

# December 2024

2024 Title VI Program  
Submittal to the  
Federal Transit Administration



**Pierce Transit**

Connecting you with life

**PIERCE TRANSIT 2024 TITLE VI PROGRAM SUBMITTAL**  
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## 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.

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, Rideshare (formerly known as Vanpool) and Runner 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.

## 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 Station in Downtown Tacoma, transit centers, and including specific park & ride lots. It is also posted at our Customer Service Center (Bus Shop) and Lakewood headquarters reception desk. In addition all Public documents can be accessed on the agency website under Resources at <http://www.piercetransit.org/pierce-transit-title-vi-notice>, and on all 158 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. Their contact information is provided on the following page.

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*  
*3701 96<sup>th</sup> St. SW*  
*Lakewood WA 98499-4431*  
*Email: [crofficer@piercetransit.org](mailto:crofficer@piercetransit.org)*  
*Visit our website: <https://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 98174-1095  
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 B.

## **Título VI**

### **Aviso al Público de la Ley de Derechos bajo el Título VI**

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, u 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 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, favor de contactar al funcionario de derechos civiles de 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 u 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 o suceso discriminatorio supuesto como sigue. Se encuentra las aplicaciones por los contactos en la próxima pagina.

Por correo:  
Attention: Civil Rights Officer  
Pierce Transit  
3701 96<sup>th</sup> St. SW  
Lakewood, WA 98499-4431

Por Email: [crofficer@piercetransit.org](mailto:crofficer@piercetransit.org)  
Nuestro sitio del internet: <https://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 (FTA) por correo directamente a:

Federal Transit Administration Office of Civil Rights  
Region X  
915 Second Avenue, Suite 3192  
Seattle, WA 98174-1095

Se encuentra las instrucciones para presentar una queja Título VI por el sitio del internet: <https://www.piercetransit.org/title-vi-complaint-process/> El formulario Título VI está disponible en inglés y español. Una copia de los procedimientos y el formulario para presentar una queja están disponibles en el apéndice B.

## **Title VI Investigations, Complaints or Lawsuits**

Pierce Transit maintains a list of all investigations, lawsuits, and complaints (see Table 1) 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, 2021, to December 31, 2023:

- Investigations: No Title VI-related investigations were conducted by external entities.
- Lawsuits: No Title VI-related lawsuits alleging discrimination were received during the reporting period.
- Complaints: Pierce Transit received 12 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.

The Title VI Complaint Procedures and Forms is available in Appendix B

**Table 1. Title VI Investigations, Complaints or Lawsuits, June 2021 – December 2023**

Title VI Complaints Received (6/1/2021 - 12/31/2023)				
Date	Basis - Race, Color, National Origin	Summary of Complaint	Status	Action Taken
8-9-2021	Race	Passenger complained driver required exit from rear exit.	Closed	Complaint investigated. Reviewed video of alleged incident and interviewed operator. Operator preferred passenger exit through closest exit. Operator coached to allow exit based on passenger's preference.
8-11-2021	Race	Passenger (Black) complained she was denied service based on race.	Closed	Complaint investigated. Reviewed video of alleged incident. Passenger was using phone in "speaker mode" and Operator was distracted. Operator requested repeatedly for passenger to take phone off speaker. Passenger refused. Operator requested passenger to exit bus. Operator did not deny service based on race.
10-28-2021	Race	Passenger complained the Operator did not stop for him.	Closed	Complaint investigated. Reviewed video of alleged incident. The Operator viewed video and said he was not sure why, but he did not see passenger waiting. Operator indicated stop was just past intersection and he was looking to the left as he approached. Operator did not treat the passenger differently based on race.
1/27/2022	Race	Passenger (Black) complained he was called racial slurs six times and denied service. Supervisor called and asked passenger to exit bus. Passenger refused.	Closed	Complaint investigated. Based on this passenger not paying fare regularly, Operator was instructed by manager to call in to Comm Center when this happens again. No evidence on video of using racial slurs. Operator did not deny service based on race.
8/9/2022	Race	Passenger (Black) complained the Operator did not allow him a courtesy but did allow a white passenger behind a courtesy ride.	Closed	Complaint investigated. Reviewed video and interviewed operator. Operator required white passenger to pay fare. Video shows Operator telling white passenger she needed to pay fare, and she searched her wallet and found her bus pass. Operator did not deny service based on race.
8/26/2022	Race	Passenger complained Operator denied service to group of passengers who were African American by not stopping for them.	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.

8/28/2022	Race	Passenger (Black) complained that he was denied service based on his race.	Closed	Complaint investigated. Reviewed the video and interviewed operator. Bus was directly behind another bus and passenger made a step toward the curb as the bus passed but no other action to indicate he was requesting service. Operator did not deny service based on race.
9/28/2022	Race	Passenger complained a group of youth were denied service based on race.	Closed	Complaint reviewed. Operator insisted youth pull up their pants and explained she felt it was a safety issue. Operator provided coaching.
4/15/2023	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.
8/8/2023	Race	Complainant states agency does not maintain stops in area with more minorities.	Closed	Complaint investigated. Reviewed service records and interviewed Facilities staff. Pierce Transit meets or exceeds maintenance standards for all stops throughout system.
8/28/2023	Race	Passenger complained about Operator not stopping for her.	Closed	Complaint investigated. Reviewed incident reports of interactions between passenger and Operator where complainant swore at and attempted to follow Operator into restroom. Complainant and her companion also took photos of Operator. Based on previous incidents, Operator reported she felt her safety was at risk with this passenger. Operator did not treat the passenger unfairly based on her race.
11/14/2023	Race	Passenger (White) complained that the Operator (White) denied service to a passenger based on his race (Black).	Closed	Complaint investigated. Reviewed video and interviewed operator. Complainant states Operator questioned passenger about youth status based on his race which was indicated to be Black. Video reveals passenger in question appears White with red hair, and Operator did not question this passenger about his age. Operator did not deny service based on race.

**Inclusive Public Participation**

Pierce Transit’s Public Participation Plan (Appendix C) 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 the public participation effectiveness.

Pierce Transit has undertaken many outreach efforts since June 1, 2021, which are shown on Table 2 below. Staff tracked 709 total engagement opportunities including: 478 meetings with community groups and businesses, 225 outreach events and six open houses. Location details are tracked in Appendix D. Outreach topics ranged from a Runner microtransit service, the 2023 Bus System Recovery and Restoration Plan, new High-Capacity Transit options, Free Youth Transit Pass, Major Network Route Analysis, Stream Bus Rapid Transit System Expansion Study, demonstration services, and more.

**Table 2. Community Engagements, Outreach, Public Meetings, June 2021 – December 2023**

	<b>Community Engagement</b>	<b>Community Outreach Events</b>	<b>Open Houses/Virtual Town Halls</b>	<b>Total</b>
<b>06/01/2021 - 12/31/2021</b>	244	44	1	289
<b>01/01/2022 - 12/31/2022</b>	151	76	1	228
<b>01/01/2023 - 12/31/2023</b>	83	105	4	192
<b>Total</b>	<b>478</b>	<b>225</b>	<b>6</b>	<b>709</b>

### 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 E.

### Minority Representation on Planning and Advisory Boards

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

The CTAG, is 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”.

This broad representation 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 a dedicated page on the Pierce Transit website (<https://www.piercetransit.org/community-transportation-advisory-group/>), 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, Rideshare (formerly known as 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 of Commissioners 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 of Commissioners, staff, members of the community, or organizations and agencies representing the participation list above. The current CTAG membership totals 11 members.

## Monitoring Subrecipients

Pierce Transit does not have subrecipients.

## Determination of Site or Location of Facilities

Pierce Transit has not acquired any additional facilities since the last report (October 1, 2021, through December 31, 2023).

## 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 VI of Circular 4702.1B. Pierce Transit currently operates 114 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 inaugural Long-Range Plan, Destination 2040, Pierce Transit reevaluated and updated its Performance Measures & Standards and Route Design Guidelines for 2016 and beyond. The next scheduled update to the Performance Measures & Standards plus Route Design Guidelines will be in December 2024 but is not ready for this program. The Covid 19 pandemic impacted the usefulness of many performance measures and standards, so Pierce Transit engaged with the public to create interim performance standards and presented them to the Pierce Transit Board of Commissioners receiving their approval at the December 2022 meeting as Resolution 2022-015. The service standards include quantitative indicators for efficiency, headway, i.e., frequency, 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 population or employment 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 "Transit Service Monitoring Table" in Appendix F and the Pierce Transit Bus Stop Manual, updated in 2016. 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. Sometimes benches are provided by land developers as required by municipal code. Pierce Transit is in the process of installing benches at every stop, regardless of ridership. 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. Figure 1 shows the geographic distribution of transit amenities.

In 2021, Pierce Transit discontinued printing fixed route schedule and map books due to the COVID-19 pandemic and the many service changes and disruptions it caused for the agency and its patrons. In fact, customers who held onto printed books were often referencing obsolete or outdated bus schedules. To provide

accurate bus schedules from the agency’s website, the agency now offers printable online schedules that update with General Transit Feed Specifications (GTFS), meaning they will always be up to date. These printable schedules also include current bus route maps. Patrons may also order or pick up printed bus schedules and maps, without charge, from Customer Service.

The agency promotes smart-phone trip planning apps to help patrons know when their bus will arrive in real-time. In addition, bus schedules are still posted at major boarding locations, such as Commerce Street Station, Tacoma Dome Station, and transit centers. At these major boarding locations, computer monitors also display upcoming real-time arrivals for buses. Customers may also 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 (2024)					
Amenity	Low Income (LI)	Minority (M)	LI + M	Non-LIM	System Avg.
Accessible	326 (17%)	441 (23%)	593 (30%)	588 (30%)	1948 (99%)
Benches	167 (19%)	193 (22%)	295 (33%)	232 (26%)	887 (45%)
With Shelters	116 (21%)	115 (20%)	199 (35%)	134 (24%)	564 (29%)
With Lights	14 (18%)	19 (24%)	27 (34%)	19 (24%)	79 (4%)
Trash Cans	150 (18%)	212 (25%)	290 (34%)	195 (23%)	847 (43%)
All Bus Stops	326 (17%)	444 (23%)	594 (30%)	591 (30%)	1955 (100%)

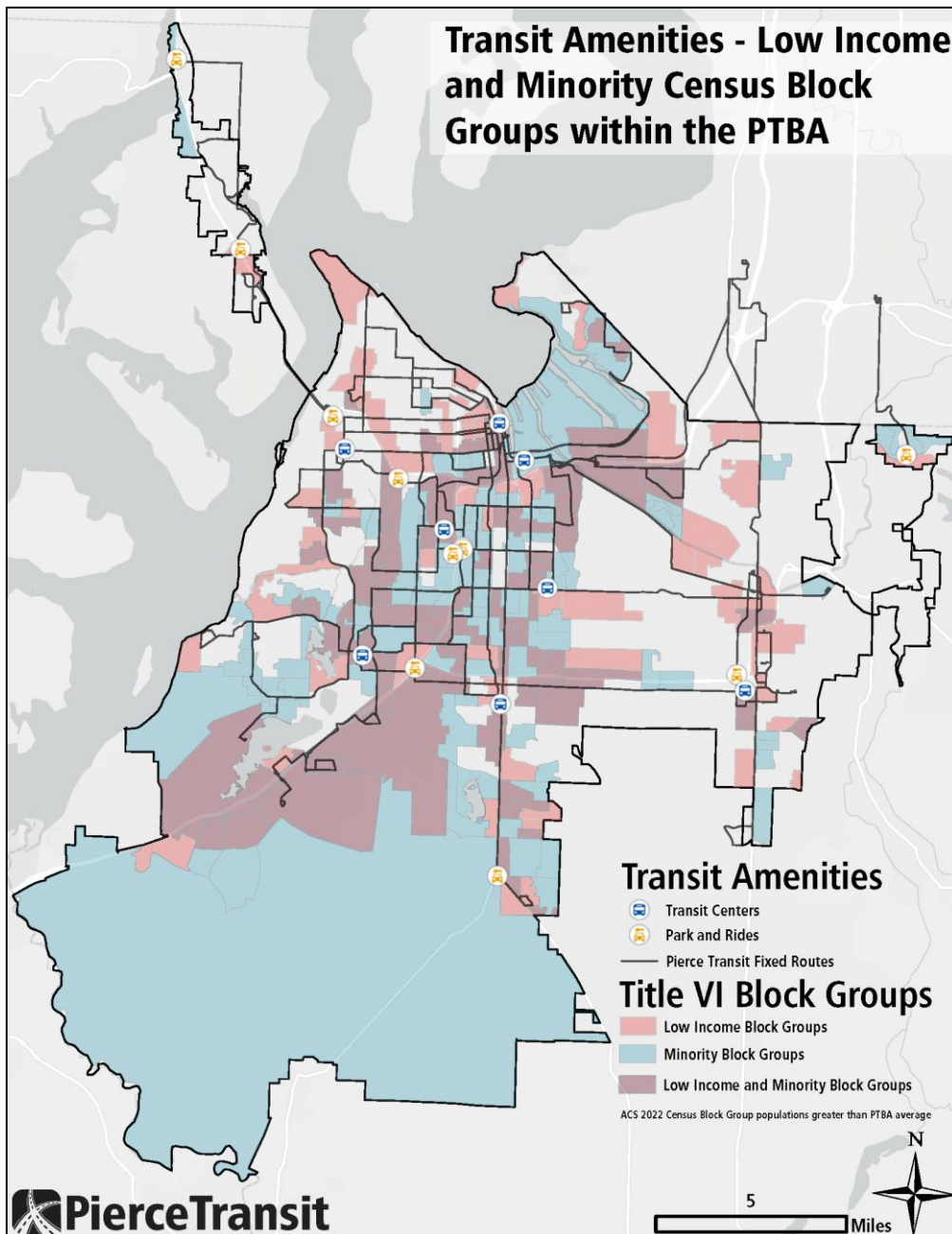
The following amenities were examined:

- Percentage of bus stops designed to meet accessibility standards set by the Americans with Disability Act.
- Percentage of bus stops with a bench
- Percentage of bus stops with a shelter
- Percentage of bus stops with a bus signal light
- While still measured as part of this analysis, note that trash cans are not a component of a standard bus stop configuration

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-Low-Income High Minority (LIHM) census block groups.

**Vehicle assignment:** Pierce Transit’s policy states that appropriately sized vehicles will be designated for each work assignment. Pierce Transit operates four different vehicle types: full-size coaches (40’), mid-size coaches (30’), small coaches (25’), 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 the Lakewood, Washington, Maintenance and Operations base, and all are subject to the same routine maintenance schedule.

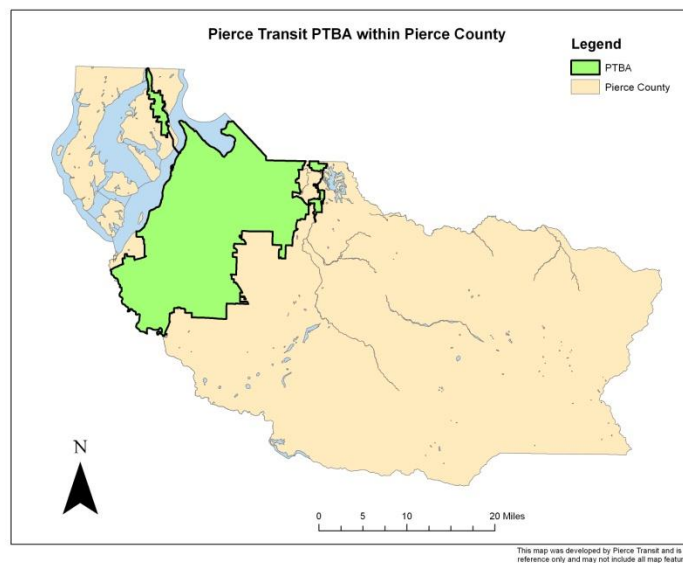
**Figure 1. Distribution of Transit Amenities in Minority and Low-income Areas**



## Collection of Demographic Data

The following section is a demographic analysis of the population within Pierce Transit’s Public Transportation Benefit Area (PTBA) or service area within Pierce County, Washington. To monitor the low-income and minority demographics of the area, the agency 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 A - Base Map).



According to the US Census Bureau’s American Community Survey (ACS), the difference between the Public Transportation Benefit Area (PTBA) population and Pierce County population was estimated to be 304,763 persons. The 2018-2022 5-Year data set estimates the county population was 918,993 and the Pierce Transit Benefit Area (PTBA) boundary included 614,230 people. The county-wide and PTBA populations were derived from the same 2018-2022 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<sup>[1]</sup>.

The following maps were developed showing all Pierce Transit routes overlaid on the Minority Census Block Group (Figure 2), Low-Income Census Block Group (Figure 3).

Figure 2 shows the concentrations of minority populations throughout the PTBA by showing 2018-2022 ACS block groups with minority populations higher than the overall PTBA average minority population of 41.3 percent. Also included on this map are the Pierce Transit bus routes and amenities, to show the extent of fixed route services.

Figure 3 shows the concentrations of low-income populations throughout the PTBA by showing 2018-2022 ACS block groups with low-income populations higher than the overall PTBA average low-income population

of 9.3 percent. Also included in this map are the Pierce Transit bus routes and amenities, to show the extent of fixed route services.

<b>2024 Title VI Population Distribution: Public Transportation Benefit Area (PTBA)</b>			
	Male	Female	Total Population
Low-Income (LI) Block Groups	44,420	45,682	90,102 (14.7%)
High-Minority (HM) Block Groups	72,300	68,895	141,195 (22.9%)
LI+HM Block Groups	80,257	76,813	157,070 (25.6%)
Non-LI/HM Block Groups	109,460	116,403	225,863 (36.8%)
Total PTBA Population	306,437	307,793	614,230 (100%)
Source: 2018-2022 ACS 5-Year Data Set: US Census Bureau			

Figure 2. Minority Populations

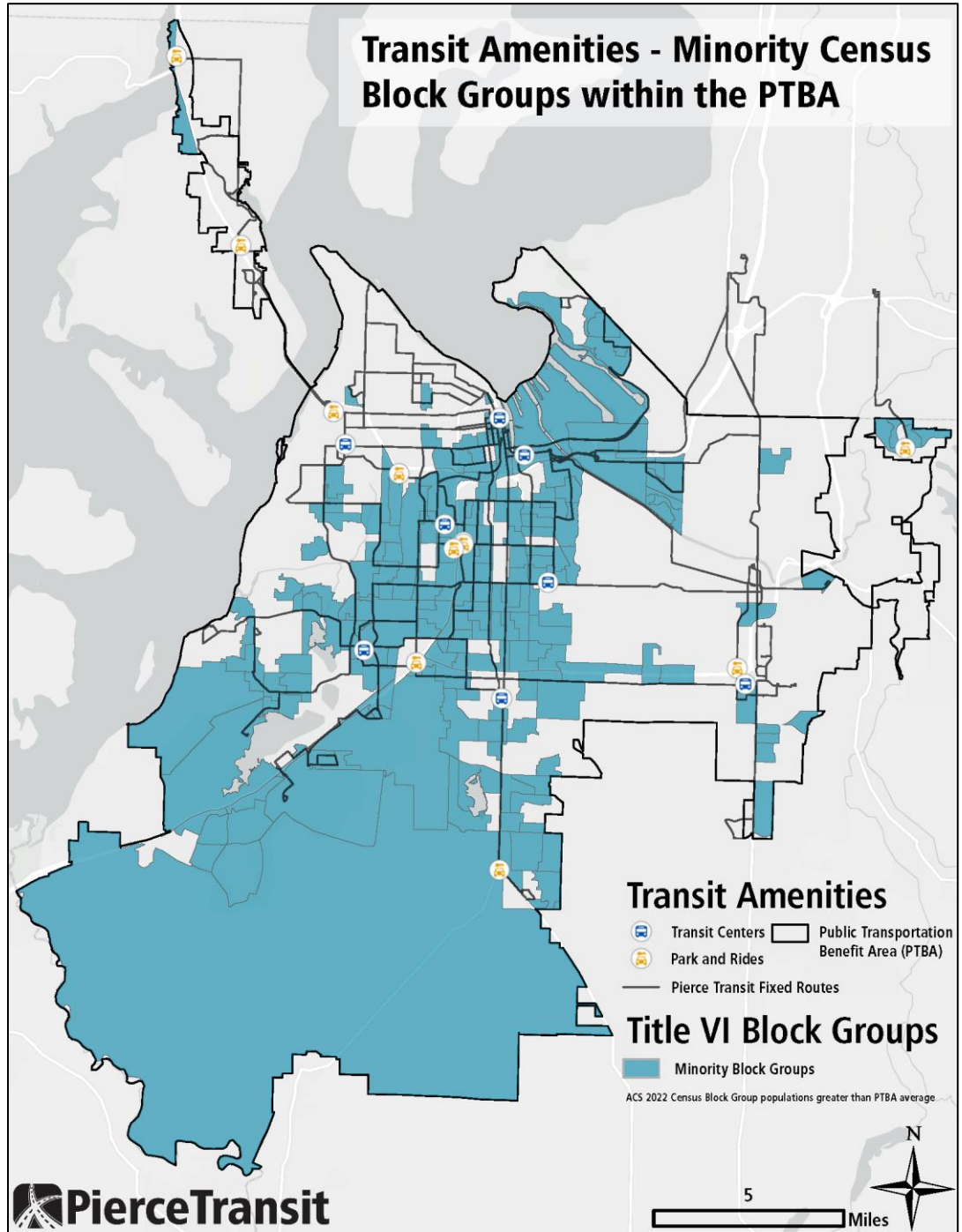
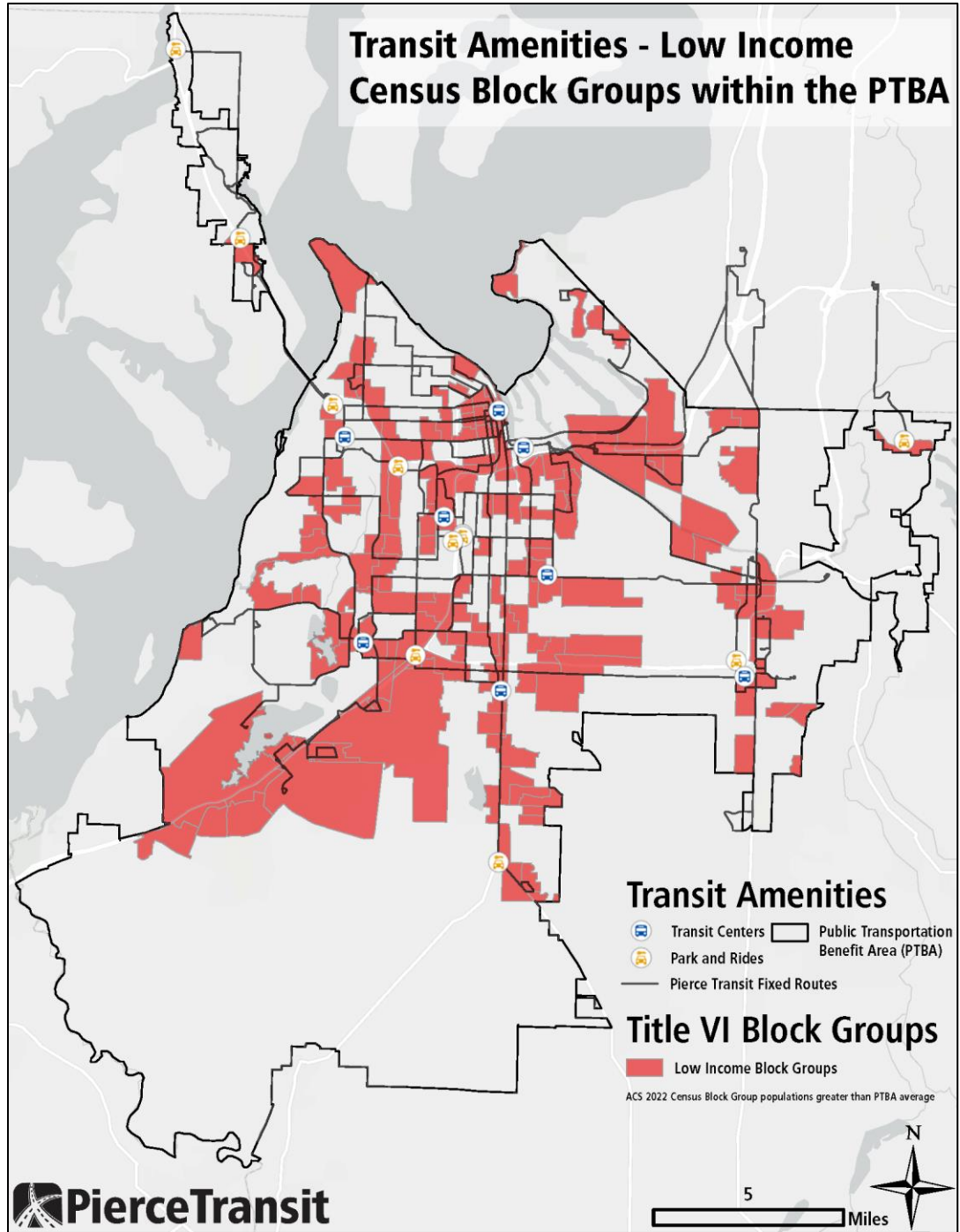




Figure 3. Low-Income Populations



For the 2024 Title VI Pierce Transit Program submittal, “Low Income” is defined according to 2018-2022 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” were determined to represent 9.3 percent of all households. Therefore, block groups above this threshold of 9.3 percent in poverty were designated as “Low-Income”. 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, 2018-2022 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
<b>Total</b>	614,230	360,398	253,832	36.9%	235,479	21,997	9.3%	7,970	3.4%
<b>Geography</b>	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 difficulties with English. By definition, English-only households cannot belong to this group.									

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). Table 5 below represents the Federal Poverty Thresholds for 2023:

**Table 5. Poverty Thresholds for 2023 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 65 years.....	15,852								
65 years and over.....	14,614								
Two people:									
Householder under 65 years.....	20,404	21,002							
Householder 65 years and over.....	18,418	20,923							
Three people.....	23,834	24,526	24,549						
Four people.....	31,428	31,942	30,900	31,008					
Five people.....	37,901	38,452	37,275	36,363	35,807				
Six people.....	43,593	43,766	42,864	41,999	40,714	39,952			
Seven people.....	50,159	50,472	49,393	48,640	47,238	45,602	43,808		
Eight people.....	56,099	56,594	55,575	54,683	53,416	51,809	50,136	49,710	
Nine people or more.....	67,483	67,810	66,908	66,151	64,908	63,198	61,651	61,268	58,907

Source: U.S. Census Bureau, 2024.

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 \$30,900.

Pierce Transit also uses statistically representative survey research to track customer satisfaction and demographics, typically every three years. The most recent survey was conducted between September 12<sup>th</sup> – October 26, 2022. The following tables capture customer demographic information (Black, Indigenous, and People of Color [BIPOC] and White) in relation to specific questions. The next Customer Satisfaction Survey will be scheduled in 2025.

**Table 6. White/BIPOC of Pierce Transit Current Customers taken from the 2022 Pierce Transit Customer Satisfaction Survey**

Race/Ethnicity	
White	61%
BIPOC	29%
Did not answer	10%

Table 7 below shows the income levels for Pierce Transit’s customers. Thirty six percent of Pierce Transit customers surveyed have household incomes below \$30,000.

**Table 7. Income Levels of Pierce Transit Customers taken from the 2022 Pierce Transit Customer Satisfaction Survey**

Income	
Less than \$30,000	36%
\$30,000 to \$75,000	19%
\$75,000 or more	19%
Did not answer	26%
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. 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 BIPOC to White Responses – taken from the 2022 Pierce Transit Customer Satisfaction Survey**

Overall satisfaction with Pierce Transit	BIPOC	White
	56%	54%

<b>Transit Center Safety Rating After Dark</b>		
Satisfied	24%	27%
Dissatisfied	34%	31%
<b>Onboard Safety Ratings After Dark</b>		
Satisfied	27%	35%
Dissatisfied	20%	22%
<b>Trustworthiness</b>		
Agree	66%	73%
Disagree	24%	19%
<b>Propensity to Ride More Often</b>	<b>BIPOC</b>	<b>White</b>
Agree	79%	77%
Disagree	11%	13%
<b>Primary purpose of trip</b>	<b>Current Riders</b>	<b>Infrequent Riders</b>
Work/Business	60%	44%
Shopping/errands	54%	28%
Medical appointments	44%	22%
Fun/recreational/social	35%	32%
Restaurants/coffee shops	25%	16%
Special events	21%	33%
Social Services	17%	8%
School/Education/Training	12%	13%
Church	7%	3%
Jury duty	7%	7%
Childcare/child's school/activity	5%	2%
<b>How fares are usually paid</b>	<b>Current Riders</b>	<b>Infrequent Riders</b>
Cash	15%	33%
ORCA card	71%	54%
Ticketing app	5%	1%
RRFP card	3%	3%
Per trip/e-Purse	52%	43%
Monthly Pass	25%	20%
Subsidized annual pass	13%	25%
All-Day Pass	3%	1%

**Transit Service Monitoring**

Pierce Transit monitors the overall performance of our transit system relative to our performance standards on a monthly basis. System-wide averages are shown in Figure 4. The Transit Service Monitoring Table is

shown in Appendix F. 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 2018-2022 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 was 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 was 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 F (Transit Service Monitoring table). Standards measured against include passengers per hour, headways.

Pierce Transit has a total of 32 routes. There is a total of 24 minority routes, making up 73 percent of all routes see Figure 5 below. There are a total 29 low-income routes, comprising 88 percent of all routes in the system see Figure 6 below. The results of the monitoring using ridership data from July 1, 2021, through December 31, 2023.

**Figure 4. Monitoring Results – System-Wide Averages**

**Pierce Transit System-Wide Averages July 1, 2021 through December 31, 2023**

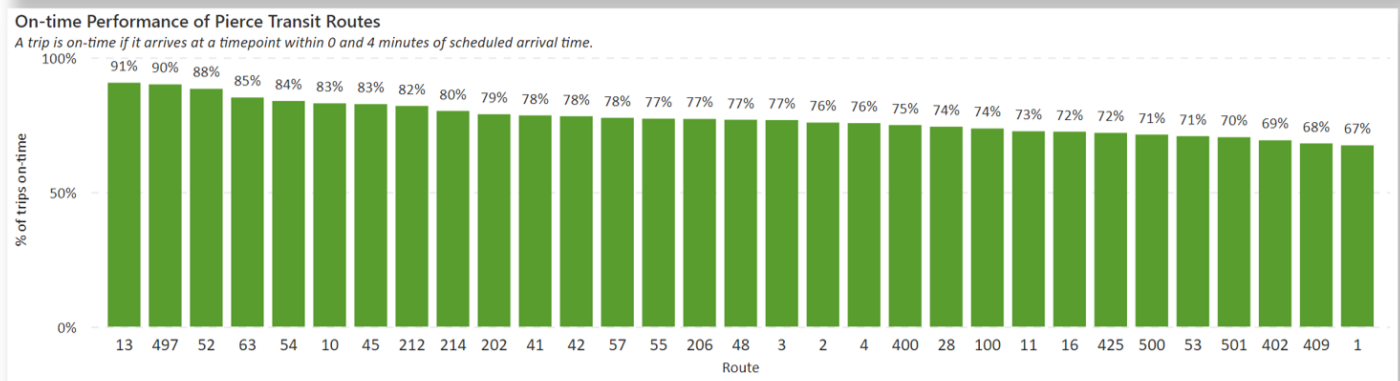
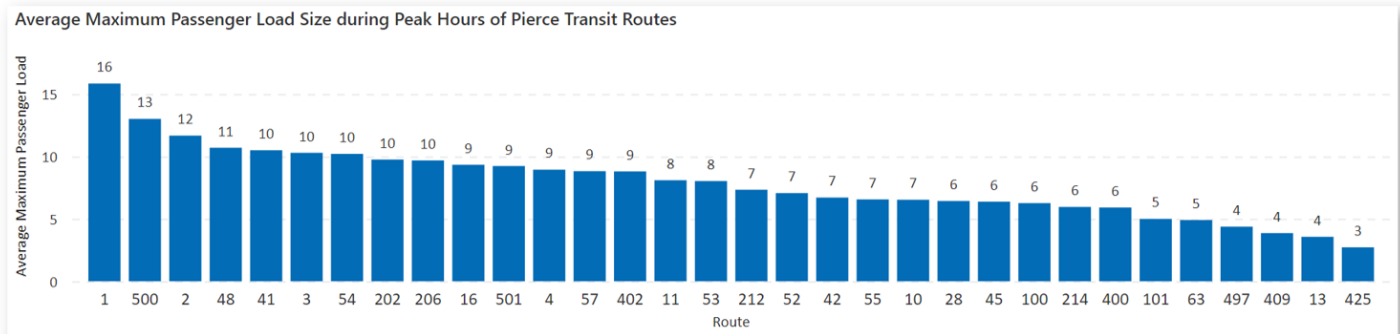
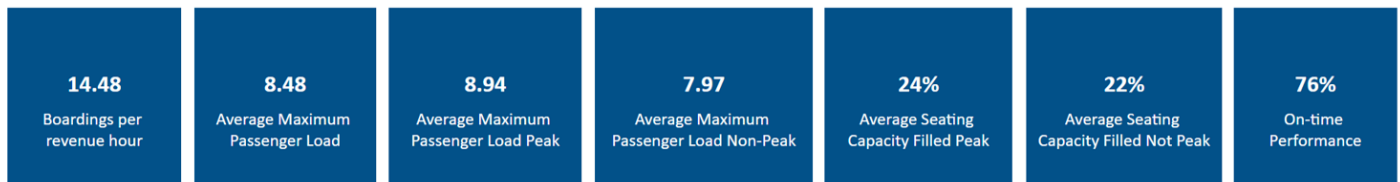


Figure 5. Monitoring Results – High-Minority Routes

Pierce Transit High Minority Route Averages July 1, 2021 through December 31, 2023

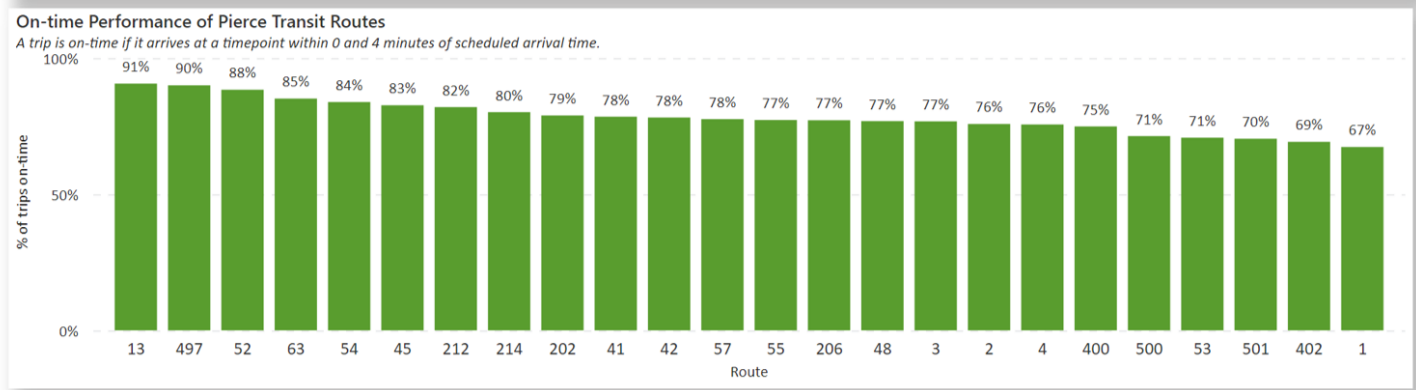
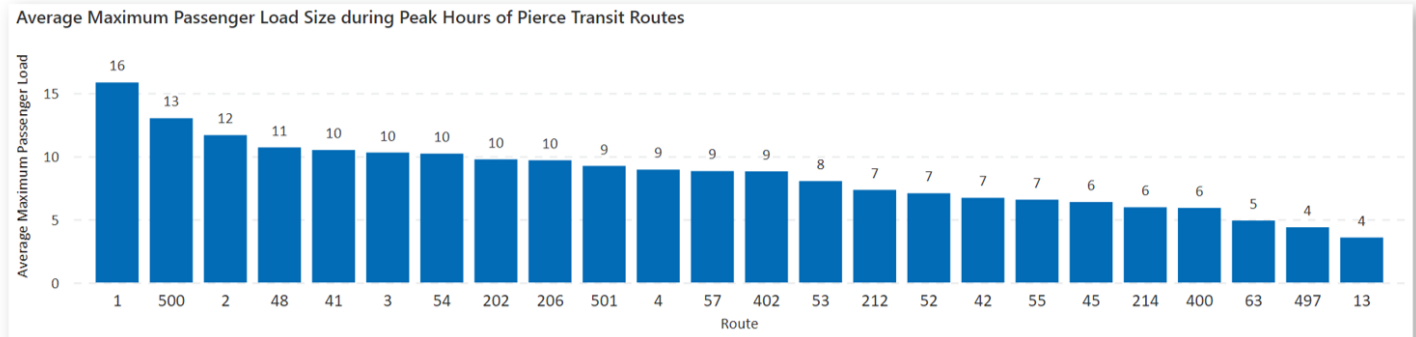
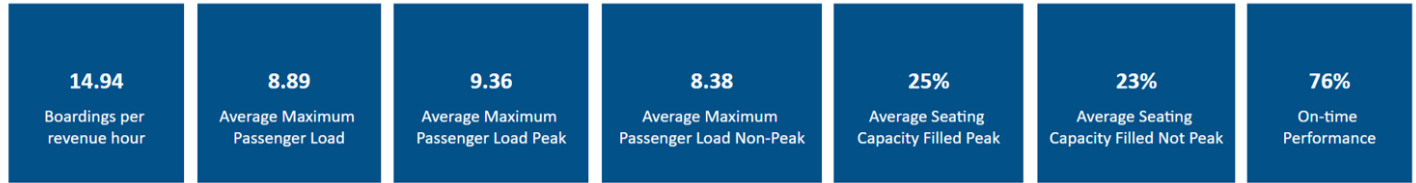
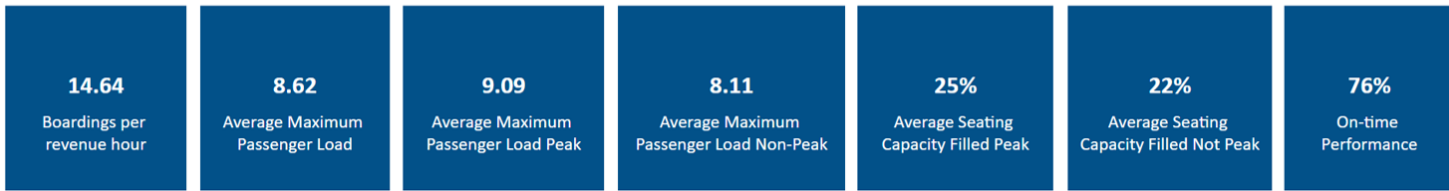
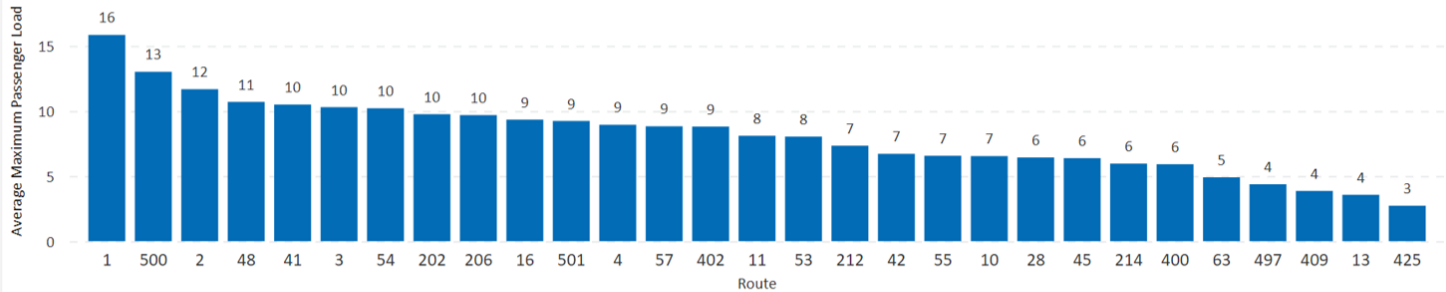


Figure 6. Monitoring Results – Low-Income Routes

Pierce Transit Low Income Route Averages July 1, 2021 through December 31, 2023

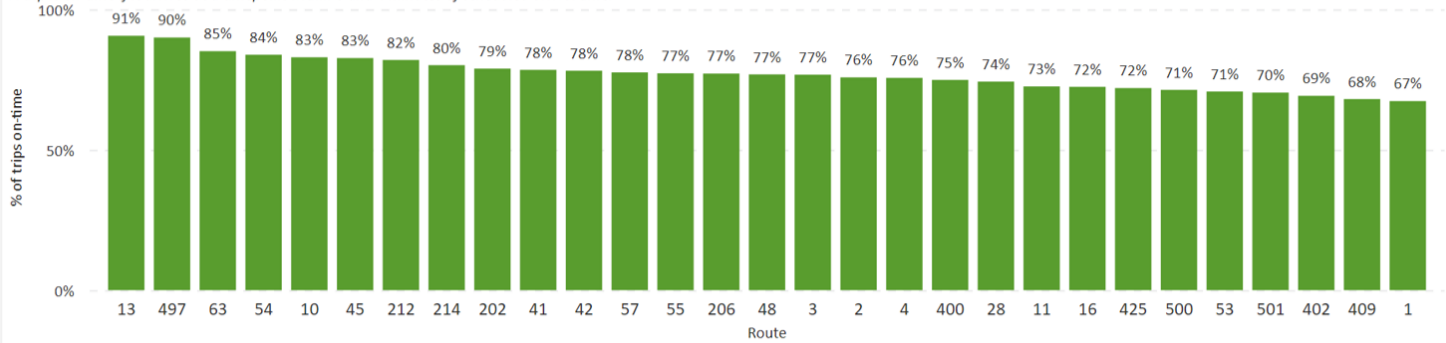


Average Maximum Passenger Load Size during Peak Hours of Pierce Transit Routes



On-time Performance of Pierce Transit Routes

A trip is on-time if it arrives at a timepoint within 0 and 4 minutes of scheduled arrival time.



## **Board Approval of Transit Service Monitoring Results and Board Approval of the 2024 Title VI Program**

A resolution from the August 2024 Pierced Transit Board of Commissioners meeting showing their review and approval of the monitoring results is included as Appendix G. Board review and approval of the 2024 Pierce Transit Title VI Program is included as Appendix J.

## **Public Engagement Process for Setting Title VI Policies**

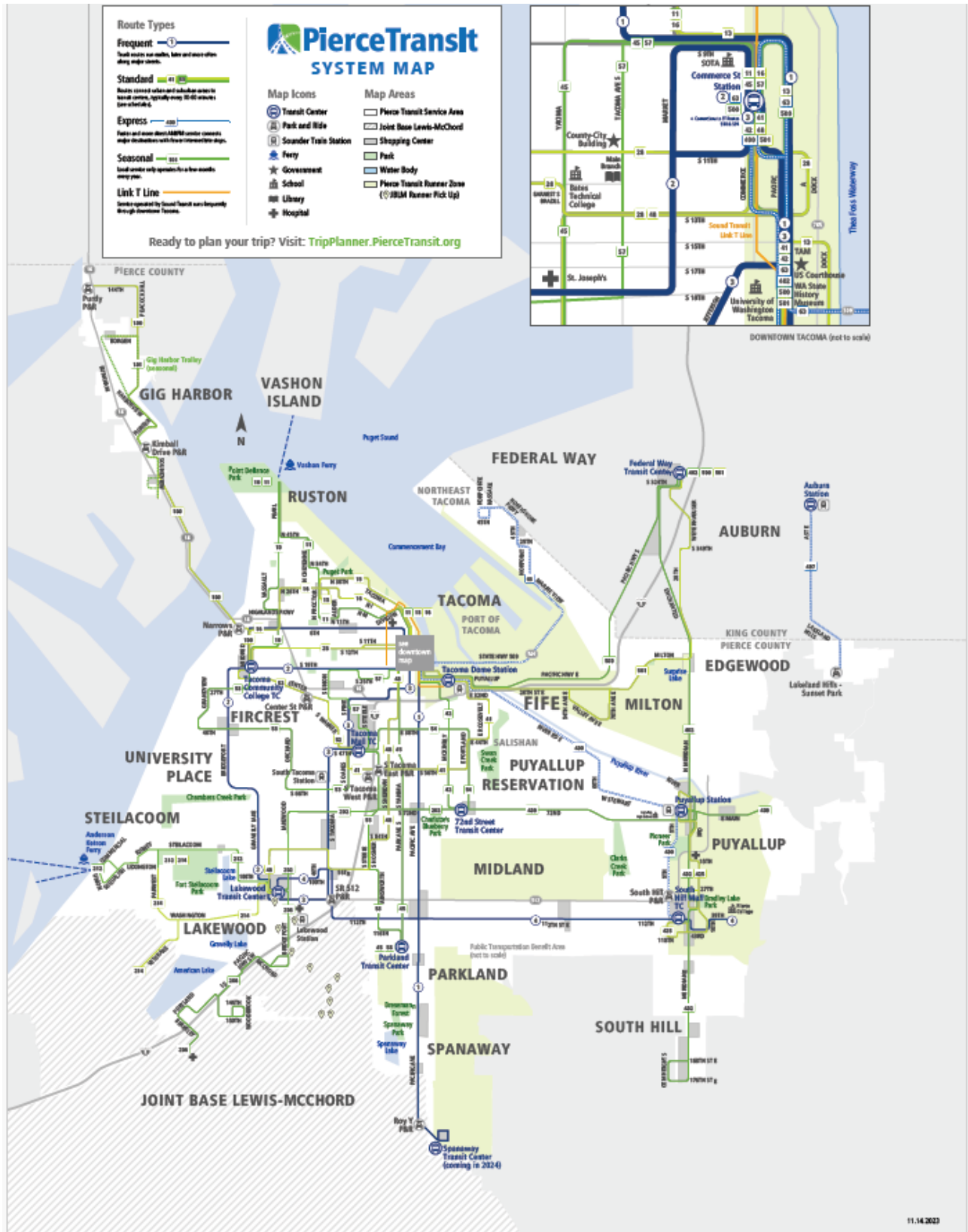
See Appendix H for Pierce Transit's current Title VI Policies.

## **Equity Evaluation of Title VI policies**

Pierce Transit evaluated six fare and schedule changes between June 2021 and December 2023. These are included as Appendix I. Documentation for each analysis showing that it was reviewed and approved by the Board of Commissioners is attached to each equity analysis document.



# APPENDIX A - Pierce Transit System Map 2023



# APPENDIX B - Title VI Complaint Procedures and Forms

# TITLE VI COMPLAINT PROCESS

1. **Statement of Policy:** No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Pierce Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259). Pierce Transit operates its programs without regard to race, color, or national origin.
2. **Notices:** Notices of Title VI rights are posted on the agency's website at: [www.piercetransit.org/pierce-transit-title-vi-notice](http://www.piercetransit.org/pierce-transit-title-vi-notice) as well as at the entrances of customer service facilities.
3. **How to file a Complaint:** Any person or entity may make a complaint for discrimination on the basis of race, color, or national origin, by submitting a complaint within 180 days of the alleged discriminatory act as follows:
  - a. All complaints must be in writing.
  - b. A complaint may be made on the Agency's Title VI Complaint Form or by email or letter with the following information:

Pierce Transit  
Attention: Civil Rights Officer  
3701 96th St SW  
Lakewood, WA 98499

    1. If submitting a complaint by letter, and not using the Agency's form, all complaints must include:
      - I. Name, address, and telephone number of complaining party;
      - II. Name, address of the person, agency, institute, or office alleged to have engaged in a discriminatory act;
      - III. A description on how, why and when the discrimination occurred, including as much background as possible about the allegations; and
      - IV. A signature by the complaining party.
    2. A complaint submitted by letter should be addressed as follows:
    3. A copy of the Agency's Title VI Complaint Form may be obtained as follows:
      - I. Website at [www.piercetransit.org/documents](http://www.piercetransit.org/documents)
      - II. Email request for Form to [crofficer@piercetransit.org](mailto:crofficer@piercetransit.org);
      - III. Call: (253) 581-8000 and ask for the Civil Rights Officer who will email or mail you a copy of the Form.
  - c. You may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor "TCR 1200, New Jersey Avenue, SE Washington, DC 20590, or call (888) 446-4511. Should a complaint be filed with Pierce Transit and an external entity simultaneously, the external complaint will supersede the Pierce Transit complaint and Pierce Transit's complaint procedures will be suspended pending the external entity's findings.
4. **How Pierce Transit Will Respond to Complaints:**

Once a Title VI Complaint is received by Pierce Transit, the Civil Rights Officer will review the complaint and within fifteen working days, send a letter to the complainant

acknowledging their complaint and either commencing an investigation or closing the matter.

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

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

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

Anyone wishing to appeal the findings, conclusions, or recommendations in the Civil Rights Officers' report may do so by submitting a letter explaining the complainant's position and requesting an independent review by Pierce Transit Chief Executive Officer within 15 days of receipt of the report. The Chief Executive Officer will issue a letter either confirming the Civil Rights Officer's findings or notifying the complainant of further investigation within 30 business days of receipt of the appeal. The Chief Executive Officer's review is final and binding.

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

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



Pierce Transit Title VI Complaint Form

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

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact Customer Service by calling (253) 581-8000. The completed form must be returned to Pierce Transit via e-mail: [crofficer@piercettransit.org](mailto:crofficer@piercettransit.org) OR mail to: 3701 – 96<sup>th</sup> 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.

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Complete reverse side of form

Pierce Transit Title VI Complaint Form

Please describe the alleged discrimination incident (continued)

Multiple horizontal lines for describing the incident.

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

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

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


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

Complainant's Signature \_\_\_\_\_ Date \_\_\_\_\_

Print or Type Name of Complainant


Date Received: \_\_\_\_\_
Received By: \_\_\_\_\_


# APPENDIX C – Public Participation Plan 2024




## SEPTEMBER 2024

2024 Title VI Program  
Public Participation Plan



FARE REQUIREMENTS		
 Pierce Transit	ONE WAY	ALL DAY IN
	ADULT	\$2.00 / \$3.00
	YOUTH Ages 6-18	\$1.00 / \$2.00
	DISCOUNTED MINOR / DISABLED	\$1.00 / \$2.00
	<small>*Must show Requested Referral</small>	



### Pierce Transit

Connecting you with life

## 1. INTRODUCTION

Pierce Transit’s Public Participation Plan (PPP) is a guide for Pierce Transit’s ongoing public participation activities. Its purpose is to guide Pierce Transit’s pursuit of equitable, meaningful, and effective means of providing information and receiving input on transportation decisions from the public.

Pierce Transit’s will seek input from its communities including low income, minority, traditionally underserved, 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 ensures Pierce Transit’s engagement with the public as it pertains to policies, projects, and initiatives across the Agency are timely, continuous, and meaningful. Through meaningful engagement strategies outlined in this plan, Pierce Transit seeks to receive guidance from stakeholders, community organizations, and the public on impacts of any plans, ongoing and future, that Pierce Transit pursues.

This plan will cover Pierce Transit’s goals, guiding principles, and strategic approach as it pertains to meaningful and effective public involvement and engagement.

This Public Participation Plan is a living document that will evolve, grow, and be evaluated for necessary amendments or updates annually by Pierce Transit’s Community Development Department. Changes to the Public Participation Plan will be based on technological advancements, feedback and ideas from community members, developments to the Pierce Transit Boundary Area, and upon evaluation of the in-practice Public Participation strategies’ effectiveness.

Measures of effectiveness to be evaluated at each update period may include:

- The number of participation opportunities provided by Pierce Transit and whether they follow the guidelines and strategies of this plan.
- The quantity of data collected including the public’s response rate and interest in engagement and transportation planning.
- The quality of data collected. Pierce Transit will analyze the type of data received from public input and identify if the types of questions asked lead to meaningful feedback that can be incorporated into decision-making or if questions need to be revised to better identify community needs.

In this text, “meaningful” and “effective”, will be used in reference to Pierce Transit’s public engagement goals and techniques. To create a clear message to these otherwise subjective terms, Pierce Transit would like to define these terms, as they are referred to in this document, as follows:



- Meaningful, as used by Pierce Transit to describe public engagement intentions, activities, and outcomes, represents decisions and interactions where input is received authentically, analyzed thoughtfully, and implemented appropriately.
  - Authentically = input received from all communities served
  - Analyzed thoughtfully = input received is considered and discussed amongst agency personnel and valued equally regardless of its origin
  - Implemented appropriately = as it aligns with Pierce Transit’s social, economic, and legal obligations, missions, and values
- Effective, as used by Pierce Transit to describe public engagement intentions, activities, and outcomes, represents the quantity (statistically relevant) and quality of input received and able to be used in the decision-making process by Pierce Transit personnel.

### *1.1 Tribal Land Acknowledgment*

Pierce Transit gratefully acknowledges the traditional stewards and inhabitants of the land it operates to and from – the Puyallup People.

### *1.2 Pierce Transit’s Structure, Mission, Vision, and Values*

Founded in 1979, Pierce County Public Transportation Benefit Area Corporation (Pierce Transit) covers 292 square miles of Pierce County, Washington’s second most populous county, serving 70% of residents. Pierce Transit provides four types of service that help riders accomplish daily needs: Fixed Route, SHUTTLE paratransit, on-demand Runner, and Rideshare.

Pierce Transit is governed and receives input from:

- **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. The Board of Commissioners meet the 2<sup>nd</sup> Monday of each month.
  - **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. Meetings are open to the public and are held at 3:00 p.m. the third Thursday during the months of January, March, May, July, September, and November and are sometimes canceled or rescheduled due to holiday or other events. Notice of cancelation will be provided per Open Public Meeting Act (OPMA) guidelines.
  - **The Service Delivery and Capital Committee (SDSS)** is comprised of four (4) voting members of the Board of Commissioners and one (1) non-voting member appointed from the Community Transportation Advisory Group (CTAG), and its role is to give additional oversight on items including but not limited to the operational service needs of the system, the customer experience, and significant capital projects. The SDCC has been delegated the authority by the Board to approve contracts for goods and services in a value up to \$1 million and approve capital project budget changes valued up to \$500,000, but no more than twice during the course of a capital project.

- **The Pierce Transit Community Transportation Advisory Group (CTAG)**
  - The Pierce Transit Community Transportation Advisory Group (CTAG) is a nine-to-twelve-member advisory group that provides input to the Board of Commissioners. It was chartered to offer an opportunity for community stakeholders to provide feedback and suggest improvements and recommendations on plans, policies, and services offered by Pierce Transit. CTAG was created to provide a forum for interactive discussions that encourages community stakeholder input, creating a two-way conduit to inform and get information out to the public; represent the interests of the community and assist staff and the Board of Commissioners in meeting strategic priorities. They provide input to the Board of Commissioners on local public transportation issues such as: service changes, Title VI requirements, strategic plans, budget, fare structures, transit amenities, and other issues.

**Mission**

Improves people’s quality of life by providing safe, reliable, and accessible transportation services that are locally based and regionally connected.

**Vision**

Your Preferred Transportation Choice

**Organizational Values**

Pierce Transit is committed to a culture of service where the following three values guide decisions and actions:

- **Innovative**
  - 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 of our service
- **Equitable**
  - To emphasize the importance of equity.

*1.3 Pierce Transit’s Public Participation Goals*

This document will serve as a guide in Pierce Transit’s pursuit of equitable, meaningful, and effective engagement as it pertains to providing information and receiving input on transportation decisions from the public. This includes, but is not limited to, public feedback on the identification of social, economic, and environmental impacts of ongoing and future transit plans of Pierce Transit.

Specific goals and outcomes include:

**Goals**

- Quality Input and Participation  
To collect useful, relevant, and constructive feedback regarding plans, projects, programs, strategies, and decisions. Pierce Transit endeavors to use engagement tools that offer opportunities for clear feedback and collection of data that can be efficiently summarized and analyzed.
- Consistent Communication  
To develop trust with communities served by Pierce Transit. Pierce Transit will communicate regularly over a multitude of platforms, combining one-way communication by means of project and service updates and two-way communication focused on receiving input and feedback. Communication will be executed using both in-person and virtual resources and platforms.
- Diversity  
To hear from all communities. Pierce Transit will use data and planning resources to ensure that voices of participants from a range of socioeconomic, ethnic, and cultural perspectives are sought and heard. This includes residents from low-income neighborhoods, ethnic communities, LEP residents, and other traditionally underserved peoples.
- Accessibility  
To ensure equal access to information and personnel. Pierce Transit's will ensure that opportunities to participate in public engagement are physically, geographically, temporally, and linguistically accessible by means of in person and virtual engagement strategies.
- Easy to Interpret  
To convey information clearly. Pierce Transit will share information clearly and simply to ensure the significance and potential effect may be understood by the greatest number of participants.
- Participant Satisfaction  
To affirm participants of the value of their input. Pierce Transit will recognize people who take the time to participate in discussions and provide feedback regarding Pierce Transit projects, programs, and initiatives.
- Clarity in Potential for Influence  
To be transparent about action items related to received public input. Pierce Transit will identify and communicate where and how participants have influence and direct impact on transit decision making.
- Partnerships  
To prioritize our role as a community partner. Pierce Transit will develop and maintain partnerships with local governments, community stakeholders, and community-based organizations through the activities described in this Public Participation Plan.
- Build Trust and Compromise  
To be respectful and tactful in handling multiple perspectives and preferences. Pierce Transit will ensure that all discussions, particularly where there are conflicting views, are structured to allow each perspective to be heard. Upon receipt of varying stances or suggestions, Pierce Transit will seek true compromise that will satisfy the greatest number of community concerns while prioritizing alignment to Pierce Transit's social, economic, and legal obligations, missions, and values.

## Outcomes

- Increased Public Awareness  
Existing and potential Pierce Transit users are aware of transit options and transit planning activities and feel encouraged to participate in future public engagement activities.
- Empowered Communities  
Community members see their feedback implemented into transit plans put forth and executed by Pierce Transit as a direct result of their participation in public engagement activities.
- Transit Plans Indicative of Community Needs  
Transit innovations, systems, plans, and programs are informed, designed, and implemented integrating the needs and feedback of all populations, including people of all races and ethnicities, incomes, traditionally underserved populations, and LEP communities.

### *1.4 Guiding Principles for Public Participation at Pierce Transit*

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

- Flexible  
Pierce Transit will adapt engagement techniques and tools to the needs of communities engaged.
- Inclusive  
Pierce Transit will proactively seek input from and engage with low income, minority, traditionally underserved, and LEP populations within the PTBA.
- Respectful  
Pierce Transit will thoughtfully and carefully consider all feedback received through public engagement.
- Tailored  
Pierce Transit's public participation methods will be tailored to match local and cultural preferences when possible.
- Proactive and Timely  
Pierce Transit's public participation methods will be early and ongoing.
- Clear, Focused and Understandable  
Pierce Transit will communicate a clear purpose and use for the feedback collected through public engagement activities.
- Trustworthy  
Pierce Transit will provide all-encompassing and accurate information.
- Responsive  
Pierce Transit will respond to and include appropriate public comments into transportation

decisions, conversations, and plans.

- Conclusive  
Pierce Transit will communicate how public input is implemented, including rationale for decision-making.
- Collaborative and Whole  
Pierce Transit will support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization.

### *1.5 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

## **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, techniques, and tools used to facilitate diverse, meaningful, and inclusive public involvement.

### *2.1 Public Participation Tools, Tactics, and Techniques*

Pierce Transit takes pride in its work to maintain a collaborative relationship with the community and its stakeholders. Pierce Transit's public engagement efforts rest on multiple communication channels to distribute information to - and solicit input from - affected constituencies. Pierce Transit is committed to using both virtual and in-person practices in the pursuit of equitable and diverse public involvement.

## 2.2 Virtual Public Engagement

Pierce Transit understands the value that virtual public involvement (VPI) techniques bring to the agency's pursuit of meaningful and effective public engagement. VPI makes participation convenient and accessible to a broader audience than just in-person engagement alone. Given its potential for broad reach and perpetual advances in technology, Pierce Transit is committed to incorporating VPI strategies into its meaningful public engagement.

- **Pierce Transit's Website**
  - Pierce Transit website, [www.PierceTransit.org](http://www.PierceTransit.org), is a comprehensive resource for people wanting information about Pierce Transit's services, programs, projects, and activities. Webpages dedicated to specific projects include on-the-page opportunities for the public to provide comment. Pierce Transit's website offers instant translation in 103 languages. Materials that are otherwise printed and distributed in English are translated into different languages as informed by our Title VI analysis, which informs Pierce Transit of which languages meet a certain number of non-English speakers. See section 2.4 for Pierce Transit's translation procedures. The website offers trip planning which enables multi-modal planning including a full itinerary for bus, train, and ferry travels in Snohomish, King, and Pierce counties. Public notice of all Pierce Transit's public meetings, public hearings, and public comment periods are timely posted on the website. Some programs and projects have dedicated webpages where specific information like fact sheets, meetings, open houses, talking points, and more can be found.
- **Social Media**
  - Pierce Transit uses Facebook, TikTok, X (formerly known as Twitter), Instagram, and LinkedIn to distribute information and interact with a wide audience. To ensure reach and relevance, Pierce Transit will post permanent feed posts as well as temporary story posts to provide real-time interaction and updates during public engagement activities. Any announcements regarding change to service or public engagement activities will always be shared on Pierce Transit's social media accounts. The Agency is dedicated to understanding trends in social media platforms and content to remain relevant and impactful through this plane of virtual public engagement.
- **Email Lists**
  - Pierce Transit distributes general information as well as project-specific information to members of the public opting into email lists and wishing to receive timely messages about impacts and opportunities as it relates to Pierce Transit's services, initiatives, and programs.
- **Virtual Open Houses**
  - To expand reach, Pierce Transit may engage in virtual open houses instead of or in addition to traditional in-person open houses. The intent of virtual open houses is the same of in-person open houses as they offer opportunities for the public to provide feedback and comments to transit decision making plans. Through virtual open houses, people get the experience of a physical open house without the travel or time restraints, making public involvement accessible to more people.
- **Surveys**
  - Pierce Transit may conduct surveys to collect public opinion on specific topics or projects. Community members will be encouraged to access and partake in surveys primarily online to streamline data collection and analysis, but paper versions of surveys will be made available at Pierce Transit Headquarters, the Pierce Transit Customer Service Center, and at community outreach events. To ensure community members who would like to participate get the opportunity to do so, Pierce Transit utilizes many channels of communication, as outlined in this

document, to let the public know that a survey is live and for how long submissions will be accepted. Pierce Transit prioritizes reach of any survey ensuring surveys are available in multiple languages and distributed to persons from low-income, minority, and LEP populations.

- **Hybrid Option for Public Meetings**
  - Any public meetings facilitated by Pierce Transit will be hosted on Zoom to allow for virtual participation and viewing. Pierce Transit’s intent is to remove barriers that may exist due to traveling and competing priorities, personal and professional, of community members.
- **Newsletters**
  - Pierce Transit regularly shares various information in the form of updates, calls to action, service changes, and project progress reports to email newsletter subscribers.

### *2.3 In-Person Public Engagement*

- **Customer Comments**
  - There are multiple ways that individuals can provide verbal or written comments to Pierce Transit. Comment cards are made available on all buses, Runner vehicles, and SHUTTLE vans, at the Pierce Transit Customer Service Center, at Pierce Transit’s Headquarters, and at most information outlets where bus schedule information is distributed. These cards have a postage-paid business reply to mailer and are printed in English and Spanish. Comment Cards are 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 webpages, and the Customer Service phone number where staff will take comments over the phone. That same phone number and email address is printed on almost all printed materials, bus stop signs, and passenger vehicles.
- **News Releases and Media Relations**
  - Pierce Transit distributes news releases as appropriate on events, project updates, service changes, and large Agency announcements. Press releases are posted on the Pierce Transit website. In addition, Pierce Transit’s Public Relations Officer is available to speak with reporters regarding various topics.
- **Printed Materials**
  - Pierce Transit produces physical materials such as the Report to the Community, maps, Service Change Rider Alerts brochures, rack cards, and posters, and makes them available to anyone. These publications may include technical and policy information and often use visual components to enhance understanding of transit offerings. Materials are translated into other languages, as needed (see Section 2.4). All publications are available free of charge and include contact information should anyone desire clarification or further information on a specific topic.
- **Surveys**
  - Pierce Transit may conduct surveys to collect public opinion on specific topics or projects. Community members will be encouraged to access and partake in surveys primarily online to streamline data collection and analysis, but paper versions of surveys will be made available at Pierce Transit Headquarters, the Pierce Transit Customer Service Center, and at community outreach events. To ensure community members who would like to participate get the opportunity to do so, Pierce Transit utilizes many channels of communication, as outlined in this document, to let the public know that a survey is live and for how long submissions will be accepted. Pierce Transit prioritizes reach of any survey ensuring surveys are available in multiple languages and distributed to persons from low-income, minority, and LEP populations.
- **Telephone Information Line**

- Pierce Transit’s phone system offers various information. This includes pre-recorded information about detours, phone tree options for different Agency departments, and location and service hours for our Customer Service Center.
- **Project Fact Sheets**
  - Pierce Transit creates project fact sheets for large-scale projects to provide a clear breakdown of different project components. These often include timelines, budgets, visual aids, and project expectations. These are made available on project webpages and at public engagement events.
- **On-Board Announcements**
  - Pierce Transit utilizes on-board announcements to broadcast audio and scrolling text announcements as needed. Topics include items such as detours, project updates, service changes, public involvement opportunities, and public meeting notices.
- **Mailings**
  - Pierce Transit provides information about its services through mass mailings to targeted households in areas affected by large program or service impacts.
- **Paid Advertisements**
  - To promote its services or collect public comments, the Agency may place paid advertisements in local printed or online publications or websites. Additionally, the Agency may run ads on streaming services like Peacock or utilize billboards throughout the PTBA.
- **Focus Groups**
  - Focus groups may be utilized to discover the attitudes of the public for complex projects, controversial issues or where large Title VI groups exist.
- **Transit Center Outreach**
  - Pierce Transit employees may visit transit centers, using data for their highest ridership, to connect with current riders and share particularly specific or impactful updates to programs, service, policies, and procedures.
- **Community Outreach Booths**
  - Pierce Transit is dedicated to tabling at community outreach events and public gathering spaces to increase visibility and meet the public where they are at. While at events, Pierce Transit has information on all of the Agency’s programs, initiatives, hiring opportunities, and services. Information shared is kept current and relevant.
- **Open Houses**
  - Pierce Transit may hold open houses where the public can obtain information about and provide feedback on plans, programs, services, and initiatives. The public receives information from exhibits and staff and are encouraged to give opinions, make comments, and state preferences orally or in writing. Attendees may be encouraged to fill a survey regarding information shared and their preferences or ideas. Informal presentations, slideshows, and one-on-one discussions may take place continuously throughout the event. The number of locations for open houses depends on the project and audience. Open houses and other events are conducted in facilities that are accessible to persons with disabilities and to people who rely on public transit.
- **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 and hearings may be held at various times and locations throughout the county to allow people with traditional and non-traditional schedules to attend.
- **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



98499. These meetings are open to the public and include an opportunity for the public to comment, up to three minutes per person, 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 canceled. Agendas are distributed and posted to the Agency’s website ([www.piercetransit.org](http://www.piercetransit.org)) prior to each meeting in accordance with Washington State law and OPMA guidelines.
- **Agendas**
  - Agendas with supporting materials are sent electronically to the Board of Commissioners and 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. Public comments are limited to three minutes per person if done orally during the Board Meeting. Written comments can be sent to Pierce Transit headquarters via mail or submitted via email prior to a meeting.
- **Visual Components**
  - Pierce Transit incorporates visual components 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 consistent, streamlined, and easy to understand visual messaging.
- **Workshop and Training Sessions**
  - Pierce Transit offers educational workshops or training sessions on various topics of interest to the community including but not limited to rideshare and commute options or travel training for all Pierce Transit types of service.
- **Volunteer Opportunities**
  - Pierce Transit creates and provides opportunities for interested community members to volunteer in support and education of Pierce Transit initiatives.

- **Networking Events**
  - Pierce Transit may host networking events where businesses and community members can connect with each other while exchanging ideas and fortifying relationships.

### *2.4 Translation Guidelines*

Pierce Transit is dedicated to providing materials to all communities including LEP. Pierce Transit’s website offers instant translation in 103 languages. Apart from that, the every-three-year Title VI analysis informs Pierce Transit of which languages are primarily spoken by the communities within the PTBA. As of 2023, seven different languages meet criteria for automatic translation for critical publications. Critical publications include Service Change Rider Alerts, Public Hearing Notices, fare announcements, and more. Publications in these languages can be found on the appropriate webpages and are made available to be downloaded in PDF format rather than mass-distributed and printed by Pierce Transit. On the back of all Pierce Transit printed brochures there are instructions on how to call and get translation over the phone for all languages that meet Title VI translation requirements.

## **3. EXAMPLES OF PUBLIC ENGAGEMENT & OUTREACH**

In pursuit of the goals and input outlined in this Public Participation Plan, Pierce Transit engages in public outreach via community outreach booths, Transit Center outreach, and project-specific engagement. The following is a summary of Pierce Transit’s general outreach pursuits as well as project-based public engagement.

### *3.1 Community Outreach Booths*

Pierce Transit registers for and attends outreach events across the Pierce Transit Benefit Area (PTBA) every year to educate, solicit feedback, and increase awareness and trust. Departments that attend regularly events are Community Development, Recruitment, and Specialized Transportation.

Events range from resource fairs with school districts, various farmers’ markets, park openings, festivals, and more. At these events, Pierce Transit’s booth has rack cards, brochures, flyers, and the like about all of Pierce Transit’s services, programs, initiatives, and career opportunities. The opportunity to staff the Pierce Transit booth is offered to all departments within Pierce Transit, allowing for multiple perspectives, experts, and personnel to be available to the public.

Pierce Transit recruitment personnel attend events ranging from Trade Expos to high school career fairs with the intent of sharing career and internship opportunities to a vast range of community members.

The Specialized Transportation Department focuses on engaging populations who are unable to use Pierce Transit’s fixed-route service because of a disability. This team seeks out events like those hosted by the Center for Independence, whose goal is to provide information on resources available to assist disabled folks in everyday tasks and needs. Services and programs that this group focuses on educating the public on are SHUTTLE and Travel Training.

Through the work of these Pierce Transit Departments, Pierce Transit aims to be visible, accessible, and approachable to a broad range of its community. When the need for public input arises due to specific larger programs, projects, or initiatives, Pierce Transit can feel confident the public trusts their intents and level of care due to its existing consistent presence at events within its communities.

## **Purpose**

- **Visibility:** Demonstrate Pierce Transit’s intent to be involved by being visible and accessible across multiple communities.
- **Education:** Educate the public on all of Pierce Transit’s services, programs, career opportunities, and initiatives.
- **Gather Input:** Receive input and feedback from the public regarding how Pierce Transit shows up in their day-to-day life, their perception of the agency, and more.
- **Decision-making:** Collect feedback and comments regarding daily operations and impacts as well as larger programs, initiatives, and surveying opportunities.

## **People**

- **General Public:** Offer opportunity for riders and non-riders alike to ask questions, offer input, and engage Pierce Transit staff.
- **Community Groups:** Support various community groups by attending their events and engaging directly with their personnel.
- **Vehicle Posters:** Interior posters placed on Pierce Transit buses and SHUTTLE vehicles.

### ***3.2 Transit Center Outreach – ORCA NexGen Launch***

When applicable, Pierce Transit may execute Transit Center Outreach. This is typically executed around large system, technological, and customer-facing advances, or changes to be implemented by Pierce Transit or partner agencies. To solicit feedback from and inform riders of these changes, Pierce Transit staff will make themselves available at Transit Centers at their highest boarding times to disseminate information directly to riders in the form of printed materials and word of mouth, offering riders a direct interaction with Pierce Transit personnel in which to ask clarifying questions regarding the topic at hand or other Pierce Transit concerns or interfaces.

In May 2022, ORCA, the region’s fare-collection system, implemented the region-wide Next Generation ORCA initiative. Next Generation ORCA included technological advancements, new ways to pay fare, a new retail-outlet purchasing system, and ORCA cards with a new look. To ensure a smooth and clear transition for Pierce Transit riders, Transit Center outreach was planned and executed the week prior to and the week of Next Generation ORCA. Boarding and alighting data was analyzed to identify days of the week and times where outreach would be the most impactful. Data also informed the appropriate number of Pierce Transit personnel needed to execute effective outreach.

Shifts were executed as shown:

Date/Time	Outreach Details	Date/Time	Outreach Details
2022-05-05	Commerce St Station	2022-05-13	Lakewood Mall TC
1:00-3:00 p.m.	Three staff members	2:00-4:00 p.m.	Three staff members
2022-05-09	South Hill Mall TC	2022-05-16	Tacoma Dome Station
2:00-4:00 p.m.	Two staff members	5:00-7:00 a.m.	Three staff members
2022-05-10	Tacoma Dome Station	2022-05-16	Commerce St Station
5:30-8:00 a.m.	Five staff members	Noon-2:00 p.m.	Five staff members
2022-05-10	Tacoma Dome Station	2022-05-17	South Hill Mall TC
2:00-4:00 p.m.	Five staff members	Noon-2:00 p.m.	Three staff members
2022-05-10	512 Park & Ride	2022-05-17	512 Park & Ride
4:00-6:00 p.m.	Two staff members	3:00-5:00 p.m.	Four staff members
2022-05-11	72 <sup>nd</sup> St TC	2022-05-18	Parkland TC
10:00 a.m.-Noon	Two staff members	Noon-2:00 p.m.	Three staff members
2022-05-11	Tacoma Mall TC	2022-05-18	Tacoma Mall TC
Noon-2:00 p.m.	Three staff members	2:00-4:00 p.m.	Three staff members
2022-05-12	Parkland TC	2022-05-19	Tacoma Community College TC
10:00 a.m.-Noon	Three staff members	2:00-4:00 p.m.	Three staff members
2022-05-12	Tacoma Community College TC	2022-05-20	72 <sup>nd</sup> St TC
1:00-4:00 p.m.	Four staff members	Noon-2:00 p.m.	Three staff members
2022-05-13	Lakewood Mall TC	2022-05-20	Lakewood Mall TC
Noon-2:00 p.m.	Four staff members	2:00-4:00 p.m.	Five staff members

### Purpose

- Inform: Ensure riders receive information pertinent to their day-to-day transit use experience.
- Gather Input: Learn directly from transit riders what questions they may have or observations they've gathered regarding the ORCA system changes.
- Visibility: Demonstrate to Pierce Transit riders that they can trust we will educate them amidst any changes to their transit resources.

### People

- Pierce Transit Riders: Transit Center outreach's intent is to specifically touch those who are actively using our system and to ensure that they have clarity and understanding amidst any changes or developments to the system.

### 3.3 Bus System Recovery Plan

Pierce Transit launched its Bus System Recovery Plan in Summer 2023 to strategically increase transit service based on riders' needs and new travel patterns across its communities. Pierce Transit conducted public involvement and outreach activities beginning Summer 2023 regarding their Bus System Recovery Plan.

There were two phases of outreach. The first phase was focused on understanding the community's general service recovery needs and was conducted in August 2023. The survey was made available online and in person at the Pierce Transit Customer Service Center. Inputs from the first phase of outreach were utilized to develop two different recovery scenarios, which were then presented to the public in a second round of engagement which ran between mid-September and the end of October 2023. The goal of the second round of outreach was to understand which elements of the two scenarios resonated with the public the most. The public's priorities were reflected in the draft Bus System Recovery Plan recommendation.

Outreach activities took place both online and in-person. Pierce Transit communications and outreach staff promoted the project and the engagement opportunities on multiple channels and platforms during the engagement period. The outreach team also provided supplemental information about the recovery plan at all previously scheduled tabling and outreach activities as well as through a series of six separate events that were specifically focused on the Bus System Recovery Plan.

Event	Location	Date
Open House #1	324 S Meridian, Puyallup, WA, 98371	09/23/2023
Virtual Town Hall #1	Zoom	09/27/2023
Transit Center Outreach - Tacoma	S 47th St, Tacoma, WA, 98409	09/27/2023
Open House #2	3513 Portland Avenue E, Tacoma 98404	10/03/2023
Transit Center Outreach - Lakewood	5719 Lakewood Towne Center Blvd SW, Lakewood, WA 98499	10/04/2023
Virtual Town Hall #2	Zoom	10/05/2023

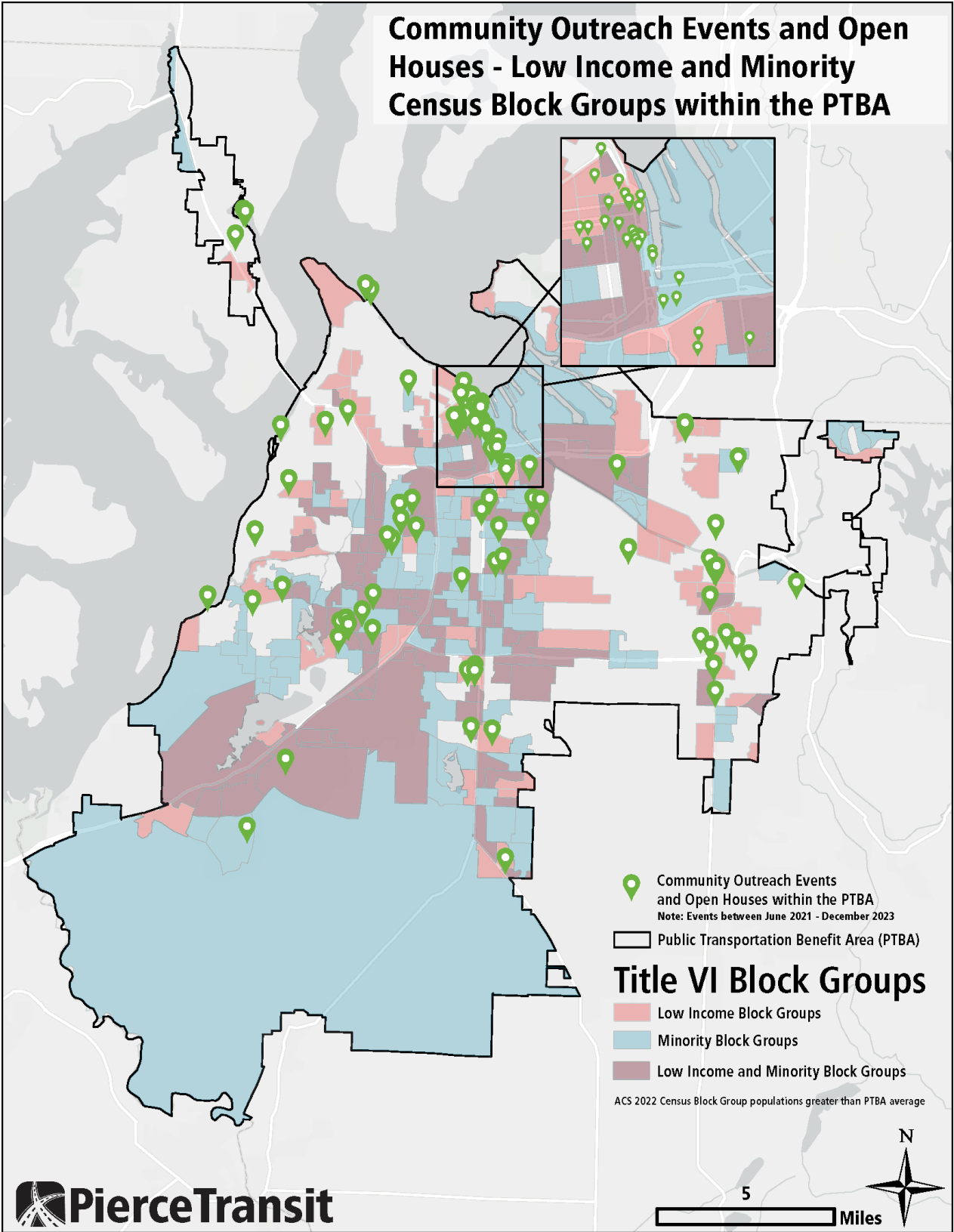
#### Purpose

- Awareness: Inform the public of Pierce Transit's desire to deliver an improved bus system that works for the current needs of its communities.
- Education: Educate the public on feasible solutions and variables considered in transit decision-making efforts.
- 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 share their transit priorities.

# APPENDIX D - Community Outreach Locations



Event Name	Date	Event Type	Address
Puyallup Farmers Market	6/5/21	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Puyallup Farmers Market	6/19/21	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Broadway Farmers Market	6/24/21	Community Outreach Event	1099-949, Broadway, Tacoma, WA 98402
Cars and Coffee	6/27/21	Community Outreach Event	325 152nd St E, Tacoma, WA 98445
Puyallup Farmers Market	7/10/21	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Eastside Farmers Market	7/13/21	Community Outreach Event	3501 McKinley Ave, Tacoma, WA 98404
Broadway Farmers Market	7/22/21	Community Outreach Event	1099-949, Broadway, Tacoma, WA 98402
Puyallup Farmers Market	7/24/21	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Pierce County Trails Day	7/31/21	Community Outreach Event	13810 80th St. East, Puyallup, WA 98372
DOTG Scavenger Hunt	8/12/21	Community Outreach Event	1548 Pacific Ave, Tacoma, WA 98402
Meeker Days - Day 1	8/13/21	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
National Night Out @ Blueberry Park	8/14/21	Community Outreach Event	7402 E D St, Tacoma, WA 98404
Meeker Days - Day 2	8/14/21	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Meeker Days - Day 3	8/15/21	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Eastside Farmers Market	8/17/21	Community Outreach Event	3501 McKinley Ave, Tacoma, WA 98404
Summer Bash	8/20/21	Community Outreach Event; Networking	6320 Grandview Drive West University Place, Washington 98467
Hounds on the Hill	8/21/21	Community Outreach Event	531 31st Avenue Southeast Puyallup, WA 98374
Broadway Farmers Market	8/26/21	Community Outreach Event	1099-949, Broadway, Tacoma, WA 98402
Lakewood Farmers Market	8/27/21	Community Outreach Event	8714 87th Ave SW, Lakewood, WA 98498
Friends of Foss Event	8/29/21	Community Outreach Event	1821 Dock Street, Tacoma, WA 98402
Amazon Sumner Vanpool event	9/1/21	Employer Event	1800 140th Ave E, Sumner, WA 98390
GreenTrike Back to School Event	9/2/21	Community Outreach Event	1548 Commerce St, Tacoma, WA 98402
PLU New Student Orientation	9/3/21	Employer Event	12180 Park Ave S, Tacoma, WA 98447
Lakewood Farmers Market	9/10/21	Community Outreach Event	8714 87th Ave SW, Lakewood, WA 98498
Touch a Truck	9/11/21	Community Outreach Event	14824 C St S, Tacoma, WA 98444
WA State Fair	9/20/21	Community Outreach Event	110 9th Ave SW, Puyallup, WA 98371
Amazon DuPont - Employer Event	9/22/21	Employer Event	3230 International Place, Dupont WA 98327
WA State Fair	9/22/21	Community Outreach Event	110 9th Ave SW, Puyallup, WA 98371
Pierce County CCB - Employer ORCA Support Event	9/23/21	Employer Event	930 Tacoma Ave S., Tacoma, WA 98402
Amazon DuPont - Employer Event	9/23/21	Employer Event	3230 International Place, Dupont WA 98327
Broadway Farmers Market	9/23/21	Community Outreach Event	1099-949, Broadway, Tacoma, WA 98402
Pierce College-Student orientation	9/23/21	Employer Event	9401 Farwest Drive SW Lakewood 98498
Lakewood Farmers Market	9/24/21	Community Outreach Event	8714 87th Ave SW, Lakewood, WA 98498
Lakewood Farmers Market	9/24/21	Community Outreach Event	8714 87th Ave SW, Lakewood, WA 98498
WA State Fair	9/25/21	Community Outreach Event	110 9th Ave SW, Puyallup, WA 98371
Pierce College Steilacoom Outreach-tabling	9/30/21	Employer Event	9401 Farwest Drive SW Lakewood 98498
Puyallup Farmers Market	10/9/21	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Pierce Conservation District Employer ORCA Support Event	10/19/21	Employer Event	308 West Stewart, Puyallup 98371
Light Up Your Ride	10/28/21	Community Outreach Event	1322 Fawcett Ave, Tacoma, WA 98402
Fun Fall Festival	10/29/21	Community Outreach Event	14824 C St S, Tacoma, WA 98444
Veterans Stand Down	11/13/21	Community Outreach Event	1500 Commerce St, Tacoma, WA 98402
Puyallup Santa Parade	12/4/21	Community Outreach Event	2nd St SW Puyallup
Tacoma Santa Parade	12/5/21	Community Outreach Event	4824 S Tacoma Way, Tacoma WA 98409
Lakewood Holiday Parade of Lights	12/11/21	Community Outreach Event	Fort Steilacoom Park 8714 87th Ave SW Lakewood, WA 98498

Tacoma Light Trail [Lead: Lani. Back-up: Rachel]	1/7/22	Community Outreach Event	1701 Pacific Ave, Tacoma, WA 98402
Light Up Your Ride	1/12/22	Community Outreach Event	1322 Fawcett Ave, Tacoma, WA 98402
Asia Pacific Cultural Center 24TH Annual Asia Pacific New Year Celebration	2/19/22	Community Outreach Event	4500 STEILACOOM BLVD SW LAKEWOOD WA 98499
Black History Celebration	2/26/22	Community Outreach Event	1602 Martin Luther King Jr Way, Tacoma, WA 98405
Amazon DuPont Vanpool Event	3/29/22	Employer Event	3230 International Place BF19 DuPont 98327
Amazon Vanpool event	3/31/22	Employer Event	3230 International Place BF19 DuPont 98327
Amazon Lacey Vanpool event	4/12/22	Employer Event	3300 Hogum Bay Road NE Lacey 98513
Nintendo Transportation Webinar	4/13/22	Employer Event	4600 150th Ave NE, Redmond (virtual mtg)
Amazon Lacey Vanpool event	4/14/22	Employer Event	3300 Hogum Bay Rd NE Lacey 98513
South Sound Sustainability Expo	4/16/22	Community Outreach Event	1700 Commerce Tacoma, WA 98402
MAMC Earth Day Event	4/21/22	Employer Event	9040A Jackson Ave, Joint Base Lewis-McChord, WA 98431
Puyallup Farmers' Market	4/23/22	Community Outreach Event	330 S Meridian, Puyallup, WA 98371
Vision Zero Event with Golden Bamboo	4/29/22	Transit Education Event	1724 E 44th St, Tacoma, WA 98404
Swan Creek Celebration	4/30/22	Community Outreach Event	2106 E 44th St, Tacoma, WA 98404
Broadway Farmers' Market	5/5/22	Community Outreach Event	S 9TH St, Tacoma, WA 98402
City of Puyallup. Aging Expo 2022	5/7/22	Community Outreach Event	1609 39th Ave SE Puyallup 98371
Livable Community Fair	5/7/22	Community Outreach Event	17010 S Vaughn Rd NW, Vaughn, WA 98394
Bike Bash	5/21/22	Community Outreach Event	10123 78th Avenue NW Gig Harbor, 98332
Puyallup Farmers' Market	5/21/22	Community Outreach Event	330 S Meridian, Puyallup, WA 98371
Saturday Booth - Maritime Festival	6/4/22	Community Outreach Event	3226 Harborview Dr, Gig Harbor, WA 98332
Broadway Farmers' Market	6/9/22	Community Outreach Event	S 9TH St, Tacoma, WA 98402
Puyallup Farmers' Market	6/11/22	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Point Ruston Farmers' Market	6/12/22	Community Outreach Event	5101 Grand Loop, Ruston WA
Lakewood Farmers' Market	6/14/22	Community Outreach Event	8714 87th Ave SW, Lakewood, WA 98498
Happy Hour Business Expo	6/16/22	Networking	9007 S 19th Street Tacoma, WA 98466
Friday - Meeker Days	6/17/22	Community Outreach Event	330 S Meridian Puyallup, WA 98371
Saturday - Meeker Days	6/18/22	Community Outreach Event	330 S Meridian Puyallup, WA 98371
Sunday - Meeker Days	6/19/22	Community Outreach Event	330 S Meridian Puyallup, WA 98371
Broadway Farmers' Market	6/23/22	Community Outreach Event	S 9TH St, Tacoma, WA 98402
Dupont Farmers' Market	6/30/22	Community Outreach Event	1400 Palisade Blvd, Dupont, WA 98327
Tacoma Pride Festival	7/9/22	Community Outreach Event	909 A St Tacoma, WA 98402
Puyallup Farmers' Market	7/9/22	Community Outreach Event	330 S Meridian, Puyallup, WA 98371
Lakewood Farmers' Market	7/12/22	Community Outreach Event	8714 87th Ave SW, Lakewood, WA 98498
Edgewood Community Picnic	7/16/22	Community Outreach Event	11001 24th Street E Edgewood, WA 98372
Point Ruston Farmers' Market	7/17/22	Community Outreach Event	5101 Grand Loop Rd. Point Ruston
Eastside Farmers' Market	7/19/22	Community Outreach Event	1721 E. 56th St, Tacoma, WA 98404
Broadway Farmers' Market	7/21/22	Community Outreach Event	925 Broadway Tacoma, WA 98402
Saturday - MOSAIC: Tacoma's Arts and Culture Festival	7/23/22	Community Outreach Event	501 South I St Tacoma, WA 98406
Lakewood's SummerFEST	7/23/22	Community Outreach Event	8714 87th Avenue SW, Lakewood, WA 98498
Sunday - MOSAIC: Tacoma's Arts and Culture Festival	7/24/22	Community Outreach Event	501 South I St Tacoma, WA 98406
Puyallup Farmers' Market	7/30/22	Community Outreach Event	330 S Meridian, Puyallup, WA 98371
Pierce County Trails Day - Walk & Roll Activity	8/2/22	Community Outreach Event	121st St S and C St S., Parkland, WA 98444
DTOG Scavenger Hunt Celebration	8/11/22	Community Outreach Event	909 A St, Tacoma, WA 98402
Puyallup Farmers' Market	8/13/22	Community Outreach Event	330 S Meridian, Puyallup, WA 98371
Point Ruston Farmers' Market	8/14/22	Community Outreach Event	5101 Grand Loop Rd. Point Ruston



Eastside Farmers' Market	8/16/22	Community Outreach Event	1721 E. 56th St, Tacoma, WA 98404
Broadway Farmers' Market	8/18/22	Community Outreach Event	925 Broadway Tacoma, WA 98402
Milton Days	8/20/22	Community Outreach Event	1400 15th Ave, Milton, WA 98354
Hounds on the Hill	8/20/22	Community Outreach Event	531 31st Avenue SE Puyallup, WA 98374
Point Ruston Farmers' Market	8/28/22	Community Outreach Event	5101 Grand Loop Rd. Point Ruston
Green Trike Back to School Event	8/31/22	Community Outreach Event	1548 Commerce ST. Tacoma, WA 98402
Broadway Farmers' Market	9/8/22	Community Outreach Event	925 Broadway Tacoma, WA 98402
9th Annual National Drive Electric Steilacoom Festival	9/10/22	Community Outreach Event	1717 Lafayette Street, Steilacoom, WA 98388
14th Annual Touch-A-Truck	9/10/22	Community Outreach Event	14824 C St. South, Tacoma, WA 98444
WA State Fair	9/15/22	Community Outreach Event	110 9th Ave SW, Puyallup, WA 98371
Puyallup Farmers' Market	9/17/22	Community Outreach Event	300 S. Meridian, Puyallup, WA 98371
WA State Fair	9/22/22	Community Outreach Event	110 9th Ave SW, Puyallup, WA 98371
Carson Elementary School Touch-a-Truck	9/22/22	Community Outreach Event	8615 184th St E, Puyallup, WA 98375
ngORCA Retail Outreach - Saturday	9/24/22	Community Outreach Event	10223 Gravelly Lake Dr SW Lakewood WA, 98499
ngORCA Retail Outreach - Sunday	9/25/22	Community Outreach Event	10223 Gravelly Lake Dr SW Lakewood WA, 98499
Clover Park High Open House Night	9/27/22	Community Outreach Event	11023 Gravelly Lake Dr SW, Lakewood, WA 98499
Spanaway Transit Center Groundbreaking	10/3/22	Community Outreach Event	20702 Mountain Highway East, Spanaway, WA 98387
Project Homeless Connect	10/7/22	Community Outreach Event	1102 S. Pearl St., Tacoma, WA 98465
Puyallup Farmers' Market	10/8/22	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Broadway Farmers' Market	10/27/22	Community Outreach Event	925 Broadway, Tacoma, WA 98402
Puget Sound Naval Shipyard - Hiring Event	10/27/22	Employer Event	110 9th Ave SW, Puyallup, WA 98371
Puget Sound Naval Shipyard - Hiring Event	10/28/22	Employer Event	110 9th Ave SW, Puyallup, WA 98371
Light Up Your Ride	11/3/22	Community Outreach Event	628 St Helens Ave, Tacoma, WA 98402
PLU w/ Pierce County	11/7/22	Employer Event	1010 122nd St S, Tacoma, WA 98447
Clover Park HS Lunch	11/7/22	Community Outreach Event	11023 Gravelly Lake Dr SW, Lakewood, WA 98499
JBLM Vanpool Event	11/16/22	Employer Event	3110 2nd Division Rd, Tacoma, WA 98433
YMCA Youth Fair	11/18/22	Community Outreach Event	9715 Lakewood Dr SW, Lakewood, WA 98499
Clover Park HS Lunch	11/30/22	Community Outreach Event	11023 Gravelly Lake Dr SW, Lakewood, WA 98499
Puyallup Lighted Santa Parade	12/3/22	Community Outreach Event	330 S Meridian, Puyallup, WA 98371
Lakewood Christmas Parade	12/10/22	Community Outreach Event	5731 Main Street SW, Lakewood, Washington, WA 98499
Project Homeless Connect	1/27/23	Community Outreach Event	710 S. 13th St., Tacoma 98405
APCC New Year Celebration	2/25/23	Community Outreach Event	2727 E. D. Street, Tacoma, WA 98421
TPD Outreach	3/1/23	Community Outreach Event	610 Puyallup Ave. Tacoma, WA 98421
Puyallup Partnership Summit	3/15/23	Networking	713 S Hill Park Dr, Puyallup, WA 98373
Sustainable Tacoma Commission Meeting	3/16/23	Networking	Virtual
Curtis High School Career and Community Fair	3/29/23	Community Outreach Event	8425 40th St W, University Place, WA 98466
Daffodil Parade	4/1/23	Community Outreach Event	330 S. Meridian, Puyallup, WA 98371
ETC Network event	4/13/23	Networking	Virtual
Puyallup Farmers' Market	4/15/23	Community Outreach Event	330 s meridian Puyallup we 98371
Amazon/DuPont, Employee Affinity Fair , 530p-730p	4/19/23	Employer Event	3230 International Pl, DuPont, WA 98327
Child & Youth Centered Green trike	4/19/23	Community Outreach Event; Networking; Presentation	4500 Steilacoom Blvd SW, Lakewood, WA 98499
Madigan - Earth Day	4/20/23	Employer Event	9040 Jackson Ave, Tacoma, WA 98431
Tacoma Chamber Business Expo	4/20/23	Networking	701 E 72nd St, Tacoma, WA 98404
Sustainability Expo	4/22/23	Community Outreach Event	1700 Commerce Tacoma, WA 98402
Puyallup School District Resource Fair	4/27/23	Community Outreach Event	330 S. Meridian, Puyallup, WA 98371

Stewart Middle School Lunch	5/3/23	Transit Education Event; Community Outreach Event	5010 S Pacific Ave, Tacoma, WA 98408
South Sound Sustainability	5/4/23	Networking	4500 Steilacoom Blvd SW Lakewood, WA 98499
Pierce County Outlook	5/4/23	Networking	110 9th Ave. SW, Puyallup, WA 98371
Broadway Farmers' Market	5/4/23	Community Outreach Event	925 Broadway, Tacoma, WA 98402
Bike Swap	5/6/23	Community Outreach Event	1500 N Warner St, Tacoma, WA 98416
Mary Lyon Bike Rodeo	5/6/23	Community Outreach Event	101 E 46th St, Tacoma, WA 98404
Edison Bike Rodeo	5/10/23	Community Outreach Event; Transit Education Event	5830 S Pine St, Tacoma, WA 98409
Puyallup Farmers' Market	5/13/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Baker Bike & Transit Event	5/17/23	Community Outreach Event; Transit Education Event	8001 S J St, Tacoma, WA 98408
Tacoma Chamber After Hours	5/18/23	Networking	5 S. G St. Tacoma, WA 98405
Economic Forecast Luncheon	5/23/23	Networking	330 S. Meridian Ave, Puyallup WA 98371
Kids at Hope Night	5/24/23	Community Outreach Event	10501 47th Ave SW, Lakewood, WA 98499
Broadway Farmers' Market	5/25/23	Community Outreach Event	925 Broadway, Tacoma, WA 98402
Pierce County Luncheon	5/31/23	Networking	19002 50th Ave E, Tacoma, WA 98446
Communities in Schools: Lakewood 30th Anniversary	5/31/23	Networking	4500 Steilacoom Blvd SW Lakewood WA, 98499
Trivia - Ride Transit Month	6/1/23	Community Outreach Event	1702 Pacific Ave, Tacoma, WA 98402
Maritime Festival	6/3/23	Community Outreach Event	3207 Harborview Dr, Gig Harbor, WA 98335
Broadway Farmers' Market	6/8/23	Community Outreach Event	925 Broadway, Tacoma, WA 98402
Puyallup Farmers' Market	6/10/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Dune Peninsula Farmers' Market	6/11/23	Community Outreach Event	5361 Yacht Club Rd, Tacoma, WA 98407
Lakewood Farmers' Market	6/13/23	Community Outreach Event	8714 87th Ave SW, Lakewood, WA 98498
Tacoma Chamber Business Expo	6/15/23	Networking; Community Outreach Event	9007 S. 19th St. Tacoma, WA 98466
Meeker Days - Friday	6/16/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Meeker Days - Saturday	6/17/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Meeker Days - Sunday	6/18/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Naches Trail Preschool Touch-A-Truck	6/20/23	Community Outreach Event	15305 Waller Road East, Tacoma, WA 98446
South End Block Party	6/24/23	Community Outreach Event	S. 72nd and D St.
Dune Peninsula Farmers' Market	6/25/23	Community Outreach Event	5361 Yacht Club Rd, Tacoma, WA 98407
Lakewood Farmers' Market	6/27/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Puyallup Farmers' Market	7/8/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Edgewood Community Picnic	7/15/23	Community Outreach Event	11001 24th Street East, Edgewood, WA 98371
Lakewood's SummerFEST	7/15/23	Community Outreach Event	8714 87th Ave SW, Lakewood 98499
Amazon/DuPont BF19	7/18/23	Employer Event	3230 International Pl, DuPont, WA 98327
Amazon/DuPont BF19	7/19/23	Employer Event	3230 International Pl, DuPont, WA 98327
Broadway Farmers' Market	7/20/23	Community Outreach Event	925 Broadway, Tacoma, WA 98402
Eastside Farmers' Market	7/21/23	Community Outreach Event	5715 Reginald Gutierrez Ln, Tacoma, WA 98404
Madigan - Organization Day	7/21/23	Employer Event	9040 Jackson Ave, Tacoma, WA 98431
Tacoma Coalition to End Homelessness - ORCA Lift	7/21/23	Presentation	Virtual
Dune Peninsula Farmers' Market	7/23/23	Community Outreach Event	5361 Yacht Club Rd, Tacoma, WA 98407
Lakewood Farmers' Market	7/25/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
MOSAIC - Saturday	7/29/23	Community Outreach Event	501 S I St, Tacoma, WA 98405
MOSAIC - Sunday	7/30/23	Community Outreach Event	501 S I St, Tacoma, WA 98405
Lakewood Farmers' Market	8/1/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Puyallup Farmers' Market	8/5/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Lakewood Farmers' Market	8/8/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371

Eastside Farmers' Market	8/11/23	Community Outreach Event	5715 Reginald Gutierrez Ln, Tacoma, WA 98404
Dune Peninsula Farmers' Market	8/13/23	Community Outreach Event	5361 Yacht Club Rd, Tacoma, WA 98407
Milton Days	8/19/23	Community Outreach Event	Milton Way & 15th Avenue, 1400 15th Ave, Milton, WA
Dune Peninsula Farmers' Market	8/20/23	Community Outreach Event	5361 Yacht Club Rd, Tacoma, WA 98407
Broadway Farmers' Market	8/24/23	Community Outreach Event	925 Broadway, Tacoma, WA 98402
Hilltop Street Fair	8/26/23	Community Outreach Event	1321 Martin Luther King Jr Way, Tacoma, WA 98405
Tacoma Chamber After Hours	8/31/23	Networking	110 9th Ave SW, Puyallup, WA 98371
Puyallup Farmers' Market	9/9/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Welcoming Week Kick-off Market & Block Party	9/10/23	Community Outreach Event	1314 South L Street, Tacoma 98405
Puyallup Chamber Tabling at Washington State Fair	9/13/23	Community Outreach Event	110 9th Ave SW, Puyallup, WA 98371
Steilacoom Drive Electric	9/16/23	Community Outreach Event	1717 Lafayette Street, Steilacoom, WA 98388
Puyallup Chamber Tabling at Washington State Fair	9/20/23	Community Outreach Event	110 9th Ave SW, Puyallup, WA 98371
Puyallup Chamber Tabling at Washington State Fair	9/21/23	Community Outreach Event	110 9th Ave SW, Puyallup, WA 98371
YMCA- Pierce County Fall Prevention Coalition	9/22/23	Community Outreach Event; Transit Education Event	16101 64th St E, Sumner, WA 98390
Bus System Recovery Plan Puyallup Open House	9/23/23	Community Outreach Event; Presentation	324 S Meridian, Puyallup, WA 98371
Puyallup Farmers' Market	9/23/23	Community Outreach Event	300 S Meridian, Puyallup, WA 98371
Power of Community Luncheon	9/26/23	Networking	2702 East D. Street, Tacoma, WA 98421
Bus System Recovery Plan Drop In Tacoma Mall	9/27/23	Community Outreach Event	S 47th St, Tacoma, WA, 98409
Bus System Recovery Plan Virtual Town Hall 1	9/27/23	Presentation	ONLINE
DOTG Annual Fundraiser	9/28/23	Networking	1901 Dock St, Tacoma, WA
Broadway Farmers' Market	9/28/23	Community Outreach Event	925 Broadway, Tacoma, WA 98402
Touch a Truck- WHIT	9/29/23	Community Outreach Event	8615 184th St E, Puyallup, WA 98375
Camp-tober Fest	9/30/23	Community Outreach Event	1554 Market St, Tacoma, WA 98402
Bus System Recovery Plan Tacoma Open House	10/3/23	Presentation; Community Outreach Event	3513 Portland Avenue E, Tacoma 98404
Bus System Recovery Plan Drop In Lakewood Transit Center	10/4/23	Community Outreach Event	5815 Lakewood Towne Center Blvd SW, Lakewood, WA, 98499
Bus System Recovery Plan Virtual Town Hall 2	10/5/23	Presentation	ONLINE
Fife Harvest Festival	10/7/23	Community Outreach Event	2901 54th Ave E Fife, WA 98424
City of Lakewood Truck and Tractor	10/14/23	Community Outreach Event	8714 87th Ave SW, Lakewood, WA 98498
Tacoma Honk Fest	10/21/23	Community Outreach Event	3562 McKinley Ave, Tacoma, WA 98404
Santa For Seniors Community Resource Fair	10/25/23	Community Outreach Event	1512 S Mildred St Tacoma, WA 98465
SEA Worker Transportation Resource Fair	10/27/23	Transit Education Event; Community Outreach Event; Networking	17801 International Blvd, Seattle, WA 98158
Rattle Dem Bones	10/29/23	Community Outreach Event	6808 Kimball Dr, Gig Harbor, WA 98335
Collaboration for a Cause Job Fair	11/1/23	Community Outreach Event	2727 East D St Tacoma, WA 98421
Tacoma Pierce County Chamber Annual Meeting	11/2/23	Networking	1102 A St, Tacoma, WA 98402
Toray Resource Fair	11/15/23	Employer Event	19002 50th Ave E, Tacoma 98446
Tacoma Pierce County Chambers After Hours Benaroya	11/30/23	Networking	1019 39th Ave SE Puyallup
Under The Big Top Community Resource Fair	12/2/23	Community Outreach Event	Star Center 3873 S 66th St, Tacoma, WA 98409
Puyallup Lighted Santa Parade	12/2/23	Community Outreach Event	330 S. Meridian Ave, Puyallup WA 98373
Tacoma Santa Parade	12/3/23	Community Outreach Event	between 50th and 56th Streets on South Tacoma Way
Puyallup/Sumner Wake Up - Watson's	12/7/23	Networking	6211 Pioneer Way E, Puyallup, WA 98371
Lakewood Holiday Parade of Lights & Tree Lighting	12/9/23	Community Outreach Event	5731 Main St SW, Lakewood, WA 98499
Legislative Breakfast	12/11/23	Networking	101 Valley Ave NW, Puyallup, WA 98371
Puyallup/Sumner Chamber Mingle & Jingle	12/13/23	Networking	13608 Cannery Way, Sumner, WA 98390
Puyallup/Sumner Chamber of Commerce Wake Up - South Hill Mall	12/14/23	Networking	3500 S Meridian, Puyallup, WA 98373
Communities in Schools- Tacoma Winter Wish Event	12/16/23	Community Outreach Event	6229 S Tyler St, Tacoma, WA 98409

# APPENDIX E - Limited English Proficiency (LEP)

## Four-Factor Analysis

**September 2024**

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”.

## I. FOUR-FACTOR ANALYSIS

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

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

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

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

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

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

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

#### **Quantitative Data**

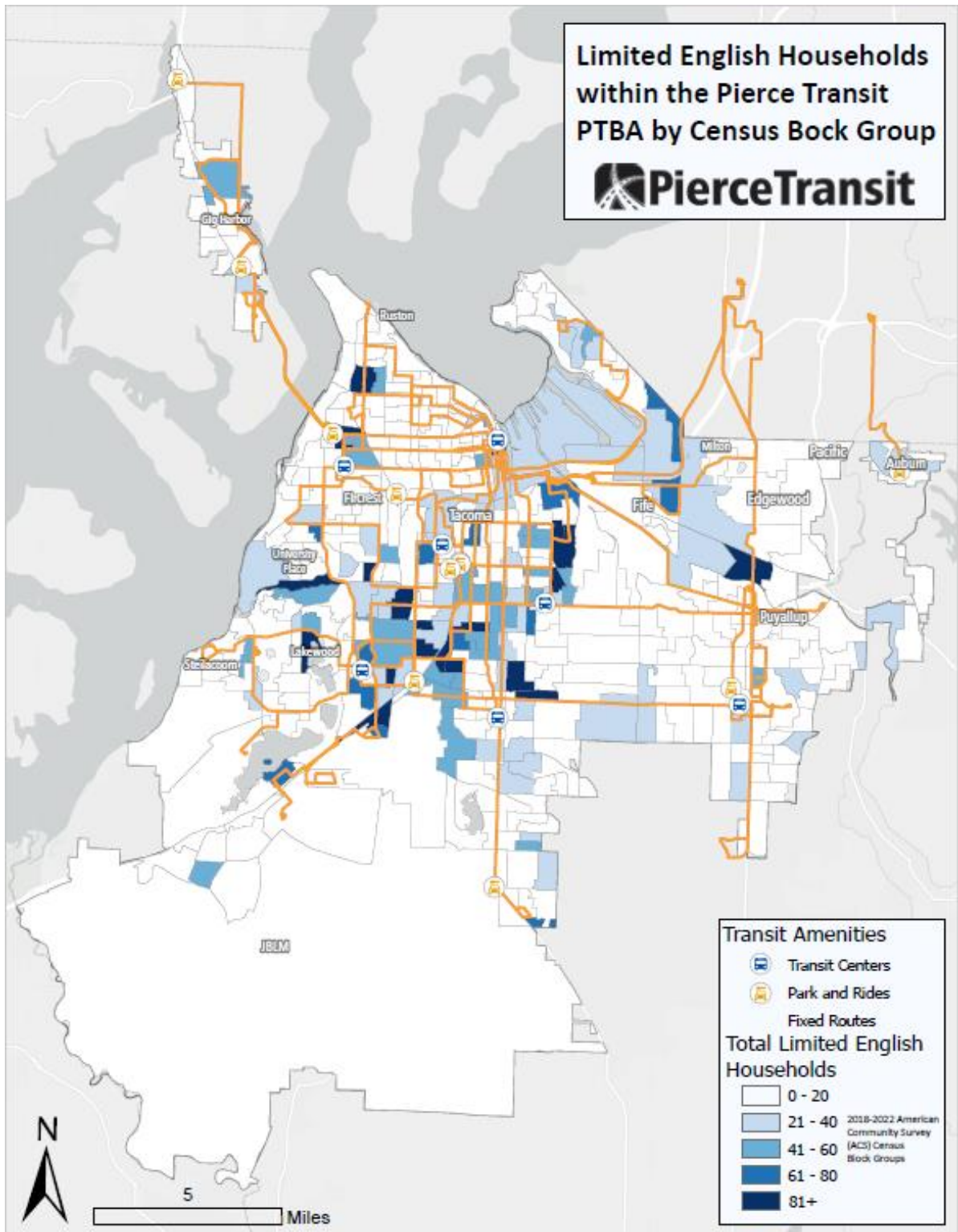
**US Census:** Data about LEP populations were gathered using the American Community Survey. Pierce Transit (PT) used the 2018-2022 5-year data sets with the most relevant demographic data for LEP/Title VI analysis. ACS data is analyzed and updated at the block group level for route-level analysis.

According to the US Census Bureau’s American Community Survey (ACS), the difference between the Public Transportation Benefit Area (PTBA) population and Pierce County population was estimated to be 304,763 persons. The 2018-2022 5-Year data set estimates the county population was 918,993 and the Pierce Transit Benefit Area (PTBA) boundary included 614,230 people. The Pierce County-wide and PTBA populations were derived from the same 2018-2022 American Community Survey data.

Within area block groups, ACS data record the presence of persons who describe their ability to speak English as “less than well.” Figure 1 shows Pierce Transit’s bus routes overlaid on the Census tracts within Pierce Transit’s Service Area (the PTBA) with high concentrations of persons who have identified themselves as speaking English less than well. Generally, LEP populations have concentrated themselves along well-served transit corridors. Census tracts with high concentrations of LEP persons are very well-served by Pierce Transit’s fixed-route bus system and the corresponding ADA paratransit service - SHUTTLE.



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



## Language Spoken at Home in PTBA by Ability to Speak English

Source: U.S. Census, American Community Survey 2018-2022 5-Year Data Set (Census Tract)

Language Spoken at Home for Populations 5 Years Old and Over (PTBA)	
English	92.8% (515,236)
Spanish	2.7% (14,772)
Other Asian and Pacific Island Languages	1.1% (6,249)
Korean	0.9% (5,025)
Vietnamese	0.7% (3,776)
Russian, Polish or Other Slavic Languages	0.7% (3,696)
Tagalog (Filipino)	0.5% (2,657)
Other Indo-European Languages	0.3% (1,591)
Chinese including Mandarin, Cantonese	0.2% (1,244)
French, Haitian or Cajun	0.1% (653)
Arabic	0.1% (328)
German or Other West-Germanic Languages	0.1% (279)

Table 1 above shows “Language Spoken at Home for the Populations Five Years Old and Over. Most languages depicted in the table have greater than 1,000 individuals who speak English less than very well aside from those who speak French Haitian or Cajun, Arabic and German. Analysis shows that after English, Spanish remains the most frequently spoken language in households in Pierce Transit’s service area (14,772 Spanish-speaking individuals speak English “less than very well”, which is about 2.7% of the service area population). Spanish is about 2.5 times as likely to be spoken by LEP individuals as the next highest language, Other Asian and Pacific Island languages, followed by Korean, which comprises 0.9% of the population. Vietnamese, accounts for 0.7% of the population followed by Russian-Polish-Slavic language which accounts for 0.7% of the total PTBA population. While the categories “Other Asian and Pacific Island Languages” and “Other Indo-European Languages” 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 French, Haitian, or Cajun, Arabic and German speakers who speak English “less than very well”. In total, 7.42% of the PTBA population speak English “less than very well”.

### Qualitative Information

Pierce Transit has established relationships with City of Tacoma’s Safe Routes to Schools program. Through this program, Pierce Transit attended events at schools throughout Tacoma to offer information on safe transportation options to school for families and students. At these events, materials about Free Youth Transit Pass and how to ride the bus were provided in English, Spanish, Vietnamese, Russian, and Khmer to ensure families received vital information to resources in their communities. Through collaborating with schools and partner agencies, Pierce Transit provided support for its LEP communities by understanding different

neighborhoods' needs. 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 Youth Ride Free and ORCA LIFT campaigns where staff prepare handouts, in seven languages, useful to articulate what these programs are and who will qualify to use them. Attendees provide feedback in both oral and written form - on paper and via the project website which was available via a laptop computer 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, 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 the website and 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 2022 when Pierce Transit and six other ORCA agencies replaced the legacy ORCA system with a new account-based system. The agency developed a public and internal agency outreach plan, held interagency scoping meetings, stakeholder meetings, held customer focused outreach events at various transit centers. Social media including Facebook and Pierce Transit mediums as well as traditional print media were utilized to communicate information about the transition and what customers need to know. The Agencies Community Transportation Advisory Group (CTAG) was included in the transition planning process.

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

Pierce Transit provides services that are used by LEP persons regularly, including Fixed Route bus service, SHUTTLE Paratransit services, Rideshare (Vanpools), and Runner on-demand microtransit services. LEP persons also access information about transit services through our transit operators, customer service line, fare purchase locations, in our printed literature, via onboard posters, 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 a foreign language interpreter to assist someone. Most non-English speakers encountered by operators have had someone, such as a family member or friend, explain to them how to use the bus 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 – June 1, 2021, – December 31, 2023**

Language	2021	2022	2023	Total
Spanish	17	28	29	74
Korean	4	4	5	13
Vietnamese	5		3	8
Tagalog		2		2
Russian	2	1	20	23
Thai		5	1	6
Punjabi		1		1
Japanese			1	1
Ukrainian			3	3
Portuguese			1	1
Mandarin		1	2	3
French			1	1
<b>Total Calls/Year</b>	<b>28</b>	<b>42</b>	<b>66</b>	<b>136</b>
Total Costs	\$398	\$303	\$480	\$1,181

Average Cost per Call	\$14.21	\$7.22	\$7.16	\$8.68
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### Factor 3: The Importance to LEP Persons of Your Program, Activities and Services

Community organizations who serve LEP persons tell us that transit is a very important element of their lives, allowing access to jobs, housing, and other services. Pierce Transit’s service area has an average proportion of about 7.2% 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 along 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 foreign 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 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. Rider Alerts and other important rider information pieces contain “Translation Service Available” notices in Spanish, Korean, Russian, Khmer (Cambodian), Vietnamese, Tagalog, and Chinese (Simplified). In the current analysis, French, Haitian or Cajun, German, and Arabic (shown below) are under the 1,000 persons’ mark. Table 5 summarizes Pierce Transit’s existing language assistance measures and their associated costs.

Bottom Four Languages Spoken at Home PTBA	
Chinese including Mandarin, Cantonese	0.2% (1,244)
French, Haitian or Cajun	0.1% (653)
Arabic	0.1% (328)
German or Other West-Germanic Languages	0.1% (279)

**Table 5. Existing Language Assistance Measures**

Item	Translation Cost	Quantity	Cost
<p>“Translation Service Available” notice is featured prominently on various brochures, and documents in Spanish, Korean, Russian, Cambodian (Khmer), Vietnamese, Tagalog, and Simplified Chinese (Appendices D, F, H, I, J, KE).</p>	<p>Translations costs are typically \$0.20 or \$0.21 per word, depending on language. For flyers shown in Appendices, costs were between \$71.20 and \$146.90 in translation costs per language, per flyer.</p>	<p>Notice appears on public website: <a href="http://www.piercetransit.org/">http://www.piercetransit.org/</a> and in Service Change Rider Alert brochures, which are published 2 to 4x/year at each service change. Fully translated flyers are published as needs arise.</p>	<p>Marginal additional cost</p>
<p>“Translation Service Available” notice on Large Ride Guide in seven languages at Transit Centers. This appears in footers (Appendix S) and in Customer Service Information panels (Appendix T)</p>	<p>\$0.00</p>	<p>These displays are posted at some of our busiest passenger loading areas, such as Tacoma Dome Station, Commerce Street Station in Downtown Tacoma, Transit Centers, and some Park &amp; 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 61 notices are posted at 20 locations.</p>	<p>Negligible</p>
<p>Title VI Notice to the Public with “Interpretation Service Available” poster (Appendix C)</p>	<p>\$0.00</p>	<p>One poster is displayed at the Customer Service Center (formerly known as the Bus Shop) and at Headquarters.</p>	<p>Negligible</p>
<p>Customer Comment/Compliment card (Appendix G)</p>	<p>\$0.00</p>	<p>Always available on bus and SHUTTLE vehicles, and at Pierce Transit’s Headquarters and Customer Service Center (Bus Shop).</p>	<p>Marginal additional cost</p>
<p>Title VI Notice to the Public Interior Car Card in English and Spanish (Appendix R)</p>	<p>\$0.00</p>	<p>One is displayed inside active Pierce Transit buses; currently that count is 164 buses.</p>	<p>\$1,804</p>
<p>Title VI Notice to the Public in English and Spanish within Customer Service Information Panels in Large Ride Guides (Appendix T)</p>	<p>N/A</p>	<p>These displays are posted at some of our busiest passenger loading areas, such as Tacoma Dome Station, Commerce Street Station in Downtown Tacoma, Transit Centers, and some Park &amp; 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 23 notices are posted at 13 locations.</p>	<p>Marginal additional cost</p>

Item	Translation Cost	Quantity	Cost
Translation function on agency's public website (Appendices L, A)	\$0.00	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 132 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
Using bilingual staff to interpret as needed	\$0.00	Ongoing, as needed.	\$0.00
Various ads are created in Spanish. One example: Spanish language online advertisements publicizing 2023 Report to the Community (Exhibit U)	\$2.00	A group of various sizes of our Spanish ads all linked to our website; 352,000 impressions were delivered.	\$4,200
Informational Videos (Appendices M, Q)	\$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 in English plus 125 other languages	Negligible
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" flyers available in English, Spanish, Korean, Russian, Cambodian (Khmer), Vietnamese, Tagalog, and Simplified Chinese. Brochure version is in English (Appendix H).	\$0.20 to \$0.21 per word	PDF copies on website in foreign languages	Negligible
SHUTTLE Handbook and Eligibility information in HTML	\$0.00	The SHUTTLE Handbook and Eligibility information is in HTML on the agency website to allow for easier translation using Google Translate to assist customers with access to this service	\$0.00
Coach Posters for Passenger Vehicles with Translation Blocks in 7 languages. Example shown is for SHUTTLE vehicles (Appendix E)	\$0.00	100	\$5.00

Item	Translation Cost	Quantity	Cost
Bus Stop Closed Sign Template in English and 7 other languages (Appendix P)	\$0.20 to \$0.21 per word; about \$54.39	One template, used by Service Impacts staff as needed.	Negligible

Pierce Transit has implemented many language assistance measures without great financial impact to the agency. Working with 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 (see Table 4) 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. As well, we have identified elements on the website that could be changed from Adobe pdf files to html, in order for that information to also be available to the translation functionality. An example of this is our 48-page SHUTTLE (paratransit) Handbook. Although the website can currently be translated into 132 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 a 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 located at the Tacoma Dome Station), transit centers, major Park and Ride lots, and the reception area at Lakewood, Washington headquarters, and the interior of agency buses.

**Videos:** Pierce Transit creates numerous informative videos that can be linked to from our public website. Examples include “How to Ride the Bus” and” Free Youth Pass”. We choose to host these on YouTube, which offers viewers the ability to use the Auto-translated, Closed Caption feature, where they can choose from translations in 125 languages.

## II. IMPLEMENTATION PLAN

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

Research completed in the four-factor analysis indicates that Spanish-speaking LEP persons are the largest group within Pierce Transit’s service area. Approximately 2.7% of the population, or 14,772 LEP persons,



speak Spanish, while about 5,025 LEP persons speak Korean. Other languages with more than 1,000 LEP persons in the service area are: Vietnamese, Russian, 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 continue 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 C)	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 Card (Appendix G)	On the buses, SHUTTLE vans, and at the Customer Service Center (Bus Shop) and Headquarters  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 Station 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	PT conducted an on-line survey in 2022 as a result of Covid 19. The survey was also available in Spanish.	Continue to provide written translation on how customers can participate in the survey.	Community Development Dept. <i>Ongoing</i>
Translated information on agency website	Pages on agency website in Spanish	Continue to feature Google Translate on the	Marketing Dept.

Item	Where Available	Recommended Action	Responsibility & Timeline
		PT website to allow access to HTML web information in a language of the customer's choice. Additionally, we will continue converting some PDF documents on the website into HTML, to make them available to the translating functionality.	<i>Ongoing</i>
Using telephone interpreter services	Pierce Transit's Task Outline 1930.30 (Appendix B) provides details on how an employee can use the interpreter line to assist with communication with a non-English speaking customer by telephone or in person if there is not an employee available who speaks the language.	Maintain use of the telephone interpreter line and continue to track usage.	Fixed Route Customer Service Department  <i>Ongoing</i>
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 new employee orientation. This training course covers Title VI in general with a specific section covering LEP. This is a regular component of the orientation offered during the initial orientation 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 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 instruction on how agency staff can access these products and services; and
- A description of the agency’s cultural sensitivity policies and practices.

All newly hired Transit Operators receive language assistance training.

- Operators attend a course about Title VI which includes a section about Limited English Proficiency (LEP) customers and how to communicate with LEP individuals effectively.
- During their 10-week training, Operators are trained directly from the Operators Manual. The radio procedures class includes instructing Operators to contact the Communication Center if a passenger needs assistance with our service or location and instructing operators how to assist passengers with posted schedules at transit centers or the customer information telephone number whenever possible.

Customer Service Representatives (CSRs), ADA eligibility, and travel training staff receive training, instructions, and tips on using the translations services on the phone and in person. Employees have documentation and tools supplied by Language Line Solutions, including posters and documents to identify the language the customer prefers when they visit the Bus Shop in person. Employees also use Universal Language Services to obtain in-person translation and American Sign Language interpreter services during in-person ADA Assessments.

Service Supervisors receive language assistance training during initial training and refresher training. They receive a copy of the Language Line Solutions Interpreter Services instructions.

**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 in 2011. It is updated as the LEP data are updated, at least every three years. The LEP training is scheduled for update in 2024 and review for rotation into annual compliance training on a regular schedule.

**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; Customer Service Center (formerly known as Bus Shop); Lakewood headquarters reception desk; website; Facebook and X(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 on many of our customer materials, 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 the LEP efforts will also be part of the Community Transportation Advisory Group's (CTAG) activities.

There is opportunity to use the CTAG more effectively 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, along with the communication needs of the diverse community we serve.

The DOT LEP Guidance suggests that agencies conduct internal monitoring of their systems 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.

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

상단 헤더의 '언어'를 클릭하여 이 페이지를 번역.

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

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

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通过单击顶级语言翻译此页面

## **TRANSIT DEVELOPMENT PLAN**

[2023-2028 Transit Development Plan](#) [2022-2027 Transit Development Plan](#)

[2021-2026 Transit Development Plan](#)

[2020-2025 Transit Development Plan](#)

[2019-2024 Transit Development Plan](#)

[2018-2023 Transit Development Plan](#) [2017-2022 Transit Development Plan](#)

[2016-2021 Transit Development Plan](#)

## **TRANSIT ASSET MANAGEMENT PLAN UPDATE 2022**

[2022 Transit Asset Management Plan](#)

[Appendix A. CEO Memo of Adopted SGR Targets](#) [Appendix B. Bureau Veritas FCA](#) [Appendix C.](#)

[Pierce Transit EAM System Overview](#) [Appendix D. Pre-Budget Portfolio 2023-2028](#) [Appendix E.](#)

[2022 Final Budget Capital Projects List](#) [Appendix F. Passenger Transport Article on MOBI](#) [Appendix](#)

[F. Pierce Transit Article on MOBI](#) [Appendix G. 2022-2030 MOBI Phase Cost Projections](#) [Appendix](#)

[H. Executive Order No. 1 Amended](#)

Appendix A

A-2

**Effective Date:** January 9, 2024  
**Replaces:** June 21, 2019  
**See Also:**  
**Approved By:** Chris Barry, Customer Service Assistant Manager

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

To better serve and communicate with our non or limited English speaking customers, Fixed Route Customer Service Representatives will utilize the Language Line Interpretation services.

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
  - b. When receiving a request over the phone:
    - 1) On Five9, keep the person online, select 'Initiate Conference'
    - 2) Dial 1-866-874-3972, change the type to 'warm' then 'Initiate Conference'
    - 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
    - 5) Enter your employee ID number
3. After being connected to the interpreter:
  - a. The interpreter will provide their ID number
    - 1) Note this number and include it on a Quick Reference Guide with other call information
    - 2) Advise the interpreter that a third party will join the call or is currently on the call (in perso
    - 3) To include the caller, select 'Add Participant'
    - 4) If the customer is in person, place the call on speaker phone or the handset must be handed between you and the customer
4. Be specific about what information you want the interpreter to convey
  - a. Talk as if you are speaking to the customer
  - b. End the call by saying, "Thank you Interpreter, end of call"

1930.30 TSK Using The Language Line Over The Phone Interpretation Service

**Revised by: cbarry, January 9, 2024**

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



# 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**

3701 96th St. SW, Lakewood WA 98499-4431

**Email:** [crofficer@piercetransit.org](mailto:crofficer@piercetransit.org)

**Visit our website:** [www.piercetransit.org/title-vi-complaint-process/](http://www.piercetransit.org/title-vi-complaint-process/)

**Call Customer Service:** 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, Attention: Complaint Team, East Building, 5th Floor – TCR 1200, New Jersey Avenue, SE Washington, DC 20590 or call (888) 446-4511.



Translation service is available in more than 200 languages, by calling 253.581.8000, option 2.

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 pagsasalín ng wika sa Tagalog.

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

ສາຍຕໍ່ສາຍສູນບໍລິການລູກຄ້າພາສາຂອງ (ກຊູຊາ) ພາຍຫລັງຄາຍ: ໒໕໓-໕໘໑-໘໐໐໐ ຯ

致电253-581-8000 联系客户服务代表 · 将提供中文翻译服务 ·

Appendix C

C

# 3 rápidos pasos para viajar en autobús



## 1 Planifique su viaje

### Servicio al Cliente

El personal de Servicio al Cliente de Pierce Transit estará encantado de ayudarlo a planificar su viaje en autobús. Llame al 253.581.8000, marque la opción 2 y, de nuevo, la opción 2. El servicio está disponible de lunes a viernes, de 6:30 a. m. a 6:30 p. m. Esté listo para proporcionar la dirección de partida, el destino, la fecha en la que desea viajar y la hora en la que quiere llegar.

### Planificador de viajes en PierceTransit.org

Disponible en la página de inicio de Pierce Transit siempre que lo necesite simplemente ingrese los datos correspondientes en los campos Origin (Origen) y Destination (Destino), y obtendrá su plan de viaje. Incluso, puede imprimir el plan y llevarlo consigo.

### Aplicación Transit

Transit es una aplicación integral para la planificación de viajes, que le permite averiguar la hora en que llegará el próximo autobús y pagar su pasaje. ¡Descárguela hoy mismo!

### Cómo leer un horario de servicios

Puede consultar el horario de servicio por ruta en PierceTransit.org. Las ubicaciones clave a lo largo de la ruta (los "horarios específicos") se indican la parte superior. Si lee de izquierda a derecha, verá los horarios a medida que el autobús recorre su ruta. Si lee una columna de arriba hacia abajo, verá todas las veces que un autobús pasa por esa parada ese día. Tenga como referencia el horario específico de antes de su parada para estimar la hora de llegada de su autobús.

TIMETABLES				
Route 54 38th St - Portland Ave - Tacoma Mall TC to 72nd St TC				
WEEKDAYS		SATURDAYS		SUNDAYS
Tacoma Mall TC	38th St S & Yakima Ave	Portland Ave E & E 56th St	72nd St TC	
06:28 AM	06:35 AM	06:45 AM	06:50 AM	
06:58 AM	07:05 AM	07:15 AM	07:20 AM	

## 2 Pague su pasaje

### Aplicación Transit

Con Transit, puede pagar su pasaje desde su teléfono inteligente. Encuentre los detalles y los enlaces de descarga en PierceTransit.org/transit.



### Pase para todo el día



Los pases para todo el día se pueden comprar a bordo de los autobuses de Pierce Transit. Solo avísele al conductor y, luego, inserte el monto exacto en la máquina de pago de pasajes. Recibirá un pase con la hora de vencimiento impresa, para usar cada vez que aborde un autobús o un Runner de Pierce Transit ese día. Si viaja en autobús, deslice su pase a través del lector de banda magnética; si viaja en Runner, solo muéstrelo al conductor.

### Dinero en efectivo

Al entrar al autobús, hay una ranura en la máquina de pago de pasajes que recibe billetes de un dólar y, en la parte superior, hay otra ranura para monedas. Lleve la cantidad exacta de efectivo, ya que la máquina de pago de pasajes no da cambio.

**Adultos** 1 viaje: \$2, todo el día: \$5 **Menores GRATIS**  
**Adulto mayor/discapacitado** 1 viaje: \$1, todo el día: \$2.50



### ORCA

Si usted viaja regularmente con la red de Pierce Transit, considere la conveniencia y el ahorro que representa un pase de autobús cargado en una tarjeta ORCA. Nuestro personal de Servicio al Cliente puede ayudarlo a elegir el pase que mejor se adapte a sus necesidades.

#### La tarjeta ORCA es fácil de conseguir

- **En línea:** myORCA.com
- **Por teléfono:** 1.888.988.6722  
o retransmisión TTY: 711
- **En persona:** Visite la tienda de autobuses de Pierce Transit en la estación Tacoma Dome. Compre la tarjeta por un precio módico y, luego, agregue un pase o un monedero electrónico (para pagar el pasaje como si usara efectivo). Si recibe un beneficio para el transporte público por parte de su empleador o de otra organización, pregúntele a su Coordinador de Transporte de Empleados cómo obtener una tarjeta ORCA.



### Pasajes con tarifas reducidas

**Los jóvenes de 18 años o menos viajan GRATIS.** Encuentre más detalles en [PierceTransit.org/FreeYouthPass](http://PierceTransit.org/FreeYouthPass).

**Si tiene 65 años o más**, una discapacidad acreditada por un médico o una tarjeta de Medicare, puede viajar con un pasaje con descuento. Debe mostrar un permiso regional de tarifa reducida (Regional Reduced Fare Permit, RRFPP) al embarcar. Para averiguar si es elegible, comuníquese con servicio al Cliente o visite [PierceTransit.org/PT-fares](http://PierceTransit.org/PT-fares).

**Los adultos con ingresos más bajos** pueden calificar para obtener una tarjeta ORCA LIFT. Los pasajeros que pagan con una tarjeta ORCA LIFT disfrutan de pasajes con tarifas más bajas en los autobuses de Pierce Transit y en los servicios de Runner, así como en otros servicios de las agencias participantes.

Obtenga más información en [PierceTransit.org/orcalift](http://PierceTransit.org/orcalift).

## 3 Disfrute de su viaje

**Ahora que tiene el plan y el pasaje consigo, ¡es hora de partir! Asegúrese de llegar a la parada al menos 5 minutos antes.**

Al abordar, puede pedirle al conductor que baje la rampa o que haga descender la parte delantera del autobús si usted tiene dificultad para subir o bajar los escalones. Si usa una silla de ruedas, el conductor lo ayudará a sujetarla.

Una vez que esté a bordo, a lo largo de la ruta, podrá ver la pantalla que indica dónde se encuentra. También podrá escuchar los anuncios cuando el autobús se acerque a las paradas. Cuando se anuncie la suya, tire la cuerda para activar el pedido de descenso del autobús y quédese sentado hasta que el autobús frene en su parada.

Si realiza un transbordo y no está seguro de dónde tomar su próximo autobús, pídale ayuda al conductor.



## Translation Service

Translation service is available in more than 200 languages, by calling 253.581.8000, option 2, option 4.

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

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

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

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

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

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致电253-581-8000 联系客服代表，将提供中文翻译服务。

Appendix D

Mayo de 2023

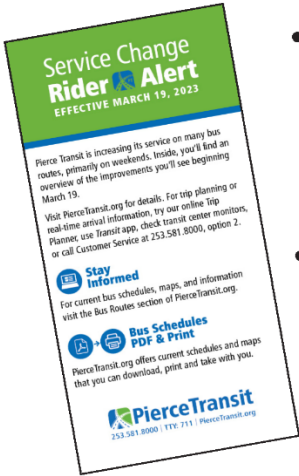
# SERVICE CHANGE

EFFECTIVE MARCH 19, 2023



## Learn What's New!

Visit [PierceTransit.org](http://PierceTransit.org) or pick up a Service Change brochure on board.



- Pierce Transit is increasing its frequency of service on many bus routes, primarily on weekends, beginning March 19.
- New schedules will be posted online March 19. As March 19 approaches, plan ahead by using our regional Trip Planner.
- Pierce Transit modifies some services to more closely match ridership levels on holidays and days around those holidays. Check out our Rider Alert brochure for a look ahead at upcoming holiday service levels.

**TRANSLATION SERVICE**

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

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အစီအစဉ်အရရှိသူကဆရာဝန်ပြုစာအုပ် (ကုမ္ပဏီ) ၊  
 ၂၅၃-၅၈၁-၈၀၀၀ ဖုန်းနံပါတ်ဖြင့် ဖုန်းဆက်သွယ်ပါ။

致电 253-581-8000 联系客户服务代表 · 将提供中文翻译服务。

Appendix E

Marketing/06/1/PS and ICCA/2023/PPS/ICCS/Service Chg March 2023 (PP)March 2023 5th Chg (P)Hndd



### Pierce Transit Runner: your affordable, on-demand service!

Pierce Transit Runner is on-demand public transportation that allows you to book rides straight from your phone and travel to and from key destinations within designated service areas. We have created zones where this may be an ideal option to get to work, school, recreation and connect with other transit services. Plus it's affordable-Runner fares are the same as Pierce Transit's bus fares.

Pierce Transit Runner is currently operating in the Tideflats zone, the Ruston waterfront zone and at designated JBLM stops. Within the Tideflats and Ruston areas, we offer "point to point" service between any two addresses within these two zones. Coming soon, you'll also be able to book a trip in the Spanaway Runner zone.

Booking a trip is easy through the Goin app or from any phone, depending on the Runner zone. For all the details, visit [PierceTransit.org/runner](http://PierceTransit.org/runner).



Download the Goin mobile app to plan on-demand trips!



**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.

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致电 253-581-8000 联系客户服务代表，将提供中文翻译服务。



PierceTransit.org • 253.581.8000



Appendix F

## Service Change Rider Alert

EFFECTIVE MARCH 20, 2022

Inside you'll find news about minor changes to some Pierce Transit bus schedules, effective March 20, 2022. With this service change, a number of our bus stops will be permanently removed. This is a result of a year-long **Bus Stop Balancing project**. This project started with a thorough review of each Pierce Transit bus stop in our system along with feedback from the public. We conducted extensive outreach and received hundreds of comments. At the conclusion of the study, about ten percent of our bus stops were selected for removal. The goal of this project is to speed up trips, since bus stops will no longer be too close together. To view a map showing stops to be eliminated, visit [PierceTransit.org/busstops](http://PierceTransit.org/busstops).



Stay Informed

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



Bus Schedules PDF & Print

[PierceTransit.org](http://PierceTransit.org) offers current route schedules and now you can download them as a PDF. Print and take them with you.

## 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.

Dia 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](mailto: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](mailto:ptcustomer@PierceTransit.org)

Appendix G

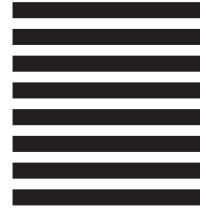


NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 6 TACOMA WA

POSTAGE WILL BE PAID BY ADDRESSEE

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



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

**Appendix G**

# 3

## Mabilis na mga Hakbang sa Pagsakay sa Bus



### 1 Planuhin ang Iyong Paglalakbay

#### Customer Service

Ang tauhan ng Pierce Transit Customer Service ay masaya na matulungan ka na maplano ang iyong biyahe gamit ang bus. Tawagan ang 253.581.8000 opsyon 2, 2 ulit, Lunes hanggang Biyernes 6:30 a.m. hanggang 6:30 p.m. Maging handa na ibigay ang iyong pagmumulang lugar, destinasyon, petsa na gusto mong maglakbay, at ang gusto mo na oras ng pagdating.

#### Trip Planner sa PierceTransit.org

Available sa homepage ng Pierce Transit kahit kailan mo ito kailangan, ilagay lang ang iyong "Pagmumulan" at "Destinasyon" at makakakuha ka na ng plano para sa paglalakbay! Pwede mo ring i-print ang plano at dalhin itong kasama mo.

#### Transit app

Ang Transit ay ang iyong isahang app para sa pagpaplano ng paglalakbay, pag-alam kung kailan darating ang kasunod na bus, at pagbabayad ng iyong pamasaha. I-download ito ngayon!

#### Pagbabasa ng Talaan ng Oras ng Pagdating at Pag-alis.

Sa PierceTransit.org, hanapin ang talaan ng oras ng pagdating at pag-alis ng iyong ruta. Ang mga pangunahing lokasyon sa kahabaan ng ruta - "timepoints" - ay nakalista sa itaas. Ang pagbabasa mula kaliwa hanggang kanan ay nagpapakita ng mga oras habang bumibiyahe ang bus sa ruta nito. Kapag binabasa mo ang isang column, makikita mo ang lahat ng oras na dumarating ang bus sa hintuan sa araw na iyon. Gamitin ang timepoint bago ang iyong paghinto para matantiya ang oras ng pagdating ng iyong bus.

TIMETABLES				
Route 54 38th St - Portland Ave - Tacoma Mall TC to 72nd St TC				
WEEKDAYS	SATURDAYS	SUNDAYS		
Tacoma Mall TC	38th St S & Yakima Ave	Portland Ave E & E 56th St	72nd St TC	
06:28 AM	06:35 AM	06:45 AM	06:50 AM	
06:58 AM	07:05 AM	07:15 AM	07:20 AM	

Numero ng Ruta | Direksyong binabyahe ng bus | Baliktarin ang direksyon ng ruta | Araw | Timepoint

### 2 Bayaran ang Iyong Pamasaha

#### Transit app

Sa Transit, pwede mong bayaran ang iyong pamasaha gamit ang iyong smartphone! Ang mga detalye at mga link ng pagdo-download ay nasa PierceTransit.org/transit.



#### All Day Pass



Ang mga All Day Pass ng Pierce Transit ay maaaring mabili sa mga bus ng Pierce Transit. Sabihin lang sa tagapagmaneho, pagkatapos ay maglagay ng eksaktong pera sa kahon para sa pamasaha. Makakatanggap ka ng may tatak na pass na may oras ng pagtatapos, para magamit tuwing sumasakay ka sa bus o Runner ng Pierce Transite sa araw na iyon. Sa bus, i-slide ang iyong pass sa magnetic stripe reader; sa Runner ipakita lang sa driver.

#### Perang hawak

Pagpasok mo sa bus, may isang lugar sa kahon para sa pamasaha na kumokolekta ng mga papel na dolyar at lugar para sa barya sa itaas ng kahon para sa pamasaha. Magdala ng eksaktong pera, dahil ang kahon para sa pamasaha ay hindi nagbibigay ng sukli.

**Mga Adulto 1 Sakay: \$2, Buong Araw: \$5 Kabataan LIBRE**  
**May-edad/May kapansanan 1 Sakay: \$1, Buong Araw: \$2.50**





### ORCA

Kung regular kang sumasakay sa Pierce Transit, isaalang-alang ang kaalwanan at pagtitipid ng isang bus pass na nakakarga sa isang ORCA card. Pwede kang tulungan ng aming tauhan sa Customer Service na makapili ng pass na para sa iyo.

#### Madaling makuha ang ORCA card

- **Online:** myORCA.com
- **Gamit ang telepono:** 1.888.988.6722  
o TTY Relay: 711



• **Sa personal:** Puntahan ang Pierce Transit's Bus Shop sa Tacoma Dome Station. Bilhin ang card mismo sa maliit na bayad, pagkatapos ay magdagdag ng pass o E-purse (ginamit tulad ng perang hawak upang bayaran ang iyong pamasaha). Kung ikaw ay nakatanggap ng benepisyong sa pagbiyahe mula sa iyong employer o ibang organisasyon, tanungin ang iyong Employee Transportation Coordinator kung paano makakakuha ng ORCA card.

### Mga Bawas Pamasaha.

**LIBRE ang sakay ng kabataang 18 at mas bata!** Ang mga detalye ay nasa [PierceTransit.org/FreeYouthPass](http://PierceTransit.org/FreeYouthPass).

**Kung ikaw ay 65 o mas matanda,** may beripikado ng doctor na kwalipikadong kapansanan o isang Medicare card, maaari kang sumakay para sa isang may bawas na pamasaha. Dapat kang magpakita ng totoong Regional Reduced Fare Permit (RRFP) when kapag sumasakay. Para malaman kung ikaw ay kwalipikado, kontakin ang Customer Service o bisitahin ang [PierceTransit.org/PT-fares](http://PierceTransit.org/PT-fares).

**Ang mga adultong may mababang mga sahod** ay maaaring maging kwalipikado para sa ORCA LIFT card. Ang mga pasaherong nagbabayad gamit ang ORCA LIFT card ay nag-enjoy sa mga mas mababang pamasaha sa mga bus ng Pierce Transit at mga serbisyo ng Runner, at sa ibang mga serbisyo ng mga kasaling ahensiya.

Matuto pa ng higit sa [PierceTransit.org/orcalift](http://PierceTransit.org/orcalift).

## 3 I-enjoy Ang Iyong Biyahe.

**Ngayon na mayroon ka nang plano at may pamasaha ka na, oras na para umalis! Siguraduhin na makarating sa iyong hintuan nang hindi bababa sa 5 minuto ang aga.**

Kapag sumasakay, maaari mong hilingin sa operator ng bus na babaan ang rampa ng bus o paluhurin ang bus kung ikaw ay nahihirapan sa mga hakbang. Kung may gamit ka na wheelchair, tutulungan ka ng operator na maingat ang iyong device.

Habang nakasakay, maaari mong panoorin ang display na magsasabi sayo kung nasaan ka sa ruta. Maaari ka rin na makinig sa mga anunsyo ng paghinto ng bus. Kapag naanunsyo na ang iyong hintuan hilahin ang cord para ma-trigger ang kahilingang paghinto ng bus, at paisuyo–manatiling nakaupo hanggang sa tumigil ang bus.

Kung ikaw ay lilipat at hindi ka sigurado kung saan makikita ang iyong kasunod na bus, humingi ng tulong sa operator.



### Translation Service

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Appendix H

Mayo 2023

# ប័ណ្ណធ្វើដំណើរសម្រាប់យុវជនឥតគិតថ្លៃ

ចាប់ពីថ្ងៃទី 1 ខែកញ្ញា ឆ្នាំ 2022 តទៅ យុវជនដែលមានអាយុចាប់ពី 18 ឆ្នាំឡើងទៅ អាចជិះឡានក្រុង ដោយឥតគិតថ្លៃសម្រាប់សេវាកម្មភ្ញៀវ ត្រាន់ស៊ីត (Pierce Transit) ទាំងអស់ សូមអរគុណកម្មវិធី Move Ahead Washington ដែលជាកញ្ចប់មូលនិធិដឹកជញ្ជូននៅទូទាំងរដ្ឋ។ យើងមានសេចក្តីរីករាយ រីករាយចំពោះការស្វាគមន៍យុវជនកាន់តែច្រើនចំពោះសេវិកាពនៃការធ្វើដំណើរ!

យុវជនទាំងអស់អាចជិះឡានក្រុងដោយឥតគិតថ្លៃ។ អ្នកជិះឡានក្រុងដែលមានអាយុចាប់ពី 13 ឆ្នាំឡើងទៅ ត្រូវបានលើកទឹកចិត្តឱ្យធ្វើកិច្ចការមួយខាងក្រោមនៅពេលឡើងឡានក្រុង ប្រសិនបើពួកគេមានប័ណ្ណមកជាមួយ៖

- ★ សូមចុចប័ណ្ណយុវជន Youth ORCA របស់អ្នក។ (ប័ណ្ណនេះនឹងមិនផ្គត់ផ្គង់ទេ ប្រសិនបើប័ណ្ណនេះត្រូវបានចុះបញ្ជីឈ្មោះ ហើយយុវជនមានហ្វេស៊ីលីតេថ្ងៃទី 30 ខែមិថុនា ឆ្នាំ 2023 ដើម្បីចុះបញ្ជីឈ្មោះប័ណ្ណរបស់ពួកគេតាមអ៊ីម៉ែល myORCA.com.)
- ★ បង្ហាញលេខសម្គាល់អត្តសញ្ញាណ ID សិស្សវិទ្យាល័យ ឬមធ្យមសិក្សាបច្ចុប្បន្នរបស់អ្នក។

## នាំយកប័ណ្ណ (Your Card) របស់អ្នក។

បន្ទាប់ពីការចុចប័ណ្ណយុវជន Youth ORCA របស់អ្នក ឬការបង្ហាញអ្នកបើកបរ លេខសម្គាល់អត្តសញ្ញាណ ID ស្ថាប័នរបស់អ្នក សូមជ្រើសរើសកន្លែងអង្គុយ ហើយស្ថិតនៅកន្លែងអង្គុយនៅពេលជិះឡានក្រុងរបស់អ្នក។ អ្នកបើកបរឡានក្រុងរបស់យើង អាចជួយឆ្លើយសំណួរបាន។ អនុញ្ញាតឱ្យអ្នកបើកបរយល់ដឹងពីបញ្ហា ឬបញ្ហាប្រឈមណាមួយដែលលោកអ្នកអាចមាននៅអំឡុងពេលជិះឡានក្រុងរបស់អ្នក។ លោកអ្នកនឹងឃើញម៉ាស៊ីនផ្នែកសុវត្ថិភាពសាធារណៈរបស់យើងនៅទូទាំងប្រព័ន្ធផង់ដែរ។



សម្រាប់ប្តីធានខែដំបូងនៃកម្មវិធីនេះ យុវជនដែលមិនមានប័ណ្ណ Youth ORCA ឬអត្តសញ្ញាណប័ណ្ណ ID សិស្ស នៅតែអាចជិះឡានក្រុងបានដោយឥតគិតថ្លៃ។

នៅជុំវិញតំបន់ Puget Sound យុវជនអាចជិះឡានក្រុងដោយឥតគិតថ្លៃសម្រាប់សេវាកម្មទូកកង់ដឹកជញ្ជូនផ្សេងទៀតផងដែរ។ នៅឆ្នាំ 2023 និងលើសពីនេះ យុវជននឹងមានការណែនាំឱ្យទទួលបានសូម្បីតែធ្វើដំណើរសម្រាប់យុវជនដោយឥតគិតថ្លៃ (Free Youth Transit Pass) (ប័ណ្ណ ORCA) ដែលអនុញ្ញាតឱ្យពួកគេចុចប័ណ្ណរបស់ពួកគេ និងជិះឡានក្រុងដោយឥតគិតថ្លៃនៅទូទាំងតំបន់។ បន្ទាប់ពីប័ណ្ណត្រូវបានចុះបញ្ជីឈ្មោះ ប័ណ្ណនេះនឹងបន្តមានសុពលភាព ហើយនឹងប្រើដោយស្វ័យប្រវត្តិទៅជាប័ណ្ណមនុស្សពេញវ័យនៅថ្ងៃខួបកំណើតថ្ងៃដំបូងរបស់អ្នកកាន់ប័ណ្ណនេះ។ សូមស្វែងយល់បន្ថែមតាមរបស់យើង [PierceTransit.org/freeyouthpass](http://PierceTransit.org/freeyouthpass) និង [myORCA.com](http://myORCA.com).

## ការណែនាំអំពីសម្រាប់ការជិះឡានក្រុងដោយសុវត្ថិភាព

- មកដល់ចំណុចឡានក្រុងរបស់អ្នក 5 ទៅ 10 នាទី មុនពេលឡានក្រុងនេះត្រូវបានគេរំពឹងថានឹងមកដល់។
- កុំទាក់ទងជាមួយមនុស្សចម្លែក។
- រក្សាវត្ថុបុស្សាវរៈរបស់អ្នកនៅជិតលោកអ្នកគ្រប់ពេលវេលា។
- រក្សាចម្ងាយសុវត្ថិភាពរវាងលោកអ្នកនិងឡានក្រុង នៅពេលឡានក្រុងជិតមកដល់។
- រង់ចាំឡើងឡានក្រុងរហូតដល់ទ្វារបើកទាំងស្រុង ហើយអ្នកដំណើរនៅលើឡានក្រុងមានឱកាសចុះចេញ។

ត្រូវចងចាំថា ឡានក្រុងគឺជាធនធានសាធារណៈ ដូច្នេះត្រូវចេះគួរសមចំពោះអ្នកដទៃ។ ត្រូវគោរពពេលវេលាឡើងជិះឡានក្រុង និងនៅកន្លែងដឹកជញ្ជូន។ នៅពេលលោកអ្នកជិះឡានក្រុង លោកអ្នកទទួលខុសត្រូវចំពោះអាកប្បកិរិយារបស់អ្នក។ សេវាកម្ម Pierce Transit ខិតខំធ្វើការយ៉ាងខ្លាំង ដើម្បីធ្វើឱ្យប្រាកដថាវាជាការងាយស្រួល និងបរិវេណដឹកជញ្ជូនរបស់ខ្លួនត្រូវបានស្ថាប័ន មានសុវត្ថិភាព និងជាសុវត្ថិភាពសម្រាប់អ្នកទាំងអស់គ្នា។ អ្នកទាំងឡាយណាដែលរំលោភបំពានច្បាប់នៃការជិះឡានក្រុង ឬច្បាប់ដែលត្រូវអនុវត្តផ្សេងទៀត អាចត្រូវបានស្នើសុំឱ្យចាកចេញពីឡានក្រុង ឬពីកន្លែងភ្លាមៗ។ អ្នករំលោភបំពានអាចត្រូវបានហាមឃាត់ពីសេវាកម្មដឹកជញ្ជូនដែលមានរយៈពេលរហូតដល់មួយឆ្នាំ។ លើសពីនេះ ប៉ូលីសភ្ញៀវត្រាន់ស៊ីត (Pierce Transit Police) និង/ឬ ផ្នែកសុវត្ថិភាព ឬទីភ្នាក់ងារអនុវត្តច្បាប់មូលដ្ឋាន អាចដកស្រង់ឈ្មោះអ្នកដែលរំលោភបំពានលើច្បាប់សុពលភាពអាកប្បកិរិយាធ្វើដំណើរឆ្លងកាត់ខុសច្បាប់ (Unlawful Transit Conduct laws)។ ប្រសិនបើលោកអ្នកមានសំណួរ ឬបញ្ហាប្រឈម សូមផ្ញើអ៊ីម៉ែលមកយើងតាម [pubsafety@piercetransit.org](mailto:pubsafety@piercetransit.org).

## បទបញ្ជាស្តីពីការដោះដូរឡានក្រុង

យើងខ្ញុំមានបទបញ្ជាសម្រាប់សុវត្ថិភាពទាំងអស់គ្នា។

### ត្រូវធ្វើ

- អ្នកដោះដូរឡានដែលមានអាយុចាប់ពី 19 ឆ្នាំឡើងទៅ ត្រូវតែបង់ថ្លៃសំបុត្រធ្វើដំណើរត្រឹមត្រូវ ហើយត្រូវត្រៀមសំបុត្រធ្វើដំណើរជាស្រេចនៅពេលឡើងដោះដូរឡានក្រុង។
- រក្សាសុវត្ថិភាពក្នុងត្រង់ដាក់សត្វដឹកជញ្ជូនសមរម្យ លើកលែងតែសត្វបម្រើការងារសេវាកម្ម។
- ប្រើកាសស្តាប់ត្រចៀក ហើយនិយាយតិចៗនៅខណៈពេលប្រើទូរស័ព្ទ។
- ត្រូវប្រាកដថាចាក់សោប្រាំងរទេះកង់រុញកូនក្មេង កុំបិទច្រកផ្លូវដើរ ទ្វារ ឬផ្តល់ការងារ។
- រទេះកង់រុញកូនក្មេងត្រូវគ្រប់គ្រងដោយមនុស្សពេញវ័យគ្រប់ពេលវេលា។
- រក្សាកូនៗឱ្យអង្គុយ និងស្ថិតនៅជាមួយលោកអ្នកនៅខណៈពេលធ្វើដំណើរនៅលើឡានក្រុង។
- ស្លៀកសម្លៀកបំពាក់សមរម្យរួមទាំងអាវ និងស្បែកជើង។
- មានភាពស៊ីវិល័យ និងគោរពអ្នកដទៃ។
- រៀបចំកន្លែងសម្រាប់អ្នកដទៃ នៅពេលឡានក្រុងមានមនុស្សច្រើន។
- គោរពបរិវេណធ្វើដំណើរ។
- ត្រូវប្រាកដថាអាហារ ឬភេសជ្ជៈណាមួយនៅក្នុងកំប៉ុងដែលអាចការពារការហ្វឺនតំប៉ា។
- ប្រើប្រាស់កន្លែង និងសេវាកម្មរៀស ត្រាន់ស៊ីត Pierce Transit សម្រាប់ការប្រើប្រាស់ធ្វើដំណើរតែប៉ុណ្ណោះ។
- អនុញ្ញាតឱ្យអ្នកបើកបរយល់ដឹងពីបញ្ហា ឬបញ្ហាចារម្មណាមួយដែលលោកអ្នកអាចមាននៅ អំឡុងពេលដោះដូរឡានក្រុងរបស់អ្នក។

### មិនត្រូវធ្វើ

- ប្រើគ្រឿងស្រវឹងឬកញ្ឆា។
- ជក់បារី (រួមទាំងបារីអេឡិចត្រូនិច ឬបារីបឺតយកចំហាយផ្សេងៗ) លើកលែងតែនៅកន្លែងដែលបានកំណត់។
- ការនាំយកវត្ថុណាមួយដូចខាងក្រោម៖ ឧបករណ៍ថាមពលខ្ពស់ៗ សាំង វត្ថុរាវរាងធាតុ កាំជ្រួច គ្រឿងផ្ទុះ ឬសារធាតុដែលស៊ីប្រកាត់។
- ចូលរួមសកម្មភាពពាណិជ្ជកម្ម ឬចែកចាយខិត្តប័ណ្ណ សៀវភៅតូចៗ កូនសៀវភៅផ្សព្វផ្សាយ ឬឯកសារសរសេរផ្សេងទៀត ឬប្រមូលហត្ថលេខា លុះត្រាតែមានការអនុញ្ញាតពីលិខិតអនុញ្ញាតស្តីពីការប្រើប្រាស់កន្លែងរៀស ត្រាន់ស៊ីត (Pierce Transit Facilities Use Permit)។
- នាំយកអាវុធខុសច្បាប់ ឬអាវុធផ្សេងៗ។
- រំខាន បៀតបៀនកេរ្តិ៍ខ្មាស ឬរំខានអ្នកដទៃដោយសម្លេងខ្លាំងៗ ការបញ្ចេញសម្លេងខ្លាំងៗ ឬស្រែក ការបោកបញ្ឆោត ការរំលោភបំពាន ហិង្សា អាចប្រកិរិយាអាសអាភាសឬបៀតបៀនផ្លូវភេទ ការប្រើពាក្យប្រមាថ ឬការធ្វើឱ្យអន់ចិត្ត។



ភ្នំ បំផុសកំរងទាំងមួយយើងខ្ញុំ!

**Pierce Transit**

253.581.8000  
PierceTransit.org





Подайте заявку  
на участие в  
программе льготного  
проезда с картой  
**ORCA LIFT**  
уже сейчас



Теперь есть более доступный способ воспользоваться услугами Pierce Transit, чтобы добраться в нужное место!

### Как работает ORCA LIFT?

Вы можете претендовать на участие в программе **ORCA LIFT** и платить за проезд по льготному тарифу для взрослых, если ваш уровень дохода соответствует установленным требованиям и составляет не более 200 % от федерального прожиточного минимума (Federal Poverty Level, FPL).

Кроме того, пассажиры, отвечающие требованиям, смогут экономить на услугах многих других участвующих в программе служб региона Puget Sound. Для подтверждения вашего права на участие в программе потребуются соответствующие формы.

### Всего 1 \$ за поездку в одну сторону!

Служба Pierce Transit принимает оплату проезда по тарифу для взрослых с помощью карты **ORCA LIFT** в автобусах и транспорте **Runner**. Теперь вы можете доступнее добираться на работу, в школу или куда-либо еще на общественном транспорте. С картой **ORCA LIFT** взрослые пассажиры, имеющие право на льготный проезд, будут платить 1 \$ за поездку в одну сторону на транспорте службы Pierce Transit. Наслаждайтесь удобством карты **ORCA** по более низкой цене.

### Простые способы пополнения баланса!

- Вы несете ответственность за пополнение карты **ORCA LIFT** средствами из электронного кошелька или проездными билетами с помощью приложения **myORCA**, через Интернет или лично.
- Первая карта **ORCA LIFT** предоставляется бесплатно. Ее срок действия составляет до двух лет. Замена карты стоит 3 \$.
- Узнайте, где можно пополнить баланс, используя наличные, дебетовые/кредитные карты или чеки. Посетите сайт [info.myORCA.com/adding-value/](http://info.myORCA.com/adding-value/) или позвоните по телефону **253.581.8000** и нажмите 2, а затем 1.

### Другие способы экономить:

- Тарифы **ORCA LIFT** распространяются на услуги многих участвующих в программе служб в регионе Puget Sound.
- Пассажиры также могут экономить на разрешениях на стоянку на некоторых перехватывающих парковках Sound Transit и King County Metro.
- Льготные тарифы также доступны для пожилых людей и пассажиров с ограниченными возможностями. Проезд для детей до 18 лет включительно бесплатный!

Узнайте, имеете ли вы право использовать карту ORCA LIFT для оплаты проезда!



Отсканируйте этот QR-код, чтобы узнать, соответствуете ли вы требованиям.



Отсканируйте этот QR-код, чтобы узнать текущие требования по FPL в зависимости от размера домохозяйства.

Если вам нужна помощь в регистрации, звоните по номеру **1.800.756.5437**. Вы можете подать заявку на сайте [info.myorca.com/LIFT](http://info.myorca.com/LIFT) или лично в одном из центров регистрации в программе **ORCA LIFT** в округе Pierce County.



Услуги перевода: **253.581.8000**

español русский язык Việt Tagalog 한국어 中文 ខ្មែរ

**Pierce Transit**   
PierceTransit.org • 253.581.8000 • TTY: 711

**ORCA LIFT** Подробнее на сайте [info.myORCA.com](http://info.myORCA.com)

Appendix J

RUSSIAN-Июнь 2023 г.



# 按需交通

以经济实惠的方式连通公司、学校、地方景区和交通服务。

## 为什么选择 Pierce Transit Runner?

Runner 提供经济实惠的按需出行方案,可为每位客户缓解压力,并节省时间和金钱。

我们的方案安全可靠,可以方便您的出行,无论是上班、上学、就医、购物,还是参加娱乐和社交活动,您都会倍感轻松。此外,Runner 还能为您连接其他交通路线和服务。

欲了解更多信息,请访问 [PierceTransit.org/Runner](http://PierceTransit.org/Runner)!



需要其他交通资源?  
请拨打 United Way Pierce 县帮助热线 2-1-1,了解满足您需求的其他交通方案。  
欲了解更多信息,请访问 [www.uwpc.org/get-help-now-211](http://www.uwpc.org/get-help-now-211)

## Pierce Transit Runner 简介

**定义**  
Pierce Transit Runner 是一种按需公共交通工具,可以让您直接通过手机预订微交通专区内的行程。

**行程范围**  
目前,我们在 Joint Base Lewis-McChord (JBLM)、Ruston、Tideflats 地区和 Spanaway 提供 Runner 服务。



扫描二维码,查看 Pierce Transit 公交服务和 Runner 服务区的交互式地图。

**服务对象**  
所有人!我们的所有 Runner 车辆都配有无障碍通道。Spanaway Runner 重点为老年人和残疾人提供出行服务。

**乘车费用**  
票价与普通巴士相等\*;不接受现金 (JBLM Runner 除外)。单次购票,或使用 ORCA、Transit 应用程序、全天通票或月票。另外,18 岁及以下青少年可免费乘车!\*\*

\* 对于老年人/残疾人票价,必须出示区域减价优待证 (Regional Reduced Fare Permit)  
\*\*请使用 Youth ORCA 卡或出示学生证。

## Runner 各服务区重要信息

新普亚卢普跑步者专区  
从 2023 年秋季开始搭乘!

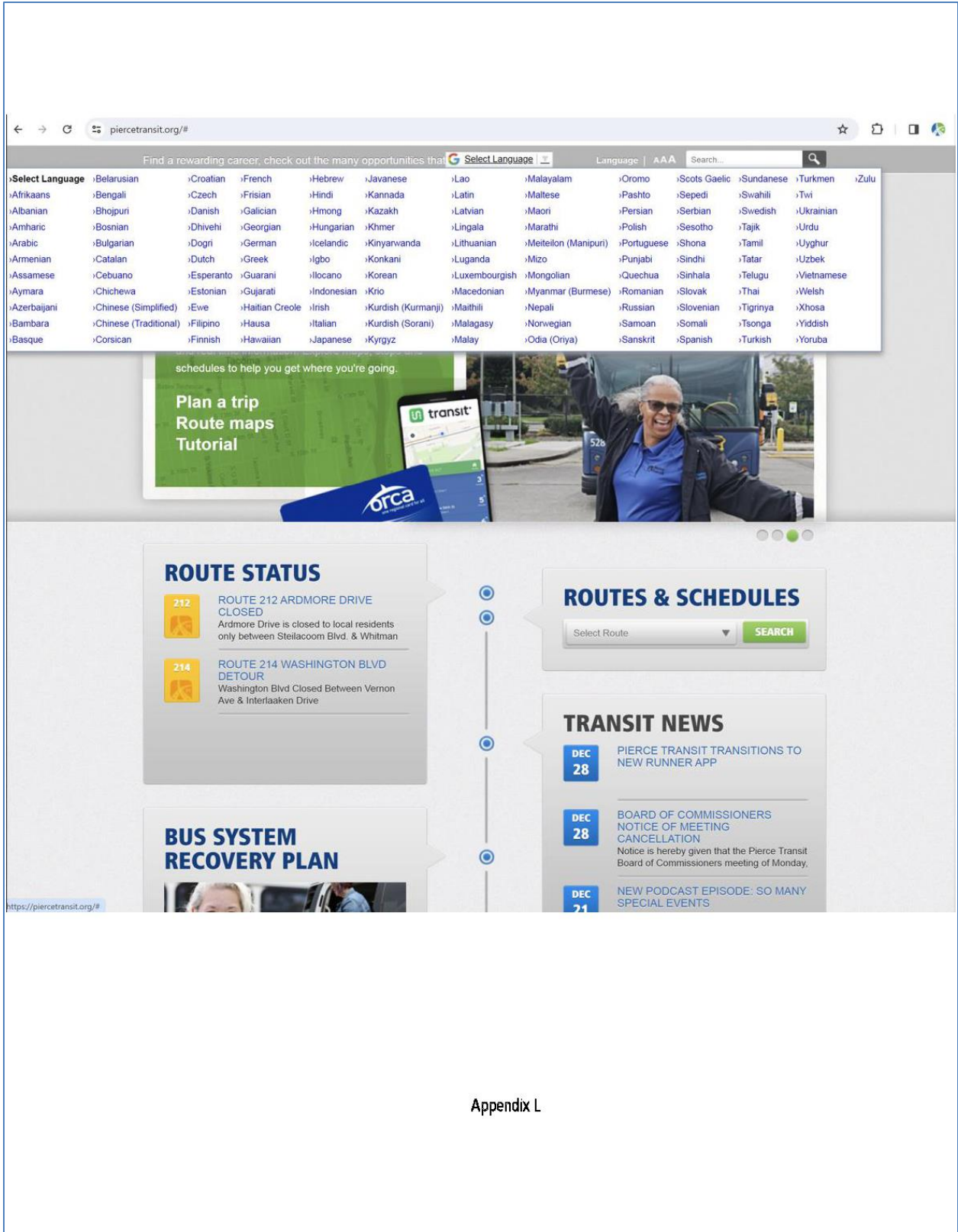
FAQs	Ruston Runner 服务区	Tideflats Runner 服务区	Spanaway Runner 服务区	JBLM Runner 车站
运行时间? *	每周 7 天 早上 7 点至晚上 10 点			周一至周五 上午 7 点至上午 9:30 下午 3 点至下午 6:30
如何支付乘车费用?	Transit 应用程序、ORCA 卡或全天通票			Transit 应用程序、ORCA 卡或全天通票，或现金（不提供找零）
如何叫车?	 扫描二维码或在 <a href="https://piercetransit.org/runner/#app">piercetransit.org/runner/#app</a> 下载应用程序，选择 Pierce Transit Runner，然后选择服务区内的起点和终点。您也可以拨打 253.581.8000。			准备好上车后，请前往任一上车点，然后致电 253.581.8000。告知司机您的确切位置。
运行范围?	您可以在 Ruston 和 Tideflats Runner 区域内或之间的任何地方打车。		您可以在 Spanaway Runner 区域内打车，或前往该区域 2 英里范围内的多个目的地。	乘坐 JBLM Runner 在 10 个站点间任何往返。必须持有经 Department of Defense 批准的身份证才能进入 Joint Base Lewis-McChord。
是否提供无障碍通道?	是			
是否方便携带自行车或婴儿车?	是，在空间允许的情况下可以。			

\*部分节假日不运行

欲了解更多信息，请访问 [PierceTransit.org/Runner](https://PierceTransit.org/Runner)

Appendix K

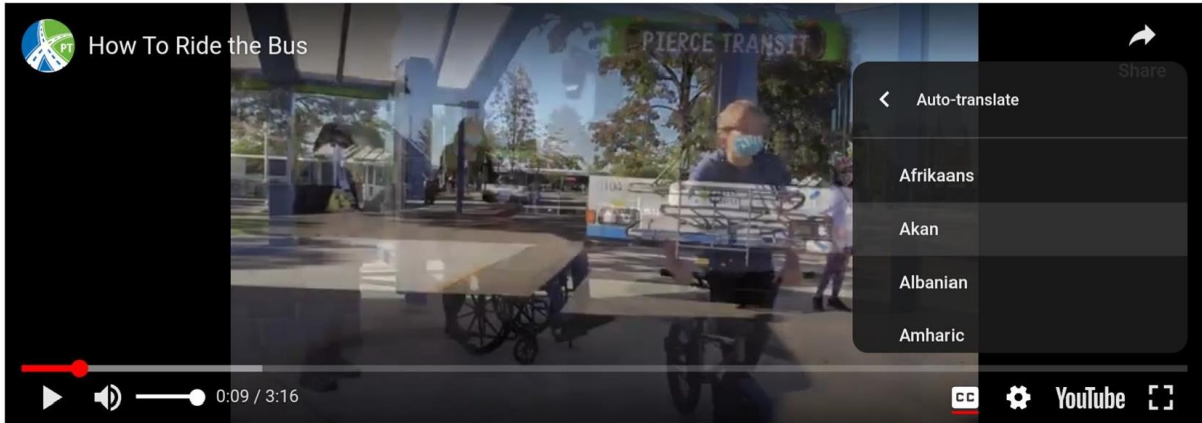
2023 年 5 月 (Simplified Chinese)



Appendix L

L

## TRAVEL TRAINING



### What is Travel Training?

Travel Training is a free service of Pierce Transit that provides self-paced instruction for individuals with disabilities and seniors who wish to use regular bus service and become familiar with public transportation options.

Appendix M

M





ORCA is getting an upgrade.

ORCA se moderniza.

ORCA đang được nâng cấp.

Ang ORCA ay lalong inayos.

ORCA 가 업그레이드 됩니다.

ប័ណ្ណប្រចាំតំបន់មួយសម្រាប់ទាំងអស់គ្នា  
ORCA នឹងត្រូវធ្វើបច្ចុប្បន្នភាព។

Мы улучшаем ORCA.

ORCA 正在升级

→ [myORCA.com](https://myORCA.com)



Appendix N

N

## ساعات الخدمة والمنطقة

تشبه خدمة SHUTTLE خدمة الحافلات العادية، وهي عبارة عن نظام ركوب مشترك يوفر خدمة من الباب إلى الباب أو في بعض الحالات النقل إلى مراكز النقل أو المحطات من أجل الوصول إلى خدمة الحافلات. توفر SHUTTLE الخدمة للمواقع الواقعة في نطاق ثلاثة أرباع ميل من أي مسار حافلات Pierce Transit المحلي، ويتم توفيرها خلال نفس ساعات خدمة حافلات المسارات الثابتة في نفس المنطقة.

إذا كنت تعيش خارج نطاق منطقة الخدمة، فستحتاج إلى إيجاد طريقك الخاص إلى موقع داخل منطقة الخدمة لمقابلة حافلات خدمة SHUTTLE. سيعمل موظفو خدمة SHUTTLE معك لتحديد أفضل نقاط الاستقبال والتوصيل. لتحديد ما إذا كان عنوان معين ضمن منطقة خدمتنا أم لا، يرجى الاتصال بخدمة عملاء خدمة SHUTTLE على الرقم 8000-581-253، الخيار الأول، ثم اختر الخيار الأول مرة أخرى.

## معلومات الأجرة

يرجى سؤال موظف الحجز عن الأجرة الحالية لرحلة ذهاب فقط في خدمة SHUTTLE. الأجرة قابلة للتغيير. يمكنك دفع الأجرة نقدًا أو بتذكرة رحلة واحدة أو بتذكرة خدمة SHUTTLE افتراضية. يجب عليك دفع الأجرة أو إظهار تذكرتك السارية في كل مرة تستقل فيها مركبة خدمة SHUTTLE. لا يتم قبول بطاقات ORCA في خدمة SHUTTLE في الوقت الحالي. لا يحمل المشغلون الفكة، لذا كن مستعدًا لدفع الأجرة بالضبط. اتصل بخدمة العملاء على الرقم (253) 581-8000، واختر الخيار الأول، ثم الخيار الأول مرة أخرى للحصول على معلومات التذكرة الشهرية.

## حجز رحلة

للحجز عبر مكالمة هاتفية، اتصل على الرقم 8000-581-253، ثم اختر الخيار الأول. أوقات الحجز من الساعة 8:00 صباحًا حتى الساعة 5:00 مساءً. طوال سبعة أيام في الأسبوع، بما في ذلك أيام العطلات. يمكنك طلب حجز الرحلات بين يوم واحد وخمسة أيام مقدمًا. تأكد من حجز رحلة (رحلات) العودة خلال نفس المكالمة. خدمة SHUTTLE عبارة عن خدمة رحلات مشتركة ويجب تجميع الرحلات لتحقيق أقصى قدر من الكفاءة. قد يتم حجز أوقات الرحلات الخاصة بك حتى 60 دقيقة قبل طلبك أو بعده. عند تحديد موعد لرحلتك، يرجى تقديم ما يلي:

- اسمك ورقم هاتفك وعنوان الاستقبال الكامل، بما في ذلك اسم / رقم الشقة و / أو المبنى.
- العنوان الدقيق للمكان الذي تريد الذهاب إليه (على سبيل المثال، Fred Meyer في 7250 Pacific Avenue).
- الوقت (الأوقات) والتاريخ (التواريخ) الذي ترغب في التحرك فيه، مع تضمين أي مواعيد قد تكون لديك.
- ما إذا كان سيرافقك مرافق رعاية شخصية أو ضيف أو حيوان خدمة. ما إذا كنت ستستخدم أداة مساعدة (على سبيل المثال، كرسي متحرك، مشاية، أنبوية أكسجين).

## إلغاء الرحلة

من المهم الاتصال بخدمة SHUTTLE لإلغاء رحلتك (رحلاتك) بمجرد أن تعرف أن الرحلة لن تكون ضرورية. لإلغاء أو تغيير الحجز، اتصل على الرقم 8000-581-253، ثم اختر الخيار الأول. يرجى التأكد من إلغاء كلا الرحلتين (الذهاب والعودة) إذا لزم الأمر. يجب على العملاء إلغاء رحلتهم (رحلاتهم) في موعد لا يتجاوز ساعتين قبل موعد الاستقبال المقرر.

يحدث عدم الحضور عندما تصل سيارة خدمة SHUTTLE في غضون وقت الاستلام المحدد، ويكون العميل إما غير موجود أو لم يعد يرغب في القيام بالرحلة المحجوزة، في حين أنه لم يتصل لإلغاء الرحلة. خلال أي فترة 30 يومًا متواصلة، سيتلقى أي عميل قام برحلات مجدولة ولم يحضر لمدة 10% (أو 3 على الأقل) من هذه الرحلات إشعارًا بالتعليق.

### مرافق الرعاية الشخصية (PCA)

إذا لم يكن بالإمكان تركك بمفردك، سواء على متن خدمة SHUTTLE أو في وجهتك، فيرجى الترتيب لحضور مرافق رعاية شخصية (PCA) للتنقل معك. ومرافق الرعاية الشخصية (PCA) هو شخص تم تعيينه أو توظيفه لتقديم المساعدة لك، مثل الممرضة أو أحد أفراد الأسرة أو موفر رعاية. يتحمل العملاء مسؤولية توفير مرافق الرعاية الشخصية (PCA) الخاص بهم. يركب مرافق الرعاية الشخصية (PCA) مجانًا، ويجب أن ينزل في نفس الموقع الذي ينزل فيه عميل خدمة SHUTTLE.

### التنقل عن طريق خدمة SHUTTLE

تستقبل خدمة SHUTTLE العملاء وتصل خلال 29 دقيقة من الوقت المحدد (أي أنها تعمل ضمن نافذة استقبال ووصول مدتها 29 دقيقة). عندما تصل السيارة خلال هذه النافذة، يمكن للمشغلين الانتظار لمدة 5 دقائق فقط حتى تصعد على متن السيارة. لتجنب التأخيرات، وتقوية المواعيد، وعقوبات عدم الحضور، يرجى الاستعداد للانطلاق عند وصول السيارة لتفكك.

يرجى العلم أنه سيتم تركك بمفردك في سيارة خدمة SHUTTLE بينما يقوم مشغولنا بمساعدة العملاء الآخرين. سيتم توصيلك إلى وجهتك، حتى إذا لم يكن هناك شخص ينتظرك. لا يمكننا الانتظار معك حتى يصل شخص ليصطحبك.

يجب على جميع ركاب خدمة SHUTTLE ارتداء أحزمة الأمان.

### الحد من العناصر الثقيلة أو كبيرة الحجم

لا يُسمح للمشغلين برفع أو حمل الأشياء التي يزيد وزنها عن 50 رطلاً ويمكنهم فقط مساعدتك في كمية الطرود أو العناصر التي يمكن حملها في رحلة واحدة.

### الامتثال لقواعد السلامة

يجب على جميع العملاء الامتثال لقواعد السلامة، والتي تشمل عدم التدخين أو تناول الطعام أو الشرب في مركبات خدمة SHUTTLE، وعدم تشغيل أجهزة الراديو أو غيرها من المعدات المسببة للضوضاء. يُحظر أيضًا حمل الأسلحة النارية أو الأسلحة من أي نوع أو السوائل الخطرة أو القابلة للاشتعال أو المتفجرات أو الأحماض أو أي عناصر أخرى من المحتمل أن تسبب ضررًا للآخرين. يجب إغلاق حاويات أي مادة يمكن أن تتسرب أو أن تصدر رائحة كريهة بشكل فعال لمنع تسرب الرائحة أو تسرب المحتويات.

لمزيد من المعلومات حول سياسات خدمة SHUTTLE هذه أو غيرها في Pierce Transit، يمكنك الانتقال إلى الموقع [PierceTransit.org/SHUTTLE](https://www.piercetransit.org/SHUTTLE). يمكنك أيضًا الاتصال بخط خدمة عملاء خدمة SHUTTLE على الرقم 253.581.8000، ثم اختيار الخيار الأول، ثم الخيار الأول مرة أخرى لطلب نسخة من كتيب خدمة SHUTTLE.



مايو 2023 - Arabic

3701 96TH ST, LAKEWOOD, WASHINGTON, 98499 | 253.581.8000 | PIERCETRANSIT.ORG

Appendix 0

0-2

# RIDER ALERT

## BUS STOP CLOSED • ROUTE \_\_\_\_\_

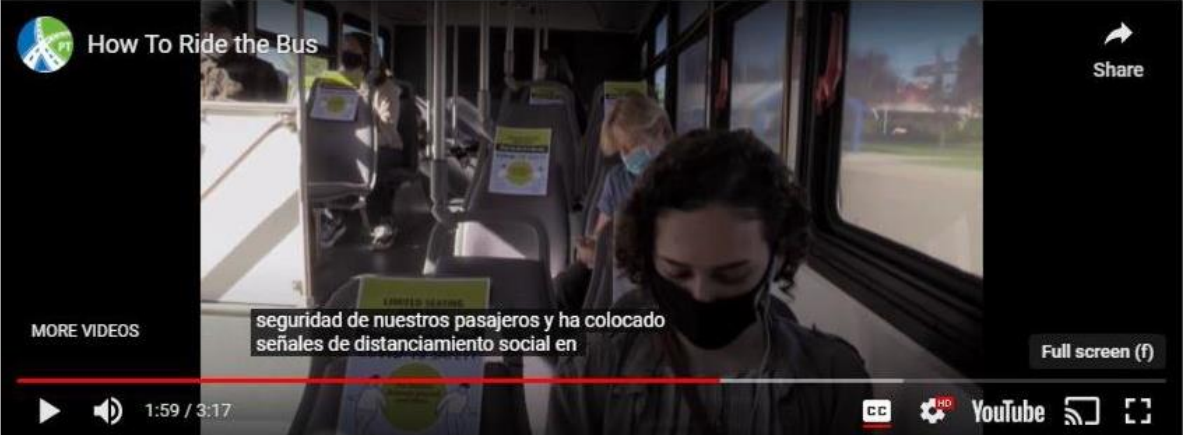
Date & time \_\_\_\_/\_\_\_\_/\_\_\_\_ to Date & time \_\_\_\_/\_\_\_\_/\_\_\_\_

<p>BUS STOP CLOSED • ROUTE _____</p> <p>CATCH ROUTE _____ AT: _____</p> <p>OPEN BUS STOPS LOCATED ON: _____ BETWEEN _____ AND _____</p> <p>For assistance call 253.581.8000, option 2, then 2 again, weekdays 6:30 a.m to 6:30 p.m Translation service is available in more than 200 languages.</p>	<p><b>Spanish</b></p> <p>PARADA DE AUTOBÚS CERRADA • RUTA _____</p> <p>LLEGUE A LA RUTA _____ EN: _____</p> <p>PARADAS DE AUTOBÚS ABIERTAS UBICADAS EN: _____ ENTRE _____ Y _____</p> <p>Para obtener asistencia llame al 253.581.8000, Opción 2, y luego marque 2 de nuevo, todos los días hábiles de 6:30 A. M. A 6:30 P. M. El servicio de traducción está disponible en más de 200 idiomas.</p>
<p><b>Russian</b></p> <p>АВТОБУСНАЯ ОСТАНОВКА ЗАКРЫТА • МАРШРУТ _____</p> <p>ПОСАДКА НА МАРШРУТ _____</p> <p>ТРАССА: _____</p> <p>ОТКРЫТЫЕ АВТОБУСНЫЕ ОСТАНОВКИ: _____</p> <p>МЕЖДУ _____ И _____</p> <p>За помощью обращайтесь по телефону 253.581.8000. Добавочный 2, затем снова 2, по будним дням с 6:30 до 18:30. Предлагаются услуги перевода более чем на 200 языков.</p>	<p><b>Vietnamese</b></p> <p>TRAM DỪNG XE BUÝT ĐÃ NGỪNG HOẠT ĐỘNG • TUYẾN _____</p> <p>ĐÓN TUYẾN _____ TẠI: _____</p> <p>TRAM DỪNG XE BUÝT HOẠT ĐỘNG TẠI: ĐOẠN TỪ _____ ĐẾN _____</p> <p>Để được trợ giúp, xin gọi số 253.581.8000, Nhấn phím 2, sau đó nhấn phím 2 lần nữa, từ 6:30 sáng đến 6:30 tối các ngày trong tuần. Có dịch vụ thông dịch hơn 200 ngôn ngữ.</p>
<p><b>Tagalog</b></p> <p>SARADO ANG HIMPLAN NG BUS • RUTA _____</p> <p>ABANGAN ANG RUTA _____ SA: _____</p> <p>MATATAGPUAN ANG BUKAS NA MGA HIMPLAN NG BUS SA: _____</p> <p>SA PAGITAN NG _____ AT _____</p> <p>Para sa tulong, tumawag sa 253.581.8000, Opsyon 2, pagkatapos ay 2 ulit, lunes hanggang biyernes mula 6:30 am hanggang 6:30 pm. Available ang serbisyo ng pagsasalín sa mahigit 200 wika.</p>	<p><b>Korean</b></p> <p>버스 정류장 폐쇄 • 노선 _____</p> <p>탑승 경로 _____ 현위치: _____</p> <p>운영 중인 버스 정류장 위치: _____</p> <p>다음 위치와: _____ 다음 위치 사이: _____</p> <p>도움이 필요한 경우, 주중 오전 6:30~오후 6:30에 253.581.8000번으로 전화해서 2번을 누르고, 다시 2번을 누르십시오. 200여개 언어로 통역 서비스를 제공합니다.</p>
<p><b>Khmer</b></p> <p>ចំណតរថយន្តកក្កងបិទដំណើរការ • ផ្លូវ _____</p> <p>ផ្លូវខ្សែត្រង់ _____ នៅឯង _____</p> <p>បើកដំណើរការចំណតរថយន្តកក្កងដែលមានទីតាំងនៅ៖ _____ រវាង _____ និង _____</p> <p>សូមទាក់ទង សូមហៅទូរស័ព្ទលេខ 253.581.8000 ជួនមើលទី 2 បន្តទាប់មក ជួនមើលទី 2 ម្តងទៀត ថ្ងៃអាសប្តហែរចាប់ពីម៉ោង 6:30 ព្រឹកដល់ម៉ោង 6:30 ល្ងាច។ លេខកូដភាសាអាមេរិកមានចំនួន 200 ភាសា។</p>	<p><b>Simplified Chinese</b></p> <p>公共汽车站已关闭 • 路线 _____</p> <p>乘车通道 _____ 在: _____</p> <p>开放的公共汽车站位于: _____ 在 _____ 与 _____</p> <p>如需帮助, 请在工作日上午 6:30 至下午 6:30 致电 2535818000, 选择 2, 然后重复选择 2. 提供 200 多种语言的翻译服务.</p>

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## TRAVEL TRAINING



How To Ride the Bus

seguiridad de nuestros pasajeros y ha colocado señales de distanciamiento social en

MORE VIDEOS

Full screen (f)

1:59 / 3:17

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Appendix Q

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

Pierce Transit, as a recipient of federal funding, gives public notice of its policy to fully comply with Title VI of the Civil Rights Act of 1964 and all related laws and statutes. No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Pierce Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (PL 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 Office:

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 Office. 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 Pierce Transit contacts:

**ATTENTION: Pierce Transit Civil Rights Officer** 3701 96th St SW, Lakewood, WA 98499

**EMAIL:** [crofficer@PierceTransit.org](mailto:crofficer@PierceTransit.org)

**VISIT OUR WEBSITE:** [www.PierceTransit.org/title-vi-complaint-process/](http://www.PierceTransit.org/title-vi-complaint-process/)

**CALL CUSTOMER SERVICE:** 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.

Appendix R

## PIERCE TRANSIT Título VI, Aviso al Público de La Ley de Derechos

Pierce Transit, como receptor 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 negado 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 (PL 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, póngase 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 basado 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 encuentran las aplicaciones por los contactos abajo.

**Por correo:** Attention: Pierce Transit Civil Rights Officer, 3701 96th St SW, Lakewood, WA 98499

**Por Email:** [crofficer@PierceTransit.org](mailto:crofficer@PierceTransit.org)

**Nuestro sitio del internet:** [www.PierceTransit.org/title-vi-complaint-process/](http://www.PierceTransit.org/title-vi-complaint-process/)

**Lláme 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.



WA VI 02 04 2018

R

<p>Translation service is available in more than 200 languages, by calling 253.581.8000, option 1.</p>	<p>Заказать услуги представителя с переводом на русский язык можно по телефону 253-581-8000.</p>	<p>Tawagan ang 253-581-8000 upang makipag-usap sa Representatibo ng Pangserbisyon Kustomer na magbibigay ng serbiyong pagsasalin ng wika sa Tagalog.</p>
<p>Llame al 253.581.8000. Habrá un representante y servicio de traducción en español disponible para atenderle.</p>	<p>한국어 번역 서비스를 제공하는 상담원과 통화하시려면 253-581-8000 으로 전화하십시오.</p>	<p><b>ภาษาที่ฉันพูดภาษาแม่ของฉัน (ภาษา)</b></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>致电253-581-8000 联系客服代表，将提供中文翻译服务。</p>	<p><b>भाषाभाषा: २५३-५८१-८०००</b></p>

Appendix S



## CUSTOMER SERVICE INFORMATION

**Bike Lockers** Need to store your bike? We've got you covered (available at select locations). For more information, give us a call at 253.581.8000 or visit [PierceTransit.org/bikes-buses](http://PierceTransit.org/bikes-buses).

**Lost and Found** Have you lost an item on a Pierce Transit bus? Or maybe a Sound Transit bus in the Pierce County area? Be sure to call us at 253.581.8000 or visit [PierceTransit.org/lost-found](http://PierceTransit.org/lost-found) because there's a good chance we might have it. We would love to reconnect you to your belongings.

**Night Stop** After 5:00 p.m., you can ask your bus operator to let you off at any point along your local bus route (not available on express buses), even if it's not a Pierce Transit bus stop. Just come to the front of the bus at least a block ahead of where you want to get off and request your stop. The operator will determine whether the stop you asked for can be made safely, and may offer an alternate stop if needed. Call 253.581.8000 for information.

**Pierce Transit Partner Apps** Pierce Transit is on a mission to make car-free commuting carefree. With our partners, we offer mobile apps so you can easily plan your trip and pay for your fares all from your phone. Whether it's paying for an All Day Pass, checking for connections with other services, seeing live arrival times or more – go to [PierceTransit.org/apps](http://PierceTransit.org/apps) to download and get started today.

**Printed Schedules** Visit [PierceTransit.org](http://PierceTransit.org) to view, download or print complete bus schedules. For assistance, call Pierce Transit Customer Service at 253.581.8000, option 1, 1.

- Translation service is available in more than 100 languages by calling 253.581.8000
- Llame al 253.581.8000. Habrá un representante y servicios de traducción en español disponible para atenderle.
- Заказать услуги предоставления с переводом на русский язык можно по телефону 253-581-8000.

**Translation**

- Xin gọi 253-581-8000 để nói chuyện với Nhân Viên Dành Dành Phục Vụ Khách Hàng là người mà chúng tôi dịch vụ bằng tiếng Việt Ngữ.
- Takegain ang 253-581-8000 upang makipag-usap sa Representatibo ng Pangserbisyo Customer na magbigay ng serbisyong pagpapaliwanag sa Tagalog.
- 한국에 있는 서비스 센터를 방문하는 손님들께 응대하는 직원 253-581-8000으로 전화하십시오.
- 253-581-8000에 전화하여 한국어로 서비스를 받으십시오.
- 電話 253.581.8000 联系客服代表，获得翻译服务。

We're always looking to improve your experience  Take a minute and let us know how we're doing

## RIGHTS UNDER TITLE VI

**Notice to the Public of Rights Under Title VI**  
Pierce Transit, as a recipient of federal funds, is a provider of public transportation. It is subject to the Civil Rights Act of 1964 and all other federal and state laws that prohibit discrimination on the basis of race, color, or national origin. It is also subject to the Americans with Disabilities Act of 1990. It is committed to providing services to all people, regardless of race, color, or national origin. It is also committed to providing services to all people, regardless of race, color, or national origin. It is also committed to providing services to all people, regardless of race, color, or national origin.

Any person who is over 18 years of age and is a member of a specific class of persons, based on race, color, or national origin, who is denied the benefits of, or is otherwise subjected to discrimination under any Pierce Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964, may file a complaint with the U.S. Department of Justice, Office of Civil Rights, 100 L Street, NE, Washington, DC 20530. Pierce Transit operates its programs and activities in accordance with the following conditions:

Pierce Transit  
Attention: Civil Rights Office, 1701 34th Street SW, Lakewood, WA 98400  
E-mail: [civilrights@piercetransit.org](mailto:civilrights@piercetransit.org)  
Visit our website: [www.piercetransit.org/civilrights](http://www.piercetransit.org/civilrights)  
Call Customer Service: 253.581.8000 or www.piercetransit.org

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, 615 Second Avenue, Suite 3147, Seattle, WA 98104.

**Aviso al Público de la Ley de Derechos**  
Pierce Transit como receptor de fondos federales es un proveedor de transporte público. Está sujeto a la Ley de Derechos Civiles de 1964 y todas las demás leyes federales y estatales que prohíben la discriminación por raza, color o origen nacional. También está sujeto a la Ley de Estadounidenses con Discapacidad de 1990. Está comprometido a proporcionar servicios a todas las personas, independientemente de su raza, color o origen nacional. También está comprometido a proporcionar servicios a todas las personas, independientemente de su raza, color o origen nacional. También está comprometido a proporcionar servicios a todas las personas, independientemente de su raza, color o origen nacional.

Cada persona que es mayor de 18 años de edad y es miembro de una clase específica de personas, basada en raza, color o origen nacional, que se le denie los beneficios de, o que sea sometida a discriminación por raza, color o origen nacional, bajo cualquier programa o actividad de Pierce Transit, tal como se proporciona por el Título VI de la Ley de Derechos Civiles de 1964, puede presentar una queja con el Departamento de Justicia, Oficina de Derechos Civiles, 100 L Street, NE, Washington, DC 20530. Pierce Transit opera sus programas y actividades de acuerdo con las siguientes condiciones:

Pierce Transit  
Por correo - Atención: Civil Rights Office, 1701 34th Street SW, Lakewood, WA 98400  
E-mail: [civilrights@piercetransit.org](mailto:civilrights@piercetransit.org)  
Visite nuestro sitio web: [www.piercetransit.org/civilrights](http://www.piercetransit.org/civilrights)  
Llame al servicio de clientes: 253.581.8000 o visite nuestro sitio web.

Además del proceso de Título VI en Pierce Transit, se puede presentar una queja con la Administración de Derechos Civiles de los Estados Unidos, Oficina de Derechos Civiles, 615 Second Avenue, Suite 3147, Seattle, WA 98104.

## UNLAWFUL TRANSIT CONDUCT

The Revised Code of Washington (9A.16.025) and/or the Tacoma Municipal Code (8.52.020) prohibit the following activities in transit vehicles, at bus shelters, and at transit facilities:

1. Transporting firearms, firearms, or cap cover magazines.
2. Discharging firearms or using any other dangerous or offensive weapons.
3. Consuming alcohol while operating or passengers.
4. Consuming or using any other substance, alcohol, drug, intoxicating beverage, or possessing any such substance while operating or passengers.
5. Unreasonable disability or harassing others by being unruly, loud, harmful, abusive, or intimidating.
6. Harassing or subjecting others to harassment.
7. Disobeying directions from transit personnel.
8. Smoking.
9. Striking or using electronic tracking devices within the transit system or areas, or outside Tacoma city limits, except in designated areas.
10. Using any.
11. Spitting.
12. Intentionally or recklessly damaging or destroying property.
13. Playing with or tampering with equipment, including equipment for safety or security.
14. Making or using any dangerous or offensive weapons.
15. Possessing or using any dangerous or offensive weapons.
16. Interfering with or obstructing the transit system.
17. Engaging in other activities that interfere with transit operations and refusing to obey the lawful commands of a transit authority or a peace officer to cease such conduct.

Under all Transit Code and TMCB, a non-emergency response within a maximum fine of \$1,000, or a maximum fine of \$500, or both fine and suspension. We also may be excluded from transit service, resulting in a transit operator or any other employee to a Civil Order (RCW 9A.16.025). This also a felony offense, and is punishable under RCW 9A.16.025.





# APPENDIX F - Transit Service Monitoring Table

Route Characteristics			Minority Block Groups			Low Income Block Groups			2023 Interim Standards			
Route	Route 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/Service Hour	Pax/Service Hour Rating Using 2023 Interim Standards	Pax/Revenue Mile	Pax/Revenue Mile Rating Using 2023 Interim Standards
1	Trunk	37.2	22.0	59%	Yes	27.0	73%	Yes	19.7	Marginal	1.9	Satisfactory
2	Trunk	24.0	15.0	63%	Yes	20.4	85%	Yes	18.3	Marginal	1.9	Satisfactory
3	Trunk	22.5	19.7	88%	Yes	18.5	82%	Yes	14.6	Unsatisfactory	1.7	Satisfactory
4	Urban	28.1	16.2	58%	Yes	18.2	65%	Yes	12.2	Unsatisfactory	1.1	Marginal
10	Urban	11.7	1.1	10%	No	6.8	58%	Yes	11.9	Unsatisfactory	1.3	Marginal
11	Suburban	15.8	2.1	13%	No	5.4	34%	Yes	12.7	Marginal	1.1	Satisfactory
13	Community Connector	11.1	4.1	37%	Yes	4.9	44%	Yes	4.0	Unsatisfactory	0.7	Marginal
16	Suburban	14.1	1.2	9%	No	4.7	34%	Yes	16.4	Satisfactory	1.8	Satisfactory
28	Urban	9.7	2.1	21%	No	6.4	66%	Yes	16.1	Marginal	1.7	Satisfactory
41	Urban	19.3	18.2	94%	Yes	11.9	62%	Yes	16.8	Marginal	1.8	Satisfactory
42	Urban	11.0	8.8	80%	Yes	7.9	72%	Yes	10.5	Unsatisfactory	1.5	Satisfactory
45	Urban	16.1	11.4	71%	Yes	9.6	60%	Yes	10.6	Unsatisfactory	1.0	Unsatisfactory
48	Urban	21.5	20.6	96%	Yes	12.5	58%	Yes	16.3	Marginal	1.6	Satisfactory
52	Urban	9.6	5.0	52%	Yes	3.2	33%	No	15.7	Marginal	1.7	Satisfactory
53	Urban	20.5	12.5	61%	Yes	11.4	56%	Yes	12.4	Marginal	1.2	Marginal
54	Urban	11.9	11.4	96%	Yes	6.2	52%	Yes	20.5	Satisfactory	2.3	Exceeds
55	Urban	13.5	11.9	88%	Yes	9.8	72%	Yes	13.7	Marginal	1.2	Marginal
57	Urban	14.2	12.2	86%	Yes	11.2	79%	Yes	15.0	Marginal	1.9	Satisfactory
63	Express	22.4	20.6	92%	Yes	10.4	46%	Yes	2.3	Unsatisfactory	0.2	Unsatisfactory
100	Suburban	37.1	0.1	0%	No	4.6	12%	No	6.5	Unsatisfactory	0.4	Unsatisfactory
101	Community Connector	13.7	0.0	0%	No	3.2	24%	No	3.1	Unsatisfactory	0.3	Unsatisfactory
202	Urban	13.7	13.7	100%	Yes	8.8	64%	Yes	18.8	Satisfactory	2.1	Exceeds
206	Urban	21.0	17.0	81%	Yes	19.2	92%	Yes	14.2	Marginal	1.2	Marginal
212	Urban	13.9	7.6	55%	Yes	7.9	57%	Yes	13.2	Marginal	1.5	Satisfactory
214	Urban	18.7	15.7	84%	Yes	8.7	46%	Yes	10.3	Unsatisfactory	0.8	Unsatisfactory
400	Suburban	25.5	8.7	34%	Yes	10.5	41%	Yes	6.6	Unsatisfactory	0.6	Marginal
402	Urban	37.3	20.3	54%	Yes	25.3	68%	Yes	11.8	Unsatisfactory	1.1	Marginal
409	Suburban	16.7	3.1	19%	No	8.1	48%	Yes	7.1	Unsatisfactory	0.5	Unsatisfactory
425	Community Connector	14.8	2.6	18%	No	10.1	68%	Yes	1.1	Unsatisfactory	0.2	Unsatisfactory
497	Express	10.7	7.0	65%	Yes	6.1	57%	Yes	5.1	Unsatisfactory	0.9	Unsatisfactory
500	Urban	24.5	19.9	81%	Yes	14.7	60%	Yes	18.7	Satisfactory	1.7	Satisfactory
501	Urban	32.6	26.0	80%	Yes	23.4	72%	Yes	10.5	Unsatisfactory	0.8	Unsatisfactory

# APPENDIX G - Board Approval of 2024 Transit Service Monitoring

## RESOLUTION NO. 2024-000

### A RESOLUTION of the Board of Commissioners of Pierce Transit Approving the Transit Service Monitoring Results Contained Within the 2024 Title VI Program Submittal to the Federal Transit Administration

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

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

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

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

WHEREAS, the 2024 transit service monitoring results show the Agency is serving minority and low-income populations in a manner consistent with how the Agency provides service to everyone, which results in a finding of no disparate impact to minority populations nor disproportionate burden to low-income populations; and

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

WHEREAS, the Board of Commissioners considered the contents of the Title VI transit service monitoring results and a Public Hearing was held discussing the same subject at its meeting held July 8, 2024; and

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

Section 1. The Board of Commissioners approves the transit service monitoring results contained within the 2024 Title VI Program Submittal to the Federal Transit Administration as presented in Exhibit A.

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 12th day of August 2024.

# APPENDIX H - Pierce Transit Title VI Policies

 **POLICY**

## **PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY**

The requirement for this policy 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.

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.

Adopted by the Pierce Transit Board of Commissioners February 11, 2013; Amended March 10, 2014

## **PIERCE TRANSIT DISPARATE IMPACT POLICY**

The requirement for this policy 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.

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.

Adopted by the Pierce Transit Board of Commissioners February 11, 2013

## **PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY**

The requirement for this policy 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.

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.

Adopted by the Pierce Transit Board of Commissioners February 11, 2013

# APPENDIX I - Service and Fare Change Equity Analysis Conducted between 2021 and 2023

Pierce Transit

# Title VI Fare Equity Analysis

Pursuant to FTA Circular 4702.1B

Free Youth Transit Pass – Move Ahead Washington

July 11, 2022

Pierce Transit - Planning and Community Development



## PIERCE TRANSIT TITLE VI FARE EQUITY ANALYSIS

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# PIERCE TRANSIT TITLE VI FARE EQUITY ANALYSIS

## 1 INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is an analysis of Pierce Transit's proposed addition of a new Free Youth Transit Pass for 18 years of age and younger.

## 2 BACKGROUND

### 2.1 Proposed Fare Changes

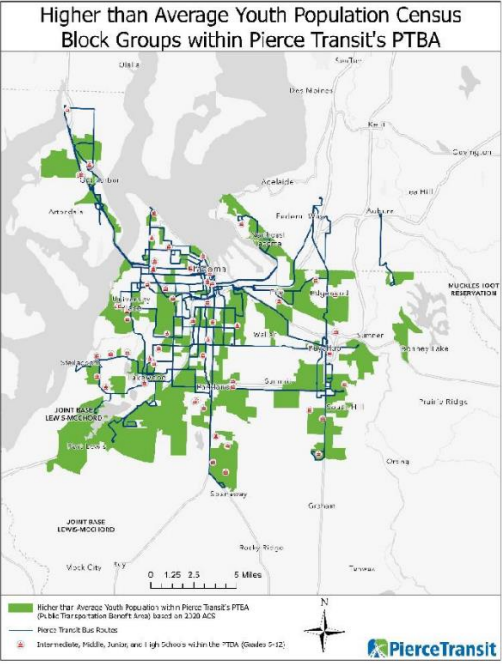
Pierce Transit conducted a comprehensive fare review in 2012. The primary recommendations from that review were to: eliminate paper transfers; introduce an all-day pass and introduce a discounted Pierce Transit-specific adult pass. The elimination of paper transfers and the introduction of an all-day pass occurred in 2014. The discounted Pierce Transit-specific adult pass was recommended due to rider demographics, specifically, household income. Data from the 2017 customer satisfaction survey shows that 60 percent of our riders live in households with annual household incomes of \$25,000 or less. Washington State adopted new law in 2022 that provides additional grant funding available for transit agencies that provide free trips to youth aged 18 years and under for all modes offered. This proposed fare change reduces fares for youth ages 6-19 from \$1 a trip to \$0.

A Free Youth Transit pass will make transit a viable transportation mode within the reach of more of our residents.

A public hearing was held at the July 11, 2022 Board of Commissioners meeting to allow the public to comment on the proposed new Free Youth Transit Pass. The Community Transportation Advisory Group (CTAG) voiced support for this new Fare Type at their June meeting.

This fare equity analysis analyzes whether the addition of a new PT-specific Zero Fare for Youth 18 and younger will have a disparate impact on Pierce Transit's minority riders and/or a disproportionate burden on the agency's low-income riders.

#### FIGURE 2.1 Higher than Average Youth Populations within the PTBA



## 2.2 FEDERAL TRANSIT ADMINISTRATION REQUIREMENTS

FTA requires that its recipients evaluate the impacts of fixed-route fare changes on minority and low-income populations. If the transit provider finds potential disparate impacts or disproportionate burdens and then modifies the proposed changes in order to avoid, minimize or mitigate those impacts, the transit provider must reanalyze the proposed changes in order to determine whether the modifications actually removed the potential disparate impacts or disproportionate burdens of the changes.

If a transit provider chooses not to alter the proposed fare changes despite the disparate impact on minority ridership or disproportionate burden on low-income ridership, or if the transit provider finds, even after the revisions, that minority or low-income riders will continue to bear a disproportionate share of the proposed fare change, the transit provider may implement the fare change only if:

- the transit provider has a substantial legitimate justification for the proposed fare change, **and**
- the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.

If the transit provider determines that a proposed fare change will have a disparate impact or disproportionate burden, the transit provider shall analyze the alternatives to determine whether alternatives exist that would serve the same legitimate objectives but with less of a disparate or disproportionate effect on the basis of race, color, national origin, or income status. Where disparate impacts are identified, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

This fare equity analysis analyzes whether the addition of a PT-specific Zero Fare for Youth 18 and younger will have a disparate impact on Pierce Transit's minority riders and/or a disproportionate burden on the agency's low-income riders.

### 3 TITLE VI POLICIES & DEFINITIONS

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

#### 3.1 Pierce Transit Disparate Impact Policy

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

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

*(paragraph not relevant to fare changes removed)*

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

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

### 3.2 Pierce Transit Disproportionate Burden Policy

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

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

*(paragraph not relevant to fare changes removed)*

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

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<sup>2</sup> 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 \$24,563 for a family of four.

## 4 METHODOLOGY

Staff used data from Pierce Transit's 2017 Customer Satisfaction Survey to assist with the fare equity analysis. (Add a note for why we haven't conducted a survey since 2017?) This survey of 615 Pierce Transit Riders provides local system-wide representation proportionate to weekday ridership by route and time of day on Pierce Transit's local fixed routes. A two-phase approach was used for data collection. A database of potential respondents was developed through several different outreach methods and were asked to provide contact information – email and/or phone number. Those who provided an email address were initially contacted by email and asked to complete the survey online. To encourage online completes, a \$5 incentive (in the form of a coffee card) was offered. If they did not respond to the email invitation and they also provided a phone number, they were contacted by phone. Customers who only provided a phone number were contacted by phone to complete the survey. Surveys were completed with 615 respondents – 339 online and 276 by telephone. Of those 615 respondents, 506 were riders who paid adult fares. The new monthly PT-specific pass is a youth fare so this group is the primary subject of the analysis in Tables 4-3 and 4-4 below.

Data collection occurred from October 16 through December 3, 2017. The data from the 2017 survey represents the most current data on our riders available to Pierce Transit.

The 2017 survey provides data on the following:

- Trip purpose (commute, school, work, medical, shopping, recreation)
- Payment method (Paper Ticket, Paper Day Pass, Mobile Ticket, Mobile Pass, ORCA Pass, ORCA e-purse, Cash, UPass, Clover Park ID, Other)
- Fare type (Adult, Youth, Senior, Disabled)
- Time of day (peak, mid-day, evening, weekends)
- Routes ridden
- Ridership
  - Very Infrequent (0-2 Trips)
  - Infrequent (3-10 Trips)
  - Moderate (11-20 Trips)
  - Frequent (21-50 Trips)
  - Very Frequent (>50 Trips)
- Length of time riding Pierce Transit (years)
- Number of transfers
- Overall satisfaction with Pierce Transit (Dissatisfied, Neutral, Satisfied)
  - Comfort/Cleanliness (stops, buses)
  - Drivers

- Personal safety/security
- Transit Centers/Park and Ride lots
- Information
- Customer Service
- Demographics
  - Number of vehicles in household (None, 1, 2+)
  - Driver's license (yes/no)
  - Employment status
  - Length of residency in Pierce County
  - Household size and ages
  - Income (less than \$7.5K, \$7.5-\$15K, \$15K-\$25K, \$25K-\$35K...)
  - Gender
  - Ethnicity
  - Phone type (cell/landline)

The majority of customers surveyed are dependent on Pierce Transit for transportation—that is, they do not have a driver's license and/or access to a vehicle for their personal use. Only two out five customers surveyed in 2017 have a driver's license. Approximately three out of five (59%) customers surveyed have one or more vehicles in their household. However, fewer than half (48%) of those report that the vehicle is available for their personal use. The survey provides valuable information about the demographics of the agency's customers and their fare payment methods. In terms of ethnicity, 40% of Pierce Transit's riders identified themselves as non-white. Sixty percent of riders have annual incomes of less than \$25,000. The US Department of Health and Human Services' poverty threshold is dependent on household size. Table 4-1 below shows these thresholds for the 48 contiguous states and District of Columbia:



**TABLE 4-1 2022 200% FEDERAL POVERTY GUIDELINES – for the 48 Contiguous States**

Household/Family Size	200% - Monthly Income	200% - Annual Income
1	\$2,265	\$27,180
2	\$3,052	\$36,620
3	\$3,839	\$46,060
4	\$4,625	\$55,500
5	\$5,412	\$64,940
6	\$6,199	\$74,380
7	\$6,985	\$83,820
8	\$7,772	\$93,260
9	\$8,558	\$102,700
10	\$9,345	\$112,140

Source: U.S. Census Bureau

Census Year	Total PTBA Population	100% Federal Poverty Level	%	200% Federal Poverty Level	%
ACS 2020	584,318	65,092	11%	153,145	26%

Source: U.S. Census Bureau

Table 4-2 below shows the proposed changes to youth fares, by fare type. No changes are proposed for Adult or Senior/Disabled fares for this current policy amendment.

**TABLE 4-2 PROPOSED FARE CHANGES**

Fare Type	Cost		Change	
	Existing	Proposed	Absolute	Percentage
Adult ORCA Monthly Pass	\$72.00	\$72.00	\$ -	0%
Adult PT-Specific Pass (30 day rolling)	\$62.00	\$62.00	\$ -	0%
Adult Cash	\$2.00	\$2.00	\$ -	0%
Adult ORCA e-purse	\$2.00	\$2.00	\$ -	0%
Adult ORCA Regional All-day Pass	\$8.00	\$8.00	\$ -	0%
Adult Mobile Ticket	\$2.00	\$2.00	\$ -	0%
Adult Paper One-ride Ticket	\$2.00	\$2.00	\$ -	0%
Adult Mobile All-day Pass	\$5.00	\$5.00	\$ -	0%
Youth ORCA Pass	\$36.00	\$0.00	-\$36.00	-100%
Youth Cash	\$1.00	\$0.00	-\$1.00	-100%
Youth e-purse	\$1.00	\$0.00	-\$1.00	-100%
Youth Ticket	\$1.00	\$0.00	-\$1.00	-100%
Senior/Disabled ORCA Pass	\$36.00	\$36.00	\$ -	0%
Senior/Disabled Cash	\$1.00	\$1.00		
Senior/Disabled e-purse	\$1.00	\$1.00	\$ -	0%
Senior/Disabled Ticket	\$1.00	\$1.00	\$ -	0%

Table 4-3 below provides the data on how Pierce Transit's youth riders paid their fares. We examine characteristics of youth riders because the fare amendment would impact passengers aged 18 and younger.

**TABLE 4-3 PIERCE TRANSIT RIDERS BY FARE PAYMENT TYPE**

Fare Type	Usage by Group (%)					Impacted by Change
	All Riders	Minority Riders	Difference (> +10%?)	Low-income Riders	Difference (> +5%?)	
Adult ORCA Pass	19.48%	18.62%	-0.86%	16.00%	-3.48%	No
Adult Cash	35.33%	39.36%	4.03%	32.00%	-3.33%	No
Adult e-purse	12.89%	16.49%	3.60%	11.50%	-1.39%	No
Adult Ticket	0.72%	0.53%	-0.19%	0.00%	-0.72%	No
Youth ORCA Pass	5.58%	3.72%	-1.86%	5.50%	-0.08%	Yes
Youth Cash	3.05%	4.79%	1.73%	1.50%	-1.55%	Yes
Youth e-purse	0.84%	1.06%	0.22%	0.50%	-0.34%	Yes
Youth Ticket	0.17%	0.53%	0.36%	0.00%	-0.17%	Yes
Senior/Disabled ORCA Pass	13.14%	10.11%	-3.03%	19.00%	5.86%	No
Senior/Disabled Cash	1.92%	1.06%	-0.86%	3.50%	1.58%	No
Senior/Disabled e-purse	6.87%	3.72%	-3.15%	10.50%	3.63%	No
Senior/Disabled Ticket	0.00%	0.00%	0.00%	0.00%	0.00%	No
<b>Total</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>		

Source: Pierce Transit 2017 Customer Survey

**TABLE 4-4 PT RIDERS IMPACTED BY FARE CHANGE**

Fare Type	Usage by Group (%)				
	All Riders	Minority Riders	Difference (> +10%?)	Low-income Riders	Difference (> +5%?)
Youth ORCA Pass	5.58%	3.72%	-1.86%	5.50%	-0.08%
Youth Cash	3.05%	4.79%	1.73%	1.50%	-1.55%
Youth e-purse	0.84%	1.06%	0.22%	0.50%	-0.34%
Youth Ticket	0.17%	0.53%	0.36%	0.00%	-0.17%
<b>Total</b>	<b>10%</b>	<b>10%</b>	<b>0.46%</b>	<b>8%</b>	<b>-2%</b>

Source: Pierce Transit 2017 Customer Survey

The data provided in Table 4-3 and 4-4 is based on the Pierce Transit 2017 Customer Survey. While more recent data estimates would be preferable, this is the most up to date information that can be used to parse demographic information for the equity analysis below in Section 5.

## 5 EFFECTS OF PROPOSED FARE CHANGES ON MINORITY AND LOW-INCOME RIDERS

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

### 5.1 Disparate Impact Analysis

Pierce Transit's policy (see Section 3.2) states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 10% more than the average minority population of Pierce Transit's service area. In the case of a fare change, the intent of the policy is to compare the difference between the percentage of all riders using that fare type and the percentage of minority riders using that fare type, and to look at whether more minority riders are more impacted by the change than all riders. Table 4-3 provides this data for fare payment categories from the Pierce Transit 2017 Customer Survey in the darker green column entitled "Difference > +10%?".

Table 4-4 shows which fare types apply specifically to Youth passengers. In Table 4-4 where these are grouped, we again look at the darker green column entitled "Difference > +10%. We see that individually and in aggregate, there are no fare types with a difference of greater than 10%, and in aggregate the difference between all riders and minority riders who use these fare types is less than 1%, so there would be no disparate impact to minority riders of the proposed changes.

### 5.2 Disproportionate Burden Analysis

Pierce Transit's policy states that a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 5% more than the average low-income population of Pierce Transit's service area. In the case of a fare change, this means that we must examine the difference between the percentage of all riders using that fare type and the percentage of low-income riders using that fare type and look at whether more low-income riders are more impacted by the change than all riders. Table 4-3 provides this data based on the Pierce Transit 2017 Customer Survey in the final darker blue shaded column entitled "Difference > +5%?".

Table 4-4 shows which fare types apply specifically to Youth passengers. In Table 4-4 where these are grouped, we again look at the darker blue column entitled "Difference > +5%. We see that individually and in aggregate, there are no fare types with a difference of greater than 5%, and in aggregate the difference between low-income riders who use Youth fare types is 2% less than all riders who use Youth fare types, so there is no disproportionate burden to low-income riders of the proposed changes.

**RESOLUTION NO. 2022-007**

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Authorizing Amendments to Pierce Transit's  
2 Code Chapter 3.72 FARES to Implement the Free Youth Transit Pass for all Ages 18 and Under Across all  
3 Transportation Modes Offered by Pierce Transit Effective September 1, 2022, and Acknowledging Final  
4 Acceptance of the Related Title VI Fares Equity Analysis  
5

6 WHEREAS, the Revised Code of Washington 36.57A provides the Board of Commissioners the  
7 authority to set fares; and

8 WHEREAS, the 2022 Legislative Session of the Washington State Senate passed Move Ahead  
9 Washington, a 16-year transportation package, authorizing transit agencies funding to provide free youth  
10 trips on all modes of service offered; and

11 WHEREAS, the Board of Commissioners received an overview of the grant and the process for moving  
12 forward for implementing the Free Youth Transit Pass for ages 18 and younger at the April 11, 2022, Board of  
13 Commissioners meeting; and

14 WHEREAS, CTAG was informed at their April 28, 2022, meeting of the upcoming amendments and  
15 details of the state grant; and

16 WHEREAS, Staff received feedback on the proposed policy change presented to the Executive Finance  
17 Committee on May 13, 2022; and

18 WHEREAS, Pierce Transit has been participatory in regional groups and conversations regarding the  
19 implementation and roll out of the Free Youth Transit Pass to ensure coordinated efforts; and

20 WHEREAS, Pierce Transit provided notice of public hearing on June 29, 2022, in the Tacoma News  
21 Tribune and Tacoma Daily Index newspapers, and agency website; and

22 WHEREAS, the Board of Commissioners held a Public Hearing on July 11, 2022; and

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

24 Section 1. The Board of Commissioners authorizes the amendments to Pierce Transit Code Section  
25 3.72 Fares as presented in Exhibit A.

26 Section 2. The adoption of the Free Youth Transit Pass through the Transit Mobility Grant  
27 authorized under RCW Chapter 47.66 Section 422 shall remain in effect indefinitely contingent upon the  
28 availability and distribution of grant funds for this program to Pierce Transit.

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Section 3. The free youth transit trips are effective on September 1, 2022 , and each trip shall be documented in the appropriate fare system log.

Section 4. The Board of Commissioners acknowledges Final Acceptance of the Title VI Fares Equity Analysis as presented in Exhibit B.

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 11th day of July 2022.

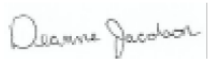
PIERCE TRANSIT



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Marty Campbell, Chair  
Board of Commissioners

ATTEST/AUTHENTICATED



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Deanne Jacobson, CMC  
Clerk of the Board

Pierce Transit

# Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

Emergency Service Reductions due to COVID-19 Pandemic: November 2021-November  
2022

October 2022

Pierce Transit – Scheduling Dept.



PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS  
EMERGENCY SERVICE REDUCTIONS DUE TO COVID-19 PANDEMIC  
NOVEMBER 2021 – NOVEMBER 2022

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# PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

## EMERGENCY SERVICE REDUCTIONS DUE TO OPERATOR SHORTAGE CAUSED BY IMPACTS OF THE COVID-19 PANDEMIC

### NOVEMBER 2021 TO NOVEMBER 2022

#### 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 in November 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 three times over eight 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.
- In September 2021, the count of missed trips was continuing to exceed industry acceptable standards and due to a lack of available operators, Pierce Transit was required to reduce frequency during peak pull demand to reach a level of service for fixed route that was manageable to be staffed properly.
- An emergency service reduction was implemented on November 7, 2021 with the reduced peak demand on Routes 1, 2, 11, 16, and 500. These emergency service changes constitute a Major Service Change under FTA Title VI Service Equity rules and requires analysis to evaluate impacts on transit riders as the result of frequency reductions. Appendix 7.1 highlights the three 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 2020 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).
- In September 2022, three routes were identified as having frequency changes greater than twenty percent and were subsequently processed as a Major Service Change with an equity analysis performed on these three routes, to identify and evaluate adverse effects on minority and low-income populations.
- Results of that 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 population<sup>1</sup> adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area. Disparate impacts on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disparate impacts on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

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

### 3.3 PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

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

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

<sup>2</sup> 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 2021 the poverty limit was \$26,500 for a family of four.

## 4 METHODOLOGY

Once routes with major service changes were identified, Pierce Transit Staff used Remix ([www.remix.com](http://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:

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 2016-2020 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.

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.
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.

## 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. There were no adjustments to Span or Routes in the November 2021 reduction. Frequency analysis can be found below.

### 5.1 FREQUENCY CHANGES

Table 5-1 describes changes in service frequency levels on Routes 1, 11 and 16. Using the same methods, 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 Frequency and Impact to Low-Income and Minority Populations**

Route	September 2021				September 2022				Difference				Change in Annual Trips	Trip Count Change from Original	
	Population (within 1/4 mi)	Low Income	Minority	Trips (Annual)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annual)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income			Change Borne by Minorities
1	44,369	17.30%	39.70%	41,345	44,369	17.30%	39.70%	23,975	-770,689,530	-133,329,289	-305,963,743	17%	40%	-17,370	-42%
11	25,288	10.40%	23.20%	15,205	25,288	10.40%	23.20%	10,375	-122,141,040	-12,702,668	-28,336,721	10%	23%	-4,830	-32%
16	23,518	11.50%	27.20%	16,775	23,518	11.50%	27.20%	10,105	-156,865,060	-18,039,482	-42,667,296	12%	27%	-6,670	-40%
<b>Total</b>									<b>-1,049,695,630</b>	<b>-164,071,439</b>	<b>-376,967,761</b>				

	Low Income	Minority
Change Borne By	15.6%	35.9%
PTBA Average	11.1%	39.8%
Difference	4.5%	-3.8%

### 5.2 DISPARATE IMPACT ANALYSIS

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

Of the population affected by proposed changes to service **frequency** 35.9% is minority (Table 5.1), 3.8% less than the system average. Because this difference is less than 10%, there is no disparate impact due to changes in frequency.

### 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.

Of the population affected by proposed changes to service **frequency**, 15.6% is low income (Table 5.1). This is 4.5% more than the system average low-income population of 11.1%. Because the difference is less than 5%, there is no disproportionate burden due to changes in service frequency.

## 6 OUTREACH AND DECISION MAKING

Staff issued press releases, rider alerts, and utilized technology to communicate changes with the public throughout the rapidly changing pandemic. At its meeting on October 2021, the Pierce Transit Board of Commissioners were presented the challenges of continued operation of the higher frequency and directed staff to move forward with the frequency reduction to align with staffing availability. Upon acceptance of the proposed November 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 November 2021 service change, Pierce Transit's Board of Commissioners held a public hearing on October 10, 2022. Legal notices were published on September 29, 2022, ten 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 regarding inquires to the STREAM Route 1 project.

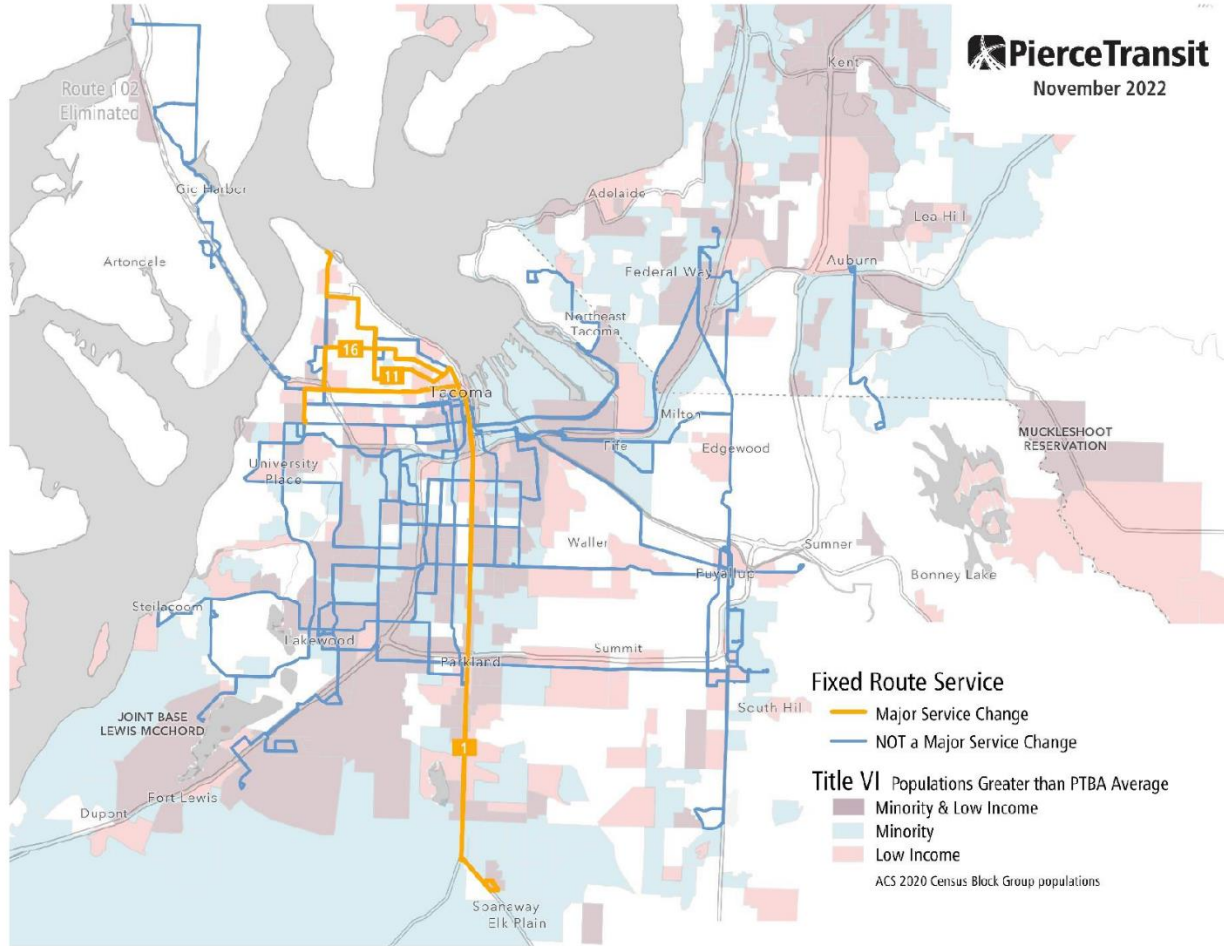
7 APPENDIX

7.1 TABLE OF ROUTES MEETING THRESHOLD FOR MAJOR SERVICE CHANGE

Identifying Major Service Changes							
	September 2021		September 2022		Difference		Change in Service
Route	Revenue Hours	Revenue Miles	Revenue Hours	Revenue Miles	Revenue Hours	Revenue Miles	
1	430.8	4,796.6	301.8	3,428.4	-29.9%	-28.5%	Frequency
2	223.5	2,308.3	200.9	2,026.7	-10.1%	-12.2%	
3	180.5	1,733.3	180.6	1,733.3	0.0%	0.0%	
4	119.2	1,420.9	119.5	1,431.9	0.3%	0.8%	
10	57.2	550.9	54.9	550.9	-4.1%	0.0%	
11	57.9	647.7	43.5	513.6	-24.8%	-20.7%	Frequency
13	5.5	44.8	5.5	44.8	0.3%	0.0%	
16	63.9	666.6	49.1	514.8	-23.1%	-22.8%	Frequency
28	42.0	440.2	45.0	440.2	7.3%	0.0%	
41	93.3	1,044.8	95.9	1,044.8	2.7%	0.0%	
42	53.1	526.3	62.9	526.3	18.3%	0.0%	
45	62.0	713.7	61.4	713.7	-1.0%	0.0%	
48	92.7	1,128.1	99.7	1,128.1	7.6%	0.0%	
52	56.6	541.4	56.0	541.4	-1.1%	0.0%	
53	79.2	958.3	86.2	960.5	8.7%	0.2%	
54	60.0	602.9	59.9	602.9	-0.1%	0.0%	
55	69.2	811.7	68.4	811.7	-1.2%	0.0%	
57	78.5	711.3	80.7	711.3	2.9%	0.0%	
63	3.2	44.5	2.7	44.5	-15.6%	0.0%	
100	57.8	1,038.8	60.2	1,040.0	4.0%	0.1%	
202	93.9	931.6	94.3	931.5	0.4%	0.0%	
206	95.1	1,282.0	98.7	1,282.2	3.7%	0.0%	
212	50.9	524.9	54.2	524.9	6.5%	0.0%	
214	65.0	838.0	63.5	838.2	-2.3%	0.0%	
400	41.2	560.9	41.5	560.9	0.7%	0.0%	
402	116.1	1,304.8	107.0	1,307.1	-7.9%	0.2%	
409	26.4	375.9	25.8	375.9	-2.0%	0.0%	
425	20.0	163.6	20.5	163.6	2.4%	0.0%	
497	7.3	85.2	7.7	85.2	5.2%	0.0%	
500	137.3	1,691.8	112.7	1,422.1	-18.0%	-15.9%	
501	73.9	1,053.0	77.1	1,053.1	4.3%	0.0%	



### 7.2 MAP OF ROUTES MEETING THRESHOLD FOR MAJOR SERVICE CHANGE



**PIERCE TRANSIT  
BOARD OF COMMISSIONERS  
REGULAR MEETING MINUTES**

**November 14, 2022**

**CALL TO ORDER**

Chair Campbell called the regular board meeting to order at 4:12 p.m.

**ROLL CALL**

Commissioners present:

Marty Campbell, Chair of the Board, Pierce County Councilmember  
John Hines, City of Tacoma Councilmember  
Kent Keel, City of University Councilmember (*representing University Place and Fircrest*)  
Ryan Mello, Pierce County Councilmember  
John Palmer, Deputy Mayor for City of Puyallup (*representing Puyallup and Edgewood*)  
Kim Roscoe, Mayor of Fife (*representing Fife/Milton/Pacific/Auburn/Gig Harbor Ruston/Steilacoom*)  
Kristina Walker, Vice Chair of the Board, City of Tacoma Councilmember  
Jason Whalen, City of Lakewood Mayor

Commissioners excused:

Victoria Woodards, Mayor of the City of Tacoma

Staff present:

Mike Griffus, Chief Executive Officer  
Chris Schuler, Chief Financial Officer  
Deanne Jacobson, Clerk of the Board  
Brittany Carbullido, Assistant to the CEO/Deputy Clerk of the Board  
Aaron Millstein, Counsel

**FLAG SALUTE**

Chair Campbell stated that we gratefully honor and acknowledge that we rest on the traditional lands of the Puyallup People.

Chair Campbell led attendees in the Flag Salute, followed by a moment of silence.

**OPENING REMARKS AND HOUSEKEEPING ITEMS**

Chair Campbell welcomed board members, staff, and citizens to the meeting and provided attendees with instructions for meeting participation.

## PRESENTATIONS

### **1. Honoring Carl Cariaga for Operator of the Month for October 2022**

Transportation Assistant Manager Ron Mackenzie honored Carl Cariaga for Operator of the Month for October 2022, reporting that Mr. Cariaga has been an operator since 1994 and highlighting Mr. Cariaga's outstanding work ethic and excellent customer service to customers.

### **2. Q3 CTAG Quarterly Report**

CTAG member Ben Yoder reviewed the work that the committee engaged with during Q3 of 2022, highlighting the Maintenance Operations Base tour and an overview of the agency's programs and practices that were utilized and continue to be utilized to manage the COVID-19 virus. Mr. Yoder also complimented his fellow committee members for their work in accessibility.

## PUBLIC COMMENT

No public comments were provided.

## CONSENT AGENDA

*(Items listed below were distributed to Commissioners in advance for reading and study and are enacted with one motion. Item(s) may be moved to the Action Agenda at the request of a commissioner.)*

Commissioners Walker and Palmer **moved** and seconded to approve the consent agenda as presented.

Motion **carried**, 6-0.

1. Approval of Vouchers, October 1, 2022 – October 31, 2022  
Operating Fund #10  
Self-Insurance Fund #40  
Capital Fund #90  
Payment Nos. 379350 through 379539  
Wire Nos. 11810 through 12084  
No Advance Travel Checks  
Total \$9,925,585,68
2. Approval of Minutes: October 10, 2022, regular board meeting.
3. FS 2022-057, Authorized the Chief Executive Officer to execute Contract No. 1414 with Schetky Northwest Sales, Inc., to purchase up to twelve (12) paratransit SHUTTLE vehicles for a total contract spending authority of \$2,337,965.00.

## ACTION AGENDA

Pierce Transit Board of Commissioners Regular Meeting

November 14, 2022  
Page 2

**1. FS 2022-058, A Resolution of the Board of Commissioners of Pierce Transit Ending the Emergency Declaration and Related Emergency Orders that Were Authorized in Response to the COVID-19 Outbreak, and Rescinding Resolution No. 2020-010 Proclaiming the Emergency**

CEO Griffus presented on the item, noting that the agency is lifting its COVID-19 Emergency Declaration in step with Governor Inslee's office ending its Emergency Declaration. He reported that Pierce Transit's Emergency Declaration mostly applied to contracting processes and next month staff will be bringing contracts forward for ratification. He reported that the Federal Emergency Declaration is still in effect and the agency remains committed to best practices to protect the well-being of its customers.

Chair Campbell reminded everybody to remain mindful that COVID-19 remains to be prevalent.

Commissioners Walker and Roscoe **moved** and seconded to approve Resolution No. 2022-012, ending the Emergency Declaration and related emergency orders that were ratified April 13, 2020, in response to the COVID-19 outbreak, and rescinding Resolution No. 2020-010 declaring the emergency.

Motion **carried**, 6-0.

**2. FS 2022-059, Adopting the 2023 State and Federal Legislative Priorities**

Government Relations Administrator Alexandra Mather presented on the item. She reported that since the last presentation, the agency has collaborated with the Association of Washington Cities on a joint initiative: the Behavioral Health Initiative and discussed the relationship of this item to Pierce Transit.

She responded to various questions and clarified that the agency does not have a specific ask for BRT funding for this legislative cycle.

The Board requested that more content be added to the last bullet point of the State Priorities relating to the Washington State Transit Association, Transportation Choices Coalition, and the Joint Municipal Action Committee. Ms. Mather reported that the agency supports these organizations in their legislative initiatives.

Commissioners Walker and Roscoe **moved** and seconded to approve Resolution No. 2022-013, adopting the 2023 State and Federal Legislative as presented in Exhibits A and B, and to add additional language to the last bullet point of Exhibit A, clarifying that Pierce Transit supports the municipal and public transportation partners of WSTA, TCC, and JMAC in their legislative goals.

Motion **carried**, 6-0.

**3. FS 2022-051, Authorize the Chief Executive Officer to Increase the Contract Authority Amount for Absher Construction Company, Contract No.1087, for**

**the Planned and Budgeted Fuel and Wash Building Internet Connectivity Infrastructure to Connect to Existing Pierce Transit Systems**

Sr. Construction Project Manager Brian Matthews presented on the item and noted that this item was carried over from the October 10 board meeting and that he is back today to give the Board additional (*Commissioner Keel arrived at 4:38 p.m.*) information about the project.

Mr. Matthews reviewed the scope of work that will be completed and noted that there is a significant amount of electrical work that needs to be done to carry out connectivity work needed for the Fuel and Wash Building.

Commissioner Keel thanked staff for clearing up the questions he had on this project.

Commissioners Keel and Roscoe **moved** and seconded authorized the Chief Executive Officer to increase the contract spending authority not to exceed amount for Absher Construction, Contract No. 1087, by \$1,429,131 for the Fuel and Wash Building Internet Connectivity Infrastructure to connect to the existing Pierce Transit Systems for a new contract authority amount of \$34,622,168.

Motion **carried**, 7-0.

**4. FS 2022-060, Authority to Execute a Contract with Token Transit, Inc., Contract No. 1507, for the Mobile Fare Ticketing Application**

Marketing Supervisor Kathy Walton presented on item. She briefed the Board as to why the agency needs a new mobile application. She noted technology constantly changes and Pierce Transit's needs change as well. She noted that the agency sought to seek a new provider with improving the customer experience in mind and proceeded with the procurement process.

Ms. Walton gave an overview about how the transition process of moving from the current app to the new app would occur for Pierce Transit customers, noting that it should be a seamless process for them. She advised the agency will offer the same mobile passes that it offers now. She discussed the additional benefits that Token Transit will provide to the agency.

Ms. Walton reported that the contract costs are based on commission so costs could fluctuate over the years.

Ms. Walton responded to questions about the difference between the ORCA payment system and Pierce Transit's app, explaining that the ORCA system is a regional system, but Pierce Transit's application would be specific to just Pierce Transit, and it allows the agency to be nimble and offer our own programs.

Discussion ensued about various fare payment systems and how they are utilized.

Ms. Walton advised that the new application would accept additional pay methods such as credit cards and Apple Pay.

Commissioners Walker and Whalen **moved** and seconded to authorize the Chief Executive Officer to execute a multi-year contract with Token Transit, Inc., Contract No. 1507, to provide a mobile fare ticketing application in the amount of \$500,000.

Motion **carried**, 7-0.

**5. FS 2022-061, Accepting the Final Title VI Equity Analysis Report for Emergency Major Service Cuts for Routes 1, 11, and 16, Lasting Longer Than 12 Months due to the COVID-19 Pandemic**

Principal Planner of Scheduling Lindsey Sehmel presented on the item and advised that Title VI analysis of major service reductions lasting longer than 12 months is required pursuant to FTA requirements and Pierce Transit policies, the agency is required to conduct a Title VI Analysis on the reduction. She reported the reductions to Routes 1, 11 and 16 were balanced and there were no disparate impacts to riders on those routes.

Vice Chair Walker expressed that the Board realizes these reductions are painful and the agency hopes that the staffing shortage improves.

Commissioners Walker and Roscoe **moved** and seconded accept the Final Title VI Equity Analysis Report as presented in Exhibit A for emergency major service cuts for Routes 1, 11, and 16 lasting longer than 12 months due to the COVID-19 Pandemic.

Motion **carried**, 7-0.

[Sr. Construction Project Manager provided one presentation for items 6-7 on the agenda.]

**6. FS 2022-062, Authorize the Chief Executive Officer to Increase the Contract Authority Amount for Pacifica Law Group, Contract No. 1089, for Real Estate Legal Services and Property Acquisition Legal Support for the Bus Rapid Transit Pacific Avenue/State Route 7 Corridor Project**

Senior Construction Project Manager Sean Robertson reviewed (*Commissioner Hines arrived at 5:05 p.m.*) the scope of work that Pacifica Law Group will provide for the project. He noted that they have supported the agency on finalizing third-party agreements for this project, and Pierce Transit is gearing up for them to provide acquisition support, which is estimated to begin in December 2023. Mr. Robertson advised that an overview of the acquisition process will be provided to the Board in the summer of 2023 along with previous actions approved by the Board relating to signing authority levels for property acquisition.

Mr. Robertson advised that if the property acquisition process goes smoothly, he most likely will not need to ask for a contract increase; however, if there are issues or

condemnation proceedings, more money will most likely be needed. The agency will have a better idea how the acquisition proceedings will be in 2024.

Mr. Robertson noted that Common Street was hired to assist with the common, routine acquisition process. He reviewed a list of third-party agreements that are currently in process or upcoming.

Upon inquiry, Mr. Robertson answered questions relating to techniques and strategies utilized for contingency planning and controlling costs.

Commissioners Walker and Palmer **moved** and seconded to authorize the Chief Executive Officer to increase the contract authority amount for Pacifica Law Group, LLP, Contract No. 1089, by \$800,000 to continue to provide Real Estate Legal Services including property acquisition legal support for the BRT Pacific Avenue/SR 7 Corridor Project, for a new contract amount of \$1,000,000.

Motion **carried**, 8-0.

**7. FS 2022-063, Authorize the Chief Executive Officer to Increase the Contract Amount for WSDOT Contract No. JC 1446, for Planned and Budgeted Project Review of the Bus Rapid Transit Pacific Avenue/State Route 7 Corridor Project**

Senior Construction Project Manager Sean Robertson reviewed the work to be completed under this contract increase relating to continued project review. This additional increase will add enough funds to cover project review from WSDOT until Contract No. 1454(Construction Agreement) is signed and issued in late 2023. Once the Construction Agreement is issued in late 2023 all remaining WSDOT expenses will be covered under that agreement. He noted this contract increase would cover what is needed over the next 6-12 months.

Commissioners Palmer and Keel **moved** and seconded to authorize the Chief Executive Officer to increase the contract amount for WSDOT Contract No. JC 1446 by \$200,000 for a new contract amount of \$500,000 for Project Review of the Bus Rapid Transit Pacific Avenue/State Route 7 Corridor Project.

Motion **carried**, 8-0.

**STAFF UPDATES**

**1. Stream Bus Rapid Transit (BRT) System Expansion Study**

Principal Planner Darin Stavish presented on the item and reviewed the evaluation criteria that was utilized to determine which corridors should be expanded for future BRT development. He reviewed four corridors that were evaluated and reviewed the evaluation process for each corridor. He reviewed the input received from the Technical Advisory Committee (TAC) and reviewed the corridors that would be candidates to receive FTA funding.

Mr. Stavish advised that staff recommends Corridor B, followed by Corridor A for further evaluation and reviewed next steps.

Mr. Stavish reported that there is currently no funding for BRT expansion and no Board decision will be needed on the BRT expansion until approximately the end of 2024 and stated more analysis is needed.

Commissioner Keel expressed that the cities of University Place and Fircrest want to be part of the conversation of any BRT system that would impact their cities.

Ms. Stavish answered question relating to potential challenges that may impact parts of 19<sup>th</sup>/Bridgeport in the cities of University Place and Fircrest.

Commissioner Palmer expressed concern about delaying analysis for the Puyallup area and inquired if the Puyallup corridor could score better if the proposed route was shortened to go from South Hill Mall to the downtown Puyallup Sounder Station.

Various commissioners inquired if the proposed corridors reviewed today could be modified for better connectivity to Sounder Stations and on parallel roads.

Commissioner Mello advocated for an analysis of both S. 12<sup>th</sup> Street and 6<sup>th</sup> Avenue in Tacoma as potential Stream BRT corridors given the concern about two different and potentially conflicting high-capacity transit modes in tandem along S. 19<sup>th</sup> St; The Sound Transit T Line Streetcar, and Stream BRT.

## **2. CEO'S Report**

CEO Griffus reported on the following items:

- Pierce Transit was awarded a \$125,000 Vanpool Investment Program grant to improve vanpool awareness, education, and outreach with employers.
- Free Youth Transit Pass ORCA cards have successfully been distributed to schools throughout our region! Outreach work will now focus on providing education to schools and students, including visiting schools to teach students about card use and trip planning.
- Attended the Washington State Transit Association quarterly meeting last week and the topics were good.
- The next service change should show some restoration in weekend service.

## **INFORMATIONAL BOARD ITEMS**

### **1. Chair's Report**

The Executive Finance Committee will meet Thursday, November 17, 2022, at 3:00 p.m.



## **2. Sound Transit Update**

Commissioner Keel provided an update on the West Seattle and Ballard Link Extensions, noting this work is going on right now and will cost billions of dollars. He reported that projects have run into head winds due to the increase of costs for everything as well as placement of schedules in several locations. He discussed challenges with the East Link Extension and noted that these challenges can lead to slow ups for Pierce County. He noted they are pushing Sound Transit staff to make decisions so that the impacts to the Pierce County timeline are minimized.

Vice Chair Walker noted that Sound Transit ridership is up for light rail, including bus service. The Hilltop Extension is expected to open the first quarter of 2023.

Commissioner Roscoe gave a shout out to Sound Transit staff for their work on the Ballard link extension. She commended Chair Keel for doing a good job keeping timelines on track. She is happy that Pierce County has good representation on the system expansion committee.

### **Puget Sound Regional Council Transportation Policy Board Update**

Commissioner Mello reported that this month the committee is focusing on climate goals. He reported that Vice Chair Walker represents Pierce County on the FTA's working formula group, and expressed a positive note that the conversation is shifting to "how equity" plays into the funding formula, and not "if equity" should be considered. He stated that meetings have been productive, and that he appreciates the discussions from the other entities.

## **3. Commissioners' Comments**

Commissioner Palmer was honored for his service on the Pierce Transit Board from December 2020 to present representing the cities of Puyallup and Edgewood.

Various commissioners applauded him for his service on the Board, noting that they enjoyed serving alongside of him and appreciated his viewpoint as a transit rider.

Commissioner Palmer expressed that his time on the Pierce Transit Board has been a quick, weird two years [due to COVID]. He stated that he was excited to serve on this Board; it's a great Board and it has been a wonderful experience. He expressed that he has a lot of appreciation for Pierce Transit staff and the operators.

Chair Campbell reported that Mayor Eiding from the City of Edgewood will be returning to the Pierce Transit Board in December pursuant to the representation agreement between the cities of Puyallup and Edgewood.

### **EXECUTIVE SESSION**

There was no executive session scheduled.

**ADJOURNMENT**


Commissioners Palmer and Walker **moved** and seconded to adjourn the meeting at 6:19 p.m.

Motion **carried**, 5-0.

**HANDOUTS**

2022 Q3 Safety Report

2022 Q3 Financial Report



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Deanne Jacobson  
Clerk of the Board



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Marty Campbell, Chair  
Board of Commissioners

Exhibit B  
Resolution No. 2023-002

Pierce Transit

# Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

Fare Amendment – ORCA LIFT 2023

FEBRUARY 2023

Pierce Transit – Planning & Scheduling Dept.

**PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS  
FARE AMENDMENT – ORCA LIFT 2023**

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# PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

## FARE AMENDMENT – ORCA LIFT 2023

### 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 Pierce Transit’s proposed fare addition of ORCA LIFT and modification to the Pierce Transit Code Fare Policy 3.72.010 (C) regarding SHUTTLE fare parity to fixed route.

### 2 BACKGROUND

At the request of the Pierce Transit Board of Commissioners in early year of 2022, agency staff are to review possible fare amendments and any related impacts, this included adopting ORCA LIFT, Fare Parity to SHUTTLE, and Adult Fare increase. Staff presented to the Executive Team asking for guidance on recommendations for Fare Amendment proposals. The following recommendations was also shared with the Executive Finance Committee (EFC) and Community Transit Advisory Group (CTAG).

- Adopt ORCA LIFT program
  - Discount ORCA fares up to 50% of Adult fare price
- Fare Policy Amendments
  - Amend the Fare Parity SHUTTLE language in the PT Police Fare code 3.72.010 (c)

ORCA LIFT is a reduced Adult fare program that is available across the Puget Sound region. The program is a convenient more affordable way to get around Puget Sound. This program is eligibility based on Federal Poverty Level guidelines where individuals must apply or can review eligibility requirements to see if qualified. If eligibility requirements are met, the individual can apply online or in person at an authorized enrollment office with proof of income and proof of identity. Pierce County currently has nine established enrollment centers.

Once approved for ORCA LIFT, the individual receives an ORCA LIFT card primary registered to the card holder with no initial fee to purchase. The individual may then load funds based on their travel needs at a discounted Adult fare price. ORCA LIFT card expires after 2 years of application.

**Eligibility Requirements for ORCA LIFT**

- Figure 2.0 (a) demonstrates eligibility is based on 2022 Federal Poverty Guidelines where household income is less than or equal to 200%

**Figure 2.0 (a)**

2022 Federal Poverty Guidelines for the 48 Contiguous States			
Household/Family Size	200% - Monthly Income	200% - Annual Income	
1	\$2,265	\$27,180	
2	\$3,052	\$36,620	
3	\$3,839	\$46,060	
4	\$4,625	\$55,500	
5	\$5,412	\$64,940	
6	\$6,199	\$74,380	
7	\$6,985	\$83,820	
8	\$7,772	\$93,260	
9	\$8,558	\$102,700	
10	\$9,345	\$112,140	

Source : 2022 Federal Poverty Level Guidelines

**Figure 2.0 (b)**

Eligibility in Pierce Transit PTBA					
Census Year	Total PTBA Population	100% Federal Poverty Level	%	200% Federal Poverty Level	%
ACS 2020	584,318	65,092	11%	153,145	26%

Source : U.S. Census Bureau

Based on the Public Transportation Benefit Area (PTBA), 37% would qualify for the ORCA LIFT program. Based on 2,090,712 ORCA riders between May 2021 -May 2022, only 2% of the riders are registered or associated with ORCA LIFT but utilized in other regions that accept ORCA LIFT fares.

**2.1 Proposed Fare Changes**

Pierce Transit conducted a fare analysis pertaining to ORCA LIFT, SHUTTLE Fare Parity, and Adult Fare increase. As shown in Table 2-1 (a) ORCA LIFT applies to ORCA fares for adult. The discounted amount is at 50% of the adult fare price. ORCA LIFT would provide additional opportunities to Low-income riders utilizing ORCA fares. Adult ORCA PT-Specific Monthly cost is \$62.00, with ORCA LIFT the fare price (if eligible based on ORCA LIFT guidelines) would be reduced to \$31.00.

**TABLE 2.1(a) Fare Comparison for ORCA LIFT**

Table below shows the proposed changes to Adult ORCA fares by fare type highlighted in blue.

FARES	Cost		Change	
	Existing	Proposed	Absolute	Percentage
Adult Regional ORCA Monthly Pass	\$72.00	\$36.00	\$36.00	-50%
Adult ORCA PT-Specific	\$62.00	\$31.00	\$31.00	-50%
Adult Cash	\$2.00			
Adult ORCA e-purse	\$2.00	\$1.00	\$1.00	-50%
Adult ORCA Regional All-day Pass	\$8.00	\$4.00	\$4.00	-50%
PT All Day Pass-Adult ORCA	\$5.00	\$2.50	\$2.50	-50%
Adult Mobile Ticket	\$2.00			
Adult Paper One-ride Ticket	\$2.00			
Adult Mobile All-day Pass	\$5.00			
SHUTTLE Fares	\$1.75			
SHUTTLE Monthly Pass	\$63.00			

**TABLE 2.1(b) Riders by Fare Payment Type**

Table below shows Pierce Transit riders by Fare Type.

PT Riders by Fare Type						
Fare Type	Usage by Group (%)					Impacted by Change
	All Riders	Minority Riders	Difference (> +10%)?	Low-income Riders	Difference (> +5%)?	
Adult ORCA Pass	19.65%	13.40%	-6.25%	15.52%	-4.13%	No
Adult Cash	16.04%	16.75%	0.70%	12.19%	-3.85%	No
Adult e-purse	21.81%	24.12%	2.30%	26.97%	5.16%	Yes
Adult Ticket	6.67%	8.04%	1.37%	7.76%	1.09%	No
Youth ORCA Pass	1.08%	0.64%	-0.45%	0.74%	-0.34%	No
Youth Cash	0.18%	0.80%	0.62%	0.58%	0.40%	No
Youth e-purse	0.36%	1.15%	0.78%	1.28%	0.92%	No
Youth Ticket	1.08%	0.38%	-0.70%	0.37%	-0.71%	No
Senior/Disabled ORCA Pass	8.92%	7.42%	-1.49%	8.60%	-0.32%	No
Senior/Disabled Cash	5.82%	9.28%	3.46%	6.76%	0.93%	No
Senior/Disabled e-purse	14.92%	13.36%	-1.56%	14.94%	0.02%	No
Senior/Disabled Ticket	3.46%	4.45%	1.00%	4.30%	0.84%	No
<b>Total</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>		

**Fare Amendment to Pierce transit Fare Code Policy 3.72**

The current Pierce Transit Fare Code Policy (3.72.010 (C)) states: *The SHUTTLE fare will achieve parity when the ratio of the cash SHUTTLE fare to the cash adult fixed route bus fare is one to one.* Staff conducted analysis on SHUTTLE fare parity increasing SHUTTLE fares from \$1.75 to \$2.00 for single fare and \$78.75 for SHUTTLE Monthly Pass. This would increase SHUTTLE fares between 13%-25%. At this time, increasing SHUTTLE or Adult fares will create inequities to Low-income riders, so staff recommended to amend the fare policy code by removing fare parity for SHUTTLE language.

**2.2 Financial Impact – ORCA LIFT**

A financial loss is assumed of \$254,799 based on 2021 PT ridership and projected growth for 2022 and 2023 (table figure 2.2(a)). Implementing ORCA LIFT would have very minimal impact financially but will potentially gain ridership by introducing a reduced fare program.



**TABLE 2.2(a) Financial Estimates**

	<b>2021</b>
Total Ridership	4,363,240
Less Youth	378,306
Net Ridership	3,984,934
HSA 501(3)c	156,571
Senior/Disabled	789,607
Qualify for ORCA Lift	528,248
2022 (12.0% Growth Based on YOY Jan - Oct)	594,950
2023 (1.7% Growth Budget Projection)	605,064
Average Fare per Boarding (Based on 2022 Jan - Oct Fare Collection/Ridership)	0.84
Total Potential Fares Affected	509,597
Reduced Price with ORCA Lift	50%
Potential Revenue Loss	\$ 254,799

### 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 population<sup>1</sup> adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area. Disparate impacts on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disparate impacts on routes with segment elimination, re-routing, or route elimination will be determined on a route-by-route basis.

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

### 3.3 PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

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

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

<sup>2</sup> 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 2022 the poverty limit was \$55,500 for a family of four.

## 4 METHODOLOGY

Staff used data from Pierce Transit's 2022 Customer Survey to assist with the fare equity analysis. This survey of 712 interviews; including 440 current riders and 167 occasional/lapsed riders provides local system-wide representation proportionate to weekday ridership by route and time of day on Pierce Transit's local fixed routes. This survey was conducted between September 12 through October 16, 2022. A public online survey of current and lapsed Pierce Transit riders was performed with survey invitations and links distributed by a variety of outreach methods, including:

- Customer email lists and text message subscribers
- Pierce Transit's website, Facebook, Twitter, and Instagram accounts
- Physical Outreach via signage on-board buses and at stops/shelters
- On-board audio announcements

The 2022 survey provides data on the following:

- Trip purpose (commute, school, work, medical, shopping, recreation)
- Payment method (Paper Ticket, Paper Day Pass, Mobile Ticket, Mobile Pass, ORCA Pass, ORCA e-Purse, Cash, UPass/Husky Card, RRF Card, Ticketing App, Youth/Student ID)
- Fare type (Adult, Youth, Senior, Disabled)
- Time of day (peak, mid-day, evening, weekends)
- Routes Ridden
- Ridership
  - Current Riders (at least once per month)
  - Occasional Riders (less than once per month)
  - Lapsed Riders (used Pierce Transit more frequently in the past than currently)
- Overall satisfaction with Pierce Transit (Dissatisfied, Neutral, Satisfied, Neither/Don't Know)
  - Comfort/Cleanliness (stops, buses)
  - Drivers
  - Personal safety/security
  - Transit Centers/Park and Ride Lots
  - Information
  - Customer Service
- Demographics
  - Number of vehicles in household (None, 1, 2+)
  - Employment Status

- Length of Residency in Pierce County
- Household size and ages
- Income (less than \$25k, \$50k, \$250k or more)
- Gender
- Ethnicity
- Phone type (cell/landline)

## 5 EFFECTS OF PROPOSED FARE AMENDMENT AND IMPLEMENTATION OF ORCA LIFT

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

### 5.1 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 ten percent more than the average minority population of Pierce Transit’s service area. In the case of a fare change, the intent of the policy is to compare the difference between the percentage of all riders using that fare type and the percentage of minority riders using that fare type and to look at whether more minority riders are more impacted by the change than all riders. Figure table 2.1(b) provides this data for fare payment categories from the Pierce Transit 2022 Customer Survey in the darker green column entitled “Difference > +10%”. The proposed changes do not present any disparate impacts because the difference is less than 10%.

### 5.2 Disproportionate Burden Analysis

Pierce Transit’s policy states that a disproportionate burden occurs when the low-income population adversely affected by a fare of service change is 5% more than the average low-income population of Pierce Transit’s service area. In the case of fare change, this means that we must examine the difference between the percentage of all riders using that fare type and the percentage of low-income riders using that fare type and look at whether more low-income riders are more impacted by the change than all riders. Figure table 2.1(b) provides this data based on the Pierce Transit 2022 Customer Survey in the final darker blue shaded column entitled “Difference > + 5%”.

In Table 5.3 (below) where these are grouped, upon reviewing the darker blue column entitled “Difference > + 5%, Fare Type “Adult e-Purse” presents a difference of 5.16% individually, which could potentially be a positive impact to Adult ORCA users that would qualify for the ORCA LIFT program. However, all other categories individually and in aggregate, there are no fare types with a difference of greater than 5% and in aggregate the difference between low-income riders who use the adult fare types is -2% less than all riders who use Adult Fare types, so there is no disproportionate burden to low-income riders of the proposed changes.

TABLE 5.3 Pierce Transit Riders

PT Riders Impacted by ORCA LIFT						
Usage by Group (%)						
Fare Type	All Riders	Minority Riders	Difference (> +10%)	Low-income Riders	Difference (> +5%)	Impacted by Change
Adult ORCA Pass	19.65%	13.40%	-6.25%	15.52%	-4.13%	No
Adult Cash	16.04%	16.75%	0.70%	12.19%	-3.85%	No
Adult e-purse	21.81%	24.12%	2.30%	26.97%	5.16%	Yes
Adult Ticket	6.67%	8.04%	1.37%	7.76%	1.09%	No
<b>Total</b>	<b>64%</b>	<b>62%</b>	<b>-2%</b>	<b>62%</b>	<b>-2%</b>	<b>No</b>

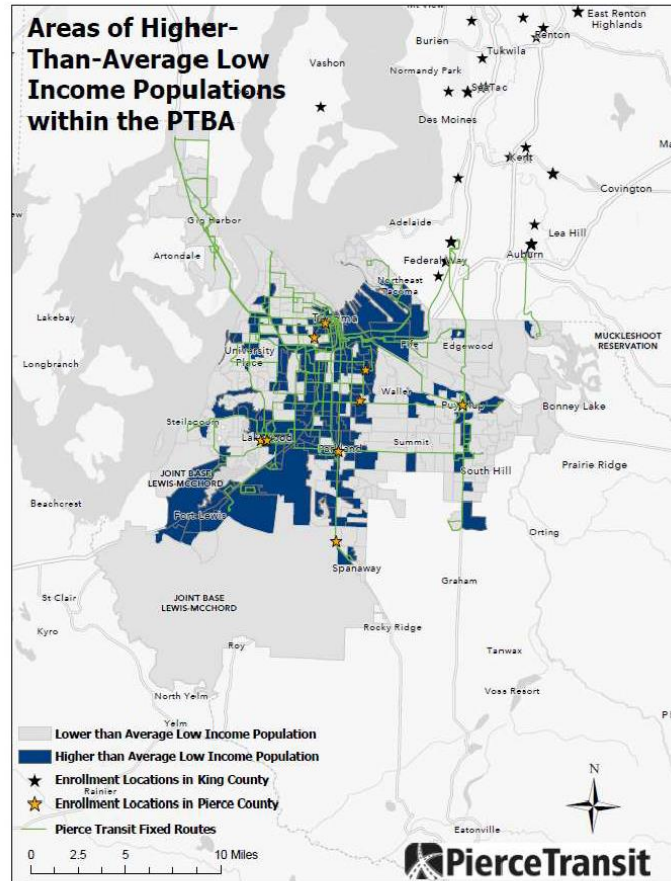
Source: Pierce Transit 2022 Customer Survey

## 6 OUTREACH AND DECISION MAKING

Pierce Transit staff presented to Executive Directors, Executive Finance Committee, Community Transportation Advisory Group (CTAG), and the Pierce Transit Board of Commissioners on the equity impacts of proposed changes. Staff issued press releases, rider alerts, and utilized technology to communicate the recent fare amendment proposal. Upon the support of all the committees, staff recommended to move forward to adopt ORCA LIFT. Staff also gathered input from the public regarding this fare amendment proposal of implementing ORCA LIFT, which was supportive in having a reduced fare option available.

7 APPENDIX

7.1 MAP OF ESTABLISHED ORCA LIFT ENROLLEMENT LOCATIONS



**RESOLUTION NO. 2023-002**

1 A RESOLUTION of the Board of Commissioners of Pierce Transit, Amending Pierce Transit Code Section 3.72  
2 FARES to Implement the ORCA LIFT Program, with an Effective Date of April 1, 2023, Removing Fare Policy  
3 Goal Language Seeking Fare Parity Between Adult Fixed Route Service and SHUTTLE Service, and  
4 Acknowledging Acceptance and Receipt of Related 2023 Title VI Fares Equity Analysis  
5

6 WHEREAS, the Revised Code of Washington 36.57A provides the Board of Commissioners the  
7 authority to set fares; and

8 WHEREAS, in early 2022, the Pierce Transit Board of Commissioners directed staff to analyze adult  
9 fare policies, which included the implementation of the ORCA LIFT program; and

10 WHEREAS, Staff presented their recommendation to the Executive Finance Committee on November  
11 17, 2022, and received direction to proceed forward with adopting fare code amendments, which included  
12 the ORCA LIFT program and the removal of the policy goal in Pierce Transit Code Section 3.72.010 seeking  
13 fare parity between Adult Fixed Route service and SHUTTLE service; and

14 WHEREAS, the Board of Commissioners received an overview of the proposed fare amendments at  
15 their January 9, 2023, board meeting, which included the proposal to implement the ORCA LIFT program; and

16 WHEREAS, Pierce Transit's Community Transportation Advisory Group (CTAG) reviewed the proposed  
17 fare amendments, which also included an overview of the ORCA LIFT program, on December 15, 2022, and  
18 received a subsequent review on January 26, 2023, whereby they unanimously expressed their support for  
19 the proposed fare amendments by unanimous vote; and

20 WHEREAS, Staff's analysis and recommendation is to move forward with the proposed fare  
21 amendments, which also includes the adoption of the ORCA LIFT program, to provide more access to low-  
22 income populations; and

23 WHEREAS, riders will have an opportunity to apply for the discounted fare program known as ORCA  
24 LIFT, allowing more fare options to the low-income riders and better connectivity across the region with other  
25 regional partners such as Sound Transit, King County Metro, Community Transit, and Kitsap Transit; and

26 WHEREAS, projected financial impacts are estimated at a potential yearly revenue loss of \$254,799, if  
27 not more, based on ridership projections for 2022 and 2023; and

28 WHEREAS, introducing the fare amendments, which include the ORCA LIFT program, has received  
29 positive feedback and support from the community via an on-line survey (see Exhibit C) conducted December  
30 27, 2022, through February 13, 2023, submitted written comments, and through public outreach to 35 site  
31 visits (See Exhibit D) of public outreach to the Black, Indigenous, People of Color and Low-income

1 organizations in Pierce County, which included an informational Fact Sheet available in over 200 languages  
2 and Brail; and

3 WHEREAS, Pierce Transit provided Notice of Public Hearing on February 2, 2023, to receive comment  
4 on the proposed fare amendments at the February 13, 2023, Board of Commissioners meeting, which also  
5 invites public input in advance of the meeting; and

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

7 Section 1. The Board of Commissioners authorizes amending Pierce Transit Code Section 3.72.010  
8 to remove the policy goal that there be parity between SHUTTLE and Fixed Route fares and authorizes the  
9 implementation of the ORCA LIFT Fare program, as presented in Exhibit A. All other Code sections shall  
10 remain in effect.

11 Section 2. The ORCA LIFT Fare program is hereby adopted and will be in effect April 1, 2023.

12 Section 3. The Board of Commissioners hereby accepts and files receipt of Exhibit B, the 2023 Fare  
13 Amendment Title VI Equity Analysis.

14  
15 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 13th  
16 day of February 2023.

17 PIERCE TRANSIT

18 

19  
20 \_\_\_\_\_  
21 Marty Campbell, Chair  
22 Board of Commissioners  
23

24 ATTEST/AUTHENTICATED

25 

26 \_\_\_\_\_  
27 Deanne Jacobson, CMC  
28 Clerk of the Board



Pierce Transit

# Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

Route 101 Temporary Suspension

July 2023

Pierce Transit – Scheduling Dept.

**PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS  
ROUTE 101 TEMPORARY SUSPENSION  
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# PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

## ROUTE 101 TEMPORARY SUSPENSION

### 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 the temporary suspension of some Pierce Transit Route 101 trips. Route 101 is a seasonal route which has historically run within the timeframe of June - September.

### 2 BACKGROUND

- With a shortage of staff due to the COVID-19 Pandemic, Pierce Transit has had to balance its available resources with the demand of its customers. Routes with lower ridership, reduced fare revenues and unsatisfactory performance metrics have been and are currently weighed to ensure system-wide productivity.
- As of the March 2023 service change, Pierce Transit has recovered 85% of its annual service hours from Pre-Covid (Mar 2020).
- The Route 101, also known as the Gig Harbor Trolley, is a seasonal route that typically runs daily between June-September. However, in 2023 the route is proposed to only run two days a week from July 1 – August 31. Compared to 2021 seasonal service, the Route 101 will operate 96% less trips. This temporary suspension of trips also reflects 65% reduction in weekly service hours operated and 89% reduction in weekly miles operated.
- The route operates in a similar fashion to Pierce Transit's Route 100, but often with a lower frequency and a specially wrapped bus design. As illustrated in the Appendix 7.3 Map, Route 101 intersects with 74% of the existing, non-seasonal Route 100.
- While the trolley has run from 2014 – 2023 (did not run in 2020 or 2022 due to the COVID-19 Pandemic), Pierce Transit's allocated hours to the trolley would best be utilized to higher efficiency routes and routes that don't overlap with other routes at such a high percentage.
- Pierce Transit's Major Service Change Policy as well as Pierce Transit Code (Ch. 1.60 – Public Hearing Procedures) require a Title VI analysis and a public hearing to be undertaken when a route is changed by twenty percent or more. The temporary suspension of portions of Route 101 service constitutes a major service change.

## 2.1 ACTION

- Throughout the course of the pandemic, Pierce Transit Staff aimed to maintain service on higher-ridership days, trips and routes while also considering the effects to regional access and impacts to low income and minority communities. Additionally, seasonal routes, like the Route 101, were considered each year but were only operated if the supply of transit operators could meet the demand. Datasets that aided in this decision-making include: annualized route productivity, daily ridership trends (both prior to and during the pandemic), and 2021 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.
- Route 101, due to its temporary suspension of trips, was subsequently processed as a Major Service Change with an equity analysis to identify and evaluate adverse effects on minority and low-income populations.
- Results of that analysis for Route 101 are 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 population<sup>1</sup> adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area. Disparate impacts on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disparate impacts on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

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

### 3.3 PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income<sup>2</sup> 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 or eliminations were identified, Pierce Transit Staff used Remix ([www.remix.com](http://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:

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

---

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

<sup>2</sup> **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 2023, the poverty limit is \$30,000 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 2017-2021 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.

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.
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.

## 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 suspension—is required to be analyzed on a route-by-route basis to determine disparate impacts/disproportionate burdens.

## 5.1 FREQUENCY CHANGES

Table 5-1 illustrates the impact to minority and low-income populations served by Route 101. See Appendix 7.1 and 7.2 for a map of Route 101.

**Table 5-1: Routes Experiencing Temporary Suspension and Impact to Low-Income and Minority Populations**

Route	Before Suspension (2021)				After Suspension (2023)				Difference							
	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	
101	6,385	4.35%	16.48%	2,840	6,385	4.35%	16.48%	117	-17,386,355	-756,163	-2,864,567	4%	16%	-2,723	-96%	
<b>Total</b>									<b>-17,386,355</b>	<b>-756,163</b>	<b>-2,864,567</b>					

Source: Remix Title VI Engine, US Census Bureau, 2017-2022 American Community Survey (ACS) 5-Year Estimates.

	Low Income	Minority
<b>Change Borne By</b>	4.3%	16.5%
<b>PTBA Average</b>	10.5%	40.5%
<b>Difference</b>	-6.2%	-24.0%

## 5.2 DISPARATE IMPACT ANALYSIS

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

Of the population affected by proposed changes to service **frequency**, 16.5% is minority (Table 5.1), 24% less than the system average. Because the minority population affected is not more than 10% of the average minority population of Pierce Transit's service area, there is no disparate impact due to changes in frequency.

## 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.

Of the population affected by proposed changes to service **frequency**, 4.3% is low income (Table 5.1). This is 6.2% less than the system average low-income population of 10.5%. Because the low income population affected is not more than 5% of the average low income population of Pierce Transit's service area, there is no disproportionate burden due to changes in service frequency.

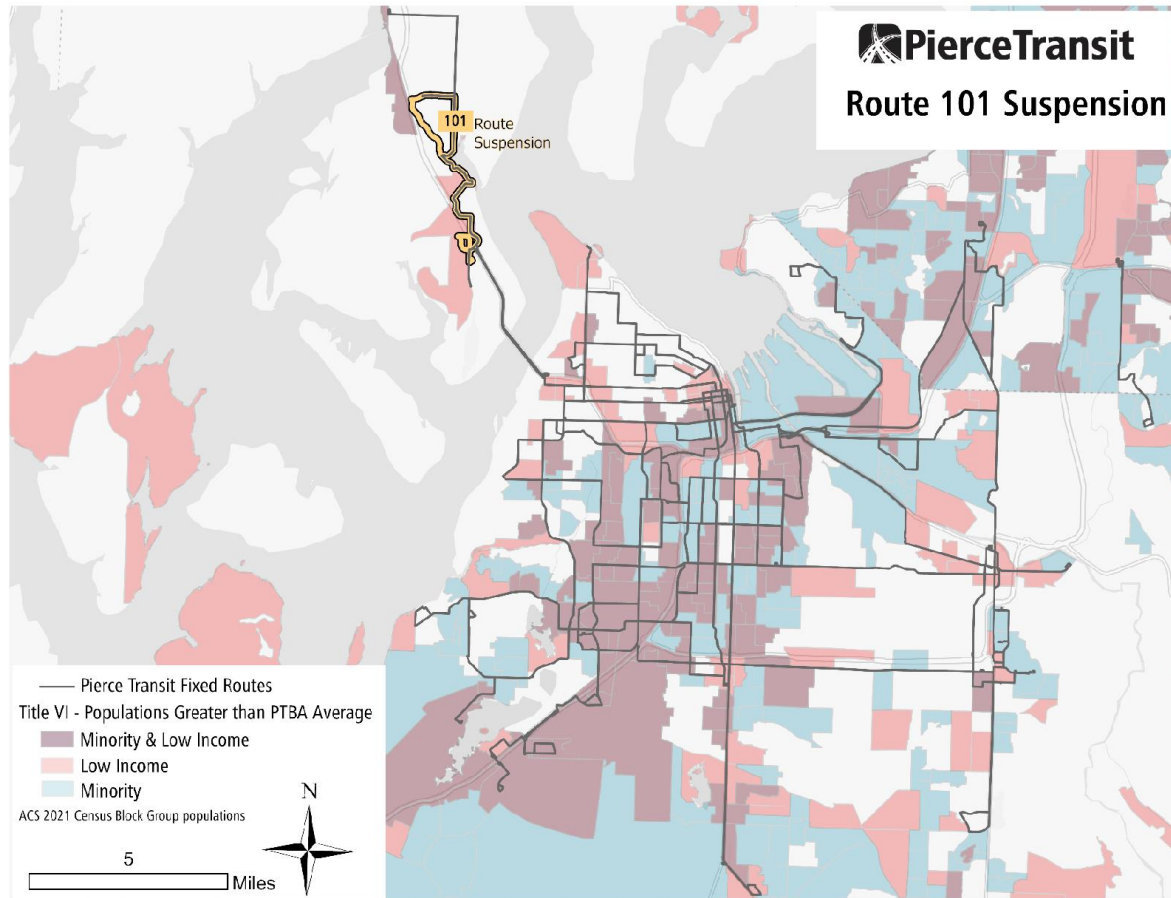
## 6 OUTREACH AND DECISION MAKING

The temporary suspension of Route 101 trips is considered a major service change under Pierce Transit's Major Service Change Policy and requires a Title VI Service Equity Analysis and public outreach. Since this evaluation is being completed before the public hearing, public comments at this time are not available. However, Pierce Transit's Board of Commissioners will hold a Public Hearing on the suspension of Route 101 trips on July 10, 2023. Legal notices will be published on June 29, 2023, 10 days in advance of the Public Hearing. The legal notice will also be published on Pierce Transit's web site in advance of the public hearing.

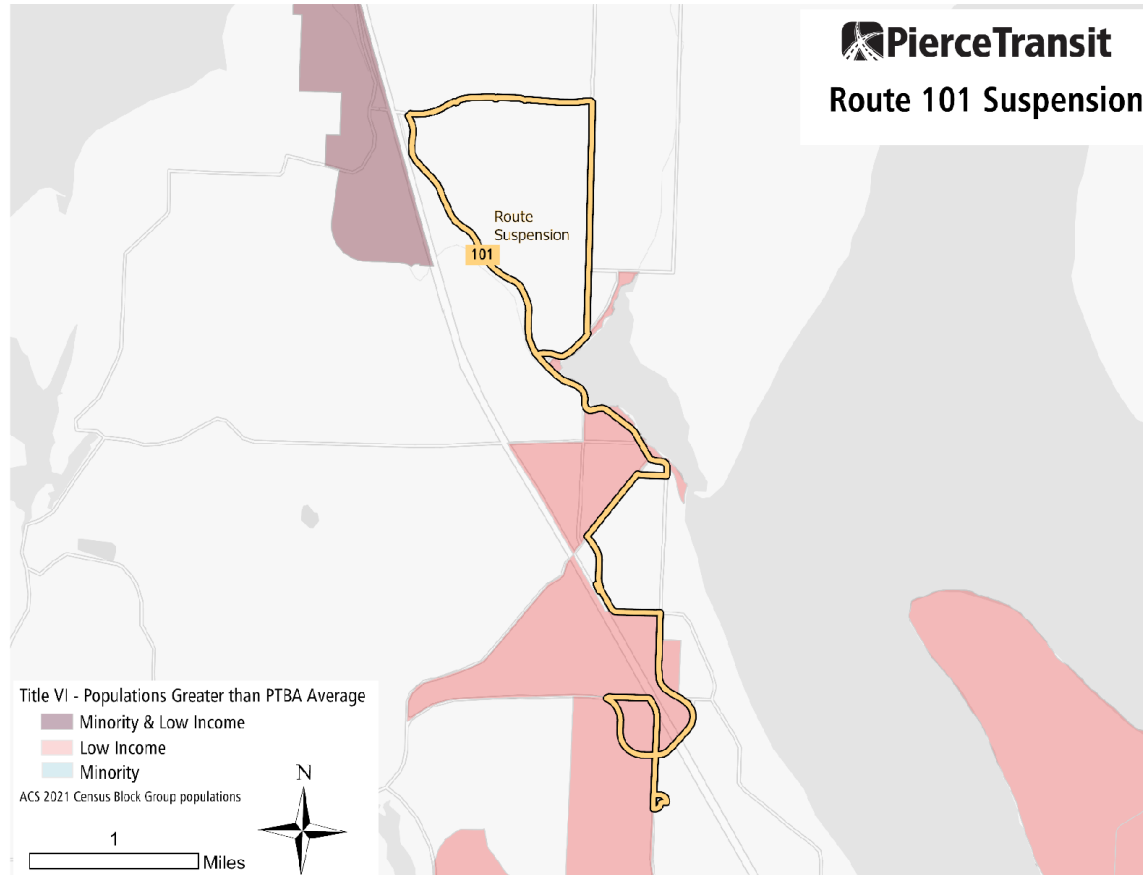


## 7 APPENDIX

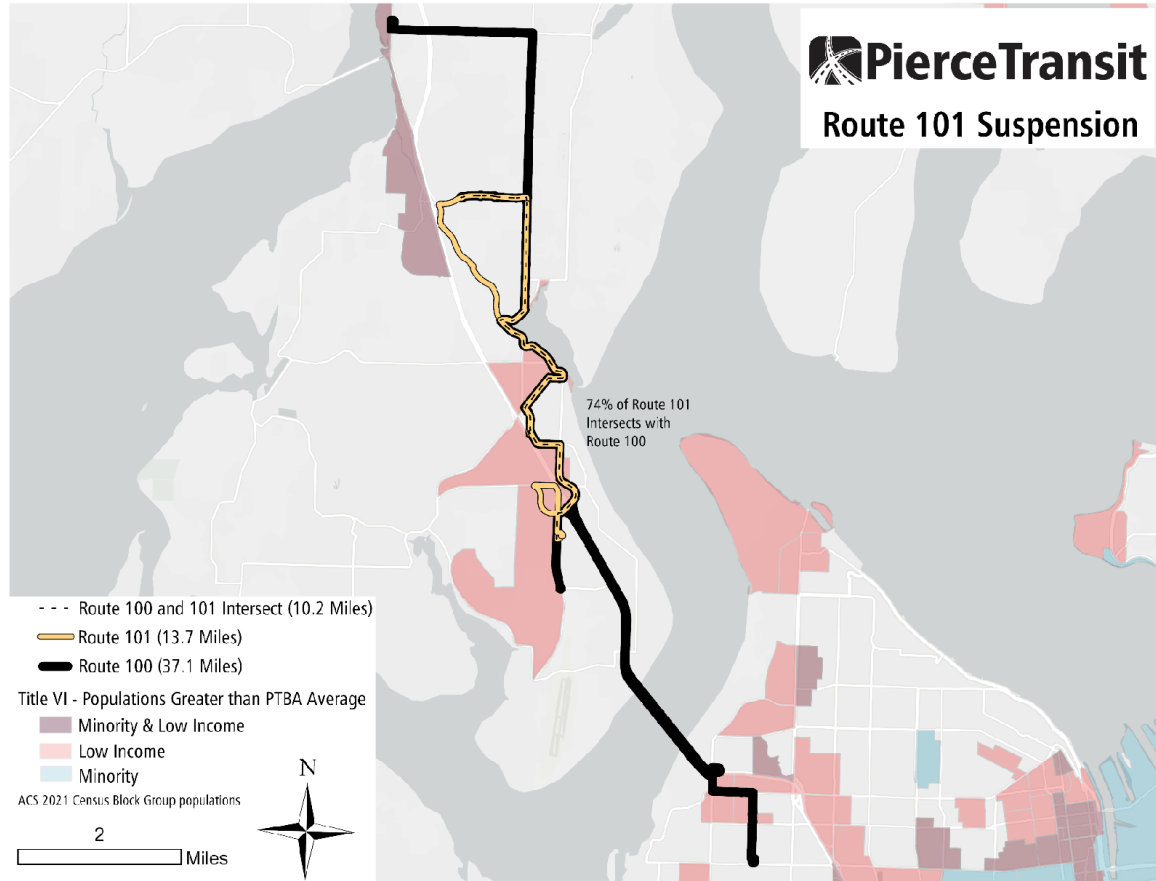
### 7.1 MAP OF ROUTES MEETING THRESHOLD FOR MAJOR SERVICE CHANGE



## 7.2 MAP OF ROUTE 101



7.3 MAP OF ROUTE 100 AND ROUTE 101 INTERSECTION



**RESOLUTION NO. 2023-007**

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Adopting the Title VI Equity Analysis for  
2 Temporary Suspension of Route 101, Gig Harbor Trolley Service  
3

4 WHEREAS, Pierce Transit is a recipient of federal funds and operates more than 50 fixed-route vehicles  
5 in an area with greater than 200,000 population and is therefore required to demonstrate compliance with  
6 FTA Circular 4702.1B by evaluating any major service change at the planning and programming stages to  
7 determine whether those changes have discriminatory impact; and

8 WHEREAS, Pierce Transit has operated seasonal Route 101, Gig Harbor Trolley service since 2014  
9 seven days a week from June through September; and

10 WHEREAS, Pierce Transit continues to experience staffing shortages, including Transit Operator and  
11 Maintenance staff, impacting the agency's ability to add service including seasonal Route 101; and

12 WHEREAS, Pierce Transit's Major Service Change Policy, as well as Pierce Transit's Code (Ch. 1.60 -  
13 Public Hearing Procedures), require a Title VI analysis and a public hearing to be undertaken when a route is  
14 changed by twenty percent or more; and

15 WHEREAS, Pierce Transit has worked with our partners at the City of Gig Harbor to identify a  
16 temporary service level that can be accommodated with available resources; and

17 WHEREAS, the 2023 seasonal Route 101, Gig Harbor Trolley, will operate from July 1 through August  
18 31 with hourly service running twice a week on Thursdays and Sundays; and

19 WHEREAS, this reduced service reflects more than a 20 percent reduction in service constituting a  
20 major service change; and

21 WHEREAS, the Title VI Service Equity Analysis completed pursuant to FTA Circular 4701.1B identified  
22 that there is no disparate impact to minority populations nor disproportionate burden to low-income  
23 populations due to this reduction in service frequency.

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

25 Section 1. The Board of Commissioners hereby adopts the Title VI Service Equity Analysis for  
26 Route 101, Gig Harbor Trolley Service, as presented in Exhibit A.  
27

28 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 10th  
29 day of July 2023.  
30

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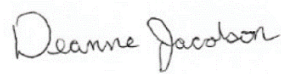
PIERCE TRANSIT



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Kristina Walker, Chair  
Board of Commissioners

ATTEST/AUTHENTICATED



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Deanne Jacobson, CMC  
Clerk of the Board

Pierce Transit

# Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

**2023 Bus System Recovery and Restoration Plan for Implementation in  
March 2024**

November 2023

Pierce Transit – Planning & Scheduling Dept.

## PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

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## 1 INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is an analysis of the Pierce Transit fixed routes planned for schedule alterations (e.g., Improvements, such as increased span of service or frequency), routing alterations or deviations, or complete elimination, beginning with the March 2024 service change.

## 2 BACKGROUND

Pierce Transit is in the process of restoring approximately 72,300 annual fixed route Service Hours (dependent upon staffing availability) over several years, starting with the March 2024 Service Change. Pierce Transit recognizes that such a major service addition calls for a comprehensive review of how current service was performing and where improvements could be made to maximize the long-term benefits of changes. Like many transit agencies across the country, the COVID-19 pandemic has caused a decline in Pierce Transit fixed route ridership while rapidly changing land use patterns and increased congestion have in some cases altered the functionality of the route network as originally designed. Therefore, in June of 2023, Pierce Transit began collaborating with the consulting firm Nelson/Nygaard (in Seattle, Washington) on a comprehensive fixed route analysis. Subsequent months – July through November 2023 - were spent analyzing performance data and soliciting input from the public on the desired outcomes of this fixed route (bus route) analysis and restoration plan.

### 2.1 Service Characteristics

The public input, stakeholder discussions, and broad outreach had a common theme of desired improvements. Improved route frequency and expanded span of service were the two most desired improvements. The Pierce Transit Board or Commissioners also strongly indicated a desire to improve post-pandemic ridership levels. Improved frequencies generally lead to bigger ridership gains than expanded span of service. As a result, four different investment priorities were developed, which were applied to six phased implementation options. The four improvement priorities are as follows:

1. Improve service frequency (aka “headways”).
2. Improve service span per day.
3. Improve service frequency and span during weekdays, Saturdays, and Sundays.
4. Eliminate unproductive, low ridership routes and replace them with new on-demand *Runner* microtransit service.

The six phased service improvements are dependent on having enough transit bus operator resources to start each independent new phase of service. The phases are listed in order of priority, taking public comments and system dependencies into account. The six phased implementation options are as follows:

Phase 1 March 2024

- Introduce new Pacific Avenue/SR 7 Enhanced bus.
- Implement new Puyallup Runner zone to replace Route 425 and the eastern portion of Route 409.
- Expand Tideflats Runner zone to replace Route 63.
- Expand Ruston Runner zone to replace Route 13.

Phase 2 September 2024

- Improve frequency on Route 3 to every 15 minutes on weekdays. Route 3 travels through more high need areas and connects to more high ridership routes at the Tacoma Mall Transit Center, so it was prioritized over Route 2.

Phase 3 March 2025

- Improve frequency on Route 2 to every 15 minutes on weekdays. The system depends on Routes 1, 2, and 3 to have frequent service to make connections or transfers work most effectively for our customers. They are therefore identified as *Frequent Routes* through this analysis.

Phase 4 September 2025

- Improve span of Frequent and Core routes to operate up to 10 pm on weekdays and Saturdays and until 8 pm on Sundays. The 13 Core and Frequent routes are as follows: 1, 2, 3, 4, 41, 48, 52, 54, 57, 202, 206, 402, 500. Core routes are those with the highest ridership, productivity, and equity populations coverage.

Phase 5 March 2026

- Improve frequency of Route 402 to operate every 30 minutes weekdays and Saturdays. This restores east Pierce County's primary route frequency. As a part of this phase, operate Route 100 one hour earlier on weekdays.

Phase 6 September 2026

- Improve Core route frequencies so that they operate at 30-minute service intervals on weekdays and Saturdays. Core routes are as follows: 4, 41, 48, 52, 54, 57, 202, 206, 402, 500.

**Table 1: Routes Experiencing a Change in Weekday Span of Service**

Route	Current Span	Description of Changes
1 6 <sup>th</sup> Ave / Pacific Ave	Service until 9:45 PM	Span extended to 11:00 PM
3 Lakewood / Tacoma	Service until 9:15 PM	Span extended to 11:00 PM
4 Lakewood / South Hill	Service until 8:00 PM	Span extended to 10:00 PM
13 N 30 <sup>th</sup> St	Service until 6:15 PM	Eliminated, due to low productivity
41 S 56 <sup>th</sup> St/ Salishan	Service until 9:15 PM	Span extended to 10:00 PM
48 Sheridan M St	Service until 8:45 PM	Span extended to 10:00 PM
52 TCC Tac Mall	Service until 9:45 PM	Span extended to 10:00 PM
57 Union / S 19 <sup>th</sup> St / Hilltop	Service until 9:00 PM	Span extended to 10:00 PM
63 NE Tacoma Express	Service until 5:15 PM	Eliminated, due to low productivity
100 Gig Harbor	Service starts at 5:45 AM	Span begins at 6:45 AM
202 S 72 <sup>nd</sup> St	Service until 9:45 PM	Span extended to 10:00 PM
402 Meridian	Service until 7:00 PM	Span extended to 10:00 PM
409 Puyallup / S 72 <sup>nd</sup> St	Service until 5:45 PM	Span extended to 7:00 PM
425 Puyallup Connector	Service until 4:15 PM	Eliminated, due to low productivity

**Table 2: Routes Experiencing a Change in Saturday Span of Service**

Route	Current Span	Description of Changes
41 S 56 <sup>th</sup> St / Salishan	Service until 8:15 PM	Span extended to 10:00 PM
48 Sheridan / M St	Service until 7:45 PM	Span extended to 10:00 PM
52 Fircrest / TCC	Service until 8:15 PM	Span extended to 10:00 PM
54 S 38 <sup>th</sup> St / Portland Ave	Service until 7:45 PM	Span extended to 10:00 PM
57 Union / S 19 <sup>th</sup> St / Hilltop	Service until 7:30 PM	Span extended to 10:00 PM
202 S 72 <sup>nd</sup> St	Service until 9:30 PM	Span extended to 10:00 PM
206 Pacific HWY / Tillicum / Madigan	Service until 8:45 PM	Span extended to 10:00 PM
402 Meridian	Service until 7:15 PM	Span extended to 10:00 PM

**Table 3: Routes Experiencing a Change in Sunday Span of Service**

Route	Current Span	Description of Changes
4 Lakewood / South Hill	Service until 7:00 PM	Span extended to 8:00 PM
41 S 56 <sup>th</sup> St / Salishan	Service until 7:00 PM	Span extended to 8:00 PM
48 Sheridan / M St	Service until 7:15 PM	Span extended to 8:00 PM
52 Fircrest / TCC	Service until 6:30 PM	Span extended to 8:00 PM
54 S 38 <sup>th</sup> St / Portland Ave	Service until 7:30 PM	Span extended to 8:00 PM
57 Union / S 19 <sup>th</sup> St / Hilltop	Service until 5:45 PM	Span extended to 8:00 PM
206 Pacific HWY / Tillicum / Madigan	Service until 6:00 PM	Span extended to 8:00 PM
402 Meridian	Service until 6:00 PM	Span extended to 8:00 PM

**Table 4: Routes Experiencing a Change in Weekday Frequency**

Route	Current Frequencies (in minutes)			Description of Changes
	Peak	Midday	Evening	
1 6 <sup>th</sup> Ave / Pacific Ave	20/30	30	60	Peak and mid-day frequency improved to 15 minutes
2 S 19 <sup>th</sup> St / Bridgeport	30	30	30/60	Peak and mid-day frequency improved to 15 minutes
3 Lakewood / Tacoma	30	30	30/60	Peak and mid-day frequency improved to 15 minutes
13 N 30 <sup>th</sup> St	60	60	60	Eliminated due to low productivity and high overlap
63 NE Tacoma Express	60	60	60	Eliminated due to low productivity and high overlap
402 Meridian	60	60	60	Peak and mid-day frequency improved to 30 minutes
425 Puyallup Connector	60	60	60	Eliminated due to low productivity and high overlap
500 Federal Way	60	60	60	Peak and mid-day frequency improved to 30 minutes

**Table 5: Routes Experiencing a Change in Saturday Frequency**

Route	Current Frequencies (in minutes)			Description of Changes
	Peak	Midday	Evening	
4 Lakewood / South Hill	30/60	60	60	Peak and mid-day frequency improved to 30 minutes
41 S 56 <sup>th</sup> St / Salishan	60	60	60	Peak and mid-day frequency improved to 30 minutes
48 Sheridan / M St	60	60	60	Peak and mid-day frequency improved to 30 minutes
52 Fircrest / TCC	60	30	60	Peak and mid-day frequency improved to 30 minutes

54 S 38 <sup>th</sup> St / Portland Ave	60	60	60	Peak and mid-day frequency improved to 30 minutes
57 Union / S 19 <sup>th</sup> St / Hilltop	60	60	60	Peak and mid-day frequency improved to 30 minutes
202 S 72 <sup>nd</sup> St	30/60	30	30/60	Peak and mid-day frequency improved to 30 minutes
402 Meridian	60	60	60	Peak and mid-day frequency improved to 30 minutes
500 Federal Way	30/60	30	60	Peak and mid-day frequency improved to 30 minutes

**Table 6: Routes Experiencing a Change in Alignment or Elimination**

Route	Description of Changes
13 N. 30th Street	Eliminated due to low productivity and high overlap
63 NE Tacoma Express	Eliminated due to low productivity and high overlap
409 Puyallup/S 72 <sup>nd</sup> St	Terminates at Puyallup Sounder Station, thereby eliminating ~2.2-mile section along E. Main Avenue east to 29 <sup>th</sup> Street NE (i.e., current route terminus)
425 Puyallup Connector	Eliminated due to low productivity and high overlap

**Outreach and Decision-making**

The addition or deletion of more than 20% of a fixed bus route’s Service Hours or Service Miles is considered a major service change under Pierce Transit’s Major Service Change Policy (see 3.1) and, therefore, requires a Title VI Service Equity Analysis, plus public outreach and engagement process.

All outreach and direct engagement events are shown in Tables 7, 8, and 9 and were designed to solicit public input to help develop the vision of a major addition in Service Hours (i.e., restoring the 35,000 hours, beginning with the March 2024 Service Change). Three different surveys were provided to determine public priorities. Many different methods were used to advertise these events to the public. Additional outreach efforts are shown in Appendix 4.5.

Pierce Transit’s Board of Commissioners held a Public Hearing on the proposed restructure and service restoration schedule on November 13, 2023. Legal notices were published on November 1, 2023, 12 days in advance of the public hearing scheduled to take place during the Board of Commissioners’ meeting. Public comments were accepted through November 20, 2023. The legal notice and rider alert was also published on Pierce Transit’s web site in advance of the public hearing. Written comments and attendance were recorded for the public meeting.

**Table 7: Public Outreach - Open Houses, Town Halls, Transit Center Contacts**

Location	Method	Date
City of Puyallup Central Library	In-person, walk-in event	9/23/2023
Town Hall & Presentation No. 1	Virtual, online only event	9/27/2023
Tacoma Mall Transit Center	In-person, direct contact event	9/27/2023
Asia Pacific Cultural Center (Tacoma)	In-person, walk-in event	10/3/2023
Lakewood Transit Center	In-person, direct contact event	10/4/2023
Town Hall & Presentation No. 2	Virtual, online only event	10/5/2023

**Table 8: Stakeholder Outreach Meetings**

Organization	Date
City of Puyallup Community Workshop	9/13/2023
Tacoma Transportation Commission	9/20/2023
Community Transportation Advisory Group (CTAG)	9/28/2023
Tacoma Community College- Gig Harbor's Student Senate	10/19/2023

**Table 9: Communication Campaign**

Action	Date
Project info included in all-employee quarterly meeting	8/1/23
Press release to local, regional media	8/2/23
Posts information to scrolling signs at transit centers	8/2/23
Press release sent to elected officials for further dist. 150 subscribers	8/3/23
text message to all route text alert subscribers 24,331 subscribers	8/3/23
Project info distributed to all employees	8/13/23
Open House info added to agency website	9/1/23
Survey/engagement events distributed to all employees	9/1/23
Monthly e-newsletter sent to GovDelivery 7,454 subscribers	9/1/23
CEO provided info to board members 9/1 and 10/2	9/1/23
Media Coverage The Suburban Times	9/11/23
Listing events and take survey to social media	9/15/23
Scrolling signs at transit centers pointing towards survey	9/19/23
Outward facing monitors pointing towards survey	9/19/23
Press release to local and regional media.	9/20/23
Pushing project info to disability and non-English speaking communities	9/20/23
Text message to all route text alert subscribers 24,331 subscribers	9/21/23
Stand-alone email to General News & Announcements list 7,454 subscribers	9/21/23
CEO GovDelivery e-news 5,262 subscribers	9/21/23
CEO included project info in weekly email	9/22/23
Fox 13 TV	9/28/23

A project website (<http://www.piercetransit.org/bussystemrecoveryplan/>) was created to communicate proposed changes to the public. In addition, three surveys were developed seeking input from the public and from Pierce Transit Operators. The surveys were designed to capture the most important changes by the public. The survey results were used to inform the system restoration plan being presented at the Pierce Transit November 13, 2023, Board of Commissioners meeting.

The three surveys were: 1. Build Your Own System 2. Two Scenarios 3. Pierce Transit Operators-specific. A separate tab on the project website informed the public of potential Title VI-related impacts. All comments were saved and categorized.

The first “Build Your Own System” survey received 750 responses. The survey was available from August 1 through September 8, 2023 and is attached as Appendix 4.6. The recommended improvements and percentage of respondents who agreed with each are shown below:

1. Later Evening/Earlier Morning Service – 65%
2. Restore Saturday Service – 58%
3. Restore Previously Reduced Service – 55%
4. Improve Timed Transfers - 52%
5. Peak Frequent Service (High Ridership Routes) - 51%
6. Align with Sound Transit Stations – 50%
7. Peak Frequent Service (Other Routes) – 46%
8. Speed and Reliability – 35%
9. Infrastructure Improvements on High Ridership Routes – 34%
10. Midday Frequent Service (Other Routes) – 32%
11. Midday Frequent Service (High Ridership Routes) – 29%
12. Expand *Runner* Microtransit – 29%

The second “Two Scenarios” survey asked participants to select their top priority between two options. The survey opened September 23 and closed October 27, 2023, with 204 responses received as of October 19. Sufficient responses were received to establish a consistent trendline with no expectations of deviation. The survey is attached as Appendix 4.7.

The third Operator-specific survey was designed to capture Pierce Transit Operators’ feedback. The survey asked questions about issues they are experiencing in the field with emphasis on runtimes and hot spots. The survey received 50 responses and is attached as Appendix 4.8.

### 3 TITLE VI POLICIES & DEFINITIONS

Pierce Transit's Board of Commissioners adopted three 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 (>20%) 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 (i.e., a deviation), or route elimination.

### **3.2 Pierce Transit Disproportionate Burden Policy**

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low income<sup>1</sup> 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.

### **3.3 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<sup>2</sup> adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

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<sup>1</sup> **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 2023, the poverty limit is \$30,000 for a family of four.

<sup>2</sup> **Minority Population** – Persons identifying themselves as a race other than White or of Hispanic origin, self-reported in the U.S. Census.

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

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

#### 4 METHODOLOGY

Pierce Transit is required to evaluate changes to span of service 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 which meet major service change thresholds are required to be analyzed on a route-by-route basis to determine disparate impacts/disproportionate burdens and additionally require documentation of mitigation efforts.

Pierce Transit staff used Remix ([www.remix.com](http://www.remix.com)) to aid in the quantitative aspects of the Title VI analysis for this project. Remix allows you to automatically generate a Title VI report (based on U.S. 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. Obtain population demographics information near a route, including its low income and minority percentage.
  - For each route, build a shape file that represents the area within a quarter mile of any of its stops.
  - Intersect the catchment area with 2017-2021 ACS 5-year Census data. Obtain a list of block groups and the percentage that overlap with each.
  - For each block group, take the percentage of overlap and multiply it by the block group's statistics.
  - Obtain 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 by the number of trips it makes (per year) to derive "people-trips."
  - Repeat for low income and minority populations to derive "low-income people-trips" and "minority people trips."
  - Compare these numbers between the before and after versions of the route, to obtain a set of people-trip differences. Routes that have identical names in the before and after scenarios are placed in the same row of the analysis table.
3. Calculate 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.
    - Obtain the two final numbers: the difference between the impact this set of transit changes had on low income and minority populations compared to the percentage population of low income and minority populations that live in the service area.

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

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

Table 10 summarizes the characteristics of routes experiencing a change in span of service. For a detailed breakdown of the before and after service level characteristics of each route see Appendix 4.1.

**Table 10: Analysis of Span Changes on Low Income and Minority Populations**

	Low Income	Minority
<b>Change Borne By</b>	15.8%	45.9%
<b>PTBA Average</b>	10.5%	40.5%
<b>Delta</b>	5.2%	5.4%

Low Income populations on routes with span changes experience a greater fraction of people-trips than previous levels of service. Thus, at the system level there are no adverse impacts to low-income populations even though the delta is over the 5% threshold.

Minority populations on routes with span changes experience greater fraction of people-trips relative to the system average; however, this difference is below the 10% threshold and there are no adverse impacts due to service improvements.

Table 11 summarizes the characteristics of routes experiencing a change in frequency. For a detailed breakdown of the before and after service level characteristics of each route see Appendix 4.2.

**Table 11: Analysis of Frequency Changes on Low Income and Minority Populations**

	Low Income	Minority
<b>Change Borne By</b>	15.2%	46.8%
<b>PTBA Average</b>	10.5%	40.5%
<b>Delta</b>	4.7%	6.3%

Low Income populations on routes with frequency changes experience a greater fraction of people-trips relative to the system average; however, this difference is below the 5% threshold and there are no adverse impacts due to service improvements.

Minority populations on routes with frequency changes experience greater fraction of people-trips relative to the system average; however, this difference is below the 10% threshold and there are no adverse impacts due to service improvements.

Table 12 outlines which routes experience changes to their alignment, how these changes would be distributed among low income and minority populations, whether these changes meet the thresholds of a disproportionate burden or disparate impact, and what mitigation steps are being undertaken.

**Table 12: Analysis of Route Changes or Elimination on Low Income and Minority Populations**

Route	Change Borne by Low Income	PTBA Average Low Income	Low Income Delta	Change Borne by Minorities	PTBA Average Minority	Minority Delta	Existing Route Miles Changed	Disparate Impact -or- Disproportionate Burden	Mitigation
13 N. 30th Street	12.0%	10.5%	1.5%	24.5%	40.5 %	-16.0%	100%	No	No Burden or Impact; Ruston Runner will be expanded
63 NE Tacoma Express	10.8%	10.5%	0.3%	47.9%	40.5%	7.4%	100%	No	No Burden or Impact; Tideflats Runner will be expanded
409 Puyallup / S 72 <sup>nd</sup> St	-34.4%	10.5%	-44.9%	-76.9%	40.5%	-117.5%	11%	No	No Burden or Impact; Portion once served by 409 will now be served by Puyallup Runner

425 Puyallup Connector	11.6%	10.5%	1.1%	33.2%	40.5%	-7.3%	100%	No	No Burden or Impact; Puyallup Runner will be expanded
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Note that only changes triggering disproportionate burden or disparate impact require mitigation. Because none of the low-income deltas exceed the 5% threshold, there are no disparate impacts, and no mitigation is needed. Additionally, because none of the minority deltas exceed the 10% threshold, there is also no disproportionate burden and therefore no mitigation is needed. Elimination or changes to the above routes can be seen on maps Figures 5-1 through 5-9.

**Table 13: Analysis of New Routes**

Route	Change Borne by Low Income	PTBA Average Low Income	Low Income Delta	Change Borne by Minorities	PTBA Average Minority	Minority Delta	Existing Route Miles Changed	Disparate Impact -or- Disproportionate Burden	Mitigation
Pacific Avenue/ SR 7 Enhanced Bus	16.6%	10.5%	6.1%	46.3%	40.5 %	5.7%	100%	No	No Burden or Impact; While the low-income delta is above the 5% threshold, there are no adverse impacts with the addition of service and therefore determination of disproportionate burden is not warranted.

## 5.2 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.

Appendices 4.1, 4.2, 4.3 and 4.4 highlight the full list of variables (route change percentage, adverse effect, change borne by what percentage of Title VI community) which established the determinations of disproportionate burdens.

### **5.3 Disparate Impact Analysis**

Pierce Transit's policy states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 10% more than the average minority population of Pierce Transit's service area. An adverse effect is defined in the Major Service Change Policy as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

Appendices 4.1, 4.2, 4.3 and 4.4 highlight the full list of variables (route change percentage, adverse effect, change borne by what percentage of Title VI community) which established the determinations of disproportionate burdens.

Figure 5-1 Eliminated Route 13

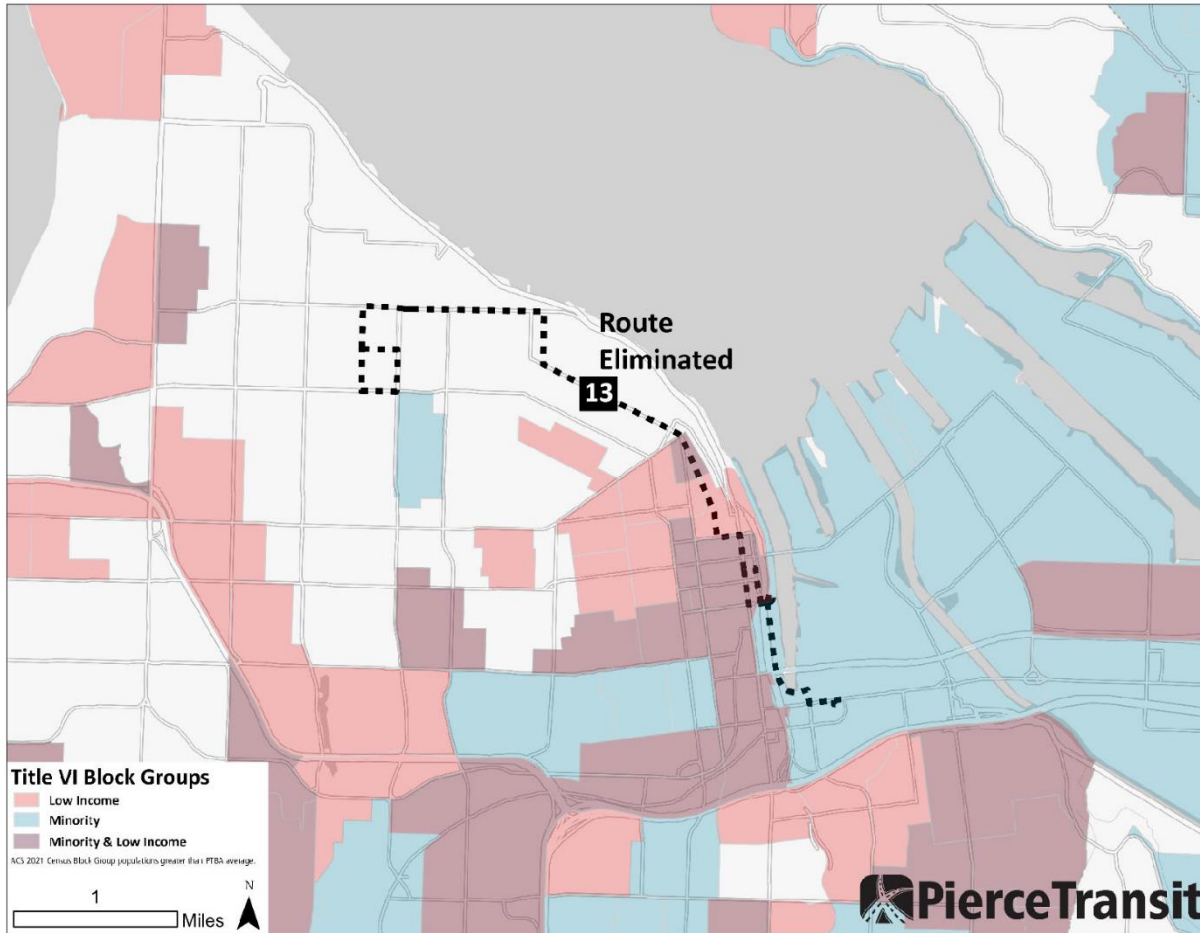


Figure 5-2 Eliminated Route 63

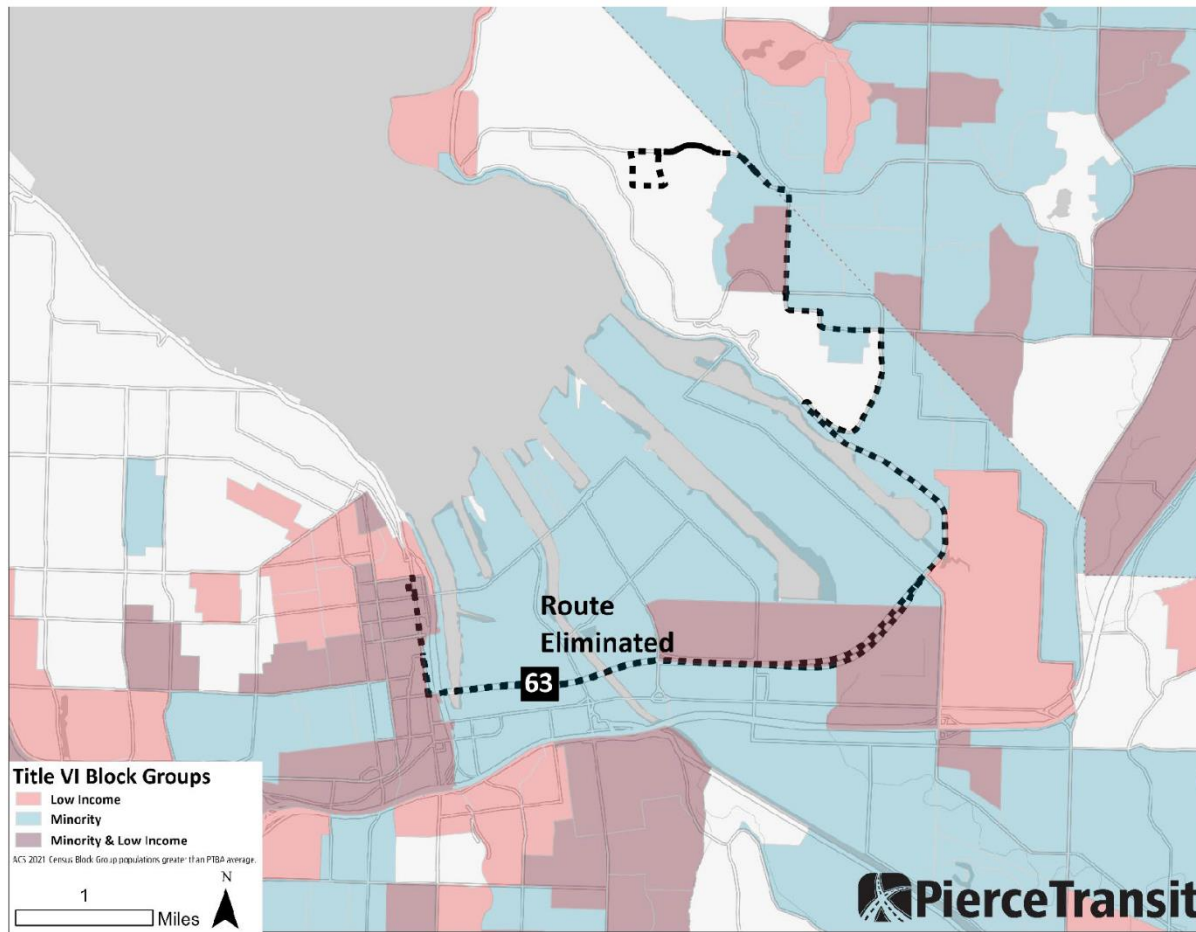




Figure 5-3 Eliminated Route 425

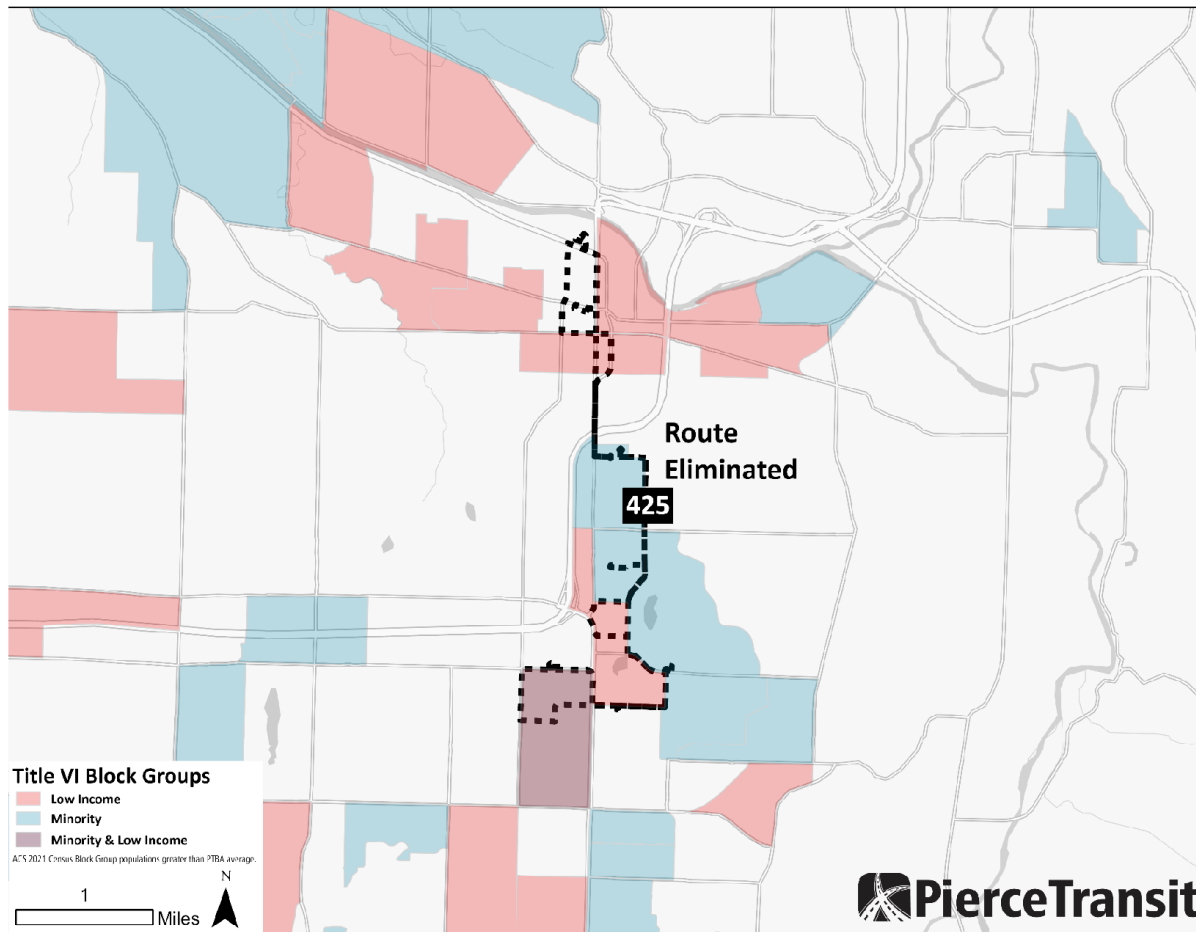


Figure 5-4 Route 13 Eliminated and replaced with Ruston and Tideflats Runner zones

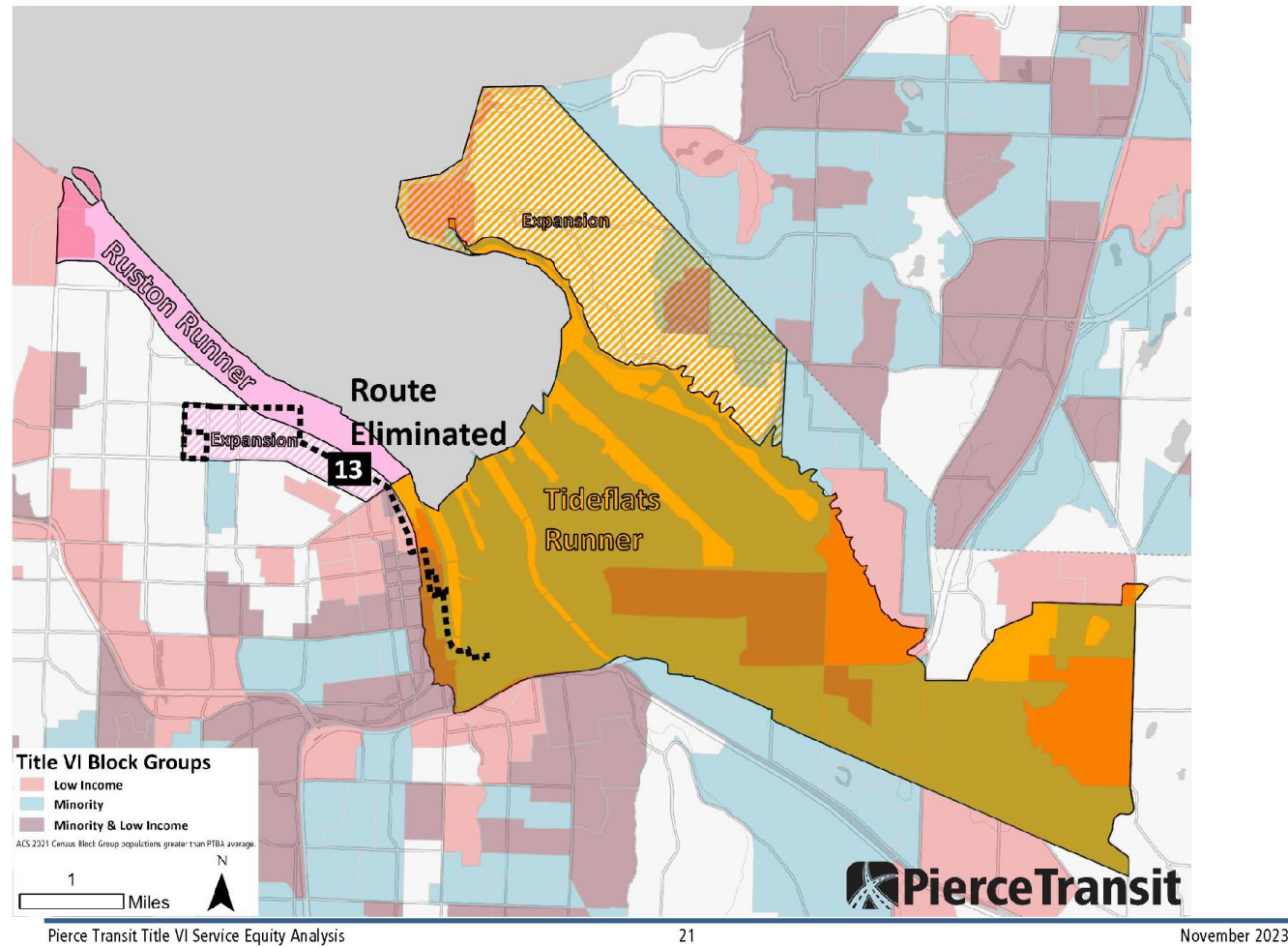


Figure 5-5 Route 63 Eliminated and replaced with Tideflats Runner zone Expansion

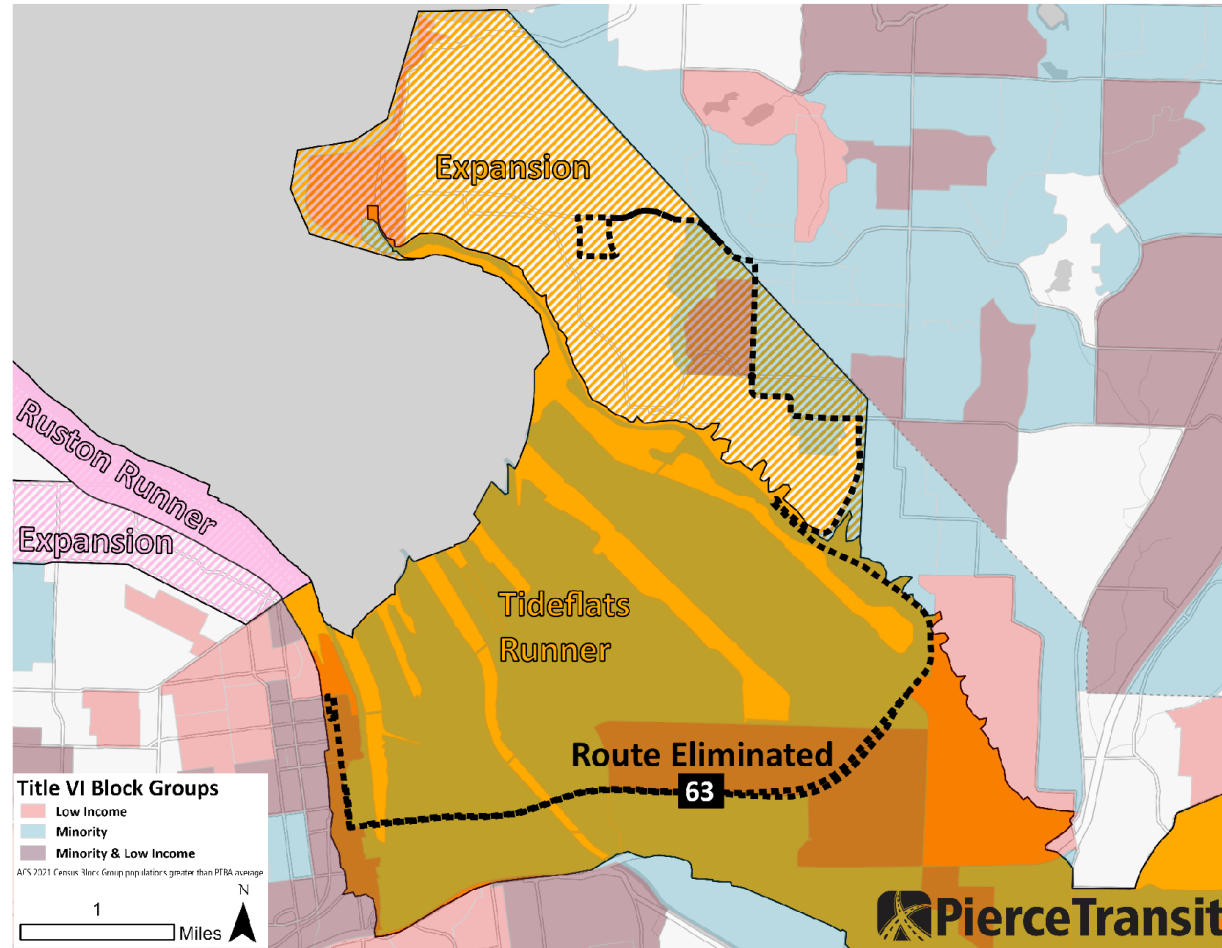


Figure 5-6 Route 409 Route Alignment Change with Puyallup Runner zone

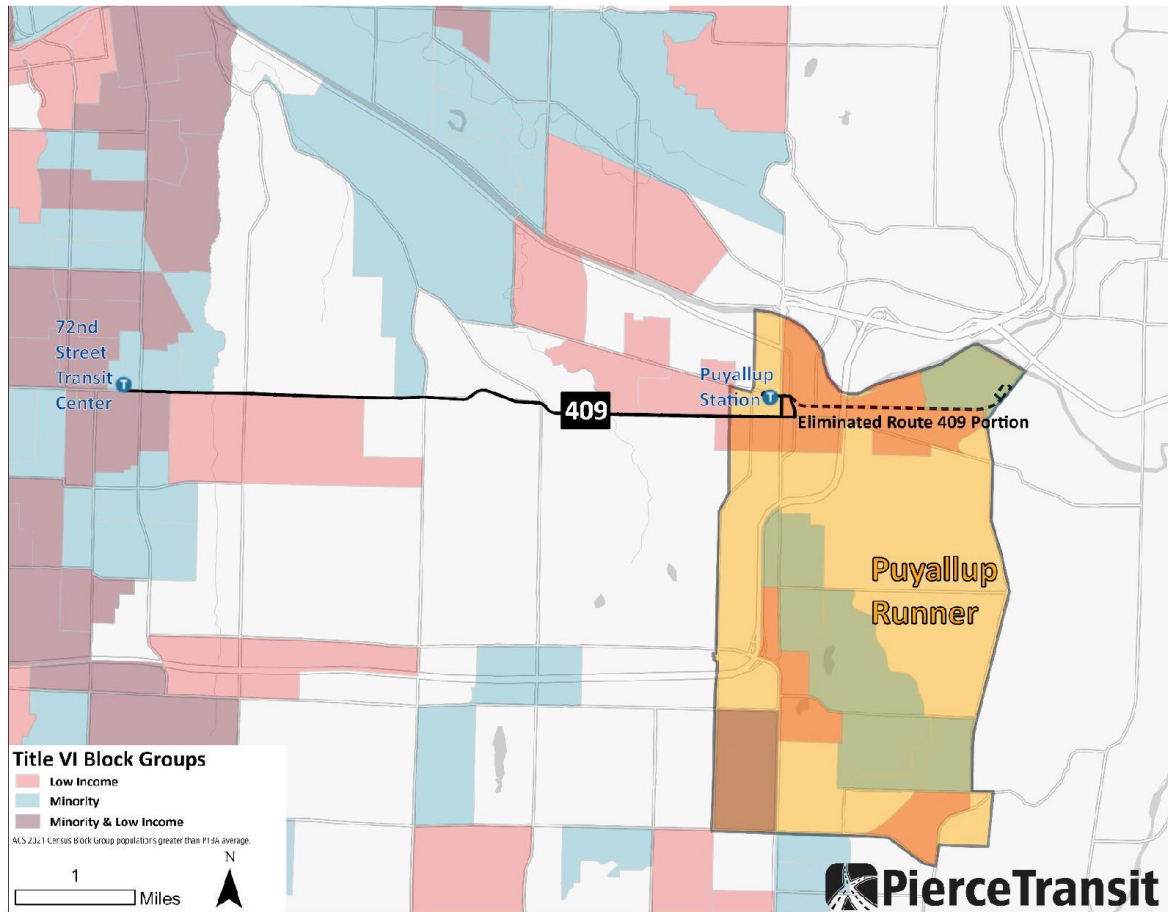


Figure 5-7 Route 425 Elimination and replaced with Puyallup Runner zone

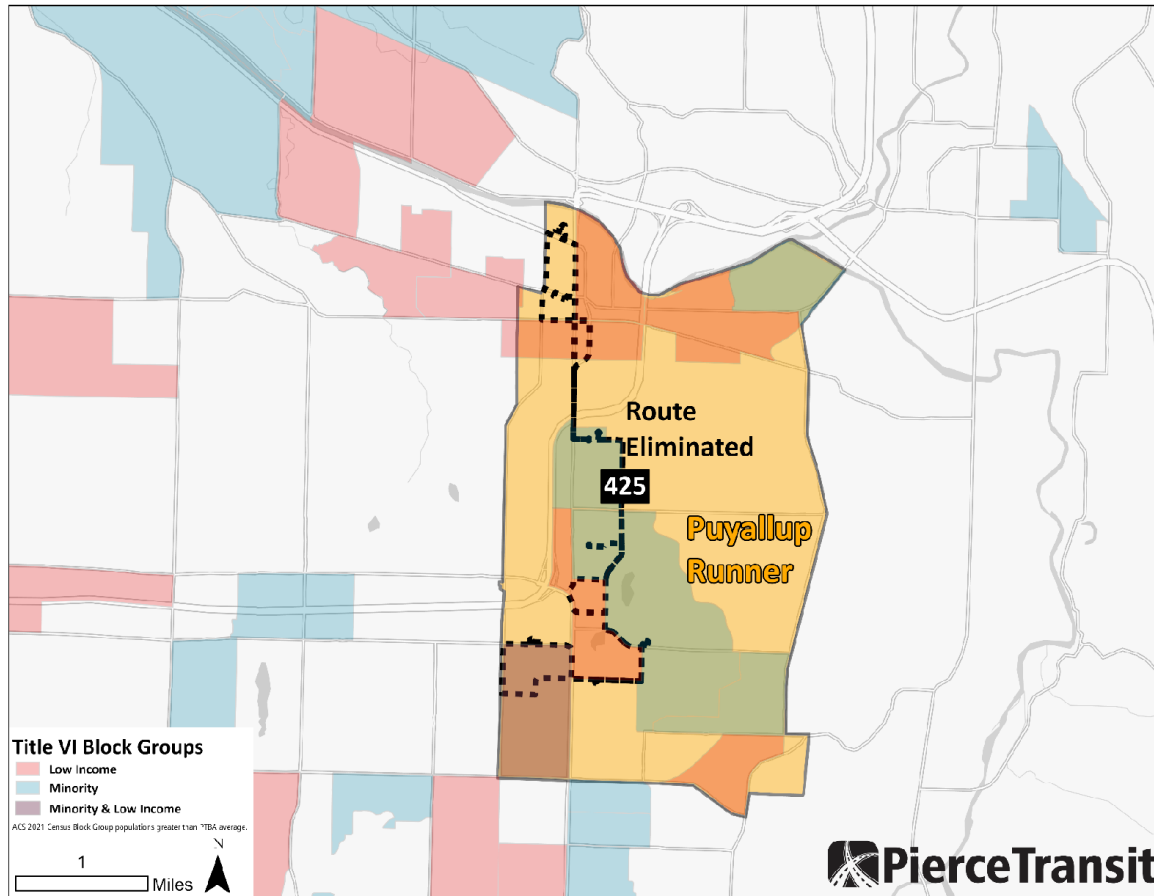


Figure 5-8 Proposed Gig Harbor Runner zone

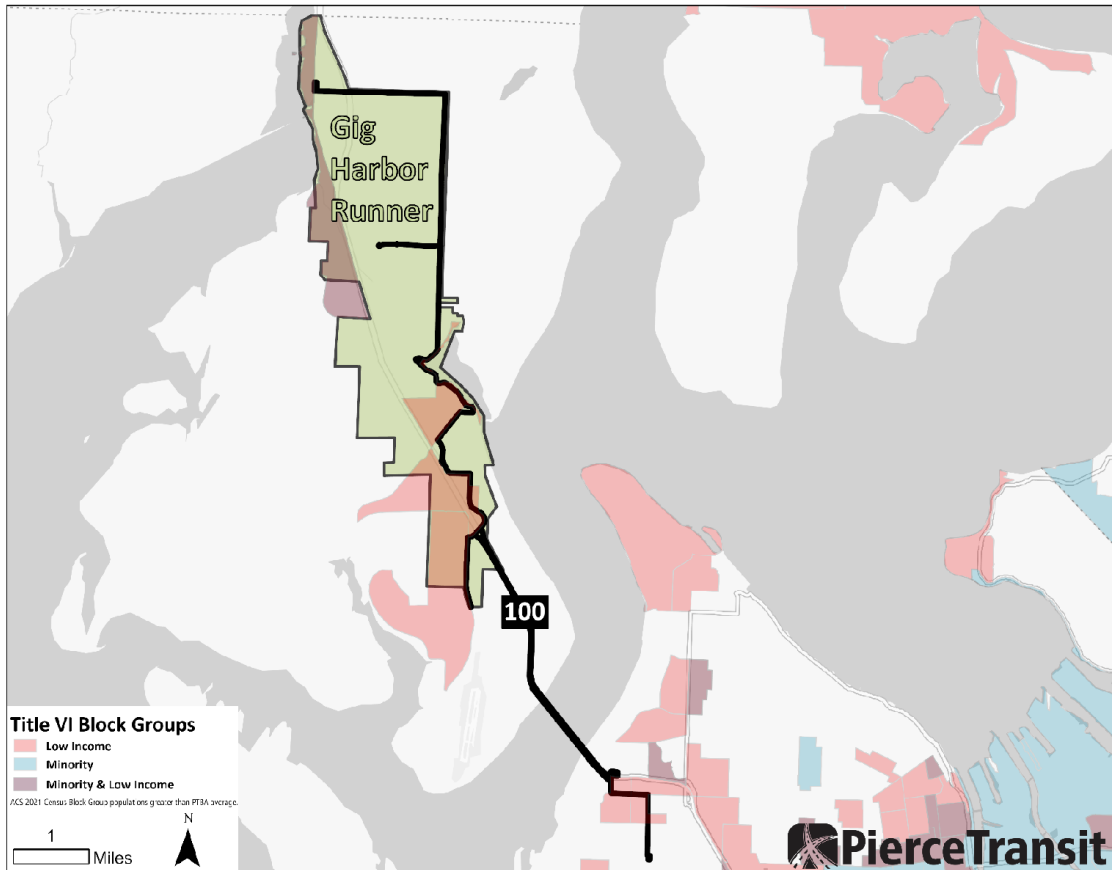
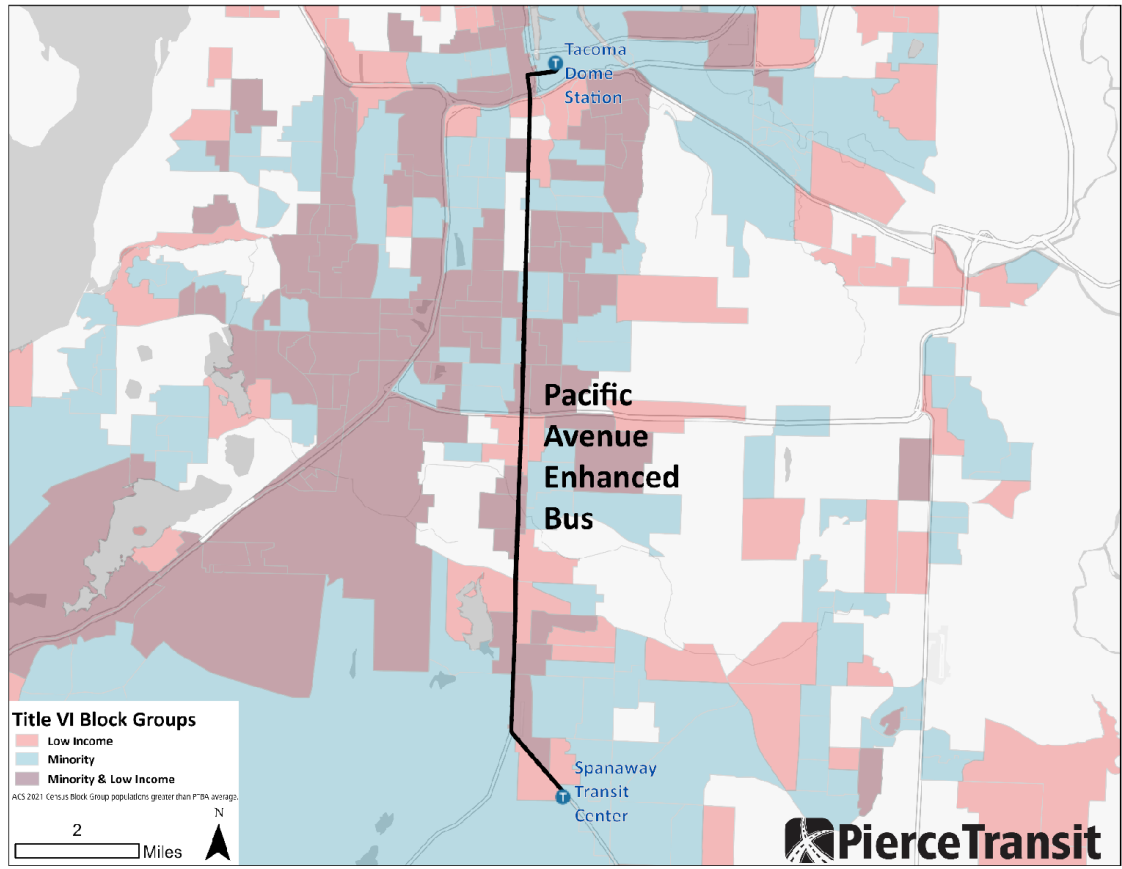


Figure 5-9 New Pacific Avenue/SR 7 Enhanced Bus



## 6 APPENDIX

### 6.1 Routes Experiencing a Change in Span of Service

Route	Before				After				Difference							Forecasted Hours or Miles change >20%
	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	
1 6th Ave / Pacific Ave	42,759	15.0%	39.2%	29,720	42,759	15.0%	39.2%	38,135	356,635,095	53,500,717	139,264,425	15.0%	39.0%	8,415	28%	Yes
3 Lakewood / Tacoma	19,684	20.5%	57.0%	21,325	19,684	20.5%	57.0%	34,585	259,093,770	53,349,468	148,286,580	20.6%	57.2%	13,260	62%	Yes
4 Lakewood / South Hill	16,308	15.7%	46.6%	18,730	16,308	15.7%	46.6%	20,755	32,998,740	5,201,363	15,386,715	15.8%	46.6%	2,025	11%	No
41 S 56th St / Salishan	20,633	17.7%	59.0%	17,850	20,633	17.7%	59.0%	19,735	38,686,415	6,854,009	22,805,305	17.7%	58.9%	1,885	11%	No
48 Sheridan / M St	27,969	17.1%	59.0%	17,850	27,969	17.1%	59.0%	20,410	71,504,640	12,283,159	42,231,040	17.2%	59.1%	2,560	14%	No
52 Fircrest / TCC	12,023	12.7%	43.8%	17,835	12,023	12.7%	43.8%	19,370	18,406,080	2,337,042	8,063,490	12.7%	43.8%	1,535	9%	No
54 S 38th St / Portland Ave	17,486	15.0%	59.3%	17,065	17,486	15.0%	59.3%	19,370	40,369,230	6,047,972	23,943,555	15.0%	59.3%	2,305	14%	No
57 Union / S 19th St / Hilltop	14,809	19.4%	48.6%	16,700	14,809	19.4%	48.6%	20,025	49,497,685	9,561,706	24,020,035	19.3%	48.5%	3,325	20%	Yes
100- Pref Alt Gig Harbor	10,557	6.1%	22.7%	9,120	10,557	6.1%	22.7%	9,630	5,324,145	321,813	1,209,720	6.0%	22.7%	510	6%	No
202 S 72nd St	14,083	17.2%	58.8%	18,920	14,083	17.2%	58.8%	19,960	14,695,300	2,533,968	8,638,480	17.2%	58.8%	1,040	5%	No
206 Pacific Hwy / Tillicum / Madigan	12,965	22.3%	60.1%	20,265	12,965	22.3%	60.1%	20,925	8,535,780	1,914,132	5,131,500	22.4%	60.1%	660	3%	No
402 Meridian	17,043	8.9%	33.6%	9,815	17,043	8.9%	33.6%	19,135	161,604,120	14,112,664	53,816,160	8.7%	33.3%	9,320	95%	Yes
409 Puyallup / S 72nd St	9,346	9.7%	30.7%	6,680	5,914	8.5%	27.6%	9,230	1,219,995	-416,868	-931,770	-34.4%	-76.9%	2,550	38%	No
500 Federal Way	4,101	22.9%	46.5%	13,580	4,101	22.9%	46.5%	19,920	27,005,230	6,020,886	12,391,530	22.3%	45.9%	6,340	47%	Yes
<b>Total</b>									1,127,292,620	177,689,262	517,108,765					



## 6.2 Routes Experiencing a Change in Frequency

Route	Before				After				Difference				Change in Annual Trips	Trip Count Change from Original	Forecasted Hours or Miles change >20%	
	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
1 6th Ave / Pacific Ave	42,759	15.0%	39.2%	29,720	42,759	15.0%	39.2%	38,135	356,635,095	53,500,717	139,264,425	15.0%	39.0%	8,415	28%	Yes
2 S 19th St / Bridgeport	25,414	12.0%	47.3%	22,970	25,414	12.0%	47.3%	34,955	321,789,090	39,312,792	151,911,660	12.2%	47.2%	11,985	52%	Yes
3 Lakewood / Tacoma	19,684	20.5%	57.0%	21,325	19,684	20.5%	57.0%	34,585	259,093,770	53,349,468	148,286,580	20.6%	57.2%	13,260	62%	Yes
4 Lakewood / South Hill	16,308	15.7%	46.6%	18,730	16,308	15.7%	46.6%	20,755	32,998,740	5,201,363	15,386,715	15.8%	46.6%	2,025	11%	No
41 S 56th St / Salishan	20,633	17.7%	59.0%	17,850	20,633	17.7%	59.0%	19,735	38,686,415	6,854,009	22,805,305	17.7%	58.9%	1,885	11%	No
48 Sheridan / M St	27,969	17.1%	59.0%	17,850	27,969	17.1%	59.0%	20,410	71,504,640	12,283,159	42,231,040	17.2%	59.1%	2,560	14%	No
52 Fircrest / TCC	12,023	12.7%	43.8%	17,835	12,023	12.7%	43.8%	19,370	18,406,080	2,337,042	8,063,490	12.7%	43.8%	1,535	9%	No
54 S 38th St / Portland Ave	17,486	15.0%	59.3%	17,065	17,486	15.0%	59.3%	19,370	40,369,230	6,047,972	23,943,555	15.0%	59.3%	2,305	14%	No
57 Union / S 19th St / Hilltop	14,809	19.4%	48.6%	16,700	14,809	19.4%	48.6%	20,025	49,497,685	9,561,706	24,020,035	19.3%	48.5%	3,325	20%	Yes
202 S 72nd St	14,083	17.2%	58.8%	18,920	14,083	17.2%	58.8%	19,960	14,695,300	2,533,968	8,638,480	17.2%	58.8%	1,040	5%	No
206 Pacific Hwy / Tillicum / Madigan	12,965	22.3%	60.1%	20,265	12,965	22.3%	60.1%	20,925	8,535,780	1,914,132	5,131,500	22.4%	60.1%	660	3%	No
402 Meridian	17,043	8.9%	33.6%	9,815	17,043	8.9%	33.6%	19,135	161,604,120	14,112,664	53,816,160	8.7%	33.3%	9,320	95%	Yes
500 Federal Way	4,101	22.9%	46.5%	13,580	4,101	22.9%	46.5%	19,920	27,005,230	6,020,886	12,391,530	22.3%	45.9%	6,340	47%	Yes
<b>Total</b>									1,400,821,175	213,029,878	655,890,475					

### 6.3 Routes Experiencing Elimination or Change in Alignment

Route	Before				After				Difference				Existing Route Miles Changed %	Existing Route Miles Changed >20%	Adverse Effects	Disproportionate Burden	Disparate Impact	
	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 N 30th St	13,721	11.6%	24.3%	2,040					-27,149,340	-3,248,327	-6,662,640	12.0%	24.5%	-100%	Yes	Yes	No	No
63 NE Tacoma Express	9,252	10.5%	47.4%	1,020					-8,535,360	-925,415	-4,089,180	10.8%	47.9%	-100%	Yes	Yes	No	No
409 Puyallup / S 72 <sup>nd</sup> St	9,346	9.7%	30.7%	6,680	5,914	8.5%	27.6%	9,230	1,219,995	416,868	-931,770	-34.4%	-76.9%	11%	No	No	No	No
425 Puyallup Connector	8,697	11.9%	34.3%	3,610					-34,053,130	-3,951,140	-11,295,690	11.6%	33.2%	-100%	Yes	Yes	No	No

#### 6.4 Impact of New Service on Minority and Low-Income Populations

Route	Before				After				Difference				Existing Route Miles Changed %	Existing Route Miles Changed >20%	Adverse Effects	Disproportionate Burden	Disparate Impact	
	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
Pacific Avenue/SR 7 Enhanced Bus	0	0	0	0	9,877	17.0%	44.4%	8670	100,563,330	16,726,757	46,518,885	16.6%	46.3%	-100%	Yes	No	No	No

### 6.5 Additional Public Outreach Contacts

Organization	Address/Location
Catherine Place	923 S. 8th Street Tacoma, WA 98405
Catholic Community Services	1411 S Yakima Avenue Tacoma, WA 98405
Centro Latino	1208 S. 10th St. Tacoma, WA 98405
Children's Museum at JBLM	2275 Liggett Avenue Joint Base Lewis-McChord, WA 98433
CJK Community Homes	2367 Tacoma Avenue S #215 Tacoma, WA 98402
D.A. Gonyea Branch - Boys & Girls Club	5136 N. 26th Street, Tacoma, WA 98406
Evergreen Recovery	3630 S Cedar Street #G, Tacoma, WA 98409
Greentrike/Children's Museum of Tac.	1501 Pacific Avenue Tacoma, WA 98402
Happy Hand House	4321 2nd St. SW Puyallup, WA 98373
Lakewood Boys & Girls Club	10402 Kline St. SW, Lakewood, WA 98499
Marking a Difference Foundation	4218 S. Steele St. Suite 215, Tacoma, WA 98409
Metro Aquatics	6817 27th St. W. Tacoma, WA 98466
Milgard Family Eastside Branch - Boys & Girls Club	1721 E. 56th St., Tacoma, WA 98404
Salish Sea Collective	2607 Bridgeport Way West University Place, WA 98466
New Phoebe House	P.O. Box 9845 Tacoma, WA 98415
Northwest Magic	9503 184th Street East, Puyallup, WA 98375
Our Sisters' House	2714 N. 21st Street, Suite 3, Tacoma, WA 98406
Pierce County Human Services	3602 Pacific Ave., Suite 200, Tacoma, WA 98418
Planned Parenthood	1515 MLK Jr. Way, Tacoma, WA 98405
Point Defiance Zoo	5400 North Pearl Street Tacoma, WA 98407
Puyallup Tribe of Indians	3009 East Portland Avenue, Tacoma, WA 98404
REACH	1314 S. L Street Tacoma, WA 98405
Rebuilding Hope! Sexual Assault Center	101 East 26th Street, Suite 200 Tacoma, WA 98421
Sound Outreach	1106 Martin Luther King Jr. Way Tacoma, WA 98405
Tacoma Arts Live	1001 S. Yakima Avenue, Suite 1 Tacoma, WA 98405
Tacoma Soccer Center	2610 E. Bay Street Tacoma, WA 98421
United Way of Pierce County	1501 Pacific Avenue, Suite 400 Tacoma, WA 98402
Washington State PTA	15 Oregon Avenue, Suite 202 Tacoma, WA 98409

We Teach Tacoma	3049 S. 36th Street, Suite 300, Tacoma, WA 98409
West Pierce CARES	3631 Drexler Drive West University Place, WA 98466
WA PAVE (Partnership for Action - Voices for Empowerment)	6316 S. 12th Steet, Tacoma, WA 98465
Hearing, Speech & Deafness Center	621 Tacoma Avenue South, Suite 505 Tacoma, WA 98402
Korean Women's Association	3625 Perkins Lane SW Lakewood, WA 98499
United Way of Pierce County	1501 Pacific Avenue, Suite 400 Tacoma, WA 98402
Washington State PTA	15 Oregon Avenue, Suite 202, Tacoma, WA 98409
Lakewood Chamber	Lakewood
Lakewood Community Collaboration /City of Lakewood	Lakewood
Northeast Tacoma Neighborhood Council	Tacoma
Proctor Business District	Tacoma
South Tacoma Business District Association	Tacoma
South Tacoma Neighborhood Council	Tacoma
Community Council of Tacoma (CCoT)	Tacoma
West End Neighborhood Council	Tacoma
DT Tacoma Partnership Community Relations Committee	Tacoma
MIC South Sound	Tacoma
Dome Business District	Tacoma
New Tacoma Neighborhood Council	Tacoma
Hilltop Business District	Tacoma
Walk & Roll Pierce County	Pierce County
Stadium Business District	Tacoma
Economic Development Board for Tacoma-Pierce County	Tacoma/Pierce County
Tacoma-Pierce County Chamber of Commerce	Tacoma/Pierce County
Affordable Housing Consortium	Tacoma
Sixth Avenue Business District	Tacoma
Central Tacoma Neighborhood Council	Tacoma
Fife Milton Edgewood Chamber of Commerce	Fife/Milton/Edgewood
South End Neighborhood Council (SENCo)	Tacoma
Community Health Care - Lakewood	10510 Gravelly Lake Drive SW, Tacoma, WA 98499
Community Health Care - Pacific Avenue	11225 Pacific Avenue S, Tacoma, WA 98444

Community Health Care - Sea-Mar	7424 Bridgeport Way W Ste 103, Lakewood, WA 98499
Community Health Care - Tacoma Hilltop	1202 Martin Luther King Jr. Way, Tacoma, WA 98405
Community Health Care - Shalishan	1708 E 44th Street, Tacoma, WA 98404
Community Health Care - Spanaway	134 188th Street S, Spanaway, WA 98387
Tacoma-Pierce County Health Department	3629 S. D Street, Tacoma, WA 98418-6813
Pierce County Coordinated Transportation Coalition	3602 Pacific Avenue, Suite 200, Tacoma, WA 98408
Pierce County Aging & Disability Resource Center - Community Forum	3602 Pacific Avenue, Suite 200, Tacoma, WA 98408
Pierce County Association of the Blind	(None provided)
Partner Café	123 E. 96th Street, Tacoma WA 98445

## 6.6 First Survey: “Build Your Own System” Questions

### Pierce Transit Design Your Transit System

#### Introduction

How would you improve Pierce Transit?

Pierce Transit is beginning to build back service while recovering from the effects of the COVID-19 pandemic. We can’t do everything at once, but we want to know what your top priorities are for recovering service.

This is where we need your help! This survey allows you to select potential improvements that you think will help make Pierce Transit work better for you. Do you want better transit service along major corridors, more evening or early morning service, or enhanced weekend service? What is most important for us to restore first?

This survey is your chance to share feedback with us that will improve Pierce Transit service!

#### Instructions

We’d love to have buses running every single minute as well as provide on-demand rides to your door. Unfortunately, public agencies have limited funding and staff availability, which means tradeoffs are necessary. What would you choose if you only had a certain amount of money to spend on improvements? Please select your **top five improvements** by marking the box next to the improvements that are most important to you.

This survey functions best online, if you are able, please scan the below QR code to complete the survey.



Please select the top five improvements that are most important to you

Improvement	Description	<input type="checkbox"/>
Restore more frequent service on highest ridership routes operating on major corridors during the morning and afternoon peak periods (rush hour)	Highest ridership routes operate more frequently than they do today during peak commute times. For example, a route that currently runs every 30 minutes would run every 15 minutes.	<input checked="" type="checkbox"/>

Restore more frequent service on highest ridership routes operating on major corridors during the weekday midday period	Highest ridership routes operate more frequently than they do today during weekday midday times. For example, a route that currently runs every 30 minutes would run every 15 minutes.	
Restore more frequent service on other routes, currently operating every 60 minutes during the morning and afternoon peak periods (rush hour)	Routes throughout the system operate more frequently than they do today during peak commute times. For example, a route that currently runs every 60 minutes would run every 30 minutes.	
Restore more frequent service on other routes, currently operating every 60 minutes during the midday period	Routes throughout the system operate more frequently than they do today during midday times. For example, a route that currently runs every 60 minutes would run every 30 minutes.	
Return trips reduced during the COVID-19 pandemic to normal weekday service	Some routes were reduced during the COVID-19 pandemic to run a modified schedule with fewer weekday trips, these would be returned to normal operations.	
Improve timed transfers at transit centers	Improve scheduling at transit centers to make transfers easier and faster with less time waiting for the bus	
Later evening or earlier morning service	Service begins operating earlier in the morning or later in the evening	
Restore Saturday service levels	Restore Saturday service for routes that were reduced on weekends	
Invest in expanding coverage through PT Runner on-demand zones	Expand service into new areas using PT Runner on-demand service	
Align service with new Sound Transit light rail and Sounder stations	Add new services that help people get to new Sound Transit stations	
Invest in speed and reliability	New improvements that make service faster and more reliable, like traffic lights that stay green longer to let the bus get through or extra lanes so the bus can jump ahead of traffic at a light.	
Invest in infrastructure to upgrade highest ridership routes	Make infrastructure improvements, like dedicated bus lanes and faster buses, along high ridership corridors to make service faster and more reliable	



**Tell us about yourself!**

**1. Please select your gender:**

- Male
- Female
- Non-Binary
- Prefer not to answer

Other (please specify)

**2. Which category best describes yourself?**

- Black/African American
- Hispanic, Latino, or Spanish origin
- Asian
- American Indian/Alaskan Native
- Native Hawaiian/Pacific Islander
- White/Caucasian
- Two or more races
- Prefer not to answer

Other (please specify)

**3. Please provide your age range:**

- 13-18
- 19-24
- 25-34

- 35-44
- 45-54
- 55-64
- 65 or older

**4. What is your current employment status?**

- Employed
- Unemployed
- Student
- Retired

Other (please specify)

**5. What is your annual individual income?**

- Less than \$10K
- \$11-\$24K
- \$25-\$49K
- \$50K or more
- Prefer not to answer

**6. What is your home zip code?**

## 6.7 Second Survey: “Two Scenarios” Questions

# PIERCE TRANSIT KEY MESSAGES & TOPICS OCTOBER 2023

## Recovery Plan Community Input

- Pierce Transit has launched its Bus System Recovery Plan to strategically increase transit service.
- The Recovery Plan will help Pierce Transit better understand customers’ current needs and how to bounce back from the impacts of COVID-19.
- Even though the pandemic health emergency has been lifted, Pierce Transit has been unable to fully restore all service due to a lack of bus operators and fleet maintenance staff.
- Although pre-COVID-19 service levels cannot be restored immediately, public input will help select the improvements that matter most to the community and help us prioritize which improvements to implement first.
- The agency invites Pierce Transit riders and the community at large to voice their priorities for the future of local transit by attending an in-person or virtual open house or drop-in opportunity. Event details and Zoom links can be found at [www.piercetransit.org/ServiceRecoveryPlan/](http://www.piercetransit.org/ServiceRecoveryPlan/).
- Upcoming Public Involvement & Outreach Events
  - Tue., Oct. 3: Open House at Asia Pacific Cultural Center (3513 Portland Avenue E, Tacoma 98404) –5 to 7 p.m.
  - Wed., Oct. 4: Drop-In Opportunity - Lakewood Transit Center – 1 to 3 p.m.
  - Thu., Oct. 5: Virtual Town Hall & Presentation – 5:30 to 6:30 p.m.
- At these events, participants will:
  - Learn about the Recovery Plan and what we heard from the community during the online survey period
  - Review two scenario options for improved transit service in Pierce County
  - Provide feedback on your preferred scenario, your top priority for what to implement first, and other details
  - Learn about the next steps of the Plan and how to stay connected
- Public input will be consolidated, and a draft plan will go to the Pierce Transit Board of Commissioners on November 13, 2023. A public hearing will also be held at that meeting.
- The final version will be voted upon at the December 11, 2023, Board of Commissioners meeting, with initial changes taking effect at Pierce Transit’s March 31, 2024, service change.

<https://www.research.net/r/PierceTransitRecovery>

**This second online survey was activated or launched on Saturday, September 23, and closes Friday, October 27, 2023. Its content is provided verbatim on this page plus the following three pages.**

Welcome to the Pierce Transit Bus System Recovery Plan Scenario Survey.

Earlier this summer, we asked hundreds of community members what kind of transit service they want and need. You can view those results here. Using the feedback we received during this phase of community outreach, two preliminary scenarios have been developed to guide service recovery in Pierce County. Now, we want to know your thoughts on these scenarios. What changes do you support and what changes do you think should not be made? We can't do everything, but we want to know what your top priorities are for recovering service. We'll take what you tell us to our Board this fall with improvements to begin as soon as March 2024.

This survey will be open until 11:59 pm on Friday, October 27th.

We're about to share potential scenario improvements to Pierce Transit service. If you wish, you can download an existing service map and span and frequency charts for reference [here](#).

#### **Scenario 1: Improvements Focused on Evenings and Weekends**

Scenario 1 prioritizes restoring later evening service and service on weekends. This aligns with some of the preferred service improvements identified by the community this summer. Specific improvements contained in this scenario include:

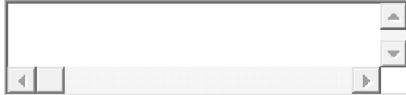
- Four routes with 15-minute service frequency (Routes 1, 2, 3, and 500)
- Improved transfers at Tacoma Mall when buses are running less frequently
- Runner service replacing lower ridership routes (Routes 13, 63, 425, and a portion of 409 in Puyallup)
- More routes operating every 30 minutes
- Improved service span so that all routes operate at a minimum between:
  - 6:00 am – 10:00 pm on weekdays
  - 7:00 am – 10:00 pm on Saturdays
  - 8:00 am – 8:00 pm on Sundays

In Scenario 1, Routes 13 - N 30th St, 63 - NE Tacoma Express, 425 - Puyallup Connector, and 409 - Puyallup - S 72nd St will change travel patterns. All other routes' travel patterns will remain the same.

1. Please rank your highest priority improvements from Scenario 1 by moving the items that are most important to you to the top of the list and those that are less important to the bottom.

1. 15-minute frequency on Routes 1, 2, 3, and 500
2. Improved transfers at Tacoma Mall
3. Runner service replacing lower ridership routes
4. More routes operating every 30 minutes
5. Later evening service
6. More weekend service

2. Please share any other comments or questions you have about the proposed improvements of Scenario 1, including why you prioritized improvements in the order you chose.



If you wish, you can download a Scenario 1 service map and span and frequency charts for reference [here](#).

### Scenario 2: Improvements Focused on Frequency

Scenario 2 increases the number of routes operating every 15 minutes, another top improvement identified by the community this summer. Specific improvements contained in this scenario include:

- Seven routes with 15-minute service frequency (Routes 1, 2, 3, 41, 48, 54, and 500)
- Improved transfers at Tacoma Mall when buses are running less frequently
- Runner service replacing lower ridership segment of Route 409 in Puyallup
- More routes operating every 30 minutes
- The most frequent routes would operate later seven days per week, but weekend span is unchanged for many other routes

In Scenario 2, Routes 409 - Puyallup - S 72nd St and 425 - Puyallup Connector will change travel patterns. All other routes' travel patterns will remain the same.

### Question Title

Please rank your highest priority improvements by moving the items that are most important to you to the top of the list and those that are less important to the bottom.

1. 15-minute frequency on Routes 1, 2, 3, 41, 48, 54, and 500
  2. Improved transfers at Tacoma Mall
  3. Runner service replacing Route 409 in Puyallup
  4. More routes operating every 30 minutes
  5. Later evening service on core routes
4. Please share any other comments or questions you have about the proposed improvements of Scenario 2, including why you prioritized improvements in the order you chose.

If you wish, you can download a Scenario 2 service map and span and frequency charts for reference [here](#).

5. Which scenario do you prefer?

- Scenario 1 - Improvements Focused on Evenings and Weekends
- Scenario 2 - Improvements Focused on Frequency

Why did you select this scenario?

Thank you for your input so far. The next page contains optional demographic questions that will help us at Pierce Transit best understand how we are connecting with our communities. These questions are optional, but please click the "Next" button to navigate to that page and click "Done" to finalize your survey. Thank you again!

**Please tell us about yourself.**

6. Please indicate your age range:

- 13-18
- 19-29
- 30-39
- 40-49
- 50-64
- 65 or older
- Prefer not to say

7. Please select your gender:

- Male
- Female
- Non-Binary
- Prefer not to answer

8. Which category best describes yourself?

- Black/African American
- Hispanic, Latino, or Spanish origin
- Asian
- American Indian/Alaskan Native
- Native Hawaiian/Pacific Islander
- White
- Two or more races
- Prefer not to answer
- Other (please specify)

9. What is your current employment status?

- Employed
- Unemployed
- Student
- Retired

10. What is your annual **individual** income?

- Less than \$30,000
- Between \$30,000 and \$75,000
- Over \$75,000
- Prefer not to answer

11. Are you a current Pierce Transit employee?

- Yes
- No

12. What is your home zip code? (Enter a 5-digit zip code; for example, 98402)

13. Do you have access to a personal vehicle?

- Yes
- No

14. Where did you hear about this survey?

- Puyallup Open House
- Tacoma Open House
- Virtual Town Hall
- Social Media
- News Release
- Email List
- Pierce Transit Employee
- Other



## 6.8 Pierce Transit Operators' Specific Survey

**PLANNING/SCHEDULING SHAKE UP FEEDBACK FORM** (Please see and fill out both sides. Thank you!)

Name \_\_\_\_\_ Employee ID # \_\_\_\_\_

Block # \_\_\_\_\_ Assignment # \_\_\_\_\_

Date \_\_\_\_\_

Problem: (Place a ✓ next to the issue) \_\_\_\_\_ Paddle \_\_\_\_\_ Bus Stop

\_\_\_\_\_ Schedule \_\_\_\_\_ Headsign

Please provide as much detail as (e.g., trip, time, location, stop number, etc.) The details are essential for us to be able to help you.

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Response requested Y \_\_\_ N \_\_\_

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Time of day you drive (AM, Mid-day, PM):

Direction if only one trip is driven (half-trip) or Round Trip:

Do you work weekends?

Are you allowed too much run time, just the right amount, or not enough?

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Specific Route(s):

Any concerns about the routes(s)?

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Any known hotspots or bottlenecks along your route(s)?

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Any comments, concerns, or suggestions about the Fixed Route System Recovery and Restoration planning scenarios we are presenting here?

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Do you know about our *Runner* on-demand microtransit service and the five zones?

**RESOLUTION NO. 2023-015**

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Accepting the Title VI Service Equity Analysis  
2 for the Bus System Recovery Plan and Authorizing Implementation of the Bus System Recovery Plan,  
3 Including Stream Pacific Avenue/SR-7 Enhanced Bus Service  
4

5 WHEREAS, Pierce Transit is in the process of restoring approximately 72,300 annual fixed route  
6 Service Hours (dependent upon staffing availability) over several years, starting with the March 2024 Service  
7 Change; and

8 WHEREAS, Pierce Transit recognizes that such a major service addition calls for a comprehensive  
9 review of how current service is performing and where improvements can be made to maximize the long-  
10 term benefits of changes; and

11 WHEREAS, Pierce Transit began collaborating with the consulting firm Nelson/Nygaard on a  
12 comprehensive fixed route analysis; and

13 WHEREAS, Pierce Transit engaged in a robust public involvement campaign involving Open  
14 Houses, Town Halls, Transit Center drop-in events, social media, and a project website all designed to  
15 solicit public input; and

16 WHEREAS, two different surveys were developed to determine public priorities where a common  
17 theme of desired improvements to route frequency and expanded span of service were captured resulting in  
18 more than 950 comments through the engagement process; and

19 WHEREAS, four improvement priorities were developed: (1) Improve service frequency (how often  
20 trips operate); (2) Improve service span per day; (3) Improve service frequency and span during weekdays,  
21 Saturdays, and Sundays; and (4) Eliminate unproductive, low ridership routes and replace them with new on-  
22 demand Runner microtransit service; and

23 WHEREAS, six independent phased service improvements in priority order were developed, taking  
24 public comments and system dependencies into account; and

25 WHEREAS, the changes associated with the six phased improvements constituted a Major Service  
26 Change subject to a Title VI Service Equity Analysis to determine if there would be adverse effects to minority  
27 and low-income populations as a result of the changes; and

28 WHEREAS, at a system level the changes are expected to positively benefit minority and low-income  
29 populations by providing increased span of service and frequency; and  
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NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

Section 1. The Board of Commissioners acknowledges its review, consideration, and acceptance of the Title VI Service Equity Analysis for the Bus System Recovery Plan in substantially the same form as Exhibit A.

Section 2. The Board of Commissioners authorizes implementation of the six phased service improvements of the comprehensive Pierce Transit Bus System Recovery Plan, Including Stream Pacific Avenue/SR-7 Enhanced Bus Service, in substantially the same form as Exhibit B.

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 11th day of December 2023.

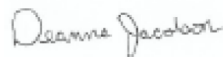
PIERCE TRANSIT



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Kristina Walker, Chair  
Board of Commissioners

ATTEST/AUTHENTICATED



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Deanne Jacobson, CMC  
Clerk of the Board

Pierce Transit

# Service Equity Analysis Methodology

Puyallup Runner

## METHODOLOGY

With the use of GIS and the 2017-2021 American Community Survey (ACS) 5-year estimates data by Census Block Group:

1. Spatially intersect the Pierce County Census Block Groups with the PTBA boundary to get the list of Census Block Groups in the PTBA (Figure 1)

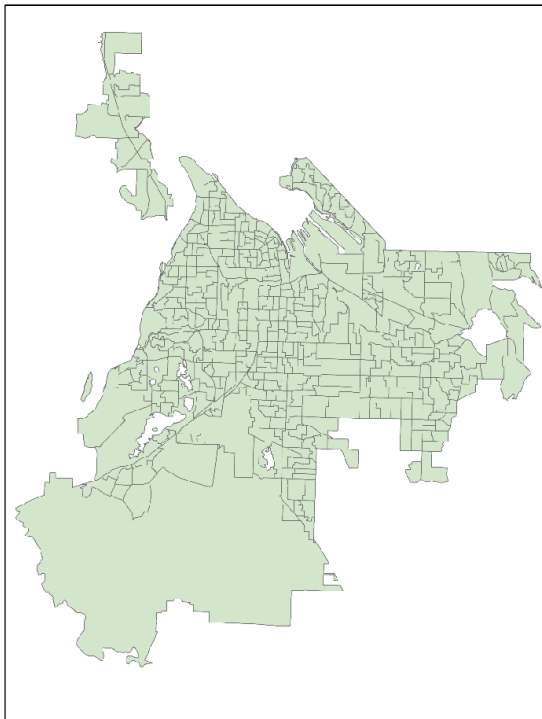


Figure 1: Census Block Groups within the PTBA

2. Join ACS table ACS5Y2021\_B17017 (Poverty Status) to the Census Block Groups that are within the PTBA to calculate the percentage of households below poverty level in the PTBA
  - a. This can be done by dividing the total number of households below the poverty level in the PTBA by the total number of households in the PTBA
3. Replicate this same process with ACS table ACS5Y2021\_B03002 (Race) to calculate the percentage of minorities within the PTBA

- a. This can be done by dividing the total minority population within the PTBA by the total population within the PTBA
4. Place a 0.25 mile buffer (typical transit walkshed distance) around the Puyallup Runner Boundary (Figure 2)

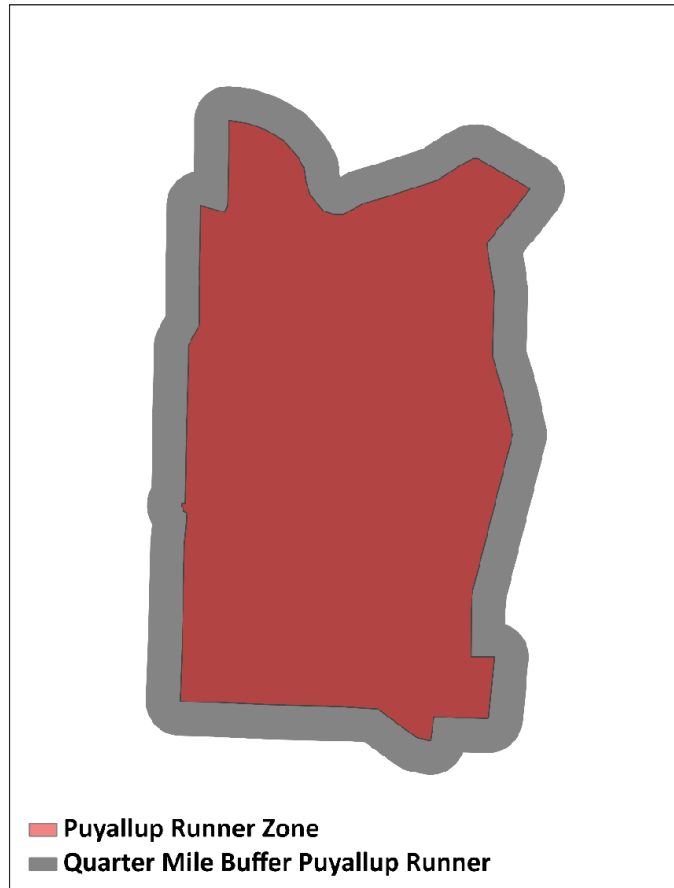


Figure 2: Puyallup Runner and Quarter Mile Buffer

5. Spatially Intersect the Pierce County Block Groups within the Puyallup Runner and Buffer to get the list of Census Block Groups in the Puyallup Runner and Buffer

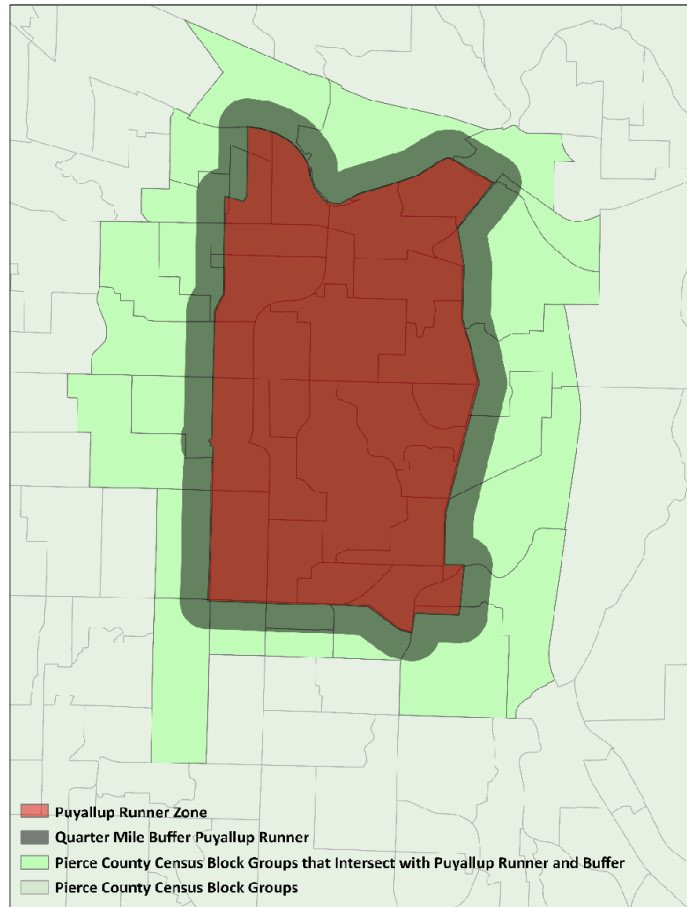


Figure 3: Puyallup Runner and Buffer Spatial Intersection with Pierce County Census Block Groups

6. Use spatial intersection to properly determine the percentage of each block group that intersects with the Puyallup Runner and Buffer (Figure 4)
  - a. Divide the square miles of the Puyallup Runner and Buffer intersect by the total block group square miles.
    - i. This method assumes the data for each geometry is evenly distributed by area, so there may be significant margin of error especially for larger regions or smaller sections.



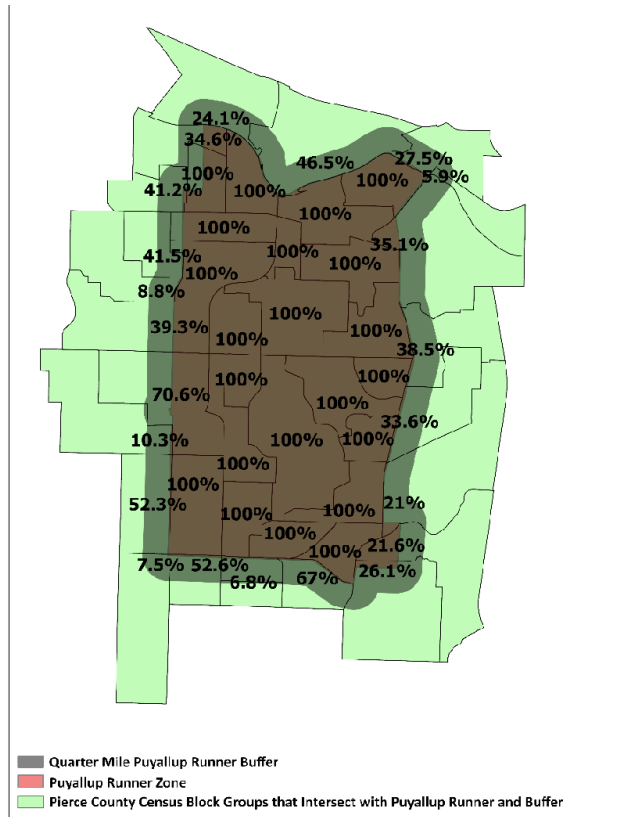


Figure 4: Puyallup Runner and Buffer Spatial Intersection with Pierce County Census Block Groups – Determining the percentage of Intersection between Block Groups and the Puyallup Runner and Buffer

7. Join ACS table ACS5Y2021\_B17017 (Poverty Status) to the Census Block Groups that are within the Puyallup Runner and Buffer to calculate the percentage of households below poverty level in the Puyallup Runner and Buffer
  - a. This can be done by dividing the total number of households below the poverty level in the Puyallup Runner and Buffer by the total number of households in the Puyallup Runner and Buffer.
8. Replicate this same joining process with ACS table ACS5Y2021\_B03002 (Race) to calculate the percentage of minorities within the Puyallup Runner and Buffer
  - a. This can be done by dividing the total minority population within the Puyallup Runner and Buffer by the total population within the Puyallup Runner and Buffer
9. Multiply the joined minority and low income values by the percentage of block group intersection calculated in Step 6

10. For Low Income: Once joined values are multiplied by the intersection percentage, divide the total adjusted households below the poverty level by the total number of adjusted households to get the Puyallup Runner and Buffer percent of households below the poverty level.
11. For Minority: Once joined values are multiplied by the intersection percentage, divide the total adjusted minority population by the total adjusted population to get the Puyallup Runner and Buffer percent of minorities.
12. Subtract the percent of households below the Poverty Level in the Puyallup Runner and Buffer (Step 10) from the PTBA percent of households below poverty level (Step 2)
13. Subtract the percentage of minorities in the Puyallup Runner and Buffer (Step 11) from the PTBA percentage of minorities (Step 3)

**TO:** Note to File  
**FROM:** Erik Jaszewski, Senior Planner  
Pierce Transit Planning & Community Development  
**DATE:** November 27, 2023  
**SUBJECT:** Service Equity Informational Analysis – New Puyallup Runner On-Demand Service

### **Background**

Section 601 of 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.”

As a recipient of Federal funds, Pierce Transit is subject to Title VI and the regulations described in Federal Transit Administration (FTA) Circular 4702.1B, which states:

Providers of public transportation that operate fixed route and demand response service, or only fixed route service, are responsible for the reporting requirements in [Chapter IV Requirements and Guidelines for Fixed Route Transit Providers], but these requirements only apply to fixed route service.

Chapter IV, Section 7 requires Pierce Transit to evaluate any fare change and any major service change of fixed route service that would have a discriminatory impact. As a flexible on-demand transit service, Pierce Transit Runner is not required to be analyzed under Title VI for major service changes. However, the agency remains obliged to ensure equity and access in on-demand microtransit service.<sup>1</sup>

Thus, the Service Equity Analysis has been prepared consistent with Title VI and Pierce Transit’s Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy for informational purposes.

### **Approach to Analysis**

For Runner on-demand microtransit service, Pierce Transit makes a determination as to whether a service modification constitutes a major service change based on a variety of factors which may include, but are not limited to, the following:

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<sup>1</sup> <https://www.transit.dot.gov/sites/fta.dot.gov/files/Dear%20Colleague%20Letter%20re%20Shared%20Mobility.pdf>

- 20% or more modification of the geographic service area with ¼ mile buffer IF the affected population changes by 20% or more;
- 20% or more modification of operating hours;
- 20% or more modification of targeted wait times.

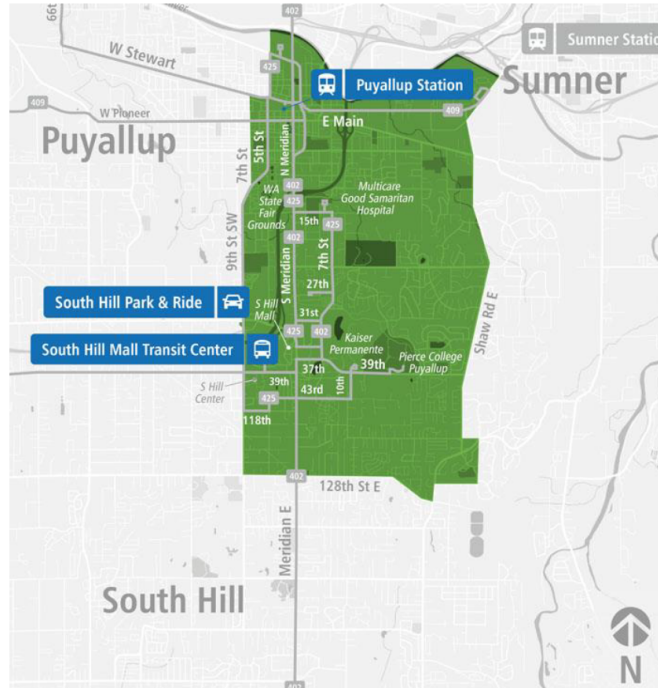
If an activity is a major service change, Pierce Transit analyzes whether there is an adverse effect by measuring the change between existing and proposed service levels that would be deemed significant. Adverse effects are a geographical or time-based reduction in service. For reference, Pierce Transit defines adverse effects for fixed route bus service as reductions in span of service, frequency changes, route segment elimination, re-routing, route elimination, and secondary reductions in service on other routes.

A discriminatory impact is then determined by reviewing whether the adverse effect creates a:

- Disproportionate burden, defined as 5% more than the average low-income households of Pierce Transit's Public Transit Benefit Area (PTBA) being adversely affected; or
- Disparate impact, defined as 10% more than the average minority population of Pierce Transit's PTBA being adversely affected.

#### **Description of Major Service Change**

Pierce Transit plans to provide a new on-demand transit service in the Puyallup area beginning in November 2023 called the Puyallup Runner. The Runner will provide point-to-point rides within the service zone shown below unless a specific fixed route transit option is available. The service will operate daily from 7 a.m. to 10 p.m. Customers will be able to request a ride using a smartphone app or by calling in, and wait times are targeted at 15 minutes or less. Riders may be grouped with others if taking a similar trip. Pierce Transit's regular transit fares and fare payment methods will apply, although cash fares will not be accepted.



## Analysis

To determine whether the major service change will result in an adverse effect that disproportionately burdens low-income populations or disparately impacts minority populations, the analysis is conducted using a combination of demographic U.S. Census data and Geographic Information System (GIS) tools.

### *Low-Income Households*

Puyallup Runner will be available to everyone and will increase transit service in the Puyallup area by adding to existing fixed route bus services. Puyallup Runner will be available for the same fare as bus and rides can be requested by calling in. Thus, Puyallup Runner will increase transportation access for low-income households.

Secondary reductions in transit service are planned to occur (reviewed in a separate Title VI analysis for the agency's System Recovery Plan): Route 425 route elimination and Route 409 route segment elimination terminating at Puyallup Station. However, transit customers will experience a higher level of transit service using Puyallup Runner with shorter wait times and wider geographic access.

As shown in Table 1 below, the new zone with ¼ mile buffer (Study Area) contains a total of 12,521 households with 677 of those (5.4%) have household income below the poverty level. On the other hand, the PTBA serves 231,622 households with 22,977 of those households with household income below the poverty level, or 9.9% of households. The delta between the PTBA and the Study Area is -4.5%.

In conclusion, the major service change will not disproportionately burden low-income households.

*Minority Population*

Puyallup Runner will be available to everyone and will increase transit service in the Puyallup area by adding to existing fixed route bus services.

Secondary reductions in transit service are planned to occur (reviewed in a separate Title VI analysis for the agency’s System Recovery Plan): Route 425 route elimination and Route 409 route segment elimination terminating at Puyallup Station. However, transit customers will experience a higher level of transit service using Puyallup Runner with shorter wait times and wider geographic access.

For minority populations, Table 1 below illustrates that the Study Area contains a total population of 33,985 people with 8,684 of those being minorities, or 25.6% minority. For the PTBA, the total population served is 610,862 people with 247,459 (40.5%) of those being minority. The delta between the PTBA and the Study Area is -14.9%. In conclusion, the major service change will not disparately impact minority populations.

Table 1

	2021 Total Households	2021 Households Income below Poverty Level	2021 Percent of Households Below Poverty Level	2021 Total Population	2021 Total Minority Population	2021 Percent Minority
PTBA	231,622	22,977	9.9%	610,862	247,459	40.5%
Study Area	12,521	677	5.4%	33,985	8,684	25.6%
Difference	-219,101	-22,300	-4.5%	-576,877	-238,775	-14.9%

Sources:

- U.S. Census Bureau. "POVERTY STATUS IN THE PAST 12 MONTHS BY HOUSEHOLD TYPE BY AGE OF HOUSEHOLDER." *American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B17017, 2021*
- U.S. Census Bureau. "HISPANIC OR LATINO ORIGIN BY RACE." *American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B03002, 2021*



# APPENDIX J – Pierce Transit Board of Approval of 2024 Title VI Program

**RESOLUTION NO. 2024-000**

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Approving Pierce Transit’s 2024 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 2024 Title VI Program Submittal and a Public  
14 Hearing was held discussing the same subject at its meeting held on July 8, 2024; 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 2024 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 12th day of August 2024.

20 PIERCE TRANSIT

21  
22  
23 \_\_\_\_\_  
24 Kristina Walker, Chair  
25 Board of Commissioners

26 ATTEST/AUTHENTICATED

27  
28 \_\_\_\_\_  
29 Deanne Jacobson, CMC  
30 Clerk of the Board