

Pierce Transit

Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

NE Tacoma Service

May 2016

PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

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PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

1 INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is a Title VI analysis of Pierce Transit's new NE Tacoma services currently in demonstration phase and planned to begin operationalized service in September 2016.

2 BACKGROUND

Service in NE Tacoma has traditionally been low performing. Route 61, which included direct service to downtown Tacoma, operated between \$10.19 and \$13.20 per passenger over its final five years (2007-2011). At the October 2011 service change, Route 61 was replaced by Route 62. Since its inception, Route 62 had an average cost per passenger of over \$35.00, including \$44.65 during April 2015. With the Route 62, NE Tacoma no longer had a direct connection to downtown Tacoma. Instead, commuting to/from downtown required a transfer and took over an hour to complete. Aside from ease of use issues, performance was also hampered by the fact that revenue hours for Route 62 vehicles only constituted 55% of hours dedicated to the route compared to an 88% system average. Bus size, route geography, and distance from base all contribute to this issue.

The 2014-2016 Pierce Transit Strategic Plan identified Route 62 (NE Tacoma) as not meeting performance standards. Pierce Transit staff were directed to work with key stakeholders to design a demonstration project that meets the unique needs of the community. Following a survey and in coordination with a Community Investment Team that includes representatives from the City of Tacoma, Puyallup Tribe of Indians, Port of Tacoma, Center at Norpoint/Tacoma Metropolitan Park District, Northeast Tacoma Neighborhood Council, and local bus riders, a pilot service was developed called the Route 63 NE Tacoma Express that provides a direct connection from NE Tacoma to Downtown Tacoma during peak commute times. Additionally, there was interest in a connection from NE Tacoma to Federal Way in King County. The recommendation stemming for these efforts was to contract with King County Metro to extend its existing Route 903 to provide a feeder service to the newly developed Pierce Transit Route 63, as well as eliminating the Route 62. See Figures 2-1 and 2-2 for the previous and demonstration service configurations serving NE Tacoma.

The demonstration Route 63 service has been operating since September 26, 2015. Staff are evaluating the service at this time and gathering public and rider input with the intention of recommending to the Pierce Transit Board of Commissioners that the service continue to operate in its current configuration. This service equity analysis examines the impact of the new NE Tacoma service configuration, including elimination of Route 62, addition of Route 63, and contracting of Route 903 with KC Metro on minority and low-income populations.

Figure 2-1: Previous Service in NE Tacoma

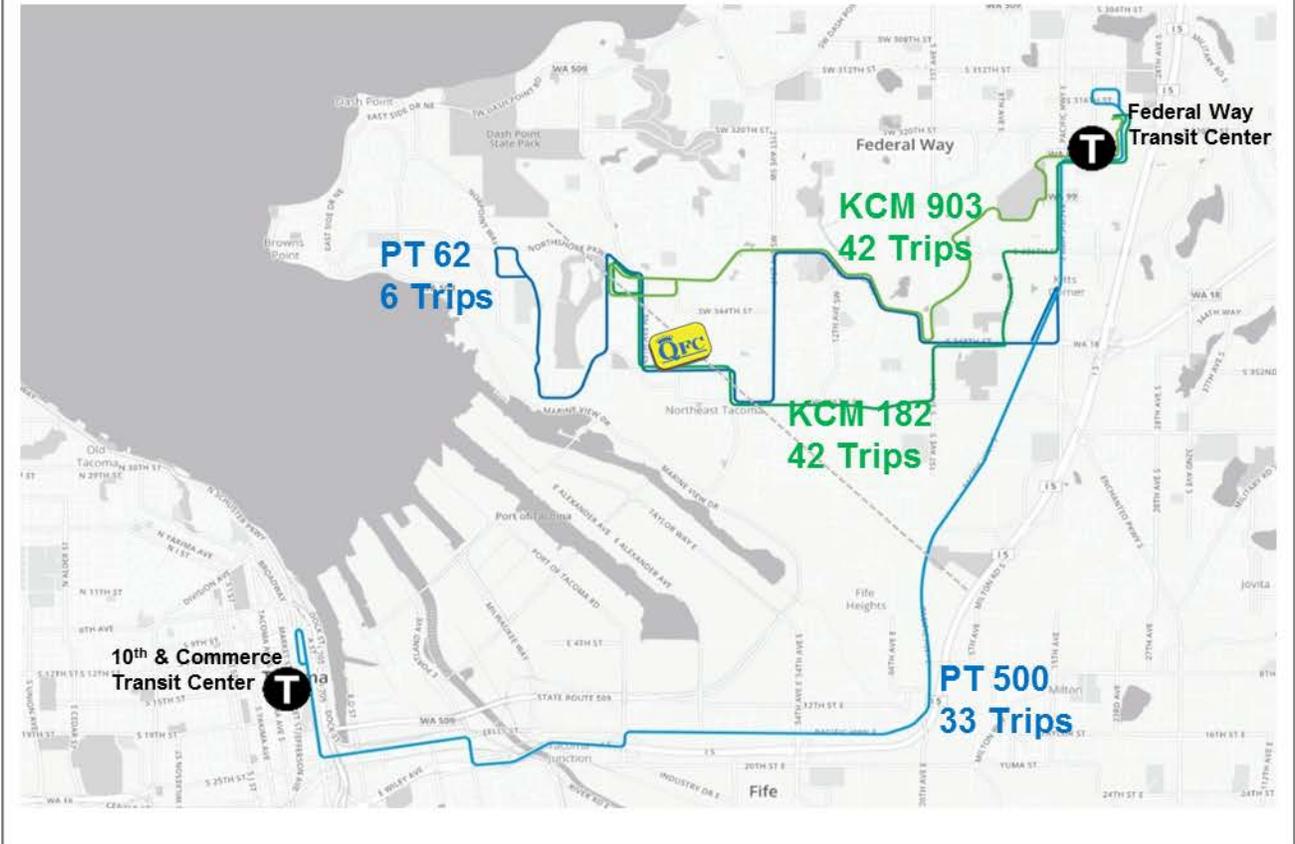
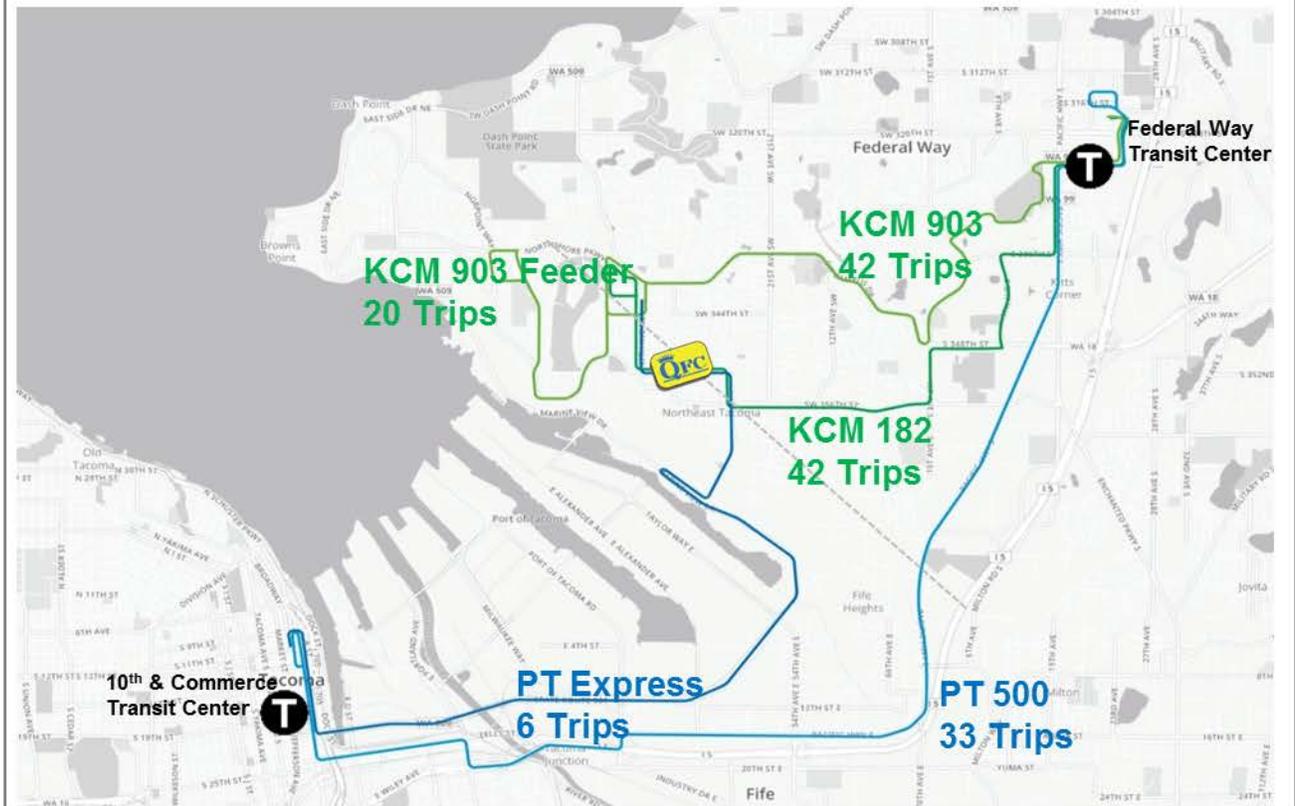


Figure 2-2: Demo Service in NE Tacoma



2.1 NE Tacoma Service Demonstration

The NE Tacoma Express Demonstration was developed in partnership with a committed Community Investment Team (CIT) that has helped guide the design of the demonstration service. This CIT represented the local community and included representation from: City of Tacoma, Puyallup Tribe of Indians, Port of Tacoma, Center at Norpoint/Tacoma Metropolitan Park District, Northeast Tacoma Neighborhood Council, and local bus riders. The NE Tacoma Express is operating as a one-year demonstration from September 27, 2015 to September 26, 2016.

Table 2-1 below shows the difference between historic NE Tacoma service and the current demonstration project.

Table 2-1: Past and New Service for NE Tacoma

	FW TC Trips	Comm TC Trips	Local Trips	Service Span	Service Freq	Service Days	Fare	Service Hrs (est.)	Cost (est.)
Previous (Route 61) – eliminated 2011	0	27	27	700a-1000a; 200p-700p	60 min	M-F	\$2.00	7,275	\$1,076,700
2011-2015 (Route 62)	0	0	6	500a-800a; 400p-700p	60 min	M-F	\$2.00	1,816	\$268,768
Demonstration Project									
Part 1 of 2 (Re-routed Express – Route 63)	0	6	0	500a-800a; 400p-700p	60 min	M-F	\$2.00	1,816	* \$268,768
Part 2 of 2 (KC Metro Partnership- Route 903)	20	0	20	500a-800a; 400p-700p	30 min	M-F	\$2.75	1,241	\$157,930

**By utilizing the current cost of Route 62, the total additional cost during the 12-month demonstration is estimated at \$157,930.*

Community Needs

The demonstration services connect riders in NE Tacoma to jobs and school in downtown Tacoma and Federal Way and to connecting locations at these key transfer points. The Route 63 operates three trips to downtown Tacoma during the AM peak at hourly headways and three hourly trips to NE Tacoma during the PM peak. Route 903 provides 20 daily trips at 30-minute headways between NE Tacoma and Federal Way Transit Center.

Demonstration Performance

Table 2-2 below shows the performance of the eliminated Route 62 compared with the new Route 63 based on cost. While the year to date cost is slightly higher during the demonstration, the most recent month's data (March 2016) shows that the passengers per hour are on the increase and the cost per passenger is decreasing.

Table 2-2: Demo Rt. 63 NE Tacoma Express Comparison to Historic NE Tacoma Service

PERFORMANCE STANDARD	DESCRIPTION	2014 Year End Rt. 62	Route 63 Mar 2016	Route 63 Year to Date
Passengers per Service Hour (PSH)	The number of passenger trips taken during one hour of service.	3.84	4.33	3.76
Cost Recovery	The percentage of operating costs, both direct and indirect, that are recovered from fares.	2.3%	2.7%	2.2%
Net Cost per Passenger	A measure of the cost-effectiveness determined by subtracting total fare revenue from the total cost of providing service, divided by the number of passenger trips.	\$36.61	\$33.79	\$38.77

Figure 2-1 below shows the performance of the Route 63 thus far through the demonstration period with it trending upwards for average weekday boardings. The green line shows the projected future into July 2016 should the trend continue.

Figure 2-1: Demonstration Route 63 Average Weekday Boardings

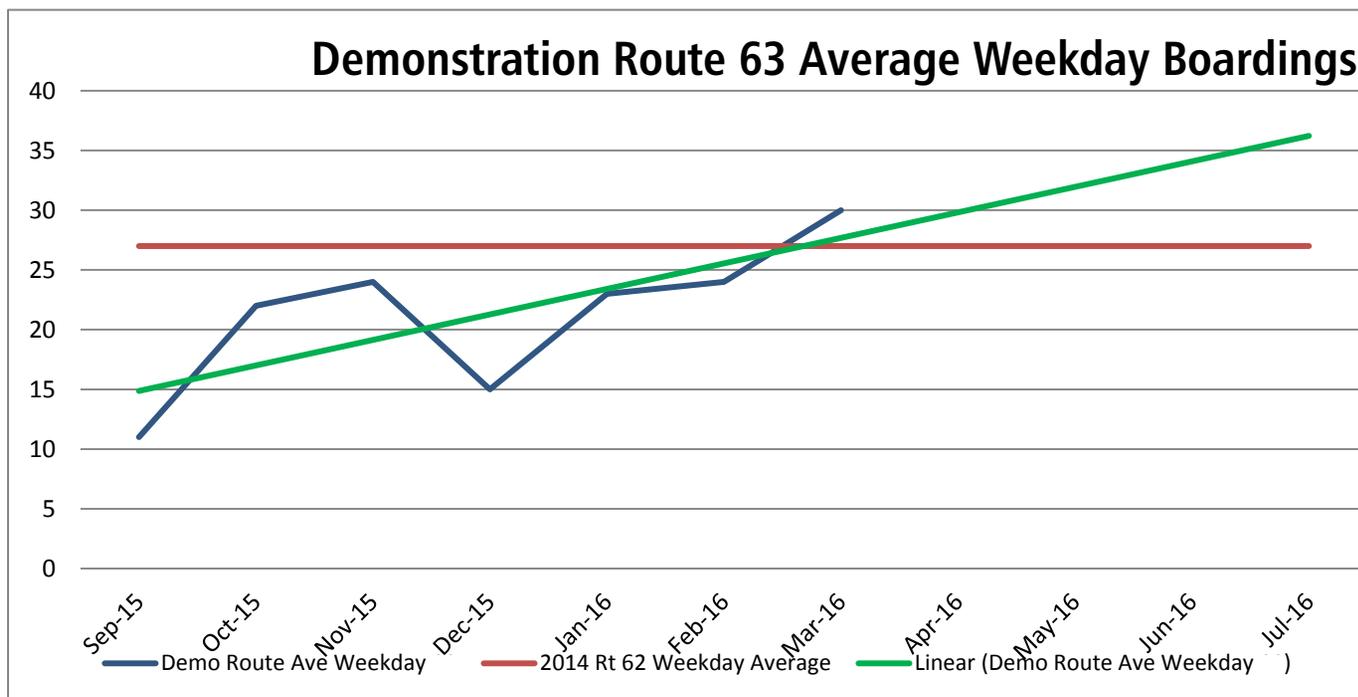


Table 2-3 below shows the upward trend of the Route 63 boardings and also shows the same trend for the Route 903. These combined services are providing significantly more trips in total, from 863 in October 2015 to 1018 in March 2016 over the period thus far for the demonstration.

Table 2-3: NE Tacoma Services - Ridership - September 2015 through March 2016

Month	PT Rt. 63 Boardings	PT Rt. 63 Avg. Daily Boardings	KCM Rt. 903 Boardings	KCM Rt. 903 Avg. Daily Boardings	Combined NE Tacoma Services Boardings
SEP 15	34	11	Data not available.	Data not available.	34
OCT 15	486	22	377	20	863
NOV 15	486	24	242	12	728
Dec 15	337	15	266	12	603
JAN 16	474	24	282	14	765
FEB 16	483	23	329	16	803
MAR 16	679	30	339	15	1018

Customer Profile

Pierce Transit completed a survey of riders on the Route 63 NE Tacoma Express and King County Metro Route 903 during the period from February 9-11, 2016 and March 1-8, 2016. Transitional Duty Transit Operators who are working light duty shifts road both Routes 63 and KCM Route 903 asking riders to complete the survey. They rode on various days of the week and during both the morning and evening span. A total of 29 surveys were completed; the survey was a random sample of riders. We do not report that this was a statistically valid survey; however, it does provide information on the riders using these two routes.

Those surveyed were evenly distributed between male and female riders with 48% being female and 52% male. When asked their age, the largest group of riders - 28% - were under 18 years of age, 10% of the riders were between the ages of 18-24, 14% were between the ages of 25-34 and also 34-55 years old, and 17% of the riders were either 45-54 years of age or 55-64 years of age. Anecdotally, the surveyors reported seeing a number of students travelling to high schools in in the Downtown Tacoma area as well as the University of Washington. The other noticeable group of riders were individuals travelling to jobs in the Downtown core. The riders indicated their primary trip purpose was to travel to work, school and home.

When asked their ethnic background, the majority of the riders - 65% - indicated their ethnic background as Caucasian, 28% indicated black or African American, and 7% Hispanic. Household income varied slightly amongst those surveyed. The survey indicated that 31% of those surveyed have a

household income under \$19,999 and 24% of those surveyed have a household income between \$50,000-\$75,000. A total of 41% of the riders have a household income below \$34,500.

Outreach and Decision-making

The proposed elimination of a route and addition of a new route are considered major service changes under Pierce Transit’s Major Service Change Policy and require a Title VI Service Equity Analysis and public outreach. Communicating information about demonstration projects is vital to their success. Table 2-4 details outreach efforts for the NE Tacoma demonstration project.

Table 2-4: NE Tacoma Demonstration Community Outreach

EVENT	DATE	EST. CONTACTS
Norpoint Farmers Market	8/23/15	20+
CityLine TV Segment	9/17/15	100+
Broadway Downtown Farmers Market	9/24/15	25+
Stadium H.S. Open House	9/24/15	15
Rotary 8 Meeting Sponsor	10/8/15	25+
Harvest Festival (Center at Norpoint)	10/16/15	25+
NE Tacoma Postcard Mailer to Residents	10/23/15	9,336
Norpoint Turkey Trot	11/25/15	1,000+
Northeast Tacoma Neighborhood Association	4/21/16	30+
Open House Center at Norpoint	5/6/16	tbd
Public Hearing Pierce Transit	5/9/16	tbd

After considering feedback and demonstration performance, Pierce Transit’s Board of Commissioners will consider operationalizing the new NE Tacoma service configuration on June 13, 2016. Legal notices were published on April 28, 2016, 12 days in advance of a public hearing on operationalizing the NE Tacoma Express Services, scheduled to take place at the Board of Commissioners meeting on May 9, 2016. The legal notice was also published on Pierce Transit’s web site in advance of the public hearing. Rider alerts notifying the public about the hearing and seeking public comment were distributed on buses, and posters were placed in key locations throughout the community. Prior to the public hearing, a public open house is scheduled for May 6, 2016 from 3:00 p.m. to 6:30 p.m. at the Center for Norpoint, which is served by King County Metro Routes 903. Outreach about the service implementation planned to begin September 27, 2016 will be ongoing and will include information in The Bus Stops Here, Rider Alerts, website notices, and PT staff attendance at various community meetings.

3 TITLE VI POLICIES & DEFINITIONS

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

3.1 PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

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

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

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

3.2 PIERCE TRANSIT DISPARATE IMPACT POLICY

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

A disparate impact occurs when the minority population¹ adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

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

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

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

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

3.3 PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income² populations.

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

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

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

² **Low-Income Population** – Persons reporting as being under the federal household poverty limit as defined by the U.S. Department of Health and Human Services. In 2013 the poverty limit was \$23,834 for a family of four.

4 METHODOLOGY

The NE Tacoma demonstration project eliminated Route 62 and implemented the Route 63 with service to downtown Tacoma along with contracted service with King County Metro for extending their Route 903 into Pierce County to connect NE Tacoma to Federal Way. Both the elimination of the Route 62 and the new operationalized route, the NE Tacoma Express, Route 63, qualify as Major Service Changes and thus are subject to a Title VI Service Equity Analysis.

Since the demonstration project eliminates one route and implements new service in an innovative configuration (i.e. some contracted and some locally provided), the Title VI analysis will compare the original service with the new, combined services.

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

1. Get the population near a route, including its low income and minority percentage.
 - For each route, build a shape that represents the area within quarter mile of any of its stops.
 - Intersect the catchment area with 2009-2013 ACS Census data. Get a list of block groups and the percentage overlap with each.
 - For each block group, take the percentage of overlap and multiply it by the block group's statistics.
 - Get the population, minority population, and low income population for each group and sum them together. This is the total population a route could serve.
2. Compare the number of people-trips, before and after.
 - Multiply the population near a route times the number of trips it makes (per year) to get "people-trips".
 - Repeat for low-income and minority populations to get "low income people-trips" and "minority people trips".
 - Compare these numbers between the before and after versions of the route, to get a set of people-trip differences. We match before and after using routes that have the same name.
3. Get the total difference in people-trips across the transit system.
 - Repeat the process above for every route in the transit system.
 - Sum together the difference in people trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.
4. Calculate the change borne by low-income and minority populations.
 - Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
 - Repeat for minority people-trips.

5. Compare the percentage change to the average in the service area.
 - Calculate the average percentage of low-income and minority populations across the entire service area.
 - Subtract from the change borne by those populations.
 - Get two final numbers: the delta between the impact this set of transit changes had on low income and minority populations compared to any average change.

The equity analysis is provided below in Section 5.

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

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

Table 5-1 describes the changes in service levels following elimination of the Route 62 and the addition of the Route 63 and contracted extension of King County Metro Route 903³ into Pierce County. The table estimates populations within a quarter-mile of stops, and then multiplies those populations by the number of trips added or reduced by the service change. Totalling people-trips, a weighted average is calculated to determine the net impact to minority and low-income populations.

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

Route	Before				After				Difference			Change Borne By Low Income	Change Borne by Minorities
	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		
62 N. E Tacoma	9,047	8.2%	37.5%	1,530	0			0	-13,841,910	-1,139,271	-5,197,410	8.2%	37.5%
63 NE Tacoma	0			0	6,580	18.7%	41.1%	1,530	10,067,400	1,882,421	4,138,650	18.7%	41.1%
903	0			0	6,092	7.6%	37.2%	6,910	42,095,720	3,179,917	15,644,240	7.6%	37.2%
All Changes	9,047	8.2%	37.5%	1,530	12,672	13.3%	39.2%	8,440	38,321,210	3,923,068	14,585,480	10.2%	38.1%

According to the table, the Route 62’s quarter-mile stop transit shed was 8.2% low-income /37.5% minority. This was replaced by the Route 63, with a quarter-mile stop transit shed of 18.7%/41.1%. So, Route 63 is serving a higher percentage of both low-income and minority populations than the eliminated Route 62 was serving. In addition, Pierce Transit contracted with King County Metro to extend the Route 903, which previously terminated at the county line, into Pierce Transit’s service area to serve some stops which lost service through the elimination of the 62. Therefore NE Tacoma now has direct connections to both Federal Way and downtown Tacoma. The quarter-mile stop transit shed of the Route 903 is 7.6% low-income and 37.2% minority. This results in less than 1% fewer low-income and minority riders having access to this service when compared with the Route 62. Figures 5-1 and 5-2 below provide maps of routes and show areas with low-income and minority populations higher than the service area averages.

In looking at the total service available to NE Tacoma, there is a net gain in both low-income and minority annual people-trips of 3.9 million and 14.6 million, respectively. Combining both service additions and deletions, the total impacted population is 10.2% low-income and 38.1% minority. Comparing this to the system-average of 14.3% low-income and 35.3% minority, we see that this change under-represents the low-income system wide average by 4.0% while over-representing the minority system average by 2.8%. Table 5-2 depicts this information.

³ The demographic population estimates for the Route 903 include the full length of the route, including those in King County. A portion of the 903 operates as deviated-route service in parts of King County; the calculations in this analysis are limited to the quarter-mile buffer around fixed stops.

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

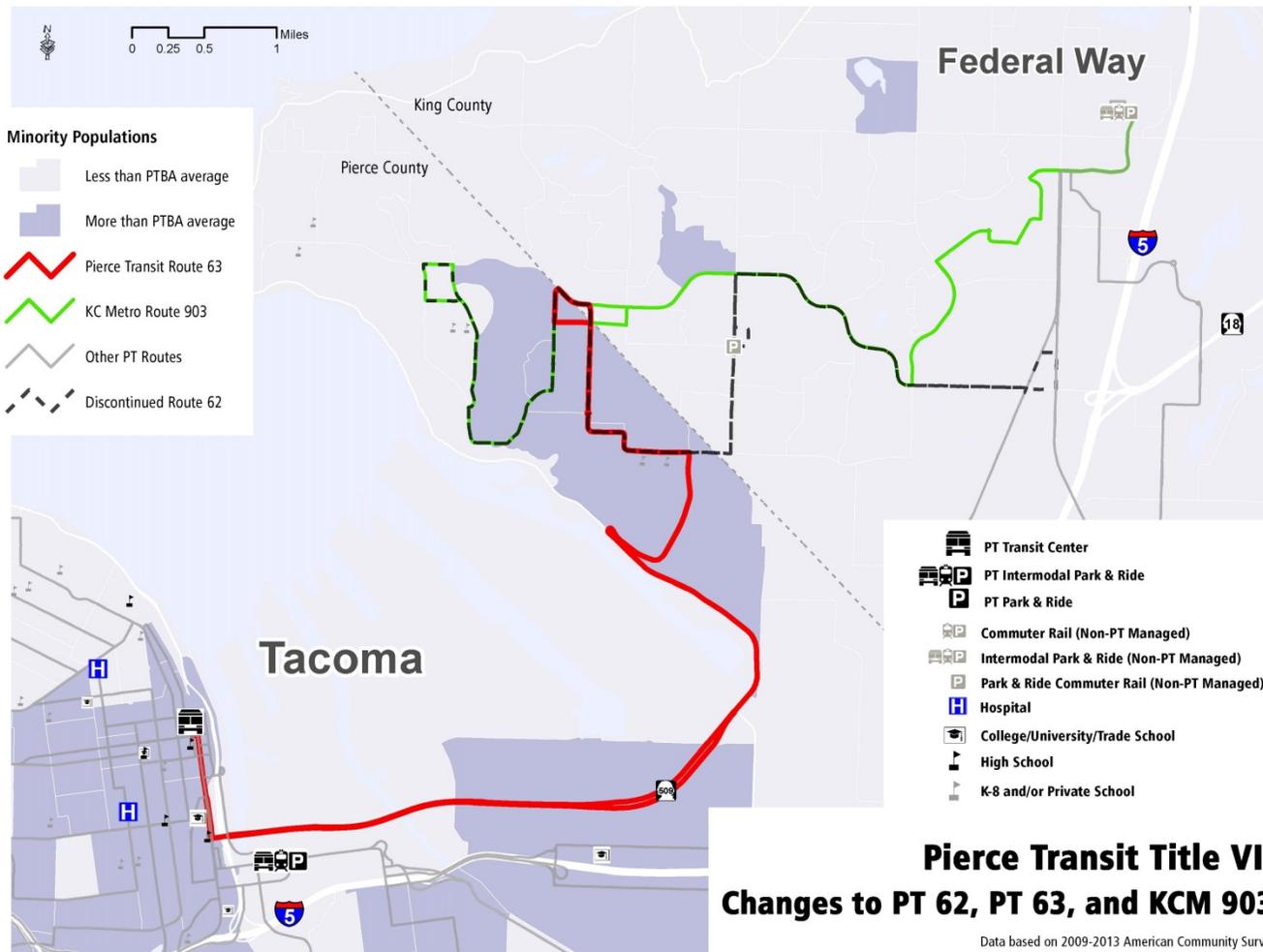


Figure 5-2 NE Tacoma Demonstration – Local Minority Blocks/Tracts

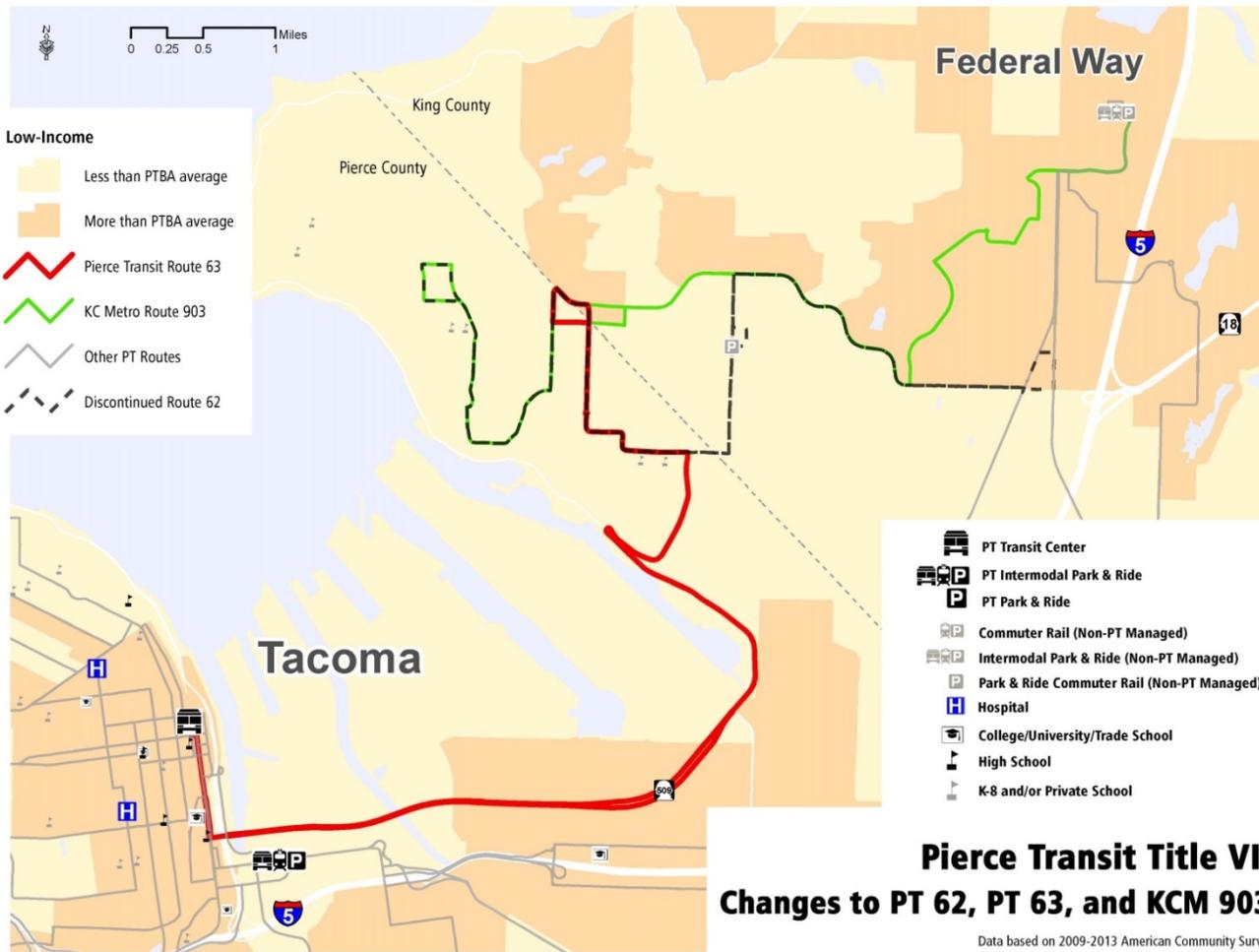


TABLE 5-2 Impact of New Service on Minority and Low-Income Populations

Summary of Service Change	Minority Proportion of Population			Low-income Proportion of Population		
	Census Blocks Along Route	Average Population in Service Area	Difference	Census Tracts Along Route	Average Population in Service Area	Difference
NEW NE TACOMA SERVICE	38.1%	35.3%	2.8%	10.2%	14.3%	-4.1%

5.2 Disparate Impact Analysis

Pierce Transit's policy states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 10% more than the average minority population of Pierce Transit's service area. An adverse effect is defined in the Major Service Change Policy as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination. In this case, there is no adverse effect because new service is being added to serve NE Tacoma. The analysis shows that the new routes are serving 38.1% minorities, which is 0.6% more minorities than were being served by the Route 62 (37.5%) and 2.8% more minorities than the service area minority population (35.3%). A determination of disparate impact is therefore not warranted.

5.3 Disproportionate Burden Analysis

Pierce Transit's policy states that a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 5% more than the average low-income population of Pierce Transit's service area. An adverse effect is defined in the Major Service Change Policy as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination. In this case, there is no adverse effect because total service to the area is expanding, not reducing. The low-income population served by the NE Tacoma demonstration project routes is 10.2%, which is 2% higher than the low-income population that had been served by the Route 62 (8.2%), thus a gain in low-income access to transit. It is also 4.1% lower than the service area low-income population (14.3%), so is serving a less of a low-income population than the overall system serves. This is within the threshold of 5% and there is no overall adverse effect on the population, so a determination of disproportionate burden is not warranted.

APPENDICES

APPENDIX A	POSTER AND SAMPLE PUBLIC NOTICE FOR OPEN HOUSE, PUBLIC HEARING AND BOARD MEETING
APPENDIX B	NE TACOMA RIDER BROCHURE
APPENDIX C	MARCH 2016 PIERCE TRANSIT SYSTEM MAP



We Want Your Input By May 27th
Route 63 NE Tacoma Express

Join us and let your voice be heard!

In September 2015, Pierce Transit started a new bus service in your area, offering connections to Downtown Tacoma and Federal Way. Pierce Transit is proposing that the Agency continue operating Route 63 NE Tacoma Express peak commuter express service to Downtown Tacoma. We would also continue to partner with King County Metro, which operates the Route 903 as a connecting service bringing passengers to the NE Tacoma Express, and to the Federal Way Transit Center. The Pierce Transit Board of Commissioners will take action on this proposal at it's June 13, 2016 meeting.

Do you believe the Route 63 NE Tacoma Express is an asset to the community? In order to serve you better, what changes would you like made to the route?

Send your comments by May 27, 2016 to:
 Web: pierce.transit.org/roa-63-demonstration-project/
 Phone: Tina Lee 253-589-6887
 Email: tlee@pierce-transit.org

Open House **Provide Feedback**
MAY 5 **Center at Norpoint**
 3:00 - 6:30pm **Cascade Hall North**
 4818 Nassau Ave NE
 Tacoma, WA 98422
 SERVED BY KCM RT 903

Public Hearing **Voice Your Opinion**
MAY 9 **Pierce Transit**
 4:00pm **Training Center**
 3720 96th Street SW
 Lakewood, WA 98499
 SERVED BY ROUTES 48 & 300

Board Meeting **Board Takes Action**
JUN 13 **Pierce Transit**
 4:00pm **Training Center**
 3720 96th Street SW
 Lakewood, WA 98499
 SERVED BY ROUTES 48 & 300

Registered SHUTTLE customers may obtain specialized transportation to and from all events listed above by calling SHUTTLE at 253-581-8000, option 1, then 2, from one to five days in advance of the hearing. An interpreter for the hearing impaired will be provided upon request with a minimum notice of five days.

pull date 5/14/16

One Card Does It All!



- ORCA uses smart card technology to automatically pay different fares and transfers on Pierce Transit, Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit, Sound Transit and Washington State Ferries.
- Save dollars if you are transferring, one card does it all!
- The card functions like a monthly pass, or like cash, or both! A pass and cash value can be combined for higher fares that you only occasionally need.

Easy to get

- Online at orcacard.com. By phone at 1.888.988.6722 (ORCA) or TTY Relay: 711. Non-English interpreter services: 1.800.823.9230 or visit Pierce Transit's Bus Shop located at 505 East 25th Street in Tacoma.



- A \$5 fee is charged for a standard or youth ORCA card, \$3 for a Regional Reduced Fare Permit ORCA. Then you're ready to purchase a pass or add value to your E-purse.

Products You Can Load on ORCA

- Regional Pass: Good for unlimited rides during one day or one calendar month. A regional pass can be purchased for the fare amount that covers the trip you take most often. When you take a trip with a higher fare, you can pay the cost difference from your E-purse, or with cash.
- E-purse: Holds pre-paid cash value for use on transportation services. You can store between \$5 and \$300 on your E-purse. Your fare will be deducted each time you ride. E-purse value may be purchased in full dollar increments with a minimum purchase of \$5.

Easy to Add Value

- Online at orcacard.com. This method takes 24 – 48 hours to process.
- By phone at 1.888.988.6722 (ORCA) or TTY Relay: 711. This method takes 24 – 48 hours.
- In person at an ORCA Customer Service Office or at a participating retailer. Visit orcacard.com for locations.
- At a self-serve ticket vending machine located on Sounder and Tacoma Dome Station platforms. Value available for immediate use.
- By mail. Call or visit an ORCA Customer Service Office and request an order form. Or, go to orcacard.com to print an order form.

Electronic Transfers

- ORCA allows you an automatic two hour transfer window from the time you first pay using your E-purse. E-purse and regional passes are valid on or between Pierce Transit, Sound Transit, King County Metro, Kitsap Transit, Community Transit and Everett Transit.

Community Investment Team

The demonstration is the result of a committed Community Investment Team who, in partnership with Pierce Transit, continues to collaborate to improve bus services within NE Tacoma. These local stakeholders, with a vested interest in the services provided in NE Tacoma, helped plan this demonstration:

- Local Rider & Downtown Comuter
- Metro Parks
- Port of Tacoma
- Northeast Tacoma Neighborhood Council
- Puyallup Tribe of Indians
- Tacoma City Council
- Norpoint Communities
- City of Tacoma

Questions or comments about the NE Tacoma Demonstration services? Contact Tina Lee, Service Innovation Administrator at 253.589.6887 or tlee@piercetransit.org.

Translation Service

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

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

Завантажити послуги представителів з перекладом на російській мові можна 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 Pangangibisang Kusumer na magbibigay ng kahelping pagsasalin ng wika sa Tagalog.

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

អង្គការអភិវឌ្ឍន៍សេវាអភិបាលកិច្ច (អភិបាលកិច្ច) ផ្តល់សេវាបកប្រែ: ឆ្លេចឆ្លើយ ភាសា-ភាសា ដល់៖

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

Route 63 • NE Tacoma Express
Demonstration
Starts September 28, 2015



piercetransit.org | 253.581.8000

Pierce Transit is Testing New Service in Northeast Tacoma

The NE Tacoma demonstration projects will operate as a one year demonstration from September 28, 2015 to September 2016. Toward the end of the demonstration period, the Pierce Transit Board of Commissioners will consider the ridership and routes to determine if these services should be made permanent. Check the project website, piercetransit.org/introducing-route-63 for more information.

Ridership is low on NE Tacoma buses. Additionally, we have not had direct service from this area to downtown Tacoma since 2011. This new service will test an express service to downtown Tacoma and a local service operated by King County Metro (KCM) that provides connections to Pierce Transit's route.

King County Metro Route 903 Service

Pierce Transit has partnered with King County Metro (KCM) to extend its Route 903, which operates nearby, to provide connections to Pierce Transit's demonstration Route 63. KCM Route 903 also provides a direct ride to the Federal Way Transit Center. KCM fares apply to Route 903 services. For detailed schedule information call KCM Customer Services at 206.553.3000 or visit metro.kingcounty.gov/schedules.

Pierce Transit's NEW Route 63 – NE Tacoma Express

This new route provides weekday peak only express service between NE Tacoma and downtown Tacoma. Regular PT fares are charged on Route 63. Route 62 is eliminated as part of this project.

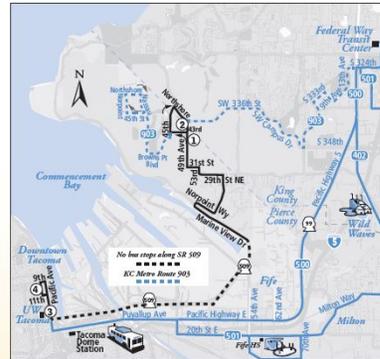
Benefits of the Demonstration

- NE Tacoma residents have more transit options
- Direct service to downtown Tacoma returns
- Express service reduces travel time to downtown Tacoma
- Better service to Federal Way Transit Center



Save Money by Using ORCA

The key to using these services is planning your connections. Riders should plan ahead because there are different fares for these routes and there are no paper transfers between KCM and Pierce Transit. Transferring is a breeze with an ORCA card! You have a number of different options with your ORCA card. Contact our friendly Customer Services staff at 253.581.8000, option 1, to help you pick the best ORCA option for your trip.



63 Weekdays

NE Tacoma to Downtown Tacoma				Downtown Tacoma to NE Tacoma			
49th Ave NE & 42nd St NE	39th Ave SW & Northshore Parkway	S 19th St & Pacific Ave	10th & Commerce Zone E	10th & Commerce Zone E	S 19th St & Pacific Ave	49th Ave NE & 42nd St NE	39th Ave SW & Northshore Parkway
1	2	3	4	4	3	1	2
6:05am	6:07	6:28	6:36	4:09pm	4:16	4:36	4:39
7:08	7:10	7:31	7:39	5:11	5:18	5:38	5:41
8:08	8:10	8:31	8:39	6:11	6:18	6:38	6:41

APPENDIX C

MARCH 2016 PIERCE TRANSIT SYSTEM MAP

