



**2018 Title VI Program Submittal to
The Federal Transit Administration**

September 2018

PIERCE TRANSIT 2018 TITLE VI PROGRAM SUBMITTAL

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I. Introduction

Pierce Transit is a Public Transportation Benefit Area Authority incorporated under Ch. 36.57A RCW in 1979. The Agency is a separate local government and is governed by a ten-member Board of Commissioners. The Board is made up of elected officials representing Pierce County, Tacoma, Lakewood, Puyallup, University Place and the smaller towns and cities of our service area. The governance structure allows for a tenth, non-voting union representative, however, this right is currently not being exercised and the position is vacant.

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

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

II. General Requirements for All Recipients

Title VI Notice to the Public

Pierce Transit provides notice to customers in various ways that we comply with Title VI. The public notice (see following page) is displayed at some of our busiest passenger loading areas, such as Tacoma Dome Station, Commerce Street in Downtown Tacoma, transit centers, and some park & ride lots. It is also posted at our Customer Service locations, including the Tacoma Dome Station Bus Shop and Headquarters Reception Desk. It is included in our schedule book, "The Bus Stops Here" (90,000 copies published 2X/year), on the agency website under Resources then Public documents and can be accessed at <http://www.piercetransit.org/pierce-transit-title-vi-notice>, and on all 150 of our active buses.

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 Officer.

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

Pierce Transit

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

Email: crofficer@piercetransit.org

Visit our website: www.piercetransit.org/title-vi-complaint-process/

Call Customer Services: 253.581.8000 for more information

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

Título VI – Aviso al Público de la Ley de Derechos

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

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

Pierce Transit

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

Por email: crofficer@piercetransit.org

Nuestro sitio del internet: www.piercetransit.org/title-vi-complaint-process/

Llame al servicio de cliente: 253.581.8000 para más información.

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

Title VI Complaint Procedures and Form

Instructions on how to file a Title VI complaint can be found on the agency’s website at <https://www.piercetransit.org/title-vi-complaint-process/>. The Title VI Complaint form is available in both English and Spanish. A copy of the complaint procedures and forms are available in Appendix A.

Title VI Investigations, Complaints or Lawsuits

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

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

<u>Date Filed</u>	<u>Allegation Summary</u>	<u>Investigation Status</u>	<u>Recipient Actions</u>
10/11/15	Complainant alleged discrimination against her as a member of a protected class, based on race, color and/or national origin.	Closed	Conclusion: No evidence supporting the allegation of discriminatory conduct.
12/4/15	Complainant alleged discrimination against her as a member of a protected class, based on race and color.	Closed	Conclusion: No evidence supporting the allegation of discriminatory conduct.
5/11/18	Complainant alleged discrimination against him by another customer as a member of a protected class, based on race and color and/or national origin.	Closed	Conclusion: Discriminatory statements were made to claimant and other parties (co-workers of claimant). Claim was settled.

Inclusive Public Participation

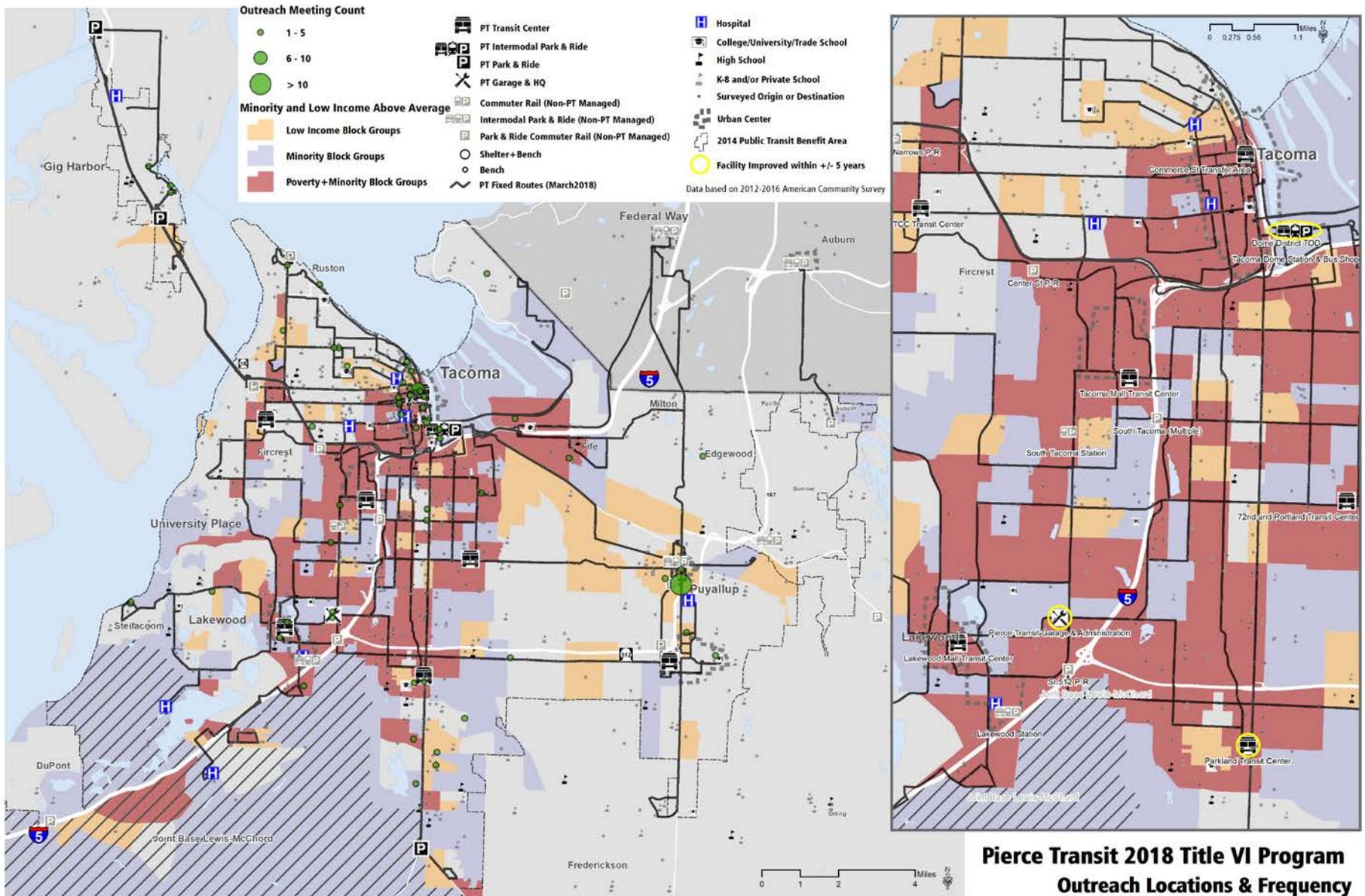
Pierce Transit’s Public Participation Plan (Appendix B) guides Pierce Transit in its efforts to offer early, continuous, and meaningful opportunities for the public to help identify social, economic, and environmental impacts of proposed transportation policies, projects, and initiatives across the Agency. It describes Pierce Transit’s overall goals, guiding principles, and strategic approach to achieving stated objectives.

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

Pierce Transit has undertaken many outreach efforts since 2015, which are shown on Figure 1 below in green circles, overlaid on minority and low-income areas. The size of the circle increases as frequency at that location increases. Staff tracked 78 separate outreach locations, reasons for outreach, and frequency at each location. Details are tracked in

Appendix C. Outreach topics ranged from a major Network Route Analysis, Bus Rapid Transit Feasibility Study, Long Range Plan, demonstration services, and more. The map below shows that outreach occurs throughout the service area with most locations in areas with minority and low-income populations higher than the system average.

Figure 1. Community Outreach (2015-2018) in Relation to Minority and Low-income Census Block Groups



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

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

Minority Representation on Planning and Advisory Boards

The Pierce Transit Community Transportation Advisory Group (CTAG)

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

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

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

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

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

Table 2. Community Transportation Advisory Group Membership

Race	#CTAG Members
American Indian/Eskimo	
Black	
Hispanic	1
Caucasian	7
Asian/Pacific Islander	1
Other	

Monitoring Subrecipients

Pierce Transit does not have subrecipients.

Determination of Site or Location of Facilities

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

III. Requirements and Guidelines for Fixed-Route Transit Providers

As an agency operating more than 50 fixed route vehicles in peak service and located in an Urbanized Area (UZA) of 200,000 or more, Pierce Transit must report on the requirements of Chapter IV of Circular 4702.1B. Pierce Transit currently operates 118 fixed-route buses during the peak. No rail, subway, or ferry services are provided by the Agency.

System-wide Service Standards and Policies

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

Service Standards

As an integral part of the Agency's Long-Range Plan, Destination 2040, Pierce Transit has reevaluated and updated its Performance Measures & Standards and Route Design Guidelines for 2015 and beyond. These are included as Appendix E – "Service Performance Standards." The service standards include quantitative indicators for efficiency, headway, vehicle loading (overcrowding) and on-time performance. The standards are based on classification of routes according to their function. Each type of route is defined by various characteristics, including types of streets, pedestrian access, land uses, and densities served. The Route Design Guidelines include guidelines for route spacing, route directness, route duplication, one-way loops, route anchors, travel patterns, service area, and transit centers. Routes are classified according to their function: Trunk, Urban, Suburban, Community Connector, and Express.

System-wide Service Policies

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

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

Table 3. Distribution of Transit Amenities

Amenity	Low-Income	Non-Low-Income	Minority	Non-Minority	System
% accessible	99.7%	99.8%	99.7%	99.8%	99.7%
% benches	38.6%	35.5%	39.1%	34.5%	37.2%
% with schedules	28.5%	18.2%	27.3%	19.0%	23.8%
% with shelters	26.5%	22.3%	26.2%	22.4%	24.6%
% with lights	4.0%	2.7%	3.7%	3.0%	3.4%
Number of Bus Stops	1129	958	1211	876	2087

The following amenities were examined:

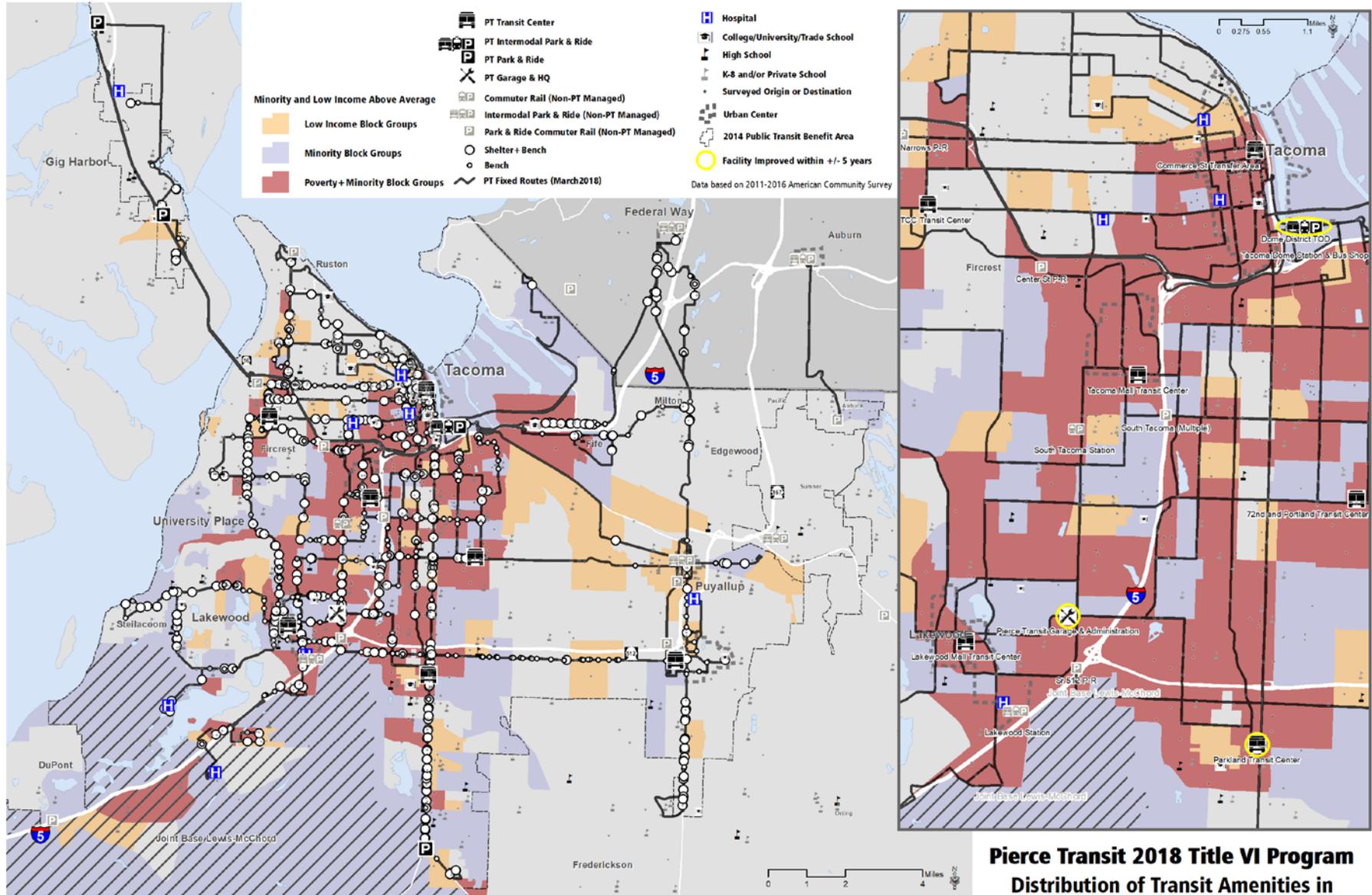
- % accessible: percentage of bus stops designed to meet standards set by ADA
- % benches: percentage of bus stops with a bench
- % schedule: percentage of bus stops with a time schedule

- % shelter: percentage of bus stops with a shelter
- % with lights: percentage of bus stops with a bus signal light.

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

Vehicle assignment: Pierce Transit's policy (contained in Appendix E – "Service Performance Standards," p.13) states that appropriately sized vehicles will be designated for each work assignment. Pierce Transit operates three different vehicle types: full-size coaches (40'), mid-size coaches (30'), and cutaways (25'). Generally, the smallest vehicle capable of carrying the expected load will be dispatched on each piece of work. Safety and traffic concerns in the route areas served are also considered in assigning vehicle types to a route. Buses are rotated throughout the various routes, using primarily a "first-in, first-out" methodology, as assigned by our Operations group. All buses are maintained and dispatched from our operations and maintenance base, and all are subject to the same maintenance schedule appropriate to each fleet type.

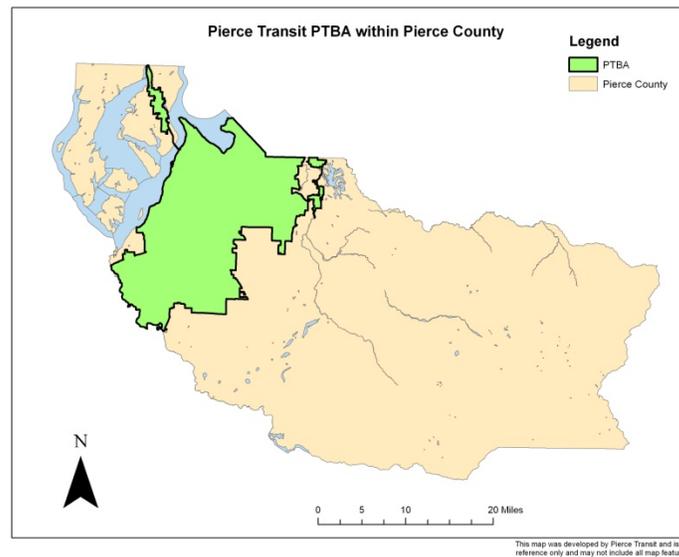
Figure 2. Distribution of Transit Amenities in Minority and Low-income Areas



Collection of Demographic Data

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

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



The difference between the Public Transportation Benefit Area (PTBA) population and County population was estimated to be 257,197 persons. In 2016, the County population was 832,896 and the new Pierce Transit Benefit Area (PTBA) boundary included 575,699 people. The County-wide and PTBA populations were derived from the same 2016 American Community Survey data used in the demographic analysis. Because the boundaries of block groups frequently do not align with the PTBA, block groups which shared a least some population-bearing portion with the PTBA were included in the PTBA population estimate. The exact degree of fringe oversampling is unknown but expected to be relatively small^[1].

Maps were developed showing all Pierce Transit routes overlaid on the Minority (Figure 3), Low-Income (Figure 4), both Minority and Low-Income (Figure 1, previously shown in Distribution of Transit Amenities section) and LEP census block groups (Appendix D, Figure 1).

^[1] By contrast the 2017 population estimate of the PTBA from Washington State Office of Finance and Management is 685,174.

Figure 3 shows the concentrations of minority populations throughout the PTBA by showing the census block groups with minority populations higher than the overall PTBA average minority population of 36.8 percent. Also included on this map are the Pierce Transit bus routes and amenities, to show the extent of fixed route services.

Figure 4 shows the concentrations of low-income populations throughout the PTBA by showing the census block groups with low-income populations higher than the overall PTBA average low-income population of 13 percent. Also included in this map are the Pierce Transit bus routes and amenities, to show the extent of fixed route services.

Figure 3. Minority Populations

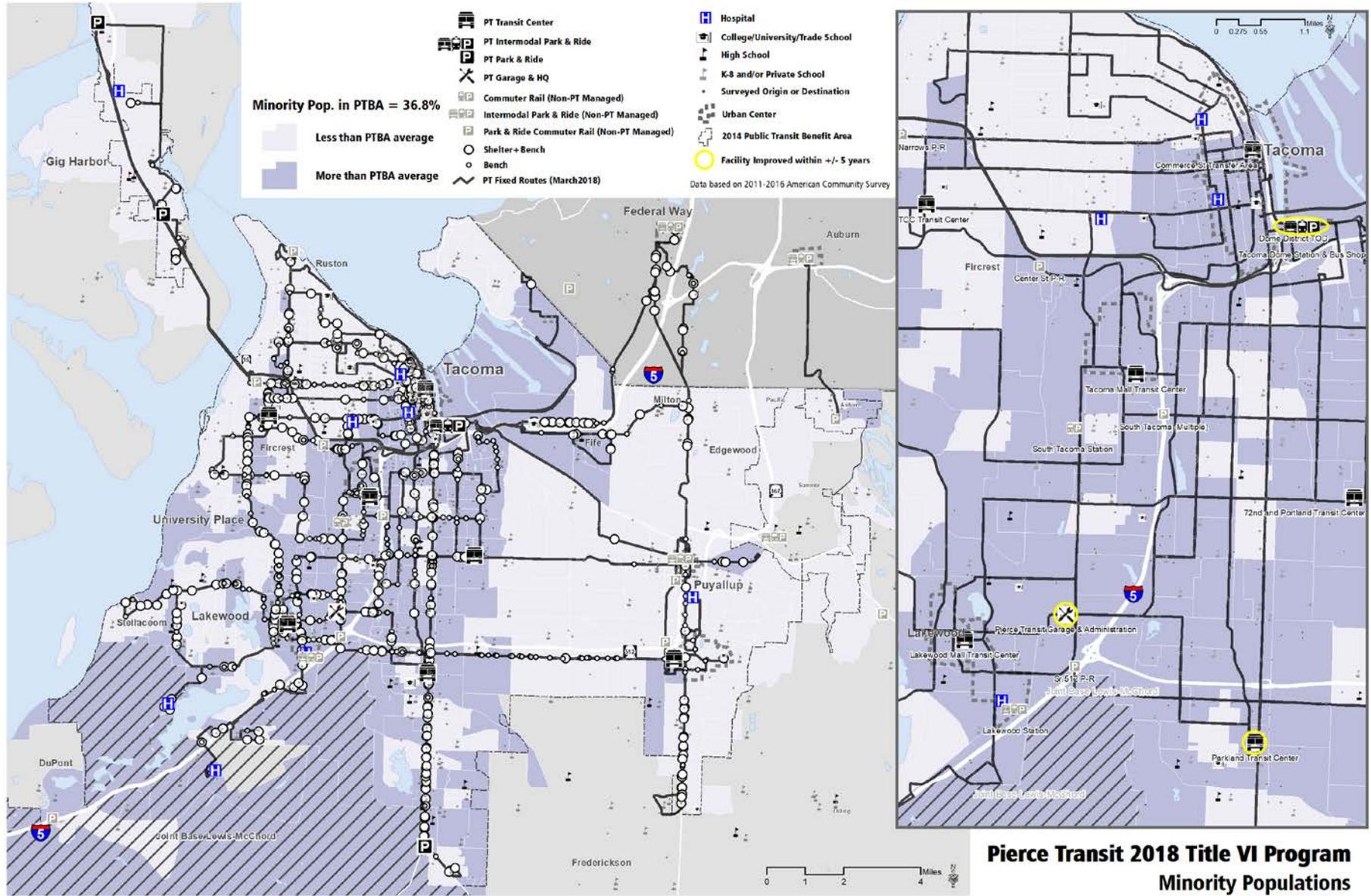


Figure 4. Low-Income Populations

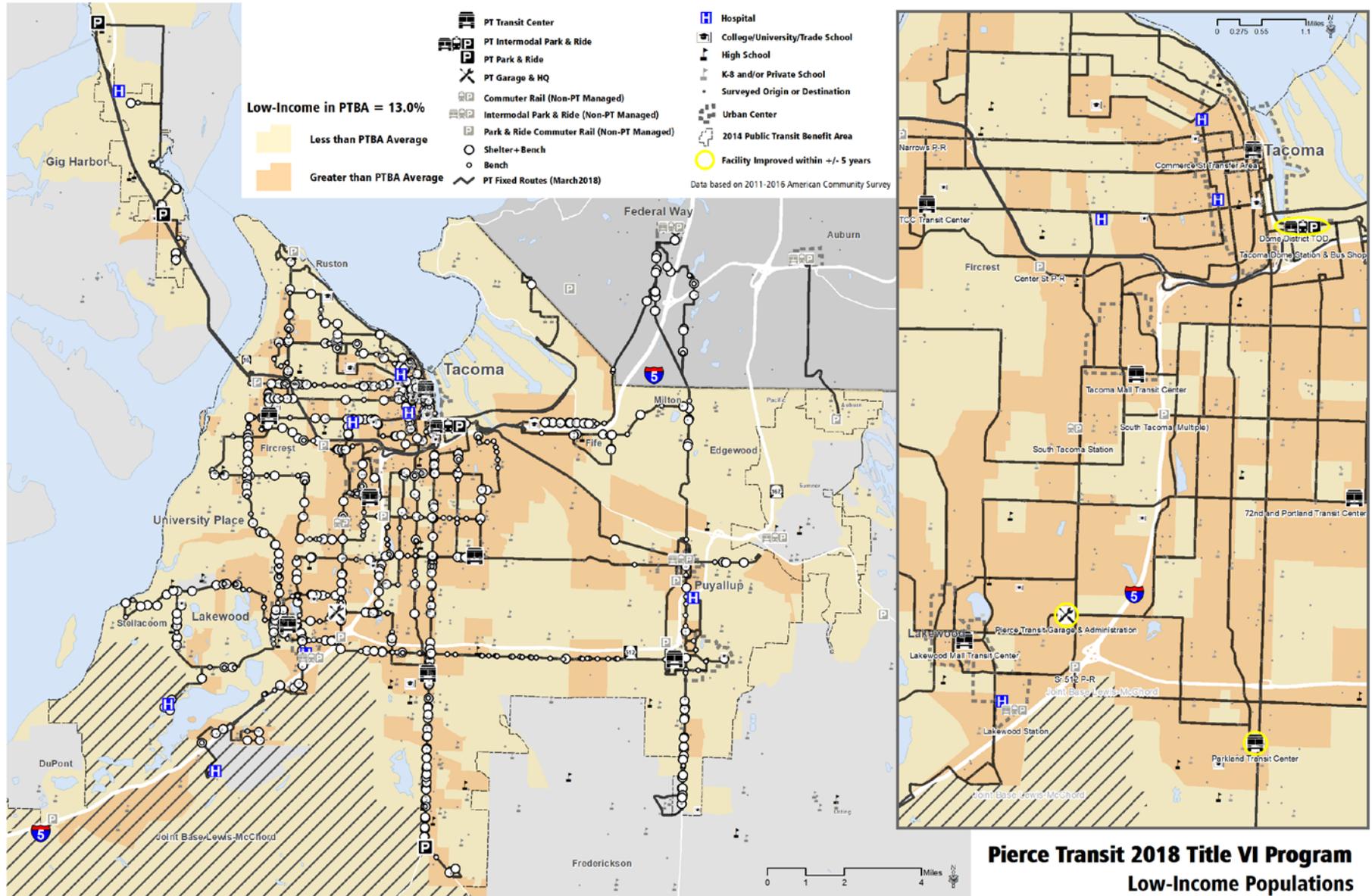


Table 4 below shows the data and sources for the ACS data used in this report.

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

U.S. Census Bureau, 2011-2016 5-Year American Community Survey									
	Minority B03002				Low-Income B17017			LEP B16002	
	Total Pop	Not Hispanic White Alone	Minority	% Minority	House Holds (HH)	HH Below Poverty	% HH Below Poverty	Limited English Households	% LEP HHs
Total	575,699	363,974	211,725	36.8%	218,059	28,361	13.0%	7,959	3.7%
<p>*A "limited English speaking household" is one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulty with English. By definition, English-only households cannot belong to this group. Previous Census Bureau data products have referred to these households as "linguistically isolated" and "Households in which no one 14 and over speaks English only or speaks a language other than English at home and speaks English 'very well'." This table is directly comparable to tables from earlier years that used these labels.</p>									

For the 2018 Title VI Pierce Transit program submittal, "Low Income" is defined according to 2011-2016 5-Year American Community Survey Table B17017, "Poverty Status in the Past 12 Months by Household Type by Age of Householder". Using block groups within the Pierce County Public Transportation Benefit Area (PTBA), households under the field "Income in the Past 12 Months below Poverty Level" (HD01_VD02) were determined to represent 13 percent of all households. Therefore, block groups above this threshold of 13 percent in poverty were designated as "Low-Income".

The Federal definition of poverty level varies according to the number and age of persons living within a household but does not vary according to geography. It is updated annually by the Consumer Price Index (CPI). The table below represents the Federal Poverty Thresholds for 2016:

Table 5 Federal Poverty Thresholds

Size of family unit	Weighted average thresholds	Related children under 18 years								
		None	One	Two	Three	Four	Five	Six	Seven	Eight or more
One person (unrelated individual):	\$12,228									
Under age 65.....	\$12,486	\$12,486								
Aged 65 and older.....	\$11,511	\$11,511								
Two people:	\$15,569									
Householder under age 65.....	\$16,151	\$16,072	\$16,543							
Householder aged 65 and older.....	\$14,522	\$14,507	\$16,480							
Three people.....	\$19,105	\$18,774	\$19,318	\$19,337						
Four people.....	\$24,563	\$24,755	\$25,160	\$24,339	\$24,424					
Five people.....	\$29,111	\$29,854	\$30,288	\$29,360	\$28,643	\$28,205				
Six people.....	\$32,928	\$34,337	\$34,473	\$33,763	\$33,082	\$32,070	\$31,470			
Seven people.....	\$37,458	\$39,509	\$39,756	\$38,905	\$38,313	\$37,208	\$35,920	\$34,507		
Eight people.....	\$41,781	\$44,188	\$44,578	\$43,776	\$43,072	\$42,075	\$40,809	\$39,491	\$39,156	
Nine people or more.....	\$49,721	\$53,155	\$53,413	\$52,702	\$52,106	\$51,127	\$49,779	\$48,561	\$48,259	\$46,400

Source: U.S. Census Bureau

As an example, a family of four including two children under 18 would be considered living below the Federal poverty level if their annual income was less than \$24,339.

Pierce Transit also uses statistically representative survey research to track customer satisfaction and demographics, typically every three years. The most recent survey was completed in October through December 2017 (see Appendix G for the Demographics of Pierce Transit Customers Surveyed excerpt from the full report). Table 6 below shows that Pierce Transit has a relatively high percentage of minority riders – approximately 40 percent; 19 percent are Black or African American, 10 percent Asian or Pacific Islander, 8 percent Hispanic, 5 percent American Indian or Alaska Native, and 3 percent other.

Table 6. Race/Ethnicity of Pierce Transit Customers

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

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

Table 7. Income Levels of Pierce Transit Customers

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

The Customer Satisfaction Survey provides information about how we are serving minority customers, and how they use our services. Table 8 below compares some responses from minority and non-minority riders. Minority riders are generally more satisfied with Pierce Transit than non-minority riders. The frequency of riding is similar for minority and non-minority riders. Minority riders are more likely to use the bus for work and school trips than non-minority riders.

Regarding fare payment, Minority riders are more likely to pay with cash and less likely to pay with ORCA E-Purse when compared to non-minority riders.

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

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

Transit Service Monitoring

Pierce Transit monitors the performance of our transit system relative to our performance standards on a monthly basis. At least every three years the agency monitors these standards specifically to gain an understanding of how we are performing against certain standards in areas with higher minority and low-income populations. To implement this monitoring procedure, Pierce Transit identified each route as either minority/non-minority and low-income/non-low-income. This was done using GIS mapping and 2016 ACS data at the block group level. Block groups in which the percentage of minorities exceeded the PTBA average were considered designated as minority block groups. Low-income block groups were designated in a similar fashion. **Routes where at least one-third of the revenue miles passed through or adjacent to minority/low-income block groups were designated "minority route"/"low-income route"**. Block groups were attributed to a given route if the route passed through or adjacent to that block group. Thus, each route was represented by a string of block groups. The detailed table showing the classification of each route is provided in Appendix H (Transit Service Monitoring table). Standards measured against include passengers per hour, headways, overcrowding and on-time performance (OTP¹).

Table 9. Monitored Performance Standards

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

Tables 10 and 11 below show the results of the monitoring using ridership data from April 2017 through March 2018; Table 10 shows the number of routes in each monitoring category and Table 11 shows the percentages.

¹ On-time performance is based on the count observed departure times from timepoints (arrival times for final timepoints) where "On-time" is defined as no more than one minute before and no more than four minutes after the scheduled time. Early arrivals at final timepoints are considered "on-time". Timepoints are measured using vehicles' Automatic Vehicle Locator (AVL) system and are susceptible to false "earlies" in certain situations with complex routing, particularly around transit centers. True early departures are estimated to occur for fewer than 2 percent of all timepoints.

Figures 5 and 6 follow, showing the percentages graphically. Pierce Transit has a total of 33 routes. There is a total of 25 minority routes, making up 76 percent of all routes, and 23 low-income routes, comprising 70 percent of all routes in the system. The majority of Pierce Transit's minority and low-income routes are meeting the standards. Detailed review of whether there is a disparate impact to minority populations or disproportionate burden to low-income populations is provided below, following the tables and charts.

Table 10. Transit Service Monitoring Summary Table: # Routes

Route	Minority Route	Non-Minority Route	Low-Income Route	Non-Low-Income Route	PAX/ Hour	Peak Headway	Off-Peak Headway	Peak Loads	Off-Peak Loads	OTP
System	25	8	23	10	17	28	33	33	33	28
Minority	-	-	26	7	20	26	33	33	33	25
Non-Minority	-	-	12	21	8	33	33	33	33	9
Low-Income	27	4	-	-	22	29	33	33	33	23
Non-Low-Income	16	16	-	-	7	26	33	33	33	11

The table below summarizes the percentage of routes that meet or do not meet the standards. On-time performance (OTP) is measured differently than the other standards. The tables show the average OTP of each of the route designations (i.e., minority, non-minority, low-income, non-low-income).

Table 11. Transit Service Monitoring Summary Table: Percentages

Route	Minority Route	Non-Minority Route	Low-Income Route	Non-Low-Income Route	PAX/ Hour	Peak Headway	Off-Peak Headway	Peak Loads	Off-Peak Loads	OTP
System	76%	24%	70%	30%	52%	85%	100%	100%	100%	84%
Minority	-	-	80%	20%	60%	80%	100%	100%	100%	85%
Non-Minority	-	-	38%	63%	25%	100%	100%	100%	100%	80%
Low-Income	87%	13%	-	-	65%	87%	100%	100%	100%	83%
Non-Low-Income	50%	50%	-	-	20%	80%	100%	100%	100%	84%

Figures 5 and 6 below show the monitoring results graphically.

Figure 5. Monitoring Results – Minority Routes

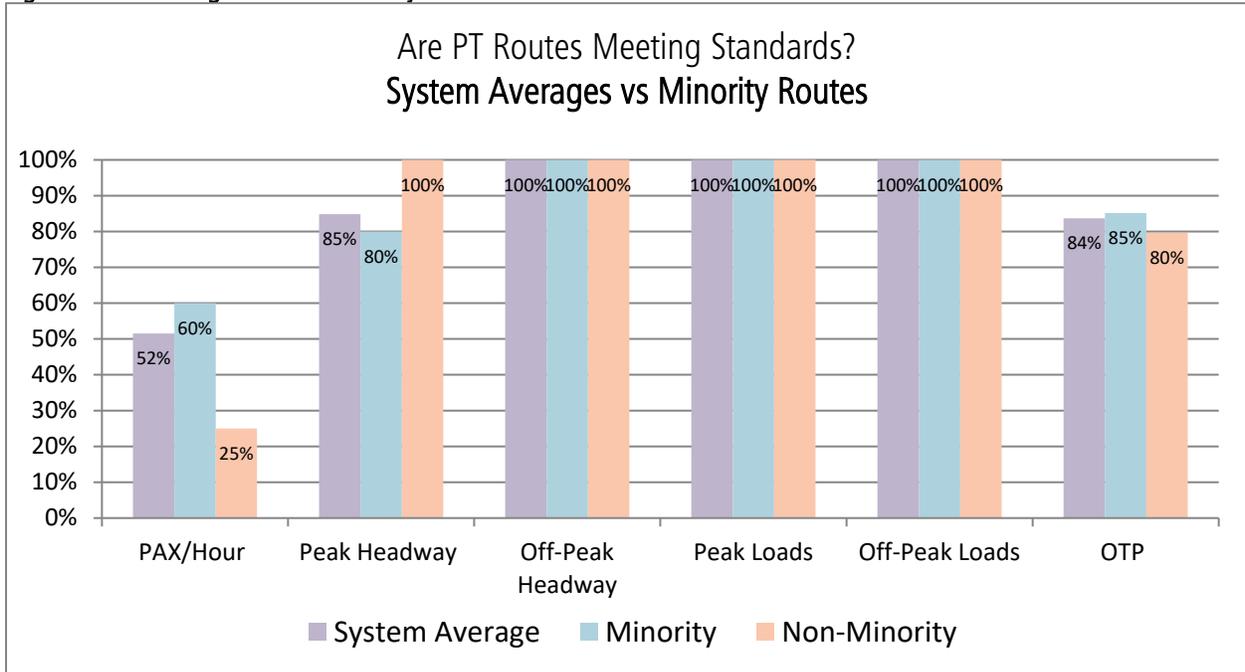
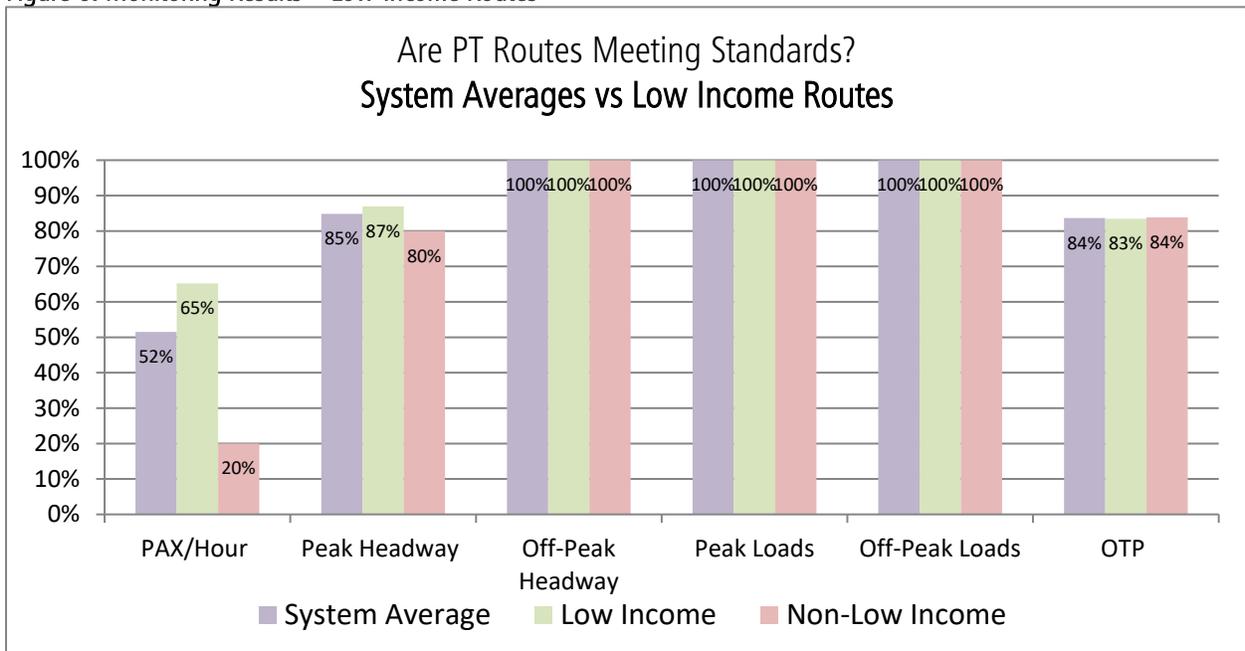


Figure 6. Monitoring Results – Low-Income Routes



Disparate Impact Analysis

Pierce Transit's Disparate Impact Policy (see Appendix I for Pierce Transit's Title VI Policies) established a threshold which identifies when adverse effects are borne disproportionately by minority populations. This threshold is 10 percent, which, when applied to the transit service monitoring results, means that if there is an absolute difference of 10 percent or more minority routes in non-compliance with the standard being measured than the system average, there is a disparate impact. In all standards monitored in this analysis, there are none which have minority routes not meeting the standards by a difference of 10 percent or more than all routes in the system. For example, in examining the bar chart in Figure 5, we compare the purple bar – the system-wide achievement of that standard – to the blue bar – the achievement of that standard by minority routes. If the blue bar is lower, we take a closer look to see if there is a 10 percent difference. **Minority routes are within 10 percent of system averages for all standards monitored in this analysis.** Just one of the measured standards has a lower achievement by minority routes – Peak Headway. System-wide, 85 percent of routes meet the passengers per hour standard while only 80 percent of minority routes meet the standard. Since this difference is only 5 percent and is not greater than the 10 percent established policy threshold, **there is no disparate impact.**

Disproportionate Burden Analysis

Pierce Transit's Disproportionate Burden Policy (Appendix I) established a threshold which identifies when adverse effects are borne disproportionately by low-income populations. This threshold is 5 percent, which, when applied to the transit service monitoring results, means that if there is an absolute difference of 5 percent or more low-income routes in non-compliance with the standard being measured than the system average, there is a disproportionate burden. For example, in examining the bar chart in Figure 6, we compare the purple bar – the system-wide achievement of that standard – to the green bar – the achievement of that standard by low-income routes. If the green bar is lower, we take a closer look to see if there is a 5 percent difference. **Low-income routes are within 5 percent of system averages for all standards monitored in this analysis.** Just one of the measured standards – On-time Performance (OTP) has a lower achievement by low-income routes at 83% versus the system average of 84 percent. This difference is only 1 percent and is not greater than the 5 percent established policy threshold, so **there is no disproportionate burden** to low-income populations.

Board Approval of Transit Service Monitoring Results

A resolution from the September 10, 2018 Board of Commissioners meeting showing Board review and approval of the monitoring results is included as Appendix J.

Public Engagement Process for Setting Title VI Policies

No changes to the Title VI Policies have been made since the 2015 Title VI submittal. In early 2013 when PT proposed new Title VI policies (Appendix I) in compliance with the new 2012 circular, two public meetings were held – one at a Latino community center and another at an elementary school – to share the proposed policies and gather input. Both locations represented areas along existing Pierce Transit routes with minority and low-income populations. Additionally, staff met with numerous groups including the Eastside Neighborhood Advisory Council of Tacoma, Tacoma Ministerial Alliance, Centro Latino, Aging and Disability Resource Center Community Forum, and Tacoma Area

Coalition of Individuals with Disabilities (TACID) to share information about the proposed policies and public hearing. Staff also requested that these groups notify their constituents of the draft policy. Each jurisdiction in the PTBA was sent an email with information on the public hearing and comment period. Rider alerts were distributed through the system and on buses to notify passengers of the public hearing and comment period. Social media including Facebook and PT NewsFlash was utilized to communicate information about the policies and the comment period. The Community Transportation Advisory Group (CTAG) reviewed the proposed policies prior to the Board of Commissioners' review and approval in February 2013. Board resolution showing Board approval of the policies is included in Appendix K.

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

Equity Evaluation of Service and Fare Changes

Pierce Transit evaluated three major service changes and one fare change between July 2015 and June 2018. These are included as Appendices L1-L4. Documentation for each analysis showing that it was reviewed and approved by the Board of Commissioners is attached to each equity analysis document.

Service Changes:

Appendix L1 NE Tacoma Service Demonstration, Route 63 – May 2016

Service in NE Tacoma was traditionally low performing. Route 61 was replaced by Route 62 in the October 2011 service change. Route 62 had an average cost per passenger of over \$35 (including \$44.65 during April 2015) and eliminated a direct connection to downtown Tacoma. This resulted in a more-than one-hour trip to/from downtown, which included a transfer. Additionally, revenue hours for Route 62 vehicles constituted only 55 percent of hours dedicated to the route, compared to an 88 percent system average. Bus size, route geography, and distance from base all contributed to this issue. Pierce Transit worked with stakeholders to develop a demonstration project that met the unique needs of the community—a pilot service called the Route 63 NE Tacoma Express that provided a direct connection from NE Tacoma and Downtown Tacoma during peak commute times. Additionally, there was interest in a connection from NE Tacoma to Federal Way in King County. Pierce Transit contracted 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 Route 62. 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 percent low-income and 38.1 percent minority. Comparing this to the system-average of 14.3 percent low-income and 35.3 percent minority, this change under-represents the low-income system wide average by 4.0 percent, while over-representing the minority system average by 2.8 percent. The analysis found that there was no adverse effect on minority populations because of the new service added to NE Tacoma and the elimination of Route 62. The new routes are serving 38.1 percent minorities, which is 0.6 percent more minorities than were being served by Route 62 and 2.8 percent more minorities than the service area minority

population (35.3 percent). **A determine of disparate impact is there not warranted. The analysis found no adverse effect on the low-income population because service was expanded, not reduced.** The low-income population served by the NE Tacoma demonstration project routes is 10.2 percent which is 2 percent higher than the low-income population that had been served by Route 62 (8.2 percent). It is also 4.1 percent lower than the service area low-income population (14.3 percent), so is serving less of a low-income than the overall system serves. This is within the threshold of 5 percent and **there is no overall adverse effect on the population, so a determination of disproportionate burden is not warranted.**

Appendix L2 Elimination of Route 495 – July 2016

Sound Transit implemented its new Express Route 580 in September 2015. Route 580 replaced Route 495 connector service that was operated by Pierce Transit between South Hill Park-and-Ride and the Red Lot in Puyallup and Puyallup Sounder Station. In addition, Route 580 provides a connection between Lakewood Station to Sounder on trips that do not operate to and from Lakewood Station by providing a connection to the train at Puyallup Station. Pierce Transit and Sound Transit collaborated on the implementation of Route 580. Route 580 substantially overlaps the 495 routing in both time and space. The only location which lost service is the South Hill Mall Transit Center (SHMTC). Passengers wishing to reach Puyallup station from SHMTC can still use PT Route 400. The service equity analysis determined that Route 495's quarter-mile stop transit shed was 11 percent low-income/19.3 percent minority. This was replaced by Route 580, with a quarter-mile stop transit shed of 19.9 percent/37.6 percent. So, Route 580 is serving a higher percentage of both low-income and minority populations than the eliminated Route 495. Looking at the total service available, the analysis found there is a net gain in both low-income and minority annual people trips of 3.1 million and 6 million, respectively. **The analysis found no disparate impact on minority populations nor disproportionate burden on low-income populations.**

Appendix L3 March 2017 Restructure

After substantial cuts to service in 2011 and 2012, Pierce Transit restored approximately 59,000 fixed route service hours with the September 2016, March 2017 and September 2017 service changes. The most substantial of those additions were 35,000 service hours added in March 2017. Pierce Transit recognized that such a major service change called for a comprehensive review of how current service was performing and where improvements could be made to maximize the long-term benefits of changes. In January 2016 Pierce Transit began collaborating with the consulting firm of Nelson/Nygaard on a comprehensive fixed route analysis. Through public input, stakeholder discussions and Board outreach, four priorities were developed, and the analysis concluded that the top three could be reached by shifting, consolidating, and in some cases, eliminating certain routes that had unproductive or duplicative service. Low income populations on routes with span changes experienced a greater fraction of people-trips than previous levels of service. Low income populations on routes with frequency changes also experienced a greater fraction of people-trips than previous levels of service. Thus, at the system level there were no adverse impacts to low income populations. Minority populations experienced a decrease in total fraction of people-trips relative to the system average; however, the difference was below the 10 percent threshold of adverse impacts which would trigger a disparate impact. Minority populations did experience a decrease in fraction of people-trips relative to the system average; however, this difference was also below the 10 percent threshold of adverse impacts which would trigger a disparate impact. There were 11 routes with changes large enough to warrant a major service change threshold of 20 percent AND create a disproportionate burden and/or disparate impact. Of those, seven met the

threshold of disparate impact. **These impacts were mitigated by adding span and/or frequency to nearby stops, adding new routing to or near impacted stops, and partnering with other transit agencies to bridge gaps and/or enhance service.**

Fare Changes:

Appendix L4 Senior/Youth/Disabled – March 2016

To offset increased costs and help improve farebox recovery, Pierce Transit revised its fares effective March 1, 2016. The revisions included a \$0.25 increase to senior, disabled, and youth fixed-route fares, and a \$0.50 increase to SHUTTLE fares. Monthly passes increased from \$27.00 to \$36.00 for senior, disabled and youth riding fixed-route, and from \$27.00 to \$45.00 for SHUTTLE riders. These revision amounts were the result of a comprehensive fare study and data gathered from focus groups with riders, transit operators and service supervisors. In addition, senior, disabled, youth and SHUTTLE fares had not increased in 10 years. 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 percent of minority riders and 5 percent of the low-income riders could be subject to a finding of DI or DB. None of the increased fare types had a 10 percent or higher use by minority riders nor a 5 percent or higher use than low-income riders than the system's riders so **there was no disparate impact to minority riders as a result of the fare changes and there was no disproportionate burden to low-income riders of the proposed fare changes.**

Board of Commissioners Approval of 2018 Title VI Program

Pierce Transit's Board of Commissioners approved this 2018 Title VI Program submittal to the Federal Transit Administration at their meeting held on September 10, 2018. The Board resolution is included as Appendix M.

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APPENDIX A

Title VI Complaint Procedures and Forms

Title VI Complaint & Investigation Process

1. **Statement of Policy:** No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Pierce Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259). Pierce Transit operates its programs without regard to race, color, or national origin.
2. **Notices:** Notices of Title VI rights are posted on the agency's website at: www.piercetransit.org/pierce-transit-title-vi-notice as well as in the bus schedule books ("The Bus Stops Here" or "TBSH") and at the entrances of customer service facilities.
3. **How to file a Complaint:** Any person or entity may make a complaint for discrimination on the basis of race, color, or national origin, by submitting a complaint within 180 days of the alleged discriminatory act as follows:
 - a. All complaints must be in writing.
 - b. A complaint may be made on the Agency's Title VI Complaint Form or by email or letter with the following information:
 1. If submitting a complaint by letter, and not using the Agency's form, all complaints must include:
 - i. Name, address, and telephone number of complaining party;
 - ii. Name, address of the person, agency, institute, or office alleged to have engaged in a discriminatory act;
 - iii. A description on how, why and when the discrimination occurred, including as much background as possible about the allegations; and
 - iv. A signature by the complaining party.
 2. A complaint submitted by letter should be addressed as follows:

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

- ii. Email request for Form to crofficer@piercetransit.org;
 - iii. Call: (253) 581-8000 and ask for the Civil Rights Officer who will email or mail you a copy of the Form.
- c. A Title VI complaint may also be filed with an external entity such as the Federal Transit Administration (FTA), other federal or state agency, or a federal or state court. Information on how to file a complaint with the FTA may be found at: <http://www.fta.dot.gov/civilrights/12884.html> Should a complaint be filed with Pierce Transit and an external entity simultaneously, the external complaint will supersede the Pierce Transit complaint and Pierce Transit's complaint procedures will be suspended pending the external entity's findings.

4. How Pierce Transit Will Respond to Complaints:

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

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

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

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

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

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

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

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



Pierce Transit Title VI Complaint Form

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

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

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

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

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

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

Complete reverse side of form



Formulario de queja del titulo VI de Pierce Transit

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

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

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

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

(Círculo uno) Fecha del incidente: _____

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

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

Termine el siguiente forularioo

APPENDIX B
Public Participation Plan



Pierce Transit

Public Participation Plan

August 2018

Public Participation Plan

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Pierce Transit Public Participation Plan

1. INTRODUCTION

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

This plan guides Pierce Transit in its efforts to offer early, continuous, and meaningful opportunities for the public to help identify social, economic, and environmental impacts of proposed transportation policies, projects, and initiatives across the Agency. It describes Pierce Transit's overall goals, guiding principles, and strategic approach. The Public Participation Plan is a living document which will change and grow to help Pierce Transit deepen and sustain its work to engage diverse community members throughout the county. Therefore, Pierce Transit will modify its public participation methods and activities over time, based on ideas and feedback from community members and Pierce Transit's evaluation of our public participation effectiveness.

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

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

- **Board of Commissioners**
Pierce Transit is governed by a ten-member Board of Commissioners. The Board is made up of nine elected officials representing thirteen jurisdictions in Pierce County and one non-voting Union Representative (currently not filled).
- **Executive Finance Committee**
The Executive Finance Committee (EFC) is comprised of four members of the Board of Commissioners. The Committee serves as a sounding board to the Agency on various policy matters and approves contracts up to its allowed authority established by the Board of Commissioners.
- **The Pierce Transit Community Transportation Advisory Group (CTAG)**
CTAG is a nine-member advisory group that provides input to the Board of Commissioners. It was chartered to offer an opportunity for community stakeholders to provide input and suggest improvements and recommendations on plans, policies, and services offered by Pierce Transit.

Mission

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

Vision

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

Organizational Values

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

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

1.2 Pierce Transit's Public Participation Goals

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

Specific goals and outcomes include:

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

Issues should be framed clearly and simply such that the significance and potential effect may be understood by the greatest number of participants.

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

1.3 Guiding Principles for Public Participation at Pierce Transit

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

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

Information provided should be accurate and trustworthy.

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

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

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

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

2. PUBLIC PARTICIPATION APPROACH

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

2.1 Public Participation Techniques

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

- **Pierce Transit's Website**

Pierce Transit website, www.piercetransit.org, is a comprehensive resource for people wanting information about Pierce Transit's services, programs, projects, and activities. The website offers trip planning which enables a full itinerary for bus, train, and ferry travels in Snohomish, King, and Pierce counties. Many community members are not aware of the volume of information available on Pierce Transit's website. Informing community members of what is available on the website is an important element of public outreach. Also, public notices of all Pierce Transit's public meetings, public hearings, and public comment periods are posted on this site. Some programs and projects have dedicated web pages on Pierce Transit's website that include information about upcoming meetings, fact sheets, and projects and plans. The website includes the ability for users to translate pages into 90 different languages using Google Translate.

- **Customer Comments**

There are multiple ways that individuals can provide verbal or written comments about any subject to us. Comment Cards are supplied on all buses and SHUTTLE vans, at the Tacoma Dome Station Bus Shop, at Pierce Transit's Headquarters and at most information outlets where bus schedule information is stocked. These cards have a postage-paid business reply mailer and are printed in English and Spanish. Comment Cards should be available at any public participation event. The Pierce Transit website has multiple mechanisms to receive comments including a comment form, an email button that automatically begins an email to the Agency, comment forms on project web pages, and the Customer Service phone number where staff will take comments over the phone. That same phone number and/or email address is printed on almost all printed materials, bus stop signs, and passenger vehicles.

- **Press Releases and Media Relations**
 Pierce Transit distributes press releases as appropriate on events and other important information to news media. Press releases are posted on www.piercetransit.org. In addition, Pierce Transit's Public Relations Officer is available to speak with reporters regarding various topics.
- **Printed Materials**
 Pierce Transit produces publications as needed such as the Report to the Community, The Bus Stops Here (TBSH) route and schedule book, maps, rider alerts (see Appendix C), brochures, rack cards, and posters and makes them available to anyone. These publications include technical and policy information and often use visualization techniques to enhance understanding of transit planning. Materials are translated into other languages, as needed (see Appendix B). All publications are available free of charge.
- **Surveys**
 Pierce Transit may conduct surveys in print, by telephone and online to collect public opinion on specific topics or issues. Depending on the data being collected, Pierce Transit considers the methodologies that provide statistically valid data when possible. Pierce Transit also considers strategies for letting people know that surveys are available in multiple languages, to increase the response rate from low income, minority, and LEP populations.
- **Telephone Information Line**
 Pierce Transit's phone system offers pre-recorded information about bus routes that may detour during snowstorms, and location and service hours for our Bus Shop.
- **Newsletters**
 Newsletters or Project Fact Sheets are developed and used throughout the public participation process to provide information on how people may share their comments with Pierce Transit.
- **On-Board Announcements**
 Pierce Transit utilizes on-board announcements to broadcast audio and scrolling announcements as needed. Topics include items such as detours, route and schedule changes, and public meeting notices.
- **Mailings and Email Lists**
 Pierce Transit regularly provides information about its services through mass mailings to targeted households near its routes.
- **Social Media**
 Pierce Transit uses Facebook, Twitter, and Instagram to distribute information and interact with a wider audience on a near daily basis. The Agency may utilize other social media mediums as the technology changes.
- **Paid Advertisements**
 To promote its services or collect public comments, the Agency may place paid advertisements in local printed or online publications or websites.
- **Focus Groups**
 Focus groups are utilized to discover the attitudes of the public for complex projects, controversial issues or where large Title VI groups exist.

- **Community Investment Teams**

The purpose of the Community Investment Team (CIT) is to bring together several parties with a vested interest in the success of demonstration projects. Collectively, the team guides the design of the service innovation, partners on critical needs that must be met to deliver service (e.g., service routing, marketing, communications and outreach, funding), and establishes a clear scope for the demonstration project and evaluation of the project. Membership of the CIT is composed of several partnering organizations (e.g., cities, chambers, colleges, retailers, hospitals, and senior centers).

- **Transit Center Outreach**

Pierce Transit, on occasion, will proactively staff transit centers to distribute pertinent information to riders.

- **Community Outreach Booths**

Occasionally, Pierce Transit staffs tables or booths at community events and public gathering spaces to raise awareness of services and/or promote ridership.

- **Open Houses**

Open houses are informal settings where the public can obtain information about Pierce Transit's plan, service, or project. The public receives information from exhibits and staff, and they are encouraged to give opinions, make comments, and state preferences to staff, orally or in writing. Informal presentations, slide shows, and one-on-one discussions take place continuously throughout the event. The number of locations for open houses depends on the project and audience. Staff makes every effort to be as inclusive as possible and to schedule open houses at convenient locations along bus routes.

- **Virtual Open Houses**

Project updates, interactions, and follow up of a virtual open house are all done on the internet. People get the experience of a physical open house without the travel or time restraints.

- **Board Meetings**

The Board of Commissioners meets the second Monday of each month at 4:00 p.m. at Pierce Transit's Training Center, Rainier Conference Room, 3720 – 96th ST SW, Lakewood, Washington. These meetings are open to the public and include an opportunity for the public to comment on any item relating to transit. The following section describes what the public can expect in terms of notification, agendas, location, and visualization techniques at these meetings.

- **Public Notification**

Pursuant to Board-Approved Resolution, Pierce Transit Board meetings are held monthly on a fixed day, time and location unless cancelled. Agendas are distributed and posted to the Agency's website (www.piercetransit.org) prior to each meeting per Washington State law.

- **Agendas**

Agendas with supporting materials are sent electronically to the Board of Commissioners, parties of record and posted on Pierce Transit's website in advance of the meeting pursuant to Washington State Law. Agendas include information for the following items: a) special accommodations for the hearing impaired; b) accommodations for those eligible under the American Disability Act (ADA); and c) Registered SHUTTLE customers who wish to attend the hearing.

- **Public Hearing**
A public hearing may be part of the Board of Commissioners' meeting when required by law, a state or federal program, service or fare changes, or in exceptional circumstances these hearings can be special meetings. The purpose of the hearings is to accept public comment relevant to a particular topic. Advance public notification, meeting the legal requirement, is advertised requesting public participation. Pierce Transit's Code Ch. 1.60.010 B states: "Pierce Transit will publicize the hearing in a major newspaper with general circulation in the urbanized area of Pierce County and other newspapers which are directed at specifically affected groups. Legal notices will be advertised at least 7 calendar days and not more than 14 calendar days in advance of the hearing date."
- **Public Comment**
A public comment period is part of each Board meeting. Time limits are set on public comments. Written comments can be forwarded to Pierce Transit headquarters or the public comment can occur in person during the comment period.
- **Visualization Techniques**
Pierce Transit uses visualization techniques such as maps, charts, graphs, illustrations, presentations and videos at all types of meetings, including board meetings, to explain concepts behind actions and decision-making. Pierce Transit may also use handouts and posters to display visual information. Pierce Transit's boardroom is equipped with computers, projectors, and sound systems for displaying visual and audio information. Pierce Transit uses style guides for data presentation and PowerPoint presentations to present a consistent, streamlined, and easy to understand visual message.
- **Meeting Times, Locations, and Accessibility**
All Pierce Transit public meetings, including committee meetings, open houses and other events are conducted in facilities that are accessible to persons with disabilities and to people who rely on public transit. Public meetings, such as open houses, community outreach events or hearings may be held at various times and locations throughout the county to allow people with traditional and non-traditional schedules to attend. Pierce Transit maintains an accessible website.

3. EVALUATION AND UPDATE OF THE PUBLIC PARTICIPATION PLAN

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

4. EXAMPLES OF PUBLIC INVOLVEMENT AND OUTREACH

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

4.1 High Capacity Transit Feasibility Study – Bus Rapid Transit (BRT)

Pierce Transit has conducted many public involvement and outreach activities since project initiation in spring 2017, including specific efforts to reach out to low income, minority, and limited English proficient populations. Three rounds of public open house meetings occurred at several locations along the proposed BRT corridor in September 2017, November 2017 and March 2018, coinciding with key decision points during the study. In addition to these open houses, Pierce Transit has participated in meetings with many community groups, such as the Eastside Neighborhood Council and Spring Hill Safe Streets. A list of activities where Pierce Transit presented and discussed the project were captured.

Purpose

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

People

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

Methods

- Open House: Pierce Transit hosted nine open houses where displays, handouts and other materials were used to explore how the corridor would benefit from BRT service. Attendees gave feedback in both oral and written form - on paper and via the project website which was available on a laptop at meetings. Meetings were held in accessible locations throughout the service area to ensure geographic equity and translation services were available as needed.
- Project Website: Pierce transit created a project website where users could provide feedback in a narrative fashion.
- Brochures: Printed brochures/rider alerts (see Appendix C) were created to provide the public with information about the public meetings and to solicit feedback via the project website. Over 5,000 were distributed for each open house meeting.
- Fact Sheets: Public fact sheets (see Appendix A) were prepared in English and Spanish and were distributed at Centro Latino in Tacoma.
- Displays and Exhibits: Maps and presentation boards were posted at public meetings to share information and request feedback.

- Advertisement: Notices for public meetings were published in local newspapers and on social media, including Facebook posts in Spanish, the predominant non-English language spoken in the study area homes. On-board audio announcements regarding the open houses were provided in English and Spanish. All meeting advertising materials include a footnote regarding translation services, written in the top seven non-English languages spoken within the Pierce County PTBA (Spanish, Russian, Vietnamese, Tagalog, Korean, Khmer, and German).

4.2 New Fixed Route Network and Restoration of Service Hours

Pierce Transit spent much of 2016 conducting a comprehensive analysis of its existing fixed route bus service network. By holding open houses and seeking out engagement online, Pierce Transit reached out to the public throughout 2016 for ideas about how to improve existing services and to find out what new routes or services riders would like to see. The service routes previously in place were designed nearly four decades ago, and Pierce Transit's goal was to design a new plan that reflected the present needs of current and future South Sound transit riders. Of the nearly 1,000 responses received, the two most-requested improvements were increased frequency and a longer span of service on weekdays.

On December 12, 2016, Pierce Transit's Board of Commissioners voted unanimously in favor of implementing a more efficient routing plan that delivered on these requests. The result was more frequent bus service and service later on weekdays throughout the Pierce Transit service area.

These service expansions, which took effect on March 12, 2017, included the restoration of 35,000 hours of transit service, added 30-minute peak and mid-day service on nearly all urban routes and many non-urban routes. Nightly service was also extended until 10:00 p.m. on many routes. The restructured system provides more direct bus routes with faster service between locations as well as fewer overlapping routes along the same path.

In the September 2017 service change, Pierce Transit restored approximately 10,000 additional service hours. A great many of these hours, were directed at weekend service and improving on-time performance. Observations of the March 2017 service change, as well as continued feedback, helped guide Pierce Transit's further developments for September.

The expansion has been dubbed a "restoration of service," serving as a reminder of all the cutbacks Pierce Transit riders endured during the Great Recession. During this time, Pierce Transit was forced to decommission almost one-third of its service. Before the economic slow-down, Pierce Transit provided 622,000 hours of service a year. That number dropped as low as 416,000 in 2013. By the end of 2017, more frequent service and later hours brought that number up to 500,130 annual service hours.

Pierce Transit developed a Public Outreach Plan (see Appendix D) for the New Fixed Route Network and Restoration of Service Hours which contained the following elements:

Purpose

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

People

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

Methods

- Open house: Pierce Transit hosted six open houses where displays, handouts and other materials were used to explore alternatives for hour restorations, potential route realignments, and service investment concepts. Attendees gave feedback in both oral and written form - on paper and via the project website which was available via a laptop at meetings. Meetings were held in accessible locations throughout the service area to ensure geographic equity and translation services were available as needed.
- Project Website: Pierce Transit created a project website where users could provide feedback in a narrative fashion via a "Feedback" tab or by using the "Build Your Own System" web tool to prioritize various service enhancements (e.g., more frequent weekday or weekend service; more frequent bus service to commuter rail stops) and other amenities (e.g., additional shelters; improved lighting at bus stops).
- Public hearing: Hearing consisted of summary of the various enhancement strategies, what we had heard from the public so far, alternatives for service restorations, and reactions to the preferred alternative (11/14/16).
- Brochures: Printed brochures/ rider alerts (see Appendix E) were created to provide the public with information about the public meetings and to solicit feedback via the project website and through the "Build Your Own System" web tool (see Appendix E). Brochures were distributed on all Pierce Transit fixed route and SHUTTLE coaches as well as at locations where Pierce Transit schedule information is available (e.g., grocery stores, libraries, schools, and hospitals).
- Displays and exhibits: Maps, presentation boards, and general information on the analysis posted at public meetings to share information and request feedback.
- A-Boards: Placed at all transit center and park & ride locations notifying the public of public meetings and how to provide input.

- Print and Online Ads: Ads placed in local newspapers as well as via social media (e.g., Facebook and Twitter).
- Radio and Television: Details of the analysis and requests for feedback presented on Pierce County TV and TV Tacoma as well as radio ads on local radio stations. Routine press releases to update status and encourage public participation.
- Presentations: Targeted outreach to Pierce County Chief Appointed Officials, City of Tacoma Planning Commission, North Tacoma Neighborhood Council, New Tacoma Neighborhood Council, South Tacoma Neighborhood Council, Regional Access Mobility Partnership.
- Media Coverage: Coverage of the analysis, request for participation and information on the project website covered via the Tacoma News Tribune, Puyallup Herald, and South Sound Talks.
- Vehicle Posters: Interior posters placed on Pierce Transit buses and SHUTTLE vehicles.

LIST OF APPENDICES

Appendix A	Pierce Transit Code – Public Hearing Procedures
Appendix B	BRT Fact Sheet in English and Spanish
Appendix C	BRT Open House Rider Alert in English and Spanish
Appendix D	Destination 2040 Brochure in English and Spanish
Appendix E	Rider Alert 2016 Route Analysis – Proposed Changes
Appendix F	Rider Alert Route Analysis - Public Meetings

Appendix A

Pierce Transit Code -Public Hearing Procedures

PIERCE TRANSIT CODE

Chapter 1.60 - PUBLIC HEARING PROCEDURES

1.60.010 - Legal communication requirements.

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

(Res. No. 14-008, § 1, 3-10-2014)

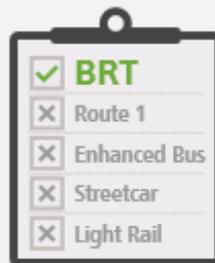
1.60.020, 1.60.030 - Reserved.

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

Appendix B
BRT Fact Sheet in English and Spanish

Pierce Transit is nearing an important milestone in the midst of a two-year High Capacity Transit (HCT) Feasibility Study of a 14.4-mile corridor along Pacific Avenue | SR 7 between downtown Tacoma and Spanaway.

What key decisions have been made so far?



Mode Evaluation

Bus Rapid Transit (BRT) best meets all study goals, scoring higher than existing Route 1 service, enhanced bus, streetcar, and light rail transit options. See reverse side for more details on BRT.



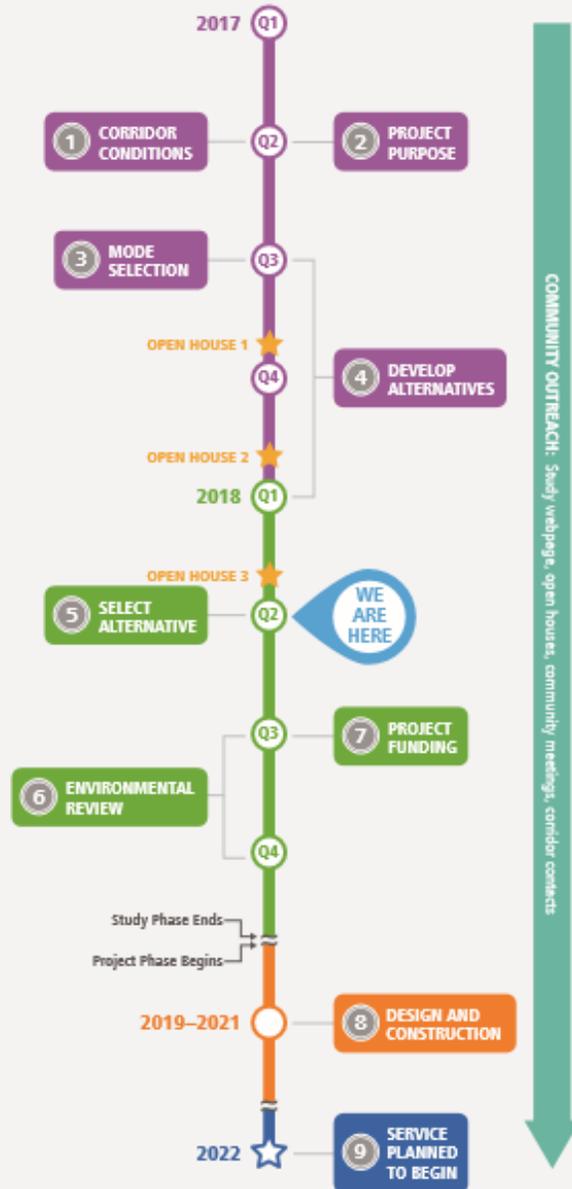
Alternatives Analysis

Regarding where the BRT might operate in the roadway, curbside and median bus way design alternatives are being assessed because they are flexible and provide the best service benefit. They are also the most cost-effective and have the least potential impacts to property while providing better opportunities for economic development in the corridor.

What key decisions are yet to be made?

- » **Select the Locally Preferred Alternative:** Choose among the Curbside Alternative, Median Alternative, or No Build option. 5
- » **Secure environmental clearance:** To be eligible for federal funds, the project will need to comply with the National Environmental Policy Act (NEPA). 6
- » **Determine a funding plan:** Local funding is in place. But there is still the need to secure federal funding. 7

THE STUDY PROCESS



What is Bus Rapid Transit?

Bus Rapid Transit (BRT) is an innovative, high-capacity, lower-cost public transit solution that can achieve the performance and benefits of more expensive rail modes. This integrated system uses specialized buses on roadways or dedicated lanes to quickly and efficiently transport passengers to their destinations, while offering the flexibility to meet a variety of local conditions. BRT system elements can easily be customized to community needs and incorporate state-of-the-art technologies that attract more passengers and ultimately help reduce overall traffic congestion where implemented.

Key Elements of BRT

- » Fast, frequent, and reliable service
- » Enhanced stations
- » Real-time bus arrival information
- » Unique branding
- » Innovative vehicles

Benefits of BRT

- » Significantly decreased travel time
- » Improved accessibility
- » Increased safety and security
- » Increased capacity
- » Transit-supportive redevelopment



How You Can Get Involved



Join electronic mailing list for project updates.
Sign up at www.piercetransit.org/StayConnected



Opportunities to provide feedback at any time, contact:
Darin L. Stavish, AICP, Principal Planner
T: 253.983.3329
Email: hct@piercetransit.org

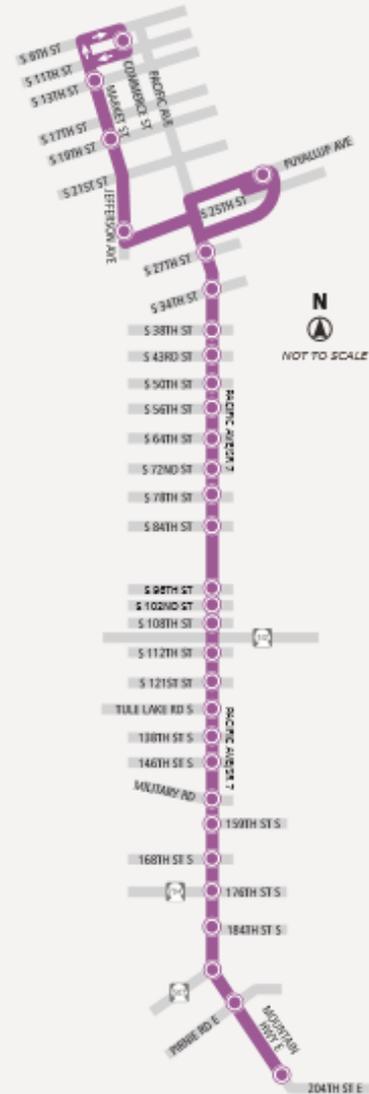


Visit our website to learn more.



Scan the QR Code to visit the website

PROPOSED BRT SERVICE ROUTE AND STATION LOCATIONS

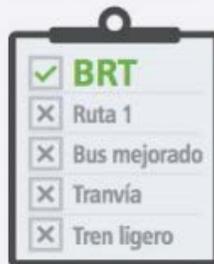


Partners:



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

¿Qué decisiones se han hecho hasta ahora?



Evaluación del modo de transporte

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



Análisis de Alternativas

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

¿Qué decisiones aún no se han hecho?

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

EL PROCESO DEL ESTUDIO



¿Qué es el Bus Rapid Transit (BRT)?

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

Elementos Claves de BRT

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

Beneficios de BRT

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



Cómo puede involucrarse



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



Oportunidades para dar comentarios en cualquier momento, contactar a:

Darin L. Stavish, AICP, Planificador Principal

T: 253.983.3329

Correo electrónico: hct@piercetransit.org



Obtenga más información sobre el proyecto.



Escanee el código QR para visitar el sitio web

RUTA PROPUESTA DE SERVICIO BRT Y UBICACIONES DE ESTACIONES



Appendix C

BRT Open House Rider Alert in English and Spanish



Corredor Avenida Pacifico || Ruta Estatal 7
TRÁNSITO DE ALTA CAPACIDAD
ESTUDIO DE FACTIBILIDAD

iÚnase a nosotros! Pierce Transit está conduciendo juntas públicas **los 27, 28, y 29 de marzo** para discutir mejoramientos importantes sobre el servicio de tránsito a lo largo de Pacific Avenue | SR 7.



Compartiremos la información acerca de elementos típicos de BRT que incluye vehículos nuevos de alta capacidad. Y además estaciones únicas y sus ubicaciones potenciales.

HAGA CLIK AQUÍ para los detalles.

YOU'RE INVITED!



Pacific Avenue || SR 7 Corridor
HIGH CAPACITY TRANSIT
FEASIBILITY STUDY

Join us at Pierce Transit's upcoming Open Houses in March 2018 to see multiple design alternatives for Bus Rapid Transit (BRT) service along Pacific Avenue | SR 7.



We will share information about BRT features, including new high-capacity vehicles, plus unique stations and their potential locations. This entirely new system will directly impact Route 1 passengers, business owners, and residents of the corridor, so please come to provide your input.



Appendix D

Destination 2040 Brochure in English and Spanish



Public Hearing & Board Meeting

Public Hearing
Monday
MAR 14
4:00pm

Board Meeting
Monday
APRIL 11
4:00pm

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

Translation Service

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

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

Звоните на русский язык по телефону 253-581-8000.

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

Tawagan ang 253-581-8000 upang makipag-usap sa Representante ng Pangarap na magaling ng sariling agawain ng wika sa Tagalog.

한국어 전화 서비스를 받으시는 경우 한국어나 중국어 253-581-8000으로 문의하십시오.

Free translation services are available in 200+ languages. Call 253.581.8000. Ein Mitarbeiter und zur Verfügung sein, um Sie mit Übersetzungen in Deutsch zu unterstützen.



We Want Your Input

Regarding Pierce Transit's Vision for the Future
2016 Open Houses & Public Hearing

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

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

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



Open Houses

Wednesday
FEB. 3
3:00pm – 6:00pm

Willapa Community Room
1202 Martin Luther King, Jr. Way
Tacoma, WA 98405
SERVED BY ROUTES 78, 45, 57 & 102

Tuesday
FEB. 16
4:30pm – 7:30pm

Puyallup Public Library
South Meeting Room
324 South Meridian
Puyallup, WA 98371
SERVED BY ROUTES 402 & 425

Thursday
FEB. 25
5:00pm – 8:00pm

Pierce Transit Training Center
Ratiner Conference Room
3720 96th Street SW
Lakewood, WA 98499
SERVED BY ROUTES 48 & 300

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

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

Deseamos sus opiniones

Sobre la visión del futuro de Pierce Transit

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

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



Tres Juntas Públicas en Febrero

Miércoles
3 DE FEB.
De 3:00pm a 6:00pm

Willapa Community Room
1202 Martin Luther King, Jr. Way
Tacoma, WA 98405
SERVIDO POR RUTAS 78, 45, 57 y 102

Martes
16 DE FEB.
De 4:30pm a 7:30pm

Puyallup Public Library
South Meeting Room
324 South Meridian
Puyallup, WA 98371
Lakewood, WA
SERVIDO POR RUTAS 402 y 425

Jueves
25 DE FEB.
De 5:00pm a 8:00pm

Pierce Transit Training Center
Ratiner Conference Room
3720 96th Street SW
Lakewood, WA 98499
SERVIDO POR RUTAS 48 y 300



Junta Pública Unión del Consejo de Administración

Junta Pública
14 DE MARZO
4:00pm

Consejo de Administración
11 DE ABRIL
4:00pm

Dónde se reúne:
Pierce Transit Training Center
Ratiner Conference Room
3720 96th Street SW
Lakewood, WA 98499
Servicio por rutas 48 y 300

Consejo de Administración
Pierce Transit Training Center
Ratiner Conference Room
3720 96th Street SW
Lakewood, WA 98499
Servicio por rutas 48 y 300

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

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

¡Deseamos sus opiniones!



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

Appendix E

Rider Alert 2016 Route Analysis Proposed Changes

Here is how you can provide feedback on Pierce Transit's proposed route changes and enhancements:

ONLINE: See the proposed route changes and offer your feedback at piercetransit.org/route-analysis-moving-forward

CALL: 253.581.8000, option 1, with your comments.

ATTEND AN OPEN HOUSE:

October 18 | Wheelock Library
3722 N 26th St., Tacoma
2:30 - 4:30pm | Served by Routes: 11, 16, 51

October 19 | Salishan Family Investment Ctr
1724 E 44th St., Tacoma
6 - 8pm | Served by Routes: 41, 54

October 25 | Pierce Transit's Rainier Room
3720 96th St. SW, Lakewood
3 - 5pm | Served by Routes: 48, 300

ATTEND A PUBLIC HEARING
November 14 on the proposed changes.

Pierce Transit's Rainier Room
3720 96th St. SW, Lakewood
4pm | Served by Routes: 48, 300

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

Rider Alert

Changes Are Coming to Many Pierce Transit Routes

2016 ROUTE ANALYSIS MOVING FORWARD Provide Your Feedback Today!

Pierce Transit is planning an updated bus route system that better meets the needs of our community today and into the future.

Pierce Transit route changes and improvements are being considered now and will be finalized by mid-November for implementation in March 2017. Changes could include the consolidation or elimination of some routes to create efficiencies and provide for service enhancements, such as more frequent and later service on weekdays. See the back of this brochure for ways you can offer your input.

piercetransit.org
253.581.8000



2016 ROUTE ANALYSIS MOVING FORWARD
Proposed Pierce Transit Alternative 2 System Map



In Alternative 1, Pierce Transit would make no changes to current routing in March 2017, but would offer routes in which the bus arrives more often. Later evening service would not be added in Alternative 1.

In Alternative 2, proposed routing changes are shown on the map below. Many routes would arrive more often and almost 20 routes would run until at least 10 p.m. on weekdays.

Appendix F

Rider Alert Route Analysis - Public Meetings

Rider Alert Public Meetings

STARTING JULY 28, 2016

2016 ROUTE ANALYSIS MOVING FORWARD

Pierce Transit Wants Your Input!

- Does Pierce Transit make it easy for you to get connected?
- Is the current route network the right design for the future?
- How well does it fit the community plans of the area?

Attend a public meeting or visit piercetransit.org.
Dates and locations are on reverse side.



BUILD YOUR
OWN SYSTEM



TAKE
SURVEY



PROVIDE
FEEDBACK



Pierce Transit is conducting a comprehensive analysis of its existing bus service to help form recommendations for improvements and efficiencies. Pierce Transit is seeking citizens' input into changes and how the agency should prioritize service enhancements.

You're invited to attend one of our open houses to provide your input in person about how Pierce Transit might prioritize service enhancements:

July 28 - Lakewood

Pierce Transit's Rainier Room
3720 - 96th ST SW
Lakewood
5:00pm - 7:00pm
Served by Routes: 48, 300

August 9 - Puyallup

Library Board Room
324 S Meridian
Puyallup
5:00pm - 7:00pm
Served by Routes:
400, 402, 409, 425

August 11 - Hilltop Community Health Care Center

1202 MILK & Way, Tacoma
5:00pm - 7:00pm

Served by Routes: 2, 3, 28, 45, 57, 102

You are also invited to visit piercetransit.org to provide feedback in two ways:

- Use the "Build Your Own System" web tool to prioritize various service enhancements and other amenities; and/or
- Provide your own ideas at the "Feedback" tab.



piercetransit.org • 253.581.8000

APPENDIX C
Community Outreach Locations and Frequency
(2015-2018)

Appendix C Pierce Transit Community Outreach July 2015 to June 2018

MeetingID	Location	Address	Jurisdiction	State	ZipCode	Total Freq	role1	freq1	role2	freq2	role3	freq3	role4	freq4	role5	freq5	role6	freq6
1	Cherry Blossom Fest and Wine Walk	1002 S MLK Way	Tacoma	WA	98405	1	4/8/2017	1										
2	Spring Fair	110 9th AVE SW	Puyallup	WA	98371	12	4/14-4/17/16; 4/20-4/23/17; 4/19-4/22/18	12										
3	Stadium High School	111 N E St	Tacoma	WA	98403	1	NE Tacoma Demo (9/24/15)	1										
4	Hilltop Community Health Clinic	1202 MLK Jr Way	Tacoma	WA	98405	1	Network Route Analysis	1										
5	PLU	12180 Park AVE S	Tacoma	WA	98447	2	Open House - HCT	2										
6	Allen Church	1224 MLK Jr Way	Tacoma	WA	98405	2	Tacoma TV CityLine Program - HCT	2										
7	Springbrook Park	12601 Addison St SW	Lakewood	WA	98499	1	Opening - HCT	1										
8	Parkland-Spanaway Kiwanis Club	1303 137th ST E	Tacoma	WA	98445	1	Luncheon - HCT	1										
9	Sprinkler Recreation Center	14824 C St S	Tacoma	WA	98444	2	Touch a Truck	1	Sprinkler Car/Truck Show (9/23/17)	1								
10	Greater Tacoma Convention Center	1500 Commerce St	Tacoma	WA	98402	3	South Sound Sustainability Expo - HCT	2	South Sound Summit	1								
11	UPS	1500 N Warner St	Tacoma	WA	98416	1	Network Route Analysis	1	Service Change	2	Bike Swap2017,2018	2						
12	Spanaway Middle School	15701 B St E	Tacoma	WA	98445	1	HCT	1										
13	Pierce College	1601 39th AVE SE	Puyallup	WA	98374	1	Forum on Aging Successfully - HCT	1										
14	Peoples Center - Tacoma Neighborhood Council	1602 MLK Jr Way	Tacoma	WA	98405	1	Network Route Analysis	1	Service Change	1	HCT							
15	Salishan Family Investment Center	1724 E 44th St	Tacoma	WA	98404	1	Network Route Analysis	1	Pierce Co Chief Apptd Officials Mtg	1								
16	Open House #1	1900 Commerce St	Tacoma	WA	98402	3	HCT	1	Liveable City Year Project Initiation	1								
17	Downtown on the Go Scavenger Hunt	1911 Pacific Ave	Tacoma	WA	98402	2	8/10/2016; 8/2/2017	1	HCT									
18	Downtown: On the Go Link & Drink	1938 Pacific Ave	Tacoma	WA	98402	1	HCT	1										
19	Shag	201 27th AVE SE	Puyallup	WA	98374	2	8/5/2017; 10/26/2017	2										
20	Garfield Book Company (Parkland)	208 Garfield St S	Tacoma	WA	98444	1	HCT	1										
21	Hillside Development Council	2134 Tacoma Ave S, Tacoma, WA	Tacoma	WA	98402	2	TDS parking study	1	HCT									
22	Pacific Avenue Business District Meeting	215 S 56th St	Tacoma	WA	98408	1	HCT	1										
23	Hounds on the Hill	2323 7th ST SW	Puyallup	WA	98374	1	8/20/2016	1										
24	Edgewood Picnic	2684 110th AVE E	Edgewood	WA	98372	1	7/21/2018	1										
25	Dome District Development Group	2702 E D St	Tacoma	WA	98421	1	TDS project update	1										
26	Tacoma Dome District Meeting	2702 East D St	Tacoma	WA	98421	4	HCT	4										
27	Fife Harvest Festival Connector Service	2920 54th AVE E	Fife	WA	98424	2	10/1/2016; 10/7/2017	2										
28	Pierce County Planning for Growth & Development Community Plan Update	3005 112th ST E	Tacoma	WA	98446	1	HCT	1										
29	Maritime Parade & Booth	3125 Judson St	Gig Harbor	WA	98335	3	6/4/16; 6/4/2017; 6/2/2018	3										
30	Meeker Days	319 S Meridian	Puyallup	WA	98371	3	6/15 - 6/17/18	3										
31	Gig Harbor Waterfront Farmers Market	3207 Harborview Dr	Gig Harbor	WA	98332	1	6/1/2017	1										
32	Puyallup Library	324 S Meridian	Puyallup	WA	98371	1	Network Route Analysis	1										
33	Lemay Car Show	325 152nd ST E	Tacoma	WA	98445	1	8/26/2017	1										
34	Dome District Development Group	325 Puyallup Ave	Tacoma	WA	98421	1	25th Ave Streetscape	1										
35	RAMP - Chamber of Commerce	3600 Port of Tacoma Road	Tacoma	WA	98424	1	Network Route Analysis	1	Long Range Plan	1								
36	Pierce Transit Board of Commissioners Meeting	3701 96th St SW	Lakewood	WA	98499	2	HCT	1	CTAG HCT	1								
37	Pierce Transit Training Facility	3720 96th St SW	Lakewood	WA	98499	2	Network Route Analysis	2	NE Tacoma Demo (5/9/16, 6/13/16)	2								
38	Wheelock Library	3722 N 26th St	Tacoma	WA	98407	1	Network Route Analysis	1										
39	South Tacoma Neighborhood Council	3873 South 66th Street	Tacoma	WA	98409	1	Network Route Analysis	1	Service Change	1								
40	Sound Transit	401 S Jackson St	Seattle	WA	98104	1	Citizen Oversight Panel - HCT	1										
41	Dome District Development Group	409 Puyallup Ave	Tacoma	WA	98421	1	TDS parking study	1										
42	Spanaway Elementary School	412 165th St S	Spanaway	WA	98387	1	Pierce Co Planning for Growth & Devt Community Plan Update	2	HCT Open House	2								
43	Rotary 8	47 St Helens Ave	Tacoma	WA	98402	1	NE Tacoma Demo (10/8/15)	1										
44	Metro Parks Open House - Point Defiance	4702 S 19th St	Tacoma	WA	98405	1	2/10/2018	1										
45	Center at Norport	4818 Nassau Ave NE	Tacoma	WA	98422	1	NE Tacoma Demo update to Neighborhood Council (4/21/16)	2	HCT open houses	2			1 Turkey Trot (11/25/15)	1	Harvest Festival (11/16/15)	1	Norpoint Farmers Mkt (8/23/15)	1
46	Ethnic Fest	501 South I St	Tacoma	WA	98405	4	7/29-7/30/17; 7/28-7/29/18	4										
47	Stewart Middle School (Tacoma)	5010 Pacific Ave	Tacoma	WA	98408	2	Open House - HCT	2										
48	D2D Trolley @ PT Defiance VC Opening Weekend	5400 N Pearl St	Tacoma	WA	98407	1	5/26/2018	1										
49	Partner Cafe	5605 100th St SW	Lakewood	WA	98499	1	Network Route Analysis	1										
50	Tacoma Metro Parks Environmental Learning Center	5715 Animal Road	Tacoma	WA	98407	1	HCT	1										
51	Lakewood Farmers Market	6000 Main St SW	Lakewood	WA	98499	1	6/5/2018	1										
52	Tacoma School	601 S 8th St	Tacoma	WA	98405	1	Board - HCT	1										
53	City of Tacoma Council Meeting	747 Market St	Tacoma	WA	98402	1	HCT	1										
54	Tacoma Transportation Commission	747 Market St	Tacoma	WA	98402	4	HCT	4										
55	City of Tacoma Planning Commission	747 Market St	Tacoma	WA	98402	1	Network Route Analysis	1	Long Range Plan	1								
56	Donkey Creek Park	8714 Harborview Dr	Gig Harbor	WA	98332	2	Gig Harbor City Scramble	2										
57	Fort Steilacoom Park	8717 87th AVE SW	Lakewood	WA	98498	2	Truck and Tractor Festival - HCT	2										
58	Broadway Center	901 Broadway	Tacoma	WA	98402	1	NE Tacoma Demo (9/24/15)	1	TDS parking study	1								
59	Tacoma Farmers Market	902 Market St	Tacoma	WA	98402	1	5/3/2018	1										
60	Pierce County Council Study Session	930 Tacoma Ave S	Tacoma	WA	98402	2	HCT	2										
61	Steilacoom	LaFayette & Wilkes St	Steilacoom	WA	98388	2	Farmers Market - HCT	2										
62	Proctor Art Fest and Car Show	North 26th & Proctor	Tacoma	WA	98407	1	8/5/2017	1	Proctor Treats (10/31/17)	1								
63	Parking Day	1101 Pacific Ave S	Tacoma	WA	98424	1	9/15/2017	1										
64	Broadway Famers Market	S 9th St & Broadway	Tacoma	WA	98402	1	5/4/2017	1										
65	South Tacoma Way Car Show	S Tacoma Way & S 50th St	Tacoma	WA	98409	1	8/19/2017	1										
66	Downtown to Defiance	5005 Ruston Way	Tacoma	WA	98407	2	9/11/2016; 9/10/2017	2										
67	Auburn City Hall	25 W. Main Street	Auburn	WA	98001	1	Long Range Plan	1										
68	Edgewood City Hall	2224 104th Avenue East	Edgewood	WA	98372	1	Long Range Plan	1										
69	Fife City Hall	5411 23rd Street E	Fife	WA	98424	1	Long Range Plan	1										
70	Fircrest City Hall	115 Ramsdell Street	Fircrest	WA	98466	1	Long Range Plan	1										
71	Gig Harbor Civic Center	3510 Grandview Street	Gig Harbor	WA	98335	1	Long Range Plan	1										
72	Lakewood City Hall	6000 Main St SW	Lakewood	WA	98499	1	Long Range Plan	1										
73	Milton City Hall	1000 Laurel Street	Milton	WA	98354	1	Long Range Plan	1										
74	Steilacoom Town Hall	1717 Lafayette St, 98388	Steilacoom	WA	98388	1	Long Range Plan	1	Steilacoom Electric Vehicle Event 9-9-17	1								
75	Mary Joyce Community Center	5219 N. Shirley Street	Tacoma	WA	98407	1	Long Range Plan	1										
76	Downtown on the Go Board Meeting	950 Pacific Avenue #300	Tacoma	WA	98402	1	Long Range Plan	1										
77	Centro Latino - Puyallup Watershed Initiative	1208 S. 10th Street	Tacoma	WA	98405	1	Long Range Plan	1										
78	University Place Town Hall	3715 Bridgeport Way W	University Place	WA	98466	1	Long Range Plan	1										

APPENDIX D

Access to Pierce Transit Services for Persons with Limited English Proficiency



Pierce Transit

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

Four-Factor Analysis and Implementation Plan

August 2018

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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 was gathered in the U.S. Census 2010 and the yearly American Community Survey. Pierce Transit (PT) used the 2016 American Community Survey (ACS) data which uses data from 2011-20116. The ACS data provides relevant demographic data for LEP/Title VI analysis, is updated yearly, and is available at the block group level for route-level analysis.

Pierce Transit serves much of Pierce County, but not the entire County. The difference between the Public Transportation Benefit Area (PTBA) population and County population differed by 257,197 persons. According to 2016 ACS data, the 2016 County population was 832,896 and the Public Transportation Benefit Area (PTBA) boundary included 575,699 people.

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

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

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

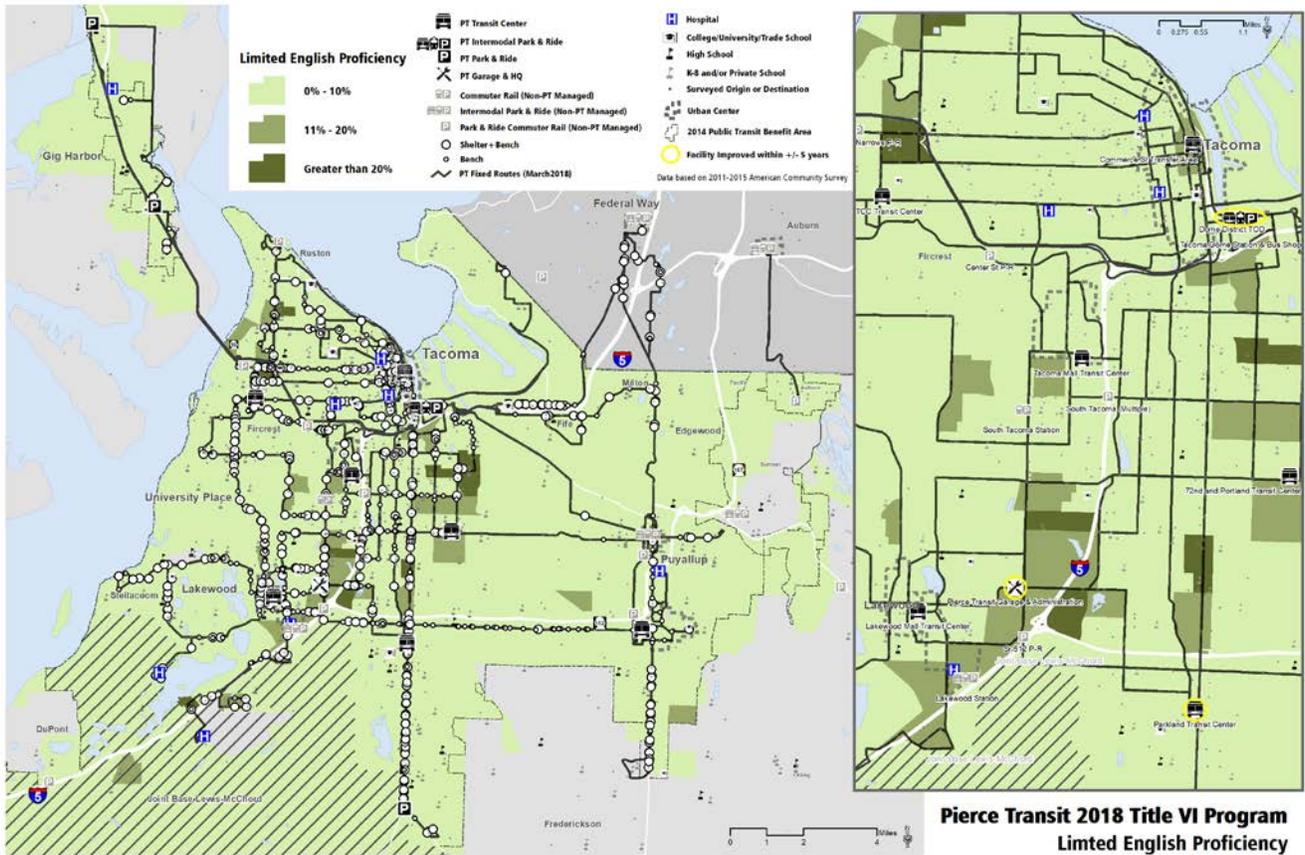


Table 1 below shows the percentages of the population 5 and older who speak English “very well” and “less than very well” by language category.

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

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

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

Table 1 above examines Language Spoken at Home by ability to speak English. Only languages which have greater than 1,000 individuals who speak English less than very well are displayed, in addition to German, which was in the top 7 in our 2015 analysis, but which no longer has over one thousand individuals in that group. Analysis of the above table shows that after English, Spanish remains the most frequently spoken language in households in Pierce Transit's service area (13,911 Spanish-speaking individuals speak English "less than very well," which is about 2.5% of the service area population). Spanish is about 2.5 times as likely to be spoken by LEP individuals as the next highest

language, Korean, which comprises 5,238 individuals or 0.9 % of the population. The language that remains in third place is Vietnamese, with 4,122 individuals (or 0.7% of the population) who speak English less than well. Russian, Tagalog, Cambodian (Mon-Khmer), and Japanese complete the list of the top seven languages with more than 1,000 people who speak English “less than very well” within Pierce Transit’s service area. While the categories “Other Pacific Island languages” and “Other Slavic languages” also have more than 1,000 people who speak English “less than very well”, these categories are too broad to provide specific translation services for those languages, since they are made up of several different languages. As noted above, there are now fewer than 1,000 German speakers who speak English “less than very well”.

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

Qualitative Information

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

Pierce Transit has also established relationships with other local neighborhood, cultural, education and faith-based organizations that provide service to LEP populations.

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

For key literature, a translation block (Appendix A) was included on brochures stating translation service was available in more than 200 languages with additional basic information translated into the top seven languages. TTY Relay information was also provided.

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

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

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

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

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

Pierce Transit captures data about how often the interpreter line service is used when customers require telephone assistance, and for which languages (see Table 4). The table shows that in 2015 only six calls requested interpreter services. This went up to 22 calls in 2016 and back down to eight in 2017. Spanish is the most frequently requested language with almost half of the translation needs requesting Spanish.

Table 4. Language Assistance Line Use – 2015-2017

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

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

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

Community organizations who serve LEP persons tell us that transit is a very important element of their lives, allowing access to jobs, housing and other services. Pierce Transit’s service area has an average proportion of about 7% LEP persons and about 3.7% of all households. Many block groups in Pierce Transit’s service area have a greater proportion than the service area average; most of those block groups with even higher proportions of LEP persons are also located on major transit routes (see Figure 1). This shows that many new immigrants, many of whom have limited English proficiency, appear to make decisions about where they live based on transit availability. They rely on transit to get them to their jobs, shopping and appointments.

Factor 4: The Resources Available to the Recipient and Costs

Pierce Transit has a number of language assistance measures in place. Translation and interpretive services are provided through the language assistance line, allowing customer service representatives to communicate with customers in more than 200 languages. The agency’s Workforce Development Department also maintains a list of employees with non-English language skills who are able to assist customers. The agency’s Title VI Notice and complaint form has been translated into Spanish and is available on the agency website (Appendix C). It is directly translatable into five of our other six languages meeting the Safe Harbor provision (> 1,000 population who speak English less than very well). In addition, Pierce Transit has translated information on how to ride the bus, pay fares, and use the schedule into Spanish both on the website and in the schedule book. Rider Alerts and other important rider information pieces contain “Translation Service Available” notices in Spanish, Korean, Russian, Cambodian, Vietnamese, Tagalog, and German. In the current analysis, Chinese has become the seventh language reaching the 1,000 persons mark, while German fell below 1,000 at 773. Chinese will be added to the “Translation Service Available” notice. The following table summarizes Pierce Transit’s existing language assistance measures and their associated costs.

Table 5. Existing Language Assistance Measures

Item	Translation Cost	Quantity	Cost
"How to ride" page and Title VI information in the schedule book "The Bus Stops Here" in Spanish (1.5 pages) (Appendix D)	\$0.00	Approximately 90,000 schedule books published 2x/year at each service change. This book may also be downloaded from the public website: http://www.piercetransit.org/pierce-transit-routes/	Marginal additional cost
"Translation Service Available" notice is also featured prominently on the inside front cover of the schedule book, in Spanish, Korean, Russian, Cambodian(Khmer) , Vietnamese, Tagalog, and German (Appendix E).	\$300.00	Approximately 90,000 schedule books published 2x/year at each service change. Notice also appears on public website: http://www.piercetransit.org/contacts.htm and in Service Change Rider Alert brochures; which are published 3x/year at each service change. Included also in these current brochures: Pierce Transit At A Glance (published annually), Route 425 Puyallup Connector (published at each service change).	Marginal additional cost
"Interpretation Service Available" poster (Appendix F)	\$0.00	One poster is displayed at the Bus Shop (customer service office) and at Headquarters.	Negligible
Customer Comment/Compliment card (Appendix G)	\$0.00	Always available on bus and SHUTTLE vehicles, and at Pierce Transit's Headquarters and Bus Shop.	Marginal additional cost
Title VI Notice to the Public Interior Car Card (English)	\$0.00	One is displayed inside active Pierce Transit buses; currently that count is 153 buses.	\$1,377.00
Title VI Notice to the Public Large Ride Guide (English and Spanish)	N/A	These displays are posted at some of our busiest passenger loading areas, such as Tacoma Dome Station, Commerce Street in Downtown Tacoma, Transit Centers, and some Park & Ride lots. The quantity of these signs fluctuates, depending on time-sensitive rider information that may need to be displayed instead at times in place of this Notice. Currently, a total of 30 notices are posted at 19 locations.	Marginal additional cost
Title VI Notice to the Public (English and Spanish)	N/A	The Title VI Notice is displayed at our Customer Service and Reception desks.	Negligible
Translated information on agency's public website (Spanish)	\$0.00	Pages on current agency website in Spanish: http://www.piercetransit.org/alerts/como_tomar.htm ; http://www.piercetransit.org/title_vi.html ; http://www.piercetransit.org/pdfs/complaint_sp.pdf	

Item	Translation Cost	Quantity	Cost
Translation function on agency's public website		Pierce Transit's website was redesigned by an outside vendor in 2013. The website now incorporates Google Translate, allowing readers to translate Pierce Transit's web pages into a variety of languages, on demand. Google controls the number of languages it offers, and currently that number is 103 different languages. On our website this Google Translate "Language" option appears at the top of every page. On some pages we have also added 7 translated message blocks instructing the reader on how to use Google Translate above.	negligible
"The Way to Go to the Books" Library Information Rack Card (English and Spanish) (Appendix L)	\$0.00	Distributed in local libraries.	
Using bilingual staff to interpret as needed	\$0.00	Ongoing, as-needed.	\$0.00
Spanish language online advertisements publicizing High Capacity Transit Study Open Houses	\$120.42 per hour if completed by our HCT consultant; could be done in-house when bilingual staff available	Four advertisements at approximately 2 hours for each ad.	Approx. \$963.36
Spanish language Fact Sheets regarding the High Capacity Transit Study's progress and public involvement opportunities (Appendix I)	\$481.68 for 2017 translations; \$481.68 for 2018 translations (as noted above)	Two were created and posted in 2017; two in 2018.	Negligible cost to post on website
Using telephone interpreter services (Appendix B)	Average cost per call is \$6.12	6 calls for 2015, 22 calls in 2016, 8 calls in 2017	\$68.20 in 2014
SHUTTLE Eligibility Manual in HTML	\$0.00	The SHUTTLE Eligibility Manual was changed to HTML on the agency website to allow for easier translation using Google Translate to assist customers with access to this service	\$0.00

Pierce Transit has implemented many language assistance measures without great financial impact to the agency. Working with community groups, outside vendors, and Pierce Transit's own employees for translation services has proven to be cost effective. We no longer have a full time customer service representative who speaks Spanish fluently. The language assistance line is providing assistance at an average cost of \$6.12 per call when our own employees are not able to provide it.

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

Website: Google Translate was incorporated into Pierce Transit’s website in 2013. (Appendix L). Website visitors are taking advantage of the translation feature, especially in Spanish. Going forward, we wish to continue to identify elements on the website that should be changed from pdf files to html, in order for that information to also be available to the translation functionality.

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

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

II. IMPLEMENTATION PLAN

Task 1: Identifying LEP Individuals Who Need Language Assistance

Research completed in the four-factor analysis indicates that Spanish-speaking LEP persons are the largest group within Pierce Transit’s service area. Approximately 2.5% of the population, or 13,911 LEP persons, speak Spanish, while about 5,238 LEP persons speak Korean. Other languages with more than 1,000 LEP persons in the service area are: Vietnamese, Russian, Mon-Khmer (Cambodian), Tagalog, and Chinese.

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

Task 2: Language Assistance Measures

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

Table 6. Language Assistance Measures Plan

Item	Where Available	Recommended Action	Responsibility & Timeline
"How to ride" page and Title VI information in the schedule book "The Bus Stops Here" in Spanish (1.5 pages) (Appendix D)	The "How to Ride" page in Spanish is currently located on page 5 of The Bus Stops Here, adjacent to the English page. The English and Spanish Title VI Notices are on page 151.	Continue to provide this information in future publications of the schedule book.	Marketing Dept. <i>Ongoing</i>
"Translation Service Available" notice is also featured prominently on the inside front cover of the schedule book, in Spanish, Korean, Russian, Cambodian(Khmer) , Vietnamese, Tagalog, and German. (Appendix E). Chinese will replace German in future publications.	Approximately 90,000 schedule books published 2x/year at each service change. Notice also appears on public website: http://www.piercetransit.org/contacts.htm and in Service Change Rider Alert brochures; which are published 2x/year at each service change.	Continue publishing in the schedule books, service change rider alerts, and on website.	Marketing Dept. <i>Ongoing</i>
"Interpretation Service Available" poster (Appendix F)	A poster is displayed at the Bus Shop and Headquarters Reception desk for walk-in customers.	Continue displaying posters.	Fixed Route Customer Service Dept. <i>Ongoing</i>
Customer Comment/Compliment Card (Appendix G)	On the buses, SHUTTLE vans, and at the Bus Shop (Customer Service office)	Continue to provide in English and Spanish.	Marketing Dept. <i>Ongoing</i>
Title VI Notice to the Public Large Ride Guide (English and Spanish)	These displays are posted at some of our busiest passenger loading areas, such as Tacoma Dome Station, Commerce Street in Downtown Tacoma, Transit Centers, and some Park & Ride lots. The quantity of these signs fluctuates, depending on time-sensitive rider information that may need to be displayed instead at times in place of this Notice.	Continue to provide in English and Spanish.	Marketing Dept. <i>Ongoing</i>
Passenger Surveys (Appendix H)	PT conducted an on-board survey in 2017. Cards were handed out in English and the seven other languages providing information about how to get translation assistance to participate in the survey.	Continue to provide written translation on how customers can participate in the survey,	Transit Development Dept./Marketing Dept. <i>Ongoing</i>
Translated information on agency website	Pages on agency website in Spanish: http://www.piercetransit.org/alerts/como_tomar.htm ; http://www.piercetransit.org/title_vi.html ; http://www.piercetransit.org/pdfs/complaint_sp.pdf	Continue to feature Google Translate on the PT website to allow access to html web information in a language of the customer's choice. Additionally, we will consider converting some	Marketing unit <i>Ongoing</i>

Item	Where Available	Recommended Action	Responsibility & Timeline
		PDF documents on the website into HTML, to make them available to the translating functionality.	
Using bilingual staff to interpret as needed	Workforce Development maintains a database on employees fluent in languages other than English. Employees were used for translations of information into Spanish.	Pierce Transit should ensure the database is maintained and current.	Workforce Development Department <i>Ongoing</i>
Using telephone interpreter services	Pierce Transit's Task Outline 1930.30 (Appendix B) provides details on how an employee can use the interpreter line to assist with communication with a non-English speaking customer by telephone or in person and there is not an employee available who speaks the language.	Maintain use of the telephone interpreter line and continue to track usage.	Fixed Route Customer Service Department <i>Ongoing</i>
Open Houses	Examples are included in Appendix I, J, K from the Destination 2040 Long Range Plan process and the High Capacity Transit Feasibility Study process.	Continue running Spanish language advertisements for critical awareness campaigns	Planning and Community Development Division; Marketing Dept.
Translated newspaper advertisements	Pierce Transit has not provided this service in the past.	Consider translated newspaper ads when important information needs to be conveyed. At least provide notice of language assistance in alternate languages in newspaper ads	Marketing unit; Clerk of the Board <i>Ongoing</i>
Interpreter services at public hearings	Pierce Transit has not provided this service in the past.	Upon request, Pierce Transit will consider procurement of interpretation services at public hearings.	Clerk of the Board <i>Ongoing</i>

Task 3: Training Staff

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

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

Identify existing staff training opportunities.

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

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

Design and implement LEP training for agency staff.

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

Task 4: Providing Notice to LEP Persons

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

Task 5: Monitoring and Updating the LEP Plan

Pierce Transit's ongoing outreach efforts will include a process to obtain feedback on our language assistance measures. Authority and responsibility for monitoring of the program will be with the Civil Rights Officer (CRO). Gathering feedback and monitoring the effectiveness of LEP efforts will also be part of the Community Transportation Advisory Group's (CTAG) activities. There is opportunity to more effectively use the CTAG in this regard than the agency has done in the last three years. This group meets monthly and can assist Pierce Transit in ensuring the agency is meeting its Title VI commitments and is meeting the communication needs of the diverse community we serve.

The DOT LEP Guidance suggests that agencies conduct internal monitoring of their system to determine whether language assistance measures and staff training programs are working. This monitoring can be accomplished in several ways, including identifying issues or needs during the following activities:

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

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

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

During the last three years, no complaints have been received about how the agency is meeting the needs of LEP persons. Pierce Transit has met the major intent of the LEP guidance and the agency will continue to implement the Language Assistance Measures identified in Section II: Implementation Plan.

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

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

LIST OF APPENDICES

Appendix A	“Translations Available” Block in Seven Languages
Appendix B	Task Outline – Using the Language Line Over the Phone Interpretation Service
Appendix C	Title VI Notice in English and Spanish
Appendix D	How to Ride and Title VI information published in “The Bus Stops Here” in Spanish
Appendix E	Translation Service Available notice in “The Bus Stops Here” in Seven Languages
Appendix F	Interpretation Service Available poster at Bus Shop and Headquarters
Appendix G	Comment/Compliment Card in English and Spanish
Appendix H	Onboard Survey Translation Services Available
Appendix I	High Capacity Transit Fact Sheet in Spanish
Appendix J	Bus Rapid Transit Mailer July 2018
Appendix K	Long Range Plan Outreach Brochure in English and Spanish
Appendix L	The Way to Go to the Books Library Information Rack Card in English and Spanish
Appendix M	Google Translate menu from Pierce Transit website

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

상단 헤더의 '언어'를 클릭하여 이 페이지를 번역.

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

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

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

បកប្រែទំព័រនេះដោយចុចលើ 'ភាសា' នៅតួនាទីបឋមកថាកំពូល។

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

P.O.Box 99070
Lakewood WA 98496

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

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

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

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

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

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

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

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

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

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

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

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

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

Review Due: July 17, 2019

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

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

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

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

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

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

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

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

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

Title VI: Aviso al Público de la Ley de Derechos

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

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

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

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

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

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

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

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

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

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

한국어 번역 서비스를 제공하는 상담원과 통화-
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ដោយហៅតាមរយៈ លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

¡Viajando Por Autobús es Fácil!

Aquí hay algunos puntos básicos para comenzar

Busque la parada de el autobus cerca de Ud. Los números indican cuales rutas paran allí. Algunas paradas tienen horarios. Paradas accesibles para sillas de ruedas están marcadas con éste símbolo ♿. No todas las paradas son accesibles para sillas de ruedas. Llame al 253.581.8000 para saber cuales lugares son accesible. Un representante encontrará la mas cerca de usted.

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

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



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

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

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

Si paga con un pase regional de ORCA y la tarifa en su autobús o tren de conexión es más que el valor de su pase, la diferencia se deducirá automáticamente de su E-purse.

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

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

PIERCE TRANSIT Notice to the Public of Rights Under Title VI

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

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

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

Pierce Transit

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

Email: crofficer@piercetransit.org

Visit our website: www.piercetransit.org/title-vi-complaint-process/

Call Customer Services: 253.581.8000 for more information

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

Título VI – Aviso al Público de la Ley de Derechos

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

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

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

Pierce Transit

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

Por email: crofficer@piercetransit.org

Nuestro sitio del internet: www.piercetransit.org/title-vi-complaint-process/

Llame al servicio de cliente: 253.581.8000 para más información.

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

Information

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

BUS SHOP FOR SALES & INFORMATION

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

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

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

RIDESHARE 1.888.814.1300

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

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

REGIONAL TRANSIT AGENCIES

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

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

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

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

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

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

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

Spanish

Russian

Vietnamese

Tagalog (spoken in Phillipines)

Korean

Khmer (spoken in Cambodia)

German

Interpretation Service Available Here in more than 200 languages

**Language Line
SolutionsSM**

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

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

253.581.8000
 piercetransit.org

MARKETRON 5000 > Bus Shops > Interpretation > Interpretation Flyer

PIERCE **TRANSIT** **the way to go!**

Tarjeta Para Elogiar al Chofer

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

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

NÚMERO DE LA RUTA _____

NÚMERO DE AUTOBÚS _____

LOCALIZACION DE ABORDAJE _____

VIAJANDO HACIA _____

COMENTARIOS _____

SU NOMBRE _____

SU TELÉFONO _____

SU E-MAIL _____

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



Comment / Compliment Card

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

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

ROUTE # _____

BUS # _____ **SHUTTLE #** _____

BOARDING LOCATION _____

TRAVELING TOWARD _____

COMMENTS _____

YOUR NAME _____

YOUR PHONE _____

YOUR E-MAIL _____

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



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

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

Pierce Transit កំពុងធ្វើការស្ទង់មតិអំពីអ្នកជិះរថយន្តក្រុងរបស់ខ្លួន។ ប្រសិនបើអ្នកចង់ចូលរួមស្ទង់មតិសព្វថ្ងៃទៅលើលេខ 855-762-5057 ហើយអ្នកក៏បកប្រែផ្ទាល់មាត់ម្នាក់នឹងជួយអ្នកបំពេញការស្ទង់មតិនេះ។

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

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

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

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

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

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

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Pierce Transit កំពុងធ្វើការស្ទង់មតិអំពីអ្នកជិះរថយន្តក្រុងរបស់ខ្លួន។ ប្រសិនបើអ្នកចង់ចូលរួមស្ទង់មតិសព្វថ្ងៃទៅលើលេខ 855-762-5057 ហើយអ្នកក៏បកប្រែផ្ទាល់មាត់ម្នាក់នឹងជួយអ្នកបំពេញការស្ទង់មតិនេះ។

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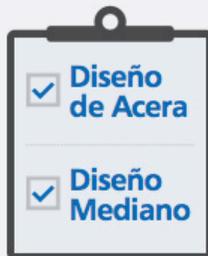
Pierce Transit está cerca de un hito importante sobre el estudio de transporte público de alta capacidad (HCT, por sus siglas en inglés) de un tramo a lo largo de 14 millas, Pacific Avenue | SR 7, desde el centro de Tacoma hasta Spanaway.

¿Qué decisiones se han hecho hasta ahora?



Evaluación del modo de transporte

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



Análisis de Alternativas

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

¿Qué decisiones aún no se han hecho?

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

EL PROCESO DEL ESTUDIO



¿Qué es el Bus Rapid Transit (BRT)?

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

Elementos Claves de BRT

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

Beneficios de BRT

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



Cómo puede involucrarse



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



Oportunidades para dar comentarios en cualquier momento, contactar a:

Darin L. Stavish, AICP, Planificador Principal

T: 253.983.3329

Correo electrónico: hct@piercetransit.org

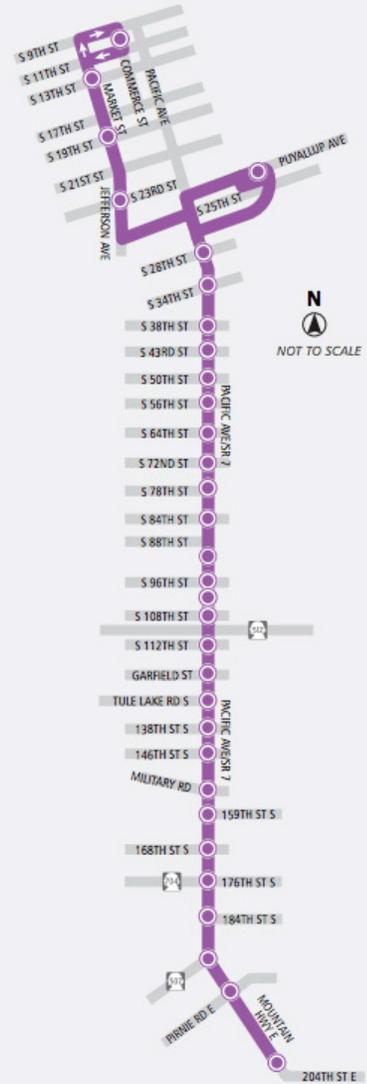


Obtenga más información sobre el proyecto.



Escanee el código QR para visitar el sitio web

RUTA PROPUESTA DE SERVICIO BRT Y UBICACIONES DE ESTACIONES



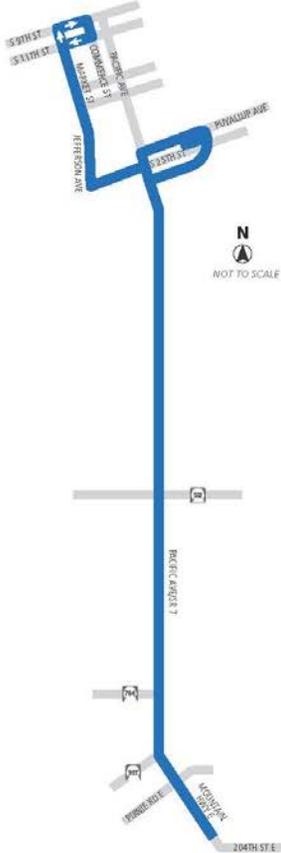
— Ruta propuesta de Pacific Avenue | SR 7

● Estación propuesta

Un esfuerzo cooperativo con:



POTENTIAL BRT SERVICE ROUTE



What is Bus Rapid Transit?

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



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



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



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



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



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



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



An economic development catalyst through infrastructure and streetscape improvements.

Follow Pierce Transit On:   

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

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

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

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

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

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

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

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

ສາຍອັກຄະສອນភ្នាក់ងារអន្តរជាតិប្រែភាសាខ្មែរ (កម្ពុជា) ដោយរងដោយហៅតាមរយៈ លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

Bus Rapid Transit



Pacific Avenue || SR 7 Corridor
HIGH CAPACITY TRANSIT
FEASIBILITY STUDY

Pierce Transit
PO Box 99070
Lakewood WA 98496-0070

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



Deseamos sus opiniones Sobre la visión del futuro de Pierce Transit

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



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



Tres Juntas Públicas en Febrero

Miércoles
3 DE FEB.
De 3:00pm a 6:00pm

Hilltop Community Room
1202 Martin Luther King, Jr. Way
Tacoma, WA 98405
SERVIDO POR RUTAS 28, 45, 57 y 102

Martes
16 DE FEB.
De 4:30pm a 7:30pm

Puyallup Public Library
South Meeting Room
324 South Meridian
Puyallup, WA 98371
Lakewood, WA
SERVIDO POR RUTAS 402 y 425

Jueves
25 DE FEB.
De 5:00pm a 8:00pm

Pierce Transit Training Center
Rainier Conference Room
3720 96th Street SW
Lakewood, WA 98499
SERVIDO POR RUTAS 48 y 300

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

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



Junta Pública Unión del Consejo de Administración

Junta Pública
Lunes
14 DE MARZO
4:00pm

Déanos su opinión
Pierce Transit Training Center
Rainier Conference Room
3720 96th Street SW
Lakewood, WA 98499
Servido por rutas 48 y 300

Unión del Consejo
de Administración
Lunes
11 DE ABRIL
4:00pm

Consejo de Administración actual
Pierce Transit Training Center
Rainier Conference Room
3720 96th Street SW
Lakewood, WA 98499
Servido por rutas 48 y 300

¡Deseamos sus opiniones!



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



Public Hearing & Board Meeting

Public Hearing

Monday

MAR 14

4:00pm

Voice Your Opinion
Pierce Transit Training Center
Rainier Conference Room
3720 96th Street SW
Lakewood, WA 98499

SERVED BY ROUTES 48 & 300

Board Meeting

Monday

APRIL 11

4:00pm

Board Takes Action
Pierce Transit Training Center
Rainier Conference Room
3720 96th Street SW
Lakewood, WA 98499

SERVED BY ROUTES 48 & 300

We look forward to hearing from you!

To provide feedback or request more information on the Long Range Plan, please visit: piercetransit.org/destination-2040/ or call Darin Stavish at 253.983.3329.

Translation Service

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

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

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

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

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អរមិច្ចាភ័យជូនអ្នកប្រើប្រាស់សេវាប្រែភាសាខ្មែរ (កម្ពុជា) ដោយហៅតាមលេខ: ២៥៣-៥៨១-៨០០០ ។

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



piercetransit.org • 253.581.8000

We Want Your Input

Regarding Pierce Transit's Vision for the Future

2016 Open Houses & Public Hearing

Version en
ESPAÑOL
dentro del
folleto



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

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

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



Open Houses

Wednesday

FEB. 3

3:00pm – 6:00pm

Hilltop Community Room
1202 Martin Luther King, Jr. Way
Tacoma, WA 98405

SERVED BY ROUTES 28, 45, 57 & 102

Tuesday

FEB. 16

4:30pm – 7:30pm

Puyallup Public Library
South Meeting Room
324 South Meridian
Puyallup, WA 98371

SERVED BY ROUTES 402 & 425

Thursday

FEB. 25

5:00pm – 8:00pm

Pierce Transit Training Center
Rainier Conference Room
3720 96th Street SW
Lakewood, WA 98499

SERVED BY ROUTES 48 & 300

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

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

PIERCE TRANSIT

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



TACOMA LIBRARIES

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

Main Library

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

Fern Hill Library

765 South 84th Street • 253.341.4724
Route / Ruta 45

Moore Library

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

Mottet Library

3523 East G Street • 253.617.7680
Route / Ruta 42

South Tacoma Library

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

Swasey Library

7001 Sixth Avenue • 253.617.7810
Route / Ruta 1

Wheelock Library

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



253.581.8000 • piercetransit.org



PIERCE COUNTY LIBRARIES

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

Fife

6622 20th Street East • 253.548.3323
Route / Ruta 501

Gig Harbor

4424 Point Fosdick Drive NW • 253.548.3305
Route / Ruta 100

Lakewood

6300 Wildaire Road SW • 253.548.3302
Route / Ruta 214

Milton / Edgewood

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

Parkland / Spanaway

13718 Pacific Avenue South • 253.548.3304
Route / Ruta 1

South Hill

15420 Meridian East • 253.548.3303
Route / Ruta 402

Steilacoom

2950 Steilacoom Blvd • 253.548.3313
Route / Ruta 212

Summit

5107 112th Street East • 253.548.3321
Route / Ruta 410

Tillicum

14916 Washington Avenue SW • 253.548.3314
Route / Ruta 206

University Place

3609 Market Place West, Suite 100 • 253.548.3307
Route / Ruta 2

← → ↻ 🔒 piercetransit.org Language | AAA | 🔍 Search...

> Select Language Bulgarian Esperanto Haitian Creole Italian Latvian Myanmar (Burmese) Scots Gaelic Swahili Welsh
 Afrikaans Catalan Estonian Hausa Japanese Lithuanian Nepali Serbian Swedish Xhosa
 Albanian Cebuano Filipino Hawaiian Javanese Luxembourgish Norwegian Sesotho Tajik Yiddish
 Amharic Chichewa Finnish Hebrew Kannada Macedonian Pashto Shona Tamil Yoruba
 Arabic Chinese (Simplified) French Hindi Kazakh Malayalam Persian Sindhi Telugu Zulu
 Armenian Chinese (Traditional) Frisian Hmong Khmer Malay Polish Sinhala Thai
 Azerbaijani Corsican Galician Hungarian Korean Malayalam Portuguese Slovak Turkish
 Basque Croatian Georgian Icelandic Kurdish (Kurmanji) Maltese Punjabi Slovenian Ukrainian
 Belarusian Czech German Igbo Kyrgyz Maori Romanian Somali Urdu
 Bengali Danish Greek Indonesian Lao Marathi Russian Spanish Uzbek
 Bosnian Dutch Gujarati Irish Latin Mongolian Samoan Sundanese Vietnamese

End
 07/17/2018 5:40 pm
 Departing Arriving
 Plan My Trip Advanced Options OFF

PROJECT FUNDING
 Identify and apply for project funding.

SERVICE PLANNED TO BEGIN
 Begin HCT Service on Pacific Avenue [SR 7].

2019-2021
 Q4 Study - L Project 2022

ROUTE STATUS

- TACOMA MALL TRANSIT CENTER CLOSED - DETOUR**
 Route 57 on detour due to Tacoma Mall Transit Center closure
- TACOMA MALL TRANSIT CENTER CLOSED - DETOUR**
 Route 55 on detour due to Tacoma Mall Transit Center closure
- TACOMA MALL TRANSIT CENTER CLOSED - DETOUR**
 Route 54 on detour due to Tacoma Mall Transit Center closure

STAY CONNECTED!

 Stay Connected!
 Sign up for the latest email news and updates from Pierce Transit.
 Email Address

ROUTES & SCHEDULES
 Select Route

TRANSIT NEWS

- JUL 5** **HIGH CAPACITY TRANSIT DETAILS PART OF JULY 9 BOARD MEETING**
 Pierce Transit Board of Commissioners to make key decisions on proposed High
- JUN 21** **NEW LOOK!**
 Pierce Transit has a new look with a refreshed logo!
- JUN 18** **NOTICE OF EFC MEETING CANCELLATION**
 Notice is hereby given that the Pierce Transit Executive Finance Committee (EFC)

“My number one priority is to get my

APPENDIX E

Pierce Transit Service Performance Standards

APPENDIX E to Pierce Transit 2018 Title VI Program Submittal

(Appendix B to Destination 2040 Pierce Transit Long Range Plan)

APPENDIX B. Service Performance Standards

Pierce Transit Performance Measures & Standards Route Design Guidelines

Revised & Updated December 2015

Appendix B Performance Measures & Standards

As an integral part of the agency's Long Range Plan, Destination 2040, Pierce Transit has reevaluated and updated its System Performance Measures & Service Guidelines for 2015 and beyond. These measures and guidelines were last updated in October 2011 when annual fixed route service hours averaged just below 500,000 or approximately 12 percent greater than today. As service hours are restored over time, Pierce Transit must be able to easily but accurately demonstrate that the routes are meeting or exceeding their targets. The other two service types – SHUTTLE (paratransit) and Vanpool (commuter alternative) – will also be required to adhere to new metrics.

In their March 2009 "Best Practices in Transit Service Planning" guidebook, the USF Center for Urban Transportation Research has noted, "The provision of cost efficient and effective bus transit service is the basic premise upon which transit service is developed and the goal that all public transportation agencies strive to achieve. To attain this goal, public transit agencies must design their services around clear and defined principles, as well as a process to monitor the results achieved and to respond accordingly. This requires service design standards, an effective performance measurement system, and a systematic and continuous service evaluation methodology."

The purpose of creating and adopting performance measures are further defined by the USDOT below.¹

1. To clarify the definition of goals – Performance measures are a tool that is used in converting broad goals into measurable objectives.
2. To monitor or track performance over time – Metrics are used to track performance on a regular basis (e.g., monthly, yearly).
3. As a reference for target setting – Metrics are used as the basis for selecting a target that is intended to be achieved.
4. As a basis for supporting policy and investment decisions by comparing alternative options – Metrics are used as a basis for comparing alternative investments or policies in order to make decisions.
5. To assess the effectiveness of policies and strategies – Metrics are what enable measurements to assess whether projects and strategies have worked to further their goals.

In selecting the 30 new performance measures for Pierce Transit that would best support the agency's performance analysis, the Transit Development team considered the following key questions:

- Does it represent a key concern of the agency? (e.g., is it listed in the 2015-2020 Strategic Plan or annual Transit Development Plan?)
- Is the measure clear?
- Are data available for calculating the measure? (e.g., regularly reported in the NTD)
- Can it be forecasted?
- Does it measure something the agency and its investments can influence?
- Is the measure meaningful for the types of services we offer or the geographic area we cover?
- Is it truly "measuring what matters" to the public as well?

The spectrum between high level goals and clearly defined targets is depicted below.



¹ Source: *Performance Based Planning and Programming Guidebook*, U.S. Department of Transportation – Federal Highway Administration Report #FHWA-HEP-13-041 (September 2013)

Pierce Transit Performance Measures & Standards Route Design Guidelines

In a review of both peer transit agencies' performance measures and USDOT recommendations, Pierce Transit has elected to begin collecting and reviewing data for the following 30 performance measures under ten different categories:

Category	#	Measure
Service Supplied	1	Annual Service Hours
Service Supplied	2	Annual Vehicle Revenue Hours
Service Supplied	3	Annual Service Miles
Service Supplied	4	Annual Vehicle Revenue Miles
Service Supplied	5	Percentage of Time Points Departing On Time
Service Consumed	6	Annual Unlinked Passenger Trips (Boardings)
Service Consumed	7	Missed Vehicle Trips
Service Consumed	8	Boardings per Capita
Service Consumed	9	Peak Load Factor (also measured as Average Passenger Load ¹)
Service Effectiveness	10	Unlinked Passenger Trips per Vehicle Revenue Hour
Service Effectiveness	11	Unlinked Passenger Trips per Vehicle Revenue Mile
Service Effectiveness	12	Operating Expense per Unlinked Passenger Trip (Cost per Passenger)
Service Efficiency	13	Operating Expense per Vehicle Revenue Hour
Service Efficiency	14	Operating Expense per Vehicle Revenue Mile
Finance	15	Annual Operating Expenses
Finance	16	Annual Capital Expenses
Finance	17	Annual Farebox Revenues
Cost Effectiveness	18	Farebox Recovery Ratio
Human Capital	19	Employee Engagement Rate
Human Capital	20	Voluntary Employee Turnover Ratio (Percent to Total Turnover)
Safety	21	Number of Preventable Accidents per 100,000 Service Miles
Safety	22	New or Reopened On-the Job Injury Claims Filed
Passenger Amenities	23	Percentage of Benches and Shelters in Urban versus Suburban Areas
Passenger Amenities	24	Transit Accessible Park-and-Ride Spaces Provided
Passenger Amenities	25	Transit Accessible Park-and-Ride Utilization
Customer Satisfaction	26	Number of Complaints
Customer Satisfaction	27	Number of Compliments
Customer Satisfaction	28	Overall Satisfaction Index (Percentage)*
Customer Satisfaction	29	Perception of Personal Safety and Security at Stations, Shelters, and Stops*
Customer Satisfaction	30	Perception of Personal Safety and Security On Board Vehicles*

Note: Bold font indicates a measure reported in annual NTD transit agency profiles (Pierce Transit is under ID Number 0003). Definitions of each measure are provided on pages 15-17.

*From most recent 2010 and 2014 survey results combined.

Once adopted as part of the Long Range Plan, Destination 2040, the agency will continuously monitor all performance measures from calendar year 2015 through 2020. It should be noted however that these performance measures will be reevaluated as part of the Pierce Transit Long Range Plan update scheduled for 2020. In the interim, additional guidance could still be forthcoming as part of the Puget Sound Regional Council's update to their Long Range Plan, Transportation 2040, to begin in 2016 for adoption in 2017, or from the USDOT under the new transportation authorization bill signed by President Barack Obama on December, 4, 2015, the FAST Act.

System Performance Measures

MONITORING TOOLS

Each Pierce Transit service will be monitored, with performance tracked and reported periodically. The following performance measures will be tracked and maintained for each service mode or agency wide, as outlined below.

**Pierce Transit
Performance Measures & Standards
Route Design Guidelines**

	Fixed Route	SHUTTLE	Vanpool	Agency Wide
1. Annual Service Hours	Yes	Yes	No	No
2. Annual Vehicle Revenue Hours	Yes	Yes	Yes	Yes
3. Annual Service Miles	Yes	Yes	Yes	Yes
4. Annual Vehicle Revenue Miles	Yes	Yes	Yes	Yes
5. Percentage of Time Points Departing On Time	Yes	Yes	No	No
6. Annual Unlinked Passenger Trips (Boardings)	Yes	Yes	Yes	Yes
7. Missed Vehicle Trips (Number of Service Interruptions ²)	Yes	Yes	Yes	Yes
8. Boardings per Capita	Yes	No	No	No
9. Peak Load Factor (Average Passenger Load)	Yes	No	No	No
10. Unlinked Passenger Trips per Vehicle Revenue Hour	Yes	Yes	Yes	Yes
11. Unlinked Passenger Trips per Vehicle Revenue Mile	Yes	Yes	Yes	Yes
12. Operating Expense per Unlinked Passenger Trip (Cost per Passenger)	Yes	Yes	Yes	Yes
13. Operating Expense per Vehicle Revenue Hour	Yes	Yes	Yes	Yes
14. Operating Expense per Vehicle Revenue Mile	Yes	Yes	Yes	Yes
15. Annual Operating Expenses	Yes	Yes	Yes	Yes
16. Annual Capital Expenses	Yes	Yes	Yes	Yes
17. Annual Farebox Revenues	Yes	Yes	Yes	Yes
18. Farebox Recovery Ratio	Yes	Yes	Yes	Yes
19. Employee Engagement Rate	---	---	---	Yes
20. Voluntary Employee Turnover Ratio (Percent to Total Turnover)	---	---	---	Yes
21. Number of Preventable Accidents per 100,000 Miles of Service	Yes	Yes	Yes	Yes
22. New or Reopened On-the-Job Injury Claims Filed	---	---	---	---
23. Percentage of Benches and Shelters in Urban versus Suburban Areas	No	No	No	Yes
24. Transit Accessible Park-and-Ride Spaces Provided	No	No	No	Yes
25. Transit Accessible Park-and- Ride Utilization	No	No	No	Yes
26. Number of Complaints	Yes	Yes	Yes	Yes
27. Number of Compliments	Yes	Yes	Yes	Yes
28. Overall Satisfaction Index (Percentage)	---	---	---	Yes
29. Perception of Personal Safety and Security at Stations, Shelters, and Stops	---	---	---	Yes
30. Perception of Personal Safety and Security On Board Vehicles	---	---	---	Yes

² Per 100,000 miles

**Pierce Transit
Performance Measures & Standards
Route Design Guidelines**

SYSTEM PERFORMANCE TARGETS AND STANDARDS

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

Each year Pierce Transit will evaluate the following performance targets either by mode or system-wide:

	Fixed Routes	SHUTTLE	Vanpool	Agency Wide
Annual Service Hours per Capita	>0.7	N/A	N/A	N/A
Annual Boardings per Capita	>20	N/A	N/A	N/A
Farebox Recovery	20%	2%	100% ⁽¹⁾	15%
Boardings per Service Hour	>23	>2.5	N/A	N/A
Operating Cost per Vehicle Service Hour	<\$150 ⁽²⁾	<\$150 ⁽²⁾	N/A	N/A
Percent of Timepoints Departing on Time	>85%	N/A	N/A	N/A
Complaints per 1,000 Riders				<1
Compliments per 1,000 Riders	N/A	N/A	N/A	>1
Service Interruptions per 100,000 Miles of Service	<5	<7	<7	N/A
Overall Customer Satisfaction Index	>75% ⁽³⁾	4 ⁽⁴⁾		

(1) Direct Vanpool operating costs only.

(2) Fully allocated 2015 dollars.

(3) *Rating of excellent or good. Survey will be administered every 2-3 years. The goal is to show improvement from the last survey.

(4) Based on a scale of 1-5, with 1 being "unsatisfactory" and 5 being "outstanding."

Note: These performance targets exclude regional fixed route services operated under contract with Sound Transit.

Fixed Route Standards

Service Development Guideline

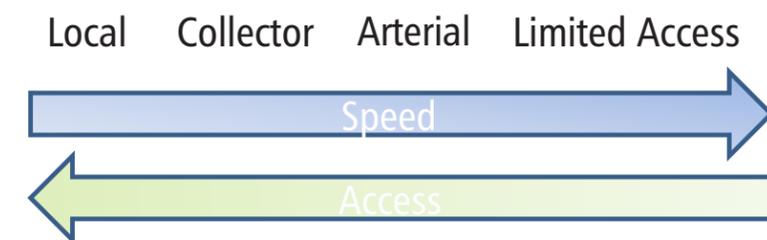
INTEGRATION WITH THE COMMUNITY

Pierce Transit will design services and facilities in areas appropriate to its land use characteristics and shall coordinate with local jurisdictions, so land use and development plans can more readily accommodate the integration of public transportation services.

Service Development Standard

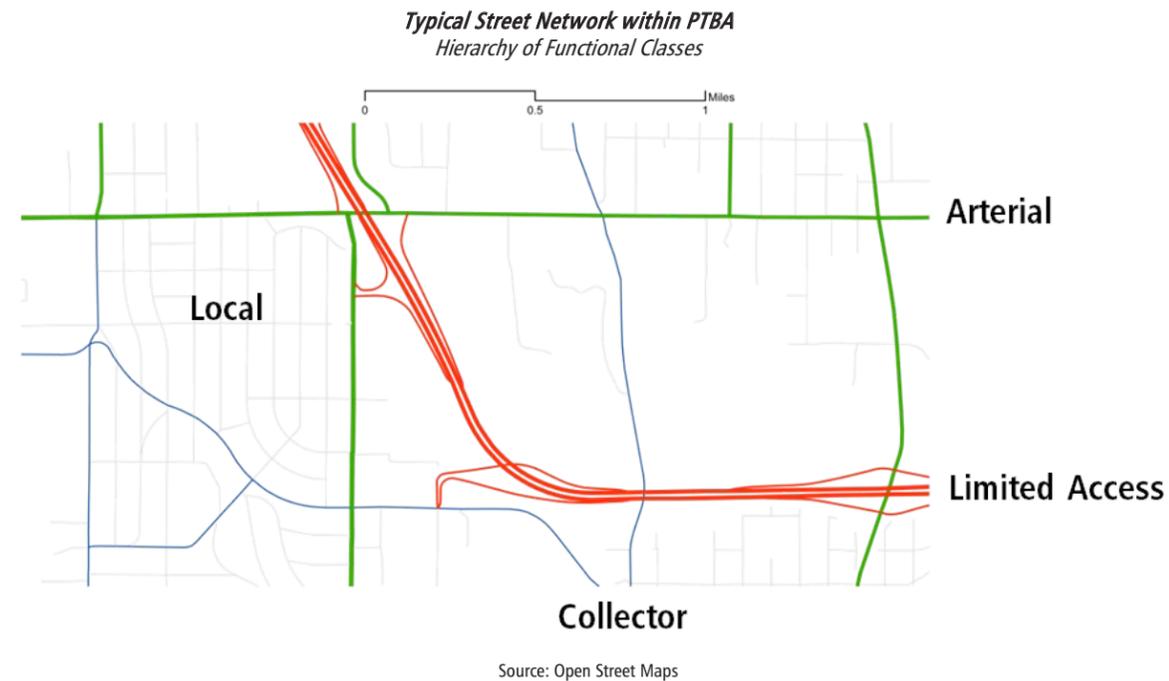
TRANSIT OPERATING ENVIRONMENT

Transit services should operate on streets constructed to at least a functional classification of "collector" or higher intensity.



**Pierce Transit
Performance Measures & Standards
Route Design Guidelines**

- Local Streets are low speed in nature, have a high level of intersection density, and are typically the most truncated in nature. Local streets are designed to feed into Collector streets. They most frequently serve residential land uses and are the most hospitable to non-motorized users.
- Collector streets tend to have moderate speed limits (30-35 mph). They are more truncated than arterial streets but less truncated than local streets. Intersection densities are moderate. They are typically designed to feed traffic to arterials.
- Arterial streets have the lowest intersection density, highest speed limits (up to 45mph), and the lowest degree of truncation for roadways on which non-motorized traffic is permitted. They are the most likely functional class to serve commercial retail centers and are often spaced at one-mile intervals.
- Limited-Access roadways have the highest speed limits (up to 60 mph within the PTBA) and completely grade-separated intersections. Pedestrians and cyclists are prohibited. Transit is only suitable for express-type service.



ROUTE DESIGN

Transit routes will be designed to provide an attractive and viable alternative to automobiles for regional travel.

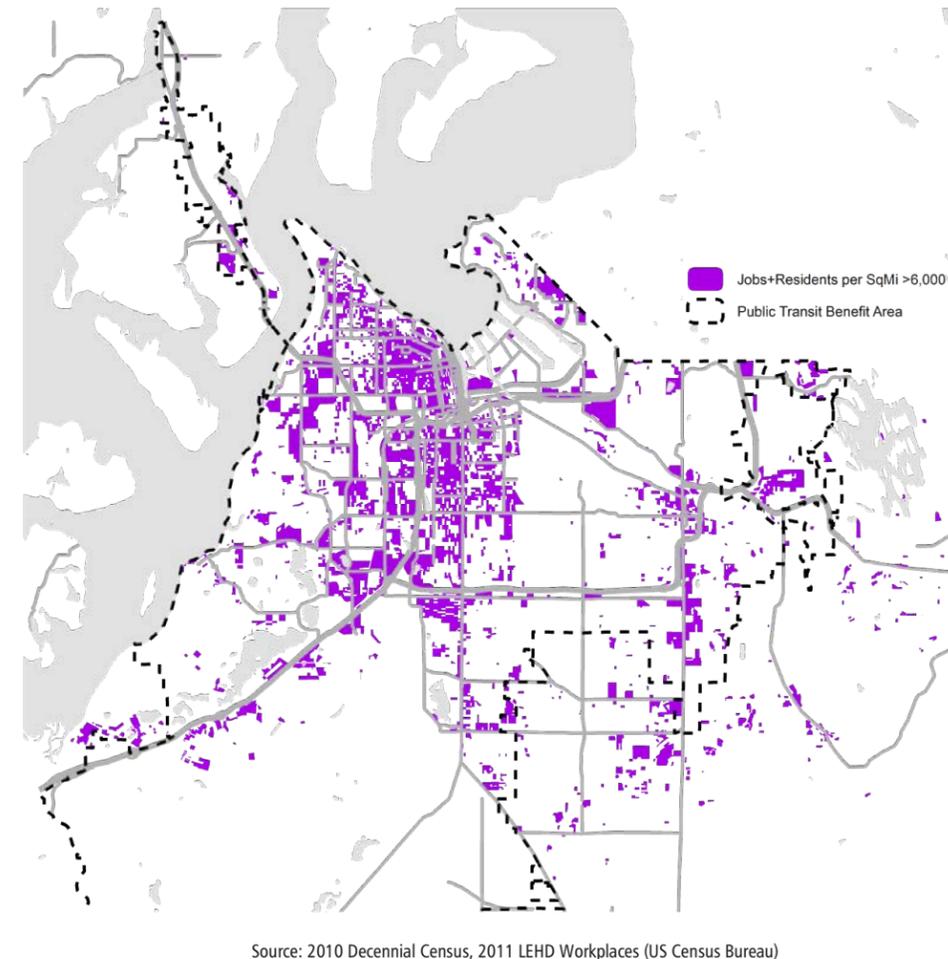
Service design standards are intended to provide general guidelines for new routes and major redesign efforts. There may be times when local operating conditions will make it advisable to alter these design standards.

ROUTE SPACING

Bus routes should be spaced approximately one-half mile apart in the urban core (i.e., areas where the combined residential and employment densities exceed 6,000/square mile). Bus routes should be spaced no closer than one mile apart in less densely populated sections of the service area.

**Pierce Transit
Performance Measures & Standards
Route Design Guidelines**

*Where Density Warrants Half-Mile Route Spacing
Pierce County Census Blocks Greater than 6,000 Jobs+Residents/Square Mile:*



ROUTE DIRECTNESS

Route directness is defined as the ratio of travel distance via transit to the most direct travel distance via automobile. Routes should not be more than 20 percent longer in distance than a comparable trip by car. Deviations of routes should not exceed 8 minutes per round trip and should be based on averaging at least 10 additional customers per trip for such route deviation.

ROUTE DUPLICATION

When more than one route operates along the same street, vehicles should not operate at the same times except on approaches to or from a transit center.

Pierce Transit Performance Measures & Standards Route Design Guidelines

ONE WAY LOOPS

One way loops should not be used on regular weekday operational routes except as necessary at route terminals for the purpose of turning buses around.

ROUTE ANCHORS

When possible, terminal points of each end of a route should be located at major activity centers to ensure passenger traffic in both directions of operation. At least one end of each route shall have a clear "destination" orientation.

CORRESPONDENCE OF SERVICE LEVELS AND TRAVEL PATTERNS

Service frequency and times of operation should correspond to business hours, school class or shift change times, and other factors affecting travel patterns and rider demand.

URBAN SERVICES AREA

The urban core of Pierce County will be designated the Urban Services Area. Generally composed of neighborhoods with a combined residential and employment density exceeding 6,000 persons per square mile, this area will be served by intensive and high quality public transportation services.

Trunk routes will operate along a grid of major roadways within the Urban Services Area. Trunk routes provide high quality and frequent service that is specifically designed to provide a realistic alternative to private auto use for local trips.

TRANSIT CENTERS

Transit centers will be constructed at locations which permit the operation of a timed transfer system, and which permit convenient access to major passenger destinations. Generally, trunk routes will bypass transit centers unless the center is directly along the line of travel. Trunk routes may not operate on a timed transfer basis.

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

- Sidewalks and roadway crossings to provide pedestrian access from all area neighborhoods
- Roadway improvements, such as HOV lanes and improvements, that permit unimpeded travel for transit vehicles along routes of access and egress to the transit center
- Provision of bicycle facilities that link the transit center with surrounding neighborhoods
- Street lighting that illuminates pedestrian approaches to the transit center
- Encouragement of major new retail and office construction (i.e., high-rise construction is especially appropriate when undertaken in the vicinity of transit centers)
- Location of new retail and office construction so that pedestrian access from the transit center does not require walking through parking lots to reach a building

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

TYPES OF ROUTES - Routes will be classified according to their function: Trunk, Urban, Suburban, Community Connector, and Express

Pierce Transit Performance Measures & Standards Route Design Guidelines

TRUNK ROUTES³

These are major routes that serve high volume corridors within the Urban Services Area and immediately adjacent suburban neighborhoods. They carry the most passengers, with the highest productivity of any local route:

- Peak Hour Frequencies – 10-30 minutes
- Midday Frequencies – 15-30 minutes
- Saturday Frequencies – 30 minutes or less
- Sunday Frequencies – 30 minutes or less
- Evening Frequencies (before 9:00 p.m.) – 30 minutes or less
- Night Frequencies (after 9:00 p.m.) – 60 minutes or less
- Bus Stop Spacing Approximately $\frac{1}{8}$ – $\frac{1}{4}$ mile for local service
- Bus Stop Spacing Approximately $\frac{1}{2}$ mile for limited stop service
- Densities Served – Residential + Employment > 6,000 per square mile

Given their high visibility and importance, trunk routes will feature state-of-the-art customer information, enhanced passenger amenities, and may feature specially branded vehicles that are dedicated to these routes alone.

Appropriate roadway and site development improvements:

- Sidewalks
- Construction of bus pullouts where warranted
- Minimization or elimination of driveways
- Street lighting that illuminates bus stops
- Provision of pedestrian crossing facilities immediately adjacent to bus; top locations
- Providing improved bus stops at significant transfer locations. These stops may include upgraded shelter facilities, illumination, real time schedule information and intersection improvements that facilitate walking between bus stops for transferring passengers
- Placement of bus shelters at significant bus stops
- Encouragement of major new retail and office construction. High-rise construction is only appropriate when undertaken along Trunk bus routes or at a transit center
- Location of new retail and office construction so that pedestrian access does not require walking through parking lots to reach a building entrance (i.e., little or no building setback)
- Planned convenient walk access between bus stops and major developments
- Bus stops shall comply with the Americans with Disabilities Act of 1990 (ADA) design standards

URBAN ROUTES⁴

These are significant routes that serve arterial streets within urban areas. They carry large passenger volumes and maintain productivity at or above the system's average.

- Peak Hour Frequencies – 30 minutes or less
- Midday Frequencies – 30-60 minutes
- Saturday Frequencies – 30-60 minutes
- Sunday Frequencies – 60 minutes or less
- Evening Frequencies (before 9:00 p.m.) – 60 minutes or less
- Night Frequencies (after 9:00 p.m.) – 60 minutes or less
- Bus Stop Spacing – $\frac{1}{8}$ to $\frac{1}{4}$ mile
- Densities Served – Residential + Employment > 4,000 per square mile

³ Revised and updated May 2015.

⁴ Revised and updated May 2015.

Pierce Transit Performance Measures & Standards Route Design Guidelines

Appropriate roadway and site development improvements:

- Sidewalks
- Construction of bus pullouts where warranted
- Minimization or elimination of driveways
- Street lighting that illuminates bus stops
- Provision of pedestrian crossing facilities immediately adjacent to bus stop locations
- Placement of bus shelters at transfer locations and at significant bus stops
- Because urban routes generally do not provide frequent enough service to accommodate the needs of most commuters, intensive new retail and office construction should be discouraged. When it does take place, new commercial development should be street-oriented so that pedestrian access does not require walking through large parking lots to reach a building entrance (i.e., locating parking lots behind new construction)
- Planned convenient walking access between bus stops and major developments
- Bus stops shall comply with the Americans with Disabilities Act of 1990 (ADA) design standards

SUBURBAN ROUTES⁵

These are minor routes that serve suburban neighborhoods. Passenger volumes and productivity tend to be low. Still, they provide a vital means for residents of outlying neighborhoods to access more frequent services operating in the region's urban core. They do not, however, provide frequent enough service to attract significant numbers of commute trips that originate in other portions of the urban area.

- Peak Hour Frequencies – 60 minutes or less
- Midday Frequencies – 60 minutes or less
- Saturday Frequencies – As justified by demand
- Sunday Frequencies – As justified by demand
- Evening Frequencies (before 9:00 p.m.) – 60 minutes or less
- Night Frequencies (after 9:00 p.m.) – Typically, service will not operate
- Bus Stop Spacing – As needed; ¼ mile where development occurs; less frequent in undeveloped neighborhoods
- Densities Served – Residential + Employment > 1,800 per square mile
- Appropriate roadway and site development improvements:
- Sidewalks in areas where development has occurred
- Placement of bus shelters at transfer locations and at significant bus stops
- New office and retail construction designed to attract people who are not residents of the immediate area should be discouraged
- Placement of signal beacons and/or illumination to aid passenger visibility at night

COMMUNITY CONNECTOR ROUTES⁶

These are shorter, local area-focused routes which prioritize accessibility over mobility are therefore less direct. They typically provide feeder service from transit centers or park-and-ride lots to smaller business districts in communities with highly truncated street networks. They can include fixed-route, deviated-route, or other service types in order to accommodate lower density land uses.

- Frequencies and Span – Based on demand; *ad-hoc* in determination
- Bus Stop Spacing – Dependent on adjacent land use
- Densities Served – Residential + Employment > 1,800 per square mile

⁵Revised and updated May 2015.

⁶Revised and updated May 2015.

Pierce Transit Performance Measures & Standards Route Design Guidelines

Appropriate roadway and site development improvements:

- Greater tolerance toward local street operation
- Preference toward sidewalks in areas where development exists

EXPRESS ROUTES (*)

These are routes that connect transit centers or park and ride lots with major transit destinations. They allow travel to these distant locations in times that compare to automobiles.

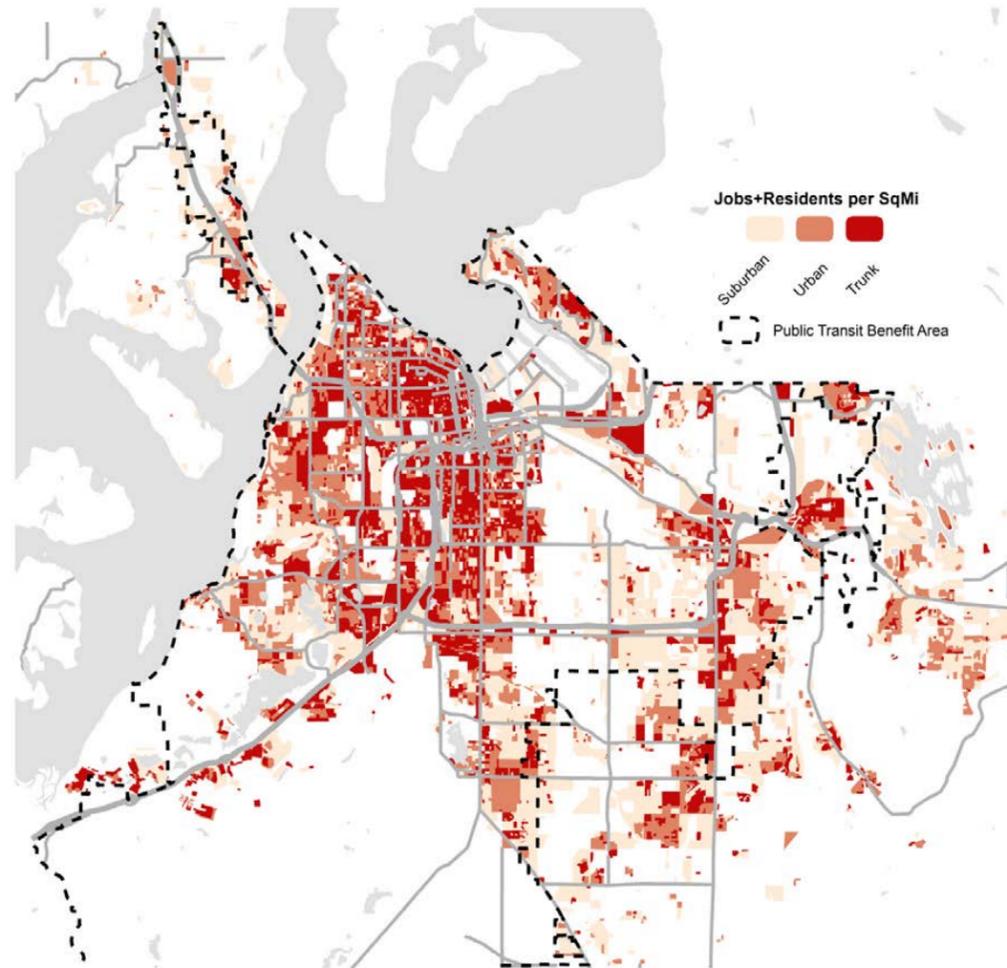
- Peak Hour Frequencies – 30 minutes or less
- Midday Frequencies – May operate only during commute periods
- Needed Market – Before an employer, or group of employers, can sustain express services a significant pool of employees, who share a similar work shift, must be located at one work location. Generally, express services are only appropriate after the total workforce at a site exceeds 5,000 persons. Vanpools are often an effective means of testing market potential before fixed route services are initiated
- Bus Stop Spacing – Generally only at transit centers and park-and-ride lots along the route

Appropriate roadway and site development improvements:

- These facilities will benefit from transit-friendly improvements adjacent to the facilities they serve
- Bus stops should be located as close to the employment site as possible
- Transit riders should not be asked to walk through a parking lot to reach the building's entrance

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*Which Level of Density Warrants Which Type of Service?
Pierce County Census Blocks Densities in Relation to Route Classification Thresholds:*



Source: 2010 Decennial Census, 2011 LEHD Workplaces (US Census Bureau)

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

	Weekdays	Saturdays	Sundays
Trunk Routes	4:30 a.m. - 11:45 p.m.	6:00 a.m. - 11:00 p.m.	7:00 a.m. - 9:30 p.m.
Urban Routes	6:15 a.m. - 10:15 p.m.	7:45 a.m. - 9:15 p.m.	8:45 a.m. - 5:30 p.m.
Suburban Routes	5:15 a.m. - 7:15 p.m.	As justified by demand	As justified by demand
Community Connector	As justified by demand	As justified by demand	As justified by demand
Express	Peak Period ⁷	No Service	No Service

⁷ Defined as 6:00 a.m. to 8:00 a.m. and again from 3:00 p.m. to 6:00 p.m.

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NEW BUS ROUTES

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

ROUTE EVALUATIONS

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

PERFORMANCE STANDARDS FOR LOCAL SERVICES

	Passengers per Service Hour	Passengers per Revenue Mile	Farebox Recovery
Trunk Routes			
Exceeds	>35	>4.0	>25%
Satisfactory	26-35	2.1-3.9	19-25%
Marginal	20-25	1.7-2.0	14-18%
Unsatisfactory	<20	<1.7	<14%
Urban Routes			
Exceeds	>30	>2.5	>22%
Satisfactory	21-30	1.7-2.4	15-22%
Marginal	15-20	1.3-1.6	11-14%
Unsatisfactory	<15	<1.3	<11%
Suburban Routes			
Exceeds	>30	>2.5	>22%
Satisfactory	16-30	1.3-2.5	12-22%
Marginal	10-15	0.7-1.3	7-11%
Unsatisfactory	<10	<0.7	<7%
Community Connectors			
Exceeds	>20	>1.5	>20%
Satisfactory	15-20	1.1-1.5	11-20%
Marginal	10-15	0.5-1.0	5-10%
Unsatisfactory	<10	<0.5	<5%

PERFORMANCE STANDARDS FOR EXPRESS SERVICES

	Passengers per Service Hour	Passengers per Trip	Farebox Recovery
Regional Express Routes			
Exceeds	>30	>30	>30%
Satisfactory	21-30	26-30	26-30%
Marginal	15-20	20-25	15-25%
Unsatisfactory	<15	<20	<15%

**Pierce Transit
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EVALUATION OF INDIVIDUAL TRIPS

Individual peak hour, midday, night, and weekend trips will be evaluated using the number of passengers they carry per hour as the service standard for the time period during which they operate. Generally, Pierce Transit will evaluate trips operated during a time period as a group. When a series of trips does not meet the minimum or maximum limits, they will be considered for augmentation, modification, or even elimination, as appropriate.

PERFORMANCE STANDARDS FOR INDIVIDUAL TRIPS

Acceptable number of Total Passengers Carried per Vehicle Revenue Hour for individual trips:

	<u>Minimum</u>	<u>Maximum</u>
<u>Trunk Routes</u>		
Peak	20.0	50.0
Midday	15.0	40.0
Night	10.0	40.0
Weekends	15.0	40.0
<u>Urban Routes</u>		
Peak	15.0	50.0
Midday	10.0	40.0
Night	10.0	40.0
Weekends	10.0	40.0
<u>Suburban Routes</u>		
Peak	10.0	30.0
Midday	10.0	20.0
Night	10.0	20.0
Weekends	10.0	20.0
<u>Community Connector Routes</u>		
Peak	10.0	30.0
Midday	10.0	20.0
Night	10.0	20.0
Weekends	10.0	20.0
<u>Express Services</u>		
Peak	20.0	50.0
Midday	15.0	40.0
Night	10.0	40.0
Weekends	10.0	40.0

VEHICLE ASSIGNMENTS

Appropriately sized vehicles will be designated for each work assignment.

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VEHICLE SIZES

Pierce Transit will operate three different vehicle sizes. Generally, the smallest vehicle capable of carrying the expected load will be dispatched on each piece of work.

<u>Vehicle Type</u>	<u>Seats</u>	<u>Maximum Desirable Load</u>
Cutaway Vans	16	24
Mid-size Coaches (30 ft.)	25	37
Full-size Coaches (40 ft.)	36-43	54-64

OVERCROWDING

Overcrowding conditions should be minimized.

ROUTE LOADING STANDARDS

The maximum loadings for individual trips, as a percentage of available seat capacity on fixed route service

<u>Period</u>	<u>Local</u>	<u>Express</u>
Peak Hour	150%	125%
Peak Period	100%	100%
Off-Peak	100%	100%

SHUTTLE Service Standards

PROGRAM ELIGIBILITY

Pierce Transit has adopted a separate set of program eligibility standards, which are available upon request.

SERVICE DELIVERY STANDARDS

SHUTTLE services shall meet or exceed the requirements of the Americans with Disabilities Act of 1990 (ADA).

Vanpool Service Standards

SERVICE DESIGN

The Vanpool program is an integral part of Pierce Transit's mix of public transportation services. Vanpools offer a distinct alternative to single-occupant automobile travel and are especially suited to longer distance commute trips to major worksites.

MEETING CUSTOMER DEMAND

Pierce Transit will work to meet the demand for Vanpool vehicles without maintaining a fleet in excess of actual need. The agency's goal is to have vehicles available when a new group of 5-15 riders is ready to form.

Pierce Transit Performance Measures & Standards Route Design Guidelines

PERFORMANCE MEASURES DEFINED

1. Service Hour – A Service Hour equates to one hour that an individual transit vehicle is on the road. For a transit system, service hours measure the number of transit vehicle hours that are provided across all routes in the system. Service hours include deadheading, revenue hours, and recovery hours.
2. Vehicle Revenue Hour - The hours that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue hours include layover/recovery time. Vehicle revenue hours exclude deadheading; operator training; vehicle maintenance testing. (NTD)
3. Service Mile – Any mile a vehicle is on the road including deadheading, but not including training miles or road test miles from Maintenance. While Pierce Transit generally uses the term “service mile,” vehicle service mile, platform mile, and vehicle platform mile are also used in some places to refer to this same statistic.
4. Vehicle Revenue Mile - The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles include layover/recovery time. Vehicle revenue miles exclude deadheading; operator training; vehicle maintenance testing. (NTD)
5. Time Point - A location on a fixed bus route that has a scheduled time of arrival and/or departure.
6. Unlinked Passenger Trip (Also see PM 10 below) – One passenger making a one-way trip from origin to destination. (TCRP)
7. Missed Vehicle Trip (i.e., Service Interruption) – For fixed route, any trip that does not operate before the next scheduled trip. For demand-responsive transit, it is a trip that is scheduled and booked but for which the transit vehicle does not show up (i.e., a measure of reliability). (TCRP)
8. Boardings per Capita (i.e., the number of transit trips per capita of the service area population) – Calculated by dividing *Service Area Population* by *Annual Unlinked Trips*.
9. Peak Load Factor (i.e., Average Passenger Load) – The average number of passengers aboard a vehicle for its entire time in revenue service, including late night and off-peak hour service as well as rush hour service; calculated by dividing *Passenger Miles* by *Vehicle Revenue Miles*.
10. Unlinked Passenger Trip (Also see PM 6 above) – The boarding of one transit vehicle in revenue service. Also a trip made in a single transit vehicle.
11. (Same definitions applicable to PMs 4 and 6 above.)
12. Operating Expense per Unlinked Passenger Trip (i.e., Cost per Passenger) – The sum of all recurring costs (e.g., labor, fuel) that can be associated with the operation and maintenance of the system during the period under consideration. Operating costs usually exclude such fixed costs as depreciation on plant and equipment, interest paid for loans on capital equipment, and property taxes on capital items. Calculated by dividing *Operating Expenses* (by mode) by *Annual Unlinked Trips* (by that same mode). (TCRP)
13. Operating Expense per Vehicle Revenue Hour – Calculated by dividing *Operating Expenses* (by mode) by *Vehicle Revenue Hours* (by that same mode). (TCRP)
14. Operating Expense per Vehicle Revenue Mile – Calculated by dividing *Operating Expenses* (by mode) by *Vehicle Revenue Miles* (by that same mode). (TCRP)
15. Operating Expenses – The total of all expenses associated with operation of an individual mode by a given operator. Operating expenses include distributions of “joint expenses” to individual modes, and exclude “reconciling items” such as interest expenses and depreciation. (Not to be confused with “vehicle operations expense.”) (TCRP)
16. Capital Expenses - The expenses related to the purchase of equipment. Equipment means an article of non-expendable tangible personal property having a useful life of more than one year and an acquisition cost which equals the lesser of: The capitalization level established by the government unit for financial statement purposes –or– \$5,000. Capital expenses do not include operating expenses that are eligible to use capital funds. (NTD)
17. Farebox Revenues – The passenger payments for rides, including cash, farecards, tickets, tokens, pass receipts, and transfer and zone charges, but excluding charter revenue. (TCRP)
18. Farebox Recovery Ratio – The ratio of fare revenues to direct operating expenses. Calculated by dividing *the total fare revenues* by *total operating costs*. (TCRP); This ratio indicates how much the passenger provides toward the total cost of operating a particular transit service (e.g., fixed route, vanpool, or paratransit).
19. Employee Engagement – Defined as “Emotional connection an employee feels toward his or her employment organization, which tends to influence his or her behaviors and level of effort in work related activities. The more engagement an employee has with his or her company, the more effort they put forth. Employee engagement also involves the nature of the job itself - if the employee feels mentally stimulated; the trust and communication between

Pierce Transit Performance Measures & Standards Route Design Guidelines

- employees and management; ability of an employee to see how their own work contributes to the overall company performance; the opportunity of growth within the organization; and the level of pride an employee has about working or being associated with the company.” (Retrieved from *BusinessDictionary.com* at <http://www.businessdictionary.com/definition/employee-engagement.html>)
20. Voluntary Employee Turnover – Ratio calculated by *the total number of annual separations initiated by the employee* (e.g., to take another job, for personal reasons, to move out of the area, because of a medical or health-related issue, voluntary in lieu of discharge) divided by *the grand total of annual separations*. Other reasons include an involuntary separation, a layoff, or death.
 21. Preventable Accident – One in which the employee failed to do everything reasonable and within his or her power to avoid the accident.
 22. On-the-Job Injury – Legally defined by RCW 51.08.100 as “A sudden and tangible happening, of a traumatic nature, producing an immediate or prompt result, and occurring from without, and such physical conditions as result there from. Most injuries involve a relatively straightforward assortment of bumps, bruises, lacerations, strains, etc.”
 23. Urban Service - Areas where the combined residential and employment densities exceed 4,000 per square mile; Suburban Service – Areas where the combined residential and employment densities exceed 1,800 per square mile but are under 4,000.
 24. Transit Accessible Park-and Ride Space – Defined as “a short-term or all day parking space provided for the specified use of a transit patron, adjacent to or on the same premises of a local or regional transit service.”
 25. Transit Accessible Park-and-Ride Utilization – Measured by the number of available spaces occupied on a daily, weekly, or monthly basis. Note that counts are typically taken on the second or third Wednesdays of each month. This minimizes the effects of compressed work week commuters who typically do not drive on Mondays or Fridays.
 26. Complaint – An expression of pain, dissatisfaction, or resentment. A cause or reason for complaining; a grievance. (AHD)
 27. Compliment – An expression of praise, admiration, or congratulation. (AHD)
 28. Satisfaction Index – The percentage of Pierce Transit patrons surveyed in 2010 or 2014 who indicated they were either “very satisfied” or “somewhat satisfied” with their overall transit experience. (The other response options were “neutral,” “somewhat dissatisfied,” or “very dissatisfied.”)
 29. Perception of Personal Safety and Security at Stations, Shelters, and Stops – Including but not limited to: accidents and injuries; reported security incidents; visibility and lighting; portion of transit equipment vandalized or in a state of disrepair; official (agency) responsiveness to perceived risks; availability of emergency phones and security alert systems. (TRB)
 30. Perception of Personal Safety On Board Vehicles - The absence of perceived threats of an accident, assault, theft, or abuse. (TRB)

Sources

Internal or from *PT Speak: Common Internal Agency Terms and Definitions* (2008), unless otherwise indicated.

AHD – The American Heritage Dictionary of the English Language: Fifth Edition (2011)

NTD – National Transit Data Base Glossary website. Retrieved from <http://www.ntdprogram.gov/ntdprogram/Glossary.htm>

TCRP – Transit Cooperative Research Program Report 165: Transit Capacity and Quality of Service Manual – Third Edition (2013)

TRB – Transportation Research Board, Public Transit Level of Service tables (2013). Retrieved from Victoria Transport Policy Institute website <http://www.vtpi.org/tdm/tdm129.htm>

APPENDIX C. Future Service Scenarios Development Methodology

A key component of *Destination 2040*, Pierce Transit's Long Range Plan, was to internally develop and analyze three hypothetical fixed route transit network scenarios for incremental growth and one for another potential "worse case" reduction in services beyond the agency's control. These four future scenarios (listed below from the largest network to the smallest) will be further used to determine directly related capital improvement projects or infrastructure that would also be required in tandem over both the middle and long term horizons. The various service scenarios evaluated current conditions (i.e., the Baseline scenario) against future population and employment projections for Pierce County, Washington, as well as considering buildable lands, household densities, employment densities, major activity or industrial centers, and any other criteria or data known to generate transit ridership and related demand.

The biggest expense at most transit agencies is labor; vehicles go nowhere without a structure of people to operate and maintain them. Seventy percent of Pierce Transit's operating expenses are funded through sales taxes, so the health of the local economy is the most important variable in determining how much transit service can be put out on the street. In developing a long range plan, Pierce Transit evaluated a series of hypothetical economic scenarios, and then shaped their service structure around these scenarios. These consisted of:

- *Aspirational Growth Scenario (Vision)*: Based on high growth in transit service hours, expanded or new routes, and unlimited or non-constrained funding availability. Identifies long-term agency priorities in years 11 thru 25 (Horizon Years 2025-2040). Also known as "The Vision" with growth at 3.0% annually and to approximately 700,000 annual service hours by 2030 and 900,000 annual service hours by 2040.
- *Rapid Growth Scenario (Baseline Plus)*: Based on maintaining or upgrading the assets and facilities we have today, while still returning to the agency's historically highest levels of service/service hours whenever feasible. Fiscally constrained to target approximately 650,000 annual service hours by 2030 at 2.5% average annual growth.
- *Incremental Growth Scenario (Per PSRC's Transportation 2040 goals)*: Identifies 6-year TIP capital project candidates and agency priorities (2015-2020) plus 10-year/Mid-Term Implementation Strategies (2020-2025). As prescribed by *Transportation 2040*, fiscally constrained to grow at 2.0% annually to approximately 600,000 service hours by 2030 and approximately 730,000 service hours by 2040.
 - *Current Conditions (Baseline)*: Per the 2015 budget and six-year plan, fiscally constrained but with no growth in annual service hours forecast beyond an increase to 454,000 in 2016. Could also be considered a "No Action" scenario.
- *Core Services Only Scenario (Baseline Minus)*: Identifies what routes would be reduced or discontinued entirely if local revenues, state funding, and/or federal funding were temporarily suspended or dramatically cut. Still fiscally constrained but immediately reduced by 30% to approximately 300,000 annual service hours. Also known as the "worse case" scenario.

With the service hour estimates in place, the next step in the process was to determine the *where* (routing), *when* (daily hours of operation), and *how* (headway/frequency).

Before developing a vision of what future Pierce Transit service should look like, it is important to determine the agency's service goals. As a public agency, Pierce Transit we must strive to serve the *entire* public, but the needs of the public are not homogenous. An 18-year old may demand service later in the night, and may think that late night service is more important than the distance they must walk to begin their journey. For an elderly or disabled rider, walking even one block may be struggle. For a commuter, peak hour service is the most important focus. Considering this, to which type of rider should our service be optimized? Pierce Transit attempts to better understand the diversity of needs and desires of its customers through a comprehensive survey which was last conducted in 2014. The most requested changes to Pierce Transit services remain more frequent service (22%), later service (18%), and weekend service (10%). Staying on schedule emerged as a new issue in 2014 as one-in-ten riders (9%) mentioned it compared to none in the previous two surveys of 2007 and 2010.

Other factors in shaping a network

In creating a comprehensive transit network, the issue of access is of critical importance. A bus route that makes no stops between its beginning and end points would be highly mobile (i.e., fast), but would be of limited benefit to the communities it ran through. Likewise, a road network that forces an increasing travel time creates an impediment to efficient service. A passenger riding transit always begins and ends his or her journey by some other mode; walking, bicycling, or driving. Building parking facilities is expensive and not particularly equitable; transit vehicles offer limited capacity for bicycle storage. For these reasons and many others, walking is the primary mode of transit access (cite PT customer survey for exact breakdown).

Numerous studies indicate that the furthest most riders are willing to walk to access transit is about ½ mile (approximately 10 minutes) for a work trip, and about ¼ mile (approximately 5 minutes) for other trip types. This phenomenon drives the importance of local street design. In a dense, grid-type street network, intersection density is high and there are multiple paths that can be taken to travel from one part of the network to another. Therefore, the area that can be served within a ½ or ¼ mile of a transit stop is also high. Urban development trends over the past half-century have favored a different network design, one in which streets are given various functional classes (e.g., local, collector, arterial) and feed traffic progressively from minor to major roadways. Interconnectivity between local streets is minimized on most local streets, primarily to discourage through drivers. The cost of this truncated local street network comes in the form of increased travel distances. For example, imagine a scenario in which a resident living on a cul-de-sac wishes to visit his backyard neighbor who lives on a separate cul-de-sac. A journey that might involve a few hundred feet in a grid network may require over a mile in a neighborhood served by cul-de-sacs and meandering local and collector streets that eventually flow into an arterial roadway. This illustrates one challenge in serving suburban development areas with fixed-route service.

In the Public Transit Benefit Area (PTBA), there are many considerations in determining what fixed route service should constitute. Transit has no need without people to ride it, and people are not evenly distributed throughout a region. As a rule of thumb, density (i.e., the number of people and jobs in a given area) is a very good predictor of transit ridership, and it is not evenly distributed in Pierce County.

- Goal: Create a network than is understandable and serves the most passengers with a minimal amount of travel time.

APPENDIX F
Pierce Transit Base Map 2018

APPENDIX G

Characteristics of Pierce Transit Riders (2017 Customer Survey excerpt)

Table 2: Demographics of Customers Surveyed (2017)

	All Customers (n=615)	Very Infrequent Riders (0-2) (n=55)	Infrequent Riders (3-10) (n=161)	Moderate Riders (11-20) (n=146)	Frequent Riders (21-50) (n=141)	Very Frequent Riders (>50) (n=45)
Age						
16 – 17	5%	4%	4%	6%	5%	11%
18 – 34	40%	45%	39%	39%	45%	47%
35 – 54	33%	40%	37%	33%	29%	18%
55+	21%	12%	20%	22%	20%	24%
Mean	39.1	36.3	39.2	39.7	37.9	35.6
Gender						
Male	41%	33%	33%	38%	47%	52%
Female	59%	65%	67%	61%	53%	48%
Employment Status (multiple responses)						
Employed full-time	30%	25%	28%	34%	34%	40%
Employed part-time	23%	15%	25%	22%	22%	29%
A student	23%	22%	25%	23%	26%	37%
Retired	9%	9%	7%	6%	8%	11%
A homemaker	7%	14%	7%	7%	8%	3%
Currently not employed	18%	14%	22%	16%	15%	11%
Other	5%	4%	2%	6%	4%	15%
Race						
White Alone (Non-Hispanic)	60%	55%	60%	58%	67%	53%
Not White Alone	40%	45%	40%	42%	33%	47%
Income						
Below \$35,000 per year	67%	72%	69%	63%	59%	72%
Above \$35,000 per year	33%	28%	31%	37%	41%	28%
Transit Dependency						
Dependent (No Vehicle / No License)	52%	54%	50%	50%	45%	56%
Semi-Dependent (Has Vehicle or License / Not Both)	29%	27%	25%	31%	34%	33%
Not Dependent (Has Vehicle and License)	19%	19%	25%	19%	20%	11%
Telephone Coverage						
Cell Phone Only	73%	72%	69%	75%	74%	79%
Mostly Cell Phone	15%	8%	18%	16%	16%	11%
Cell Phone and Landline Equally	8%	15%	7%	6%	8%	10%
Mostly Landline	3%	1%	3%	2%	2%	0%
Landline Only	2%	3%	2%	2%	0%	1%

APPENDIX H

Transit Service Monitoring Table

Route Characteristics			Minority Block Groups			Low Income Block Groups			Efficiency			Headway						4/2017-3/2018 Overcrowding						4/2017-3/2018 On-Time Performance		
Route	Service Type	Total Revenue Miles	Total Miles in/adjacent to Minority BG	Minority Mileage (%)	High Minority Route	Total Miles in/adjacent to Poverty BG	Low Income Mileage (%)	Low Income Route	PAX/HR	Std.	PAX/Hour vs Standard	Peak	Std.	Meets Standard	Mid-Weekday	Std.	Meets Standard	Peak Period Seat Load (%)	Std.	Meets Standard	Off-Peak Seat Load (%)	Std.	Meets Standard	OTP	Std.	Meets Standard
1	Trunk	37.1	22.7	61%	Yes	27.2	73%	Yes	24	20	Yes	15	15	Yes	15	30	Yes	55.3%	100%	Yes	51.2%	100%	Yes	86.6%	85%	Yes
2	Trunk	23.5	17.8	75%	Yes	17.7	75%	Yes	22	20	Yes	20	15	No	20	30	Yes	40.3%	100%	Yes	37.5%	100%	Yes	84.3%	85%	No
3	Trunk	22.6	21.8	97%	Yes	21.1	93%	Yes	19	20	No	30	15	No	30	30	Yes	43.7%	100%	Yes	35.2%	100%	Yes	85.2%	85%	Yes
4	Trunk	28.0	17.7	63%	Yes	14.8	53%	Yes	17	20	No	30	15	No	30	60	Yes	32.8%	100%	Yes	28.6%	100%	Yes	89.0%	85%	Yes
10	Urban	11.7	6.5	56%	Yes	9.2	78%	Yes	19	15	Yes	30	30	Yes	30	60	Yes	26.7%	100%	Yes	22.0%	100%	Yes	81.6%	85%	No
11	Urban	15.8	1.3	8%	No	5.2	33%	No	12	15	No	30	30	Yes	30	60	Yes	28.8%	100%	Yes	21.2%	100%	Yes	81.7%	85%	No
13	Urban	11.2	4.4	39%	Yes	3.7	33%	No	9	15	No	30	30	Yes	60	60	Yes	17.2%	100%	Yes	14.9%	100%	Yes	92.8%	85%	Yes
15	Community Connector	16.7	4.6	28%	No	3.4	21%	No	4	10	No	30	--	Yes	30	--	Yes	21.0%	100%	Yes	21.4%	100%	Yes	90.3%	85%	Yes
16	Urban	14.0	5.4	38%	Yes	9.3	67%	Yes	19	15	Yes	30	30	Yes	30	60	Yes	27.5%	100%	Yes	24.8%	100%	Yes	81.9%	85%	No
28	Urban	9.7	5.8	60%	Yes	5.8	60%	Yes	21	15	Yes	30	30	Yes	30	60	Yes	24.1%	100%	Yes	19.4%	100%	Yes	91.0%	85%	Yes
41	Urban	19.4	19.2	99%	Yes	13.5	70%	Yes	23	15	Yes	30	30	Yes	30	60	Yes	36.5%	100%	Yes	31.3%	100%	Yes	73.5%	85%	No
42	Urban	13.8	13.3	96%	Yes	10.7	77%	Yes	15	15	No	30	30	Yes	30	60	Yes	23.6%	100%	Yes	20.8%	100%	Yes	76.0%	85%	No
45	Urban	16.0	14.0	87%	Yes	14.7	92%	Yes	13	15	No	30	30	Yes	30	60	Yes	24.0%	100%	Yes	18.5%	100%	Yes	93.1%	85%	Yes
48	Urban	21.5	20.3	95%	Yes	17.7	82%	Yes	22	15	Yes	30	30	Yes	30	60	Yes	40.0%	100%	Yes	33.7%	100%	Yes	79.8%	85%	No
52	Urban	9.6	6.1	63%	Yes	7.1	73%	Yes	24	15	Yes	30	30	Yes	30	60	Yes	32.1%	100%	Yes	27.9%	100%	Yes	95.3%	85%	Yes
53	Urban	20.3	12.3	61%	Yes	7.7	38%	Yes	15	15	No	30	30	Yes	30	60	Yes	28.6%	100%	Yes	25.3%	100%	Yes	89.3%	85%	Yes
54	Urban	12.0	11.6	97%	Yes	10.3	86%	Yes	26	15	Yes	30	30	Yes	30	60	Yes	29.0%	100%	Yes	24.4%	100%	Yes	75.3%	85%	No
55	Urban	13.4	12.9	96%	Yes	12.4	93%	Yes	23	15	Yes	30	30	Yes	30	60	Yes	28.3%	100%	Yes	26.9%	100%	Yes	88.9%	85%	Yes
57	Urban	14.5	12.9	89%	Yes	12.9	89%	Yes	21	15	Yes	30	30	Yes	30	60	Yes	30.8%	100%	Yes	35.7%	100%	Yes	85.5%	85%	Yes
63	Express	20.6	20.2	98%	Yes	5.8	28%	No	4	20	No	60	30	No	60	--	Yes	26.8%	100%	Yes	9.0%	100%	Yes	90.6%	85%	Yes
100	Suburban	34.8	1.6	5%	No	5.0	14%	No	11	10	Yes	60	60	Yes	60	60	Yes	43.4%	100%	Yes	34.7%	100%	Yes	73.4%	85%	No
101	Community Connector	12.6	0.0	0%	No	3.2	26%	No	9	10	No	30	--	Yes	30	--	Yes	14.4%	100%	Yes	15.8%	100%	Yes	86.3%	85%	Yes
102	Express	43.7	17.4	40%	Yes	19.4	44%	Yes	7	20	No	30	60	Yes	--	--	Yes	41.2%	100%	Yes	17.6%	100%	Yes	78.9%	85%	No
202	Urban	13.7	12.2	89%	Yes	9.9	72%	Yes	26	15	Yes	30	30	Yes	30	60	Yes	34.4%	100%	Yes	31.1%	100%	Yes	84.1%	85%	No
206	Urban	20.0	17.6	88%	Yes	15.4	77%	Yes	17	15	Yes	30	30	Yes	30	60	Yes	38.2%	100%	Yes	33.5%	100%	Yes	84.5%	85%	No
212	Urban	13.9	8.4	60%	Yes	5.6	40%	Yes	16	15	Yes	30	30	Yes	30	60	Yes	29.5%	100%	Yes	24.0%	100%	Yes	82.4%	85%	No
214	Urban	18.7	15.9	85%	Yes	2.9	15%	No	13	15	No	30	30	Yes	30	60	Yes	23.0%	100%	Yes	23.3%	100%	Yes	84.5%	85%	No
400	Suburban	25.6	7.3	29%	No	19.8	77%	Yes	11	10	Yes	30	60	Yes	60	60	Yes	26.8%	100%	Yes	24.8%	100%	Yes	77.5%	85%	No
402	Urban	37.2	2.4	6%	No	9.3	25%	No	12	15	No	30	30	Yes	30	60	Yes	25.0%	100%	Yes	27.6%	100%	Yes	68.3%	85%	No
409	Suburban	16.8	4.7	28%	No	9.4	56%	Yes	10	10	No	60	60	Yes	60	60	Yes	14.5%	100%	Yes	15.0%	100%	Yes	75.7%	85%	No
425	Community Connector	14.8	2.0	13%	No	7.1	48%	Yes	3	10	No	30	--	Yes	60	--	Yes	18.8%	100%	Yes	19.6%	100%	Yes	79.1%	85%	No
497	Express	10.6	0.5	5%	No	0.0	0%	No	19	20	No	20	30	Yes	60	--	Yes	72.6%	100%	Yes	56.1%	100%	Yes	84.0%	85%	No
500	Urban	24.4	13.2	54%	Yes	7.6	31%	No	17	15	Yes	30	30	Yes	60	60	Yes	36.9%	100%	Yes	37.4%	100%	Yes	86.8%	85%	Yes
501	Urban	32.3	14.8	46%	Yes	8.7	27%	No	11	15	No	60	30	No	60	60	Yes	27.9%	100%	Yes	23.6%	100%	Yes	88.2%	85%	Yes
Total		670.7	368.6	55%		353.4	53%											33.0%			29.5%			83.7%		

Explanation: Service frequency, span, and vehicle capacity are assigned to match the given levels of demand for each route. A substantial route restructure was implemented in March 2017, substantially improving frequency and span across all day types. As funding becomes available, service will be added to routes deemed most worthy, based on observed recent loads and service type. For example, Routes 2 and 3 are classified as "Trunk" lines but do not meet the peak headway standard. On-time performance is based on the count observed departure times from timepoints (arrival times for final timepoints) where "On-time" is defined as less no more than one minute before and no more than four minutes after the scheduled time. Early arrivals at final timepoints are considered "on-time". Timepoints are measured using vehicles' Automatic Vehicle Locator (AVL) system and are susceptible to false "earlies" in certain situations with complex routing, particularly around transit centers. True early departures are estimated to occur for fewer than 2% of all timepoints.

APPENDIX I
Pierce Transit Title VI Policies

Effective Date: July 1, 2015 **Review Due:** July 1, 2019
Replaces: POL-1200.22, March 27, 2012
See Also: PRO 1200.22A Conducting Title VI Service Equity Analyses
PRO 1200.22B Conducting Title VI Fare Equity Analysis
Approved By: Board of Commissioners February 11, 2013 and March 10, 2014

POL-1200.22 TITLE VI POLICIES FOR SERVICE AND FARE CHANGES

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

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

PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

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

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

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

PIERCE TRANSIT DISPARATE IMPACT POLICY

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

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

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

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

PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

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

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

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

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

Definitions:

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

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

APPENDIX J
Board Approval of
2018 Transit Service Monitoring

RESOLUTION NO. 2018-038

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Approving the Transit Service Monitoring
2 Results Contained Within the 2018 Title VI Program Submittal to the Federal Transit Administration
3

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

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

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

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

14 WHEREAS, the 2018 transit service monitoring results show the Agency is serving minority and low-
15 income populations in a manner consistent with how the Agency provides service to everyone, which results
16 in a finding of no disparate impact to minority populations nor disproportionate burden to low-income
17 populations; and

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

20 WHEREAS, the Board of Commissioners considered the contents of the Title VI transit service monitoring
21 results at its meeting held September 10, 2018; and

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

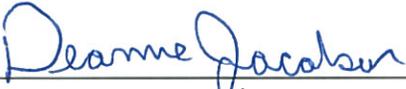
23 Section 1. The Board of Commissioners approves the transit service monitoring results contained
24 within the 2018 Title VI Program Submittal to the Federal Transit Administration

25 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
26 the 10th day of September 2018.
27

PIERCE TRANSIT


Nancy Henderson, Chair
Board of Commissioners

ATTEST/AUTHENTICATED


Deanne Jacobson, CMC
Clerk of the Board

APPENDIX K

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

RESOLUTION NO. 13-003

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

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

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

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

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

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

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

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

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

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

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

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

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

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



Marilyn Strickland, Chairman
Board of Commissioners

ATTEST:



Barbara B. Schatz, CMC
Acting Clerk of the Board

RESOLUTION NO. 14-008

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

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

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

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

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

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

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

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

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

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

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

1 **1.60.010 - Legal communication requirements.**

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

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

23 It is the intent of Pierce Transit to:

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

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

30 It is the intent of Pierce Transit to:

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

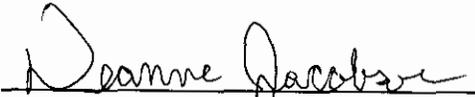
1 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
2 the 10th day of March, 2014.

4 PIERCE TRANSIT

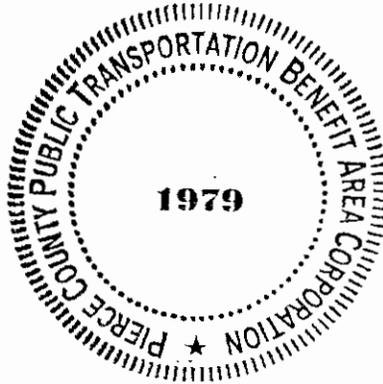
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6 

7
8 Rick Talbert, Chair
9 Board of Commissioners
10

11 ATTEST/AUTHENTICATED

12
13 

14 Deanne Jacobson
15 Clerk of the Board
16
17



APPENDIX L

Service and Fare Change Equity Analyses Conducted between 2015 and 2018

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

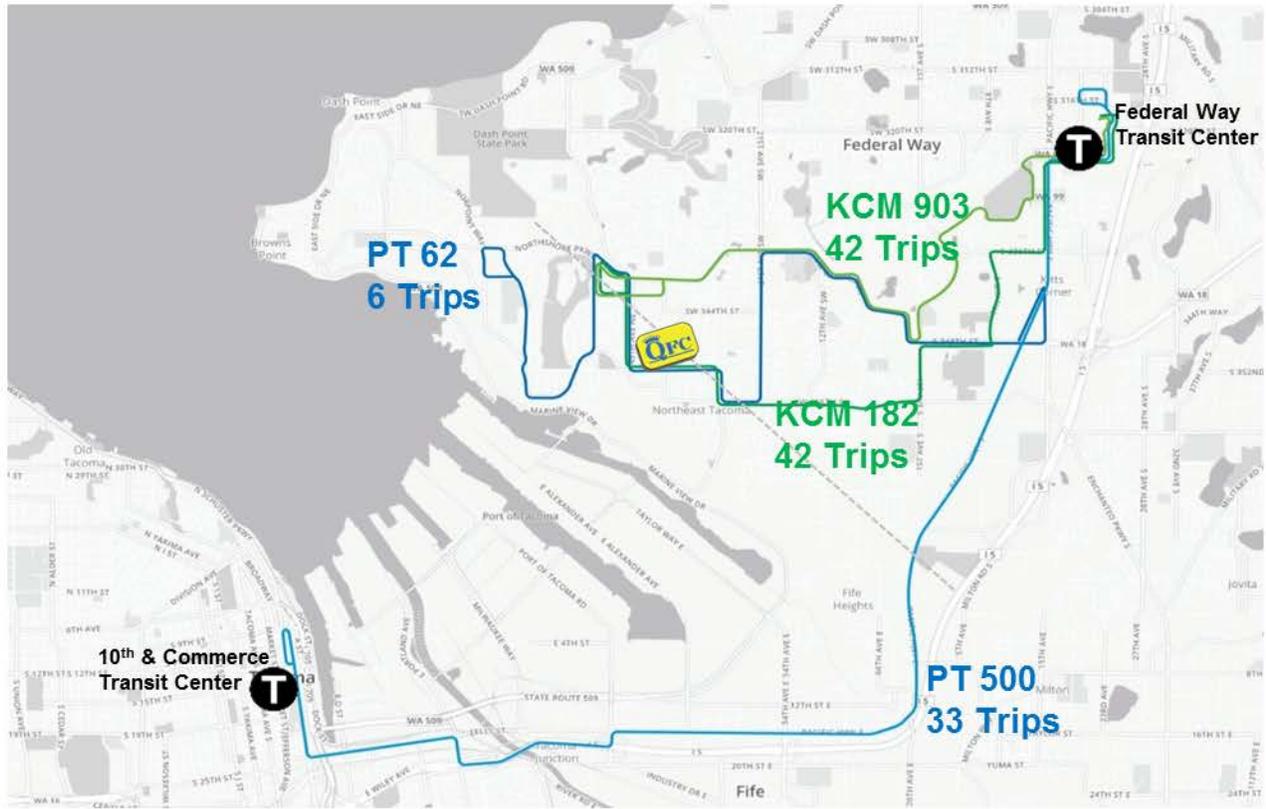
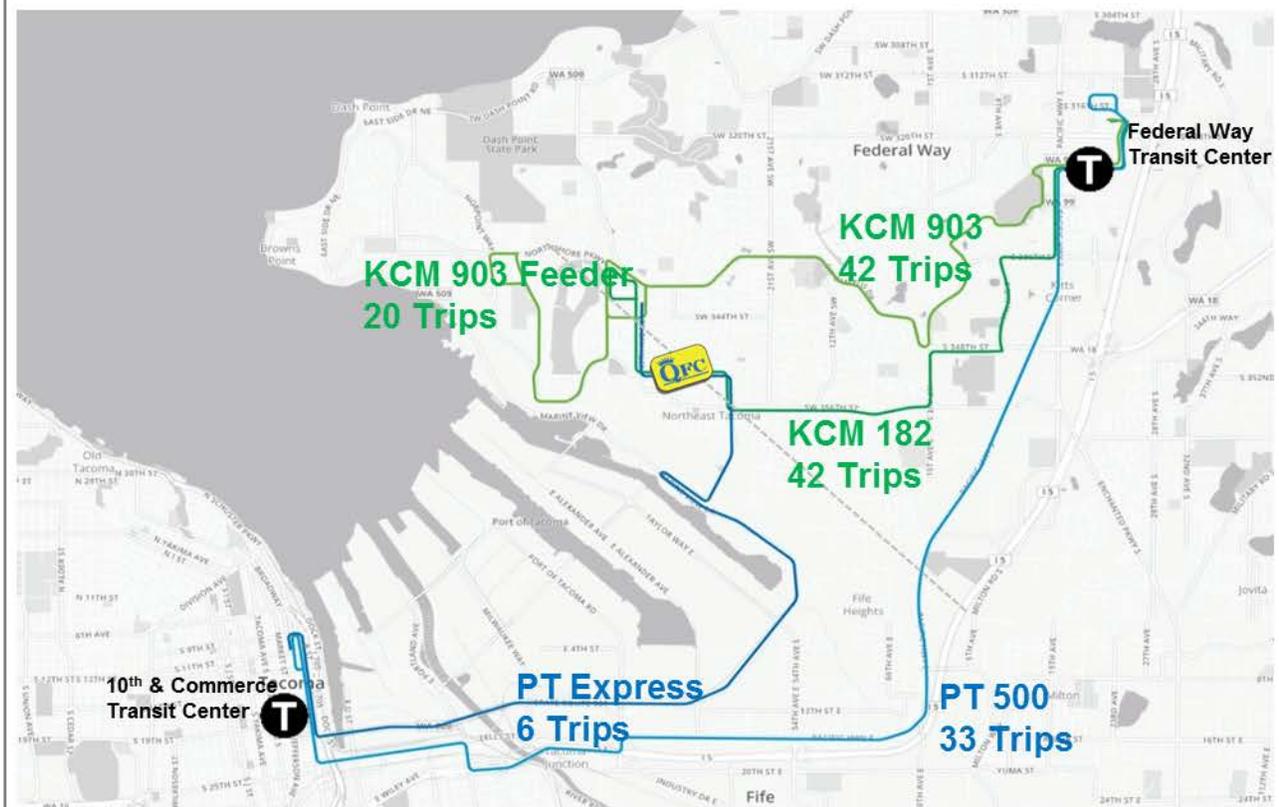


Figure 2-2: Demo Service in NE Tacoma



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

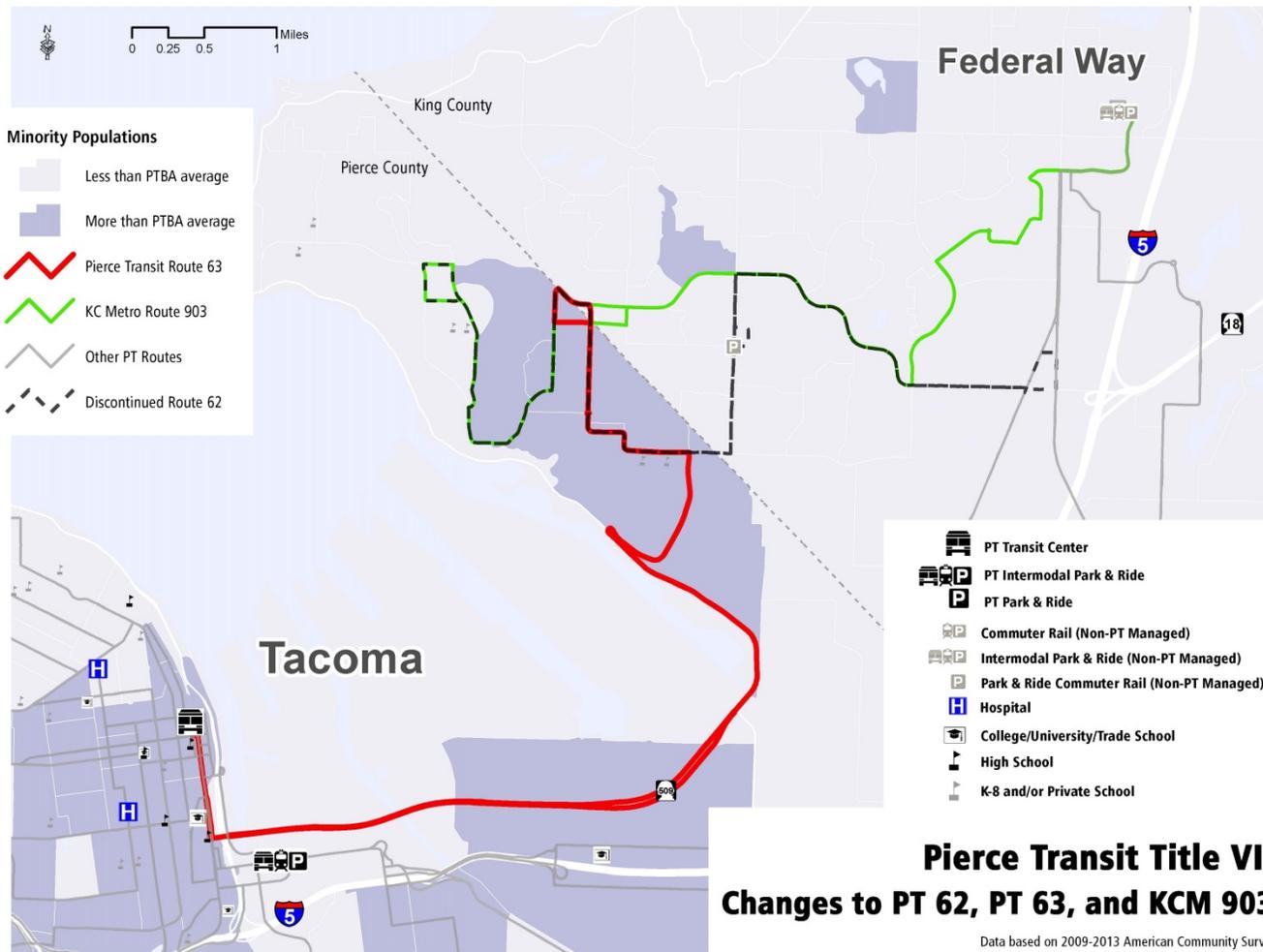


Figure 5-2 NE Tacoma Demonstration – Local Minority Blocks/Tracts

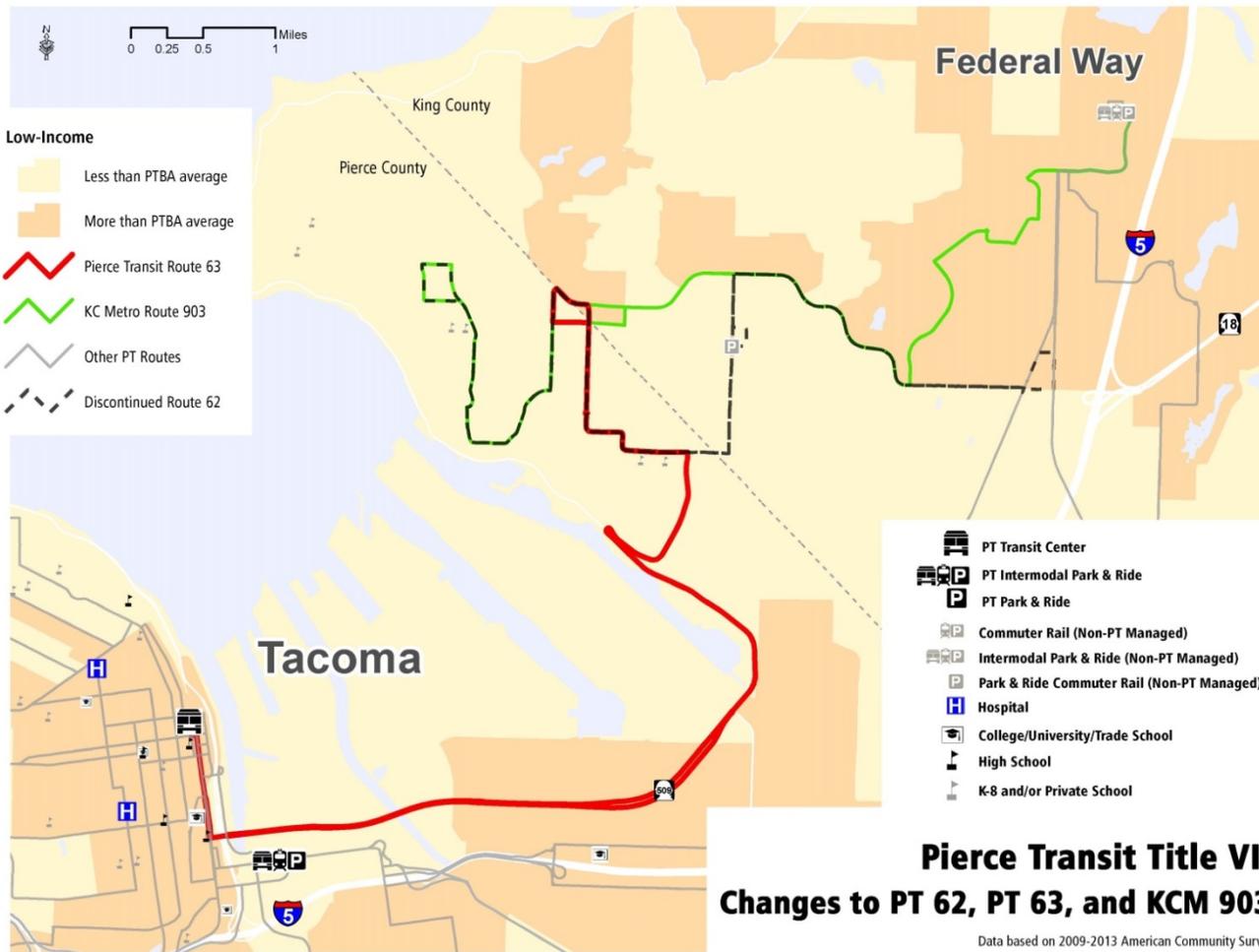


TABLE 5-2 Impact of New Service on Minority and Low-Income Populations

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/rovia-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

APPENDIX B

ROUTE 63 NE TACOMA RIDER BROCHURE

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
- Puallup 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.
 I have an English representative y servicio de traducción en español disponible para atenderle.

Знавать услуги представителю 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 Pangarbisang Kustomer na magbibigay ng kahilingang pagsaalalin ng wika sa Tagalog.

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

អ្នកអាចស្នើសុំការបកប្រែភាសាផ្សេងៗ តាមរយៈការទូរស័ព្ទលេខ ២៥៣-៥៨១-៨០០០ ។

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.

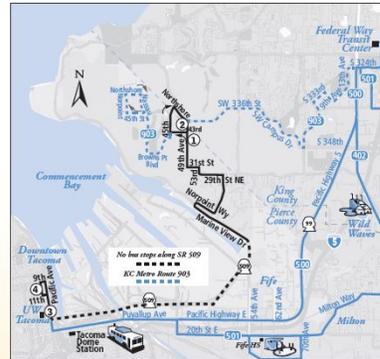
Benefits of the Demonstration

- 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



Pierce Transit

Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

Route 495 Elimination

November 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 an analysis of the elimination of Pierce Transit's Route 495, which ended service in September 2015 concurrent with Sound Transit's commencement of ST Route 580.

2 BACKGROUND

Sound Transit implemented its new ST Express Route 580 in September 2015. Route 580 replaced Route 495 Sounder connector service that was operated by Pierce Transit between South Hill Park-and-Ride, the Red Lot in Puyallup and Puyallup Sounder Station. In addition, the new Route 580 provides a connection between Lakewood Station to Sounder on the trips that do not operate to and from Lakewood Station by providing a connection to the train at Puyallup Station. Pierce Transit and Sound Transit collaborated on the implementation of Route 580.

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. Elimination of the Route 495 constitutes a major service change. Due to the fact that the service was being taken over by another agency, Pierce Transit did not conduct a Title VI analysis normally required for a major service change. This analysis of the impacts of the Route 495 elimination to minority and low income populations is being conducted after the fact to fulfill these requirements.

This service equity analysis examines the impact of the elimination of Route 495 on minority and low-income populations.

2.1 Service Characteristics

The Route 495 had the following characteristics:

- Timed to connect arriving Puyallup Sounder Station passengers with Red Lot, South Hill Park& Ride, and South Hill Mall Transit Center
- 8 trips per day, weekday afternoon peak-hour only
- Southbound-only
- Ridership of 277 Average Weekday Boardings in May 2015

Route 580 was designed to fill in the Sounder trips to/from Lakewood Sounder Station that currently terminate at Tacoma Dome Station. The ST 580 has the following characteristics:

- Connects passengers from Puyallup Sounder Station to Lakewood Sounder Station via Red Lot, South Hill Park & Ride, and SR-512 Park & Ride.
- Bi-directional
- 22 trips per day
- Timed to meet all northbound and southbound trains at Puyallup Station
- Ridership of 440 Average Weekday Boardings in May 2016

Route 580 substantially overlaps the 495 routing in both in time and space. The only location which lost service is the South Hill Mall Transit Center (SHMTC). Passengers wishing to reach Puyallup Station from SHMTC can still use PT Route 400. Route 400 follows the same route as the Route 495 between SHMTC and Puyallup Station, then continues on with service to Downtown Tacoma. Route 400 operates weekdays from 4:47AM until 8:53PM.

Outreach and Decision-making

The elimination of a route is considered a major service change under Pierce Transit's Major Service Change Policy and requires a Title VI Service Equity Analysis and public outreach. Since the route has been eliminated and this evaluation is being completed after the fact, an examination of public and customer comments was conducted to determine if there was any feedback on the elimination of the Route 495. Review of the customer comment database showed no complaints or concerns about the elimination of the Route 495.

Sound Transit conducted a Title VI Service Equity Analysis on the addition of the Route 580 service and did not find a disparate impact to minority populations or disproportionate burden to low income populations resulting from this addition of this service. Addition of the 580 was implemented in September 2015 as part of Sound Transit's Service Improvement Program.

Pierce Transit's Board of Commissioners will hold a Public Hearing on the elimination of Route 495 on November 14, 2016. Legal notices will be published on November 2, 2016, 12 days in advance of a Public Hearing on eliminating the Route 495, scheduled to take place at the Board of Commissioners' meeting. The legal notice and rider alert was also published on Pierce Transit's web site in advance of the public hearing.

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

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

3.3 **PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY**

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-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 2015 the poverty level for a family of four was \$24,250.

4 METHODOLOGY

The elimination of the Route 495 qualifies as a Major Service Change and thus is subject to a Title VI Service Equity Analysis.

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 MINORITY AND LOW-INCOME POPULATIONS

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

Figures 5-1 and 5-2 below show the eliminated Route 495 and the new Route 580 overlaid on census tracts with minority and low income populations higher and lower than the system-wide (PTBA) average minority and low income populations. Table 5-1 below shows the results of the analysis, comparing the minority and low-income proportion of the population living within ¼ mile of Route 495 with the minority and low-income proportion of the service area as a whole. The data shows that the population served by the Route 495 was 16% lower in minority population than the service area as a whole. The Route 495 served a 3.3% lower proportion of the area’s low-income population. In summary, this table shows that the 495 was not providing service to an area with high minority or low-income populations.

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

Summary of Service Change	Minority Proportion of Population			Low-income Proportion of Population		
	Quarter-Mile Radius around Stops on Route	Average Population in Service Area	Difference	Quarter-Mile Radius around Stops on Route	Average Population in Service Area	Difference
Route 495 Elimination	19.3%	35.3%	-16%	11.0%	14.3%	-3.3%

To look at the impact in a slightly different and more meaningful way, staff analyzed the percentage of minority and low-income populations served by the Route 495 and compared with the percentage minority and low-income populations served by the new Route 580. Table 5-2 describes the changes in service levels following elimination of the Route 495 and the addition of the Route 580. 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 5-2: Analysis of Service Change on Low-Income and Minority Populations: Eliminated Vs. New Service

Route	Before				After				Difference		
	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
495 South Hill Mall / Puyallup Sounder	3,500	11.0%	19.3%	2,040	0			0	-7,140,000	-788,441	-1,379,040
580 Lakewood Sounder to Puyallup Sounder	0			0	4,265	19.9%	37.6%	4,590	19,576,350	3,890,628	7,366,950
All Changes	3,500	11%	19%	2,040	4,265	20%	38%	4,590	12,436,350	3,102,187	5,987,910

According to the table, the Route 495’s quarter-mile stop transit shed was 11% low-income /19.3% minority. This was replaced by the Route 580, with a quarter-mile stop transit shed of 19.9%/37.6%. So, Route 580 is serving a higher percentage of both low-income and minority populations than the eliminated Route 495 was serving. In looking at the total service available, there is a net gain in both low-income and minority annual people-trips of 3.1 million and 6 million, respectively.

Figure 5-1 Route 495 and Route 580 – Local Minority Census Blocks/Tracts

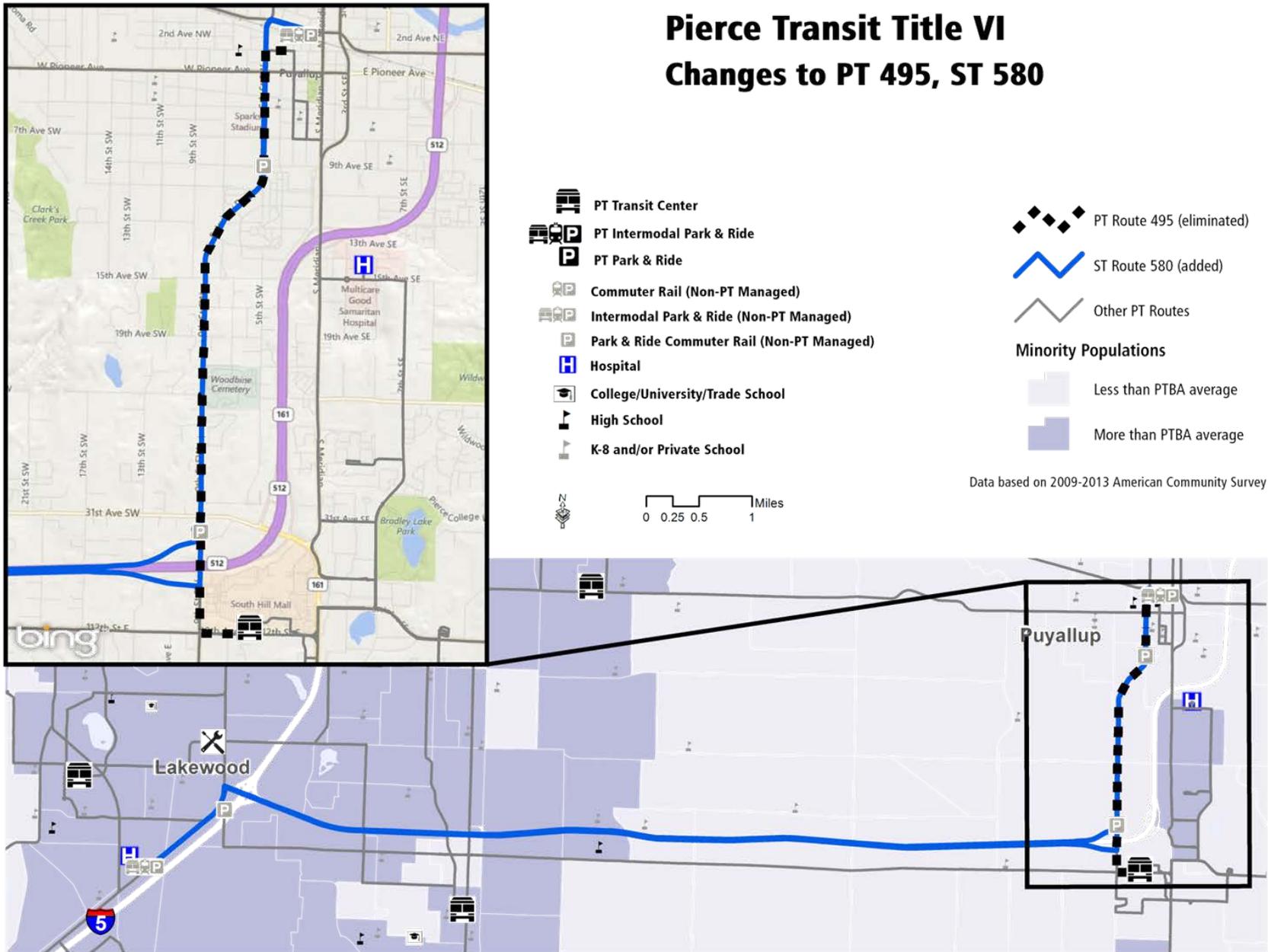
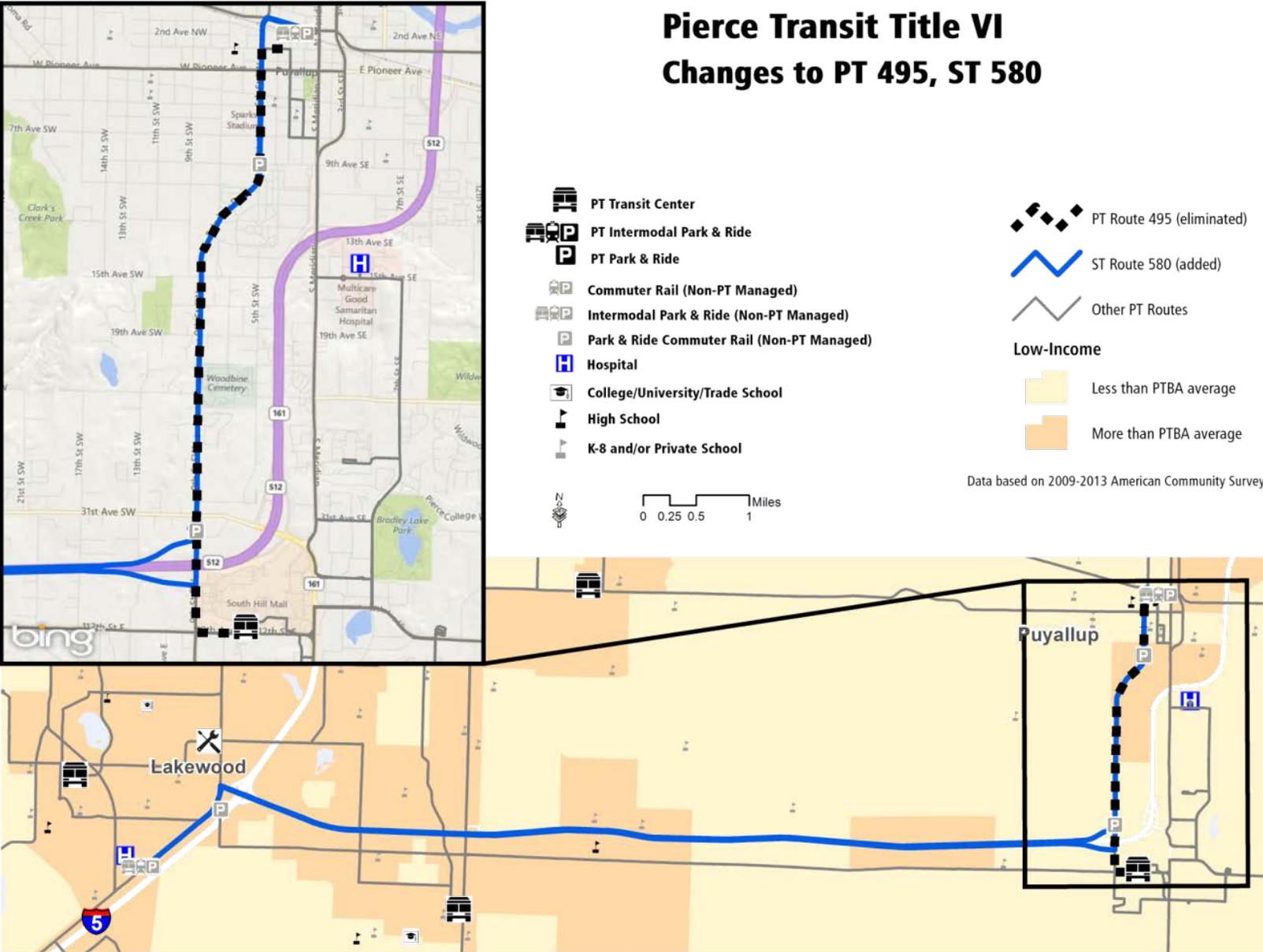


Figure 5-2 Route 495 and Route 580 – Local Low-Income Census Blocks/Tracts



5.2 Disparate Impact Analysis

Pierce Transit's policy states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 10% more than the average minority population of Pierce Transit's service area. An adverse effect is defined in the Major Service Change Policy as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination. Pierce Transit's policy states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 10% more than the average minority population of Pierce Transit's service area. In this case, there is an adverse effect because Route 495 was eliminated. However, the analysis shows that the Route 495 was not serving an area with a high minority population. The minority population served by the Route 495 was 19.3%, while the service area as a whole has a minority population of 35.3%. A determination of disparate impact is therefore not warranted. Additional analysis shows that minority populations benefit from the elimination of the Route 495 because it was replaced with Sound Transit's Route 580. Route 580 serves a minority population of 37.6% which is higher than the system average. With an increased number of daily trips and much larger service area, the Route 580 provides an increase of approximately 6 million annual trips to minority populations.

5.3 Disproportionate Burden Analysis

Pierce Transit's policy states that a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 5% more than the average low-income population of Pierce Transit's service area. An adverse effect is defined in the Major Service Change Policy as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination. In this case, there is an adverse effect because Route 495 was eliminated. However, the analysis shows that the Route 495 was not serving an area with a high low-income population. The low-income population served by the Route 495 was 11.0%, while the service area as a whole has a minority population of 14.3%. A determination of disproportionate burden is therefore not warranted. Additional analysis shows that low-income populations benefit from the elimination of the Route 495 because it was replaced with Sound Transit's Route 580. Route 580 serves a low-income population of 19.9% which is higher than the system average. With an increased number of daily trips and much larger service area, the Route 580 provides an increase of approximately 3.1 million annual trips to low-income populations.

Pierce Transit

Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

March 2017 Restructure

December 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 an analysis of the route restructure planned for the March 2017 service change.

2 BACKGROUND

After substantial cuts to service in 2011 and 2012, Pierce Transit is in the process of restoring approximately 59,000 fixed-route service hours to be added to the September 2016, March 2017 and September 2017 service changes. The most substantial of these additions will be the 35,000 service hours to be added for the March 2017 service change. Pierce Transit recognized that such a major service addition called 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, a confluence of external factors has caused a steady decline in Pierce Transit fixed route ridership while changing land-patterns and increased congestion have in some cases altered the functionality of the route network as originally designed. Therefore in January of 2016 Pierce Transit began collaborating with the consulting firm Nelson/Nygaard on a comprehensive fixed route analysis. Subsequent months were spent analyzing performance data and soliciting input from the Pierce Transit Board of Commissioners and public on the desired outcomes of this route analysis.

The public input, stakeholder discussions, and board 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 also strongly indicated a desire to improve 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 two alternative expansion scenarios. They are as follows:

1. Upgrade urban routes to 30-minute peak frequency
2. Upgrade urban routes to 30-minute mid-day frequency
3. Extend urban route spans to 10 p.m.
4. Extend urban route Saturday span to 10 p.m.

The results of the analysis concluded that the top three priorities could be achieved for the March 2017 service change by shifting, consolidating, and in some cases eliminating certain routes that had unproductive or duplicative service.

2.1 Service Characteristics

Guided by public and staff input, detailed ridership/on-time performance data, and Pierce Transit’s recently adopted long range plan, two alternative scenarios were developed. Alternative 1 proposed increased frequencies on most existing urban routes and would have no adverse effects on service delivery, however it would also not deliver significant positive benefits. Alternative 2 proposed substantial improvements in span and frequency for all urban routes but would require some routing changes and eliminations. Following a presentation of these alternatives by Nelson/Nygaard at the October 10th, 2016, Pierce Transit board meeting, staff were directed by the board to further develop Alternative 2 as the preferred alternative due to its superior ability to achieve the goals set at the outset of the route analysis.

The following tables outline the Alternative 2 alterations to existing service proposed for the March 2017 Service Change.

Table 1: Routes Experiencing a Change in Weekday Span

Route	Current Span	Description of Changes
4 112th St	Service until 9:00 PM	Span extended to 10:00pm
10 Pearl Street	Service until 7:00 PM	Span extended to 10:00pm
11 Pt. Defiance	Service until 6:30 PM	Span extended to 10:00pm
13 N. 30th Street	Service until 7:20 PM	Eliminated due to low productivity; hours move to nearby Routes 11, 16
14 N. Proctor District	Service until 7:00 PM	Absorbed by Route 11; interlined with Route 41 for on-seat ride to Tacoma Dome Station
16 UPS / TCC	Service until 8:30 PM	Span extended to 10:00pm
28 S 12th St	Service until 8:30 PM	Span extended to 10:00pm
41 Portland Ave	Service until 8:30 PM	Span extended to 10:00pm
42 McKinley Ave	Service until 7:30 PM	Span extended to 10:00pm
45 Yakima	Service until 7:15 PM	Span extended to 10:00pm
48 Sheridan M St	Service until 9:30 PM	Span extended to 10:00pm
51 Union Ave	Service until 7:45 PM	Eliminated due to low productivity and high overlap; hours move to nearby routes
52 TCC Tac Mall	Service until 8:45 PM	Span extended to 10:00pm
53 University Place	Service until 8:00 PM	Span extended to 10:00pm
54 38th St	Service until 8:30 PM	Span extended to 10:00pm
55 Parkland Tac Mall	Service until 9:00 PM	Absorbed by Route 52
56 56th St	Service until 7:00 PM	Absorbed by Routes 41, 54
57 Tacoma Mall	Service until 8:30 PM	Span extended to 10:00pm
202 72nd Street	Service until 9:00 PM	Span extended to 10:00pm

206 Pacific Hwy / Tillicum / Ft. Lewis	Service until 9:00 PM	Span extended to 10:00pm
212 Steilacoom	Service until 9:00 PM	Span extended to 10:00pm
214 Washington	Service until 8:30 PM	Span extended to 10:00pm
300 S Tacoma Way	Service until 9:00 PM	Mostly absorbed by Routes 3 and 206
500 Federal Way	Service until 10:30 PM	Span extended to 11:00pm

Table 2: Routes Experiencing a Change in Weekday Frequency

Route	Current Frequencies			Description of Changes
	Peak	Midday	Evening	
10 Pearl Street	30	30	60	Mid-day frequency improved to 30 minutes
11 Pt. Defiance	30	60	-	Peak and mid-day frequency improved to 30 minutes
13 N. 30th Street	30	60	-	Eliminated due to low productivity; hours move to nearby Routes 11, 16
14 N. Proctor District	30	60	60	Absorbed by Route 11; interlined with Route 41 for one-seat ride to Tacoma Dome Stn.
16 UPS / TCC	30	30	60	Peak and mid-day frequency improved to 30 minutes
28 S 12th St	30	30	60	Mid-day frequency improved to 30 minutes
41 Portland Ave	30	30	60	Mid-day frequency improved to 30 minutes
42 McKinley Ave	30	30	60	Mid-day frequency improved to 30 minutes
45 Yakima	30	30	60	Peak and mid-day frequency improved to 30 minutes
48 Sheridan M St	30	30	60	Mid-day frequency improved to 30 minutes
51 Union Ave	30	60	60	Eliminated due to low productivity and high overlap; hours move to nearby routes
53 University Place	30	30	30-60	Peak and mid-day frequency improved to 30 minutes
54 38th St	30	60	60	Peak and mid-day frequency improved to 30 minutes
56 56th St	30	30	60	Absorbed by Routes 41, 54
206 Pacific Hwy / Tillicum / Ft. Lewis	30	40	40-60	Mid-day frequency improved to 30 minutes
300 S Tacoma Way	30	30	30-60	Mostly absorbed by Routes 3 and 206
400 Puyallup / Downtown Tacoma	20AM/30PM	60	60	PM peak frequency improved to 20 minutes
402 Meridian / Federal Way	30	60	60	Mid-day frequency improved to 30 minutes
500 Federal Way	30	30	60	Mid-day frequency improved to 30 minutes

Table 3: Routes Experiencing a Change in Alignment or Elimination

Route	Description of Changes
3 Lakewood / Tacoma	Shifted to serve S Tacoma Way corridor from Tacoma Mall Transit Center (TMTC) to SR-512 P&R
4 112th St	Shifted to 100th St SW in coordination with Route 3 re-route
10 Pearl Street	Mid-day frequency improved to 30 minutes; Service extended to 10:00pm
11 Pt. Defiance	Peak and mid-day frequency improved to 30 minutes; Service extended to 10:00pm
13 N. 30th Street	Eliminated due to low productivity
14 N. Proctor District	Absorbed by Route 11 between Proctor and Commerce
16 UPS / TCC	Peak and mid-day frequency improved to 30 minutes; Service extended to 10:00pm
41 Portland Ave	New terminus of Tacoma Mall Transit Center; Weekday frequency improved to 30 minutes mid-day; Service extended to 10:00pm
48 Sheridan M St	Weekday frequency improved to 30 minutes mid-day; Service extended to 10:00pm
51 Union Ave	Route eliminated due to low productivity
52 TCC Tac Mall	Appended with Route 55
53 University Place	East of S Tacoma Way, new routing to TMTC between S 66th St and S 48th St via S Oakes St; No service east of TMTC
54 38th St	Routing adjusted to serve more S 38th St, Portland Ave corridors, 72nd St TC
55 Parkland Tac Mall	Absorbed by Route 52
56 56th St	Absorbed by Routes 41, 54
206 Pacific Hwy / Tillicum / Ft. Lewis	Adjusted to serve Springbrook neighborhood
300 S Tacoma Way	Route eliminated due to overlap with Route 3, low productivity

Outreach and Decision-making

The addition or deletion of more than 20% of a route’s service hours or miles is considered a major service change under Pierce Transit’s Major Service Change Policy (see 3.1) and requires a Title VI Service Equity Analysis and public outreach.

Public outreach included six public open houses and seven stakeholder outreach meetings. The locations and groups are provided in Tables 4 and 5. The first three public open houses were designed to solicit public input to help develop the alternative vision of a major addition in service. Following the unveiling of Alternatives 1 and 2 on October 10, 2016, at a study session prior to Pierce Transit’s regular Board of Commissioner’s meeting, an additional three open-houses were held in order to simultaneously inform the public of proposed changes as well as garner more targeted feedback. The open-houses were advertised online, in print, and via Automated Vehicle Announcements (AVA) on-board Pierce Transit buses.

Pierce Transit’s Board of Commissioners held a Public Hearing on the proposed restructure on November 14, 2016. Legal notices were published on November 2, 2016, 12 days in advance of the public hearing scheduled to take place at the Board of Commissioners’ meeting. The legal notice and rider alert was also published on Pierce Transit’s web site in advance of the public hearing.

Table 4: Public Outreach Open-Houses

City	Place	Date
Lakewood	Pierce Transit	7/28/2016
Puyallup	Puyallup Library	8/9/2016
Tacoma	Hilltop Community Health Clinic	8/11/2016
Tacoma	Wheelock Library	10/18/2016
Tacoma	Salishan Family Investment Center	10/19/2016
Lakewood	Pierce Transit	10/25/2016

Written comments and attendance were recorded for each public meeting.

At least 6 meetings regarding proposed changes were held with stakeholders.

Table 5: Stakeholder Outreach Meetings

Organization	Date
Pierce County Chief Appointed Officials Meeting	10/27/2016
City of Tacoma Planning Commission	11/2/2016
RAMP - Chamber of Commerce meeting	11/2/2016
North Tacoma Neighborhood Council	11/7/2016
New Tacoma Neighborhood Council	11/9/2016
South Tacoma Neighborhood Council	11/16/2016
Partner Café	11/18/2016

Additionally, a project website (<http://www.piercetransit.org/route-analysis-moving-forward/>) was created in order to communicate proposed changes to the public. The website included a “Build Your Own System” survey tool, which granted respondents a hypothetical budget and asked them to make tradeoffs regarding which improvements to Pierce Transit service were most valued. A feedback tool provided an avenue for direct comments on proposed changes or suggestions. A separate tab on the project website informed the public of potential Title VI-related impacts.

All comments were saved and categorized. As of November 26, 2016, 366 comments have been submitted regarding the route analysis. As of August 16, 2016, 861 Build Your Own System surveys were completed.

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 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 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 income¹ 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.

¹ **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 2015 the poverty level for a family of four was \$24,250.

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 population² adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

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

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

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

4 METHODOLOGY

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 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) 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 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 2009-2013 ACS 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.

The equity analysis is provided in Section 5.

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

5.1 Impact of Service Change on Minority and Low Income Populations

Table 5-1 summarizes the characteristics of routes experiencing a change in span. For a detailed breakdown of the before and after service level characteristics of each route see Appendix 1.

Table 5-1: Analysis of Span Changes on Low Income and Minority Populations

	Low Income	Minority
Change Borne By	17.4%	32.4%
Area Average	14.3%	35.3%
Delta	3.1%	-2.9%

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.

Minority populations do experience a decrease in total fraction of people-trips relative to the system average; however, this difference is below the 10% threshold of adverse impacts which would trigger a disparate impact.

Table 5-2 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 2.

Table 5-2: Analysis of Frequency Changes on Low Income and Minority Populations

	Low Income	Minority
Change Borne By	16.9%	30.2%
Area Average	14.3%	35.3%
Delta	2.6%	-5.1%

Low Income populations on routes with frequency 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.

Minority populations do experience a decrease in fraction of people-trips relative to the system average; however, this difference is below the 10% threshold of adverse impacts which would trigger a disparate impact.

Table 5-3 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 5-3: Analysis of Route Changes or Elimination on Low Income and Minority Populations

Route	Change Borne By Low Income	Change Borne by Minorities	Existing Route Miles Changed %	Disparate Impact OR Disproportionate Burden	Mitigation
3 Lakewood / Tacoma	24.7%	7.5%	64%	Yes	Stops previously served by Route 3 will in most cases continue to be served by restructured Routes 48 and 53
4 112th St	176.1% ³	263.0% ³	15%	No	Stops no longer served by Route 4 would be served by restructured Route 3
10 Pearl Street	17.4%	30.3%	10%	No	Mid-day frequency improved to 30 minutes on weekdays; Weekday span extended to 10:00pm
11 Pt. Defiance	17.9%	19.5%	43%	Yes	East of N Proctor St, shifted to cover absorb nearby Route 14; restructured route will mostly remain within 1/4 mile of existing Route 11
13 N. 30th Street	19.5%	27.5%	100%	Yes	Eliminated; Hours move to nearby Routes 11, 16
14 N. Proctor District	23.1%	23.7%	100%	Yes	Eliminated; Most stops would be served by Route 11; Interlined with Route 41 for on-seat ride to Tacoma Dome Station
16 UPS / TCC	17.1%	26.5%	24%	No	Shifted to serve gaps in service along N Pearl St and N 26h St
41 Portland Ave	19.4%	35.8%	17%	Yes	Segment eliminated from Portland Ave between E 56th St and E 72nd St to be served by Route 54
48 Sheridan M St	29.7%	56.0%	42%	Yes	Stops along Jefferson Ave will be served by Route 3
51 Union Ave	22.3%	43.3%	100%	Yes	Eliminated; Most stops currently served by Route 51 will continue to be served by Routes 206, 2, 53, 52, 57, 11, and 16, which will see improvements in span and/or frequency.
52 TCC Tac Mall	25.3%	55.8%	0%	No	Appended to Route 55; Will create one-seat ride from TCC to Parkland TC
53 University Place	4.6%	30.9%	36%	Yes	Peak and mid-day frequency improved to 30 minutes; Service extended to 10:00pm; Routes 1, 54 fill coverage gap
54 38th St	-31.0%	-71.3%	47%	Yes	Peak and mid-day frequency improved to 30 minutes; Service extended to 10:00pm
55 Parkland Tac Mall	25.5%	55.8%	100%	No	Appended to Route 55; Service extended to 10:00pm; Will allow for one seat ride from Parkland TC to TCC
56 56th St	22.2%	51.9%	100%	Yes	Eliminated; Service nearby routes extended to 10:00pm
206 Pacific Hwy / Tillicum / Ft. Lewis	38.2%	65.8%	8%	No	Peak and mid-day weekday frequency improved to 30 minutes; Service extended to 10:00pm
300 S Tacoma Way	28.9%	57.9%	100%	Yes	Eliminated; Gaps filled by shifting Routes 48, 53; GO transit will provide access to JBLM via SR-512, Lakewood Transit Center

³ Value exceeds 100% since the numerator is greater than the denominator.

Note that only changes triggering disproportionate burden or disparate impact require mitigation. It is possible that changes to the overall number of people-trips by a re-route are small, while the changes to low income or minority people trips can be high. For example, moving Route 4 away from a pocket of residential areas reduced the total number of people living within a quarter mile of stops, but there are more trips, so the total change in people trips is relatively small. The difference in number of people-trips would be calculated as (people-trips after change) minus (people-trips before change), or (16,689 people x 9,920 trips) - (17,224 people x 9,965): = -915,080 people-trips. The low income people-trip count in the before scenario is (16,689 people x 9,920 trips x 18.5%) - (17,224 people x 9,965 x 19.4%) = -1,611,685. In this case the “% Change borne by...” value exceeds 100% since the numerator (-1,611,685) is greater than the denominator (-915,080).

There are **eleven** routes with changes large enough to warrant a major service change threshold of 20% AND create a disproportionate burden **and/or** disparate impact.

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.

Appendix 6.1, 6.2 and 6.3 highlights the full list of variables (route change %, adverse effect, change borne by %) which established the determinations of disproportionate burdens. There are total of **ten** routes which meet the threshold of disproportionate burden; these are Routes 3, 13, 14, 41, 48, 51, 53, 54, 56, and 300. The proposed mitigation addressing these disparate impacts can be found in Table 5-3, above. Mitigation includes adding span and or frequency to nearby stops, adding new routing to or near impacted stops, and partnering with other transit agencies to bridge gaps and/or enhance service.

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.

Appendix 6.1, 6.2 and 6.3 highlights the full list of variables (route change %, adverse effect, change borne by %) which established a determination of disparate impact. There are total of **seven** routes which meet the threshold of disparate impact; these are Routes 3, 11, 14, 48, 54, 56, and 300. The proposed mitigation addressing these disparate impacts can be found in Table 5-3. Mitigation includes adding span and or frequency to nearby stops, adding new routing to or near impacted stops, and partnering with other transit agencies to bridge gaps and/or enhance service.

For more details on proposed routing changes, please see maps for each route on the following pages. Where current and proposed routings differ, a dashed line indicates the corridor of service which would be lost. The blue lines indicate proposed service. The violet, orange, and red shading indicates where the average percentage of low income, minorities, or both categories is above the PTBA average.

Figure 5-1 Restructured Route 3

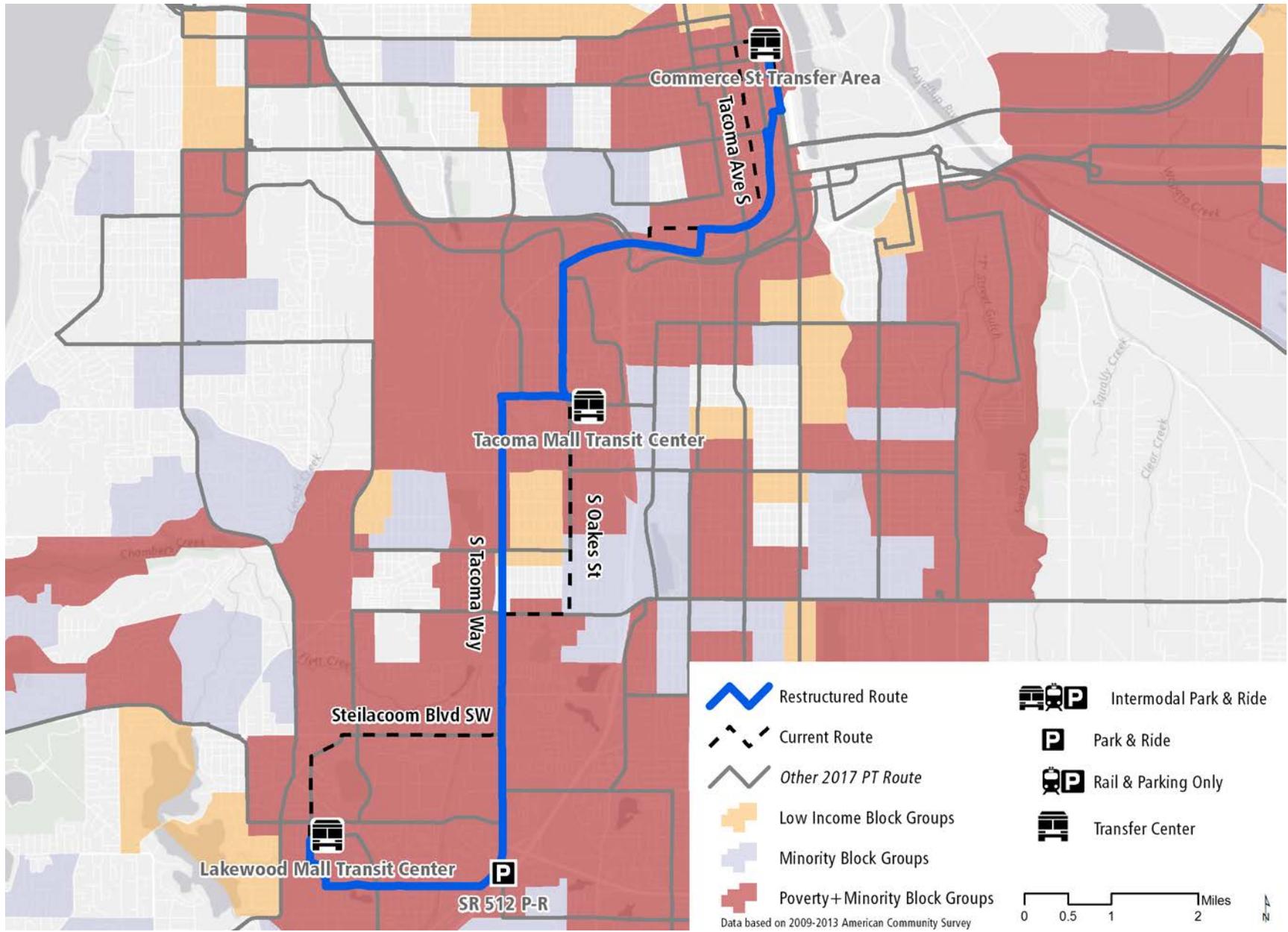


Figure 5-2 Restructured Route 4

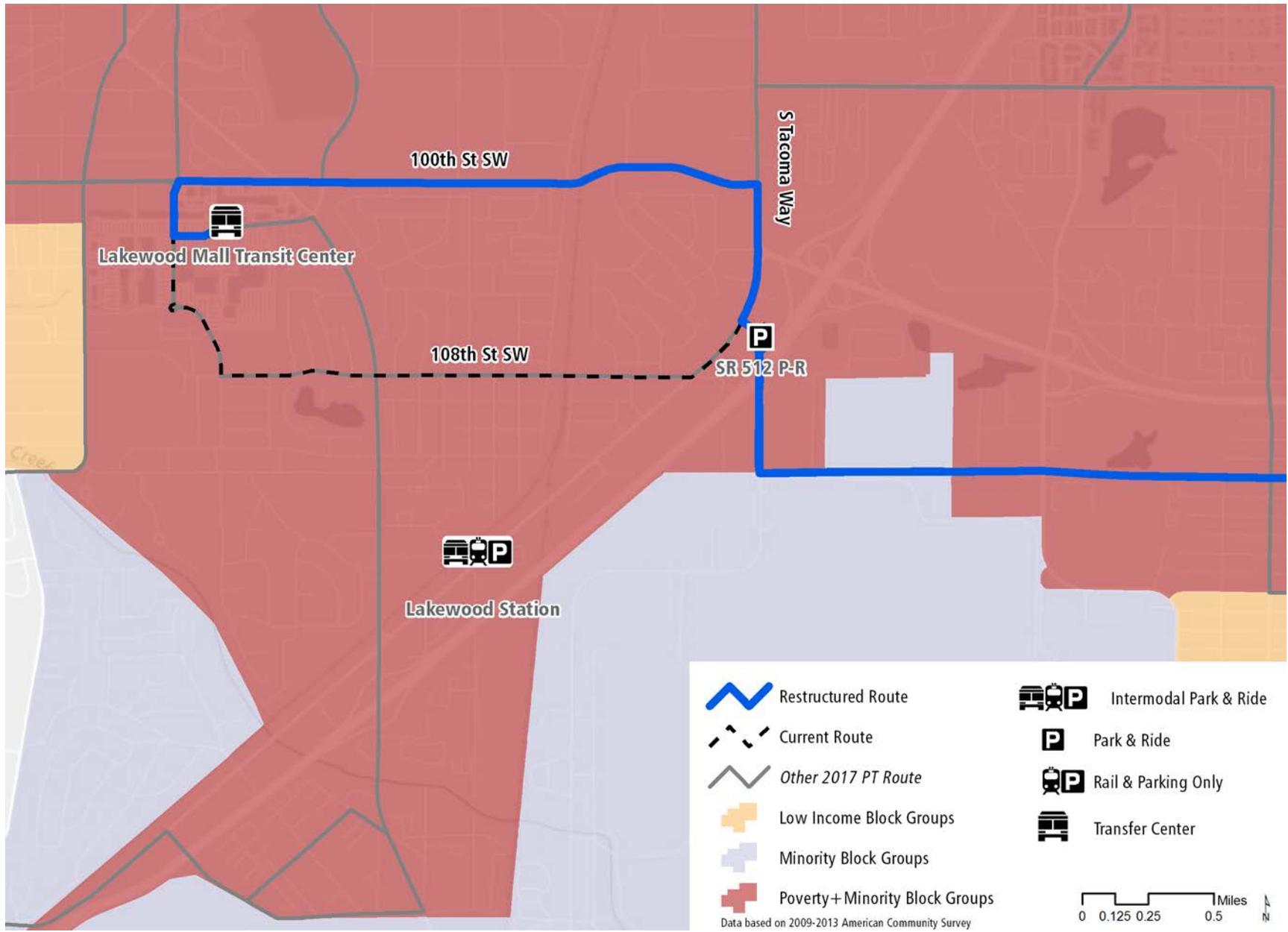


Figure 5-3 Restructured Route 10

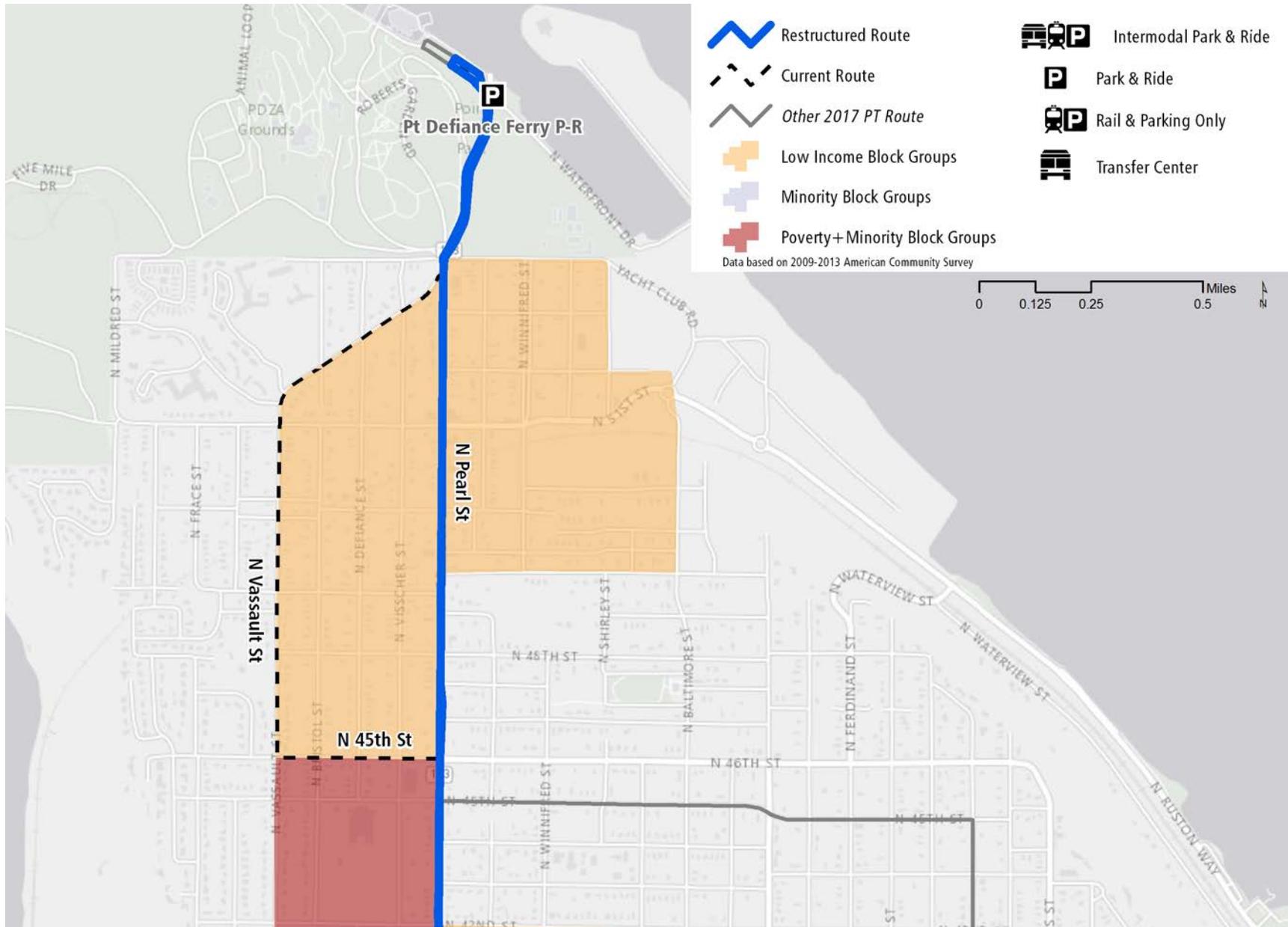


Figure 5-4 Restructured Route 11

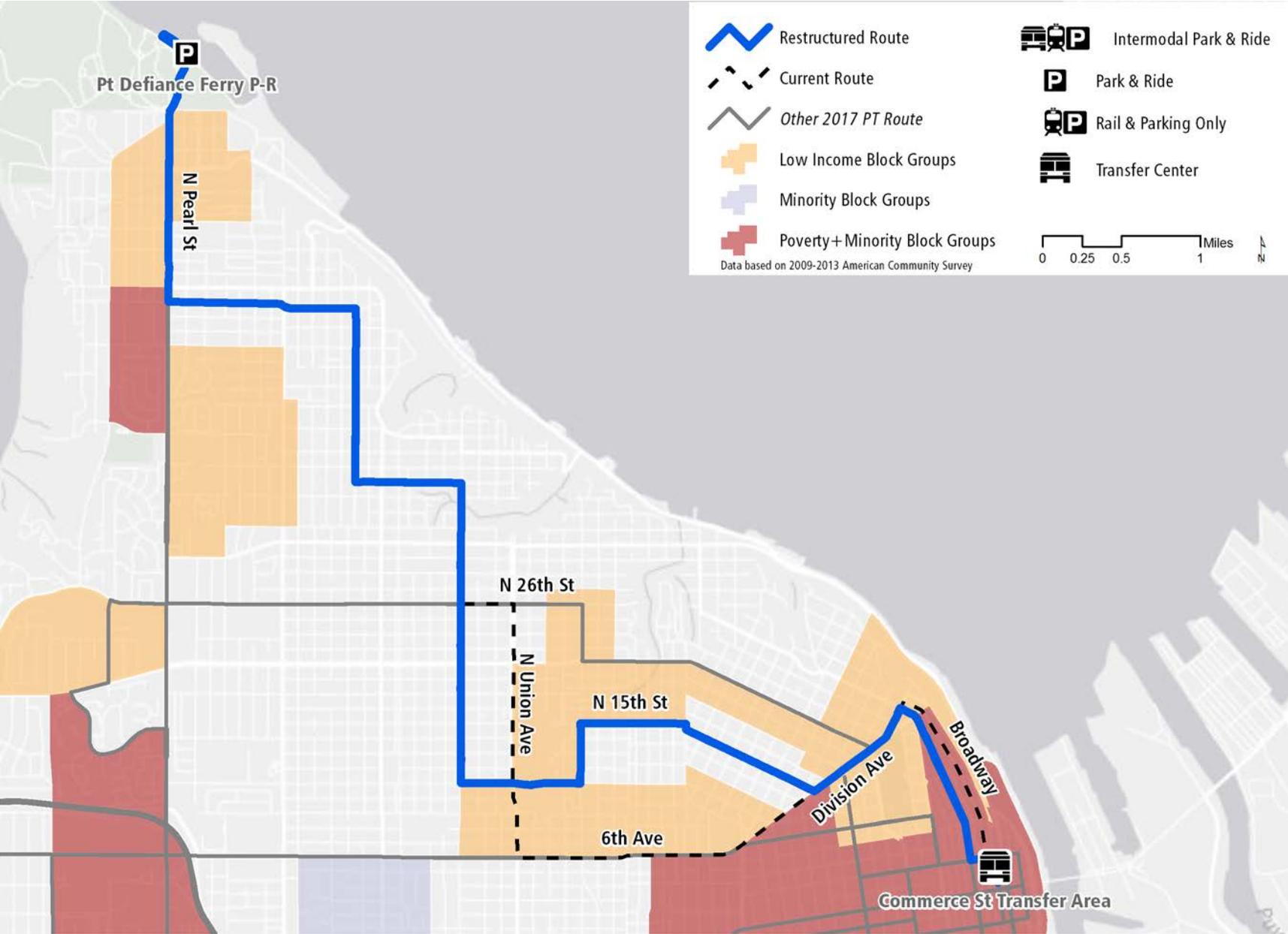
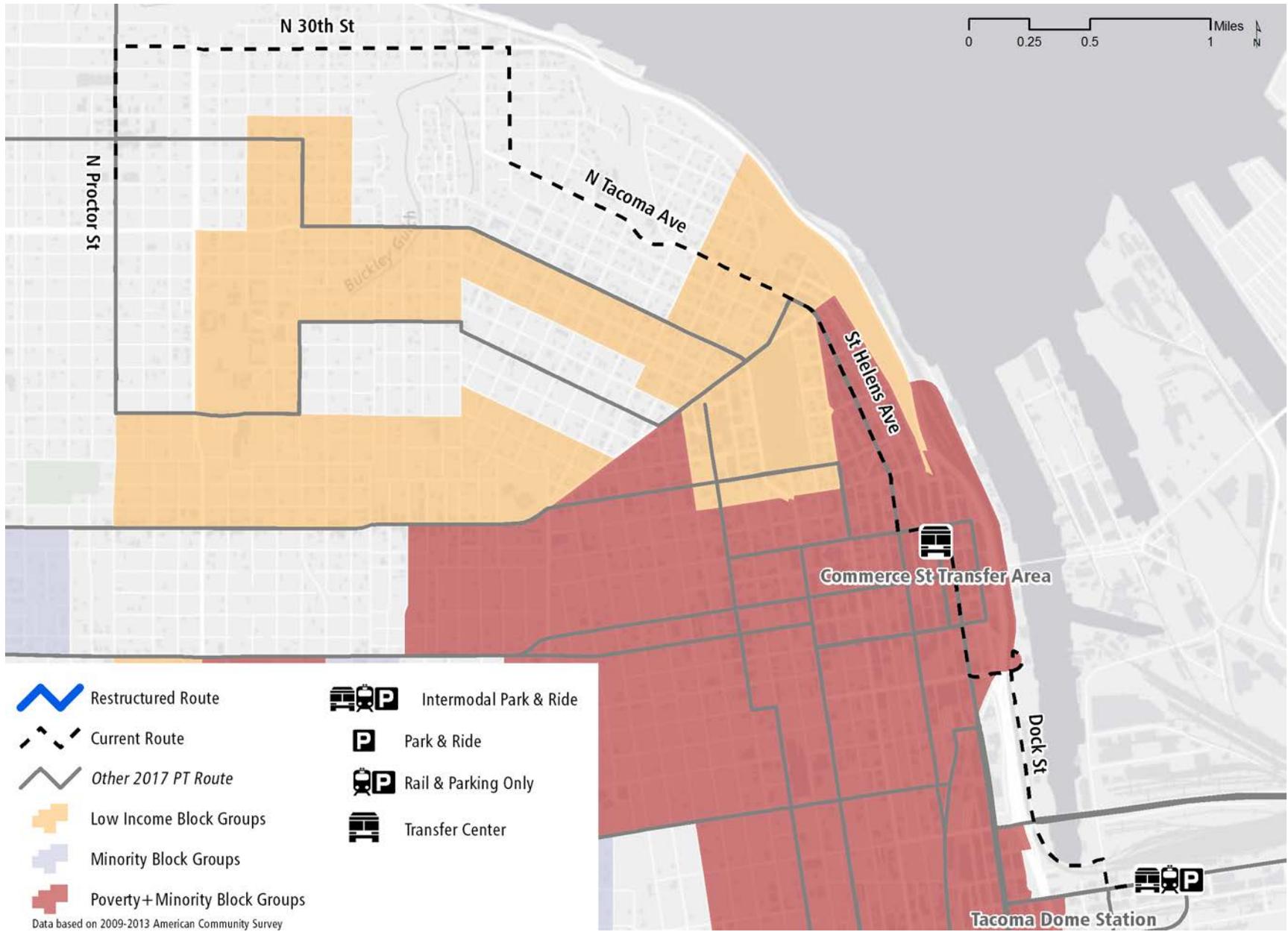
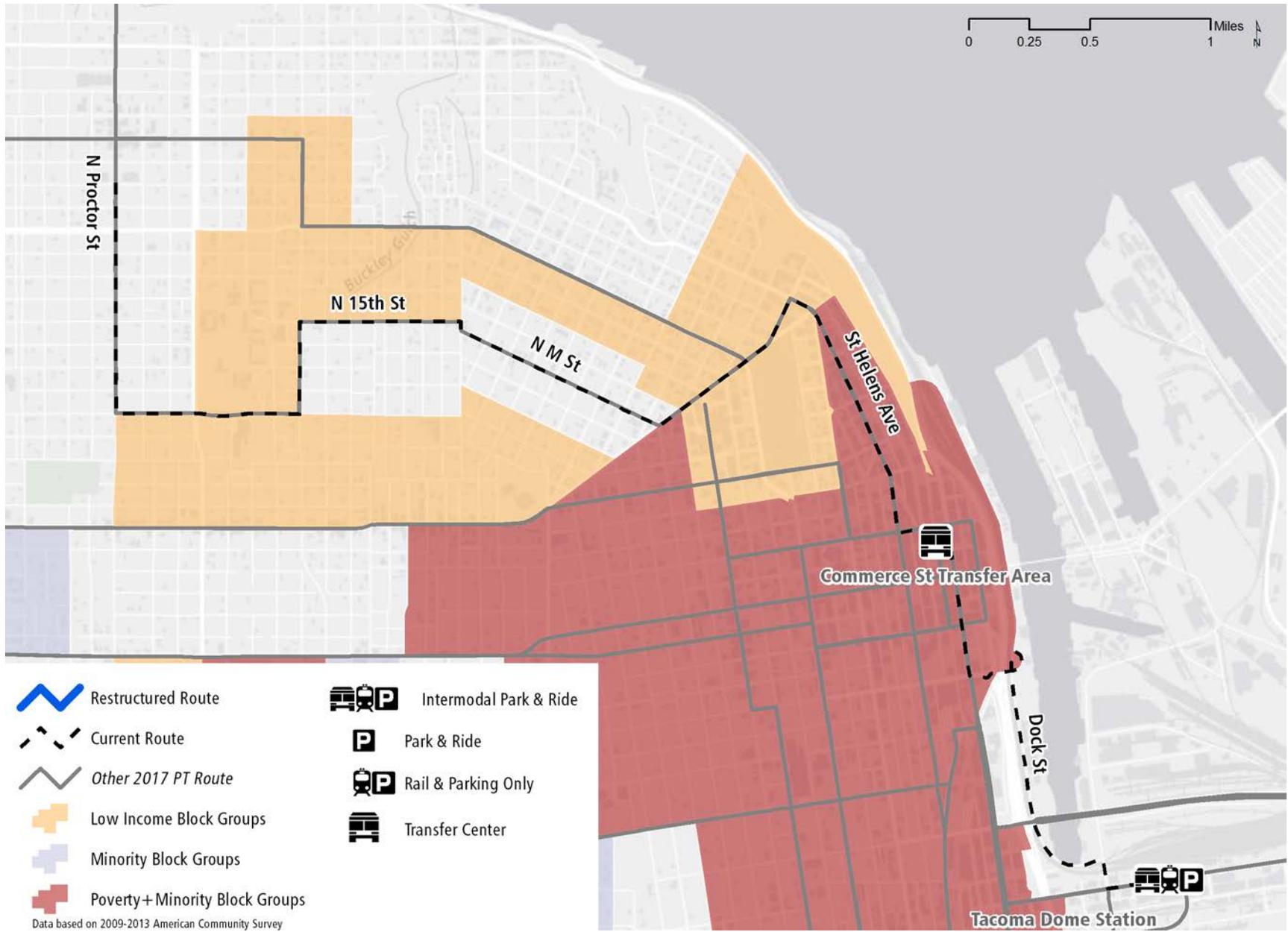


Figure 5-5 Eliminated Route 13



Data based on 2009-2013 American Community Survey

Figure 5-6 Eliminated Route 14



Data based on 2009-2013 American Community Survey

Figure 5-5 Restructured Route 16

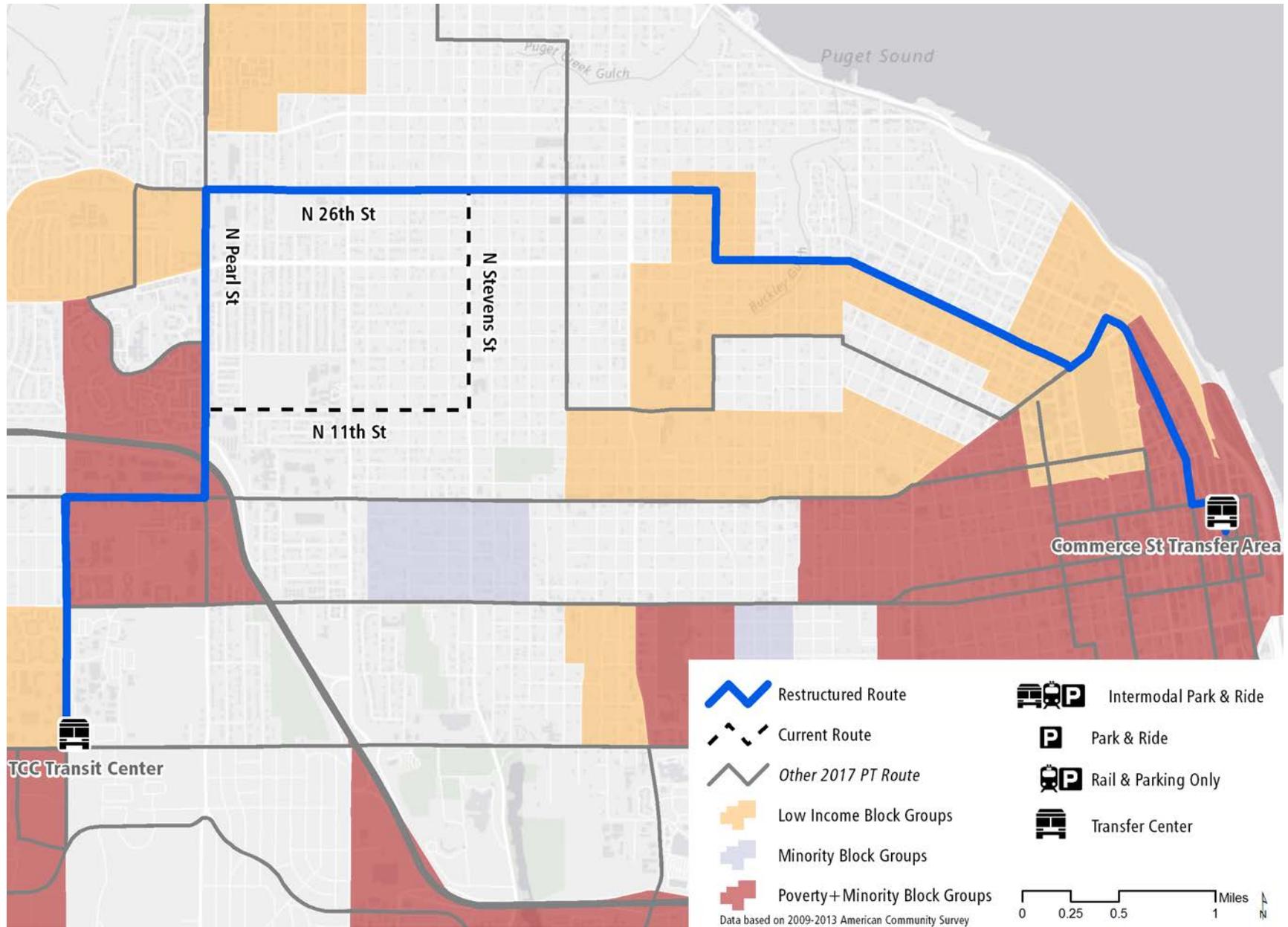


Figure 5-6 Restructured Route 41

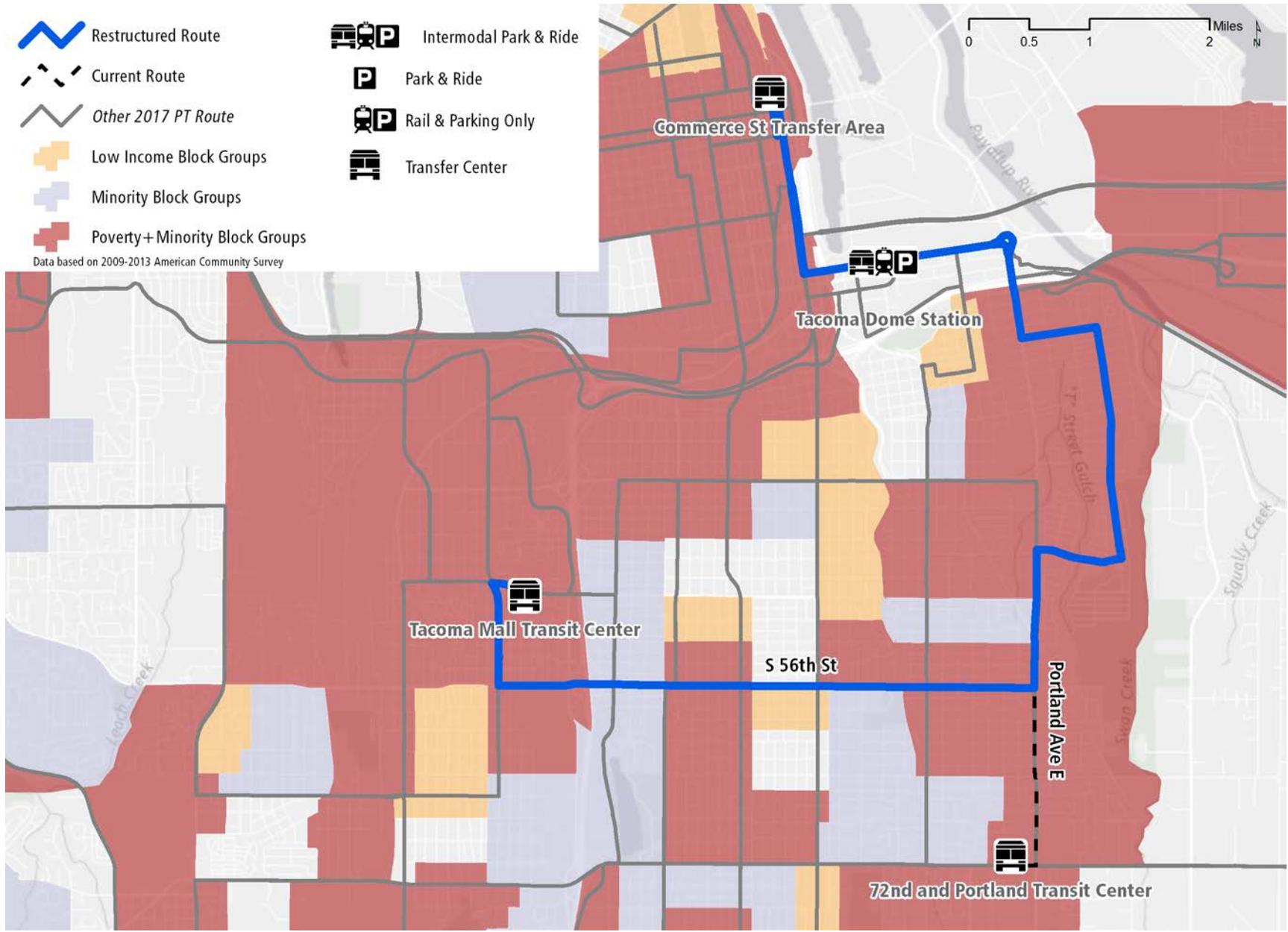


Figure 5-7 Restructured Route 48

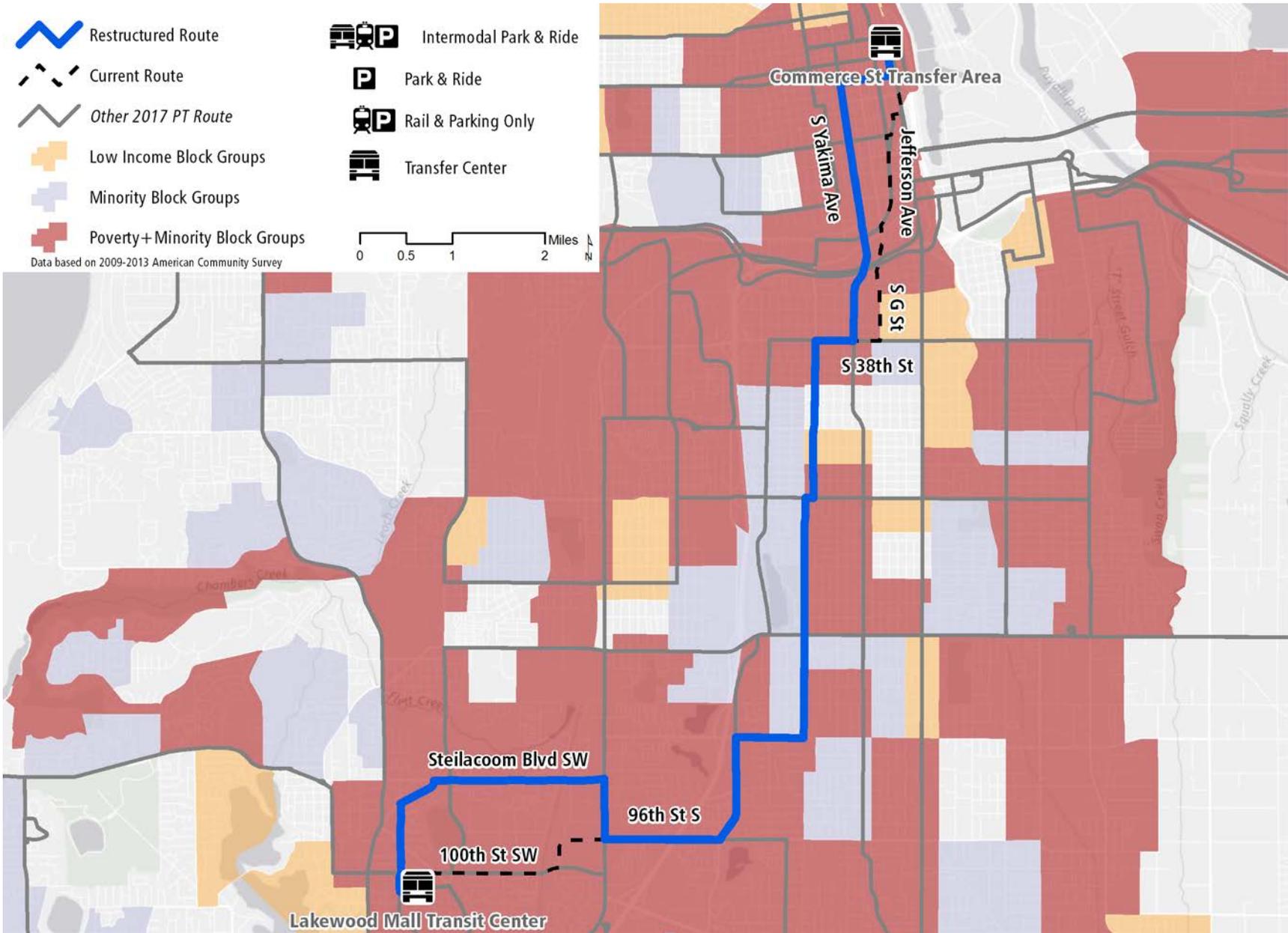


Figure 5-8 Eliminated Route 51

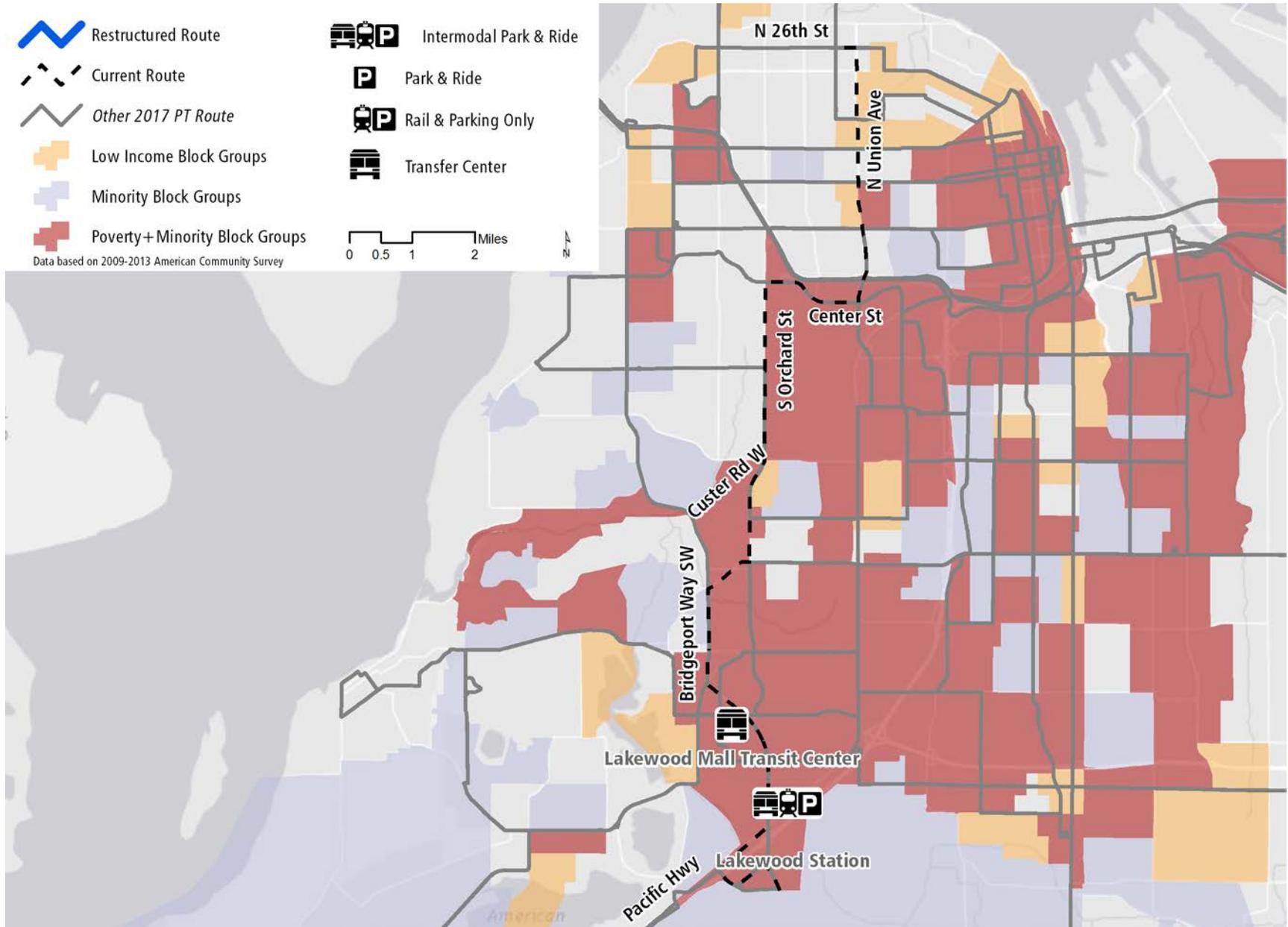


Figure 5-9 Restructured Route 52+55 (named Route 52)

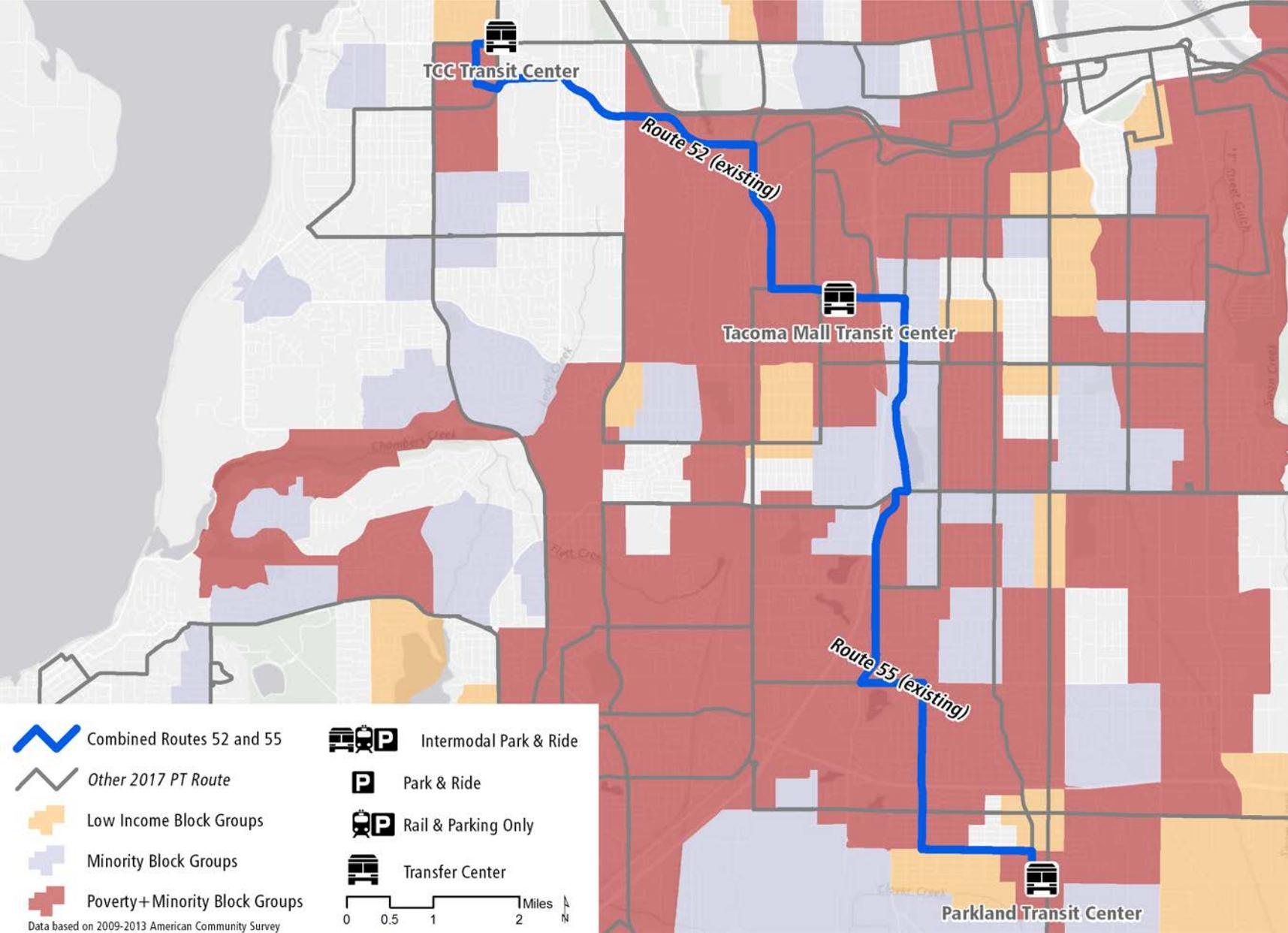


Figure 5-10 Restructured Route 53

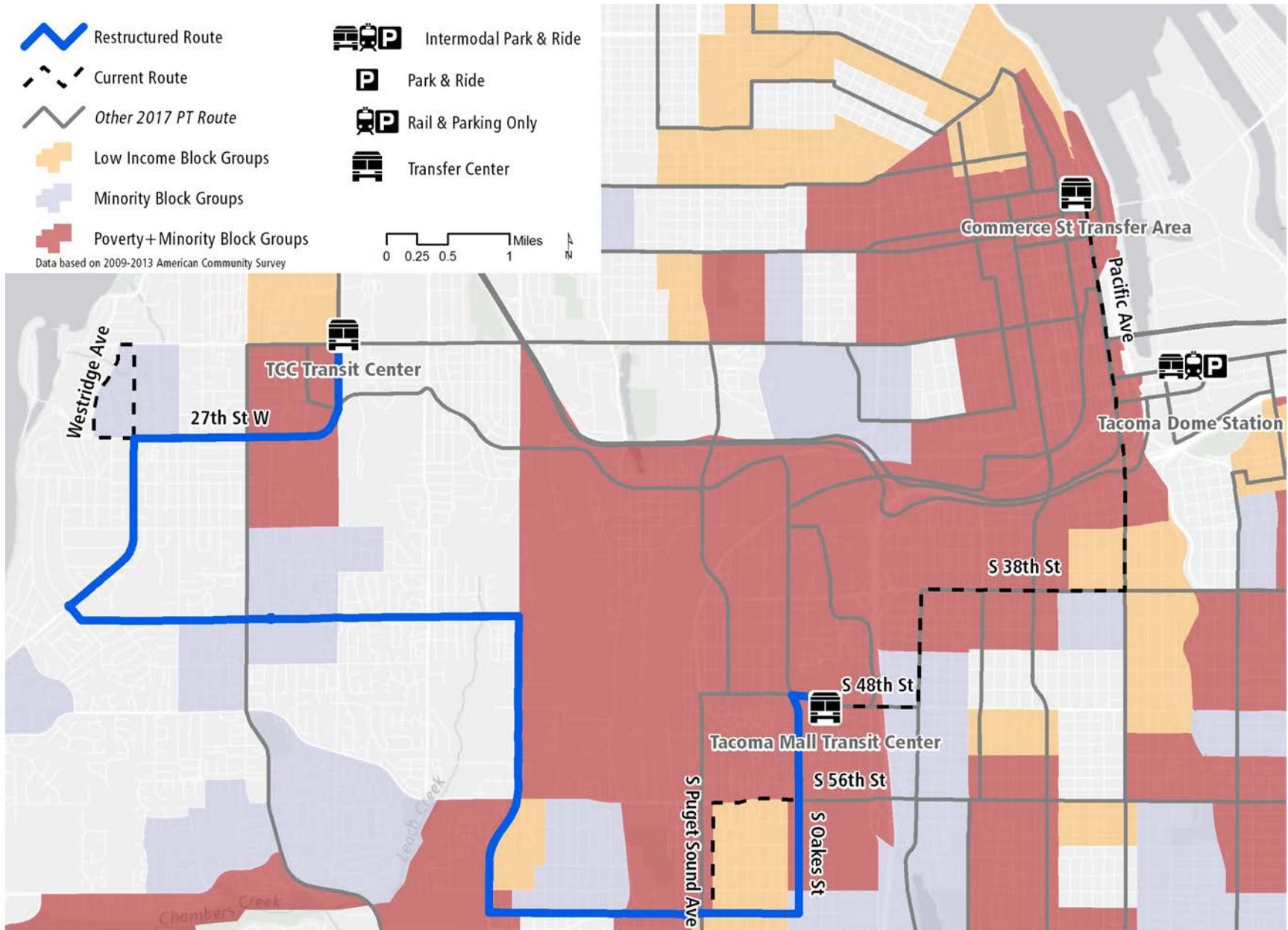


Figure 5-11 Restructured Route 54

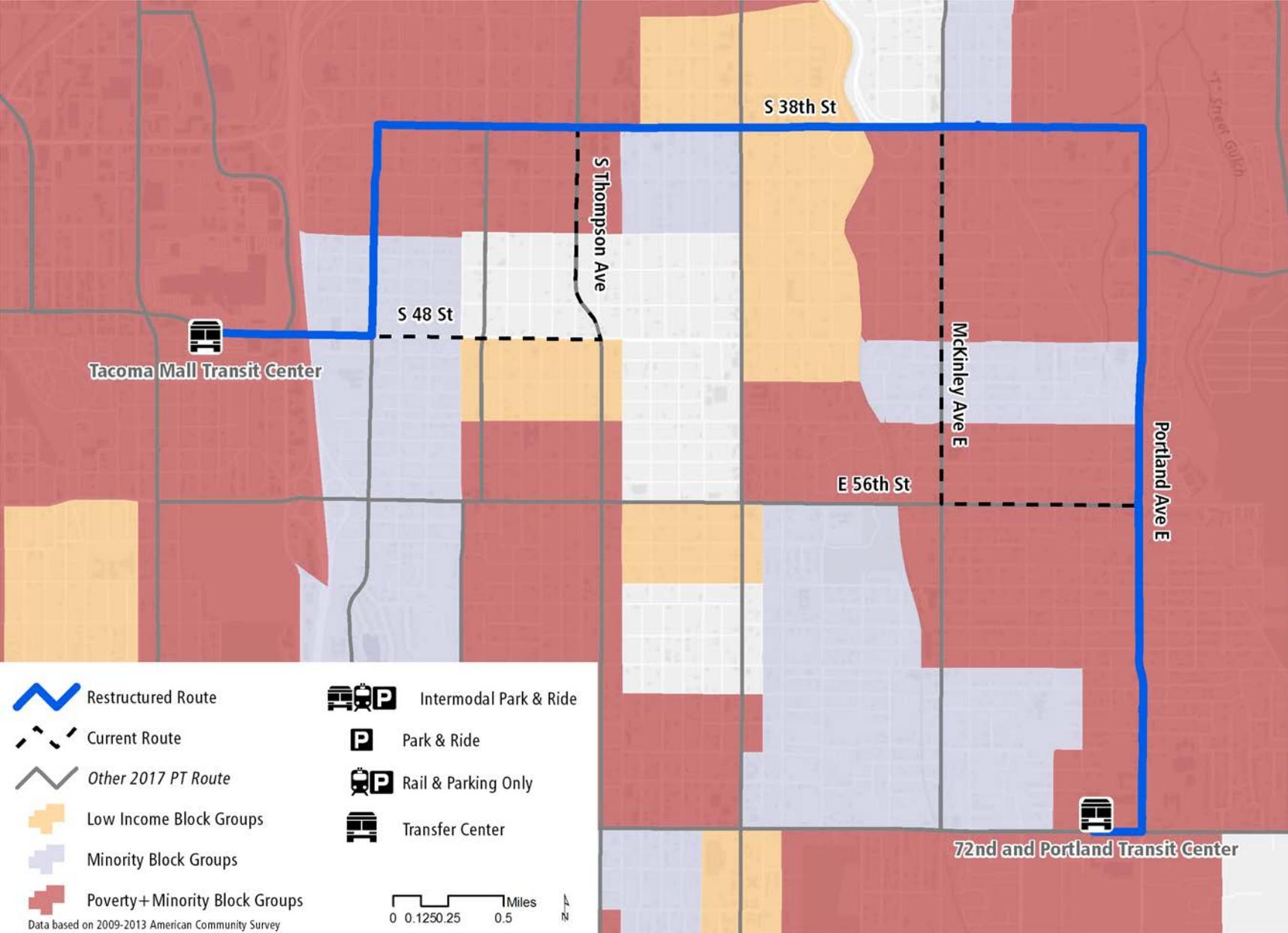


Figure 5-12 Restructured Route 56

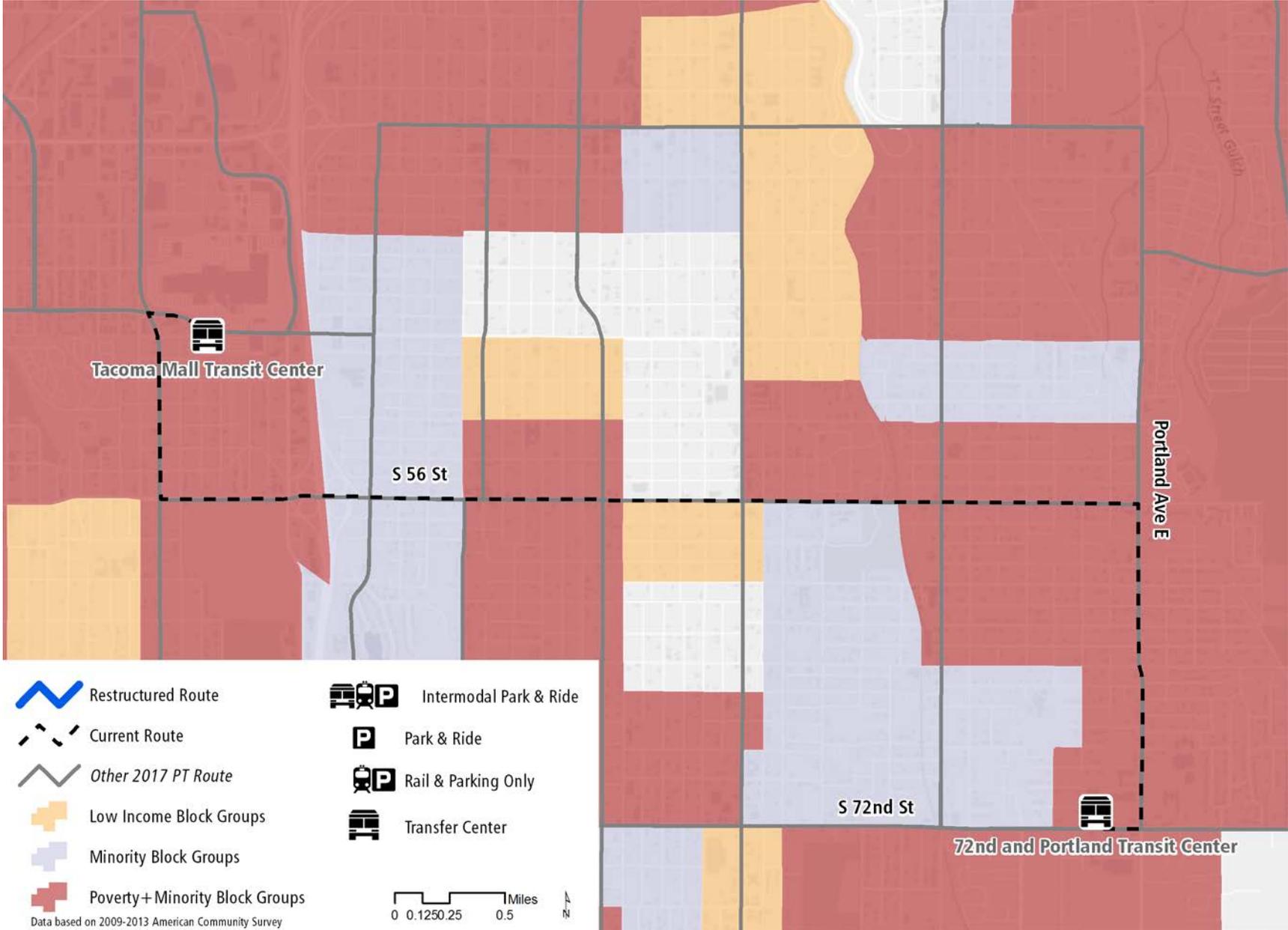


Figure 5-13 Restructured Route 206

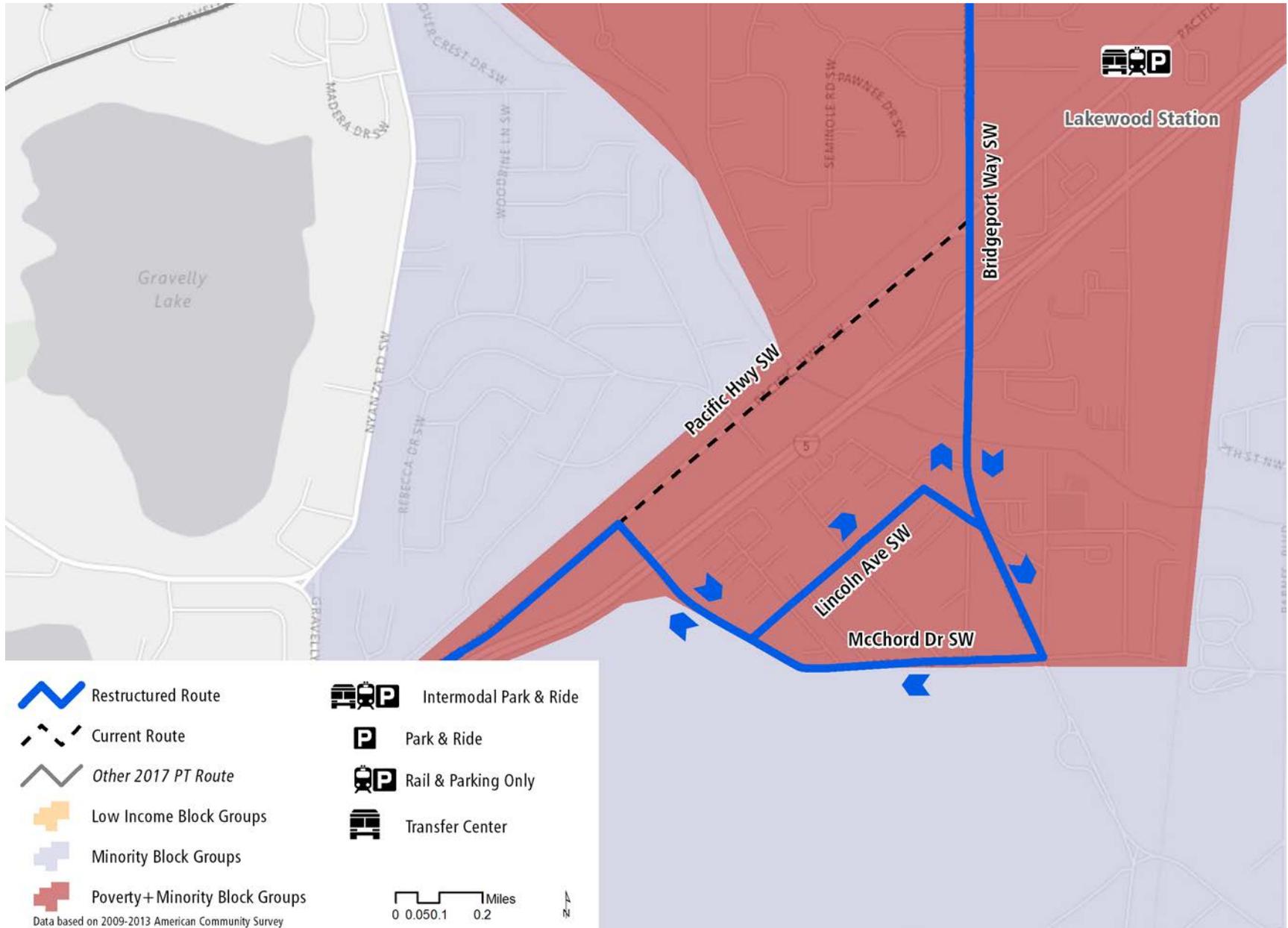
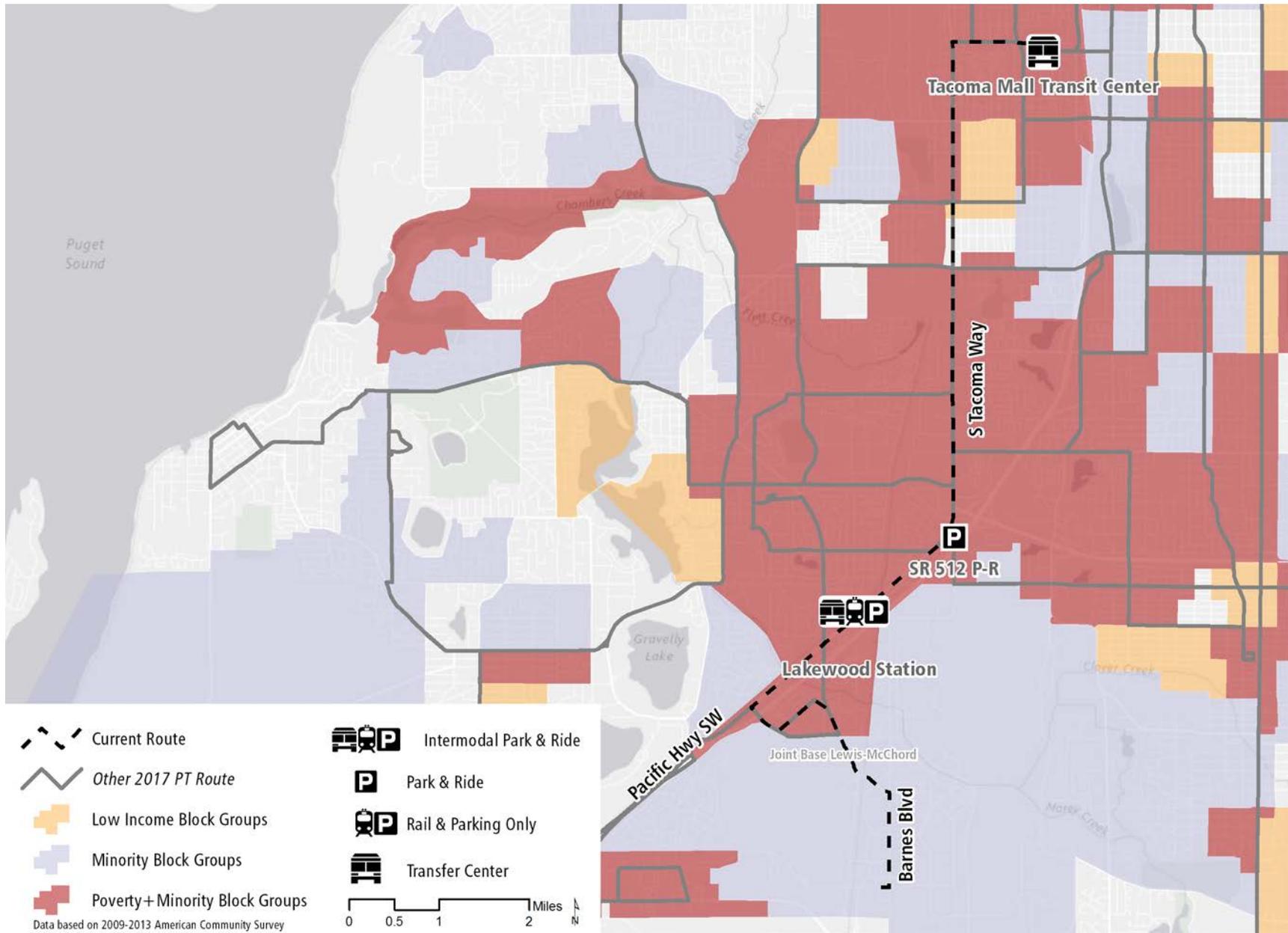


Figure 5-14 Eliminated Route 300



6 Appendix

6.1 Routes Experiencing a Change in Weekday Span

Route	Before				After				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
4 112th St	17,224	19.4%	39.4%	9,665	16,689	18.5%	38.2%	9,920	-915,080	-1,611,685	-2,406,465	176.1%	263.0%	255	3%
10 Pearl Street	14,689	16.9%	29.6%	7,220	14,564	17.0%	29.7%	8,750	21,380,420	3,723,956	6,481,600	17.4%	30.3%	1,530	21%
11 Pt. Defiance	23,638	18.3%	25.9%	3,940	23,743	18.1%	22.8%	7,765	91,230,675	16,331,088	17,798,155	17.9%	19.5%	3,825	97%
13 N. 30th Street	11,159	19.5%	27.5%	3,790	0			0	-42,292,610	-8,227,134	-11,623,930	19.5%	27.5%	-3,790	-100%
14 N. Proctor District	16,944	23.1%	23.7%	3,790	0			0	-64,217,760	-14,805,503	-15,228,220	23.1%	23.7%	-3,790	-100%
16 UPS / TCC	22,263	17.6%	25.4%	4,980	22,313	17.3%	25.9%	9,315	96,975,855	16,545,108	25,708,500	17.1%	26.5%	4,335	87%
28 S 12th St	17,055	21.4%	41.3%	6,710	17,055	21.4%	41.3%	8,240	26,094,150	5,590,987	10,789,560	21.4%	41.3%	1,530	23%
41 Portland Ave	12,011	33.7%	60.9%	7,385	18,007	27.0%	49.3%	9,170	76,422,955	14,787,946	27,395,340	19.4%	35.8%	1,785	24%
42 McKinley Ave	12,422	21.5%	53.4%	4,415	12,287	21.5%	53.1%	8,495	49,534,935	10,681,019	26,128,525	21.6%	52.7%	4,080	92%
45 Yakima	25,668	25.7%	45.6%	4,560	25,668	25.7%	45.6%	8,640	104,725,440	26,955,969	47,793,120	25.7%	45.6%	4,080	89%
48 Sheridan M St	24,169	25.3%	53.6%	7,640	26,874	26.5%	54.3%	9,425	68,636,290	20,390,716	38,413,310	29.7%	56.0%	1,785	23%
51 Union Ave	26,923	22.3%	43.3%	4,615	0			0	-124,249,645	-27,747,704	-53,838,590	22.3%	43.3%	-4,615	-100%
52 TCC Tac Mall	9,800	21.4%	42.6%	8,680	28,807	24.1%	51.6%	9,190	179,672,330	45,478,895	100,287,640	25.3%	55.8%	510	6%
53 University Place	31,410	18.3%	37.6%	4,670	21,601	15.2%	36.1%	8,750	42,324,050	1,941,770	13,069,870	4.6%	30.9%	4,080	87%
54 38th St	16,300	22.4%	48.3%	8,240	15,699	25.8%	56.0%	8,040	-8,092,040	2,507,555	5,772,960	-31.0%	-71.3%	-200	-2%
55 Parkland Tac Mall	19,486	25.5%	55.8%	8,790	0			0	-171,281,940	-43,729,800	-95,600,040	25.5%	55.8%	-8,790	-100%
56 56th St	13,981	22.2%	51.9%	4,215	0			0	-58,929,915	-13,096,009	-30,571,395	22.2%	51.9%	-4,215	-100%
57 Tacoma Mall	15,454	28.6%	47.2%	7,985	15,382	28.6%	47.2%	8,495	7,269,900	1,960,630	3,463,560	27.0%	47.6%	510	6%
202 72nd Street	12,848	20.0%	53.2%	9,465	12,985	20.2%	53.2%	9,720	4,607,880	1,144,493	2,424,600	24.8%	52.6%	255	3%
206 Pacific Hwy / Tillicum / Ft. Lewis	10,383	33.7%	57.7%	7,770	11,471	35.0%	60.0%	9,830	32,084,020	12,258,964	21,111,880	38.2%	65.8%	2,060	27%
212 Steilacoom	8,643	15.7%	37.6%	8,535	8,643	15.7%	37.6%	8,790	2,203,965	346,895	827,985	15.7%	37.6%	255	3%
214 Washington	9,649	13.0%	40.2%	8,040	9,649	13.0%	40.2%	8,550	4,920,990	640,590	1,980,330	13.0%	40.2%	510	6%
300 S Tacoma Way	14,900	28.9%	57.9%	8,150	0			0	-121,435,000	-35,142,703	-70,293,750	28.9%	57.9%	-8,150	-100%
500 Federal Way	4,113	27.1%	36.6%	8,245	4,113	27.1%	36.6%	10,030	7,341,705	1,990,571	2,684,640	27.1%	36.6%	1,785	22%
Total									224,011,570	38,916,614	72,569,185				

6.2 Routes Experiencing a Change in Weekday Frequency

Route	Before				After				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
10 Pearl Street	14,689	16.9%	29.6%	7,220	14,564	17.0%	29.7%	8,750	21,380,420	3,723,956	6,481,600	17.4%	30.3%	1,530	21%
11 Pt. Defiance	23,638	18.3%	25.9%	3,940	23,743	18.1%	22.8%	7,765	91,230,675	16,331,088	17,798,155	17.9%	19.5%	3,825	97%
13 N. 30th Street	11,159	19.5%	27.5%	3,790	0			0	-42,292,610	-8,227,134	-11,623,930	19.5%	27.5%	-3,790	-100%
14 N. Proctor District	16,944	23.1%	23.7%	3,790	0			0	-64,217,760	-14,805,503	-15,228,220	23.1%	23.7%	-3,790	-100%
16 UPS / TCC	22,263	17.6%	25.4%	4,980	22,313	17.3%	25.9%	9,315	96,975,855	16,545,108	25,708,500	17.1%	26.5%	4,335	87%
28 S 12th St	17,055	21.4%	41.3%	6,710	17,055	21.4%	41.3%	8,240	26,094,150	5,590,987	10,789,560	21.4%	41.3%	1,530	23%
41 Portland Ave	12,011	33.7%	60.9%	7,385	18,007	27.0%	49.3%	9,170	76,422,955	14,787,946	27,395,340	19.4%	35.8%	1,785	24%
42 McKinley Ave	12,422	21.5%	53.4%	4,415	12,287	21.5%	53.1%	8,495	49,534,935	10,681,019	26,128,525	21.6%	52.7%	4,080	92%
45 Yakima	25,668	25.7%	45.6%	4,560	25,668	25.7%	45.6%	8,640	104,725,440	26,955,969	47,793,120	25.7%	45.6%	4,080	89%
48 Sheridan M St	24,169	25.3%	53.6%	7,640	26,874	26.5%	54.3%	9,425	68,636,290	20,390,716	38,413,310	29.7%	56.0%	1,785	23%
51 Union Ave	26,923	22.3%	43.3%	4,615	0			0	-124,249,645	-27,747,704	-53,838,590	22.3%	43.3%	-4,615	-100%
53 University Place	31,410	18.3%	37.6%	4,670	21,601	15.2%	36.1%	8,750	42,324,050	1,941,770	13,069,870	4.6%	30.9%	4,080	87%
54 38th St	16,300	22.4%	48.3%	8,240	15,699	25.8%	56.0%	8,040	-8,092,040	2,507,555	5,772,960	-31.0%	-71.3%	-200	-2%
56 56th St	13,981	22.2%	51.9%	4,215	0			0	-58,929,915	-13,096,009	-30,571,395	22.2%	51.9%	-4,215	-100%
206 Pacific Hwy / Tillicum / Ft. Lewis	10,383	33.7%	57.7%	7,770	11,471	35.0%	60.0%	9,830	32,084,020	12,258,964	21,111,880	38.2%	65.8%	2,060	27%
300 S Tacoma Way	14,900	28.9%	57.9%	8,150	0			0	-121,435,000	-35,142,703	-70,293,750	28.9%	57.9%	-8,150	-100%
400 Puyallup / Downtown Tacoma	9,236	17.8%	23.8%	6,375	9,236	17.8%	23.8%	7,140	7,065,540	1,256,339	1,678,410	17.8%	23.8%	765	12%
402 Meridian / Federal Way	15,317	12.0%	24.9%	7,075	15,317	12.0%	24.9%	8,860	27,340,845	3,270,158	6,815,130	12.0%	24.9%	1,785	25%
500 Federal Way	4,113	27.1%	36.6%	8,245	4,113	27.1%	36.6%	10,030	7,341,705	1,990,571	2,684,640	27.1%	36.6%	1,785	22%
Total									231,939,910	39,213,094	70,085,115				

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					
3 Lakewood / Tacoma	17,961	27.9%	49.1%	10,780	17,279	28.1%	50.7%	10,780	-7,351,960	-1,818,825	-549,780	24.7%	7.5%	64%	Yes	Yes	Yes	Yes
4 112th St	17,224	19.4%	39.4%	9,665	16,689	18.5%	38.2%	9,920	-915,080	-1,611,685	-2,406,465	176.1%	263.0%	15%	No	Yes	No	No
10 Pearl Street	14,689	16.9%	29.6%	7,220	14,564	17.0%	29.7%	8,750	21,380,420	3,723,956	6,481,600	17.4%	30.3%	10%	No	Yes	No	No
11 Pt. Defiance	23,638	18.3%	25.9%	3,940	23,743	18.1%	22.8%	7,765	91,230,675	16,331,088	17,798,155	17.9%	19.5%	43%	Yes	Yes	No	Yes
13 N. 30th Street	11,159	19.5%	27.5%	3,790	0			0	-42,292,610	-8,227,134	-11,623,930	19.5%	27.5%	100%	Yes	Yes	Yes	No
14 N. Proctor District	16,944	23.1%	23.7%	3,790	0			0	-64,217,760	-14,805,503	-15,228,220	23.1%	23.7%	100%	Yes	Yes	Yes	Yes
16 UPS / TCC	22,263	17.6%	25.4%	4,980	22,313	17.3%	25.9%	9,315	96,975,855	16,545,108	25,708,500	17.1%	26.5%	24%	Yes	Yes	No	No
41 Portland Ave	12,011	33.7%	60.9%	7,385	18,007	27.0%	49.3%	9,170	76,422,955	14,787,946	27,395,340	19.4%	35.8%	17%	Yes	Yes	Yes	No
48 Sheridan M St	24,169	25.3%	53.6%	7,640	26,874	26.5%	54.3%	9,425	68,636,290	20,390,716	38,413,310	29.7%	56.0%	42%	Yes	Yes	Yes	Yes
51 Union Ave	26,923	22.3%	43.3%	4,615	0			0	-124,249,645	-27,747,704	-53,838,590	22.3%	43.3%	100%	Yes	Yes	Yes	No
52 TCC Tac Mall	9,800	21.4%	42.6%	8,680	28,807	24.1%	51.6%	9,190	179,672,330	45,478,895	100,287,640	25.3%	55.8%	0%	Yes	No	No	No
53 University Place	31,410	18.3%	37.6%	4,670	21,601	15.2%	36.1%	8,750	42,324,050	1,941,770	13,069,870	4.6%	30.9%	36%	Yes	Yes	Yes	No
54 38th St	16,300	22.4%	48.3%	8,240	15,699	25.8%	56.0%	8,040	-8,092,040	2,507,555	5,772,960	-31.0%	-71.3%	47%	Yes	Yes	Yes	Yes
55 Parkland Tac Mall	19,486	25.5%	55.8%	8,790	0			0	-171,281,940	-43,729,800	-95,600,040	25.5%	55.8%	100%	Yes	No	No	No
56 56th St	13,981	22.2%	51.9%	4,215	0			0	-58,929,915	-13,096,009	-30,571,395	22.2%	51.9%	100%	Yes	Yes	Yes	Yes
206 Pacific Hwy / Tillicum / Ft. Lewis	10,383	33.7%	57.7%	7,770	11,471	35.0%	60.0%	9,830	32,084,020	12,258,964	21,111,880	38.2%	65.8%	8%	No	Yes	No	No
300 S Tacoma Way	14,900	28.9%	57.9%	8,150	0			0	-121,435,000	-35,142,703	-70,293,750	28.9%	57.9%	100%	Yes	Yes	Yes	Yes

EXHIBIT A

Pierce Transit

Title VI Fare Equity Analysis

Pursuant to FTA Circular 4702.1B

Senior/Disabled/Youth Proposed Fare Increase

November 13, 2015

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 increase of fares for Senior, Disabled and Youth.

2 BACKGROUND

2.1 PROPOSED FARE CHANGES

In an effort to offset increased costs and help improve farebox recovery, Pierce Transit is proposing revisions to its fares effective March 1, 2016. The proposed revisions include a \$0.25 increase to senior, disabled, and youth fixed-route fares, and a \$0.50 increase to SHUTTLE fares. Monthly passes would increase from \$27.00 to \$36.00 for senior, disabled and youth riding fixed-route, and from \$27.00 to \$45.00 for SHUTTLE riders. The proposed revisions are an outcome of a comprehensive fare study and data gathered from focus groups with riders, transit operators and service supervisors. In addition, senior, disabled, youth and SHUTTLE fares have not increased in ten years.

The fare study report proposed: more frequent review of fares; setting a farebox recovery goal; and having the SHUTTLE fare ultimately equal the adult fixed route fare. Fare change scenarios were provided at a Board of Commissioners Study Session in June, an Executive Finance Committee meeting in July and a Board of Commissioners meeting in August. A public hearing was held at the November 9, 2015 Board of Commissioners meeting to allow the public to comment on the proposed revisions.

This fare equity analysis analyzes whether the increase in fixed-route fares for Seniors/Disabled/Youth will have a disparate impact on Pierce Transit's minority riders and/or a disproportionate burden on the agency's low-income riders.

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 increase in fixed-route fares for Seniors/Disabled/Youth will have a disparate impact on Pierce Transit's minority riders and/or a disproportionate burden on the agency's low-income riders. Proposed increases to SHUTTLE fares are not analyzed in this report, as Title VI equity analysis requirements only apply to fixed-route fare changes and not to paratransit fare changes.

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

(paragraph not relevant to fare changes removed)

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

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

3.2 Pierce Transit Disproportionate Burden Policy

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

(paragraph not relevant to fare changes removed)

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

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

4 METHODOLOGY

Staff used data from Pierce Transit's 2014 Customer Satisfaction Survey to assist with the fare equity analysis. This survey of 650 Pierce Transit Riders provides local system-wide representation proportionate to weekday ridership by route and time of day on Pierce Transit's local fixed routes. Respondents were initially intercepted at major transfer and boarding locations as well as onboard key routes and asked to provide contact information in order to participate in a telephone survey. Surveys were completed with 650 respondents (only 557 responded to the question about how they paid their fare). The maximum margin of error for this survey is plus or minus 3.8 percentage points at the 95 percent confidence level. That is, in 95 out of 100 cases, the survey result will not differ from the general population by more than 3.8 percentage points in either direction.

Data collection occurred from April 7 to May 15, 2014. The data from the 2014 survey represents the most current data on our riders available to Pierce Transit.

The 2014 survey provides data on the following:

- Trip purpose (work, home, school, appointment, shopping, recreation)
- Payment method (ORCA Pass, ORCA other, Cash, Other)
- Time of day (peak, mid-day, evening)
- Ridership
 - Occasional (0 to 9 trips per month)
 - Infrequent (10 to 59 trips per month)
 - Frequent (60+ trips per month)
- Overall satisfaction with Pierce Transit (Dissatisfied, Neutral, Satisfied)
- Number of vehicles in household (None, 1, 2+)
- Household size
- Income (less than \$20K, \$20K–\$30K, greater than \$30K)
- Age (16–34, 35–54, 65 and older)
- Gender
- Ethnicity
- English Language Proficiency

The survey provides valuable information about the demographics of the agency's weekday customers and their fare payment methods. In terms of ethnicity, 33% of Pierce Transit's riders identified themselves as non-white. With an average household size of 2.5, 56% of riders have annual incomes of less than \$20,000. 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 2013 FEDERAL POVERTY THRESHOLDS

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

Source: U.S. Census Bureau.

Table 4-2 below shows the proposed changes to fares, by fare type.

TABLE 4-2 PROPOSED FARE CHANGES

Fare Type	Cost		Change	
	Existing	Proposed	Absolute	Percentage
Adult ORCA Pass	\$ 72.00	\$ 72.00	\$ -	0%
Adult Cash	\$ 2.00	\$ 2.00	\$ -	0%
Adult e-purse	\$ 2.00	\$ 2.00	\$ -	0%
Adult Ticket	\$ 2.00	\$ 2.00	\$ -	0%
Youth ORCA Pass	\$ 27.00	\$ 36.00	\$ 9.00	33%
Youth Cash	\$ 0.75	\$ 1.00	\$ 0.25	33%
Youth e-purse	\$ 0.75	\$ 1.00	\$ 0.25	33%
Youth Ticket	\$ 0.75	\$ 1.00	\$ 0.25	33%
Senior/Disabled ORCA Pass	\$ 27.00	\$ 36.00	\$ 9.00	33%
Senior/Disabled Cash	\$ 0.75	\$ 1.00	\$ 0.25	33%
Senior/Disabled e-purse	\$ 0.75	\$ 1.00	\$ 0.25	33%
Senior/Disabled Ticket	\$ 0.75	\$ 1.00	\$ 0.25	33%

Table 4-3 below provides the data on how Pierce Transit's riders paid their fares. Data from survey respondents is extrapolated to provide data on all Pierce Transit riders, based on 2014 total ridership of 10,273,922 boardings.

TABLE 4-2 PIERCE TRANSIT SYSTEM BOARDINGS BY FARE PAYMENT TYPE

Fare Type	Usage by Group (#)			Usage by Group (%)				
	Overall	Minority	Low-income	Overall	Minority	Difference (> +10%?)	Low-income	Difference (> +5%?)
Adult ORCA Pass	2,001,213	645,130	903,181	19.5%	18.6%	-0.9%	17.8%	-1.7%
Adult Cash	3,630,008	1,363,988	1,437,717	35.3%	39.4%	4.0%	28.3%	-7.1%
Adult e-purse	1,324,441	571,400	755,723	12.9%	16.5%	3.6%	14.9%	2.0%
Adult Ticket	74,049	18,432	-	0.7%	0.5%	-0.2%	0.0%	-0.7%
Youth ORCA Pass	573,395	129,026	313,349	5.6%	3.7%	-1.9%	6.2%	0.6%
Youth Cash	313,781	165,890	92,161	3.1%	4.8%	1.7%	1.8%	-1.2%
Youth e-purse	86,405	36,865	18,432	0.8%	1.1%	0.2%	0.4%	-0.5%
Youth Ticket	17,636	18,432	-	0.2%	0.5%	0.4%	0.0%	-0.2%
Senior/Disabled ORCA Pass	1,349,561	350,213	903,181	13.1%	10.1%	-3.0%	17.8%	4.6%
Senior/Disabled Cash	197,571	36,865	73,729	1.9%	1.1%	-0.9%	1.4%	-0.5%
Senior/Disabled e-purse	705,861	129,026	589,833	6.9%	3.7%	-3.1%	11.6%	4.7%
Senior/Disabled Ticket	-	-	-	0.0%	0.0%	0.0%	0.0%	0.0%
Total	10,273,922	3,465,267	5,087,307	100%	100%		100%	

The data provided in Table 4-3 provides the basis for the equity analysis which is provided below in Section 5.

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

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 boardings using that fare type and the percentage of minority boardings using that fare type. Table 4-3 provides this data in the darker green column entitled "Difference > +10%?". In this column we see that none of the fare types proposed for increase have a 10% or higher use by minority riders than the system's riders, so there is 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 boardings using that fare type and the percentage of low-income boardings using that fare type. Table 4-3 provides this data in the final darker blue shaded column entitled "Difference > +5%?". In this column we see that none of the fare types proposed for increase have a 5% or higher use by low-income riders than the system's riders, so there is no disproportionate burden to low-income riders of the proposed fare changes.

EXHIBIT B

3.72.010 - Definitions.

As used in this chapter:

- A. "Accompanying companion" means a person who is traveling with a SHUTTLE customer, has the same origin and destination, but does not need to assist the SHUTTLE customer with travel needs.
- B. "All-day pass" means a pass available for purchase on-board Pierce Transit vehicles or loaded on an ORCA card for local fixed route and Bus PLUS service. An all-day pass is valid for unlimited rides on the service day the pass is issued. All-day passes shall have no transfer value on other transit agencies service.
- C. "Board of commissioners" means elected officials appointed by local jurisdictions to the Pierce Transit Board of Commissioners.
- D. "Bus PLUS" means transit services differentiated from fixed route service by customer-initiated deviations from routes or schedules. Bus PLUS service does not require complementary Americans with Disabilities Act (ADA) paratransit service.
- E. "Class pass" means a pass that allows up to thirty people riding together to make a one-day round trip, on local fixed route transit service.
- F. "Disabled person (persons with disabilities)" means any person(s) with a mental, physical, or sensory disability that meets established criteria and has Pierce Transit-approved identification.
- G. "Discounted fare" means the fare offered to senior citizens, persons with disabilities or individuals with a valid Medicare card. A valid regional reduced fare permit is required to obtain the discounted fare.
- H. "Emergency situation" means adverse weather; fire/flood evacuation; threat of explosive devices, or other regional emergencies requiring rapid movement of any group or groups of people.
- I. "Farebox recovery" means the percentage of operating expenses that are met by fares paid by passengers. It is computed by dividing the system's total fare revenue by its total operating expenses
- J. "Federal law enforcement officer" means a commissioned civilian federal law enforcement agent, as designated by the U.S. Attorney General and/or military police officers.
- K. "Fixed route" means transit service using buses to provide service at designated bus stops along specific routes on set schedules.
- L. "Full-fare" means the fare for riders not specifically designated to qualify for a reduced fare.
- M. "Personal care attendant" means a person traveling as an aide in order to facilitate travel by a disabled person.
- N. "Preschool child" means any person five years of age or younger when accompanied by a fare paying passenger.
- O. "Public safety officer" means a person commissioned by any state, county, or municipal law enforcement or fire protection agency.
- P. "PugetPass" means a regional bus pass valid for travel on Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit, Sound Transit and Pierce Transit. PugetPass prices are set at thirty-six times the trip value of the pass.
- Q. "Senior citizen" means any person sixty-five years of age or over with a Pierce Transit-approved identification or a regional reduced fare permit (RRFP).

RQ. Service day means the span of service that comprise a day of transit service. Service begins at 3:00 a.m. and ends at 2:59 a.m.

SR. "SHUTTLE" means specialized transportation (paratransit) for persons with disabilities.

IS. "Special event" means any open to the public event of less than thirty days duration expected to attract significant numbers of people.

U.T. "Youth" means any person six to eighteen years of age.

- Fare Policies

A. The Pierce Transit Board of Commissioners shall review transit fares at least once every two years.

B. The fixed route farebox recovery goal shall be twenty percent.

~~B.C.~~ It is the intent of the Agency to achieve parity between its SHUTTLE fare and adult fixed route cash fare over time. 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.

3.72.020 - Local fixed route and Bus PLUS cash fares.

A. The cash fare for full-fare riders shall be two dollars during all hours of operation.

B. The cash fare for youth riders shall be one dollarseventy-five cents during all hours of operation.

C. The discounted cash fare shall be one dollarseventy-five cents during all hours of operation.

3.72.030 - Tickets.

A. Full-fare tickets shall be two dollars per ticket.

B. Youth tickets shall be one dollarseventy-five cents per ticket.

C. Discounted tickets shall be one dollarseventy-five cents per ticket.

D. SHUTTLE tickets shall be one dollar and twenty five cents per ticket.

ED. Tickets are not for sale to the general public. Only human/social service providers and schools may purchase tickets from Pierce Transit.

3.72.040 - Local fixed route and Bus PLUS passes.

A. Full-fare all-day passes shall be two times the full-fare cash fare plus one dollar.

B. Youth all-day passes shall be two times the youth cash fare plus fifty centsone-dollar.

C. Discounted all-day passes shall be two times the discounted cash fare plus fifty centsone-dollar.

D. The full-fare monthly pass (two dollar regional PugetPass) shall be seventy-two dollars.

E. The youth monthly pass (one dollarseventy-five cents regional PugetPass) shall be thirtytwenty-sixseven dollars.

F. The discounted monthly pass (one dollarseventy-five cents regional PugetPass) shall be thirtytwenty-sixseven dollars.

G. The Pierce Transit specific discounted monthly pass shall be fortytwenty-fiveseven dollars.

H. The summer youth pass shall be thirty-six dollars for unlimited youth rides during June, July and August. The summer youth pass shall have no transfer value on Olympia Express or Sound Transit services.

I. The class pass shall be forty-eight dollars.

3.72.050 - SHUTTLE service fares.

- A. The cash fare shall be ~~one dollar and twentyseven~~-five cents.
- B. The monthly pass shall be ~~forty-five~~~~twenty-seven~~ dollars.
- C. One personal care attendant traveling with a SHUTTLE customer shall ride for free.
- D. Accompanying companions may travel with SHUTTLE customers for the same fares as described in subsections A. and B. of this section.

Exhibit C – Code Amendment (Clean Version)

Section 2. Section 3.72.010 of the Pierce Transit Code - Fare Schedule, is hereby amended to read as follows:

3.72.010 Definitions

As used in this chapter:

- A. "Accompanying companion" means a person who is traveling with a SHUTTLE customer, has the same origin and destination, but does not need to assist the SHUTTLE customer with travel needs.
- B. "All-day pass" means a pass available for purchase on-board Pierce Transit vehicles or loaded on an ORCA card for local fixed route and Bus PLUS service. An all-day pass is valid for unlimited rides on the service day the pass is issued. All-day passes shall have no transfer value on other transit agencies service.
- C. "Board of Commissioners" means elected officials appointed by local jurisdictions to the Pierce Transit Board of Commissioners.
- D. "Bus PLUS" means transit services differentiated from fixed route service by customer-initiated deviations from routes or schedules. Bus PLUS service does not require complementary Americans with Disabilities Act (ADA) paratransit service.
- E. "Class pass" means a pass that allows up to thirty people riding together to make a one-day round trip, on local fixed route transit service.
- F. "Disabled person (persons with disabilities)" means any person(s) with a mental, physical, or sensory disability that meets established criteria and has Pierce Transit-approved identification.
- G. "Discounted fare" means the fare offered to senior citizens, persons with disabilities or individuals with a valid Medicare card. A valid regional reduced fare permit is required to obtain the discounted fare.
- H. "Emergency situation" means adverse weather; fire/flood evacuation; threat of explosive devices, or other regional emergencies requiring rapid movement of any group or groups of people.

- I. "Farebox recovery" means the percentage of operating expenses that are met by fares paid by passengers. It is computed by dividing the system's total fare revenue by its total operating expenses
- J. "Federal law enforcement officer" means a commissioned civilian federal law enforcement agent, as designated by the U.S. Attorney General and/or military police officers.
- K. "Fixed route" means transit service using buses to provide service at designated bus stops along specific routes on set schedules.
- L. "Full-fare" means the fare for riders not specifically designated to qualify for a reduced fare.
- M. "Personal care attendant" means a person traveling as an aide in order to facilitate travel by a disabled person.
- N. "Preschool child" means any person five years of age or younger when accompanied by a fare paying passenger.
- O. "Public safety officer" means a person commissioned by any state, county, or municipal law enforcement or fire protection agency.
- P. "PugetPass" means a regional bus pass valid for travel on Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit, Sound Transit and Pierce Transit. PugetPass prices are set at thirty-six times the trip value of the pass.
- Q. "Senior citizen" means any person sixty-five years of age or over with a Pierce Transit-approved identification or a regional reduced fare permit (RRFP).
- R. "Service day" means the span of service that comprise a day of transit service. Service begins at 3:00 a.m. and ends at 2:59 a.m.
- S. "SHUTTLE" means specialized transportation (paratransit) for persons with disabilities.
- T. "Special event" means any open to the public event of less than thirty days duration expected to attract significant numbers of people.
- U. "Youth" means any person six to eighteen years of age.

Fare Policies

- A. The Pierce Transit Board of Commissioners shall review transit fares at least once every two years.
- B. The fixed route farebox recovery goal shall be 20 percent.

- C. It is the intent of the Agency to achieve parity between its SHUTTLE fare and adult fixed route cash fare over time. The SHUTTLE fare will achieve parity when the ratio of the SHUTTLE fare to the adult fixed route cash fare is one to one.

Section 3. Section 3.72.020 of the Pierce Transit Code - Fare Schedule, is hereby amended to read as follows:

3.72.020 - Local fixed route and Bus PLUS cash fares.

- A. The cash fare for full-fare riders shall be two dollars during all hours of operation.
- B. The cash fare for youth riders shall be one dollar during all hours of operation.
- C. The discounted cash fare shall be one dollar during all hours of operation.

Section 4. Section 3.72.030 of the Pierce Transit Code - Fare Schedule, is hereby amended to read as follows:

3.72.030 - Tickets.

- A. Full-fare tickets shall be two dollars per ticket.
- B. Youth tickets shall be one dollar per ticket.
- C. Discounted tickets shall be one dollar per ticket.
- D. SHUTTLE tickets shall be one dollar and twenty five cents.
- E. Tickets are not for sale to the general public. Only human/social service providers and schools may purchase tickets from Pierce Transit.

Section 5. Section 3.72.040 of the Pierce Transit Code - Fare Schedule, is hereby amended to read as follows:

3.72.040 - Local fixed route and Bus PLUS passes.

- A. Full-fare all-day passes shall be two times the full-fare cash fare plus one dollar.
- B. Youth all-day passes shall be two times the youth cash fare plus fifty cents.
- C. Discounted all-day passes shall be two times the discounted cash fare plus fifty cents.
- D. The full-fare monthly pass (two dollar regional PugetPass) shall be seventy-two dollars.
- E. The youth monthly pass (one dollar regional PugetPass) shall be thirty-six dollars.
- F. The discounted monthly pass (one dollar regional PugetPass) shall be thirty-six dollars.
- G. The Pierce Transit specific discounted monthly pass shall be forty-five dollars.

- H. The summer youth pass shall be thirty-six dollars for unlimited youth rides during June, July and August. The summer youth pass shall have no transfer value on Olympia Express or Sound Transit services.
- I. The class pass shall be forty-eight dollars.

Section 6. Section 3.72.050 of the Pierce Transit Code - Fare Schedule, is hereby amended to read as follows:

3.72.050 - SHUTTLE service fares.

- A. The cash fare shall be one dollar and twenty-five cents.
- B. The monthly pass shall be forty-five dollars.
- C. One personal care attendant traveling with a SHUTTLE customer shall ride for free.
- D. Accompanying companions may travel with SHUTTLE customers for the same fares as described in subsections A. and B. of this section.

A RESOLUTION of the Community Transportation Advisory Group presented to the Board of Commissioners of Pierce Transit regarding proposed fare changes

WHEREAS the Community Transportation Advisory Group (CTAG) is charged with providing feedback on Pierce Transit policies and initiatives,

WHEREAS the CTAG was briefed by Pierce Transit staff on the proposed changes in fare policy at its meeting on October, 22, 2015,

WHEREAS a fare increase would serve to help Pierce Transit with increasing costs of providing transit service,

WHEREAS Pierce Transit has an established strategic goal of 20% farebox recovery for fixed route service,

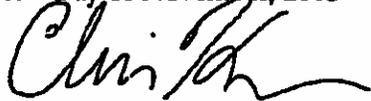
WHEREAS senior, youth, and disabled fares have not increased since March of 2006,

WHEREAS costs have increased to operate SHUTTLE service from \$34.23 per trip in 2006 to \$52.99 per trip, and

WHEREAS in the event that senior, youth, and disabled cash fares increase from \$0.75 to \$1.00 and SHUTTLE fares increase from \$0.75 to \$1.25, Pierce Transit fares will still be comparable to reduced fare pricing at King County Metro, Community Transit, and Kitsap Transit,

THEREFORE, BE IT RESOLVED that the Community Transportation Advisory Group recommends that the Pierce Transit Board of Directors adopt the fare changes proposed by staff for implementation March 1, 2016. Be it further resolved that CTAG encourages Pierce Transit to seek out strategies to improve the efficiency of SHUTTLE services in lieu of future fare increases.

ADOPTED by the Community Transportation Advisory Group at their regular meeting held on the 19th Day of November, 2015



Chris Karnes
Chair, Community Transportation Advisory Group

RESOLUTION NO. 15-072

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Approving a Fare Increase to SHUTTLE Fares,
2 and Senior, Disabled and Youth Fixed Route Fares, Effective March 1, 2016, and Authorizing
3 Amendments to Pierce Transit Code Chapter 3.72 – Fare Schedule
4

5 WHEREAS, the Revised Code of Washington 36.57A.090 provides the Board of Commissioners the
6 authority to set fares; and

7 WHEREAS, Pierce Transit conducted a comprehensive fare study in 2012 which included focus groups
8 with riders, transit operators and service supervisors; and

9 WHEREAS, results of the study recommended more frequent review of fares; setting a farebox
10 recovery goal; and having the SHUTTLE fare equal the adult fixed route cash fare; and

11 WHEREAS, senior, disabled, youth and SHUTTLE fares have not increased in ten years; and

12 WHEREAS, staff conducted a Title VI Fare Equity Analysis, attached hereto as Exhibit A, as required by
13 the Federal Transit Administration when we make any fixed-route fare change to evaluate the impact of those
14 changes on our minority and low income riders; and

15 WHEREAS, the fare equity analysis showed that the proposed fare increase would have no
16 disproportionate burden on low-income riders nor disparate burden to minority riders; and

17 WHEREAS, Pierce Transit provided public notice, conducted a public hearing, and received comments
18 on the proposed fare revisions; and

19 WHEREAS, the Community Transportation Advisory Group (CTAG) on October 22, 2015, was briefed
20 on the proposed fare increase and fare policies; and

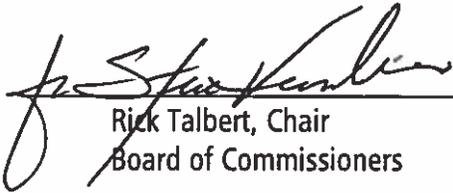
21 WHEREAS, the CTAG on November 19, 2015, adopted a Resolution formally supporting the proposed
22 fare increase and fare policies, which is attached hereto as Exhibit D.

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

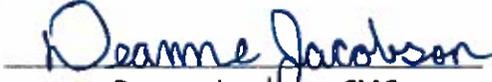
24 Section 1. The Board of Commissioners authorizing a fare increase to SHUTTLE fares and Senior,
25 Disabled and Youth Fixed Route Fares as proposed by staff and described in FS 15-079, effective March 1,
26 2016, and authorizing amendments to Pierce Transit Code Chapter 3.72 – Fare Schedule in substantially
27 the same form as Exhibit B and consistent with the adopted fares.

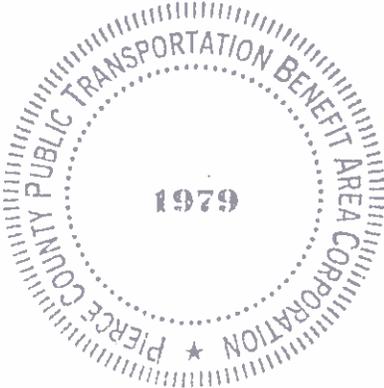
28 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held
29 on the 14th day of December, 2015.
30

PIERCE TRANSIT


Rick Talbert, Chair
Board of Commissioners

ATTEST/AUTHENTICATED


Deanne Jacobson, CMC
Clerk of the Board



APPENDIX M
Board Approval of
2018 Title VI Program Submittal

RESOLUTION NO. 2018-037

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Approving Pierce Transit's 2018 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

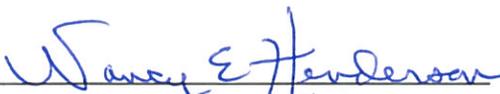
13 WHEREAS, the Board of Commissioners considered the 2018 Title VI Program Submittal at its meeting
14 held on September 10, 2018; and

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 2018 Title VI Program Submittal
17 to the Federal Transit Administration in substantially the same form as Exhibit A.

18 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
19 the 10th day of September 2018.

20 PIERCE TRANSIT

21
22 
23 Nancy Henderson, Chair
24 Board of Commissioners
25
26

27 ATTEST/AUTHENTICATED

28
29 

30 Deanne Jacobson, CMC
31 Clerk of the Board