



Pierce Transit

**2015 Title VI Program Submittal to
The Federal Transit Administration**

September 2015

PIERCE TRANSIT 2015 TITLE VI PROGRAM SUBMITTAL

TABLE OF CONTENTS

I.	Introduction.....	1
II.	General Requirements for All Recipients.....	1
	Title VI Notice to the Public.....	1
	Title VI Complaint Procedures and Form.....	3
	Title VI Investigations, Complaints or Lawsuits.....	3
	Inclusive Public Participation.....	4
	Meaningful Access to Services by Persons with Limited English Proficiency (LEP).....	6
	Minority Representation on Planning and Advisory Boards.....	6
	Monitoring Subrecipients.....	7
	Determination of Site or Location of Facilities.....	7
III.	Requirements and Guidelines for Fixed-Route Transit Providers.....	7
	System-wide Service Standards and Policies.....	7
	Service Standards.....	7
	System-wide Service Policies.....	8
	Collection of Demographic Data.....	11
	Transit Service Monitoring.....	19
	Public Engagement Process for Setting Title VI Policies.....	22
	Equity Evaluation of Service and Fare Changes.....	23
	Board of Commissioners Approval of 2015 Title VI Program.....	26

LIST OF APPENDICES

APPENDIX A	Title VI Complaint Procedures and Forms.....	28
APPENDIX B	Public Participation Plan	36
APPENDIX C	Community Outreach (2012-2015) in Relation to Minority and Low-income Census Block Groups.	69
APPENDIX D	Access to Pierce Transit Services for Persons with Limited English Proficiency	71
APPENDIX E	Pierce Transit Performance Standards and Policies	105
APPENDIX F	Pierce Transit Base Map 2014	117
APPENDIX G	Characteristics of Pierce Transit Riders (2014 Customer Survey excerpt)	119
APPENDIX H	Transit Service Monitoring Table	121
APPENDIX I	Pierce Transit Title VI Policies.....	123
APPENDIX J	Board Approval of 2015 Transit Service Monitoring.....	126
APPENDIX K	Board Approval of Title VI Policies March 2013 and February 2014 (minor amendment)	132
APPENDIX L	Service and Fare Change Equity Analyses Conducted between 2012 and 2015	138
APPENDIX M	Board Approval of 2015 Title VI Program Submittal.....	239

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, the smaller towns and cities of our service area, and one non-voting Union Representative.

Pierce Transit covers 292 square miles of Pierce County and 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.

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" (130,000 copies published 3X/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 137 of our active buses.

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

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

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

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

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

- **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
통화하시려면 253-581-8000 으로 전화하십시오.

ສາຍອິດສະຫຼະສຳລັບການສຳປະກັນການເຂົ້າ (ກຸສູ່ຄຳ) ເຜົາໜຶ່ງ
ເຜົາໜຶ່ງເຜົາໜຶ່ງ: ເລຂາສູນສັງຄົມ ໒໕໓-໕໕໑-໕໐໐໐ ໑

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

Title VI Complaint Procedures and Form

Instructions on how to file a Title VI complaint can be found on the agency's website at http://www.piercetransit.org/pdf_index.htm. 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, September 2012 – September 2015

<u>Date Filed</u>	<u>Allegation Summary</u>	<u>Investigation Status</u>	<u>Recipient Actions</u>
12/19/12	Complainant alleged discrimination against him 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 by the operator or Agency.
9/14/13	Complainant alleged discrimination against him as a member of a protected class, based on race and color.	Closed	Administratively closed.
4/8/14	Complainant alleged discrimination against him as a member of a protected class, based on race and color.	Closed	Complainant did not respond to attempted contact by phone to discuss the matter.
9/14/14	Complainant alleged discrimination against him as a member of a protected class, based on race and color.	Closed	Complainant did not respond to attempted contact by phone or show up for scheduled meeting to discuss the matter.
12/12/14	Complainant alleged discrimination against her as a member of a protected class, based on race and color.	Closed	Administratively closed.
2/19/15	Complainant alleged discrimination against him as a member of a protected class, because of disability. Specific action responsible for alleged discrimination is being denied transportation based on the misinterpretation of ADA laws.	Open	Complainant interview conducted 9/16/15. Investigation underway.
2/22/15	Complainant alleged discrimination against her as a member of a protected class, based on race and color.	Closed	Administratively closed as no contact information was listed by complainant for further follow up and investigation to occur.

Inclusive Public Participation

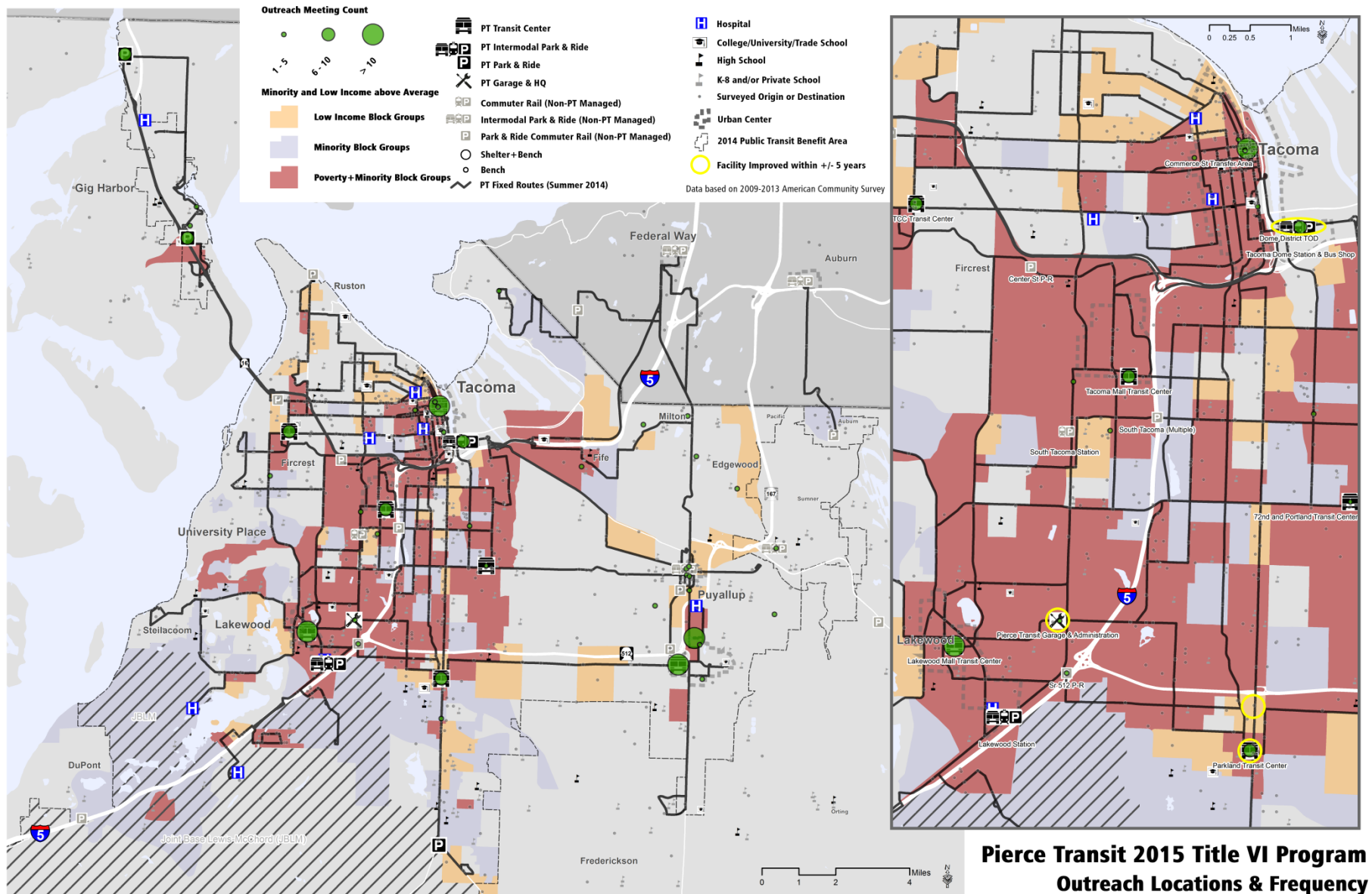
Pierce Transit's Public Participation Plan (Appendix B) guides Pierce Transit in its efforts to offer early, continuous, and meaningful opportunities for the public to help identify social, economic, and environmental impacts of proposed transportation policies, projects, and initiatives across the Agency. It describes Pierce Transit's overall goals, guiding principles, and strategic approach to achieving stated objectives. Another document, Pierce Transit's Strategic Plan, (available to download at <http://www.piercetransit.org/documents/>) establishes the following objectives for community engagement:

- Increase the community's awareness of Pierce Transit's value to the community
- Build trust through frequent dissemination of transparent and accurate information
- Ensure active participation from a supportive network of stakeholders

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 2012, 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 46 separate outreach locations, reason for outreach, and frequency at each location. Details are tracked in Appendix C. Outreach ranged from potential service cuts, Title VI policy development, Business Development Office (BDO) new demonstration services, fare changes, ORCA card distribution, 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. Outreach Locations and Frequency 2012-2015



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	2
Hispanic	
Caucasian	6
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 104 fixed-route buses during the peak. No rail, subway, or ferry services are provided by the agency.

System-wide Service Standards and Policies

Service Standards

Pierce Transit's system-wide service standards were originally published as "Route Design and Performance Standards" as part of the agency's Strategic Business Plan. These are included as Appendix E. 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, neighborhoods, and densities served.

Local Services: Trunk Routes
 Urban Routes
 Suburban Routes

Express Services: Transit Center Connector Routes¹
 Commuter (Local Feeder) Routes

System-wide Service Policies

Pierce Transit’s service policies are integrated into the “Route Design and 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 ¼ 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	99.6%	99.7%	99.6%	99.7%	99.6%
% benches	41.4%	35.2%	39.1%	36.8%	38.1%
% with schedules	24.3%	20.3%	23.6%	20.4%	22.2%
% with shelters	28.0%	23.7%	26.7%	24.5%	25.7%
% with lights	15.2%	13.7%	14.7%	14.1%	14.4%
Number of Bus Stops	1105	1231	1323	1013	2336

The following amenities were examined:

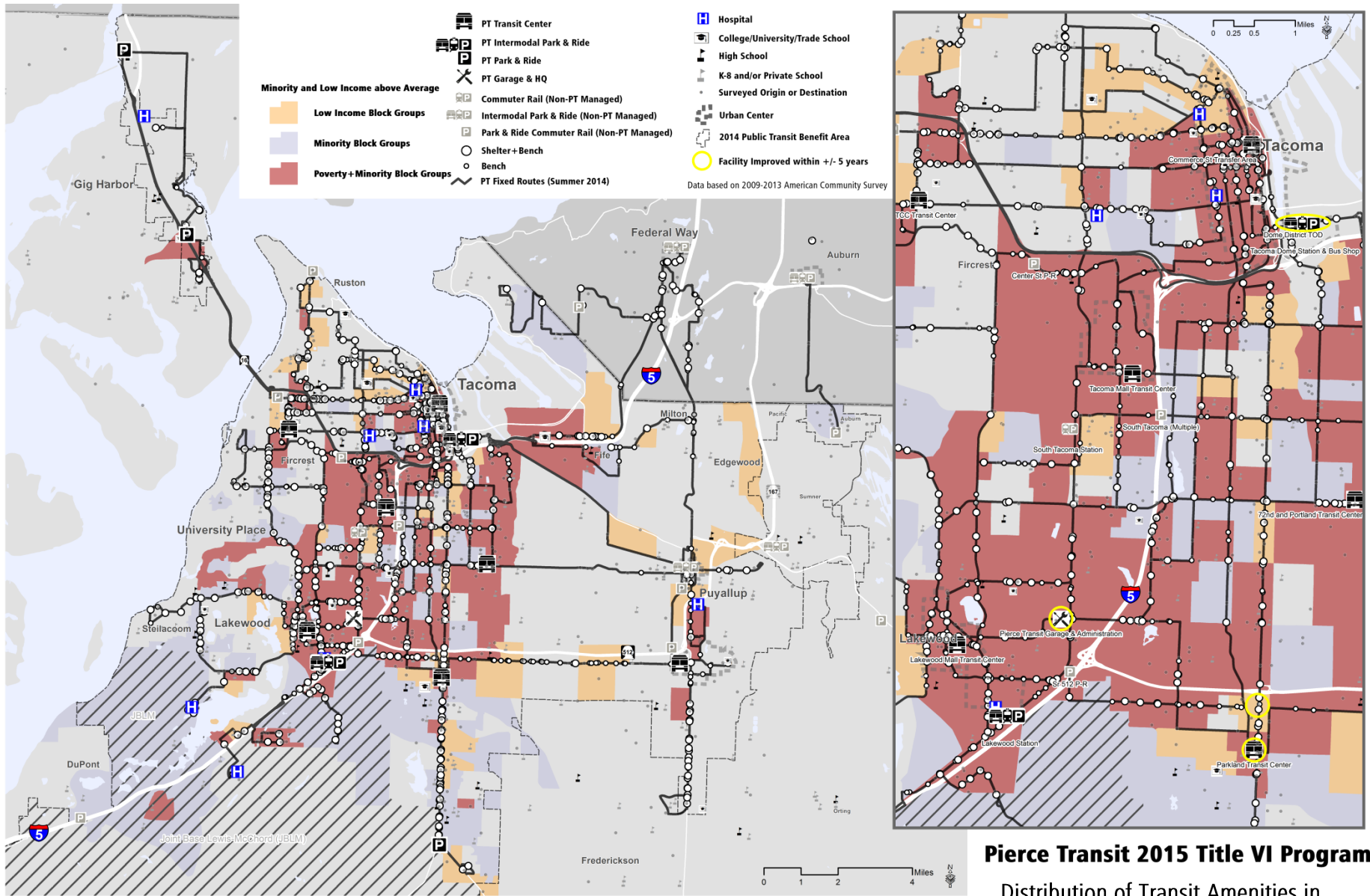
- % accessible: percentage of bus stops designed to meet standards set by ADA
- % benches: percentage of bus stops with a bench
- % schedule: percentage of bus stops with a time schedule
- % shelter: percentage of bus stops with a shelter
- % with lights: percentage of bus stops with a bus signal light.

¹ There are currently no routes under this classification.

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 the Route Design and Performance Standards – Appendix E, p.10) states that appropriately sized vehicles will be assigned to 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

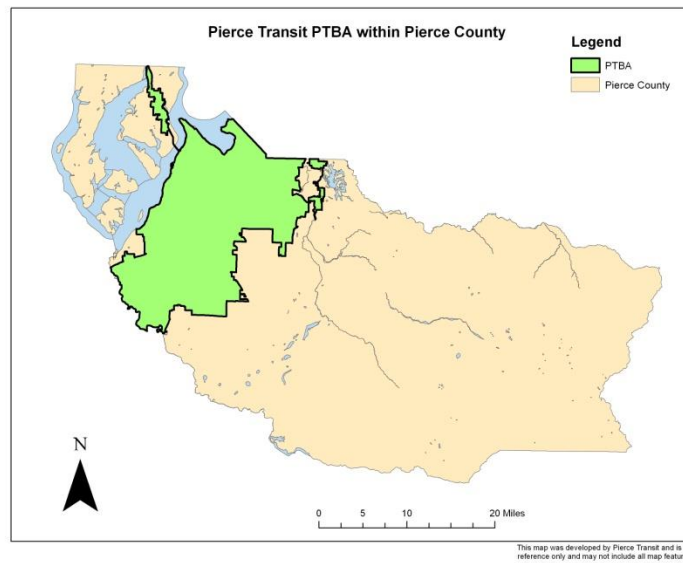


Pierce Transit 2015 Title VI Program
 Distribution of Transit Amenities in
 Minority and Low-income Areas

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 US 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% 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 247,884 persons. In 2013, the County population was 805,434 and the new Pierce Transit Benefit Area (PTBA) boundary included 557,550 people. The County-wide and PTBA populations were derived from the same 2013 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 small². 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).

² By contrast the 2014 population estimate of the PTBA from Washington State Office of Finance and Management is 535,328.

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 35.3%. 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 12.3%. 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

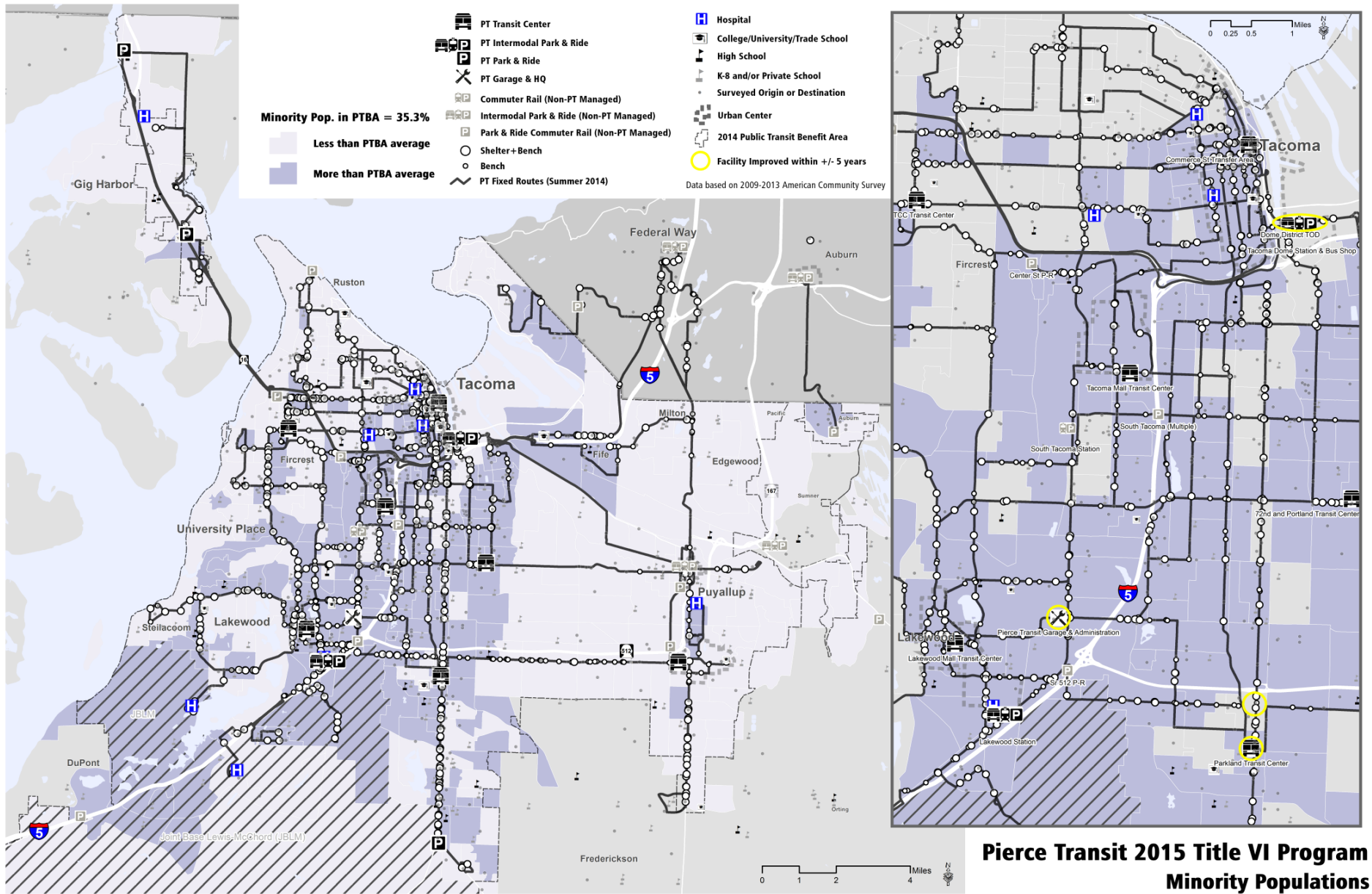


Figure 4. Low-Income Populations

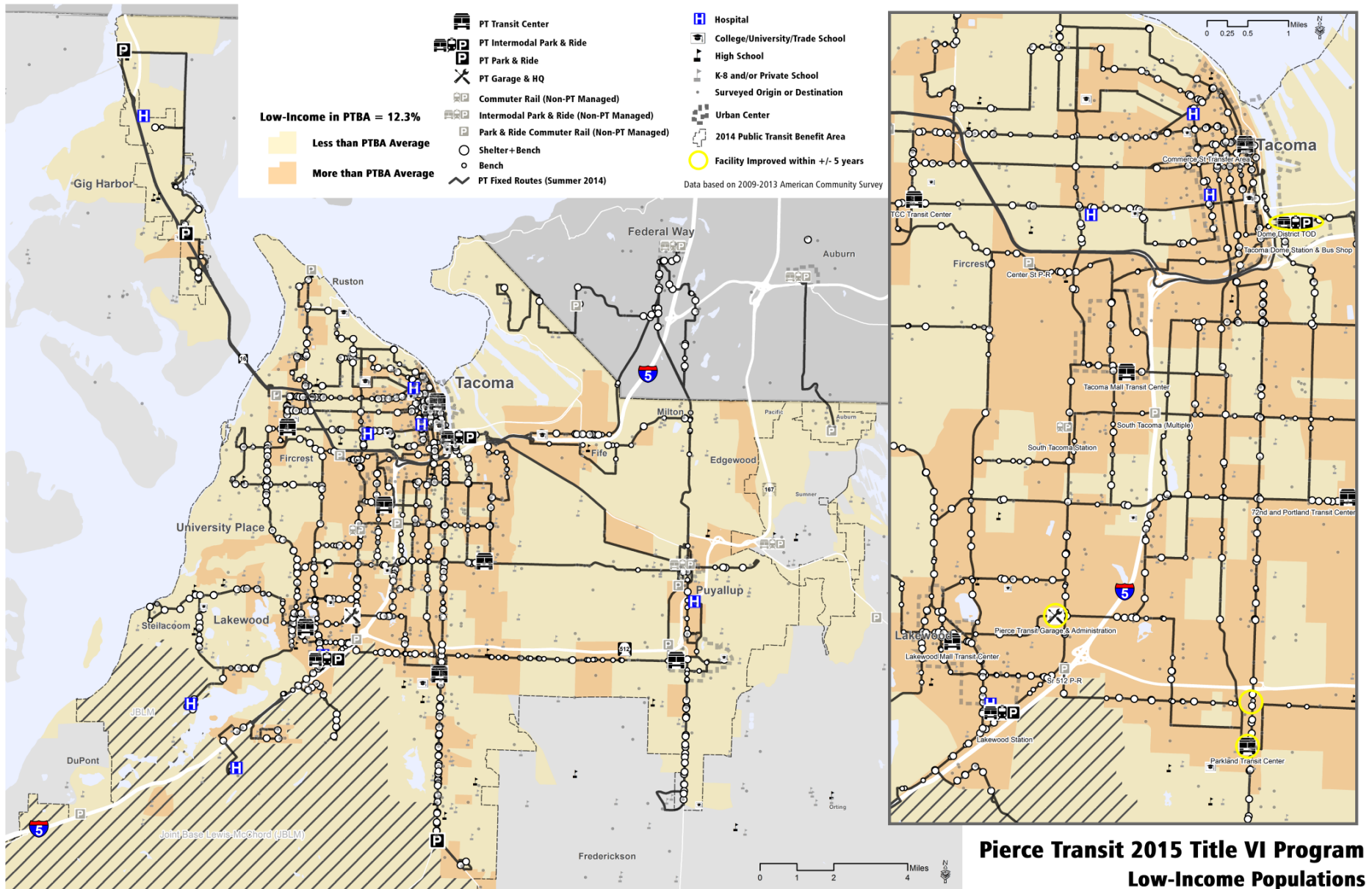


Table 4 below shows the data and sources for the ACS data used in this report.

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

U.S. Census Bureau, 2009-2013 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	557,550	360,910	196,640	35.3%	214,345	26,452	12.3%	7,796	3.6%
<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>									

Equity analyses that Pierce Transit has performed (see final section of this document entitled "Equity Evaluation of Service and Fare Changes) relied on data from the 2010 Decennial Census block-level SFX tables. While block-level data provides the highest resolution possible, a primary drawback for demographic analyses of this data lies in the manner in which Hispanics/Latinos are counted. FTA Circular 4702.1B defines "Minority" as non-White or Hispanic/Latino identifying as White. However, the 2010 SFX releases follow the following format for reporting race and ethnicity:

- Race White
- Race African
- Race Native
- Race Asian
- Race Pacific
- Race Other
- Race Mixed
- Ethnicity Hispanic

The race-related fields sum to the population total, exclusive of Ethnicity Hispanic. The reason for this is that many Latinos/Hispanics report as Race White, but can report as any other race as well (e.g. Race Mixed, Race African, Race Native, Race Other). Therefore there is no reliable way to isolate Ethnicity Hispanic from the race fields. Pierce Transit employed the simple solution assuming that all Ethnicity Hispanic respondents also reported as Race White and subtracted them from that Race subtotal, leading to this formula:

$$\text{Minority} = \text{Total Population} - [\text{Race White} - \text{Ethnicity Hispanic}]$$

A known and accepted problem with this formula is that respondents which reported Ethnicity Hispanics and any other race than White were double counted, leading to an estimate of 41% minority within the Pierce County Public Transportation Benefit Area (PTBA).

It was decided for the Pierce Transit 2015 Title VI Program submittal to instead use block-group level data from the 5-Year 2009-2013 American Community Survey (ACS) (the highest resolution available) for both race and low-income analyses. There are two drawbacks to this approach: (1) The ACS uses statistical sampling techniques that result in higher levels of uncertainty compared to decennial census data, although the uncertainty is reduced by selecting the 5-year timespan. (2) Block-groups have a slightly lower level of resolution compared to blocks and thus have a bit more geographic “spillover” beyond the PTBA.

There are several important advantages to this approach which outweigh the drawbacks. Going to a single level of geography simplifies the analysis by applying the same methodology in designating minority and low-income routes. More importantly, the ACS produces many rich data sets regarding demographic and household characteristics not available in decennial census data. Among these is ACS Table B03002 (“Hispanic or Latino Origin by Race”) which breaks out “Not Hispanic or Latino: White Alone”. Thus it is a simple matter of subtracting these respondents from the total population to derive the minority count. Using this table, it was determined that the minority percentage of the PTBA was actually 35% rather than 41% as previously reported. Subsequently Pierce Transit intends to use ACS Table B03002 for calculating minority populations in future equity analyses submitted to the FTA.

For the 2015 Title VI Pierce Transit program submittal, “Low Income” is defined according to 2009-2013 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 12.3% of all households. Therefore block groups above this threshold of 12.3% 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 according to the Consumer Price Index (CPI). The table below represents the Federal Poverty Thresholds for 2013:

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).....	\$ 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.

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 \$23,624. For more on how the US Census Bureau measures poverty see www.census.gov/hhes/www/poverty/about/overview/measure.html.

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 August 2014 (see Appendix G for the Demographics of Pierce Transit Riders excerpt from the full report). Table 6 below shows that Pierce Transit has a relatively high percentage of minority riders: one-in-four (26%) are African American and one-in-ten (11%) are Native American.

Table 6. Race/Ethnicity of Pierce Transit Customers

Race/Ethnicity	
White	67%
Asian	6%
African American	26%
Native American	11%
Other	1%
% Hispanic	12%

Table 7 below shows the income levels for Pierce Transit’s customers. The median income is \$23,705. Nearly half (44%) have annual household incomes below \$20,000, and seven-in-ten (69%) have incomes below \$35,000.

Table 7. Income Levels of Pierce Transit Customers

Income	
Less than \$20,000	44%
\$20,000–\$35,000	25%
\$35,000–\$50,000	14%
\$50,000–\$75,000	9%
\$75,000–\$100,000	5%
\$100,000 or more	3%
Median	\$23,705

The Customer Satisfaction Survey provides information about how we are serving minority customers and also 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. Minority riders take similar number of trips as non-minority riders, with more minorities using transit for work and school trips than non-minority riders. Regarding fare payment, minority riders are about 4% more likely to use cash for their fare than the system average.

Table 8. Comparison of Minority to Non-Minority Responses – 2014 Customer Satisfaction Survey

Question	Minority	Non-Minority
Overall satisfaction with Pierce Transit		
Very Satisfied	36.6%	31.4%
Somewhat Satisfied	21.5%	24.4%
Neutral	31.9%	30.9%
Somewhat Dissatisfied	5.0%	6.0%
Very Dissatisfied	5.0%	7.2%
How many one-way trips in the past 30 days		
More than 20	42.1%	39.6%
16 to 20	15.9%	20.6%
11 to 15	9.2%	10.7%
5 to 10	17.3%	18.2%
Less than 5	15.5%	10.90%
Primary purpose of trip		
to/from work	31.9%	29.6%
to/from school	27.6%	21.0%
to/from volunteering	0.7%	0.5%
shopping/errands	11.8%	17.2%
appointments	10.4%	13.8%
fun/recreational/social	10.8%	13.1%
special events	0.4%	0.2%
other	6.4%	4.6%

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 2013 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 (OTP³).

Table 9. Monitored Performance Standards

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

³ 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% of all timepoints.

Tables 10 and 11 below show the results of the monitoring using 2014 ridership data; Table 10 shows the number of routes in each monitoring category and Table 11 shows the percentages. Figures 5 and 6 follow showing the percentages graphically. Pierce Transit has a total of 39 routes. There are a total of 27 minority routes, making up 69% of all routes, and 33 low-income routes, comprising 85% 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	27	12	33	6	35	25	35	39	39	25
Minority	-	-	36	3	33	27	36	39	39	23
Non-Minority	-	-	26	13	39	20	33	39	39	29
Low-Income	28	9	-	-	35	25	38	39	39	26
Non-Low-Income	12	25	-	-	33	26	20	39	39	20

The table below summarizes the percentage of routes that meet or do not meet the standards.

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	69%	31%	85%	15%	90%	64%	90%	100%	100%	64%
Minority	-	-	93%	7%	85%	70%	93%	100%	100%	59%
Non-Minority	-	-	67%	33%	100%	50%	83%	100%	100%	75%
Low-Income	76%	24%	-	-	91%	64%	97%	100%	100%	67%
Non-Low-Income	33%	67%	-	-	83%	67%	50%	100%	100%	50%

Figures 5 and 6 below show the monitoring results graphically. It is worth noting that while this analysis shows that only 64% of Pierce Transit's routes are meeting the on-time performance standard, actual on-time performance of the system in 2014 was 86%. The methodology for Title VI monitoring classifies a route as meeting the standard or not meeting the standard, so if a route is meeting the standard 84.9% of the time, it falls in the category of not meeting the standard.

Figure 5. Monitoring Results – Minority Routes

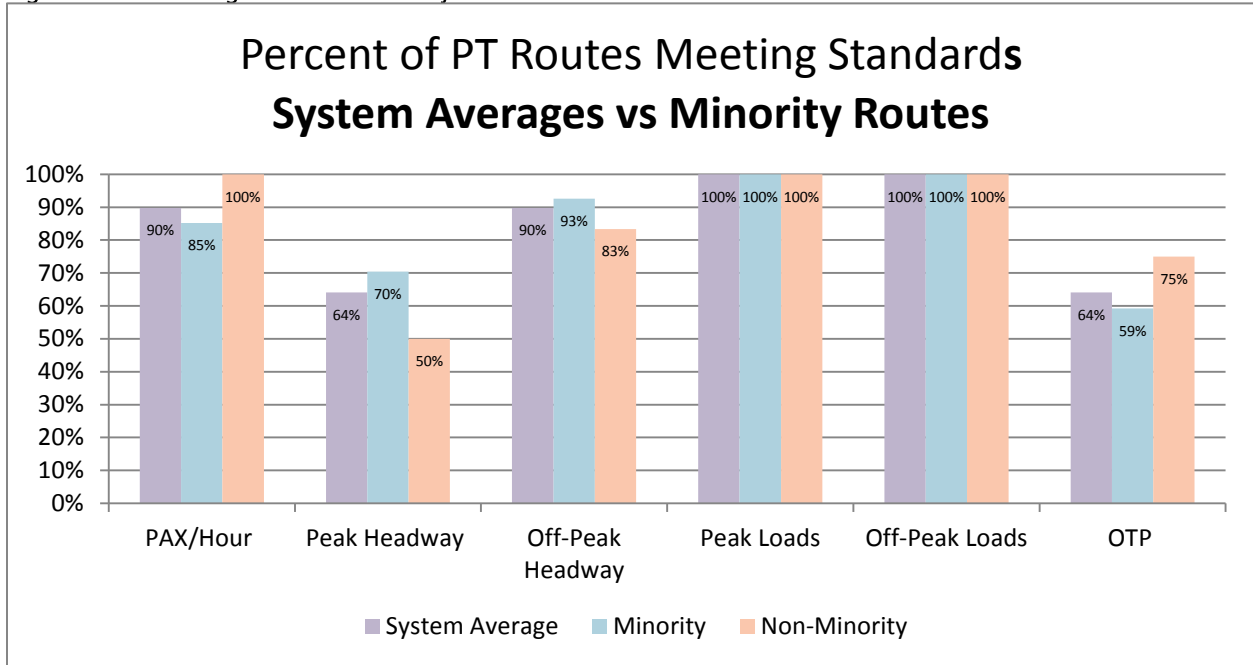
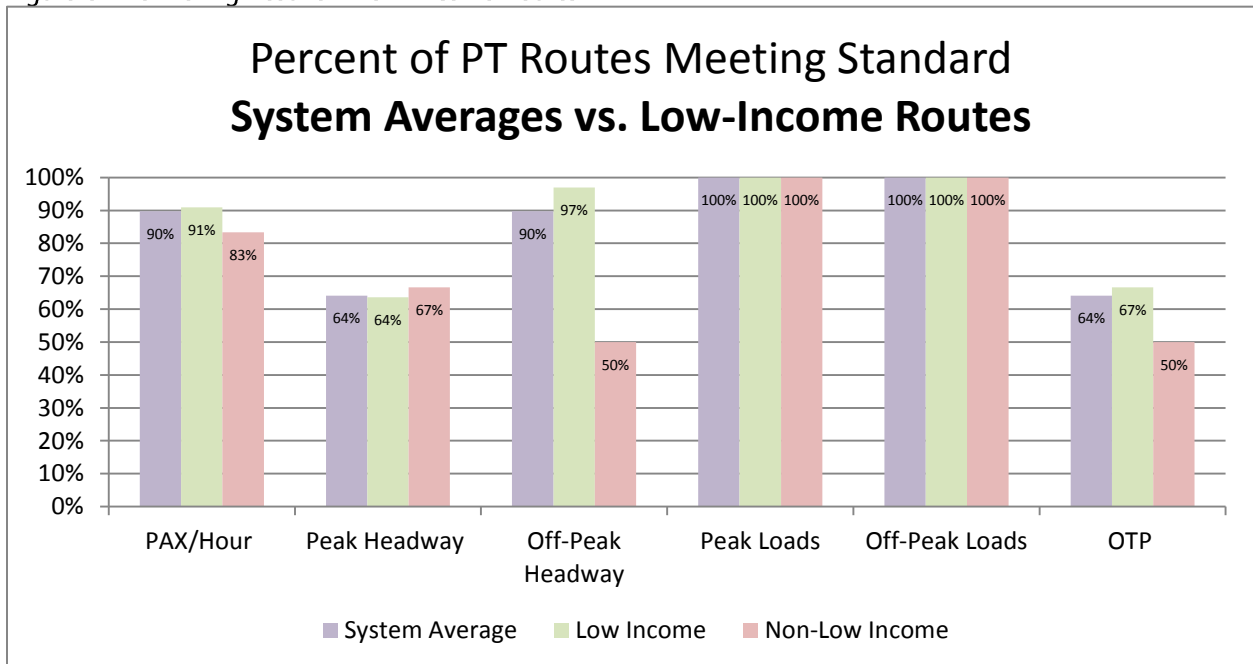


Figure 6. Monitoring Results – Low-Income Routes



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%, which, when applied to the transit service monitoring results, means that if there is an absolute difference of 10% 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% 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% difference. **Minority routes are within 10% of system averages for all standards monitored in this analysis.** Two standards have a lower achievement by minority routes – Passengers per hour (efficiency) and On-Time Performance. System-wide, 90% of routes meet the passengers per hour standard while only 85% of minority routes meet the standard. Since this difference is only 5%, and is not greater than the 10% established policy threshold, there is no disparate impact. Similarly, for on-time performance, 64% of all routes are meeting the standard, yet only 59% of minority routes meet the standard. This difference of 6% is not enough to warrant a determination of disparate impact.

Disproportionate Burden Analysis

Pierce Transit's Disproportionate Burden Policy (Appendix J) established a threshold which identifies when adverse effects are borne disproportionately by low-income populations. This threshold is 5%, which, when applied to the transit service monitoring results, means that if there is an absolute difference of 5% 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% difference. **None of the standards have a lower achievement by low-income routes – all are either the same or higher than the system as a whole.** Therefore, the service standards monitoring results do not result in a determination of disproportionate burden to low-income populations.

Board Approval of Transit Service Monitoring Results

A resolution from the September 14, 2015 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

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 of these 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 four major service changes and two fare changes between September 2012 and August 2015. These are included as Appendices L1-L6. 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 September 2013 Service Change (System wide – never implemented) – February 2013

This service change was planned to reduce Pierce Transit's annual service hours from 417,000 to 300,000 in September 2013. This change was avoided due to increasing sales tax revenue and delaying of capital spending and overall agency cost-cutting measures.

The service change focused on reduction of headways and reduced span of service. Service on some routes was to be eliminated on weekends. Staff utilized data on ridership by trip and time of day in order to identify low performing trips. One route, the Route 62 serving Northeast Tacoma, was planned for elimination with this service reduction due to low utilization. **The equity analysis determined that the planned service changes resulted in no disparate impact to minority populations nor disproportionate burden to low-income populations.**

Appendix L2 Fife-Edgewood-Milton Demonstration Project – September 2013

The communities of Fife, Milton, and Edgewood asked for a more tailored service that circulates through their communities providing local transportation options. The proposed service was integrated with Routes 402, 500, and 501 to provide stronger local connections while maintaining regional access. The concepts provide a direct connection during commute times to regional services including Sounder commuter rail at the Puyallup Station. The demonstration project included a net addition of approximately 5,000 annual service hours. Part of the project included elimination of some trips on the Route 501 to avoid duplication of service. The service equity analysis

examined the impact of both the eliminated trips and the addition of the new tailored service. **The analysis found no disparate impact on minority populations nor disproportionate burden on low-income populations.**

Appendix L3 Gig Harbor Trolley – January 2014

The proposed Gig Harbor Trolley seasonal service was implemented in May 2014 following a demonstration project held during summer 2013. The service was developed in response to Pierce Transit's Board of Commissioners' Strategic Direction that includes developing innovative services tailored to community needs. The addition of the seasonal Trolley service includes a net addition of approximately 2,132 annual service hours. Part of the project included a seasonal detour of the Route 100 to avoid duplication of service. The service equity analysis completed prior to implementation examined the impact of both the seasonally eliminated segments and the addition of the new trolley service on minority and low-income populations. **The analysis found that the service was not expected to benefit as many minorities than the system average proportion of minorities, and would benefit fewer low-income populations than the system average of low-income. Both these were above the threshold of 10% (minority) and 5% (low-income) While not a disparate impact or disproportionate burden finding (since there were no adverse effects, only fewer benefits), Pierce Transit was required to explain how the agency plans to improve service to minority and low-income populations.** These plans were in process, with the Fife-Puyallup Station Community Connector planned for implementation in Feb. 2014, which in its service equity analysis had a 49% minority population, which is 8% higher than the service area average, and the Puyallup demonstration with a notable low-income population. In addition, Pierce Transit demonstrated that, overall, the agency is successful at providing service to areas with higher minority populations. The bulk of Pierce Transit's existing 38 routes (at that time) serve the more urban core which contains mainly census tracts with higher than the average minority and low-income populations.

Appendix L4 Puyallup Connector – January 2015

The Puyallup Connector service was proposed to be established following a demonstration project held between June 8, 2014 and June 6, 2015. The service was developed in response to Pierce Transit's Board of Commissioners' Strategic Direction that includes developing innovative services tailored to community needs. The Puyallup Connector Demonstration service is designed to improve fixed route service within the Puyallup community; it is a focused effort emphasizing tailored local service and connections. The key goals were meeting community needs for service, providing access to seasonal activities in the community, and integrating the demonstration with the existing Pierce Transit system. The addition of the Route 425 service included a net addition of approximately 9,266 annual service hours. As a new operationalized route, the Puyallup Connector qualified as a Major Service Change and thus was subject to a Title VI Service Equity Analysis to examine the impact on minority and low-income populations.

The analysis showed that the new route would be serving just 25.5% minorities, which was 15.5% fewer minorities than the service area minority population (41%). This is greater than the disparate impact threshold of 10%, but **since this population is not adversely affected by the additional service, a determination of disparate impact was not warranted.** Since there was no adverse effect but a benefit to fewer minorities than the system average, the agency again pointed to the service planned for Fife-Milton-Edgewood in a higher minority area and to the agency's overall success at serving areas with higher minority populations. The low-income population along the Route 425 is

11%, which is just 1.4% lower than the service area low-income population (12.4%). **This was both within the threshold of 5% and with no adverse effects, a determination of disproportionate burden was not warranted.**

Fare Changes:

Appendix L5 Elimination of Paper Transfers and New All Day Pass – June 2014

The purpose of the proposed elimination of paper transfers was to increase farebox recovery and to minimize fare evasion. The introduction of a new weekday and weekend All Day Pass at \$5.00 per day was intended to mitigate the elimination of paper transfers and provide riders with flexibility to travel as many trips as necessary throughout the day.

To examine whether there was a disparate impact/disproportionate burden to minority/low-income populations, we looked at whether the percentage of minority/low-income riders who use paper transfers is 10%/5% (respectively) more than the percentage of overall system riders who use paper transfers. The analysis found that 27% of all system boardings use paper transfers. Minority riders would be slightly more affected by elimination of paper transfers, with 30% of boardings by minorities being paid by transfer. **This 3% difference did not warrant a finding of disparate impact to minority riders.** The analysis also found that low-income riders would be slightly less affected than the ridership as a whole by elimination of paper transfers, with just 22% of boardings by low-income riders being paid by transfer. Since the low-income transfer use was 5% less than the overall system-wide transfer use, **no finding of disproportionate burden to low-income riders was warranted.**

Appendix L6 New Regional Day Pass

The six ORCA partner transit agencies implemented an ORCA Regional Day Pass demonstration program from April through September, 2014. This demonstration was focused on targeting the travel and tourist industry. The purpose of this demonstration program was to test the market for a regional all-day pass product valid for fare payment on transit service in the region. The ORCA day passes offered in this demonstration were valid for fare payment up to \$4.00, and were priced at \$9.00. The price and fare value of the pass were established to allow infrequent riders - uncertain about the number of trips they might need to take or what fares they would need to pay during the course of the day - to pay a premium for fare certainty.

Based on the results of the Regional Day Pass Demonstration, the six ORCA transit agencies proposed to establish a permanent Regional Day Pass valid for a fare value of \$3.50 for a price of \$8.00 (two times the value plus a \$1.00 administration fee).

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.

The analysis looked at the demographics of ORCA e-purse users to determine whether there are impacts to minority or low-income e-purse users. The percent usage is very small – one one hundredth of a percent, for both minority and low income riders. We also considered whether there could be a disproportionate benefit to non-minority and non-

low-income riders. Since no other fares would be changed or removed that were available to minority and low-income riders, and the RDP is more for convenience rather than cost-effectiveness, it is never likely to be used by a significant proportion of riders.

Since there is very small usage of the RDP and no existing fares were changing upon the introduction of the RDP, **there was no disparate impact to Pierce Transit's minority riders nor disproportionate burden to Pierce Transit's low-income riders** due to the introduction of a new Regional Day Pass. RDP usage will continue to be monitored as Pierce Transit conducts future Customer Satisfaction Surveys every 2-3 years.

Board of Commissioners Approval of 2015 Title VI Program

Pierce Transit's Board of Commissioners approved this 2015 Title VI Program submittal to the Federal Transit Administration at their meeting held on September 14, 2015. The Board resolution is included as Appendix M.

LIST OF APPENDICES

APPENDIX A	Title VI Complaint Procedures and Forms.....	28
APPENDIX B	Public Participation Plan	36
APPENDIX C	Community Outreach (2012-2015) in Relation to Minority and Low-income Census Block Groups.	69
APPENDIX D	Access to Pierce Transit Services for Persons with Limited English Proficiency	71
APPENDIX E	Pierce Transit Performance Standards and Policies	105
APPENDIX F	Pierce Transit Base Map 2014	117
APPENDIX G	Characteristics of Pierce Transit Riders (2014 Customer Survey excerpt)	119
APPENDIX H	Transit Service Monitoring Table	121
APPENDIX I	Pierce Transit Title VI Policies	123
APPENDIX J	Board Approval of 2015 Transit Service Monitoring	126
APPENDIX K	Board Approval of Title VI Policies March 2013 and February 2014 (minor amendment)	132
APPENDIX L	Service and Fare Change Equity Analyses Conducted between 2012 and 2015	138
APPENDIX M	Board Approval of 2015 Title VI Program Submittal.....	239

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 forulario

APPENDIX B

Public Participation Plan



Pierce Transit
Public Participation Plan
August 2015

Public Participation Plan

TABLE OF CONTENTS

1.	INTRODUCTION	1
1.1	Pierce Transit’s Structure, Mission, Vision, and Values	1
1.2	Pierce Transit’s Public Participation Goals.....	2
1.3	Guiding Principles for Public Participation at Pierce Transit.....	3
1.4	Regulations and Policies Relevant to Pierce Transit’s Public Participation Plan.....	4
2.	PUBLIC PARTICIPATION APPROACH.....	4
2.1	Public Participation Techniques	4
3.	EVALUTION AND UPDATE OF THE PUBLIC PARTICIPATION PLAN	8
4.	EXAMPLES OF PUBLIC INVOLVEMENT AND OUTREACH.....	8
4.1	Demonstration Project –Route 425 Puyallup Connector	8
4.2	Title VI Policy Development & Approval	10

LIST OF APPENDICES

Appendix A	Pierce Transit Code
Appendix B	Fife/Milton/Edgewood Poster in English and Spanish
Appendix C	Fife/Milton/Edgewood Overview in English and Spanish
Appendix D	Puyallup Tailored Community Service Public Outreach Plan
Appendix E	Puyallup Brochure
Appendix F	Title VI Policies for Service and Fare Changes
Appendix G	Rider Alert – Public Hearings

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 to achieving stated objectives. Pierce Transit's Strategic Plan (available to download at <http://www.piercetransit.org/documents>) establishes the following objectives for community engagement:

- Increase the community's awareness of Pierce Transit's value to the community.
- Build trust through frequent dissemination of transparent and accurate information.
- Ensure active participation from a supportive network of stakeholders.

This 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 fourteen jurisdictions in Pierce County and one non-voting Union Representative.
- **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:

- Integrity ... we do what is right, legally and ethically.
- Accountability ... we are responsible stewards of public resources.
- Teamwork ... we all make it happen.

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 general 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, brochures, rack cards, and posters (see Appendix B), 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 C). 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, so as 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 can be developed and used throughout the public participation process to share information and provide information on how people may share their comments with Pierce Transit.
- **On-Board Announcements**
On board fixed route buses, Pierce Transit may 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**
At times, the complexity of a project, controversial issues, or the reality of having multiple large Title VI groups to address may require engaging targeted audiences of stakeholders.
- **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 our services and/or promote ridership.
- **Open Houses**
Open houses are informal settings where people can obtain information about a plan, program, or project. They do not have formal agendas, and no formal discussions or presentations take place. At open houses, people receive information informally 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. Since there is no fixed agenda, open houses are usually scheduled for substantial portions of a day or evening, so that people can drop in at their convenience and fully participant. 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.

- **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, WA. 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 that Title VI goals, guidelines and procedures are being met.

4.1 Demonstration Project –Route 425 Puyallup Connector

Route 425, the Puyallup Connector, operated as a one year demonstration from June 8, 2014 to June 6, 2015. After a demonstration period, the Pierce Transit Board of Commissioners approved the Puyallup Connector as a regular, fixed route service effective June 7, 2015. The route connects residents in Puyallup with shopping, recreation, local events, and medical facilities in Downtown Puyallup and South Hill. The route also provides convenient connections to other local services including Pierce Transit routes 4, 400, 402, 409, and 495. The Puyallup Connectors are visually distinct 25-foot vehicles, with artwork and graphics that reflect the unique history of the City of Puyallup.

The Puyallup Community Investment Team (CIT) helped design the service and provided guidance during the demonstration period. The CIT is comprised of representatives with a vested interest in the success of the Puyallup Connector including the City of Puyallup, MultiCare-Good Samaritan Hospital, Puyallup Main Street Association, Puyallup/Sumner Chamber of Commerce, Puyallup Senior Center, Pierce College, Washington State Fair, Senior Housing Assistance Group (SHAG), and the South Hill Mall. The CIT concept was described as a model for interagency coordination by leaders at the City of Puyallup. Local residents describe the service as critical to the senior population living in the area. The Sunset Garden apartments operated by SHAG is located along the route; during the demonstration period staff regularly visited the site to assist seniors with the purchase of ORCA cards, educate riders on how to purchase their passes, and answer questions about the service. Pierce Transit staff also regularly visited the Puyallup Senior Center, participating in their outreach events. Even though the service has been operationalized, Pierce Transit continues to work with the community and riders to build awareness for the service.

Pierce Transit developed a Public Outreach Plan (see Appendix D) for the Puyallup Connector demonstration project which contained the following elements:

Purpose

- Awareness: Make public aware of community partnerships with Pierce Transit and the work that has been done to provide innovative solutions for the community.
- Education: Educate the public on the Agency's strategic direction to deliver tailored community services and allow opportunity for them to view service concept(s) designed by Community Investment Team.
- Input: Provide opportunities for the public to offer comments and opinions on concept design(s).
- Decision-making: Compile resident survey findings and collect feedback and public comment for Board review prior to Public Hearing.

People

- General Public: Offer opportunity for anyone to comment on concept.
- Puyallup Residents: Utilize data from Resident Community Survey and drive residents to also offer opinion on proposed concept(s).
- Riders: Solicit options from Route 400, 402, 495, and 410 riders.
- Community Groups: Solicit viewpoints of local community services along or close to the designed route.
- Business: Implore viewpoints of local community services along or close to the designed route.

Methods

- Open house: Pierce Transit hosted two open houses where displays, handouts and other materials were used to expose attendees to the designed concept(s). Attendees gave feedback about planning information in both oral and written form. Meeting format allowed for one-on-one verbal comments. Meetings were held in accessible locations. Translation services were available as needed.
- Public hearing: Hearing consisted of summary of why demonstration project is being done, alternative solutions, consequences, and impacts, and reactions to proposed action.
- Survey: Conducted rider and community surveys to systematically collect opinions on demonstration project. Surveys were conducted via intercept on vehicles, through mailers, and online.
- Brochures: Printed brochures were created to provide the public with demonstration information including map, schedule, and fare information (see Appendix E). Translation block was included on brochure stating translation service was available in more than 200 languages. TTY Relay information also provided. Brochures distribution list included Fred Meyer, Good Samaritan Hospital, Hampton Inn, Pierce College, Puyallup Activity Center, Puyallup City Hall, Puyallup Library, Puyallup Main Street Association, Puyallup Motel, Puyallup/Sumner Chamber, Safeway, South Hill Mall, St Francis, Sunset Garden, Washington State Fair, Wal-Mart, and YMCA.
- Displays and exhibits: Maps, pictures, and text arranged in poster style and posted in high traffic public places or during meetings to share information with general public.
- Community information booth: Hosted informational booth at Sunset Garden (SHAG), Puyallup Senior Center, Emeritus at Puyallup, Silvercrest Senior Residence, Pierce College, and Willow's Garden.
- Events: Pierce Transit made the most of opportunities at events already taking place in the community, such as Hatchery Grand Opening, Meeker Days, Puyallup Spring Fair, Puyallup Concerts in the Park, and Hounds on the Hill. This gave the public direct access to the planning process and its staff.

- A-Boards: Placed at South Hill Mall Transit Center, Puyallup Sounder Station, and Pierce College notifying the public of demonstration project.
- Electronic signage: Information regarding demonstration project were displayed at the Washington State Fair grounds.
- Newspaper ads: Print and online ads in local newspapers.
- Community mailer: Sent to 3,658 households within 1/4 mile of demonstration route. Mailer included a two week ride free punch out promo pass.
- Project web page: Hosted a variety of information on all aspects of the demonstration project and solicited feedback from the public.
- Vehicle posters: placed on Puyallup Connector vehicles to notify riders of upcoming events, activities, and route information.

4.2 Title VI Policy Development & Approval

The Federal Transit Administration (FTA) issued Title VI Requirements and Guidelines for Federal Transit Administration Receipts Circular 4702.1B on October 1, 2012. The purpose of the circular is to provide recipients of FTA financial assistance with guidance and instructions necessary to carry out U.S. Department of Transportation Title VI regulations. One such requirement in the circular is the setting of Title VI policies related to Major Service Change, Disparate Impact, and Disproportionate Burden.

Transit agencies receiving federal financial assistance must establish policies that define the threshold for major service changes and the determination of disparate impact/disproportionate burden applied to Title VI service and fare equity analyses. These analyses examine the impact to minority and low-income populations of any fare change or major service change proposed by Pierce Transit.

To develop this proposed policy language Pierce Transit staff studied the new circular and participated in FTA webinars to learn about the new guidance and to develop policies we felt best reflected our service area. We also coordinated directly with FTA technical staff seeking their guidance and input on the policies recommended. Staff contacted other transit agencies to learn about their Title VI policies, processes, and lessons learned through their experiences.

A variety of outreach methods were utilized to provide information to individuals who would potentially be interested in these policies. The Board of Commissioners ultimately approved the policies on February 11, 2103 (Appendix F). The outreach methods prior to Board approval are summarized below.

Purpose

- As with all major decisions that affect our community, Pierce Transit is committed to a robust communication effort and providing opportunities for input by the community.

People

- General Public: Offer opportunity for anyone to comment on concept.
- Minority and low-income riders and groups who serve them: Solicit input on whether the thresholds proposed were fair and made sense.

Methods

- Public meetings: A public meeting was hosted on February 5, 2013 at Sheridan Elementary School and February 6, 2013 at Centro Latino to share the proposed policies and gather input. Both of these locations represent areas along existing Pierce Transit routes with minority and low income populations.
- Community meetings: 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.
- CTAG: Pierce Transit's CTAG reviewed the policies and made recommendations to the Board for approval.
- Legal notice: A legal notice for the public hearing held on February 11, 2013 at a regular meeting of the Pierce Transit Board of Commissioners was advertised to provide 20 and 5 calendar days' notice.
- Public Hearing: Following the public hearing on February 11, 2013, the Board of Commissioners approved the Title VI Policies
- Email notification: 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 (see Appendix G).
- Social media: Facebook and PT NewsFlash were utilized to communicate information about the policies and the comment period.

LIST OF APPENDICES

Appendix A	Pierce Transit Code – Public Hearing Procedures
Appendix B	Fife/Milton/Edgewood Introduction Poster in English and Spanish
Appendix C	Fife/Milton/Edgewood Overview in English and Spanish
Appendix D	Puyallup Tailored Community Service Public Outreach Plan
Appendix E	Puyallup Brochure
Appendix F	Title VI Policies for Service and Fare Changes
Appendix G	Rider Alert – Public Hearings

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
Fife/Milton/Edgewood Introduction Poster
In English and Spanish

We Need Your Input

Custom tailored service for your community

The proposed Fife-Milton-Edgewood Community Connector includes two route concepts developed by a committed Community Investment Team, in partnership with Pierce Transit. The team focused on improving bus services within the Fife, Milton, and Edgewood communities and recommended service adjustments to Route 402 and Route 501 to integrate the proposed routes.

INNOVATIVE
Fife-Milton-Edgewood
SOLUTIONS

PROPOSAL

We Want Your Feedback

- 1 Add a local tailored Community Connector linking the communities of Milton and Edgewood with Fife.
- 2 Add a local tailored Community Connector linking Fife to Puyallup Station.
- 3 Adjust four weekday Route 402 trips to make better connections with Sounder Train service at Puyallup Station.
- 4 Eliminate selected Route 501 trips, integrating remaining service with proposed tailored Community Connectors.

Take A Survey

We want to hear what the community thinks about the proposed Fife - Milton - Edgewood tailored services. We have set up two open houses and a public hearing to receive your feedback. For your convenience, we've also created a short survey online to help guide us in providing these innovative services.

Let Us Have Your Input by Nov 8th

Contact Tina Lee
253.589.6887
tlee@piercetransit.org

Take a short
survey. Visit
piercetransit.org



OPEN HOUSES —AND— Public Hearing

Join us and voice your opinion

Open House
4:30PM - 7:30PM
Fife City Hall
5411 23rd Street East, Fife

OCT 30

Open House
11AM - 2PM
Milton/Edgewood Library
900 Meridian East, Milton

NOV 2

Public Hearing 4PM
Pierce Transit
Training Center
3720 96th Street SW, Lakewood

NOV 18

Registered SHUTTLE customers may obtain specialized transportation to and from the hearing by calling SHUTTLE at 253-581-8000, option 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 two weeks.



pull date 11/19/13

Solicitamos sus opiniones

Servicio adaptado para su comunidad

El Fife-Milton-Edgewood Community Connector que se propone incluye dos conceptos de recorridos desarrollados por un equipo dedicado a la inversión en la comunidad, asociado con Pierce Transit. El equipo enfocó en mejorar los servicios de autobús dentro de las comunidades de Fife, Milton, y Edgewood y recomendó modificaciones del servicio al Recorrido (ruta) 402 y al Recorrido (ruta) 501 para integrarlos con los recorridos (rutas) propuestos.

SOLUCIONES
Fife-Milton-Edgewood
INNOVADORAS

PROPUESTA

Nos gustaría su reacción acerca de lo siguiente

- 1 Añadir un Community Connector local y adaptado que une las comunidades de Milton y Edgewood con Fife.
- 2 Añadir un Community Connector local y adaptado que une Fife con la terminal Puyallup.
- 3 Modificar cuatro Recorrido (ruta) 402 viajes para mejorar empalmes con servicio del tren Sounder en la terminal Puyallup.
- 4 Eliminar algunos viajes escogidos del Recorrido (ruta) 501 y luego integrar el servicio que queda con el servicio Community Connector nuevo y adaptado.

Haga una encuesta

Nos gustaría escuchar lo que la comunidad piensa sobre los servicios adaptados propuestos. Por eso, le ofrecemos dos exposiciones y una reunión pública para recibir sus reacciones. Cuando le convenga, además creamos una encuesta breve por el internet para guiarnos en proveer estos servicios innovadores.

Favor de responder antes del 8 de noviembre

Para más información,
favor de contactar a
Tina Lee
253.589.6887
tlee@piercetransit.org

Para participar
en una encuesta
breve, favor de
visitar
piercetransit.org



Las dos exposiciones y la reunión pública

¡Únase con nosotros para dar su opinión!

Exposición el 30 de octubre

4:30PM - 7:30PM

De 4:30 pm a 7:30 pm

Fife City Hall

5411 23rd Street, Fife

Servicio por ruta 501

OCT 30

Exposición el 2 de noviembre

De 11:00 am a 2:00 pm

Bibliotheca de Milton/Edgewood

900 Meridian East, Milton

Servicio por ruta 402

NOV 2

Reunión Pública el 18 de noviembre

A las 4:00 pm

Centro de Instrucción de Pierce Transit

3720 96th Street SW, Lakewood

Servicio por ruta 48 y 300

NOV 18

Los clientes registrados con el servicio SHUTTLE pueden obtener transporte especializado ida y vuelta de la exposición por llamar SHUTTLE a 253-581-8000, opción 2, de uno a cinco días de anticipación de la exposición. Un intérprete para los sordos será provisto a solicitud con un mínimo de dos semanas de anticipación.



pull date 11/19/13

Appendix C
Fife/Milton/Edgewood Overview
In English and Spanish



**Fife-Milton-Edgewood Community Connector
Innovative Solution**

Background

The proposed Fife-Milton-Edgewood Community Connector is the result of a committed Community Investment Team who, in partnership with Pierce Transit, developed two route concepts focused on improving fixed route services within the Fife, Milton, and Edgewood communities. Proposed service concepts focus on:

- **Community Needs.** Serve key Fife, Milton, and Edgewood community destinations including shopping, medical, libraries, churches, parks, community centers, and post offices.
- **Connections.** Transport Fife, Milton, Edgewood commuters to and from Puyallup Sounder Station during commute times.
- **Integrating tailored service with existing transit system.** Link community connector to Routes 402 and 500 for easy access.

Community Investment Team

- City of Edgewood
- City of Fife
- City of Milton
- City of Puyallup
- Edgewood F.I.S.H., Food Bank
- Puyallup Tribe of Indians
- Mountain View Community Center
- Radiance Homeowner's Association

Public feedback sought

We want to hear what the community thinks about the proposed Fife-Milton-Edgewood tailored services.

Contact: Tina Lee | Pierce Transit | Service Innovation Administrator

Phone: 253.589.6887

Email: tlee@piercetransit.org

Mail: Pierce Transit | P.O. Box 99070 | Lakewood, WA 98496-0070

Timeline

Wednesday, Oct 30

Open House - 4:30 - 7:30 p.m.

Fife City Hall
5411 23rd Street East, Fife

Saturday, November 2

Open House - 11 a.m. - 2 p.m.

Milton/Edgewood Library
900 Meridian East, Milton

Monday, November 18

Public Hearing - Pierce Transit Board Meeting

4:00 p.m.

Pierce Transit Training Center

3701 96th Street SW

(Meeting at which Board is expected to decide whether to approve tailored service for implementation February 2014 service change.)



October 1, 2013



Fife-Milton-Edgewood Solución innovadora Conector Comunitario

Antecedentes

La propuesta de Fife-Milton-Edgewood en Conectar la Comunidad es el resultado de una Comunidad comprometida, un equipo de inversion, que en asociación con la ruta de Pierce Transit, dos conceptos desarrollados se centró en el mejoramiento de rutas fijas dentro de las Comunidades de Fife, Milton, y Edgewood. Conceptos de servicio propuesto se centra en:

- Las necesidades de la comunidad. Servicios principales en Fife, Milton, Edgewood y destinos en la comunidad incluyendo tiendas, médicos, bibliotecas, iglesias, parques, centros comunitarios y oficinas de correos.
- Las conexiones. De transporte en Fife, Milton y Edgewood, los viajeros a la estación del Sounder Tren en Puyallup en tiempo de viaje.
- Servicio personalizado integración con sistema de tránsito existentes. Conector del enlace comunitario para las rutas 402 y 500 para un fácil acceso.

Equipo de inversión comunitaria

- La Ciudad de Edgewood Edgewood F.I.S.H. banco de alimentos
- La Ciudad de Fife Puyallup Tribu de los indios
- La Ciudad de Milton Centro de Comunidad Mountain Veiw
- La Ciudad de Puyallup La asociación de propietarios resplandor

Buscamos comentarios público

Queremos escuchar lo que la comunidad piensa sobre la propuesta de Fife-Milton y Edgewood de servicios personalizados.

Comuníquese con: Tina Lee | Pierce Transit | Innovación en el servicio administrador

Teléfono: 253.589.6887

Correo electrónico: tlee@piercetransit.org

Correo: Pierce Transit | P.O. Box 99070 | Lakewood, WA 98496-0070

Fechas

Miercoles, Oct 30

Puertas abiertas • 4:30 - 7:30 p.m.

Fife City Hall
5411 23rd Street East, Fife

Sabado, Noviembre 2

Puertas abiertas • 11 a.m. – 2 p.m.

Milton/Edgewood biblioteca
900 Meridian East, Milton

Lunes, Noviembre 18

Comentario Público• Pierce Transit reunión de la Junta directiva

4:00 p.m.

Pierce Transit Centro de capacitación
3701 96th Street SW

(Reunión en la que se espera que la junta decida si aprueban servicio adecuado a las necesidades a la aplicación de los cambio de servicio en Febrero 2014.)



Pierce Transit se conecta con las comunidades con seguridad, fiables, nos adaptamos a las necesidades de los clientes con opciones de transporte.
Pierce Transit | 3701 96th St SW | Lakewood, WA 98499-4431 | 253-581-8000 / TTY Relay: 711 | piercetransit.org

Appendix D
Puyallup Tailored Community Service
Public Outreach Plan

Puyallup Tailored Community Service Public Outreach Plan



Overview	Puyallup Community Investment Team is currently designing a tailored service concept for the community. Upon concept design, Pierce Transit will organize and implement public outreach to collect public comments on the proposed tailored service.
Purpose	<ol style="list-style-type: none"> 1. Awareness: Make public aware of community partnerships with Pierce Transit and the work that has been done to provide innovative solutions for the community. 2. Education: Educate the public on the Agency's strategic direction to deliver tailored community services and allow opportunity for them to view service concept(s) designed by Community Investment Team. 3. Input: Provide opportunities for the public to offer comments and opinions on concept design(s). 4. Decision-making: Compile resident survey findings and collected feedback and public comment for Board review prior to Public Hearing.
People	<p>To obtain a collection of feedback, we will target the following groups.</p> <ol style="list-style-type: none"> 1. General public: Offer opportunity for anyone to comment on concept. 2. Puyallup Residents: Utilize data from Resident Community Survey and drive residents to also offer opinion on proposed concept(s) 3. Riders: Solicit opinions from Route 400, 402, 409, 495, and 410 riders. 4. Community Groups: Solicit viewpoints of local community services along or close to the designed routing. 5. Businesses: Solicit viewpoints of local community services along or close to the designed routing.
Methods	<p>Awareness/Education</p> <ol style="list-style-type: none"> 1. Public Notice: The minimum legal requirement necessary to advertise opportunities for public participation. 2. Displays and exhibits: Maps, pictures, and text arranged in poster style and posted in high traffic public places or during meetings to share information with general public. 3. Website: Share maps, demonstration project description and process, and interactive survey or opportunity to provide comment on concept(s). <p>Input</p> <ol style="list-style-type: none"> 1. Open House: Informal setting using displays, handouts and other materials to expose attendees to the designed concept(s). Attendees can provide feedback about planning information in oral or written form. 2. Public Hearing: The minimum legal requirement for public participation. Hearing consisting of summary of why project is being done, alternative solutions, consequences, and impacts, and reactions to proposed action. 3. Web and paper survey: Brief questionnaire used to systematically collect opinions on proposed concept(s).

P:\Business Development\Puyallup Community Connects\Outreach Info\Outreach Plan_Puyallup_111413.docx

Key Locations & Dates for Outreach:

Distribute Brochures & Posters	
Merrill Gardens Assisted Living	Puyallup Senior Center
Puyallup Library	Puyallup City Hall
Puyallup Main Street Association	Pierce College
Puyallup Chamber of Commerce	SHAG
S Hill Mall	Starbucks on Meridian
Washington State Fair	Wal-Mart

Community Open Houses:

Puyallup City Hall January 16th - 4:30pm – 6:30pm
 South Hill Mall January 25th – 2:00pm – 4:00pm

Community Organization Presentations:

S.H.A.G lunchtime meeting – 1/15/2014
 Senior Center presentation
 Sumner, Puyallup Chamber Update
 Downtown Merchants Association Update
 Multi-Care meeting opportunity?
 Lunchtime at Pierce College in student areas?
 Pierce College Student Government Update
 Others?

Pierce Transit Service Change Process:

Pierce Transit Executive/ Finance	Thursday, November 21, 2013, 3 pm	Update on CIT Progress and Request to Seek Pierce Transit Board Approval for Demonstration at Dec 2013 meeting
Pierce Transit Board Meeting	Monday, December 9, 2013, 4 pm	Authority to Develop Demonstration
Pierce Transit Public Hearing	Monday, February 10, 2014, 4 pm	Public Testimony
Pierce Transit Board Decision	Monday, March 10, 2014, 4 pm	Decision to Implement Demonstration

P:\Business Development\Puyallup Community Connector\Outreach Info\Outreach Plan_Puyallup_111413.docx

Appendix E

Puyallup Brochure

Appendix F
Title VI Policies for Service and Fare Changes

Effective Date: July 1, 2015

Review Due: July 1, 2016

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 G

Rider Alert - Public Hearings

Rider Alert

Public Hearings

FEBRUARY 11, 2013, 4PM

Notice is hereby given that two public hearings will be held as part of the Pierce Transit Board of Commissioners' meeting on February 11, 2013. The meeting begins at 4pm and will be held in the Rainier Room of the Pierce Transit Training Center at 3720 96th Street SW, Lakewood, WA.

PIERCE TRANSIT
NOTICE OF PUBLIC HEARING
PROPOSED PIERCE TRANSIT POLICIES
IN ACCORDANCE WITH TITLE VI OF
THE CIVIL RIGHTS ACT OF 1964

PIERCE TRANSIT
NOTICE OF PUBLIC HEARING
2013 VANPOOL FARE REVISION,
TOLL RECOVERY AND SERVICE
AREA CHANGE PROPOSAL

piercetransit.org

PIERCE TRANSIT

NOTICE OF PUBLIC HEARING

PROPOSED PIERCE TRANSIT POLICIES

IN ACCORDANCE WITH TITLE VI OF

THE CIVIL RIGHTS ACT OF 1964

The purpose of the hearing is to allow public comment on proposed Pierce Transit policies in accordance with Title VI of the Civil Rights Act of 1964.

These policies define the procedures related to Title VI of the Civil Rights Act of 1964, which states: "no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." As required by the Federal Transit Administration's new Title VI Circular 4702.1B, Pierce Transit will hold this hearing on proposed policies related to "major service change," "disparate impact," and "disproportionate burden."

The circular affects transit providers receiving federal funding in urbanized communities of more than 200,000 people and operating at least 50 vehicles during peak service hours. These agencies must establish policies that define the threshold for major service changes and the determination of disparate impact/disproportionate burden applied to Title VI equity analyses. These analyses will examine the impact to minority and low-income populations of any fare change or major service change proposed by Pierce Transit.

See other side for information regarding
2013 VANPOOL FARE REVISION,
TOLL RECOVERY AND SERVICE
AREA CHANGE PROPOSAL

If approved, the proposed Title VI policies will take effect by March 12, 2013.

The information about these policies is available through Pierce Transit's website piercetransit.org or by calling Pierce Transit at 253.581.8000. If you are unable to attend the public hearing, written comments will be accepted through February 8, 2013.

Please address your comments to:

ATTN: Janine Robinson, Senior Planner
 Pierce Transit
 P.O. Box 99070
 Lakewood, Washington 98496-0070

or email to jarobinson@piercetransit.org

Registered SHUTTLE customers may obtain specialized transportation to and from the hearing by calling SHUTTLE at 253-581-8100 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 two weeks.

253.581.8000 piercetransit.org

PIERCE TRANSIT

NOTICE OF PUBLIC HEARING

2013 VANPOOL FARE REVISION,

TOLL RECOVERY AND SERVICE

AREA CHANGE PROPOSAL

The purpose of the hearing is to allow public comment on the 2013 vanpool fare revision, toll recovery and service area change proposals.

If approved, the proposed vanpool related revisions take effect on the following dates:

- Vanpool fare revision: **May 1, 2013**
- Toll recovery: **May 1, 2013**
- Service area change: **July 1, 2013**

1. PROPOSED VANPOOL FARE REVISION:

Commuter Vanpool Fares
 Monthly rider fare increase ranges from \$5.00 to \$55.00. Increase is based on vanpool round trip commute miles and workweek schedule.

Workweek Commute Schedule						
Per person (per month) increase	4 Day	5 Day	6 Day	7 Day	9/80	
\$5.00	1 - 52	1 - 49	1 - 36	1 - 31	1 - 47	
\$10.00	53 - 76	50 - 69	37 - 52	32 - 44	48 - 68	
\$20.00	77 - 105	70 - 90	53 - 72	45 - 62	69 - 94	
\$30.00	106 - 141	91 - 120	73 - 96	63 - 82	95 - 126	
\$45.00	142 - 211	121 - 180	97 - 144	83 - 124	127 - 189	
\$55.00	212 - 264	181 - 240	145 - 180	125 - 155	190 - 236	

Daily rider fares will increase by \$2.00.

New Daily Rates	
Roundtrip Miles	Daily Fare Per Rider
1 - 55	\$11.00
56 - 95	\$13.00
96 and over	\$15.00

Personal use and business use rates will be 50¢ per mile.

Community Use and Special Use Vanpool Fares
 Monthly rate will be \$500.00 per month and 50¢ per mile.

2. PROPOSED VANPOOL TACOMA NARROWS BRIDGE TOLL RECOVERY:

Commuter vanpools will pay Pierce Transit for the Tacoma Narrows Bridge (TNB) tolls. (Applies only to vanpools crossing TNB). The monthly rate is subject to change, based on actual toll costs.

Monthly Toll Rate, Per Vanpool	
Work Week	Monthly Rate
Four Day	\$68.00
Five Day	\$80.00
Six Day	\$100.00
Seven Day	\$116.00
9/80	\$76.00

Community Use and Special Use vanpools will reimburse Pierce Transit for Tacoma Narrows Bridge (TNB) tolls.

3. PROPOSED VANPOOL SERVICE AREA CHANGE:

All Pierce Transit vanpools must either have an origin or destination within Pierce Transit's service area/Public Transportation Benefit Area. (http://www.piercetransit.org/ptic-library/maps/PT_PTBA_May2012.pdf)

The public is invited to appear at the hearing to offer testimony for or against any part of the vanpool proposals.

If you are unable to attend the public hearing, written comments will be accepted through February 8, 2013.

Please address your comments to:

ATTN: Lani Fowlkes
 Pierce Transit
 P.O. Box 99070
 Lakewood, Washington 98496-0070

or email to lfowlkes@piercetransit.org.

Registered SHUTTLE customers may obtain specialized transportation to and from the hearing by calling SHUTTLE at 253.581.8100 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 two weeks.

253.581.8000 piercetransit.org

APPENDIX C

Community Outreach (2012-2015) in Relation to Minority and Low-income Census Block Groups

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 2015

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

TABLE OF CONTENTS

I.	FOUR-FACTOR ANALYSIS.....	1
Factor 1:	The number and proportion of LEP persons served.....	1
Factor 2:	The Frequency with Which LEP Individuals Come into Contact with your Programs, Activities and Services.....	6
Factor 3:	The Importance to LEP Persons of Your Program, Activities and Services.....	7
Factor 4:	The Resources Available to the Recipient and Costs.....	7
II.	IMPLEMENTATION PLAN.....	10
Task 1:	Identifying LEP Individuals Who Need Language Assistance.....	10
Task 2:	Language Assistance Measures.....	10
Task 3:	Training Staff.....	14
Task 4:	Providing Notice to LEP Persons.....	14
Task 5:	Monitoring and Updating the LEP Plan.....	15

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	Passenger Fife/Milton/Edgewood Survey in English and Spanish
Appendix I	Fife/Milton/Edgewood Introduction Poster in Spanish
Appendix J	Fife/Milton/Edgewood Overview in Spanish
Appendix K	The Way to Go to the Books Library Information Rack Card in English and Spanish
Appendix L	Google Translate menu from Pierce Transit website

Access to Pierce Transit Services for Persons with Limited English Proficiency

Four-Factor Analysis and Implementation Plan

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

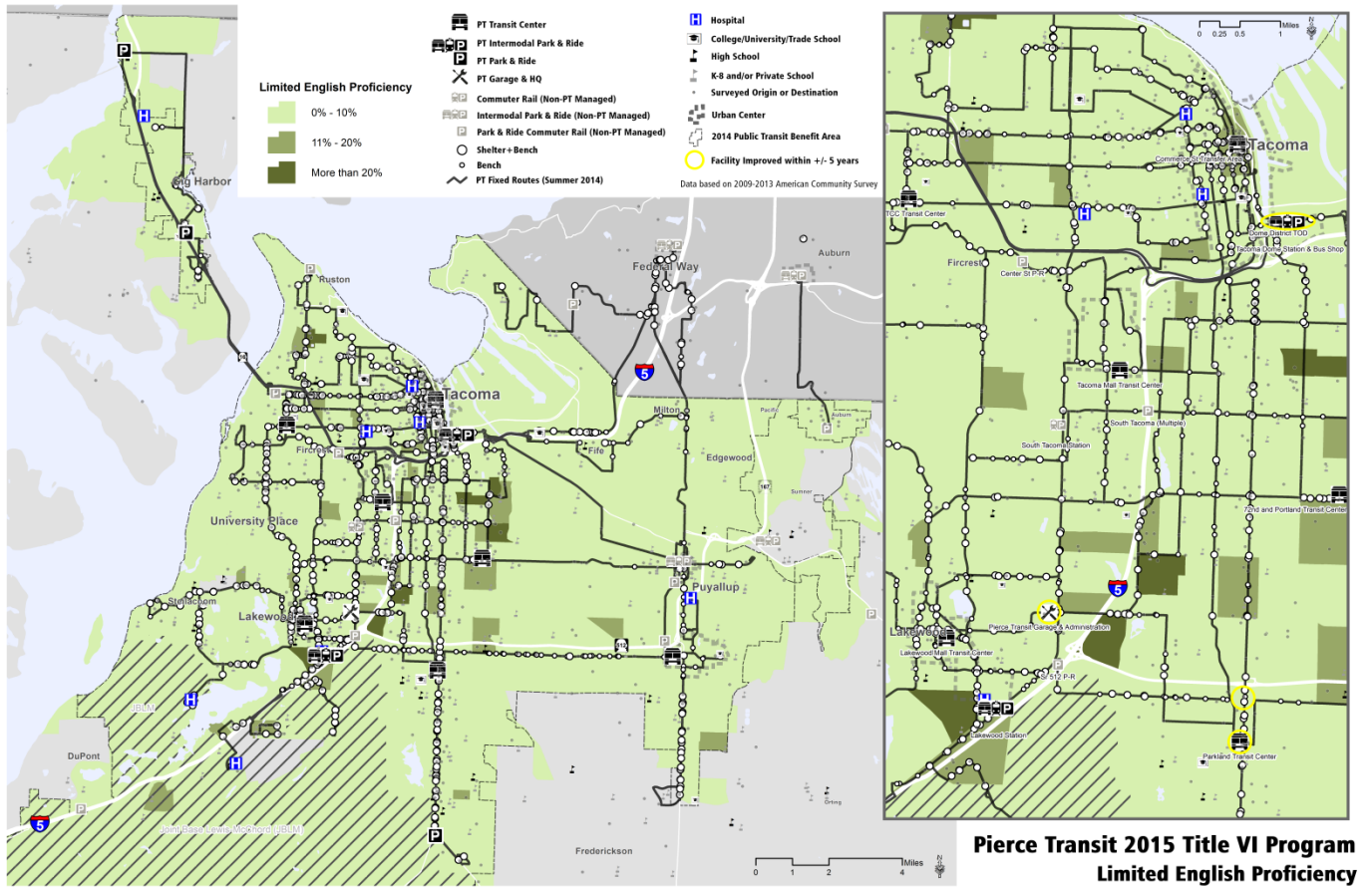
US Census: Data about LEP populations was gathered in the U.S. Census 2010 and the yearly American Community Survey. Pierce Transit (PT) used the 2013 American Community Survey (ACS) data which uses data from 2009-2013. The ACS data provides relevant demographic data for LEP/Title VI analysis, is updated 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 253,625 persons. According to 2013 ACS data, the County population is 805,434 and the Public Transportation Benefit Area (PTBA) boundary includes 551,809 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



**Pierce Transit 2015 Title VI Program
Limited English Proficiency**

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 by Ability to Speak English

	Total	Percent	LEP Rank
Estimate; Total:	551809	100.0%	
Speak only English	458894	83.2%	
German:	4343	0.8%	
German: - Speak English "very well"	3300	0.6%	
German: - Speak English "less than very well"	1043	0.2%	7
Korean:	8646	1.6%	
Korean: - Speak English "very well"	2930	0.5%	
Korean: - Speak English "less than very well"	5716	1.0%	2
Mon-Khmer, Cambodian:	4244	0.8%	
Mon-Khmer, Cambodian: - Speak English "very well"	2421	0.4%	
Mon-Khmer, Cambodian: - Speak English "less than very well"	1823	0.3%	5
Other Pacific Island languages:	4881	0.9%	
Other Pacific Island languages: - Speak English "very well"	3756	0.7%	
Other Pacific Island languages: - Speak English "less than very well"	1125	0.2%	Not specific
Other Slavic languages:	2369	0.4%	
Other Slavic languages: - Speak English "very well"	1278	0.2%	
Other Slavic languages: - Speak English "less than very well"	1091	0.2%	Not specific
Russian:	5057	0.9%	
Russian: - Speak English "very well"	2545	0.5%	
Russian: - Speak English "less than very well"	2512	0.5%	4
Spanish or Spanish Creole:	37092	6.7%	
Spanish or Spanish Creole: - Speak English "very well"	22375	4.1%	
Spanish or Spanish Creole: - Speak English "less than very well"	14717	2.7%	1
Tagalog:	5347	1.0%	
Tagalog: - Speak English "very well"	3880	0.7%	
Tagalog: - Speak English "less than very well"	1467	0.3%	6
Vietnamese:	5605	1.0%	
Vietnamese: - Speak English "very well"	2147	0.4%	
Vietnamese: - Speak English "less than very well"	3458	0.6%	3

Source: U.S. Census, American Community Survey 2009-2013

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. Analysis of the above table shows that after English, Spanish is the most frequently spoken language in households in Pierce Transit’s service area (14,717 Spanish-speaking individuals speak English “less than very well,” which is about 2.7% of the service area population). Spanish is about 2.5 times as likely to be spoken by LEP individuals as the next highest language, Korean, which comprises 5,716 individuals or 1.0% of the population. The language that falls into third place is Vietnamese, with 3,458 individuals (or 0.6% of the population) who speak English less than well. Russian, Cambodian (Mon-Khmer), Tagalog and German 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.

Of the 551,809 people living in the PTBA, about 38,351 or seven percent speak English “less than very well.”

Pierce Transit asked our customers about their English proficiency during the 2014 Customer Satisfaction Survey. The ACS data above provides information about the population in the service area, while this provides additional information about the agency’s riders. The results are below in Tables 2 and 3.

Table 2. English Proficiency of Pierce Transit’s Customers

English Proficiency	
Very Well	76%
Less than Very Well	24%
Language Spoken at Home	
English only	86%
Other than English	14%

Table 3. Languages Spoken by Pierce Transit Customers

Language	# Customers	% (n=650)
Spanish	12	2%
German	2	0.3%
French	2	0.3%
Chinese	1	0.15%
Vietnamese	1	0.15%
Tagalog	1	0.15%
Hindi	1	0.15%
Other	5	0.8%

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. Contact with these groups has not been regular due to staff reductions.

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 implementation of a demonstration service project. Outreach included targeting areas with posters and other printed materials that were translated into Spanish when the Title VI analysis identified a large Spanish population in a community. Printed brochures were created to provide the public with demonstration information including map, schedule, and fare information. 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 (as listed in Table 1, above). TTY Relay information was also provided. Pierce Transit conducted rider and community surveys to systematically collect opinions on the demonstration project. Surveys were conducted via intercept on vehicles, through mailers, and online. These surveys were translated to Spanish in high LEP populations.

Another outreach example is from early 2013 when PT proposed new Title VI policies in compliance with the new 2012 FTA 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 of these 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 throughout 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. Similar activities are conducted for proposed major service changes and fare changes in addition to staff outreach to customers at transit centers.

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 a bilingual Customer Service Representative or 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 2014 only eight calls requested interpreter services. This is a significant reduction from our 2011 language line usage which had mainly Spanish interpretation assistance requests. Statistics for 2014 do not necessarily reflect actual language assistance needed, as we presently employ a Spanish speaking Representative that handles the majority of the Spanish translation requests in Customer Service.

Table 4. Language Assistance Line Use – 2014

	French	Korean	Russian	Somalian	Spanish	Vietnamese	Total Calls/Month	Total Cost	Average Cost per Call
January			1				1	\$3.23	\$3.23
February		1					1	\$4.70	\$4.70
March						1	1	\$7.84	\$7.84
April									
May									
June					1		1	\$11.76	\$11.76

	French	Korean	Russian	Somalian	Spanish	Vietnamese	Total Calls/Month	Total Cost	Average Cost per Call
July				1	1		2	\$37.04	\$18.52
August									
September									
October									
November									
December	1	1					2	\$3.63	\$1.82
Total	1	2	1	1	2	1	8	\$68.20	\$8.53

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 7% LEP persons. Many block groups in Pierce Transit’s service area have a greater proportion than the service area average; most of those block groups with even higher proportions of LEP persons are also located on major transit routes (see Figure 1). This shows that many new immigrants, many of whom have limited English proficiency, appear to make decisions about where they live based on transit availability. They rely on transit to get them to their jobs, shopping and appointments.

Factor 4: The Resources Available to the Recipient and Costs

Pierce Transit has a number of language assistance measures in place. Translation and interpretive services are provided through the language assistance line, allowing customer service representatives to communicate with customers in more than 200 languages. The agency’s Human Resources Department also maintains a list of employees with non-English language skills who are able to assist customers. Pierce Transit also developed a “Transit Spanish” course to operators and others who are in close contact with our customers (no longer offered due to recent cost/staffing reductions). 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 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. 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	\$0.00	Approximately 130000 schedule books published 3x/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

Item	Translation Cost	Quantity	Cost
D)			
"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 130,000 schedule books published 3x/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)	N/A	One is displayed inside active Pierce Transit buses; currently that count is 137 buses.	\$1,001.00
Passenger Survey in English and Spanish –regarding Fife/Milton/Edgewood Services (Appendix H)	\$0.00	English and Spanish surveys were printed separately, and offered by Pierce Transit staff to passengers. 313 on-board surveys were returned in Fall 2013, of which none were the Spanish version.	Negligible
Title VI Notice to the Public Large Ride Guide (English and Spanish)	\$0.00	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 18 locations.	Marginal additional cost
Title VI Notice to the Public (English and Spanish)	\$0.00	The Title VI Notice is displayed at our Customer Service and Reception desks.	Negligible
Not On Our Bus brochures in Spanish	\$0.00	2,500	\$847.00
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 90 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.	Redesigned website: the cost of adding Google Translate was not itemized by the vendor, it was just part of the overall redesign expense.
Routes 503 & 504 Introductory posters and overview documents (English and Spanish) (Appendix I, Appendix J)	\$0.00	To introduce the new routes, one Spanish poster and 25 Spanish brochures were distributed at Los Gordos Mexican Gift Store, which has a large Spanish speaking customer base. English posters and overview documents were also distributed in businesses and information outlets in the area.	negligible
"Service Ending –Routes 503 & 504" (English and Spanish)	\$0.00	When demonstration Routes 503 & 504 proved unsuccessful, the agency used a variety of communication methods to announce this change. English posters were displayed in key community locations, and one Spanish version was posted at a Los Gordos Mexican Gift Store.	negligible
"The Way to Go to the Books" Library Information Rack Card (English and Spanish) (Appendix K)	\$0.00	Distributed in local libraries.	
Using community volunteers to interpret information	\$0.00	Korean flyer translated in 2010; 4 press releases in 2011 translated by community group representatives	\$0.00 to \$100.00
Using bilingual staff to interpret as needed	\$0.00	Ongoing, as-needed.	\$0.00
Using telephone interpreter services (Appendix B)	Average cost per call is \$8.53	8 calls for 2014	\$68.20 in 2014
Advertisements in ethnic media		Pierce Transit placed radio ads on two Spanish and one Korean radio station during the PT Tomorrow process, but has not placed such ads in recent years, since we have not faced the major service reductions needed during the Great Recession.	

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. Currently we have one full time customer service representative who speaks Spanish

fluently. The language assistance line is providing assistance at an average cost of \$8.53 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: Pierce Transit examined the technical details involved in adding Google Translate to its website to allow access to the html web information in a language of the customer's choice. The agency hired an outside vendor to redesign the Pierce Transit website, and Google Translate was incorporated into the new site design (Appendix L). The new website launched in early 2013, and website visitors are taking advantage of the translation feature, especially in Spanish. Going forward, we wish 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 should continue to focus on 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 already 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 2.7% of the population, or 14,717 LEP persons, speak Spanish, while about 5,716 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 German.

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 unit <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, and Tagalog. (Appendix E). German was recently added as a result of this analysis.	Approximately 130,000 schedule books published 3x/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.	Continue publishing in the schedule books, service change rider alerts, and on website.	Marketing unit <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 Unit <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 unit <i>Ongoing</i>
Passenger Surveys in Spanish (Appendix L)	PT conducted an on-board survey in Fall 2014	Continue to provide written surveys in Spanish. Include statement in alternate languages on future surveys that language assistance is available.	Planning and Scheduling Unit/BDO <i>Ongoing</i>
Translated information on	Pages on agency website in Spanish: http://www.piercetransit.org/alerts/como_tomar.htm ;	Continue to feature Google Translate on the PT website	Marketing unit

Item	Where Available	Recommended Action	Responsibility & Timeline
agency website	http://www.piercetransit.org/title_vi.html ; http://www.piercetransit.org/pdfs/complaint_sp.pdf	to allow access to html web information in a language of the customer's choice. Additionally, we will consider converting some PDF documents on the website into HTML, to make them available to the translating functionality. Examples include: SHUTTLE Eligibility Application Packet, and SHUTTLE Manual.	<i>Ongoing</i>
Using community volunteers to interpret information	In the past, the Public Involvement Team coordinated the translation and distribution of public outreach information flyers in six languages: Spanish, Korean, Vietnamese, German, Chinese and Russian. Community volunteer resources from the International Student Program at St. Martin's University provided translations for Korean, Vietnamese and Chinese, and the International Exchange Student department at Tacoma Public Schools did the Russian translation.	Pierce Transit should develop a process to determine which documents require translation. Pierce Transit should develop a policy to ensure the competency of interpreters and translation services.	Cross-agency Community Outreach Team <i>By mid-2016(delay due to staff cutbacks)</i>
Using bilingual staff to interpret as needed	Human Resources maintains a database on employees fluent in languages other than English. The database is available on the shared directory for all employees to access. Level of fluency is noted. Employees were used for translations of information into German and Spanish.	Pierce Transit should ensure the database is maintained and current. Policy (noted above) to ensure competency should apply to internal staff.	Human Resources & Technology 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.	Office of Information Technology; Fixed Route Customer Service Department <i>Ongoing</i>
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 Relations Officer; Clerk of the Board

Item	Where Available	Recommended Action	Responsibility & Timeline
		public hearings.	<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.

Our overall training program constantly changes and adjusts to reflect the needs of our employees and the agency. In 2014, as the economy began to rebound, Pierce Transit began adding training opportunities back to our employee development efforts. We refreshed the LEP information given to all new employees (as described above) and are currently working with our bus safety and training group to refresh our curriculum on LEP resources available to our customers.

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. 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 regular agenda for the Community Transportation Advisory Group (CTAG). This group meets monthly and assists 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. Such monitoring might be best accomplished if the monitors pose as riders and observe how agency staff responds to their requests. Agencies can work with multilingual staff or community members to determine if employees are responding appropriately to requests made with limited English or in a language other than English. Pierce Transit will consider implementation of this guidance using available resources.

Based on the feedback received from outreach to community groups, CTAG, and operators, Pierce Transit may make 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. Anecdotal stories have been documented by supervisors assisting LEP customers and challenges and successes of those interactions, which generally end with much appreciation from the customer being assisted. 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	Passenger Fife/Milton/Edgewood Survey in English and Spanish
Appendix I	Fife/Milton/Edgewood Introduction Poster in Spanish
Appendix J	Fife/Milton/Edgewood Overview in Spanish
Appendix K	The Way to Go to the Books Library Information Rack Card in English and Spanish
Appendix L	Google Translate menu from Pierce Transit website

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

상단 헤더의 '언어'를 클릭하여이 페이지를 번역.

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

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

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

បកប្រែទំព័រនេះដោយចុចលើ 'ភាសា' នៅក្នុងឯកសារកំពូល។

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 pagsasalin 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.

អាចទំនាក់ទំនងអ្នកតំណាងអរសេវាកម្រិតភាសាខ្មែរ (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.

TASK OUTLINE

Effective Date: July 16, 2015

Review Due: July 16, 2016

Replaces: February 12, 2009

See Also:

Approved By: Kathy Walton, Marketing Manager

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

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

1. Determine the language of the non-English speaking customer
2. Access an interpreter
 - a. When receiving a request in person:
 - 1) Dial 1-866-874-3972
 - 2) Provide client ID # 577515
 - 3) Select the language needed
 - i. Press 1 for Spanish
 - ii. Press 2 for all other languages and state the name of the language needed
 - iii. Press 0 for agent assistance if you cannot determine the language
 - b. When receiving a request over the phone:
 - 1) On Clarity, keep the person online, select 'contact' in the upper right corner of the screen
 - 2) Dial 1-866-874-3972, select 'invite' on the Clarity screen
 - 3) Select 'yes' when asked "Are you sure you want to invite?"
 - 3) Provide client ID # 577515 when prompted
 - 4) Select the language needed
 - i. Press 1 for Spanish
 - ii. Press 2 for all other languages and state the name of the language needed
 - iii. Press 0 for agent assistance if you cannot determine the language
 - 5) When the interpreter is connected, all members will be present on the call
3. After being connected to the interpreter:
 - a. Supply your employee number to the interpreter and explain the situation
 - 1) The customer will be conferenced into the call
 - 2) If the customer is in person, place the call on speaker phone or the handset must be handed between you and the customer
 - b. The interpreter will provide his/her ID number
 - c. Note this information on the Language Line [2014](#) 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 2014 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 con estos contactos:

- **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
통화하시려면 253-581-8000 으로 전화하십시오.

ສາຍອິດສະໜີສູ່ບໍລິຫານສេវາບັນທຶກພາສາຂ້າງ (ກຸ່ມຊົນ) ເຜົ່າໜຶ່ງ
ເຜົ່າໜຶ່ງເທົ່າໜຶ່ງ: ເລຂາສູນສັງຄົມ 253-581-8000 ຫາ

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

¡Tomar el autobús es fácil!

Aquí hay algunos puntos básicos para comenzar

Busque la parada de su vecindario. Los números indican cuales rutas se paran allí. Las 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 si su parada es accesible. Un representante encontrará una cerca de usted.

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

Tenga su tarifa lista Use su tarjeta de ORCA, su All Day Pass (pase de día entero) o traiga efectivo exacto. La caja de cobro no da cambio.

¿Necesita Ud. tomar más de un autobús para llegar a su destino? Pasajeros que usan dinero deben pagar cada vez que abordan el autobús. Depende con qué frecuencia Usted va a viajar en un día, Usted podría comprar un All Day Pass (pase del día entero). Los pases son disponibles los siete días de la semana y son válidos para viajes sin límite en cada ruta o autobús de Pierce Transit hasta el fin del día de servicio (2:59 a.m.). Compre un pase del día entero a bordo los autobuses de Pierce Transit o por una tarjeta de ORCA precargada.

Si usted paga 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 el saldo es muy bajo, usted puede pagar con dinero.

Si paga con un pase regional por 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. Si el saldo es muy bajo, usted puede pagar con dinero.

Pídale al conductor la parada más cercana posible a su destino. Cuando se encuentre a una cuadra antes de su parada, jale el cordón de la campanilla y bajese en la próxima parada.

Llame al 253.581.8000 para saber si algún lugar es accesible por autobús. Un representante de servicio al cliente esta para servirle. O informese sobre el Trip Planner en piercetransit.org.

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



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@piercettransit.org

Visit our website: www.piercettransit.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@piercettransit.org

Nuestro sitio del internet: www.piercettransit.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

151

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.

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

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

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

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

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

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

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

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

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

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

Spanish

Russian

Vietnamese

Tagalog (spoken in Philippines)

Korean

Khmer (spoken in Cambodia)

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 սոսէք ո՞ր ք յէկ լեզուն կը խօսիք՝ դպրեւզի 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



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.



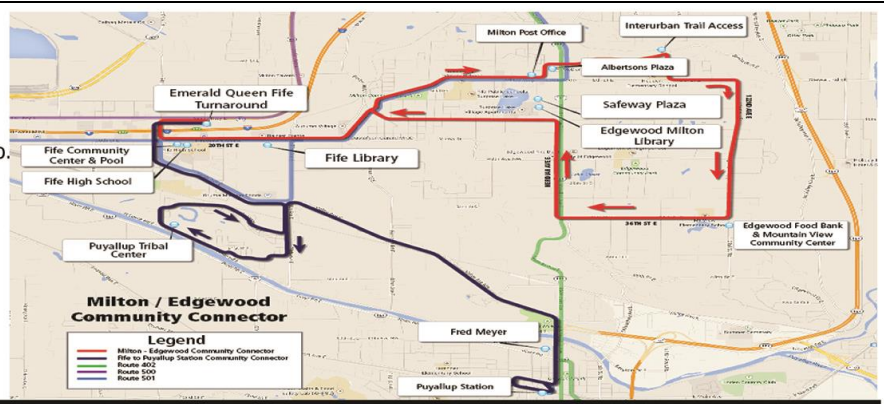


Encuesta

Pierce Transit necesita su opinión sobre la siguiente propuesta. Por favor revise el mapa, lea el código de color correspondiente al las notas de la propuesta de servicio. llene su opinión, y devuelvalo al representante de Pierce Transit.

Esta propuesta sería agregar adaptado local de rutas fijas dentro de las Comunidades de Fife, Milton y Edgewood. Si se aprueba, estos cambios se producirán con el cambio de servicio de Febrero, 2014.

Esta propuesta irá delante de la Junta de comisionados de Pierce Transit's el 18 de noviembre de 2013. Todos los comentarios serán revisados antes que la junta tome acción.



Descripción	Propuesta	Opinión
Milton-Edgewood conexión cercanías. Servicio personalizado local	Añadición de un servicio local personalizado a la comunidad que une las comunidades de Milton y Edgewood con Fife. Un pequeño vehículo de 25-pies Cada 60 minutos 7 días de la semana de 10am y 2pm, con la excepción de los Jueves, que sería de 10 AM a 7 PM. servicio está integrado con la ruta 501. Y las transferencias con las rutas 402 y 500.	<input type="checkbox"/> Estoy de acuerdo con esta propuesta. <input type="checkbox"/> No estoy de acuerdo con esta propuesta. <input type="checkbox"/> Yo no tengo opinión sobre esta propuesta
Fife a la estación de Puyallup conexión cercanías. Servicio personalizado local	Añadición de un servicio local personalizado conectando a Fife con la estación de Puyallup. Un pequeño vehículo de 25-pies Que fuera sólo de lunes a viernes; centrándose tanto en conexiones y en conectar las comunidades. <ul style="list-style-type: none"> • conexión cercanías.: cada 30 minutos 6 - 8am y 4 - 6:30pm Para cumplir con Sounder tren. • conexión cercanías.: cada 60 minutos 9am-4pm. 	<input type="checkbox"/> Estoy de acuerdo con esta propuesta. <input type="checkbox"/> No estoy de acuerdo con esta propuesta. <input type="checkbox"/> Yo no tengo opinión sobre esta propuesta
Adjustes a la Ruta 402 Milton/Edgewood y la estación de Conexión en Puyallup	Adjustando cuatro viajes de la Ruta 402 para mejorar el servicio de las conexiones con el Sounder Tren la Estación de Puyallup. AM ajustar los primeros dos viajes para comenzar a: <ul style="list-style-type: none"> • 5:20am Viaje comenzará a 5:05am Federal Way (FWTC), sale de la estación de Puyallup a las 5:37am • 6:15am tViaje comenzará a 6:12am Federal Way (FWTC), sale de la estación de Puyallup a las 6:46am PM Ajustar dos viajes para cumplir con el Sounder Tren: <ul style="list-style-type: none"> • 2:37pm viaje de 171st Meridian, sale de la estación de Puyallup a 3:56pm • 4:39pm viaje de 171st Meridian, sale de la estación de Puyallup a 5:37pm 	<input type="checkbox"/> Estoy de acuerdo con esta propuesta. <input type="checkbox"/> No estoy de acuerdo con esta propuesta. <input type="checkbox"/> Yo no tengo opinión sobre esta propuesta
Ruta 501 Adjustamientos Integrar servicio Comunitario con la propuesta de servicios personalizado	Eliminar cuatro viajes en la semana, ocho los sábados y seis los domingos de la ruta 501, Integrar servicios restantes con la propuesta de conectores personalizados en la comunidad. Entre semana viajes propuestos para la eliminación: <ul style="list-style-type: none"> • Comenzando desde 10th & Commerce viajando a FWTC: 9:58am y 12:01pm • Comenzando desde FWTC viajando a 10th & Commerce: 11:16am y 1:16pm Sábado, viajes propuestos para eliminación: servicios a mediados del día <ul style="list-style-type: none"> • Comenzando desde 10th & Commerce viajando a FWTC: 11:10am, 1:10pm, 3:10am, 5:10pm • Comenzando desde FWTC viajando a 10th & Commerce: 10:15am, 12:15pm, 2:15pm, 4:15pm Primero y última viajes siguen siendo la conexión a Federal Way. Otras conexiones a través de una transferencia a la ruta 500 o 402. Domingo viajes propuestos para eliminación: servicios a mediados del día <ul style="list-style-type: none"> • Comenzando desde 10th & Commerce viajando a FWTC: 11:10am, 1:10pm, 3:10am • Comenzando desde FWTC viajando a 10th & Commerce: 10:15am, 12:15pm, 2:15pm Primero y última viajes siguen siendo la conexión a Federal Way. Otras conexiones a través de una transferencia a la ruta 500 o 402.	<input type="checkbox"/> Estoy de acuerdo con esta propuesta. <input type="checkbox"/> No estoy de acuerdo con esta propuesta. <input type="checkbox"/> Yo no tengo opinión sobre esta propuesta.
Comentarios:		

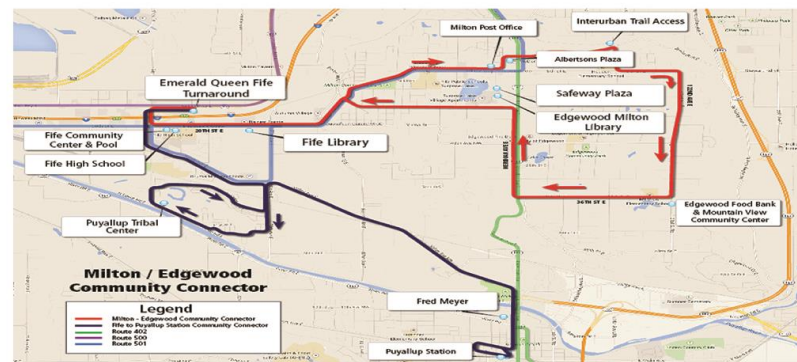


Encuesta

Pierce Transit necesita su opinión sobre la siguiente propuesta. Por favor revise el mapa, lea el código de color correspondiente a las notas de la propuesta de servicio. llene su opinión, y devuelvalo al representante de Pierce Transit.

Esta propuesta sería agregar adaptado local de rutas fijas dentro de las Comunidades de Fife, Milton y Edgewood. Si se aprueba, estos cambios se producirán con el cambio de servicio de Febrero, 2014.

Esta propuesta irá delante de la Junta de comisionados de Pierce Transit's el 18 de noviembre de 2013. Todos los comentarios serán revisados antes que la junta tome acción.



Propuesta: Comunidad Conector • Servicio personalizado local	
<p>Adición de un servicio local personalizado a la comunidad que une las comunidades de Milton y Edgewood con Fife. Un pequeño vehículo de 25-pies Cada 60 minutos 7 días de la semana de 10am y 2pm, con la excepción de los Jueves, que sería de 10 AM a 7 PM. servicio está integrado con la ruta 501.</p>	<input type="checkbox"/> Estoy de acuerdo con esta propuesta. <input type="checkbox"/> No estoy de acuerdo con esta propuesta. <input type="checkbox"/> Yo no tengo opinión sobre esta propuesta
Propuesta: Fife a la estación de Puyallup Comunidad Conector • Servicio personalizado local	
<p>Adición de un servicio local personalizado conectando a Fife con la estación de Puyallup. Un pequeño vehículo de 25-pies Que fuera sólo de lunes a viernes; centrándose tanto en conexiones y en conectar las comunidades.</p> <ul style="list-style-type: none"> • conexión cercanías.: cada 30 minutos 6 - 8am y 4 - 6:30pm Para cumplir con Sounder tren. • conexión cercanías.: cada 60 minutos 9am-4pm. 	<input type="checkbox"/> Estoy de acuerdo con esta propuesta. <input type="checkbox"/> No estoy de acuerdo con esta propuesta. <input type="checkbox"/> Yo no tengo opinión sobre esta propuesta
Propuesta: Ajustes de la Ruta 402 • Milton/Edgewood a la conexión en la estación de Puyallup	
<p>Ajustando cuatro viajes de la Ruta 402 para mejorar el servicio de las conexiones con el Sounder Tren la Estación de Puyallup. AM ajustar los primeros dos viajes para comenzar a:</p> <ul style="list-style-type: none"> • 5:20am Viaje comenzará a 5:05am Federal Way (FWTC), sale de la estación de Puyallup a las 5:37am • 6:15am Viaje comenzará a 6:12am Federal Way (FWTC), sale de la estación de Puyallup a las 6:46am <p>PM Ajustar dos viajes para cumplir con el Sounder Tren:</p> <ul style="list-style-type: none"> • 2:37pm viaje de 171st Meridian, sale de la estación de Puyallup a 3:56pm • 4:39pm viaje de 171st Meridian, sale de la estación de Puyallup a 5:37p 	<input type="checkbox"/> Estoy de acuerdo con esta propuesta. <input type="checkbox"/> No estoy de acuerdo con esta propuesta. <input type="checkbox"/> Yo no tengo opinión sobre esta propuesta
Propuesta: Ajustes en la Ruta 501 • Integrar servicio comunitario con la propuesta de conectores personalizados	
<p>Eliminar cuatro viajes en la semana, ocho los sábado y seis los domingo de la ruta 501, Integrar servicios restantes con la propuesta de conectores en la comunidad. Entre semana viajes propuestos para la eliminación: Sábado, viajes propuestos para eliminación: servicios a mediados del día</p> <ul style="list-style-type: none"> • Comenzando desde 10th & Commerce viajando a FWTC: 9:58am y 12:01pm Comenzando desde 10th & Commerce viajando a FWTC: 11:10am y 1:10pm • Comenzando desde FWTC viajando a 10th & Commerce: 11:16am y, 1:16pm 3:10am, 5:10pm <p style="text-align: center;">Comenzando desde FWTC viajando a 10th & Commerce: 10:15am, 12:15pm, 2:15pm, 4:15pm</p> <p><i>Primer y última viajes seguirán siendo la conexión a Federal Way. Otras conexiones a través de una transferencia a la ruta 500 o 402.</i></p> <p>Domingo viajes propuestos para eliminación: servicios a mediados del día</p> <ul style="list-style-type: none"> • Comenzando desde 10th & Commerce viajando a FWTC: 11:10am, 1:10pm, 3:10am • Comenzando desde FWTC viajando a 10th & Commerce: 10:15am, 12:15pm, 2:15pm <p><i>Primer y última viajes seguirán siendo la conexión a Federal Way. Otras conexiones a través de una transferencia a la ruta 500 o 402.</i></p>	<input type="checkbox"/> Estoy de acuerdo con esta propuesta. <input type="checkbox"/> No estoy de acuerdo con esta propuesta. <input type="checkbox"/> Yo no tengo opinión sobre esta propuesta
Comments:	

Solicitamos sus opiniones

Servicio adaptado para su comunidad

El **Fife-Milton-Edgewood Community Connector** que se propone incluye dos conceptos de recorridos desarrollados por un equipo dedicado a la inversión en la comunidad, asociado con Pierce Transit. El equipo enfocó en mejorar los servicios de autobús dentro de las comunidades de Fife, Milton, y Edgewood y recomendó modificaciones del servicio al Recorrido (ruta) 402 y al Recorrido (ruta) 501 para integrarlos con los recorridos (rutas) propuestos.

SOLUCIONES
Fife-Milton-Edgewood
INNOVADORAS

PROPUESTA

Nos gustaría su reacción acerca de lo siguiente

- 1 Añadir un Community Connector local y adaptado que une las comunidades de Milton y Edgewood con Fife.
- 2 Añadir un Community Connector local y adaptado que une Fife con la terminal Puyallup.
- 3 Modificar cuatro Recorrido (ruta) 402 viajes para mejorar empalmes con servicio del tren Sounder en la terminal Puyallup.
- 4 Eliminar algunos viajes escogidos del Recorrido (ruta) 501 y luego integrar el servicio que queda con el servicio Community Connector nuevo y adaptado.

Haga una encuesta

Nos gustaría escuchar lo que la comunidad piensa sobre los servicios adaptados propuestos. Por eso, le ofrecemos dos exposiciones y una reunión pública para recibir sus reacciones. Cuando le convenga, además creamos una encuesta breve por el internet para guiarnos en proveer estos servicios innovadores.

Favor de responder antes del 8 de noviembre

Para más información,
favor de contactar a
Tina Lee
253.589.6887
tlee@piercetransit.org

Para participar
en una encuesta
breve, favor de
visitar
piercetransit.org



Las dos exposiciones y la reunión pública

¡Únase con nosotros para dar su opinión!

Exposición el 30 de octubre

4:30PM - 7:30PM
De 4:30 pm a 7:30 pm
Fife City Hall
5411 23rd Street, Fife
Servicio por ruta 501

OCT 30

Exposición el 2 de noviembre

De 11:00 am a 2:00 pm
Bibliotheca de Milton/Edgewood
900 Meridian East, Milton
Servicio por ruta 402

NOV 2

Reunión Pública el 18 de noviembre

A las 4:00 pm
Centro de instrucción de Pierce Transit
3720 96th Street SW, Lakewood
Servicio por ruta 48 y 300

NOV 18

Los clientes registrados con el servicio SHUTTLE pueden obtener transporte especializado ida y vuelta de la exposición por llamar SHUTTLE a 253-581-8000, opción 2, de uno a cinco días de anticipación de la exposición. Un intérprete para los sordos será provisto a solicitud con un mínimo de dos semanas de anticipación.



pull date 11/19/13



**Fife-Milton-Edgewood Solución innovadora
Conector Comunitario**

Antecedentes

La propuesta de Fife-Milton-Edgewood en Conectar la Comunidad es el resultado de una Comunidad comprometida, un equipo de inversion, que en asociación con la ruta de Pierce Transit, dos conceptos desarrollados se centró en el mejoramiento de rutas fijas dentro de las Comunidades de Fife, Milton, y Edgewood. Conceptos de servicio propuesto se centra en:

- Las necesidades de la comunidad. Servicios principales en Fife, Milton, Edgewood y destinos en la comunidad incluyendo tiendas, médicos, bibliotecas, iglesias, parques, centros comunitarios y oficinas de correos.
- Las conexiones. De transporte en Fife, Milton y Edgewood, los viajeros a la estación del Sounder Tren en Puyallup en tiempo de viaje.
- Servicio personalizado integración con sistema de tránsito existentes. Conector del enlace comunitario para las rutas 402 y 500 para un fácil acceso.

Equipo de inversión comunitaria

- La Ciudad de Edgewood Edgewood F.I.S.H. banco de alimentos
- La Ciudad de Fife Puyallup Tribu de los indios
- La Ciudad de Milton Centro de Comunidad Mountain Veiw
- La Ciudad de Puyallup La asociación de propietarios resplandor

Buscamos comentarios público

Queremos escuchar lo que la comunidad piensa sobre la propuesta de Fife-Milton y Edgewood de servicios personalizados.

Comuníquese con: Tina Lee | Pierce Transit | Innovación en el servicio administrador

Telefono: 253.589.6887

Correo electrónico: tlee@piercetransit.org

Correo:Pierce Transit | P.O. Box 99070 | Lakewood, WA 98496-0070

Pierce Transit se conecta con las comunidades con seguridad, fiables, nos adaptamos a las necesidades de los clientes con opciones de transporte.
Pierce Transit | 3701 96th ST SW | Lakewood, WA 98499-4431 | 253-581-8000 / TTY Relay: 711 | piercetransit.org

Fechas

Miercoles, Oct 30
Puertas abiertas • 4:30 - 7:30 p.m.
Fife City Hall
5411 23rd Street East, Fife

Sabado, Noviembre 2
Puertas abiertas • 11 a.m. – 2 p.m.
Milton/Edgewood biblioteca
900 Meridian East, Milton

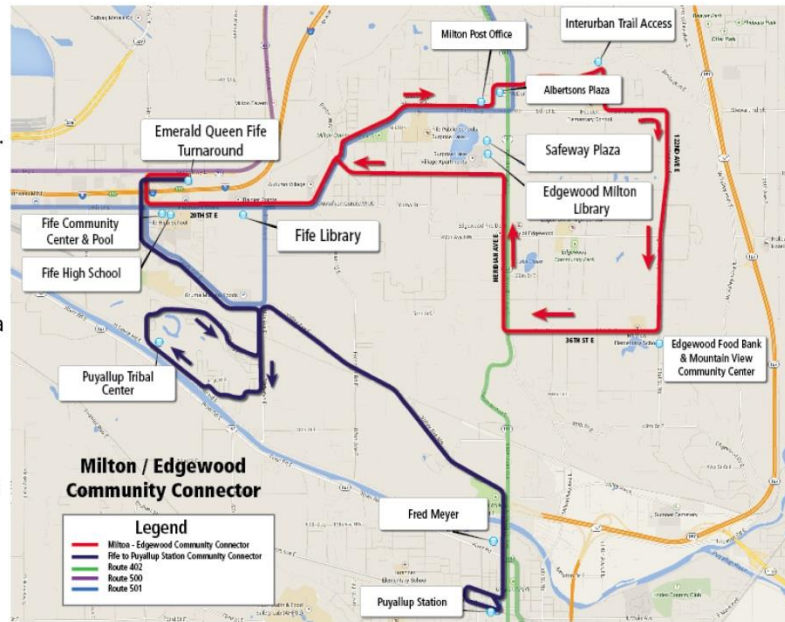
Lunes, Noviembre 18
Comentario Público• Pierce Transit reunión de la junta directiva
4:00 p.m.
Pierce Transit Centro de capacitación
3701 96th Street SW

(Reunión en la que se espera que la junta decida si aprueban servicio adecuado a las necesidades a la aplicación de los cambio de servicio en Febrero 2014.)



La Propuesta

1. Añadir un conector local vinculando las comunidades de Milto y Edgewood con Fife.
2. Añadir un conector local personalizado Vinculando la Comunidad de Fife con la estación del tren en Puyallup.
3. Ajustar cuatro viajes de la ruta 402 para hacer mejores conexiones con los servicios del Sounder tren en la estación de Puyallup.
4. Eliminar dieciocho viajes de la ruta 501, integrando los servicios restantes con la propuesta personalizada conectando las comunidades.



Propuesta	Detalles del Servicio	
Milton-Edgewood Comunidad Conectada Servicio personalizado local	<ul style="list-style-type: none"> Vehículo pequeño– 25 ft. Expandir servicio: Los fines de Semana y entre Semana -Jueves: 10am – 7pm; -Todos los demas dias: 10am – 2pm 	<ul style="list-style-type: none"> 60 Minutos de frecuencia Integrado con la ruta 501
Fife a la estación de Puyallup Comunidad Conctada Servicio personalizado local	<p>Conexion Cercanias</p> <ul style="list-style-type: none"> Dias de semana: 6 - 8am y 4 - 6:30pm Tiempos de viajes aproximadamente cada 30 minutos para cumplir con el Sounder tren 	<p>Comunidad Conectada</p> <ul style="list-style-type: none"> Entre Semana: 9am – 4pm (No servicios los fines de semana) 60 Minutos de frecuencia
Adjustes a la Ruta 402 Milton/Edgewood y la estación de Conexión en Puyallup	<p>Identificar numero limitado de demostracion al parcar & viajar dos puestos y ajustando dos viajes de la Ruta 402 para cumplir con el Sounder tren en la estación de Puyallup.</p> <p>AM Ajustar los dos primeros tiempos de viaje para comenzar a:</p> <ul style="list-style-type: none"> 5:20am Viaje comenzará a 5:05am Federal Way (FWTC), Sale la estación de puyallup a 5:37am 6:15am Viaje comenzará at 6:12am Federal Way (FWTC), Sale la estación de puyallup a 6:46am 	<p>PM Ajustar los dos viajes para cumplir con el Sounder tren:</p> <ul style="list-style-type: none"> 2:37pm Viajes de la 171st y Meridian, salen de la estación de Puyallup a las 3:56pm 4:39pm Viajes de la 171st Meridian, salen de la estación de Puyallup a las 5:37pm
Ruta 501 Adjustamientos Integrar servicio Comunitaio con la propuesta de servicios personalizado	<p>Las conexiones de Federal Way o Tacoma con una transferencia de Milton Comunida conectada a cualquier Ruta 500 o Ruta 402.</p> <p>Propuestas para eliminación de viajes en semana:</p> <ul style="list-style-type: none"> Empezando en 10th & Commerce viajando a FWTC: 9:58am y 12:01pm Enpezando en FWTC Viajando a 10th & Commerce: 11:16am y 1:16pm <p>Sábado: Eliminar Servicio de mediodía. Mantener primer y último acuerdo sobre las conexiones a Federal Way. Las conexiones se efectúan mediante una transferencia a la ruta 500 o la ruta 402.</p> <ul style="list-style-type: none"> Sábado viajes propuestos para eliminación salen de 10th & Commerce viajando a FWTC: 11:10am, 1:10pm, 3:10am, 5:10pm Sábado viajes propuestos para su eliminación a partir de FWTC viajando a 10th & Commerce: 10:15am, 12:15pm, 2:15pm, 4:15pm <p>Domingo: Eliminar Servicio de mediodía. Mantener primer y último acuerdo sobre las conexiones a Federal Way. Las conexiones se efectúan mediante una transferencia a la ruta 500 o la ruta 402</p>	

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

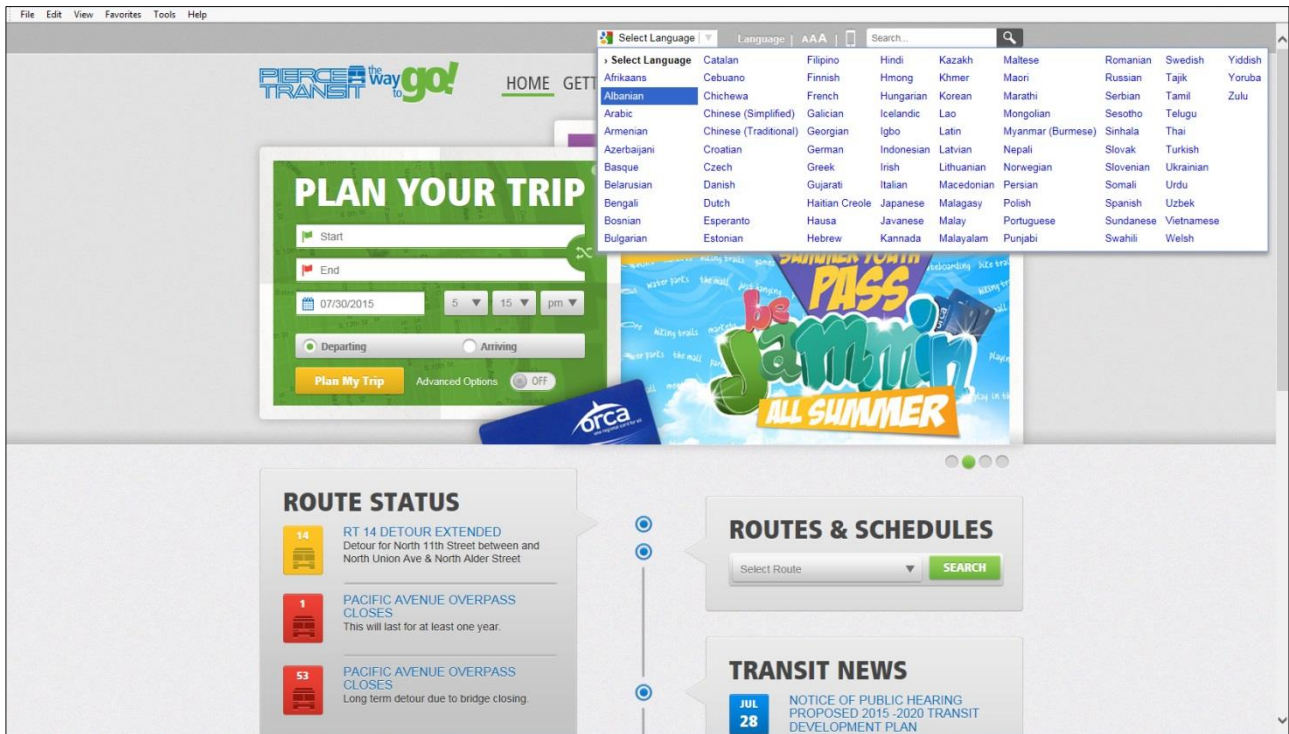
5107 112th Street East • 253.548.3321
Route / Ruta 410

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



APPENDIX E

Pierce Transit Performance Standards and Policies

Appendix E
Route Design and Performance Standards

System Performance Measures				
<p>MONITORING TOOLS Each Pierce Transit service will be monitored, with performance tracked and reported periodically.</p>	<p>The following performance measures will be tracked and maintained for each service mode, as outlined below.</p>			
	Fixed Routes	SHUTTLE	Vanpool	All Modes
Annual Platform Hours	Yes	Yes	No	No
Annual Revenue Hours	Yes	Yes	Yes	Yes
Annual Platform Miles	Yes	Yes	Yes	Yes
Annual Revenue Miles	Yes	Yes	Yes	Yes
Percent of Trips Operating On Time	Yes	Yes	No	No
Annual Boarding Passengers	Yes	Yes	Yes	Yes
Annual Passenger Miles	Yes	Yes	Yes	Yes
Number of Service Interruptions	Yes	Yes	Yes	Yes
Number of Complaints	Yes	Yes	Yes	Yes
Number of Compliments	Yes	Yes	Yes	Yes
Number of Accidents	Yes	Yes	Yes	Yes
Number of Preventable Accidents	Yes	Yes	Yes	Yes
Annual Operating Expenses	Yes	Yes	Yes	Yes
Annual Capital Expenses	No	No	No	Yes
Annual Farebox Revenues	Yes	Yes	Yes	Yes
Number of trips reduced at CTR affected worksites	No	No	No	Yes
Number of employer contacts made by PT staff	No	No	No	Yes
Number of employers participating in transportation subsidies/incentives	No	No	No	Yes
Depreciation Reserves	No	No	No	Yes
Working Capital Reserves	No	No	No	Yes
Number of Benches at Bus Stops	Yes	No	No	Yes
Number of Shelters at Bus Stops	Yes	No	No	Yes
Customer Satisfaction Index	No	No	No	Yes
Park-and-Ride Utilization	No	No	No	Yes
Park-and-Ride Spaces Provided	No	No	No	Yes

<p>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 success. Further research is needed in order to understand what factors are affecting system wide operating results.</p>	<p>SYSTEM PERFORMANCE TARGETS Each year Pierce Transit will evaluate each service based upon the following performance targets.</p> <table border="1"> <thead> <tr> <th></th> <th>Fixed Routes</th> <th>SHUTTLE</th> <th>Vanpool</th> <th>All Modes</th> </tr> </thead> <tbody> <tr> <td>Annual Service Hours per Capita</td> <td>>.7</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Annual Boardings per Capita</td> <td>>20</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Percent of Operating Costs Recovered from the Farebox</td> <td>20%</td> <td>2%</td> <td>100% (1)</td> <td>15%</td> </tr> <tr> <td>Boardings per Platform Hour</td> <td>>23</td> <td>>2.5</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Operating Cost per Vehicle Platform Hour</td> <td><\$119(2)</td> <td><\$119(2)</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Percent Of Trips Operating On Schedule</td> <td>>85%</td> <td>>85%</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Complaints per 1000 Riders</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> <td><1</td> </tr> <tr> <td>Service Interruptions per 100,000 Miles of Service</td> <td>>5</td> <td>>7</td> <td><7</td> <td>n/a</td> </tr> <tr> <td>Customer Satisfaction Index Results</td> <td>n/a</td> <td>n/a</td> <td>n/a</td> <td>Improve-ment (3)</td> </tr> </tbody> </table> <p>(1) Direct vanpool operating costs only. (2) 2010 dollars adjusted for inflation. (3) Survey will be administered every 2-3 years. The goal is to show improvement from the last survey.</p> <p>These performance targets exclude services operated under contract with Sound Transit.</p>		Fixed Routes	SHUTTLE	Vanpool	All Modes	Annual Service Hours per Capita	>.7	n/a	n/a	n/a	Annual Boardings per Capita	>20	n/a	n/a	n/a	Percent of Operating Costs Recovered from the Farebox	20%	2%	100% (1)	15%	Boardings per Platform Hour	>23	>2.5	n/a	n/a	Operating Cost per Vehicle Platform Hour	<\$119(2)	<\$119(2)	n/a	n/a	Percent Of Trips Operating On Schedule	>85%	>85%	n/a	n/a	Complaints per 1000 Riders	n/a	n/a	n/a	<1	Service Interruptions per 100,000 Miles of Service	>5	>7	<7	n/a	Customer Satisfaction Index Results	n/a	n/a	n/a	Improve-ment (3)
	Fixed Routes	SHUTTLE	Vanpool	All Modes																																															
Annual Service Hours per Capita	>.7	n/a	n/a	n/a																																															
Annual Boardings per Capita	>20	n/a	n/a	n/a																																															
Percent of Operating Costs Recovered from the Farebox	20%	2%	100% (1)	15%																																															
Boardings per Platform Hour	>23	>2.5	n/a	n/a																																															
Operating Cost per Vehicle Platform Hour	<\$119(2)	<\$119(2)	n/a	n/a																																															
Percent Of Trips Operating On Schedule	>85%	>85%	n/a	n/a																																															
Complaints per 1000 Riders	n/a	n/a	n/a	<1																																															
Service Interruptions per 100,000 Miles of Service	>5	>7	<7	n/a																																															
Customer Satisfaction Index Results	n/a	n/a	n/a	Improve-ment (3)																																															
<p>Fixed Route Standards</p>																																																			
<p>Service Development Guideline</p>	<p>Service Development Standard</p>																																																		
<p>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 accommodate the integration of public transportation services.</p>	<p>TRANSIT OPERATING ENVIRONMENT Transit services should operate on streets constructed to arterial street standards.</p>																																																		
<p>ROUTE DESIGN Transit routes will be designed to provide an attractive and viable alternative to automobiles for regional travel.</p> <p>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.</p>	<p>ROUTE SPACING Bus routes should be spaced approximately one-half mile apart in the urban core (i.e., areas where the residential and employment densities exceed 6000/square mile). Bus routes should be spaced no closer than one mile apart in less densely populated sections of the service area.</p>																																																		
	<p>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% 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..</p>																																																		
	<p>ROUTE DUPLICATION Except on approaches to a transit center, or when the street network limits operations, there should be no more than one route per arterial. When more than one route does operate along the same street, vehicles should not operate at the same times.</p>																																																		

	<p>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.</p> <p>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.</p> <p>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.</p>
<p>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.</p>	<p>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.</p>
<p>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.</p>	<p>TRANSIT CENTERS Appropriate roadway and development improvements in the vicinity of transit centers:</p> <ul style="list-style-type: none"> • 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 (high-rise construction is especially appropriate when undertaken in the vicinity of transit centers); and, • 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. <p>Generally, transit services afforded transit centers is of sufficient quality that a significant percentage of the employees at any business located within walking distance of the transit center will utilize transit for their commute. Accordingly, it is appropriate to lower the number of employee-related parking spaces, which are mandated in such developments.</p>

<p>TYPES OF ROUTES</p> <p>Routes will be classified according to their function:</p> <p>Local Services</p> <ul style="list-style-type: none"> Trunk Routes Urban Routes Suburban Routes <p>Express Services:</p> <ul style="list-style-type: none"> Transit Center Connector Routes Commuter (Local Feeder) Routes Regional Express Routes <p>Hybrid Services</p> <ul style="list-style-type: none"> Zone route Deviated Fixed Route 	<p>TRUNK ROUTES (*)</p> <p>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:</p> <ul style="list-style-type: none"> Peak Hour Frequencies – 15-30 minutes Midday Frequencies – 15-30 minutes Saturday Frequencies – 30 minutes or less Sunday Frequencies – 30 minutes or less Evening Frequencies (before 9 p.m.) – 30 minutes or less Night Frequencies (after 9 p.m.) – 60 minutes or less Bus Stop Spacing – Less than ¼ mile Densities Served – Residential + Employment > 6000 per square mile <p>Given their visibility and importance, trunk routes will feature state-of-the-art customer information, enhanced passenger amenities and may feature special vehicles that are dedicated to these routes alone.</p> <p>Appropriate roadway and site development improvements:</p> <ul style="list-style-type: none"> 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; 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. Location of parking lots at the back of new construction; and, Planned convenient walk access between bus stops and major developments. <p>(*) Revised October 2011</p>
---	---

	<p>URBAN ROUTES (*) 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.</p> <ul style="list-style-type: none"> 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 p.m.) – 60 minutes or less Night Frequencies (after 9 p.m.) – 60 minutes or less Bus Stop Spacing – Generally ¼ mile Densities Served – Residential + Employment >4000 per square mile <p>Appropriate roadway and site development improvements:</p> <ul style="list-style-type: none"> 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; <p>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 oriented so that pedestrian access does not require walking through parking lots to reach a building entrance. Location of parking lots at the back of new construction; and,</p> <p>Planned convenient walk access between bus stops and major developments.</p> <p>(*) Revised October 2011</p>
	<p>SUBURBAN ROUTES (*) 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.</p> <ul style="list-style-type: none"> 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 p.m.) – 60 minutes or less Night Frequencies (after 9 p.m.) – Typically, service will not operate Bus Stop Spacing – As needed; ¼ mile where development occurs. Less frequently in undeveloped neighborhoods. Densities Served – Residential + Employment >1800 per square mile <p>Appropriate roadway and site development improvements:</p> <ul style="list-style-type: none"> Sidewalks in areas where development has occurred; Placement of bus shelters at transfer locations and at significant bus stops; <p>New office and retail construction designed to attract people who are not residents of the immediate area should be discouraged.</p> <p>(*) Revised October 2011</p>

	<p>TRANSIT CENTER CONNECTOR ROUTES These are express routes that connect transit centers separated by travel times exceeding thirty minutes. They allow passenger to travel the relatively long distances separating these facilities in travel times that compare to automobiles.</p> <p>Peak Hour Frequencies – 30 minutes or less Midday Frequencies – 30-60 minutes or less. May only operate during commute periods. Service will operate as justified by demand during other periods. 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 centers they serve (see Transit Center Development Standards).</p> <hr/> <p>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.</p> <p>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 5000 persons. Vanpools are often an effective means of testing market potential before 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; and Transit riders should not be asked to walk through a parking lot to reach the building’s entrance.</p> <p>(*) Revised October 2011</p>
--	---

	<p>HYBRID SERVICES (*) Hybrid services are a combination of fixed route and demand responsive services that serve low-density suburban or rural areas with cannot be cost-effectively served by conventional fixed route services alone. These are generally areas with a combined employment and residential density that is less than 1800 persons per square mile. Recognizing that Hybrid services generally have excessive operating costs per passenger carried, they are only initiated when the social benefit provided by these services outweighs their financial limitations.</p> <p>Hybrid services possess far more flexibility than other fixed route services. Generally, the specific operating characteristics of a particular Hybrid service should be tailored to meet the needs of the neighborhoods it serves. Because they combine general public and paratransit services, hybrid routes do not need ADA complementary paratransit services.</p> <p>Pierce Transit will operate two forms of Hybrid service: Zone routed services provide a vehicle to area residents at specified hours of the day. Customers must reserve a ride in advance. Zone routed services will transport customers from any part of the pickup zone to one or more drop-off points, where connections to other Pierce Transit services are provided. Deviated fixed route services operate along a fixed route and schedule but will deviate off that fixed route to pick up passengers when they reserve a trip in advance.</p> <p>Hours of operation, service frequency and bus stop locations provided on Hybrid services vary, depending upon the specific needs of the area served. Generally, service levels are much less than what is offered on traditional fixed route services.</p> <p>New Hybrid services should be determined to have the potential to transport five passengers per total vehicle hour of operation within three years of the startup of services.</p> <p>(*) Service suspended in October 2011</p> <p>POLICY HEADWAYS Policy headways are established as follows:</p> <table border="1" data-bbox="690 1312 1307 1396"> <thead> <tr> <th></th> <th><u>Peak</u></th> <th><u>Off Peak</u></th> </tr> </thead> <tbody> <tr> <td>Local Services</td> <td>0</td> <td>0</td> </tr> <tr> <td>Express Services</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>Headways will generally not exceed these levels.</p> <p>No minimum policy headway is established for Hybrid services. If a fixed route service cannot meet established performance standards at minimum policy headway levels, that service should be considered for elimination or conversion into a Hybrid service.</p>		<u>Peak</u>	<u>Off Peak</u>	Local Services	0	0	Express Services	0	0
	<u>Peak</u>	<u>Off Peak</u>								
Local Services	0	0								
Express Services	0	0								

	<p style="text-align: center;"><u>Hours of Operation</u></p> <p>These are general guidelines and may be adjusted to meet the needs of specific operating conditions.</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 25%; text-align: center;"><u>Weekdays</u></th> <th style="width: 25%; text-align: center;"><u>Saturdays</u></th> <th style="width: 20%; text-align: center;"><u>Sundays</u></th> </tr> </thead> <tbody> <tr> <td><u>Trunk Routes</u></td> <td style="text-align: center;">4:30 am-11:45 pm</td> <td style="text-align: center;">6:00 am – 11:00 pm</td> <td style="text-align: center;">7:00 am-9:30 pm</td> </tr> <tr> <td><u>Urban Routes</u></td> <td style="text-align: center;">6:15 am – 10:15 pm</td> <td style="text-align: center;">7:45 am – 9:15 pm</td> <td style="text-align: center;">8:45 am – 5:30 pm</td> </tr> <tr> <td><u>Suburban Routes</u></td> <td style="text-align: center;">5:15 am – 7:15 pm</td> <td style="text-align: center;"><u>No Service</u></td> <td style="text-align: center;"><u>No Service</u></td> </tr> <tr> <td><u>Hybrid Routes</u></td> <td style="text-align: center;"><u>No Service</u></td> <td style="text-align: center;"><u>No Service</u></td> <td style="text-align: center;"><u>No Service</u></td> </tr> </tbody> </table>		<u>Weekdays</u>	<u>Saturdays</u>	<u>Sundays</u>	<u>Trunk Routes</u>	4:30 am-11:45 pm	6:00 am – 11:00 pm	7:00 am-9:30 pm	<u>Urban Routes</u>	6:15 am – 10:15 pm	7:45 am – 9:15 pm	8:45 am – 5:30 pm	<u>Suburban Routes</u>	5:15 am – 7:15 pm	<u>No Service</u>	<u>No Service</u>	<u>Hybrid Routes</u>	<u>No Service</u>	<u>No Service</u>	<u>No Service</u>																																																																
	<u>Weekdays</u>	<u>Saturdays</u>	<u>Sundays</u>																																																																																		
<u>Trunk Routes</u>	4:30 am-11:45 pm	6:00 am – 11:00 pm	7:00 am-9:30 pm																																																																																		
<u>Urban Routes</u>	6:15 am – 10:15 pm	7:45 am – 9:15 pm	8:45 am – 5:30 pm																																																																																		
<u>Suburban Routes</u>	5:15 am – 7:15 pm	<u>No Service</u>	<u>No Service</u>																																																																																		
<u>Hybrid Routes</u>	<u>No Service</u>	<u>No Service</u>	<u>No Service</u>																																																																																		
<p>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.</p>																																																																																					
<p>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 r unsatisfactory will be considered for headway reductions, operation at policy headways, redesign or elimination, as appropriate. Local route services and transit center connector express routes will be evaluated on the basis of the number of total passengers carried per vehicle platform hour, total passengers per revenue mile and the percentage of route operating costs recovered from passenger revenues. Commuter routes and regional express services will be evaluated on the basis of the number of total passengers careied per vehicle platform hour,</p>	<p>PERFORMANCE STANDARDS FOR LOCAL SERVICES</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 15%; text-align: center;"><u>Pass. Per Hour</u></th> <th style="width: 15%; text-align: center;"><u>Pass per Mile</u></th> <th style="width: 40%; text-align: center;"><u>Pass Revenue/ Route Cost</u></th> </tr> </thead> <tbody> <tr> <td colspan="4">Trunk Routes</td> </tr> <tr> <td>Exceeds</td> <td style="text-align: center;">>35</td> <td style="text-align: center;">>4.0</td> <td style="text-align: center;">>25%</td> </tr> <tr> <td>Satisfactory</td> <td style="text-align: center;">25-35</td> <td style="text-align: center;">2.1-3.9</td> <td style="text-align: center;">18-25%</td> </tr> <tr> <td>Marginal</td> <td style="text-align: center;">20-25</td> <td style="text-align: center;">1.7-2.0</td> <td style="text-align: center;">14-18%</td> </tr> <tr> <td>Unsatisfactory</td> <td style="text-align: center;"><20</td> <td style="text-align: center;"><1.7</td> <td style="text-align: center;"><14%</td> </tr> <tr> <td colspan="4">Urban Routes</td> </tr> <tr> <td>Exceeds</td> <td style="text-align: center;">>30</td> <td style="text-align: center;">>2.5</td> <td style="text-align: center;">>22%</td> </tr> <tr> <td>Satisfactory</td> <td style="text-align: center;">20-30</td> <td style="text-align: center;">1.7-2.4</td> <td style="text-align: center;">14-22%</td> </tr> <tr> <td>Marginal</td> <td style="text-align: center;">15-20</td> <td style="text-align: center;">1.3-1.6</td> <td style="text-align: center;">11-14%</td> </tr> <tr> <td>Unsatisfactory</td> <td style="text-align: center;"><15</td> <td style="text-align: center;"><1.3</td> <td style="text-align: center;"><11%</td> </tr> <tr> <td colspan="4">Suburban Routes</td> </tr> <tr> <td>Exceeds</td> <td style="text-align: center;">>30</td> <td style="text-align: center;">>2.5</td> <td style="text-align: center;">>22%</td> </tr> <tr> <td>Satisfactory</td> <td style="text-align: center;">15-30</td> <td style="text-align: center;">1.3-2.5</td> <td style="text-align: center;">11-22%</td> </tr> <tr> <td>Marginal</td> <td style="text-align: center;">10-15</td> <td style="text-align: center;">0.7-1.3</td> <td style="text-align: center;">7-11%</td> </tr> <tr> <td>Unsatisfactory</td> <td style="text-align: center;"><10</td> <td style="text-align: center;"><.7</td> <td style="text-align: center;"><7%</td> </tr> <tr> <td colspan="4">Transit Center Connectors</td> </tr> <tr> <td>Exceeds</td> <td style="text-align: center;">>30</td> <td style="text-align: center;">>2.5</td> <td style="text-align: center;">>22%</td> </tr> <tr> <td>Satisfactory</td> <td style="text-align: center;">20-30</td> <td style="text-align: center;">1.7-2.4</td> <td style="text-align: center;">14-22%</td> </tr> <tr> <td>Marginal</td> <td style="text-align: center;">15-20</td> <td style="text-align: center;">1.3-1.6</td> <td style="text-align: center;">11-14%</td> </tr> <tr> <td>Unsatisfactory</td> <td style="text-align: center;"><15</td> <td style="text-align: center;"><1.3</td> <td style="text-align: center;"><11%</td> </tr> </tbody> </table>		<u>Pass. Per Hour</u>	<u>Pass per Mile</u>	<u>Pass Revenue/ Route Cost</u>	Trunk Routes				Exceeds	>35	>4.0	>25%	Satisfactory	25-35	2.1-3.9	18-25%	Marginal	20-25	1.7-2.0	14-18%	Unsatisfactory	<20	<1.7	<14%	Urban Routes				Exceeds	>30	>2.5	>22%	Satisfactory	20-30	1.7-2.4	14-22%	Marginal	15-20	1.3-1.6	11-14%	Unsatisfactory	<15	<1.3	<11%	Suburban Routes				Exceeds	>30	>2.5	>22%	Satisfactory	15-30	1.3-2.5	11-22%	Marginal	10-15	0.7-1.3	7-11%	Unsatisfactory	<10	<.7	<7%	Transit Center Connectors				Exceeds	>30	>2.5	>22%	Satisfactory	20-30	1.7-2.4	14-22%	Marginal	15-20	1.3-1.6	11-14%	Unsatisfactory	<15	<1.3	<11%
	<u>Pass. Per Hour</u>	<u>Pass per Mile</u>	<u>Pass Revenue/ Route Cost</u>																																																																																		
Trunk Routes																																																																																					
Exceeds	>35	>4.0	>25%																																																																																		
Satisfactory	25-35	2.1-3.9	18-25%																																																																																		
Marginal	20-25	1.7-2.0	14-18%																																																																																		
Unsatisfactory	<20	<1.7	<14%																																																																																		
Urban Routes																																																																																					
Exceeds	>30	>2.5	>22%																																																																																		
Satisfactory	20-30	1.7-2.4	14-22%																																																																																		
Marginal	15-20	1.3-1.6	11-14%																																																																																		
Unsatisfactory	<15	<1.3	<11%																																																																																		
Suburban Routes																																																																																					
Exceeds	>30	>2.5	>22%																																																																																		
Satisfactory	15-30	1.3-2.5	11-22%																																																																																		
Marginal	10-15	0.7-1.3	7-11%																																																																																		
Unsatisfactory	<10	<.7	<7%																																																																																		
Transit Center Connectors																																																																																					
Exceeds	>30	>2.5	>22%																																																																																		
Satisfactory	20-30	1.7-2.4	14-22%																																																																																		
Marginal	15-20	1.3-1.6	11-14%																																																																																		
Unsatisfactory	<15	<1.3	<11%																																																																																		

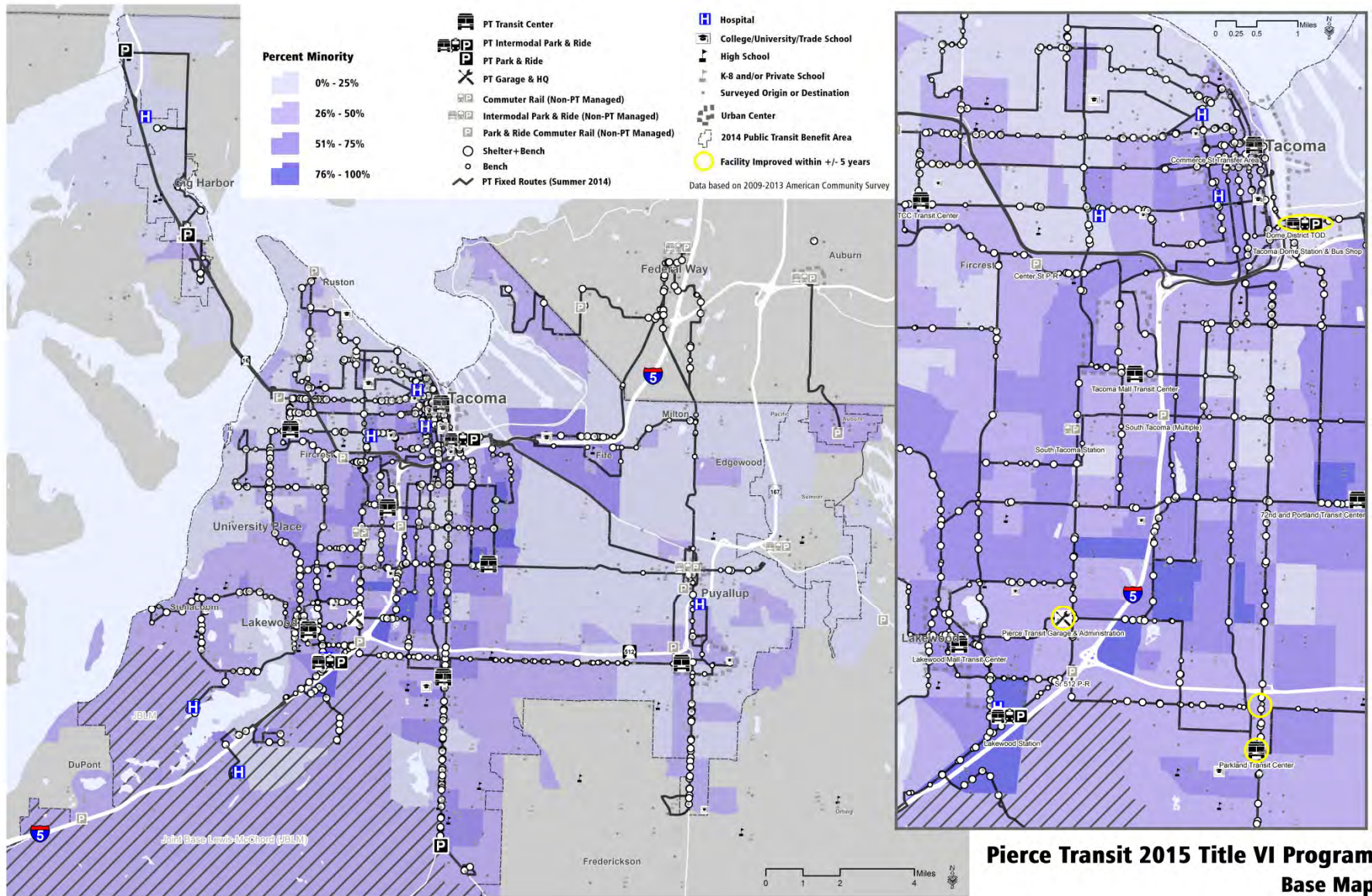
<p>average passengers carried per trip and the percentage of route operating costs recovered from passenger revenues.</p>	<p>PERFORMANCE STANDARDS FOR EXPRESS SERVICES</p> <table border="0"> <thead> <tr> <th></th> <th style="text-align: center;"><u>Pass. Per Hour</u></th> <th style="text-align: center;"><u>Pass per Trip</u></th> <th style="text-align: center;"><u>Pass Revenue/ Route Cost</u></th> </tr> </thead> <tbody> <tr> <td colspan="4">Regional Express Routes</td> </tr> <tr> <td>Exceeds</td> <td style="text-align: center;">>30</td> <td style="text-align: center;">>30</td> <td style="text-align: center;">>30%</td> </tr> <tr> <td>Satisfactory</td> <td style="text-align: center;">20-30</td> <td style="text-align: center;">25-30</td> <td style="text-align: center;">25-30%</td> </tr> <tr> <td>Marginal</td> <td style="text-align: center;">15-20</td> <td style="text-align: center;">20-25</td> <td style="text-align: center;">15-25%</td> </tr> <tr> <td>Unsatisfactory</td> <td style="text-align: center;"><15</td> <td style="text-align: center;"><20</td> <td style="text-align: center;"><15%</td> </tr> </tbody> </table>		<u>Pass. Per Hour</u>	<u>Pass per Trip</u>	<u>Pass Revenue/ Route Cost</u>	Regional Express Routes				Exceeds	>30	>30	>30%	Satisfactory	20-30	25-30	25-30%	Marginal	15-20	20-25	15-25%	Unsatisfactory	<15	<20	<15%									
	<u>Pass. Per Hour</u>	<u>Pass per Trip</u>	<u>Pass Revenue/ Route Cost</u>																															
Regional Express Routes																																		
Exceeds	>30	>30	>30%																															
Satisfactory	20-30	25-30	25-30%																															
Marginal	15-20	20-25	15-25%																															
Unsatisfactory	<15	<20	<15%																															
<p>(Service suspended in October 2011)</p> <p>Hybrid services will be evaluated periodically on the basis of total passengers carried per vehicle hour and operating costs per passenger boarding. Each Hybrid service will be judged to be “S” (Satisfactory) or “U” (Unsatisfactory) based upon the results of this evaluation. Unsatisfactory routes will be considered for service level reductions or elimination, as appropriate.</p>	<p>(Service suspended in October 2011)</p> <table border="0"> <thead> <tr> <th></th> <th style="text-align: center;"><u>Passengers per Vehicle Hour</u></th> <th style="text-align: center;"><u>Cost per Boarding Passenger</u></th> </tr> </thead> <tbody> <tr> <td colspan="3">New Routes (less than one year old):</td> </tr> <tr> <td>Satisfactory</td> <td style="text-align: center;">>3.0 pass/hr</td> <td style="text-align: center;"><\$11.30/pass</td> </tr> <tr> <td>Unsatisfactory</td> <td style="text-align: center;"><3.0 pass/hr</td> <td style="text-align: center;">>\$11.30/pass</td> </tr> <tr> <td colspan="3">Routes one to two years old:</td> </tr> <tr> <td>Satisfactory</td> <td style="text-align: center;">>4.0 pass/hr</td> <td style="text-align: center;"><\$8.50/pass</td> </tr> <tr> <td>Unsatisfactory</td> <td style="text-align: center;"><4.0 pass/hr</td> <td style="text-align: center;">>\$8.50/pass</td> </tr> <tr> <td colspan="3">Routes more than two years old:</td> </tr> <tr> <td>Satisfactory</td> <td style="text-align: center;">>5.0 pass/hr</td> <td style="text-align: center;"><\$6.80/pass</td> </tr> <tr> <td>Unsatisfactory</td> <td style="text-align: center;"><5.0 pass/hr</td> <td style="text-align: center;">>\$6.80/pass</td> </tr> <tr> <td colspan="3">All costs in 2010 dollars. They should be indexed for inflation.</td> </tr> </tbody> </table>		<u>Passengers per Vehicle Hour</u>	<u>Cost per Boarding Passenger</u>	New Routes (less than one year old):			Satisfactory	>3.0 pass/hr	<\$11.30/pass	Unsatisfactory	<3.0 pass/hr	>\$11.30/pass	Routes one to two years old:			Satisfactory	>4.0 pass/hr	<\$8.50/pass	Unsatisfactory	<4.0 pass/hr	>\$8.50/pass	Routes more than two years old:			Satisfactory	>5.0 pass/hr	<\$6.80/pass	Unsatisfactory	<5.0 pass/hr	>\$6.80/pass	All costs in 2010 dollars. They should be indexed for inflation.		
	<u>Passengers per Vehicle Hour</u>	<u>Cost per Boarding Passenger</u>																																
New Routes (less than one year old):																																		
Satisfactory	>3.0 pass/hr	<\$11.30/pass																																
Unsatisfactory	<3.0 pass/hr	>\$11.30/pass																																
Routes one to two years old:																																		
Satisfactory	>4.0 pass/hr	<\$8.50/pass																																
Unsatisfactory	<4.0 pass/hr	>\$8.50/pass																																
Routes more than two years old:																																		
Satisfactory	>5.0 pass/hr	<\$6.80/pass																																
Unsatisfactory	<5.0 pass/hr	>\$6.80/pass																																
All costs in 2010 dollars. They should be indexed for inflation.																																		

<p>EVALUATION OF INDIVIDUAL TRIPS Individual peak hour, midday, night and weekend trips will be evaluated using the number of passengers they carry each 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 maximum or minimum limits they will be considered for augmentation, elimination or modification, as appropriate.</p>	<p>PERFORMANCE STANDARDS FOR INDIVIDUAL TRIPS Acceptable number of Total Passengers carried per revenue vehicle hour for individual trips:</p> <table border="1"> <thead> <tr> <th></th> <th><u>Min</u></th> <th><u>Max</u></th> </tr> </thead> <tbody> <tr> <td colspan="3">Trunk Routes</td> </tr> <tr> <td>Peak</td> <td>20.0</td> <td>50.0</td> </tr> <tr> <td>Midday</td> <td>15.0</td> <td>40.0</td> </tr> <tr> <td>Night</td> <td>10.0</td> <td>40.0</td> </tr> <tr> <td>Weekends</td> <td>15.0</td> <td>40.0</td> </tr> <tr> <td colspan="3">Urban Routes</td> </tr> <tr> <td>Peak</td> <td>15.0</td> <td>50.0</td> </tr> <tr> <td>Midday</td> <td>10.0</td> <td>40.0</td> </tr> <tr> <td>Night</td> <td>10.0</td> <td>40.0</td> </tr> <tr> <td>Weekends</td> <td>10.0</td> <td>40.0</td> </tr> <tr> <td colspan="3">Suburban Routes</td> </tr> <tr> <td>Peak</td> <td>10.0</td> <td>30.0</td> </tr> <tr> <td>Midday</td> <td>10.0</td> <td>20.0</td> </tr> <tr> <td>Night</td> <td>10.0</td> <td>20.0</td> </tr> <tr> <td>Weekends</td> <td>10.0</td> <td>20.0</td> </tr> <tr> <td colspan="3">Center Connector Express Routes</td> </tr> <tr> <td>Peak</td> <td>20.0</td> <td>50.0</td> </tr> <tr> <td>Midday</td> <td>15.0</td> <td>40.0</td> </tr> <tr> <td>Night</td> <td>10.0</td> <td>40.0</td> </tr> <tr> <td>Weekends</td> <td>10.0</td> <td>40.0</td> </tr> <tr> <td colspan="3">Express Services</td> </tr> <tr> <td>Peak</td> <td>20.0</td> <td>50.0</td> </tr> <tr> <td>Midday</td> <td>15.0</td> <td>40.0</td> </tr> <tr> <td>Night</td> <td>10.0</td> <td>40.0</td> </tr> <tr> <td>Weekends</td> <td>10.0</td> <td>40.0</td> </tr> </tbody> </table>		<u>Min</u>	<u>Max</u>	Trunk Routes			Peak	20.0	50.0	Midday	15.0	40.0	Night	10.0	40.0	Weekends	15.0	40.0	Urban Routes			Peak	15.0	50.0	Midday	10.0	40.0	Night	10.0	40.0	Weekends	10.0	40.0	Suburban Routes			Peak	10.0	30.0	Midday	10.0	20.0	Night	10.0	20.0	Weekends	10.0	20.0	Center Connector Express Routes			Peak	20.0	50.0	Midday	15.0	40.0	Night	10.0	40.0	Weekends	10.0	40.0	Express Services			Peak	20.0	50.0	Midday	15.0	40.0	Night	10.0	40.0	Weekends	10.0	40.0
	<u>Min</u>	<u>Max</u>																																																																													
Trunk Routes																																																																															
Peak	20.0	50.0																																																																													
Midday	15.0	40.0																																																																													
Night	10.0	40.0																																																																													
Weekends	15.0	40.0																																																																													
Urban Routes																																																																															
Peak	15.0	50.0																																																																													
Midday	10.0	40.0																																																																													
Night	10.0	40.0																																																																													
Weekends	10.0	40.0																																																																													
Suburban Routes																																																																															
Peak	10.0	30.0																																																																													
Midday	10.0	20.0																																																																													
Night	10.0	20.0																																																																													
Weekends	10.0	20.0																																																																													
Center Connector Express Routes																																																																															
Peak	20.0	50.0																																																																													
Midday	15.0	40.0																																																																													
Night	10.0	40.0																																																																													
Weekends	10.0	40.0																																																																													
Express Services																																																																															
Peak	20.0	50.0																																																																													
Midday	15.0	40.0																																																																													
Night	10.0	40.0																																																																													
Weekends	10.0	40.0																																																																													
<p>VEHICLE ASSIGNMENTS Appropriately sized vehicles will be assigned to each work assignment.</p>	<p>VEHICLE SIZES Pierce transit will operate three different vehicle types. Generally, the smallest vehicle capable of carrying the expected load will be dispatched on each piece of work.</p> <table border="1"> <thead> <tr> <th><u>Vehicle Type</u></th> <th><u>Capacity</u></th> <th><u>Maximum Desirable Load</u></th> </tr> </thead> <tbody> <tr> <td>Vans</td> <td><18</td> <td>20</td> </tr> <tr> <td>Mid-size Coaches</td> <td>20-30</td> <td>40</td> </tr> <tr> <td>Full-size Coaches</td> <td>35-45</td> <td>65</td> </tr> </tbody> </table>	<u>Vehicle Type</u>	<u>Capacity</u>	<u>Maximum Desirable Load</u>	Vans	<18	20	Mid-size Coaches	20-30	40	Full-size Coaches	35-45	65																																																																		
<u>Vehicle Type</u>	<u>Capacity</u>	<u>Maximum Desirable Load</u>																																																																													
Vans	<18	20																																																																													
Mid-size Coaches	20-30	40																																																																													
Full-size Coaches	35-45	65																																																																													
<p>OVERCROWDING Overcrowding conditions should be minimized.</p>	<p>ROUTE LOADING STANDARDS The maximum loadings for individual trips, as a percentage of available seat capacity on fixed route service</p> <table border="1"> <thead> <tr> <th></th> <th><u>Local</u></th> <th><u>Express</u></th> </tr> </thead> <tbody> <tr> <td>Peak Hour</td> <td>150%</td> <td>100%</td> </tr> <tr> <td>Peak Period</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Off-Peak</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>		<u>Local</u>	<u>Express</u>	Peak Hour	150%	100%	Peak Period	100%	100%	Off-Peak	100%	100%																																																																		
	<u>Local</u>	<u>Express</u>																																																																													
Peak Hour	150%	100%																																																																													
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 should meet or exceed the requirements of the Americans with Disabilities Act.
Vanpool Service Standards	
SERVICE DESIGN The vanpool program is an integral part of Pierce Transit’s mix of transportation services. Vanpools offer a distinct alternative to auto 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. Our goal is to have vehicles available when a new group is ready to form.
	COST RECOVERY The vanpool program will recover one hundred percent of its operating costs from passenger fares. Operating costs include: <ul style="list-style-type: none"> • Fuel • Ongoing preventative maintenance • Insurance • Direct program administration Operating costs do not include any portion of the vehicle purchase price or other capital costs associated with the vanpool program
SERVICE OPERATIONS A comprehensive set of service policies has been established for the vanpool program. This summarizes vanpool operating policies that are detailed in those internal policies.	PROGRAM SAFETY Pierce Transit will adopt rules that are designed to ensure the safe operation of vanpool vehicles. <ul style="list-style-type: none"> • Every vanpool must have at least one assigned driver. Vanpool drivers will undergo mandatory training that provides grounding in the safe operation of Pierce Transit vehicles. • Pierce Transit will enforce operating rules and procedures that prohibit the operation of vehicles in unsafe locations and ways.
	VANPOOL MARKETS Generally, vanpools are not suited for commute trips of less than fifteen miles or for groups composed of less than seven people.
	FINANCIAL CONTROL Pierce Transit will establish procedures that ensure vanpool groups properly account for, and promptly forward, program revenues.

APPENDIX F

Pierce Transit Base Map 2014



APPENDIX G

Characteristics of Pierce Transit Riders (2014 Customer Survey excerpt)

Respondent Characteristics

Demographics

Pierce Transit customers who were surveyed are fairly evenly split between male and female.

The average age of Pierce Transit riders is 34 years old. The majority (51%) are under 34 years old, and only one in five are 55 years old or older.

Two-thirds (66%) do not have a driver's license and an additional 39 percent do not have access to a vehicle, suggesting that a large base of Pierce Transit riders are Transit dependent.

The median income is \$23,705. Nearly half (44%) have annual household incomes below \$20,000, and seven-in-ten (69%) have incomes below \$35,000.

Pierce Transit has a relatively high percent of minority riders: one-in-four (26%) are African American, and one-in-ten (11%) are Native American.

One quarter (24%) speak English "less than very well".

Table 1: Demographics of Respondents

	Respondent Profile (unweighted)	Respondent Profile (weighted)
Gender		
Male	48%	48%
Female	52%	52%
Age		
16–34	51%	51%
35–54	29%	30%
55 Plus	20%	19%
Median	33.50	34.00
Household Size		
One Person	24%	24%
2-4 People	57%	57%
5 or more	19%	19%
Driver's License		
Yes	34%	34%
No	66%	66%
Number of Vehicles		
None	41%	39%
One	29%	32%
Two or more	30%	29%
Voter Status		
Registered Voter	73%	72%
Not Registered	27%	28%
Income		
Less than \$20,000	45%	44%
\$20,000–\$35,000	25%	25%
\$35,000–\$50,000	14%	14%
\$50,000–\$75,000	9%	9%
\$75,000–\$100,000	4%	5%
\$100,000 or more	4%	3%
Median		\$23,705
Race/Ethnicity (<i>Mult Resp</i>)		
White	68%	67%
Asian	7%	6%
African American	25%	26%
Native American	11%	11%
Other	1%	1%
% Hispanic	12%	12%
English Proficiency		
Very Well	73%	76%
Less than Very Well	27%	24%
Language Spoken at Home		
English only	86%	86%
Other than English	14%	14%

Base: All Respondents 2014(n=650). Please see Appendix I for prior years' base data.

APPENDIX H

Transit Service Monitoring Table

Route Characteristics			Minority Block Groups			Low Income Block Groups			Efficiency			Headway						Overcrowding						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-Day	Std.	Meets Standard	Peak Period Seat Load (%)	Std.	Meets Standard	Off-Peak Seat Load (%)	Std.	Meets Standard	OTP	Std.	Meets Standard
1	Trunk	38.6	26.2	68%	Yes	31.0	80%	Yes	31	15	Yes	15	15	Yes	20	30	Yes	60.2%	150%	Yes	67.4%	100%	Yes	84.5%	85%	No
2	Trunk	23.8	19.5	82%	Yes	15.7	66%	Yes	28	15	Yes	20	15	No	30	30	Yes	43.3%	150%	Yes	47.8%	100%	Yes	85.7%	85%	Yes
3	Trunk	21.7	21.7	100%	Yes	20.5	95%	Yes	28	15	Yes	30	15	No	30	30	Yes	48.6%	150%	Yes	43.1%	100%	Yes	88.2%	85%	Yes
10	Urban	12.1	5.8	48%	Yes	10.9	90%	Yes	29	10	Yes	30	30	Yes	60	60	Yes	33.0%	100%	Yes	42.5%	100%	Yes	87.4%	85%	Yes
11	Urban	15.9	3.8	24%	No	9.1	58%	Yes	19	10	Yes	60	30	No	60	60	Yes	33.9%	100%	Yes	31.2%	100%	Yes	86.0%	85%	Yes
13	Urban	10.5	3.1	29%	No	3.8	36%	Yes	16	10	Yes	60	30	No	60	60	Yes	28.6%	100%	Yes	25.3%	100%	Yes	89.5%	85%	Yes
14	Urban	11.2	3.3	30%	No	6.8	61%	Yes	13	10	Yes	60	30	No	60	60	Yes	33.6%	100%	Yes	27.2%	100%	Yes	90.5%	85%	Yes
16	Urban	14.0	4.2	30%	No	9.1	65%	Yes	25	10	Yes	60	30	No	60	60	Yes	35.6%	100%	Yes	36.4%	100%	Yes	79.9%	85%	No
28	Urban	9.7	7.4	76%	Yes	7.1	74%	Yes	26	10	Yes	30	30	Yes	60	60	Yes	31.3%	100%	Yes	30.0%	100%	Yes	82.4%	85%	No
41	Urban	14.0	11.5	82%	Yes	11.5	82%	Yes	28	10	Yes	30	30	Yes	60	60	Yes	38.7%	100%	Yes	41.0%	100%	Yes	77.2%	85%	No
42	Urban	11.0	9.0	82%	Yes	7.0	64%	Yes	24	10	Yes	60	30	No	60	60	Yes	36.9%	100%	Yes	33.1%	100%	Yes	83.5%	85%	No
45	Urban	16.0	14.2	88%	Yes	13.6	85%	Yes	21	10	Yes	60	30	No	60	60	Yes	37.0%	100%	Yes	26.5%	100%	Yes	83.7%	85%	No
48	Urban	20.3	19.3	95%	Yes	19.3	95%	Yes	24	10	Yes	30	30	Yes	60	60	Yes	42.6%	100%	Yes	42.5%	100%	Yes	87.5%	85%	Yes
51	Urban	23.5	18.7	80%	Yes	20.5	87%	Yes	18	10	Yes	60	30	No	60	60	Yes	40.7%	100%	Yes	46.5%	100%	Yes	87.4%	85%	Yes
52	Urban	9.6	7.1	74%	Yes	7.2	75%	Yes	32	10	Yes	30	30	Yes	60	60	Yes	40.5%	100%	Yes	39.0%	100%	Yes	94.5%	85%	Yes
53	Urban	33.1	26.2	79%	Yes	19.9	60%	Yes	22	10	Yes	60	30	No	60	60	Yes	46.7%	100%	Yes	42.9%	100%	Yes	90.9%	85%	Yes
54	Urban	9.7	7.6	78%	Yes	8.0	83%	Yes	27	10	Yes	30	30	Yes	60	60	Yes	29.1%	100%	Yes	26.9%	100%	Yes	93.4%	85%	Yes
55	Urban	13.6	13.1	97%	Yes	10.2	75%	Yes	32	10	Yes	30	30	Yes	30	60	Yes	35.3%	100%	Yes	34.4%	100%	Yes	85.7%	85%	Yes
56	Urban	10.3	9.6	94%	Yes	9.5	92%	Yes	24	10	Yes	60	30	No	60	60	Yes	42.6%	100%	Yes	42.0%	100%	Yes	96.1%	85%	Yes
57	Urban	14.4	13.5	93%	Yes	11.2	78%	Yes	27	10	Yes	30	30	Yes	30	60	Yes	35.4%	100%	Yes	46.1%	100%	Yes	84.9%	85%	No
62	Suburban	19.0	8.7	46%	Yes	0.0	0%	No	4	10	No	60	60	Yes	--	60	No	15.2%	100%	Yes	11.9%	100%	Yes	77.6%	85%	No
100	Suburban	34.8	4.0	11%	No	5.9	17%	No	13	10	Yes	60	60	Yes	60	60	Yes	52.2%	100%	Yes	49.6%	100%	Yes	86.4%	85%	Yes
101	Suburban	9.5	3.3	35%	Yes	3.3	35%	Yes	5	10	No	30	60	Yes	30	60	Yes	10.8%	100%	Yes	11.0%	100%	Yes	92.9%	85%	Yes
102	Express	43.7	18.8	43%	Yes	19.8	45%	Yes	5	20	No	30	30	Yes	--	--	Yes	52.6%	100%	Yes	35.8%	100%	Yes	84.1%	85%	No
202	Urban	13.7	13.1	95%	Yes	12.0	88%	Yes	33	10	Yes	30	30	Yes	30	60	Yes	42.2%	100%	Yes	40.4%	100%	Yes	87.7%	85%	Yes
204	Urban	10.7	9.5	89%	Yes	9.9	93%	Yes	36	10	Yes	30	30	Yes	30	60	Yes	44.6%	100%	Yes	42.1%	100%	Yes	93.3%	85%	Yes
206	Urban	18.8	14.4	77%	Yes	14.4	77%	Yes	24	10	Yes	30	30	Yes	45	60	Yes	47.8%	100%	Yes	48.0%	100%	Yes	83.7%	85%	No
212	Urban	13.9	9.8	70%	Yes	4.8	35%	Yes	25	10	Yes	30	30	Yes	30	60	Yes	38.7%	100%	Yes	36.5%	100%	Yes	94.2%	85%	Yes
214	Urban	18.7	13.3	71%	Yes	6.6	35%	Yes	19	10	Yes	30	30	Yes	30	60	Yes	33.1%	100%	Yes	36.8%	100%	Yes	95.4%	85%	Yes
300	Urban	18.4	17.5	95%	Yes	14.8	80%	Yes	24	10	Yes	30	30	Yes	30	60	Yes	29.3%	100%	Yes	27.2%	100%	Yes	87.3%	85%	Yes
400	Urban	25.6	4.1	16%	No	11.5	45%	Yes	16	10	Yes	30	30	Yes	60	60	Yes	36.6%	100%	Yes	30.3%	100%	Yes	87.3%	85%	Yes
402	Urban	37.3	6.1	16%	No	9.2	25%	No	17	10	Yes	30	30	Yes	60	60	Yes	36.3%	100%	Yes	37.4%	100%	Yes	87.3%	0.9	Yes
409	Urban	16.8	1.7	10%	No	3.5	21%	No	14	10	Yes	60	30	No	60	60	Yes	19.4%	100%	Yes	19.3%	100%	Yes	77.0%	85%	No
410	Suburban	18.4	4.4	24%	No	8.4	46%	Yes	22	10	Yes	30	60	Yes	60	60	Yes	29.8%	100%	Yes	37.0%	100%	Yes	93.4%	85%	Yes
425	Suburban	14.2	5.5	39%	Yes	7.3	51%	Yes	3	10	No	30	60	Yes	30	60	Yes	18.6%	100%	Yes	20.3%	100%	Yes	72.1%	85%	No
495	Express	3.2	0	0%	No	1.3	39%	Yes	39	20	Yes	30	60	Yes	--	60	No	80.7%	100%	Yes	66.8%	100%	Yes	N/A	85%	N/A
497	Suburban	10.6	2.1	20%	No	0.0	0%	No	14	10	Yes	30	60	Yes	--	60	No	56.7%	100%	Yes	40.2%	100%	Yes	97.1%	85%	Yes
500	Urban	24.6	7.9	32%	No	10.1	41%	Yes	11	10	Yes	60	30	No	60	60	Yes	65.3%	100%	Yes	53.0%	100%	Yes	70.4%	85%	No
501	Urban	32.4	11.8	36%	Yes	10.3	32%	No	11	10	Yes	60	30	No	120	60	No	36.1%	100%	Yes	31.5%	100%	Yes	79.9%	85%	No
Total		714.4	400.9	56%		405.4	57%		24.2									40.1%			39.7%			86.3%		

APPENDIX I

Pierce Transit Title VI Policies

Effective Date: July 1, 2015 **Review Due:** July 1, 2016
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
2015 Transit Service Monitoring

FACT SHEET

TITLE: A Resolution Approving the Transit Service Monitoring Results Contained Within the 2015 Title VI Program Submittal to the Federal Transit Administration

DIVISION: Finance

ORIGINATOR: Janine Robinson, Senior Planner, Transit Development

PRECEDING ACTION: Resolution 13-003 Approval of Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy

Resolution 14-008 Amendments to Chapter 1.60 – Public Hearing Procedures – of the Pierce Transit Code

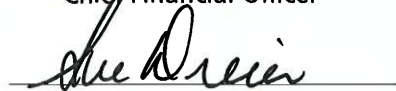
COORDINATING DEPARTMENT: Transit Development

APPROVED FOR SUBMITTAL:



Chief Financial Officer

APPROVED FOR AGENDA:



Chief Executive Officer

General Counsel

ATTACHMENTS:

Proposed Resolution
Exhibit A, 2015 Title VI Program Submittal to FTA ([electronically only](#))

BUDGET INFORMATION

	2015 Budget Amount	Required Expenditure	Impact
	\$0	\$0	\$0
Explanation:	N/A		

BACKGROUND:

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin. Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" was issued on October 1, 2012. The Circular directs any FTA recipient that operates 50 or more fixed route vehicles in peak service serving a population of 200,000 or more to conduct monitoring of its transit service at least every three years. The monitoring is intended to examine how well the agency is achieving its standards and policies as they apply to routes serving areas with higher minority and low-income populations.

FTA requires that the governing body of the agency consider and approve the Title VI Transit Service Monitoring Results.

Pierce Transit monitors the performance of its transit system relative to performance standards on a monthly basis. At least every three years, the agency monitors these standards specifically to gain a measure of performance 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. **Routes where at least one-third of the revenue miles passed through or adjacent to minority/low income Census block groups were designated “minority route”/“low-income route”.** The detailed table showing the classification of each of the Agency’s 39 routes is provided in Appendix H of the 2015 Title VI Program Submittal (Transit Service Monitoring table).

Standards measured against include passengers per hour, headways, overcrowding and on-time performance (OTP). Table 1, below, displays the standards.

Table 1: Monitored Performance Standards

Route Classification	PAX/Hour (minutes)	Peak Headway (minutes)	Off-Peak Headway (minutes)	Peak Loads	Off-Peak Loads	OTP
Local Services:						
Trunk Routes	15	15	30	150%	100%	85%
Urban Routes	10	30	60	100%	100%	85%
Suburban Routes	10	60	60	100%	100%	85%
Express Service:						
Commuter (Local Feeder) Routes	20	30	n/a	100%	100%	85%

Table 2, below, shows the results of the monitoring. Pierce Transit has a total of 39 routes. There are a total of 27 minority routes, making up 69% of all routes, and 33 low-income routes, comprising 85% of all routes in the system. The majority of Pierce Transit’s minority and low income routes are meeting the standards.

Table 2: Transit Service Monitoring Results

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	69%	31%	85%	15%	90%	64%	90%	100%	100%	64%
Minority	-	-	93%	7%	85%	70%	93%	100%	100%	59%
Non-Minority	-	-	67%	33%	100%	50%	83%	100%	100%	75%
Low Income	76%	24%	-	-	91%	64%	97%	100%	100%	67%
Non-Low Income	33%	67%	-	-	83%	67%	50%	100%	100%	50%

Disparate Impact Analysis

Minority routes are within 10% of system averages for all standards monitored in this analysis. Two standards have a lower achievement by minority routes – Passengers per hour (efficiency) and On-Time Performance. System-

wide, 90% of routes meet the passengers per hour standard while only 85% of minority routes meet the standard. Since this difference is only 5%, and is not greater than the agency’s 10% established disparate impact policy threshold, there is no disparate impact. Similarly, for on-time performance, 64% of all routes are meeting the standard, yet only 59% of minority routes meet the standard. This difference of 6% is not enough to warrant a determination of disparate impact.

Disproportionate Burden Analysis

None of the standards have a lower achievement by low-income routes – all are either the same or higher than the system as a whole. Therefore, the service standards monitoring does not result in a determination of disproportionate burden to low-income populations.

Distribution of Transit Amenities

Another element of the monitoring is an examination of how well transit amenities – benches, bus schedules, shelters, lights, as well as the number of ADA-accessible stops – are distributed throughout the system and in minority and low-income areas. Table 3 shows the results, below. 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.

Table 3: Distribution of Transit Amenities

Amenity	Low Income	Non-Low Income	Minority	Non-Minority	System
% accessible	99.6	99.7	99.6	99.7	99.6
% benches	41.4	35.2	39.1	36.8	38.1
% with schedules	24.3	20.3	23.6	20.4	22.2
% with shelters	28.0	23.7	26.7	24.5	25.7
% with lights	15.2	13.7	14.7	14.1	14.4
Number of Bus Stops	1105	1231	1323	1013	2336

Overall Conclusion:

Pierce Transit is serving minority and low-income populations in a manner consistent with how the agency provides service to everyone.

ALTERNATIVES:

None.

RECOMMENDATION:

Approve Resolution No. 15-049, approving the 2015 Title VI Transit Service Monitoring Results Submittal to the Federal Transit Administration in substantially the same form as Exhibit A.

RESOLUTION NO. 15-049

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Approving the Transit Service Monitoring
2 Results Contained Within the 2015 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)
5 prohibits 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
10 FTA 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
12 understanding of how the agency is performing against certain standards in areas with higher minority
13 and low-income populations; and

14 WHEREAS, the 2015 Transit Service Monitoring results show that the agency is serving minority
15 and low-income populations in a manner that does not result in a disparate impact to minority
16 populations nor disproportionate burden to low-income populations; and

17 WHEREAS, Circular 4702.1B requires the Title VI Transit Service Monitoring results to be considered
18 and approved by the Pierce Transit Board of Commissioners; and

19 WHEREAS, the Board of Commissioners considered the contents of the Title VI Transit Service
20 Monitoring results at its meeting held September 14, 2015; and

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

22 Section 1. The Board of Commissioners approves Transit Service Monitoring Results contained
23 within the 2015 Title VI Program Submittal to the Federal Transit Administration.

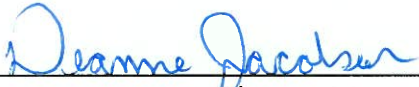
24 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
25 the 14th day of September, 2015.

26
27
28 
29 Rick Talbert, Chair
30 Board of Commissioners
31

1 ATTEST/AUTHENTICATED

2

3



4

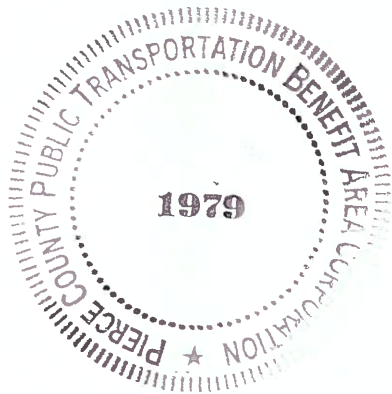
Deanne Jacobson, CMC

5

Clerk of the Board

6

7



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

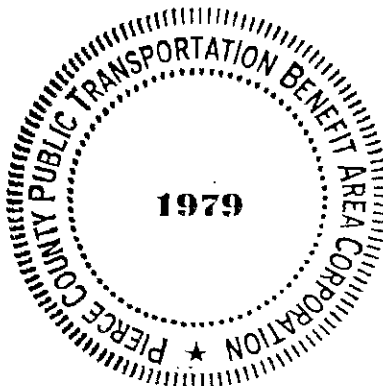
5
6 

7 Rick Talbert, Chair
8 Board of Commissioners
9
10

11 ATTEST/AUTHENTICATED

12
13 

14 Deanne Jacobson
15 Clerk of the Board
16
17



APPENDIX L

Service and Fare Change Equity Analyses Conducted between 2012 and 2015

Pierce Transit

Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

September 2013 Service Change

February 2013

Page intentionally left blank

PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

TABLE OF CONTENTS

1	INTRODUCTION.....	1
2	BACKGROUND.....	1
2.1	September 2013 Service Change	2
3	TITLE VI POLICIES & DEFINITIONS	3
3.1	PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY.....	3
3.2	PIERCE TRANSIT DISPARATE IMPACT POLICY.....	3
3.3	PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY.....	4
4	METHODOLOGY	5
5	EFFECTS OF PROPOSED SERVICE CHANGES ON MINORITY AND LOW INCOME POPULATIONS.....	6
5.1	System-Wide Effects	6
5.2	Disparate Impact Analysis.....	8
5.3	Disproportionate Burden Analysis	8
6	LIST OF APPENDICES	9

LIST OF APPENDICES

APPENDIX 1	FEBRUARY 2013 PIERCE TRANSIT SYSTEM MAP
APPENDIX 2	SEPTEMBER 2013 SERVICE REDUCTION PLAN – ROUTE BY ROUTE NARRATIVE
APPENDIX 3	SEPTEMBER 2013 SERVICE CHANGE DATA

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 Pierce Transit's planned service reductions, which, by September 2013, will reduce bus service by approximately 28%.

2 BACKGROUND

The agency has experienced a significant loss of revenue since the start of the recession in 2008. Approximately 70% of Pierce Transit's revenue comes from local sales tax. Even with cuts in overhead, reduced management, cuts in service to the public, and a reduction in service area, it doesn't make up for the lost revenue. Pierce Transit is funding the difference with reserve funds; those funds will run out in 2013.

Proposition 1 in November 2012 would have provided additional sales tax revenue for the agency, which would have provided additional funding for local bus services. But due to the loss of Proposition 1, Pierce Transit is now in the unfortunate situation of planning service reductions. These cuts are scheduled to occur in September 2013. Routes and schedules are based on an extensive system reduction project, robust public outreach since 2009, public communication associated with Proposition 1, and direction from Pierce Transit's Board of Commissioners. This will be a significant transition for Pierce Transit. The agency will continue to look for efficiencies and ways to reduce administrative costs so there will be as much service on the street as possible. Our top priority is to be the best smaller system possible for our customers.

2.1 September 2013 Service Change

Pierce Transit currently operates at 417,000 annual service hours. Once the service reduction plan is implemented in September 2013, Pierce Transit will operate approximately 300,000 annual service hours.

The September change focuses on reduction of headways and reduced span of service. Service on some routes will be eliminated on weekends. Staff utilized data on ridership by trip and time of day in order to identify low performing trips. One route, the Route 62 serving Northeast Tacoma, is planned for elimination with this service reduction due to low utilization. Appendix 1 shows a map of Pierce Transit's current system. Appendix 2 provides a route by route narrative of the changes to each route in the system.

The draft plan for the September 2013 service change eliminated all weekend and holiday service. During early public outreach, the prevailing public sentiment was that weekend service was important for their jobs and lives. With elimination of some capital projects and other cost savings, Pierce Transit was able to retain service on weekends on some Saturday and Sunday routes, with limited span and frequency. Span of service on higher frequency routes was kept as long as possible on weekends to serve those routes that have the highest ridership at the early and late hours of the day.

In order to reduce service hours and maintain service to a large service area, increasing headways across the system is a necessary change. All riders will be impacted when headways are increased. Increasing headways provides service with less frequency and thus less convenience. The important fact is that riders who rely on our system will be inconvenienced by increased headways but will at least continue to have service on those routes. With the focus on ridership and efficiency for the September 2013 service change, PT was able to preserve headways during peak commute times and some mid-day service for higher ridership routes.

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.

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

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

3.3 PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

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

4 METHODOLOGY

Pierce Transit staff first calculated which routes were planned to be reduced by 20% or more in revenue hours or revenue miles and thus are subject to the Title VI Equity Analysis. Pierce Transit staff then identified the minority and low-income population living within ¼ mile of each route in the system and within the entire service area. GIS mapping and 2010 Census data were used at the census block level for minority data. American Community Survey 2007-2011 data by census tract was used for low-income data³. A ¼ mile buffer was placed around each route to designate the route access range, the population of each tract or block within or touching that buffer was calculated, then the percentages of minority and low-income populations of those tracts/blocks were calculated.

Pierce Transit analyzed frequency changes and span of service changes in an aggregate, system-wide manner, as established in the Major Service Change Policy (Section 3.1). The population data (including the minority and low income data) for all routes with these time-based changes was calculated for all routes together. The only route planned for elimination was analyzed individually to determine whether there were adverse impacts to minority or low income populations along that specific route. The detailed data of hours and miles by route is included in Appendix 3. The equity analysis is provided below in Section 5.

³ Pierce Transit's 2010 Customer Survey provides information about our riders' race and income, but does not provide statistically significant data on ridership by route, so Census Data was used to analyze the population along Pierce Transit's routes.

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

5.1 System-Wide Effects

Pierce Transit currently operates 37 routes and provides 411,000 annual revenue hours and 3.5 million revenue miles. The September 2013 service change will result in an approximate 26% reduction in revenue hours, and a 28.5% reduction in revenue miles. Table 5-1 below shows the percent reduction in hours and miles by route. The shaded cells show the routes that have a 20% or greater reduction (a "major service change") and so are included in this equity analysis. Of the 37 routes, one will be eliminated and 22 will have a 20% or greater reduction.

TABLE 5-1 Percent Reduction in Hours and Miles, by Route

Route No.	1	2	3	10	11	13	14	16	28	41	42	45	48	51	52	53	54	55	56	57	62	100	102	202	204	206	212	214	300	400	402	409	410	495	497	500	501	System
% Reduction in Hours	-21	-22	-5	-8	-36	-36	-42	-21	-16	-23	-27	-11	-16	-41	-11	-19	-29	-7	-15	-51	-100	-51	0	-17	-11	-40	-28	-52	-52	-37	-27	-32	-31	0	0	5%	-78	-26
% Reduction in Miles	-24	-23	-7	-8	-39	-35	-42	-24	-16	-21	-72	-12	-17	-40	-11	-20	-30	-7	-16	-52	-100	-52	0	-17	-11	-41	-29	-51	-52	-52	-27	-33	-27	0	0	6	-77	-28.5

The following maps (Figure 5-1) show all of Pierce Transit's routes overlaid on the census blocks with the minority population (left, in orange) and on the census tracts with low income population (right, in blue). Routes that are subject to a 20% or greater change in miles or hours are shown in red (with ¼ mile buffer shown) and the routes that are subject to a less than 20% change are shown in green. The maps also show that the majority of Pierce Transit's routes are concentrated in the higher proportion minority and low income areas.

Table 5-2 below shows a summary of the impacts of the time-based service changes and the route elimination on minority and low income populations in the Pierce Transit service area.

Figure 5-1 Pierce Transit Route Maps on Minority and Low Income Census Blocks/Tracts

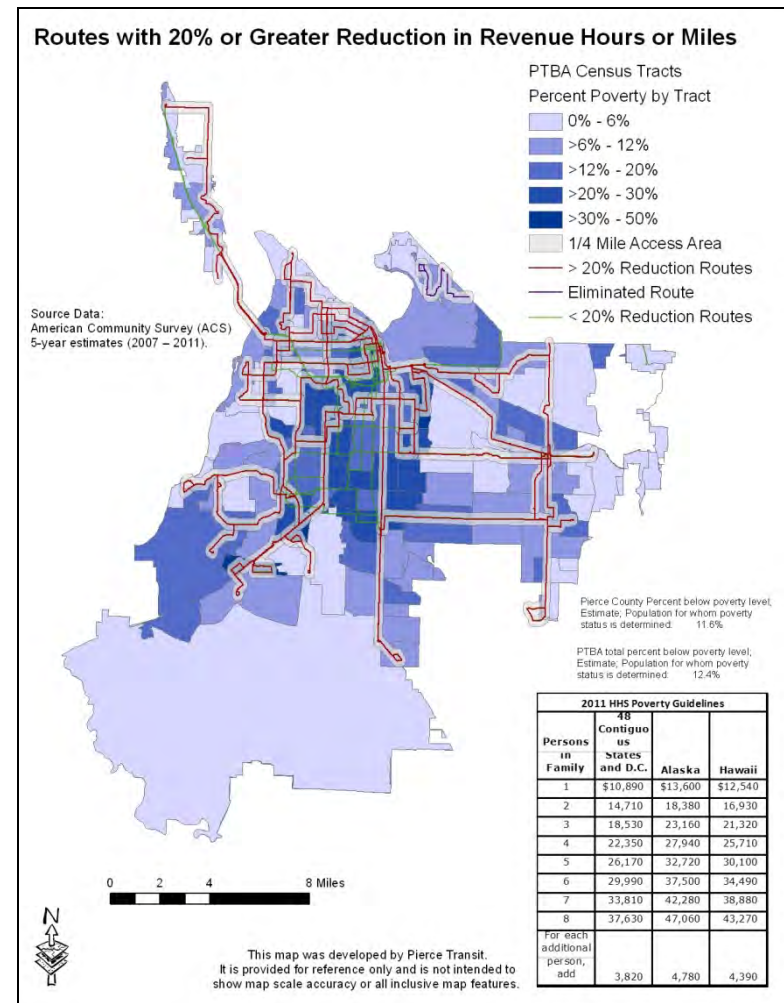
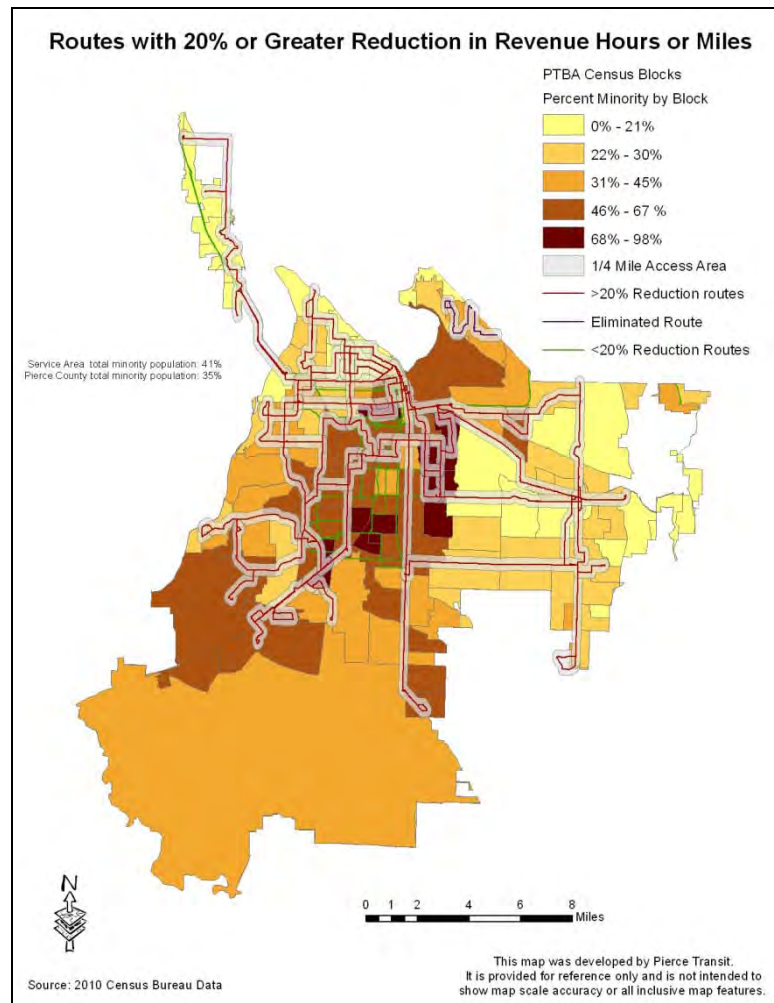


Table 5-2 Impact of Service Changes on Minority and Low Income Populations

Summary of Service Change	Minority Proportion of Population			Low Income Proportion of Population		
	Census Blocks Along Routes	Average Population in Service Area	Difference	Census Tracts Along Routes	Average Population in Service Area	Difference
Reduction of 20% or more in revenue hours and / or revenue miles	42.8%	41.0%	2.7%	13.2%	12.4%	0.8%
Route Elimination (Route 62)	38.9%	41.0%	-2.1%	6.3%	12.4%	-6.1%

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. While the minority population along the routes that will experience time-based reductions in service (42.8%) is higher than the service area minority population (41%), this 1.8% difference is not enough to warrant a determination of disparate impact. On the route planned for elimination, the minority population along the route (38.9%) is lower than the service area average (41%), so there is no disparate impact.

5.3 Disproportionate Burden Analysis

Pierce Transit's policy states that a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 5% more than the average low-income population of Pierce Transit's service area. The low income population along the routes that are subject to time based reductions in service (13.2%) is slightly higher than the low income population of the service area (12.4%), however, this difference of 0.8% is not enough to warrant a determination of disproportionate burden. On the Route 62 planned for elimination, the low income population along the route (6.3%) is lower than the service area average (12.4%), so there is no disproportionate burden.

6 LIST OF APPENDICES

APPENDIX 1	FEBRUARY 2013 PIERCE TRANSIT SYSTEM MAP
APPENDIX 2	SEPTEMBER 2013 SERVICE REDUCTION PLAN – ROUTE BY ROUTE NARRATIVE
APPENDIX 3	SEPTEMBER 2013 SERVICE CHANGE DATA

APPENDIX 1: PIERCE TRANSIT SYSTEM MAP – FEBRUARY 2013



APPENDIX 2: September 2013 Service Reduction Plan – Route by Route Narrative

300,000 Service Hours- *Weekday, limited Saturday and Sunday, no Holiday service*

Route	Weekly Trips: Mon - Sun		Route Modification Details
	Current Service	Reduction Plan	
1 – 6TH Ave-Pacific Ave	Weekday -475 Saturday - 84 Sunday - 52	Weekday - 445 Saturday – 39 Sunday - 35	<ul style="list-style-type: none"> Weekday - Span of service will remain unchanged. Frequency of service will remain unchanged in the peak with service operating from TCC to SR7 & 8th Ave (Wal-Mart). Service will operate every 20 minutes from TCC to Parkland Transit Center and every 40 minutes from Parkland Transit Center to SR7 & 8th Ave (Wal-Mart). Saturday - Span of service 6:45AM – 7:30PM. Service will operate every 30 min. between TCC and Parkland Transit Center in both directions; 60 min. Parkland Transit Center to Walmart (SR7 & 8th Ave) Sunday – Span of service 8:00AM – 6:45PM. Service will operate every 30 min. between TCC and Parkland Transit Center in both directions; 60 min. Parkland Transit Center to Walmart (SR7 & 8th Ave)
2 – S. 19th St. – Bridgeport	Weekday – 410 Saturday – 62 Sunday - 43	Weekday – 360 Saturday – 23 Sunday - 18	<ul style="list-style-type: none"> Weekday - Service will end at approx. 10:30 PM (currently 11:15 PM). Peak and midday service frequency remain unchanged (20 min. peak – 30min. midday). Saturday – Span of service 7:00AM – 7:00PM. Service will operate every 60 min. in both directions. Sunday - Span of service 9:15AM – 6:00PM. Service will operate every 60 min. in both directions.
3 – Lakewood – Tacoma	Weekday – 315 Saturday – 60 Sunday - 43	Weekday – 335 Saturday – 23 Sunday - 18	<ul style="list-style-type: none"> Weekday - Peak frequency will increase from 30 minute to 20 minute. Midday service frequency will remain unchanged (30 min.). Service now ends at approx. 9:30 PM (currently 10:15 PM). Saturday – Span of service 7:00AM – 6:45PM. Service will operate every 60 min. in both directions. Sunday - Span of service 9:15AM – 6:00PM. Service will operate every 60 min. in both directions.
10 – Pearl Street	Weekday – 210 Saturday – 22 Sunday - 17	Weekday – 200 Saturday – 17 Sunday - 14	<ul style="list-style-type: none"> Weekday - Span of service will remain unchanged. Frequency of service will remain unchanged (30 min. peak – 60 min. midday). Saturday – Span of service 8:00 AM- 6:15PM. Service will operate every 75 min. in both directions. Sunday - Span of service 8:30 AM – 5:00 PM. Service will operate every 75 min. in both directions.
11 – Point Defiance	Weekday – 140 Saturday – 17 Sunday - 16	Weekday – 110 Saturday – 0 Sunday - 0	<ul style="list-style-type: none"> Weekday - Span of service will be reduced. Service will start at 6:30 AM and ends at 7:15 PM. Peak service will remain unchanged (60 min.); Midday service will operate every 90 min. (currently 60 min.). Saturday - No Service. Sunday – No Service.
13 – N. 30th Street	Weekday – 130 Saturday – 9 Sunday - 0	Weekday – 90 Saturday – 0 Sunday - 0	<ul style="list-style-type: none"> Weekday - Span of service will slightly increase ending at 7:00 PM (currently 6:15 PM). Peak service frequency will remain unchanged (60 min.). Midday service is eliminated (currently 60 min.). Saturday – No Service. Sunday – No Service.
14 – Proctor District (TDS)	Weekday – 130 Saturday – 8 Sunday – 0	Weekday – 80 Saturday – 0 Sunday - 0	<ul style="list-style-type: none"> Weekday - Span of service will remain unchanged. Peak service frequency will remain unchanged (60 min.) Midday service is eliminated (currently 60 min.). Saturday – No Service. Sunday – No Service.
16 – TCC – Downtown	Weekday – 150 Saturday – 24 Sunday - 17	Weekday – 140 Saturday – 16 Sunday - 13	<ul style="list-style-type: none"> Weekday - Span of service will be reduced. Service will end at 7:15 PM (currently 8:30 PM). Peak and midday service frequency remain unchanged (60 min.). Saturday – Span of service 8:30 AM – 6:15 PM. Service will operate every 75 min. in both directions. Sunday – Span of service 9:00 AM – 5:00 PM. Service will operate every 75 min. in both directions..

28 – S.12th St. – Downtown	Weekday – 215 Saturday – 27 Sunday - 17	Weekday – 205 Saturday – 16 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Span of service will be reduced. Service will end at 8:00 PM (currently 8:30 PM). • Frequency of service will remain unchanged (30 min. peak – 60 min. midday). • Saturday – Span of service 7:30AM – 7:00PM. Service will operate every 60 min. in both directions. • Sunday - No Service.
41 – Portland Ave.	Weekday – 235 Saturday – 28 Sunday - 18	Weekday – 210 Saturday – 18 Sunday - 18	<ul style="list-style-type: none"> • Weekday - Span of service will be reduced. Service will begin at 5:45 AM (currently 5:00 AM). • Peak service routing will remain unchanged; Midday service will terminate at Tacoma Dome Station. • Peak and midday service frequency remain unchanged (30 min. peak – 60 min. midday). • Saturday – Span of service 7:30AM – 6:30PM. Service will operate every 75 min. in both directions. No service between the Tacoma Dome Station and 10th & Commerce. • Sunday - Span of service 8:45AM – 5:30PM. Service will operate every 60 min. in both directions. No service between the Tacoma Dome Station and 10th & Commerce.
42 – McKinley Ave.	Weekday – 140 Saturday – 25 Sunday - 18	Weekday – 140 Saturday – 16 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Span of service will remain unchanged. Service will begin at 5:45 AM (currently 6:00 AM); and end at 7:30 PM (currently 8:00 PM). • Peak service routing will remain unchanged; Midday service will terminate at Tacoma Dome Station. • Peak and midday service frequency will remain unchanged (60 min. peak and midday). • Saturday – Span of service 6:45AM – 6:30PM. Service will operate every 60 min. in both directions in the AM & PM. <u>There is no midday service.</u> • Sunday – No Service.
45 – Yakima Ave.-Parkland	Weekday – 140 Saturday – 17 Sunday - 0	Weekday – 140 Saturday – 0 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Service will remain unchanged. • Saturday – No Service. • Sunday – No Service.
48 – Sheridan – M Street	Weekday – 250 Saturday – 26 Sunday - 18	Weekday – 215 Saturday – 16 Sunday - 13	<ul style="list-style-type: none"> • Weekday - Span of service will be reduced. Service will end at 9:00 PM (currently 9:45 PM). • Frequency of service will remain unchanged (30 min. peak – 60 min. midday) • Saturday – Span of service 7:30AM – 7:30PM. Service will operate every 90 min. in both directions. • Sunday - Span of service 8:30AM – 5:30PM. Service will operate every 90 min. in both directions.
51 – Union Ave – Lakewood	Weekday – 140 Saturday – 18 Sunday - 18	Weekday – 105 Saturday – 0 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Span of service will remain unchanged. • Peak service frequency will remain unchanged (60 min.); midday service will be every 120 min. (currently 60 min.) • Saturday – No Service. • Sunday – No Service.
52 – TCC – Tacoma Mall	Weekday – 280 Saturday – 40 Sunday - 15	Weekday – 275 Saturday – 14 Sunday - 10	<ul style="list-style-type: none"> • Weekday - Span of service will be modified and start at 5:45 AM (currently 6:15 AM) and end at 8:30 PM (currently 9:00 PM). • Frequency of service will remain unchanged (30 min. all day; 60 min. at night). • Saturday – Span of service 8:15AM – 6:30 PM. Service will operate every 60 min. in both directions in the AM & PM. • <u>There is no midday service.</u> • Sunday – Span of service 8:15AM - 6:00PM. Service will operate every 120 min. in both directions.
53 – University Place	Weekday – 145 Saturday – 17 Sunday - 16	Weekday – 135 Saturday – 12 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Span of service will be reduced. Service will end at 7:30 PM (currently 8:30 PM). • Frequency of service will remain unchanged (60 min. all day). • Saturday – Span of service 8:30AM – 5:30PM. Service will operate every 90 min. in both directions. • Sunday - No Service.
54 – 38th St	Weekday – 255 Saturday – 17 Sunday - 16	Weekday – 190 Saturday – 21 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Span of service will be reduced. Service will end at 7:30 PM (currently 8:30 PM). • Peak frequency of service remains unchanged (30 min.); midday service will operate every 60 min. (currently 30 min.) • Saturday – Span of service 7:30AM – 6:00PM. Service will operate every 60 min. in both directions. • Sunday – No Service.
55 – Tacoma Mall-Parkland	Weekday – 275 Saturday – 41 Sunday - 17	Weekday – 280 Saturday – 21 Sunday - 10	<ul style="list-style-type: none"> • Weekday - Span of service will be modified and start at 5:45 AM (currently 6:15 AM); end of service unchanged (9:00 PM). • Peak and midday service frequency remains unchanged (30 min.); evening service will operate every 60 min. • Saturday – Span of service 7:30AM – 5:45PM. Service will operate every 60 min. in both directions.

			<ul style="list-style-type: none"> • Sunday – Span of service 8:45AM – 5:30PM. Service will operate every 120 min. in both directions.
56 – 56th Street	Weekday – 130 Saturday – 24 Sunday - 18	Weekday – 135 Saturday – 16 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start remains unchanged (6:15 AM); service will end at 7:30 PM (currently 7:00 PM). • Frequency of service remains unchanged (60 min. all day). • Saturday – Span of service 9:15AM – 5:00PM. Service will operate every 60 min. in both directions. • Sunday – No Service.
57 – Tacoma Mall-Downtown	Weekday – 275 Saturday – 22 Sunday - 16	Weekday – 135 Saturday – 17 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 6:15 AM (currently 5:45 AM) and end at 7:45 PM (currently 9:15 PM). • Frequency will be reduced to 60 min. all day (currently 30 min. all day). • Saturday – Span of service 8:00AM – 6:30PM. Service will operate every 75 min. in both directions. • Sunday - No Service.
62 – Northeast Tacoma	Weekday – 30 Saturday – 0 Sunday - 0	Weekday – 0 Saturday – 0 Sunday - 0	<ul style="list-style-type: none"> • <u>Service is eliminated.</u>
100 – Gig Harbor	Weekday – 135 Saturday – 16 Sunday - 17	Weekday – 75 Saturday – 11 Sunday - 12	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 6:30 AM (currently 6:45 AM); service will end at 7:30 PM (currently 8:30 PM). • Peak frequency of service will remain unchanged (60 min.); midday service will operate every 120 minutes (currently 60 min.) • Saturday – Span of service 7:45AM – 6:30PM. Service will operate every 95 min. in both directions. Service will only operate to Borgen & 51st. • Sunday - Span of service 9:15AM – 5:30PM. Service will operate approx. every 95 min. in both directions. Service will only operate to Borgen & 51st. • There will be no service between Borgen and Purdy P&R on Saturday and Sunday.
102 – Gig Harbor-Tacoma Exp.	Weekday – 45 Saturday – 0 Sunday - 0	Weekday – 45 Saturday – 0 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Service will be remain unchanged 4 morning trips; 5 afternoon trips. • Saturday – No Service. • Sunday – No Service.
202 – 72nd Street	Weekday – 295 Saturday – 41 Sunday - 16	Weekday – 255 Saturday – 23 Sunday - 16	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 5:30 AM (currently 6:00 AM); service will end at 8:15 PM (currently 9:15 PM). • Peak frequency of service will remain unchanged (30 min.); midday service will operate every 35 min. (currently 30 min.) • Saturday – Span of service 7:30AM – 7:00PM. Service will operate every 60 min. in both directions. • Sunday - Span of service 9:15AM – 5:00PM. Service will operate every 60 min. in both directions.
204 – Lakewood-Parkland	Weekday – 290 Saturday – 42 Sunday - 16	Weekday – 275 Saturday – 22 Sunday - 16	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 5:15 AM (currently 6:15 AM) and end at 9:00 PM (currently 9:00 PM). • Frequency will remain unchanged (30 min. all day). • Saturday – Span of service 8:00AM - 7:00PM. Service will operate every 60 min. in both directions. • Sunday - Span of service 9:15AM – 5:00PM. Service will operate every 60 min. in both directions.
206 – Pacific Hwy-Madigan	Weekday – 235 Saturday – 41 Sunday - 18	Weekday – 145 Saturday – 14 Sunday - 17	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 5:30 AM (currently 5:30 AM) and end at 7:45 PM (currently 9:00 PM). • Frequency will be modified to 60 min. all day (currently Peak - 30 min.; Midday -45 min.) • Saturday – Span of service 8:45AM – 5:00PM. Service will operate every 75 min. in both directions. • Sunday - Span of service 9:00AM – 5:15PM. Service will operate every 60 min. in both directions.
212 – Lakewood- Steilacoom	Weekday – 270 Saturday – 25 Sunday - 18	Weekday – 200 Saturday – 20 Sunday - 17	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 5:15 AM (currently 5:30 AM) and end at 7:00 PM (currently 8:30 PM). • Peak frequency of service will remain unchanged (30 min.); midday service will operate every 60 min. (currently 30 min.) • Saturday – Span of service 8:45AM – 6:15PM. Service will operate every 60 min. in both directions. 2 trips will operate to Steilacoom. • Sunday - Span of service 9:15AM – 5:30PM. Service will operate every 60 min. in both directions. No trips to Steilacoom.
214 – Washington-Pierce Coll.	Weekday – 270 Saturday – 25 Sunday - 17	Weekday – 170 Saturday – 20 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 5:45 AM (currently 6:15 AM) and end at 7:15 PM (currently 8:45 PM). • Peak frequency of service will remain unchanged (30 min.); midday service will operate every 75 min. (currently 30 min.) • Saturday – Span of service 9:00AM – 6:45PM. Service will operate every 60 min. in both directions. • Sunday - No Service.

300 – South Tacoma Way	Weekday – 275 Saturday – 27 Sunday - 16	Weekday – 130 Saturday – 19 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 6:15 AM (currently 5:45 AM) and end at 7:15 PM (currently 9:00 PM). • Frequency will be modified to 60 min. all day (currently 30 min. all day) • Saturday – Span of service 7:30AM – 6:45PM. Service will operate every 75 min. in both directions. • Sunday - No Service.
400 – Puyallup – Tacoma	Weekday – 250 Saturday – 0 Sunday – 0	Weekday – 165 Saturday – 0 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 4:45 AM (currently 4:45 AM) and end at 7:15 PM (currently 9:00 PM). • Peak frequency of service will remain unchanged (30 min.); midday service will operate every 90 min. (currently 60 min.) and midday service will terminate at the Tacoma Dome Station but continue to Pierce College Puyallup. • Saturday – No Service. • Sunday – No Service.
402 – Meridian	Weekday – 145 Saturday – 22 Sunday - 18	Weekday – 135 Saturday – 15 Sunday - 11	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 5:45 AM (currently 5:15 AM) and end at 7:45 PM (currently 9:00 PM). • Frequency will remain unchanged (60 min. all day). • Peak service routing will remain unchanged; Midday service will operate every hour to Meridian and Emerald (Milton Way) and every two hours to Federal Way Transit Center. • Saturday – Span of service 8:15AM – 7:00PM. Service will operate every 90 min. in both directions. Service will operate between South Hill TC and Meridian at Emerald only. No service to Federal Way TC. • Sunday - Span of service 9:00AM – 5:15PM. Service will operate every 90 min. in both directions. Service will operate between South Hill TC and Meridian at Emerald only. No service to Federal Way TC.
409 – Puyallup-72nd TC	Weekday – 145 Saturday – 18 Sunday - 17	Weekday – 125 Saturday – 0 Sunday - 0	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 5:30 AM (currently 5:45 AM) and end at 6:45 PM (currently 8:00 PM). • Peak frequency of service remains unchanged (60 min.); midday service will operate every 75 min. (currently 60 min.) • Saturday – No Service. • Sunday – No Service.
410 – 112th Street	Weekday – 220 Saturday – 38 Sunday - 18	Weekday – 200 Saturday – 21 Sunday - 17	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 5:45 AM (currently 6:15 AM) and end at 9:00 PM (currently 9:00 PM). • Frequency will remain unchanged; Peak 30 min. – Midday 60 min. • Pierce College service will be operated by the Route 400. • Saturday – Span of service 8:30AM – 6:45PM. Service will operate every 60 min. in both directions. • Sunday - Span of service 9:15AM – 5:30PM. Service will operate every 60 min. in both directions.
495 – S. Hill-Puyallup Sounder	Weekday – 35 Saturday – 0 Sunday - 0	Weekday – 35 Saturday – 0 Sunday - 0	<ul style="list-style-type: none"> • Service will remain unchanged, afternoon trips only.
497 – Lakeland Hills	Weekday – 70 Saturday – 0 Sunday – 0	Weekday – 70 Saturday – 0 Sunday – 0	<ul style="list-style-type: none"> • Service will remain unchanged 7 morning trips; 7 afternoon trips.
500 – Federal Way-Tacoma	Weekday – 165 Saturday – 30 Sunday - 28	Weekday – 220 Saturday – 20 Sunday - 16	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 5:30 AM (currently 5:45 AM) and end at 9:30 PM (currently 10:30 PM). • Peak frequency will be every 30 min. (currently 60 min.); midday will be every 60 min. (currently 60 min.) • Saturday – Span of service 7:30AM – 7:00PM. Service will operate every 75 min. in both directions. Service operates to Pacific Hwy & 348th Ave. only. No service to Federal Way TC • Sunday - Span of service 8:45AM – 6:30PM. Service will operate every 75 min. in both directions. Service operates to Pacific Hwy & 348th Ave. only. No service to Federal Way TC.
501 – Milton-Tacoma	Weekday – 150 Saturday – 12 Sunday - 10	Weekday – 80 Saturday – 0 Sunday – 0	<ul style="list-style-type: none"> • Weekday - Span of service will be modified, start at 6:15 AM (currently 6:00 AM) and end at 7:15 PM (currently 9:00 PM). • Service will be Peak only, 8 morning trips; 8 afternoon trips. • Service will operate from the Tacoma Dome Station to Meridian and Emerald St. in Milton. • Service to Federal Way will be via the 402-Meridian. • Saturday – No Service. • Sunday – No Service.

APPENDIX 3 SEPTEMBER 2013 SERVICE CHANGE DATA

February 2013 Service														September 2013 Service											Variances							
Route No.	Route Name	Wkdy	255	Sat.	52	Sun/Hol	58	Wkdy	255	Sat.	52	Sun/Hol	58	Wkdy	255	Sat.	52	Sun/Hol	52	Wkdy	255	Sat.	52	Sun/Hol	52	Revenue Hours		Revenue Miles		%		Route No.
		Wkdy Daily Hours	Annual Wkdy hours	Sat Daily Hours	Annual Sat. Hours	Sun/Hol. Daily Hours	Annual Sun/Hol Hours	Daily Weekday Miles	Annual Miles	Sat Daily Miles	Annual Sat. Miles	Sun/Hol Daily Miles	Annual Sun/Hol Miles	Daily Weekday Miles	Annual Miles	Sat Daily Hours	Annual Sat. Hours	Sun/Hol Daily Hours	Annual Sun/Hol Hours	Daily Weekday Miles	Annual Miles	Sat Daily Miles	Annual Sat. Miles	Sun/Hol Daily Miles	Annual Sun/Hol Miles	Feb-13	Sep-13	Feb-13	Sep-13	Reduction in Hours	Reduction in Miles	
1	Pacific/Parkland to DT Tacoma	137	34,935	108.72	5,653	63.13	3,725	1,744	444,700	1,528.15	79,464	973.97	57,464	120	30,600	47.02	2,445	38.62	2,008	1,484	378,370	633.41	32,937	558.02	29,017	44,313	35,053	581,628	440,324	-20.9%	-24.3%	1
2	Bridgeport/South 19th	66	16,766	48.93	2,544	34.20	2,018	964	245,883	733.62	38,148	507.65	29,951	58	14,846	18.42	958	14.32	745	844	215,337	274.73	14,286	214.91	11,175	21,328	16,549	313,983	240,798	-22.4%	-23.3%	2
3	Lakewood	51	13,076	43.63	2,269	19.78	1,167	648	165,277	626.13	32,559	281.74	16,623	55	14,020	17.12	890	13.48	701	694	177,090	240.00	12,480	187.84	9,768	16,512	15,611	214,458	199,337	-5.5%	-7.1%	3
10	Pearl St.	17	4,391	8.82	459	6.93	409	252	64,207	131.60	6,843	101.97	6,016	16	4,157	7.55	393	5.58	290	239	61,016	113.38	5,896	83.75	4,355	5,259	4,839	77,067	71,267	-8.0%	-7.5%	10
11	Point Defiance	16	4,016	8.47	440	7.97	470	220	56,210	178.06	9,259	125.96	7,432	12	3,175	0.00	0	0.00	0	173	44,165	0.00	0	0.00	0	4,927	3,175	72,900	44,165	-35.6%	-39.4%	11
13	North 30th St.	9	2,308	2.83	147	0.00	0	137	34,874	47.47	2,469	0.00	0	6	1,573	0.00	0	0.00	0	95	24,143	0.00	0	0.00	0	2,455	1,573	37,342	24,143	-35.9%	-35.3%	13
14	Proctor Dist. - TDS	13	3,366	3.97	206	0.00	0	146	37,151	45.42	2,362	0.00	0	8	2,058	0.00	0	0.00	0	90	22,862	0.00	0	0.00	0	3,572	2,058	39,513	22,862	-42.4%	-42.1%	14
16	UPS - TCC	14	3,685	10.73	558	7.62	450	210	53,665	168.36	8,755	149.87	8,842	13	3,404	0.00	0	5.82	303	193	49,140	0.00	0	91.25	4,745	4,692	3,707	71,262	53,885	-21.0%	-24.4%	16
28	South 12th St.	16	4,080	9.90	515	6.62	391	208	53,059	130.71	6,797	83.37	4,919	15	3,881	5.83	303	0.00	0	198	50,593	77.34	4,022	0.00	0	4,985	4,184	64,774	54,615	-16.1%	-15.7%	28
41	Portland Ave.	23	5,891	13.57	706	8.80	519	329	83,988	196.20	10,202	130.91	7,723	19	4,769	6.58	342	6.70	348	273	69,708	99.22	5,159	99.22	5,159	7,115	5,459	101,913	80,026	-23.3%	-21.5%	41
42	McKinley Ave.	11	2,882	9.50	494	6.88	406	153	39,059	136.74	7,110	98.47	5,810	10	2,430	6.17	321	0.00	0	38	9,812	87.53	4,551	0.00	0	3,781	2,751	51,979	14,364	-27.2%	-72.4%	42
45	Yakima	15	3,889	9.33	485	0.00	0	224	57,216	146.40	7,613	0.00	0	15	3,889	0.00	0	0.00	0	224	57,216	0.00	0	0.00	0	4,374	3,889	64,829	57,216	-11.1%	-11.7%	45
48	Hosmer - M Street	36	9,180	16.73	870	11.68	677	485	123,723	255.46	13,284	175.64	10,187	32	8,038	10.35	538	7.95	413	424	108,146	157.73	8,202	120.25	6,253	10,727	8,989	147,194	122,601	-16.2%	-16.7%	48
51	Union Ave. - Proctor Dist.	22	5,661	13.95	725	13.95	809	328	83,731	191.89	9,978	191.89	11,130	17	4,213	0.00	0	0.00	0	245	62,415	0.00	0	0.00	0	7,196	4,213	104,839	62,415	-41.5%	-40.5%	51
52	TCC - Tacoma Mall	23	5,949	16.67	867	6.25	363	281	71,529	200.30	10,416	75.17	4,360	23	5,845	5.83	303	4.17	217	276	70,259	70.13	3,647	50.09	2,605	7,178	6,365	86,304	76,510	-11.3%	-11.3%	52
53	University Place	33	8,351	16.93	880	16.93	982	454	115,716	275.09	14,304	258.97	15,020	31	7,892	7.43	386	0.00	0	428	109,150	138.28	7,191	0.00	0	10,214	8,279	145,041	116,340	-18.9%	-19.8%	53
54	38th St.	15	3,779	7.13	371	5.07	294	247	62,924	116.21	6,043	103.66	6,012	11	2,831	6.28	327	0.00	0	184	46,919	101.62	5,284	0.00	0	4,444	3,157	74,979	52,203	-29.0%	-30.4%	54
55	Parkland - Tacoma Mall	23	5,845	17.08	888	7.08	411	372	94,743	276.66	14,386	114.74	6,655	23	5,949	8.75	455	4.17	217	378	96,433	141.64	7,365	67.48	3,509	7,143	6,621	115,784	107,307	-7.3%	-7.3%	55
56	56th St.	9	2,402	10.00	520	7.50	435	133	33,820	137.31	7,140	103.51	6,004	10	2,491	6.67	347	0.00	0	138	35,121	81.62	4,244	0.00	0	3,357	2,838	46,963	39,365	-15.5%	-16.2%	56
57	Tacoma Mall	33	8,484	13.47	700	9.45	548	396	100,981	161.85	8,416	117.71	6,827	16	4,187	10.40	541	0.00	0	194	49,573	124.92	6,496	0.00	0	9,732	4,728	116,225	56,069	-51.4%	-51.8%	57
62	NE Tacoma	3	727	0.00	0	0.00	0	56	14,342	0.00	0	0.00	0	0	-	0.00	0	0.00	0	0	0	0.00	0	0.00	0	727	0	14,342	0	-100.0%	-100.0%	62
100	Purdy - Gig Harbor - TCC	23	5,776	13.63	709	14.40	835	498	126,889	295.10	15,345	313.93	18,208	11	2,767	9.43	490	6.77	352	231	58,813	202.50	10,530	137.93	7,172	7,320	3,609	160,442	76,516	-50.7%	-52.3%	100
102	Purdy - Gig Harbor - Tacoma Express	9	2,239	0.00	0	0.00	0	197	50,289	0.00	0	0.00	0	9	2,249	0.00	0	0.00	0	197	50,289	0.00	0	0.00	0	2,239	2,249	50,289	50,289	0.5%	0.0%	102
202	72nd St.	26	6,668	16.80	874	6.52	378	404	102,902	280.31	14,576	109.42	6,346	23	5,783	9.32	485	6.52	339	349	88,952	157.35	8,182	109.42	5,690	7,920	6,607	123,825	102,824	-16.6%	-17.0%	202
204	Lakewood - Parkland	22	5,554	17.50	910	6.40	371	308	78,601	223.49	11,621	85.03	4,932	21	5,279	9.17	477	6.40	333	292	74,501	116.92	6,080	85.03	4,422	6,835	6,088	95,155	85,002	-10.9%	-10.7%	204
206	Pac Highway/Tillicum/Madigan	28	7,186	20.82	1,083	6.50	377	411	104,876	363.97	18,926	127.30	7,384	18	4,514	6.82	355	6.17	321	256	65,345	121.91	6,339	119.41	6,209	8,646	5,189	131,186	77,893	-40.0%	-40.6%	206
212	Steilacoom Blvd.	21	5,355	6.28	327	4.35	252	276	70,430	110.18	5,730	79.46	4,609	15	3,754	5.40	281	4.15	216	190	48,381	93.55	4,865	74.87	3,893	5,934	4,250	80,768	57,139	-28.4%	-29.3%	212
214	Washington	31	7,803	10.33	537	7.18	416	492	125,496	184.55	9,597	128.56	7,457	15	3,731	8.37	435	0.00	0	246	62,707	149.15	7,756	0.00	0	8,757	4,166	142,549	70,463	-52.4%	-50.6%	214
300	South Tacoma Way	33	8,300	13.10	681	8.13	472	448	114,293	204.28	10,623	123.43	7,159	16	4,067	9.27	482	0.00	0	218	55,590	142.77	7,424	0.00	0	9,453	4,549	132,075	63,014	-51.9%	-52.3%	300
400	Puyallup - Downtown Tacoma	33	8,458	0.00	0	0.00	0	601	153,148	0.00	0	0.00	0	21	5,335	0.00	0	0.00	0	290	74,022	0.00	0	0.00	0	8,458	5,335	153,148	74,022	-36.9%	-51.7%	400
402	Meridian	36	9,269	28.18	1,465	23.07	1,338	540	137,806	409.86	21,313	335.34	19,450	32	8,135	5.97	310	6.70	348	466	118,774	123.41	6,417	90.37	4,699	12,073	8,793	178,569	129,890	-27.2%	-27.3%	402
409	Stewart Ave. - Main Ave.	13	3,328	6.03	314	5.75	334	239	60,838	109.14	5,675	131.23	7,611	11	2,703	0.00	0	0.00	0	195	49,660	0.00	0	0.00	0	3,975	2,703	74,124	49,660	-32.0%	-33.0%	409
410	112th Street	22	5,572	13.93	724	6.60	383	382	97,354	293.78	15,276	146.64	8,505	15	3,902	7.70	400	6.23	324	286	72,884	160.53	8,348	138.55	7,205	6,679	4,626	121,135	88,437	-30.7%	-27.0%	410
495	Puyallup Station Connector	2	446	0.00	0	0.00	0	23	5,742	0.00	0	0.00	0	2	446	0.00	0	0.00	0	23	5,742	0.00	0	0.00	0	446	446	5,742	5,742	0.0%	0.0%	495
497	Lakeland Hills Connector AM	5	1,160	0.00	0	0.00																										

RESOLUTION NO. 13-008

A RESOLUTION of the Board of Commissioners of Pierce Transit
Authorizing Approval of Title VI Service Equity Analysis

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

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

WHEREAS, these agencies must conduct Service Equity Analyses to analyze the impacts of major service changes on minority and low income populations; and

WHEREAS, Pierce Transit's Board of Commissioners approved three policies relevant to these Title VI analyses on February 11, 2013, including: Major Service Change Policy; Disparate Impact Policy; and Disproportionate Burden Policy; and

WHEREAS, Pierce Transit's proposed service change planned for implementation in September 2013 is considered "major" for 23 of the current 37 routes; and

WHEREAS, the Pierce Transit Title VI Service Equity Analysis for the September 2013 Service Change found no disparate impacts to minority populations nor disproportionate burdens to low income populations; and

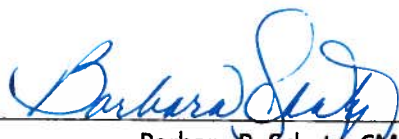
WHEREAS, the Pierce Transit Community Transportation Advisory Group (CTAG) reviewed the results of the Title VI Service Equity Analysis at its February 21, 2013 meeting and recommended that the analysis be approved.

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

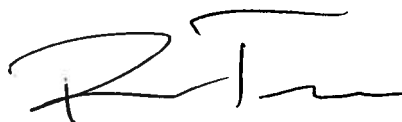
Section 1. The Board of Commissioners authorizes the approval of the Pierce Transit Title VI Service Equity Analysis for the September 2013 service reductions.

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

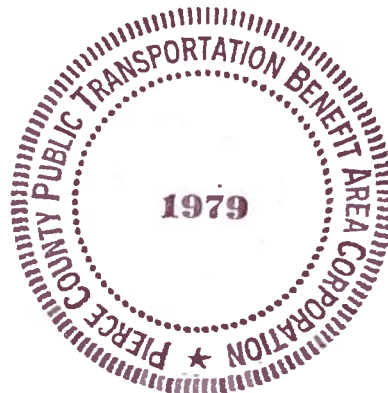
ATTEST:



Barbara B. Schatz, CMC
Acting Clerk of the Board



Marilyn Strickland, Chairman
Board of Commissioners



Pierce Transit

Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

Fife-Milton-Edgewood Demonstration Project

October 2013

PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

TABLE OF CONTENTS

1	INTRODUCTION.....	1
2	BACKGROUND.....	1
2.1	Fife-Milton-Edgewood Demonstration Service.....	2
3	TITLE VI POLICIES & DEFINITIONS	3
3.1	PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY	3
3.2	PIERCE TRANSIT DISPARATE IMPACT POLICY.....	3
3.3	PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY.....	4
4	METHODOLOGY	5
5	EFFECTS OF PROPOSED SERVICE CHANGE ON MINORITY AND LOW INCOME POPULATIONS	6
5.1	Impact of Service Changes on Minority and Low Income Populations.....	6
5.2	Disparate Impact Analysis.....	8
5.3	Disproportionate Burden Analysis	8
6	LIST OF APPENDICES	9

LIST OF APPENDICES

- APPENDIX 1 FIFE-MILTON-EDGEWOOD COMMUNITY CONNECTOR FACT SHEET
- APPENDIX 2 SEPTEMBER 2013 PIERCE TRANSIT SYSTEM MAP

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 Pierce Transit's planned February 2014 service reductions and new service associated with the Fife-Milton-Edgewood Demonstration Project.

2 BACKGROUND

The proposed Fife-Milton-Edgewood Demonstration Project was established in response to Pierce Transit's Board of Commissioners' Strategic Direction that includes developing innovative services tailored to community needs. The communities of Fife, Milton, and Edgewood have asked for a more tailored service that circulates through their communities providing local transportation options. The proposed concepts are integrated with Routes 402, 500, and 501 to provide stronger local connections while maintaining regional access. The concepts provide a direct connection during commute times to regional services including Sounder commuter rail at the Puyallup Station.

The demonstration project includes a net addition of approximately 5,000 annual service hours. Part of the project includes elimination of some trips on the Route 501 to avoid duplication of service. This service equity analysis examines the impact of both the eliminated trips and the addition of the new tailored service.

2.1 Fife-Milton-Edgewood Demonstration Service

The proposed Fife-Milton-Edgewood Community Connector is the result of the work of a Community Investment Team (CIT) who, in partnership with Pierce Transit, developed two route concepts focused on improving fixed route services within the Fife, Milton and Edgewood Communities. The CIT is made up of representatives from the Cities of Fife, Milton, Edgewood and Puyallup, the Puyallup Tribe, Radiance Home Owners Association, Mountain View Community Center, and Edgewood Fish Food Bank.

The CIT expressed a need for local tailored service and strong connections to regional services at the Puyallup Station. The package of concepts is integrated with Routes 402 and 500 to provide timed connections in Fife along Pacific Highway and Route 402 in Edgewood along the Meridian corridor. The proposed concepts represent two new tailored community circulators utilizing small 25 foot cutaway vehicles. The proposal also recommends service adjustments to the Route 402 to provide select timed connections to Sounder commuter rail operating at the Puyallup Station. The CIT also recommended that select Route 501 trips on weekdays and weekends be eliminated to provide efficiency and avoid duplication of services. The proposed Community Connector concepts and changes to the Routes 402 and 501 are described in detail on the Fife-Milton-Edgewood Community Connector fact sheet that is attached as Appendix A. Appendix B shows the entire Pierce Transit System Map.

The complete proposal is for a one-year demonstration project beginning February 2014, and it includes the following:

1. Add a local tailored Community Connector linking the communities of Milton and Edgewood with Fife.
2. Add a local tailored Community Connector linking Fife to Puyallup Station.
3. Adjust four Route 402 trips to make better connections with Sounder Train service at Puyallup Station
4. Eliminate eighteen Route 501 trips, integrating remaining service with proposed tailored Community Connectors.

The proposed modifications to the existing Route 501 service are considered a major service change under Pierce Transit's Major Service Change Policy and require a Title VI Service Equity Analysis and public outreach. Staff has notified riders and non riders of the proposed demonstration and modifications to Route 501 with rider alerts, web site notice, on board rider survey, a web survey, two community open houses and legal notices for a public hearing. The open houses were held on Wednesday, October 30, at the Fife City Hall and Saturday, November 2, at the Milton/Edgewood Library. A Public Hearing will take place at the Board of Commissioners meeting on November 18. To meet the timeline to implement service with the February 2014 service change, the Board of Commissioners will also be asked to consider approving the demonstration at their November 18 Board Meeting.

The additional Community Connector service in the demonstration does not require a Title VI Equity Analysis unless the service is in place for a year or longer. However, Pierce Transit has completed the equity analysis on the additional service and included it here. Schedule adjustments to the Route 402 do not adjust the route revenue miles or revenue hours by 20% so are not considered a major service change and are not analyzed in this report.

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 may implement the service or

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

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.

4 METHODOLOGY

Pierce Transit staff calculated the changes in proposed hours and miles to the Routes 501 and 402 to determine whether the planned changes added or eliminated 20% or more in revenue hours or revenue miles and thus would be considered a Major Service Change and subject to the Title VI Equity Analysis. These calculations are provided in Table 4-1 below.

TABLE 4-1 Routes 501 and 402: Change in Weekly Hours and Miles

	Route 501 Hours	Route 501 Miles	Route 402 Miles	Route 402 Hours
Current	64	925	703	51
Proposed	43	605	703	52
% change	-32%	-35%	0%	2%

Route 501 is proposed to be reduced by 32% in revenue hours and 35% in revenue miles. Since this is greater than a 20% reduction in hours and miles, a service equity analysis on these reductions was determined to be necessary. Changes to the Route 402 schedule only result in a 2% increase in revenue hours and no increase in revenue miles so no service equity analysis is necessary for this route.

Pierce Transit staff identified the minority and low-income population living within ¼ mile of Route 501, each of the two new Community Connector routes, and within the entire service area. GIS mapping and 2010 Census data were used at the census block level for minority data. American Community Survey 2007-2011 data by census tract was used for low-income data³. A ¼ mile buffer was placed around Route 501 and the Community Connector routes to designate the route access range. The population of each tract or block within or touching that buffer was calculated, then the percentages of minority and low-income populations of those tracts/blocks were calculated.

The equity analysis is provided below in Section 5.

³ Pierce Transit's 2010 Customer Survey provides information about our riders' race and income, but does not provide statistically significant data on ridership by route, so Census Data was used to analyze the population along Pierce Transit's routes.

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

5.1 Impact of Service Changes on Minority and Low Income Populations

Figure 5-1 below shows the Route 501 with its ¼ mile access area shown shaded in grey. Pierce Transit routes appear as green lines. Figure 5-2 on the next page shows the Milton-Edgewood Community Connector in bright green and the Fife to Puyallup Station Community Connector in bright blue. Each route's ¼ mile access area used in the analysis is shaded.

Table 5-1 on the next page shows the results of the analysis, comparing the minority and low income proportion of the population living within ¼ mile of Route 501 and the new community connectors with the minority and low income proportion of the service area as a whole.

Figure 5-1 Route 501 Analysis Map

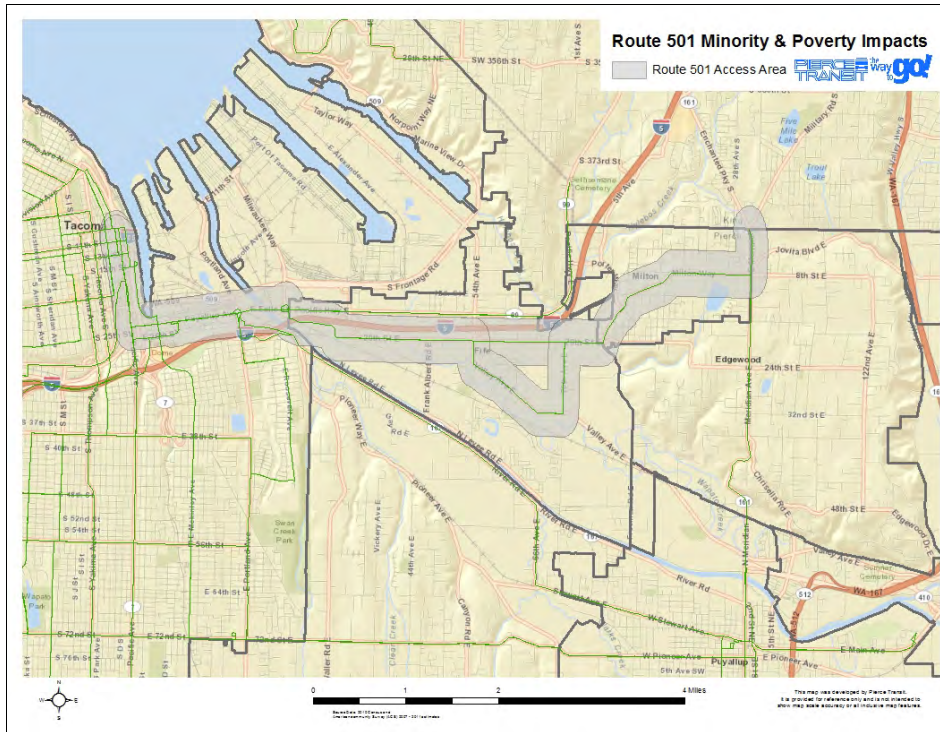


Figure 5-2 New Community Connectors Analysis Map

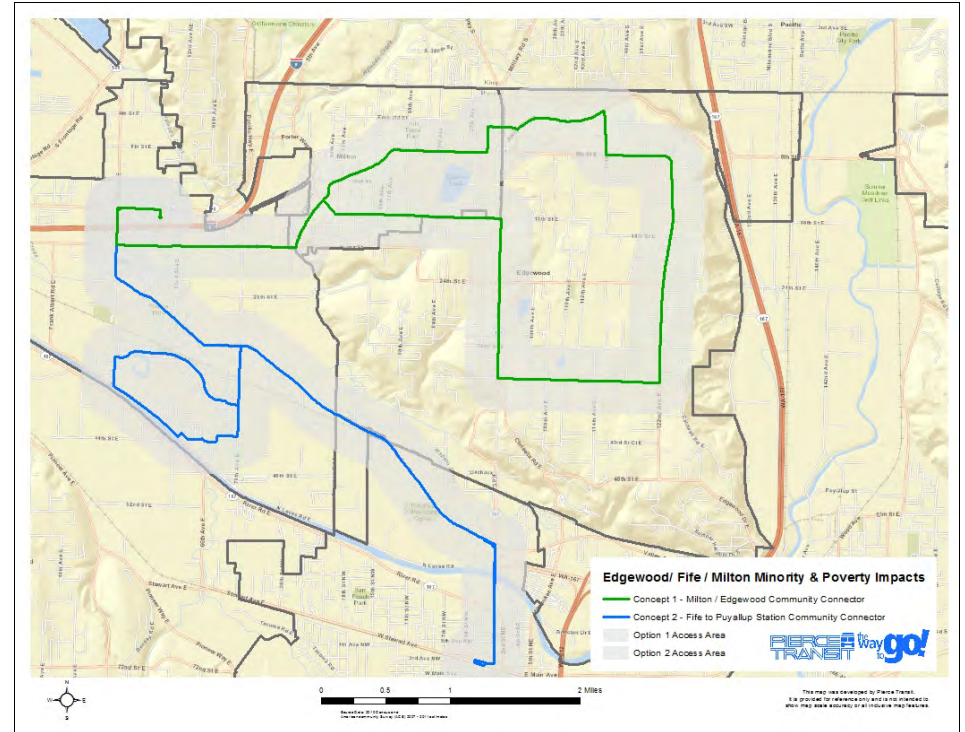


TABLE 5-1 Impact of Service Changes on Minority and Low Income Populations

Summary of Service Change	Minority Proportion of the Population			Low Income Proportion of the Population		
	Census Blocks Along Route	Average Population in Service Area	Difference	Census Blocks Along Route	Average Population in Service Area	Difference
Route 501 – Span of Service, Frequency	47.4%	41.0%	6.4%	13.8%	12.4%	1.4%
Milton-Edgewood Community Connector – New Service	32.2%	41.0%	-8.8%	7.9%	12.4%	-4.5%
Fife to Puyallup Station Community Connector – New Service	49%	41.0%	8%	10.5%	12.4%	-1.9%

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.

5.2.1 Route 501

While the minority population along the Route 501 that will experience time-based reductions in service (47.4%) is higher than the service area minority population (41%), this 6.4% difference is not enough to warrant a determination of disparate impact.

5.2.2 Milton-Edgewood Community Connector

The minority population along the Milton-Edgewood Community Connector is 32.2%, which is lower than the service area minority population (41%). This difference of 8.8% is not enough to warrant a determination of disparate impact.

5.2.3 Fife-Puyallup Station Community Connector

The minority population along the Fife-Puyallup Station Community Connector is 49%, which is higher than the service area minority population (41%). This difference of 8% is not enough to warrant a determination of disparate impact.

5.3 Disproportionate Burden Analysis

Pierce Transit's policy states that a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 5% more than the average low-income population of Pierce Transit's service area.

5.2.1 Route 501

The low income population along the Route 501 that will experience reductions in service (13.8%) is slightly higher than the low income population of the service area (12.4%), however, this difference of 1.4% is not enough to warrant a determination of disproportionate burden.

5.2.2 Milton-Edgewood Community Connector

The low income population along the Milton-Edgewood Community Connector is 7.9%, which is lower than the service area low income population (12.4%). This difference of 4.5% is not enough to warrant a determination of disproportionate burden.

5.2.3 Fife-Puyallup Station Community Connector

The low income population along the Fife-Puyallup Station Community Connector is 10.5%, which is slightly lower than the service area low income population (12.4%). This difference of 1.9% is not enough to warrant a determination of disproportionate burden.

6 LIST OF APPENDICES

- APPENDIX 1 FIFE-MILTON-EDGEWOOD COMMUNITY CONNECTOR FACT SHEET
- APPENDIX 2 SEPTEMBER 2013 PIERCE TRANSIT SYSTEM MAP



Fife-Milton-Edgewood Community Connector Innovative Solution

Background

The proposed Fife-Milton-Edgewood Community Connector is the result of a committed Community Investment Team who, in partnership with Pierce Transit, developed two route concepts focused on improving fixed route services within the Fife, Milton, and Edgewood communities. Proposed service concepts focus on:

- **Community Needs.** Serve key Fife, Milton, and Edgewood community destinations including shopping, medical, libraries, churches, parks, community centers, and post offices.
- **Connections.** Transport Fife, Milton, Edgewood commuters to and from Puyallup Sounder Station during commute times.
- **Integrating tailored service with existing transit system.** Link community connector to Routes 402 and 500 for easy access.

Community Investment Team

- City of Edgewood
- City of Fife
- City of Milton
- City of Puyallup
- Edgewood F.I.S.H. Food Bank
- Puyallup Tribe of Indians
- Mountain View Community Center
- Radiance Homeowner's Association

Public feedback sought

We want to hear what the community thinks about the proposed Fife-Milton-Edgewood tailored services.

Contact: Tina Lee | Pierce Transit | Service Innovation Administrator

Phone: 253.589.6887

Email: tlee@piercetransit.org

Mail: Pierce Transit | P.O. Box 99070 | Lakewood, WA 98496-0070

Timeline

Wednesday, Oct 30

Open House • 4:30 - 7:30 p.m.

Fife City Hall

5411 23rd Street East, Fife

Saturday, November 2

Open House • 11 a.m. – 2 p.m.

Milton/Edgewood Library

900 Meridian East, Milton

Monday, November 18

**Public Hearing • Pierce Transit Board Meeting
4:00 p.m.**

Pierce Transit Training Center

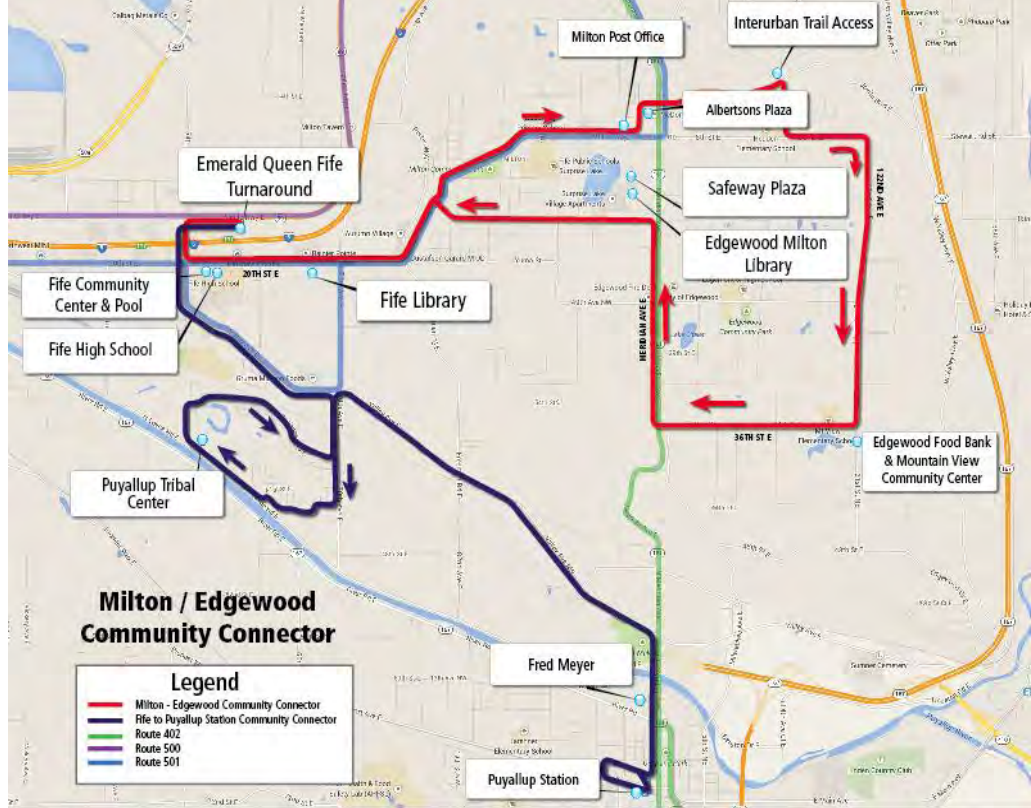
3701 96th Street SW

(Meeting at which Board is expected to decide whether to approve tailored service for implementation February 2014 service change.)



The Proposal

1. Add a local tailored Community Connector linking the communities of Milton and Edgewood with Fife.
2. Add a local tailored Community Connector linking Fife to Puyallup Station.
3. Adjust four Route 402 trips to make better connections with Sounder Train service at Puyallup Station.
4. Eliminate select Route 501 trips, integrating remaining service with proposed tailored Community Connectors.



Proposal	Service Details			
Milton-Edgewood Community Connector <i>Local Tailored Service</i>	<ul style="list-style-type: none"> • Small vehicle – 25 ft. • Service span: Weekdays & weekends <ul style="list-style-type: none"> -Thursdays: 10am – 7pm; -All other days: 10am – 2pm • 60 minute frequency • Integrated with Route 501 			
Fife to Puyallup Station Community Connector <i>Local Tailored Service</i>	Commuter Connection <ul style="list-style-type: none"> • Weekdays: 6 - 8am and 4 - 6:30pm • Trips timed approximately every 30 minutes to meet Sounder between 	Community Connection <ul style="list-style-type: none"> • Weekdays: 9am – 4pm (No weekend service) • 60 minute frequency 		
Route 402 Adjustments <i>Milton/Edgewood to Puyallup Station Connection</i>	Adjusting four Route 402 trips timed to meet Sounder train at Puyallup Station. <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> AM adjust first two trip times to start at: <ul style="list-style-type: none"> • 5:20am trip will start at 5:05am Federal Way (FWTC), departs Puyallup Station 5:37am • 6:15am trip will start at 6:12am Federal Way (FWTC), departs Puyallup Station 6:46am </td> <td style="width: 50%; vertical-align: top;"> PM adjust two trips to meet Sounder Train: <ul style="list-style-type: none"> • 2:37pm trip from 171st Meridian, leaves Puyallup Station at 3:56pm • 4:39pm trip from 171st Meridian, leaves Puyallup Station at 5:37pm </td> </tr> </table>		AM adjust first two trip times to start at: <ul style="list-style-type: none"> • 5:20am trip will start at 5:05am Federal Way (FWTC), departs Puyallup Station 5:37am • 6:15am trip will start at 6:12am Federal Way (FWTC), departs Puyallup Station 6:46am 	PM adjust two trips to meet Sounder Train: <ul style="list-style-type: none"> • 2:37pm trip from 171st Meridian, leaves Puyallup Station at 3:56pm • 4:39pm trip from 171st Meridian, leaves Puyallup Station at 5:37pm
AM adjust first two trip times to start at: <ul style="list-style-type: none"> • 5:20am trip will start at 5:05am Federal Way (FWTC), departs Puyallup Station 5:37am • 6:15am trip will start at 6:12am Federal Way (FWTC), departs Puyallup Station 6:46am 	PM adjust two trips to meet Sounder Train: <ul style="list-style-type: none"> • 2:37pm trip from 171st Meridian, leaves Puyallup Station at 3:56pm • 4:39pm trip from 171st Meridian, leaves Puyallup Station at 5:37pm 			
Route 501 Adjustments <i>Integrate service with proposed tailored Community Connectors</i>	<p>Connections to Federal Way or Tacoma are with a transfer from Milton Community Connector to either Route 500 or Route 402.</p> <p>Weekday trips proposed for elimination:</p> <ul style="list-style-type: none"> • Starting at 10th & Commerce traveling to FWTC: 9:58am and 12:01pm • Starting at FWTC traveling to 10th & Commerce: 11:16am and 1:16pm <p>Saturday: Eliminate midday service. Other connections are via a transfer to Route 500 or Route 402.</p> <ul style="list-style-type: none"> • Saturday trips proposed for elimination starting at 10th & Commerce traveling to FWTC: 11:10am, 1:10pm, 3:10am, 5:10pm • Saturday trips proposed for elimination starting at FWTC traveling to 10th & Commerce: 10:15am, 12:15pm, 2:15pm, 4:15pm <p>Sunday: Eliminate midday service. Other connections are via a transfer to Route 500 or Route 402.</p> <ul style="list-style-type: none"> • Sunday trips proposed for elimination starting at 10th & Commerce traveling to FWTC: 11:10am, 1:10pm, 3:10am • Sunday trips that are eliminated starting at FWTC traveling to 10th & Commerce: 12:15pm, 2:15pm 			



Pierce Transit SYSTEM MAP

- PARK & RIDE:**
- TRANSIT CENTER:**
- ROUTE NUMBER:**
- PARTICIPATING ORCA RETAILERS:**

RESOLUTION NO. 13-033

1 A RESOLUTION of the Board of Commissioners of Pierce Transit
2 Authorizing Fife-Milton-Edgewood Demonstration Effective February 16, 2014,
3 Contingent upon Adoption of the 2014 Budget.
4

5 WHEREAS, on July 8, 2013 the Pierce Transit Board of Commissioners adopted its Strategic
6 Direction which directed staff to develop innovative tailored community solutions; and

7 WHEREAS, the Fife-Milton-Edgewood Community Investment Team comprised of local
8 representatives with a vested interest in guiding the design and success of tailored community service
9 has recommended concepts for a possible demonstration project; and

10 WHEREAS, on October 14, 2013, the Board of Commissioners authorized the design of the Fife-
11 Milton-Edgewood Demonstration Project; and

12 WHEREAS, the proposed Fife-Milton-Edgewood Demonstration Project includes the Milton-
13 Edgewood Community Connector, the Fife to Puyallup Station Community Connector, adjusted trip
14 times on the Route 402, and service modifications reducing existing Route 501 trips to better integrate
15 the concepts with local fixed route services; and

16 WHEREAS, the Route 501 service modifications are a Major Service Change and require a Title
17 VI service equity analysis under Pierce Transit's Disparate Impact Policy and Disproportionate Burden
18 Policy; and


19 WHEREAS, the service equity analysis discovered no disparate impacts or disproportionate
20 burden that would result from this demonstration project; and

21 WHEREAS, community outreach for the proposed demonstration included distribution of 5,750
22 rider brochures, a project web site with a web survey, posters in the community advertising a public
23 hearing, two community open houses, an on-board bus rider survey, legal notices published five and
24 twenty days before the public hearing;

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

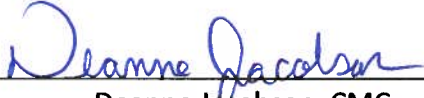
26 Section 1. The Board of Commissioners authorizes the implementation of a Fife-Milton-
27 Edgewood Demonstration Project effective February 16, 2014, through February 14, 2015, contingent
28 upon the adoption of the 2014 Budget.

1 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof
2 held on the 18th day of November, 2013.

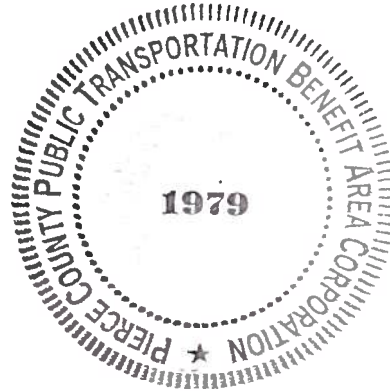


Marilyn Strickland, Chair
Board of Commissioners

ATTEST:



Deanne Jacobson, CMC
Clerk of the Board



Pierce Transit

Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

Gig Harbor Trolley Seasonal Service

January 2014

PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

TABLE OF CONTENTS

1	INTRODUCTION.....	1
2	BACKGROUND.....	1
2.1	Gig Harbor Trolley Seasonal Service.....	2
3	TITLE VI POLICIES & DEFINITIONS	3
3.1	PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY.....	3
3.2	PIERCE TRANSIT DISPARATE IMPACT POLICY.....	3
3.3	PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY.....	4
4	METHODOLOGY.....	5
5	EFFECTS OF PROPOSED SERVICE CHANGE ON MINORITY AND LOW-INCOME POPULATIONS.....	6
5.1	Impact of Service Changes on Minority and Low-Income Populations.....	6
5.2	Disparate Impact Analysis.....	7
5.3	Disproportionate Burden Analysis.....	7
6	APPENDICES	8

LIST OF APPENDICES

APPENDIX A	GIG HARBOR TROLLEY INNOVATIVE SOLUTIONS FACT SHEET
APPENDIX B	SEPTEMBER 2013 PIERCE TRANSIT SYSTEM MAP
APPENDIX C	PIERCE TRANSIT ROUTES IN RELATION TO MINORITY AND LOW INCOME CENSUS TRACTS

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 Pierce Transit's new seasonal Gig Harbor Trolley service, Route 101, planned to operate from Memorial Day weekend through Labor Day each summer, beginning May 2014.

2 BACKGROUND

The proposed Gig Harbor Trolley seasonal service is being established following a demonstration project held during summer 2013. The service was developed in response to Pierce Transit's Board of Commissioners' Strategic Direction that includes developing innovative services tailored to community needs. Trolley service is a tailored transit solution that will aid in Gig Harbor's unique transportation challenges. The Trolley aimed to help reduce congestion in downtown, connect the downtown and uptown districts and renew interest in public transportation. The Gig Harbor Trolley Demonstration Project began July 9, 2013 and concluded on September 28, 2013. The service proved popular with the Gig Harbor community, hitting a total ridership of 28,514 during the 82-day demonstration period. Although the service missed its performance targets in September due to the end of school breaks and summer events, both passengers per service hour and passengers per revenue mile targets were met in July and August. Through an interlocal agreement with the City of Gig Harbor, the city contributed \$41,161 in partnership funds ensuring that the Agency also achieved its farebox recovery target of 16%. The City and the Gig Harbor Community Investment Team (CIT) contributed \$13,673 in marketing and in-kind contributions to support the project.

The addition of the seasonal Trolley service includes a net addition of approximately 2,132 annual service hours. Part of the project includes a seasonal detour of the Route 100 to avoid duplication of service. This service equity analysis examines the impact of both the seasonally eliminated segments and the addition of the new trolley service on minority and low-income populations.

2.1 Gig Harbor Trolley Seasonal Service

The proposed Gig Harbor Trolley seasonal service is the result of the work of the Gig Harbor Community Investment Team (CIT), which is comprised of the City of Gig Harbor, Gig Harbor Chamber of Commerce, Merchants of Uptown and the Gig Harbor Downtown Waterfront Alliance, and Pierce Transit (PT). Trolley service has been a goal of the Gig Harbor community for a number of years. The service was popular with the community with total ridership of 28,514 during the 82 day demonstration from July through September, 2013. Pierce Transit plans to operationalize the service and make it a regular seasonal service each year from Memorial Day weekend through Labor Day, beginning in 2014.

An on-board trolley survey, which resulted in 641 completed surveys, was completed during the demonstration period between August 12 and September 8, 2013. The survey results showed a high satisfaction rate for the trolley service, with 94 percent of the respondents reporting that they were satisfied or extremely satisfied with the trolley. There was an overall dissatisfaction rate of 4%, presumably arising from regular Route 100 passengers impacted by the increased trip time and transfer required when the trolley was in operation. When asked if a rider would recommend the trolley to someone else, 91% of survey respondents reported they were very likely or somewhat likely to recommend the trolley. Trip purpose, or the reason why someone was riding the trolley, indicates that 22% of passengers used the trolley to go shopping & errands, 16% for travel to restaurants, and 12% to reach entertainment or recreation. Specific destinations referenced by respondents were the local Farmers' Markets, Downtown, Uptown, Library, and Skate Park.

PT staff has used the information gained during the demonstration period about ridership trends and vehicle type and has continued to coordinate with the CIT to modify some elements of the service profile. These adjustments include changing the duration of the seasonal summer service to a shorter period, operating the service from Memorial Day weekend through Labor Day. Service span adjustments during select days of the week were also based on ridership data.

The Trolley seasonal service brochure provides these details and is attached as Appendix A. Appendix B shows the entire Pierce Transit System Map.

The proposed addition of a new 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. During the demonstration in 2013, staff collected feedback from riders and non-riders via on-board trolley surveys and a survey sent to Gig Harbor merchants. After considering feedback and demonstration performance, Pierce Transit's Board of Commissioners authorized staff to operationalize the seasonal Trolley service on October 14, 2013. Legal notices were published 20 and 5 days in advance for a Public Hearing on the addition of the Seasonal Trolley Service to take place at the Board of Commissioners meeting on January 13, 2014. The legal notice was also published on Pierce Transit's web site in advance of the public hearing. Outreach about service implementation planned to begin May 24, 2014 will be ongoing and will include information in The Bus Stops Here, Rider Alerts, website notices, and PT staff attendance at various community meetings.

The change to the routing of the Route 100 during the Trolley season does not require a Title VI Service Equity Analysis because the temporary re-routing does not adjust the route revenue miles or revenue hours by 20% so is not considered a major service change. Details on these calculations are provided in Section 4 below.

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 may implement the service or

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

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 2012 the poverty limit was \$23,050.

4 METHODOLOGY

As a new operationalized route, the Gig Harbor Trolley Seasonal Service, Route 101, automatically qualifies as a Major Service Change and thus is subject to a Title VI Service Equity Analysis. To determine whether the Route 100 seasonal routing modifications qualify as a major service change, Pierce Transit staff calculated the changes in proposed hours and miles to the Route 100 to determine whether the planned changes added or eliminated 20% or more in revenue hours or revenue miles. These calculations are provided in Table 4-1 below.

TABLE 4-1 Route 100: Change in Daily Hours and Miles

	Route 100 Hours	Route 100 Miles
Current	20.3	461
Proposed	20.3	431
% change	0%	-6.5%

Route 100 is proposed to be reduced 6.5% in revenue miles with no reduction in revenue hours. Since this is less than a 20% reduction in hours and miles, a service equity analysis on these reductions was determined not to be necessary.

For the Trolley Service, Route 101, Pierce Transit staff identified the minority and low-income population living within ¼ mile of the route, and within the entire service area. GIS mapping and 2010 Census data were used at the census block level for minority data. American Community Survey 2007-2011 data by census tract was used for low-income data³. A ¼ mile buffer was placed around the Trolley route to designate the route access range. The population of each tract or block within or touching that buffer was calculated, and then the percentages of minority and low-income populations of those tracts/blocks were calculated.

The equity analysis is provided below in Section 5.

³ Pierce Transit's 2010 Customer Survey provides information about our riders' race and income, but does not provide statistically significant data on ridership by route, so Census Data was used to analyze the population along Pierce Transit's routes.

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

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

Figure 5-1 below shows the Gig Harbor Trolley Route 101 in red with its ¼ mile access area shown as the clouded area around the route. 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 101 with the minority and low-income proportion of the service area as a whole.

Figure 5-1 Route 101 Minority and Low-Income Census Blocks/Tracts

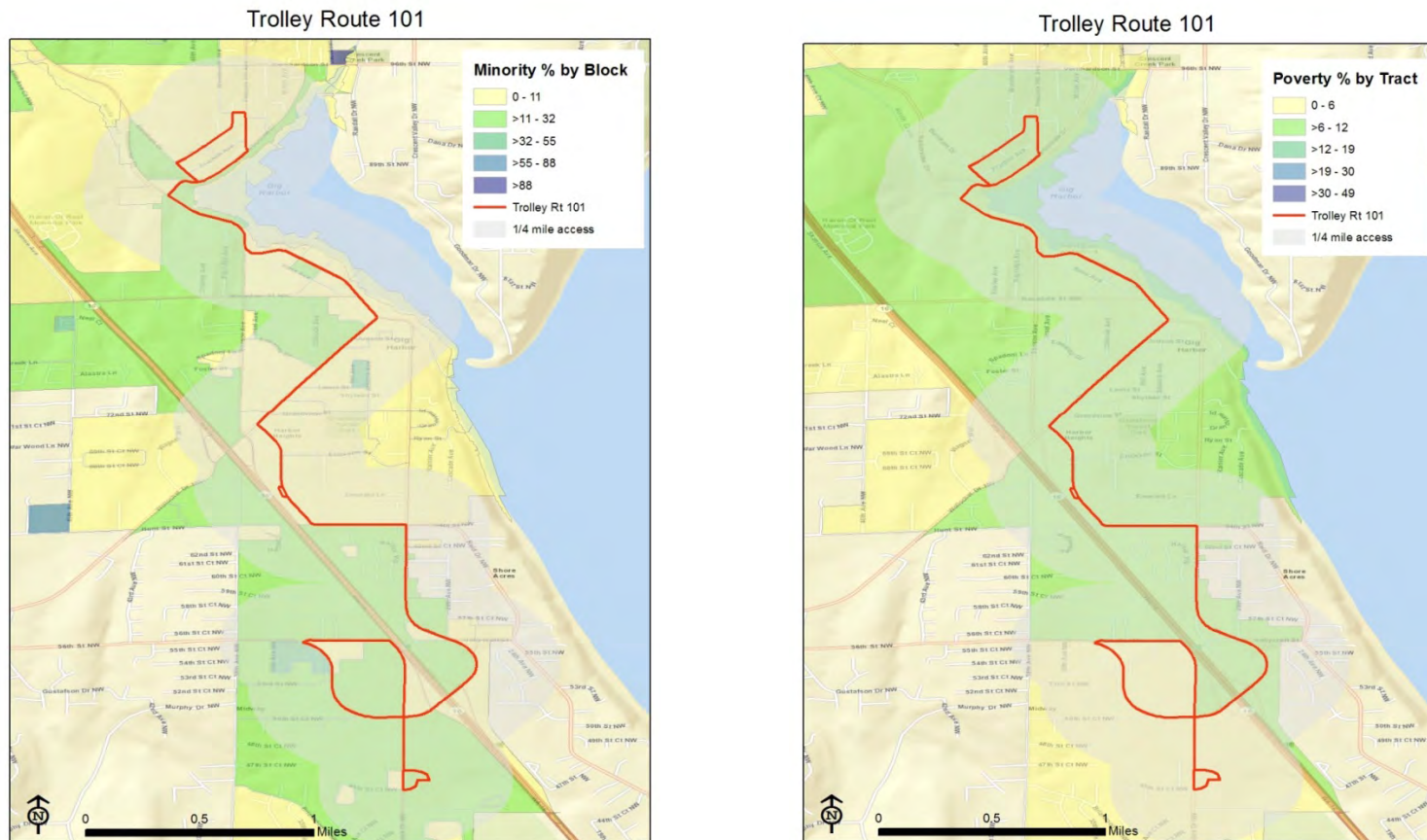


TABLE 5-1 Impact of New Service on Minority and Low-Income Populations

Summary of Service Change	Minority Proportion of Population			Low-Income Proportion of Population		
	Census Blocks Along Routes	Average Population in Service Area	Difference	Census Tracts Along Routes	Average Population in Service Area	Difference
New Service	17%	41.0%	-24%	6%	12.4%	-6.4%

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.

At 17%, the minority population along the Route 101 is actually 24% lower than the service area minority population (41%). Since this population is not adversely affected by the additional service, a determination of disparate impact is not warranted. However, since minority populations are not expected to benefit from this seasonal service expansion as much as non-minority populations, FTA requires PT to explain how the agency plans to improve service to minority populations. These plans are in process, with the Fife-Puyallup Station Community Connector planned for implementation in Feb. 2014, which in a recent service equity analysis had a 49% minority population, which is 8% higher than the service area average. In addition, Pierce Transit is successful at providing service to areas with higher minority populations. See Appendix C: PTBA Tracts with Minority and Poverty Populations Greater than the Service Area Threshold. The bulk of Pierce Transit’s existing 38 routes (shown in green in Appendix C) serve the more urban core which contains mainly census tracts with higher than the average minority and low-income populations (shown as the hatched areas in Appendix C, with the higher minority areas shown as yellow/orange/brown).

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.

The low-income population along the Route 101 is 6%, which is 6.4% lower than the service area low-income population (12.4%). Since this population is not adversely affected by the additional service, a determination of disproportionate burden is not warranted. However, since low-income populations are not expected to benefit from this seasonal service expansion as much as non-low-income populations, FTA requires PT to explain how the agency plans to improve service to low-income populations. These plans are in process, with the Puyallup Tailored Community service currently in the planning phase. This new service is planned for demonstration beginning in June 2014. The map in Appendix C shows a large portion of the Puyallup area in purple, which is a higher than average low-income population. And as mentioned in 5.2 above, Pierce Transit’s system is focused on the urban core which contains a high minority and low-income population (shown as hatched in Appendix C with low-income shown as purple).

6 APPENDICES

APPENDIX A	GIG HARBOR TROLLEY INNOVATIVE SOLUTIONS FACT SHEET
APPENDIX B	SEPTEMBER 2013 PIERCE TRANSIT SYSTEM MAP
APPENDIX C	PTBA TRACTS WITH MINORITY AND POVERTY POPULATIONS GREATER THAN THE SERVICE AREA THRESHOLD



INNOVATIVE PT Trolley 2014 SOLUTIONS



December 19, 2013

Background

The PT Trolley demonstration in the summer of 2013 provided over 28,000 boardings and connected Gig Harbor's Uptown and Downtown Shopping districts. This demonstration was so successful the Board approved to bring it back. 2014 service will run between Memorial Day weekend and Labor Day weekend.

Service Details *(Draft with potential changes to Fri, Sat, Sun span)*

Saturday, May 24, 2014 – Sunday, August 31, 2014

Day	Frequency	Span
Monday	30 minute	11 am – 7:30 pm
Tuesday	30 minute	11 am – 9:30 pm
Wednesday	30 minute	11 am – 7:30 pm
Thursday	30 minute	11 am – 7:30 pm
Friday	30 minute	11 am – 10 pm
Saturday	30 minute	11 am – 10 pm
Sunday	30 minute	11 am – 5:30 pm

As a result of community partnership funds pledged by the City of Gig Harbor, fares will be revised from \$2.00 to \$0.50. If adopted, the following fares will be implemented.

Fares	Adult	Youth	*Discounted
One Ride	\$0.50	\$0.50	Free
Monthly Regional Pass	\$18	\$18	---

**Must show Regional Reduced Fare Permit*



Milestones

Dec

Title VI & Fare Equity Analysis

Jan

Public Hearings for Title VI & Fare Equity

Trolley Procurement begins

Marketing Sub group Kicks-off

Feb

Board Adopts Trolley Fare and Title VI

Exec/Finance Committee Authorize Trolley Vehicle Contract

March

Trolleys arrive Vehicle Prep Info for TBSH ready

April

Union Agreement for Trolley Operator Signing Trolley Marketing

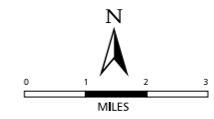
May

Routes & Signage Operator Shake-up Service Begins 5/24/13

June

Maritime Parade 6/7/13


APPENDIX A



Pierce Transit SYSTEM MAP

- PARK & RIDE:**
- TRANSIT CENTER:**
- ROUTE NUMBER:**
- PARTICIPATING ORCA RETAILERS:**

PTBA Tracts with Minority and Poverty Populations Greater than the Service Area Threshold


 Tracts above the PTBA threshold for both Poverty and Minority

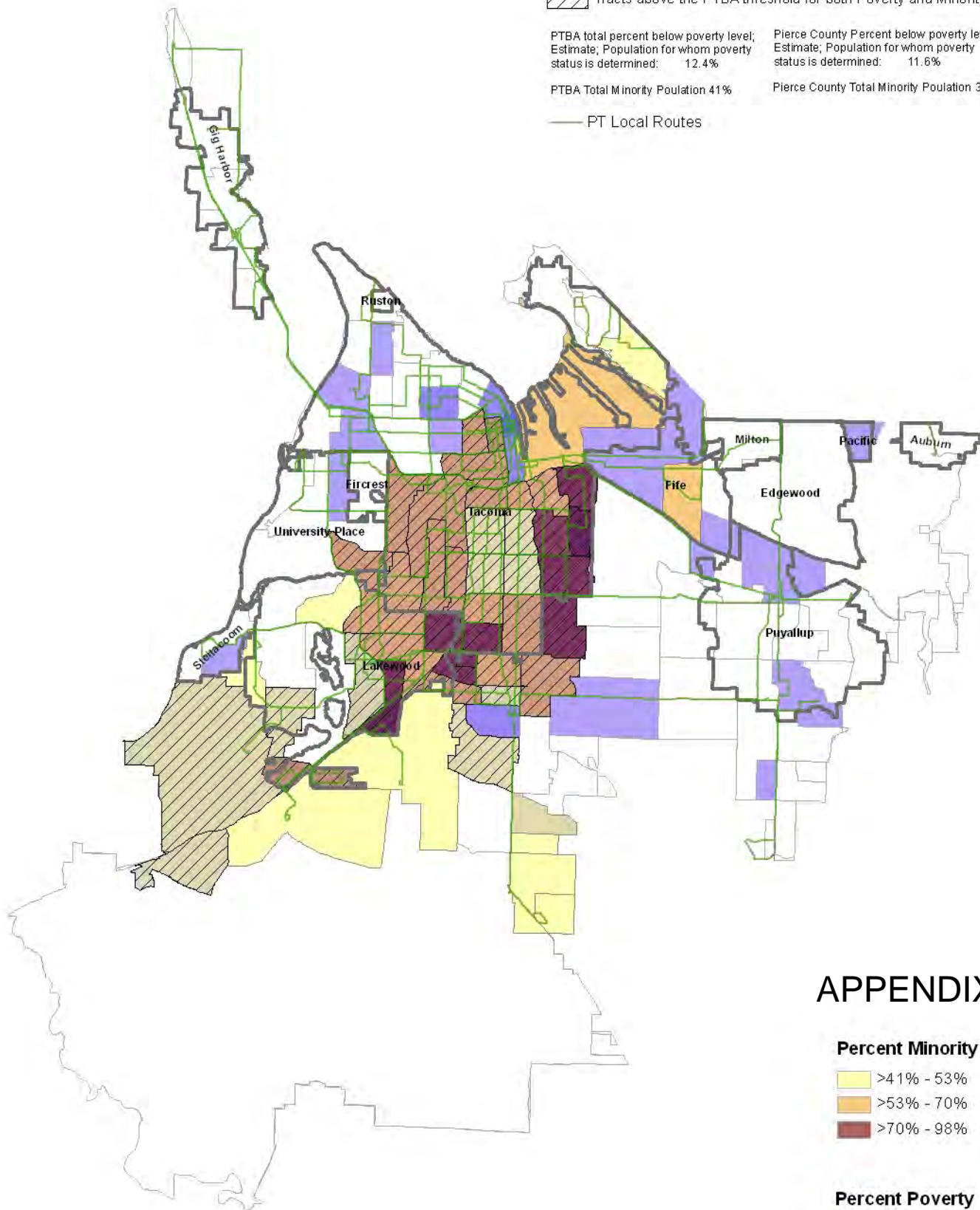
PTBA total percent below poverty level; Estimate; Population for whom poverty status is determined: 12.4%

Pierce County Percent below poverty level; Estimate; Population for whom poverty status is determined: 11.6%

PTBA Total Minority Population 41%



Pierce County Total Minority Population 35%

 PT Local Routes






APPENDIX C

Percent Minority

-  >41% - 53%
-  >53% - 70%
-  >70% - 98%

Percent Poverty

-  12% - 19%
-  >19% - 30%
-  >30% - 50%



0 1.5 3 6 Miles

Source Data: 2010 Census and American Community Survey (ACS) 2007 - 2011 estimates

This map was developed by Pierce Transit. It is provided for reference only and is not intended to show map scale accuracy or all inclusive map features.

RESOLUTION NO. 14-005

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Authorizing
2 Implementation of Additional Pierce Transit Trolley Route 101 Service Effective May 24, 2014.

3
4 WHEREAS, Pierce Transit operated a seasonal Gig Harbor Trolley Demonstration Project from July 9,
5 2013 to September 28, 2013; and

6 WHEREAS, a Gig Harbor Community Investment Team of representatives with a vested interest in the
7 project helped guide the demonstration and outreach for the demonstration trolley service; and

8 WHEREAS, the Gig Harbor Trolley Demonstration Project carried 28,514 passengers during the
9 demonstration period; and

10 WHEREAS, on October 14, 2013, the Pierce Transit Board of Commissioners authorized the
11 implementation of seasonal Gig Harbor trolley service starting in 2014 utilizing the local Pierce Transit adult,
12 youth and discounted fares; and

13 WHEREAS, the implementation of the Gig Harbor trolley service, Route 101, is a new route and
14 considered a major service change requiring a Title VI Service Equity Analysis; and

15 WHEREAS, the equity analysis for the Gig Harbor trolley seasonal service found no disparate impact or
16 disproportionate burden;

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

18 Section 1. The Board of Commissioners authorizes the implementation of seasonal Gig
19 Harbor trolley service, Route 101, effective May 24, 2014.

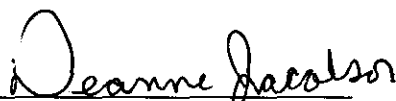
20 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
21 the 10th day of February, 2014.

22 PIERCE TRANSIT

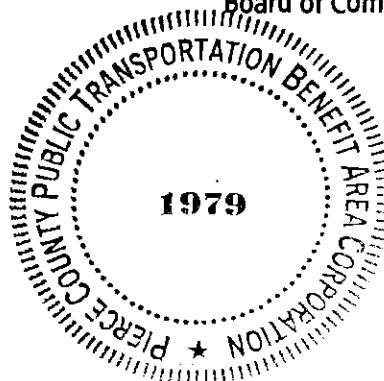
23 

24
25 Marilyn Strickland, Chair
26 Board of Commissioners

27 ATTEST/AUTHENTICATED

28 

29 Deanne Jacobson
30 Clerk of the Board
31



Pierce Transit

Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

New Puyallup Connector - Route 425

January 2015

PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

TABLE OF CONTENTS

1	INTRODUCTION.....	1
2	BACKGROUND.....	1
2.1	Puyallup Connector Service.....	2
3	TITLE VI POLICIES & DEFINITIONS	4
3.1	PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY	4
3.2	PIERCE TRANSIT DISPARATE IMPACT POLICY.....	4
3.3	PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY.....	5
4	METHODOLOGY	6
5	EFFECTS OF PROPOSED SERVICE CHANGE ON MINORITY AND LOW-INCOME POPULATIONS	7
5.1	Impact of Service Change on Minority and Low-Income Populations.....	7
5.2	Disparate Impact Analysis.....	10
5.3	Disproportionate Burden Analysis	10
6	APPENDICES	11

LIST OF APPENDICES

APPENDIX A	PUYALLUP CONNECTOR ROUTE 425 FACT SHEET
APPENDIX B	SEPTEMBER 2014 PIERCE TRANSIT SYSTEM MAP

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 Pierce Transit's new Puyallup Connector service, Route 425, planned to begin operationalized service in June 2015.

2 BACKGROUND

The Puyallup Connector service is proposed to be established following a demonstration project held between June 8, 2014 and June 6, 2015. The service was developed in response to Pierce Transit's Board of Commissioners' Strategic Direction that includes developing innovative services tailored to community needs. The Puyallup Connector Demonstration service is designed to improve fixed route service within the Puyallup community; it is a focused effort emphasizing tailored local service and connections. The key goals were meeting community needs for service, providing access to seasonal activities in the community, and integrating the demonstration with the existing Pierce Transit system. The Puyallup Connector brochure provides additional details and is attached as Appendix A. Appendix B shows the entire Pierce Transit (PT) System Map.

The service proved popular with the Puyallup community, hitting a total ridership of 15,508 during the first 7 months of the demonstration period. Ridership has improved steadily since inception of the demonstration increasing from 1,322 passengers a month to 2,440 passengers in December 2014. The demonstration has not yet achieved the targeted performance objectives established for the demonstration, but key performance indicators such as cost recovery and net cost per passenger have improved since the demonstration started. In December the cost recovery for the route was 1.96% and the net cost per passenger was \$44.48. We anticipate that the ridership trends will continue to improve, but the route will likely not achieve the Pierce Transit system average due to the lower densities in the route area.

The addition of the Route 425 service includes a net addition of approximately 9,266 annual service hours. This service equity analysis examines the impact of the addition of the new Puyallup Connector service on minority and low-income populations.

2.1 Puyallup Connector Service

The Puyallup Connector Demonstration was developed in partnership with a committed Puyallup Community Investment Team (CIT) that has helped guide the design of the demonstration Community Connector service. This CIT represented the local community and included representation from: local bus riders, City of Puyallup, MultiCare-Good Samaritan Hospital, Puyallup Main Street Association, Puyallup/Sumner Chamber of Commerce, Puyallup Senior Center, Pierce College, Washington State Fair, and Senior Housing Assistance Group (SHAG). The Puyallup Connector is operating as a one-year demonstration from June 8, 2014 to June 6, 2015. The service was popular with the community with total ridership of -15,508 during the first seven months of the 12-month demonstration from June through December, 2014. Pierce Transit plans to operationalize the service and make it a regular route beginning June 7, 2015.

Community Needs

The service connects riders to key Puyallup community destinations including medical, shopping, and recreation. The route operates in residential areas and serves multiple senior housing facilities including Senior Housing Assistance Group which has minimum requirements for residents to be 62 or older and have an annual income less than \$30,120. The Puyallup Connector provides a direct connection to Good Samaritan Hospital, a major region medical facility; local activities such as the YMCA, churches, parks, Puyallup Senior Center, and library; community services at City Hall and Courts; shopping at the South Hill Mall (a regional shopping center), and the central business district in Downtown Puyallup; as well as access to Pierce College and Puyallup High School with a short (approximately ¼-mile) walk.

Seasonal Activities

Summertime service is adjusted to provide access to activities along the route during the busy summer season. The schedule operated with extended hours on Thursdays and Saturdays to better serve important community events like Concerts at Pioneer Park, Saturday Farmer's Markets, and local activities in Downtown Puyallup. The seasonal adjustment is planned when the route is operationalized.

Integration with Existing Transit System

Puyallup Connector service also provides easy feeder service connections to local Routes 400, 402, 409, 410, and 495 as well as Sound Transit's Route 578 for ease of use. The Puyallup Connector is integrated with local service for system effectiveness and ease of access to local and regional destinations.

Customer Profile

An on-board survey, which resulted in 212 completed surveys, was completed during the demonstration period between September 3, 2014 and November 7, 2014. The survey results showed a high satisfaction rate for the service, with 91 percent of the respondents reporting that their satisfaction was rated 8, 9 or 10 out of 10 (with 10 being "very satisfied"). There was a minimal dissatisfaction rate (rating of 4 or less out of 10) of 3%. About 45% of passengers used the service to go shopping/bank/other errands, 26% for travel to work, and 24% to reach medical/dental appointments. The age of riders on the Route 425 is slightly older than the Pierce Transit system average. Of those surveyed, riders on the Route 425 aged 55+ comprised approximately 31%, while Pierce Transit's 2014 Customer Survey indicates that 19% of the system's riders are aged 55+. About 45% of respondents were between the ages of 18-34. This is similar to the Pierce Transit system average where 51% of riders indicated they were 16-34 years old. Approximately 51% of the riders have a household income less than \$19,999, and

approximately 78% of riders have a household income less than \$34,999. This is higher than the PT system average of 45% with household incomes less than \$19,999. Also, 77% of the Route 425 riders indicated that they ride other Pierce Transit or Sound Transit routes.

PT staff has used the information gained during the demonstration period about ridership trends and has continued to coordinate with the CIT to modify some elements of the service profile. These adjustments include adding additional bus stops at potential new destinations along the route to better serve the community, and also reducing frequency of service on lower utilized Sundays in order to add an additional trip during the early morning weekdays. More early morning trips and later evening trips are one of the most frequent requests from passengers of the Route 425 demonstration.

Outreach and Decision-making

The proposed addition of a new 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. After considering feedback and demonstration performance, Pierce Transit’s Board of Commissioners will consider operationalizing the Puyallup Connector service on March 9, 2015. Legal notices will be published on January 27, 2015, 12 days in advance of a Public Hearing on operationalizing the Route 425, scheduled to take place at the Board of Commissioners meeting on February 9, 2015. 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 January 28, 2015 from 3:00 p.m. to 6:30 p.m. at the Puyallup Library, which is served by Routes 425 and 402. Outreach about the service implementation planned to begin June 8, 2015 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 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 2012 the poverty limit was \$23,050.

4 METHODOLOGY

As a new operationalized route, the Puyallup Connector, Route 425, qualifies as a Major Service Change and thus is subject to a Title VI Service Equity Analysis.

For Route 425, Pierce Transit staff identified the minority and low-income population living within $\frac{1}{4}$ mile of the route, and within the entire service area. GIS mapping and 2010 Census data were used at the census block level for minority data. American Community Survey 2007-2011 data by census tract was used for low-income data³. A $\frac{1}{4}$ mile buffer was placed around the Puyallup Connector route to designate the route access range. The population of each tract or block within or touching that buffer was calculated, and then the percentages of minority and low-income populations of those tracts/blocks were calculated. An additional analysis of the makeup of the population within $\frac{1}{4}$ mile of *all* Pierce Transit routes both with and without the Route 425 provided insight into the impact of the route on the overall population served by Pierce Transit's bus system.

The equity analysis is provided below in Section 5.

³ Pierce Transit's 2010 Customer Survey provides information about our riders' race and income, but does not provide statistically significant data on ridership by route, so Census Data was used to analyze the population along Pierce Transit's routes.

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

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

Figure 5-1 below shows the Puyallup Connector in red with its ¼ mile access area shown as the hatched area around the route. The grey inset map shows the location of the Puyallup Connector within the Pierce Transit Service Area. 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 425 with the minority and low-income proportion of the service area as a whole. The data shows that the population served by the Route 425 is 15.5% lower in minority population than the service area. The Route 425 serves a 1.4% lower proportion of the area's low-income population.

To look at the impact in a slightly different way, staff analyzed the percentage of minority population served by all Pierce Transit routes both with and without the Route 425. Figure 5-2 shows the entire system area with darker shaded areas showing higher proportion of minority and low-income population in their respective Census Blocks and Tracts. The Route 425 is shown in red in the eastern portion of the service area. Table 5-2 shows that along all of Pierce Transit's routes, 37% of the population within ¼ mile are minorities and 12.7% are low-income. When we add the Route 425 to the system, the minority population served by the routes across the system goes down 1%, from 37% to 36% and the low-income proportion served by all routes stays essentially the same at 12.5%.

Figure 5-1 Route 425 – Local Minority and Low-Income Census Blocks/Tracts

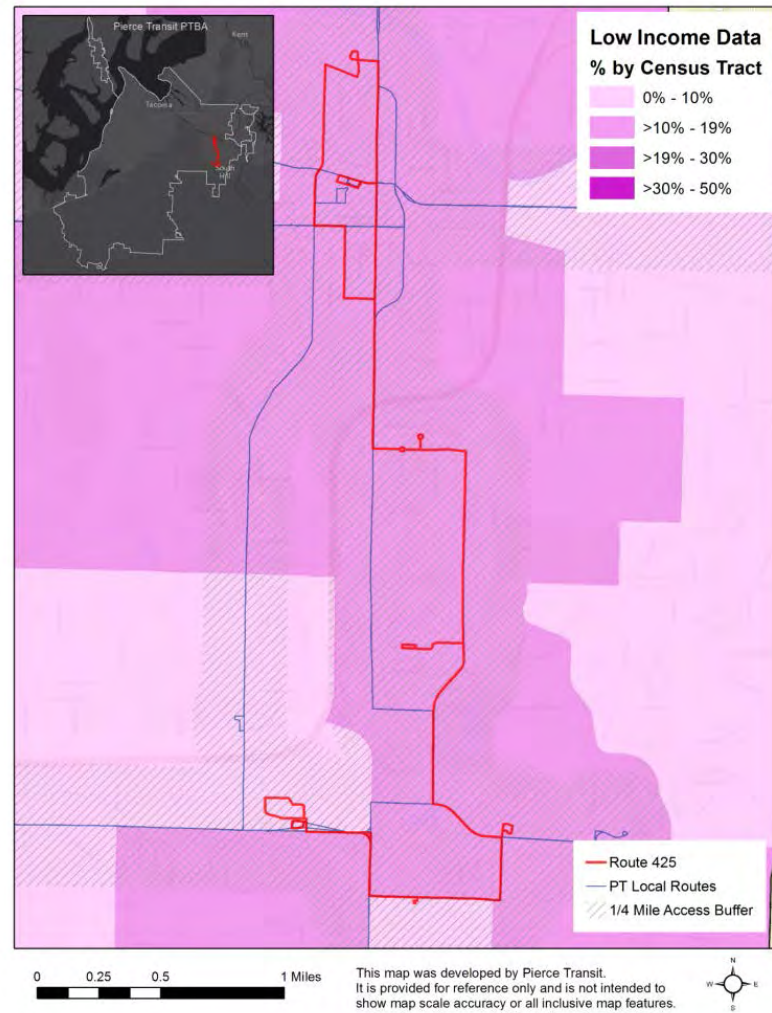
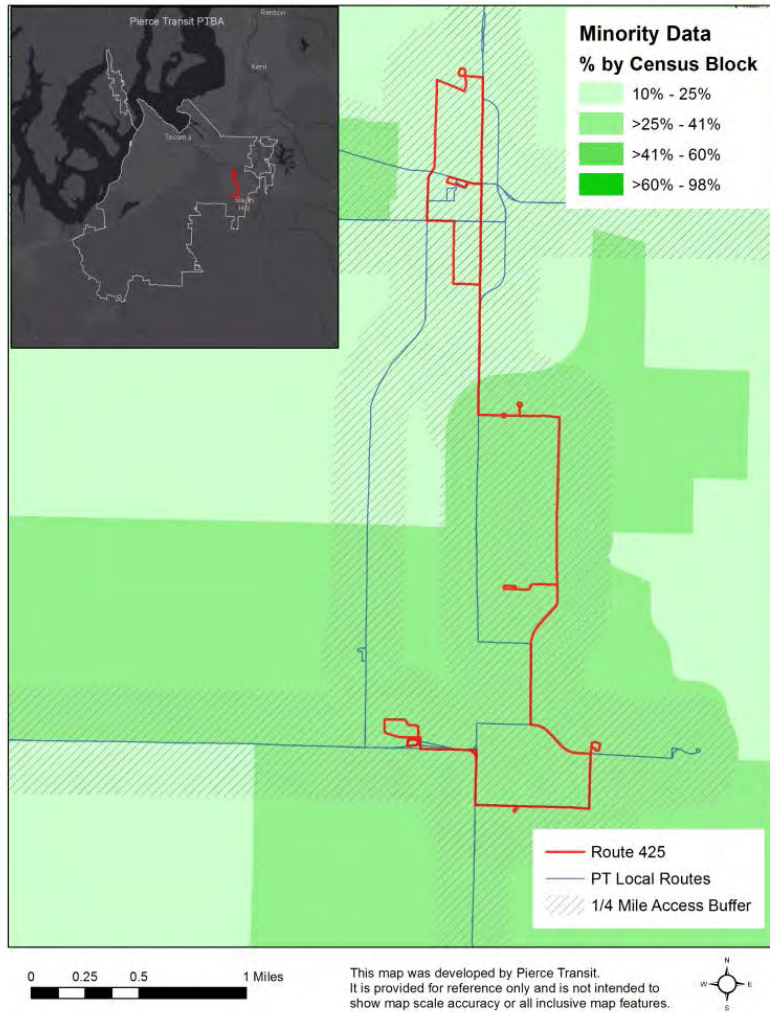
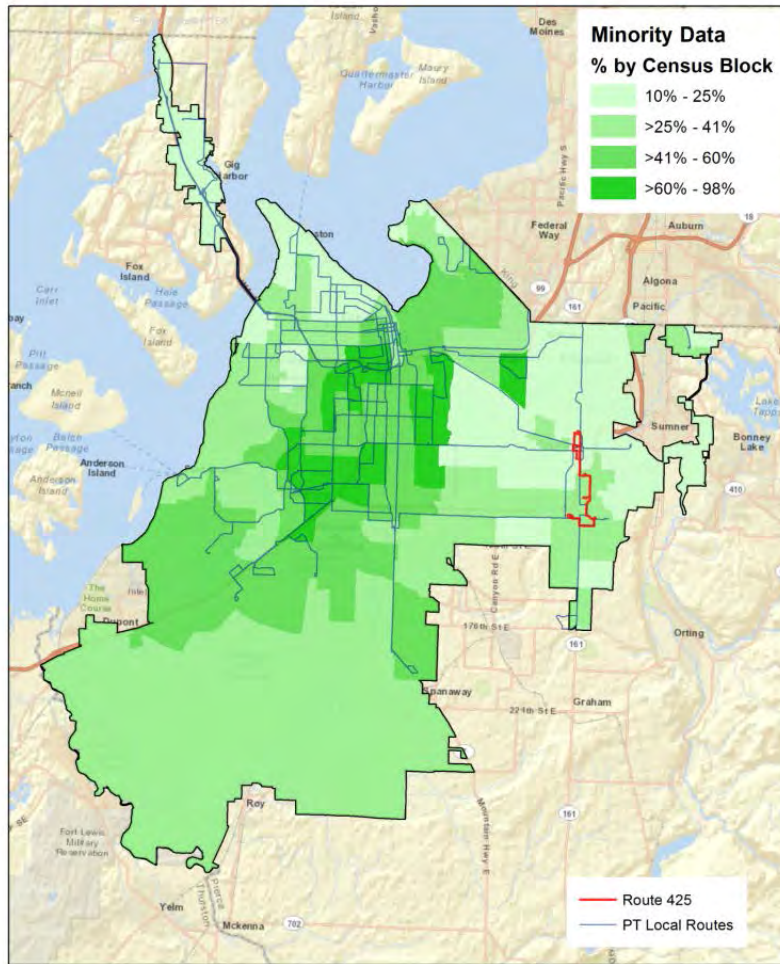


TABLE 5-1 Impact of New Service on Minority and Low-Income Populations

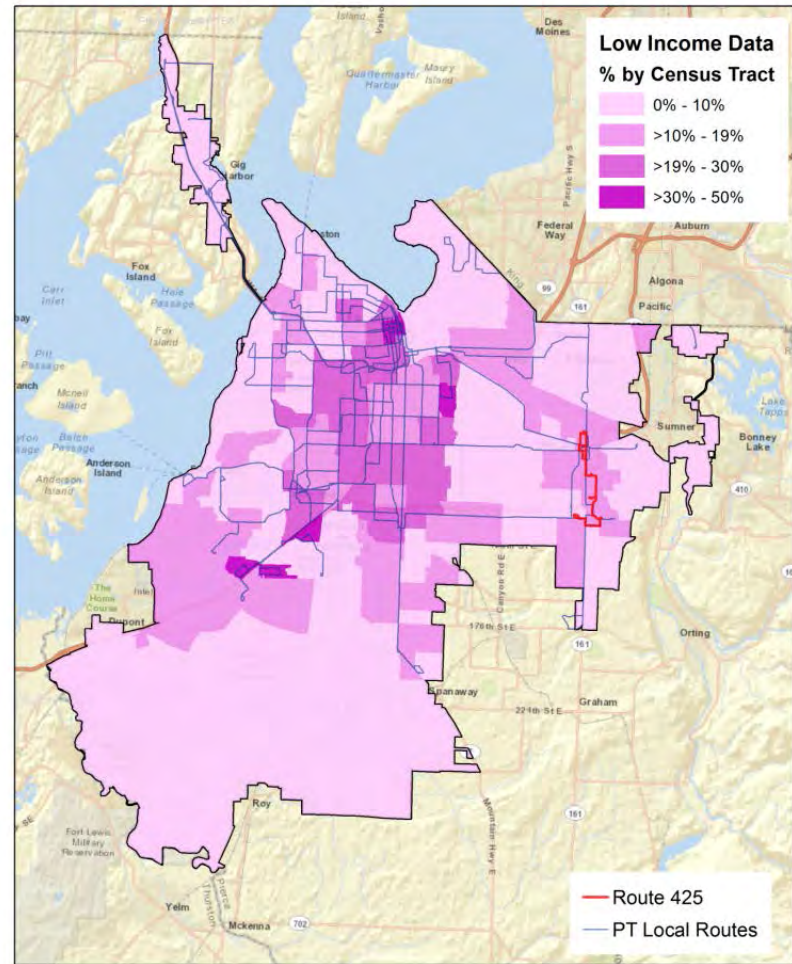
Summary of Service Change	Minority Proportion of Population			Low-income Proportion of Population		
	Census Blocks Along Route	Average Population in Service Area	Difference	Census Tracts Along Route	Average Population in Service Area	Difference
New Route 425	25.5%	41.0%	-15.5%	11%	12.4%	-1.4%

Figure 5-2 Route 425 – System-wide Minority and Low-Income Census Blocks/Tracts



0 2.25 4.5 9 Miles

This map was developed by Pierce Transit. It is provided for reference only and is not intended to show map scale accuracy or all inclusive map features.



0 2.25 4.5 9 Miles

This map was developed by Pierce Transit. It is provided for reference only and is not intended to show map scale accuracy or all inclusive map features.



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

Area of Analysis	Minority Proportion of Population			Low-income Proportion of Population		
	Census Blocks Along Routes	Average Population in Service Area	Difference	Census Tracts Along Routes	Average Population in Service Area	Difference
¼ Mile Access of All Pierce Transit Local Routes without the 425	37%	41.0%	-4%	12.7%	12.4%	0.3%
¼ Mile Access of All Pierce Transit Local Routes including the 425	36%	41.0%	-5%	12.5%	12.4%	0.1%

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. The analysis shows that the new route is serving just 25.5% minorities, which is 15.5% fewer minorities than the service area minority population (41%). This is greater than the disparate impact threshold of 10%, but since this population is not adversely affected by the additional service, a determination of disparate impact is not warranted.

However, since minority populations are not expected to benefit from this service expansion as much as non-minority populations, FTA requires Pierce Transit to explain how the agency plans to improve service to minority populations. Pierce Transit's Board recently approved an addition of 16,000 service hours to the existing 427,716 system service hours; these will be applied mainly on productive routes that lost service hours during previous service reductions. Many of these hours will be applied to routes that serve the core of Pierce Transit's service area which is where most of the concentrations of minority populations reside (Figure 5-2). The application of these hours is still in the planning stages so detailed analysis of population served by those routes is not possible at this time. In general, Pierce Transit is successful at providing service to areas with higher minority populations. The bulk of Pierce Transit's existing 38 routes (shown in blue on the maps in Figure 5-2) serve the more urban core which contains mainly census tracts with higher than the average 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 no adverse effect because service is expanding, not reducing. The low-income population along the Route 425 is 11%, which is just 1.4% lower than the service area low-income population (12.4%). This is both within the threshold of 5% and there is no adverse effect on the population, so a determination of disproportionate burden is not warranted.

6 APPENDICES

APPENDIX A	PUYALLUP CONNECTOR ROUTE 425 FACT SHEET
APPENDIX B	SEPTEMBER 2014 PIERCE TRANSIT SYSTEM MAP

Riding Is Easy

Here are a few basics to get you started.

1. Look for your closest bus stop. The numbers on the bus stop sign show which bus routes stop there. Many bus stops have schedules posted on the pole. 
2. Arrive at the stop at least 5 minutes early. Stand on the sidewalk where the operator can see you.
3. Have your fare ready. Use your ORCA card, ticket, or exact cash. Bus drivers do not carry change.
4. As the bus approaches, check the sign above the window to make sure it's the destination you want.
5. Stay back from the curb and wait until the bus comes to a complete stop. If you need to use a boarding ramp or lift, just ask the operator.
6. Board and pay your fare. Regular local Pierce Transit fares are charged.
7. Ask your driver for the stop closest to your destination. When you're a block away, push the yellow button strip or pull the bell cord. You will hear a message that says "stop requested."
8. Call 253.581.8000, option 1, if you don't know how to reach your location by bus. A Customer Service Representative will assist you with your travel plans.

Integration with existing transit system. This demonstration route connects with existing Routes 400, 402, 409, 410, 495 and the new Route 503 Fife-Puyallup Sounder Station. Riders can transfer between routes, taking advantage of this integrated system.

Community Investment Team

The demonstration Puyallup Connector is the result of a committed Community Investment Team who, in partnership with Pierce Transit, continues to collaborate in the implementation of this tailored solution to meet the needs of the Puyallup community.

- City of Puyallup
- MultiCare - Good Samaritan Association
- Puyallup Main Street Association
- Puyallup/Sumner Chamber of Commerce
- Puyallup Senior Center
- Pierce College
- Washington State Fair
- Senior Housing Assistance Group (SHAG)
- South Hill Mall

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
통화하시려면 253-581-8000 으로 전화하십시오.

អានទំនាក់ទំនងភ្នាក់ងារសេវាប្រកាសខ្មែរ (កម្ពុជា) ដោយចេញទូរស័ព្ទលេខ ២៥៣-៥៨១-៨០០០ ។



INNOVATIVE
Puyallup
SOLUTIONS



ROUTE 425 Puyallup Connector

This new demonstration route connects riders to key Puyallup and South Hill community destinations including medical, shopping, and recreation. Route now serves stops adjacent to the entrances to Group Health and YMCA.

Effective Sept 28, 2014

253.581.8000
piercetransit.org



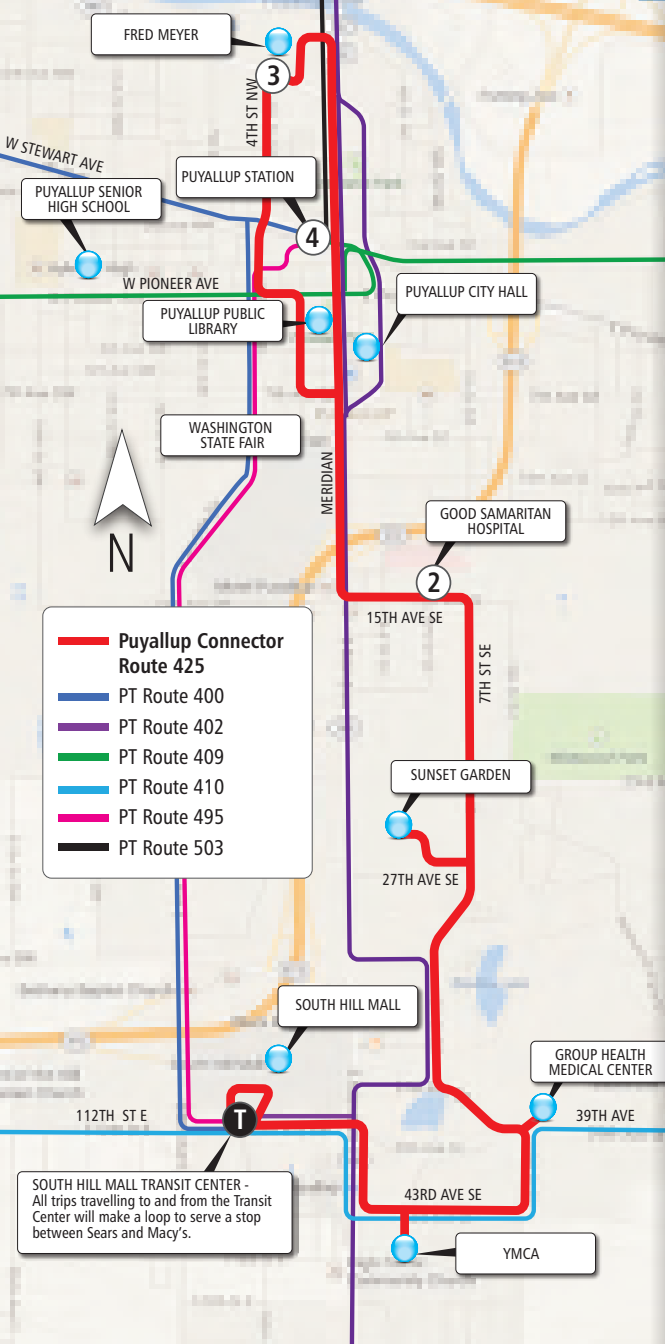
Appendix A



ROUTE 425 Puyallup Connector

Pierce Transit's new Route 425 service operates seven days a week, running every 30 minutes between 10am and 6pm.

The Puyallup Connector is operating as a one year demonstration from June 8, 2014 to June 7, 2015. Toward the end of the demonstration period, the Pierce Transit Board of Commissioners will consider the ridership and effectiveness of the route to determine if this service should be made permanent.



425 Weekdays

S Hill Mall Transit Center to Puyallup Sounder Station			
South Hill Mall Transit Center	Good Sam Hosp	4th & River Road	Puyallup Sounder Station Bay 2
T	2	3	4
10:15am	10:40	10:50	10:58
10:45	11:10	11:20	11:28
11:15	11:40	11:50	11:58
11:45	12:10pm	12:20	12:28
12:15	12:40	12:50	12:58
12:45	1:10	1:20	1:28
1:15	1:40	1:50	1:58
1:45	2:10	2:20	2:28
2:15	2:40	2:50	2:58
2:45	3:10	3:20	3:28
3:15	3:40	3:50	3:58
3:45	4:10	4:20	4:28
4:15	4:40	4:50	4:58
4:45	5:10	5:20	5:28
5:15	5:40	5:50	5:58

Puyallup Sounder Station to S Hill Mall Transit Center		
Puyallup Sounder Station Bay 2	Good Sam Hosp	South Hill Mall Transit Center
4	2	T
10:33am	10:42	11:07
11:03	11:12	11:37
11:33	11:42	12:07
12:03pm	12:12	12:37
12:33	12:42	1:07
1:03	1:12	1:37
1:33	1:42	2:07
2:03	2:12	2:37
2:33	2:42	3:07
3:03	3:12	3:37
3:33	3:42	4:07
4:03	4:12	4:37
4:33	4:42	5:07
5:03	5:12	5:37
5:33	5:42	6:07
6:03	6:12	6:37

425 Saturdays & Sundays

S Hill Mall Transit Center to Puyallup Sounder Station			
South Hill Mall Transit Center	Good Sam Hosp	4th & River Road	Puyallup Sounder Station Bay 2
T	2	3	4
10:15am	10:40	10:50	10:58
10:45	11:10	11:20	11:28
11:15	11:40	11:50	11:58
11:45	12:10pm	12:20	12:28
12:15	12:40	12:50	12:58
12:45	1:10	1:20	1:28
1:15	1:40	1:50	1:58
1:45	2:10	2:20	2:28
2:15	2:40	2:50	2:58
2:45	3:10	3:20	3:28
3:15	3:40	3:50	3:58
3:45	4:10	4:20	4:28
4:15	4:40	4:50	4:58
4:45	5:10	5:20	5:28
5:15	5:40	5:50	5:58

Puyallup Sounder Station to S Hill Mall Transit Center		
Puyallup Sounder Station Bay 2	Good Sam Hosp	South Hill Mall Transit Center
4	2	T
10:33am	10:42	11:07
11:03	11:12	11:37
11:33	11:42	12:07
12:03pm	12:12	12:37
12:33	12:42	1:07
1:03	1:12	1:37
1:33	1:42	2:07
2:03	2:12	2:37
2:33	2:42	3:07
3:03	3:12	3:37
3:33	3:42	4:07
4:03	4:12	4:37
4:33	4:42	5:07
5:03	5:12	5:37
5:33	5:42	6:07
6:03	6:12	6:37

FARES

	Adult Fare	Youth Fare	*Discounted Fare
Local PT Service (one ride)	\$2	75¢	75¢
Monthly Regional Pass	\$72	\$27	\$27

*To be eligible for Discounted Fare, passenger must be a senior, have a disability or be a Medicare Card holder. Must show Regional Reduced Fare Permit.

Cash Fares (all times of day): Put exact change in the farebox next to the driver. Children 5 and younger ride free with a fare-paying passenger.



RESOLUTION NO. 15-017

A RESOLUTION of the Board of Commissioners of Pierce Transit Authorizing
Operation of Route 425, Puyallup Connector, Effective June 7, 2015

WHEREAS, on July 8, 2013, the Pierce Transit Board of Commissioners adopted its Strategic Direction which directed staff to develop innovative and tailored community solutions; and

WHEREAS, by Resolution No. 14-015, approved on March 10, 2014, the Board of Commissioners of Pierce Transit authorized Route 425, the Puyallup Community Connector Demonstration, for a one year period from June 8, 2014 through June 6, 2015; and

WHEREAS, a public involvement process has been completed to gather input from interested parties regarding the Puyallup Connector Demonstration service; and

WHEREAS, community outreach for the Puyallup Connector Demonstration open house and public hearing included distribution of 2,000 rack cards, information on the project web site, posters in the community and on Puyallup Connector vehicles, an advertisement on the Puyallup Herald web site, and a legal notice published on January 27, 2015 in the Tacoma News Tribune and the Tacoma Daily Index; and

WHEREAS, the input staff received through the public involvement process has been favorable. Eleven individuals provided testimony during the public hearing, 35 people attended the open house and submitted 13 written comments, and 6 written comments were sent to Pierce Transit during the comment period; and

WHEREAS, rider survey information indicates that 91% of the riders utilizing the Puyallup Connector are very satisfied with the service; and

WHEREAS, Staff completed a Title VI analysis of this route, and determined that the new route serves 25.5% minorities, which is 15.5% fewer than the service area minority population (41%). While this is greater than the Pierce Transit disparate impact threshold of 10%, the minority population is not adversely affected by the additional service since service is being added, and no existing service is being changed or taken away. As such, there is no of disparate impact; and

WHEREAS, demographic information of riders in the Route 425 service area indicates that 51% of the riders have a household income of less than \$19,999 and 78% have a household income under \$34,999. The low-income population along the Route 425 is 11% which is just 1.4% lower than the service area low-income population (12.4%). Since this is below the Pierce Transit Disproportionate Burden Policy threshold of 5% and there is no adverse effect on the population, there is no disproportionate burden; and

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24

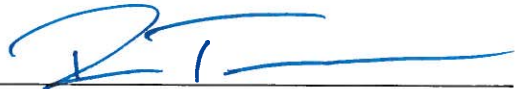
WHEREAS, during the demonstration phase of the Route 425, the agency experienced what would amount to an annualized savings of \$15,715 in SHUTTLE trips to and from one location on the route; and

WHEREAS, at their February 19, 2015 meeting, Pierce Transit's Community Transportation Advisory Group voted to recommend to the Pierce Transit Board of Commissioners that the Puyallup Connector Demonstration be operationalized as a regular fixed route service; and

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

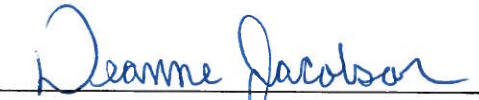
Section 1. The Board of Commissioners authorizes the Chief Executive Officer to direct staff to continue operating Route 425, Puyallup Connector, effective June 7, 2015.

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 9th day of March, 2015.

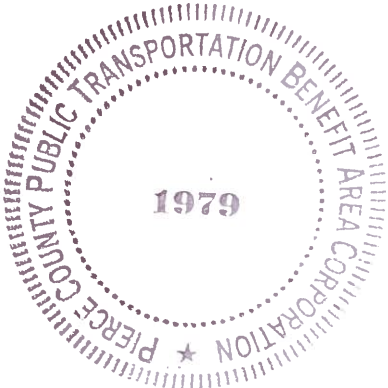


Rick Talbert, Chair
Board of Commissioners

ATTEST/AUTHENTICATED



Deanne Jacobson, CMC
Clerk of the Board



Pierce Transit

Title VI Fare Equity Analysis

Pursuant to FTA Circular 4702.1B

Elimination of Paper Transfers and New All Day Pass

June 19, 2014

PIERCE TRANSIT TITLE VI FARE EQUITY ANALYSIS

TABLE OF CONTENTS

1	INTRODUCTION.....	1
2	BACKGROUND.....	1
2.1	PROPOSED FARE CHANGES.....	1
2.2	FEDERAL TRANSIT ADMINISTRATION REQUIREMENTS.....	2
3	TITLE VI POLICIES & DEFINITIONS	3
3.1	PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY.....	3
3.2	PIERCE TRANSIT DISPARATE IMPACT POLICY.....	3
3.3	PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY.....	4
4	METHODOLOGY	5
5	EFFECTS OF PROPOSED FARE CHANGES ON MINORITY AND LOW-INCOME RIDERS.....	10
5.1	Impact of Elimination of Paper Transfers on Minority and Low-Income Riders	10
5.2	Impact of Addition of a New All Day Pass	11
5.3	Elimination of Paper Transfers - Disparate Impact Analysis	11
5.4	Elimination of Paper Transfers - Disproportionate Burden Analysis.....	12
APPENDIX A	TRANSFERS BY CASH AND TICKET USERS	13

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 elimination of paper transfers and introduction of a new local All Day Pass.

2 BACKGROUND

2.1 PROPOSED FARE CHANGES

The purpose of the proposed elimination of paper transfers is to increase farebox recovery and to minimize fare evasion. Under Pierce Transit's current transfer policy, cash or ticket users receive a paper transfer valid on PT local service that is cut to expire one hour past the end of the line of that route. E-purse users receive a two-hour transfer window on their ORCA card from the time the card is initially tapped. This e-purse transfer is valid on regional and local services.

Feedback from Pierce Transit riders, supervisors and operators indicates that transfers are easily misused, often fraudulently. Also, the one-hour transfer window beyond the end of the line has been considered inequitable for those who board near the end of a route versus those who board at the beginning of a route – particularly longer routes like the Route 1 which is 1.25 hours from beginning to end.

Pierce Transit currently does not offer an All Day Pass during weekday service. There is a weekend and holiday All Day Pass currently offered at \$4.00 for adult riders and \$1.50 for senior, youth and disabled riders. The weekend All Day Pass is currently priced at two times the price of a one-way trip. The introduction of a new weekday and weekend All Day Pass at \$5.00 per day is intended to mitigate the elimination of paper transfers and provide riders with flexibility to travel as many trips as necessary throughout the day.

2.2 FEDERAL TRANSIT ADMINISTRATION REQUIREMENTS

FTA requires that its recipients evaluate the impacts of 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 elimination of paper transfers and the introduction of a new All Day Pass will have a disparate impact on Pierce Transit's minority riders and/or a disproportionate burden on the agency's low income riders.

3 TITLE VI POLICIES & DEFINITIONS

Pierce Transit's Board of Commissioners adopted three new policies in February 2013 related to Title VI: Major Service Change Policy; Disparate Impact Policy; and Disproportionate Burden Policy. Since no changes to service are proposed at this time, the Major Service Change Policy is not relevant to this analysis. 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.

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

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

3.3 PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-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 \$23,550.

4 METHODOLOGY

Staff used data from Pierce Transit's 2010 Customer Satisfaction Survey to assist with the fare equity analysis. This survey of 570 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. A total of 2,294 Riders were recruited for the telephone survey and surveys were completed with 570 respondents (only 553 responded to the question about how they paid their fare). The maximum margin of error for a sample of 570 is plus or minus 4.1 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 4.1 percentage points in either direction.

Data collection occurred from October 14 to November 18, 2010. The data from the 2010 survey represents the most current data on our riders available to Pierce Transit. A new survey is nearing completion with data expected to be available for use in July 2014 for any future fare equity analyses.

The 2010 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+)
- Income (less than \$20K, \$20K–\$30K, greater than \$30K)
- Age (16–34, 35–54, 65 and older)
- Gender
- Ethnicity

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. This is the threshold for “low income” used in the analysis of the ridership data. This is also the equivalent of the poverty threshold for 3- to 4-person households. The US Department of Health and Human Services’ poverty threshold is dependent on household size. Table 4-1 below shows these thresholds:

TABLE 4-1 2013 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA

Persons in family/household	Poverty guideline
For families/households with more than 8 persons, add \$4,020 for each additional person.	
1	\$11,490
2	15,510
3	19,530
4	23,550
5	27,570
6	31,590
7	35,610
8	39,630

For data on paper transfer use, staff used the average transfer rate reported by survey respondents who indicated that they originally paid their fare with cash. In the 2010 survey, 63% of riders indicated that they transferred to get to their destination. However, not all of these 63% of riders are using paper transfers. Only cash and ticket riders are using paper transfers to get to their destination. Since ticket users receive their tickets for free from social service agencies, transfers by ticket users are not included in this examination of who would be impacted by elimination of paper transfers. So, transfers by cash users are the relevant data with which to examine impacts of elimination of paper transfers.³ We know from our survey that cash

³ For the data on transfers by ticket and cash users combined, see Appendix A.

users transfer an average of 1.57 times to get to their destination. This means that they are paying their cash fare and then transferring almost two times; in other words they take, on average, an almost three-seat ride. We also know that minority cash users transfer an average of 1.64 times - slightly higher than the overall cash users. And low income cash riders transfer slightly fewer times on average at 1.49 transfers per trip. These average transfer rates were applied to extrapolated 2013 total ridership data for cash users to determine the number of boardings paid by cash and the number of boardings paid by paper transfer.

Table 4-2 below provides the data on Pierce Transit’s riders who paid by ORCA pass, e-purse and paper ticket, and those who indicated they paid for their original trip using cash. Data from survey respondents is extrapolated to provide data on all Pierce Transit riders, based on 2013 total ridership of 10,344,991 boardings. The average transfer rate of 1.57 is used to determine how many boardings were made using cash as payment and how many boardings used paper transfers.

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

Fare Type	All Riders	% of All Riders	2013 Extrapolated Ridership (System total:) 10,344,991	# Cash Fares Paid	Avg # Unpaid Transfers 1.57
Pass, E-purse and Ticket	311	56.2%	5,817,888	0	0
Adult Cash	190	34.4%	3,554,337	1,383,010	2,171,326
Youth Cash	38	6.9%	710,867	276,602	434,265
Senior/Disabled Cash	14	2.5%	261,899	101,906	159,992
Paper Transfer				n/a	2,765,584
Total Riders	553	100.0%	10,344,991	1,761,519	2,765,584

Table 4-3 below provides the data on Pierce Transit’s minority riders who paid by ORCA pass, e-purse and paper ticket, and those who indicated they paid for their original trip using cash. Data from survey respondents is used to provide data on the percentage of all Pierce Transit riders who are minorities (34%) which equals 3,516,923 minority boardings. The average minority transfer rate of 1.64 is used to determine how many minority boardings were made using cash as payment and how many minority boardings used transfers.

TABLE 4-3 PIERCE TRANSIT MINORITY BOARDINGS BY FARE PAYMENT TYPE

Fare Type	Minority Riders	% Minority riders of all riders	% Minority Riders by Fare Type	Extrapolated Minority Ridership by Fare Type	# Cash Fares Paid	Avg # Unpaid Transfers 1.64
Pass, E-purse and Ticket	97	18%	31%	1,814,583	0	0
Adult Cash	73	13%	38%	1,365,614	517,278	848,336
Youth Cash	11	2%	29%	205,777	77,946	127,831
Senior/Disabled Cash	7	1%	50%	130,949	49,602	81,347
Paper Transfer					n/a	1,057,514
Total Riders	188	34%		3,516,923	644,826	1,057,514

Table 4-4 below provides the data on Pierce Transit’s low income riders who paid by ORCA pass, e-purse and paper ticket, and those who indicated they paid for their original trip using cash. Data from survey respondents is used to provide data on the percentage of all Pierce Transit riders who are low income (49%) which equals 5,050,900 low income boardings. The average low income transfer rate of 1.49 is used to determine how many low income boardings were made using cash as payment and how many low income boardings used transfers.

TABLE 4-4 PIERCE TRANSIT LOW INCOME BOARDINGS BY FARE PAYMENT TYPE

Fare Type	Low Income Riders	% Low Income Riders of All Riders	% Low Income Riders by Fare Type	Extrapolated Low Income Ridership by Fare Type	# Cash Fares Paid	Avg # Unpaid Transfers
						1.49
Pass, E-purse and Ticket	170	31%	55%	3,180,196	0	0
Adult Cash	86	16%	45%	1,608,805	646,106	962,699
Youth Cash	8	1%	21%	149,656	60,103	89,553
Senior/Disabled Cash	6	1%	43%	112,242	45,077	67,165
Paper Transfer					n/a	1,119,417
Total Riders	270	49%		5,050,900	751,287	1,119,417

The data provided in Tables 4-2, 4-3 and 4-4 provide the basis for the equity analysis which is provided below in Section 5.

Data is not available on the characteristics of riders who use the existing weekend All Day Pass since the Customer Satisfaction Survey only collected data on the agency’s weekday riders. Pierce Transit currently does not offer an All Day Pass during weekday service.

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

5.1 Impact of Elimination of Paper Transfers on Minority and Low-Income Riders

Table 5-1 below compares Pierce Transit’s boardings by fare type (from Tables 4-2, 4-3 and 4-4 above) by all riders on the system to minority and low income boardings by fare type.

TABLE 5-1 PIERCE TRANSIT BOARDINGS BY FARE PAYMENT TYPE

	System	Minority	Low Income	System	Minority	Low Income
Total Pass, E-purse and Ticket Boardings	5,817,888	1,814,583	3,180,196	56%	52%	63%
Total Boardings Paid by Cash	1,761,519	644,826	751,287	17%	18%	15%
Total Boardings Paid by Transfer*	2,765,584	1,057,514	1,119,417	27%	30%	22%
Total	10,344,991	3,516,923	5,050,900	100%	100%	100%

*Only for trips originating with cash. Does not include trips originally paid by ticket resulting in a transfer

The key information in Table 5-1 above for this analysis is the Total Boardings Paid by Transfer row. We compare the minority and low income transfer boardings to the system-wide transfer boardings. We see that 27% of all boardings are paid by transfer, 30% of minority boardings are paid by transfer, and 22% of low income boardings are paid by transfer.

5.2 Impact of Addition of a New All Day Pass

With elimination of paper transfers, almost two-thirds of cash riders would have to pay at least four \$2.00 fares per day to get to and from their destination at a total cost of \$8.00. For minority riders, the total number of transfers averages closer to two (1.64), which means about three bus rides per trip. Introduction of the \$5.00 All Day Pass would provide unlimited use and unlimited transfers at a substantially lower cost than the potential \$8.00 to \$12.00 total fare, yet will cost just \$5.00 (\$1.00 more than the current round-trip cost of \$4.00). This leaves All Day Pass users free to use transit for errands in addition to their typical work and appointment trips. All Day Passes will be available for purchase on-board buses through the farebox as well as via the ORCA smart card. ORCA cards have a one-time \$5 purchase fee and are available for purchase online, by phone, or in person at The Bus Shop and at participating retailers throughout the service area. Pierce Transit staff will provide ORCA cards free of charge to customers for a period of time prior to the elimination of paper transfers and introduction of the All Day Pass.

Data is not available to determine whether addition of the All Day Pass creates a disparate impact or disproportionate burden on minority or low income riders, but the pass is considered a benefit to riders and, should a disparate impact or disproportionate burden be found for minority or low income riders regarding elimination of paper transfers, the pass would serve as mitigation for that fare change.

5.3 Elimination of Paper Transfers - 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. 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. More specifically, for this analysis, we must look at whether the percentage of minority riders who use paper transfers is 10% more than the percentage of overall system riders who use paper transfers. Minority users of the ORCA fare payment card are not relevant to the analysis as they would not be impacted by the elimination of paper transfers. Also, transfers by ticket users are not included in the number of boardings by paper transfer since they receive their tickets for free from social service agencies. The data in Table 5-1 above provides the information needed to compare the minority riders potentially adversely affected by the fare change to Pierce Transit's disparate impact threshold of 10%.

The table shows that 27% of all system boardings use paper transfers. Minority riders would be slightly more affected by elimination of paper transfers, with 30% of boardings by minorities being paid by transfer. This 3% difference does not warrant a finding of disparate impact to minority riders.

In addition, any negative effects on overall and minority riders of the elimination of paper transfers would be mitigated by the introduction of a new All Day Pass.

5.4 Elimination of Paper Transfers - 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. More specifically, for this analysis, we must look at whether the percentage of low income riders who use paper transfers is 5% more than the percentage of overall system riders who use paper transfers. Low income users of the ORCA fare payment card are not relevant to the analysis as they would not be impacted by the elimination of paper transfers. Also, transfers by ticket users are not included in the number of boardings by paper transfer since they receive their tickets for free from social service agencies. The data in Table 5-1 above provides the information needed to compare the low income riders potentially adversely affected by the fare change to Pierce Transit's disproportionate burden threshold of 5%.

The table shows that 27% of all system boardings use paper transfers. Low income riders would be slightly less affected than the ridership as a whole by elimination of paper transfers, with just 22% of boardings by low income riders being paid by transfer. Since the low income transfer use is 5% less than the overall system-wide transfer use, no finding of disparate impact to low income riders is warranted.

In addition, any negative effects on overall and low income riders of the elimination of paper transfers would be mitigated by the introduction of a new All Day Pass.

APPENDIX A TRANSFERS BY CASH AND TICKET USERS

	System	Minority	Low Income	System	Minority	Low Income
Average Transfer Rate				1.57	1.71	1.78
Total Boardings Paid by ORCA Pass/E-purse	4,601,931	1,365,614	2,357,087	44%	39%	47%
Total Boardings Paid by Ticket	473,135	151,865	289,353	5%	4%	6%
Total Boardings Paid by Cash	1,761,519	628,170	672,915	17%	18%	13%
Total Boardings Paid by Transfer	3,508,406	1,333,860	1,712,838	34%	38%	34%
Total	10,344,991	3,479,509	5,032,193	100%	100%	100%

The table above shows that the percentage of minority boardings paid by transfer (highlighted above) is 4% higher than the system-wide transfer boardings, and the percentage of low income transfer boardings is the same as the system-wide transfer boardings (34%). So including ticket users in the analysis of transfer use does not cause the elimination of paper transfers to result in a disparate impact to minority riders nor a disproportionate burden to low income riders.

RESOLUTION NO. 14-038

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Authorizing Amendment of Pierce
2 Transit Code Section 3.72, Fare Schedule
3

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

6 WHEREAS, Pierce Transit conducted a comprehensive fare study which included a statistically valid
7 survey of riders and focus groups with riders, transit operators and service supervisors; and

8 WHEREAS, research showed that fare evasion occurring from the misuse of paper transfers is a
9 problem for the Agency and riders; and

10 WHEREAS, paper transfers are a source of fare disputes which can lead to fare disputes and operator
11 assaults; and

12 WHEREAS, Pierce Transit seeks to increase its farebox recovery ratio per the 2014 – 16 Strategic Plan;
13 and

14 WHEREAS, new fareboxes Pierce Transit will be installing on its fixed route fleet allow for the
15 purchase and use of an all-day pass which provides unlimited boardings on Pierce Transit local fixed route
16 service for the service day the pass is purchased; and

17 WHEREAS, staff conducted Title VI fare equity analysis as required by the Federal Transit
18 Administration when we make any fare change to evaluate the impact of those changes on our minority and
19 low income riders; and

20 WHEREAS, fare equity analysis showed no disproportionate burden on low-income riders nor
21 disparate burden to minority riders; and

22 WHEREAS, Pierce Transit provided public notice, conducted a public hearing and received comments
23 on the proposed fare revisions.

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

25 Section 1. Section 3.72.010 of the Pierce Transit Code, Fare Schedule, is hereby amended to read
26 as follows:

27 **3.72.010 Definitions**

28 As used in this chapter:
29

- 1 A. "Accompanying companion" means a person who is traveling with a SHUTTLE customer, has the
2 same origin and destination, but does not need to assist the SHUTTLE customer with travel needs.
3
- 4 B. "All-day pass" means a pass available for purchase on-board Pierce Transit vehicles or loaded on
5 an ORCA card for local fixed route and Bus PLUS service. An all-day pass is valid for unlimited rides on
6 the service day the pass is issued. All-day passes shall have no transfer value on other transit
7 agencies service.
8
- 9 C. "Board of Commissioners" means elected officials appointed by local jurisdictions to the Pierce
10 Transit Board of Commissioners.
11
- 12 D."Bus PLUS" means transit services differentiated from fixed route service by customer-initiated
13 deviations from routes or schedules. Bus PLUS service does not require complementary Americans
14 with Disabilities Act (ADA) paratransit service.
15
- 16 E."Class pass" means a pass that allows up to thirty people riding together to make a one-day round
17 trip, on local fixed route transit service.
18
- 19 F."Disabled person (persons with disabilities)" means any person(s) with a mental, physical, or sensory
20 disability that meets established criteria and has Pierce Transit-approved identification.
21
- 22 G."Discounted fare" means the fare offered to senior citizens, persons with disabilities or individuals
23 with a valid Medicare card. A valid regional reduced fare permit is required to obtain the discounted
24 fare.
25
- 26 H."Emergency situation" means adverse weather; fire/flood evacuation; threat of explosive devices, or
27 other regional emergencies requiring rapid movement of any group or groups of people.
28
- 29 I."Federal law enforcement officer" means a commissioned civilian federal law enforcement agent, as
30 designated by the U.S. Attorney General and/or military police officers.
31
- 32 J."Fixed route" means transit service using buses to provide service at designated bus stops along
33 specific routes on set schedules.
34
- 35 K."Full-fare" means the fare for riders not specifically designated to qualify for a reduced fare.
36
- 37 L."Personal care attendant" means a person traveling as an aide in order to facilitate travel by a
38 disabled person.
39
- 40 M."Preschool child" means any person five years of age or younger when accompanied by a fare
41 paying passenger.
42

1 N."Public safety officer" means a person commissioned by any state, county, or municipal law
2 enforcement or fire protection agency.

3
4 O."PugetPass" means a regional bus pass valid for travel on Community Transit, Everett Transit, King
5 County Metro Transit, Kitsap Transit Sound Transit and Pierce Transit. PugetPass prices are set at
6 thirty-six times the trip value of the pass.

7
8 P."Senior citizen" means any person sixty-five years of age or over with a Pierce Transit-approved
9 identification or a Regional Reduced Fare Permit (RRFP).

10
11 Q. Service day means the span of service that comprise a day of transit service. Service begins at
12 3:00 a.m. and ends at 2:59 a.m.

13
14 R."SHUTTLE" means specialized transportation (paratransit) for persons with disabilities.

15
16 S."Special event" means any open to the public event of less than thirty days duration expected to
17 attract significant numbers of people.

18
19 T."Youth" means any person six to eighteen years of age.

20
21 Section 2: Section 3.72.040 of the Pierce Transit Code is hereby amended to read as follows:

22 **3.72.040 Local fixed route and Bus PLUS passes.**

23
24 A. Full-fare all-day passes shall be two times the full-fare cash fare plus one dollar.

25
26 B. Youth all-day passes shall be two times the youth cash fare plus one dollar.

27
28 C. Discounted all-day passes shall be two times the discounted cash fare plus one dollar.

29
30 D. The full-fare monthly pass (two dollar Regional PugetPass) shall be seventy-two dollars.

31
32 E. The youth monthly pass (seventy-five cents Regional PugetPass) shall be twenty-seven dollars.

33
34 F. The discounted monthly pass (seventy-five cents Regional PugetPass) shall be twenty-seven
35 dollars.

36
37 G. The summer youth pass shall be thirty-six dollars for unlimited youth rides during June, July and
38 August. The summer youth pass shall have no transfer value on Olympia Express or Sound Transit
39 services.

40
41 H. The class pass shall be forty-eight dollars.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21

Section 3: Section 3.72.080 of the Pierce Transit Code is hereby amended to read as follows:

3.72.080 Transfers.

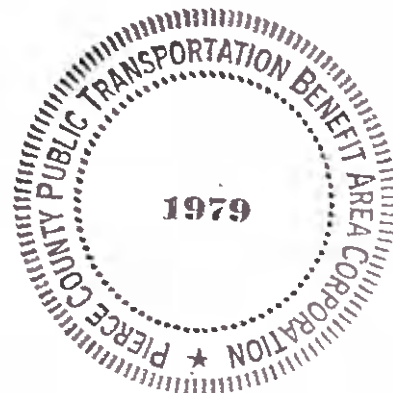
Transfers are allowed for customers using an ORCA card with e-purse pursuant to ORCA terms of use.

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 14th day of July, 2014.


Rick Talbert, Chair
Board of Commissioners

ATTEST/AUTHENTICATED


Deanne Jacobson, CMC
Clerk of the Board



Pierce Transit

Title VI Fare Equity Analysis

Pursuant to FTA Circular 4702.1B

New Regional Day Pass

March 2014

PIERCE TRANSIT TITLE VI FARE EQUITY ANALYSIS

TABLE OF CONTENTS

1	INTRODUCTION.....	1
2	BACKGROUND.....	1
2.1	The ORCA System for Regional Fare Payment.....	1
2.2	Regional Day Pass Demonstration.....	1
2.3	Regional Day Pass Proposal.....	2
2.4	Federal Transit Administration Requirements	3
3	TITLE VI POLICIES & DEFINITIONS	4
3.1	Pierce Transit Disparate Impact Policy	4
3.2	Pierce Transit Disproportionate Burden Policy.....	5
4	METHODOLOGY	6
5	EFFECTS OF PROPOSED FARE CHANGES ON MINORITY AND LOW-INCOME RIDERS.....	10
5.1	Disparate Impact Analysis and Disproportionate Burden Analysis	10

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 the proposed introduction of a new Regional Day Pass (RDP).

2 BACKGROUND

2.1 The ORCA System for Regional Fare Payment

In 2009, the six public transit agencies in the central Puget Sound region - King County Metro, Sound Transit, Pierce Transit, Community Transit, Everett Transit and Kitsap Transit - and the Washington State Ferry System, implemented the ORCA smart card system for regional fare payment. By means of the ORCA system, the six partner transit agencies provide a level of fare integration unique in the U.S. Customers may purchase a range of regional ORCA passes based on different fare values that encompass the fares of all the partner agencies. Regional ORCA passes are valid at their fare value towards fare payment on all partner agencies, and ORCA e-purse fare payment on one agency provides full-value for transfers to another agency. The ORCA system provides for revenue apportionment between the transit agencies based on actual ORCA ridership.

2.2 Regional Day Pass Demonstration

The six ORCA partner transit agencies implemented an ORCA Regional Day Pass demonstration program from April through September, 2014. This demonstration was focused on targeting the travel and tourist industry. The purpose of this demonstration program was to test the market for a regional all-day pass product valid for fare payment on transit service in the region. The ORCA day passes offered in this demonstration were valid for fare payment up to \$4.00, and were priced at \$9.00. The price and fare value of the pass were established to allow infrequent riders - uncertain about the number of trips they might need to take or what fares they would need to pay during the course of the day - to pay a premium for fare certainty.

A total of 5,249 Regional Day Passes were sold during the demonstration, accounting for about \$47,000 of revenue and over 17,000 boardings regionwide. An examination of sales location and new ORCA card sales indicates this demonstration was successful in targeting the travel/tourist market. However, day pass sales and boardings represented a very small fraction of revenue and boardings for each agency.

Over the course of the demonstration, there was a total of about 194 RDP boardings on Pierce Transit, representing about 4% of all RDPs sold throughout the region. These represented 0.03% of total ORCA e-purse boardings on Pierce Transit and 0.004% of total boardings on Pierce Transit during the six month period.

2.3 Regional Day Pass Proposal

Based on the results of the Regional Day Pass Demonstration, the six ORCA transit agencies are proposing to establish a permanent Regional Day Pass valid for a fare value of \$3.50 for a price of \$8.00 (two times the value plus a \$1.00 administration fee).

2.4 Federal Transit Administration Requirements

FTA requires that its recipients evaluate the impacts of 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 introduction of a new Regional Day Pass will have a disparate impact on Pierce Transit's minority riders and/or a disproportionate burden on the agency's low income riders.

3 TITLE VI POLICIES & DEFINITIONS

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

3.1 Pierce Transit Disparate Impact Policy

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

A disparate impact occurs when the minority 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 \$23,550.

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+)
- 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 2.8, 44% of riders have annual incomes of

less than \$20,000. This is the threshold for “low income” used in the analysis of the ridership data. This is also the equivalent of the poverty threshold for 3- to 4-person households. The US Department of Health and Human Services’ poverty threshold is dependent on household size. Table 4-1 below shows these thresholds:

TABLE 4-1 2013 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA

Persons in family/household	Poverty guideline
For families/households with more than 8 persons, add \$4,020 for each additional person.	
1	\$11,490
2	15,510
3	19,530
4	23,550
5	27,570
6	31,590
7	35,610
8	39,630

Table 4-2 below provides the data on Pierce Transit’s riders by the type of fare they used to ride transit. Data from survey respondents is extrapolated to provide data on all Pierce Transit riders, based on 2013 total ridership of 10,344,991 boardings.

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

% of Total	Usage by Group				
	Fare Type	Overall	Minority	Difference (> 10%?)	Low Income
Adult ORCA Pass	19.5%	18.6%	-0.9%	16.0%	-3.5%
Adult Cash	35.3%	39.4%	4.0%	32.0%	-3.3%
Adult e-purse	12.9%	16.5%	3.6%	11.5%	-1.4%
Adult Ticket	0.7%	0.5%	-0.2%	0.0%	-0.7%
Youth ORCA Pass	5.6%	3.7%	-1.9%	5.5%	-0.1%
Youth Cash	3.1%	4.8%	1.7%	1.5%	-1.6%
Youth e-purse	0.8%	1.1%	0.2%	0.5%	-0.3%
Youth Ticket	0.2%	0.5%	0.4%	0.0%	-0.2%
Senior/Disabled ORCA Pass	13.1%	10.1%	-3.0%	19.0%	5.9%
Senior/Disabled Cash	1.9%	1.1%	-0.9%	3.5%	1.6%
Senior/Disabled e-purse	6.9%	3.7%	-3.1%	10.5%	3.6%
Senior/Disabled Ticket	0.0%	0.0%	0.0%	0.0%	0.0%
Total	100%	100%		100%	

Conducting an impact analysis of a new fare product presents some challenges. Although the demonstration program did ask day pass purchasers to complete an online survey, no demographic data was collected. Even had this data been collected, there were only 100 surveys completed, and these seem to be more heavily weighted to local on-line purchasers than the program as a whole. So we don't know a great deal about the purchasers of the RDP during the demonstration.

Since we don't know very much about the actual purchasers of the RDP, we are using the data we have about our riders and those who use e-purse. A rider who purchases a Regional Day Pass must load the RDP product onto an ORCA card. The RDP user will likely be someone who does not ride routinely and does not have a monthly pass loaded onto their ORCA card. This more casual user is most like someone who is an e-purse user (. For this reason we look at the demographics of e-purse users. Table 4-3 below shows Pierce Transit's overall, minority, and low income riders. The first section shows total ridership and total e-purse users. The second section shows ridership during the months of the demonstration project, and extrapolates

the number e-purse users and actual RDP users. The third section shows the RDP use as a percentage of all fares and as a percentage of all e-purse fares.

TABLE 4-3 PIERCE TRANSIT REGIONAL DAY PASS DEMONSTRATION BOARDINGS

Fare Type	PT Overall	Minority riders	Low Income Riders
Pierce Transit System Ridership	10,344,991	34%	36%
Total E-purse Users	1,333,602	43%	32%
Total Apr-Sep 2014 Ridership	5,186,778	1,749,436	1,861,102
Apr-Sep 2014 ORCA e-purse fares pd	669,094	288,666	214,171
Apr-Sep 2014 PT RDP usage	194	84	62
RDP % of all fares	0.004%	0.002%	0.001%
RDP % of e-purse fares	0.03%	0.01%	0.01%

The data provided above in Tables 4-2 and 4-3 provide 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

5.1 Disparate Impact Analysis and Disproportionate Burden Analysis

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.

As mentioned in section 4 above, a rider who purchases a Regional Day Pass is considered a more casual user and is most comparable to someone who is an e-purse user. For this reason we look at the demographics of e-purse users to determine whether there are impacts to minority or low-income e-purse users. The bottom row of Table 4-3, above, shows RDP as a percent of all e-purse fares. The percent usage is very small – one one hundredth of a percent, for both minority and low income riders.

We may also consider whether there is a disproportionate benefit to non-minority and non-low-income riders. Since no other fares will be changed or removed that are currently available to minority and low-income riders, and the RDP is more for convenience rather than cost-effectiveness, it is never likely to be used by a significant proportion of riders.

Since there is very small usage of the RDP and no existing fares are changing upon the introduction of the RDP, there is no disparate impact to Pierce Transit's minority riders nor disproportionate burden to Pierce Transit's low-income riders due to the introduction of a new Regional Day Pass.

RDP usage will continue to be monitored as Pierce Transit conducts future Customer Satisfaction Surveys every 2-3 years.



401 S Jackson
Seattle WA 98104
orcacard.com
888-988-6722

**RFCS ORCA Joint Board
Memorandum of Decision**

Joint Board

Meeting Date: April 13, 2015

Community Transit
Emmett Heath
Chief Executive Officer

Subject: Authorize the Regional Day Pass Program

Everett Transit
Tom Hingson
Transportation Service
Director

Record of Decision:

King County Metro
Kevin Desmond
General Manager

The undersigned hereby certifies that at its meeting on the above-referenced date, the RFCS ORCA Joint Board, by unanimous vote, authorized the Regional Day Pass Program.

Kitsap Transit
John Clauson
Executive Director

The new day pass products will be valid for unlimited travel from first use through the service day for adult one-way fares up to \$3.50 and senior / disabled one-way fares up to \$1.75. By June 1, 2015, the day pass will be available at all ORCA sales locations, online and at ticket vending machines. The day pass will be accepted by all agencies except WSF.

Pierce Transit
James Walton
Chief Executive Officer

Sound Transit
Joni Earl
Chief Executive Officer

WSDOT Ferries Division
Lynne Griffith
Assistant Secretary

Acting Vice Chair, RFCS ORCA Joint Board

Joint Board Meeting
April 13, 2015

Action: Authorize the Regional Day Pass Program

Purpose: To authorize implementation of the Regional Day Pass (RDP) Program with the following parameters and implementation no later than June 1, 2015.

Background: On December 8, 2014, the Joint Board approved the regional day pass parameters subject to Title VI requirements referenced below from FTA's 2012 Title VI circular:

Upon completion of a service or fare equity analysis, the transit provider shall brief its board of directors, top executive, or appropriate governing entity or official(s) responsible for policy decisions regarding the service and/or fare changes(s) and the equity impacts of the service and/or fare change(s). The transit provider shall submit documentation with the Title VI Program (each agency's triennial Title VI report) as evidence of the board or governing entity or official's consideration, awareness, and approval of the analysis.

Community Transit, King County Metro Transit, Pierce Transit and Sound Transit were required to conduct Title VI fare analyses. They have done so and found no adverse effects on minority or low-income population.

Title VI fare analyses reports have been submitted to the Joint Board as required. Public comments have been solicited and submitted for the Joint Board's consideration.

The Joint Board is now requested to approve the following parameters for implementation of the Regional Day Pass Program:

- Valid on Community Transit, Everett Transit, King County Metro, Kitsap Transit, Pierce Transit, and Sound Transit for:
 - Adult one way trip value of \$3.50 or less. Sales price is \$8 (twice the trip value fare plus \$1.00).
 - Senior or disabled trip value of \$1.75 or less. Sales price is \$4 (twice the trip value fare plus \$.50). The senior or disabled regional day pass can only be loaded on a Regional Reduced Fare Permit (RRFP) ORCA card.
- Not valid on Washington State Ferries.
- Fare upgrades are allowed.
- Current new card fees apply: \$5 adult; \$3 RRFP (senior or disabled).
- Regionally funded and executed marketing and outreach plan.
- Available at all card sales and add value locations.
- Annual review of sale price and trip value by December 31.
- Joint Board approval of changes to sale price or trip value.

Recommendation: The Site Managers recommend implementation of the Regional Day Pass Program with above listed parameters.

APPENDIX M
Board Approval of
2015 Title VI Program Submittal

FACT SHEET

TITLE: A Resolution Approving the 2015 Title VI Program Submittal to the Federal Transit Administration

DIVISION: Finance

ORIGINATOR: Janine Robinson, Senior Planner, Transit Development

PRECEDING ACTION:

Resolution 13-003 Approval of Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy

Resolution 14-008 Amendments to Chapter 1.60 – Public Hearing Procedures – of the Pierce Transit Code

COORDINATING DEPARTMENT: Transit Development

APPROVED FOR SUBMITTAL:



Chief Financial Officer

APPROVED FOR AGENDA:



Chief Executive Officer



General Counsel

ATTACHMENTS:

Proposed Resolution
Exhibit A, 2015 Title VI Program Submittal to FTA ([electronically only](#))

BUDGET INFORMATION

	2015 Budget Amount	Required Expenditure	Impact
	\$0	\$0	\$0
Explanation:	N/A		

BACKGROUND:

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin. Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" was issued on October 1, 2012. The Circular directs any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to submit a Title VI Program once every three years.

FTA requires that the governing body of the agency consider and approve the Title VI Program.

The Title VI Program demonstrates to FTA that Pierce Transit is working hard to ensure that all our customers and potential customers have access to our services in a non-discriminatory manner. The Title VI program includes the Agency's:

- Notification to the public of their Title VI rights;
- Title VI complaint process;
- Title VI investigations, claims and lawsuits (over the past three years);
- Public Participation Plan (and outreach over the past three years);
- Limited English Proficiency Access Plan;
- Minority representation on advisory boards (CTAG);
- System-Wide Service Standards and Policies;
- Demographic data (distribution of minority and low-income populations in the PTBA);
- Transit service monitoring (how we are serving minority and low-income populations);
- Public engagement process for setting Title VI policies; and
- Service and fare equity analyses (conducted over the past three years).

ALTERNATIVES:

None.

RECOMMENDATION:

Approve Resolution No. 15-050, approving the 2015 Title VI Program Submittal to the Federal Transit Administration in substantially the same form as Exhibit A.

RESOLUTION NO. 15-050

A RESOLUTION of the Board of Commissioners of Pierce Transit Approving the 2015 Title VI Program Submittal to the Federal Transit Administration

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

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

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

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

WHEREAS, the Board of Commissioners considered the 2015 Title VI Program Submittal at its meeting held September 14, 2015; and

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

Section 1. The Board of Commissioners approves Pierce Transit's 2015 Title VI Program Submittal to the Federal Transit Administration in substantially the same form as Exhibit A.

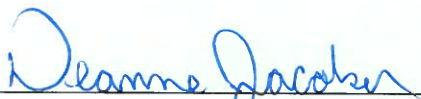
ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 14th day of September, 2015.

PIERCE TRANSIT



Rick Talbert, Chair
Board of Commissioners

ATTEST/AUTHENTICATED



Deanne Jacobson, CMC
Clerk of the Board

