

April 15, 2021 - 3:00 p.m.
Service Delivery & Capital Committee Meeting



Meeting Location: Teleconference
Phone: 253-215-8782
Meeting Code: 8100 9055 217

Virtual Meeting Participation:

Due to the COVID-19 pandemic, the April 15, 2021 Service Delivery and Capital Committee meeting will be conducted virtually. Per the [Governor Proclamation 20-28](#) pertaining to the Open Public Meetings Act, a physical meeting location will not be provided for this meeting. The public is welcome to observe the meeting by entering the web address <https://us02web.zoom.us/j/81009055217> or by calling 253-215-8782 and entering Meeting ID No. 81009055217.

CALL TO ORDER

APPROVAL OF MINUTES – February 18, 2021, committee meeting

CEO’S COMMENTS

1. Update on PSRC Funding

Sue Dreier
Chief Executive Officer

ACTION AGENDA

PRESENTATIONS/DISCUSSION

1. Bus Stop Balancing Project Update

Mike Griffus
Chief Operations Officer

COMMISSIONER COMMENTS

EXECUTIVE SESSION

ADJOURNMENT

American Disability Act (ADA) accommodations are available with a 48-hour notice. Please contact the Clerk’s office at 253-581-8066 for special accommodations.

**PIERCE TRANSIT
SERVICE DELIVERY & CAPITAL COMMITTEE MEETING
VIRTUAL MEETING**

February 18, 2021

MINUTES

CALL TO ORDER (delayed)

The meeting was not called to order until 3:29 p.m. due to a lack of quorum. Until a quorum of the committee was achieved, Chair Campbell proceeded with topics on the agenda that did not require a vote by a quorum of the committee present, which resulted in the agenda being re-ordered from the order that it was originally published.

CEO'S COMMENTS

Partnering with Division of Emergency Management (DEM)

Prior to achieving a quorum of the committee, CEO Dreier updated the committee members present with an update about recent conversations with Jody Ferguson at Pierce County Department of Emergency Management relating to the transfer of Pierce Transit buses for emergency use and talked about some of the obstacles that DEM could run into operating the buses. After discussion, both parties agreed that the DEM could make better operational use of two large passenger type vehicles, such as paratransit vehicles, instead of a bus, and so next steps will involve working with the Legal and Risk Departments to transfer two (2) paratransit type vehicles to DEM.

Ms. Dreier also noted that staff is working on a policy for Board approval that clarifies Pierce Transit's actions during certain emergency situations involving mutual aid requests from DEM and reported that it most likely will not be ready by the March Board meeting.

Ms. Dreier welcomed new committee members Kristina Walker and Kim Roscoe (excused from today's meeting) and reviewed the committee's authority level, noting that the operating procedures will be emailed to the committee members. She reported that the function of this committee is to focus on the customer experience, safety, project development, and to serve as a sounding board on certain items before taking to the full Board.

PRESENTATIONS/DISCUSSION

1. Review of 2020 Safety Report

Prior to achieving a quorum of the committee, Chief Operations Officer Mike Griffus introduced the item and spoke briefly about the agency's success of handling bus service during the recent snow event, crediting the operational success to the seasoned veteran employees.

Safety Manager Reggie Reese gave an overview of the agency's training program known as Senior Operator Refreshment Training (SORT) and reviewed various metrics for Operator Performance Evaluations.

Mr. Reese provided a PowerPoint presentation and overview of the agency's safety program, initiatives, and bus operational stats. He gave an overview of the agency's DriveCam Safety Program and how the agency uses this tool to be proactive in recognizing certain driving behaviors that may lead to accidents. He reviewed how the agency works with operators to modify/correct behaviors, reviewing a graph of typical behaviors captured, and he also showed how the system is used to reward operators for good driving skills/behaviors.

Mr. Reese reviewed how the agency monitors and works to correct areas that are "hot spots" or become frequent problems out in the system and how the agency communicates this information in a timely manner to the operators.

Mr. Reese reviewed the agency's preventable accident policy and showed statistical graphs showing month over month accidents from 2019, revealing a 59 percent reduction in accidents since 2020 and reviewed a stat showing a steady decrease of preventable accidents from 2017 to 2020.

Mr. Reese announced that Pierce Transit earned a "Certificate of Merit" for Bus Safety in 2020 from the American Public Transportation Association, recognizing the agency as a top innovator in bus safety among mid-sized transit agencies in 2019.

Mr. Reese responded to various questions relating to the DriveCam technology. (*Commissioner Keel arrived at 3:29 p.m. and a quorum of the committee was achieved.*)

Commissioner Walker commended the agency for its safety progress.

CEO Dreier applauded Chief Operations Officer Mike Griffus and Safety Manager Reggie Reese and his group for their efforts in improving safety at the agency.

CALL TO ORDER

With Commissioner Keel arriving at 3:29 p.m., Chair Campbell called the meeting to order and gave a high-level overview of the discussion that occurred prior to the quorum forming.

He welcomed the committee's newest member Kristina Walker and provided instructions to attendees relating to virtual etiquette to ensure that the meeting runs smooth.

ATTENDANCE

Service Delivery & Capital Committee members present:

Marty Campbell, Pierce County Council, Chair of SDCC
Kent Keel, City of University Place Councilmember
(*represents Fircrest and University Place*)
Kristina Walker, City of Tacoma Councilmember
Don Green, CTAG Non-voting Member

Service Delivery & Capital Committee members excused:

Kim Roscoe, Mayor of the City of Fife
(*represents Fife, Milton, Auburn, Pacific, Gig Harbor, Steilacoom and Ruston*)

Staff present:

Sue Dreier, Chief Executive Officer
Deanne Jacobson, Clerk of the Board
Brittany Carbulido, Assistant to the CEO/Deputy Clerk of the Board

APPROVAL OF MINUTES

Commissioners Keel and Walker **moved** and seconded to approve the October 15, 2020, meeting minutes as presented.

Motion **carried**, 3-0.

ACTION AGENDA

1. FS 2021, 011, Authorize the Chief Executive Officer to Enter Into and Execute a Two-Year Contract with Karras Consulting (Contract No. 1169) to Provide Consulting Services on an As-Needed Basis to Include the Recruitment of the Chief Executive Officer in an Amount not to Exceed \$80,000

Executive Director of Employee Services Amy Cleveland presented on the item and noted that the agency received seven proposals in response to the RFP issued in January. Three staff members and Commissioner Marty Campbell reviewed the proposals and shortlisted the candidate pool to three firms and interviewed those firms. After interviews and evaluating the firms, the committee selected Karras Consulting as the top firm.

Commissioner Campbell noted that he felt it was a good, fair process and he felt that Karras rose to the top after interviewing the other firms. He is looking forward to them bringing a well-qualified diverse group of candidates.

Commissioner Keel noted that he felt that past work from Karras did not produce qualified, diverse group of candidates.

Commissioner Campbell stated that Diversity, Equity, and Inclusion were part of the qualifications.

Commissioners Keel and Walker **moved** and seconded to authorize the Chief Executive Officer to enter into and execute a two-year contract with Karras Consulting (Contract No 1169) to provide consulting services on an as-needed basis to include the recruitment of the Chief Executive Officer in an amount not-to-exceed \$80,000.

Motion **carried**, 3-0.

PRESENTATIONS/DISCUSSION CONT'D

2. Public Website Data Dashboard

Senior Data Analysts Trevor Manley introduced the item and noted that Data Analyst Pamela Gant is the lead staff member on this project, and she will provide an overview of the new Data Dashboard this afternoon. He detailed the work his group has done over the last four years to produce the data dashboard.

Ms. Gant provided a tutorial on how to access the data dashboard from the agency's website. She reviewed the various categories of data that is available and noted there is usually a month to two months' delay of information being added to the dashboard.

Ms. Gant navigated through the dashboard demonstrating various features of the database.

Mr. Manley noted that he is proud of the work Ms. Gant and his group has done on this data dashboard.

Chair Campbell and Commissioner Walker applauded their efforts and noted the information is very helpful and is transparent.

Commissioner Keel echoed the same enthusiasm as his fellow committee members and asked if Pierce Transit could develop a data profile that would show the benefits of public transportation to citizens who don't necessarily believe in public transit or understand the benefits of public transportation.

Mr. Manley stated that staff will consider including members from the public who don't have much experience with public transportation to help give data points that would help citizens non supportive of public transit to understand the benefits of public transit.

3. Marketing Plan Overview

CEO Dreier introduced the item and noted that staff has been working on this item for a few years. She noted the agency's messaging will be very important as we hopefully move away from the pandemic.

Marketing Manager Kathy Walton provided a PowerPoint presentation of the agency's marketing and branding plan. She reviewed all the different communication mediums the agency uses to communicate with citizens, such as social media, agency website, text message, and social events.

She reviewed a target marketing model and a marketing timeline for 2021 and reviewed a sample of what a campaign looks like. The plan includes a section about Partnerships that outlines the different businesses and organizations Pierce Transit works with and how Pierce Transit adds value to the organization, whether it be sharing resources or holding events.

Ms. Walton reviewed the Tools and Tactics Section, which includes Pierce Transit advertising its own campaigns on its own fleet or paid advertising campaigns.

Ms. Walton noted that the entire Marketing Department put a lot of work into this Marketing Plan and also credited Tunisia Price for the graphics work. The Plan will be revisited over time and updated as needed.

Commissioner Keel inquired if Pierce Transit could develop a persona of somebody who doesn't ride the bus and thinks they don't need the bus. It could help reach citizens who don't use the bus or realize the value that transit brings to economic development.

Executive Director of Planning and Community Development Ryan Wheaton shared that the agency does have data about who is and who isn't using the system and the demographics of these people. Pierce Transit will try to market to these individuals.

COMMISSIONER COMMENTS

Commissioner Keel noted that today's meeting was a great meeting and he enjoyed the content.

EXECUTIVE SESSION

There was no executive session.

ADJOURNMENT

There being no further business, the meeting was adjourned at 4:12 p.m.

Deanne Jacobson
Clerk of the Board

Marty Campbell, Chair
Service Delivery & Capital Committee



**Pierce
Transit**

**Bus Stop
Balancing Project**

Mike Griffus

Introduction

- Working on this as a team for around 9 months
- Complete project plan included in packet
- Received 320 comments on 222 stops
- Removal considerations criteria included in packet

Customer/Community Communications

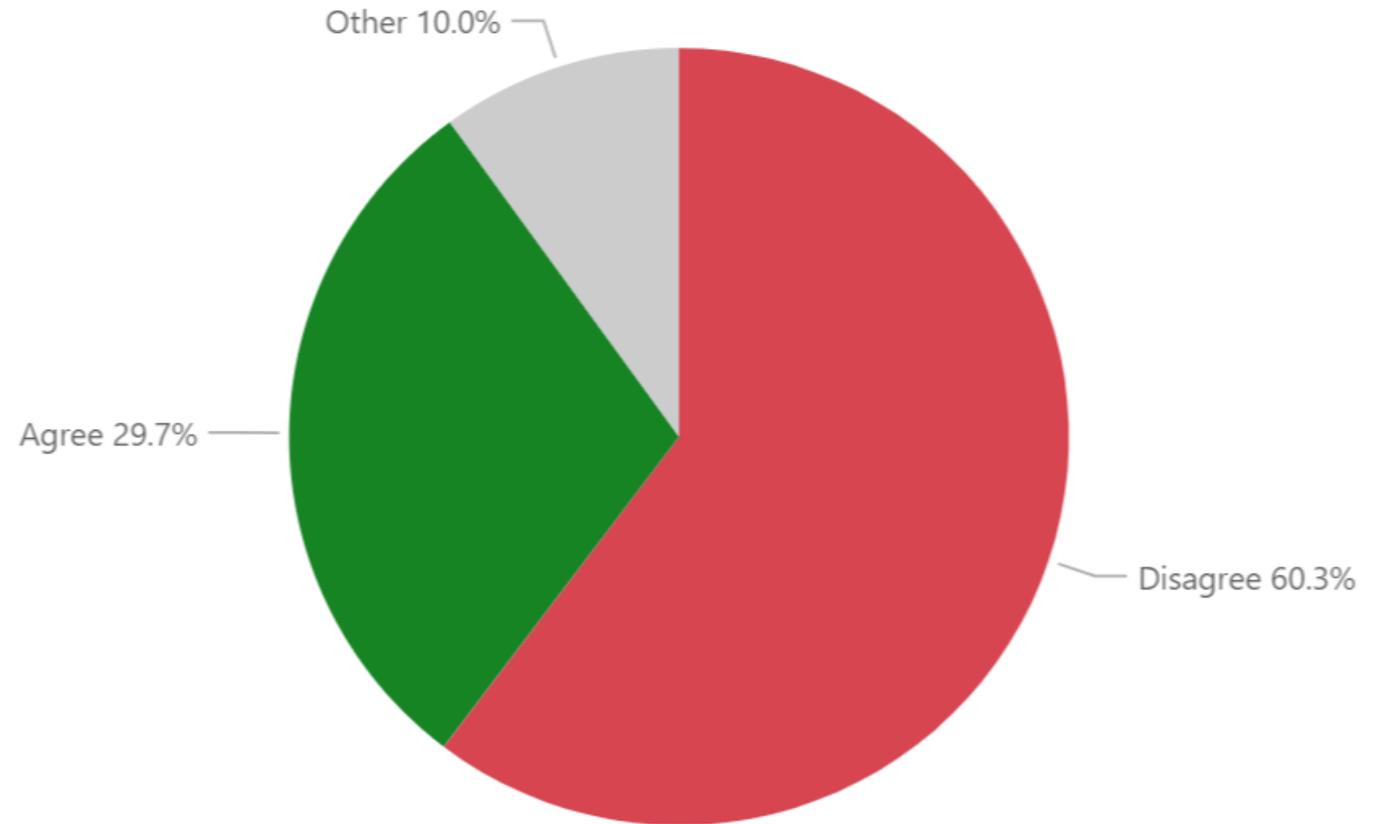
- Social engagement –
 - 19,973 impressions
 - 21 likes
 - 5 replies
 - 10 retweets
- Webpage views – 2,330 page views by 1,847 people
- Presentations to government bodies within the PTBA – 13
- Email messages to those signed up for agency news – 10,000 emails delivered
- Text messages to those subscribed for route alerts – 35,000 text messages delivered
- Emails to those signed up to receive project updates – 51

Community Outreach

- Email sent to 51 different organizations
- Presentations to 19 associated companies as listed in the packet
- Outreach to 68 groups
 - 22 of those are groups with mobility challenges

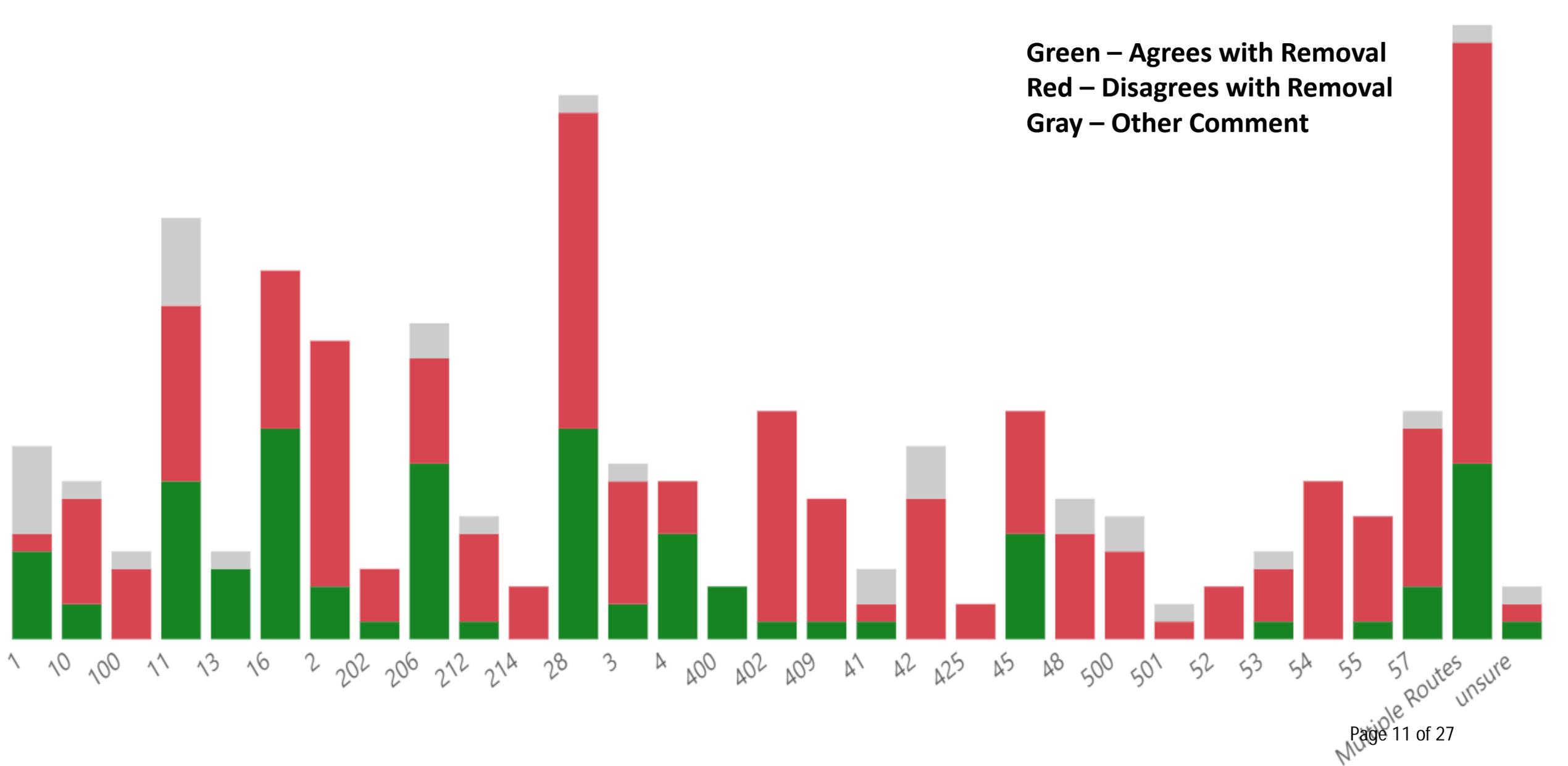
Total Customer Comments

Stops considered for Removal – 407
Total Survey Responses – 320
Stops with Comments – 222



Customer Comments by Route

Green – Agrees with Removal
Red – Disagrees with Removal
Gray – Other Comment



Other Considerations

- Cost savings analysis by route that will go into the equity analysis going forward
- Will be reviewing stops to determine any developed or redeveloped via land use
 - 5 stops potentially identified to have a land use condition
 - Should be able to identify these by June

Other Considerations

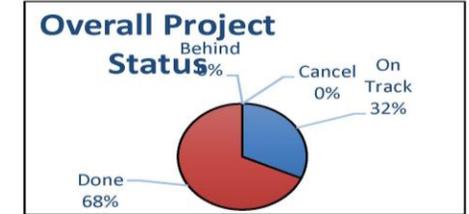
- Next Steps –
 - Develop rating methodology for equity/mobility impacts
 - Assemble team (including CTAG Member) to review comments and rate stops
 - Review committee established to rate and make determinations based on feedback
 - Present final to Board of Commissioners in May

Project Plan

Bus Stop Balancing Action Items

Please use O, D, B or C in Status column to indicate status of the action and any sub-actions (milestones) you insert.

Overall Status		
Status	Count	Percent
On Track	13	32%
Done	28	68%
Behind	0	0%
Cancel	0	0%



Status	Assigned to	Action Item	Target Completion Date	Actual Completion Date	Comments--BRIEF	Follow Up on Last Meeting's Action Step
D	Communications	Seek information from regional partners about whether they've gone through this process, outcomes	1/31/2021	1/27/2021	COMPLETED. Posted to s>allshare>Bus Stop Safety & Efficiency Team>Communications & Marketing materials	
D	Communications, in consultation with other departments	Internal Communications: •Develop internal messaging points about the project.	5-Feb-21	Feb. 5, 2021	COMPLETED. Goal is to obtain buy-in and ensure operators, customer service, service supervisors and others are prepared to answer customers' questions. Posted to s>allshare>Bus Stop Safety & Efficiency Team>Communications & Marketing materials.	
D	Barb & Tina V., with Alicia first couple days	Internal Communications: •Operators' Lobby outreach	Feb. 23-26, 2021	2/26/2021	Inform operators this project is coming and ask for their feedback on specific stops identified for potential removal. Informing employees of these events through flyers in boxes, A-boards, News & Views (2/19), posters, internal monitors	
D	Same people that provide Ops Lobby outreach?	Internal Communications: •Meetings with Service Supervisor and Customer Service teams	DATES?		When did this happen?	
D	Communications will coordinate; tap others to write articles on specific project aspects	Internal Communications: •Multiple BUZZ articles	Tentatively February, May, September 2021	Feb. 5, 2021	First article completed Feb. 5 for the Feb. 12 BUZZ. Timing of future articles may be adjusted depending on timeliness of topics, actions.	
D	Kelly Harp	Internal Communications: •Post information on internal monitors	Tentatively February, May, September 2021	Feb. 11, 2021	Message posted Feb. 12 advertising ops lobby outreach. Timing of future postings generally coordinated with BUZZ articles, but could add different messages in between as needed.	

Project Plan

D	Service Delivery and Support, Marketing, Communications	Internal Communications: •Posters and memos		2/12/2021	Poster went up Feb. 12 advertising ops lobby outreach.	
D	Rebecca Japhet	Internal Communications: •Sue's News & Views •Sue Zoom calls	29-Jan-21	Jan. 29, Feb. 19, March 12	Project mentioned so far in these News & Views: A few mentions in late 2020; Jan. 29, 2021; Feb. 19; March 12; March 26. Will mention in the future when we have info to share. Sue also mentioned in several all employee Zoom calls.	
D	Communications, working with other departments	External Communications: •Develop messaging points for those out speaking in community to use	19-Feb-21	Feb. 8, 2021	COMPLETED. Posted to s>allshare>Bus Stop Safety & Efficiency Team>Communications & Marketing materials	
D	Kelly Harp, working with other departments	External Communications: •Develop a webpage on the project explaining the "why," benefits, feedback opportunities, interactive map, Marketing's video	3-Mar-21		COMPLETED. Webpage is up now so we can use it for employee feedback, but we aren't advertising it publicly until after March 8 PT board update. URL: PierceTransit.org/busstops . Includes link to map feedback tool and Jason's video. Does the team have feedback, anything else we should add?	
D	Alex M., Lindsey, Mike	External Communications: • Share information with affected municipalities on the purpose and intent of the project in advance of any significant public outreach.	In Progress		These meetings are all completed, including City of Tacoma and Pierce County. Held 13 meetings.	Pierce County on 3/29 is last one.
O	Community Development	External Communications: •Update neighborhood and business groups, low-income, disability, communities of color			This work will begin after we brief PT Board March 8 throughout comment period. Rebecca included this topic in the March 2021 "Key Messages and Topics" document. Per the Board meeting, make sure we are reaching low-income, disability and COC groups. Per Ryan W., Brenda's outreach team on this, creating and implementing a plan.	Penny has list from Alex M, and Community Dev is scheduling meetings with groups. We'll provide update to BoC on which orgs and groups we met with.

Project Plan

O	Chris Barry	External Communications: •Gather public input after signs are posted at stops announcing possible closure, opportunity to offer feedback			Signs posted at stops will invite feedback by calling Customer Services or visiting PierceTransit.org/busstops . Signs ready to go up March 9 (following March 8 PT Board meeting, where we brief our commissioners). Comment period March 9 - April 11.	On-going
D	Kelly Harp	External Communications: •Social media postings alerting the public about the project, benefits, opportunity to offer feedback on specific stops	9-Mar-21		We are posting: • When signs are posted at stops inviting feedback (March 9) • Reminders throughout comment period and a push just before comment period closes • Mid-September as a reminder that stops will be removed	
D	Rebecca Japhet	•Send email update to people who offered input and gave us their email address for updates	1-Apr-21	01-Apr-21	Total of 51 email addresses as of April 1. Will likely send additional update once comment period closes.	
D	Kelly Harp	External Communications: •GovDelivery text message to all route subscribers and GovDelivery email to "General News & Announcements" lists	9-Mar-21		Sent both e-newsletter (5,000 subscriptions) and text messages (17,500 subscriptions) March 9; send one more text message and possibly email reminder before comment period closes.	
D	Kelly Harp	External Communications: •Information on transit center real-time signs (scrolling message) and external monitor at TDS	9-Mar-21		Will run throughout comment period.	
D	Jason Robertson	Internal Communications: •Video for use internally and externally	1-Mar-21		Completed, posted to webpage. Included for employees in Sue's March 12 News & Views. TV Tacoma also playing it throughout comment period.	COMPLETED. Used for outreach in ops lobby; included in 3/8 Board of Commissioners briefing
D	Marketing (Rebecca copy)	Internal Communications: •A-boards	17-Feb-21		Ready for Ops Lobby outreach Feb. 23 - 26, 2021	

Project Plan

D	Marketing (Rebecca copy)	Internal Communications: •Posters	12-Feb-21		Ready for Ops Lobby outreach Feb. 23 - 26, 2021.	
D	Marketing	Internal Communications: • Mounted presentation board	17-Feb-21		Ready for Ops Lobby outreach Feb. 23 - 26, 2021	
D	Jason Robertson and others	External Communications: •Video for use externally and internally	1-Mar-21		Revisions in progress. Timing aligned with webpage. Ready for Board of Commissioners brief (to Clerk of the Board 2/17)	COMPLETED.
D	Marketing and John Perez	External Communications: •Onboard audio and scrolling announcements for March - April	9-Mar-21		Run on all PT routes. Early round; this is happening, here's how to provide feedback; drive to webpage.	Word doc for scrolling message and MP3 audio provided to John to push to fleet. Run 3/9 - 4/11. Pull 4/12.
D	Marketing	External Communications: •Rack cards	9-Mar-21		Distribution fleet and outlets. Drive folks to webpage. Rebecca provided copy to Marketing 2/18. Design in process.	Delivered to PT. Ready for distribution starting 3/9.
D	Marketing, working with other departments	External Communications: •Correx signs: project introduction messaging at affected bus stops (407 FINAL QTY)	9-Mar-21		Ready for posting on 3/9/21. Timed with webpage and video; post before public outreach begins. Project introduction copy. Include stop #, location and "your nearest stop." (NOTE: March service change on-street signage ready for Facilities on 2/26/21 & 3/3/21) Final count is 414. Art will be provided to vendor by 2/22.	Final quantity is 407. Signs printed, bundled per route and driving directions for Facilities to post.
O	Marketing, working with other departments	External Communications: •Correx sign "REMOVE" and "KEEP" snipe stickers: results messaging	19-Apr-21		Target is snipe stickers ready for Facilities to pick up on 4/19/21. Timing of snipe posting will be determined by processing of public comment results and development/approval of final recommendations. Signs with "REMOVE" snipe stickers will stay posted until bus stop is removed 9/19. Signs with "KEEP" snipe stickers will stay up 2-4 weeks at the most, then signs will be removed. (Jace to determine removal schedule)	Designs approved. Vendor management in progress.
O	Penny Grellier	Communicate project outcomes to CTAG for feedback, community dissemination. Mike G will present.	25-Mar-21		Consider providing large map or interactive map (note this is a virtual meeting)	

Project Plan

O	Chris	Comment reports	End of public comment period		The reports can be run in more frequency if there is a need for it.	
D	Communications / Marketing	External Communication: Translation Services			Webpage can be translated into more than 100 languages. Video, when played on YouTube, can be translated in closed captioning into many languages as well. Customer Service has translation services available for the survey.	
O	Tina V.	Can we remove stops that developers per code have been told to put in?	31-Mar-21		Lindsey is looking into this - Each stop may need to be identified individually based on the conditions of approval.	
O	Tina V	Need final list of stops for removal for travel training, etc for ADA.	30-Apr-21			

Bus Stop Spacing

- Bus stops should be spaced to balance the benefit of increased access to a route against the delay that an additional stop would create for all other riders. While close stop-spacing reduces walking times, it may increase total travel time and reduce the reliability of bus service as a result of buses slowing down and stopping more frequently, especially in peak periods when there is more ridership and traffic.
- *The average bus stop spacing for Pierce Transit bus service should be ¼ mile or 4 blocks in most areas.*
 - Dense business districts and downtown areas may have bus stops every two blocks, near landmarks, in high use locations, and at transfer points.
 - Rural and/or suburban areas may need different spacing to locate stops at intersections to prevent riders from walking along shoulders on non-lighted streets.
 - Additional considerations for bus stop spacing include safety, traffic operations, pedestrian facilities, the geography or topography of the area around a bus stop, passenger amenities, and major destinations.
 - Segments of routes that operate in areas where riders cannot access service, such as along freeways or limited-access roads, are excluded when calculating average stop spacing.
 - * A complete list of the criteria for determining what stops will be considered for removal in the appendix

What determines if a stop should be considered for removal?

CRITERIA	KEEP STOP	REMOVE OR RELOCATE STOP
Bus stop spacing	More than ¼ mile (1,320 feet, or 4 blocks) to the closest stop	Less than or about equal to ¼ mile (1,320 feet, or 4 blocks) to the closest stop
Safety	No known safety issue or Events	Repeated Events related to stop location
Ridership relative to adjacent stops	Relatively high ridership stop, transfer point, and commercial/employment center	Relatively low ridership, non-transfer point
Traffic control at intersections	Traffic signals, stop signs, marked crosswalks, and established walking paths along the cross street	Unmarked or non-existent crosswalks; difficult or impossible to cross the street safely
Walking conditions	Steep terrain, no sidewalks along the route, no curb ramps, established paths on cross street	Flat terrain, sidewalks, and curb ramps along the route
Lighting and security	Stop is well lit and does not have a history of security problems	Stop is dark or has a history of security problems
Riders with mobility challenges	Known institution (e.g., hospital, retirement home) or individuals that would be seriously affected and/or redirected to Pierce Transit Shuttle services	No known issues, or the individuals can use a different stop with relatively little inconvenience
Topography	Hilly; stop spacing is more than 1/8 mile	Flat; stop spacing is less than ¼ mile
Operations	Stop is in-lane or is easy to pull into and out of lane	Stop is on a curve, near-side, or within a crosswalk, intersection or T-intersection
History	Stop was installed or closure was attempted within the last 3 years or has significance in the community	Stop has no history of prior removal
Investment	Stop has transit infrastructure with significant life, including shelter, landing pads, concrete bus pads, or lighting improvements; stop is ADA accessible	Stop has little infrastructure improvements and the abandonment cost is low; stop is not ADA accessible
Land use	Adjacent land uses impact transit (e.g., high-density residential, central business district) or are area with transit-dependent populations (e.g., low-income housing, retirement home)	Adjacent land uses do not impact transit

Customer Communications

- Signs at stops identified for potential removal
 - Comment period ends April 11
- Bus Stop Balancing Onboard and Scrolling Messages
 - Broadcasted for riders every 30 minutes until 4/12/2021
 - Scrolling message: *Weigh in on proposed bus stop changes at PierceTransit.org/busstops*
 - Audio message: *To speed up our bus trips, Pierce Transit is conducting a Bus Stop Balancing project. To find out if your bus stop is identified for potential removal and offer feedback, visit pierce transit dot org forward slash bus stops. Or call Pierce Transit Customer Service at two five three, five eight one, eight zero zero zero, option one, then option one again.*

Customer/Community Communications



Pierce
Transit

General News &
Announcements

Pierce Transit Bus Stop Balancing Project Update

Pierce Transit sent this bulletin at 04/01/2021 08:33 AM PDT

[View this as an email in your browser](#)



Pierce
Transit

General News &
Announcements

Dear Community Member,



As you know, Pierce Transit is conducting a "Bus Stop Balancing" project. You are receiving this email because you offered feedback on this project and indicated you would like to receive updates.

Thank you for weighing in! It is very important to Pierce Transit to hear from customers and the community at large. Your input is extremely valuable and helps us provide the services you want and need.

What is the Purpose of Bus Stop Balancing?

The goal of the Bus Stop Balancing project is to **speed up trips** on Pierce Transit bus rides by conducting a thorough examination of each bus stop and recommending the removal of some stops, based on specific criteria.

The project also aims to increase **safety**, ensure buses are running **on time**, increase **ridership** and potentially give Pierce Transit the opportunity to **add more service hours** with the cost savings. To learn more, visit [PierceTransit.org/busstops](https://www.piercetransit.org/busstops).

What's the Latest?

As of March 30, Pierce Transit has received almost **300 comments** on specific stops; about 50 percent of the responses received online disagreed with the proposal to remove a particular stop; 33 percent agreed with a particular stop being removed and the remainder were general comments.

The deadline to offer comments is **April 11, 2021**. We invite you to continue offering input until that time by using the [website feedback tool](#) or by calling Pierce Transit's Customer Service office at 253.581.800 (option 1, then option 1 again).

Also, if you know someone you think would be interested in this project and would like to offer feedback, please **pass this message along** and encourage them to weigh in at [PierceTransit.org/busstops](https://www.piercetransit.org/busstops).

What's Next?

Once the comment period closes April 11, a **panel of experts** from across Pierce Transit, plus a member of the agency's external **Community Transportation Advisory Group**, will review all feedback and propose an outcome for each stop.

In mid-April, the project team will update the **Pierce Transit Service Delivery and Capital Committee** (a Board of Commissioners subcommittee) on the project's progress, and in May or June the **full Pierce Transit Board of Commissioners** will receive a final proposed plan for review and potential approval. The agency tentatively plans to make the changes to the bus stops with its Sept. 19, 2021 service change.

Thank you again for your interest in this project. Watch for additional updates as it continues moving forward.

Pierce Transit

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Community Outreach

- Presentations to 19 associated companies as listed below
 - Associated Company
 - North End Neighborhood Council
 - South End Neighborhood Council
 - Proctor Business District
 - 6th Avenue Business District
 - East Tacoma Collaborative
 - New Tacoma Neighborhood Council
 - PWI Active Transportation COI
 - Eastside Neighborhood Council (ENACT)
 - Fife Milton Edgewood Chamber of Commerce
 - South Tacoma Neighborhood Council
 - Tacoma Pierce County Equity Action Network
 - Northeast Tacoma Neighborhood Council
 - Tacoma Transportation Commission
 - Economic Development Board for Tacoma-Pierce County
 - City of Tacoma - BPTAG
 - North Lakewood Neighborhood Association
 - Ruston/Pt. Defiance Business District
 - PWI Active Transportation COI
 - South End Neighborhood Council

Community Outreach via Email

- Accessible Communities Advisory Committee - ACAC*
- Equity Action Network
- Catholic Community Services
- Center for Independence
- CTANW – Community Transportation Association of the Northwest
- Department of Services for the Blind (DSB) – DSHS
- Developmental Disabilities Administration - DSHS
- Division of Vocational Rehabilitation (DVR) – DSHS
- Hearing, Speech and Deafness Center – HSDC
- HopeSparks
- Korean Women’s Association
- Morningside Employment Agency
- Nativity House
- Pierce County Aging and Disability Resource Center
- Pierce County Coalition for Developmental Disabilities
- Pierce County Community Engagement Task Force
- Pierce County Coordinated Transportation Coalition*
- RI International
- SHAG
- TACID – Tacoma Area Coalition of Individuals with Disabilities
- Tacoma Area Commission on Disabilities* TACOD
- Trillium – Employment Services for individuals with disabilities
- United Way 211 Resources
- UW Autism
- VADIS – Employment Services for individuals with disabilities

Community Outreach via Email continued

- Tacoma Women of Color Collective
- Latinx Unidos of the South Sound
- Centro Latino
- Rainbow Center
- Asian Pacific Cultural Center
- Black Collective
- Korean Women's Association
- Tacoma Ministerial Alliance
- Tacoma Urban League
- Consejo Counseling & Referral Service
- Slavic Christian Center
- Leaders on Women's Health
- Puyallup Tribe Wraparound Services
- Castele, Williams & Associates
- Tacoma Healing Awareness Community (THAC)
- Allen Renaissance Center
- Elevate Health Community Advisory Council
- Eastside Collaborative group
- Community Connection Place
- Make A Difference Foundation
- MDC Hope
- Puyallup Playcare Center
- RISE Center
- Step by Step
- Vietnamese Buddhist Community
- Tacoma Pierce County Health Department

Organization	BIPOC	Low Income
Accessible Communities Advisory Committee - ACAC		
Allen Renaissance Center		X
Asian Pacific Cultural Center	X	
Black Collective	X	
Catholic Community Services	X	X
Center for Independence		
Centro Latino	X	
Consejo Counseling & Referral Service	X	
CTANW – Community Transportation Association of the Northwest		
Department of Services for the Blind (DSB) – DSHS		
Developmental Disabilities Administration - DSHS		
Division of Vocational Rehabilitation (DVR) – DSHS		
Eastside Collaborative group	X	X
Equity Action Network	X	X
Hearing, Speech and Deafness Center – HSDC		
HopeSparks		X
Korean Women’s Association	X	
Latinx Unidos of the South Sound	X	
Leaders on Women's Health	X	
Make A Difference Foundation		X
MDC Hope		X
Morningside Employment Agency		
Nativity House		X
Pierce County Aging and Disability Resource Center		
Pierce County Coalition for Developmental Disabilities		
Pierce County Community Engagement Task Force		
Pierce County Coordinated Transportation Coalition*		
Puyallup Tribe Wraparound Services	X	
Rainbow Center	X	
RISE Center		X
SHAG		X
Slavic Christian Center	X	
Tacoma Area Coalition of Individuals with Disabilities - TACID		
Tacoma Area Commission on Disabilities - TACOD		
Tacoma Healing Awareness Community - THAC	X	
Tacoma Ministerial Alliance	X	
Tacoma Pierce County Health Department		
Tacoma Transportation Commission		
Tacoma Urban League	X	
Tacoma Women of Color Collective	X	
Trillium – Employment Services for individuals with disabilities		
United Way 211 Resources		X
UW Autism		
VADIS – Employment Services for individuals with disabilities		
Vietnamese Buddhist Community	X	

Mobility

x

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