

Meeting Location: Teleconference
Phone: 253-215-8782
Meeting ID: 82480025998

Virtual Meeting Participation Information:

Due to the COVID-19 Pandemic and the Governor Proclamation 20-28 that is in effect, a physical meeting location will not be provided for this meeting. The public is welcome to attend the meeting by calling 1-253-215-8782 or 1-669-900-6833 and entering Meeting ID No. 824 8002 5998, or by accessing <https://us02web.zoom.us/j/82480025998>.

Call to Order

Roll Call

Moment of Silence for Operator Ban Mao

Presentations

- | | |
|--|---|
| 1. Honoring Operators of the Month for May through August 2021 and Recognizing Honor Roll Recipients for 2019 and 2020 | Scott Gaines
Transportation Assistant Manager |
| 2. 2021 Q1 and Q2 Employee Awards and Recognition | Amy Cleveland
Director of Administration |
| 3. Community Van Program Update | Penny Grellier
Community Development Administrator |

Public Hearing

- | | |
|---------------------------------------|-------------------------------|
| 1. Transit Development Plan:2021-2026 | Duane Wakan
Senior Planner |
|---------------------------------------|-------------------------------|

*To request to speak during the public hearing, please press the Raise Hand button near the bottom of the Zoom window or *9 on your phone. Those providing comment will be allowed up to three minutes to speak. Your name or the last four digits of your phone number will be called out when it is your turn to speak.*

Public Comment:

Citizens wishing to provide comment will be given up too three minutes to comment on any transit-related matters regardless of whether it is an agenda item or not. The Chair, at his or her discretion, may reduce the comment time to allow sufficient time for the Board to conduct business.

*To request to speak during public comment, please press the Raise Hand button near the bottom of your Zoom window or press *9 on your phone. Your name or the last four digits of your phone number will be called out when it is your turn to speak.*

Consent Agenda

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

1. Approval of Vouchers: August 1, 2021 – August 31, 2021
2. Approval of Minutes: August 9, 2021, Regular Board Meeting
3. Recruitment Update – For Informational Purposes Only
4. FS 2021-049, Authority to Increase the Contract Authority Not to Exceed Amount by \$145,000 with Technical Security Integration, Contract PT-54-19, for an Additional Year of Service for Routine Physical Security System Testing and Maintenance Services Through September 30, 2022
5. FS 2021-050, Authorize the Chief Executive Officer to Execute a Multi-Year Master On Call Contract with TCF Architecture, PLLC, to Provide Architect and Engineering Consulting Services

Action Agenda

- | | |
|---|--|
| 1. FS 2021-051, Authority to Remove up to 214 Bus Stops Identified in the Bus Stop Balancing Program (10% of current stops) for the March 20, 2022 Service Change | Heidi Soule
Project Management Office Manager |
| 2. FS 2021-052, Approval of Transit Service Monitoring Results Contained within the 2021 Title VI Program Submittal to the Federal Transit Administration | Duane Wakan
Senior Planner |
| 3. FS 2021-053, Approval of the 2021 Title VI Program Submittal to the Federal Transit Administration | Duane Wakan
Senior Planner |
| 4. FS 2021-054, Authority to Implement a COVID-19 Voluntary Vaccination Incentive Program to all Current and Eligible Pierce Transit Employees | Amy Cleveland
Director of Administration |

Staff Updates

- | | |
|-----------------|---|
| 1. CEO's Report | Mike Griffus
Chief Executive Officer |
|-----------------|---|

Informational Board Items

- | | |
|--|--------------------|
| 1. Chair Report | Chair Campbell |
| 2. Sound Transit Update | Commissioner Keel |
| 3. Puget Sound Regional Council Transportation Policy Board Update | Commissioner Mello |

4. Commissioners' Comments

Executive Session

Adjournment to Closed Session - Labor Negotiations,
pursuant to RCW 42.30.140(b)

Adjournment

American Disability Act (ADA) accommodations are available with a 72-hour notice. Please contact the Clerk's office at 253-581-8066 for special accommodations.



Presentations



**Pierce
Transit**

Awards Ceremony

2021, 1st and 2nd Quarter

524

Pierce Transit

C4313C



Department and Division
Monthly and Quarterly Awards

Public Safety Employee of the Quarter

1st Quarter

Jason LeFevre, Katie Marcelia,
Dolan Johnson, Tre Mathis



2nd Quarter Roger Ward



Service Delivery and Support Employee of the Quarter

1st Quarter NAME



2nd Quarter NAME





Agency-wide

Quarterly Awards

Administrative Staff Employee of the Quarter

**1st Quarter
Randal Shultz**



**2nd Quarter
Penny Grellier**



Effectiveness and Efficiency Quarterly Award

1st Quarter
Jessie Tonellato



2nd Quarter
Dispatch Team



Excellence in Safety Quarterly Award

**1st Quarter
Delmar Sherrell**



**2nd Quarter
Brentt Mackie**









**Pierce
Transit**

Community Van update

524

Pierce Transit

WASHINGTON
C4313C

Logo



Progress

- Updated/simplified reporting forms
- WSTIP-approved agreement
- Online interest form
- Interest forms submitted
- New Community Vans in process
- Advertising/social media push



Public Hearing



**Pierce
Transit**

2021-2026 Transit Development Plan Public Hearing Presentation

W. Duane Wakan - Senior Planner

What is a Transit Development Plan - TDP

Six (6) year plan updated annually, required by Washington State Department of Transportation (WSDOT)

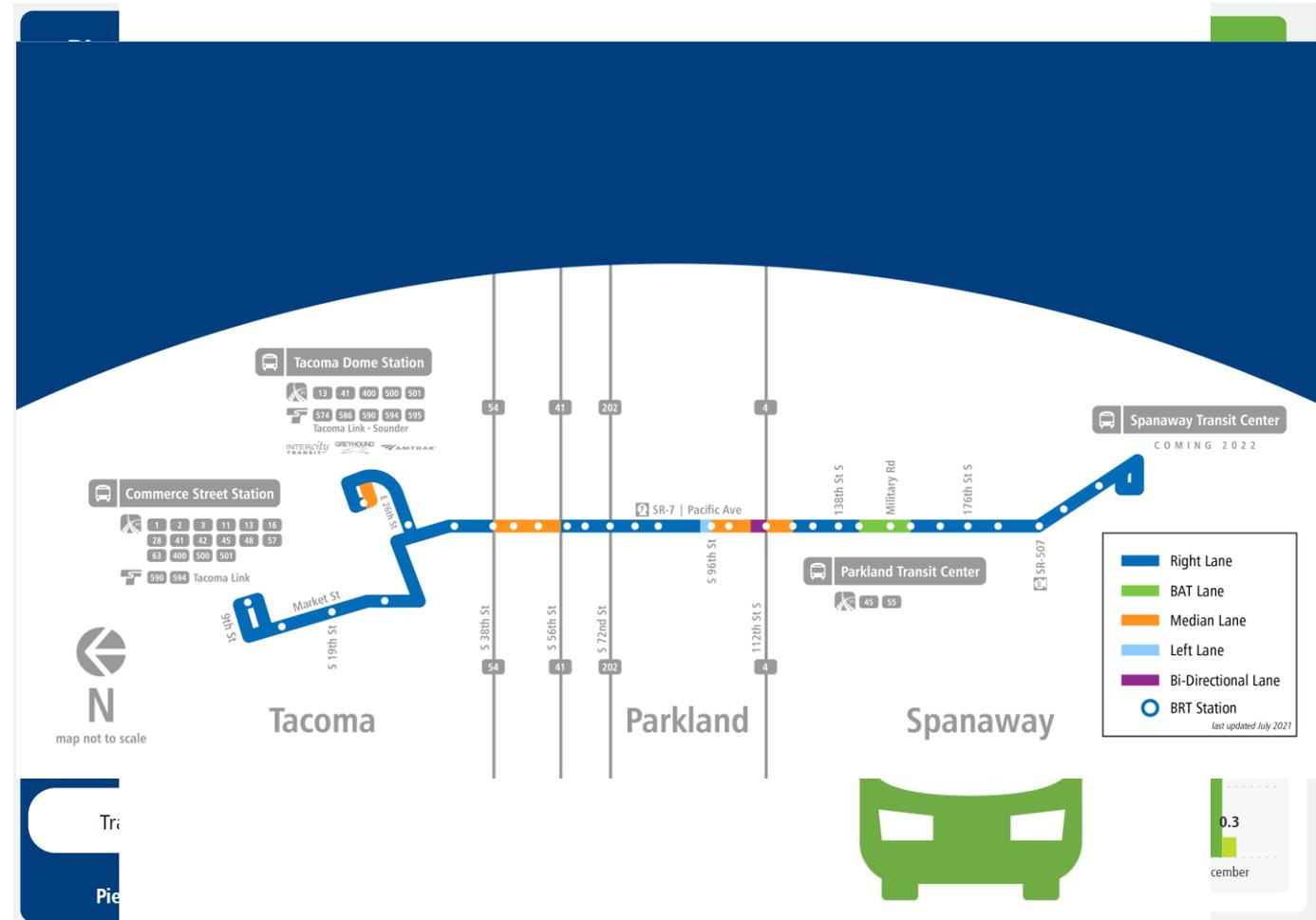
1. Public Transportation Priorities
2. Operational/Capital Investments
3. Financial Plan



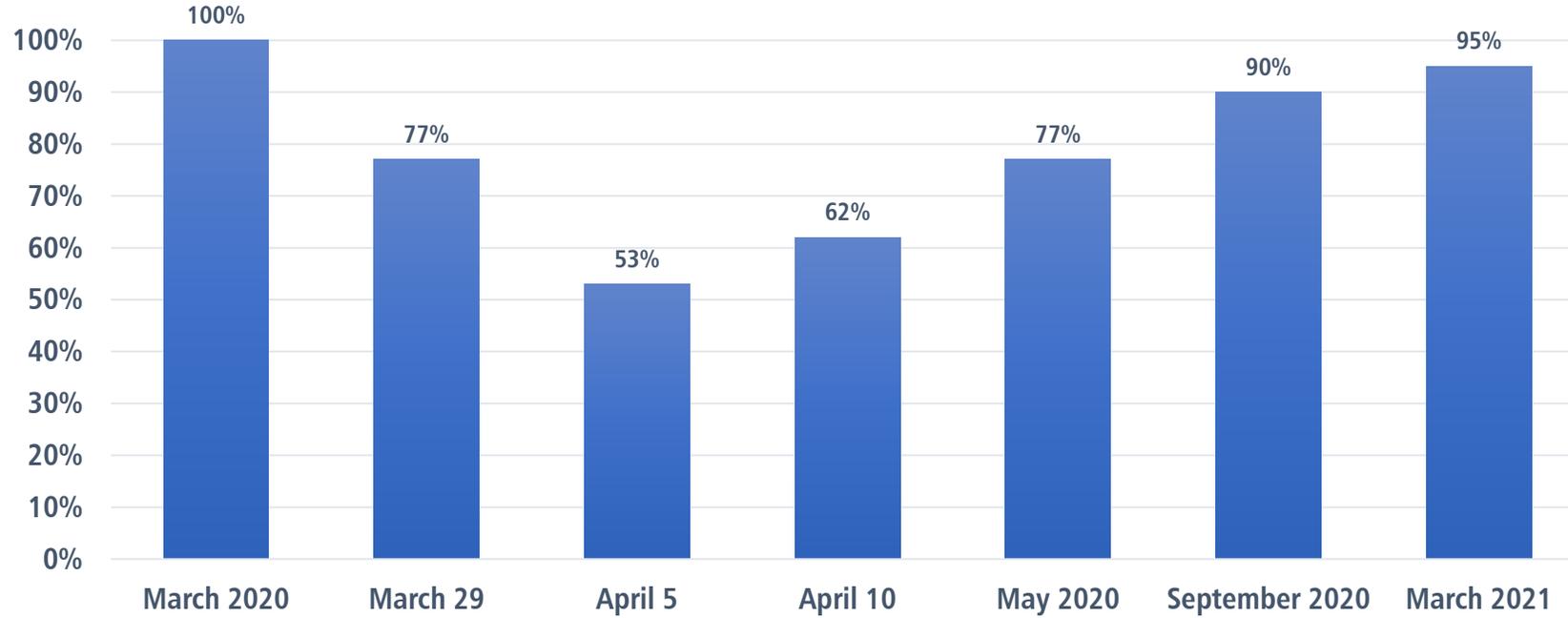
2021-2026 Transit Development Plan (TDP)

Required Elements per WSDOT Guidelines (April 2020)

1. Plan Adoption
2. Service Area
3. Goals/Objectives
4. Local KPIs
5. Plan Consistency
6. Capital Plan
7. Operation Plan
8. Financial Plan
9. Regional Projects

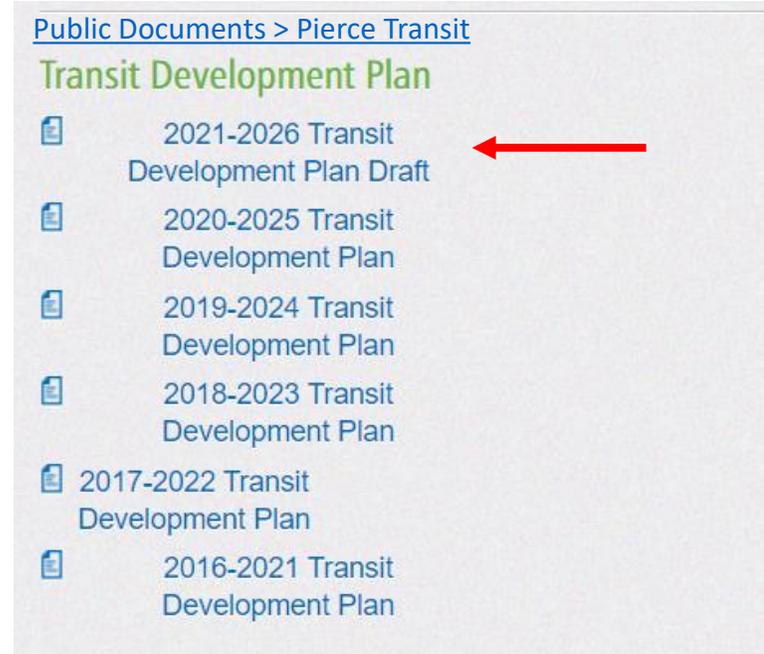


Emergency Weekday Fixed Route Bus Service Reductions Due to COVID-19



TDP Timeline

- Open Public Hearing Today



- Public Comments Through Sep 24, 2021



**Pierce
Transit**

Questions?

W. Duane Wakan - Senior Planner

524

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**PIERCE TRANSIT
NOTICE OF PUBLIC HEARING
PROPOSED TRANSIT DEVELOPMENT PLAN: 2021-2026**

Pierce Transit's draft edition of the Transit Development Plan (TDP) covering 2021-2026 has been filed with the Clerk of the Board. A copy will be available for review beginning September 2, 2021, at www.piercetransit.org/documents.

A public hearing will be held as part of the Board of Commissioners' meeting on Monday, September 13, 2021. The Board meeting begins at 4:00 p.m. and will be conducted virtually. The meeting can be heard by dialing 253.215.8782 and entering meeting ID Code 824 8002 5998 or by accessing <https://us02web.zoom.us/j/82480025998>. A physical meeting location will not be provided for this meeting.

To provide oral comments during the public hearing, please press the Raise Hand button near the bottom of the Zoom window or *9 on your phone. Those providing comment will be allowed up to three minutes to speak. Written comments will be received up to Friday, September 10, 2021, and may be emailed to Djacobson@piercetransit.org, or submitted to Deanne Jacobson, Clerk of the Board, 3701 96th Street SW Lakewood, WA 98499. Written comments will be compiled and forwarded to the Pierce Transit Board.

The Transit Development Plan (TDP) reports on Pierce Transit's annual operating budget, capital investments, and business strategies, and is submitted to the Washington State Department of Transportation (WSDOT) annually. This year's TDP highlights agency work accomplished in 2020; provides a general outline of services and facility changes anticipated from 2021-2026; and financial elements (both operating and capital), budgeted for 2021 plus projected unmet needs for 2021-2026. Once finalized, Pierce Transit will use the TDP to guide specific development of upcoming service designs, business strategies, and budget considerations.

The Transit Development Plan document is scheduled for formal adoption at the October 11, 2021, Board of Commissioners' meeting. Pierce Transit will accept written comments on the proposed plan up to Friday, September 24, 2021. Written comments should be submitted to Duane Wakan, Senior Planner, 3701 96th Street SW, Lakewood, WA 98499, or by email at Dwakan@piercetransit.org.

Deanne Jacobson, Clerk of the Board

Published in the Tacoma Daily Index and Tacoma News Tribune on September 2, 2021.



Consent Agenda

PIERCE TRANSIT
Board Payments Over \$50,000
Payments From: Aug 1, 2021 to Aug 31, 2021
Cash and Investment Balance: 145,526,560.78

Payment Numbers CK 00376667 through CK 00376827
 No Advance Travel Payments
 Wire Numbers EFT 00008176 through EFT 00008429

Advance Travel Checks: 0
 Total \$10,848,848.51

Payments in Excess of \$50,000 are as follows:

Operating Fund

	Check	Vendor	Item/Service	Amount
CHK	00376698	WA ST DEPT OF L&I - ELEVATOR	SELFINS RPT Q221	50,947.27
CHK	00376753	CHARGEPOINT INC	BUS CHARGERS	66,986.73
CHK	00376771	PIERCE COUNTY BUDGET & FINANCE	POLICING SV SPEC OT 07/21	293,085.24
EFT	00008176	GREAT WEST RETIREMENT	PP15 2021 EMP LOAN	64,343.98
EFT	00008177	ICMA RETIREMENT	PP 15 2021 ICMA	187,879.55
EFT	00008183	ASSOCIATED PETROLEUM	DIESEL	153,524.50
EFT	00008186	BRIDGESTONE AMERICA	DAMAGED TIRES TAB16502 06/21	64,167.27
EFT	00008194	FIRST TRANSIT	EXP STORM WTR REC 06/21	492,935.43
EFT	00008196	GILLIG LLC	MISC BUS INVENTORY PARTS	40,904.26
EFT	00008223	SOUND TRANSIT	2020-2Q-038 CARD REV	7,477.66
EFT	00008247	ASSOCIATED PETROLEUM	DIESEL	56,457.95
EFT	00008278	SOUND TRANSIT	2021-2Q-039	26,448.40
EFT	00008294	US BANK CORPORATE PAYMENT SYST	MISC BUSN EXPENSES	62,883.82
EFT	00008295	GREAT WEST RETIREMENT	PP 16 2021 EMP LOAN	63,364.26
EFT	00008296	ICMA RETIREMENT	PP 16 2021 ICMA	179,944.13
EFT	00008303	ASSOCIATED PETROLEUM	DIESEL	76,039.66
EFT	00008315	FIRST TRANSIT	EXP RMB STORM WTR 07/21	515,401.35
EFT	00008354	UNITED ENERGY TRADING LLC	CNG USAGE 07/21	60,390.34
EFT	00008364	BRIDGESTONE AMERICA	TIRE MILES 07/21	58,576.61
EFT	00008386	LYTX INC	DRIVECAM	196,435.27
EFT	00008425	GREAT WEST RETIREMENT	PP 17 2021 Empower	62,184.41
EFT	00008426	ICMA RETIREMENT	PP 17 2021 ICMA	174,978.03
Payments for Fund 1 Total				2,955,356.12

Self Insurance Fund

	Check	Vendor	Item/Service	Amount
CHK	00376698	WA ST DEPT OF L&I - ELEVATOR	SELFINS RPT Q221	140,617.02
Payments for Fund 4 Total				140,617.02

Capital Fund

	Check	Vendor	Item/Service	Amount
CHK	00376738	PUGET SOUND SOLAR LLC	CLEAN UP EV MOBI 07/21	58,382.00
CHK	00376754	CITY OF LAKEWOOD	BUILDING PERMIT MOBI 08.21	96,115.96
CHK	00376782	WESTWATER CONSTRUCTION	Civil Work SHMTC 07/21	225,000.00
CHK	00376807	PEASE & SONS INC	Labor Acoust Ceil B4 Mod 06/21	263,143.52
EFT	00008188	COMMONSTREET CONSULTING LLC	Acquisition Svcs BRT 06/21	65,926.24
EFT	00008196	GILLIG LLC	BUS ELEC 40 525	2,964,600.00
EFT	00008221	SAYBR CONTRACTORS INC	CONSTR 72ND 07/21	54,311.68
EFT	00008223	SOUND TRANSIT	ngORCA ILA Capital 21-034	100,631.22
EFT	00008278	SOUND TRANSIT	ngORCA ILA Capital 21-037	30,788.99
EFT	00008294	US BANK CORPORATE PAYMENT SYST	Public Works Civil Permit	14,243.42
EFT	00008301	ABSHER CONSTRUCTION COMPANY	ASPHALT MOBI 06/21	761,262.48
EFT	00008308	CLEVER DEVICES	PRJ MGMT CAD/AVL 05/21	304,907.66
EFT	00008310	CONSTRUCT, INC.	Balancing Comm 06/21	210,413.77
EFT	00008380	HUITT-ZOLLARS INC.	CIVIL MOBI FUEL/WASH 06/26/21	88,865.89
EFT	00008384	KPFF CONSULTING ENGINEERS	PRJ MGMT SPANTC 07/30/21	95,976.94
EFT	00008424	WSP USA, INC.	DESIGN SVC BRT 06/21	655,338.66
Payments for Fund 9 Total				5,989,908.43

Total Payments in Excess of \$50,000.00

Sep 7, 2021 8:02:51 AM

9,085,881.57

Pierce Transit
Payment Certification for Aug 31, 2021
Payments Aug 1, 2021 to Aug 31, 2021
Payment Numbers CK 00376667 through CK 00376827
No Advance Travel Payments
Wire Numbers EFT 00008176 through EFT 00008429

Bank ID	Check Num	Check Date	Amount	Vendor Name
01	CHK	00376667	08/05/2021	28.09 AT&T
01	CHK	00376668	08/05/2021	44.66 AT&T
01	CHK	00376669	08/05/2021	97.60 AT&T
01	CHK	00376670	08/05/2021	488.00 AT&T
01	CHK	00376671	08/05/2021	102.01 BUNCE RENTALS INC
01	CHK	00376672	08/05/2021	67.48 CENTURY LINK
01	CHK	00376673	08/05/2021	40,461.71 CITY OF LAKEWOOD
01	CHK	00376674	08/05/2021	187.20 CITY TREASURER - TPU
01	CHK	00376675	08/05/2021	5,662.80 CITY TREASURER - TPU
01	CHK	00376676	08/05/2021	150.25 COMCAST
01	CHK	00376677	08/05/2021	395.85 COMCAST
01	CHK	00376678	08/05/2021	240.20 COMCAST
01	CHK	00376679	08/05/2021	1,717.08 FERRELLGAS
01	CHK	00376680	08/05/2021	247.19 FRUITLAND MUTUAL WATER COMPANY
01	CHK	00376681	08/05/2021	1,947.29 GENES TOWING CORP
01	CHK	00376682	08/05/2021	476.36 HAUGEN GRAPHICS
01	CHK	00376683	08/05/2021	4,658.45 HULTZ BHU ENGINEERS INC.
01	CHK	00376684	08/05/2021	5,369.12 JOHNSON CONTROLS
01	CHK	00376685	08/05/2021	324.66 LOWE'S COMPANIES INC
01	CHK	00376686	08/05/2021	479.94 NORTH COAST ELECTRIC COMPANY
01	CHK	00376687	08/05/2021	424.48 PACIFIC TORQUE
01	CHK	00376688	08/05/2021	1,505.63 RAINIER SUPPLY
01	CHK	00376689	08/05/2021	921.50 RPAI US MANAGEMENT LLC
01	CHK	00376690	08/05/2021	3,250.00 SIMON AND COMPANY INC
01	CHK	00376691	08/05/2021	111.10 SNAP-ON TOOLS - Robert Mustain
01	CHK	00376692	08/05/2021	65.21 SNIDER ENERGY
01	CHK	00376693	08/05/2021	373.36 SONITROL PACIFIC
01	CHK	00376694	08/05/2021	420.00 T-MOBILE USA, INC
01	CHK	00376695	08/05/2021	4,830.31 TACOMA MALL PARTNERSHIP
01	CHK	00376696	08/05/2021	843.01 UNITED SITE SERVICES (Everson)
01	CHK	00376697	08/05/2021	43,948.83 VOYAGER FLEET SYSTEMS INC
01	CHK	00376698	08/05/2021	191,564.29 WA ST DEPT OF L&I - ELEVATOR
01	CHK	00376699	08/05/2021	388.01 WALTER E NELSON CO.
01	CHK	00376700	08/12/2021	999.70 ATU LOCAL 758 CORP
01	CHK	00376701	08/12/2021	618.18 CENTURY LINK
01	CHK	00376702	08/12/2021	80.66 CENTURY LINK
01	CHK	00376703	08/12/2021	7,774.48 CENTURY LINK
01	CHK	00376704	08/12/2021	911.60 CHAPTER 13 TRUSTEE
01	CHK	00376705	08/12/2021	3,830.87 CITY OF GIG HARBOR
01	CHK	00376706	08/12/2021	3,980.92 CITY TREASURER - TPU
01	CHK	00376707	08/12/2021	4,592.06 COLONIAL SUPPLEMENTAL LIFE
01	CHK	00376708	08/12/2021	175.12 COMCAST
01	CHK	00376709	08/12/2021	155.20 COMCAST
01	CHK	00376710	08/12/2021	150.18 COMCAST
01	CHK	00376711	08/12/2021	140.25 COMCAST
01	CHK	00376712	08/12/2021	43.34 COMM ON POLITICAL EDUCATION
01	CHK	00376713	08/12/2021	2,488.18 CUMMINS INC
01	CHK	00376714	08/12/2021	367.00 DM RECYCLING CO INC
01	CHK	00376715	08/12/2021	308.00 DYNAMIC LANGUAGE
01	CHK	00376716	08/12/2021	4.43 FEDERAL EXPRESS CORP
01	CHK	00376717	08/12/2021	50.00 FORMFOX, INC.
01	CHK	00376718	08/12/2021	3,190.00 FRANKLIN COVEY
01	CHK	00376719	08/12/2021	292.49 GENES TOWING CORP
01	CHK	00376720	08/12/2021	6,846.80 HAROLD LEMAY ENTERPRISES
01	CHK	00376721	08/12/2021	884.75 HOME DEPOT CREDIT SERVICES
01	CHK	00376722	08/12/2021	830.25 IAM & AW
01	CHK	00376723	08/12/2021	5,347.50 IBI GROUP A CALIFORNIA PARTNER

01	CHK	00376724	08/12/2021	220.00	INTERNAL REVENUE SERVICE
01	CHK	00376725	08/12/2021	205.96	LAWSON PRODUCTS INC
01	CHK	00376726	08/12/2021	537.73	LAKEWOOD FORD
01	CHK	00376727	08/12/2021	163.00	LEMAY MOBILE SHREDDING
01	CHK	00376728	08/12/2021	4,826.90	LEVEL 3 (CENTURY LINK)
01	CHK	00376729	08/12/2021	730.20	LEVEL 3 (CENTURY LINK)
01	CHK	00376730	08/12/2021	13,786.94	MACHINISTS HEALTH &
01	CHK	00376731	08/12/2021	1,492.15	MICHAEL G MALAIER
01	CHK	00376732	08/12/2021	136.40	NH DEPT OF H & HS
01	CHK	00376733	08/12/2021	1,744.60	NORTHWEST IAM BENEFIT TRUST
01	CHK	00376734	08/12/2021	896.82	NYS CHILD SUPPORT PROCESSING
01	CHK	00376735	08/12/2021	21.55	PACIFIC TORQUE
01	CHK	00376736	08/12/2021	299.12	PENINSULA LIGHT
01	CHK	00376737	08/12/2021	3,402.27	PIERCE COUNTY BUDGET & FINANCE
01	CHK	00376738	08/12/2021	58,382.00	PUGET SOUND SOLAR LLC
01	CHK	00376739	08/12/2021	764.50	RAINIER SUPPLY
01	CHK	00376740	08/12/2021	1,338.69	SMITH FIRE SYSTEMS INC
01	CHK	00376741	08/12/2021	231.00	SNAP-ON TOOLS - Robert Mustain
01	CHK	00376742	08/12/2021	4,629.49	SNIDER ENERGY
01	CHK	00376743	08/12/2021	1,500.00	SOURCE PANEL
01	CHK	00376744	08/12/2021	123.54	TERMINIX COMMERCIAL
01	CHK	00376745	08/12/2021	123.54	TERMINIX COMMERCIAL
01	CHK	00376746	08/12/2021	593.35	TX CHILD SUPPORT SDU
01	CHK	00376747	08/12/2021	928.34	UNITED WAY OF PIERCE COUNTY
01	CHK	00376748	08/12/2021	177.75	WA ST DEPT OF LICENSING
01	CHK	00376749	08/19/2021	9,521.29	ALL PRO BUILDING MAINTENANCE
01	CHK	00376750	08/19/2021	85.58	AT&T
01	CHK	00376751	08/19/2021	1,645.32	BLACK & DECKER DEWALT SVC
01	CHK	00376752	08/19/2021	650.65	BUD CLARY CHEVROLET
01	CHK	00376753	08/19/2021	66,986.73	CHARGEPOINT INC
01	CHK	00376754	08/19/2021	96,115.96	CITY OF LAKEWOOD
01	CHK	00376755	08/19/2021	202.85	CITY TREASURER - TPU
01	CHK	00376756	08/19/2021	102.00	CITY TREASURER - TPU
01	CHK	00376757	08/19/2021	150.25	COMCAST
01	CHK	00376758	08/19/2021	150.20	COMCAST
01	CHK	00376759	08/19/2021	1,433.28	CUMMINS INC
01	CHK	00376760	08/19/2021	186.20	DAILY JOURNAL OF COMMERCE INC
01	CHK	00376761	08/19/2021	99.05	DISH
01	CHK	00376762	08/19/2021	726.00	DM RECYCLING CO INC
01	CHK	00376763	08/19/2021	199.25	EUGENE BILL
01	CHK	00376764	08/19/2021	6.02	FEDERAL EXPRESS CORP
01	CHK	00376765	08/19/2021	307.18	GILCHRIST CHEVROLET
01	CHK	00376766	08/19/2021	152.88	HARBOR FREIGHT TOOLS
01	CHK	00376767	08/19/2021	128.00	KENT KEEL
01	CHK	00376768	08/19/2021	40,353.89	LAKEVIEW LIGHT & POWER CO
01	CHK	00376769	08/19/2021	3,190.00	LEVEL 3 (CENTURY LINK)
01	CHK	00376770	08/19/2021	993.38	NORTHWEST PLAYGROUND EQUIPMENT
01	CHK	00376771	08/19/2021	293,085.24	PIERCE COUNTY BUDGET & FINANCE
01	CHK	00376772	08/19/2021	17,023.88	PUGET SOUND ENERGY
01	CHK	00376773	08/19/2021	562.86	REX PEGG FABRICS INC
01	CHK	00376774	08/19/2021	626.03	SHERWIN-WILLIAMS (LKWD, CEDR)
01	CHK	00376775	08/19/2021	17,427.15	SM STEMPER ARCHITECTS PLLC
01	CHK	00376776	08/19/2021	95.24	TACOMA DAILY INDEX
01	CHK	00376777	08/19/2021	45,000.00	THE SUPERLATIVE GROUP INC
01	CHK	00376778	08/19/2021	1,362.56	UNITED SITE SERVICES (Everson)
01	CHK	00376779	08/19/2021	47,348.28	VOYAGER FLEET SYSTEMS INC
01	CHK	00376780	08/19/2021	402.30	WA ST DEPT OF L&I - ELEVATOR
01	CHK	00376781	08/19/2021	6.00	WA ST DEPT OF LICENSING
01	CHK	00376782	08/19/2021	225,000.00	WESTWATER CONSTRUCTION
01	CHK	00376783	08/26/2021	1,221.74	ASSOCIATED PETROLEUM
01	CHK	00376784	08/26/2021	46,716.66	ATU LOCAL 758 CORP
01	CHK	00376785	08/26/2021	911.60	CHAPTER 13 TRUSTEE
01	CHK	00376786	08/26/2021	41,463.29	CITY OF LAKEWOOD
01	CHK	00376787	08/26/2021	6,838.50	CITY TREASURER - TPU
01	CHK	00376788	08/26/2021	150.20	COMCAST
01	CHK	00376789	08/26/2021	6,702.64	COMCAST
01	CHK	00376790	08/26/2021	26,180.00	ELECTRONIC DATA MAGNETIC

01	CHK	00376791	08/26/2021	4.85	FEDERAL EXPRESS CORP
01	CHK	00376792	08/26/2021	24,700.00	FRANKLIN COVEY
01	CHK	00376793	08/26/2021	3,178.08	GENES TOWING CORP
01	CHK	00376794	08/26/2021	950.20	GILCHRIST CHEVROLET
01	CHK	00376795	08/26/2021	9,607.50	IBI GROUP A CALIFORNIA PARTNER
01	CHK	00376796	08/26/2021	220.00	INTERNAL REVENUE SERVICE
01	CHK	00376797	08/26/2021	14.25	JOHNSTONE SUPPLY
01	CHK	00376798	08/26/2021	3,771.30	KING COUNTY FINANCE
01	CHK	00376799	08/26/2021	194.21	LAKEVIEW LIGHT & POWER CO
01	CHK	00376800	08/26/2021	6,528.02	LAKEWOOD WATER DISTRICT
01	CHK	00376801	08/26/2021	1,492.15	MICHAEL G MALAIER
01	CHK	00376802	08/26/2021	136.40	NH DEPT OF H & HS
01	CHK	00376803	08/26/2021	896.82	NYS CHILD SUPPORT PROCESSING
01	CHK	00376804	08/26/2021	67.98	OFFICE DEPOT CORP
01	CHK	00376805	08/26/2021	231.62	PARKLAND LIGHT & WATER CO
01	CHK	00376806	08/26/2021	9.00	PATRICK GOLLIHUR
01	CHK	00376807	08/26/2021	263,143.52	PEASE & SONS INC
01	CHK	00376808	08/26/2021	1,656.78	PIERCE COUNTY BUDGET & FINANCE
01	CHK	00376809	08/26/2021	710.04	PUGET SOUND ENERGY
01	CHK	00376810	08/26/2021	104.79	REX PEGG FABRICS INC
01	CHK	00376811	08/26/2021	2,500.00	RPAI US MANAGEMENT LLC
01	CHK	00376812	08/26/2021	4,850.12	SNIDER ENERGY
01	CHK	00376813	08/26/2021	23,297.64	SM STEMPER ARCHITECTS PLLC
01	CHK	00376814	08/26/2021	7,000.00	TACOMA ARTS LIVE
01	CHK	00376815	08/26/2021	593.35	TX CHILD SUPPORT SDU
01	CHK	00376816	08/26/2021	21,037.50	LAMAR ADVERTISING CO
01	CHK	00376817	08/26/2021	1,448.26	SIJ HOLDINGS LLC
01	CHK	00376818	08/26/2021	431.12	ULINE
01	CHK	00376819	08/26/2021	902.11	UNITED SITE SERVICES (Everson)
01	CHK	00376820	08/26/2021	928.34	UNITED WAY OF PIERCE COUNTY
01	CHK	00376821	08/26/2021	4,842.02	VERIZON WIRELESS
01	CHK	00376822	08/26/2021	2,595.81	VERIZON WIRELESS
01	CHK	00376823	08/26/2021	4,872.86	VERIZON WIRELESS
01	CHK	00376824	08/26/2021	7,486.00	VERIZON WIRELESS
01	CHK	00376825	08/26/2021	1,729.10	VERIZON WIRELESS
01	CHK	00376826	08/26/2021	1,568.60	WALTER E NELSON CO.
01	CHK	00376827	08/26/2021	76.30	WURTH USA INC
01	EFT	00008176	08/03/2021	64,343.98	GREAT WEST RETIREMENT
01	EFT	00008177	08/03/2021	187,879.55	ICMA RETIREMENT
01	EFT	00008178	08/03/2021	13,796.09	NAVIA BENEFIT SOLUTIONS
01	EFT	00008179	08/03/2021	9,252.85	TACOMA EMPLOYEES RETIREMENT SY
01	EFT	00008180	08/05/2021	4,611.47	AARON'S INDUSTRIAL
01	EFT	00008181	08/05/2021	5,203.11	AMAZON.COM CORPORATE CREDIT
01	EFT	00008182	08/05/2021	118.14	ANDREW WHEELER
01	EFT	00008183	08/05/2021	153,524.50	ASSOCIATED PETROLEUM
01	EFT	00008184	08/05/2021	57.61	BATTERY SYSTEMS
01	EFT	00008185	08/05/2021	230.13	BRAUN CORPORATION
01	EFT	00008186	08/05/2021	64,167.27	BRIDGESTONE AMERICA
01	EFT	00008187	08/05/2021	36.19	COMMERCIAL BRAKE & CLUTCH
01	EFT	00008188	08/05/2021	65,926.24	COMMONSTREET CONSULTING LLC
01	EFT	00008189	08/05/2021	618.75	CONFLICT MANAGEMENT STRATEGIES
01	EFT	00008190	08/05/2021	9,902.31	CUMMINS INC
01	EFT	00008191	08/05/2021	245.29	DRIVELINES NW INC
01	EFT	00008192	08/05/2021	4,474.50	DRUG FREE BUSINESS
01	EFT	00008193	08/05/2021	5,795.00	ANA LABORATORIES INC
01	EFT	00008194	08/05/2021	492,935.43	FIRST TRANSIT
01	EFT	00008195	08/05/2021	956.27	FREIGHTLINER NORTHWEST PACIFIC
01	EFT	00008196	08/05/2021	3,005,504.26	GILLIG LLC
01	EFT	00008197	08/05/2021	782.37	GRAINGER
01	EFT	00008198	08/05/2021	860.00	INTERCITY TRANSIT
01	EFT	00008199	08/05/2021	2,550.40	IWG TOWERS ASSETS I LLC
01	EFT	00008200	08/05/2021	1,682.77	WESTERN FLUID COMPONENTS
01	EFT	00008201	08/05/2021	15,097.91	JENCO DEVELOPMENT
01	EFT	00008202	08/05/2021	30,516.68	KPFF CONSULTING ENGINEERS
01	EFT	00008203	08/05/2021	191.03	LUMINATOR MASS TRANSIT LLC
01	EFT	00008204	08/05/2021	758.99	MALLORY SAFETY & SUPPLY LLC
01	EFT	00008205	08/05/2021	570.33	MCGUIRE BEARING CO

01	EFT	00008206	08/05/2021	974.08	MOHAWK MFG & SUPPLY
01	EFT	00008207	08/05/2021	1,525.08	MUNCIE RECLAMATION & SUPPLY CO
01	EFT	00008208	08/05/2021	27,000.00	MYPAD3D INC
01	EFT	00008209	08/05/2021	1,305.00	NAVIA BENEFIT SOLUTIONS
01	EFT	00008210	08/05/2021	1,912.71	ELEMENT 14
01	EFT	00008211	08/05/2021	2,635.15	PACIFIC POWER PRODUCTS
01	EFT	00008212	08/05/2021	7,950.00	PACIFICA LAW GROUP
01	EFT	00008213	08/05/2021	39,191.50	PARAMETRIX ENGINEERING
01	EFT	00008214	08/05/2021	100.00	PASCUAL NARVIOS
01	EFT	00008215	08/05/2021	938.41	PRINT NW
01	EFT	00008216	08/05/2021	1,072.51	TEEPLE PRODUCTIONS LLC
01	EFT	00008217	08/05/2021	1,246.28	PROTERRA INC
01	EFT	00008218	08/05/2021	2,563.24	R E AUTO ELECTRIC
01	EFT	00008219	08/05/2021	379.12	RYAN WHEATON
01	EFT	00008220	08/05/2021	538.65	SAMBA HOLDINGS INC
01	EFT	00008221	08/05/2021	54,311.68	SAYBR CONTRACTORS INC
01	EFT	00008222	08/05/2021	1,566.46	SEATTLE AUTOMOTIVE DIST.
01	EFT	00008223	08/05/2021	108,108.88	SOUND TRANSIT
01	EFT	00008224	08/05/2021	225.00	MARK W MEROD
01	EFT	00008225	08/05/2021	10,733.95	SOUTH TACOMA GLASS
01	EFT	00008226	08/05/2021	516.57	STANDARD PARTS CORP
01	EFT	00008227	08/05/2021	1,193.45	STAPLES
01	EFT	00008228	08/05/2021	235.49	STELLAR INDUSTRIAL
01	EFT	00008229	08/05/2021	71.16	STERICYCLE
01	EFT	00008230	08/05/2021	1,260.00	SUPERION LLC
01	EFT	00008231	08/05/2021	1,418.27	TACOMA DODGE CHRYSLER JEEP
01	EFT	00008232	08/05/2021	303.54	TACOMA SCREW
01	EFT	00008233	08/05/2021	1,406.00	TECHNICAL SECURITY INTEGRATION
01	EFT	00008234	08/05/2021	12,561.76	THE AFTERMARKET PARTS CO LLC
01	EFT	00008235	08/05/2021	6,293.41	THERMO KING NW INC
01	EFT	00008236	08/05/2021	74.47	TITUS WILL FORD INC
01	EFT	00008237	08/05/2021	40,271.00	JEANNETTE TWITTY
01	EFT	00008238	08/05/2021	3,614.85	UNIFIRST CORPORATION
01	EFT	00008239	08/05/2021	299.75	WAXIE SANITARY SUPPLY
01	EFT	00008240	08/05/2021	1,752.91	WESMAR
01	EFT	00008241	08/05/2021	12,727.69	WESTERN PETERBILT
01	EFT	00008242	08/05/2021	11,616.00	ZONAR SYSTEMS INC
01	EFT	00008243	08/05/2021	1,648.63	ZUMAR INDUSTRIES
01	EFT	00008244	08/12/2021	26,527.00	ACI CUSTODIAL INC
01	EFT	00008245	08/12/2021	83.12	AIRGAS-NOR PAC INC
01	EFT	00008246	08/12/2021	1,574.30	ALLSTREAM
01	EFT	00008247	08/12/2021	56,457.95	ASSOCIATED PETROLEUM
01	EFT	00008248	08/12/2021	672.65	BATTERY SYSTEMS
01	EFT	00008249	08/12/2021	313.16	BRAUN CORPORATION
01	EFT	00008250	08/12/2021	909.30	COMMERCIAL BRAKE & CLUTCH
01	EFT	00008251	08/12/2021	46,748.41	CUMMINS INC
01	EFT	00008252	08/12/2021	250.00	CYBERSOURCE CORP.
01	EFT	00008253	08/12/2021	527.47	EUROVAC INC
01	EFT	00008254	08/12/2021	2,002.02	FREIGHTLINER NORTHWEST PACIFIC
01	EFT	00008255	08/12/2021	2,277.03	GTT COMMUNICATIONS
01	EFT	00008256	08/12/2021	12,208.65	GENFARE
01	EFT	00008257	08/12/2021	21,703.81	GILLIG LLC
01	EFT	00008258	08/12/2021	5,750.00	GORDON THOMAS HONEYWELL
01	EFT	00008259	08/12/2021	416.46	GRAINGER
01	EFT	00008260	08/12/2021	1,235.72	HOLMES DISTRIBUTING
01	EFT	00008261	08/12/2021	619.25	WESTERN FLUID COMPONENTS
01	EFT	00008262	08/12/2021	361.18	LARSCO INC
01	EFT	00008263	08/12/2021	4,310.98	LUMINATOR MASS TRANSIT LLC
01	EFT	00008264	08/12/2021	2,826.83	MALLORY SAFETY & SUPPLY LLC
01	EFT	00008265	08/12/2021	575.81	MCGUIRE BEARING CO
01	EFT	00008266	08/12/2021	26,023.17	MEDSTAR CABULANCE INC
01	EFT	00008267	08/12/2021	394.75	MOHAWK MFG & SUPPLY
01	EFT	00008268	08/12/2021	1,473.16	MUNCIE RECLAMATION & SUPPLY CO
01	EFT	00008269	08/12/2021	371.97	NEOPART TRANSIT LLC
01	EFT	00008270	08/12/2021	4,602.77	PACIFIC POWER PRODUCTS
01	EFT	00008271	08/12/2021	18.43	PACIFIC WELDING SUPPLY INC
01	EFT	00008272	08/12/2021	2,050.00	STEVAN GORCESTER

01	EFT	00008273	08/12/2021	71.10	QUADIENT FINANCE USA INC
01	EFT	00008274	08/12/2021	280.70	R E AUTO ELECTRIC
01	EFT	00008275	08/12/2021	131.12	RED WING SHOE STORE
01	EFT	00008276	08/12/2021	207.31	SCHETKY NORTHWEST SALES INC
01	EFT	00008277	08/12/2021	83.53	SEATTLE AUTOMOTIVE DIST.
01	EFT	00008278	08/12/2021	57,237.39	SOUND TRANSIT
01	EFT	00008279	08/12/2021	611.60	SOUTH TACOMA GLASS
01	EFT	00008280	08/12/2021	1,121.50	STAPLES
01	EFT	00008281	08/12/2021	542.59	TACOMA DODGE CHRYSLER JEEP
01	EFT	00008282	08/12/2021	1,269.44	TACOMA SCREW
01	EFT	00008283	08/12/2021	7,739.89	TECHNICAL SECURITY INTEGRATION
01	EFT	00008284	08/12/2021	46,136.68	THE AFTERMARKET PARTS CO LLC
01	EFT	00008285	08/12/2021	350.10	THOMSON REUTERS-WEST
01	EFT	00008286	08/12/2021	87.12	TITUS WILL FORD INC
01	EFT	00008287	08/12/2021	107.80	TWO BUSY TO COOK CATERING LLC
01	EFT	00008288	08/12/2021	108.24	UNIFIRST CORPORATION
01	EFT	00008289	08/12/2021	327.08	REDDAWAY
01	EFT	00008290	08/12/2021	4,320.00	WA ST TRANSIT INSURANCE POOL
01	EFT	00008291	08/12/2021	299.75	WAXIE SANITARY SUPPLY
01	EFT	00008292	08/12/2021	6,475.07	WESTERN PETERBILT
01	EFT	00008293	08/12/2021	152.44	WILLIAMS OIL FILTER
01	EFT	00008294	08/16/2021	77,127.24	US BANK CORPORATE PAYMENT SYST
01	EFT	00008295	08/12/2021	63,364.26	GREAT WEST RETIREMENT
01	EFT	00008296	08/12/2021	179,944.13	ICMA RETIREMENT
01	EFT	00008297	08/12/2021	14,018.77	NAVIA BENEFIT SOLUTIONS
01	EFT	00008298	08/12/2021	8,955.03	TACOMA EMPLOYEES RETIREMENT SY
01	EFT	00008299	08/12/2021	6,898.90	WA ST CHILD SUPPORT REGISTRY
01	EFT	00008300	08/19/2021	408.63	A & E IMAGING
01	EFT	00008301	08/19/2021	761,262.48	ABSHER CONSTRUCTION COMPANY
01	EFT	00008302	08/19/2021	488.27	ALLSTREAM
01	EFT	00008303	08/19/2021	76,039.66	ASSOCIATED PETROLEUM
01	EFT	00008304	08/19/2021	10,712.84	ATWORK! COMMERCIAL ENTERPRISES
01	EFT	00008305	08/19/2021	227.84	BATTERY SYSTEMS
01	EFT	00008306	08/19/2021	10,365.36	CARAHSOFT
01	EFT	00008307	08/19/2021	128.00	CHRISTOPHER BEALE
01	EFT	00008308	08/19/2021	304,907.66	CLEVER DEVICES
01	EFT	00008309	08/19/2021	271.98	COMMERCIAL BRAKE & CLUTCH
01	EFT	00008310	08/19/2021	210,413.77	CONSTRUCT, INC.
01	EFT	00008311	08/19/2021	15,713.89	CTS (CABLING & TECH SVCS)
01	EFT	00008312	08/19/2021	16,381.01	CUMMINS INC
01	EFT	00008313	08/19/2021	147.83	DAVID PRAK
01	EFT	00008314	08/19/2021	2,966.60	FINISHMASTER, INC
01	EFT	00008315	08/19/2021	515,401.35	FIRST TRANSIT
01	EFT	00008316	08/19/2021	29,131.82	GILLIG LLC
01	EFT	00008317	08/19/2021	250.81	GRAINGER
01	EFT	00008318	08/19/2021	1,060.12	HERITAGE-CRYSTAL CLEAN LLC
01	EFT	00008319	08/19/2021	4,990.00	HIGH LINE SOFTWARE INC
01	EFT	00008320	08/19/2021	128.00	JASON M WHALEN
01	EFT	00008321	08/19/2021	128.00	JOHN G PALMER
01	EFT	00008322	08/19/2021	1,156.89	WESTERN FLUID COMPONENTS
01	EFT	00008323	08/19/2021	128.00	KIMBERLY M ROSCOE
01	EFT	00008324	08/19/2021	285.68	KLEEN BLAST
01	EFT	00008325	08/19/2021	26.35	LARSCO INC
01	EFT	00008326	08/19/2021	750.00	LONE FIR CREATIVE
01	EFT	00008327	08/19/2021	462.00	LYTX INC
01	EFT	00008328	08/19/2021	575.81	MCGUIRE BEARING CO
01	EFT	00008329	08/19/2021	1,293.16	MOHAWK MFG & SUPPLY
01	EFT	00008330	08/19/2021	105.67	MOOD MEDIA
01	EFT	00008331	08/19/2021	131.89	MUNCIE RECLAMATION & SUPPLY CO
01	EFT	00008332	08/19/2021	1,148.00	NATIONAL TESTING NETWORK
01	EFT	00008333	08/19/2021	865.76	PACIFIC POWER PRODUCTS
01	EFT	00008334	08/19/2021	1,304.06	PACIFICA LAW GROUP
01	EFT	00008335	08/19/2021	100.11	TEEPLE PRODUCTIONS LLC
01	EFT	00008336	08/19/2021	5,464.77	QBSI-XEROX
01	EFT	00008337	08/19/2021	1,483.04	R E AUTO ELECTRIC
01	EFT	00008338	08/19/2021	194.70	ROBBLEES TOTAL SECURITY INC
01	EFT	00008339	08/19/2021	4,859.50	SAYBR CONTRACTORS INC

01	EFT	00008340	08/19/2021	291.14	SEATTLE AUTOMOTIVE DIST.
01	EFT	00008341	08/19/2021	9,353.87	SOUND TRANSIT
01	EFT	00008342	08/19/2021	675.00	MARK W MEROD
01	EFT	00008343	08/19/2021	13,190.56	SOUTH TACOMA GLASS
01	EFT	00008344	08/19/2021	394.47	STANDARD PARTS CORP
01	EFT	00008345	08/19/2021	834.68	STAPLES
01	EFT	00008346	08/19/2021	47.81	STERICYCLE
01	EFT	00008347	08/19/2021	2,071.67	TACOMA DODGE CHRYSLER JEEP
01	EFT	00008348	08/19/2021	654.37	TACOMA SCREW
01	EFT	00008349	08/19/2021	4,913.37	TECHNICAL SECURITY INTEGRATION
01	EFT	00008350	08/19/2021	23,331.24	THE AFTERMARKET PARTS CO LLC
01	EFT	00008351	08/19/2021	2,682.79	THERMO KING NW INC
01	EFT	00008352	08/19/2021	118.15	TITUS WILL FORD INC
01	EFT	00008353	08/19/2021	919.93	UNIFIRST CORPORATION
01	EFT	00008354	08/19/2021	60,390.34	UNITED ENERGY TRADING LLC
01	EFT	00008355	08/19/2021	2,260.00	WA ST AUDITOR
01	EFT	00008356	08/19/2021	152.74	WAXIE SANITARY SUPPLY
01	EFT	00008357	08/19/2021	11,508.41	WESTERN PETERBILT
01	EFT	00008358	08/19/2021	2,285.73	XEROX FINANCIAL SERVICES
01	EFT	00008359	08/24/2021	984.91	STATE OF WA (STORAGE TANKS)
01	EFT	00008360	08/24/2021	6,657.75	WA ST DEPT OF REVENUE
01	EFT	00008361	08/26/2021	2,440.00	A CUSTOMER'S POINT OF VIEW
01	EFT	00008362	08/26/2021	31,816.68	ASSOCIATED PETROLEUM
01	EFT	00008363	08/26/2021	1,366.65	BATTERY SYSTEMS
01	EFT	00008364	08/26/2021	58,576.61	BRIDGESTONE AMERICA
01	EFT	00008365	08/26/2021	4,342.92	CHARGEPOINT INC
01	EFT	00008366	08/26/2021	89.93	COMMERCIAL BRAKE & CLUTCH
01	EFT	00008367	08/26/2021	24,410.02	CUMMINS INC
01	EFT	00008368	08/26/2021	321.20	CUSTOM EDGE, INC.
01	EFT	00008369	08/26/2021	4,486.86	DELL USA LP
01	EFT	00008370	08/26/2021	3,159.07	DIAMOND PARKING SERVICES LLC
01	EFT	00008371	08/26/2021	4,395.00	ANA LABORATORIES INC
01	EFT	00008372	08/26/2021	144.06	FINISHMASTER, INC
01	EFT	00008373	08/26/2021	1,856.80	NORTHWEST CASCADE INC
01	EFT	00008374	08/26/2021	680.65	FREIGHTLINER NORTHWEST PACIFIC
01	EFT	00008375	08/26/2021	3,811.59	GALLS LLC
01	EFT	00008376	08/26/2021	32,890.03	GILLIG LLC
01	EFT	00008377	08/26/2021	1,325.02	GRAINGER
01	EFT	00008378	08/26/2021	590.70	GROENEVELD LUBRICATION SOLUTIO
01	EFT	00008379	08/26/2021	3,600.00	HIGH LINE SOFTWARE INC
01	EFT	00008380	08/26/2021	88,865.89	HUITT-ZOLLARS INC.
01	EFT	00008381	08/26/2021	844.00	INTERCITY TRANSIT
01	EFT	00008382	08/26/2021	19,401.83	K & L GATES
01	EFT	00008383	08/26/2021	2,842.27	WESTERN FLUID COMPONENTS
01	EFT	00008384	08/26/2021	95,976.94	KPFF CONSULTING ENGINEERS
01	EFT	00008385	08/26/2021	158.40	LARSEN SIGN COMPANY
01	EFT	00008386	08/26/2021	196,435.27	LYTX INC
01	EFT	00008387	08/26/2021	1,739.19	MALLORY SAFETY & SUPPLY LLC
01	EFT	00008388	08/26/2021	4,593.75	MAYES TESTING ENGINEERS INC
01	EFT	00008389	08/26/2021	26,487.18	MEDSTAR CABULANCE INC
01	EFT	00008390	08/26/2021	802.37	MOHAWK MFG & SUPPLY
01	EFT	00008391	08/26/2021	2,748.92	MULTI-CRAFT PLASTICS
01	EFT	00008392	08/26/2021	192.72	MUNCIE RECLAMATION & SUPPLY CO
01	EFT	00008393	08/26/2021	101.26	NEOPART TRANSIT LLC
01	EFT	00008394	08/26/2021	77.67	NORTHWEST PUMP & EQUIPMENT CO
01	EFT	00008395	08/26/2021	249.00	OUTFITTER SATELLITE INC
01	EFT	00008396	08/26/2021	6,158.17	PACIFIC POWER PRODUCTS
01	EFT	00008397	08/26/2021	16,149.75	PARAMETRIX ENGINEERING
01	EFT	00008398	08/26/2021	684.22	PRINT NW
01	EFT	00008399	08/26/2021	13.91	R E AUTO ELECTRIC
01	EFT	00008400	08/26/2021	121.33	ROBERT W. SODON
01	EFT	00008401	08/26/2021	4,304.83	SAYBR CONTRACTORS INC
01	EFT	00008402	08/26/2021	67.49	SCHETKY NORTHWEST SALES INC
01	EFT	00008403	08/26/2021	1,018.49	SEATTLE AUTOMOTIVE DIST.
01	EFT	00008404	08/26/2021	649.00	SITECRAFTING INC.
01	EFT	00008405	08/26/2021	147.38	SOUND TRANSIT
01	EFT	00008406	08/26/2021	1,117.78	SOUTH TACOMA GLASS

01	EFT	00008407	08/26/2021	459.49	STANDARD PARTS CORP
01	EFT	00008408	08/26/2021	3,244.38	STAPLES
01	EFT	00008409	08/26/2021	2,477.00	SUMMIT LAW GROUP PLLC
01	EFT	00008410	08/26/2021	4,732.99	TACOMA COMMUNITY COLLEGE
01	EFT	00008411	08/26/2021	5,235.05	TACOMA DODGE CHRYSLER JEEP
01	EFT	00008412	08/26/2021	156.87	TACOMA SCREW
01	EFT	00008413	08/26/2021	79.31	TAPESWITCH CORP
01	EFT	00008414	08/26/2021	380.00	TECHNICAL SECURITY INTEGRATION
01	EFT	00008415	08/26/2021	32,259.44	THE AFTERMARKET PARTS CO LLC
01	EFT	00008416	08/26/2021	71.80	TITUS WILL FORD INC
01	EFT	00008417	08/26/2021	2,600.00	TRAPEZE SOFTWARE GROUP
01	EFT	00008418	08/26/2021	2,142.36	UNIFIRST CORPORATION
01	EFT	00008419	08/26/2021	251.55	REDDAWAY
01	EFT	00008420	08/26/2021	1,897.56	WAXIE SANITARY SUPPLY
01	EFT	00008421	08/26/2021	6,025.65	WESTERN PETERBILT
01	EFT	00008422	08/26/2021	185.43	WILLIAMS OIL FILTER
01	EFT	00008423	08/26/2021	22,814.24	WOOD HARBINGER INC
01	EFT	00008424	08/26/2021	655,338.66	WSP USA, INC.
01	EFT	00008425	08/26/2021	62,184.41	GREAT WEST RETIREMENT
01	EFT	00008426	08/26/2021	174,978.03	ICMA RETIREMENT
01	EFT	00008427	08/26/2021	14,154.92	NAVIA BENEFIT SOLUTIONS
01	EFT	00008428	08/26/2021	8,703.49	TACOMA EMPLOYEES RETIREMENT SY
01	EFT	00008429	08/26/2021	6,860.40	WA ST CHILD SUPPORT REGISTRY

Total Payments

\$10,848,848.51

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

August 9, 2021

CALL TO ORDER

Chair Campbell called the regular board meeting to order at 4:01 p.m.

ROLL CALL

Commissioners present:

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

Staff present:

Amy Cleveland, Interim Chief Executive Officer
Deanne Jacobson, Clerk of the Board
Aaron Millstein, General Counsel from K&L Gates
Brittany Carbullido, Assistant to the CEO/Deputy Clerk of the Board

OPENING REMARKS AND HOUSEKEEPING ITEMS

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

RECESS INTO EXECUTIVE SESSION

At 4:03 p.m., the regular meeting was recessed into Executive Session until 4:25 p.m. to discuss Labor Negotiations, pursuant to RCW 42.30.140(b). Chair Campbell announced that the Board will not take any final disposition on this matter when it returns to open session.

At 4:25 p.m., the Executive Session was extended ten minutes. The extension was announced to attendees.

At 4:35 p.m., the Executive Session was extended approximately five minutes. The extension was announced to attendees.

RECONVENE TO OPEN SESSION

At 4:41 p.m., Chair Campbell reconvened the regular meeting. *(At 4:41 p.m., Commissioner Woodards left the meeting.)*

SPECIAL BUSINESS

1. Chair's Appointment of a Member to the Service Delivery and Capital Committee (SDCC)

Chair Campbell appointed Commissioner John Palmer to the Service Delivery and Capital Committee and appointed himself to serve as an alternate member on the Executive Finance Committee.

PUBLIC COMMENT

Chair Campbell provided participation instructions to the public and opened public comment.

Clerk Jacobson announced that no written comments were received for public comment today.

The following individual(s) spoke during public comment:

- Julian Wheeler, Chair of Pierce County Accessible Communities Advisory Committee, invited members and staff to attend the committee's next meeting on September 14 at 9:30 a.m. He reminded attendees that this committee may be able to help with mobility/access type projects and that the committee is always looking for new members and new ideas.

Chair Campbell closed public comment.

CONSENT AGENDA

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

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

Motion **carried**, 8-0.

1. Approval of Vouchers, July 1, 2021 – July 31, 2021
Operating Fund #10
Self-Insurance Fund #40
Capital Fund #90
Payment Nos. 376448 through 376666
Wire Nos. 7887 through 8175
No Advance Travel Checks
Total \$8,337,411.03

2. Approval of Minutes: July 7, 2021 Special Board Meeting; July 12, 2021 Regular Board Meeting
3. FS 2021-042, Approved Resolution No. 2021-008, adopting Revision No. 3 of the Pierce Transit Public Transportation Agency Safety Plan as presented in Exhibit A.

ACTION AGENDA

1. **FS 2021-043, A Resolution of the Board of Commissioners of Pierce Transit Appointing Michael Griffus to Serve as the Chief Executive Officer of Pierce Transit**

Chair Campbell recapped the CEO recruitment process, reviewed the key terms of the contract and talked about market trends for CEO compensation.

Commissioner Keel commended the CEO recruitment process and noted that it produced quality candidates. He voiced his confidence in Mike Griffus.

Chair Campbell thanked everyone who participated in the process, stating that he believes they selected a good CEO. He also thanked Amy Cleveland for stepping up as Interim CEO.

Mike Griffus noted he is honored to serve as Chief Executive Officer.

Commissioners Keel and Walker **moved** and seconded to approve Resolution No. 2021-009, authorizing the appointment of Michael Griffus to serve as the Chief Executive Officer of Pierce Transit, pursuant to the terms and conditions of the proposed employment agreement negotiated by the parties and attached as Exhibit A.

Motion **carried**, 8-0.

2. **FS 2021-044, Ratify Contract No. 1251 with Around the Sound in an Amount not to Exceed \$175,000, to Provide ADA Paratransit Services Through December 31, 2021, Pursuant to the Emergency Declaration Issued by the Interim Chief Executive Officer on July 15, 2021**

Specialized Transportation Manager Cherry Thomas presented on FS 2021-044 and FS 2021-045, noting that there is a shortage of transit operators across the transit industry. She noted that the shortage has caused a drop in the agency's On Time Performance and that it is affecting the vulnerable population that uses paratransit services. She expressed concern that too many missed trips could result in findings from the Federal Transportation Administration. To address this issue, Pierce Transit contacted two vendors to provide paratransit service in effort to deliver better service to our customers.

A discussion ensued relating to the labor market conditions that are causing the shortages.

Commissioner Keel noted that he would like to receive notification ahead of time about these types of matters.

Ms. Cleveland cites the Agency's Board-approved policy relating to Emergency Declarations, indicating that the agency followed the process.

Commissioners Roscoe and Walker **moved** and seconded to ratify Contract No. 1251 with Around the Sound in an amount not to exceed \$175,000, to provide ADA Paratransit services through December 31, 2021, pursuant to the Emergency Declaration issued by the Interim Chief Executive Officer on July 15, 2021.

Motion **carried**, 8-0.

3. **FS 2021-045, Ratify Contract No. 1250 with Medstar Cabulance, Inc., in an Amount not to Exceed \$175,000, to Provide ADA Paratransit Services Through December 31, 2021, Pursuant to the Emergency Declaration Issued by the Interim Chief Executive Officer on July 15, 2021**

Commissioners Keel and Roscoe **moved** and seconded to ratify Contract No. 1250 with Medstar Cabulance, Inc., in an amount not to exceed \$175,000, to provide ADA Paratransit services through December 31, 2021, pursuant to the Emergency Declaration issued by the Interim Chief Executive Officer on July 15, 2021.

Motion **carried**, 8-0.

4. **FS 2021-046, Authorize the Chief Executive Officer to Increase the Authorized Total Contract Not to Exceed Amount for WSP USA, Inc., Contract No. PT-105-18, Bus Rapid Transit Pacific Avenue/SR 7 Design by \$3,250,000. for a New Authorized Total Contract Not to Exceed Amount from \$12,635,701 to \$15,885,701 to Provide Additional Architectural and Engineering Services for Design Support Including 60% Design and FTA Readiness Review**

Sr. Construction Project Manager Sean Robertson presented on the item. He reviewed the BRT Corridor design, including lane treatments, funding for the project, and noted that the agency still needs to get through readiness review before additional funds are received.

Mr. Robertson reviewed the challenges that result in the need for the contract amount to be increased. He reviewed a corridor travel time summary for NB/SB travels that showed travel times for BRT riders and noted that the BRT system could delay single occupant riders by 30 seconds.

Approving the contract increase will allow WSP to continue working towards 60 percent design and for them to assist with the completion of the readiness review that is needed for the FTA to release the small starts grant of \$75 million.

Next steps would be to come back in November to ask for additional funding to get to 100 percent design and advance the project to the construction phase, with the expected

contract increase amount expected to cost between \$3 to \$9 million. He noted the WSP project manager is available today for questions if need be.

A lengthy discussion ensued about increased costs associated with this project and securing enough funding to complete the project. It was noted that at this point Pierce Transit will need to include local dollars to fund the project but there are several years to backfill the monies by future grant monies received.

Many commissioners requested that the Board receive regular updates on this project at meetings.

Chair Campbell noted that there is an upcoming study session on this project.

Commissioner Keel spoke about a study about transit costs. The report called out that Washington state processes are convoluted that involves multiple jurisdiction oversight. He suggested that the report be shared with the other agencies to see if efficiencies can be gained.

Commissioners Walker and Palmer **moved** and seconded to authorize the Chief Executive Officer to increase the authorized total contract not to exceed amount for WSP USA, Inc., Contract No. PT-105-18, Bus Rapid Transit Pacific Avenue/SR 7 Design by \$3,250,000 for a new authorized total contract not to exceed amount from \$12,635,701 to \$15,885,701 to provide additional Architectural and Engineering services for design support including 60% Design and FTA Readiness Review.

Motion **carried**, 8-0.

5. **FS 2021-047, Authorize the Chief Executive Officer to increase the Capital Project No. 345 Building 4 Modifications Budget by \$200,000 for a New Total Project Budget of \$4,368,317, and Increase the Authorized Total Contract not to Exceed Amount for Pease & Sons, Inc., Contract No. 1100, for the Building 4 Interior/Exterior Improvements by \$200,000 for a New Authorized Total Contract not to Exceed Amount From \$1,166,406.00 to \$1,366,406.00**

Sr. Project Manager Doug Dickinson gave an overview of the project showing before and after pictures of the remodeling project within Building 4 that has taken place over the last several years. He reviewed the current state of the project and reviewed the work that needs to be done, noting that fireproofing code improvements are needed, which are unexpected costs. He noted that the reception desk includes ADA improvements, and he showed the proposed design for the reception area

He reviewed the cost of the last contract amount that went before the Board in April 2020 and answered questions relating to project overruns.

Executive Director of Finance Brett Freshwaters spoke to unforeseen costs with capital projects. He suggested to perhaps budget more monies for unforeseen conditions that are found.

Commissioner Whalen spoke about the importance of being good stewards of tax taxpayers' monies and that contractors need to be held accountable.

Commissioners Walker and Beale moved and seconded to authorize the Chief Executive Officer to increase the Capital Project No. 345 Building 4 Modifications Budget by \$200,000 for a new total project budget of \$4,368,317, and increase the authorized total contract not to exceed amount for Pease & Sons, Inc., Contract No. 1100, for the Building 4 Interior/Exterior Improvements by \$200,000 for a new authorized total contract not to exceed amount from \$1,166,406.00 to \$1,366,406.00.

Motion carried, 8-0.

6. FS 2021-048, Authorize the Chief Executive Officer to Accept the Regional Mobility Grant Award in the Amount of \$1,136,800.00 to Expand the Microtransit Service Zone to the Tacoma Tideflats Area and Authorize Increasing the Original Contract Authority Amount with Medstar, Contract No. 44-19, of \$313,000 by \$2,652,000.00 to Provide Microtransit Service to the Tideflats Area and to Resume the Ruston Runner Service for a New not to Exceed Contract Authority Amount of \$ 2,965,000.00 Through June 30, 2025

Senior Planner Duane Wakan gave an overview explaining the definition of microtransit services and indicated Pierce Transit has the following existing or planned microtransit services:

- Ruston Runner
- JBLM Runner
- Tideflats Runner
- Spanaway-Parkland-Midland Runner

Mr. Wakan discussed the grant process and grant monies that will be awarded for this project and gave an overview of the microtransit service proposed for the Tacoma Tideflats area, noting that staff believes reinstating the Ruston Runner service, which was temporarily paused due to low ridership relating to COVID-19, will be a good complement to the Tideflats service.

Upon inquiry, he answered questions relating to the low ridership of the Ruston Runner when it was in service, noting that staff believes that COVID-19 impacted the service.

Several commissioners raised caution about the need to learn more about these types of projects and how they work.

Commissioners Whalen and Mello moved and seconded to authorize the Chief Executive Officer to accept the Regional Mobility Grant award in the amount of \$1,136,800.00 to expand the microtransit service zone to the Tacoma Tideflats area and authorize increasing the original contract authority amount with Medstar, Contract No. 44-19, of \$313,000 by \$2,652,000.00 to provide microtransit service to the Tideflats area and to resume the Ruston Runner service for a new not to exceed contract authority amount of \$ 2,965,000.00 through June 30, 2025.

Motion **carried**, 8-0.

STAFF UPDATES

1. CEO'S Report

CEO Mike Griffus reported on the following items:

- He met with Sheriff Troyer recently and a short-term police contract will be coming forward to the Board soon. Staff will also be proposing a different policing model in the near future;
- Pierce Transit will be providing bus service from the South Hill Mall to the Washington State Fair from September 3 to September 26, 2021;
- Pierce Transit is holding a BRT virtual open house on September 23 from 4:30-6:30 p.m. Board Members should submit written comments/suggestions they have about the project to Deanne Jacobson by September 3, 2021;
- Transit Manager Dena Withrow was appointed Interim Chief Operating Officer and Safety Manager Reggie Reese will now resume the role of Chief Safety Officer;
- Staff is working on reconciling the assets of the Combined Communications Network, which is part of the dissolution process;
- Reported that he will be working the Pierce Transit booth at Meeker Days on Friday, August 13 from 4:30-6:30 p.m. and encouraged the commissioners to stop by to see him; and
- Thanked the Board for their confidence in him and for selecting him the Chief Executive Officer.

INFORMATIONAL BOARD ITEMS

1. Chair's Report

Chair Campbell announced that due to the complexity of the BRT and Base Master Plan projects, it would be beneficial for the Board to hold a study session in October to receive an update on these projects as well as the 2022 Budget. He asked staff to schedule a four-hour study session in October and encouraged everyone to do their best to clear their schedules for the meeting. (*Commissioner Whalen left the meeting at 6:54 p.m.*)

Chair Campbell announced that the August 19, 2021, Service Delivery and Capital Committee Meeting has been cancelled. The next meeting is scheduled for October 21, 2021. He requested that the link to the Pierce Transit BRT page be sent to the Commissioners so they can track the project updates as well.

2. Sound Transit Update

Commissioner Keel reported that Sound Transit finished the realignment process, noting that the project faces a \$6.5 Billion gap for delivering projects on schedule through the three-county region. The Sound Transit Board adopted a realignment plan proposed by the Pierce County and King County Chairs that will help move the projects in the ST3 package forward.

3. Puget Sound Regional Council Transportation Policy Board Update

Commissioner Mello talked about recent work he engaged in with the Transit Caucus and Pierce Transit staff members Ryan Wheaton and Alex Mather that could result in a more equitable distribution of monies from the Puget Sound Regional Council (PSRC), specifically relating to American Rescue Plan Funding (ARPA). He noted that the Transit Caucus was tasked with setting a policy for the spending of ARPA dollars with equity front and center. The principles of the plan will need to go before the PSRC Transportation Policy Board and then eventually the PSRC Executive Board for adoption.

4. Commissioners' Comments

None.

ADJOURNMENT

Commissioners Keel and Walker **moved** and seconded to adjourn the meeting at 7:02 p.m.

Motion **carried**, 7-0.

Deanne Jacobson
Clerk of the Board

Marty Campbell, Chair
Board of Commissioners

Recruitment Update

September 13, 2021



Staffing: Pre-Pandemic v. Current

Where we were Feb 2020:

Total Employees	951
Operators	472
Relief Transit Operators (RTO)	55
Trainees	16

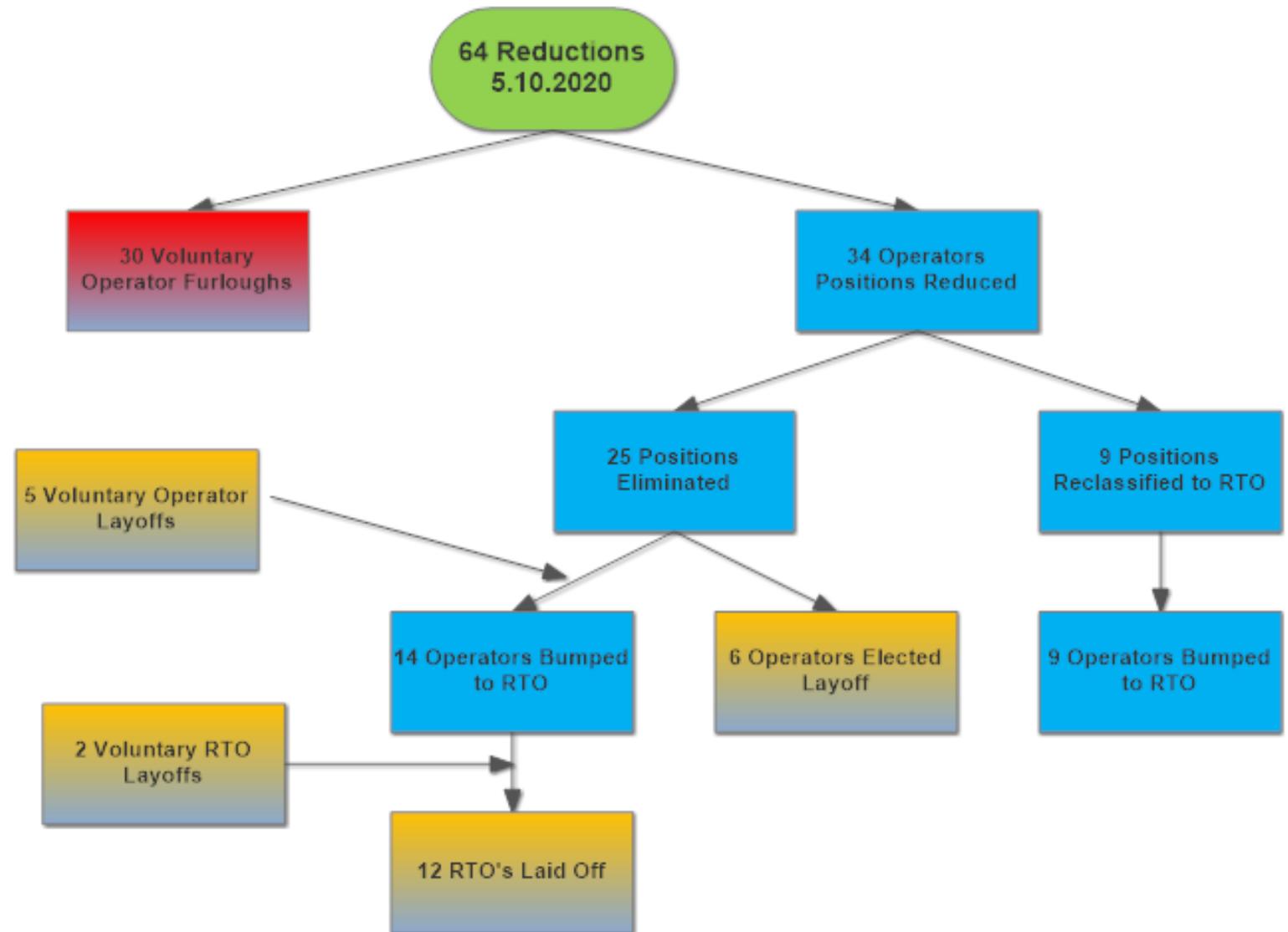
Where we are today (8/31/21):

Total Employees	853
Operators	430
Relief Transit Operators (RTO)	24 (73 budgeted)
Trainees	7 (5 more start 9/7/21)

Experiencing significant difficulties hiring Operators



COVID Operator Staffing Changes



Operator Reduction & Return 2020

On 5/10/2020 there were 64 position reductions

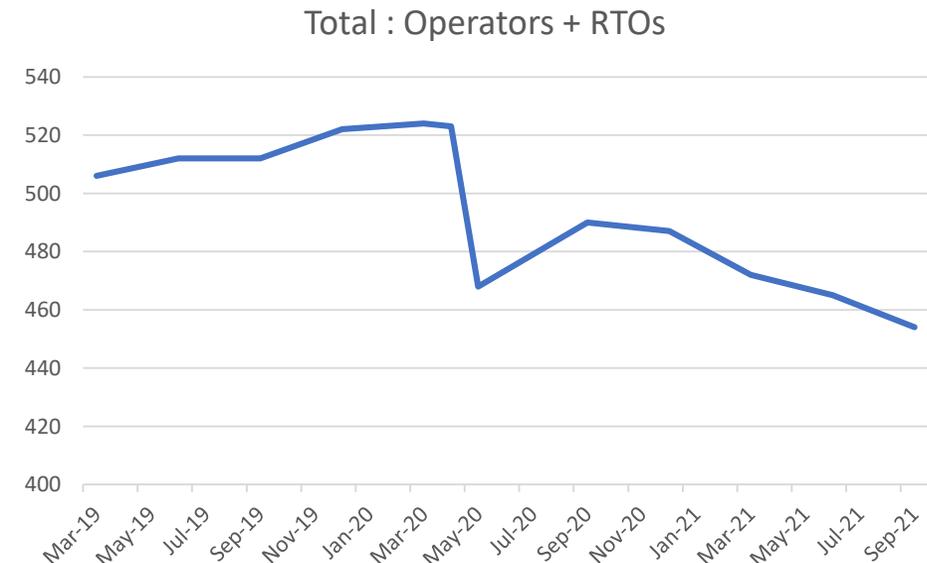
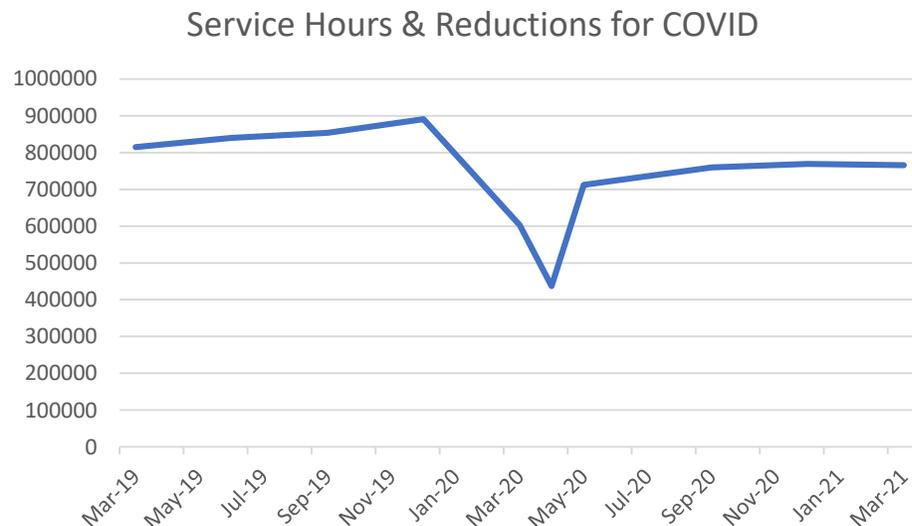
Hiring for Operators stopped from April – November 2020

In March last impacted Operator was returned to full time

10 drivers did not return from layoff/furlough

Where we are

- Significant reduction in number of applicants compared to pre-pandemic
- The job is public-facing, varied schedule, moderate pay, etc.
- Operators are leaving faster than we are hiring
- Service is planned to potentially increase



Recruitment Efforts

Drive & Thrive Campaign

- Dedicated RTO Webpage
- RTO Video
- Bus Shelters
- Trifold Brochure
- Bus Audio Messages
- Digital Flyer



Thrive in a rewarding career with
Competitive Wages & Benefits



The screenshot shows the Pierce Transit website's recruitment page. The top navigation bar includes 'HOME', 'GETTING AROUND', 'SCHEDULES', 'FARES', and 'RE'. A left-hand menu lists categories: BUSINESS, ABOUT US, FACILITIES, PROCUREMENT, BUDGET & FINANCES, CAREERS (highlighted), and CONTACT US. The main content area features a 'DRIVE AND THRIVE' section with the text 'Thrive in a rewarding career with competitive benefits, paid training and growth opportunities'. Below this is a video player with a play button, a 'MORE VIDEOS' button, and a progress bar showing 0:07 / 3:09. The video thumbnail shows a smiling man in a blue shirt. At the bottom of the page, there is a link that says 'Click HERE to Apply'.



Recruitment Efforts

- 15 KING KONG Ads have been installed and will run August through the end of the year
- Featuring 5 of our Outstanding Drivers



Recruitment Efforts

- Hiring Banners in front of Administration Building
- Fleet Decals installed on Service Supervisor vehicles (coming soon)
- Ongoing outreach (JBLM events, job fairs & community events)



Recruitment Efforts – In the Pipeline

- Maintenance Recruitment Webpage & Video
- Maintenance Recruitment Brochure
- 300,000 postcard mailer (October)
- Hiring two new Recruiters
- Streamlining the RTO hiring process, shortening timeline
- Looking at bids from external marketing agencies for radio ads, videos, etc.
- Looking at a possible shortened training for Transit Operators from other agencies



Recruitment Efforts – Social Media

Advertised on Facebook, LinkedIn, Twitter and GoogleAds for the following positions to-date in 2021:

- Transportation Assistant Manager
- Relief Transit Operator
- Employee Services Analyst
- Communications Administrator
- Scheduler
- Senior Planner
- Facilities Custodian
- Risk Manager
- Journey Level Mechanic
- Senior Systems Analyst
- Administrative Specialist
- Contract Coordinator
- Budget Supervisor
- Senior Accountant
- Communications Tech 1
- CEO
- PSO
- Employee Services Specialist
- Labor Negotiator
- Equipment Body Repairer
- Physical Security Systems Administrator
- Public Safety Records Tech
- Facilities Mechanic



Now hiring for a detail-oriented individual to join Pierce Transit's Facilities Maintenance Team. Apply today: <https://bit.ly/2T5XTAt>



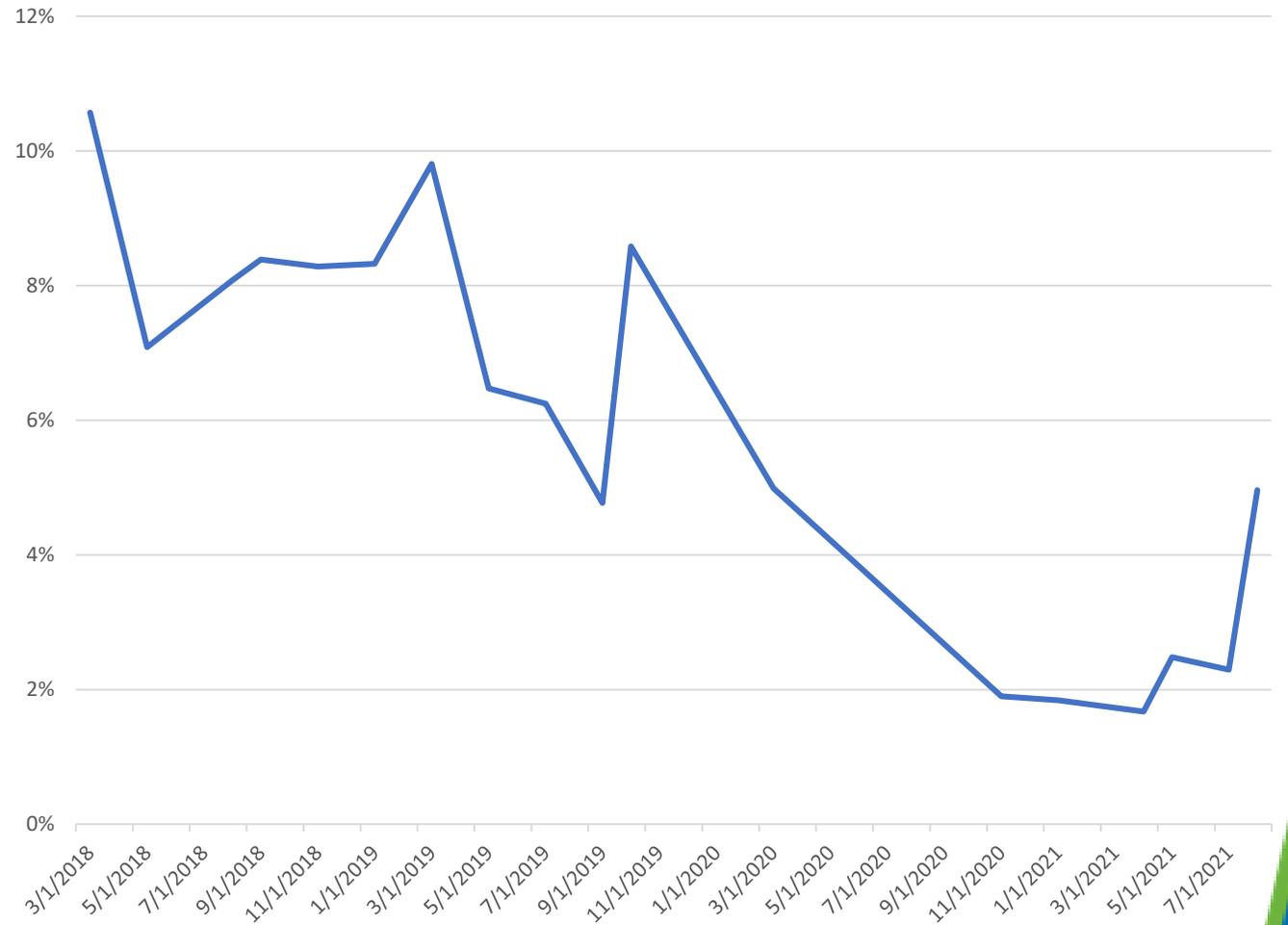
GOVERNMENTJOBS.COM
Apply Today

APPLY NOW

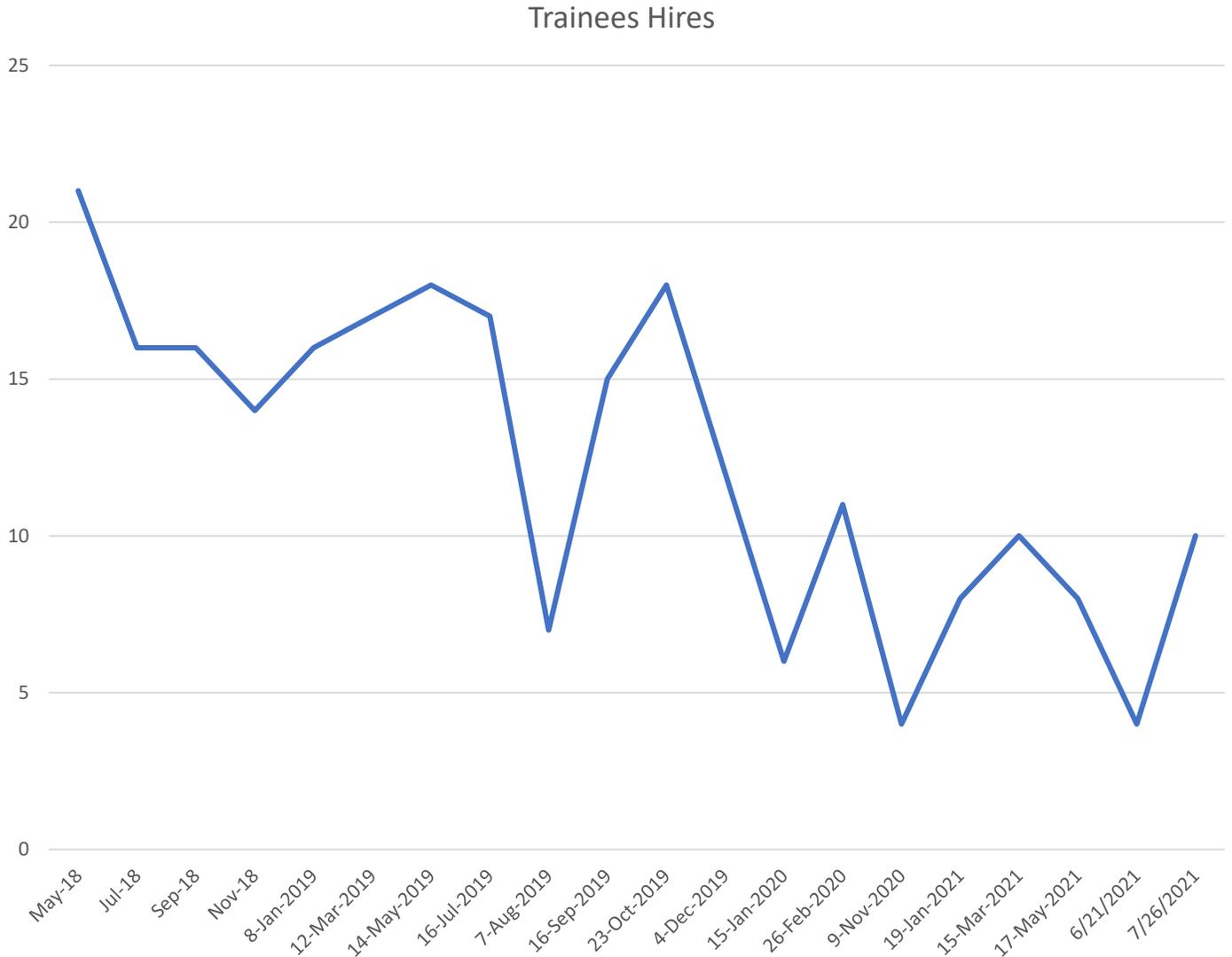


% Applying after viewing Operator job posting 2017-2021

Percent applying after viewing operator job posting



Trainee Hires by Class 2018-2021



How other job postings compare

	Year	Days Open	Views	Applications	Percent Applying
Admin Specialist	2019	14	2373	279	12%
	2021	32	2516	50	2%
Finance Manager	2018	32	716	29	4%
	2021	43	1934	21	1%
Journey Level Mechanic	2019	35	1451	40	3%
	2021	23	1189	9	1%
Public Safety Records Tech	2018	14	637	48	8%
	2021	16	6629	74	1%
Risk Manager	2018	80	2316	58	3%
	2021	57	2936	20	1%

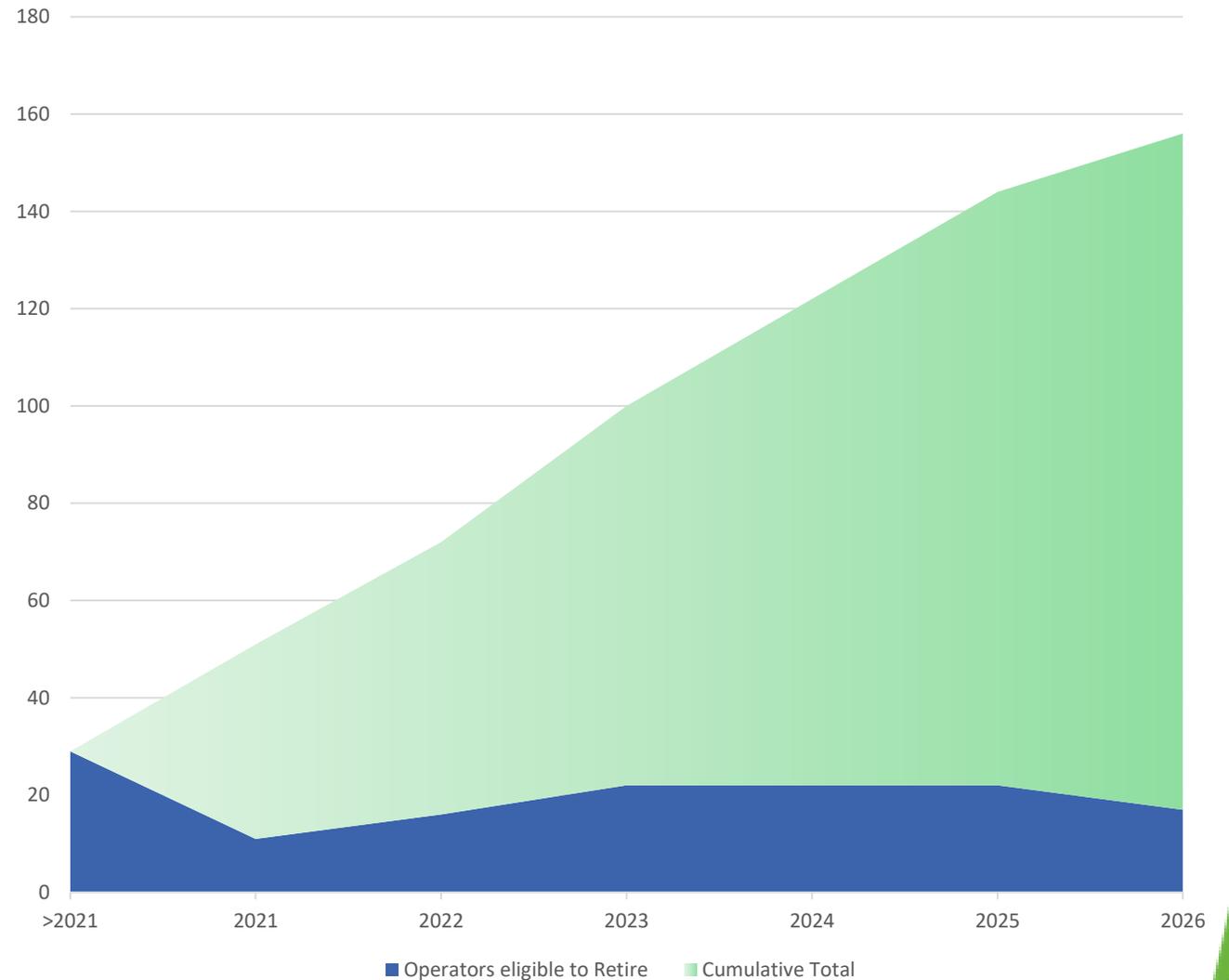
For 2021, seeing:

- Substantial views to PT job postings but
- Less applications to work here (as a percentage of views)

Retirement Eligible Operators

31% retirement eligible by end of 2026 (139 Operators)

15% by the end of this year (69 Operators)



TITLE: Authority to Execute Amendment No. 4 with Technical Security Integration, Contract PT-54-19, for an Additional Year of Service for Routine Physical Security System Testing and Maintenance Services Through September 30, 2022 for a total not to exceed amount of \$145,000

DIVISION: Service Delivery & Support

SUBMITTED BY: Robert Minnick, Physical Security Systems Administrator

RELATED ACTION:

FS 2020-056, Authority to Execute Amendment No. 3 with Technical Security Integration to Increase the Contract Amount by \$145,000 for Physical Security System Testing and Maintenance Services Through September 30, 2021.

ATTACHMENTS: None

RELATION TO STRATEGIC PLAN: Financial

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: N/A

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Original Contract	\$ 142,859.52	Increase Contract No. PT-54-19 with Technical Security Integration to physical security system testing, maintenance and alarm monitoring services through September 2022.
Previously Approved Amendments	\$ 193,000.00	
Amendment No. 4	\$ 145,000.00	
New Not to Exceed Contract Amount	\$ 480,859.52	

BACKGROUND:

In October of 2019 staff entered, in accordance with the CEO's signing authority, a one-year contract with Technical Security Integration for the physical security system testing, maintenance and alarm monitoring services in the amount of \$142,859.52. This service is necessary for the proper care and feeding of Pierce Transit's security system. The contract allows for four (4) one-year extensions. Pierce Transit subsequently executed Amendment No. 1 increasing the contract amount by \$48,000. Staff then executed Amendment No. 2 extending the contract from September 30, 2020 through September 30, 2021. Amendment No. 3 was approved by the Pierce Transit Board of Commissioners to increase the contract by \$145,000 and extend it through September 30, 2021 for an additional year of physical security system testing, maintenance and alarm monitoring services.

The services included in this contract include scheduled monthly, semi-annual and annual cleaning, testing, inspection and maintenance of CCTV cameras, access control, intercom system, and intrusion alarms at all Pierce Transit facilities. In addition, camera and equipment replacement is performed on an as needed basis. Staff is requesting an additional \$145,000 for an Additional Year of Service for Routine Physical Security System Testing and Maintenance Services Through September 30, 2022

In 2022 the Security Enhancements Life Cycle Replacement and Early Warning Systems projects will be complete, which will upgrade the security system equipment and software. Following completion of the projects, staff will evaluate the level of service required to maintain the new systems.

STAFF RECOMMENDATION:

Staff recommends approval of Amendment No. 4 to allow for an additional year of routine service through September 30, 2022 for the proper care and maintenance to critical day to day security systems across all Pierce Transit locations.

ALTERNATIVES:

Do not authorize the Amendment No. 4. This is not recommended as there would be a lapse in service and maintenance to critical day to day security systems across all Pierce Transit locations. Due to the aging of our system, we may not be able to meet our security policies and ensure the safety of our employees and assets.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Office to execute Amendment No. 4 with Technical Security Integration, Contract PT-54-19, for an Additional Year of Service for Routine Physical Security System Testing and Maintenance Services Through September 30, 2022 for a total not to exceed amount of \$145,000.

TITLE: Authorize the Chief Executive Officer to Execute a Multi-Year Master On Call Contract with TCF Architecture, PLLC, to Provide Architect and Engineering Consulting Services
 RELATED ACTION: N/A

DIVISION: Finance
 SUBMITTED BY: Heidi Soule, PMO Manager

ATTACHMENTS: None

RELATION TO STRATEGIC PLAN: Customer

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: N/A

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Local Amount	\$ 1,500,000	Funding for these services will be included in individual project budgets.
Grant/Other Amounts	\$	
Total Expenditure	\$ 1,500,000	

BACKGROUND:

In order to provide expeditious access to A&E services when situations dictate, staff seeks to enter into an on-call agreement. The on-call agreement will typically be used for smaller public work projects and for situations when time is of the essence. The on-call agreement will utilize a task order process whereby each individual project is agreed to utilizing a defined scope in the task order, and pricing will be set by a Master Contract.

A Request for Qualification (RFQ) was solicited on May 25, 2021 for an On-Call Architectural and Engineering Consultant Services Contract, with ten (10) firms responding. The Evaluation Committee interviewed the four (4) top ranking firms. Based on the scoring criteria, the Evaluation Committee chose TCF Architecture PLLC as the most qualified firm to provide on-call A&E services. Based on experience and expertise and previous on-call contract work and comparable rates for the type of services provided, staff views the rates to be fair and reasonable. Although the exact utilization of the contract is currently unknown, staff estimates that the Agency should not exceed \$1.5 million over the five-year contract period, based on the hourly rates and past experience utilizing the on-call process. A & E contracts issued under this contract will be administered by task orders.

STAFF RECOMMENDATION:

Staff recommends that a Master On-Call Contract with TCF Architecture PLLC be authorized for a not to exceed amount of \$1,500,000 over the life of the contract without prior Board approval, to be administered through task orders.

ALTERNATIVES:

Do not approve a contract with TCF Architecture PLLC. This is not recommended as staff will have fewer options to shorten the project timeline for smaller public work projects that do not necessarily require a full RFQ process for design services and for time-sensitive situations.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to execute a Master On-Call Contract with TCF Architecture, PLLC, to provide architectural and engineering consulting services for an amount not to exceed \$1,500,000 over the five-year contract period.



Action Agenda



**Pierce
Transit**

Bus Stop Balancing Project

September 13, 2021

Heidi Soule, PMO Manager

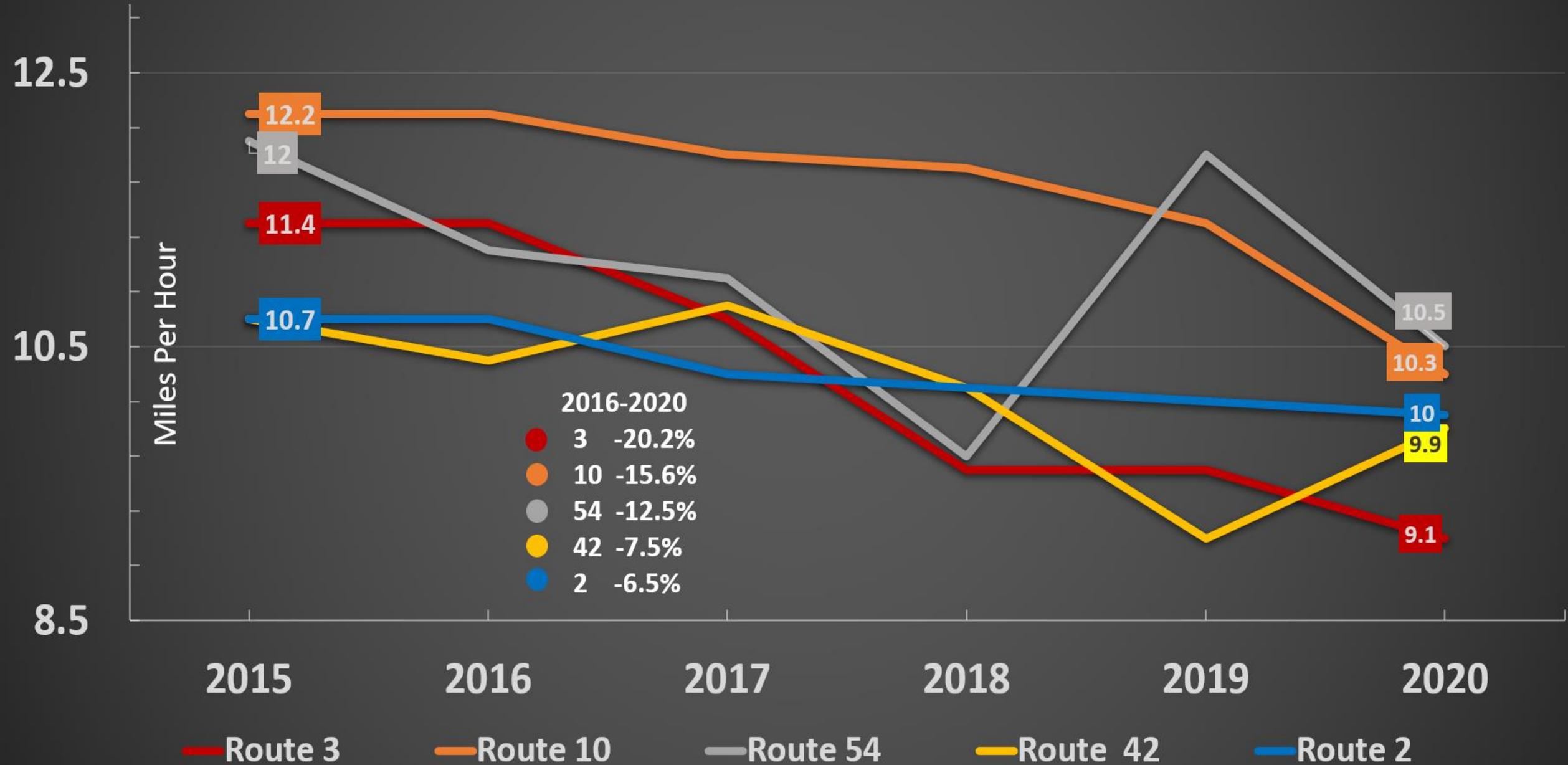
PROBLEM:

One of the primary reasons people don't ride transit: getting to their destination takes too long

Agenda

- Background
- Process
- Outreach
- Results
- Equity Analysis
- Next Steps
- Q/A

Pierce Transit Top 5 Slowing Routes by Speed: 2015-2020



Why Balance Bus Stops?



The more stops a bus has to make, the more time it has to spend:

- Pulling in and out of traffic
- Dropping off and picking up passengers
- Waiting while passengers pay their fare and get seated
- Getting caught at red lights

Bus Stop Balancing



A comprehensive look at all bus stop locations in the system and balance them with the goals of:

- Increasing safety
- Speeding up trip times for bus rides
- Boosting on-time performance
- Increasing ridership
- Potentially adding more service hours with the cost savings

How to Balance Bus Stops

- Criteria reviewed at each stop:
 - Safety
 - ADA
 - Equity
 - Proximity to other stops
 - Ridership at that stop relative to adjacent stops
 - Key transfer points and major destinations nearby
 - Investments in each stop (shelter, concrete pads, lighting, etc.) and cost of repairs

Internal Communications

- Make employees aware of project
 - CEO's weekly messages
 - Internal agency monitors
 - Posters, memos, A-boards at headquarters
 - The BUZZ printed newsletter
 - Staff meetings
 - Details in operators' boxes
 - Message on bus for operators
- Gather specific feedback from operators
 - Operator in-person surveys Feb. 23, 24, 25, 26
 - Various times of day
 - Stop-by-stop feedback



Pierce Transit

Bus Stop Balancing

Seeking Feedback

Pierce Transit is conducting a "Bus Stop Balancing" project, examining each of our 2,100+ stops and identifying some for removal with the Sept. 19, 2021 service change.

Project Goals:

- Speed up trips
- Increase safety
- Increase on-time performance
- Increase ridership

Give us your feedback!

In Person:
In the Ops Lobby during these dates/times:
Tuesday 2/23: 9 a.m. – 1 p.m.
Wednesday 2/24: 11 a.m. – 3 p.m.
Thursday 2/25: 6:30 – 10:30 a.m.
Friday 2/26: 2 – 6 p.m.

Online:
See which stops may be removed and give us your feedback via a survey at [PierceTransit.org/BusStops](https://www.piercetransit.org/BusStops).

Scan:



Customer/Community Communications

- Signs at stops identified for potential removal
 - Call Pierce Transit Customer Service
 - Visit [PierceTransit.org/busstops](https://www.piercetransit.org/busstops), feedback tool
 - Comment period March 9 – April 11
- On buses
 - Onboard audio, scrolling messages, brochure
- Informing partners, seeking feedback
 - Local governments around PTBA
 - Business groups
 - Neighborhood groups, reaching out to low-income, COC
 - Disability, senior advocacy groups
 - Regional transit partners
 - Community Transportation Advisory Group (CTAG)

IMPORTANT BUS STOP INFO

Bus Stop **2365** at **Puyallup Ave & E Dock St**

This bus stop is identified for possible removal as part of a transit system efficiency project. If this stop is removed, you may board your bus at a nearby stop instead.

Routes Serving This Bus Stop	Nearest Alternative Bus Stop	Nearest Alternative Bus Stop's Location	Average Walking Time From Here
41	2372	24th St S & Pacific Ave	2 min
42	2372	24th St S & Pacific Ave	2 min
400	2372	24th St S & Pacific Ave	2 min
500	2372	24th St S & Pacific Ave	2 min
501	2372	24th St S & Pacific Ave	2 min

To provide feedback and/or get more information:

- Call Pierce Transit Customer Service at 253.581.8000, option 1, option 1 again
- Visit [PierceTransit.org/busstops](https://www.piercetransit.org/busstops) to easily locate your bus stop(s) and provide feedback. The feedback period will last through April 11, 2021.

 **PierceTransit**
253.581.8000 | [PierceTransit.org](https://www.piercetransit.org)

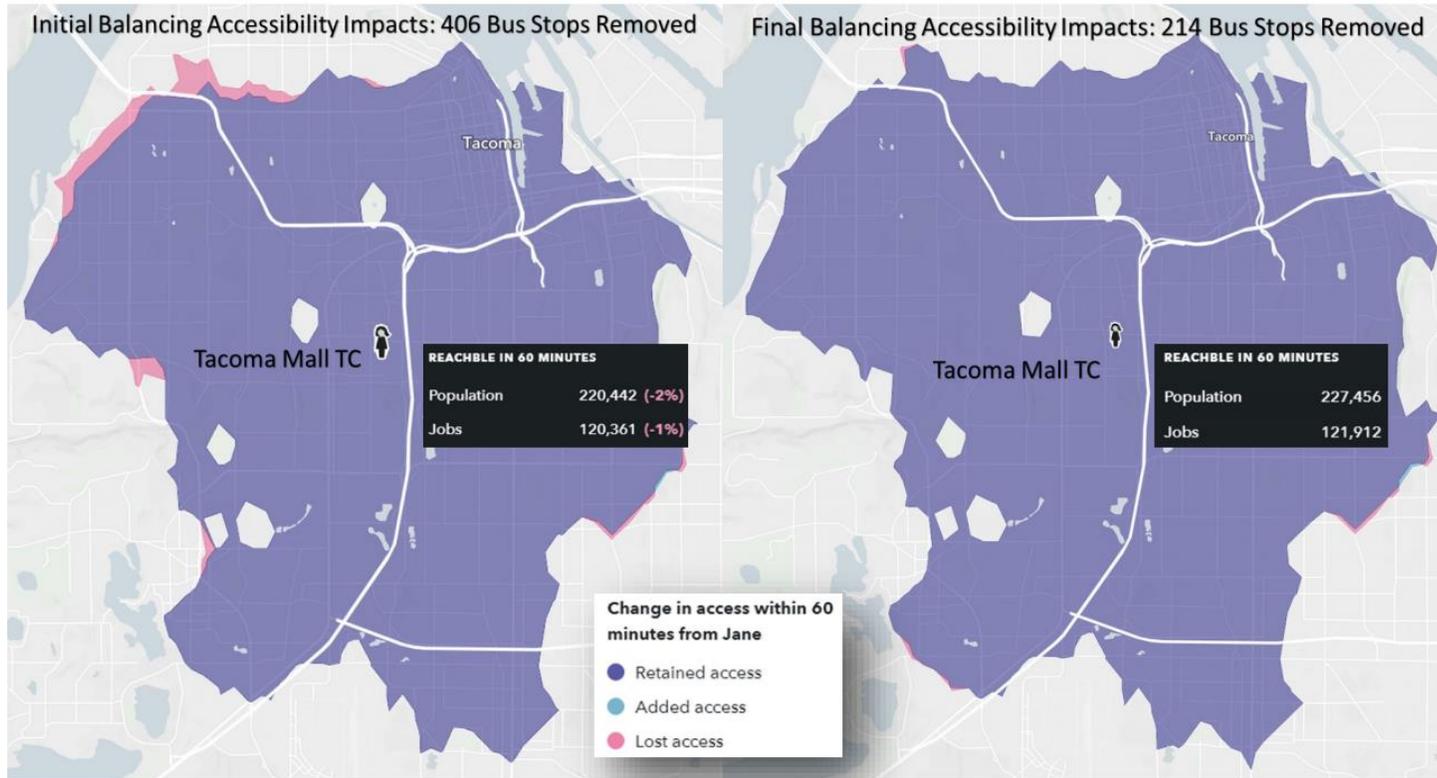
Customer/Community Communications by the Numbers

- Social engagement –
 - 19,973 impressions
 - 21 likes
 - 5 replies
 - 10 retweets
- Webpage views – 2,953 page views by 2,308 people
- Briefing to every City and Town council within the PTBA
- Email messages to those signed up for agency news – 10,000 emails delivered
- Text messages to those subscribed for route alerts – 35,000 text messages delivered
- Emails to those signed up to receive project updates – 51

Results

- 2113 stops currently (excl. Transit Centers and Park & Rides)
- 406 considered for removal
- 415 survey responses received
- 260 stops received comments (agree/disagree)
- 214 stops recommended for removal (10%)
- 98% of total boardings occur at bus stops proposed for retention (Ridership 2019 data)

Equity Impacts Analysis



	Lakewood Mall	Tacoma C.C.	Tacoma Mall	Commerce/10th	72nd/Portland	S. Hill Mall	Tacoma Dome Station
Initial BSB 406 Stops	Jobs -1%	Null	Jobs -1% Pop -2%	Null	Jobs -1% Pop -2%	Null	Pop -1%
Final BSB 214 Stops	Jobs -1%	Null	Null	Null	Null	Null	Null

Equity Impacts Analysis

TABLE 3: PRE-BALANCING BUS STOP AMENITY DISTRIBUTION

Amenity	Low-Income (LI)	High-Minority (HM)	LI + HM	Non-LIHM	System Avg.
Accessible	294 (99%)	438 (99%)	700 (99%)	671 (99%)	2,103 (99%)
Benches	117 (14%)	171 (21%)	321 (39%)	221 (27%)	830 (39%)
With Shelters	88 (16%)	103 (19%)	214 (39%)	149 (27%)	554 (26%)
With Lights	14 (19%)	11 (15%)	33 (46%)	14 (19%)	72 (3%)
Trash Cans	132 (15%)	182 (21%)	353 (41%)	203 (23%)	870 (41%)
All Bus Stops	297 (14%)	440 (21%)	704 (33%)	672 (32%)	2,113 (100%)

TABLE 4: POST-BALANCING BUS STOP AMENITY DISTRIBUTION

Amenity	Low-Income (LI)	High-Minority (HM)	LI + HM	Non-LIHM	System Avg.
Accessible	273 (99%)	387 (99%)	625 (99%)	596 (99%)	1,881 (99%)
Benches	117 (15%)	161 (20%)	307 (39%)	210 (26%)	795 (42%)
With Shelters	88 (16%)	99 (18%)	210 (39%)	143 (26%)	540 (28%)
With Lights	14 (20%)	10 (14%)	32 (46%)	13 (19%)	69 (4%)
Trash Cans	129 (15%)	173 (21%)	337 (40%)	197 (24%)	836 (44%)
All Bus Stops	276 (14.5%)	391 (20.5%)	632 (33%)	602 (32%)	1,901 (100%)

Equity Impacts

Before Balancing



2,113 Bus Stops



1,218 Ft Between Stops

Initial Staff Balancing
Recommendations



1,707 Bus Stops



1,409 Ft Between Stops

Final Balancing
Decisions



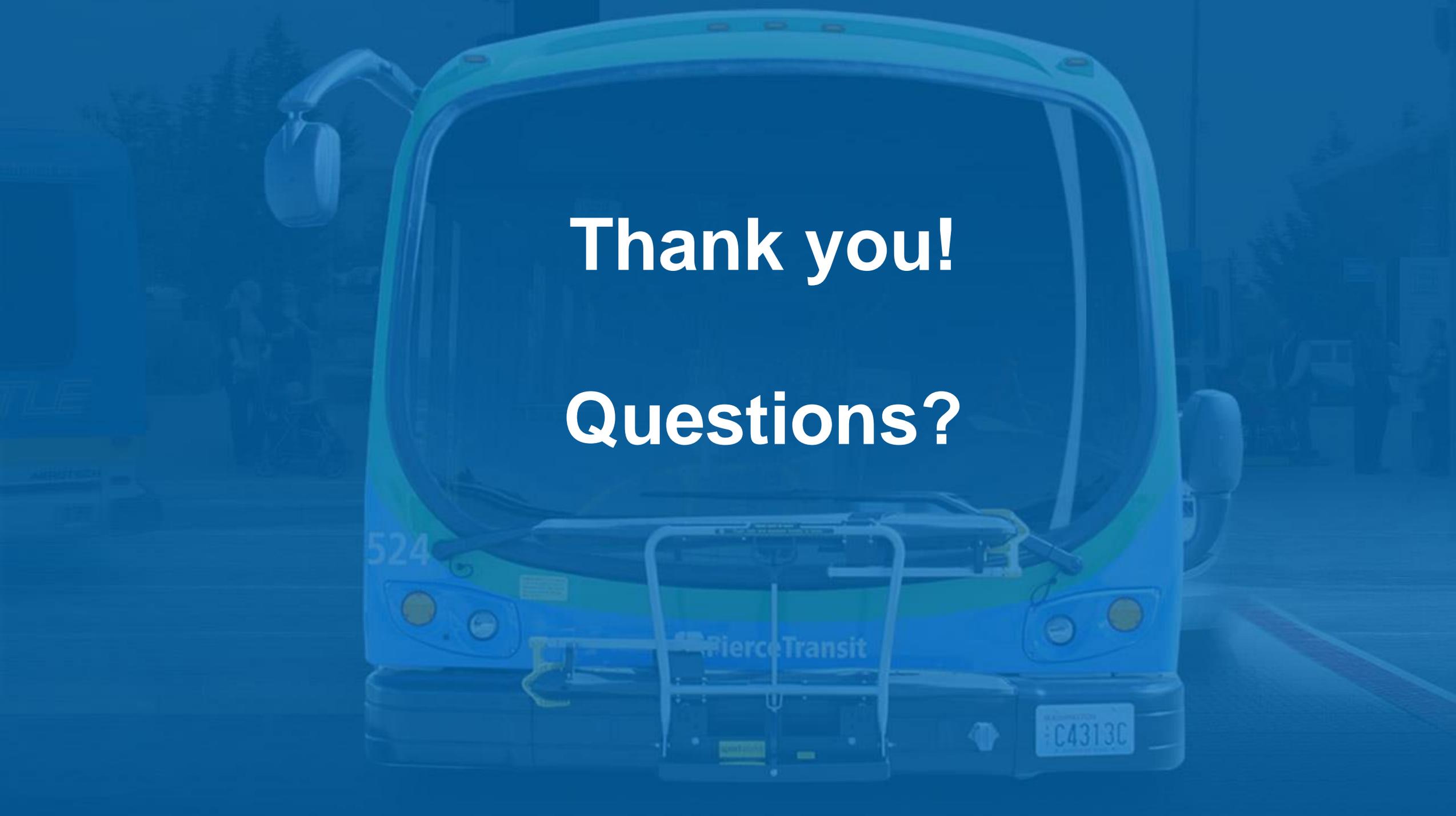
1,901 Bus Stops



1,308 Ft Between Stops

Bus Stop Balancing - Next Steps

- Communication and outreach to the public
- Implement at March 20, 2022 Shakeup

The image shows the front view of a blue Pierce Transit bus. The bus is centered in the frame, with a large blue overlay covering the entire scene. The bus has a white bumper and a white metal frame in front. The number '524' is visible on the left side of the bumper. The text 'Pierce Transit' is visible on the front of the bus. The license plate is 'C4313C' from Washington. The background shows a street scene with trees and buildings, but it is mostly obscured by the blue overlay.

Thank you!

Questions?

TITLE: Authority to Remove up to 214 Bus Stops Identified in the Bus Stop Balancing Program (10% of current stops) for the March 20, 2022 Service Change

DIVISION: Service Delivery & Support

SUBMITTED BY: Heidi Soule, Project Management Office Manager

RELATED ACTION: N/A

ATTACHMENTS: Exhibit A – List of proposed removals

RELATION TO STRATEGIC PLAN: N/A

BACKGROUND:

Pierce Transit has conducted a Bus Stop Balancing project with the goal of balancing the bus stops within the system and looking for areas to improve efficiency and safety. Multiple criteria were used to determine if a stop should be recommended for removal, such as

- Safety, including pedestrian facilities, lighting and security, visibility, intersection traffic control, topography
- Accessibility for riders with mobility challenges
- Equity
- Proximity to other stops
- Ridership at that stop relative to adjacent stops
- Key transfer points and major destinations nearby
- Investments in each stop (shelter, concrete pads, lighting, etc.) and cost of repairs

Staff originally identified 406 stops to be considered for removal, which is approximately 20% of the 2113 stops in the system. Staff conducted outreach to internal and external stakeholders to get input and feedback on the proposed stops, including a survey. We received 415 responses commenting on 260 of the stops; some disagreed with staff recommendations, others agreed. A CTAG member was invited to participate with a team of Pierce Transit staff to review each comment and each of the 406 stops using the criteria mentioned above. The team met 8 times and spent 16 hours developing a final set of recommendations for the Board. The team's final recommendation for removal is 214 stops, which is 10% of our stops. The removal of stops will occur in phases and will continue up to the March 20, 2022 service change.

Staff provided an overview of the consolidation program at the October 15, 2020, Service Delivery and Capital Committee Meeting and the March 8, 2021, Board of Commissioners Meeting.

STAFF RECOMMENDATION:

Authorize staff to proceed with the removal of up to 214 stops as outlined, for the March 20, 2022 service change.

ALTERNATIVES:

Do not authorize staff to proceed with the removal of up to 214 stops as outlined, for the March 20, 2022 service change. This is not recommended, as several stops have become unsafe and/or they slow down the system, which in turn deter riders.

PROPOSED MOTION:

Move to: Authorize staff to remove up to 214 stops as outlined in Exhibit A for the March 20, 2022 service change.


Pierce Transit Stops for Removal

	Stop ID	Description	Routes
1	2160	Pearl St & N 35th St (NB, FS)	10
2	2161	Pearl St & N35th St (SB, FS)	10
3	1103	Highlands Pkwy & Westgate Blvd (NB, NS)	10
4	2164	Pearl St & N 39th St (NB, FS)	10
5	2165	Pearl St & N 39th St (SB, NS)	10
6	2414	Pearl St & N Park Ave (NB, FS)	10, 11
7	2879	Soundview Dr & Harborwood W Apts (NB, NS)	100, 101
8	2877	Soundview Dr & Hunt St NW (NB, NS)	100, 101
9	3956	Kimball Dr & Hunt St NW (SB, NS)	100, 101
10	2338	Proctor St N & N 31st St (SB, NS)	11
11	1585	15th St N & Junett St (WB, NS)	11
12	1572	11th St N & Lawrence St (WB, NS)	11
13	761	Cheyenne St & N 41st St (NB, NS)	11
14	1655	34th St N & Cheyenne St (WB, NS)	11
15	2339	Proctor St N & N 31st St (NB, FS)	11
16	762	Cheyenne St & N 41st St (SB, FS)	11
17	1656	34th St N & Cheyenne St (EB, FS)	11
18	1586	15th St N & Junett St (EB, FS)	11
19	3033	Tacoma Ave N & N 6th St (WB, NS)	13
20	3142	Union Ave N & N 24th St (SB, NS)	13
21	1648	30th St N & Union Ave (EB, FS)	13
22	4252	Dock St & E 21st St (NB, NS)	13
23	3034	Tacoma Ave N & N 6th St (EB, NS)	13
24	4253	Dock St & E 22nd St (SB, MB)	13
25	1609	26th St N & Proctor St (WB, NS)	16
26	1684	I St N & N 13th St (WB, FS)	16
27	1685	I St N & N 13th St (EB, NS)	16
28	1615	26th St N & N Stevens St (EB, FS)	16
29	631	Bridgeport Way SW & Fairlawn Dr SW (NB,NS)	2
30	2544	19th St S & Adams St (EB, NS)	2
31	592	Bridgeport Way W & 29th St W (NB, FS)	2
32	595	Bridgeport Way W & 33rd St W (NB, FS)	2
33	790	19th St S & Del Monte Ave (EB, FS)	2
34	2577	19th St S & S Tyler St (WB, NS)	2
35	596	Bridgeport Way W & 33rd St W (SB, FS)	2
36	2543	19th St S & Adams St (WB, FS)	2
37	591	Bridgeport Way W & 29th St W (SB, FS)	2
38	2585	19th St S & Winnifred St (WB, FS)	2
39	2568	19th St S & Prospect St (WB, FS)	2, 57
40	1243	Lakewood Dr SW & 95th St SW (NB, NS)	202
41	456	74th St S & Montgomery St (WB, FS)	202
42	468	74th St S & Lawrence St (EB, NS)	202
43	2836	Lakewood Dr SW & 87th St Ct SW (NB,NS)	202
44	550	Berkeley St SW & Portland Ave (NB,NS)	206

45	553	Berkeley St SW & Grant Ave SW (SB, FS)	206
46	2306	Portland Ave SW & Berkeley Ave SW (NS)	206
47	583	Bridgeport Way SW & 115th St SW (SB, NS)	206
48	164	146th St SW & 70th Ave Ct SW (EB, NS)	206
49	2951	Steilacoom Blvd SW & Hipkins Rd (EB, NS)	212
50	2844	Sequalish St & Pacific St (EB, NS)	212
51	2845	Sequalish St & Union Ave (EB, FS)	212
52	1461	Meadow Rd SW & 95th St SW (SB, FS)	212
53	1464	Meadow Rd SW & Lk Grove St SW (SB, FS)	212
54	2955	Steilacoom Blvd & Byrd Dr (EB, FS)	212
55	2961	Steilacoom Blvd SW & Chapel Gate (EB, NS)	212
56	2959	Steilacoom Blvd SW & Chapel Gate (WB, FS)	212
57	1326	Main St & Rainier St (NB, NS)	212
58	1463	Meadow Rd SW & Lake Grove St (NB, FS)	212
59	1459	Meadow Rd SW & 93rd St SW (NB, NS)	212
60	1757	Military Rd SW & 119th St SW (NB, NS)	214
61	977	Farwest Dr & 100th St Ct SW (NB, FS)	214
62	3213	Veterans Dr SW & Nottingham Rd (WB,FS)	214
63	3212	Veterans Dr SW & Nottingham Rd (WB,NS)	214
64	1758	Military Rd SW & 119th St SW (SB, FS)	214
65	978	Farwest Dr & 101st St SW (SB, NS)	214
66	2491	Earnest S Brazill St & J St (EB, FS)	28
67	4441	12th St S & Bennett (EB,NS)	28
68	2519	12th St S & Prospect St (EB, FS)	28
69	2478	12th St S & Bennett St (WB, NS)	28
70	2502	12th St S & Mullen St (WB, FS)	28
71	2475	12th St S & Adams St (WB, FS)	28
72	2503	12th St S & Mullen St (EB, FS)	28
73	2476	12th St S & Adams St (EB, NS)	28
74	2518	12th St S & Steele St (WB, NS)	28
75	2800	S Tacoma Way & S 48th St (NB, FS)	3
76	2820	S Tacoma Way & S 68th St (NB, FS)	3
77	2824	S Tacoma Way & S 72nd St (NB, FS)	3
78	717	Center St & Yakima Ave S (WB, FS)	3
79	2825	S Tacoma Way & S 72nd St (SB, FS)	3
80	2821	S Tacoma Way & S 68th St (SB, FS)	3
81	2801	S Tacoma Way & S 48th St (SB, NS)	3
82	3938	Main St SW & 108th St SW (NB, FS)	3
83	3428	112th St E & 72nd Ave E (WB, FS)	4
84	3430	112th St E & 83rd Ave E (WB, FS)	4
85	3432	112th St E & 72nd Ave Ct E (EB, FS)	4
86	109	112th St S & 26th Ave S(WB, FS)	4
87	101	112th St S & 26th Ave S (EB, NS)	4
88	10	100th St SW & 59th Ave SW (EB, FS)	4
89	11	100th St SW & Bridgeport Wy (WB, FS)	4
90	3130	96th St SW & 39th Ave Ct SW (WB,NS)	4
91	72	39th Ave SW & 7th St SW (WB, FS)	4, 400

92	265	39th Ave SW & S Meridian (WB, FS)	4, 402
93	84	39th Ave SW & Meridian (EB, NS)	4, 402, 425
94	121	43rd Ave SE & 9th St Pl SE (WB, FS)	4, 425
95	123	43rd Ave SE & S Meridian (WB, NS)	4, 425
96	122	116th St E & 110th Ave E (EB, NS)	4, 425
97	3602	9th St SW & SR 512 Off Ramp (NB, NS)	400
98	3594	5th St SW & 7th Ave SW (SB, FS)	400, 580
99	1525	Meridian S & 10th Ave SE (SB, FS)	402, 425
100	1519	Meridian N & 4th Ave NW (SB, NS)	402, 425
101	1482	Meridian S & 9th Ave SE (NB, NS)	402, 425
102	4367	23rd Ave S & S 319th Pl (SB, NS)	402, 500, 501
103	4366	23rd Ave S & S 319th Pl (NB, NS)	402, 500, 501
104	3408	72nd St E & Grandview St (EB, NS)	409
105	1295	Main Ave E & 12th St SE (EB, FS)	409
106	1305	Main Ave E & 8th St SE (EB, FS)	409
107	1011	Main Ave E & 4th Ave NE (WB, FS)	409
108	1304	Main Ave E & 8th St NE (WB, NS)	409
109	914	56th St E & E J St (EB, FS)	41
110	2436	Roosevelt Ave E & Fairbanks St (NB, NS)	41
111	2438	Roosevelt Ave E & George St (NB, NS)	41
112	2703	56th St S & Fawcett Ave (EB, FS)	41
113	913	56th St E & E J St (WB, FS)	41
114	4163	56th St S & S L St (WB, NS)	41
115	2435	Roosevelt Ave E & Fairbanks St (SB, NS)	41
116	2702	56th St S & Fawcett St (WB, NS)	41
117	2439	Roosevelt Ave E & George St (SB, FS)	41
118	2354	Puyallup Ave & E K St (WB, FS)	41, 400, 500, 501
119	2370	Puyallup Ave & McKinley Ave (EB, FS)	41, 400, 500, 501
120	2368	Puyallup Ave & E K St (EB, NS)	41, 400, 500, 501
121	2352	Puyallup Ave & Portland Ave E (EB,NS)	41, 400, 500, 501
122	2355	Puyallup Ave & M St (WB, NS)	41, 400, 500, 501
123	1733	Oakes St S & S 49th St (SB, NS)	41, 53
124	1732	Oakes St S & S 48th St (NB, NS)	41, 53
125	2280	Portland Ave E & E 54th St (NB, NS)	41, 54
126	2281	Portland Ave E & E 54th St (SB, FS)	41, 54
127	1420	McKinley Ave & E 50th St (SB, FS)	42
128	1440	McKinley Ave & E 72nd St (SB, NS)	42
129	1441	McKinley Ave & E 72nd St (SB, FS)	42
130	1419	McKinley Ave & E 50th St (NB, FS)	42
131	3379	Yakima Ave S & S 90th St (NB, FS)	45
132	3367	Yakima Ave S & S 83rd St (NB, FS)	45
133	3323	Yakima Ave S & S 50th St (NB, FS)	45
134	3090	Thompson Ave & S 45th St (NB, NS)	45
135	3349	Yakima Ave S & S 70th St (NB, FS)	45
136	3355	Yakima Ave S & S 74th St (NB, FS)	45
137	677	C St & S 116th St (NB, FS)	45
138	675	C St & S 114th St (NB, NS)	45

139	3338	Yakima Ave S & S 61st St (NB, FS)	45
140	3329	Yakima Ave S & S 54th St (NB, FS)	45
141	3344	Yakima Ave S & S 65th St (NB, FS)	45
142	3373	Yakima Ave S & S 86th St (NB, NS)	45
143	3361	Yakima Ave S & S 78th St (NB, FS)	45
144	3362	Yakima Ave S & S 78th St (SB, FS)	45
145	3368	Yakima Ave S & S 83rd St (SB, NS)	45
146	3339	Yakima Ave S & S 61st St (SB, FS)	45
147	676	C St & S 114th St (SB, FS)	45
148	3324	Yakima Ave S & S 50th St (SB, FS)	45
149	3089	Thompson Ave & S 45th St (SB, NS)	45
150	3350	Yakima Ave S & S 70th St (SB, FS)	45
151	678	C St & S 116th St (SB, NS)	45
152	3330	Yakima Ave S & S 54th St (SB, FS)	45
153	3356	Yakima Ave S & S 74th St (SB, FS)	45
154	3380	Yakima Ave S & S 90th St (SB, NS)	45
155	3374	Yakima Ave S & S 86th St (SB, FS)	45
156	2972	Steilacoom Blvd SW & Lakeview Ave (EB,NS)	48
157	3405	59th Ave SW & 99th St SW (SB, FS)	48
158	1283	M St & S 50th St (NB, NS)	48
159	3404	59th Ave SW & 99th St SW (NB, FS)	48
160	2971	Steilacoom Blvd SW & Lakeview Ave (WB,NS)	48
161	1284	M St & S 50th St (SB, NS)	48
162	2028	Pacific Hwy E & Alexander Ave E (WB, FS)	500
163	3529	20th St E & 48th Ave E (WB, FS)	501
164	4075	20th St E & Goldau Rd E (WB,NS)	501
165	4054	20th Ave S & S 331st St (SB,FS)	501
166	4061	20th Ave S & S 331st St S (NS, NB)	501
167	3550	20th St E & 70th Ave E (EB, NS)	501
168	722	Center St & Center St P&R (WB,AT)	52
169	226	24th St W & Mildred St W (EB, NS)	52
170	3993	Regents Blvd & Berkeley Ave (WB,FS)	52
171	227	24th St W & Mildred St W (WB, FS)	52
172	723	Center St & Home Depot Entrance (EB,FS)	52
173	1047	Grandview Dr W & 35th St W (SB, NS)	53
174	280	Emerson St & Magnolia Dr (EB, FS)	53
175	1043	Grandview Dr W & 31st St W (SB, FS)	53
176	1790	Orchard St W & Hanna Pierce Rd (NB, FS)	53
177	1046	Grandview Dr W & 35th St W (NB, FS)	53
178	1042	Grandview Dr W & 31st St W (NB, FS)	53
179	279	Emerson St & Magnolia Dr (WB, NS)	53
180	2732	66th St S & Huson St (EB, NS)	53
181	1738	Oakes St S & S 58th St (NB, FS)	53
182	1739	Oakes St S & S 58th St (SB, FS)	53
183	2729	66th St S & Cheyenne St (EB, NS)	53
184	1787	Orchard St W & 53rd St W (NB, NS)	53
185	2249	Portland Ave E & 68th St E (NB, NS)	54

186	2286	Portland Ave E & E 59th St (SB, NS)	54
187	2300	Portland Ave E & E 72nd St (SB, NS)	54
188	2285	Portland Ave E & E 59th St (NB, FS)	54
189	2669	48th St S & Wilkeson - I-5 Overpass (WB, NS)	54, 55
190	506	Ainsworth Ave S & 114th St S (SB, FS)	55
191	509	Ainsworth Ave S & Hume ST (SB, FS)	55
192	129	116th St S & Sheridan Ave S (EB, NS)	55
193	1129	96th St S & Hosmer St (EB, FS)	55
194	500	Ainsworth Ave S & 104th St S (SB, NS)	55
195	126	116th St S & 10th Ave S (EB, NS)	55
196	1117	Hosmer St & S 76th St (SB, NS)	55
197	125	116th St S & 10th Ave S (WB, NS)	55
198	136	116th St S & Sheridan Ave (WB, NS)	55
199	503	Ainsworth Ave S & Hume St S (NB, NS)	55
200	505	Ainsworth Ave S & 114th St S (NB, NS)	55
201	474	96th St S & Hosmer St (WB, FS)	55
202	529	Alaska St S & S 53rd St (SB, FS)	55
203	528	Alaska St S & S 53rd St (NB, NS)	55
204	4161	Alaska St S & S 58th St (NB, NS)	55
205	4162	Alaska St S & S 58th St (SB, NS)	55
206	499	Ainsworth Ave S & 104th St S (NB, FS)	55
207	3155	Union Ave S & S 23rd St (NB, NS)	57
208	2599	25th St S & Wilkeson St (EB, FS)	57
209	3064	Tac Mall Blvd & S 44th St-Krispy Kreme (NB, NS)	57
210	2600	25th St S & Wilkeson St (WB, NS)	57



**Pierce
Transit**

2021 Title VI Program

Duane Wakan: Senior Planner

September 13, 2021

524

Pierce Transit

WASHINGTON
C4313C

Overview: 2021 Title VI Program update

- FTA Title VI Requirements
- Transit Service Monitoring Results



Title VI of the Civil Rights Act of 1964

- “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 subjected to discrimination under any program or activity receiving Federal Financial assistance.”



Title VI Requirements

Title VI Notice to the Public

- Triumvirate

- Title VI Law

- Notice to the Public Translation Services

- Notice to the Public Complaint Process

- Complaint Process
 - List of Complaints

○ TITLE VI COMPLAINT PROCESS

1. **Statement of Policy:** No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Pierce Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259). Pierce Transit operates its programs without regard to race, color, or national origin.
2. **Notices:** Notices of Title VI rights are posted on the agency's website at: www.piercetransit.org/pierce-transit-title-vi-notice 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
3701 96th St SW
Lakewood, WA 98499
 3. A copy of the Agency's Title VI Complaint Form may be obtained as follows:
 - I. Website at www.piercetransit.org/documents
 - 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.



Title VI Requirements

Title VI Public Participation Plan

Community Engagements, Outreach, Public Meetings, Oct 2018 – April 2021

Year	Community Engagement	Outreach Events	Public Meetings	Grand Total	Months included
2018	13	8	0	21	October - December
2019	496	86	7	589	January - December
2020	155	15	2	172	January - December
2021	62	2	0	64	January - April
Grand Total	376	111	9	846	

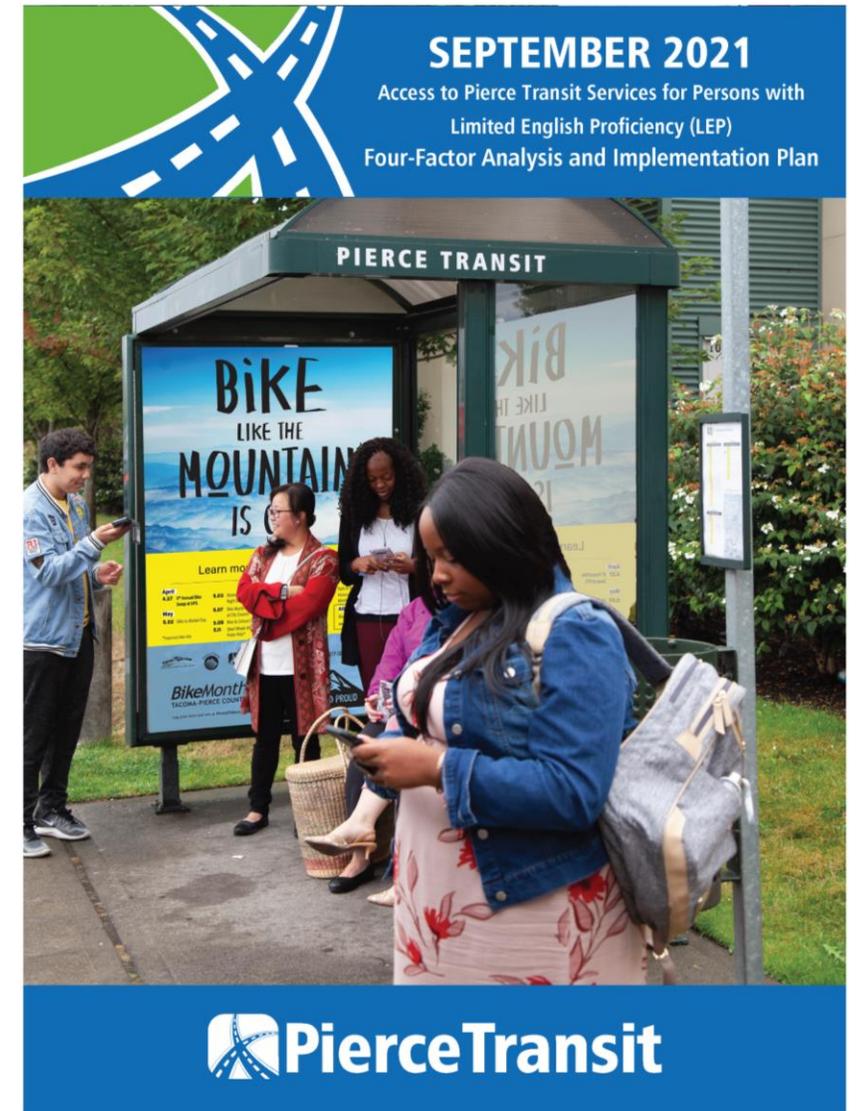


Title VI Requirements

Title VI Limited English Proficiency (LEP)

Four Factor Analysis

1. Number & proportion of LEP
2. Contact with programs, activities & services
3. Importance of LEP persons to programs, activities & services
4. Resources available to LEP patrons



Title VI Requirements

Title VI Policies

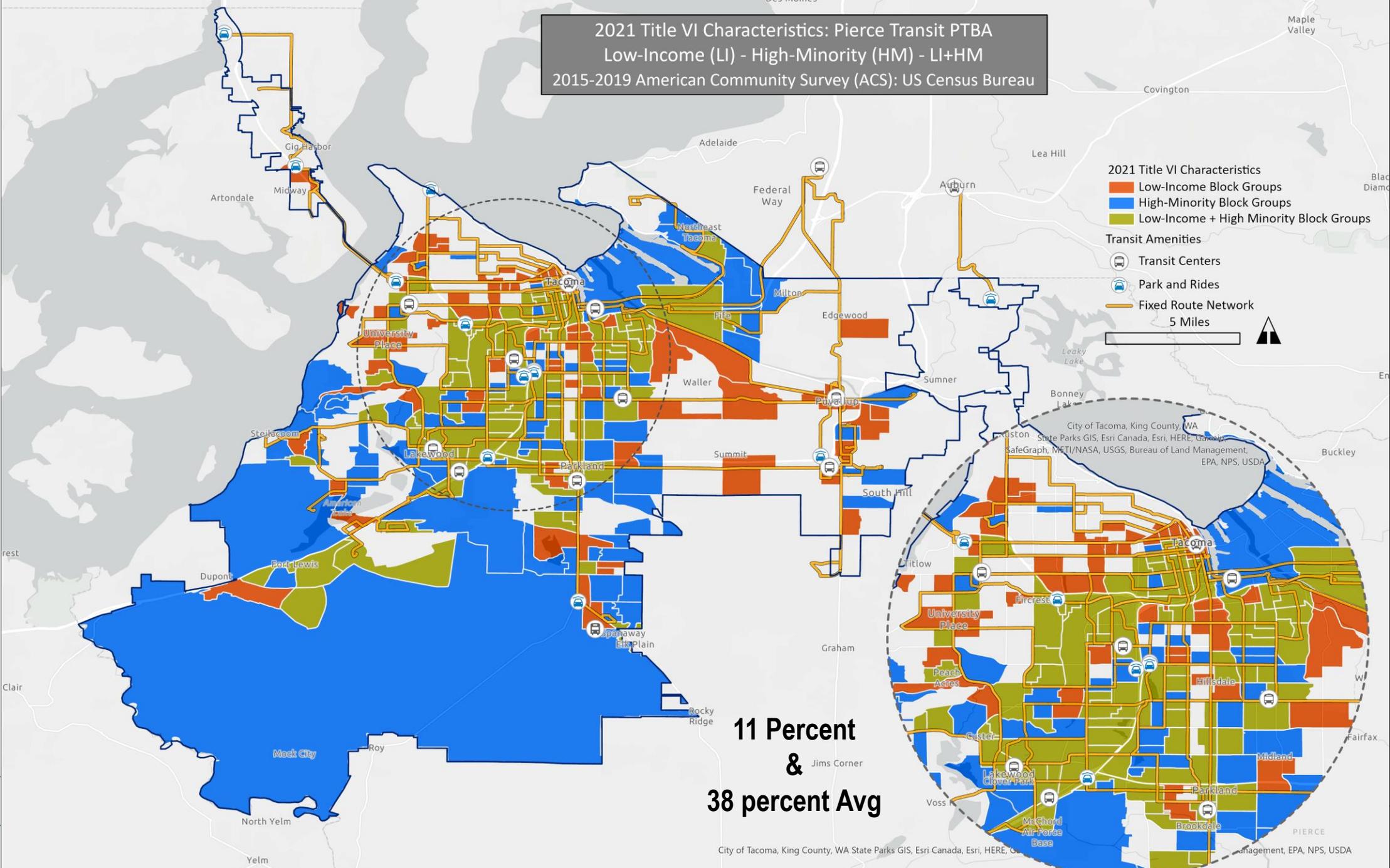
- Major Service Change:** Add or eliminate $>20\%$ hours or miles, must do an equity analysis.
- Disparate Impact:** Adverse affect on minority population is 10% more than the average minority population of the service area
- Disproportionate Burden:** Adverse effect on low-income population is 5% more than the average low-income population of the service area



2021 Title VI Characteristics: Pierce Transit PTBA
 Low-Income (LI) - High-Minority (HM) - LI+HM
 2015-2019 American Community Survey (ACS): US Census Bureau

- 2021 Title VI Characteristics
- Low-Income Block Groups
 - High-Minority Block Groups
 - Low-Income + High Minority Block Groups

- Transit Amenities
- Transit Centers
 - Park and Rides
 - Fixed Route Network
- 5 Miles



11 Percent
 &
38 percent Avg

City of Tacoma, King County, WA State Parks GIS, Esri Canada, Esri, HERE, Garmin, SafeGraph, MFTI/NASA, USGS, Bureau of Land Management, EPA, NPS, USDA

Title VI Requirements

Title VI Monitored Performance Standards

1. Low-Income/High Minority
2. Bus Stop Amenities
3. Title VI Reports
 - Spanaway Transit Center
 - March 2020-2021 Service Change
 - Route 63 Service Change

System-Wide Averages

13.50 Boardings/Revenue Hour

PIERCE TRANSIT PTBA BUS STOP AMENITY DISTRIBUTION (2021)					
Amenity	Pierce Transit				
Accessible	Title VI Service Equity Analysis				
Benches	Pursuant to FTA Circular 4702.1B				
With Shelters	Emergency Service Reductions due to COVID-19 Pandemic: March 2020 – March 2021				
With Lights					
Trash Cans	132 (15%)	182 (21%)	353 (41%)	203 (23%)	870 (41%)
All Bus Stops	297 (14%)	440 (21%)	704 (33%)	672 (32%)	2,113 (100%)



Title VI Requirements

Title VI Monitored Performance Standard Results



Board of Commissioner Motions

Two (2) Title VI Resolutions

- Monitoring Performance Standards
- Title VI Program



2021 Title VI Program Update

Questions?

Duane Wakan: Senior Planner



TITLE: Approval of Transit Service Monitoring Results Contained within the 2021 Title VI Program Submittal to the Federal Transit Administration

DIVISION: Planning & Community Development

SUBMITTED BY: Duane Wakan, Senior Planner

RELATED ACTION: N/A

ATTACHMENTS:

RELATION TO STRATEGIC PLAN: Financial

Proposed Resolution
 Exhibit A, System Performance Standards & Monitoring Results

BUDGET INFORMATION: N/A

BACKGROUND:

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on 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 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 monthly. 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 32 routes is provided in Appendix H of the 2021 Title VI Program Submittal (Transit Service Monitoring table).

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

Table 1. Monitored Performance Standards

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

Community Connector	10	30	30	100%	100%	85%
Express	20	30	n/a	100%	100%	85%

Pierce Transit has a total of 33 routes. Twenty-five of these are low-income, making up 76 percent of all routes, and 24 are high-minority routes, comprising 73 percent of all routes in the system. The majority of Pierce Transit's minority and low-income routes are meeting the standards.

Figure 1. System-Wide Averages



Figure 2. High-Minority Averages



Figure 3. Low-Income Route Averages



Disparate Impact Analysis

Minority routes are within 10% of system averages for all standards monitored in this analysis. Just one of the measured standards has a lower achievement by minority routes – Peak Headway. System-wide, 85% of routes meet the peak headway standard while only 80% 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**.

Disproportionate Burden Analysis

Low-income routes are within 5% of system averages for all standards monitored in this analysis, so **there is no disproportionate burden** to low-income populations.

Distribution of Transit Amenities

Another element of the monitoring is an examination of how well transit amenities—benches, shelters, lighting, 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. Throughout all four categories, there were a higher percentage of bus stops with respective amenities in census block groups identified to have low-income (LI) + high-minority (HM) populations than the overall system and non-minority/non-low-income census blocks. Therefore, there is no disparate impact nor disproportionate burdens associated with the distribution of transit amenities.

Table 3. Distribution of Transit Amenities

PIERCE TRANSIT PTBA BUS STOP AMENITY DISTRIBUTION (2021)					
Amenity	Low-Income (LI)	High-Minority (HM)	LI + HM	Non-LIHM	System Avg.
Accessible	294 (99%)	438 (99%)	700 (99%)	671 (99%)	2,103 (99%)
Benches	117 (14%)	171 (21%)	321 (39%)	221 (27%)	830 (39%)
With Shelters	88 (16%)	103 (19%)	214 (39%)	149 (27%)	554 (26%)
With Lights	14 (19%)	11 (15%)	33 (46%)	14 (19%)	72 (3%)
Trash Cans	132 (15%)	182 (21%)	353 (41%)	203 (23%)	870 (41%)
All Bus Stops	297 (14%)	440 (21%)	704 (33%)	672 (32%)	2,113 (100%)

Overall Conclusion:

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

STAFF RECOMMENDATION:

Approve the 2021 Title VI Transit Service Monitoring Results Contained within the 2021 Submittal to the Federal Transit Administration.

ALTERNATIVES:

Do not approve the 2021 Title VI Transit Service Monitoring results. This is not recommended for Pierce Transit would then be out of compliance which could lead to the FTA withholding funds for our federally funded projects.

PROPOSED MOTION:

Move to: Adopt Resolution No. 2021-010, approving the 2021 Title VI Transit Service Monitoring Results Contained within the 2021 Submittal to the Federal Transit Administration as presented in Exhibit A.

RESOLUTION NO. 2021-010

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Approving the Transit Service Monitoring
2 Results Contained Within the 2021 Title VI Program Submittal to the Federal Transit Administration
3

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

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

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

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

14 WHEREAS, the 2021 transit service monitoring results show the Agency is serving minority and low-
15 income populations in a manner consistent with how the Agency provides service to everyone, which results
16 in a finding of no disparate impact to minority populations nor disproportionate burden to low-income
17 populations; and

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

20 WHEREAS, the Board of Commissioners considered the contents of the Title VI transit service monitoring
21 results at its meeting held September 13, 2021; and

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

23 Section 1. The Board of Commissioners approves the transit service monitoring results contained
24 within the 2021 Title VI Program Submittal to the Federal Transit Administration as presented in Exhibit A.

25 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
26 the 13th day of September 2021.
27

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PIERCE TRANSIT

Marty Campbell, Chair
Board of Commissioners

ATTEST/AUTHENTICATED

Deanne Jacobson, CMC
Clerk of the Board

APPENDIX E

Pierce Transit Service Performance Standards

2021 Minority and Low-Income Routes (PTBA)

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”.

2021 Pierce Transit High Minority and Low-Income Routes											
2015-2019 American Community Survey 5-Year Data Set											
Minority Block Groups						Low-Income Routes					
Route	Route Type	Total Revenue Miles	Total Miles in/adjacent to Minority BG	Minority Mileage (%)	High Minority Route	Route	Route Type	Total Revenue Miles	Total Miles in/adjacent to Poverty BG	Low Income Mileage (%)	Low Income Route
1	Trunk	37.1	20.8	56%	Yes	1	Trunk	37.1	30.3	81%	Yes
2	Trunk	23.9	16.6	69%	Yes	2	Trunk	23.9	19.6	82%	Yes
3	Trunk	22.5	21.7	96%	Yes	3	Trunk	22.5	13.9	62%	Yes
4	Trunk	28.0	17.0	61%	Yes	4	Trunk	28.0	16.8	60%	Yes
10	Urban	11.7	4.3	37%	Yes	10	Urban	11.7	6.9	59%	Yes
11	Urban	15.8	0.6	4%	No	11	Urban	15.8	3.6	23%	No
13	Urban	11.2	2.6	24%	No	13	Urban	11.2	3.0	27%	No
16	Urban	14.0	3.1	22%	No	16	Urban	14.0	6.7	48%	Yes
28	Urban	9.7	4.1	43%	Yes	28	Urban	9.7	7.4	77%	Yes
41	Urban	19.4	18.6	96%	Yes	41	Urban	19.4	11.7	60%	Yes
42	Urban	11.0	10.3	93%	Yes	42	Urban	11.0	6.9	63%	Yes
45	Urban	16.0	13.8	86%	Yes	45	Urban	16.0	12.5	78%	Yes
48	Urban	21.5	18.9	88%	Yes	48	Urban	21.5	17.6	82%	Yes
52	Urban	9.6	7.1	74%	Yes	52	Urban	9.6	2.8	29%	No
53	Urban	20.3	12.5	61%	Yes	53	Urban	20.3	12.2	60%	Yes
54	Urban	12.0	10.0	83%	Yes	54	Urban	12.0	8.4	71%	Yes
55	Urban	13.5	12.6	93%	Yes	55	Urban	13.5	9.9	73%	Yes
57	Urban	14.5	12.2	84%	Yes	57	Urban	14.5	11.1	76%	Yes
63	Express	23.2	18.2	78%	Yes	63	Express	23.2	7.4	32%	No
100	Suburban	34.7	2.1	6%	No	100	Suburban	34.7	5.0	14%	No
101	Community Connector	13.7	0.0	0%	No	101	Community Connector	13.7	3.3	24%	No
102	Express	43.3	14.9	34%	Yes	102	Express	43.3	15.1	35%	Yes
202	Urban	13.7	12.4	90%	Yes	202	Urban	13.7	10.9	79%	Yes
206	Urban	20.0	14.8	74%	Yes	206	Urban	20.0	17.4	87%	Yes
212	Urban	13.9	9.5	68%	Yes	212	Urban	13.9	5.4	39%	Yes
214	Urban	18.7	12.6	67%	Yes	214	Urban	18.7	6.6	35%	Yes
400	Suburban	25.3	5.9	23%	No	400	Suburban	25.3	13.9	55%	Yes
402	Urban	37.3	9.3	25%	No	402	Urban	37.3	16.1	43%	Yes
409	Suburban	16.8	5.0	30%	No	409	Suburban	16.8	9.9	59%	Yes
425	Community Connector	14.8	4.7	32%	No	425	Community Connector	14.8	7.8	53%	Yes
497	Express	10.7	5.6	53%	Yes	497	Express	10.7	3.0	28%	No
500	Urban	24.4	22.1	91%	Yes	500	Urban	24.4	14.4	59%	Yes
501	Urban	31.1	19.6	63%	Yes	501	Urban	31.1	9.4	30%	No
Total	33	653.5	363.6	56%	24	Total	33	653.5	346.7	53%	25
Minority (B03002)		ACS 5-Y 2013	ACS 5-Y 2018	ACS 5-Y 2019		Minority (B03002)		ACS 5-Y 2013	ACS 5-Y 2018	ACS 5-Y 2019	
SUM Est Total POP		557,550	592,262	602,074		SUM Est Total POP		214,345	223,980	227,708	
SUM Est Minority POP		196,640	225,220	231,334		SUM Est Minority POP		26,452	26,733	25,299	
Percent Total		35%	38%	38%		Percent Total		12%	12%	11%	

PIERCE TRANSIT PTBA BUS STOP AMENITY DISTRIBUTION (2021)					
Amenity	Low-Income (LI)	High-Minority (HM)	LI+HM	Non-LIHM	System Avg.
Accessible	294 (99%)	438 (99%)	700 (99%)	671 (99%)	2,103 (99%)
Benches	117 (14%)	171 (21%)	321 (39%)	221 (27%)	830 (39%)
With Shelters	88 (16%)	103 (19%)	214 (39%)	149 (27%)	554 (26%)
With Lights	14 (19%)	11 (15%)	33 (46%)	14 (19%)	72 (3%)
Trash Cans	132 (15%)	182 (21%)	353 (41%)	203 (23%)	870 (41%)
All Bus Stops	297 (14%)	440 (21%)	704 (33%)	672 (32%)	2,113 (100%)

Bus Stop Amenities: Bus stop amenities were examined to determine if the distribution of ADA accessible bus stops, benches, shelters, lights and trash cans do not create a disparate impact on minority populations, and no disproportionate burden on low-income populations. It was determined that LI + HM block groups meet the System averages in all categories, therefore there is no disparate impact nor disproportionate burden.

On-Time-Performance (OTP): As a network between 2018, 2019 and 2020, the system-wide OTP average was 83.5%. Because minority routes exceeded the system average by achieving 84.8% OTP, there is no disparate impact to minority populations. Low-income routes achieved 83.4% OTP during the same time period which was less than one tenth of a percent difference with the system average, there is no there is no disproportionate burden to low-income populations as it was within 5% of the system average.

On-Time-Performance System Average: (2018-2020):

#-RtName	On time	Early	Late
01 - 6th Ave / Pacific Ave	83.4%	2.3%	14.3%
02 - Bridgeport / S 19th St	81.3%	3.6%	15.1%
03 - South Tacoma Way	83.1%	1.5%	15.4%
04 - S 112th St	85.9%	1.6%	12.5%
10 - Pearl St	91.8%	0.4%	7.8%
11 - Pt. Defiance	75.8%	2.9%	21.2%
13 - N 30th St	91.8%	0.8%	7.3%
16 - N 21st /North End	76.7%	3.9%	19.4%
28 - S 12TH ST	87.4%	0.4%	12.3%
41 - 56th St/Salishan	82.5%	1.5%	16.0%
42 - McKinley	86.7%	0.7%	12.5%
45 - Yakima	89.2%	2.4%	8.3%
48 - Sheridan/M st	75.5%	2.2%	22.3%
52 - TCC Tac Mall	93.2%	0.6%	6.2%
53 - University Place	83.1%	1.6%	15.3%
54 - S 38th St/Portland	88.6%	0.8%	10.6%
55 - Parkland Tac Mall	83.4%	0.7%	15.9%
57 - Tacoma Mall	84.1%	3.0%	12.9%
63 - NE Tacoma	90.4%	4.5%	5.1%
100 - Purdy Gig Harbor TCC	89.7%	1.1%	9.2%
101 - Gig Harbor Trolley Service	87.3%	0.5%	12.1%
102 - Purdy Gig Harbor Tacoma Express	90.0%	4.5%	5.6%
202 - 72nd Street	86.1%	1.2%	12.7%
206 - Pacific Hwy/Tillicum/Madigan	76.8%	2.6%	20.7%
212 - Steilacoom	88.5%	0.8%	10.7%
214 - Washington	85.4%	0.6%	14.0%
400 - Puyallup/DowntownTacoma	86.5%	3.0%	10.5%
402 - Meridian/Federal Way	82.9%	0.4%	16.6%
409 - Puyallup/72nd	82.3%	0.4%	17.3%
425 - Puyallup Connector	85.9%	0.2%	13.9%
497 - Lakeland Hill connector	90.9%	0.9%	8.2%
500 - Federal Way	80.2%	2.9%	16.8%
501 - Milton Federal way	79.2%	2.4%	18.4%
Total	83.5%	1.9%	14.6%

On-Time-Performance **Minority Routes:** (2018-2020):

#-RtName	On time	Early	Late
01 - 6th Ave / Pacific Ave	84.6%	2.4%	13.0%
02 - Bridgeport / S 19th St	83.0%	3.4%	13.6%
03 - South Tacoma Way	84.2%	1.6%	14.2%
04 - S 112th St	85.8%	1.7%	12.5%
10 - Pearl St	92.0%	0.4%	7.6%
28 - S 12TH ST	87.4%	0.5%	12.1%
41 - 56th St/Salishan	84.5%	1.5%	14.0%
42 - McKinley	86.2%	0.6%	13.2%
45 - Yakima	89.3%	2.5%	8.2%
48 - Sheridan/M st	78.0%	2.3%	19.7%
52 - TCC Tac Mall	93.4%	0.6%	6.0%
53 - University Place	83.1%	1.6%	15.3%
54 - S 38th St/Portland	89.6%	1.2%	9.2%
55 - Parkland Tac Mall	83.9%	0.6%	15.5%
57 - Tacoma Mall	85.7%	2.9%	11.4%
63 - NE Tacoma	90.8%	3.8%	5.4%
102 - Purdy Gig Harbor Tacoma Express	90.0%	4.5%	5.6%
202 - 72nd Street	86.6%	1.3%	12.0%
206 - Pacific Hwy/Tillicum/Madigan	78.3%	3.2%	18.5%
212 - Steilacoom	89.6%	0.9%	9.6%
214 - Washington	86.6%	0.7%	12.7%
497 - Lakeland Hill connector	91.2%	1.7%	7.1%
500 - Federal Way	80.5%	3.0%	16.5%
501 - Milton Federal way	81.1%	2.4%	16.5%
Total	84.8%	2.0%	13.3%

On-Time-Performance **Low-Income Routes:** (2018-2020):

#-RtName	On time	Early	Late
01 - 6th Ave / Pacific Ave	83.4%	2.3%	14.3%
02 - Bridgeport / S 19th St	81.3%	3.6%	15.1%
03 - South Tacoma Way	83.1%	1.5%	15.4%
04 - S 112th St	85.9%	1.6%	12.5%
10 - Pearl St	91.8%	0.4%	7.8%
16 - N 21st /North End	76.7%	3.9%	19.4%
28 - S 12TH ST	87.4%	0.4%	12.3%
41 - 56th St/Salishan	82.5%	1.5%	16.0%
42 - McKinley	86.7%	0.7%	12.5%
45 - Yakima	89.2%	2.4%	8.3%
48 - Sheridan/M st	75.5%	2.2%	22.3%
53 - University Place	83.1%	1.6%	15.3%
54 - S 38th St/Portland	88.6%	0.8%	10.6%
55 - Parkland Tac Mall	83.4%	0.7%	15.9%
57 - Tacoma Mall	84.1%	3.0%	12.9%
102 - Purdy Gig Harbor Tacoma Express	90.0%	4.5%	5.6%
202 - 72nd Street	86.1%	1.2%	12.7%
206 - Pacific Hwy/Tillicum/Madigan	76.8%	2.6%	20.7%
212 - Steilacoom	88.5%	0.8%	10.7%
214 - Washington	85.4%	0.6%	14.0%
400 - Puyallup/DowntownTacoma	86.5%	3.0%	10.5%
402 - Meridian/Federal Way	82.9%	0.4%	16.6%
409 - Puyallup/72nd	82.3%	0.4%	17.3%
425 - Puyallup Connector	85.9%	0.2%	13.9%
500 - Federal Way	80.2%	2.9%	16.8%
Total	83.4%	1.9%	14.7%

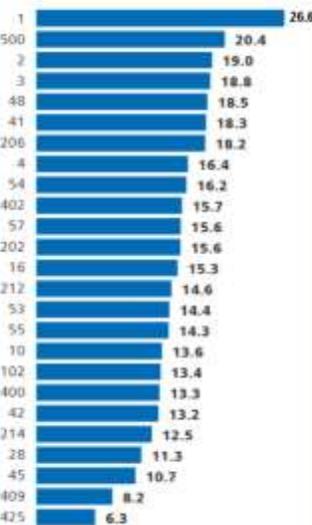
Boardings per revenue hour, average max loads, OTP, and peak/non peak headways: were measured to determine if the agency was meeting its system performance standards. In short, there was not disparate impact, nor disproportionate burden as all measures are within acceptable ranges. Low income routes had a slight negative difference (less than 1/10th of a percent) in OTP, while high minority routes did not meet system wide averages for peak headway performance. Each difference was with acceptable ranges (5% Low-Income and 10% Minority). Pierce Transit will continue to monitor performance of standards and measures approved by the board.



Average On-Time-Performance

#-RtName	On time	Early	Late
01 - 6th Ave / Pacific Ave	83.9%	2.2%	13.9%
02 - Bidjeport / S 19th St	82.6%	3.4%	14.0%
03 - South Tacoma Way	84.4%	1.5%	14.1%
04 - S 112th St	85.5%	1.6%	12.9%
10 - Pearle St	91.9%	0.4%	7.8%
16 - N 21st /North End	79.0%	3.4%	12.5%
28 - S 12TH ST	88.0%	0.5%	11.6%
41 - 56th St/Salishan	83.9%	1.4%	14.7%
42 - McKinley	86.0%	0.7%	13.3%
45 - Yakima	89.1%	2.4%	8.5%
48 - Sheridan/M st	77.6%	2.2%	20.2%
53 - University Place	83.2%	1.5%	15.3%
54 - S 38th St/Portland	89.2%	1.1%	9.7%
55 - Parkland Tac Mall	83.6%	0.6%	15.8%
57 - Tacoma Mall	85.2%	2.8%	12.1%
102 - Purdy Gig Harbor Tacoma Express	90.1%	4.2%	5.6%
202 - 72nd Street	86.3%	1.3%	12.5%
206 - Pacific Hwy/Tillicum/Madigan	78.5%	3.0%	18.5%
212 - Steilacoom	89.6%	0.8%	9.5%
214 - Washington	86.9%	0.7%	12.4%
400 - Puyallup/DowntownTacoma	86.5%	3.3%	10.2%
402 - Meridian/Federal Way	82.6%	0.5%	16.9%
409 - Puyallup/72nd	82.4%	0.4%	17.2%
425 - Puyallup Connector	85.2%	0.2%	14.1%
500 - Federal Way	80.6%	3.0%	16.4%

Average Peak Hr. Max Loads



Low-Income Routes

14.56 Boardings/Revenue Hour

15.82 Average Max Load

16.51 Average Peak Max Load

15.23 Average Non-Peak Max Load

83.4% Average On-Time-Performance

87% Peak Headway

100% Off-Peak Headway

APPENDIX H: TRANSIT SERVICE MONITORING TABLE

Route Characteristics			Minority Block Groups			Low Income Block Groups			Efficiency			Headway						4/2018-5/2021 Overcrowding						4/2018-5/2021 On-Time Performance		
Route	Service Type	Total Revenue Miles	Total Miles in/adjacent to Minority BG	Minority Mileage (%)	High Minority Route	Total Miles in/adjacent to Poverty BG	Low Income Mileage (%)	Low Income Route	PAX/HR	Std.	PAX/Hour vs Standard	Peak	Std.	Meets Standard	Mid-Weekday	Std.	Meets Standard	Peak Period Seat Load (%)	Std.	Meets Standard	Off-Peak Seat Load (%)	Std.	Meets Standard	OTD	Std.	Meets Standard
1	Trunk	37.1	20.8	56%	Yes	30.3	81%	Yes	24	20	Yes	15	15	Yes	15	30	Yes	55.3%	100%	Yes	51.2%	100%	Yes	86.6%	85%	Yes
2	Trunk	23.9	16.6	69%	Yes	19.6	82%	Yes	22	20	Yes	20	15	No	20	30	Yes	40.3%	100%	Yes	37.5%	100%	Yes	84.3%	85%	No
3	Trunk	22.5	21.7	96%	Yes	13.9	62%	Yes	19	20	No	30	15	No	30	30	Yes	43.7%	100%	Yes	35.2%	100%	Yes	85.2%	85%	Yes
4	Trunk	28.0	17.0	61%	Yes	16.8	60%	Yes	17	20	No	30	15	No	30	60	Yes	32.8%	100%	Yes	28.6%	100%	Yes	89.0%	85%	Yes
10	Urban	11.7	4.3	37%	Yes	6.9	59%	Yes	19	15	Yes	30	30	Yes	30	60	Yes	26.7%	100%	Yes	22.0%	100%	Yes	81.6%	85%	No
11	Urban	15.8	0.6	4%	No	3.6	23%	No	12	15	No	30	30	Yes	30	60	Yes	28.8%	100%	Yes	21.2%	100%	Yes	81.7%	85%	No
13	Urban	11.2	2.6	24%	No	3.0	27%	No	9	15	No	30	30	Yes	60	60	Yes	17.2%	100%	Yes	14.9%	100%	Yes	92.8%	85%	Yes
16	Urban	14.0	3.1	22%	No	6.7	48%	Yes	19	15	Yes	30	30	Yes	30	60	Yes	27.5%	100%	Yes	24.8%	100%	Yes	81.9%	85%	No
28	Urban	9.7	4.1	43%	Yes	7.4	77%	Yes	21	15	Yes	30	30	Yes	30	60	Yes	24.1%	100%	Yes	19.4%	100%	Yes	91.0%	85%	Yes
41	Urban	19.4	18.6	96%	Yes	11.7	60%	Yes	23	15	Yes	30	30	Yes	30	60	Yes	36.5%	100%	Yes	31.3%	100%	Yes	73.5%	85%	No
42	Urban	11.0	10.3	93%	Yes	6.9	63%	Yes	15	15	Yes	30	30	Yes	30	60	Yes	23.6%	100%	Yes	20.8%	100%	Yes	76.0%	85%	No
45	Urban	16.0	13.8	86%	Yes	12.5	78%	Yes	13	15	No	30	30	Yes	30	60	Yes	24.0%	100%	Yes	18.5%	100%	Yes	93.1%	85%	Yes
48	Urban	21.5	18.9	88%	Yes	17.6	82%	Yes	22	15	Yes	30	30	Yes	30	60	Yes	40.0%	100%	Yes	33.7%	100%	Yes	79.8%	85%	No
52	Urban	9.6	7.1	74%	Yes	2.8	29%	No	24	15	Yes	30	30	Yes	30	60	Yes	32.1%	100%	Yes	27.9%	100%	Yes	95.3%	85%	Yes
53	Urban	20.3	12.5	61%	Yes	12.2	60%	Yes	15	15	Yes	30	30	Yes	30	60	Yes	28.6%	100%	Yes	25.3%	100%	Yes	89.3%	85%	Yes
54	Urban	12.0	10.0	83%	Yes	8.4	71%	Yes	26	15	Yes	30	30	Yes	30	60	Yes	29.0%	100%	Yes	24.4%	100%	Yes	75.3%	85%	No
55	Urban	13.5	12.6	93%	Yes	9.9	73%	Yes	23	15	Yes	30	30	Yes	30	60	Yes	28.3%	100%	Yes	26.9%	100%	Yes	88.9%	85%	Yes
57	Urban	14.5	12.2	84%	Yes	11.1	76%	Yes	21	15	Yes	30	30	Yes	30	60	Yes	30.8%	100%	Yes	35.7%	100%	Yes	85.5%	85%	Yes
63	Express	23.2	18.2	78%	Yes	7.4	32%	No	4	15	No	60	30	No	70	--	Yes	26.8%	100%	Yes	9.0%	100%	Yes	90.6%	85%	Yes
100	Suburban	34.7	2.1	6%	No	5.0	14%	No	11	10	Yes	60	60	Yes	60	60	Yes	43.4%	100%	Yes	34.7%	100%	Yes	73.4%	85%	No
101	Community Connector	13.7	0.0	0%	No	3.3	24%	No	9	10	No	30	--	Yes	30	--	Yes	14.4%	100%	Yes	15.8%	100%	Yes	86.3%	85%	Yes
102	Express	43.3	14.9	34%	Yes	15.1	35%	Yes	7	15	No	30	60	Yes	--	--	Yes	41.2%	100%	Yes	17.6%	100%	Yes	78.9%	85%	No
202	Urban	13.7	12.4	90%	Yes	10.9	79%	Yes	26	15	Yes	30	30	Yes	30	60	Yes	34.4%	100%	Yes	31.1%	100%	Yes	84.1%	85%	No
206	Urban	20.0	14.8	74%	Yes	17.4	87%	Yes	17	15	Yes	30	30	Yes	30	60	Yes	38.2%	100%	Yes	33.5%	100%	Yes	84.5%	85%	No
212	Urban	13.9	9.5	68%	Yes	5.4	39%	Yes	16	15	Yes	30	30	Yes	30	60	Yes	29.5%	100%	Yes	24.0%	100%	Yes	82.4%	85%	No
214	Urban	18.7	12.6	67%	Yes	6.6	35%	Yes	13	15	No	30	30	Yes	30	60	Yes	23.0%	100%	Yes	23.3%	100%	Yes	84.5%	85%	No
400	Suburban	25.3	5.9	23%	No	13.9	55%	Yes	11	10	Yes	30	60	Yes	60	60	Yes	26.8%	100%	Yes	24.8%	100%	Yes	77.5%	85%	No
402	Urban	37.3	9.3	25%	No	16.1	43%	Yes	12	15	No	30	30	Yes	30	60	Yes	25.0%	100%	Yes	27.6%	100%	Yes	68.3%	85%	No
409	Suburban	16.8	5.0	30%	No	9.9	59%	Yes	10	10	Yes	60	60	Yes	60	60	Yes	14.5%	100%	Yes	15.0%	100%	Yes	75.7%	85%	No
425	Community Connector	14.8	4.7	32%	No	7.8	53%	Yes	3	10	No	30	--	Yes	30	--	Yes	18.8%	100%	Yes	19.6%	100%	Yes	79.1%	85%	No
497	Express	10.7	5.6	53%	Yes	3.0	28%	No	19	15	Yes	20	30	Yes	60	--	Yes	72.6%	100%	Yes	56.1%	100%	Yes	84.0%	85%	No
500	Urban	24.4	22.1	91%	Yes	14.4	59%	Yes	17	15	Yes	30	30	Yes	30	60	Yes	36.9%	100%	Yes	37.4%	100%	Yes	86.8%	85%	Yes
501	Urban	31.1	19.6	63%	Yes	9.4	30%	No	11	15	No	60	30	No	60	60	Yes	27.9%	100%	Yes	23.6%	100%	Yes	88.2%	85%	Yes

TITLE: Approval of the 2021 Title VI Program Submittal to the Federal Transit Administration

DIVISION: Planning & Community Development

RELATED ACTION: N/A

SUBMITTED BY: Duane Wakan, Senior Planner

ATTACHMENTS:

RELATION TO STRATEGIC PLAN: Financial

Proposed Resolution
Exhibit A, Program Submittal

BUDGET INFORMATION: N/A

BACKGROUND:

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on 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 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 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);
- Public engagement process for setting Title VI policies; and
- Service and fare equity analyses (conducted over the past three years).

STAFF RECOMMENDATION:

Approve the 2021 Title VI Program to the Federal Transit Administration.

ALTERNATIVES:

The alternative is not to submit a Title VI program to the FTA. This is not recommended for Pierce Transit would then be out of compliance which could lead to the FTA withholding funds for our federally-funded projects.

PROPOSED MOTION:

Move to: Adopt Resolution No. 2021-011, approving Pierce Transit's 2021 Title VI Program Submittal to the Federal Transit Administration as presented in Exhibit A.

RESOLUTION NO. 2021-011

A RESOLUTION of the Board of Commissioners of Pierce Transit Approving Pierce Transit's 2021 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 peak service 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 be considered and approved by the Pierce Transit Board of Commissioners; and

WHEREAS, the Board of Commissioners considered the 2021 Title VI Program Submittal at its meeting held on September 13, 2021; 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 2021 Title VI Program Submittal to the Federal Transit Administration as presented in Exhibit A.

ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on the 13th day of September 2021.

PIERCE TRANSIT

Marty Campbell, Chair
Board of Commissioners

ATTEST/AUTHENTICATED

Deanne Jacobson, CMC
Clerk of the Board

September 2021



2021 Title VI Program
Submittal to the
Federal Transit Administration



PIERCE TRANSIT 2021 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	2
	Title VI Investigations, Complaints or Lawsuits.....	4
	Inclusive Public Participation.....	6
	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	8
	System-wide Service Standards and Policies	8
	Service Standards.....	8
	System-wide Service Policies.....	8
	Collection of Demographic Data.....	11
	Transit Service Monitoring	18
	Public Engagement Process for Setting Title VI Policies.....	21
	Equity Evaluation of Service and Fare Changes	21

LIST OF APPENDICES

APPENDIX A	Title VI Complaint Procedures and Forms.....	2
APPENDIX B	Public Participation Plan	32
APPENDIX C	Community Outreach Locations and Frequency (2015-2018).....	58
APPENDIX D	Access to Pierce Transit Services for Persons with Limited English Proficiency	77
APPENDIX E	Pierce Transit Service Performance Standards.....	110
APPENDIX F	Pierce Transit Base Map 2021	125
APPENDIX G	Characteristics of Pierce Transit Riders (2017 Customer Survey excerpt)	127
APPENDIX H	Transit Service Monitoring Table	128
APPENDIX I	Pierce Transit Title VI Policies	129
APPENDIX J	Board Approval of 2021 Transit Service Monitoring	131
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 2018 and 2021	138
APPENDIX M	Board Approval of 2021 Title VI Program Submittal	173

I. Introduction

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

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

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

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. Public documents can be accessed on the agency website under Resources then <http://www.piercetransit.org/pierce-transit-title-vi-notice>, and on all 150 of our active buses.

Appendix A: Title VI Complaint Procedures and Forms

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: 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.
Title VI Complaint Procedures and Form

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

Título VI

Aviso al Público de la Ley de Derechos

Pierce Transit como recipiente de fondos federales da aviso al público sobre su poliza 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 Titulo 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

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

Title VI Investigations, Complaints or Lawsuits

Pierce Transit maintains a list of all investigations, lawsuits, and complaints filed on the basis of race, color, and/or national origin. The list includes the date the investigation, lawsuit, or complaint was filed; summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint.

Investigations, Lawsuits, and Complaints filed during the period June 1, 2019 to May 31, 2021:

Investigations: No Title VI-related investigations were conducted by external entities.

Lawsuits: On December 2, 2019, an employee filed a lawsuit alleging discrimination and retaliation. Disposition pending.

Complaints: Pierce Transit received 13 Title VI-related complaints. The complaints were initially filed with Customer Service by telephone or the Civil Rights Officer by email and then investigated by Title VI staff. Pierce Transit did not receive any formal written complaints on the Title VI Complaint form.

A list of transit-related Title VI Complaints (and the disposition of those complaints) is available in Appendix A

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

Title VI Complaints (6/1/2019 - 5/31/2021)				
Date	Basis - Race, Color, National Origin	Summary of Complaint	Status	Action Taken
9/10/2019	Race	Passenger (Black) complained he was denied service based on race.	Closed	Complaint investigated. Reviewed video of alleged incident and interviewed the Operator. The bus departed the stop before the passenger attempted to board. The passenger chased the bus and placed his body in front of the bus, which created a safety issue. Operator did not deny service based on race.
10/24/2019	Race	Passenger (Black) complained he was denied service based on his race.	Closed	Complaint investigated. Reviewed video of alleged incident. Passenger was verbally abusive to the Operator and refused to deescalate. Public safety removed passenger from the bus. Operator did not deny service based on race.
1/16/2020	Race	Passenger complained the Operator was rude to an African American passenger.	Closed	Complaint investigated. Reviewed video of alleged incident. The Operator had to take a break and informed the passenger she could not be on the bus while he was on break. Operator did not treat the passenger differently based on race.

1/16/2020	Race	Passenger (Black) complained she was racially profiled for using the "B word."	Closed	Complaint investigated. Reviewed video of alleged incident. Operator asked passenger to exit bus because she violated the Rules of the Ride when she used profanity and created an uncomfortable environment for other passengers. Operator did not deny service based on race.
3/12/2020	Race	Passenger (Asian) complained the Operator told another passenger to wait for next bus because "this bus has corona virus."	Closed	Complaint investigated. Reviewed video and interviewed operator. Operator admitted he made the comment. The Operator received corrective action/discipline.
7/20/2020	Race	Passenger (Black) complained she was denied service based on her race.	Closed	Complaint investigated. Reviewed video and interviewed operator. Operator denied service because the passenger used profanity which violated the posted Rules of the Ride. Operator did not deny service based on race.
7/29/2020	Race	Passenger complained that two black youth were denied service based on their race.	Closed	Complaint investigated. Reviewed the video and interviewed operator. Two youth traveling together did not have a proper mask to protect against COVID-19. After the Operator explained the mask policy one of the youth attempted to spit on the operator. Operator did not deny service based on race.
8/22/2020	Race	Passenger (Black) complained he was denied service based on his race.	Closed	Complaint reviewed. Attempted to contact passenger for more information. The contact phone number provided was not correct. Unable to identify location or request video of the alleged incident without additional information.
10/8/2020	Race	Black male passenger complained about unfair treatment based on his race.	Closed	Complaint Investigated. Reviewed video and interviewed operator. Operator asked passenger to put on mask before boarding the bus to comply with federal mask requirements related to COVID-19. Operator did not treat passenger unfairly based on his race.
1/6/2021	Race	Passenger (Black) complained about unfair treatment based on his race.	Closed	Complaint investigated. Reviewed video and interviewed operator. Operator asked passenger to put on mask before boarding the bus to comply with federal mask requirements related to COVID-19. Operator did not treat passenger unfairly based on his race.
3/22/2021	Race	Passenger (Native American) complained about unfair treatment based on her race.	Closed	Complaint investigated. Reviewed video and determined operator followed policy when he asked the passenger for her reduced fare card. Operator allowed passenger to board without her card. Operator did not treat the passenger unfairly based on her race.

4/9/2021	Race	Passenger (White) complained that the Operator (Black) denied service to a passenger based on his race (White).	Closed	Complaint investigated. Reviewed video and interviewed operator. The White passenger asked to ride the bus without full fare before he attempted to board the bus. A short time later a Black passenger boarded the bus and paid a partial fare to ride up the hill. The operator indicated that the White passenger is regular passenger, he often boards the bus to sleep, and will not exit bus until public safety responds, which delays other passengers and route timeliness. Operator did not deny service based on race.
4/18/2021	Race	Passenger (White) complained the Operator (Black) allowed Black passengers to board before her.	Closed	Complaint investigated. Reviewed video. Passenger was not wearing a protective mask. The Operator asked her to put on a mask and told the other passengers they could board the bus because they were wearing masks. The Operator was following Covid-19 safety precautions. Operator did not treat the passenger unfairly based on her race.

Inclusive Public Participation

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

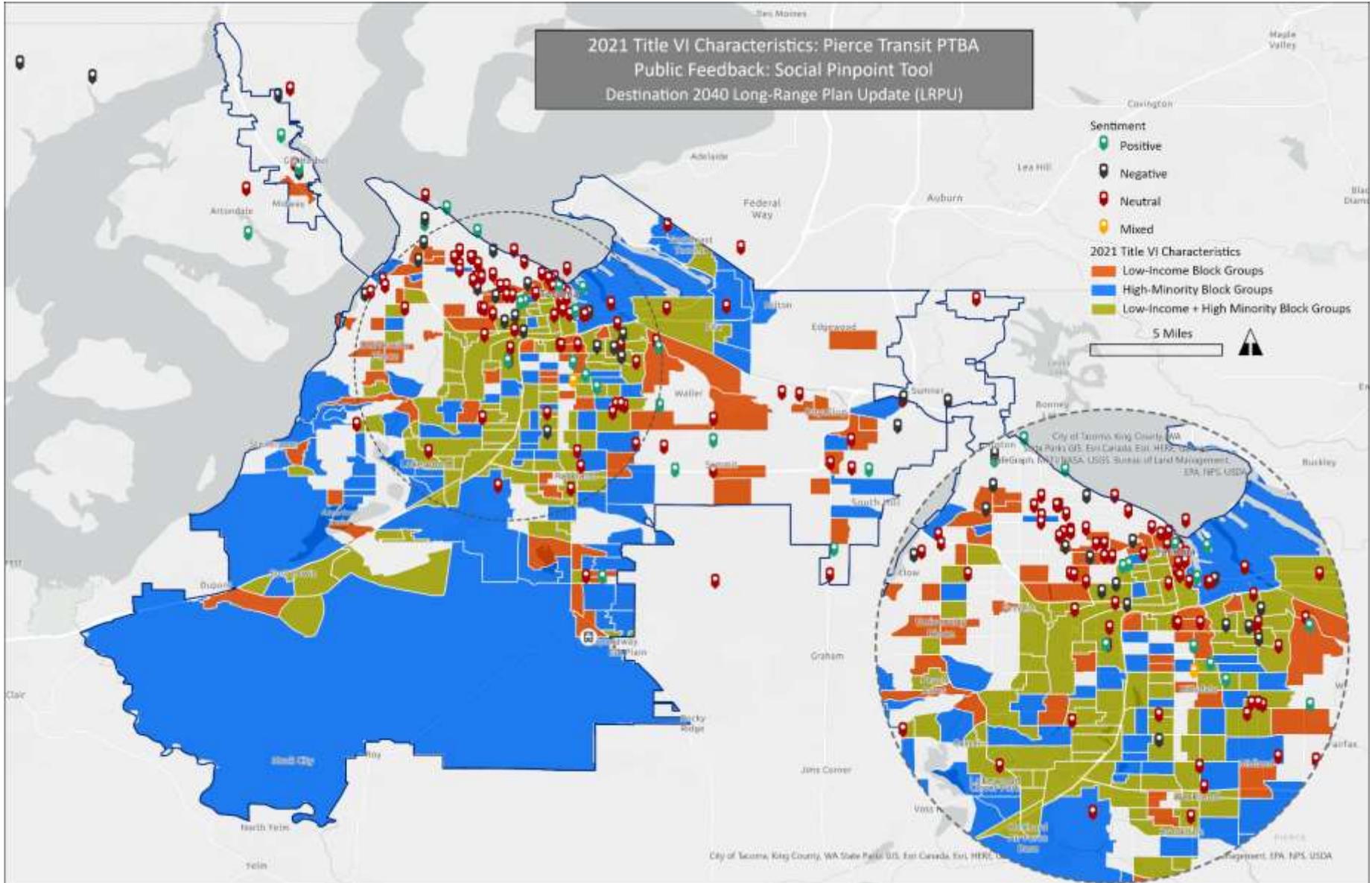
The Public Participation Plan is a living document which will change and grow to help Pierce Transit deepen and sustain its work to engage diverse community members throughout the county. Therefore, Pierce Transit will modify its public participation methods and activities over time, based on ideas and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

Pierce Transit has undertaken many outreach efforts since October 2018, which are shown on Table 2 below. Staff tracked 376 community engagement opportunities, 111 outreach events and 9 public meetings. 78 separate outreach locations, reasons for outreach, and frequency at each location. Details are tracked in Appendix C. Outreach topics ranged from a major Network Route Analysis, Bus Rapid Transit Feasibility Study, Long Range Plan Update, demonstration services, and more. The map below illustrates an innovative approach used to gain geo-specific feedback on an update to Destination 2040 in 2019-2020. Responses were categorized into four sentiments: Positive, Negative, Neutral and Mixed. occurs throughout the service area with most locations in areas with minority and low-income populations higher than the system average.

Table 2. Community Engagements, Outreach, Public Meetings, Oct 2018 – April 2021

Year	Community Engagement	Outreach Events	Public Meetings	Grand Total	Months included
2018	13	8		21	October - December 2018
2019	496	86	7	589	January - December 2019
2020	155	15	2	172	January - December 2020
2021	62	2		64	January - April 2021
Grand Total	376	111	9	846	

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



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

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

Minority Representation on Planning and Advisory Boards

The Pierce Transit Community Transportation Advisory Group (CTAG)

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

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 10 members).

Table 2. Community Transportation Advisory Group Membership

Race	#CTAG Members
American Indian/Eskimo	
Black/African American	1
Hispanic	
Caucasian	9
Asian/Pacific Islander	
Other	
Mobility Challenged	4 of 10

Monitoring Subrecipients

Pierce Transit does not have subrecipients.

Determination of Site or Location of Facilities

An equity analysis was performed on selecting the final location of the Spanaway Transit Center and Park-and-Ride to ensure it did not result in disparate impacts on the basis of race, color, or national origin nor a disproportionate burden on low-income households. The process by which Pierce Transit identified and narrowed down potential sites for the facility was based on property size, geographic proximity to the service area, and transportation accessibility based on Pierce Transit design standards for the placement of transit centers. Although the final site is in a low-income block group, it does not meet the 10% margin for high-



minority populations based PTBA averages. A resolving approach will extend trunk Route 1 from its existing

terminus (Walmart parking lot), to the final site which is juxtaposed to a low-income (LI) + high-minority (HM) block group. This least discriminatory alternative provides better access for LIHM populations to the Spanaway Transit Center, while maintaining service at the Walmart stop location (future BRT station). Given these measures, the analysis of potential equity impacts, and the community outreach, constructing the new Park and Ride facility at the proposed Spanaway site 7, overcomes any apparent disparate impacts and disproportionate burdens.

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 195 fixed-route buses during the peak along 32 local routes. No rail, subway, or ferry services are provided by the Agency.

System-wide Service Standards and Policies

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

Service Standards

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

System-wide Service Policies

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

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

Pierce Transit has recently decided to move away from printing schedules and map books due to the pandemic and the many service changes and disruptions it caused for the agency and patrons. In-an-attempt to provide real-time information starting with the September 2021 service change, the agency will provide printable on-line schedules and maps that update with General Transit Feed Specifications (GTFS), meaning they will always be up to date. The agency will promote smart-phone trip planning apps to help patrons know when their bus will arrive in real-time. With this decision, printed schedules at bus stop will be a discontinued practice. Customers will still be able to call customer service to help with trip planning using phone numbers listed on each bus stop sign.

Table 3. Distribution of Transit Amenities

PIERCE TRANSIT PTBA BUS STOP AMENITY DISTRIBUTION (2021)					
Amenity	Low-Income (LI)	High-Minority (HM)	LI+HM	Non-LIHM	System Avg.
Accessible	294 (99%)	438 (99%)	700 (99%)	671 (99%)	2,103 (99%)
Benches	117 (14%)	171 (21%)	321 (39%)	221 (27%)	830 (39%)
With Shelters	88 (16%)	103 (19%)	214 (39%)	149 (27%)	554 (26%)
With Lights	14 (19%)	11 (15%)	33 (46%)	14 (19%)	72 (3%)
Trash Cans	132 (15%)	182 (21%)	353 (41%)	203 (23%)	870 (41%)
All Bus Stops	297 (14%)	440 (21%)	704 (33%)	672 (32%)	2,113 (100%)

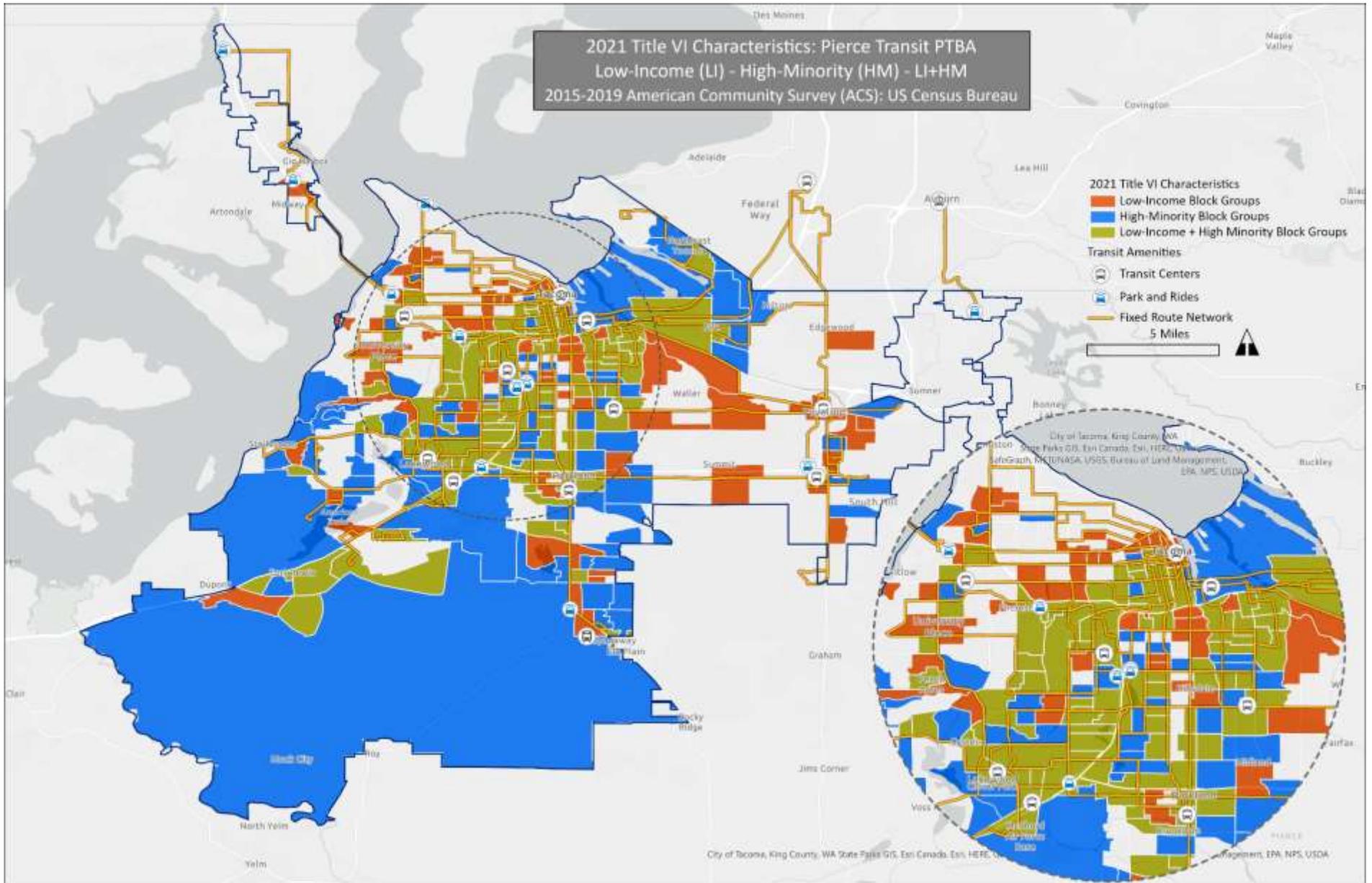
The following amenities were examined:

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

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

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

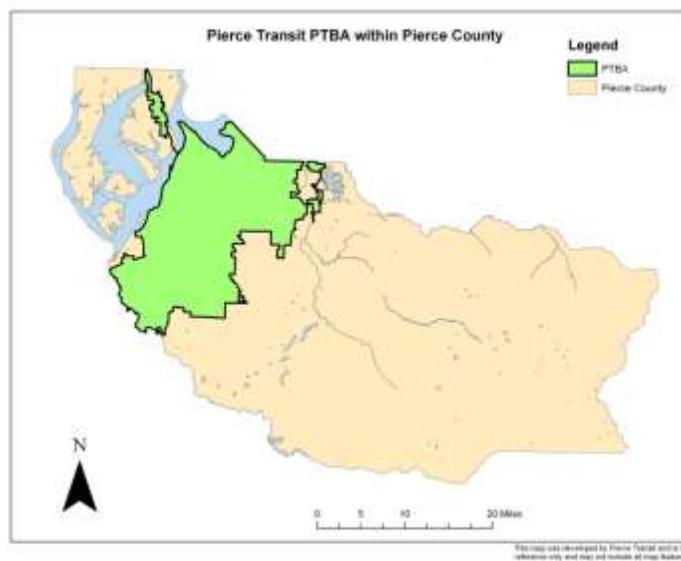
Figure 2. Distribution of Transit Amenities in Minority and Low-income Areas



Collection of Demographic Data

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

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



According to the US Census Bureau's American Community Survey (ACS), the difference between the Public Transportation Benefit Area (PTBA) population and County population was estimated to be 291,391 persons. The 2015-2019 5-Year data set estimates the County population was 818,437 and the new Pierce Transit Benefit Area (PTBA) boundary included 671,583 people. The County-wide and PTBA populations were derived from the same 2015-2019 American Community Survey data used in the demographic analysis. Because the boundaries of block groups frequently do not align with the PTBA, block groups which shared a least some population-bearing portion with the PTBA were included in the PTBA population estimate. The exact degree of fringe oversampling is unknown but expected to be relatively small^[1].

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

^[1] By contrast the 2020 population estimate of the PTBA from Washington State Office of Finance and Management is 575,963.

Figure 3 shows the concentrations of minority populations throughout the PTBA by showing 2015-2019 ACS block groups with minority populations higher than the overall PTBA average minority population of 38 percent. Also included on this map are the Pierce Transit bus routes and amenities, to show the extent of fixed route services.

Figure 4 shows the concentrations of low-income populations throughout the PTBA by showing 2015-2019 ACS block groups with low-income populations higher than the overall PTBA average low-income population of 11 percent. Also included in this map are the Pierce Transit bus routes and amenities, to show the extent of fixed route services.

2021 Title VI Population Distribution: Pierce Transit Benefit Area (PTBA)			
	Male	Female	Total POP
Low-Income (LI) Block Groups	50,065	50,095	100,160 (14.9%)
High-Minority (HM) Block Groups	73,580	68,686	142,226 (21.2%)
LI + HM Block Groups	82,205	86,197	173,402 (25.8%)
Non-LI/HM Block Groups	129,284	131,471	255,795 (38.1%)
Total PTBA Population	335,134	336,449	671,583
Source: 2015-2019 ACS 5-Year Data Set: US Census Bureau			

Figure 4. Low-Income Populations

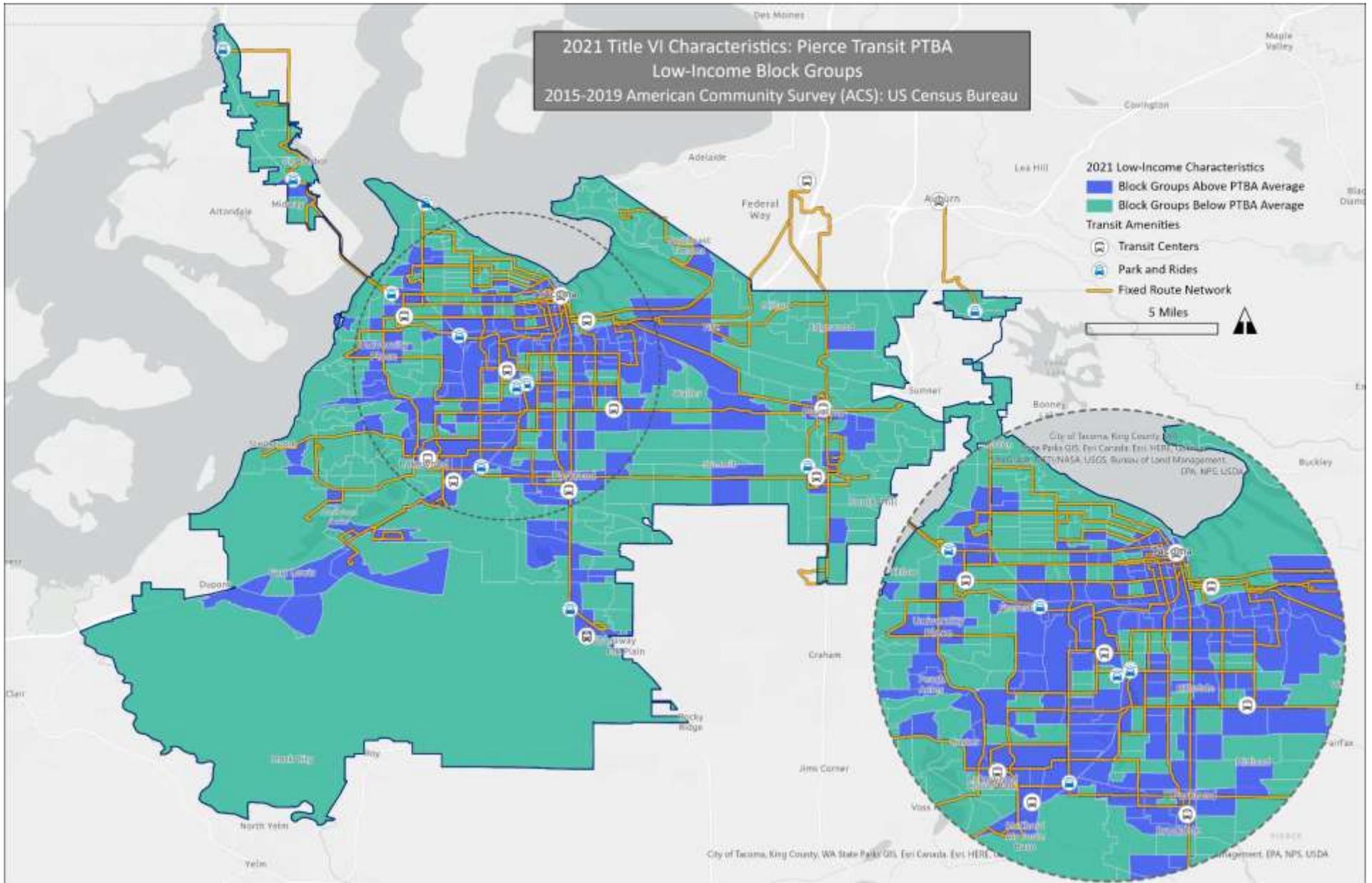


Table 4 below shows the data and sources for the ACS data used in this report.

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

U.S. Census Bureau, 2015-2019 5-Year American Community Survey									
	Minority B03002				Low-Income B17017			LEP C16002	
	Total Pop	Not Hispanic White Alone	Minority	% Minority	House Holds (HH)	HH Below Poverty	% HH Below Poverty	Limited English Households	% LEP HHs
Total	671,583	423,744	247,839	36.9%	252,584	26,829	10.6%	8,608	3.4%
Geography	Block Group				Block Group			Block Group	
*A "limited English speaking household" is one in which no member 5 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 5 years old and over have at least some 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 5 and over speaks English only or speaks a language other than English at home and speaks English 'very well'." Although similar to previous tables, this 2021 methodology follows the 2020 LEP.gov source and methodologies.									

For the 2021 Title VI Pierce Transit program submittal, "Low Income" is defined according to 2015-2019 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 11 percent of all households. Therefore, block groups above this threshold of 11 percent in poverty were designated as "Low-Income".

The Federal definition of poverty level varies according to the number and age of persons living within a household but does not vary according to geography. It is updated annually by the Consumer Price Index (CPI). The table below represents the Federal Poverty Thresholds for 2020:

Table 5 Poverty Thresholds for 2020 by Size of Family and Number of Related Children Under 18 Years

Size of family unit	Related children under 18 years								
	None	One	Two	Three	Four	Five	Six	Seven	Eight or more
One person (unrelated individual):									
Under age 65.....	13,465								
Aged 65 and older.....	12,413								
Two people:									
Householder under age 65.....	17,331	17,839							
Householder aged 65 and older.....	15,644	17,771							
Three people.....	20,244	20,832	20,852						
Four people.....	26,695	27,131	26,246	26,338					
Five people.....	32,193	32,661	31,661	30,887	30,414				
Six people.....	37,027	37,174	36,408	35,674	34,582	33,935			
Seven people.....	42,605	42,871	41,954	41,314	40,124	38,734	37,210		
Eight people.....	47,650	48,071	47,205	46,447	45,371	44,006	42,585	42,224	
Nine people or more.....	57,319	57,597	56,831	56,188	55,132	53,679	52,366	52,040	50,035

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 \$26,246.

Pierce Transit also uses statistically representative survey research to track customer satisfaction and demographics, typically every three years. **However, due to COVID-19 and its impacts on ridership, it was felt that a ridership survey would not reflect a sufficient sample size of the region in 2020. It is anticipated that a post pandemic survey will be conducted once normal conditions are experienced.** The most recent survey was completed in October through December 2017 (see Appendix G for the Demographics of Pierce Transit Customers Surveyed excerpt from the full report). Table 6 below shows that Pierce Transit has a relatively high percentage of minority riders – approximately 40 percent; 19 percent are Black or African American, 10 percent Asian or Pacific Islander, 8 percent Hispanic, 5 percent American Indian or Alaska Native, and 3 percent other.

Table 6. Race/Ethnicity of Pierce Transit Customers

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

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

Table 7. Income Levels of Pierce Transit Customers

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

The Customer Satisfaction Survey provides information about how we are serving minority customers, and how they use our services. Table 8 below compares some responses from minority and non-minority riders. Minority riders are

generally more satisfied with Pierce Transit than non-minority riders. The frequency of riding is similar for minority and non-minority riders. Minority riders are more likely to use the bus for work and school trips than non-minority riders. Regarding fare payment, Minority riders are more likely to pay with cash and less likely to pay with ORCA E-Purse when compared to non-minority riders.

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

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

Transit Service Monitoring

Pierce Transit monitors the performance of our transit system relative to our performance standards on a monthly basis. At least every three years the agency monitors these standards specifically to gain an understanding of how we are performing against certain standards in areas with higher minority and low-income populations. To implement this monitoring procedure, Pierce Transit identified each route as either minority/non-minority and low-income/non-low-income. This was done using GIS mapping and 2015-2019 ACS data at the block group level. Block groups in which the percentage of minorities exceeded the PTBA average were considered designated as minority block groups. Low-income block groups were designated in a similar fashion. **Routes where at least one-third of the revenue miles passed through or adjacent to minority/low-income block groups were designated "minority route"/"low-income route"**. Block groups were attributed to a given route if the route passed through or adjacent to that block group. Thus, each route was represented by a string of block groups. The detailed table showing the classification of each route is provided in Appendix H (Transit Service Monitoring table). Standards measured against include passengers per hour, headways, overcrowding and on-time performance (OTP¹).

Table 9. Monitored Performance Standards

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

Figure 6 below show the results of the monitoring using ridership data from April 2019 through May 2021; Pierce Transit has a total of 33 routes. There is a total of 24 minority routes, making up 73 percent of all routes, and 25 low-income routes, comprising 76 percent of all routes in the system. The majority of Pierce Transit's minority and low-income routes are meeting the standards. Detailed review of whether there is a disparate impact to minority populations or disproportionate burden to low-income populations is provided below, following the tables and charts.

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

Figure 5. Monitoring Results – System Wide Averages



Figure 6. Monitoring Results – High-Minority Routes



Figure 7. Monitoring Results – Low-Income Routes



Disparate Impact Analysis

Pierce Transit’s Disparate Impact Policy (see Appendix I for Pierce Transit’s Title VI Policies) established a threshold which identifies when adverse effects are borne disproportionately by minority populations. This threshold is 10 percent, which, when applied to the transit service monitoring results, means that if there is an absolute difference of 10 percent or more minority routes in non-compliance with the standard being measured than the system average, there is a disparate impact. In all standards monitored in this analysis, there are none which have minority routes not meeting the standards by a difference of 10 percent or more than all routes in the system. For example, the average system peak headway compliance is 85%. In examining the performance of high-minority routes in Figure 5, it only achieves an 80% compliance measure (5% percent lower than the system average). However, since **High-Minority routes are within 10 percent of system-wide averages for this standard, there is no disparate impact.** The same holds true for all other standards monitored in this analysis.

Disproportionate Burden Analysis

Pierce Transit’s Disproportionate Burden Policy (Appendix I) established a threshold which identifies when adverse effects are borne disproportionately by low-income populations. This threshold is 5 percent, which, when applied to the transit service monitoring results, means that if there is an absolute difference of 5 percent or more low-income routes in non-compliance with the standard being measured than the system average, there is a disproportionate burden. **Low-income routes are within 5 percent of system averages for all standards monitored in this analysis so there is no disproportionate burden to low-income populations.**

Board Approval of Transit Service Monitoring Results

A resolution from the September 2021 Board of Commissioners meeting showing Board review and approval of the monitoring results is included as Appendix J.

Public Engagement Process for Setting Title VI Policies

No changes to the Title VI Policies have been made since the 2018 Title VI submittal.

Equity Evaluation of Service and Fare Changes

Pierce Transit evaluated two major service changes between May 2019 and March 2021. These are included as Appendices L1-L4. Documentation for each analysis showing that it was reviewed and approved by the Board of Commissioners is attached to each equity analysis document. No Fare changes were implemented between 2018-2021.

Service Changes: Proposed NE Tacoma Service Changes for September 2019

BACKGROUND

In 2015 Pierce Transit sought to re-design the Route 62 NE Tacoma – Federal Way with a partnership with King County. Beginning with the September 2015 service change, Pierce Transit entered a contract with King County to extend the KCM Route 903 into Northeast Tacoma to cover a portion of the eliminated PT Route 62. This improvement enabled a one-seat ride to Federal Way Transit Center. Pierce Transit concurrently implemented the Route 63 NE Tacoma Express, with some collocated stops with the 903 enabling transfers. Reviewing ridership data from 2018, it was determined that the 903 extension results in 8 average weekday boardings within Pierce County, or 1.6 boardings per revenue hour. About 2% Route 63 riders transfer from Route 903. Ridership has grown steadily on the 63. Average weekday boardings increased from 6 in 2015 to 25 in 2016, to 30 in 2017, to 33 in 2018.

ACTION

- Based on low ridership, Pierce Transit intends to terminate the 903-extension contract with King County for the September 2019 service change.
- Pierce Transit will then extend the 63 to the current terminus of 903 extension 45th St NE and Nassau Ave NE (Figure 2-1).
- Pierce Transit will apply cost savings from Route 903 contract to add at least 2 Route 63 northbound trips and 1 southbound trip.
- Because the resulting service will result in a change in over 20% to the miles of the Route 903, and a change in service hours to the 63 greater than 20%, a Title VI Major Service Change analysis is required.
- Passengers riding from stops near the Center at Norpoint will still be able to ride to Federal Way Transit Center via a transfer to the remaining King County Metro Route 903 and existing King County Metro Routes 182 and 187.

FINDINGS

The proposed changes to service in NE Tacoma impact 36.8% minorities, the same as the system average minority population of 36.8%. Because this difference is less than 10% 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.

When comparing the weighted impacts in people trips to system averages, it is found that the 5.7% of those impacted are considered low-income vs. 14.6% for the system average. Because the low-income fraction is less than the system average, there is no Disproportionate Burden.

Service Changes: Emergency Service Reductions due to COVID-19 Pandemic: March 2020 – March 2021

BACKGROUND: Pierce Transit anticipated a significant reduction in sales tax revenue due to COVID-19 and needed to plan accordingly with the fixed route service to ensure we could maintain a level of reliable service as the region recovered from the economic impact the pandemic has caused. From mid-March to Mid-May 2020, the Scheduling Division completed four service changes (March 22nd, March 29th, April 6th, May 24th) to address social distancing, reduction of riders, and maintaining community connections for essential trips. Based on early financial estimates, staff anticipate the need to develop annual operational service hours for the September 2020 service change to be 10% less than we operated prior to the COVID Pandemic. This reduction required the agency to go from 500K annual service hours to a maximum of 450K annual service hours.

BACKGROUND

- When the COVID-19 pandemic began in March 2020, Pierce Transit had to rapidly respond, modifying and reducing service levels 3 times over 8 weeks and eventually cutting service by about one-third from pre-COVID levels. Six routes were suspended temporarily, and many routes were operating on vastly reduced schedules under emergency service levels.
- In May 2020, as the situation stabilized, Pierce Transit was able to restore some service, back to 80 percent of pre-COVID levels.
- In September 2020, the agency restored service to about 90 percent of what existed before COVID.
- All the changes had to occur quickly, responding to ridership levels, available revenues and resources and State mandates for social distancing, while providing as much transit service as possible.
- March 2021 is the next regularly scheduled service change. As Pierce Transit plans for this next level of service, projected sales tax revenues, lower ridership, reduced fare revenues, and State mandated passenger-load maximums due to the COVID pandemic affect the amount of service that can be provided. Available service hours for the March 2021 service change will be at about 90 percent of what existed before COVID. The March 2021 service plan identifies reductions in span and frequency on five local bus routes, and elimination of one local express route.
- **Emergency service changes made between March 2020 and planned service for March 2021 constitute a major service change under FTA Title VI Service Equity rules and require analysis to evaluate impacts on transit riders as the result of service reductions. Appendix 7.1 highlights the 6 routes which meet the threshold for major service changes.**

The Pierce Transit Code of Resolution states:

1.60.010(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.

ACTION

- Throughout the course of the pandemic, Pierce Transit Staff aimed to maintain service on higher-ridership days and trips while also considering affects to regional access and impacts to low income and minority communities. Datasets that aided in this decision-making include: annualized route productivity, daily ridership trends (both prior to and during the pandemic), and 2018 ACS Census Block data for minority and low-income populations within the service area.
- To inform the public of the changes in service, staff issued press releases, rider alerts, and utilized technology to communicate changes throughout the rapidly changing pandemic.
- Routes having any change in service that added or eliminated more than twenty percent of the route revenue miles or twenty percent of the route revenue hours were identified as major service changes and noted as to the type of change in service
- Five routes were identified as having span and frequency changes greater than twenty percent, and one route was identified for elimination
- An equity analysis was performed on these six routes, to identify and evaluate adverse effects on minority and low-income populations.
- Results of the analysis for each route evaluated is contained in this report, showing the percentage of burden borne by minority and low-income populations.

FINDINGS

SPAN CHANGES: Routes 13, 63, 402 and 425

Of the population affected by proposed changes to service **span**, 30.1% is minority. This is 7.9% less than the system average minority population of 38%. This difference is less than 10%, and therefore there is no disparate impact due to changes in service span.

Of the population affected by proposed changes to service **span**, 11.5% is low income (Table 5.1). This is 1.4% less than the system average low-income population of 12.9%. Because the difference is less than 5%, there is no disproportionate burden due to changes in service span.

FREQUENCY REDUCTIONS: Routes 13, 63, 212, 402 and 425

It was found that 30.5% of the population affected by changes to **frequency** is minority, 7.6% less than the system average. Because this difference is also less than 10%, there is no disparate impact to persons of color due to changes in frequency.

Similarly, of the population affected by proposed changes to service **frequency**, 11.6% is low income. This is 1.3% less than the system average, and consequentially also does not create a disproportionate burden.

ROUTE ELIMINATION: Route 102

Finally, with a 35.4% minority population affected by the proposed **elimination** of Route 102, 2.6% less than the system average, this also does not qualify as a disparate impact.

However, with the **elimination** of route 102, 26.3% of the population affected is low income (Table 5.3). This is 13.4% more than the system average low-income population and qualifies as a disproportionate burden.

To help mitigate the impact of route 102, Pierce Transit coordinated with Sound Transit to ensure continuity of service between Purdy, Gig Harbor and Tacoma Dome Station; Sound Transit added a stop at Tacoma Dome Station along route 595. Although the span and frequency of route 595 differs from route 102—and this only minimizes the impact—this additional stop will allow residents of Gig Harbor and Purdy to maintain a direct connection to Downtown Tacoma.

A fare comparison between PT Route 102 and ST Route 595 found similar costs for Senior and Disabled patrons, while an ORCA LIFT pass was found to be 25% less on ST Route 595 than a regular adult fare on PT Route 102.

LIST OF APPENDICES

APPENDIX A	Title VI Complaint Procedures and Forms.....
APPENDIX B	Public Participation Plan
APPENDIX C	Community Outreach Locations and Frequency (2018-2021).....
APPENDIX D	Access to Pierce Transit Services for Persons with Limited English Proficiency
APPENDIX E	Pierce Transit Service Performance Standards.....
APPENDIX F	Pierce Transit Base Map 2021
APPENDIX G	Characteristics of Pierce Transit Riders (2014 Customer Survey excerpt)
APPENDIX H	Transit Service Monitoring Table
APPENDIX I	Pierce Transit Title VI Policies
APPENDIX J	Board Approval of 2018 Transit Service Monitoring
APPENDIX K	Board Approval of Title VI Policies March 2013 and February 2014 (minor amendment)
APPENDIX L	Service and Fare Change Equity Analyses Conducted between 2015 and 2018
APPENDIX M	Board Approval of 2018 Title VI Program Submittal

APPENDIX A Title VI Complaint Procedures and Forms



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

APPENDIX B

Public Participation Plan

SEPTEMBER 2021

2021 Title VI Program Public Participation Plan



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	5
2.1	Public Participation Techniques	5
3.	EVALUATION AND UPDATE OF THE PUBLIC PARTICIPATION PLAN.....	8
4.	EXAMPLES OF PUBLIC INVOLVEMENT AND OUTREACH	8
4.1	High Capacity Transit Feasibility Study – Bus Rapid Transit (BRT).....	8
4.2	New Fixed Route Network and Restoration of Service Hours.....	10

LIST OF APPENDICES

Appendix A	Pierce Transit Code – Public Hearing Procedures
Appendix B	BRT Fact Sheet in English and Spanish
Appendix C	BRT Open House Rider Alert
Appendix D	Destination 2040 LRPJ Brochure
Appendix E	Rider Alert 2021 Route Analysis – Proposed Changes
Appendix F	Rider Alert Route Analysis - Public Meetings

Pierce Transit Public Participation Plan

1. INTRODUCTION

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

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

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

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

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

Mission

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

Vision

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

Organizational Values

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

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

1.2 Pierce Transit's Public Participation Goals

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

Specific goals and outcomes include:

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

Pierce Transit should encourage the public to participate in project or initiative related discussions, recognizing that people who take the time to participate feel it is worth the effort to join the discussion and provide feedback.

- **Clarity in Potential for Influence**
The process should clearly identify and communicate where and how participants can have influence and direct impact on decision making.
- **Partnerships**
Pierce Transit develops and maintains partnerships with communities and community-based organizations through the activities described in this Public Participation Plan.
- **Opportunities to Build Trust and Compromise**
Pierce Transit should ensure that discussions, particularly where there are conflicting views, are structured to allow for levels of compromise and consensus that will satisfy the greatest number of community concerns and objectives. Pierce Transit recognizes that processes which allow for consensus to be achieved are critical to enable public support for recommended actions.

1.3 Guiding Principles for Public Participation at Pierce Transit

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

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

decisions at a broad summary level, providing the major themes, the decisions reached and rationale for the decisions.

- **Authentic and Meaningful**

Pierce Transit should support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization.

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

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

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

2. PUBLIC PARTICIPATION APPROACH

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

2.1 Public Participation Techniques

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

- **Pierce Transit's Website**
 Pierce Transit website, www.piercetransit.org, is a comprehensive resource for people wanting information about Pierce Transit's services, programs, projects, and activities. The website offers trip planning which enables a full itinerary for bus, train, and ferry travels in Snohomish, King, and Pierce counties. Many community members are not aware of the volume of information available on Pierce Transit's website. Informing community members of what is available on the website is an important element of public outreach. Also, public notices of all Pierce Transit's public meetings, public hearings, and public comment periods are posted on this site. Some programs and projects have dedicated web pages on Pierce Transit's website that include information about upcoming meetings, fact sheets, and projects and plans. The website includes the ability for users to translate pages into 90 different languages using Google Translate.
- **Customer Comments**
 There are multiple ways that individuals can provide verbal or written comments about any subject to us. Comment Cards are supplied on all buses and SHUTTLE vans, at the Tacoma Dome Station Bus Shop, at Pierce Transit's Headquarters and at most information outlets where bus schedule information is stocked. These cards have a postage-paid business reply mailer and are printed in English and Spanish. Comment Cards should be available at any public participation event. The Pierce Transit website has multiple mechanisms to receive comments including a comment form, an email button that automatically begins an email to the Agency, comment forms on project web pages, and the Customer Service phone number where staff will take comments over the phone. That same phone number and/or email address is printed on almost all printed materials, bus stop signs, and passenger vehicles.
- **Press Releases and Media Relations**

Pierce Transit distributes press releases as appropriate on events and other important information to news media. Press releases are posted on www.piercetransit.org. In addition, Pierce Transit's Public Relations Officer is available to speak with reporters regarding various topics.

- **Printed Materials**

Pierce Transit produces publications as needed such as the Report to the Community, The Bus Stops Here (TBSH) route and schedule book, maps, rider alerts (see Appendix C), brochures, rack cards, and posters and makes them available to anyone. These publications include technical and policy information and often use visualization techniques to enhance understanding of transit planning. Materials are translated into other languages, as needed (see Appendix B). All publications are available free of charge.

- **Surveys**

Pierce Transit may conduct surveys in print, by telephone and online to collect public opinion on specific topics or issues. Depending on the data being collected, Pierce Transit considers the methodologies that provide statistically valid data when possible. Pierce Transit also considers strategies for letting people know that surveys are available in multiple languages, to increase the response rate from low income, minority, and LEP populations.

- **Telephone Information Line**

Pierce Transit's phone system offers pre-recorded information about bus routes that may detour during snowstorms, and location and service hours for our Bus Shop.

- **Newsletters**

Newsletters or Project Fact Sheets are developed and used throughout the public participation process to provide information on how people may share their comments with Pierce Transit.

- **On-Board Announcements**

Pierce Transit utilizes on-board announcements to broadcast audio and scrolling announcements as needed. Topics include items such as detours, route and schedule changes, and public meeting notices.

- **Mailings and Email Lists**

Pierce Transit regularly provides information about its services through mass mailings to targeted households near its routes.

- **Social Media**

Pierce Transit uses Facebook, Twitter, and Instagram to distribute information and interact with a wider audience on a near daily basis. The Agency may utilize other social media mediums as the technology changes.

- **Paid Advertisements**

To promote its services or collect public comments, the Agency may place paid advertisements in local printed or online publications or websites.

- **Focus Groups**

Focus groups are utilized to discover the attitudes of the public for complex projects, controversial issues or where large Title VI groups exist.

- **Community Investment Teams**

The purpose of the Community Investment Team (CIT) is to bring together several parties with a vested interest in the success of demonstration projects. Collectively, the team guides the design of

the service innovation, partners on critical needs that must be met to deliver service (e.g., service routing, marketing, communications and outreach, funding), and establishes a clear scope for the demonstration project and evaluation of the project. Membership of the CIT is composed of several partnering organizations (e.g., cities, chambers, colleges, retailers, hospitals, and senior centers).

- **Transit Center Outreach**

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

- **Community Outreach Booths**

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

- **Community Meetings**

Pierce Transit staff regularly attend community meetings such as neighborhood councils, business districts, human service/public health coalitions, Chambers of Commerce and others to provide agency updates and to solicit feedback on projects and services.

- **Open Houses**

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

- **Virtual Open Houses**

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

- **Board Meetings**

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

- **Public Notification**

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

- **Agendas**

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

- **Public Hearing**

A public hearing may be part of the Board of Commissioners' meeting when required by law, a state or federal program, service or fare changes, or in exceptional circumstances these hearings can be special meetings. The purpose of the hearings is to accept public comment relevant to a particular topic. Advance public notification, meeting the legal requirement, is advertised requesting public participation. Pierce Transit's Code Ch. 1.60.010 B states: "Pierce Transit will publicize the hearing in a major newspaper with general circulation in the urbanized area of Pierce County and other newspapers which are directed at specifically affected groups. Legal notices will be advertised at least 7 calendar days and not more than 14 calendar days in advance of the hearing date."

- **Public Comment**

A public comment period is part of each Board meeting. Time limits are set on public comments. Written comments can be forwarded to Pierce Transit headquarters or the public comment can occur in person during the comment period.

- **Visualization Techniques**

Pierce Transit uses visualization techniques such as maps, charts, graphs, illustrations, presentations and videos at all types of meetings, including board meetings, to explain concepts behind actions and decision-making. Pierce Transit may also use handouts and posters to display visual information. Pierce Transit's boardroom is equipped with computers, projectors, and sound systems for displaying visual and audio information. Pierce Transit uses style guides for data presentation and PowerPoint presentations to present a consistent, streamlined, and easy to understand visual message.

- **Meeting Times, Locations, and Accessibility**

All Pierce Transit public meetings, including committee meetings, open houses and other events are conducted in facilities that are accessible to persons with disabilities and to people who rely on public transit. Public meetings, such as open houses, community outreach events or hearings may be held at various times and locations throughout the county to allow people with traditional and non-traditional schedules to attend. Pierce Transit maintains an accessible website.

3. EVALUATION AND UPDATE OF THE PUBLIC PARTICIPATION PLAN

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

4. EXAMPLES OF PUBLIC INVOLVEMENT AND OUTREACH

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

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

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

Purpose

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

People

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

Methods

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

English and Spanish. All meeting advertising materials include a footnote regarding translation services, written in the top seven non-English languages spoken within the Pierce County PTBA (Spanish, Russian, Vietnamese, Tagalog, Korean, Khmer, and German).

4.2 New Fixed Route Network and Restoration of Service Hours

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

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

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

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

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

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

Purpose

- Awareness: Make public aware of the budgeted service hours being restored to the system and how they can provide input on those hours would be utilized.
- Education: Educate the public on the service strategies being developed and allow opportunity for them to view service concept(s) designed by the consultant team and Pierce Transit staff.

- Input: Provide opportunities for the public to offer comments and opinions on how they would like Pierce Transit to prioritize service enhancements.
- Decision-making: Collect feedback and comments from project website, public meetings and written letters for Board review prior to Public Hearing.

People

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

Methods

- Open house: Pierce Transit hosted six open houses where displays, handouts and other materials were used to explore alternatives for hour restorations, potential route realignments, and service investment concepts. Attendees gave feedback in both oral and written form - on paper and via the project website which was available via a laptop at meetings. Meetings were held in accessible locations throughout the service area to ensure geographic equity and translation services were available as needed.
- Project Website: Pierce Transit created a project website where users could provide feedback in a narrative fashion via a "Feedback" tab or by using the "Build Your Own System" web tool to prioritize various service enhancements (e.g., more frequent weekday or weekend service; more frequent bus service to commuter rail stops) and other amenities (e.g., additional shelters; improved lighting at bus stops).
- Public hearing: Hearing consisted of summary of the various enhancement strategies, what we had heard from the public so far, alternatives for service restorations, and reactions to the preferred alternative (11/14/16).
- Brochures: Printed brochures/ rider alerts (see Appendix E) were created to provide the public with information about the public meetings and to solicit feedback via the project website and through the "Build Your Own System" web tool (see Appendix E). Brochures were distributed on all Pierce Transit fixed route and SHUTTLE coaches as well as at locations where Pierce Transit schedule information is available (e.g., grocery stores, libraries, schools, and hospitals).
- Displays and exhibits: Maps, presentation boards, and general information on the analysis posted at public meetings to share information and request feedback.
- A-Boards: Placed at all transit center and park & ride locations notifying the public of public meetings and how to provide input.
- Print and Online Ads: Ads placed in local newspapers as well as via social media (e.g., Facebook and Twitter).
- Radio and Television: Details of the analysis and requests for feedback presented on Pierce County TV and TV Tacoma as well as radio ads on local radio stations. Routine press releases to update status and encourage public participation.
- Presentations: Targeted outreach to Pierce County Chief Appointed Officials, City of Tacoma Planning Commission, North Tacoma Neighborhood Council, New Tacoma Neighborhood Council, South Tacoma Neighborhood Council, Regional Access Mobility Partnership.

- Media Coverage: Coverage of the analysis, request for participation and information on the project website covered via the Tacoma News Tribune, Puyallup Herald, and South Sound Talks.
- Vehicle Posters: Interior posters placed on Pierce Transit buses and SHUTTLE vehicles.

LIST OF APPENDICES

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

Appendix A

Pierce Transit Code -Public Hearing Procedures

PIERCE TRANSIT CODE

Chapter 1.60 - PUBLIC HEARING PROCEDURES

1.60.010 - Legal communication requirements.

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

(Res. No. 14-008, § 1, 3-10-2014)

1.60.020, 1.60.030 - Reserved.

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

Appendix B

BRT Fact Sheet in English and Spanish

January 2021

BRT Fact Sheet

STATING THE FACTS ABOUT BRT

What we've heard: "Bus Rapid Transit will replace a route that isn't widely used."
The facts: Pierce Transit BRT will upgrade Pierce Transit's Route 1 – the local route with the highest ridership in Pierce County – to be more reliable and efficient so buses can bypass traffic and riders can get to their destinations sooner.

What we've heard: "The BRT project will eliminate general purpose lanes."
The facts: No general purpose lanes will be eliminated, as we are committed to keeping traffic moving.

What we've heard: "BRT will displace homes and businesses because Pacific Avenue will be wider."
The facts: The corridor will be widened as needed to add new BRT transit lanes. The BRT real estate acquisition team has mailed information to all affected homeowners and businesses whose property may be identified as impacted by the project. Thus far, the team has made contact personally with owners of 116 parcels. If you believe your property will be impacted, we want to hear from you. Our team is happy to field any questions or concerns regarding BRT design impacts on your property, real property valuations or any other effects the Bus Rapid Transit may have on your property. Please contact us via email at BRT@PierceTransit.org or phone at 253.581.8016.

What we've heard: "BRT will remove all the parking along State Route 7."
The facts: The Pierce Transit BRT project will lead to reduction of parking inventory along its 14.4-mile route; the Pacific Avenue segment from S 38th and S 56th streets currently has the greatest number of on-street parking inventory. However, the project will not remove all parking along the project route.

What we've heard: "Some people have concerns about safety along the BRT corridor."
The facts: Pierce Transit is working closely with WSDOT, Pierce County and the City of Tacoma to improve safety along the corridor. Many safety features are being built into the infrastructure, including 22 pedestrian refuge areas at median stations, new or improved signalized crosswalks, and improved access for first responders. Additionally, roundabouts – which improve safety with smoother traffic flow – are being considered at some currently signalized intersections. Turn the page for an overview of the safety improvements.

What we've heard: "BRT is too expensive, and we can't afford it."
The facts: Pierce Transit BRT is estimated to cost \$170 million, paid for in large part by Sound Transit funds and potential Federal Transit Administration grants. Federal grants are your tax dollars coming back to your community to improve your services and quality of life. Pierce Transit BRT is a more budget-friendly option compared to street cars and light rail – without sacrificing efficiency and reliability.

FREQUENT
Bus runs every 10-15 minutes

ACCESSIBLE
Larger buses allow for better wheelchair access

CONNECTED
Key stops connect Tacoma to Spanaway

FAST
Traffic signals will prioritize BRT buses

EASY TO BOARD
Raised platforms & multiple doors make boarding easy

RELIABLE
Bus trips supported by real-time info

LEARN MORE AT WWW.RIDEBRT.COM

January 2021

Tacoma

Parkland

Spanaway

- New or Improved Signalized Crosswalks
- Roundabouts
- Pedestrian Refuge Areas
- First Responder Access

map last updated Dec. 2020

Get Involved

Receive Updates
 Visit PierceTransit.org/StayConnected > Enter your email > Select "Bus Rapid Transit"

Get In Touch

- Visit us at www.RideBRT.com
- Email BRT@PierceTransit.org
- BRT Phone Line 253.983.3407

Be Social With Us

- Facebook.com/PierceTransit
- Twitter.com/PierceTransit
- Instagram.com/PierceTransit




FORMING 2023

LEARN MORE AT WWW.RIDEBRT.COM

Enero de 2021

Hoja informativa sobre el BRT

PRESENTAMOS HECHOS SOBRE EL BRT

Lo que hemos escuchado: "Los autobuses de tránsito rápido (Bus Rapid Transit, BRT) reemplazarán una ruta que no se transita con frecuencia."

Hechos: El BRT de Pierce Transit mejorará la Ruta 1 de Pierce Transit, la ruta local con la mayor concurrencia en el condado de Pierce, para que sea más fiable y eficaz, y para que los autobuses puedan evitar el tráfico y los pasajeros lleguen a su destino más rápido.

Lo que hemos escuchado: "El proyecto de BRT eliminará los carriles de uso general."

Hechos: No se eliminará ningún carril de uso general, ya que nuestro compromiso es facilitar el flujo del tráfico.

Lo que hemos escuchado: "El BRT desplazará hogares y negocios porque se ensanchará Pacific Avenue."

Hechos: El corredor se ensanchará, según sea necesario, para agregar nuevos carriles de tránsito para el BRT. El equipo de adquisición de bienes raíces de BRT ha enviado por correo la información respectiva a todos los dueños de viviendas y comerciantes, cuyas propiedades puedan identificarse como afectadas por el proyecto. En este sentido, el equipo ha contactado personalmente a los propietarios de 116 parcelas. Si cree que una de sus propiedades se verá afectada, comuníquese con nosotros. Nuestro equipo se complace en poder responder todas las preguntas o inquietudes relacionadas con los impactos que causará el diseño de BRT en su propiedad, la valoración de los bienes inmuebles o cualquier otro efecto que el autobús de tránsito rápido pueda tener en su propiedad. Contáctenos a nuestro correo electrónico BRT@piercetransit.org o al teléfono 253.581.8016.

Lo que hemos escuchado: "El BRT eliminará todos los estacionamientos a lo largo de la Ruta Estatal 7".

Hechos: El proyecto de BRT de Pierce Transit implicará la reducción del inventario de estacionamientos a lo largo de su ruta de 14,4 millas; la sección de Pacific Avenue desde las calles S 38th y S 56th tiene actualmente el número más alto de estacionamientos en la calle. Sin embargo, el proyecto no eliminará todos los estacionamientos a lo largo de la ruta del proyecto.

Lo que hemos escuchado: "A algunas personas les preocupa la seguridad a lo largo del corredor del BRT."

Hechos: Pierce Transit está trabajando estrechamente con el Departamento de Transporte del Estado de Washington (Washington State Department of Transportation, WSDOT), el condado de Pierce y la ciudad de Tacoma para mejorar la seguridad a lo largo del corredor. Se están implementando muchas medidas de seguridad en la infraestructura, incluidos el desarrollo de 22 áreas de refugio para peatones en las estaciones medias, la mejora o la creación de nuevos cruces peatonales señalizados y la mejora del acceso para los socorristas. Además, se está considerando crear rotondas, que mejoren la seguridad y faciliten el flujo vehicular, en algunas intersecciones actualmente señalizadas. Consulte la siguiente página para conocer una descripción general de las mejoras en términos de seguridad.

Lo que hemos escuchado: "El BRT es demasiado caro y no podemos costearlo."

Hechos: Se estima que el BRT de Pierce Transit costará 170 millones de dólares estadounidenses, que se cubrirán en gran parte con los fondos de Sound Transit y con posibles subvenciones de la Administración Federal de Transporte (Federal Transit Administration). Las subvenciones federales representan el dinero que paga por impuestos retribuido a su comunidad para mejorar los servicios y su calidad de vida. El BRT de Pierce Transit es una opción más asequible en comparación con los tranvías y los trenes ligeros, y refuerza la eficacia y la fiabilidad.


FRECUENTE
 El autobús para cada 10 a 15 minutos


ACCESIBLE
 Autobuses más grandes que permiten un mejor acceso de personas en sillas de ruedas


CONECTADO
 Paradas clave que conectan Tacoma con Spawney


RÁPIDO
 Las señales de tránsito lo priorizan


FÁCIL ABORDAJE
 Plataformas elevadas y varias puertas que facilitan el abordaje


FIABLE
 Los viajes en autobús cuentan con el respaldo de información en tiempo real




OBTENGA MÁS INFORMACIÓN EN WWW.RIDEBRT.COM

Foto de 2021

Tacoma

Parkland

Spanaway

- Cruces peatonales señalizados nuevos o mejorados
- Rotondas
- Áreas de refugio para peatones
- Acceso para socorristas Mapa actualizado por última vez en diciembre de 2020

Participe

Reciba novedades
 Visite PierceTransit.org/
 Manténgase conectado
 Ingrese su correo electrónico
 Seleccione autobús de tránsito rápido ("Bus Rapid Transit")

Contáctenos

- Visítenos en www.RideBRT.com
- Correo electrónico BRT@PierceTransit.org
- Línea telefónica de BRT 253.983.3407

Síguenos en nuestras redes sociales

- [Facebook.com/PierceTransit](https://www.facebook.com/PierceTransit)
- [Twitter.com/PierceTransit](https://twitter.com/PierceTransit)
- [Instagram.com/PierceTransit](https://www.instagram.com/PierceTransit)

OBTENGA MÁS INFORMACIÓN EN WWW.RIDEBRT.COM

Appendix C

BRT Open House Rider Alert Example

BUS RAPID TRANSIT IS COMING TO PIERCE COUNTY!

Pierce Transit
3701 96th St. SW
Lakewood, WA 98499

FRSHT STD
US POSTAGE
PAID
TACOMA WA
PERMIT NO 8

Join us for an
OPEN HOUSE
on the planned Bus Rapid Transit
for Pacific Avenue | SR 7.

Learn about the benefits this new transit option will bring to the area!

RideBRT
BUS RAPID TRANSIT TACOMA TO SPANAWAY

ENGAGE WITH US! WE WANT YOUR INPUT ON:

- BRT lane treatments (curbside versus median)
- Station locations
- Access routing to Tacoma Dome Station

Visit us at RideBRT.com for more information or to participate in the virtual open house.

BRT@PierceTransit.org

Contact Tina Lee at 253.589.6887

To sign up to receive updates, visit PierceTransit.org/StayConnected, enter your email address, and select "Bus Rapid Transit."



LET'S GET MOVING

Pierce Transit invites you to an Open House to learn more about BRT and the project plans for Pacific Avenue | SR 7.

WEDNESDAY, JANUARY 23

4:30pm - 6:00pm
 Pacific Lutheran University
 Anderson University Center
 Park Avenue 5 and 122nd Street S
 Tacoma, WA 98447
 Routes 1, 45, & 55

THURSDAY, JANUARY 24

4:30pm - 6:00pm
 UW Tacoma - William W. Phillip Hall
 Jane Thompson Russell Student Commons
 Room WPH 101A
 1918 Pacific Ave.
 Tacoma, WA 98402
 Served by Routes 1, 2, 3, 41, 42, 63, 102,
 400, 500, 501, & ST Link Light Rail

TUESDAY, JANUARY 29

4:30pm - 6:00pm
 Moore Library
 215 S 56th St
 Tacoma, WA 98406
 Served by Routes 1 & 41

WEDNESDAY, JANUARY 30

4:30pm - 6:00pm
 Fern Hill Library
 765 S 84th St
 Tacoma, WA 98444
 Served by Route 45

THURSDAY, JANUARY 31

4:30pm - 6:00pm
 Sprinker Recreation Center
 14824 C St
 Tacoma, WA 98444
 Served by Route 1

MONDAY, FEBRUARY 4

4:30pm - 6:00pm
 Parkland/Spanaway Library
 13718 Pacific Ave S
 Tacoma, WA 98444
 Served by Route 1

BRT features:

-  Frequent and reliable trips, every 10 minutes during peak commute
-  Green light priority signaling keeps BRT vehicles moving
-  State-of-the-art buses that accommodate bicycles onboard and are equipped with Wi-Fi

-  Opportunities for economic development along the corridor
-  BRT stations featuring pre-payment options and real-time travel information
-  Level boarding allows for easy access of wheelchairs, bikes and strollers



Appendix D

Destination 2040 LRP Update Brochure



Pierce Transit • Long Range Plan Update

Open Houses • January 2020

A lot has changed since *Destination 2040* laid out a future for Pierce Transit in 2016. We want your input on how transit can work better for you! Please join us at an open house, where you can review various ideas for future growth or system improvements and voice your opinion.

Wednesday, January 22 • 4:30 – 7:30 pm
 Puyallup Public Library - Board Room
 324 S. Meridian, Puyallup, WA 98371
 Served by Routes 402, 409, 425

Tuesday, January 28 • 5:00 – 8:00 pm
 Pierce Transit Training Center – Rainier Room
 3720 96th Street SW, Lakewood, WA 98499
 Served by Routes 3, 4, 48

Thursday, January 30 • 4:00 – 7:00 pm
 UW-Tacoma Campus
 William W. Phillip Hall – Room WPH 101A
 Jane Thompson Russell Commons
 Tacoma, WA 98402
 Served by Routes 1, 41, 42, 400, 500, 501, ST 590, 594

For more information: Darin L. Stavish, Principal Planner
 253.983.3329 • dstavish@PierceTransit.org
PierceTransit.org/Destination2040Update
 Sign up for notifications on the draft plan or provide feedback.

Translation Service
 is available in more than 200 languages,
 by calling 253.581.8000, option 1.

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

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 ។

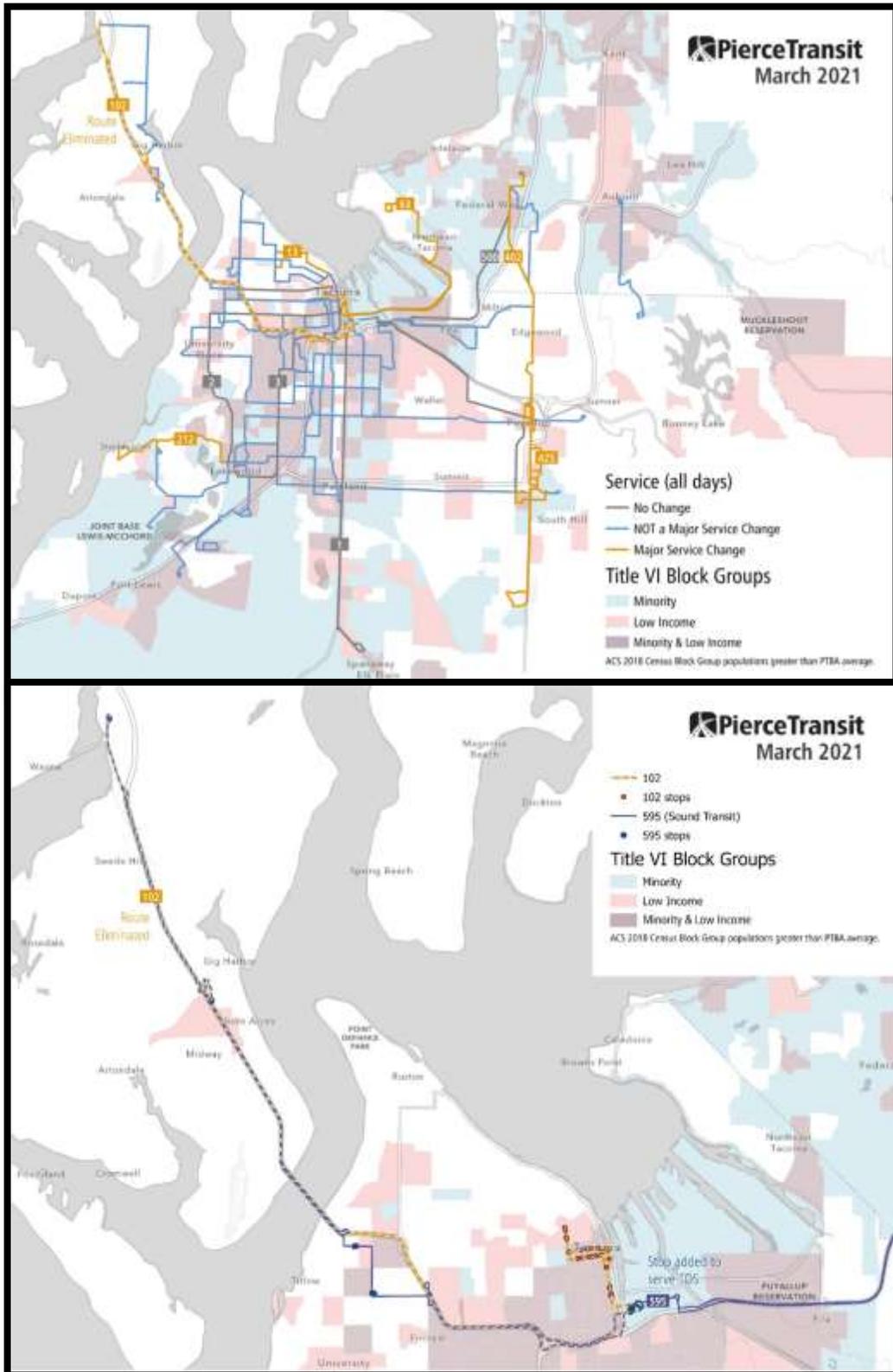
致电 253-581-8000 联系客户服务代表，将提供中文翻译服务。



Appendix E

Rider Alert 2021 Route Analysis Proposed Changes

7.2 MAP OF ROUTES MEETING THRESHOLD FOR MAJOR SERVICE CHANGE



Appendix F

Rider Alert Route Analysis - Public Meetings



Choose an item
Fact Sheet No.: xxxx-xxx
Date: December 23, 2020

TITLE: Public Hearing – Title VI Equity Analysis for
Emergency Service Cuts lasting longer than 12 months due
to the COVID Pandemic.
RELATED ACTION: Public Hearing

DIVISION: Planning & Community Development
SUBMITTED BY: Lindsey Sehnem, AICP

ATTACHMENTS: None

RELATION TO STRATEGIC PLAN: N/A

BUDGET INFORMATION: N/A

BACKGROUND: At the beginning of the COVID Pandemic – the Scheduling department had to do multiple emergency service cuts due to a variety of factors, including loss of operators, loss of riders, and a continuing changing environment.

The Pierce Transit Code of Resolution states:

1.60.010(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.

Planning Staff are currently preparing the draft analysis that will be available for the Board at your regularly scheduled February 2021 meeting. The March 2021 service plan identifies continued reductions in span and frequency on five local bus routes (13, 63, 212, 402, 425), and continued elimination of one local express route (102). All these continued reductions meet the standard of a major service change.

To help mitigate the impact of route 102, Pierce Transit coordinated with Sound Transit to ensure continuity of service between Purdy, Gig Harbor and Tacoma Dome Station, with Sound Transit adding a stop at Tacoma Dome Station on route 595. Although the span and frequency of route 595 differs from route 102, this additional stop will minimize the impact by allowing residents of Gig Harbor and Purdy to maintain a direct connection to Downtown Tacoma via transfers to Pierce Transit local routes, including locations formerly served by route 102.

Throughout the course of the pandemic, Pierce Transit Staff aimed to maintain service on higher-ridership days and trips while also considering affects to regional access and impacts to low income and minority communities. Datasets that aided in this decision-making include; annualized route productivity, daily ridership trends (both prior to and during the pandemic), and 2018 ACS Census Block data for minority and low-income populations within the service area.

To inform the public of the changes in service, staff issued press releases, rider alerts, and utilized technology to communicate changes throughout the rapidly changing pandemic.

FACT SHEET
PAGE 2

STAFF RECOMMENDATION: Hold Public Hearing on the Major Service Change reductions anticipated to last longer than 12 months. Direct staff to return for the final consideration at the February 2021 meeting.

ALTERNATIVES: Find a funding source to restore all service to pre-covid levels by the March 2021 service change date.

PROPOSED MOTION: N/A

APPENDIX C

Community Outreach Locations and Frequency (2018-2021)

DATE	YEAR	EVENT-MEETING NAME	LOCATION	State	TYPE
10/6/2018	2018	Fife Harvest Festival	Dacca Park, 2820 54th Ave E, Fife, WA 98424	Dacca Park, 2820 54th Ave E, Fife,	Outreach
10/11/2018	2018	Dome District Meeting	2702 E D St, Tacoma, WA 98421	2702 E D St, Tacoma,	Engagement
10/13/2018	2018	Truck & Tractor Day	8714 87th Ave SW, Lakewood, WA 98498	8714 87th Ave SW, Lakewood,	Outreach
10/16/2018	2018	South Sound 911 - BRT Presentation	955 Tacoma Ave S #102	955 Tacoma Av	Engagement
10/17/2018	2018	Tacoma Transportation Commission	747 Market Street, Tacoma, WA 98402	747 Market Street, Tacoma,	Engagement
10/18/2018	2018	Downtown on the Go - Link & Drink - BRT Booth	950 Pacific Ave Ste 300, Tacoma, WA 98402	950 Pacific Ave Ste 300, Tacoma,	Outreach
10/24/2018	2018	Hillside Development Council Meeting - BRT Update	Johnstone Supply, 2134 Tacoma Avenue South	Johnstone Supply, 2134 Tacoma Aven	Engagement
10/24/2018	2018	Step It Up Monthly Meeting	City of Tacoma - 747 Market ST	City of Tacoma - 747 M	Engagement
10/30/2018	2018	South Sound Summit	1500 Commerce St, Tacoma	1500 Commerce St	Outreach
11/6/2018	2018	Tacoma Fire - BRT Presentation	TFD 901 Fawcett Avenue	TFD 901 Fawcet	Engagement
11/8/2018	2018	Dome District Meeting	2702 East D St, Tacoma	2702 East D St	Engagement
11/13/2018	2018	Accessible Communities Advisory Committee	3602 Pacific Ave, Tacoma 98418	3602 Pacific Ave, Taco	Engagement
11/19/2018	2018	Hilltop Tacoma Link Groundbreaking (PT Informational Table)	900 M.L.K. Jr Way, Tacoma, WA 98405	900 M.L.K. Jr Way, Tacoma,	Outreach
11/19/2018	2018	Customer Outreach - Transit Center	2433 East E Street, Tacoma, WA 98421	2433 East E Street, Tacoma,	Outreach
11/20/2018	2018	Aging and Disability Resources Advisory Board	Pierce County 3602 Pacific Ave, Tacoma WA 98418	Pierce County 3602 Pacific Ave, Tacoma	Engagement
12/1/2018	2018	Milton Santa Parade	1000 Laurel St, Milton, WA 98354	1000 Laurel St, Milton,	Outreach
12/1/2018	2018	Puyallup Santa Parade	333 S Meridian Ste 101, Puyallup, WA 98371	333 S Meridian Ste 101, Puyallup,	Outreach
12/5/2018	2018	FW: BRT meeting for transportation operations discussion	TMB 747 Market Street, Tacoma	TMB 747 Market Street	Engagement
12/18/2018	2018	UW - Leadership Team of External Relations	1900 Commerce St, Tacoma, WA 98402	1900 Commerce St, Tacoma,	Engagement
12/19/2018	2018	Washington State Patrol - BRT Presentation	2502 112th Street East, Tacoma 98445	2502 112th Street East, Taco	Engagement
12/21/2018	2018	Eastside Collaborative Meeting	3629 S. D St. Tacoma, WA 98418-6813.	3629 S. D St. Tacoma, WA 984	Engagement
1/8/2019	2019	WSDOT ICE Coordination - BRT	3720 96th ST SW, Lakewood, WA 98499	3720 96th ST SW, Lakewood,	Engagement
1/9/2019	2019	Mid-County Leadership Meeting - BRT Presentation	PLU, 12180 Park Ave S, Tacoma, WA 98447	PLU, 12180 Park Ave S, Tacoma,	Engagement
1/9/2019	2019	TAC Meeting #10	3701 96th Street SW Lakewood, WA 98499	3701 96th Street SW Lakewood,	Engagement
1/10/2019	2019	Tacoma Dome Business District	2702 East D St, Tacoma	2702 East D St	Engagement
1/10/2019	2019	Customer Outreach - Drive Rt 1 - Invite to open houses - BRT	NA	#VALUE!	Engagement
1/10/2019	2019	Active Transportation COI Monthly Meeting	Centro Latino 1208 S 10th St, Tacoma, WA 98405	Centro Latino 1208 S 10th St, Tacoma,	Engagement

1/14/2019	2019	BRT - Maintenance & Operations Advisory Committee (ConfRm Rainier)	3701 96th St SW, Lakewood, WA 98499	3701 96th St SW, Lakewood,	Engagement
1/16/2019	2019	Tacoma Transportation Commission	747 Market Street, Tacoma, WA 98402	747 Market Street, Tacoma,	Engagement
1/22/2019	2019	Eastside Neighborhood Council - BRT Update	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
1/23/2019	2019	Hillside Development Council Meeting	2134 Tacoma Avenue South, Tacoma	2134 Tacoma Avenue South	Engagement
1/23/2019	2019	BRT Open House - PLU	12180 Park Ave S, Tacoma, WA 98447	12180 Park Ave S, Tacoma,	Public Meeting
1/24/2019	2019	BRT Update at CTAG	3720 96th ST SW, Lakewood, WA 98499	3720 96th ST SW, Lakewood,	Engagement
1/24/2019	2019	BRT Open House - UW	1900 Commerce St, Tacoma, WA 98402	1900 Commerce St, Tacoma,	Public Meeting
1/28/2019	2019	Hilltop Action Coalition (HAC)	1202 MLK JR WAY, Tacoma	1202 MLK JR WAY	Engagement
1/29/2019	2019	BRT Open House - Moore Library - BRT Presentation	215 S 56th St, Tacoma, WA 98408	215 S 56th St, Tacoma,	Public Meeting
1/30/2019	2019	Fern Hill Historic Business District - BRT Presentation	8310 S Park Ave, Tacoma WA 98408	8310 S Park Ave, Tacoma	Engagement
1/30/2019	2019	BRT Open House - Fern Hill Library	Fern Hill Library 765 S 84th St, Tacoma, WA 98444	Fern Hill Library 765 S 84th St, Tacoma,	Public Meeting
1/31/2019	2019	BRT Open House - Sprinkler Recreation Center	Sprinkler Recreation Center, 14824 C St S, Tacoma, WA 98444	Sprinkler Recreation Center, 14824 C St S, Tacoma,	Public Meeting
2/4/2019	2019	BRT Open House - Parkland/Spanaway Library	Parkland/Spanaway Library 13718 Pacific Ave S, Tacoma, WA 98444	Parkland/Spanaway Library 13718 Pacific Ave S, Tacoma,	Public Meeting
2/12/2019	2019	Tacoma City Council - BRT Update	747 Market St, Tacoma, WA 98402	747 Market St, Tacoma,	Engagement
2/20/2019	2019	Lincoln South Safe Streets	3629 S D St, Tacoma 98418	3629 S D St, Taco	Engagement
2/26/2019	2019	Pierce County Council - Economic & Infrastructure Development - BRT Update	930 Tacoma Ave S, Tacoma, WA 98402	930 Tacoma Ave S, Tacoma,	Engagement
2/28/2019	2019	Pierce County Transportation Commission	2702 South 42nd Street, Tacoma	2702 South 42nd Street	Engagement
3/2/2019	2019	2019 South Sound Sustainability Expo	1500 Commerce Street Tacoma, WA 98402	1500 Commerce Street Tacoma,	Outreach
3/5/2019	2019	TDS Permit Parking Outreach	2433 East E Street, Tacoma, WA 98421	2433 East E Street, Tacoma,	Outreach
3/7/2019	2019	Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
3/7/2019	2019	Ruston/Pt. Defiance Business District	5102 N Pearl St, Tacoma, WA 98407	5102 N Pearl St, Tacoma,	Engagement
3/8/2019	2019	Invitation to Regular Involvement with Commission on Disabilities	3873 S 66th St, Tacoma, WA 98409	3873 S 66th St, Tacoma,	Engagement
3/13/2019	2019	New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98405	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
3/14/2019	2019	PWI Active Transportation COI	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma, WA 98405	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma,	Engagement
3/15/2019	2019	Foundation for Tacoma Students	Community Meeting	Community	Engagement
3/18/2019	2019	Eastside Neighborhood Council - BRT Update	1721 E 56th ST, Tacoma, WA 98404	1721 E 56th ST, Tacoma,	Engagement
3/18/2019	2019	PWI Active Transportation COI	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma, WA 98405	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma,	Engagement
3/18/2019	2019	South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98409	Fire Station 8, 4911 S Alaska St, Taco	Engagement

3/20/2019	2019	Northeast Tacoma Neighborhood Council	747 Market St, Tacoma, WA 98402	747 Market St, Tacoma,	Engagement
3/20/2019	2019	Step It Up Monthly Meeting	NA	#VALUE!	Engagement
3/21/2019	2019	West End Neighborhood Council	1317 S. Winnifred, Tacoma, WA 98465	1317 S. Winnifred, Tacoma,	Engagement
3/21/2019	2019	Hilltop Business district meeting	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
3/21/2019	2019	Tacoma-Pierce County Chamber Happy Hour Expo	Freighthouse Square, 2501 E D St, Tacoma, WA 98421	Freighthouse Square, 2501 E D St, Tacoma,	Outreach
3/25/2019	2019	Lakewood City Council PT 101 & BRT Update	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Engagement
3/26/2019	2019	BRT Property Impact	6201 Pacific Ave ste a, Tacoma, WA 98408	6201 Pacific Ave ste a, Tacoma,	Engagement
3/26/2019	2019	Sound Transit TDLE Stakeholder Group #5	Fife Community Center 2111 54th Ave E Fife, WA	Fife Community Center 2111 54th Ave E	Engagement
4/3/2019	2019	MIC meeting	Fabulich Center, 3600 Port of Tacoma Rd, Tacoma, WA 98424	Fabulich Center, 3600 Port of Tacoma Rd, Tacoma,	Engagement
4/4/2019	2019	BIA Community Relations	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
4/4/2019	2019	Ruston/Pt. Defiance Business district meeting	5102 N Pearl St, Tacoma, WA 98407	5102 N Pearl St, Tacoma,	Engagement
4/6/2019	2019	2019 Daffodil Parade	333 S Meridian Ste 101, Puyallup, WA 98371	333 S Meridian Ste 101, Puyallup,	Outreach
4/10/2019	2019	Old Town Business District meeting	The Spar, 2121 N 30th St, Tacoma, WA 98403	The Spar, 2121 N 30th St, Tacoma,	Engagement
4/10/2019	2019	Fife Milton Edgewood Chamber of Commerce Luncheon	Emerald Queen Conference Center, 5700 Pacific Highway E, Fife	Emerald Queen Conference Center, 5700 Pacific Highway	Engagement
4/10/2019	2019	New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98405	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
4/11/2019	2019	Puyallup Spring Fair - PT Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
4/12/2019	2019	Puyallup Spring Fair - PT Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
4/13/2019	2019	Open House - Pierce County	Pierce County Skills Center, 16117 Canyon Rd E, Puyallup 98375	Pierce County Skills Center, 16117 Canyon Rd E, Puyall	Public Meeting
4/13/2019	2019	Puyallup Spring Fair - PT Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
4/13/2019	2019	Junior Daffodil Parade	333 S Meridian Ste 101, Puyallup, WA 98371	333 S Meridian Ste 101, Puyallup,	Outreach
4/14/2019	2019	Puyallup Spring Fair - PT Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
4/15/2019	2019	South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98409	Fire Station 8, 4911 S Alaska St, Taco	Engagement
4/16/2019	2019	ST Open House - BRT update	2111 54th Ave E, Fife, WA 98424	2111 54th Ave E, Fife,	Engagement
4/17/2019	2019	ST Open House - BRT update	1500 Commerce St, Tacoma, WA 98402	1500 Commerce St, Tacoma,	Engagement
4/17/2019	2019	Pacific Ave Business Owners & Residents - BRT Presentation	215 S 56th St, Tacoma, WA 98408	215 S 56th St, Tacoma,	Engagement
4/17/2019	2019	Step It Up Monthly Meeting	City of Tacoma - 747 Market ST	City of Tacoma - 747 M	Engagement
4/17/2019	2019	West End Neighborhood Council meeting	7217 6th Ave, Tacoma, WA 98406	7217 6th Ave, Tacoma,	Engagement
4/18/2019	2019	Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement

4/24/2019	2019	Hillside Development Council - PT Update	2134 Tacoma Ave S, Tacoma, WA 98405	2134 Tacoma Ave S, Tacoma,	Engagement
4/24/2019	2019	Foundation for Tacoma Students	NA	#VALUE!	Engagement
4/24/2019	2019	Tacoma Completes Partnership Launch	The Mountaineers Club 2302 N 30th St, Tacoma, WA 98403	The Mountaineers Club 2302 N 30th St, Tacoma,	Engagement
4/26/2019	2019	West Side Wake Up	Salvation Army, 1110 South Puget Sound, Tacoma 98405	Salvation Army, 1110 South Puget Sound, Taco	Engagement
4/27/2019	2019	Tacoma Bike Swap	1500 N Warner St, Tacoma, WA 98416	1500 N Warner St, Tacoma,	Outreach
4/30/2019	2019	Lakewood Chamber of Commerce/Lakewood Drive Time Network	4500 Steilacoom Blvd SW, Lakewood, WA 98499	4500 Steilacoom Blvd SW, Lakewood,	Engagement
5/1/2019	2019	TDLE Listening Session ST Open House - BRT table	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
5/2/2019	2019	Bike to Market	915 Broadway Tacoma, WA 98402	915 Broadway Tacoma,	Outreach
5/2/2019	2019	Ruston/Pt. Defiance - Business District Meeting	NA	#VALUE!	Engagement
5/2/2019	2019	Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
5/3/2019	2019	Puyallup/Sumner Chamber of Commerce/South Sound Business Summit	323 N Meridian, Puyallup, WA 98371	323 N Meridian, Puyallup,	Engagement
5/4/2019	2019	Aging Expo	Pierce College Puyallup, 1601 39th Ave SE, Puyallup, WA 98374	Pierce College Puyallup, 1601 39th Ave SE, Puyallup,	Outreach
5/7/2019	2019	Puyallup/Sumner Chamber of Commerce/Government Affairs Committee	323 N Meridian, Puyallup, WA 98371	323 N Meridian, Puyallup,	Engagement
5/8/2019	2019	Fife Milton Edgewood Chamber of Commerce	Emerald Queen Conference Center, 5700 Pacific Highway E, Fife	Emerald Queen Conference Center, 5700 Pacific Highway	Engagement
5/9/2019	2019	Dome District Meeting - BRT Update	2702 East D St, Tacoma	2702 East D St	Engagement
5/11/2019	2019	Healthy Homes, Healthy Neighborhoods Event	Eastside Community Center, 1721 E 56th St, Tacoma, WA 98404	Eastside Community Center, 1721 E 56th St, Tacoma,	Outreach
5/14/2019	2019	6th Avenue - Business District Meeting	NA	#VALUE!	Engagement
5/15/2019	2019	South Tacoma - Neighborhood Council	747 Market St, Tacoma, WA 98402	747 Market St, Tacoma,	Engagement
5/15/2019	2019	West End Neighborhood Council	1317 S. Winnifred, Tacoma, WA 98465	1317 S. Winnifred, Tacoma,	Engagement
5/16/2019	2019	Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
5/20/2019	2019	South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98410	Fire Station 8, 4911 S Alaska St, Taco	Engagement
5/21/2019	2019	SCATBd - BRT Presentation	4800 S 188th St, SeaTac, WA 98188	4800 S 188th St, SeaTac,	Engagement
5/21/2019	2019	Puyallup/Sumner Chamber of Commerce/Tools for Bridging the Gap	Community Meeting	Community	Engagement
5/23/2019	2019	Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
6/1/2019	2019	Maritime Gig Festival and Parade	Downtown Gig Harbor	Downtown Gi	Outreach
6/4/2019	2019	Eastside Farmers Market	3501 McKinley Ave, Tacoma, WA 98404	3501 McKinley Ave, Tacoma,	Outreach
6/4/2019	2019	Puyallup/Sumner Chamber of Commerce -Government Affairs Committee	323 N Meridian, Puyallup, WA 98371	323 N Meridian, Puyallup,	Engagement
6/5/2019	2019	Puyallup/Sumner Chamber of Commerce - Sales Ramp Up	323 N Meridian, Puyallup, WA 98371	323 N Meridian, Puyallup,	Engagement

6/6/2019	2019	BIA Community Relations Committee	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
6/6/2019	2019	Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
6/7/2019	2019	School.Safe Routes to Schools Bike Rodeos	1801 E 56th St, Tacoma, WA 98404	1801 E 56th St, Tacoma,	Outreach
6/8/2019	2019	Puyallup Farmers Market	300 S Meridian, Puyallup, WA 98371	300 S Meridian, Puyallup,	Outreach
6/11/2019	2019	2019 Transit for the Win Day	On several buses en route	On several buses	Outreach
6/12/2019	2019	New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98406	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
6/12/2019	2019	BRT Stakeholders Outreach with COT	Tacoma, WA	Ta	Engagement
6/13/2019	2019	Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
6/13/2019	2019	Dome Business District Meeting	2702 E D St, Tacoma, WA 98421	2702 E D St, Tacoma,	Engagement
6/13/2019	2019	PWI Active Transportation COI	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma, WA 98405	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma,	Engagement
6/14/2019	2019	Meeker Days	Downtown Puyallup	Downtown	Outreach
6/16/2019	2019	Meeker Days	Downtown Puyallup	Downtown	Outreach
6/17/2019	2019	South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98411	Fire Station 8, 4911 S Alaska St, Taco	Engagement
6/18/2019	2019	Lakewood Farmers Market	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Outreach
6/19/2019	2019	West End Neighborhood Council	Fire Station 16, 7217 6th Ave, Tacoma, WA 98406	Fire Station 16, 7217 6th Ave, Tacoma,	Engagement
6/20/2019	2019	Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
6/21/2019	2019	Summer Jobs 253 Resource Fair	6501 S 19th St, Tacoma, WA 98466	6501 S 19th St, Tacoma,	Outreach
6/23/2019	2019	Taste of Tacoma	5400 N Pearl St, Tacoma, WA 98407	5400 N Pearl St, Tacoma,	Outreach
6/25/2019	2019	Lakewood Chamber of Commerce	6310 Mt Tacoma Dr SW, Lakewood, WA 98499	6310 Mt Tacoma Dr SW, Lakewood,	Engagement
6/27/2019	2019	Transit to Trails	3211 East Main Puyallup, WA 98371	3211 East Main Puyallup,	Outreach
7/2/2019	2019	Eastside Farmers Market	3501 McKinley Ave, Tacoma, WA 98404	3501 McKinley Ave, Tacoma,	Outreach
7/4/2019	2019	Steilacoom 4th of July Parade	Downtown Steilacoom	Downtown St	Outreach
7/9/2019	2019	Lakewood Farmers Market	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Outreach
7/9/2019	2019	PSRC Bike and Pedestrian Advisory Committee	PSRC, 1011 Western Ave # 500, Seattle, WA 98104	PSRC, 1011 Western Ave # 500, Seattle,	Engagement
7/10/2019	2019	New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98407	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
7/11/2019	2019	School.Pierce Conservation District Eco Camp - Student Education	Outreach Event	Outrea	Engagement
7/13/2019	2019	EV Owner's Tailgate Event	2502 S Tyler St, Tacoma, WA 98405	2502 S Tyler St, Tacoma,	Outreach
7/13/2019	2019	Tacoma Pride	S. 9th Street & S. 7th Street, Tacoma	S. 9th Street & S. 7th Street	Outreach

7/13/2019	2019	SummerFest	8714 87th Ave SW, Lakewood, WA 98498	8714 87th Ave SW, Lakewood,	Outreach
7/15/2019	2019	SummerFest	8714 87th Ave SW, Lakewood, WA 98498	8714 87th Ave SW, Lakewood,	Outreach
7/15/2019	2019	South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98412	Fire Station 8, 4911 S Alaska St, Taco	Engagement
7/17/2019	2019	West End Neighborhood Council	7217 6th AVE, Tacoma 98406	7217 6th AVE, Taco	Engagement
7/18/2019	2019	Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
7/20/2019	2019	Edgewood Picnic	1400 15th Ave, Milton, WA 98354	1400 15th Ave, Milton,	Outreach
7/20/2019	2019	Puyallup Farmers Market	300 S Meridian, Puyallup, WA 98371	300 S Meridian, Puyallup,	Outreach
7/25/2019	2019	Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
7/25/2019	2019	Sumner-Pacific Manufacturing/Industrial Center	1104 Maple St, Sumner, WA 98390	1104 Maple St, Sumner,	Outreach
7/27/2019	2019	Ethic Fest	501 S I St, Tacoma, WA 98405	501 S I St, Tacoma,	Outreach
7/27/2019	2019	Transit to Trails	Tacoma	#VALUE!	Outreach
7/28/2019	2019	Ethic Fest	501 S I St, Tacoma, WA 98405	501 S I St, Tacoma,	Outreach
7/30/2019	2019	WSH Employee Appreciation Event	9601 Steilacoom Blvd SW, Lakewood, WA 98498	9601 Steilacoom Blvd SW, Lakewood,	Outreach
8/3/2019	2019	Proctor Arts Fest & Car Show	3819 S. 27th Tacoma, WA 98407	3819 S. 27th Tacoma,	Outreach
8/6/2019	2019	Fircrest National Night Out	Fircrest, WA 98466	Fircrest,	Outreach
8/7/2019	2019	Downtown on the Go Scavenger Hunt	1548 Commerce St, Tacoma, WA 98402	1548 Commerce St, Tacoma,	Outreach
8/10/2019	2019	Puyallup Farmers Market	300 S Meridian, Puyallup, WA 98371	300 S Meridian, Puyallup,	Outreach
8/13/2019	2019	Lakewood Farmers Market	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Outreach
8/13/2019	2019	New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98408	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
8/15/2019	2019	Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
8/15/2019	2019	TPCHD Staff Picnic	3629 S D St, Tacoma, WA 98418	3629 S D St, Tacoma,	Outreach
8/17/2019	2019	Milton Days Parade	Downtown Milton	Downtow	Outreach
8/17/2019	2019	McKinley Hill Street Fair	35th and McKinley Avenue East Tacoma, WA 98404	35th and McKinley Avenue East Tacoma,	Outreach
8/17/2019	2019	Hounds on the Hills	531 31st Ave SE, Puyallup, WA 98374	531 31st Ave SE, Puyallup,	Outreach
8/19/2019	2019	South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98413	Fire Station 8, 4911 S Alaska St, Taco	Engagement
8/20/2019	2019	Eastside Farmers Market	3501 McKinley Ave, Tacoma, WA 98404	3501 McKinley Ave, Tacoma,	Outreach
8/21/2019	2019	South Tacoma Neighborhood Council	3873 S 66th St, Tacoma, WA 98409	3873 S 66th St, Tacoma,	Engagement
8/22/2019	2019	Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach

8/24/2019	2019	Hilltop Street Fair	Martin Luther King Jr. Way, Tacoma	Martin Luther King Jr. Way	Outreach
8/26/2019	2019	School: Stadium High School Resource Fair	Outreach Event	Outrea	Engagement
8/26/2019	2019	School: Stadium High School Parent University	Outreach Event	Outrea	Engagement
8/31/2019	2019	Transit to Trails	Tacoma	#VALUE!	Outreach
9/3/2019	2019	BCRA	Tacoma	#VALUE!	Engagement
9/3/2019	2019	Franke Tobey Jones	Franke Tobey Jones, 5340 N Bristol St, Tacoma, WA 98407	Franke Tobey Jones, 5340 N Bristol St, Tacoma,	Outreach
9/5/2019	2019	WA State Fair - Chamber Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
9/7/2019	2019	National Drive Electric Week	Downtown Steilacoom	Downtown St	Outreach
9/7/2019	2019	Touch-A-Truck	14824 C St S, Tacoma, WA 98444	14824 C St S, Tacoma,	Outreach
9/7/2019	2019	Downtown to Defiance - Sunday Parkways	909 A Street, Tacoma	909 A Street	Outreach
9/10/2019	2019	Lakewood Farmers Market	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Outreach
9/10/2019	2019	Columbia Bank Transportation Fair	1301 A St, Tacoma, WA 98402	1301 A St, Tacoma,	Outreach
9/11/2019	2019	BRT Stakeholder Outreach Coordination Team Meeting	747 Market St, Tacoma, WA 98402	747 Market St, Tacoma,	Engagement
9/14/2019	2019	WA State Fair - Chamber Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
9/16/2019	2019	South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98414	Fire Station 8, 4911 S Alaska St, Taco	Engagement
9/18/2019	2019	WA State Fair - Chamber Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
9/20/2019	2019	Parking Day	Downtown Tacoma	Downtow	Outreach
9/21/2019	2019	Puyallup Farmers Market	300 S Meridian, Puyallup, WA 98371	300 S Meridian, Puyallup,	Outreach
9/23/2019	2019	WA State Fair - Chamber Booth	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
9/25/2019	2019	Expedia Group Transportation Fair	333 108th AVE NE, Bellevue	333 108th AVE NE,	Outreach
9/26/2019	2019	Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
9/27/2019	2019	West Side Wake Up	Salvation Army, 1110 South Puget Sound, Tacoma 98405	Salvation Army, 1110 South Puget Sound, Taco	Engagement
10/1/2019	2019	School: Tacoma High School Student Volunteer Fair	Outreach Event	Outrea	Engagement
10/2/2019	2019	Cambia Health Solutions, Inc.	1501 Market ST Tacoma	1501 Market ST	Outreach
10/3/2019	2019	UW Tacoma - BRT Presentation	1900 Commerce St, Tacoma, WA 98402	1900 Commerce St, Tacoma,	Engagement
10/3/2019	2019	Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
10/3/2019	2019	Ruston/Pt. Defiance Business District	5102 N Pearl St, Tacoma, WA 98407	5102 N Pearl St, Tacoma,	Engagement
10/4/2019	2019	PSRC TOD/BRT event	16051 NE 10t ST Bellevue, WA 98008	16051 NE 10t ST Bellevue,	Outreach

10/5/2019	2019	2019 Fife Harvest Festival	2820 54th Ave E, Fife, WA. 98424.	2820 54th Ave E, Fife, WA	Outreach
10/8/2019	2019	6th Avenue Business District	2705 6th Ave, Tacoma, WA 98406	2705 6th Ave, Tacoma,	Engagement
10/8/2019	2019	School: Seabury Public Transit Day	Outreach Event	Outrea	Engagement
10/9/2019	2019	Port of Tacoma - Benefits & Wellness Fair	One Sitcum Plaza Tacoma, WA 98421	One Sitcum Plaza Tacoma,	Outreach
10/9/2019	2019	New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98409	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
10/10/2019	2019	PWI Active Transportation COI	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma, WA 98405	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma,	Engagement
10/12/2019	2019	Pierce Transit BRT Community Committee #1	BRT Meeting	BRT	Engagement
10/12/2019	2019	Truck & Tractor Day	Fort Steilacoom, 8714 87th Ave SW, Lakewood, WA	Fort Steilacoom, 8714 87th Ave SW, Lake	Outreach
10/16/2019	2019	South Tacoma Neighborhood Council	3873 S 66th St, Tacoma, WA 98409	3873 S 66th St, Tacoma,	Engagement
10/16/2019	2019	West End Neighborhood Council	Fire Station 16, 7217 6th Ave, Tacoma, WA 98406	Fire Station 16, 7217 6th Ave, Tacoma,	Engagement
10/17/2019	2019	Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
10/19/2019	2019	UPS pop-up	1500 N Warner St, Tacoma, WA 98416	1500 N Warner St, Tacoma,	Outreach
10/21/2019	2019	Eastside Neighborhood Council (ENACT)	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
10/21/2019	2019	South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98415	Fire Station 8, 4911 S Alaska St, Taco	Engagement
10/22/2019	2019	Fircrest City Council (Alex Mather)	Fircrest, WA 98466	Fircrest,	Engagement
10/28/2019	2019	Gig Harbor City Council (Alex Mather)	Gig Harbor, WA	Gig Ha	Engagement
10/31/2019	2019	Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
10/31/2019	2019	City of Tacoma - TPU Health Fair	3628 S 35th St, Tacoma, WA 98409	3628 S 35th St, Tacoma,	Outreach
10/31/2019	2019	TPCHD - Benefits Fair	3629 S D St, Tacoma, WA 98418	3629 S D St, Tacoma,	Outreach
11/7/2019	2019	Proctor Business District	2707 N Proctor St, Tacoma, WA 98407	2707 N Proctor St, Tacoma,	Engagement
11/12/2019	2019	Pierce County Accessible Communities Advisory Committee	3602 Pacific Ave, Tacoma WA 98418	3602 Pacific Ave, Tacoma	Engagement
11/12/2019	2019	6th Avenue Business District	2701 6th Ave, Tacoma, WA 98406	2701 6th Ave, Tacoma,	Engagement
11/13/2019	2019	Community Health Improvement Planning Workshop	Tacoma, WA	Ta	Engagement
11/13/2019	2019	South Sound Summit	1500 Commerce St, Tacoma, WA 98402	1500 Commerce St, Tacoma,	Outreach
11/13/2019	2019	Lakewood Community Collaboration	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Engagement
11/13/2019	2019	New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98410	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
11/14/2019	2019	South Tacoma Business District	5050 S Tacoma Way, Tacoma, WA 98409	5050 S Tacoma Way, Tacoma,	Engagement
11/14/2019	2019	Western State Benefits Fair	9601 Steilacoom Blvd SW, Lakewood, WA 98498	9601 Steilacoom Blvd SW, Lakewood,	Outreach

11/14/2019	2019	City of Gig Harbor - Transportation Fair	3510 Grandview St, Gig Harbor, WA 98335	3510 Grandview St, Gig Harbor,	Outreach
11/14/2019	2019	Tacoma Dome Business District	2702 E D St, Tacoma, WA 98421	2702 E D St, Tacoma,	Engagement
11/14/2019	2019	Old Town Business District	2121 N 30th St, Tacoma, WA 98403	2121 N 30th St, Tacoma,	Engagement
11/15/2019	2019	Downtown On the Go Luncheon	1530 Pacific Ave, Tacoma, WA 98402	1530 Pacific Ave, Tacoma,	Engagement
11/18/2019	2019	Eastside Neighborhood Council (ENACT)	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
11/18/2019	2019	Hilltop Action Coalition	People's Center, 1602 MLK, Jr. Way, Board Room	People's Center, 1602 MLK, Jr. Way, Bo	Engagement
11/18/2019	2019	South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98416	Fire Station 8, 4911 S Alaska St, Taco	Engagement
11/20/2019	2019	South Tacoma Neighborhood Council	3873 South 66th St, Tacoma	3873 South 66th St	Engagement
11/20/2019	2019	West End Neighborhood Council	Fire Station 16, 7217 6th Ave, Tacoma, WA 98407	Fire Station 16, 7217 6th Ave, Tacoma,	Engagement
11/21/2019	2019	Northeast Tacoma Neighborhood Council	4818 Nassau Ave NE, Tacoma, WA 98422	4818 Nassau Ave NE, Tacoma,	Engagement
11/27/2019	2019	North Lakewood Neighborhood Association	Elks - 6313 n75th Street West Lakewodo	Elks - 6313 n75th Street West	Engagement
12/2/2019	2019	North End Neighborhood Council	Wheelock Student Center, University of Puget Sound, N 15th St, Tacoma, Wa 98406	Wheelock Student Center, University of Puget Sound, N 15th St, Tacoma,	Engagement
12/3/2019	2019	2019 South Sound Idea Awards	Outreach Event	Outrea	Engagement
12/4/2019	2019	RAMP	Fabulich Center, 3600 Port of Tacoma Rd, Tacoma, WA 98424	Fabulich Center, 3600 Port of Tacoma Rd, Tacoma,	Engagement
12/4/2019	2019	South Sound MIC	3600 Port of Tacoma Rd Tacoma 98424	3600 Port of Tacoma Rd Taco	Engagement
12/5/2019	2019	Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
12/5/2019	2019	Puyallup Sumner Chamber Wake Up meeting	Electric Coffee house - 905 Main Street, Sumner	Electric Coffee house - 905 Main Street	Engagement
12/5/2019	2019	South Sound MIC	3600 Port of Tacoma Rd Tacoma 98424	3600 Port of Tacoma Rd Taco	Engagement
12/5/2019	2019	Proctor Business District	2707 N Proctor St, Tacoma, WA 98407	2707 N Proctor St, Tacoma,	Engagement
12/5/2019	2019	Ruston/Point Defiance Business District meeting	5102 N Pearl St, Tacoma, WA 98407	5102 N Pearl St, Tacoma,	Engagement
12/5/2019	2019	Central Tacoma Neighborhood Council	1919 South Tyler Street Tacoma, WA 98405	1919 South Tyler Street Tacoma,	Engagement
12/5/2019	2019	Downtown Tacoma Business Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
12/7/2019	2019	Lakewood Parade of Lights	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Outreach
12/7/2019	2019	Puyallup Santa Parade	Downtown Puyallup	Downtown	Outreach
12/8/2019	2019	6th Avenue Santa Parade	6th Ave, Tacoma	6th Ave	Outreach
12/11/2019	2019	Fife Milton Edgewood Chamber of Commerce	Emerald Queen Conference Center, 5700 Pacific Highway E, Fife	Emerald Queen Conference Center, 5700 Pacific Highway	Engagement
12/14/2019	2019	Downtown Tacoma Haul Crawl	Downtown Tacoma	Downtow	Outreach
12/19/2019	2019	Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement

1/2/2020	2020	Proctor Business District	2707 N Proctor St, Tacoma, WA 98407	2707 N Proctor St, Tacoma,	Engagement
1/8/2020	2020	Old Town Business District	Spar restaurant -2121 North 30th Street Tacoma	Spar restaurant -2121 North 30th Stree	Engagement
1/8/2020	2020	Lakewood Community Collaboration	6000 Main St SW, Lakewood, WA 98499	6000 Main St SW, Lakewood,	Engagement
1/8/2020	2020	Pierce College Puyallup	Outreach Event	Outrea	Engagement
1/8/2020	2020	New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98411	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
1/9/2020	2020	Puyallup Sumner Chamber Wake Up mtg	Craft 19 - 1201 Main St. Sumner	Craft 19 - 1201 Main St	Engagement
1/9/2020	2020	Central Tacoma Neighborhood Council	1919 South Tyler Street Tacoma, WA 98405	1919 South Tyler Street Tacoma,	Engagement
1/9/2020	2020	Lakewood Chamber of Commerce	Tacoma Golf & Country Club, 13204 Country Club Dr SW, Lakewood 98498	Tacoma Golf & Country Club, 13204 Country Club Dr SW, Lakewo	Engagement
1/9/2020	2020	Tacoma Dome Business District	2702 E D St, Tacoma, WA 98421	2702 E D St, Tacoma,	Engagement
1/9/2020	2020	PWI Active Transportation COI	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma, WA 98405	Puyallup Watershed Initiative, 1208 S 10th St, Tacoma,	Engagement
1/15/2020	2020	South Tacoma Neighborhood Council	3873 S 66th St, Tacoma, WA 98409	3873 S 66th St, Tacoma,	Engagement
1/15/2020	2020	West End Neighborhood Council	Fire Station 16, 7217 6th Ave, Tacoma, WA 98408	Fire Station 16, 7217 6th Ave, Tacoma,	Engagement
1/16/2020	2020	Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
1/16/2020	2020	Northeast Tacoma Neighborhood Council	4818 Nassau Ave NE, Tacoma, WA 98422	4818 Nassau Ave NE, Tacoma,	Engagement
1/21/2020	2020	Eastside Neighborhood Council (ENACT)	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
1/27/2020	2020	South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98417	Fire Station 8, 4911 S Alaska St, Taco	Engagement
1/29/2020	2020	Fern Hill Historic Business District	8310 Park Ave	8310	Engagement
2/3/2020	2020	North End Neighborhood Council	Wheelock Student Center, University of Puget Sound, N 15th St, Tacoma, Wa 98406	Wheelock Student Center, University of Puget Sound, N 15th St, Tacoma,	Engagement
2/6/2020	2020	Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
2/6/2020	2020	Proctor Business District	2707 N Proctor St, Tacoma, WA 98407	2707 N Proctor St, Tacoma,	Engagement
2/7/2020	2020	Central Tacoma Neighborhood Council	1919 South Tyler Street Tacoma, WA 98405	1919 South Tyler Street Tacoma,	Engagement
2/10/2020	2020	Crescent Moon Gifts Employer Event	6901 6th Ave, Tacoma, WA 98406	6901 6th Ave, Tacoma,	Outreach
2/11/2020	2020	6th Avenue Business District	2701 6th Ave, Tacoma, WA 98406	2701 6th Ave, Tacoma,	Engagement
2/12/2020	2020	New Tacoma Neighborhood Council	Police Substation, 1524 Martin Luther King Jr Way Tacoma 98412	Police Substation, 1524 Martin Luther King Jr Way Taco	Engagement
2/13/2020	2020	Tacoma Dome Business District	2702 E D St, Tacoma, WA 98421	2702 E D St, Tacoma,	Engagement
2/13/2020	2020	South Tacoma Business District	STAR Center, 3873 S 66th St, Tacoma, WA 98409	STAR Center, 3873 S 66th St, Tacoma,	Engagement
2/17/2020	2020	Pierce County Committee - Economic and Infrastructure Development	Community Meeting	Community	Engagement
2/18/2020	2020	Eastside Neighborhood Council (ENACT)	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement

2/19/2020	2020	Downtown on the Go	950 Pacific Ave, Tacoma, WA 98402	950 Pacific Ave, Tacoma,	Engagement
2/19/2020	2020	Pierce Transit BRT Community Committee	BRT Meeting	BRT	Engagement
2/19/2020	2020	Tacoma Committee – IPS	BRT Meeting	BRT	Engagement
2/19/2020	2020	Tacoma Committee - Planning Commission	BRT Meeting	BRT	Engagement
2/19/2020	2020	Tacoma Committee - Transportation Commission	BRT Meeting	BRT	Engagement
2/19/2020	2020	Downtown Tacoma Small Business Roundtable	1301 A St Suite 100, Tacoma, WA 98402	1301 A St Suite 100, Tacoma,	Engagement
2/19/2020	2020	Gig Harbor Downtown Waterfront Alliance	8827 N Harborview Dr, Gig Harbor, WA 98332	8827 N Harborview Dr, Gig Harbor,	Engagement
2/19/2020	2020	South Tacoma Neighborhood Council	3873 S 66th St, Tacoma, WA 98409	3873 S 66th St, Tacoma,	Engagement
2/20/2020	2020	Hilltop Business Association	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma, WA 98405	Allen AME Church, 1223 M.L.K. Jr Way, Tacoma,	Engagement
2/20/2020	2020	Northeast Tacoma Neighborhood Council	4818 Nassau Ave NE, Tacoma, WA 98422	4818 Nassau Ave NE, Tacoma,	Engagement
2/21/2020	2020	Green Club meeting - Stadium HS	Outreach Event	Outrea	Engagement
2/24/2020	2020	South End Neighborhood Council	Fire Station 8, 4911 S Alaska St, Tacoma 98417	Fire Station 8, 4911 S Alaska St, Taco	Engagement
2/25/2020	2020	Tacoma City Council-Study Session	BRT Meeting	BRT	Engagement
2/27/2020	2020	Pierce Transit CTAG	3720 96th ST SW, Lakewood, WA 98499	3720 96th ST SW, Lakewood,	Engagement
3/1/2020	2020	Door Knocking - Soil Testing	Outreach Event	Outrea	Engagement
3/2/2020	2020	North End Neighborhood Council	Wheelock Student Center, University of Puget Sound, N 15th St, Tacoma, Wa 98406	Wheelock Student Center, University of Puget Sound, N 15th St, Tacoma,	Engagement
3/5/2020	2020	Proctor Business District	2707 N Proctor St, Tacoma, WA 98407	2707 N Proctor St, Tacoma,	Engagement
3/5/2020	2020	Downtown Tacoma Partnership	Pantages Theatre, 901 Broadway, Tacoma, WA 98402	Pantages Theatre, 901 Broadway, Tacoma,	Engagement
3/5/2020	2020	EDB Annual Meeting	1500 Commerce St, Tacoma, WA 98402	1500 Commerce St, Tacoma,	Outreach
3/5/2020	2020	Lakewood Chamber of Commerce	Tacoma Golf & Country Club, 13204 Country Club Dr SW, Lakewood 98498	Tacoma Golf & Country Club, 13204 Country Club Dr SW, Lakewo	Engagement
3/5/2020	2020	Central Tacoma Neighborhood Council	1919 South Tyler Street Tacoma, WA 98405	1919 South Tyler Street Tacoma,	Engagement
3/7/2020	2020	Centro Latino Resource Fair	1208 S 10th St, Tacoma, WA 98405	1208 S 10th St, Tacoma,	Outreach
3/10/2020	2020	6th Avenue Business District	Community Meeting	Community	Engagement
3/16/2020	2020	Eastside Neighborhood Council	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
3/16/2020	2020	Tacoma Committee - TODAG	Tacoma, WA	Ta	Engagement
3/18/2020	2020	West End Neighborhood Council	Community Meeting	Community	Engagement
4/2/2020	2020	Downtown Tacoma Partnership	Virtual	NA	Engagement
4/7/2020	2020	Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement

4/8/2020	2020	BRT Stakeholder Outreach Coordination Team Meeting	Virtual	NA	Engagement
4/8/2020	2020	Lakewood Community Collaboration	Virtual	NA	Engagement
4/9/2020	2020	EDB BRE Partner Call	Virtual	NA	Engagement
4/21/2020	2020	Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement
4/23/2020	2020	EDB BRE Partner Call	Virtual	NA	Engagement
4/30/2020	2020	EDB BRE Partner Call	Virtual	NA	Engagement
5/6/2020	2020	South Sound MIC	Virtual	NA	Engagement
5/7/2020	2020	EDB BRE Partner Call	Virtual	NA	Engagement
5/7/2020	2020	Central Tacoma Neighborhood Council	Virtual	NA	Engagement
5/13/2020	2020	Lakewood Community Collaboration	Virtual	NA	Engagement
5/18/2020	2020	South End Neighborhood Council	Virtual	NA	Engagement
5/19/2020	2020	Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement
5/21/2020	2020	EDB BRE Partner Call	Virtual	NA	Engagement
5/21/2020	2020	Northeast Tacoma Neighborhood Council	Virtual	NA	Engagement
5/28/2020	2020	EDB BRE Partner Call	Virtual	NA	Engagement
6/8/2020	2020	South End Neighborhood Council	Virtual	NA	Engagement
6/10/2020	2020	Lakewood Community Collaboration	Virtual	NA	Engagement
6/10/2020	2020	New Tacoma Neighborhood Council	Virtual	NA	Engagement
6/11/2020	2020	EDB BRE Partner Call	Virtual	NA	Engagement
6/15/2020	2020	South End Neighborhood Council	Virtual	NA	Engagement
6/16/2020	2020	Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement
6/18/2020	2020	EDB BRE Partner Call	Virtual	NA	Engagement
6/18/2020	2020	Northeast Tacoma Neighborhood Council	Virtual	NA	Engagement
6/25/2020	2020	EDB BRE Partner Call	Virtual	NA	Engagement
7/2/2020	2020	EDB BRE Partner Call	Virtual	NA	Engagement
7/8/2020	2020	New Tacoma Neighborhood Council	Virtual	NA	Engagement
7/9/2020	2020	Lakewood Chamber of Commerce	Virtual	NA	Engagement
7/9/2020	2020	PWI Active Transportation COI	Virtual	NA	Engagement

7/11/2020	2020	2020 Tacoma Pride - Pop up	5731 Main Street SW Lakewood, WA 98499	5731 Main Street SW Lakewood,	Outreach
7/11/2020	2020	2020 Tacoma Pride - Pop up	S 48th St, Tacoma, WA 98409	S 48th St, Tacoma,	Outreach
7/11/2020	2020	2020 Tacoma Pride - Pop up	6501 S 19th St, Tacoma, WA 98466	6501 S 19th St, Tacoma,	Outreach
7/11/2020	2020	2020 Tacoma Pride - Pop up	10th & Commerce, Tacoma	10th & Commerce	Outreach
7/14/2020	2020	Eastside Farmers Market	3501 McKinley Ave, Tacoma, WA 98404	3501 McKinley Ave, Tacoma,	Outreach
7/16/2020	2020	BRE Partner Meeting	Virtual	NA	Engagement
7/16/2020	2020	Eastside Neighborhood Council (ENACT)	1721 E 56th St, Tacoma, WA 98404	1721 E 56th St, Tacoma,	Engagement
7/19/2020	2020	Point Ruston Farmers Market	5101 Ruston Way, Ruston, WA 98407	5101 Ruston Way, Ruston,	Outreach
7/20/2020	2020	South End Neighborhood Council	Virtual	NA	Engagement
7/23/2020	2020	Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
7/23/2020	2020	EBD BRE team meeting	Virtual	NA	Engagement
7/28/2020	2020	BRT TAC Meeting	Virtual	NA	Outreach
7/28/2020	2020	Small Business Round Table	Virtual	NA	Engagement
7/29/2020	2020	Fern Hill Historic Business District	8310 S Park Ave, Tacoma, WA 98408	8310 S Park Ave, Tacoma,	Engagement
7/30/2020	2020	EDB BRE Partner Call	Virtual	NA	Engagement
7/30/2020	2020	Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement
8/3/2020	2020	Tacoma-Pierce County Chamber of Commerce	Virtual	NA	Engagement
8/5/2020	2020	South Sound MIC	Virtual	NA	Engagement
8/6/2020	2020	Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
8/6/2020	2020	Downtown Tacoma Partnership	Virtual	NA	Engagement
8/6/2020	2020	PWI Active Transportation COI	Virtual	NA	Engagement
8/11/2020	2020	Tacoma City Council	Tacoma, WA	Ta	Engagement
8/11/2020	2020	Eastside Farmers Market	3501 McKinley Ave, Tacoma, WA 98404	3501 McKinley Ave, Tacoma,	Outreach
8/11/2020	2020	Small Business Round Table Zoom Info	Virtual	NA	Engagement
8/11/2020	2020	6th Avenue Business District	Virtual	NA	Engagement
8/14/2020	2020	Runner Pop Up Outreach Event	Dune Peninsula, 5361 Yacht Club Rd, Tacoma, WA 98407	Dune Peninsula, 5361 Yacht Club Rd, Tacoma,	Outreach
8/16/2020	2020	Point Ruston Farmers Market	5101 Ruston Way, Ruston, WA 98407	5101 Ruston Way, Ruston,	Outreach
8/17/2020	2020	Tacoma Committee - TODAG	Tacoma, WA	Ta	Engagement

8/17/2020	2020	South End Neighborhood Council	Virtual	NA	Engagement
8/19/2020	2020	West End Neighborhood Council	Virtual	NA	Engagement
8/20/2020	2020	Northeast Tacoma Neighborhood Council	Virtual	NA	Engagement
8/27/2020	2020	BRT Virtual Open House	Virtual	NA	Public Meeting
9/3/2020	2020	Proctor Business District	Virtual	NA	Engagement
9/3/2020	2020	Downtown Tacoma Partnership	Virtual	NA	Engagement
9/4/2020	2020	Pierce County Coordinated Transportation Coalition	Virtual	NA	Engagement
9/8/2020	2020	6th Avenue Business District	Virtual	NA	Engagement
9/9/2020	2020	Lakewood Community Collaboration	Virtual	NA	Engagement
9/9/2020	2020	BRT Stakeholder Outreach Coordination Team Meeting	Virtual	NA	Engagement
9/9/2020	2020	New Tacoma Neighborhood Council	Virtual	NA	Engagement
9/11/2020	2020	Tacoma Pierce County Coalition to End Homelessness	Virtual	NA	Engagement
9/14/2020	2020	North End Neighborhood Council	Virtual	NA	Engagement
9/16/2020	2020	West End Neighborhood Council	Virtual	NA	Engagement
9/16/2020	2020	South Tacoma Neighborhood Council	Virtual	NA	Engagement
9/17/2020	2020	Northeast Tacoma Neighborhood Council	Virtual	NA	Engagement
9/22/2020	2020	County Economic/Infrastructure Committee	BRT Meeting	BRT	Engagement
9/22/2020	2020	South End Neighborhood Council	Virtual	NA	Engagement
9/26/2020	2020	Proctor Farmers Market	2702 N Proctor St, Tacoma, WA 98407	2702 N Proctor St, Tacoma,	Outreach
10/1/2020	2020	PTAG	Presentation - other	Presentation	Engagement
10/1/2020	2020	Downtown Tacoma Partnership	Virtual	NA	Engagement
10/1/2020	2020	Proctor Business District	Virtual	NA	Engagement
10/6/2020	2020	Small Business Round Table - Zoom Information	Virtual	NA	Engagement
10/8/2020	2020	Lakewood Chamber of Commerce	Virtual	NA	Engagement
10/8/2020	2020	Broadway Farmers Market	1099-949, Broadway, Tacoma, WA 98402	1099-949, Broadway, Tacoma,	Outreach
10/14/2020	2020	BRT Stakeholder Outreach Coordination Team Meeting	Virtual	NA	Engagement
10/14/2020	2020	New Tacoma Neighborhood Council	Virtual	NA	Engagement
10/19/2020	2020	South End Neighborhood Council	Virtual	NA	Engagement

10/20/2020	2020	BRT Community Committee	Virtual	NA	Engagement
10/21/2020	2020	South Tacoma Neighborhood Council	Virtual	NA	Engagement
10/28/2020	2020	Fern Hill Historic Business District	Virtual	NA	Engagement
10/29/2020	2020	Light Up Your Ride	1554 Market St, Tacoma, WA 98402	1554 Market St, Tacoma,	Outreach
10/30/2020	2020	October Runner Street Team Outreach	Campfire Coffee, 1554 Market St #101, Tacoma, WA 98402	Campfire Coffee, 1554 Market St #101, Tacoma,	Outreach
10/31/2020	2020	Tacoma Arts Month Student Art Contest	Pierce County	Pierc	Outreach
11/2/2020	2020	North End Neighborhood Council	Virtual	NA	Engagement
11/4/2020	2020	South Sound MIC	Virtual	NA	Engagement
11/5/2020	2020	Ruston/Pt. Defiance Business District	Community Meeting	Community	Engagement
11/5/2020	2020	Proctor Business District	Virtual	NA	Engagement
11/10/2020	2020	6th Avenue Business District	Virtual	NA	Engagement
11/12/2020	2020	Lakewood Chamber of Commerce	Virtual	NA	Engagement
11/16/2020	2020	South End Neighborhood Council	Virtual	NA	Engagement
11/18/2020	2020	BRT Stakeholder Outreach Coordination Team Meeting	Virtual	NA	Engagement
11/18/2020	2020	South Tacoma Neighborhood Council	Virtual	NA	Engagement
11/19/2020	2020	Parkland-Spanaway Rotary	Community Meeting	Community	Engagement
11/20/2020	2020	Tacoma Dome Business District	Virtual	NA	Engagement
11/21/2020	2020	Sound End Neighborhood Community Meeting	Community Meeting	Community	Engagement
12/3/2020	2020	DT Tacoma Partnership Community Relations Committee	Community Meeting	Community	Engagement
12/3/2020	2020	Proctor Business District	Virtual	NA	Engagement
12/4/2020	2020	Tacoma Pierce County Coalition to End Homelessness	Virtual	NA	Engagement
12/4/2020	2020	Freighthouse Market - BRT Outreach	2501 E D St, Tacoma, WA 98421	2501 E D St, Tacoma,	Outreach
12/7/2020	2020	Northend Neighborhood Council	Community Meeting	Community	Engagement
12/8/2020	2020	TDS and Commerce St. Team Outreach - BRT	2433 East E Street, Tacoma, WA 98421 and 10th & Commerce	2433 East E Street, Tacoma, WA 98421 and 10th &	Outreach
12/9/2020	2020	East Tacoma Collaborative	Virtual	NA	Engagement
12/10/2020	2020	BRT Virtual Open House	Virtual	NA	Public Meeting
12/10/2020	2020	Zoo Lights Bus Display	5400 N Pearl St, Tacoma, WA 98407	5400 N Pearl St, Tacoma,	Outreach
12/12/2020	2020	Lakewood Reverse Parade of Lights	5731 Main St SW, Lakewood, WA 98499	5731 Main St SW, Lakewood,	Outreach

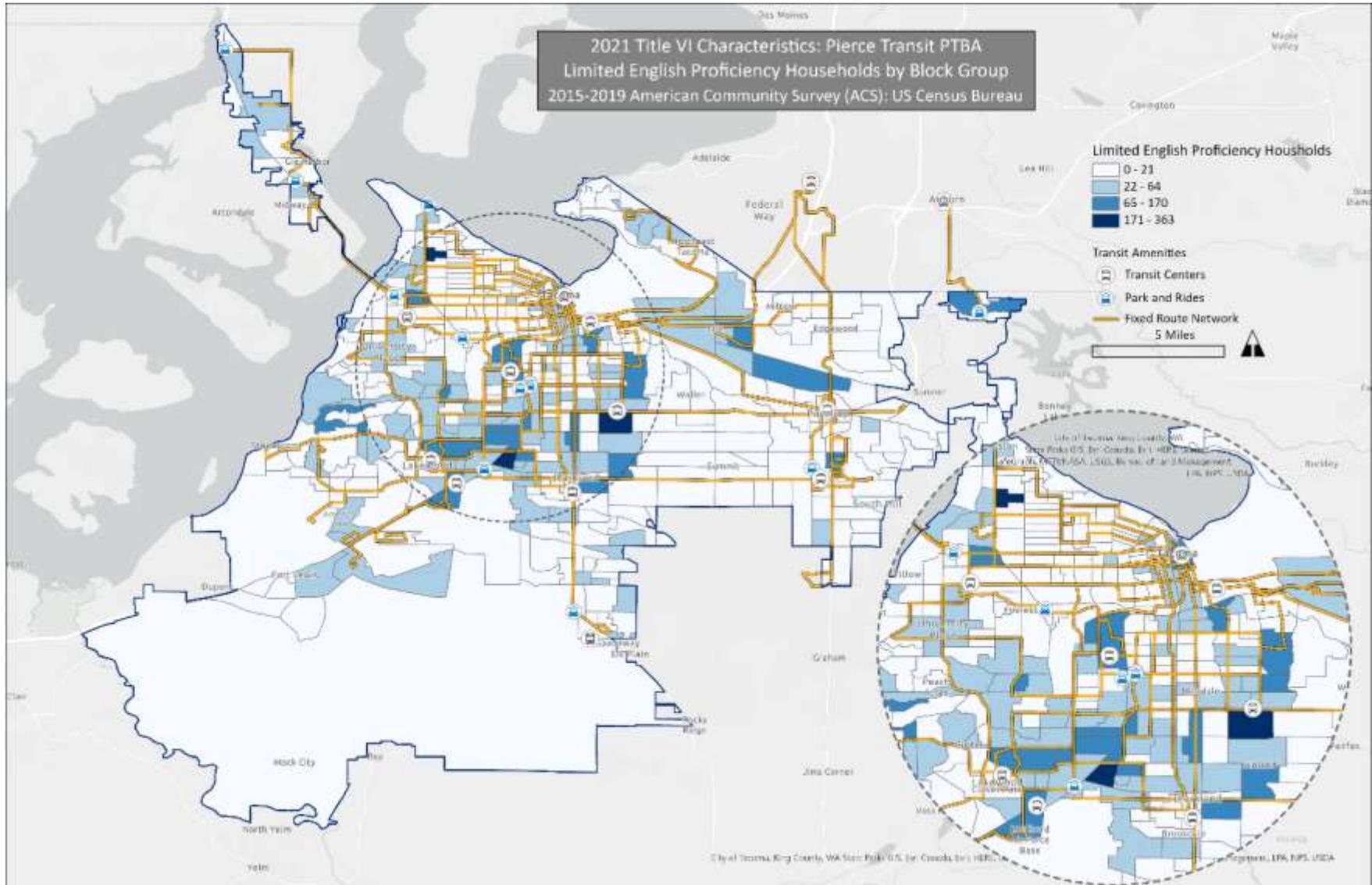
12/15/2020	2020	Tacoma Council Study Session	Virtual	NA	Engagement
12/16/2020	2020	South Tacoma Neighborhood Council	Virtual	NA	Engagement
12/28/2020	2020	Ecosystem partners meeting	Virtual	NA	Engagement
12/30/2020	2020	Grit City Daily News podcast	Virtual	NA	Engagement
1/4/2021	2021	Ecosystem partners meeting	Virtual	NA	Engagement
1/4/2021	2021	North End Neighborhood Council	Virtual	NA	Engagement
1/4/2021	2021	South End Neighborhood Council	Virtual	NA	Engagement
1/7/2021	2021	Proctor Business District	Virtual	NA	Engagement
1/7/2021	2021	Downtown Tacoma Partnership	Virtual	NA	Engagement
1/13/2021	2021	Lakewood Community Collaboration	Virtual	NA	Engagement
1/13/2021	2021	BRT Stakeholder Outreach Coordination Team Meeting	Virtual	NA	Engagement
1/13/2021	2021	New Tacoma Neighborhood Council	Virtual	NA	Engagement
1/19/2021	2021	Eastside Neighborhood Council (ENACT)	Virtual	NA	Engagement
1/21/2021	2021	South Tacoma Neighborhood Council	Virtual	NA	Engagement
1/27/2021	2021	Fern Hill Historic Business District	Virtual	NA	Engagement
2/1/2021	2021	South End Neighborhood Council	Virtual	NA	Engagement
2/4/2021	2021	Downtown Tacoma Partnership	Virtual	NA	Engagement
2/10/2021	2021	Lakewood Community Collaboration	Virtual	NA	Engagement
2/10/2021	2021	BRT Stakeholder Outreach Coordination Team Meeting	Virtual	NA	Engagement
2/11/2021	2021	Lakewood Chamber of Commerce	Virtual	NA	Engagement
2/11/2021	2021	PWI Active Transportation COI	Virtual	NA	Engagement
2/16/2021	2021	Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement
2/17/2021	2021	BRT Meeting with Brown & Haley, TPU, Common Street, and Pierce Transit	110 East 26th Street, Tacoma, Washington 98421	110 East 26th Street, Tacoma, Washingto	Engagement
2/17/2021	2021	South End Neighborhood Council	Virtual	NA	Engagement
2/17/2021	2021	South Tacoma Neighborhood Council	Virtual	NA	Engagement
2/19/2021	2021	PT & COT/TPU BRT Outreach Coordination	Virtual	NA	Engagement
2/26/2021	2021	West Side Wake - UP	Virtual	NA	Engagement
3/1/2021	2021	North End Neighborhood Council	Virtual	NA	Engagement

3/1/2021	2021	South End Neighborhood Council	Virtual	NA	Engagement
3/2/2021	2021	PT & COT/TPU BRT Outreach Coordination	Virtual	NA	Engagement
3/4/2021	2021	Proctor Business District	Virtual	NA	Engagement
3/4/2021	2021	Ruston/Pt. Defiance Business District	Virtual	NA	Engagement
3/9/2021	2021	6th Avenue Business District	Virtual	NA	Engagement
3/10/2021	2021	East Tacoma Collaborative	Virtual	NA	Engagement
3/10/2021	2021	New Tacoma Neighborhood Council	Virtual	NA	Engagement
3/11/2021	2021	Lakewood Chamber of Commerce	Virtual	NA	Engagement
3/11/2021	2021	PWI Active Transportation COI	Virtual	NA	Engagement
3/12/2021	2021	Salvation Army Distribution Outreach	110 9th Ave SW, Puyallup, WA 98371	110 9th Ave SW, Puyallup,	Outreach
3/15/2021	2021	Eastside Neighborhood Council (ENACT)	Virtual	NA	Engagement
3/16/2021	2021	Fife Milton Edgewood Chamber of Commerce	Virtual	NA	Engagement
3/17/2021	2021	South Tacoma Neighborhood Council	Virtual	NA	Engagement
3/17/2021	2021	Equity Action Network - TPCHD	Virtual	NA	Engagement
3/17/2021	2021	Northeast Tacoma Neighborhood Council	Virtual	NA	Engagement
3/17/2021	2021	Tacoma Transportation Commission	Virtual	NA	Engagement
3/18/2021	2021	BRE Partners Economic Recovery Calls	Virtual	NA	Engagement
3/18/2021	2021	Center for Independence	7801 Bridgeport Way W #200, Lakewood, WA 98499	7801 Bridgeport Way W #200, Lakewood,	Engagement
3/22/2021	2021	City of Tacoma - BPTAG	Virtual	NA	Engagement
3/23/2021	2021	North Lakewood Neighborhood Association	Virtual	NA	Engagement
3/24/2021	2021	YMCA Pierce & Kitsap	Virtual	NA	Engagement
4/1/2021	2021	Downtown Tacoma Partnership	Virtual	NA	Engagement
4/1/2021	2021	Ruston/Pt. Defiance Business District	Virtual	NA	Engagement
4/1/2021	2021	PWI Active Transportation COI	Virtual	NA	Engagement
4/3/2021	2021	Collaboration for a Cause 3.0	3873 south 66th St, Tacoma WA 98409	3873 south 66th St, Tacoma	Outreach
4/5/2021	2021	North End Neighborhood Council	Virtual	NA	Engagement
4/5/2021	2021	South End Neighborhood Council	Virtual	NA	Engagement
4/8/2021	2021	Lakewood Chamber of Commerce	Virtual	NA	Engagement

4/13/2021	2021	South Sound Business Round Table ZOOM INFO	Virtual	NA	Engagement
4/13/2021	2021	6th Avenue Business District	Virtual	NA	Engagement
4/14/2021	2021	Lakewood Community Collaboration	Virtual	NA	Engagement
4/14/2021	2021	BRT Outreach & Communications	Virtual	NA	Engagement
4/14/2021	2021	Old Town Business District	Virtual	NA	Engagement
4/15/2021	2021	BRE Partners Economic Recovery Calls	Virtual	NA	Engagement
4/21/2021	2021	Equity Action Network - TPCHD	virtual	NA	Engagement
4/28/2021	2021	Fern Hill Historic Business District	Virtual	NA	Engagement
4/28/2021	2021	PWI Active Transportation COI	Virtual	NA	Engagement
4/28/2021	2021	Stadium Business District	Virtual	NA	Engagement
4/29/2021	2021	BRE Partners Economic Recovery Calls	Virtual	NA	Engagement
4/30/2021	2021	Westside Wake up meeting	virtual	NA	Engagement
11/19/19 - 12/19	2019	Door Knocking (350 businesses reached) - General BRT Info	Outreach Event	Outrea	Engagement

APPENDIX D

Access to Pierce Transit Services for Persons with Limited English Proficiency



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 4	4
	Factor 3: The Importance to LEP Persons of Your Program, Activities and Services	6
	Factor 4: The Resources Available to the Recipient and Costs	6
II.	IMPLEMENTATION PLAN.....	9
	Task 1: Identifying LEP Individuals Who Need Language Assistance	9
	Task 2: Language Assistance Measures	9
	Task 3: Training Staff.....	12
	Task 4: Providing Notice to LEP Persons	12
	Task 5: Monitoring and Updating the LEP Plan	13

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 in the “Service Change Rider Alert” in Seven Languages
Appendix G	Comment Card English/Spanish
Appendix H	High Capacity Transit Project Update in Spanish
Appendix I	High Capacity Transit Fact Sheet in Vietnamese
Appendix J	Bus Rapid Transit Mailer December 2020 in Spanish
Appendix K	Long Range Plan Outreach Brochure Translation Services January 2020
Appendix L	Google Translate menu from Pierce Transit website
Appendix M	Three Quick Steps Flyer Spanish/Tagalog/Korean

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 using the American Community Survey. Pierce Transit (PT) used the 2015-2019 5-year data sets with the most relevant demographic data for LEP/Title VI analysis. ACS data is analyzed and updated at the block group level for route-level analysis.

According to the US Census Bureau's American Community Survey (ACS), the difference between the Public Transportation Benefit Area (PTBA) population and County population was estimated to be 291,391 persons. The 2015-2019 5-Year data set estimates the County population was 818,437 and the new Pierce Transit Benefit Area (PTBA) boundary included 671,583 people. The County-wide and PTBA populations were derived from the same 2015-2019 American Community Survey data used in the demographic analysis.

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

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

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

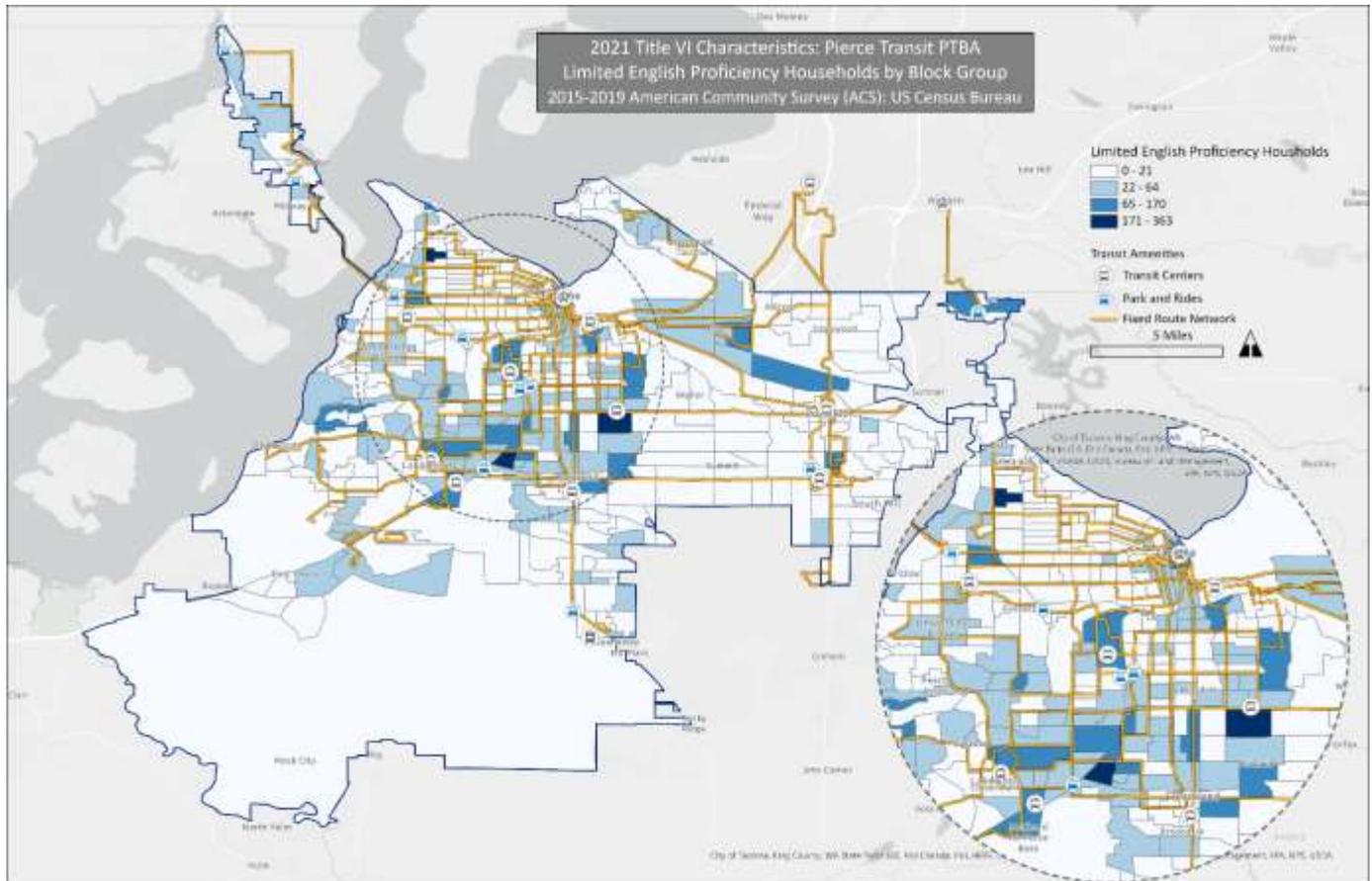


Table 1 below shows the percentages of the population 5 and older who speak English "very well" and "less than very well" by language category.

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

Source: U.S. Census, American Community Survey 2015-2019 5-Year Data Set Table C16001 Census Tract

Language Spoken at Home for Populations 5 Years And Over (PTBA)	
English	82.4% (434,299)
Spanish	7.0% (37,132)
Other Asian and Pacific Island Languages	2.3% (12,372)
Korean	1.5% (7,821)
Tagalog (Filipino)	1.3% (6,943)
Russian, Polish or Other Slavic Languages	1.2% (6,261)
Vietnamese	1.1% (5,903)
Other Indo-European Languages	0.8% (4,418)
German or Other West-Germanic Languages	0.6% (2,984)
Chinese including Mandarin, Cantonese	0.5% (2,768)
French, Haitian or Cajun	0.3% (1,537)
Arabic	0.1% (668)

Table 1 above examines the Language Spoken at Home by ability to speak English. Most languages have greater than 1,000 individuals who speak English less than very well aside from those who speak Arabic. Analysis shows that after English, Spanish remains the most frequently spoken language in households in Pierce Transit's service area (37,132 Spanish-speaking individuals speak English "less than very well," which is about 7.0% of the service area population). Spanish is about 2.5 times as likely to be spoken by LEP individuals as the next highest language, Other Asian and Pacific Island languages, followed by Korean, which comprises 1.5% of the population. Tagalog, a Filipino language accounts for 1.3% of the population followed by Russian-Polish-Slavic language which accounts for 1.2% of the total PTBA population. While the categories "Other Asian and Pacific Island Languages" and "Other Indo-European Languages" also have more than 1,000 people who speak English "less than very well", these categories are too broad to provide specific translation services for those languages, since they are made up of several different languages. As noted in Table 1, there are fewer than 1,000 Arabic speakers who speak English "less than very well". In total, 17.4% percent of the PTBA population speak English "less than very well."

Qualitative Information

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

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

When a project or planning process has a need for outreach, we look at our LEP information and tailor our outreach to the LEP populations in the affected area. Ongoing efforts include the Pacific Avenue/SR7 BRT project where staff prepare displays, handouts and other materials useful to articulate corridor design and station locations. Attendees provide feedback in both oral and written form - on paper and via the project website which was available via a laptop at meetings. Meetings were held in accessible locations throughout the service area to ensure geographic equity in minority and low-income areas; translation services were available as needed. Printed brochures/rider alerts were created to provide the public with information about the public meetings and to solicit feedback via the project website. Due to COVID-19, in person meetings were limited starting in 2020, however Pierce Transit held online, live-streaming BRT public meetings where participants received project updates, as well as an opportunity to ask questions and interact with the project team. The virtual meetings were held live on Zoom and posted afterward to the agency's YouTube channel and website. Meeting topics included:

- System name and potential sponsorship opportunities
- Partnerships between Pierce Transit and other agencies
- Timeline and funding
- Updated route maps
- Utility relocations
- Potential property impacts
- Station design

Staff had to adapt and were prepared to provide language assistance needs as they arose.

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

Another outreach example is from 2018-2020 when PT updated its Long-Range Plan – Destination 2040 LRP. The agency developed a public and stakeholder outreach plan, held interagency scoping meetings, stakeholder meetings, presented at various city, county and other local council meetings, and held three public open houses. Social media including Facebook and PT mediums as well as traditional print media were utilized to communicate information about and request input on the plan. The Community Transportation Advisory Group (CTAG) reviewed the plan throughout the planning process. Staff were about to visualize public sentiments about long-range planning investments as well as to understand where participants lived based on zip code data.

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

Pierce Transit provides services that are used by LEP persons regularly, including Fixed-Route bus service, SHUTTLE Paratransit services, and Vanpools. LEP persons also access information about transit services through our transit

operators, customer service line, fare purchase locations, in our schedule book, on our website, and via signage at our bus stops, transit centers and park and rides. Pierce Transit also conducts outreach in the community about our programs, activities and services and proposed changes to those services.

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

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

Pierce Transit captures data about how often the interpreter line service is used when customers require telephone assistance, and for which languages (see Table 4). The table shows that Spanish has the most frequent need for customer service assistance followed by Korean, Russian and Vietnamese. These patterns seem to follow the Language Spoken at Home numbers as seen in table 1.

Table 4. Language Assistance Line Use – May 2018 - April 2021

Language	2018	2019	2020	2021	Total
Spanish	3	18	12	4	37
Korean	1	3	5	5	14
Vietnamese		2	2	1	5
Tagalog		1			1
Russian	2	3	2		7
Bengali			2		2
German				1	1
Amharic	1				1
Cambodian				1	1
Mandarin		1			1
French					
Total Calls/Year	7	28	23	12	70

Total Costs	(5 Min) \$35	(5 Min) \$140	(5 Min) \$113	(5 Min) \$59	(5 Min) \$343
Average Cost per Call	\$0.98	\$0.98	\$0.98	\$0.98	\$0.98

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

Community organizations who serve LEP persons tell us that transit is a very important element of their lives, allowing access to jobs, housing and other services. Pierce Transit's service area has an average proportion of about 17.4% 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

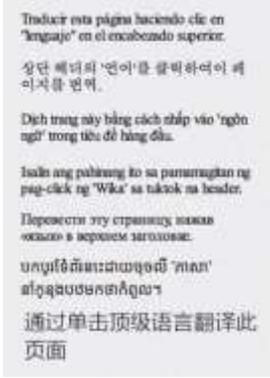
Pierce Transit has a number of language assistance measures in place. Translation and interpretive services are provided through the language assistance line, allowing customer service representatives to communicate with customers in more than 200 languages. The agency's Workforce Development Department also maintains a list of employees with non-English language skills who are able to assist customers. The agency's Title VI Notice and complaint form has been translated into Spanish and is available on the agency website (Appendix C). It is directly translatable into five of our other six languages meeting the Safe Harbor provision (> 1,000 population who speak English less than very well). In addition, Pierce Transit has translated information on how to ride the bus, pay fares, and use the schedule into Spanish both on the website and in the schedule book. Rider Alerts and other important rider information pieces contain "Translation Service Available" notices in Spanish, Korean, Russian, Cambodian, Vietnamese, Tagalog, and German. In the current analysis, French, Haitian or Cajun has become the eighth language reaching the 1,000 persons mark, while only Arabic shown below is under the 1,000 persons mark. French, Haitian or Cajun will be added to the "Translation Service Available" notice. Table 5 summarizes Pierce Transit's existing language assistance measures and their associated costs.

Bottom four Languages Spoken at Home PTBA

German or Other West-Germanic Languages	0.6% (2,984)
Chinese including Mandarin, Cantonese	0.5% (2,768)
French, Haitian or Cajun	0.3% (1,537)
Arabic	0.1% (668)

Table 5. Existing Language Assistance Measures

Item	Translation Cost	Quantity	Cost
"How to ride" page and Title VI information in the schedule book "The Bus Stops Here" in Spanish (1.5 pages) (Appendix D)	\$0.00	Approximately 90,000 schedule books published 2x/year at each service change. This book may also be downloaded from the public website: http://www.piercetransit.org/pierce-transit-routes/	Marginal additional cost
"Translation Service Available" notice is featured prominently on various brochures, and documents in Spanish, Korean, Russian, Cambodian(Khmer) , Vietnamese, Tagalog, and German (Appendix E).	\$300.00	Notice appears on public website: http://www.piercetransit.org/ 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)	Marginal additional cost
"Interpretation Service Available" poster (Appendix F)	\$0.00	One poster is displayed at the Bus Shop (customer service office) and at Headquarters.	Negligible
Customer Comment/Compliment card (Appendix G)	\$0.00	Always available on bus and SHUTTLE vehicles, and at Pierce Transit's Headquarters and Bus Shop.	Marginal additional cost
Title VI Notice to the Public Interior Car Card (English)	\$0.00	One is displayed inside active Pierce Transit buses; currently that count is 195 buses.	\$1,500
Title VI Notice to the Public Large Ride Guide (English and Spanish)	N/A	These displays are posted at some of our busiest passenger loading areas, such as Tacoma Dome Station, Commerce Street in Downtown Tacoma, Transit Centers, and some Park & Ride lots. The quantity of these signs fluctuates, depending on time-sensitive rider information that may need to be displayed instead at times in place of this Notice. Currently, a total of 30 notices are posted at 19 locations.	Marginal additional cost
Title VI Notice to the Public (English and Spanish)	N/A	The Title VI Notice is displayed at our Customer Service and Reception desks.	Negligible
Translated information on agency's public website (Spanish)	\$0.00	Many pages have Spanish as :	Negligible

Item	Translation Cost	Quantity	Cost
Translation function on agency's public website 		Pierce Transit's website was redesigned by an outside vendor in 2013. The website now incorporates Google Translate, allowing readers to translate Pierce Transit's web pages into a variety of languages, on demand. Google controls the number of languages it offers, and currently that number is 103 different languages. On our website this Google Translate "Language" option appears at the top of every page. On some pages we have also added 7 translated message blocks instructing the reader on how to use Google Translate above.	negligible
Using bilingual staff to interpret as needed	\$0.00	Ongoing, as-needed.	\$0.00
Spanish language online advertisements publicizing High Capacity Transit Study Open Houses	\$121 per hour if completed by our HCT consultant; could be done in-house when bilingual staff available	Four advertisements at approximately 2 hours for each ad.	Approx. \$1,000
Spanish language Fact Sheets and Project updates in 3 languages regarding the BRT Corridor on Pacific Hwy/SR7 (Appendix I)	\$0.00	PDF copies on website	Negligible cost to post on website
Using telephone interpreter services (Appendix B)	Average cost is \$0.98/minute	70 calls from May 2019 through March 2021	\$343
SHUTTLE Eligibility Manual in HTML	\$0.00	The SHUTTLE Eligibility Manual was changed to HTML on the agency website to allow for easier translation using Google Translate to assist customers with access to this service	\$0.00

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

There are additional measures that Pierce Transit should examine for implementation to ensure meaningful access to persons with limited English proficiency. These include actions for our website, printed materials, and signage.

Additional details, including which groups are responsible within the agency, are provided in Section II. - Implementation Plan, Table 6.

Website: Google Translate was incorporated into Pierce Transit’s website in 2013. (Appendix L). Website visitors are taking advantage of the translation feature, especially in Spanish. Going forward, we wish to continue to identify elements on the website that should be changed from pdf files to html, in order for that information to also be available to the translation functionality. Although the website can be translated into 200 languages, Tagalog the 4th most common language spoken in the PTBA is not translatable using the Google translate function. The agency will need to provide specific resources for this Filipino language.

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

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

II. IMPLEMENTATION PLAN

Task 1: Identifying LEP Individuals Who Need Language Assistance

Research completed in the four-factor analysis indicates that Spanish-speaking LEP persons are the largest group within Pierce Transit’s service area. Approximately 7.0% of the population, or 37,132 LEP persons, speak Spanish, while about 5,238 LEP persons speak Korean. Other languages with more than 1,000 LEP persons in the service area are: Vietnamese, Russian, Mon-Khmer (Cambodian), Tagalog, and Chinese.

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

Task 2: Language Assistance Measures

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

Table 6. Language Assistance Measures Plan

Item	Where Available	Recommended Action	Responsibility & Timeline
"How to ride" page and Title VI information	Website will have downloadable PDFs	Brochures and printed materials	Marketing Dept. <i>Ongoing</i>
"Translation Service Available"	Website will have downloadable PDFs in multiple languages	Provide notice of translation services available in brochures, rack cards, future high capacity transit research	Marketing Dept. <i>Ongoing</i>
"Interpretation Service Available" poster (Appendix 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) Website will have downloadable PDFs	Continue to provide in English and Spanish.	Marketing Dept. <i>Ongoing</i>
Title VI Notice to the Public Large Ride Guide (English and Spanish)	These displays are posted at some of our busiest passenger loading areas, such as Tacoma Dome Station, Commerce Street in Downtown Tacoma, Transit Centers, and some Park & Ride lots. The quantity of these signs fluctuates, depending on time-sensitive rider information that may need to be displayed instead at times in place of this Notice.	Continue to provide in English and Spanish.	Marketing Dept. <i>Ongoing</i>
Passenger Surveys (Appendix H)	PT conducted an on-board survey in 2017. Cards were handed out in English and the seven other languages providing information about how to get translation assistance to participate in the survey. 2021-2022 new survey will continue as in years past	Continue to provide written translation on how customers can participate in the survey.	Transit Development Dept./Marketing Dept. <i>Ongoing</i>
Translated information on agency website 200 languages offered.	Pages on agency website in Spanish and Tagalog (Tagalog not offered with Google Translate)	Continue to feature Google Translate on the PT website to allow access to html web information in a language of the customer's choice. Additionally, we will consider converting some PDF documents on the website into HTML, to make them available to the translating functionality.	Marketing unit <i>Ongoing</i>

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

Task 3: Training Staff

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

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

Identify existing staff training opportunities.

All new employees, regardless of the amount of contact they have with customers, receive mandatory training on serving LEP persons as part of our New Employee Orientation. This training comes through a Title VI history but has specific connections to Pierce Transit. This is a regular component of the orientation offered on day one of employment and includes the following information:

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

Design and implement LEP training for agency staff.

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

Task 4: Providing Notice to LEP Persons

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

Task 5: Monitoring and Updating the LEP Plan

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

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

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

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

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

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

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

- Determination of any changes in the LEP population or areas served by Pierce Transit.
- Annual number of documented LEP person contacts encountered, where possible.
- Annual use of interpretive language services.
- How the needs of LEP persons have been addressed.
- Determination if the need for services has changed.
- Determination if interpretative services have been effective and sufficient to meet the needs.
- Determination if complaints have been received concerning Pierce Transit's failure to meet the needs of LEP.
- Determine if Pierce Transit has complied with the goals of the LEP plan.
- Update LEP training resources for agency staff.
- Create an interactive map with LEP data for public engagement/printed materials/interpretation planning.

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 in the “Service Change Rider Alert” in Seven Languages
Appendix G	Comment Card English/Spanish
Appendix H	High Capacity Transit Project Update in Spanish
Appendix I	High Capacity Transit Fact Sheet in Vietnamese
Appendix J	Bus Rapid Transit Mailer December 2020 in Spanish
Appendix K	Long Range Plan Outreach Brochure Translation Services January 2020
Appendix L	Google Translate menu from Pierce Transit website
Appendix M	Three Quick Steps Flyer Spanish/Tagalog/Korean

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.

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

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

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

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

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.

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

TASK OUTLINE

Effective Date: July 16, 2015

Review Due: July 17, 2019

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 document
4. Be specific about what information you want the interpreter to convey
 - a. Ask as if you are speaking to the customer
 - b. End the call by saying, "Thank you Interpreter, end of call"
5. Complete the Language Line document and forward via email to the Customer Service Supervisor

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

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

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

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

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

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

Title VI: Aviso al Público de la Ley de Derechos

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

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

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

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

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

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

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

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

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

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

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

អាចទាក់ទងអង្គការដឹកជញ្ជូនស្ថិតនៅប្រទេសអាមេរិក (កម្ពុជា) ដោយរាយការណ៍ជាមួយ: លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

¡Viajando Por Autobús es Fácil!

Algunos puntos para comenzar

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

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

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

Número de la ruta → 1 Saturdays
Día de la semana → SR7 to TCC
Dirección de el autobús →

Puntos de tiempo
 Los autobuses hacen paradas entre los puntos notados. Use el punto de tiempo antes de su parada para estimar cuando el autobús llegará a su parada. La rayita (---), significa que no hay servicio a esa hora del día.

SR 7 & 8th Ave Walnut	Pacific & Military	Pacific & 112th
1	2	3
---	---	6:08* am
---	---	6:38*
---	---	7:11*
7:02	7:12	7:23



Para mayor información llame al 253.581.8000 opción 1 y opción 1 otra vez

Plane con anticipación. Revise el mapa de su ruta, asegúrese de estar en la parada de autobús en el lado correcto de la calle. Llegue a la parada al menos 5 minutos antes. Puede ver cuando su bus llegara a la parada. Solamente mande un texto al número de la parada (mostrada en el poste) a 253.533.7084.

Tenga su tarifa lista. Use su tarjeta de ORCA, Hopthru app, o traiga dinero exacto. El chofer no da cambio. ¿Necesita tomar más de un autobús para llegar a su destino? Antes de subir a el autobús pasajeros tenga el dinero listo. Depende con qué frecuencia va a viajar en un día, Usted podría comprar un All Day Pass (pase del día). Pases son válidos sin limite en cada ruta de Pierce Transit, hasta el fin de servicio (2:59 a.m.). El chofer vende pases de día, tambien con el Hopthru app, o tarjetas de ORCA precargada.

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

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

Translation Languages listed in September 2018 *The Bus Stops Here.*

Information

PierceTransit.org • 253.581.8000
3701 96th St. SW, Lakewood, WA 98499

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, then Option 1
 Weekdays 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.
Please call before coming in.

HOLIDAYS
 Pierce Transit services may vary
 on holidays and days around those
 holidays. See page 20 for details.

REGIONAL TRANSIT AGENCIES

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

TRANSLATION SERVICE
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អាចទាក់ទងភ្នាក់ងារសេវាបម្រើប្រជាពលរដ្ឋ (កម្ពុជា) ដោយហៅតាមរយៈ លេខទូរស័ព្ទ ២៥៣-៥៨១-៨០០០ ។

致电 253-581-8000 联系客户服务代表，将提供中文翻译服务。

- 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)
 - ← Simplified Chinese (read in Mainland)





Service Change Rider Alert

EFFECTIVE SEPTEMBER 19, 2021




Pierce Transit passes are now available on your phone.

TRANSLATION SERVICE is available in more than 200 languages, by calling 253.581.8000, option 1.

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

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

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致电 253-581-8000 联系客服服务代表，将提供中文翻译服务。



Stay Informed

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



Bus Schedules PDF & Print

PierceTransit.org offers current route schedules and now you can download them as a PDF. Print and take them with you.



PierceTransit.org • 253.581.8000



<h2>Carta Para Comentario</h2>	<h2>Comment Card</h2>
<p>Para comentar sobre cualquier cosa de nuestro servicio, escriba sus opiniones.</p>	<p>To comment on any part of our service, please fill out the information below.</p>
<p>Su Nombre: _____</p>	<p>Your Name: _____</p>
<p>Su Email: _____</p>	<p>Your Email: _____</p>
<p>Su Teléfono: _____</p>	<p>Your Phone: _____</p>
<p><input type="checkbox"/> Marque para recibir una contesta email o llamada.</p>	<p><input type="checkbox"/> Check this box if you'd like to be contacted.</p>
<p>Día de incidente: _____ Hora _____ AM/PM</p>	<p>Incident Date _____ Time _____ AM/PM</p>
<p>Localizacion de abordaje: _____</p>	<p>Boarding Location: _____</p>
<p>Localizacion de incidente: _____</p>	<p>Incident Location: _____</p>
<p>Número de la ruta: _____</p>	<p>Route # _____ Bus Stop # _____</p>
<p>Número de la parada de autobus: _____</p>	<p>Bus # _____ SHUTTLE # _____</p>
<p>Número de el autobús: _____</p>	<p>Traveling to: _____</p>
<p>Número de la camioneta SHUTTLE: _____</p>	<p>Pierce Transit employee description:</p>
<p>Viajando a: _____</p>	<p>_____</p>
<p>Pierce Transit empleado descripción:</p>	<p>_____</p>
<p>_____</p>	<p>_____</p>
<p>Comentario: _____</p>	<p>Comment: _____</p>
<p>_____</p>	<p>_____</p>
 <p>253.581.8000 • ptcustomer@PierceTransit.org</p>	 <p>253.581.8000 • ptcustomer@PierceTransit.org</p>

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES





BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 6 TACOMA WA

POSTAGE WILL BE PAID BY ADDRESSEE

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



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

Actualización del proyecto de autobús de tránsito rápido

Marzo 2021



EL PROCESO DE DISEÑO

Pierce Transit, junto con nuestros socios de planificación, se encuentra en las etapas finales del diseño de un servicio mejorado llamado autobús de tránsito rápido (Bus Rapid Transit, BRT) a lo largo de un corredor de 14,4 millas en Pacific Avenue/State Route 7 entre el centro de Tacoma y Spanaway.

En la actualidad, el corredor cuenta con la Route 1, que continuamente tiene el mayor número de pasajeros de todas las rutas del autobús de Pierce Transit. Los pasajeros abordan la parte del BRT de la Route 1 con tanta frecuencia que ese segmento representa el 12 % del total de pasajeros de Pierce Transit en todo el sistema. Para 2040, proyectamos que un autobús de BRT se aborde aproximadamente 2,2 millones de veces al año a lo largo del corredor.

Durante los últimos años, Pierce Transit ha recibido los comentarios de los usuarios del transporte público, los líderes empresariales, los propietarios y las partes interesadas en el proyecto. Todavía hay tiempo para recibir comentarios adicionales sobre esta importante inversión comunitaria a medida que continuamos obteniendo fondos, finalizando los planes de infraestructura y ajustando los detalles del diseño.

¿QUÉ DECISIONES CLAVE SE HAN TOMADO HASTA AHORA?

- La Junta de Comisionados de Pierce Transit adoptó la Alternativa Preferida Localmente (Locally Preferred Alternative, LPA) en su reunión de julio de 2018. La LPA incluía el modo (BRT), los terminales (de Spanaway al centro de Tacoma) y la alineación (Route 1 con modificaciones).
- En septiembre de 2018, Pierce Transit presentó una solicitud de Small Starts de la Administración Federal de Transporte (Federal Transit Administration, FTA) que será el mecanismo para buscar el 40 % restante de los fondos necesarios para el proyecto.
- En abril de 2019, la Junta de Pierce Transit adoptó las ubicaciones de las estaciones propuestas, la configuración del carril de BRT y la ruta de acceso a la estación Tacoma Dome.
- En 2020, la Junta seleccionó el diseño de "suspensión" para las estaciones de BRT, y el personal de Pierce Transit comenzó a reunirse con las personas cuyas propiedades se verán directamente afectadas por el proyecto de BRT.

¿QUÉ DECISIONES CLAVE SE DEBEN TOMAR AÚN?

- Según un requisito del Departamento de Transporte del Estado de Washington (Washington State Department of Transportation, WSDOT), Pierce Transit está evaluando cuatro intersecciones actualmente señalizadas dentro del corredor para su posible conversión en rotondas. La decisión final se tomará pronto, una vez que se haya completado el informe de Evaluación de Control de Intersecciones (Intersection Control Evaluation, ICE) para el WSDOT.
- Pierce Transit está coordinando con la Administración Federal de Transporte (Federal Transit Administration, FTA) para determinar el nivel apropiado de revisión, que probablemente se completará en marzo de 2021.
- La Revisión de la Política Ambiental del Estado (State Environmental Policy Review, SEPA) comenzará después de que se complete el 60 % del diseño; anticipamos que ese esfuerzo concluirá en febrero de 2022.



LAS CARACTERÍSTICAS DEL BRT MEJORARÁN SU VIAJE AL HACERLO MÁS RÁPIDO Y CONVENIENTE



Viajes frecuentes y confiables cada 10 minutos durante las horas de mayor tránsito.



Mejores oportunidades de desarrollo económico a lo largo del corredor.



La señalización de prioridad de luz verde mantiene a los vehículos del BRT en movimiento.



Las nuevas estaciones de BRT contarán con opciones de prepago e información de viaje en tiempo real.



Autobuses de última generación que admiten bicicletas a bordo y están equipados con Wi-Fi.



Las plataformas elevadas permiten el fácil acceso de sillas de ruedas, bicicletas y carritos de bebé.

Tháng 1 năm 2021

TỜ THÔNG TIN BRT

CHIA SẺ THÔNG TIN CHÍNH XÁC VỀ BRT

Tin đồn: "Tuyến Xe Buýt Nhanh (Bus Rapid Transit) sẽ thay thế cho một tuyến không được sử dụng mấy."

Sự thật: Tuyến Xe Buýt Nhanh (Bus Rapid Transit, BRT) của Pierce Transit sẽ nâng cấp Tuyến số 1 của Pierce Transit – tuyến địa phương có lưu lượng hành khách cao nhất ở Quận Pierce – để tuyến này hoạt động hiệu quả, đáng tin cậy hơn, từ đó xe buýt có thể tránh những đoạn đường đông và đưa hành khách tới điểm đến sớm hơn.

Tin đồn: "Dự án BRT sẽ loại bỏ những làn đường sử dụng chung."

Sự thật: Sẽ không có làn đường sử dụng chung nào bị loại bỏ, bởi chúng tôi cam kết tạo điều kiện để xe có tiếp tục lưu thông.

Tin đồn: "BRT sẽ khiến nhà cửa và cơ sở kinh doanh phải phá dỡ vì Pacific Avenue sẽ được mở rộng."

Sự thật: Đường hành lang sẽ được mở rộng khi cần thiết để bổ sung làn mới cho BRT. Nhóm thu mua bất động sản của BRT đã gửi thông tin qua đường bưu điện tới tất cả các chủ sở hữu nhà và cơ sở kinh doanh có bất động sản có thể được xác định là sẽ bị ảnh hưởng bởi dự án. Đến nay, nhóm đã liên lạc trực tiếp với chủ sở hữu của 116 thửa đất.

Nếu quý vị tin là bất động sản của mình sẽ bị ảnh hưởng, chúng tôi sẵn lòng lắng nghe ý kiến của quý vị. Nhóm chúng tôi rất hân hạnh được giải đáp mọi thắc mắc và mối quan ngại liên quan đến những ảnh hưởng của thiết kế BRT đối với nhà đất của quý vị, định giá bất động sản và mọi tác động khác mà tuyến Xe Buýt Nhanh có thể gây ra đối với nhà đất của quý vị. Vui lòng liên hệ chúng tôi qua email theo địa chỉ BRT@PierceTransit.org hoặc số điện thoại 253.581.8016.

Tin đồn: "BRT sẽ dẹp hết tất cả những chỗ đậu xe dọc Xa Lộ Tiểu Bang (State Route) 7."

Sự thật: Dự án BRT của Pierce Transit sẽ dẫn đến việc giảm số chỗ đậu xe dọc tuyến đường dài 14,4 dặm của dự án này; đoạn đường từ S 38th đến S 56th trên Pacific Avenue hiện có số chỗ đậu xe trên đường lớn nhất. Tuy nhiên, dự án sẽ không loại bỏ hết tất cả các chỗ đậu xe dọc tuyến đường của dự án.

Tin đồn: "Một số người lo ngại về mức độ an toàn dọc hành lang BRT."

Sự thật: Pierce Transit đang phối hợp chặt chẽ với Sở Giao Thông Tiểu Bang Washington (Washington State Department of Transportation, WSDOT), Quận Pierce và Thành Phố Tacoma để nâng cao mức độ an toàn dọc đường hành lang. Nhiều hạng mục an toàn đang được tích hợp vào cơ sở hạ tầng, trong đó có 22 khu vực đảo giao thông cho người đi bộ ở dải phân cách giữa, các lối đi bộ qua đường có đèn tín hiệu được cải tạo hoặc mới bổ sung, và đường đi được cải tạo cho lực lượng ứng cứu khẩn cấp. Ngoài ra, các vòng xuyên – giúp cải thiện độ an toàn nhờ lưu lượng giao thông thông suốt hơn – đang được cân nhắc tại một số giao lộ hiện đã có đèn tín hiệu. Sang trang để xem tổng quan các hạng mục cải tạo an toàn.

Tin đồn: "BRT tốn kém lắm, chúng ta làm sao trang trải nổi."

Sự thật: Theo ước tính, BRT của Pierce Transit sẽ có chi phí là 170 triệu USD, được chi trả một phần lớn từ kinh phí của Sound Transit và tiền tài trợ tiềm năng từ Cục Quản Lý Giao Thông Công Cộng Liên Bang (Federal Transit Administration). Tiền tài trợ của liên bang chính là tiền thuế của quý vị trở lại với cộng đồng quý vị nhằm cải thiện các dịch vụ và chất lượng cuộc sống cho chính quý vị. BRT của Pierce Transit là một lựa chọn phù hợp hơn với ngân sách so với toa tàu điện nội đô và đường sắt nhẹ – mà không phải đánh đổi hiệu suất và độ tin cậy.



NHIỀU CHUYẾN
Xe buýt sẽ chạy 10-15 phút/chuyến



PHÙ HỢP VỚI NGƯỜI KHUYẾT TẬT
Xe buýt rộng hơn, cho phép xe lăn ra vào dễ dàng hơn



KẾT NỐI TỐT
Các trạm dừng quan trọng nối liền Tacoma và Spanaway



NHANH CHÓNG
Được hệ thống tín hiệu giao thông ưu tiên



ĐỂ DẰNG LÊN XE
Sân xe nâng hạ & nhiều cửa giúp hành khách lên xe dễ dàng



ĐĂNG TIN CẬP
Các chuyến xe được hỗ trợ bởi thông tin theo thời gian thực



TÌM HIỂU THÊM TẠI WWW.RIDEBRT.COM

Tháng 1 năm 2021

Tacoma

Commerce Street Station

Tacoma Dome Station

Parkland

Parkland Transit Center

Spanaway

Spanaway Transit Center

THAM GIA

Nhận Tin Tức Cập Nhật
 Truy cập PierceTransit.org/
 Kết Nối Liên Tục > Nhập địa chỉ email >
 Chọn "Bus Rapid Transit"
 (Xe Buýt Nhanh)

Liên Lạc

- Ghé thăm chúng tôi tại www.RideBRT.com
- Email BRT@PierceTransit.org
- Đường Dây Điện Thoại BRT **253.983.3407**

Kết Nối với Chúng Tôi qua Mạng Xã Hội

- [Facebook.com/PierceTransit](https://www.facebook.com/PierceTransit)
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	Lối Đi Bộ Qua Đường có Đèn Tín Hiệu Cải Tạo hoặc Mới Bổ Sung
	Vòng Xuyên
	Đào Giao Thông cho Người Đi Bộ
	Lối Ra Vào cho Lực Lượng Ứng Cứu Khẩn Cấp

Lần cập nhật bản đồ gần nhất là tháng 12 năm 2020

SẮP CỎ VÀO NĂM 2022

TÌM HIỂU THÊM TẠI WWW.RIDEBRT.COM

DESTINATION 2040

Pierce Transit • Long Range Plan Update

Open Houses • January 2020

A lot has changed since *Destination 2040* laid out a future for Pierce Transit in 2016. We want your input on how transit can work better for you! Please join us at an open house, where you can review various ideas for future growth or system improvements and voice your opinion.

Wednesday, January 22 • 4:30 – 7:30 pm
Puyallup Public Library - Board Room
324 S. Meridian, Puyallup, WA 98371
Served by Routes 402, 409, 425

Tuesday, January 28 • 5:00 – 8:00 pm
Pierce Transit Training Center – Rainier Room
3720 96th Street SW, Lakewood, WA 98499
Served by Routes 3, 4, 48

Thursday, January 30 • 4:00 – 7:00 pm
UW-Tacoma Campus
William W. Phillip Hall – Room WPH 101A
Jane Thompson Russell Commons
Tacoma, WA 98402
Served by Routes 1, 41, 42, 400, 500, 501, ST 590, 594

For more information: Darin L. Stavish, Principal Planner
253.983.3329 • dstavish@PierceTransit.org
[PierceTransit.org/Destination2040Update](https://www.piercetransit.org/Destination2040Update)
Sign up for notifications on the draft plan or provide feedback.

Translation Service

is available in more than 200 languages,
by calling 253.581.8000, option 1.

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

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.

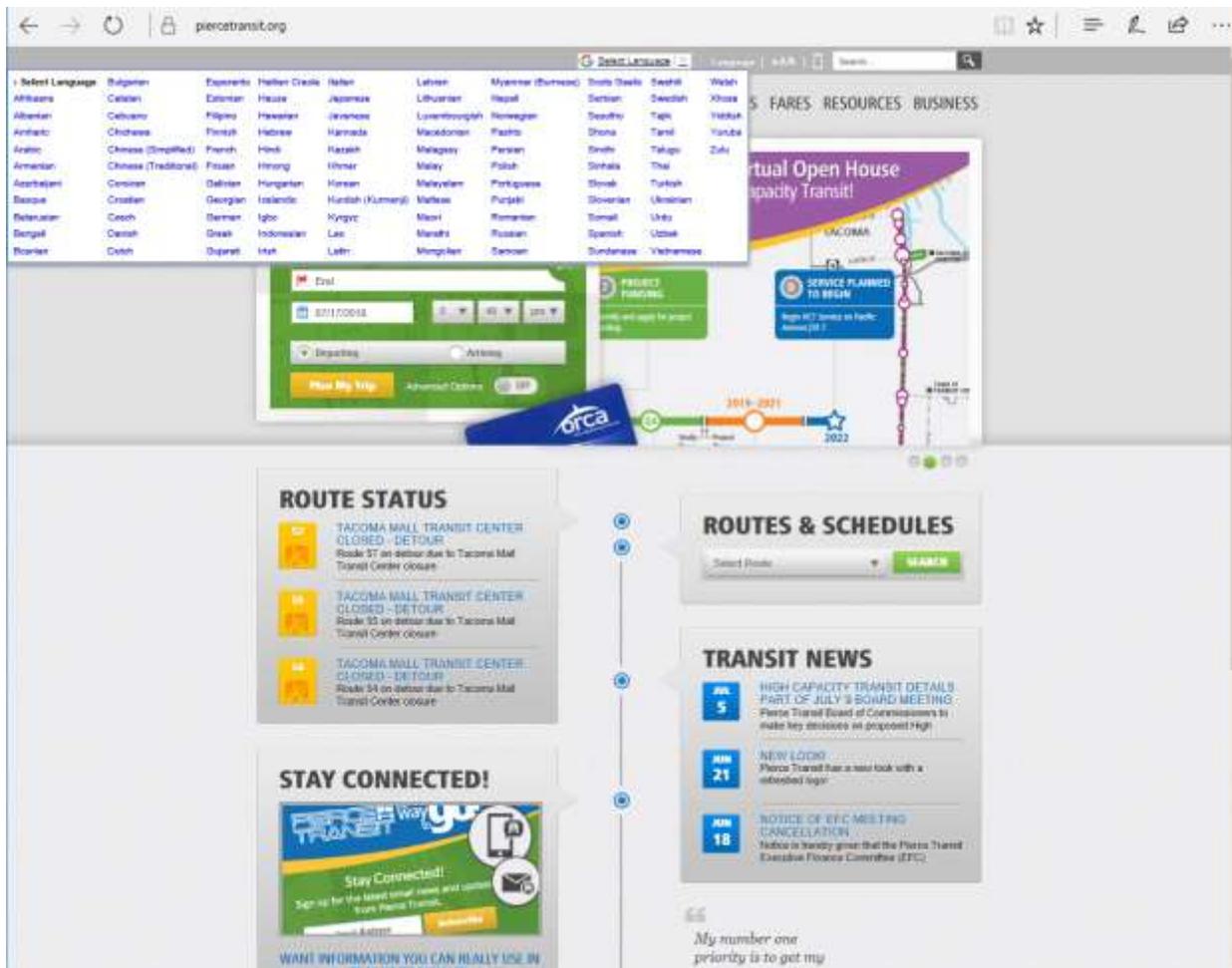
Tawagan ang 253-581-8000 upang makipag-usap sa Representatibo ng Pangserbisyong Kustomer na magbibigay ng serbiyong pagsasalin ng wika sa Tagalog.

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

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

致电 253-581-8000 联系客户服务代表，将提供中文翻译服务。







PierceTransit
Viaje en autobús en tres pasos rápidos

¡Puede viajar en autobús hoy!
Es tan sencillo como planificar, pagar y viajar.

PierceTransit.org 253.581.8000 [f](#) [t](#) [i](#) [in](#)



Pierce Transit
Tatlong Madaling Hakbang sa Pagsakay sa Bus

**Makakasakay ka sa bus ngayon!
Kasingdali lang ito ng Magplano, Magbayad, at Sumakay.**

PierceTransit.org 253.581.8000    



Pierce Transit
버스 이용을 위한 간단한 3단계

오늘 바로 버스를 이용하실 수 있습니다!
계획하고 운임을 지불한 다음 탑승하면 됩니다.

PierceTransit.org 253.581.8000    

APPENDIX E

Pierce Transit Service Performance Standards

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

APPENDIX B. Service Performance Standards

Pierce Transit Performance Measures & Standards Route Design Guidelines

Revised & Updated December 2015

Appendix B Performance Measures & Standards

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

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

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

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

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

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

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



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

Pierce Transit Performance Measures & Standards Route Design Guidelines

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

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

Note: Bold font indicates a measure reported in annual NTD transit agency profiles (Pierce Transit is under ID Number 0003). Definitions of each measure are provided on pages 15-17.
*From most recent 2010 and 2014 survey results combined.

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

System Performance Measures

MONITORING TOOLS

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

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

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

² Per 100,000 miles

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

SYSTEM PERFORMANCE TARGETS AND STANDARDS

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

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

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

(1) Direct Vanpool operating costs only.
 (2) Fully allocated 2015 dollars.
 (3) *Rating of excellent or good. Survey will be administered every 2-3 years. The goal is to show improvement from the last survey.
 (4) Based on a scale of 1-5, with 1 being "unsatisfactory" and 5 being "outstanding."
 Note: These performance targets exclude regional fixed route services operated under contract with Sound Transit.

Fixed Route Standards

Service Development Guideline

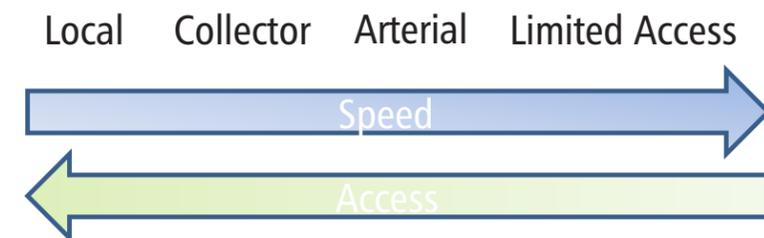
INTEGRATION WITH THE COMMUNITY

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

Service Development Standard

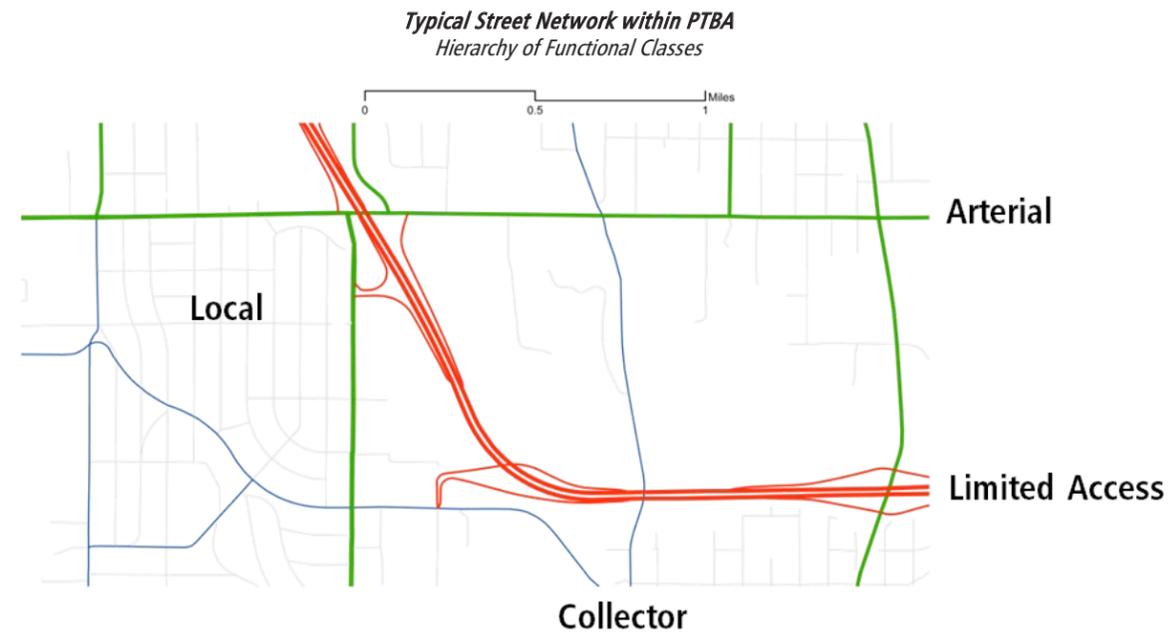
TRANSIT OPERATING ENVIRONMENT

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



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

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



Source: Open Street Maps

ROUTE DESIGN

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

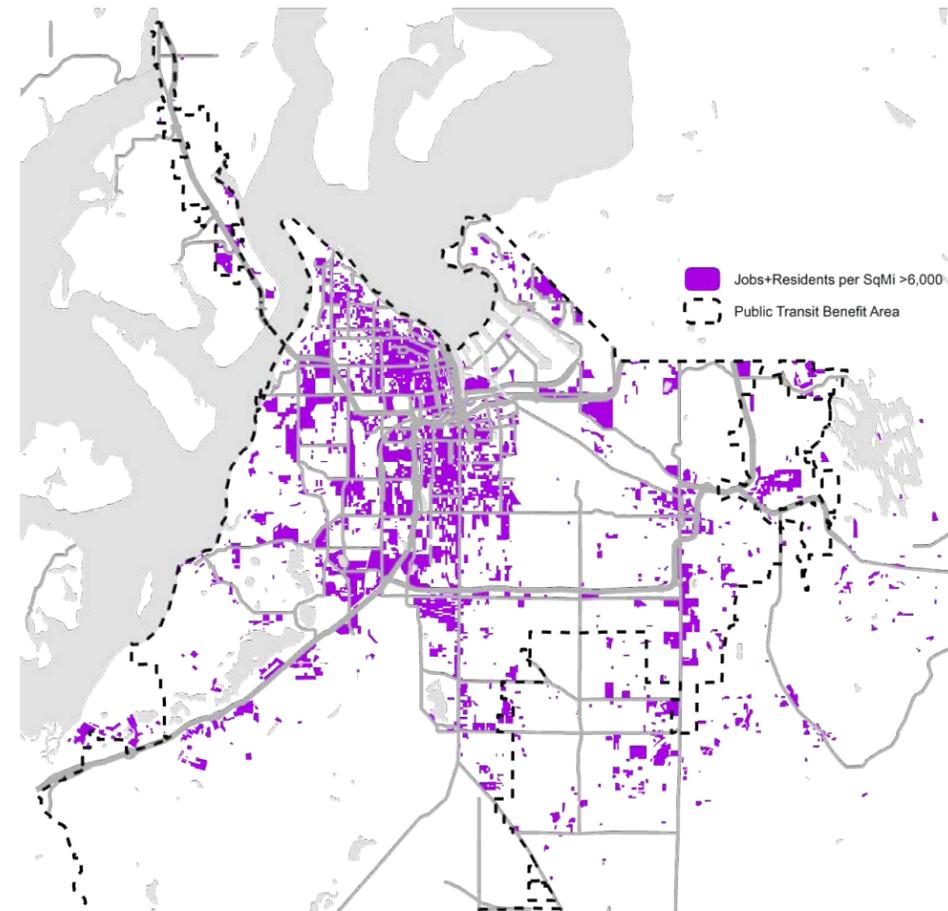
Service design standards are intended to provide general guidelines for new routes and major redesign efforts. There may be times when local operating conditions will make it advisable to alter these design standards.

ROUTE SPACING

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

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

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



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

ROUTE DIRECTNESS

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

ROUTE DUPLICATION

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

Pierce Transit Performance Measures & Standards Route Design Guidelines

ONE WAY LOOPS

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

ROUTE ANCHORS

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

CORRESPONDENCE OF SERVICE LEVELS AND TRAVEL PATTERNS

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

URBAN SERVICES AREA

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

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

TRANSIT CENTERS

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

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

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

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

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

Pierce Transit Performance Measures & Standards Route Design Guidelines

TRUNK ROUTES³

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

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

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

Appropriate roadway and site development improvements:

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

URBAN ROUTES⁴

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

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

³ Revised and updated May 2015.

⁴ Revised and updated May 2015.

Pierce Transit Performance Measures & Standards Route Design Guidelines

Appropriate roadway and site development improvements:

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

SUBURBAN ROUTES⁵

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

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

COMMUNITY CONNECTOR ROUTES⁶

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

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

⁵Revised and updated May 2015.

⁶Revised and updated May 2015.

Pierce Transit Performance Measures & Standards Route Design Guidelines

Appropriate roadway and site development improvements:

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

EXPRESS ROUTES (*)

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

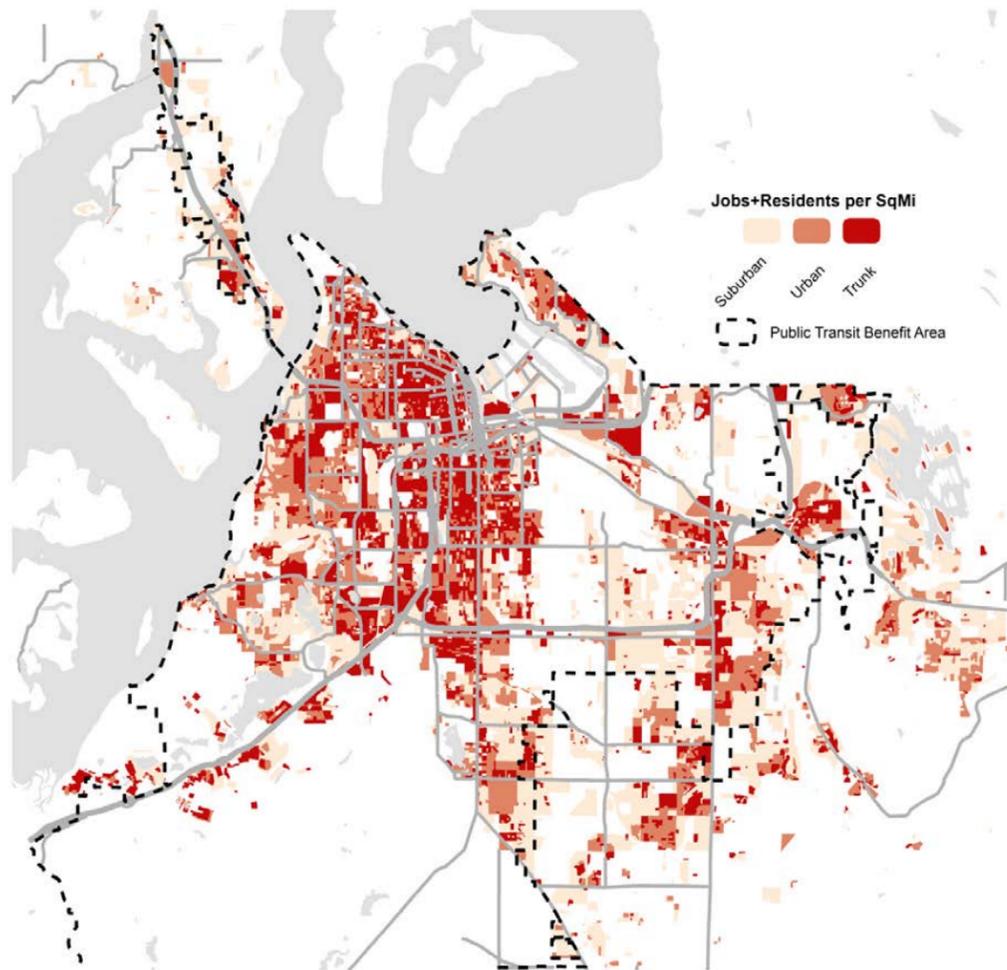
- Peak Hour Frequencies – 30 minutes or less
- Midday Frequencies – May operate only during commute periods
- Needed Market – Before an employer, or group of employers, can sustain express services a significant pool of employees, who share a similar work shift, must be located at one work location.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

Appropriate roadway and site development improvements:

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

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

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



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

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

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

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

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

NEW BUS ROUTES

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

ROUTE EVALUATIONS

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

PERFORMANCE STANDARDS FOR LOCAL SERVICES

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

PERFORMANCE STANDARDS FOR EXPRESS SERVICES

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

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

EVALUATION OF INDIVIDUAL TRIPS

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

PERFORMANCE STANDARDS FOR INDIVIDUAL TRIPS

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

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

VEHICLE ASSIGNMENTS

Appropriately sized vehicles will be designated for each work assignment.

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

VEHICLE SIZES

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

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

OVERCROWDING

Overcrowding conditions should be minimized.

ROUTE LOADING STANDARDS

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

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

SHUTTLE Service Standards

PROGRAM ELIGIBILITY

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

SERVICE DELIVERY STANDARDS

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

Vanpool Service Standards

SERVICE DESIGN

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

MEETING CUSTOMER DEMAND

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

Pierce Transit Performance Measures & Standards Route Design Guidelines

PERFORMANCE MEASURES DEFINED

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

Pierce Transit Performance Measures & Standards Route Design Guidelines

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

Sources

Internal or from *PT Speak: Common Internal Agency Terms and Definitions* (2008), unless otherwise indicated.
 AHD – The American Heritage Dictionary of the English Language: Fifth Edition (2011)
 NTD – National Transit Data Base Glossary website. Retrieved from <http://www.ntdprogram.gov/ntdprogram/Glossary.htm>
 TCRP – Transit Cooperative Research Program Report 165: Transit Capacity and Quality of Service Manual – Third Edition (2013)
 TRB – Transportation Research Board, Public Transit Level of Service tables (2013). Retrieved from Victoria Transport Policy Institute website <http://www.vtpi.org/tdm/tdm129.htm>

APPENDIX C. Future Service Scenarios Development Methodology

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

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

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

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

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

Other factors in shaping a network

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

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

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

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

Pierce Transit Service Performance Standards

2021 Minority and Low-Income Routes (PTBA)

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".

2021 Pierce Transit High Minority and Low-Income Routes											
2015-2019 American Community Survey 5-Year Data Set											
Minority Block Groups						Low-Income Routes					
Route	Route Type	Total Revenue Miles	Total Miles in/adjacent to Minority BG	Minority Mileage (%)	High Minority Route	Route	Route Type	Total Revenue Miles	Total Miles in/adjacent to Poverty BG	Low Income Mileage (%)	Low Income Route
1	Trunk	37.1	20.8	56%	Yes	1	Trunk	37.1	30.3	81%	Yes
2	Trunk	23.9	16.6	69%	Yes	2	Trunk	23.9	19.6	82%	Yes
3	Trunk	22.5	21.7	96%	Yes	3	Trunk	22.5	13.9	62%	Yes
4	Trunk	28.0	17.0	61%	Yes	4	Trunk	28.0	16.8	60%	Yes
10	Urban	11.7	4.3	37%	Yes	10	Urban	11.7	6.9	59%	Yes
11	Urban	15.8	0.6	4%	No	11	Urban	15.8	3.6	23%	No
13	Urban	11.2	2.6	24%	No	13	Urban	11.2	3.0	27%	No
16	Urban	14.0	3.1	22%	No	16	Urban	14.0	6.7	48%	Yes
28	Urban	9.7	4.1	43%	Yes	28	Urban	9.7	7.4	77%	Yes
41	Urban	19.4	18.6	96%	Yes	41	Urban	19.4	11.7	60%	Yes
42	Urban	11.0	10.3	93%	Yes	42	Urban	11.0	6.9	63%	Yes
45	Urban	16.0	13.8	86%	Yes	45	Urban	16.0	12.5	78%	Yes
48	Urban	21.5	18.9	88%	Yes	48	Urban	21.5	17.6	82%	Yes
52	Urban	9.6	7.1	74%	Yes	52	Urban	9.6	2.8	29%	No
53	Urban	20.3	12.5	61%	Yes	53	Urban	20.3	12.2	60%	Yes
54	Urban	12.0	10.0	83%	Yes	54	Urban	12.0	8.4	71%	Yes
55	Urban	13.5	12.6	93%	Yes	55	Urban	13.5	9.9	73%	Yes
57	Urban	14.5	12.2	84%	Yes	57	Urban	14.5	11.1	76%	Yes
63	Express	23.2	18.2	78%	Yes	63	Express	23.2	7.4	32%	No
100	Suburban	34.7	2.1	6%	No	100	Suburban	34.7	5.0	14%	No
101	Community Connector	13.7	0.0	0%	No	101	Community Connector	13.7	3.3	24%	No
102	Express	43.3	14.9	34%	Yes	102	Express	43.3	15.1	35%	Yes
202	Urban	13.7	12.4	90%	Yes	202	Urban	13.7	10.9	79%	Yes
206	Urban	20.0	14.8	74%	Yes	206	Urban	20.0	17.4	87%	Yes
212	Urban	13.9	9.5	68%	Yes	212	Urban	13.9	5.4	39%	Yes
214	Urban	18.7	12.6	67%	Yes	214	Urban	18.7	6.6	35%	Yes
400	Suburban	25.3	5.9	23%	No	400	Suburban	25.3	13.9	55%	Yes
402	Urban	37.3	9.3	25%	No	402	Urban	37.3	16.1	43%	Yes
409	Suburban	16.8	5.0	30%	No	409	Suburban	16.8	9.9	59%	Yes
425	Community Connector	14.8	4.7	32%	No	425	Community Connector	14.8	7.8	53%	Yes
497	Express	10.7	5.6	53%	Yes	497	Express	10.7	3.0	28%	No
500	Urban	24.4	22.1	91%	Yes	500	Urban	24.4	14.4	59%	Yes
501	Urban	31.1	19.6	63%	Yes	501	Urban	31.1	9.4	30%	No
Total	33	653.5	363.6	56%	24	Total	33	653.5	346.7	53%	25
Minority (B03002)		ACS 5-Y 2013	ACS 5-Y 2018	ACS 5-Y 2019			Minority (B03002)		ACS 5-Y 2013	ACS 5-Y 2018	ACS 5-Y 2019
SUM Est Total POP		557,550	592,262	602,074			SUM Est Total POP		214,345	223,980	227,708
SUM Est Minority POP		196,640	225,220	231,334			SUM Est Minority POP		26,452	26,733	25,299
Percent Total		35%	38%	38%			Percent Total		12%	12%	11%

PIERCE TRANSIT PTBA BUS STOP AMENITY DISTRIBUTION (2021)					
Amenity	Low-Income (LI)	High-Minority (HM)	LI+HM	Non-LIHM	System Avg.
Accessible	294 (99%)	438 (99%)	700 (99%)	671 (99%)	2,103 (99%)
Benches	117 (14%)	171 (21%)	321 (39%)	221 (27%)	830 (39%)
With Shelters	88 (16%)	103 (19%)	214 (39%)	149 (27%)	554 (26%)
With Lights	14 (19%)	11 (15%)	33 (46%)	14 (19%)	72 (3%)
Trash Cans	132 (15%)	182 (21%)	353 (41%)	203 (23%)	870 (41%)
All Bus Stops	297 (14%)	440 (21%)	704 (33%)	672 (32%)	2,113 (100%)

Bus Stop Amenities: Bus stop amenities were examined to determine if the distribution of ADA accessible bus stops, benches, shelters, lights and trash cans do not create a disparate impact on minority populations, and no disproportionate burden on low-income populations. It was determined that LI + HM block groups meet the System averages in all categories, therefore there is no disparate impact nor disproportionate burden.

On-Time-Performance (OTP): As a network between 2018, 2019 and 2020, the system-wide OTP average was 83.5%. Because minority routes exceeded the system average by achieving 84.8% OTP, there is no disparate impact to minority populations. Low-income routes achieved 83.4% OTP during the same time period which was less than one tenth of a percent difference with the system average, there is no there is no disproportionate burden to low-income populations as it was within 5% of the system average.

On-Time-Performance System Average: (2018-2020):

#-RtName	On time	Early	Late
01 - 6th Ave / Pacific Ave	83.4%	2.3%	14.3%
02 - Bridgeport / S 19th St	81.3%	3.6%	15.1%
03 - South Tacoma Way	83.1%	1.5%	15.4%
04 - S 112th St	85.9%	1.6%	12.5%
10 - Pearl St	91.8%	0.4%	7.8%
11 - Pt. Defiance	75.8%	2.9%	21.2%
13 - N 30th St	91.8%	0.8%	7.3%
16 - N 21st /North End	76.7%	3.9%	19.4%
28 - S 12TH ST	87.4%	0.4%	12.3%
41 - 56th St/Salishan	82.5%	1.5%	16.0%
42 - McKinley	86.7%	0.7%	12.5%
45 - Yakima	89.2%	2.4%	8.3%
48 - Sheridan/M st	75.5%	2.2%	22.3%
52 - TCC Tac Mall	93.2%	0.6%	6.2%
53 - University Place	83.1%	1.6%	15.3%
54 - S 38th St/Portland	88.6%	0.8%	10.6%
55 - Parkland Tac Mall	83.4%	0.7%	15.9%
57 - Tacoma Mall	84.1%	3.0%	12.9%
63 - NE Tacoma	90.4%	4.5%	5.1%
100 - Purdy Gig Harbor TCC	89.7%	1.1%	9.2%
101 - Gig Harbor Trolley Service	87.3%	0.5%	12.1%
102 - Purdy Gig Harbor Tacoma Express	90.0%	4.5%	5.6%
202 - 72nd Street	86.1%	1.2%	12.7%
206 - Pacific Hwy/Tillicum/Madigan	76.8%	2.6%	20.7%
212 - Steilacoom	88.5%	0.8%	10.7%
214 - Washington	85.4%	0.6%	14.0%
400 - Puyallup/DowntownTacoma	86.5%	3.0%	10.5%
402 - Meridian/Federal Way	82.9%	0.4%	16.6%
409 - Puyallup/72nd	82.3%	0.4%	17.3%
425 - Puyallup Connector	85.9%	0.2%	13.9%
497 - Lakeland Hill connector	90.9%	0.9%	8.2%
500 - Federal Way	80.2%	2.9%	16.8%
501 - Milton Federal way	79.2%	2.4%	18.4%
Total	83.5%	1.9%	14.6%

On-Time-Performance **Minority Routes:** (2018-2020):

#-RtName	On time	Early	Late
01 - 6th Ave / Pacific Ave	84.6%	2.4%	13.0%
02 - Bridgeport / S 19th St	83.0%	3.4%	13.6%
03 - South Tacoma Way	84.2%	1.6%	14.2%
04 - S 112th St	85.8%	1.7%	12.5%
10 - Pearl St	92.0%	0.4%	7.6%
28 - S 12TH ST	87.4%	0.5%	12.1%
41 - 56th St/Salishan	84.5%	1.5%	14.0%
42 - McKinley	86.2%	0.6%	13.2%
45 - Yakima	89.3%	2.5%	8.2%
48 - Sheridan/M st	78.0%	2.3%	19.7%
52 - TCC Tac Mall	93.4%	0.6%	6.0%
53 - University Place	83.1%	1.6%	15.3%
54 - S 38th St/Portland	89.6%	1.2%	9.2%
55 - Parkland Tac Mall	83.9%	0.6%	15.5%
57 - Tacoma Mall	85.7%	2.9%	11.4%
63 - NE Tacoma	90.8%	3.8%	5.4%
102 - Purdy Gig Harbor Tacoma Express	90.0%	4.5%	5.6%
202 - 72nd Street	86.6%	1.3%	12.0%
206 - Pacific Hwy/Tillicum/Madigan	78.3%	3.2%	18.5%
212 - Steilacoom	89.6%	0.9%	9.6%
214 - Washington	86.6%	0.7%	12.7%
497 - Lakeland Hill connector	91.2%	1.7%	7.1%
500 - Federal Way	80.5%	3.0%	16.5%
501 - Milton Federal way	81.1%	2.4%	16.5%
Total	84.8%	2.0%	13.3%

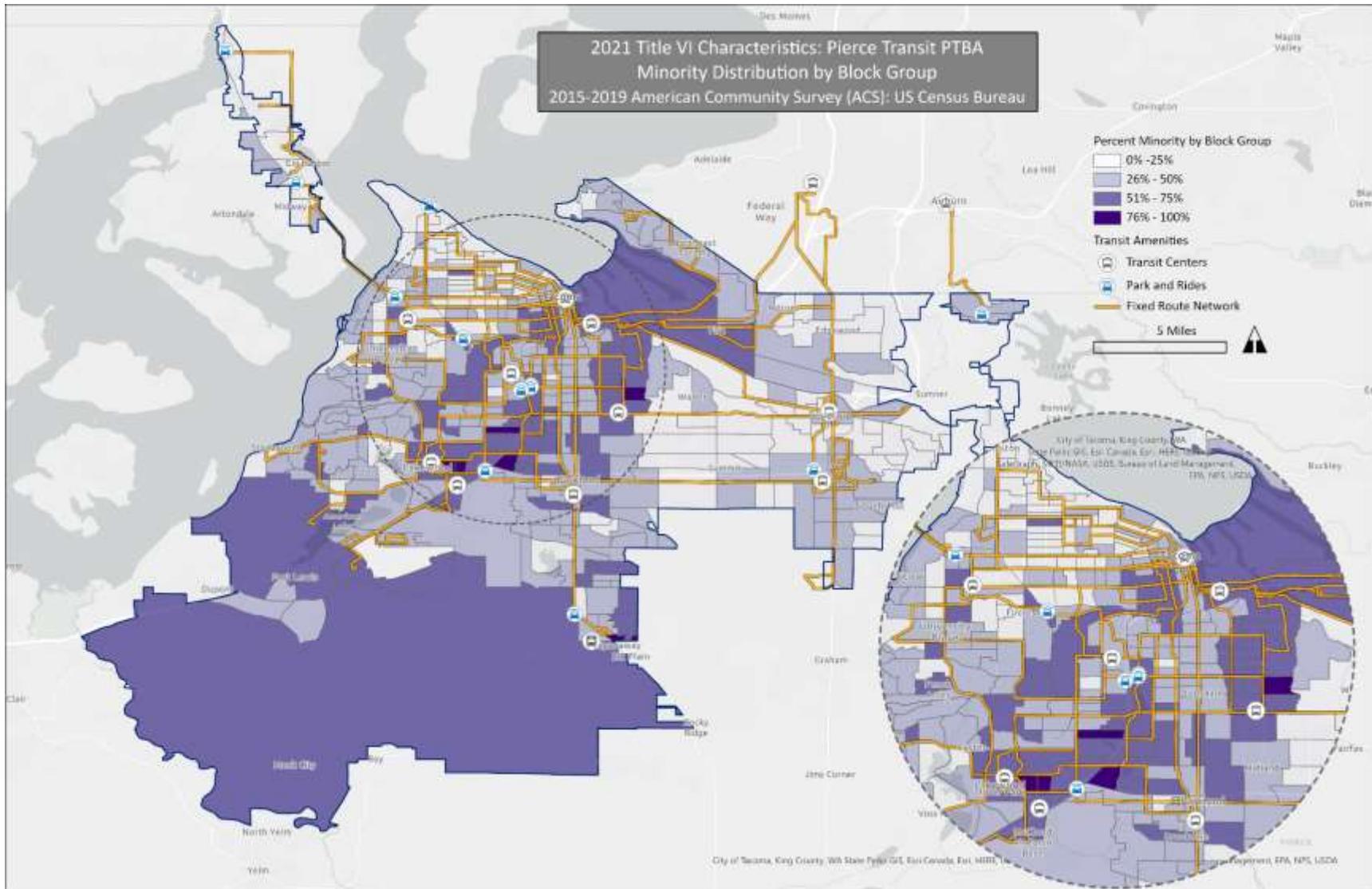
On-Time-Performance Low-Income Routes: (2018-2020):

#-RtName	On time	Early	Late
01 - 6th Ave / Pacific Ave	83.4%	2.3%	14.3%
02 - Bridgeport / S 19th St	81.3%	3.6%	15.1%
03 - South Tacoma Way	83.1%	1.5%	15.4%
04 - S 112th St	85.9%	1.6%	12.5%
10 - Pearl St	91.8%	0.4%	7.8%
16 - N 21st /North End	76.7%	3.9%	19.4%
28 - S 12TH ST	87.4%	0.4%	12.3%
41 - 56th St/Salishan	82.5%	1.5%	16.0%
42 - McKinley	86.7%	0.7%	12.5%
45 - Yakima	89.2%	2.4%	8.3%
48 - Sheridan/M st	75.5%	2.2%	22.3%
53 - University Place	83.1%	1.6%	15.3%
54 - S 38th St/Portland	88.6%	0.8%	10.6%
55 - Parkland Tac Mall	83.4%	0.7%	15.9%
57 - Tacoma Mall	84.1%	3.0%	12.9%
102 - Purdy Gig Harbor Tacoma Express	90.0%	4.5%	5.6%
202 - 72nd Street	86.1%	1.2%	12.7%
206 - Pacific Hwy/Tillicum/Madigan	76.8%	2.6%	20.7%
212 - Steilacoom	88.5%	0.8%	10.7%
214 - Washington	85.4%	0.6%	14.0%
400 - Puyallup/DowntownTacoma	86.5%	3.0%	10.5%
402 - Meridian/Federal Way	82.9%	0.4%	16.6%
409 - Puyallup/72nd	82.3%	0.4%	17.3%
425 - Puyallup Connector	85.9%	0.2%	13.9%
500 - Federal Way	80.2%	2.9%	16.8%
Total	83.4%	1.9%	14.7%

APPENDIX F

Pierce Transit Base Map 2021





APPENDIX G

Characteristics of Pierce Transit Riders (2017 Customer Survey excerpt)

Table 2: Demographics of Customers Surveyed (2017)

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

APPENDIX H Transit Service Monitoring Table

Route Characteristics			Minority Block Groups			Low Income Block Groups			Efficiency			Headway			4/2018-5/2021 Overcrowding						4/2018-5/2021 On-Time Performance					
Route	Service Type	Total Revenue Miles	Total Miles in/adjacent to Minority BG	Minority Mileage (%)	High Minority Route	Total Miles in/adjacent to Poverty BG	Low Income Mileage (%)	Low Income Route	PAX/HR	Std.	PAX/Hour vs Standard	Peak	Std.	Meets Standard	Mid-Weekday	Std.	Meets Standard	Peak Period Seat Load (%)	Std.	Meets Standard	Off-Peak Seat Load (%)	Std.	Meets Standard	OTF	Std.	Meets Standard
1	Trunk	37.1	20.8	56%	Yes	30.3	81%	Yes	24	20	Yes	15	15	Yes	15	30	Yes	55.3%	100%	Yes	51.2%	100%	Yes	86.6%	85%	Yes
2	Trunk	23.9	16.6	69%	Yes	19.6	82%	Yes	22	20	Yes	20	15	No	20	30	Yes	40.3%	100%	Yes	37.5%	100%	Yes	84.3%	85%	No
3	Trunk	22.5	21.7	96%	Yes	13.9	62%	Yes	19	20	No	30	15	No	30	30	Yes	43.7%	100%	Yes	35.2%	100%	Yes	85.2%	85%	Yes
4	Trunk	28.0	17.0	61%	Yes	16.8	60%	Yes	17	20	No	30	15	No	30	60	Yes	32.8%	100%	Yes	28.6%	100%	Yes	89.0%	85%	Yes
10	Urban	11.7	4.3	37%	Yes	6.9	59%	Yes	19	15	Yes	30	30	Yes	30	60	Yes	26.7%	100%	Yes	22.0%	100%	Yes	81.6%	85%	No
11	Urban	15.8	0.6	4%	No	3.6	23%	No	12	15	No	30	30	Yes	30	60	Yes	28.8%	100%	Yes	21.2%	100%	Yes	81.7%	85%	No
13	Urban	11.2	2.6	24%	No	3.0	27%	No	9	15	No	30	30	Yes	60	60	Yes	17.2%	100%	Yes	14.9%	100%	Yes	92.8%	85%	Yes
16	Urban	14.0	3.1	22%	No	6.7	48%	Yes	19	15	Yes	30	30	Yes	30	60	Yes	27.5%	100%	Yes	24.8%	100%	Yes	81.9%	85%	No
28	Urban	9.7	4.1	43%	Yes	7.4	77%	Yes	21	15	Yes	30	30	Yes	30	60	Yes	24.1%	100%	Yes	19.4%	100%	Yes	91.0%	85%	Yes
41	Urban	19.4	18.6	96%	Yes	11.7	60%	Yes	23	15	Yes	30	30	Yes	30	60	Yes	36.5%	100%	Yes	31.3%	100%	Yes	73.5%	85%	No
42	Urban	11.0	10.3	93%	Yes	6.9	63%	Yes	15	15	Yes	30	30	Yes	30	60	Yes	23.6%	100%	Yes	20.8%	100%	Yes	76.0%	85%	No
45	Urban	16.0	13.8	86%	Yes	12.5	78%	Yes	13	15	No	30	30	Yes	30	60	Yes	24.0%	100%	Yes	18.5%	100%	Yes	93.1%	85%	Yes
48	Urban	21.5	18.9	88%	Yes	17.6	82%	Yes	22	15	Yes	30	30	Yes	30	60	Yes	40.0%	100%	Yes	33.7%	100%	Yes	79.8%	85%	No
52	Urban	9.6	7.1	74%	Yes	2.8	29%	No	24	15	Yes	30	30	Yes	30	60	Yes	32.1%	100%	Yes	27.9%	100%	Yes	95.3%	85%	Yes
53	Urban	20.3	12.5	61%	Yes	12.2	60%	Yes	15	15	Yes	30	30	Yes	30	60	Yes	28.6%	100%	Yes	25.3%	100%	Yes	89.3%	85%	Yes
54	Urban	12.0	10.0	83%	Yes	8.4	71%	Yes	26	15	Yes	30	30	Yes	30	60	Yes	29.0%	100%	Yes	24.4%	100%	Yes	75.3%	85%	No
55	Urban	13.5	12.6	93%	Yes	9.9	73%	Yes	23	15	Yes	30	30	Yes	30	60	Yes	28.3%	100%	Yes	26.9%	100%	Yes	88.9%	85%	Yes
57	Urban	14.5	12.2	84%	Yes	11.1	76%	Yes	21	15	Yes	30	30	Yes	30	60	Yes	30.8%	100%	Yes	35.7%	100%	Yes	85.5%	85%	Yes
63	Express	23.2	18.2	78%	Yes	7.4	32%	No	4	15	No	60	30	No	70	--	Yes	26.8%	100%	Yes	9.0%	100%	Yes	90.6%	85%	Yes
100	Suburban	34.7	2.1	6%	No	5.0	14%	No	11	10	Yes	60	60	Yes	60	60	Yes	43.4%	100%	Yes	34.7%	100%	Yes	73.4%	85%	No
101	Community Connector	13.7	0.0	0%	No	3.3	24%	No	9	10	No	30	--	Yes	30	--	Yes	14.4%	100%	Yes	15.8%	100%	Yes	86.3%	85%	Yes
102	Express	43.3	14.9	34%	Yes	15.1	35%	Yes	7	15	No	30	60	Yes	--	--	Yes	41.2%	100%	Yes	17.6%	100%	Yes	78.9%	85%	No
202	Urban	13.7	12.4	90%	Yes	10.9	79%	Yes	26	15	Yes	30	30	Yes	30	60	Yes	34.4%	100%	Yes	31.1%	100%	Yes	84.1%	85%	No
206	Urban	20.0	14.8	74%	Yes	17.4	87%	Yes	17	15	Yes	30	30	Yes	30	60	Yes	38.2%	100%	Yes	33.5%	100%	Yes	84.5%	85%	No
212	Urban	13.9	9.5	68%	Yes	5.4	39%	Yes	16	15	Yes	30	30	Yes	30	60	Yes	29.5%	100%	Yes	24.0%	100%	Yes	82.4%	85%	No
214	Urban	18.7	12.6	67%	Yes	6.6	35%	Yes	13	15	No	30	30	Yes	30	60	Yes	23.0%	100%	Yes	23.3%	100%	Yes	84.5%	85%	No
400	Suburban	25.3	5.9	23%	No	13.9	55%	Yes	11	10	Yes	30	60	Yes	60	60	Yes	26.8%	100%	Yes	24.8%	100%	Yes	77.5%	85%	No
402	Urban	37.3	9.3	25%	No	16.1	43%	Yes	12	15	No	30	30	Yes	30	60	Yes	25.0%	100%	Yes	27.6%	100%	Yes	68.3%	85%	No
409	Suburban	16.8	5.0	30%	No	9.9	59%	Yes	10	10	Yes	60	60	Yes	60	60	Yes	14.5%	100%	Yes	15.0%	100%	Yes	75.7%	85%	No
425	Community Connector	14.8	4.7	32%	No	7.8	53%	Yes	3	10	No	30	--	Yes	30	--	Yes	18.8%	100%	Yes	19.6%	100%	Yes	79.1%	85%	No
497	Express	10.7	5.6	53%	Yes	3.0	28%	No	19	15	Yes	20	30	Yes	60	--	Yes	72.6%	100%	Yes	56.1%	100%	Yes	84.0%	85%	No
500	Urban	24.4	22.1	91%	Yes	14.4	59%	Yes	17	15	Yes	30	30	Yes	30	60	Yes	36.9%	100%	Yes	37.4%	100%	Yes	86.8%	85%	Yes
501	Urban	31.1	19.6	63%	Yes	9.4	30%	No	11	15	No	60	30	No	60	60	Yes	27.9%	100%	Yes	23.6%	100%	Yes	88.2%	85%	Yes

Appendix I Pierce Transit Title VI Policies

Effective Date: July 1, 2015

Review Due: July 1, 2019

Replaces: POL-1200.22, March 27, 2012
See Also: PRO 1200.22A Conducting Title VI Service Equity Analyses
 PRO 1200.22B Conducting Title VI Fare Equity Analysis
Approved By: Board of Commissioners February 11, 2013 and March 10, 2014

POL-1200.22 TITLE VI POLICIES FOR SERVICE AND FARE CHANGES

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

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

PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

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

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

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

PIERCE TRANSIT DISPARATE IMPACT POLICY

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

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

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

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

PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

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

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

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

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

Definitions:

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

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

APPENDIX J

Board Approval of 2021 Transit Service Monitoring

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 polices 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;

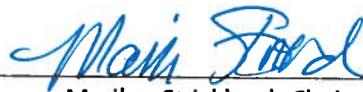
34 NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

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

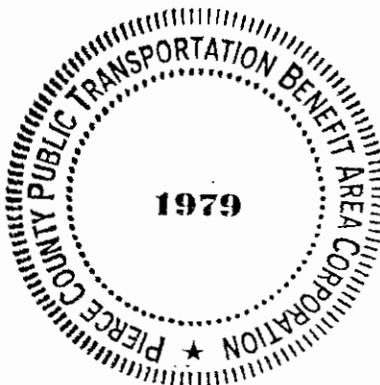
5
6 

7 Rick Talbert, Chair
8 Board of Commissioners
9
10

11 ATTEST/AUTHENTICATED

12
13 

14 Deanne Jacobson
15 Clerk of the Board
16
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APPENDIX L

Service and Fare Change Equity Analyses Conducted between 2018 and 2021

Pierce Transit

Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

Proposed NE Tacoma Service Changes for September 2019

May 2019

PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

PROPOSED CHANGES TO NE TACOMA SERVICE

TABLE OF CONTENTS

1	INTRODUCTION.....	1
2	BACKGROUND.....	1
2.1	Action.....	1
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 LOW-INCOME AND MINORITY POPULATIONS	8
5.1	Impact of Service Change on Low-Income and Minority Populations.....	8
5.2	Disparate Impact Analysis	11
5.3	Disproportionate Burden Analysis	11

PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

PROPOSED CHANGES TO NE TACOMA SERVICE

1 INTRODUCTION

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

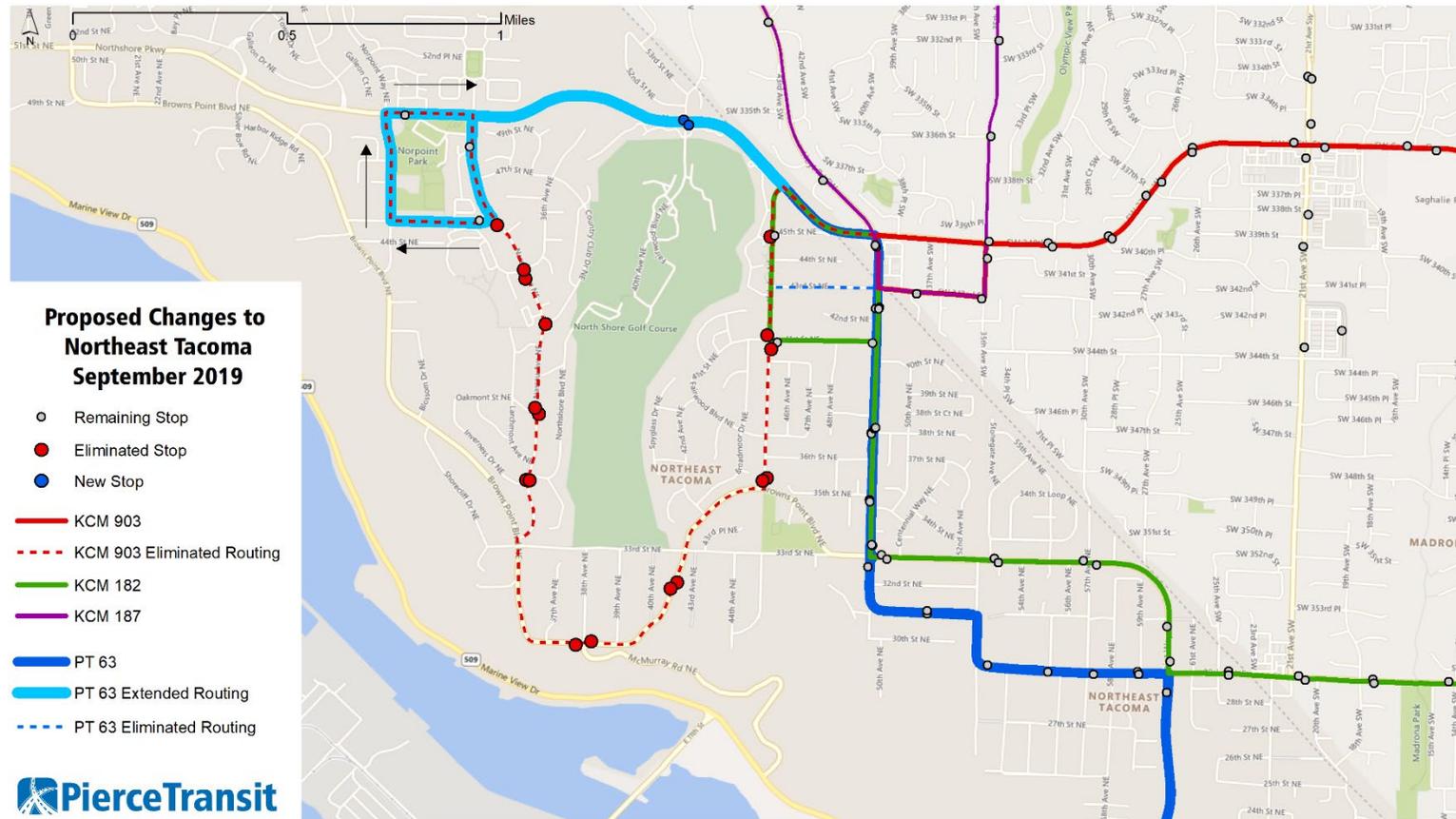
2 BACKGROUND

- In 2015 Pierce Transit sought to re-design the Route 62 NE Tacoma – Federal Way with a partnership with King County.
- Beginning with the September 2015 service change, Pierce Transit entered into a contract with King County to extend the KCM Route 903 into Northeast Tacoma to cover a portion of the eliminated PT Route 62. This improvement enabled a one-seat ride to Federal Way Transit Center.
- Pierce Transit concurrently implemented the Route 63 NE Tacoma Express, with some collocated stops with the 903 enabling transfers.
- Reviewing ridership data from 2018, it was determined that the 903 extension results in **8 average weekday boardings** within Pierce County, or 1.6 boardings per revenue hour. About 2% Route 63 riders transfer from Route 903.
- Ridership has grown steadily on the 63. Average weekday boardings increased from 6 in 2015 to 25 in 2016, to 30 in 2017, to 33 in 2018.

2.1 Action

- Based on low ridership, Pierce Transit intends to terminate the 903 extension contract with King County for the September 2019 service change.
- Pierce Transit will then extend the 63 to the current terminus of 903 extension 45th St NE and Nassau Ave NE (Figure 2-1).
- Pierce Transit will apply cost savings from Route 903 contract to add at least 2 Route 63 northbound trips and 1 southbound trip.
- Because the resulting service will result in a change in over 20% to the miles of the Route 903, and a change in service hours to the 63 greater than 20%, a Title VI Major Service Change analysis is required.
- Passengers riding from stops near the Center at Norpoint will still be able to ride to Federal Way Transit Center via a transfer to the remaining King County Metro Route 903 and existing King County Metro Routes 182 and 187.

Figure 2-1 Proposed Changes to Northeast Tacoma September 2019



Customer Profile

Pierce Transit completed a survey of riders on the Route 63 NE Tacoma Express and King County Metro Route 903 during the period from November 2, 2018 to December 18, 2018. Transitional Duty Transit Operators who are working light duty shifts rode both Routes 63 and KCM Route 903 asking riders to complete the survey. They rode on various days of the week and during both the morning and evening periods. A total of 14 surveys were completed; the survey was a random sample of riders. We do not report that this was a statistically valid survey; however, it does provide information on the riders using these two routes.

Those surveyed were 64% male and 36% female. When asked their age, the largest group of riders - 57% - were under 18 years of age, and 43 % were 45-64 years of age. Anecdotally, the surveyors reported seeing a number of students travelling to high schools in in the Downtown Tacoma area

as well as the University of Washington. The other noticeable group of riders were individuals travelling to jobs in the Downtown core. The riders indicated their primary trip purpose was to travel to work, school and home.

When asked their ethnic background, the majority of the riders - 79% - indicated their ethnic background as Caucasian, 7% indicated black or African American, indicated 7% Hispanic, and 7% indicated Asian or Pacific Islander. Household income varied slightly amongst those surveyed. The survey indicated that 7% of those surveyed have a household income under \$19,999, 14% of those surveyed have a household income between \$20,000 to \$34,999, 14% of those surveyed have a household income between \$35,000 to \$49,999, 29% of those surveyed have a household income between \$50,000 to \$74,999 and 36% had a household income greater than \$75,000.

Outreach and Decision-making

The proposed elimination of a more than 20% of Route 903 miles and addition of more than 20% of revenue hours to the Route 63 are considered major service changes under Pierce Transit's Major Service Change Policy. Therefore, a Title VI Service Equity Analysis and public outreach is required. Staff attended two meetings of the NE Tacoma Neighborhood Council to let them know that Pierce Transit was considering changes to the routing in their area and to gather feedback.

Pierce Transit's Board of Commissioners will hold a public hearing on the new NE Tacoma service configuration at their meeting on June 10th 2019 to gather input from the public. Legal notices were published on May 31, 2019, 10 days in advance of the public hearing, in the Tacoma News Tribune, and the Tacoma Daily Index, as well as on Pierce Transit's web site. Rider alerts notifying the public about the hearing and seeking public comment were also displayed on Pierce Transit's website and posted on social media. The Board will consider implementing the new NE Tacoma service configuration at its meeting on July 8, 2019.

3 TITLE VI POLICIES & DEFINITIONS

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

3.1 PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

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

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

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

3.2 PIERCE TRANSIT DISPARATE IMPACT POLICY

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

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

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

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

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

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

3.3 PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY

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

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

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

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

² **Low-Income Population** – Persons reporting as being under the federal household poverty limit as defined by the U.S. Department of Health and Human Services. In 2016 the poverty limit was \$24,250 for a family of four.

4 METHODOLOGY

Pierce Transit currently pays for 100% of the 903 service operating within Pierce County. Therefore for the purposes of Title VI, elimination of the service here constitutes a major service change. The changes to the Route 63 also constitute a major service change through the addition of more than 20% service hours.

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

1. Get the population near a route, including its low income and minority percentage.
 - For each route, build a shape that represents the area within quarter mile of any of its stops.
 - Intersect the catchment area with 2011-2016 ACS Census data. Get a list of block groups and the percentage overlap with each.
 - For each block group, take the percentage of overlap and multiply it by the block group's statistics.
 - Get the population, minority population, and low income population for each group and sum them together. This is the total population a route could serve.
2. Compare the number of people-trips, before and after.
 - Multiply the population near a route times the number of trips it makes (per year) to get "people-trips".
 - Repeat for low-income and minority populations to get "low income people-trips" and "minority people trips".
 - Compare these numbers between the before and after versions of the route, to get a set of people-trip differences. We match before and after using routes that have the same name.
3. Get the total difference in people-trips across the transit system.
 - Repeat the process above for every route in the transit system.
 - Sum together the difference in people trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.
4. Calculate the change borne by low-income and minority populations.
 - Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
 - Repeat for minority people-trips.
5. Compare the percentage change to the average in the service area.
 - Calculate the average percentage of low-income and minority populations across the entire service area.
 - Subtract from the change borne by those populations.

- Get two final numbers: the delta between the impact this set of transit changes had on low income and minority populations compared to any average change.

The equity analysis is provided below in Section 5.

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

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

Table 5-1 describes the changes in service levels following elimination of the Route 903 extension into Pierce County and the addition of the Route 63. The table estimates populations within a quarter-mile of stops, and then multiplies those populations by the number of trips added or reduced by the service change. Totalling people-trips, a weighted average is calculated to determine the net impact to minority and low-income populations. Only the portion of the Route 903 trips and corridor serving Pierce County is included in this analysis; the remaining portion serving King County will be unaffected and is outside of Pierce Transit’s public transportation benefit area (PTBA).

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

Route	Impacts to Communities Borne by Change in Service				
	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income	Change Borne by Minorities
63 Proposed	17,601,630	2,676,732	7,295,805	15.2%	41.4%
63 Existing	-9,988,605	-1,654,601	-4,339,080	16.6%	43.4%
903 Pierce Only	-28,649,250	-2,215,055	-10,704,900	7.7%	37.4%
Total	-21,036,225	-1,192,924	-7,748,175	5.7%	36.8%

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

	Low Income	Minority
Change Borne By	5.7%	36.8%
PTBA Average	14.6%	36.8%
Delta	-8.9%	0.1%

According to the table, the Route 903’s quarter-mile stop transit shed includes 7.7% low-income population and 37.4% minority population. This route will be partially replaced by the Route 63, with a quarter-mile stop transit shed of 16.6%/43.4%. The quarter-mile stop transit shed of the Route 903 within Pierce County is 7.7% low-income and 37.4% minority. Figures 5-1 and 5-2 below provide maps of the routes and show areas with low-income and minority populations higher than the service area averages.

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

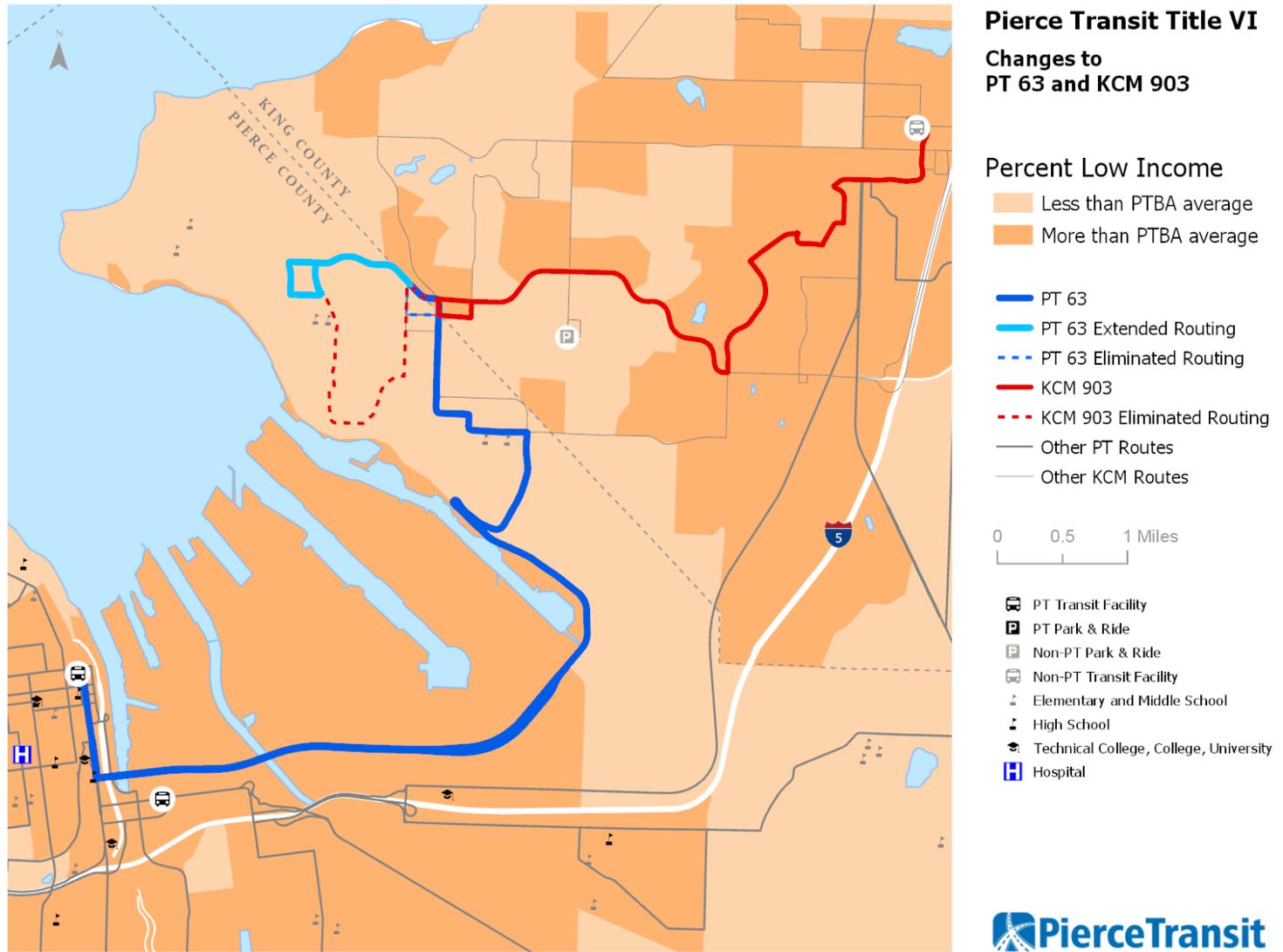
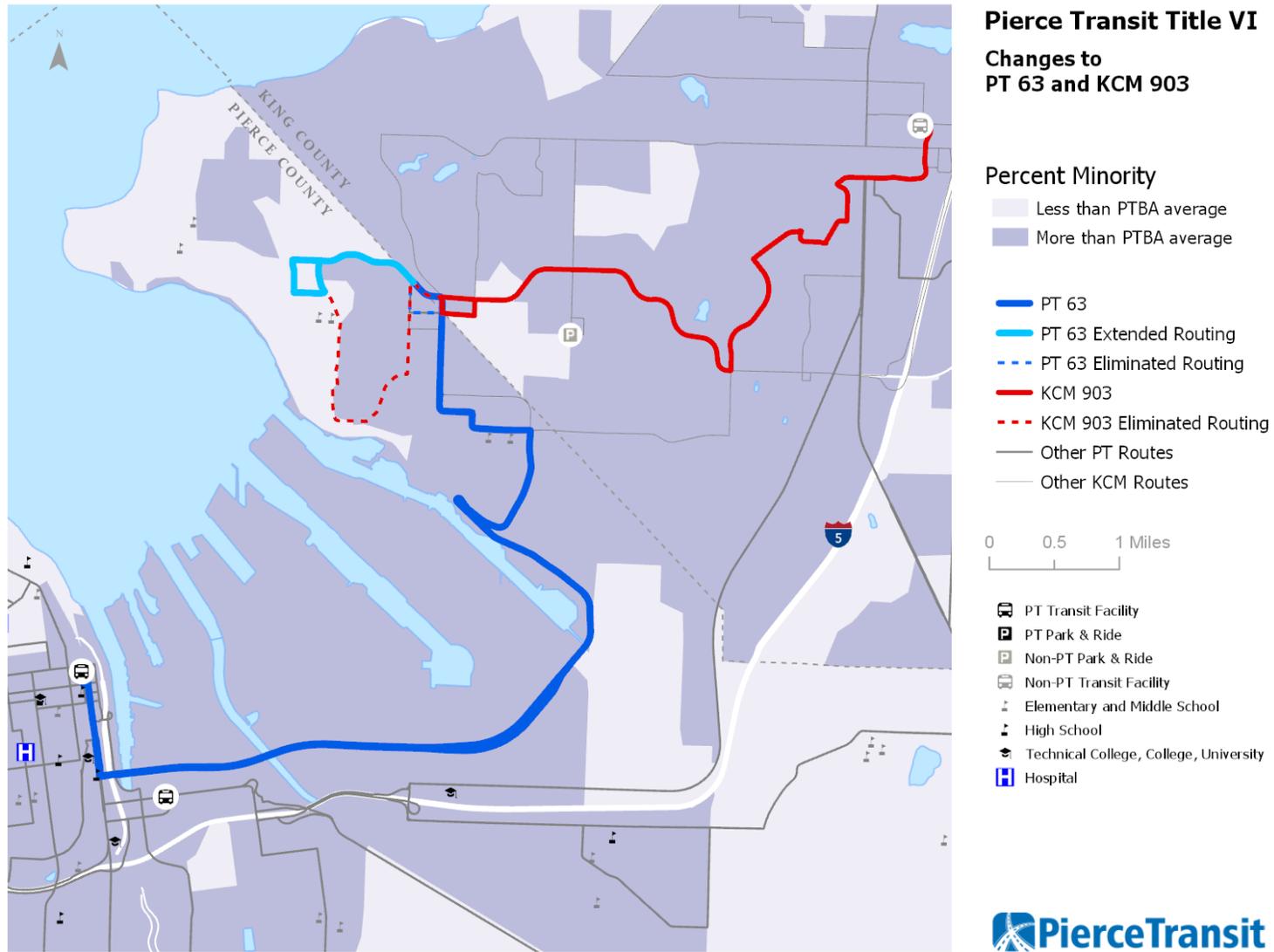


Figure 5-2 NE Tacoma Demonstration – Local Minority Blocks/Tracts



5.2 Disparate Impact Analysis

Pierce Transit's policy states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 5% 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. The proposed changes to service in NE Tacoma impact 36.8% minorities, the same as the system average minority population of 36.8%. Because this difference is less than 10% 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. 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. When comparing the weighted impacts in people trips to system averages, it is found that the 5.7% of those impacted are considered low-income vs. 14.6% for the system average. Because the low-income fraction is less than the system average, there is no Disproportionate Burden.

TITLE VI ANALYSIS: NEW SPANAWAY TRANSIT CENTER

I. Background

A Spanaway Transit Center has long been in the planning and aspirations at Pierce Transit. It would not only be the logical termini for the 14.4-mile Bus Rapid Transit (BRT) route along SR7 but provide a much-needed park and ride facility for area residents. Currently the Walmart at 8th Avenue East is the southernmost terminus of our Route 1 service. The stop there is currently functioning beyond capacity as multiple Route 1 buses and SHUTTLE (paratransit) vehicles vie for limited passenger loading and unloading spaces. With the proposed Route 1 BRT service

expansion listed in Puget Sound Regional Council’s (PSRC) Long Range Plan (LRP), along with aspirational plans in Pierce Transit’s Destination 2040 Long Range Plan Update (LRPU), Pierce Transit would not be able to meet its service objective by the time high capacity transit is introduced in the area.

II. Project Description

The Spanaway Transit Center facility will include passenger boarding areas, a bus turnaround, operator comfort station, enhanced security features and up to 250 parking stalls for transit patrons. It will serve as the southern terminus of the Route 1 service and for the planned Pacific Avenue/SR 7 Bus Rapid Transit system. Our planning partners at Sound Transit and Pierce County agree that this facility could be a catalyst for growth and infill development in the entire corridor as well. The facility is planned to be built in or adjacent to the new Mountain Highway Towne Center. The transit center will complement the County’s efforts to create a new Towne Center with its central gathering places for the community to access services and amenities, as well as additional housing

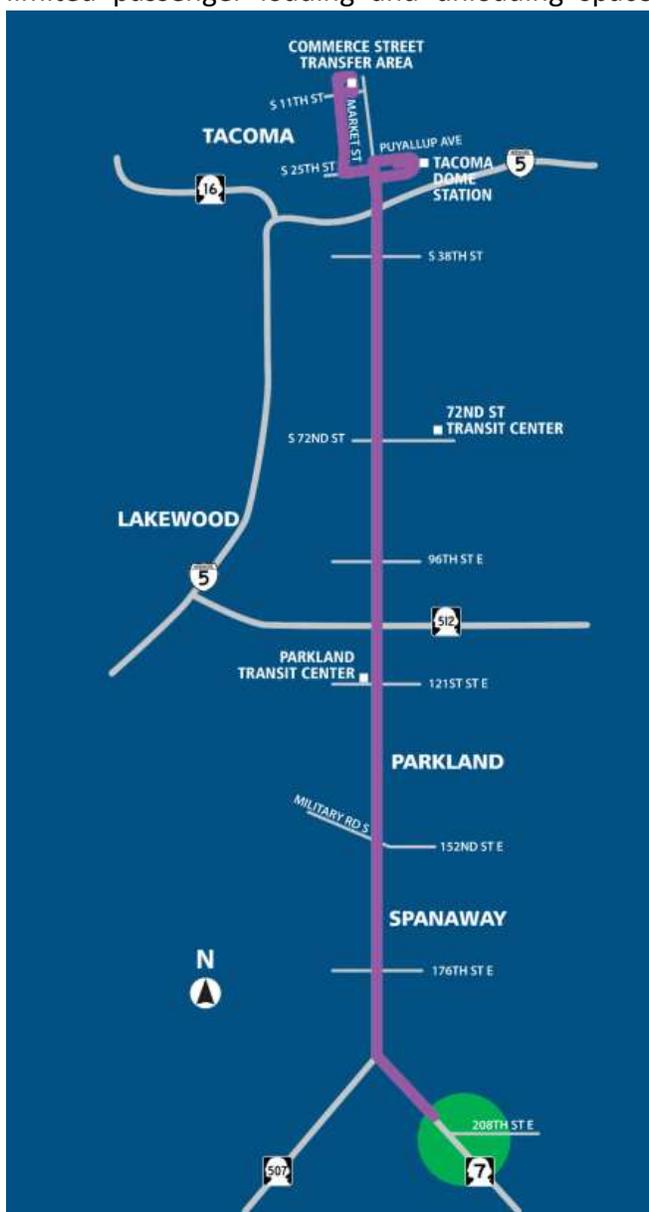


Figure 1: Future Bus Rapid Transit as represented in purple with a noted Transit Center in the Spanaway, WA area.

options such as apartments and townhomes.

III. Title VI Compliance

Transit Centers

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

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

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

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

FTA Compliance

Pierce Transit has determined that the appropriate selection of the Spanaway Transit Center falls under the provisions in Chapter III-13 of FTA Circular 4702.1B:

13. DETERMINATION OF SITE OR LOCATION OF FACILITIES. Title 49 CFR Section 21.9(b)(3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part." Title 49

CFR part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

Therefore, Pierce Transit is required to conduct a Title VI equity analysis to ensure the location is selected without regard to race, color, or national origin. Per the guidance in the FTA Circular, this analysis must:

- Include outreach to persons potentially impacted by the siting of the facility;
- Compare impacts of various siting alternatives;
- Determine if cumulative adverse impacts might result due to the presence of other facilities with similar impacts in the area; and
- Occur before the selection of the preferred site.

If disparate impacts are identified, the least discriminatory alternative must be implemented.

Figure 2: Site Selection and Criterion



Site Selection Process

During 2019, Pierce Transit completed a site selection process to locate a suitable property for the transit center. The process identified 15 sites along the SR7 corridor within about a half mile of the existing terminus of the Route 1 at the Spanaway Wal-Mart. The initial sites identified were a minimum of about three acres and could be acquired by early 2020. The sites were then reviewed using more detailed criteria, including:

- Access to a Signalized Intersection
- Vehicle Access and Circulation
- Site Cost
- Existing Site Development/Business Relocation
- Proximity to Route 1 Terminus
- Site Topography
- Size of Site
- Visibility from SR7
- Pedestrian and Bike Access
- Zoning/Land Use
- Potential for Hazardous Materials
- Site Availability
- Potential for Shared Use
- Availability of Water Utilities
- Availability of Sewer Utilities

Eight sites were eliminated based on the initial review. Conceptual designs were prepared for the remaining seven sites to more fully examine for any fatal flaws, especially related to the key criteria for a transit facility – access. More sites were eliminated during this second round of review. Staff held meetings with Pierce County and WSDOT to further examine access and other issues related to the remaining four sites and two more sites were eliminated, leaving two finalist sites: Site 7 and Site 10. Of the two sites, the recommended site is significantly larger, is located south of the Route 1 terminus and at the edge of the PTBA and has a willing seller. The site was not initially listed for sale, but the owner had indicated they were getting the site ready to put on the market.

V. Alternatives Equity Analysis

While the siting criteria was used to narrow the candidates down to Sites 5, 7, 10 & 15, Pierce Transit analyzed area demographics to ensure that this did not result in disparate treatment on the basis of race, color, or national origin. As shown in Table 1 and Figure 2, the proposed facility is located in a block group that is 25.3% minority – below the Pierce Transit service area average of 36.8%.

Pierce Transit also compared the sites across three additional factors for the purpose of evaluating the relative equity impacts: who would be impacted by each respective site selection; whether either would displace residents or business; and any cumulative impacts from the presence of similar facilities in the area. The results are shown in Table 1.

Table 1: Equity Impact Comparison of Potential Sites				
2018 PTBA Average Minority: 36.8% (PT Disparate Impact Threshold 10%)				
2018 PTBA Average Low-Income: 13% (PT Disproportionate Burden Threshold 5%)				
	Site 5	Site 7	Site 10	Site 15
% Minority	25.3%	25.3%	25.3%	69%
% Low Income	22%	22%	22%	19%
Displacement Impacts	NA	NA	NA	NA
Other Similar Facilities Approximate to final site	4a-4b-10-11	6-14-15	4a-4b-5-11	7-14
Source: US Census Bureau 2014-2018 ACS 5 Year Data Set				

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



In this case, there is an adverse effect because the final site selected (site 7), along with sites 5 and 10, are in census block groups that have lower than average minority populations by a margin greater than 10%. However, the analysis shows that Route 1 was not serving an area with a high minority population along the Mountain HWY E corridor. In an attempt to select a site that would have the least discriminatory alternative possible, extending Route 1 to reach site 7 would begin to serve a high minority + low-income block group. Site 7 was highly considered for its operational and cost advantages, its adjacency to underserved population groups and its ability to conform to our design guidelines for transit centers, i.e. trunk routes (Route 1) will bypass transit centers unless the center is directly along the line of travel. Although sites 14 and 15 were both located

in a high-minority + low-income block group, they were suboptimal locations due to high costs to relocate business, circulation challenges, and significant development restrictions.

In terms of potential cumulative impacts, Site 7 was used as a dismantling operation for mobile home storage/dumping area since ~2002. Historical aerials indicate that the site has been partially used as overflow storage for an adjacent wrecking yard.

What differs between the sites, however, is the implication for Pierce Transit operations for High Capacity Transit. Site 7 is a good terminus location and provides for the Walmart stop to continue to be served, but with an enhanced transit station. There would be no business relocation requirements and the site is large enough for future expansion. Selection of Site 15, on the other hand, would increase travel times to reach many Pierce Transit customers in the area as it is not as centrally located. An increase in travel times would lead to increased costs and potential environmental impacts, as well as service concerns.

Thus, Pierce Transit has selected Site 7 as the preferred location for the Spanaway Transit Center.

VI. Community Outreach

On March 26, 2019 Pierce Transit asked for feedback on BRT station locations, but no specifics were made to the STC. There were four comments in the vicinity to the Spanaway Transit Center site 8th Ave/Mountain HWY E. that stated that a station would benefit the end user. There were not specific comments on the proposed Spanaway Transit Center.

BRT Related Public Meetings (May 30, 2018 – December 16, 2020)

Type	Attendees/Unique Pageviews	Comments
Open House	97	10
Public Hearing	NA	31
BRT Webpage	12,245	NA
Virtual Open House	1,189	63
Bus Station Feedback Tool	912	114
BRT Email	NA	30
BRT Mailer Comment Cards	NA	24
Total	14,443	272

Public and Legal Notice*

- December 23, 2020: Notice of Application and Public Meeting Notice, was sent to property owners within a radius of 300 feet, but not less than two parcels deep, around the exterior boundaries of the subject property.
- December 30, 2020: The site was posted with a Public Notice sign, confirmed with a Declaration of Posting.
- February 17, 2021: Legal Notice was published in the official County newspaper (The News Tribune), advertising the public meeting to be held by the Parkland-Spanaway Midland Advisory Commission.

- March 24, 2021: Legal Notice was published in the official County newspaper (The News Tribune), advertising the public meeting to be held by the Parkland-Spanaway-Midland Advisory Commission.
- March 29, 2021: Public Meeting Notices were sent to property owners within a radius of 300 feet, but not less than two parcels deep, around the exterior boundaries of the subject property advertising the 2nd public meeting to be held by the Parkland-Spanaway-Midland Advisory Commission.

**This section was added June 2021 to include public notice information about the project.*

Vicinity Map



Pierce County Staff Comments:

County staff has reviewed the proposal for compliance with all applicable policies, codes, and regulations. The County finds, based on an initial project review, that the proposal appears to be consistent with the applicable codes and regulations and staff will be recommending approval of the proposal, subject to conditions.

- As proposed, staff did not find that the proposal conflicts with goals or policies in the Parkland-Spanaway-Midland Community Plan Notice posted at Site 7 regarding potential change in use of site.
- To date, the County has not received any comments from nearby property owners in response to the notice of application that was mailed to neighboring property owners

VII. Conclusion

This equity analysis has aimed to guide Pierce Transit on selecting a Spanaway Transit Center location that does not result in disparate impacts on the basis of race, color, or national origin nor a disproportionate burden on low-income households. The process by which Pierce Transit identified and narrowed down potential sites for the facility was based on property size, geographic proximity to the service area, and transportation accessibility based on Pierce Transit design standards for the placement of transit centers. Although the final site is in a low-income block group, it does not meet the 10% margin for high-minority populations based PTBA averages. A resolving approach will extend trunk Route 1 from its existing terminus (Walmart parking lot), to the final site which is juxtaposed to a low-income (LI) + high-minority (HM) block group. This least discriminatory alternative provides better access for LIHM populations to the Spanaway Transit Center, while maintaining service at the Walmart stop location (future BRT station). Given these measures, the analysis of potential equity impacts, and the community outreach, constructing the new Park and Ride facility at the proposed Spanaway site 7, overcomes any apparent disparate impacts and disproportionate burdens.

Pierce Transit

Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

Emergency Service Reductions due to COVID-19 Pandemic: March 2020 – March 2021

March 2021

Pierce Transit – Planning & Scheduling Dept.

**PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS
EMERGENCY SERVICE REDUCTIONS DUE TO COVID-19 PANDEMIC
MARCH 2020 AND MARCH 2021**

TABLE OF CONTENTS

1	INTRODUCTION.....	1
2	BACKGROUND.....	1
2.1	ACTION.....	2
3	TITLE VI POLICIES AND DEFINITIONS.....	2
3.1	PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY.....	2
3.2	PIERCE TRANSIT DISPARATE IMPACT POLICY.....	3
3.3	PIERCE TRANSIT DISPROPORTIONATE BURDEN POLICY.....	3
4	METHODOLOGY.....	4
5	EFFECTS OF SERVICE CHANGE ON LOW-INCOME AND MINORITY POPULATIONS.....	5
5.1	SPAN CHANGES.....	5
5.2	FREQUENCY CHANGES.....	6
5.3	ROUTE ELIMINATION.....	6
5.4	DISPARATE IMPACT ANALYSIS.....	7
5.5	DISPROPORTIONATE BURDEN ANALYSIS.....	7
6	OUTREACH AND DECISION MAKING.....	7
7	APPENDIX.....	9
7.1	ROUTES MEETING THRESHOLD FOR MAJOR SERVICE CHANGE.....	9
7.2	MAP OF ROUTES MEETING THRESHOLD FOR MAJOR SERVICE CHANGE.....	10
7.3	MAP OF ROUTE 102 AND 595.....	11

PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

EMERGENCY SERVICE REDUCTIONS DUE TO COVID-19 PANDEMIC

MARCH 2020 AND MARCH 2021

1 INTRODUCTION

- Title VI of the Civil Rights Act of 1964 prohibits discrimination on basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is a Title VI analysis of changes to fixed route bus service throughout the Pierce Transit benefit area as a result of emergency service reductions implemented due to the COVID-19 pandemic and beyond, until such time that fixed route bus service can be restored back to pre-pandemic levels. Emergency service changes made between March 2020 and planned service for March 2021 constitute a major service change under FTA Title VI Service Equity rules and require analysis to evaluate impacts on transit riders as the result of service reductions.

2 BACKGROUND

- When the COVID-19 pandemic began in March 2020, Pierce Transit had to rapidly respond, modifying and reducing service levels 3 times over 8 weeks and eventually cutting service by about one-third from pre-COVID levels. Six routes were suspended temporarily, and many routes were operating on vastly reduced schedules under emergency service levels.
- In May 2020, as the situation stabilized, Pierce Transit was able to restore some service, back to 80 percent of pre-COVID levels.
- In September 2020, the agency restored service to about 90 percent of what existed before COVID.
- All the changes had to occur quickly, responding to ridership levels, available revenues and resources and State mandates for social distancing, while providing as much transit service as possible.
- March 2021 is the next regularly scheduled service change. As Pierce Transit plans for this next level of service, projected sales tax revenues, lower ridership, reduced fare revenues, and State mandated passenger-load maximums due to the COVID pandemic affect the amount of service that can be provided. Available service hours for the March 2021 service change will be at about 90 percent of what existed before COVID. The March 2021 service plan identifies reductions in span and frequency on five local bus routes, and elimination of one local express route.
- Emergency service changes made between March 2020 and planned service for March 2021 constitute a major service change under FTA Title VI Service Equity rules and require analysis to evaluate impacts on transit riders as the result of service reductions. Appendix 7.1 highlights the 6 routes which meet the threshold for major service changes.

2.1 ACTION

- Throughout the course of the pandemic, Pierce Transit Staff aimed to maintain service on higher-ridership days and trips while also considering affects to regional access and impacts to low income and minority communities. Datasets that aided in this decision-making include: annualized route productivity, daily ridership trends (both prior to and during the pandemic), and 2018 ACS Census Block data for minority and low-income populations within the service area.
- To inform the public of the changes in service, staff issued press releases, rider alerts, and utilized technology to communicate changes throughout the rapidly changing pandemic.
- Routes having any change in service that added or eliminated more than twenty percent of the route revenue miles or twenty percent of the route revenue hours were identified as major service changes and noted as to the type of change in service (see Appendix 7.1).
- Five routes were identified as having span and frequency changes greater than twenty percent, and one route was identified for elimination (see map in Appendix 7.2).
- An equity analysis was performed on these six routes, to identify and evaluate adverse effects on minority and low-income populations.
- Results of the analysis for each route evaluated is contained in this report, showing the percentage of burden borne by minority and low-income populations.

3 TITLE VI POLICIES AND DEFINITIONS

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

3.1 PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

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

A major service change is defined as any change in service on any individual route that would add or eliminate more than twenty percent of the route revenue miles or twenty percent of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects on minority and low-income populations. An adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

3.2 **PIERCE TRANSIT DISPARATE IMPACT POLICY**

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

A disparate impact occurs when the minority 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.

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.

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

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 2018 the poverty limit was \$25,100 for a family of four.

4 METHODOLOGY

Once routes with major service changes were identified, Pierce Transit Staff used Remix (www.remix.com) to aid in further Title VI analysis. Remix allows users to easily calculate the demographic information within a quarter mile of a route's stops using the following steps:

1. Get the population near a route, including its low income and minority percentage.
 - For each route, build a shape that represents the area within quarter mile of any of its stops.
 - Intersect the catchment area with 2014-2018 ACS Census data. Get a list of block groups and the percentage overlap with each.
 - For each block group, take the percentage of overlap and multiply it by the block group's statistics.

Get the population, minority population, and low income population for each group and sum them together. This is the total population a route could serve.

Pierce Transit staff then used the following steps to estimate potential impacts to low-income and minority populations served by each route. Calculations can be found in section 5 of this report.

2. Compare the number of people-trips, before and after.
 - Multiply the population near a route times the number of trips it makes (per year) to get "people-trips".
 - Repeat for low-income and minority populations to get "low income people-trips" and "minority people trips".
 - Compare these numbers between the before and after versions of the route, to get a set of people-trip differences.
3. Get the total difference in people-trips across the transit system.
 - Repeat the process above for every route in the transit system.
 - Sum together the difference in people trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.
4. Calculate the change borne by low-income and minority populations.
 - Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
 - Repeat for minority people-trips.
5. Compare the percentage change to the average in the service area.
 - Calculate the average percentage of low-income and minority populations across the entire service area.
 - Subtract from the change borne by those populations.
 - Get two final numbers: the delta between the impact this set of transit changes had on low income and minority populations compared to any average change.

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

Pierce Transit is required to evaluate changes to span and frequency as separate categories in order to determine whether disparate impacts or disproportionate burdens exist at a systematic level under each category. Conversely, changes to routing—in this case, route elimination—is required to be analyzed on a route-by-route basis to determine disparate impacts/disproportionate burdens.

5.1 SPAN CHANGES

Table 5-1 describes changes in service span levels on Routes 13, 63, 402 and 425. The table estimates populations within a quarter-mile of stops, and then multiplies those populations by the number of trips added or reduced by the service change. A weighted average is calculated to determine the net impact to minority and low-income populations.

Table 5-1: Routes Experiencing a Change in Service Span and Impact to Low-Income and Minority Populations

Route	MARCH 2020				MARCH 2021				Difference				Change in Annual Trips	Trip Count Change from Original	
	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income			Change Borne by Minorities
13	13,975	13.50%	26.70%	6,912	13,975	13.50%	26.70%	2,048	-67,974,400	-9,176,544	-18,149,165	14%	27%	-4,864	-70%
63	9,399	12.80%	40.50%	2,304	9,399	12.80%	40.50%	1,024	-12,030,720	-1,539,932	-4,872,442	13%	41%	-1,280	-56%
402	26,200	10.70%	31.50%	15,939	26,200	10.70%	31.50%	9,618	-165,610,200	-17,720,291	-52,167,213	11%	32%	-6,321	-40%
425	11,155	11.10%	28.30%	9,892	11,155	11.10%	28.30%	3,572	-70,499,600	-7,825,456	-19,951,387	11%	28%	-6,320	-64%
Total									-316,114,920	-36,262,223	-95,140,206				

	Low Income	Minority
Change Borne By	11.5%	30.1%
PTBA Average	12.9%	38.0%
Difference	-1.4%	-7.9%

5.2 FREQUENCY CHANGES

Table 5-2 describes changes in service frequency levels on Routes 13, 63, 212, 402 and 425. Using the same methods for measuring span changes, a weighted average is calculated to determine the net impact to minority and low-income populations.

Table 5-2: Routes Experiencing a Change in Service Frequency and Impact to Low-Income and Minority Populations

Route	MARCH 2020				MARCH 2021				Difference					Change in Annual Trips	Trip Count Change from Original
	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income	Change Borne by Minorities		
13	13,975	13.50%	26.70%	6,912	13,975	13.50%	26.70%	2,048	-67,974,400	-9,176,544	-18,149,165	14%	27%	-4,864	-70%
63	9,399	12.80%	40.50%	2,304	9,399	12.80%	40.50%	1,024	-12,030,720	-1,539,932	-4,872,442	13%	41%	-1,280	-56%
212	9,262	15.80%	42.90%	17,201	9,262	15.80%	42.90%	16,174	-9,512,074	-1,502,908	-4,080,680	16%	43%	-1,027	-6%
402	26,200	10.70%	31.50%	15,939	26,200	10.70%	31.50%	9,618	-165,610,200	-17,720,291	-52,167,213	11%	32%	-6,321	-40%
425	11,155	11.10%	28.30%	9,892	11,155	11.10%	28.30%	3572	-70,499,600	-7,825,456	-19,951,387	11%	28%	-6,320	-64%
Total									-325,626,994	-37,765,131	-99,220,886				

	Low Income	Minority
Change Borne By	11.6%	30.5%
PTBA Average	12.9%	38.0%
Difference	-1.3%	-7.6%

5.3 ROUTE ELIMINATION

Through its elimination, Route 102 was the only route to undergo changes to routing. Table 5-5 illustrates the impact to minority and low-income populations served by route 102. See Appendix 7.3 for a map of Route 102.

Table 5-3: Routes Experiencing Elimination and Impact to Low-Income and Minority Populations

Route	MARCH 2020				MARCH 2021				Difference					Change in Annual Trips	Trip Count Change from Original
	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income	Change Borne by Minorities		
102	8,642	26.30%	35.40%	3,072	0	0%	0%	0	-26,548,224	-6,982,183	-9,398,071	26%	35%	-3,072	-100%
Total									-26,548,224	-6,982,183	-9,398,071				

	Low Income	Minority
Change Borne By	26.3%	35.4%
PTBA Average	12.9%	38.0%
Difference	13.4%	-2.6%

5.4 DISPARATE IMPACT ANALYSIS

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

Of the population affected by proposed changes to service **span**, 30.1% is minority (Table 5.1). This is 7.9% less than the system average minority population of 38%. This difference is less than 10%, and therefore there is no disparate impact due to changes in service span. Similarly, 30.5% of the population affected by changes to **frequency** is minority (Table 5.2), 7.6% less than the system average. Because this difference is also less than 10%, there is no disparate impact due to changes in frequency. Finally, with a 35.4% minority population affected by the proposed **elimination** of Route 102 (Table 5.3), 2.6% less than the system average, this also does not qualify as a disparate impact.

5.5 DISPROPORTIONATE BURDEN ANALYSIS

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

Of the population affected by proposed changes to service **span**, 11.5% is low income (Table 5.1). This is 1.4% less than the system average low-income population of 12.9%. Because the difference is less than 5%, there is no disproportionate burden due to changes in service span. Similarly, of the population affected by proposed changes to service **frequency**, 11.6% is low income (Table 5.2). This is 1.3% less than the system average, and consequentially also does not create a disproportionate burden. However, with the **elimination** of route 102, 26.3% of the population affected is low income (Table 5.3). This is 13.4% more than the system average low-income population and qualifies as a disproportionate burden. Section 6 describes how this impact is mitigated through an alternative service option.

6 OUTREACH AND DECISION MAKING

To help mitigate the impact of route 102, Pierce Transit coordinated with Sound Transit to ensure continuity of service between Purdy, Gig Harbor and Tacoma Dome Station; Sound Transit added a stop at Tacoma Dome Station along route 595. Although the span and frequency of route 595 differs from route 102—and this only minimizes the impact—this additional stop will allow residents of Gig Harbor and Purdy to maintain a direct connection to Downtown Tacoma. See Appendix 7.3 for a map of routes 102 and 595.

Table 6-1 compares the difference in fares for the two routes. Fares are the same rate for senior and disabled riders on both routes, with use of a regional reduced fare permit. Adult and youth one-ride fares are higher on route 595 than route 102. However, while low income fares are not available on route 102, Sound Transit route 595 offers two types of discounted fare options: an ORCA LIFT pass (25% less than route 102 adult fare) and a subsidized annual pass option for those who qualify. Qualification for the ORCA LIFT fare is based on household income of less than double the federal poverty level (as established by US Health and Human Services Department). The subsidized annual pass is available to

residents of King, Pierce, or Snohomish County with incomes at or below 80% of the federal poverty level, and who are enrolled in one of six state benefit programs. This option may qualify riders for a subsidized annual pass to pay 100% of fare on route 595.

Table 6-1: Comparison of Route Fares

Fares	Route 102	Route 595	Difference
Adult*	\$ 2.00	\$ 3.25	\$ 1.25
Youth	\$ 1.00	\$ 1.50	\$ 0.50
Discounted (Senior/Disabled)	\$ 1.00	\$ 1.00	\$ -
*Low-Income (ORCA LIFT)	not available	\$ 1.50	\$ (0.50)

Staff issued press releases, rider alerts, and utilized technology to communicate changes with the public throughout the rapidly changing pandemic. At its meeting on December 14, 2020, the Pierce Transit Board of Commissioners considered implementing the proposed increase in service levels for the March 2021 service change. Upon acceptance of the proposed March 2021 service change package, Pierce Transit staff then presented to Pierce Transit's Community Transportation Advisory Group (CTAG), Executive Directors and the Pierce Transit Board of Commissioners on the equity impacts of proposed changes.

To gather input from the public regarding the proposed March 2021 service change, Pierce Transit's Board of Commissioners held a public hearing on January 11, 2021. Legal notices were published on December 30, 2020, 10 days in advance of the public hearing, in the *Tacoma News Tribune*, and the *Tacoma Daily Index*, as well as on Pierce Transit's web site. Rider alerts notifying the public about the hearing and seeking public comment were also displayed on Pierce Transit's website and posted on social media. At the public hearing, one comment was made by a Tacoma resident who expressed two concerns: first, inquiring about when reduced service would end, and second, reminding staff that although rural areas experience lower ridership, those riders are still dependent on Pierce Transit's service. In response, Pierce Transit staff will continue to emphasize alternative options for service, where available—such as in the case of Sound Transit's route 595 now servicing riders impacted by the elimination of route 102.

7 APPENDIX

7.1 ROUTES MEETING THRESHOLD FOR MAJOR SERVICE CHANGE

Route	March 2020		March 2021		Difference		Change in Service
	Revenue Hours	Revenue Miles	Est. Revenue Hours	Est. Revenue Miles	Revenue Hours	Revenue Miles	
1	447.9	4,797.5	440.7	4,796.8	-1.6%	0.0%	
2	236.2	2,259.6	227.9	2,311.1	-3.5%	2.3%	
3	184.2	1,482.4	180.6	1,734.4	-2.0%	17.0%	
4	145.1	1,693.8	121.9	1,423.6	-16.0%	-16.0%	
10	63.0	573.8	60.3	550.3	-4.2%	-4.1%	
11	69.4	773.0	56.7	646.8	-18.3%	-16.3%	
13	13.2	150.9	4.9	44.8	-62.7%	-70.3%	Span & Frequency
16	69.3	736.8	64.4	666.6	-7.1%	-9.5%	
28	42.8	450.5	43.7	440.3	2.2%	-2.3%	
41	93.7	1,064.6	93.0	1,045.7	-0.7%	-1.8%	
42	55.1	537.9	51.9	527.0	-5.9%	-2.0%	
45	64.0	737.5	60.3	713.6	-5.8%	-3.2%	
48	101.5	1,172.1	92.7	1,129.0	-8.6%	-3.7%	
52	60.0	561.9	57.2	542.7	-4.8%	-3.4%	
53	82.7	985.9	82.1	955.4	-0.7%	-3.1%	
54	60.2	615.7	60.4	603.8	0.4%	-1.9%	
55	67.3	825.0	68.3	811.4	1.5%	-1.6%	
57	82.8	726.5	79.1	711.8	-4.4%	-2.0%	
63	6.5	105.2	3.1	46.3	-52.2%	-56.0%	Span & Frequency
100	61.1	1,078.9	60.1	1,040.1	-1.6%	-3.6%	
102	15.6	262.3	-	-	-100.0%	-100.0%	Route Elimination
202	105.2	988.4	94.0	933.5	-10.6%	-5.6%	
206	103.4	1,352.9	95.2	1,249.4	-8.0%	-7.7%	
212	68.1	601.0	50.9	525.5	-25.2%	-12.6%	Frequency
214	64.0	863.0	64.2	842.5	0.3%	-2.4%	
400	41.7	557.5	41.5	557.5	-0.5%	0.0%	
402	158.3	1,803.8	114.9	1,302.5	-27.4%	-27.8%	Span & Frequency
409	32.3	456.2	26.0	376.6	-19.5%	-17.5%	
425	49.0	478.5	20.6	162.6	-57.9%	-66.0%	Span & Frequency
497	7.2	95.9	6.9	85.3	-3.9%	-11.1%	
500	145.9	1,693.5	142.0	1,685.4	-2.7%	-0.5%	
501	84.6	1,129.2	77.2	1,049.9	-8.7%	-7.0%	

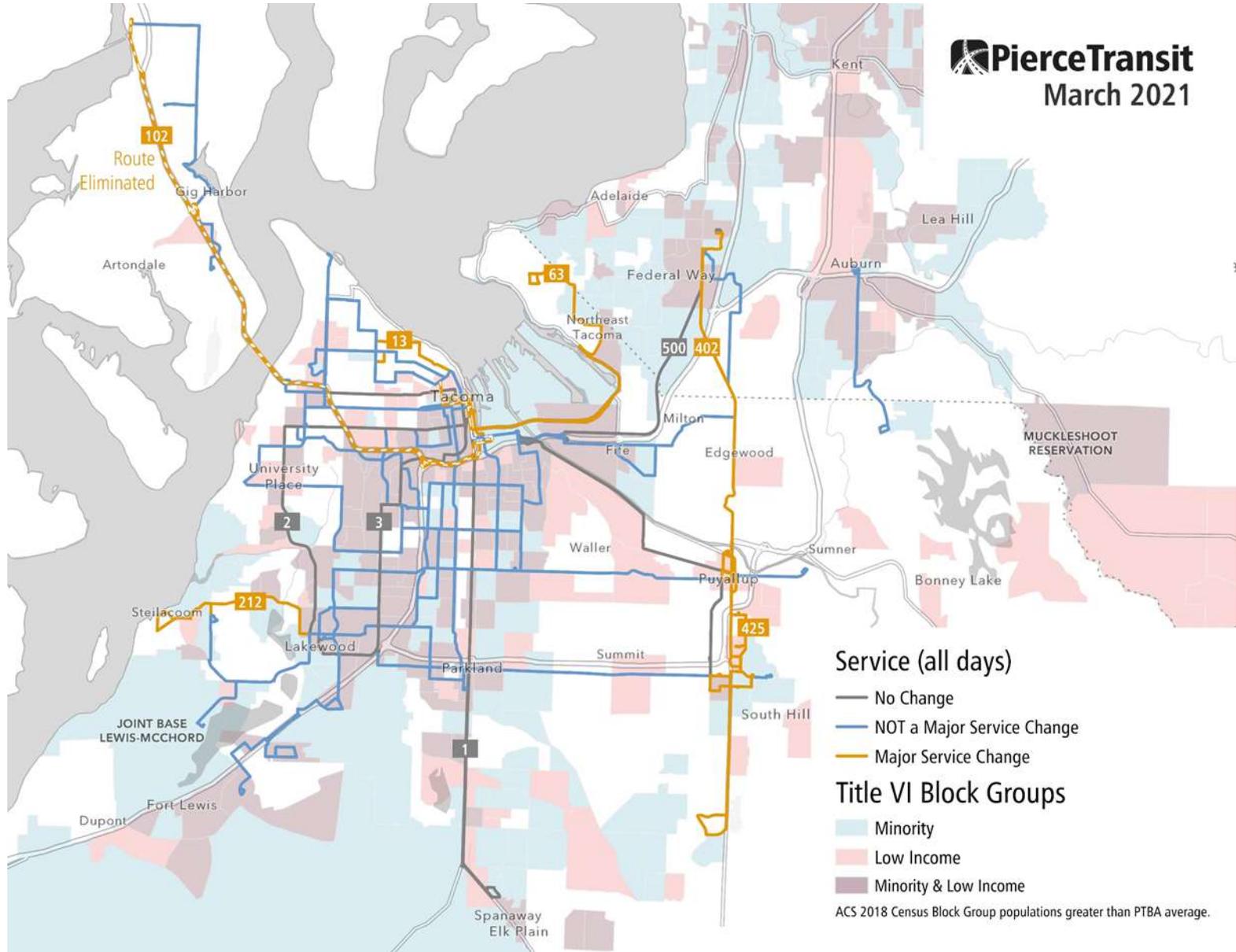
PIERCE TRANSIT MAJOR SERVICE CHANGE POLICY

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.

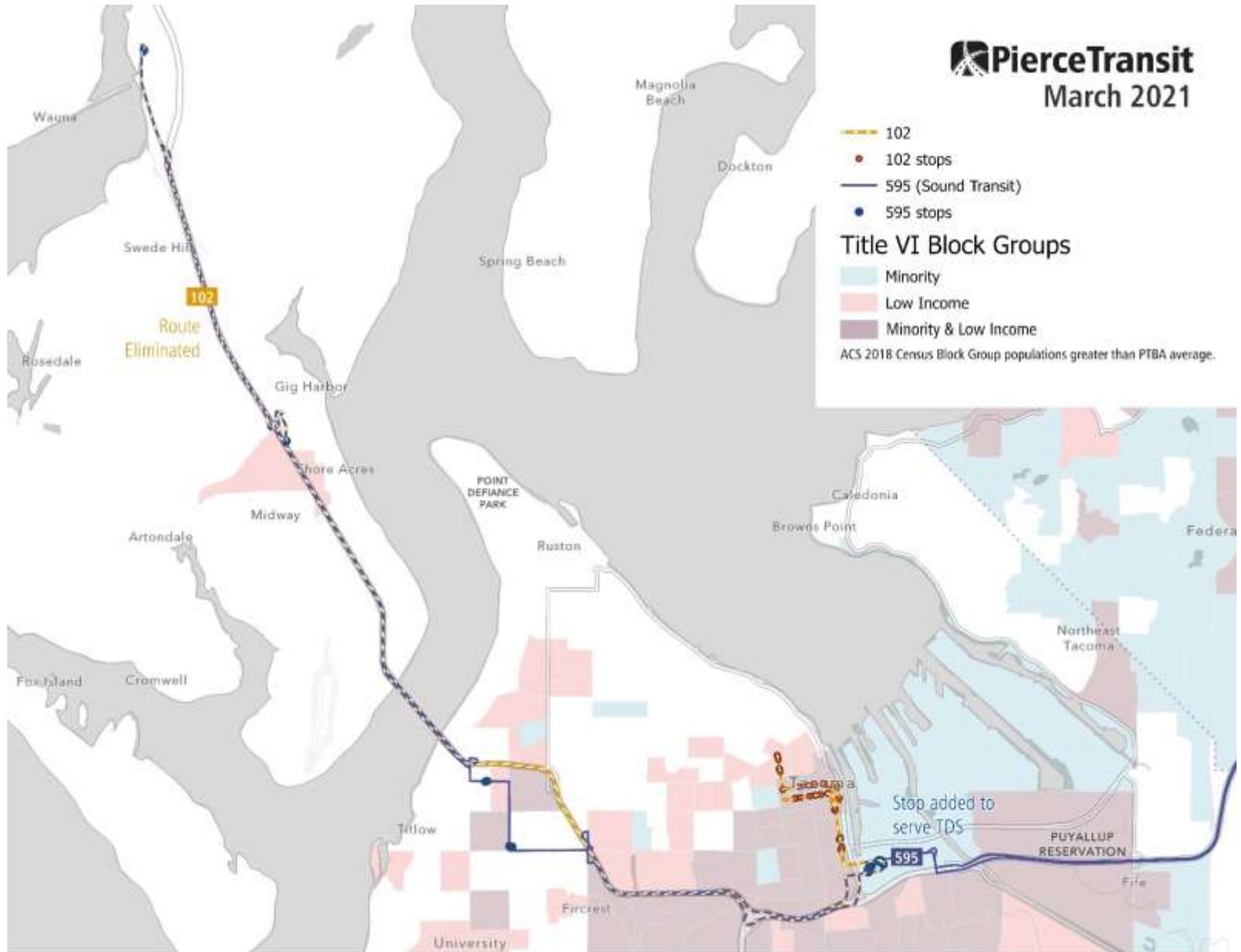
MITIGATION:

The elimination of Route 102 qualifies as a disproportionate burden. Mitigation includes an additional stop at the Tacoma Dome along ST route 595 to ensure continued service between Purdy, Gig Harbor and downtown Tacoma.

7.2 MAP OF ROUTES MEETING THRESHOLD FOR MAJOR SERVICE CHANGE



7.3 MAP OF ROUTE 102 AND 595



APPENDIX M

Board Approval of 2021 Title VI Program Submittal

TITLE: Authority to Implement a COVID-19 Voluntary Vaccination Incentive Program to all Current and Eligible Pierce Transit Employees

DIVISION: Executive

SUBMITTED BY: Amy Cleveland, Director of Administration

RELATED ACTION: N/A

ATTACHMENTS:

Exhibit A, Proposed Vaccine Incentive Program
Exhibit B, Attorney General's Memo

RELATION TO STRATEGIC PLAN: Employee

BUDGET INFORMATION: Not to exceed \$170,600
Funds to be paid from Federal Coronavirus Response and Relief Supplemental Appropriation (CRRSA) funds.

BACKGROUND:

Throughout the COVID-19 pandemic, Pierce Transit has implemented policies and practices to ensure the health and safety of its employees under the guidance of the Governor's Stay Home, Stay Healthy Order, and under the guidance of the Centers for Disease Control (CDC).

On August 9, 2021, Governor Inslee announced that Washington State will mandate COVID-19 vaccinations for all state employees and workers in private health care and long-term care, with exceptions for legitimate medical reasons or sincere religious beliefs. Individuals have until October 18 to be fully vaccinated or are subject to dismissal from employment for failing to meet legal job qualifications. King County, the City of Seattle, and Kaiser Permanente, and many more corporations are following suite.

While the mandate from Gov. Inslee does not cover Pierce Transit's employees, Pierce Transit recognizes the health and safety of its employees is improved if more of its employees are vaccinated. To encourage more employees to voluntarily become fully vaccinated, Pierce Transit proposes to offer a one-time \$200 incentive payment, pursuant to the terms of the program defined in Exhibit A, to all current and eligible employees, including those who have already been vaccinated.

To be eligible for the incentive payment, employees must have received two doses of the Moderna or Pfizer vaccines, or a single dose of the Johnson and Johnson vaccine and show their official CDC vaccination card to the Pierce Transit Employee Services Department by November 29, 2021.

The estimated cost to implement the Incentive Program should not exceed \$170,600. This number is based on the assumption that all 853 current employees are or will become fully vaccinated; however, it is unlikely that Pierce Transit's staff will achieve 100 percent vaccination rate. The Incentive Program will be funded from Federal CRRSA monies that Pierce Transit expects to receive later this year.

STAFF RECOMMENDATION:

Authorize the Chief Executive Officer to implement the COVID-19 Vaccination Incentive Program to all current and eligible Pierce Transit employees pursuant to the COVID-19 Vaccination Incentive Program as presented in Exhibit A.

ALTERNATIVES:

1. Do not approve the Vaccination Incentive Program. This is not recommended as the incentive program is expected to be a valuable tool in achieving higher vaccination rates of employees.
2. Approve the proposed Vaccination Incentive Program with modified terms.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to implement the COVID-19 Vaccination Incentive Program to all current and eligible Pierce Transit employees pursuant to the COVID-19 Vaccination Incentive Program as presented in Exhibit A.



Exhibit A

Pierce Transit COVID-19 Voluntary Vaccination Incentive Program

Approval Date: On _____ September 2021, by Mike Griffus, Pierce Transit's Chief Executive Officer, Pursuant to Emergency Powers Authorized by Resolution No. 2020-010.

Effective Date: _____ September 2021.

I. Introduction

Due to the COVID-19 pandemic, Pierce Transit has adopted policies and practices to ensure the health and safety of its employees. These policy decisions have been made in response to the Governor's Stay Home, Stay healthy Order and in consideration of the guidance of the Centers for Disease Control and Prevention (CDC) and from Public Health.

On July 27, 2021, the CDC issued updated guidance on the urgent need to increase vaccination rates for everyone, even vaccinated individuals, to wear face masks in public indoor places where there are high viral transmission rates. The CDC is urging those who have not been fully vaccinated, including those with past COVID infection, to get the shot to protect not only themselves but their friends and family from infection. Those who are unvaccinated are at higher risk of severe illness, hospitalization or death from COVID-19.

On August 9, 2021, Gov. Inslee announced that Washington State will mandate COVID-19 vaccinations for all state employees and workers in private health care and long-term care. Individuals with legitimate medical reasons or sincerely held religious reasons can fill out an application that will be reviewed. Individuals have until October 18 to be fully vaccinated or are subject to dismissal from employment for failing to meet legal job qualifications, Inslee said. King County, the City of Seattle and Kaiser Permanente, and many more corporations are following suite.

While the mandate from Gov. Inslee does not cover Pierce Transit's employees, Pierce Transit recognizes the health and safety of its employees is improved if more of its employees are vaccinated. To encourage more of its employees to voluntarily become fully vaccinated, Pierce Transit is implementing this COVID-19 Voluntary Vaccination Incentive Policy (the "Policy").

Lastly, the Policy serves a fundamental public purpose of protecting the public health and welfare by increasing the number of vaccinated individuals in the community.

II. Voluntary Vaccination Incentive Policy

A. Pierce Transit strongly desires for all employees to be inoculated with a COVID-19 vaccination.

Every employee who is fully vaccinated against the COVID-19 virus will receive an incentive payment of \$200. This incentive payment is available to all employees, including those who have already been vaccinated. This incentive pay is subject to taxation (local, state and federal taxes).



A person is considered fully vaccinated once they have received:

- The second does in a 2-dose series, such as Pfizer or Moderna vaccines, or
- A single-dose vaccine, such as Johnson and Johnson's Janssen vaccine.

B. Procedure

To receive this incentive, an employee will need to show their official CDC vaccination card to Pierce Transit's Employee Services Department by November 29, 2021, to verify the employee is fully vaccinated. Pierce Transit will keep all vaccination information it receives confidential as required by law.

C. Miscellaneous

Pierce Transit reserves the right to modify or cancel this policy at any time without notice.

Pierce Transit's labor representatives have been informed of this policy and have been invited to discuss/bargain on behalf of represented employees.

Any questions related to the application or implementation of this Policy should be forwarded to Employee Services. Final decisions related to the application or interpretation of the above Policy guidelines shall be made by the Chief Executive Officer or designee.

Attachments: Attorney General's Memorandum dated March 17, 2020.





Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON

Administration Division
PO Box 40100 • Olympia, WA 98504-0100 • (360) 753-6200

MEMORANDUM

DATE: March 17, 2020

TO: State Agencies and Local Governments

FROM: Bob Ferguson, Attorney General

SUBJECT: **Guidance on Analyzing Issues Related to Gifts of Public Funds During the COVID-19 Pandemic**

In recent weeks our Office has received a number of inquiries related to steps state agencies and local governments can take to combat the COVID-19 pandemic. Some agencies and local governments have questioned whether certain steps being considered would violate the prohibitions in Washington's Constitution against making gifts of public funds (those steps range from making payments to nonprofits to support childcare services to providing employees with paid leave when they are ordered not to come to work, to give just a few examples). To provide helpful guidance to state agencies and local governments about how to analyze these types of issues in this time of crisis, we are sharing a brief overview of our Office's expert guidance on this question.

In general, constitutional restrictions on use of public funds should not be an impediment to state and local efforts to combat COVID-19, because expenditures being made in furtherance of this effort in this time of crisis further fundamental public purposes, such as protecting the public health and welfare.

Article VIII, sections 5 and 7 of the Washington Constitution each restrict government from giving or loaning public funds to private individuals, companies, or associations. The purpose of the provisions is to prevent public funds from being used to benefit private interests where the public interest is not primarily served. *CLEAN v. State*, 130 Wn.2d 782, 797, 928 P.2d 1054 (1996).

Washington courts "use a two-pronged analysis to determine whether a gift of public funds has occurred." *In re Recall of Burnham*, 194 Wn.2d 68, 77, 448 P.3d 747 (2019); *Brower v. State*, 137 Wn.2d 44, 62, 969 P.2d 42 (1998). "First, courts must ask whether the funds were expended to carry out a fundamental purpose of the government." *Burnham*, 194 Wn.2d at 77. If they were used to carry out a fundamental public purpose, the analysis ends, and there is no gift of public funds. *Id.*; *Brower*, 137 Wn.2d at 62. If they were not used to carry out a fundamental public

ATTORNEY GENERAL OF WASHINGTON

March 17, 2020

Page 2

purpose, then the court asks whether the funds were given with donative intent, and what the public received in exchange. *CLEAN*, 130 Wn.2d at 797-98.

While we cannot endeavor to address every situation which may implicate this issue, protecting public health is without question a fundamental purpose of government. *See, e.g., Hudson v. City of Wenatchee*, 94 Wn. App. 990, 995, 974 P.2d 342 (1999) (describing “the preservation of the public health” and “promotion of the public welfare” as fundamental purposes of government). Given the public health crisis our state is facing, there is a strong basis for state and local governments to make expenditures for the primary purpose of protecting and promoting public health which may have an incidental benefit on private citizens and entities.

To give just a few examples, if a local government is concerned about ensuring that healthcare providers or first responders have childcare in order to enable them to continue working to protect the public during the COVID-19 crisis, it seems clear that it would further a fundamental purpose of the government to subsidize childcare for those individuals, whether by contracting with a childcare provider or otherwise. Similarly, if a local government wants to use public funds to subsidize healthcare screening or testing for community members during the COVID-19 pandemic, that would likewise further a fundamental purpose of government. Similarly, if a local government owned underutilized property and wanted to temporarily lend it to a local healthcare facility so that it could expand its capacity to deal with this crisis, that would further a fundamental purpose of government.

This memo is not intended to provide legal advice about any specific factual situation, but rather is intended to highlight that, in general, state agencies and local governments have broad authority to make expenditures to fight the COVID-19 pandemic without fear of violating the constitutional prohibition on gifts of public funds.

Sincerely,

A handwritten signature in blue ink that reads "Bob Ferguson". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

BOB FERGUSON
Attorney General

RWF/jlg