaway Transit Center.

VI. Community Outreach

On March 26, 2019 Pierce Transit asked for feedback on BRT station locations, but no specifics were made to the STC. There were four comments in the vicinity to the Spanaway Transit Center site 8th Ave/Mountain HWY E. that stated that a station would benefit the end user. There were not specific comments on the proposed Spanaway Transit Center.

BRT Related Public Meetings (May 30, 2018 – December 16, 2020)

Type	Attendees/Unique Pageviews	Comments
Open House	97	10
Public Hearing	NA	31
BRT Webpage	12,245	NA
Virtual Open House	1,189	63
Bus Station Feedback Tool	912	114
BRT Email	NA	30
BRT Mailer Comment Cards	NA	24
Total	14,443	272

Public and Legal Notice*

- December 23, 2020: Notice of Application and Public Meeting Notice, was sent to property owners within a radius of 300 feet, but not less than two parcels deep, around the exterior boundaries of the subject property.
- December 30, 2020: The site was posted with a Public Notice sign, confirmed with a Declaration of Posting.
- February 17, 2021: Legal Notice was published in the official County newspaper (The News Tribune), advertising the public meeting to be held by the Parkland-Spanaway Midland Advisory Commission.
- March 24, 2021: Legal Notice was published in the official County newspaper (The News Tribune), advertising the public meeting to be held by the Parkland-Spanaway-Midland Advisory Commission.
- March 29, 2021: Public Meeting Notices were sent to property owners within a radius of 300 feet, but not less than two parcels deep, around the exterior boundaries of the subject property advertising the 2nd public meeting to be held by the Parkland-Spanaway-Midland Advisory Commission.

**This section was added June 2021 to include public notice information about the project.*

Vicinity Map



Pierce County Staff Comments:

County staff has reviewed the proposal for compliance with all applicable policies, codes, and regulations. The County finds, based on an initial project review, that the proposal appears to be consistent with the applicable codes and regulations and staff will be recommending approval of the proposal, subject to conditions.

- As proposed, staff did not find that the proposal conflicts with goals or policies in the Parkland-Spanaway-Midland Community Plan Notice posted at Site 7 regarding potential change in use of site.
- To date, the County has not received any comments from nearby property owners in response to the notice of application that was mailed to neighboring property owners

VII. Conclusion

This equity analysis has aimed to guide Pierce Transit on selecting a Spanaway Transit Center location that does not result in disparate impacts on the basis of race, color, or national origin nor a disproportionate burden on low-income households. The process by which Pierce Transit identified and narrowed down potential sites for the facility was based on property size, geographic proximity to the service area, and transportation accessibility based on Pierce Transit design standards for the placement of transit centers. Although the final site is in a low-income block group, it does not meet the 10% margin for high-minority populations based PTBA averages. A resolving approach will extend trunk Route 1 from its existing terminus (Walmart parking lot), to the final site which is juxtaposed to a low-income (LI) + high-minority (HM) block group. This least discriminatory alternative provides better access for LIHM populations to the Spanaway Transit Center, while maintaining service at the Walmart stop location (future BRT station). Given these measures, the analysis of potential equity impacts, and the community outreach, constructing the new Park and Ride facility at the proposed Spanaway site 7, overcomes any apparent disparate impacts and disproportionate burdens.

Pierce Transit

Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

Emergency Service Reductions due to COVID-19 Pandemic: March 2020 – March 2021

March 2021

Pierce Transit – Planning & Scheduling Dept.

PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS
EMERGENCY SERVICE REDUCTIONS DUE TO COVID-19 PANDEMIC
MARCH 2020 AND MARCH 2021

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PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

EMERGENCY SERVICE REDUCTIONS DUE TO COVID-19 PANDEMIC

MARCH 2020 AND MARCH 2021

1. INTRODUCTION

- Title VI of the Civil Rights Act of 1964 prohibits discrimination on 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 a Title VI analysis of changes to fixed route bus service throughout the Pierce Transit benefit area as a result of emergency service reductions implemented due to the COVID-19 pandemic and beyond, until such time that fixed route bus service can be restored back to pre-pandemic levels. Emergency service changes made between March 2020 and planned service for March 2021 constitute a major service change under FTA Title VI Service Equity rules and require analysis to evaluate impacts on transit riders as the result of service reductions.

2. BACKGROUND

- When the COVID-19 pandemic began in March 2020, Pierce Transit had to rapidly respond, modifying and reducing service levels 3 times over 8 weeks and eventually cutting service by about one-third from pre-COVID levels. Six routes were suspended temporarily, and many routes were operating on vastly reduced schedules under emergency service levels.
- In May 2020, as the situation stabilized, Pierce Transit was able to restore some service, back to 80 percent of pre-COVID levels.
- In September 2020, the agency restored service to about 90 percent of what existed before COVID.
- All the changes had to occur quickly, responding to ridership levels, available revenues and resources and State mandates for social distancing, while providing as much transit service as possible.
- March 2021 is the next regularly scheduled service change. As Pierce Transit plans for this next level of service, projected sales tax revenues, lower ridership, reduced fare revenues, and State mandated passenger-load maximums due to the COVID pandemic affect the amount of service that can be provided. Available service hours for the March 2021 service change will be at about 90 percent of what existed before COVID. The March 2021 service plan identifies reductions in span and frequency on five local bus routes, and elimination of one local express route.
- Emergency service changes made between March 2020 and planned service for March 2021 constitute a major service change under FTA Title VI Service Equity rules and require analysis to evaluate impacts on transit riders as the result of service reductions. Appendix 7.1 highlights the 6 routes which meet the threshold for major service changes.

2.1 ACTION

- Throughout the course of the pandemic, Pierce Transit Staff aimed to maintain service on higher-ridership days and trips while also considering affects to regional access and impacts to low income and minority communities. Datasets that aided in this decision-making include: annualized route productivity, daily ridership trends (both prior to and during the pandemic), and 2018 ACS Census Block data for minority and low-income populations within the service area.
- To inform the public of the changes in service, staff issued press releases, rider alerts, and utilized technology to communicate changes throughout the rapidly changing pandemic.
- Routes having any change in service that added or eliminated more than twenty percent of the route revenue miles or twenty percent of the route revenue hours were identified as major service changes and noted as to the type of change in service (see Appendix 7.1).
- Five routes were identified as having span and frequency changes greater than twenty percent, and one route was identified for elimination (see map in Appendix 7.2).
- An equity analysis was performed on these six routes, to identify and evaluate adverse effects on minority and low-income populations.
- Results of the analysis for each route evaluated is contained in this report, showing the percentage of burden borne by minority and low-income populations.

3. TITLE VI POLICIES AND 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 population² 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

² Minority Population – Persons identifying themselves as a race other than white or of Hispanic origin, self-reported in the U.S. Census.

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-income³ 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.

4 **METHODOLOGY**

Once routes with major service changes were identified, Pierce Transit Staff used Remix (www.remix.com) to aid in further Title VI analysis. Remix allows users to easily calculate the demographic information within a quarter mile of a route’s stops using the following steps:

- 5 Get the population near a route, including its low income and minority percentage.

³ **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 2018 the poverty limit was \$25,100 for a family of four.

- For each route, build a shape that represents the area within quarter mile of any of its stops.
- Intersect the catchment area with 2014-2018 ACS Census data. Get a list of block groups and the percentage overlap with each.
- For each block group, take the percentage of overlap and multiply it by the block group's statistics.

Get the population, minority population, and low income population for each group and sum them together. This is the total population a route could serve.

Pierce Transit staff then used the following steps to estimate potential impacts to low-income and minority populations served by each route. Calculations can be found in section 5 of this report.

- 6 Compare the number of people-trips, before and after.
 - Multiply the population near a route times the number of trips it makes (per year) to get "people-trips".
 - Repeat for low-income and minority populations to get "low income people-trips" and "minority people trips".
 - Compare these numbers between the before and after versions of the route, to get a set of people-trip differences.
- 7 Get the total difference in people-trips across the transit system.
 - Repeat the process above for every route in the transit system.
 - Sum together the difference in people trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.
- 8 Calculate the change borne by low-income and minority populations.
 - Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
 - Repeat for minority people-trips.
- 9 Compare the percentage change to the average in the service area.
 - Calculate the average percentage of low-income and minority populations across the entire service area.
 - Subtract from the change borne by those populations.

- Get two final numbers: the delta between the impact this set of transit changes had on low income and minority populations compared to any average change.

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

Pierce Transit is required to evaluate changes to span and frequency as separate categories in order to determine whether disparate impacts or disproportionate burdens exist at a systematic level under each category. Conversely, changes to routing—in this case, route elimination—is required to be analyzed on a route-by-route basis to determine disparate impacts/disproportionate burdens.

5.1 SPAN CHANGES

Table 5-1 describes changes in service span levels on Routes 13, 63, 402 and 425. The table estimates populations within a quarter-mile of stops, and then multiplies those populations by the number of trips added or reduced by the service change. A weighted average is calculated to determine the net impact to minority and low-income populations.

Table 5-1: Routes Experiencing a Change in Service Span and Impact to Low-Income and Minority Populations

Route	MARCH 2020				MARCH 2021				Difference				Change in Annual Trips	Trip Count Change from Original	
	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income			Change Borne by Minorities
13	13,975	13.50%	26.70%	6,912	13,975	13.50%	26.70%	2,048	-67,974,400	-9,176,544	-18,149,165	14%	27%	-4,864	-70%
63	9,399	12.80%	40.50%	2,304	9,399	12.80%	40.50%	1,024	-12,030,720	-1,539,932	-4,872,442	13%	41%	-1,280	-56%
402	26,200	10.70%	31.50%	15,939	26,200	10.70%	31.50%	9,618	-165,610,200	-17,720,291	-52,167,213	11%	32%	-6,321	-40%
425	11,155	11.10%	28.30%	9,892	11,155	11.10%	28.30%	3572	-70,499,600	-7,825,456	-19,951,387	11%	28%	-6,320	-64%
Total									-316,114,920	-36,262,223	-95,140,206				

	Low Income	Minority
Change Borne By	11.5%	30.1%
PTBA Average	12.9%	38.0%
Difference	-1.4%	-7.9%

5.2 FREQUENCY CHANGES

Table 5-2 describes changes in service frequency levels on Routes 13, 63, 212, 402 and 425. Using the same methods for measuring span changes, a weighted average is calculated to determine the net impact to minority and low-income populations.

Table 5-2: Routes Experiencing a Change in Service Frequency and Impact to Low-Income and Minority Populations

Route	MARCH 2020				MARCH 2021				Difference				Change in Annual Trips	Trip Count Change from Original	
	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income			Change Borne by Minorities
13	13,975	13.50%	26.70%	6,912	13,975	13.50%	26.70%	2,048	-67,974,400	-9,176,544	-18,149,165	14%	27%	-4,864	-70%
63	9,399	12.80%	40.50%	2,304	9,399	12.80%	40.50%	1,024	-12,030,720	-1,539,932	-4,872,442	13%	41%	-1,280	-56%
212	9,262	15.80%	42.90%	17,201	9,262	15.80%	42.90%	16,174	-9,512,074	-1,502,908	-4,080,680	16%	43%	-1,027	-6%
402	26,200	10.70%	31.50%	15,939	26,200	10.70%	31.50%	9,618	-165,610,200	-17,720,291	-52,167,213	11%	32%	-6,321	-40%
425	11,155	11.10%	28.30%	9,892	11,155	11.10%	28.30%	3,572	-70,499,600	-7,825,456	-19,951,387	11%	28%	-6,320	-64%
Total									-325,626,994	-37,765,131	-99,220,886				

	Low Income	Minority
Change Borne By	11.6%	30.5%
PTBA Average	12.9%	38.0%
Difference	-1.3%	-7.6%

5.3 ROUTE ELIMINATION

Through its elimination, Route 102 was the only route to undergo changes to routing. Table 5-5 illustrates the impact to minority and low-income populations served by route 102. See Appendix 7.3 for a map of Route 102.

Table 5-3: Routes Experiencing Elimination and Impact to Low-Income and Minority Populations

	MARCH 2020				MARCH 2021				Difference						
Route	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income	Change Borne by Minorities	Change in Annual Trips	Trip Count Change from Original
102	8,642	26.30%	35.40%	3,072	0	0%	0%	0	-26,548,224	-6,982,183	-9,398,071	26%	35%	-3,072	-100%
Total									-26,548,224	-6,982,183	-9,398,071				

	Low Income	Minority
Change Borne By	26.3%	35.4%
PTBA Average	12.9%	38.0%
Difference	13.4%	-2.6%

5.4 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.

Of the population affected by proposed changes to service **span**, 30.1% is minority (Table 5.1). This is 7.9% less than the system average minority population of 38%. This difference is less than 10%, and therefore there is no disparate impact due to changes in service span. Similarly, 30.5% of the population affected by changes to **frequency** is minority (Table 5.2), 7.6% less than the system average. Because this difference is also less than 10%, there is no disparate impact due to changes in frequency. Finally, with a 35.4% minority population affected by the proposed **elimination** of Route 102 (Table 5.3), 2.6% less than the system average, this also does not qualify as a disparate impact.

5.5 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.

Of the population affected by proposed changes to service **span**, 11.5% is low income (Table 5.1). This is 1.4% less than the system average low-income population of 12.9%. Because the difference is less than 5%, there is no disproportionate burden due to changes in service span. Similarly, of the population affected by proposed changes to service **frequency**, 11.6% is low income (Table 5.2). This is 1.3% less than the system average, and consequentially also does not create a disproportionate

burden. However, with the **elimination** of route 102, 26.3% of the population affected is low income (Table 5.3). This is 13.4% more than the system average low-income population and qualifies as a disproportionate burden. Section 6 describes how this impact is mitigated through an alternative service option.

6 UTRACH AND DECISION MAKING

To help mitigate the impact of route 102, Pierce Transit coordinated with Sound Transit to ensure continuity of service between Purdy, Gig Harbor and Tacoma Dome Station; Sound Transit added a stop at Tacoma Dome Station along route 595. Although the span and frequency of route 595 differs from route 102—and this only minimizes the impact—this additional stop will allow residents of Gig Harbor and Purdy to maintain a direct connection to Downtown Tacoma. See Appendix 7.3 for a map of routes 102 and 595.

Table 6-1 compares the difference in fares for the two routes. Fares are the same rate for senior and disabled riders on both routes, with use of a regional reduced fare permit. Adult and youth one-ride fares are higher on route 595 than route 102. However, while low income fares are not available on route 102, Sound Transit route 595 offers two types of discounted fare options: an ORCA LIFT pass (25% less than route 102 adult fare) and a subsidized annual pass option for those who qualify. Qualification for the ORCA LIFT fare is based on household income of less than double the federal poverty level (as established by US Health and Human Services Department). The subsidized annual pass is available to residents of King, Pierce, or Snohomish County with incomes at or below 80% of the federal poverty level, and who are enrolled in one of six state benefit programs. This option may qualify riders for a subsidized annual pass to pay 100% of fare on route 595.

Table 6-1: Comparison of Route Fares

Fares	Route 102	Route 595	Difference
Adult*	\$ 2.00	\$ 3.25	\$ 1.25
Youth	\$ 1.00	\$ 1.50	\$ 0.50
Discounted (Senior/Disabled)	\$ 1.00	\$ 1.00	\$ -
*Low-Income (ORCA LIFT)	not available	\$ 1.50	\$ (0.50)

Staff issued press releases, rider alerts, and utilized technology to communicate changes with the public throughout the rapidly changing pandemic. At its meeting on December 14, 2020, the Pierce Transit Board of Commissioners considered implementing the proposed increase in service levels for the March 2021 service change. Upon acceptance of the proposed March 2021 service change package, Pierce Transit staff then presented to Pierce Transit’s Community Transportation Advisory Group (CTAG), Executive Directors and the Pierce Transit Board of Commissioners on the equity impacts of proposed changes.

To gather input from the public regarding the proposed March 2021 service change, Pierce Transit’s Board of Commissioners held a public hearing on January 11, 2021. Legal notices were published on December 30, 2020, 10 days in advance of the public hearing, in the *Tacoma News Tribune*, and the *Tacoma Daily Index*, as well as on

Pierce Transit’s web site. Rider alerts notifying the public about the hearing and seeking public comment were also displayed on Pierce Transit’s website and posted on social media. At the public hearing, one comment was made by a Tacoma resident who expressed two concerns: first, inquiring about when reduced service would end, and second, reminding staff that although rural areas experience lower ridership, those riders are still dependent on Pierce Transit’s service. In response, Pierce Transit staff will continue to emphasize alternative options for service, where available—such as in the case of Sound Transit’s route 595 now servicing riders impacted by the elimination of route 102.

7 APPENDIX

7a. ROUTES MEETING THRESHOLD FOR MAJOR SERVICE CHANGE

Route	March 2020		March 2021		Difference		Change in Service
	Revenue Hours	Revenue Miles	Est. Revenue Hours	Est. Revenue Miles	Revenue Hours	Revenue Miles	
1	447.9	4,797.5	440.7	4,796.8	-1.6%	0.0%	
2	236.2	2,259.6	227.9	2,311.1	-3.5%	2.3%	
3	184.2	1,482.4	180.6	1,734.4	-2.0%	17.0%	
4	145.1	1,693.8	121.9	1,423.6	-16.0%	-16.0%	
10	63.0	573.8	60.3	550.3	-4.2%	-4.1%	
11	69.4	773.0	56.7	646.8	-18.3%	-16.3%	
13	13.2	150.9	4.9	44.8	-62.7%	-70.3%	Span & Frequency
16	69.3	736.8	64.4	666.6	-7.1%	-9.5%	
28	42.8	450.5	43.7	440.3	2.2%	-2.3%	
41	93.7	1,064.6	93.0	1,045.7	-0.7%	-1.8%	
42	55.1	537.9	51.9	527.0	-5.9%	-2.0%	
45	64.0	737.5	60.3	713.6	-5.8%	-3.2%	
48	101.5	1,172.1	92.7	1,129.0	-8.6%	-3.7%	
52	60.0	561.9	57.2	542.7	-4.8%	-3.4%	
53	82.7	985.9	82.1	955.4	-0.7%	-3.1%	
54	60.2	615.7	60.4	603.8	0.4%	-1.9%	
55	67.3	825.0	68.3	811.4	1.5%	-1.6%	
57	82.8	726.5	79.1	711.8	-4.4%	-2.0%	
63	6.5	105.2	3.1	46.3	-52.2%	-56.0%	Span & Frequency
100	61.1	1,078.9	60.1	1,040.1	-1.6%	-3.6%	
102	15.6	262.3	-	-	-100.0%	-100.0%	Route Elimination
202	105.2	988.4	94.0	933.5	-10.6%	-5.6%	
206	103.4	1,352.9	95.2	1,249.4	-8.0%	-7.7%	
212	68.1	601.0	50.9	525.5	-25.2%	-12.6%	Frequency
214	64.0	863.0	64.2	842.5	0.3%	-2.4%	
400	41.7	557.5	41.5	557.5	-0.5%	0.0%	
402	158.3	1,803.8	114.9	1,302.5	-27.4%	-27.8%	Span & Frequency
409	32.3	456.2	26.0	376.6	-19.5%	-17.5%	
425	49.0	478.5	20.6	162.6	-57.9%	-66.0%	Span & Frequency
497	7.2	95.9	6.9	85.3	-3.9%	-11.1%	
500	145.9	1,693.5	142.0	1,685.4	-2.7%	-0.5%	
501	84.6	1,129.2	77.2	1,049.9	-8.7%	-7.0%	

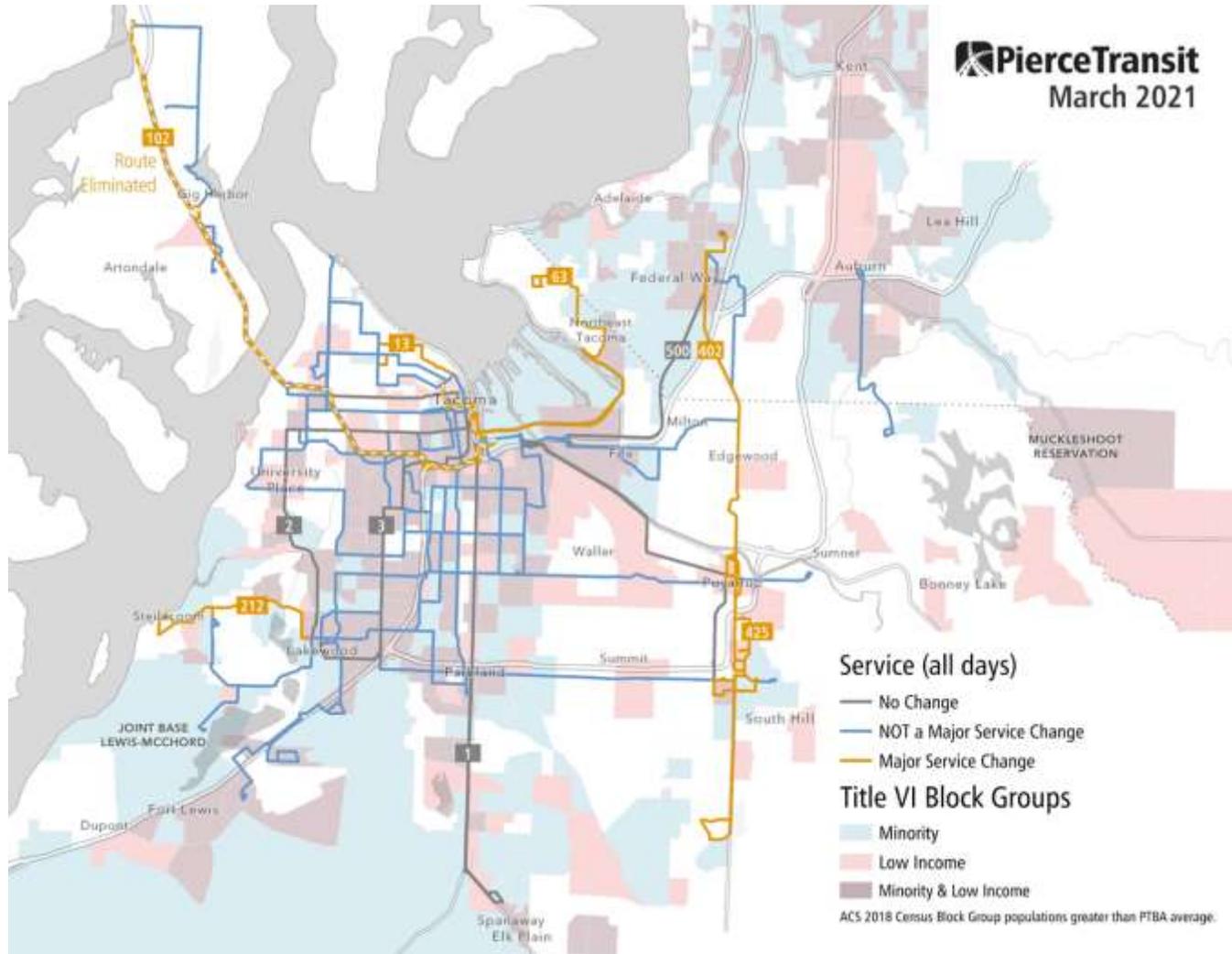
PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

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 on minority and low-income populations.

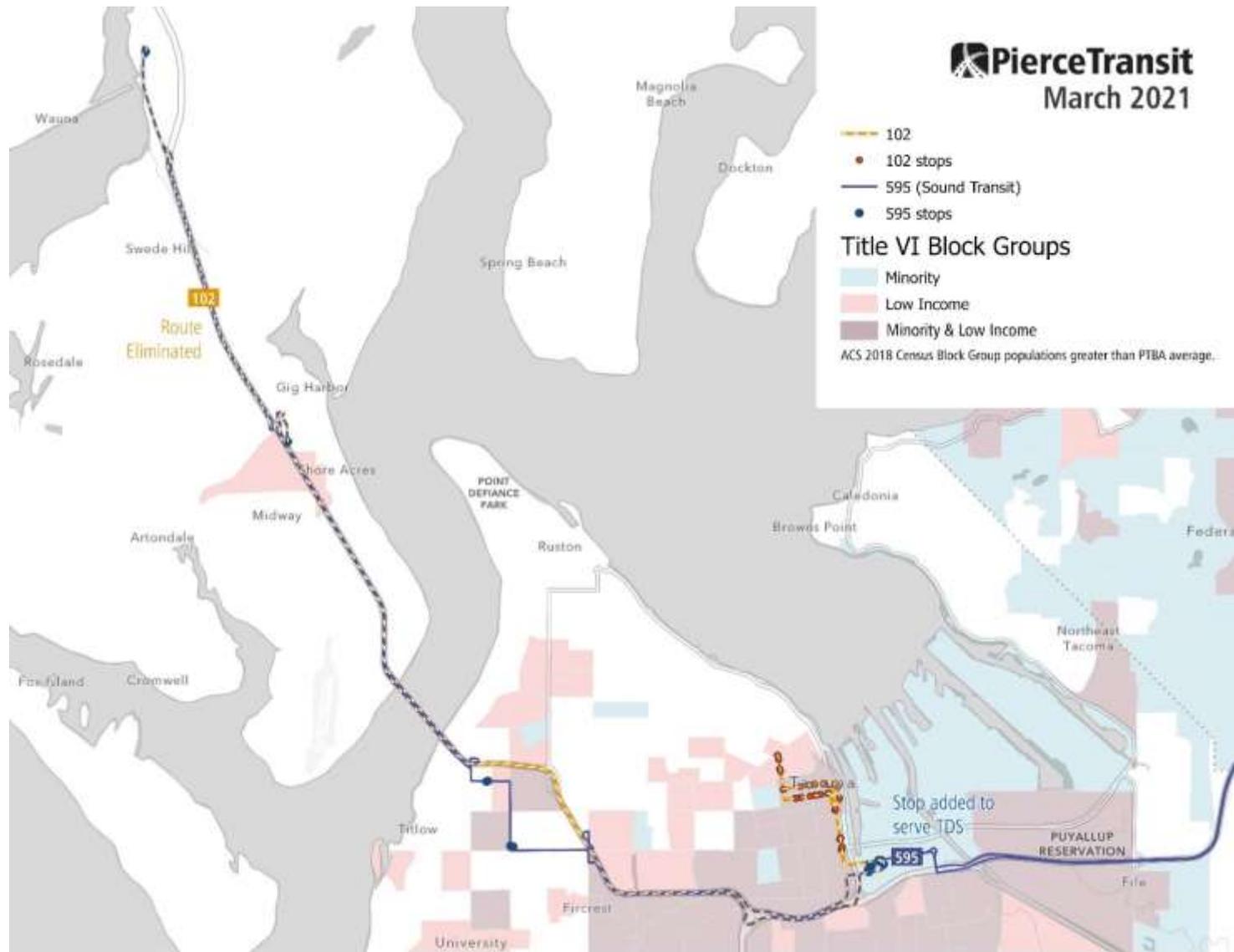
MITIGATION:

The elimination of Route 102 qualifies as a disproportionate burden. Mitigation includes an additional stop at the Tacoma Dome along ST route 595 to ensure continued service between Purdy, Gig Harbor and downtown Tacoma.

7b. MAP OF ROUTES MEETING THRESHOLD FOR MAJOR SERVICE CHANGE



7c. MAP OF ROUTE 102 AND 595



Pierce Transit

Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

Proposed NE Tacoma Service Changes for September 2019

May 2019

Pierce Transit – Planning & Scheduling Dept.

PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS
PROPOSED CHANGES TO NE TACOMA SERVICE
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PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

PROPOSED CHANGES TO NE TACOMA SERVICE

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 a Title VI analysis of changes to bus service in Northeast Tacoma.

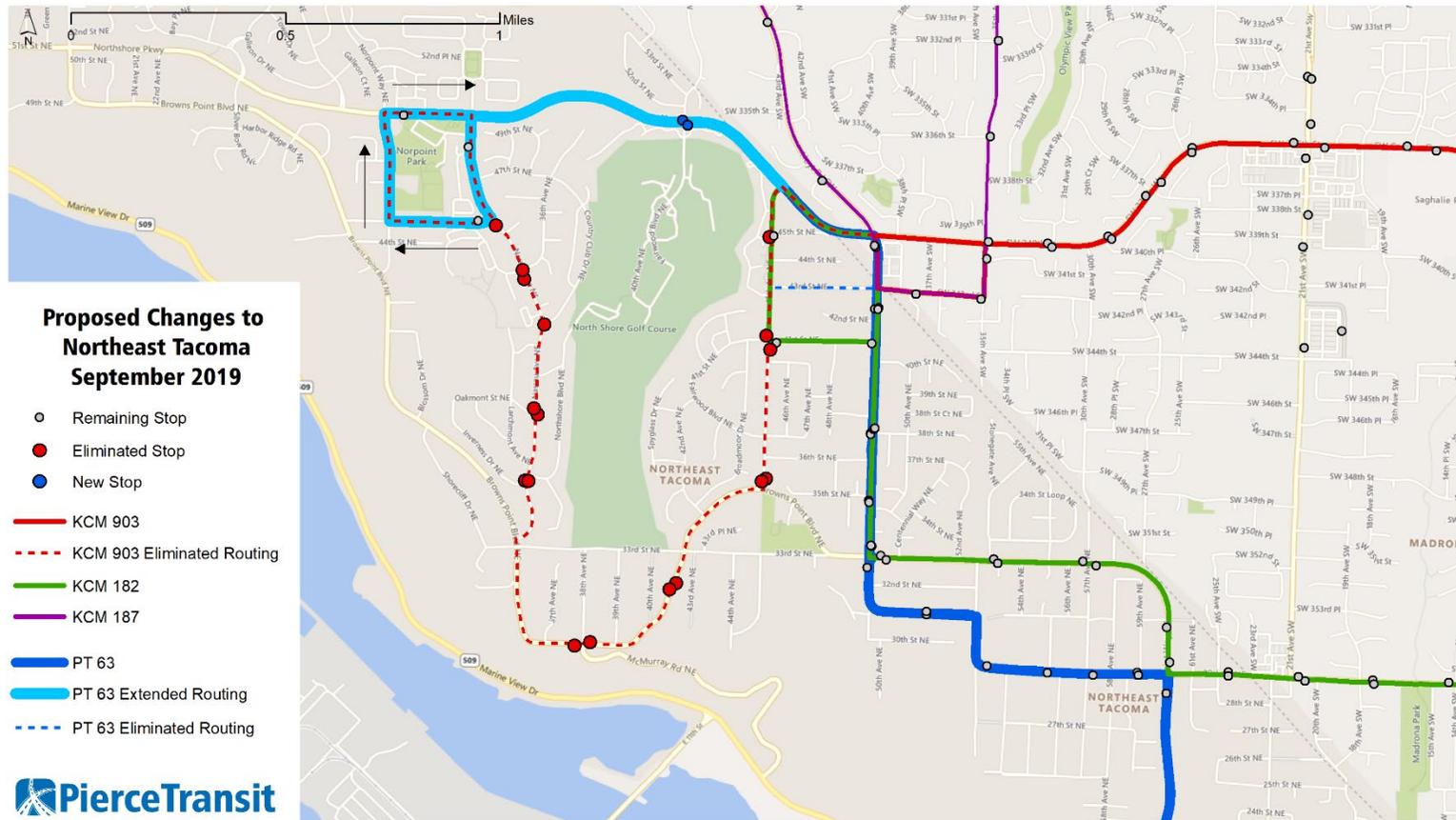
2 BACKGROUND

- In 2015 Pierce Transit sought to re-design the Route 62 NE Tacoma – Federal Way with a partnership with King County.
- Beginning with the September 2015 service change, Pierce Transit entered into a contract with King County to extend the KCM Route 903 into Northeast Tacoma to cover a portion of the eliminated PT Route 62. This improvement enabled a one-seat ride to Federal Way Transit Center.
- Pierce Transit concurrently implemented the Route 63 NE Tacoma Express, with some collocated stops with the 903 enabling transfers.
- Reviewing ridership data from 2018, it was determined that the 903 extension results in **8 average weekday boardings** within Pierce County, or 1.6 boardings per revenue hour. About 2% Route 63 riders transfer from Route 903.
- Ridership has grown steadily on the 63. Average weekday boardings increased from 6 in 2015 to 25 in 2016, to 30 in 2017, to 33 in 2018.

2.1 Action

- Based on low ridership, Pierce Transit intends to terminate the 903 extension contract with King County for the September 2019 service change.
- Pierce Transit will then extend the 63 to the current terminus of 903 extension 45th St NE and Nassau Ave NE (Figure 2-1).
- Pierce Transit will apply cost savings from Route 903 contract to add at least 2 Route 63 northbound trips and 1 southbound trip.
- Because the resulting service will result in a change in over 20% to the miles of the Route 903, and a change in service hours to the 63 greater than 20%, a Title VI Major Service Change analysis is required.
- Passengers riding from stops near the Center at Norpoint will still be able to ride to Federal Way Transit Center via a transfer to the remaining King County Metro Route 903 and existing King County Metro Routes 182 and 187.

Figure 2-1 Proposed Changes to Northeast Tacoma September 2019



Customer Profile

Pierce Transit completed a survey of riders on the Route 63 NE Tacoma Express and King County Metro Route 903 during the period from November 2, 2018 to December 18, 2018. Transitional Duty Transit Operators who are working light duty shifts rode both Routes 63 and KCM Route 903 asking riders to complete the survey. They rode on various days of the week and during both the morning and evening periods. A total of 14 surveys were completed; the survey was a random sample of riders. We do not report that this was a statistically valid survey; however, it does provide information on the riders using these two routes.

Those surveyed were 64% male and 36% female. When asked their age, the largest group of riders - 57% - were under 18 years of age, and 43 % were 45-64 years of age. Anecdotally, the surveyors reported seeing a number of students travelling to high schools in in the Downtown Tacoma area

as well as the University of Washington. The other noticeable group of riders were individuals travelling to jobs in the Downtown core. The riders indicated their primary trip purpose was to travel to work, school and home.

When asked their ethnic background, the majority of the riders - 79% - indicated their ethnic background as Caucasian, 7% indicated black or African American, indicated 7% Hispanic, and 7% indicated Asian or Pacific Islander. Household income varied slightly amongst those surveyed. The survey indicated that 7% of those surveyed have a household income under \$19,999, 14% of those surveyed have a household income between \$20,000 to \$34,999, 14% of those surveyed have a household income between \$35,000 to \$49,999, 29% of those surveyed have a household income between \$50,000 to \$74,999 and 36% had a household income greater than \$75,000.

Outreach and Decision-making

The proposed elimination of a more than 20% of Route 903 miles and addition of more than 20% of revenue hours to the Route 63 are considered major service changes under Pierce Transit's Major Service Change Policy. Therefore, a Title VI Service Equity Analysis and public outreach is required. Staff attended two meetings of the NE Tacoma Neighborhood Council to let them know that Pierce Transit was considering changes to the routing in their area and to gather feedback.

Pierce Transit's Board of Commissioners will hold a public hearing on the new NE Tacoma service configuration at their meeting on June 10th 2019 to gather input from the public. Legal notices were published on May 31, 2019, 10 days in advance of the public hearing, in the Tacoma News Tribune, and the Tacoma Daily Index, as well as on Pierce Transit's web site. Rider alerts notifying the public about the hearing and seeking public comment were also displayed on Pierce Transit's website and posted on social media. The Board will consider implementing the new NE Tacoma service configuration at its meeting on July 8, 2019.

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 population¹ 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

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

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-income² 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 2016 the poverty limit was \$24,250 for a family of four.

4 METHODOLOGY

Pierce Transit currently pays for 100% of the 903 service operating within Pierce County. Therefore for the purposes of Title VI, elimination of the service here constitutes a major service change. The changes to the Route 63 also constitute a major service change through the addition of more than 20% service hours.

Pierce Transit staff used Remix (www.remix.com) to undertake the Title VI analysis for this project. Remix allows you to automatically generate a Title VI report (based on Census data) by comparing existing service to a set of proposed changes. The methodology used by Remix to achieve this includes the following steps:

1. Get the population near a route, including its low income and minority percentage.
 - For each route, build a shape that represents the area within quarter mile of any of its stops.
 - Intersect the catchment area with 2011-2016 ACS Census data. Get a list of block groups and the percentage overlap with each.
 - For each block group, take the percentage of overlap and multiply it by the block group's statistics.
 - Get the population, minority population, and low income population for each group and sum them together. This is the total population a route could serve.
2. Compare the number of people-trips, before and after.
 - Multiply the population near a route times the number of trips it makes (per year) to get "people-trips".
 - Repeat for low-income and minority populations to get "low income people-trips" and "minority people trips".
 - Compare these numbers between the before and after versions of the route, to get a set of people-trip differences. We match before and after using routes that have the same name.
3. Get the total difference in people-trips across the transit system.
 - Repeat the process above for every route in the transit system.
 - Sum together the difference in people trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.
4. Calculate the change borne by low-income and minority populations.
 - Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
 - Repeat for minority people-trips.
5. Compare the percentage change to the average in the service area.
 - Calculate the average percentage of low-income and minority populations across the entire service area.
 - Subtract from the change borne by those populations.

- Get two final numbers: the delta between the impact this set of transit changes had on low income and minority populations compared to any average change.

The equity analysis is provided below in Section 5.

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

5.1 Impact of Service Change on Low-Income and Minority Populations

Table 5-1 describes the changes in service levels following elimination of the Route 903 extension into Pierce County and the addition of the Route 63. The table estimates populations within a quarter-mile of stops, and then multiplies those populations by the number of trips added or reduced by the service change. Totalling people-trips, a weighted average is calculated to determine the net impact to minority and low-income populations. Only the portion of the Route 903 trips and corridor serving Pierce County is included in this analysis; the remaining portion serving King County will be unaffected and is outside of Pierce Transit’s public transportation benefit area (PTBA).

Table 5-1: Analysis of Service Change on Low-Income and Minority Populations

Route	Impacts to Communities Borne by Change in Service				
	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income	Change Borne by Minorities
63 Proposed	17,601,630	2,676,732	7,295,805	15.2%	41.4%
63 Existing	-9,988,605	-1,654,601	-4,339,080	16.6%	43.4%
903 Pierce Only	-28,649,250	-2,215,055	-10,704,900	7.7%	37.4%
Total	-21,036,225	-1,192,924	-7,748,175	5.7%	36.8%

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

	Low Income	Minority
Change Borne By	5.7%	36.8%
PTBA Average	14.6%	36.8%
Delta	-8.9%	0.1%

According to the table, the Route 903’s quarter-mile stop transit shed includes 7.7% low-income population and 37.4% minority population. This route will be partially replaced by the Route 63, with a quarter-mile stop transit shed of 16.6%/43.4%. The quarter-mile stop transit shed of the Route 903 within Pierce County is 7.7% low-income and 37.4% minority. Figures 5-1 and 5-2 below provide maps of the routes and show areas with low-income and minority populations higher than the service area averages.

Figure 5-1: NE Tacoma Demonstration – Local Low-Income Blocks/Tracts

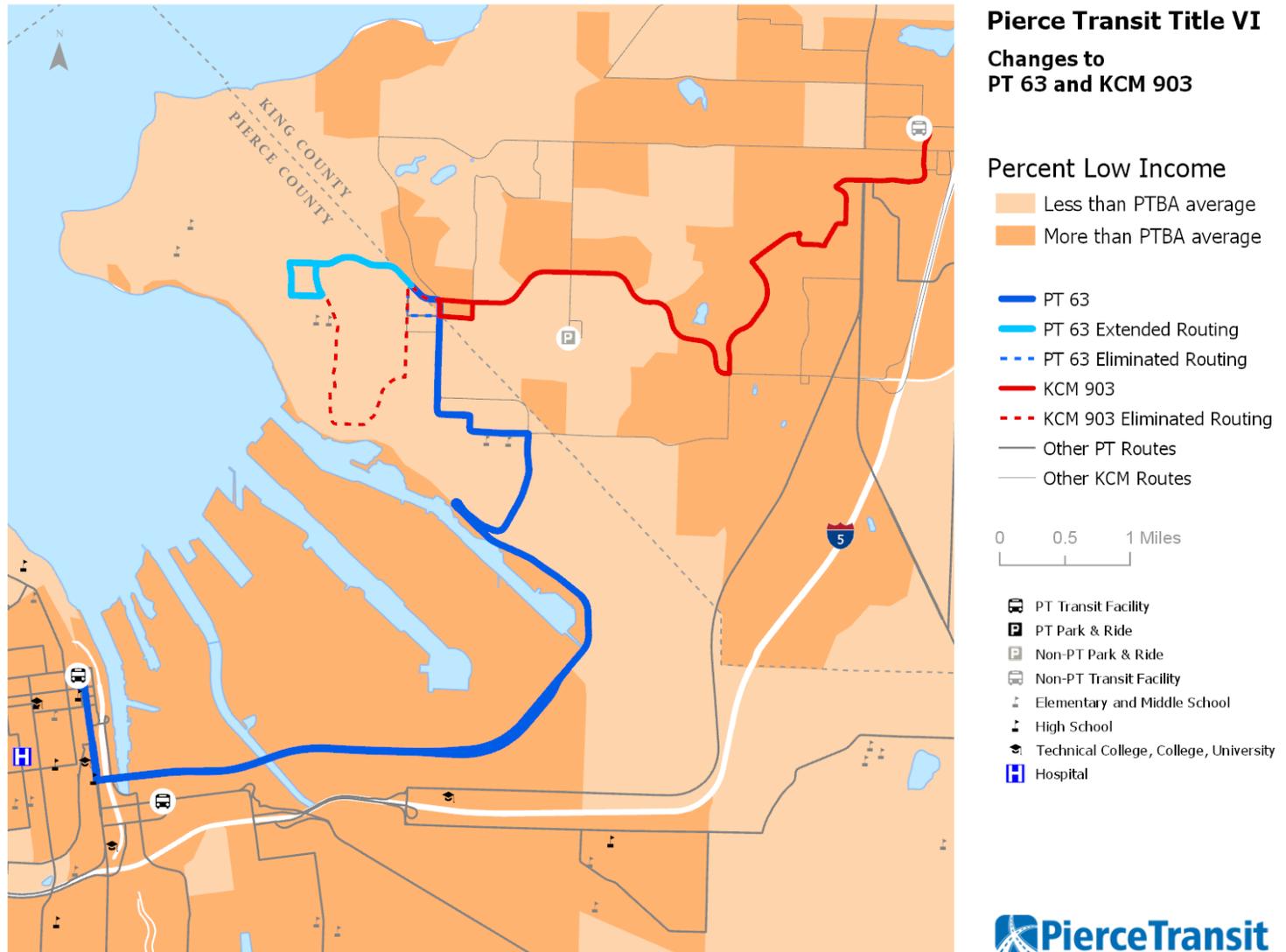
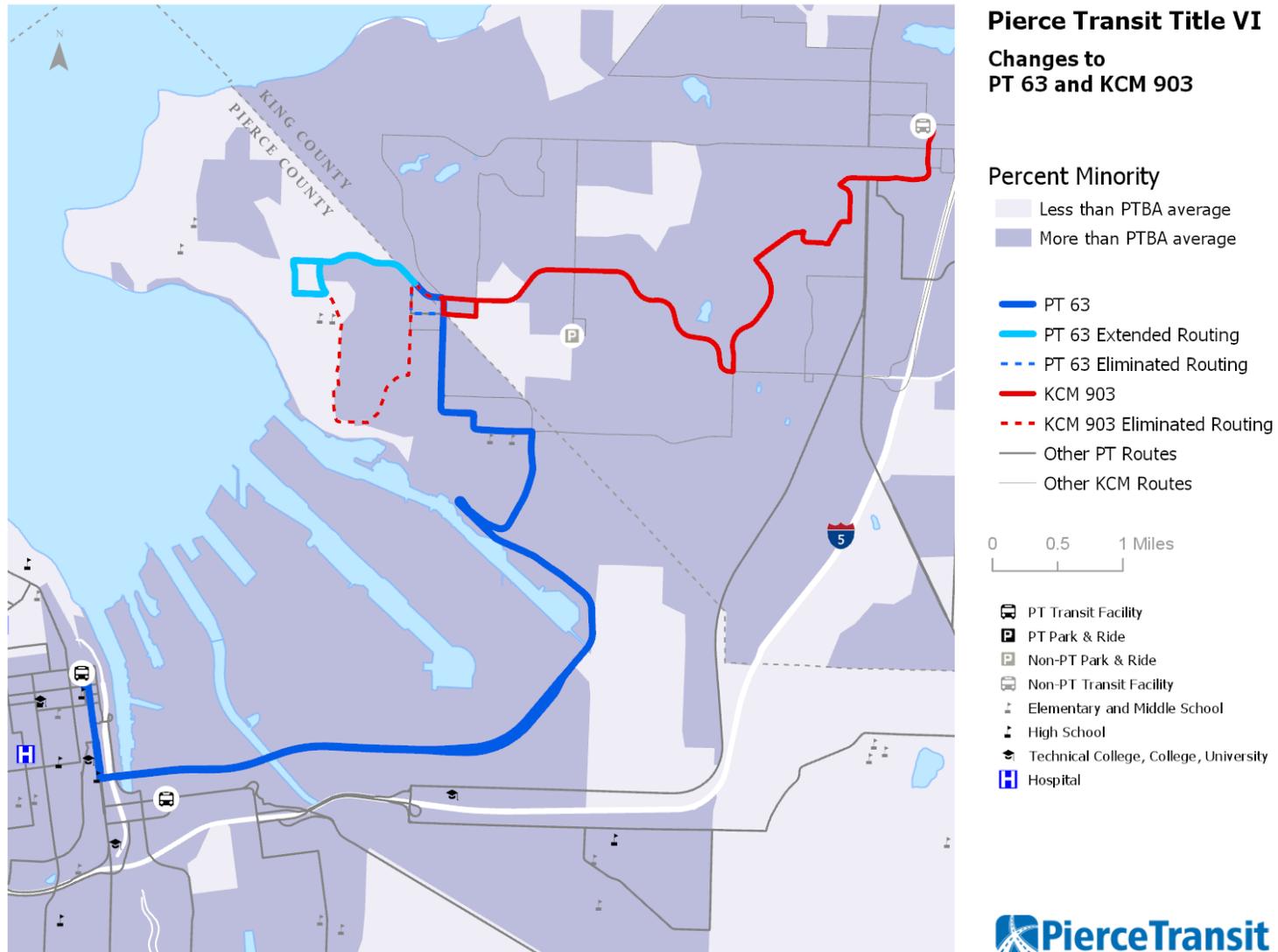


Figure 5-2 NE Tacoma Demonstration – Local Minority Blocks/Tracts



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 5% 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. The proposed changes to service in NE Tacoma impact 36.8% minorities, the same as the system average minority population of 36.8%. Because this difference is less than 10% 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. 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. When comparing the weighted impacts in people trips to system averages, it is found that the 5.7% of those impacted are considered low-income vs. 14.6% for the system average. Because the low-income fraction is less than the system average, there is no Disproportionate Burden.

APPENDIX L
Board Approval of
2021 Title VI Program Submittal

RESOLUTION NO. 2021-011

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Approving Pierce Transit's 2021 Title VI
2 Program Submittal to the Federal Transit Administration
3

4 WHEREAS, pursuant to Title VI of the Civil Rights Act, the Federal Transit Administration (FTA) prohibits
5 discrimination based on race, color or national origin, and

6 WHEREAS, Pierce Transit seeks to ensure that the level and quality of public transportation service is
7 provided in a non-discriminatory manner without regard for race, color or national origin; and

8 WHEREAS, Pierce Transit is a recipient of federal funds and operates more than 50 fixed-route vehicles
9 in peak service in an area with greater than 200,000 population and is therefore required to demonstrate
10 compliance with FTA Circular 4702.1B by submitting a Title VI Program every three years; and

11 WHEREAS, Circular 4702.1B requires the Title VI Program Submittal be considered and approved by the
12 Pierce Transit Board of Commissioners; and

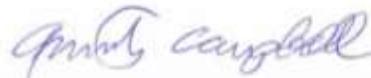
13 WHEREAS, the Board of Commissioners considered the 2021 Title VI Program Submittal at its meeting
14 held on September 13, 2021; and

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

16 Section 1. The Board of Commissioners approves Pierce Transit's 2021 Title VI Program Submittal
17 to the Federal Transit Administration as presented in Exhibit A.

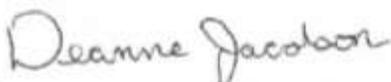
18 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
19 the 13th day of September 2021.

20 PIERCE TRANSIT

21 

22 _____
23 Marty Campbell, Chair
24 Board of Commissioners
25

26 ATTEST/AUTHENTICATED

27 

28 _____
29 Deanne Jacobson, CMC
30 Clerk of the Board