

Pierce Transit

# Title VI Service Equity Analysis

Pursuant to FTA Circular 4702.1B

**2023 Bus System Recovery and Restoration Plan for Implementation in  
March 2024**

November 2023

Pierce Transit – Planning & Scheduling Dept.

# PIERCE TRANSIT TITLE VI SERVICE EQUITY ANALYSIS

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## 1 INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is an analysis of the Pierce Transit fixed routes planned for schedule alterations (e.g., Improvements, such as increased span of service or frequency), routing alterations or deviations, or complete elimination, beginning with the March 2024 service change.

## 2 BACKGROUND

Pierce Transit is in the process of restoring approximately 72,300 annual fixed route Service Hours (dependent upon staffing availability) over several years, starting with the March 2024 Service Change. Pierce Transit recognizes that such a major service addition calls for a comprehensive review of how current service was performing and where improvements could be made to maximize the long-term benefits of changes. Like many transit agencies across the country, the COVID-19 pandemic has caused a decline in Pierce Transit fixed route ridership while rapidly changing land use patterns and increased congestion have in some cases altered the functionality of the route network as originally designed. Therefore, in June of 2023, Pierce Transit began collaborating with the consulting firm Nelson/Nygaard (in Seattle, Washington) on a comprehensive fixed route analysis. Subsequent months – July through November 2023 - were spent analyzing performance data and soliciting input from the public on the desired outcomes of this fixed route (bus route) analysis and restoration plan.

### 2.1 Service Characteristics

The public input, stakeholder discussions, and broad outreach had a common theme of desired improvements. Improved route frequency and expanded span of service were the two most desired improvements. The Pierce Transit Board or Commissioners also strongly indicated a desire to improve post-pandemic ridership levels. Improved frequencies generally lead to bigger ridership gains than expanded span of service. As a result, four different investment priorities were developed, which were applied to six phased implementation options. The four improvement priorities are as follows:

1. Improve service frequency (aka “headways”).
2. Improve service span per day.
3. Improve service frequency and span during weekdays, Saturdays, and Sundays.
4. Eliminate unproductive, low ridership routes and replace them with new on-demand *Runner* microtransit service.

The six phased service improvements are dependent on having enough transit bus operator resources to start each independent new phase of service. The phases are listed in order of priority, taking public comments and system dependencies into account. The six phased implementation options are as follows:

## Phase 1 March 2024

- Introduce new Pacific Avenue/SR 7 Enhanced bus.
- Implement new Puyallup Runner zone to replace Route 425 and the eastern portion of Route 409.
- Expand Tideflats Runner zone to replace Route 63.
- Expand Ruston Runner zone to replace Route 13.

## Phase 2 September 2024

- Improve frequency on Route 3 to every 15 minutes on weekdays. Route 3 travels through more high need areas and connects to more high ridership routes at the Tacoma Mall Transit Center, so it was prioritized over Route 2.

## Phase 3 March 2025

- Improve frequency on Route 2 to every 15 minutes on weekdays. The system depends on Routes 1, 2, and 3 to have frequent service to make connections or transfers work most effectively for our customers. They are therefore identified as *Frequent Routes* through this analysis.

## Phase 4 September 2025

- Improve span of Frequent and Core routes to operate up to 10 pm on weekdays and Saturdays and until 8 pm on Sundays. The 13 Core and Frequent routes are as follows: 1, 2, 3, 4, 41, 48, 52, 54, 57, 202, 206, 402, 500. Core routes are those with the highest ridership, productivity, and equity populations coverage.

## Phase 5 March 2026

- Improve frequency of Route 402 to operate every 30 minutes weekdays and Saturdays. This restores east Pierce County's primary route frequency. As a part of this phase, operate Route 100 one hour earlier on weekdays.

## Phase 6 September 2026

- Improve Core route frequencies so that they operate at 30-minute service intervals on weekdays and Saturdays. Core routes are as follows: 4, 41, 48, 52, 54, 57, 202, 206, 402, 500.

**Table 1: Routes Experiencing a Change in Weekday Span of Service**

<b>Route</b>	<b>Current Span</b>	<b>Description of Changes</b>
1 6 <sup>th</sup> Ave / Pacific Ave	Service until 9:45 PM	Span extended to 11:00 PM
3 Lakewood / Tacoma	Service until 9:15 PM	Span extended to 11:00 PM
4 Lakewood / South Hill	Service until 8:00 PM	Span extended to 10:00 PM
13 N 30 <sup>th</sup> St	Service until 6:15 PM	Eliminated, due to low productivity
41 S 56 <sup>th</sup> St/ Salishan	Service until 9:15 PM	Span extended to 10:00 PM
48 Sheridan M St	Service until 8:45 PM	Span extended to 10:00 PM
52 TCC Tac Mall	Service until 9:45 PM	Span extended to 10:00 PM
57 Union / S 19 <sup>th</sup> St / Hilltop	Service until 9:00 PM	Span extended to 10:00 PM
63 NE Tacoma Express	Service until 5:15 PM	Eliminated, due to low productivity
100 Gig Harbor	Service starts at 5:45 AM	Span begins at 6:45 AM
202 S 72 <sup>nd</sup> St	Service until 9:45 PM	Span extended to 10:00 PM
402 Meridian	Service until 7:00 PM	Span extended to 10:00 PM
409 Puyallup / S 72 <sup>nd</sup> St	Service until 5:45 PM	Span extended to 7:00 PM
425 Puyallup Connector	Service until 4:15 PM	Eliminated, due to low productivity

**Table 2: Routes Experiencing a Change in Saturday Span of Service**

<b>Route</b>	<b>Current Span</b>	<b>Description of Changes</b>
41 S 56 <sup>th</sup> St / Salishan	Service until 8:15 PM	Span extended to 10:00 PM
48 Sheridan / M St	Service until 7:45 PM	Span extended to 10:00 PM
52 Fircrest / TCC	Service until 8:15 PM	Span extended to 10:00 PM
54 S 38 <sup>th</sup> St / Portland Ave	Service until 7:45 PM	Span extended to 10:00 PM
57 Union / S 19 <sup>th</sup> St / Hilltop	Service until 7:30 PM	Span extended to 10:00 PM
202 S 72 <sup>nd</sup> St	Service until 9:30 PM	Span extended to 10:00 PM
206 Pacific HWY / Tillicum / Madigan	Service until 8:45 PM	Span extended to 10:00 PM
402 Meridian	Service until 7:15 PM	Span extended to 10:00 PM

**Table 3: Routes Experiencing a Change in Sunday Span of Service**

Route	Current Span	Description of Changes
4 Lakewood / South Hill	Service until 7:00 PM	Span extended to 8:00 PM
41 S 56 <sup>th</sup> St / Salishan	Service until 7:00 PM	Span extended to 8:00 PM
48 Sheridan / M St	Service until 7:15 PM	Span extended to 8:00 PM
52 Fircrest / TCC	Service until 6:30 PM	Span extended to 8:00 PM
54 S 38 <sup>th</sup> St / Portland Ave	Service until 7:30 PM	Span extended to 8:00 PM
57 Union / S 19 <sup>th</sup> St / Hilltop	Service until 5:45 PM	Span extended to 8:00 PM
206 Pacific HWY / Tillicum / Madigan	Service until 6:00 PM	Span extended to 8:00 PM
402 Meridian	Service until 6:00 PM	Span extended to 8:00 PM

**Table 4: Routes Experiencing a Change in Weekday Frequency**

Route	Current Frequencies (in minutes)			Description of Changes
	Peak	Midday	Evening	
1 6 <sup>th</sup> Ave / Pacific Ave	20/30	30	60	Peak and mid-day frequency improved to 15 minutes
2 S 19 <sup>th</sup> St / Bridgeport	30	30	30/60	Peak and mid-day frequency improved to 15 minutes
3 Lakewood / Tacoma	30	30	30/60	Peak and mid-day frequency improved to 15 minutes
13 N 30 <sup>th</sup> St	60	60	60	Eliminated due to low productivity and high overlap
63 NE Tacoma Express	60	60	60	Eliminated due to low productivity and high overlap
402 Meridian	60	60	60	Peak and mid-day frequency improved to 30 minutes
425 Puyallup Connector	60	60	60	Eliminated due to low productivity and high overlap
500 Federal Way	60	60	60	Peak and mid-day frequency improved to 30 minutes

**Table 5: Routes Experiencing a Change in Saturday Frequency**

Route	Current Frequencies (in minutes)			Description of Changes
	Peak	Midday	Evening	
4 Lakewood / South Hill	30/60	60	60	Peak and mid-day frequency improved to 30 minutes
41 S 56 <sup>th</sup> St / Salishan	60	60	60	Peak and mid-day frequency improved to 30 minutes
48 Sheridan / M St	60	60	60	Peak and mid-day frequency improved to 30 minutes
52 Fircrest / TCC	60	30	60	Peak and mid-day frequency improved to 30 minutes

54 S 38 <sup>th</sup> St / Portland Ave	60	60	60	Peak and mid-day frequency improved to 30 minutes
57 Union / S 19 <sup>th</sup> St / Hilltop	60	60	60	Peak and mid-day frequency improved to 30 minutes
202 S 72 <sup>nd</sup> St	30/60	30	30/60	Peak and mid-day frequency improved to 30 minutes
402 Meridian	60	60	60	Peak and mid-day frequency improved to 30 minutes
500 Federal Way	30/60	30	60	Peak and mid-day frequency improved to 30 minutes

**Table 6: Routes Experiencing a Change in Alignment or Elimination**

Route	Description of Changes
13 N. 30th Street	Eliminated due to low productivity and high overlap
63 NE Tacoma Express	Eliminated due to low productivity and high overlap
409 Puyallup/S 72 <sup>nd</sup> St	Terminates at Puyallup Sounder Station, thereby eliminating ~2.2-mile section along E. Main Avenue east to 29 <sup>th</sup> Street NE (i.e., current route terminus)
425 Puyallup Connector	Eliminated due to low productivity and high overlap

**Outreach and Decision-making**

The addition or deletion of more than 20% of a fixed bus route's Service Hours or Service Miles is considered a major service change under Pierce Transit's Major Service Change Policy (see 3.1) and, therefore, requires a Title VI Service Equity Analysis, plus public outreach and engagement process.

All outreach and direct engagement events are shown in Tables 7, 8, and 9 and were designed to solicit public input to help develop the vision of a major addition in Service Hours (i.e., restoring the 35,000 hours, beginning with the March 2024 Service Change). Three different surveys were provided to determine public priorities. Many different methods were used to advertise these events to the public. Additional outreach efforts are shown in Appendix 4.5.

Pierce Transit's Board of Commissioners held a Public Hearing on the proposed restructure and service restoration schedule on November 13, 2023. Legal notices were published on November 1, 2023, 12 days in advance of the public hearing scheduled to take place during the Board of Commissioners' meeting. Public comments were accepted through November 20, 2023. The legal notice and rider alert was also published on Pierce Transit's web site in advance of the public hearing. Written comments and attendance were recorded for the public meeting.

**Table 7: Public Outreach - Open Houses, Town Halls, Transit Center Contacts**

Location	Method	Date
City of Puyallup Central Library	In-person, walk-in event	9/23/2023
Town Hall & Presentation No. 1	Virtual, online only event	9/27/2023
Tacoma Mall Transit Center	In-person, direct contact event	9/27/2023
Asia Pacific Cultural Center (Tacoma)	In-person, walk-in event	10/3/2023
Lakewood Transit Center	In-person, direct contact event	10/4/2023
Town Hall & Presentation No. 2	Virtual, online only event	10/5/2023

**Table 8: Stakeholder Outreach Meetings**

Organization	Date
City of Puyallup Community Workshop	9/13/2023
Tacoma Transportation Commission	9/20/2023
Community Transportation Advisory Group (CTAG)	9/28/2023
Tacoma Community College- Gig Harbor's Student Senate	10/19/2023

Table 9: Communication Campaign

Action	Date
Project info included in all-employee quarterly meeting	8/1/23
Press release to local, regional media	8/2/23
Posts information to scrolling signs at transit centers	8/2/23
Press release sent to elected officials for further dist. 150 subscribers	8/3/23
text message to all route text alert subscribers 24,331 subscribers	8/3/23
Project info distributed to all employees	8/13/23
Open House info added to agency website	9/1/23
Survey/engagement events distributed to all employees	9/1/23
Monthly e-newsletter sent to GovDelivery 7,454 subscribers	9/1/23
CEO provided info to board members 9/1 and 10/2	9/1/23
Media Coverage The Suburban Times	9/11/23
Listing events and take survey to social media	9/15/23
Scrolling signs at transit centers pointing towards survey	9/19/23
Outward facing monitors pointing towards survey	9/19/23
Press release to local and regional media.	9/20/23
Pushing project info to disability and non-English speaking communities	9/20/23
Text message to all route text alert subscribers 24,331 subscribers	9/21/23
Stand-alone email to General News & Announcements list 7,454 subscribers	9/21/23
CEO GovDelivery e-news 5,262 subscribers	9/21/23
CEO included project info in weekly email	9/22/23
Fox 13 TV	9/28/23

A project website (<http://www.piercetransit.org/bussystemrecoveryplan/>) was created to communicate proposed changes to the public. In addition, three surveys were developed seeking input from the public and from Pierce Transit Operators. The surveys were designed to capture the most important changes by the public. The survey results were used to inform the system restoration plan being presented at the Pierce Transit November 13, 2023, Board of Commissioners meeting.

The three surveys were: 1. Build Your Own System 2. Two Scenarios 3. Pierce Transit Operators-specific. A separate tab on the project website informed the public of potential Title VI-related impacts. All comments were saved and categorized.

The first “Build Your Own System” survey received 750 responses. The survey was available from August 1 through September 8, 2023 and is attached as Appendix 4.6. The recommended improvements and percentage of respondents who agreed with each are shown below:

1. Later Evening/Earlier Morning Service – 65%
2. Restore Saturday Service – 58%
3. Restore Previously Reduced Service – 55%
4. Improve Timed Transfers - 52%
5. Peak Frequent Service (High Ridership Routes) - 51%
6. Align with Sound Transit Stations – 50%
7. Peak Frequent Service (Other Routes) – 46%
8. Speed and Reliability – 35%
9. Infrastructure Improvements on High Ridership Routes – 34%
10. Midday Frequent Service (Other Routes) – 32%
11. Midday Frequent Service (High Ridership Routes) – 29%
12. Expand *Runner* Microtransit – 29%

The second “Two Scenarios” survey asked participants to select their top priority between two options. The survey opened September 23 and closed October 27, 2023, with 204 responses received as of October 19. Sufficient responses were received to establish a consistent trendline with no expectations of deviation. The survey is attached as Appendix 4.7.

The third Operator-specific survey was designed to capture Pierce Transit Operators’ feedback. The survey asked questions about issues they are experiencing in the field with emphasis on runtimes and hot spots. The survey received 50 responses and is attached as Appendix 4.8.

### 3 TITLE VI POLICIES & DEFINITIONS

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

#### 3.1 Pierce Transit Major Service Change Policy

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

A major service change is defined as any change in service on any individual route that would add or eliminate more than twenty percent (>20%) 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 (i.e., a deviation), or route elimination.

### **3.2 Pierce Transit Disproportionate Burden Policy**

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low income<sup>1</sup> 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.

### **3.3 Pierce Transit Disparate Impact Policy**

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

A disparate impact occurs when the minority population<sup>2</sup> adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

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<sup>1</sup> **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 2023, the poverty limit is \$30,000 for a family of four.

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

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.

## 4 METHODOLOGY

Pierce Transit is required to evaluate changes to span of service and frequency as separate categories in order to determine whether disparate impacts or disproportionate burdens exist at a systematic level under each category. Conversely, changes to routing which meet major service change thresholds are required to be analyzed on a route-by-route basis to determine disparate impacts/disproportionate burdens and additionally require documentation of mitigation efforts.

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

1. Obtain population demographics information near a route, including its low income and minority percentage.
  - For each route, build a shape file that represents the area within a quarter mile of any of its stops.
  - Intersect the catchment area with 2017-2021 ACS 5-year Census data. Obtain a list of block groups and the percentage that overlap with each.
  - For each block group, take the percentage of overlap and multiply it by the block group's statistics.
  - Obtain the population, minority population, and low-income population for each group and sum them together. This is the total population a route could serve.
2. Compare the number of people-trips, before and after.
  - Multiply the population near a route by the number of trips it makes (per year) to derive "people-trips."
  - Repeat for low income and minority populations to derive "low-income people-trips" and "minority people trips."
  - Compare these numbers between the before and after versions of the route, to obtain a set of people-trip differences. Routes that have identical names in the before and after scenarios are placed in the same row of the analysis table.
3. Calculate the total difference in people-trips across the transit system.
  - Repeat the process above for every route in the transit system.

- Sum together the difference in people trips. This will return three numbers: total difference in people-trips, total difference in low-income people-trips, and total difference in minority people trips.
4. Calculate the change borne by low income and minority populations.
    - Divide the total difference in low-income people trips by the total difference in people-trips to get the percentage of change borne by those with low incomes.
    - Repeat for minority people-trips.
  5. Compare the percentage change to the average in the service area.
    - Calculate the average percentage of low income and minority populations across the entire service area.
    - Subtract from the change borne by those populations.
    - Obtain the two final numbers: the difference between the impact this set of transit changes had on low income and minority populations compared to the percentage population of low income and minority populations that live in the service area.

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

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

Table 10 summarizes the characteristics of routes experiencing a change in span of service. For a detailed breakdown of the before and after service level characteristics of each route see Appendix 4.1.

**Table 10: Analysis of Span Changes on Low Income and Minority Populations**

	Low Income	Minority
<b>Change Borne By</b>	15.8%	45.9%
<b>PTBA Average</b>	10.5%	40.5%
<b>Delta</b>	5.2%	5.4%

Low Income populations on routes with span changes experience a greater fraction of people-trips than previous levels of service. Thus, at the system level there are no adverse impacts to low-income populations even though the delta is over the 5% threshold.

Minority populations on routes with span changes experience greater fraction of people-trips relative to the system average; however, this difference is below the 10% threshold and there are no adverse impacts due to service improvements.

Table 11 summarizes the characteristics of routes experiencing a change in frequency. For a detailed breakdown of the before and after service level characteristics of each route see Appendix 4.2.

**Table 11: Analysis of Frequency Changes on Low Income and Minority Populations**

	Low Income	Minority
<b>Change Borne By</b>	15.2%	46.8%
<b>PTBA Average</b>	10.5%	40.5%
<b>Delta</b>	4.7%	6.3%

Low Income populations on routes with frequency changes experience a greater fraction of people-trips relative to the system average; however, this difference is below the 5% threshold and there are no adverse impacts due to service improvements.

Minority populations on routes with frequency changes experience greater fraction of people-trips relative to the system average; however, this difference is below the 10% threshold and there are no adverse impacts due to service improvements.

Table 12 outlines which routes experience changes to their alignment, how these changes would be distributed among low income and minority populations, whether these changes meet the thresholds of a disproportionate burden or disparate impact, and what mitigation steps are being undertaken.

**Table 12: Analysis of Route Changes or Elimination on Low Income and Minority Populations**

Route	Change Borne by Low Income	PTBA Average Low Income	Low Income Delta	Change Borne by Minorities	PTBA Average Minority	Minority Delta	Existing Route Miles Changed	Disparate Impact -or- Disproportionate Burden	Mitigation
13 N. 30th Street	12.0%	10.5%	1.5%	24.5%	40.5 %	-16.0%	100%	No	No Burden or Impact; Ruston Runner will be expanded
63 NE Tacoma Express	10.8%	10.5%	0.3%	47.9%	40.5%	7.4%	100%	No	No Burden or Impact; Tideflats Runner will be expanded
409 Puyallup / S 72 <sup>nd</sup> St	-34.4%	10.5%	-44.9%	-76.9%	40.5%	-117.5%	11%	No	No Burden or Impact; Portion once served by 409 will now be served by Puyallup Runner

425 Puyallup Connector	11.6%	10.5%	1.1%	33.2%	40.5%	-7.3%	100%	No	No Burden or Impact; Puyallup Runner will be expanded
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Note that only changes triggering disproportionate burden or disparate impact require mitigation. Because none of the low-income deltas exceed the 5% threshold, there are no disparate impacts, and no mitigation is needed. Additionally, because none of the minority deltas exceed the 10% threshold, there is also no disproportionate burden and therefore no mitigation is needed. Elimination or changes to the above routes can be seen on maps Figures 5-1 through 5-9.

**Table 13: Analysis of New Routes**

Route	Change Borne by Low Income	PTBA Average Low Income	Low Income Delta	Change Borne by Minorities	PTBA Average Minority	Minority Delta	Existing Route Miles Changed	Disparate Impact -or- Disproportionate Burden	Mitigation
Pacific Avenue/ SR 7 Enhanced Bus	16.6%	10.5%	6.1%	46.3%	40.5 %	5.7%	100%	No	No Burden or Impact; While the low-income delta is above the 5% threshold, there are no adverse impacts with the addition of service and therefore determination of disproportionate burden is not warranted.

## 5.2 Disproportionate Burden Analysis

Pierce Transit’s policy states that a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 5% more than the average low-income population of Pierce Transit’s service area. An adverse effect is defined in the Major Service Change Policy as a geographical or time-based reduction in service which includes but is not limited to: Span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

Appendices 4.1, 4.2, 4.3 and 4.4 highlight the full list of variables (route change percentage, adverse effect, change borne by what percentage of Title VI community) which established the determinations of disproportionate burdens.

### **5.3 Disparate Impact Analysis**

Pierce Transit's policy states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 10% more than the average minority population of Pierce Transit's service area. An adverse effect is defined in the Major Service Change Policy as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

Appendices 4.1, 4.2, 4.3 and 4.4 highlight the full list of variables (route change percentage, adverse effect, change borne by what percentage of Title VI community) which established the determinations of disproportionate burdens.

Figure 5-1 Eliminated Route 13

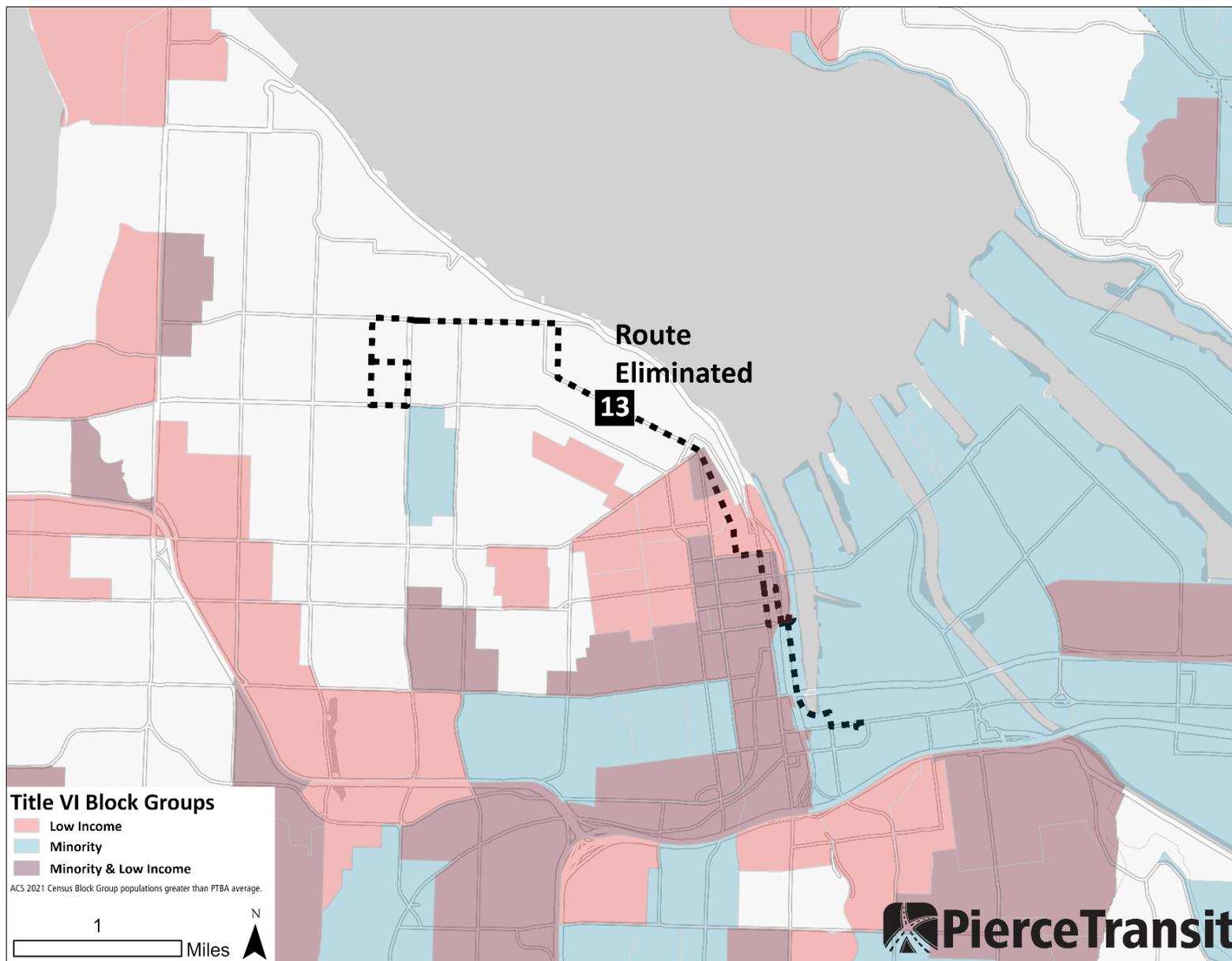


Figure 5-2 Eliminated Route 63

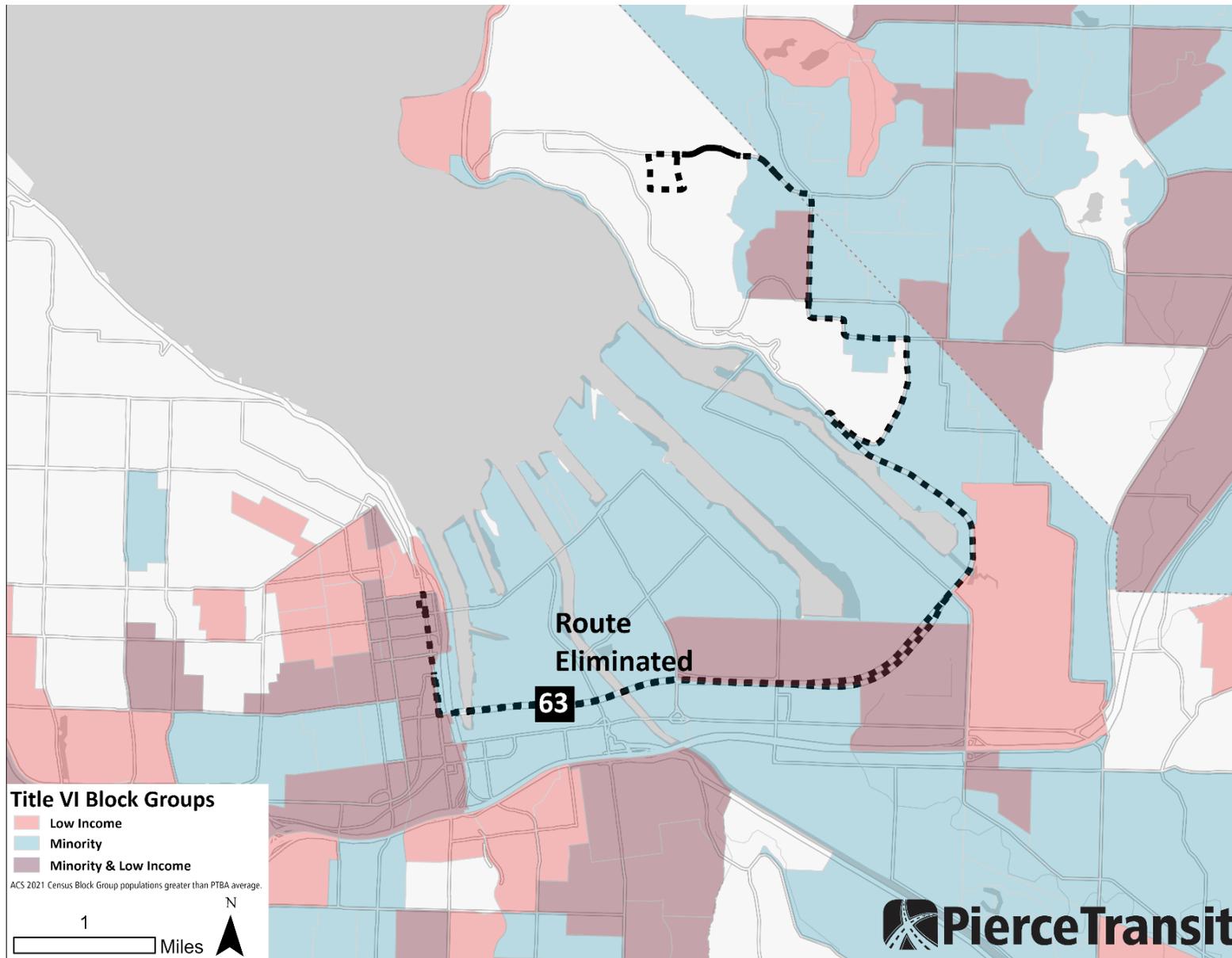


Figure 5-3 Eliminated Route 425

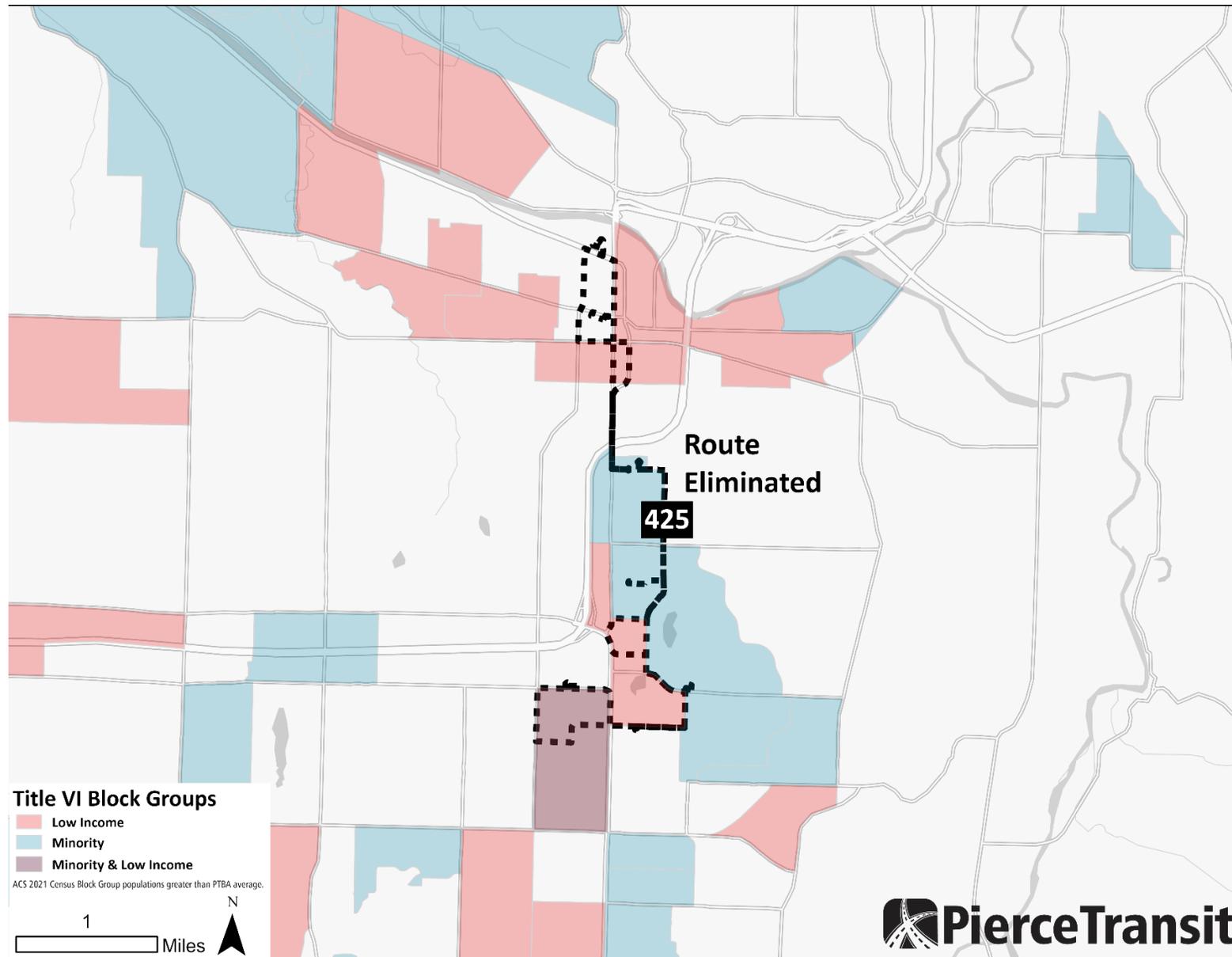


Figure 5-4 Route 13 Eliminated and replaced with Ruston and Tideflats Runner zones

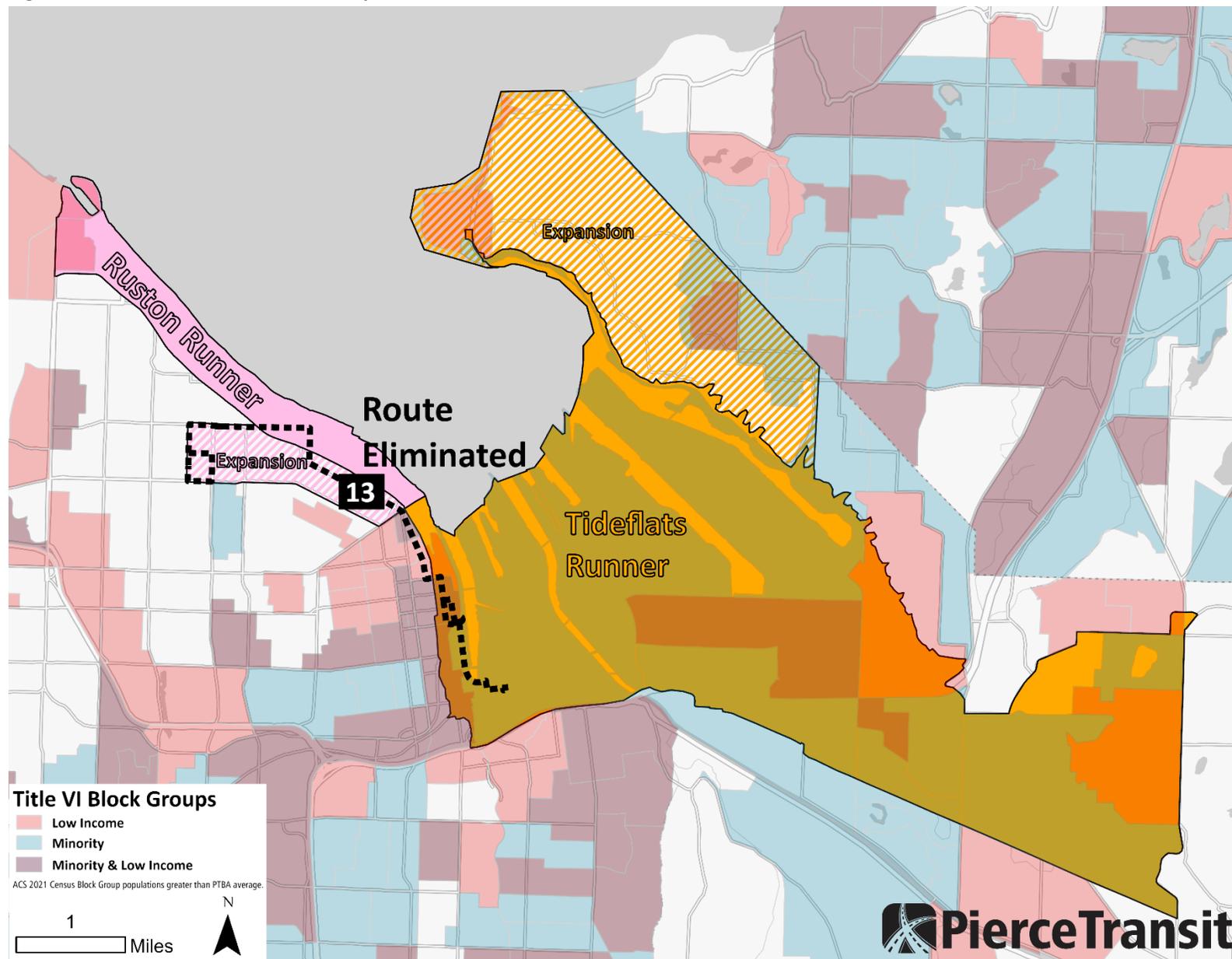


Figure 5-5 Route 63 Eliminated and replaced with Tideflats Runner zone Expansion

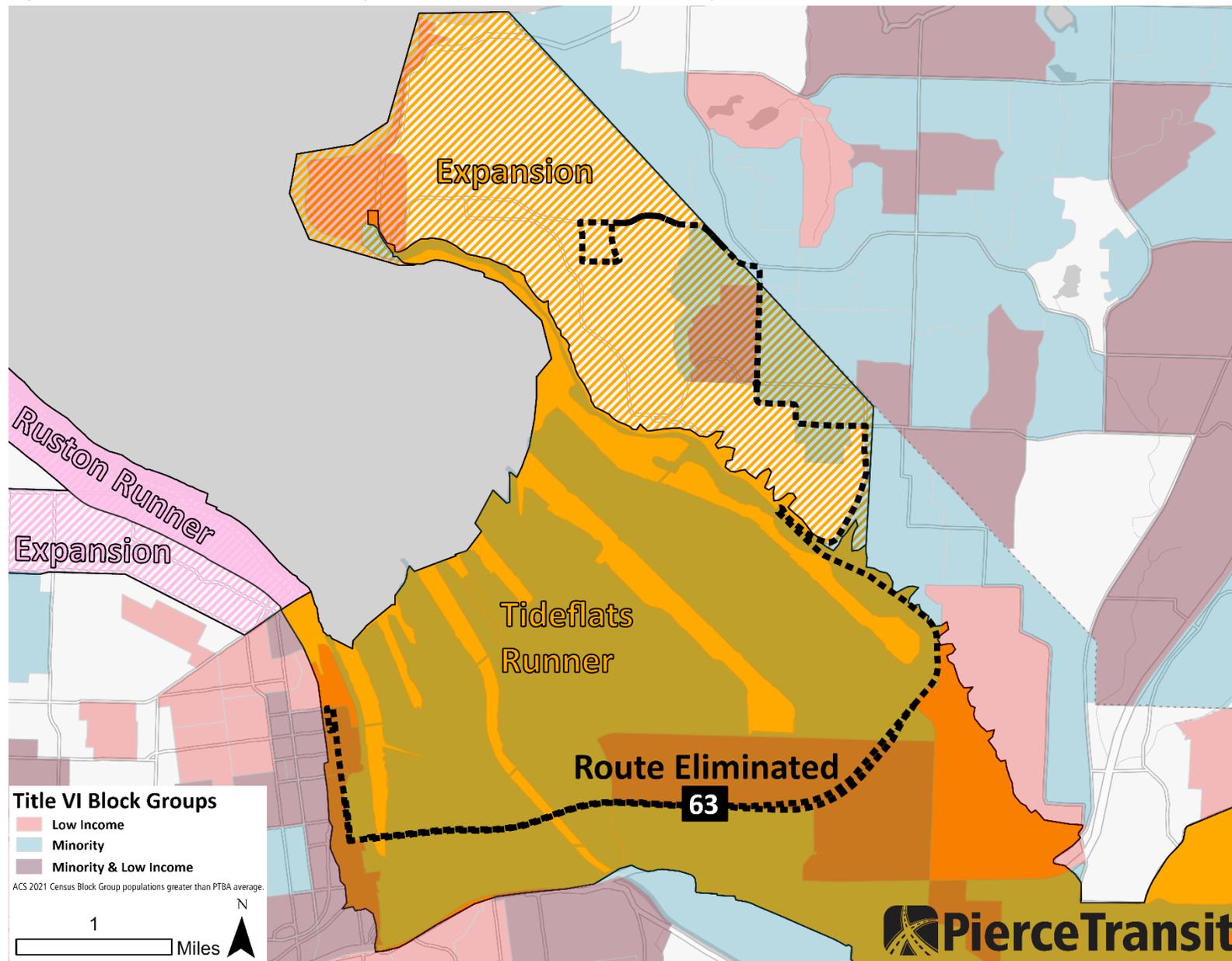


Figure 5-6 Route 409 Route Alignment Change with Puyallup Runner zone

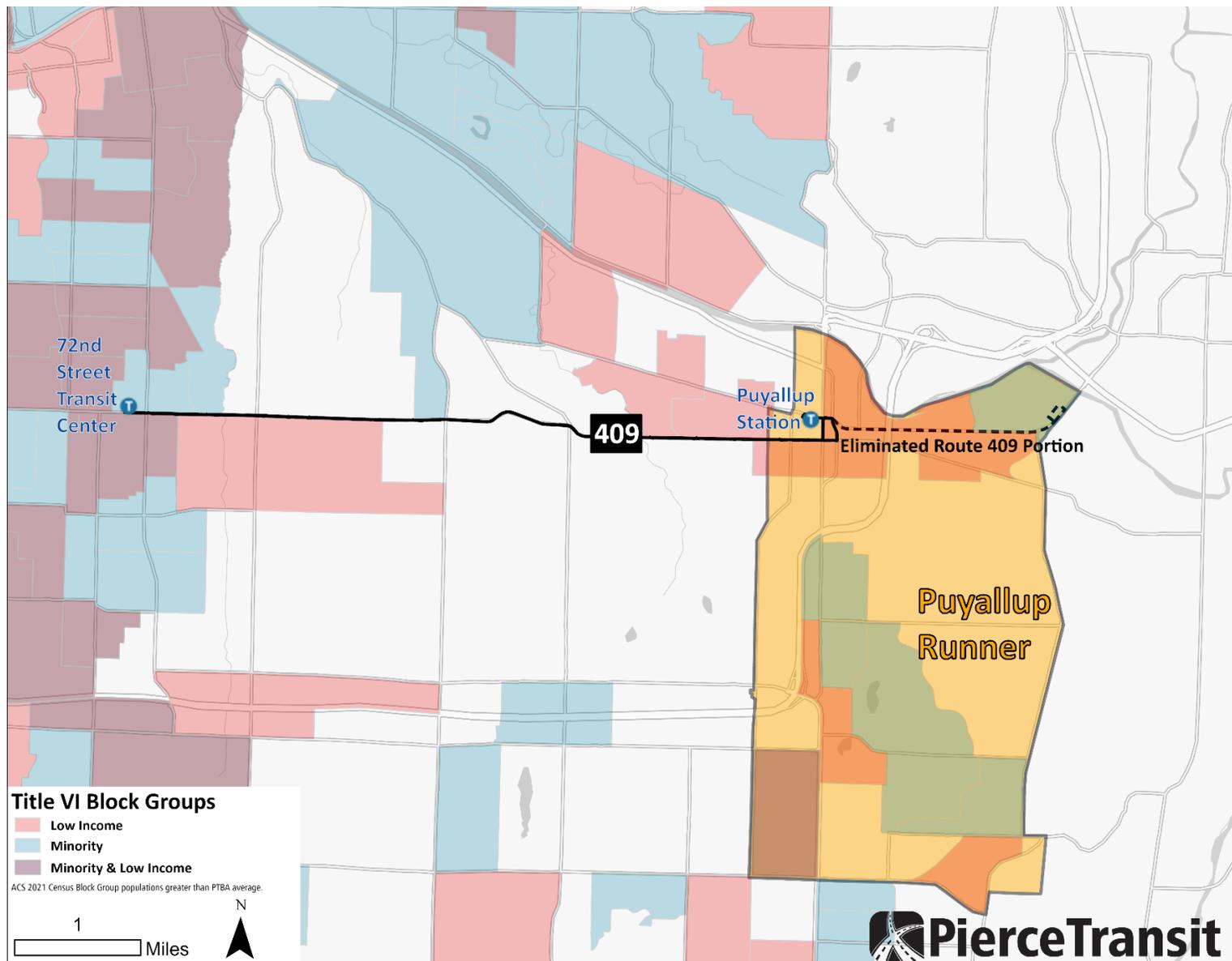


Figure 5-7 Route 425 Elimination and replaced with Puyallup Runner zone

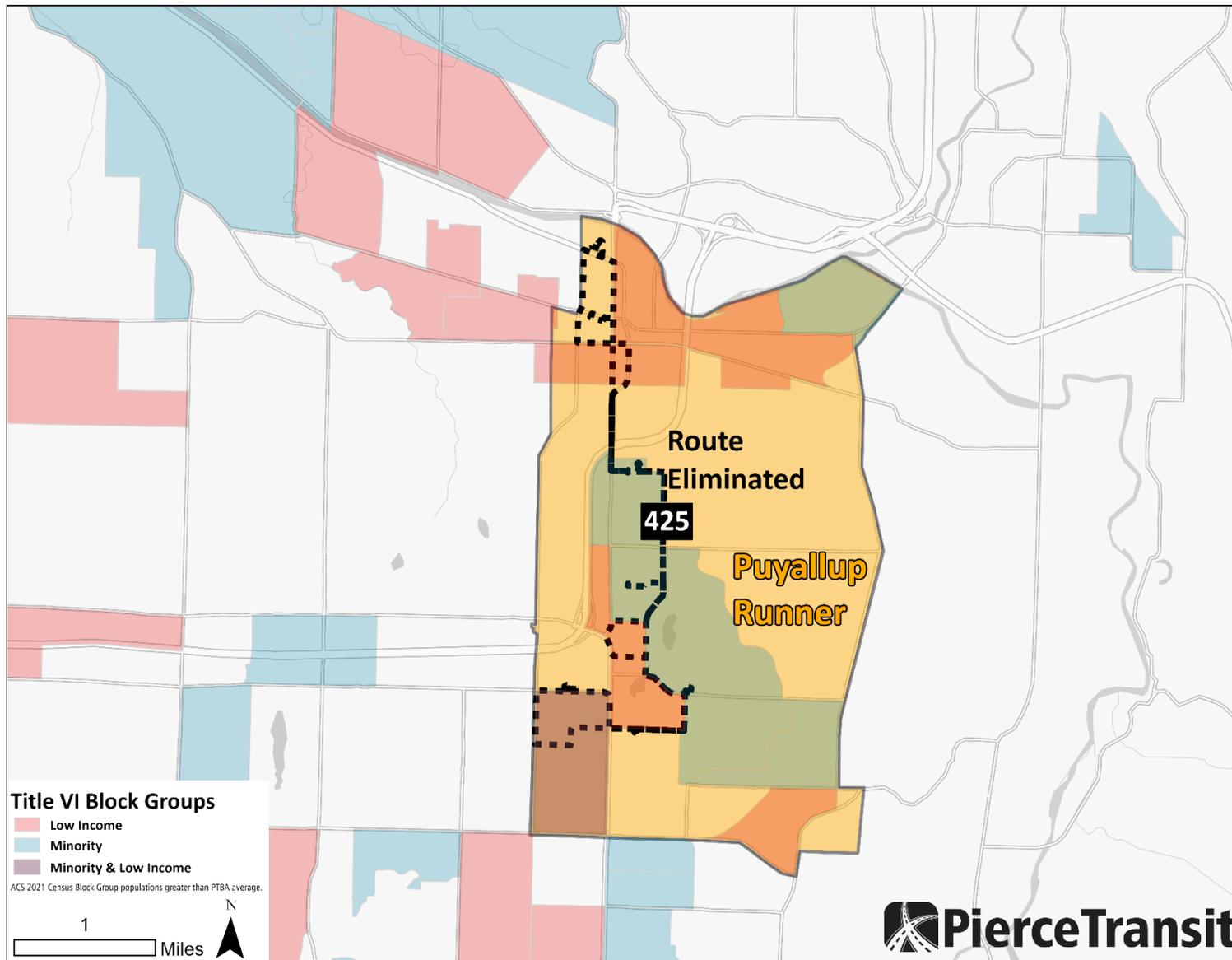


Figure 5-8 Proposed Gig Harbor Runner zone

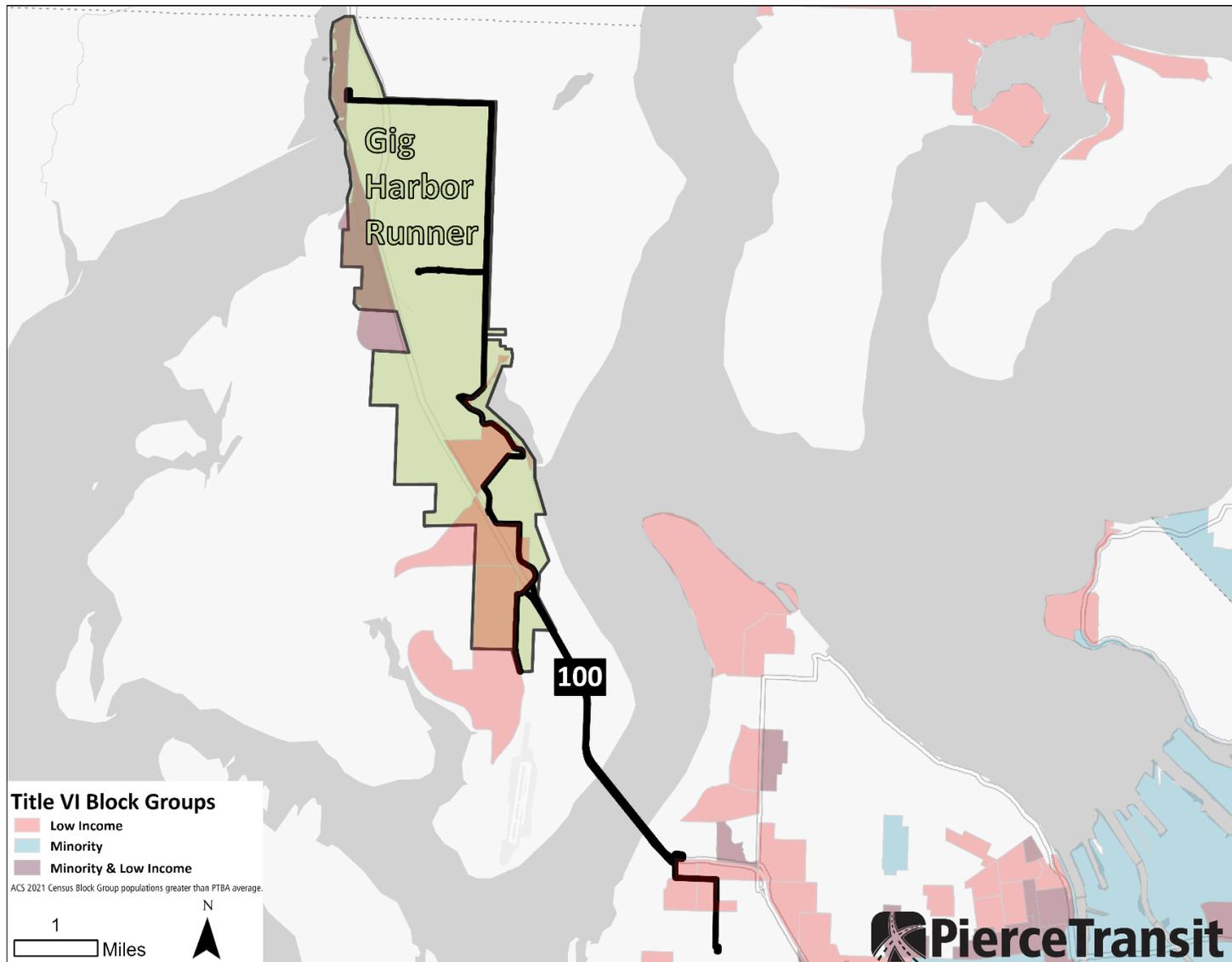
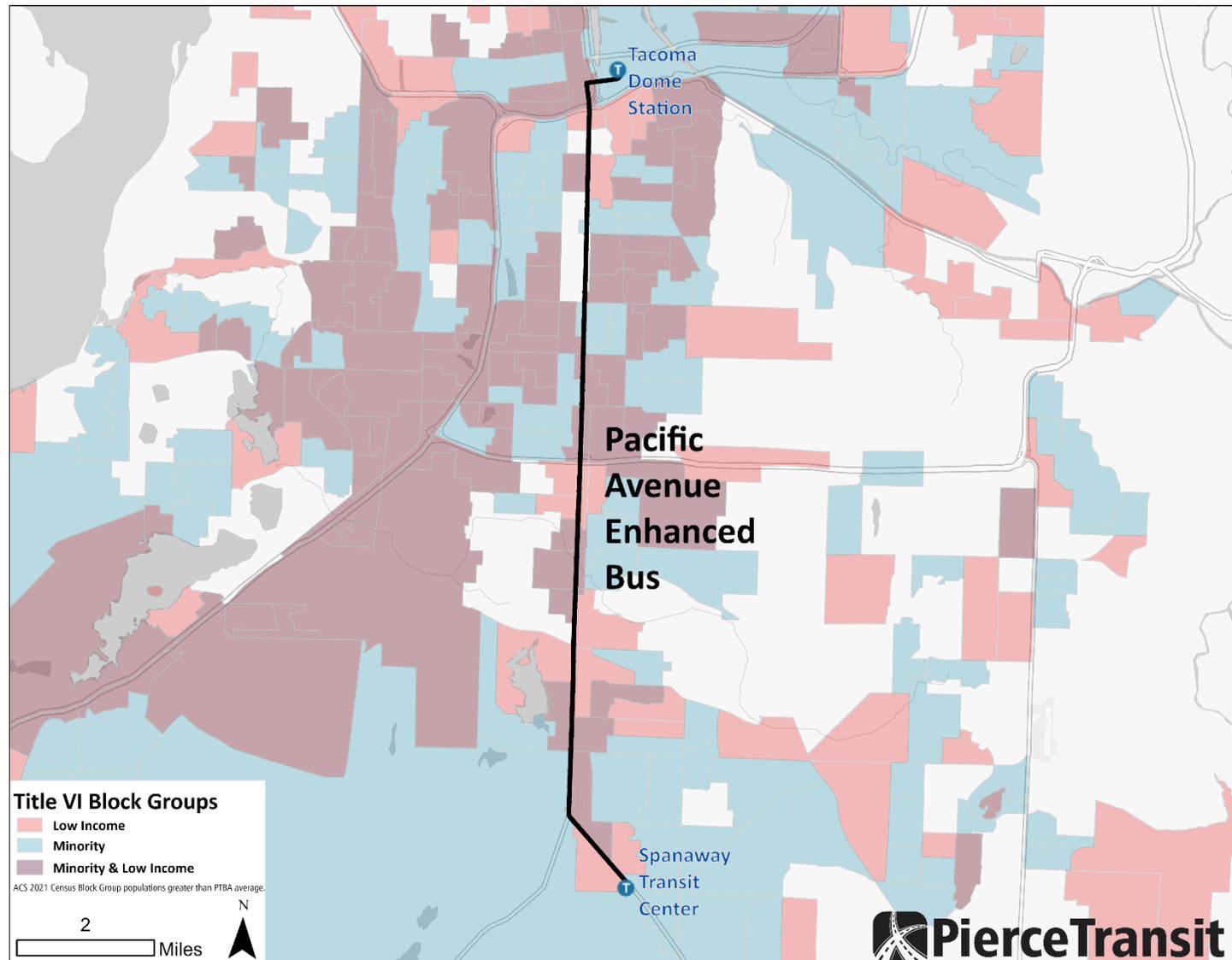


Figure 5-9 New Pacific Avenue/SR 7 Enhanced Bus



## 6 APPENDIX

### 6.1 Routes Experiencing a Change in Span of Service

Route	Before				After				Difference							Forecasted Hours or Miles change >20%
	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income	Change Borne by Minorities	Change in Annual Trips	Trip Count Change from Original	
1 6th Ave / Pacific Ave	42,759	15.0%	39.2%	29,720	42,759	15.0%	39.2%	38,135	356,635,095	53,500,717	139,264,425	15.0%	39.0%	8,415	28%	Yes
3 Lakewood / Tacoma	19,684	20.5%	57.0%	21,325	19,684	20.5%	57.0%	34,585	259,093,770	53,349,468	148,286,580	20.6%	57.2%	13,260	62%	Yes
4 Lakewood / South Hill	16,308	15.7%	46.6%	18,730	16,308	15.7%	46.6%	20,755	32,998,740	5,201,363	15,386,715	15.8%	46.6%	2,025	11%	No
41 S 56th St / Salishan	20,633	17.7%	59.0%	17,850	20,633	17.7%	59.0%	19,735	38,686,415	6,854,009	22,805,305	17.7%	58.9%	1,885	11%	No
48 Sheridan / M St	27,969	17.1%	59.0%	17,850	27,969	17.1%	59.0%	20,410	71,504,640	12,283,159	42,231,040	17.2%	59.1%	2,560	14%	No
52 Fircrest / TCC	12,023	12.7%	43.8%	17,835	12,023	12.7%	43.8%	19,370	18,406,080	2,337,042	8,063,490	12.7%	43.8%	1,535	9%	No
54 S 38th St / Portland Ave	17,486	15.0%	59.3%	17,065	17,486	15.0%	59.3%	19,370	40,369,230	6,047,972	23,943,555	15.0%	59.3%	2,305	14%	No
57 Union / S 19th St / Hilltop	14,809	19.4%	48.6%	16,700	14,809	19.4%	48.6%	20,025	49,497,685	9,561,706	24,020,035	19.3%	48.5%	3,325	20%	Yes
100- Pref Alt Gig Harbor	10,557	6.1%	22.7%	9,120	10,557	6.1%	22.7%	9,630	5,324,145	321,813	1,209,720	6.0%	22.7%	510	6%	No
202 S 72nd St	14,083	17.2%	58.8%	18,920	14,083	17.2%	58.8%	19,960	14,695,300	2,533,968	8,638,480	17.2%	58.8%	1,040	5%	No
206 Pacific Hwy / Tillicum / Madigan	12,965	22.3%	60.1%	20,265	12,965	22.3%	60.1%	20,925	8,535,780	1,914,132	5,131,500	22.4%	60.1%	660	3%	No
402 Meridian	17,043	8.9%	33.6%	9,815	17,043	8.9%	33.6%	19,135	161,604,120	14,112,664	53,816,160	8.7%	33.3%	9,320	95%	Yes
409 Puyallup / S 72nd St	9,346	9.7%	30.7%	6,680	5,914	8.5%	27.6%	9,230	1,219,995	-416,868	-931,770	-34.4%	-76.9%	2,550	38%	No
500 Federal Way	4,101	22.9%	46.5%	13,580	4,101	22.9%	46.5%	19,920	27,005,230	6,020,886	12,391,530	22.3%	45.9%	6,340	47%	Yes
<b>Total</b>									1,127,292,620	177,689,262	517,108,765					

### 6.2 Routes Experiencing a Change in Frequency

Route	Before				After				Difference							
	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income	Change Borne by Minorities	Change in Annual Trips	Trip Count Change from Original	Forecasted Hours or Miles change >20%
1 6th Ave / Pacific Ave	42,759	15.0%	39.2%	29,720	42,759	15.0%	39.2%	38,135	356,635,095	53,500,717	139,264,425	15.0%	39.0%	8,415	28%	Yes
2 S 19th St / Bridgeport	25,414	12.0%	47.3%	22,970	25,414	12.0%	47.3%	34,955	321,789,090	39,312,792	151,911,660	12.2%	47.2%	11,985	52%	Yes
3 Lakewood / Tacoma	19,684	20.5%	57.0%	21,325	19,684	20.5%	57.0%	34,585	259,093,770	53,349,468	148,286,580	20.6%	57.2%	13,260	62%	Yes
4 Lakewood / South Hill	16,308	15.7%	46.6%	18,730	16,308	15.7%	46.6%	20,755	32,998,740	5,201,363	15,386,715	15.8%	46.6%	2,025	11%	No
41 S 56th St / Salishan	20,633	17.7%	59.0%	17,850	20,633	17.7%	59.0%	19,735	38,686,415	6,854,009	22,805,305	17.7%	58.9%	1,885	11%	No
48 Sheridan / M St	27,969	17.1%	59.0%	17,850	27,969	17.1%	59.0%	20,410	71,504,640	12,283,159	42,231,040	17.2%	59.1%	2,560	14%	No
52 Fircrest / TCC	12,023	12.7%	43.8%	17,835	12,023	12.7%	43.8%	19,370	18,406,080	2,337,042	8,063,490	12.7%	43.8%	1,535	9%	No
54 S 38th St / Portland Ave	17,486	15.0%	59.3%	17,065	17,486	15.0%	59.3%	19,370	40,369,230	6,047,972	23,943,555	15.0%	59.3%	2,305	14%	No
57 Union / S 19th St / Hilltop	14,809	19.4%	48.6%	16,700	14,809	19.4%	48.6%	20,025	49,497,685	9,561,706	24,020,035	19.3%	48.5%	3,325	20%	Yes
202 S 72nd St	14,083	17.2%	58.8%	18,920	14,083	17.2%	58.8%	19,960	14,695,300	2,533,968	8,638,480	17.2%	58.8%	1,040	5%	No
206 Pacific Hwy / Tillicum / Madigan	12,965	22.3%	60.1%	20,265	12,965	22.3%	60.1%	20,925	8,535,780	1,914,132	5,131,500	22.4%	60.1%	660	3%	No
402 Meridian	17,043	8.9%	33.6%	9,815	17,043	8.9%	33.6%	19,135	161,604,120	14,112,664	53,816,160	8.7%	33.3%	9,320	95%	Yes
500 Federal Way	4,101	22.9%	46.5%	13,580	4,101	22.9%	46.5%	19,920	27,005,230	6,020,886	12,391,530	22.3%	45.9%	6,340	47%	Yes
<b>Total</b>									1,400,821,175	213,029,878	655,890,475					

### 6.3 Routes Experiencing Elimination or Change in Alignment

Route	Before				After				Difference					Existing Route Miles Changed %	Existing Route Miles Changed >20%	Adverse Effects	Disproportionate Burden	Disparate Impact
	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income	Change Borne by Minorities					
13 N 30th St	13,721	11.6%	24.3%	2,040					-27,149,340	-3,248,327	-6,662,640	12.0%	24.5%	-100%	Yes	Yes	No	No
63 NE Tacoma Express	9,252	10.5%	47.4%	1,020					-8,535,360	-925,415	-4,089,180	10.8%	47.9%	-100%	Yes	Yes	No	No
409 Puyallup / S 72 <sup>nd</sup> St	9,346	9.7%	30.7%	6,680	5,914	8.5%	27.6%	9,230	1,219,995	-416,868	-931,770	-34.4%	-76.9%	11%	No	No	No	No
425 Puyallup Connector	8,697	11.9%	34.3%	3,610					-34,053,130	-3,951,140	-11,295,690	11.6%	33.2%	-100%	Yes	Yes	No	No

### 6.4 Impact of New Service on Minority and Low-Income Populations

Route	Before				After				Difference				Existing Route Miles Changed %	Existing Route Miles Changed >20%	Adverse Effects	Disproportionate Burden	Disparate Impact	
	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	Population (within 1/4 mi)	Low Income	Minority	Trips (Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips	Change Borne by Low Income						Change Borne by Minorities
Pacific Avenue/SR 7 Enhanced Bus	0	0	0	0	9,877	17.0%	44.4%	8670	100,563,330	16,726,757	46,518,885	16.6%	46.3%	-100%	Yes	No	No	No

## 6.5 Additional Public Outreach Contacts

<b>Organization</b>	<b>Address/Location</b>
Catherine Place	923 S. 8th Street Tacoma, WA 98405
Catholic Community Services	1411 S Yakima Avenue Tacoma, WA 98405
Centro Latino	1208 S. 10th St. Tacoma, WA 98405
Children's Museum at JBLM	2275 Liggett Avenue Joint Base Lewis-McChord, WA 98433
CJK Community Homes	2367 Tacoma Avenue S #215 Tacoma, WA 98402
D.A. Gonyea Branch - Boys & Girls Club	5136 N. 26th Street, Tacoma, WA 98406
Evergreen Recovery	3630 S Cedar Street #G, Tacoma, WA 98409
Greentrike/Children's Museum of Tac.	1501 Pacific Avenue Tacoma, WA 98402
Happy Hand House	4321 2nd St. SW Puyallup, WA 98373
Lakewood Boys & Girls Club	10402 Kline St. SW, Lakewood, WA 98499
Marking a Difference Foundation	4218 S. Steele St. Suite 215, Tacoma, WA 98409
Metro Aquatics	6817 27th St. W. Tacoma, WA 98466
Milgard Family Eastside Branch - Boys & Girls Club	1721 E. 56th St., Tacoma, WA 98404
Salish Sea Collective	2607 Bridgeport Way West University Place, WA 98466
New Phoebe House	P.O. Box 9845 Tacoma, WA 98415
Northwest Magic	9503 184th Street East, Puyallup, WA 98375
Our Sisters' House	2714 N. 21st Street, Suite 3, Tacoma, WA 98406
Pierce County Human Services	3602 Pacific Ave., Suite 200, Tacoma, WA 98418
Planned Parenthood	1515 MLK Jr. Way, Tacoma, WA 98405
Point Defiance Zoo	5400 North Pearl Street Tacoma, WA 98407
Puyallup Tribe of Indians	3009 East Portland Avenue, Tacoma, WA 98404
REACH	1314 S. L Street Tacoma, WA 98405
Rebuilding Hope! Sexual Assault Center	101 East 26th Street, Suite 200 Tacoma, WA 98421
Sound Outreach	1106 Martin Luther King Jr. Way Tacoma, WA 98405
Tacoma Arts Live	1001 S. Yakima Avenue, Suite 1 Tacoma, WA 98405
Tacoma Soccer Center	2610 E. Bay Street Tacoma, WA 98421
United Way of Pierce County	1501 Pacific Avenue, Suite 400 Tacoma, WA 98402
Washington State PTA	15 Oregon Avenue, Suite 202 Tacoma, WA 98409

We Teach Tacoma	3049 S. 36th Street, Suite 300, Tacoma, WA 98409
West Pierce CARES	3631 Drexler Drive West University Place, WA 98466
WA PAVE (Partnership for Action - Voices for Empowerment)	6316 S. 12th Steet, Tacoma, WA 98465
Hearing, Speech & Deafness Center	621 Tacoma Avenue South, Suite 505 Tacoma, WA 98402
Korean Women's Association	3625 Perkins Lane SW Lakewood, WA 98499
United Way of Pierce County	1501 Pacific Avenue, Suite 400 Tacoma, WA 98402
Washington State PTA	15 Oregon Avenue, Suite 202, Tacoma, WA 98409
Lakewood Chamber	Lakewood
Lakewood Community Collaboration /City of Lakewood	Lakewood
Northeast Tacoma Neighborhood Council	Tacoma
Proctor Business District	Tacoma
South Tacoma Business District Association	Tacoma
South Tacoma Neighborhood Council	Tacoma
Community Council of Tacoma (CCoT)	Tacoma
West End Neighborhood Council	Tacoma
DT Tacoma Partnership Community Relations Committee	Tacoma
MIC South Sound	Tacoma
Dome Business District	Tacoma
New Tacoma Neighborhood Council	Tacoma
Hilltop Business District	Tacoma
Walk & Roll Pierce County	Pierce County
Stadium Business District	Tacoma
Economic Development Board for Tacoma-Pierce County	Tacoma/Pierce County
Tacoma-Pierce County Chamber of Commerce	Tacoma/Pierce County
Affordable Housing Consortium	Tacoma
Sixth Avenue Business District	Tacoma
Central Tacoma Neighborhood Council	Tacoma
Fife Milton Edgewood Chamber of Commerce	Fife/Milton/Edgewood
South End Neighborhood Council (SEnCo)	Tacoma
Community Health Care - Lakewood	10510 Gravelly Lake Drive SW, Tacoma, WA 98499
Community Health Care - Pacific Avenue	11225 Pacific Avenue S, Tacoma, WA 98444

Community Health Care - Sea-Mar	7424 Bridgeport Way W Ste 103, Lakewood, WA 98499
Community Health Care - Tacoma Hilltop	1202 Martin Luther King Jr. Way, Tacoma, WA 98405
Community Health Care - Shalishan	1708 E 44th Street, Tacoma, WA 98404
Community Health Care - Spanaway	134 188th Street S, Spanaway, WA 98387
Tacoma-Pierce County Health Department	3629 S. D Street, Tacoma, WA 98418-6813
Pierce County Coordinated Transportation Coalition	3602 Pacific Avenue, Suite 200, Tacoma, WA 98408
Pierce County Aging & Disability Resource Center - Community Forum	3602 Pacific Avenue, Suite 200, Tacoma, WA 98408
Pierce County Association of the Blind	(None provided)
Partner Café	123 E. 96th Street, Tacoma WA 98445

## 6.6 First Survey: “Build Your Own System” Questions

### Pierce Transit Design Your Transit System

#### Introduction

How would you improve Pierce Transit?

Pierce Transit is beginning to build back service while recovering from the effects of the COVID-19 pandemic. We can’t do everything at once, but we want to know what your top priorities are for recovering service.

This is where we need your help! This survey allows you to select potential improvements that you think will help make Pierce Transit work better for you. Do you want better transit service along major corridors, more evening or early morning service, or enhanced weekend service? What is most important for us to restore first?

This survey is your chance to share feedback with us that will improve Pierce Transit service!

#### Instructions

We’d love to have buses running every single minute as well as provide on-demand rides to your door. Unfortunately, public agencies have limited funding and staff availability, which means tradeoffs are necessary. What would you choose if you only had a certain amount of money to spend on improvements? Please select your **top five improvements** by marking the box next to the improvements that are most important to you.

This survey functions best online, if you are able, please scan the below QR code to complete the survey.



Please select the top five improvements that are most important to you

Improvement	Description	✓
Restore more frequent service on highest ridership routes operating on major corridors during the morning and afternoon peak periods (rush hour)	Highest ridership routes operate more frequently than they do today during peak commute times. For example, a route that currently runs every 30 minutes would run every 15 minutes.	

Restore more frequent service on highest ridership routes operating on major corridors during the weekday midday period	Highest ridership routes operate more frequently than they do today during weekday midday times. For example, a route that currently runs every 30 minutes would run every 15 minutes.	
Restore more frequent service on other routes, currently operating every 60 minutes during the morning and afternoon peak periods (rush hour)	Routes throughout the system operate more frequently than they do today during peak commute times. For example, a route that currently runs every 60 minutes would run every 30 minutes.	
Restore more frequent service on other routes, currently operating every 60 minutes during the midday period	Routes throughout the system operate more frequently than they do today during midday times. For example, a route that currently runs every 60 minutes would run every 30 minutes.	
Return trips reduced during the COVID-19 pandemic to normal weekday service	Some routes were reduced during the COVID-19 pandemic to run a modified schedule with fewer weekday trips, these would be returned to normal operations.	
Improve timed transfers at transit centers	Improve scheduling at transit centers to make transfers easier and faster with less time waiting for the bus	
Later evening or earlier morning service	Service begins operating earlier in the morning or later in the evening	
Restore Saturday service levels	Restore Saturday service for routes that were reduced on weekends	
Invest in expanding coverage through PT Runner on-demand zones	Expand service into new areas using PT Runner on-demand service	
Align service with new Sound Transit light rail and Sounder stations	Add new services that help people get to new Sound Transit stations	
Invest in speed and reliability	New improvements that make service faster and more reliable, like traffic lights that stay green longer to let the bus get through or extra lanes so the bus can jump ahead of traffic at a light.	
Invest in infrastructure to upgrade highest ridership routes	Make infrastructure improvements, like dedicated bus lanes and faster buses, along high ridership corridors to make service faster and more reliable	

**Tell us about yourself!**

**1. Please select your gender:**

- Male
- Female
- Non-Binary
- Prefer not to answer

Other (please specify)

**2. Which category best describes yourself?**

- Black/African American
- Hispanic, Latino, or Spanish origin
- Asian
- American Indian/Alaskan Native
- Native Hawaiian/Pacific Islander
- White/Caucasian
- Two or more races
- Prefer not to answer

Other (please specify)

**3. Please provide your age range:**

- 13-18
- 19-24
- 25-34

- 35-44
- 45-54
- 55-64
- 65 or older

**4. What is your current employment status?**

- Employed
- Unemployed
- Student
- Retired

Other (please specify)

**5. What is your annual individual income?**

- Less than \$10K
- \$11-\$24K
- \$25-\$49K
- \$50K or more
- Prefer not to answer

**6. What is your home zip code?**

## 6.7 Second Survey: "Two Scenarios" Questions

# PIERCE TRANSIT KEY MESSAGES & TOPICS OCTOBER 2023

## Recovery Plan Community Input

- Pierce Transit has launched its Bus System Recovery Plan to strategically increase transit service.
- The Recovery Plan will help Pierce Transit better understand customers' current needs and how to bounce back from the impacts of COVID-19.
- Even though the pandemic health emergency has been lifted, Pierce Transit has been unable to fully restore all service due to a lack of bus operators and fleet maintenance staff.
- Although pre-COVID-19 service levels cannot be restored immediately, public input will help select the improvements that matter most to the community and help us prioritize which improvements to implement first.
- The agency invites Pierce Transit riders and the community at large to voice their priorities for the future of local transit by attending an in-person or virtual open house or drop-in opportunity. Event details and Zoom links can be found at [www.piercetransit.org/ServiceRecoveryPlan/](http://www.piercetransit.org/ServiceRecoveryPlan/).
- Upcoming Public Involvement & Outreach Events
  - Tue., Oct. 3: Open House at Asia Pacific Cultural Center (3513 Portland Avenue E, Tacoma 98404) –5 to 7 p.m.
  - Wed., Oct. 4: Drop-In Opportunity - Lakewood Transit Center – 1 to 3 p.m.
  - Thu., Oct. 5: Virtual Town Hall & Presentation – 5:30 to 6:30 p.m.
- At these events, participants will:
  - Learn about the Recovery Plan and what we heard from the community during the online survey period
  - Review two scenario options for improved transit service in Pierce County
  - Provide feedback on your preferred scenario, your top priority for what to implement first, and other details
  - Learn about the next steps of the Plan and how to stay connected
- Public input will be consolidated, and a draft plan will go to the Pierce Transit Board of Commissioners on November 13, 2023. A public hearing will also be held at that meeting.
- The final version will be voted upon at the December 11, 2023, Board of Commissioners meeting, with initial changes taking effect at Pierce Transit's March 31, 2024, service change.

<https://www.research.net/r/PierceTransitRecovery>

**This second online survey was activated or launched on Saturday, September 23, and closes Friday, October 27, 2023. Its content is provided verbatim on this page plus the following three pages.**

Welcome to the Pierce Transit Bus System Recovery Plan Scenario Survey.

Earlier this summer, we asked hundreds of community members what kind of transit service they want and need. You can view those results here. Using the feedback we received during this phase of community outreach, two preliminary scenarios have been developed to guide service recovery in Pierce County. Now, we want to know your thoughts on these scenarios. What changes do you support and what changes do you think should not be made? We can't do everything, but we want to know what your top priorities are for recovering service. We'll take what you tell us to our Board this fall with improvements to begin as soon as March 2024.

This survey will be open until 11:59 pm on Friday, October 27th.

We're about to share potential scenario improvements to Pierce Transit service. If you wish, you can download an existing service map and span and frequency charts for reference [here](#).

### **Scenario 1: Improvements Focused on Evenings and Weekends**

Scenario 1 prioritizes restoring later evening service and service on weekends. This aligns with some of the preferred service improvements identified by the community this summer. Specific improvements contained in this scenario include:

- Four routes with 15-minute service frequency (Routes 1, 2, 3, and 500)
- Improved transfers at Tacoma Mall when buses are running less frequently
- Runner service replacing lower ridership routes (Routes 13, 63, 425, and a portion of 409 in Puyallup)
- More routes operating every 30 minutes
- Improved service span so that all routes operate at a minimum between:
  - 6:00 am – 10:00 pm on weekdays
  - 7:00 am – 10:00 pm on Saturdays
  - 8:00 am – 8:00 pm on Sundays

In Scenario 1, Routes 13 - N 30th St, 63 - NE Tacoma Express, 425 - Puyallup Connector, and 409 - Puyallup - S 72nd St will change travel patterns. All other routes' travel patterns will remain the same.

1. Please rank your highest priority improvements from Scenario 1 by moving the items that are most important to you to the top of the list and those that are less important to the bottom.

1. 15-minute frequency on Routes 1, 2, 3, and 500
2. Improved transfers at Tacoma Mall
3. Runner service replacing lower ridership routes
4. More routes operating every 30 minutes
5. Later evening service
6. More weekend service

2. Please share any other comments or questions you have about the proposed improvements of Scenario 1, including why you prioritized improvements in the order you chose.

If you wish, you can download a Scenario 1 service map and span and frequency charts for reference [here](#).

**Scenario 2: Improvements Focused on Frequency**

Scenario 2 increases the number of routes operating every 15 minutes, another top improvement identified by the community this summer. Specific improvements contained in this scenario include:

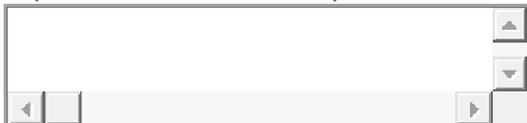
- Seven routes with 15-minute service frequency (Routes 1, 2, 3, 41, 48, 54, and 500)
- Improved transfers at Tacoma Mall when buses are running less frequently
- Runner service replacing lower ridership segment of Route 409 in Puyallup
- More routes operating every 30 minutes
- The most frequent routes would operate later seven days per week, but weekend span is unchanged for many other routes

In Scenario 2, Routes 409 - Puyallup - S 72nd St and 425 - Puyallup Connector will change travel patterns. All other routes' travel patterns will remain the same.

**Question Title**

Please rank your highest priority improvements by moving the items that are most important to you to the top of the list and those that are less important to the bottom.

1. 15-minute frequency on Routes 1, 2, 3, 41, 48, 54, and 500
2. Improved transfers at Tacoma Mall
3. Runner service replacing Route 409 in Puyallup
4. More routes operating every 30 minutes
5. Later evening service on core routes
4. Please share any other comments or questions you have about the proposed improvements of Scenario 2, including why you prioritized improvements in the order you chose.



If you wish, you can download a Scenario 2 service map and span and frequency charts for reference [here](#).

5. Which scenario do you prefer?

- Scenario 1 - Improvements Focused on Evenings and Weekends
- Scenario 2 - Improvements Focused on Frequency

Why did you select this scenario?

Thank you for your input so far. The next page contains optional demographic questions that will help us at Pierce Transit best understand how we are connecting with our communities. These questions are optional, but please click the "Next" button to navigate to that page and click "Done" to finalize your survey. Thank you again!

**Please tell us about yourself.**

6. Please indicate your age range:

- 13-18
- 19-29
- 30-39
- 40-49
- 50-64
- 65 or older
- Prefer not to say

7. Please select your gender:

- Male
- Female
- Non-Binary
- Prefer not to answer

8. Which category best describes yourself?

- Black/African American
- Hispanic, Latino, or Spanish origin
- Asian
- American Indian/Alaskan Native
- Native Hawaiian/Pacific Islander
- White
- Two or more races
- Prefer not to answer
- Other (please specify)

9. What is your current employment status?

- Employed
- Unemployed
- Student
- Retired

10. What is your annual **individual** income?

- Less than \$30,000
- Between \$30,000 and \$75,000
- Over \$75,000
- Prefer not to answer

11. Are you a current Pierce Transit employee?

- Yes
- No

12. What is your home zip code? (Enter a 5-digit zip code; for example, 98402)

13. Do you have access to a personal vehicle?

- Yes
- No

14. Where did you hear about this survey?

- Puyallup Open House
- Tacoma Open House
- Virtual Town Hall
- Social Media
- News Release
- Email List
- Pierce Transit Employee
- Other

### 6.8 Pierce Transit Operators' Specific Survey

**PLANNING/SCHEDULING SHAKE UP FEEDBACK FORM** (Please see and fill out both sides. Thank you!)

Name \_\_\_\_\_ Employee ID # \_\_\_\_\_

Block # \_\_\_\_\_ Assignment # \_\_\_\_\_

Date \_\_\_\_\_

Problem: (Place a ✓ next to the issue) \_\_\_\_\_ Paddle \_\_\_\_\_ Bus Stop  
\_\_\_\_\_ Schedule \_\_\_\_\_ Headsign

Please provide as much detail as (e.g., trip, time, location, stop number, etc.) The details are essential for us to be able to help you.

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Response requested Y\_\_\_ N\_\_\_

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Time of day you drive (AM, Mid-day, PM):

Direction if only one trip is driven (half-trip) or Round Trip:

Do you work weekends?

Are you allowed too much run time, just the right amount, or not enough?

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Specific Route(s):

Any concerns about the routes(s)?

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Any known hotspots or bottlenecks along your route(s)?

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Any comments, concerns, or suggestions about the Fixed Route System Recovery and Restoration planning scenarios we are presenting here?

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Do you know about our *Runner* on-demand microtransit service and the five zones?