

Intercity Transit Title VI Program



Updated September 4, 2018

Contents

I. INTERCITY TRANSIT TITLE VI POLICY STATEMENT	6
II. INCLUSIVE PUBLIC PARTICIPATION PRACTICES	7
III. PROCUREMENT AND PROJECT MANAGEMENT	10
IV. GENERAL TITLE VI CONTACTS AND COMPLAINT PROCESS	10
APPENDIX A	13
APPLYING FOUR FACTOR ANALYSIS	13
FACTOR 1: NUMBER OF AND PROPORTION OF LEP PERSONS SERVED	13
QUANTITATIVE DATA	13
CONCLUSIONS AND RECOMMENDATIONS	14
FIGURE 1: LEP POPULATION IN THURSTON COUNTY AND INTERCITY TRANSIT SERVICE DISTRICT AND SERVICE ROUTES (ON FOLLOWING PAGE)	14
CONCLUSIONS AND RECOMMENDATIONS	17
FACTOR 3: IMPORTANCE OF LEP PERSONS TO YOUR PROGRAM, ACTIVITIES AND SERVICES	17
CONCLUSIONS AND RECOMMENDATIONS	18



FACTOR 4: RESOURCES AVAILABLE TO THE RECIPIENT AND COSTS	19
CONCLUSIONS AND RECOMMENDATIONS	22
LEP ACCESS PLAN IMPLEMENTATION CALENDAR	21
APPENDIX C	44
APPENDIX D	46
HOW DO I FILE A TITLE VI COMPLAINT?	49
CAN I FILE A COMPLAINT WITH ANOTHER AGENCY OR ORGANIZATION?	50
TITLE VI COMPLAINT FORM	51



Agency overview

Intercity Transit (IT) is a municipal corporation that provides public transportation for people who live and work in the Public Transportation Benefit Area (PTBA). The PTBA encompasses the city limits of Olympia, Lacey, Tumwater, and Yelm and is an area of approximately 100 square miles. The PTBA is located at the southern end of the Puget Sound. IT operates 23 bus routes along with a door-to-door service for people with disabilities, a vanpool program, a youth education program and a travel training program. IT actively plays a crucial role in the community and has many strong partnerships and connections. Intercity Transit's mission is to provide and promote public transportation choices that support an accessible, sustainable, livable, healthy, prosperous community. The vision is to be a leading transit system in the country, recognized for well-trained, highly motivated, customer-focused, community-minded employees committed to enhancing the quality of life for all citizens of Thurston County.

I. Intercity Transit Title VI Policy Statement

Intercity Transit (IT) 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, which protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. (<https://www.transit.dot.gov/title6>)

Intercity Transit's objectives are to:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin.
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- Promote the full and fair participation of all affected populations in transportation decision making.
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

II. Inclusive Public Participation Practices

IT's public communications are focused on a broad social, ethnic, age and economic spectrum which makes up the population of our service area. IT routinely uses a variety of communication tools a) that include a direct reference to the agency's adherence to Title VI requirements; and b) that by their nature and means of dissemination are intended not only to reach a broad social and economic spectrum of our service area population and the market place for vendor product and services, but also are tools which are intentionally non-exclusionary in any way. Agency communication tools that serve the purpose of maximizing public engagement include the following:

A. Intercity Transit's Website Pages

[See **Appendix D – Website Page Printouts**]

Examples of relevant, specific website pages under www.intercitytransit.com include the following:

- The following Title VI notice is provided on all IT webpage footers and a direct link to the Title VI complaint form is included. In 2017, we reviewed all printed and web page materials for Title VI compliance and made updates as needed.
<http://www.intercitytransit.com/Pages/default.aspx>

Intercity Transit complies with all federal requirements under [Title VI](#) which prohibits discrimination on the basis of race, color or national origin.

For additional information, or to file a complaint, contact Intercity Transit Customer Service or visit the Intercity Transit [Title VI page](#).

- Dedicated page to Title VI on IT's web page at:
<https://www.intercitytransit.com/business/civil-rights-title-vi>

Examples of relevant, specific non-website communication tools that encourage broad spectrum public participation and identify participation opportunities include the following:

- IT General Public Comment Form available at Board meetings and referenced on Board agendas. These forms allow for voluntary disclosure of demographic information.
- IT's Transit Guide available on buses, at Customer Service, IT business office, all service area Timberland Library branches, local area Safeway stores, and is available in Braille by request.
- IT Rider News and Alerts available on buses, at Customer Service, IT business

office, on the Agency website, and an audio recording available by phone at 360-705-5851.

- Customer Comment Opportunities include in person opportunities at the Olympia Transit Center (OTC) Customer Service office, the IT business office, online, by phone, and through email. Typical encouragement for public comment is exemplified by this excerpt from the notice for IT's annual Transit Development Plan:
 - Members of the public are encouraged to comment at the public hearing, and/or
 - By mail to P.O. Box 659, Olympia, WA 98507 (Attn: TDP),
 - By e-mailing tellus@intercitytransit.com, or
 - By calling Intercity Transit's comment line, 360-705-5852
- Opportunity for communicating and engaging with economically disadvantaged segments of IT's service area population is strengthened by IT's workforce development program. This program, called Village Vans, works directly with those who are low-income along with other agencies facilitating workforce development.

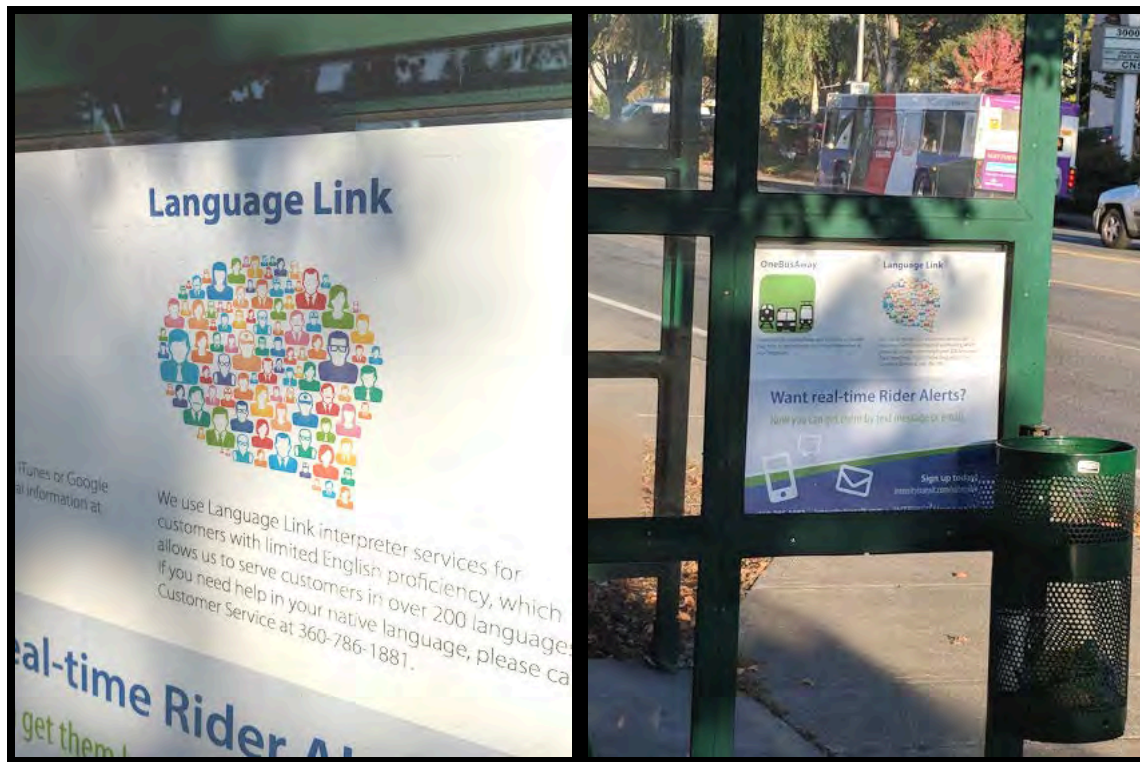
In addition to IT encouraging public participation through a variety of communication tools, the agency collects limited profile information of its customers and community members through occasional market research. The LEP section of this program document speaks to other IT efforts to identify and encourage public participation while being sensitive to environmental justice issues.

Intercity Transit's website and a variety of published material make it explicitly clear that comments are solicited, encouraged and addressed. Publications are available in Braille by request. Each month, staff creates a voice recording of Rider News, a publication with key information for our customers about Intercity Transit. All route changes and stops are announced using an Automatic Voice Annunciation (AVA) system.

Having not yet met the required threshold of one thousand (1,000) people, or greater than five percent (5%), limited English proficiency population in the service area, IT does not routinely provide non-English translations of publications and notices.

However, the Agency website provides **Google Select a Language** capability for all IT web pages. IT also provides access to a Language Line which is used to provide live translation services in **all** languages in real time. IT can track the language that is requested along with the frequency to make determinations on future requests for translation services. Customers may access the Language Line two ways—by coming in to the Olympia Transit Center or by calling in by phone. Information on routes and travel are available not only within IT's service area but also other transit agencies where customers may be connecting.

1. Language Link information on site.



In addition, GovDelivery allows Intercity Transit to provide real-time information by text and/ or email. Customers can be quickly notified of changes to their route or impacts to their commute. IT implemented the GovDelivery option July 17, 2018. At this time, 898 people have signed up for notifications.

Though messages are currently only available in English, they can be translated through apps on phones and computers or by calling Customer Service and accessing the Language Line. Many non-English speakers are able to decode information that is written much more easily than when it is spoken. IT's use of GovDelivery to get critical information to customers has proven helpful for many.

Examples of wording used on the Agency's website and other publications to encourage public participation:

- Dial-A-Lift Online at <https://www.intercitytransit.com/dial-a-lift>
- General – All Intercity Transit Services <http://www.intercitytransit.com/connect/customer-service>

- Questions and Comments – To make comments or suggestions about Intercity Transit, please:
 - E-mail us at tellus@intercitytransit.com,
 - Call Customer Service at 360-786-1881, or
 - Pick up a “tell us” comment card at the Olympia Transit Center, or IT’s business office; fill out and mail to the address on the bottom of the card.
 - We welcome all input and appreciate all ideas on how we can improve our service.

III. Procurement and Project Management

IT includes standard non-discrimination clauses in all contracts and procurement solicitations. In programming federal funds for award in FTA’s TrAMS system, IT works closely with FTA Region 10 to ensure that any project related environmental issues are identified. IT has most recently programmed federal funding for bus procurements, bus stop enhancements, Pattison MOA Expansion & Rehabilitation: Phase II, and the Olympia Transit Center (OTC) expansion project design and upcoming construction in 2018.

In all projects, IT identifies whether SEPA and/or NEPA pertains. To date, all IT federally funded projects have a categorical exclusion (CE or DCE) designation from FTA. On all these projects IT has had dialogue with our FTA Program Manager who has not required the use of a standard environmental checklist. The complexity of this project also requires much interaction with the City of Olympia and sensitivity to their planning process, municipal and community constraints, and considerations.

IV. General Title VI Contacts and Complaint Process

For additional information about Intercity Transit’s Title VI non-discrimination policies, obligations, and practices, please contact:

Eric Phillips, Development Director
Title VI – Civil Rights Officer
Intercity Transit
526 Pattison Street SE PO
Box 0659
Olympia, WA 98507-0659
360-705-5857
ephillips@intercitytransit.com



The public also has the ability to contact the Federal Transit Agency (FTA) directly as they deem appropriate. Regarding Civil Rights issues in general the regional contact would be:

Federal Transit Administration
Region X Office of Civil Rights
Attention: Title VI Program Coordinator
915 Second Avenue, Suite 3142
Seattle, WA 98174

Intercity Transit ensures that 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 program or activity receiving Federal financial assistance, as provided by [Title VI of the Civil Rights Act of 1964](#).

In the event that Intercity Transit distributes federal aid funds to another governmental entity or other subrecipient, Intercity Transit will include Title VI language in all written agreements and will monitor for compliance.

Any person who believes that his/her Title VI protection has been violated may file a complaint with Intercity Transit's Title VI Coordinator. A complaint form may be obtained from the contact below or downloaded by clicking on the Title VI Complaint and Procedures form below. All complaints must be filed **in writing** with Intercity Transit within 180 days and mailed to:

Intercity Transit
Title VI Coordinator
P.O. Box 659
Olympia, WA 98507-0659
By phone: 360-786-8585 (business office)
360-786-1881 (Customer Service)
By facsimile: 360-357-6184



“Inquires only” can also be directed to:

Customer Service

222 State Avenue
Olympia, WA 98501
360-786-1881

Outside Thurston County

1-800-287-6348
TTY 360-943-5211
Fax 360-943-8760
[Email Customer Service](#)

The Title VI Complaint Form may also be obtained by calling Customer Service or from the Agency’s web page (<https://www.intercitytransit.com/business/civil-rights-title-vi>). A copy is also provided in this document’s **Appendix E – Complaint Process & Form**. IT will provide needed assistance upon request to members of the public who are limited in their ability to communicate in English or those who may have disabilities that restrict their ability to complete the Complaint Form.

The Title VI Transit Complaint Process is consistent with IT’s General Complaint Process which is as follows:

Once a complaint is received, it will be assigned to an IT manager. In instances where additional information is needed, the manager will contact the complainant by phone or in writing. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint or a delay in complaint resolution. Based upon receipt of all the information required, IT will investigate a Title VI complaint within 45 calendar days of receipt and will notify complainant if additional time is required. Receipt of additional relevant information and/or simultaneous filing of a complaint with IT and an external entity may expand the timing of the complaint resolution.

Pertinent Sections Follow:

- Appendix A – LEP Documentation & Narrative
- Appendix B – Guidelines & Service Standards
- Appendix C – Citizen Advisory Committee – Ethnicity Considerations
- Appendix D – Website Page Printouts
- Appendix E – Complaint Procedure & Form

APPENDIX A

INTERCITY TRANSIT'S LANGUAGE IMPLEMENTATION PLAN UPDATE

The attached plan directs a cross-section of departments within the transit agency to undertake language assistance activities including the following activities that are recommended in the Department of Transportation's (DOT) Limited English Proficient (LEP) guidance on an implementation plan:

1. Identify LEP individuals who need language assistance.
2. Provide language assistance measures.
3. Training staff
4. Provide notice to LEP persons of the availability of language assistance
5. Monitor and update the LEP plan.

Applying Four Factor Analysis

To address federal requirements for assessing needs and providing services to LEP populations an assessment was based on the Four Factor Framework outlined in the DOT LEP guidance:

- Factor 1: Number and proportion of LEP persons served or encountered in the eligible service population.
- Factor 2: Frequency with which LEP individuals come into contact with your programs, activities and services.
- Factor 3: Importance to LEP persons of your program, activities and services.
- Factor 4: Resources available to the recipient and costs.

Factor 1: Number of and proportion of LEP persons served

Quantitative and qualitative information regarding LEP populations were researched and based on 2012- 2016 American Community Survey with the assistance of the Thurston Regional Planning Council (TRPC)) – the Metropolitan Planning Organization (MPO)Metropolitan Planning Organization (MPO) for this region.

Quantitative Data

- Census: analysis of the American Community Survey data showed that within Intercity Transit's service district of Thurston County, estimated LEP population county--wide (n= 748 households) represents 2.2% of the total population.

- LEP Map (Figure 1): Using data from the 2012- 2016 American Community Survey/Census TRPC's mapping services produced the following map that displays, by census track (block data not available), LEP concentrations within Intercity Transit's service district. Most of LEP populations are within or near transit services.

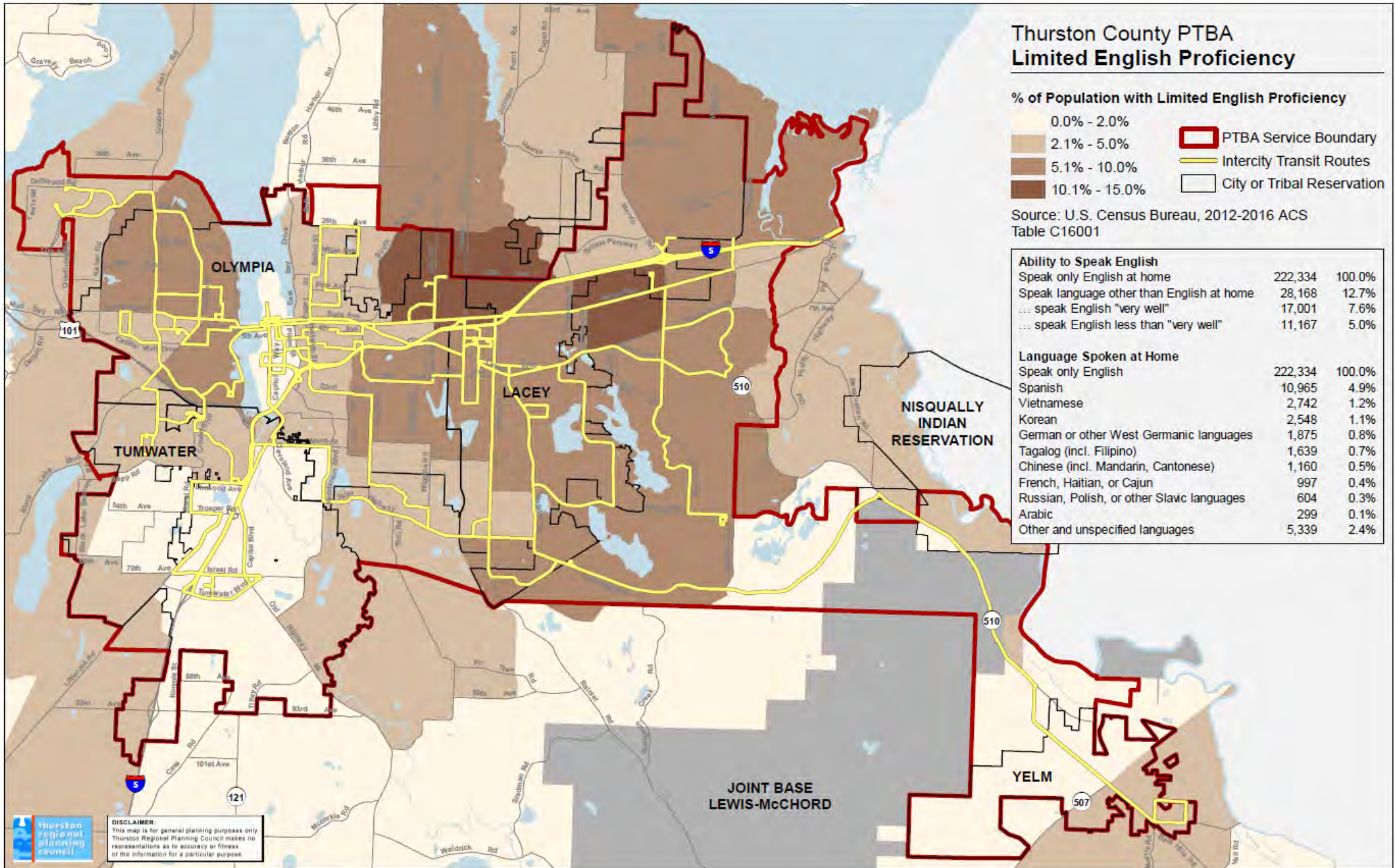
Qualitative Information is limited to identification of LEP populations but community based organizations (social service agencies, faith based, interagency human service organizations, Refugee Center, and school districts) suggest that these estimates and residential locations are reliable.

- It is noted that Spanish speaking and Asian and Pacific Island Languages are the most common limited English speaking households.

Conclusions and Recommendations

1. Outreach and communication efforts to LEP persons who are Spanish speaking and who are Spanish speaking and Asian and South Pacific languages, needs to be tailored to the urban areas where Intercity Transit service exists.
2. Given the relatively small number of LEP persons that are encountered within the transit service area, more customized training and assistance efforts will need to be made.

Figure 1: LEP Population in Thurston County and Intercity Transit Service District and Service Routes (on following page)



DISCLAIMER:
This map is for general planning purposes only. Thurston Regional Planning Council makes no representations as to accuracy or fitness of the information for a particular purpose.

Factor 2: Frequency of contact

Information gathered by agency personnel and on-board survey and follow-up interviews with transit customers was used to assess these contacts. In the context of “relevant programs, activities and services provided” for Factor 2, these were defined as Ridership, Fares and Customer Information - as these are the means by which transit customers and general public use or inquire about transit services and programs.

It is noted that there is limited survey information currently available providing ethnicity/race data and LEP status. There is currently no comprehensive process in place to routinely capture LEP contact data. Information is obtained from bus operators, from paratransit service statistics and from Customer Service Representatives but ongoing data gathering to routinely track LEP contacts remains limited.

Table 1: Methods to Capture Frequency of LEP Interactions

Data Sources	LEP 2018 Information Audit			
	Ethnicity Race	LEP Status	Frequency of Contact	Trip Purpose
RIDERSHIP				
Automatic Passenger Counters	No	No	No	No
Dial-A-Lift records (para-transit)	No	No	Yes	Yes
2015 Survey Research	Yes	Yes	No	Yes
FARES				
On bus	No	No	No	No
Outlet Sales	No	Yes	No	No
Pass-by-Mail	No	No	No	No
Survey Research	Yes	No	No	Yes
CUSTOMER INFORMATION				
Customer service issues	No	Yes	Yes	No
Trip planning assistance	No	Yes	Yes	No

Call Center Data: IT has three call centers that provided data. Approximately .02% of the calls need language assistance (Spanish).

Call Center	Average Calls Per Month	2017 Monthly Requests	
		Language Assistance	Language
Customer Service	2,000	1	Spanish
Dial-A-Lift	7,130	1	Spanish
Village Vans	1,115	0	N/A
Total	10,245	2	

Conclusions and Recommendations

1. Using the new Language Line statistics which can be accessed as needed, IT can monitor trends and deficiencies along with needs for translation for vital documents and/ or critical services. This new service will prove to be a “finger on the pulse” of who needs access to services and in what language.
2. Interviews with bus operators and other front line staff indicate an interest in continuing to receive effective training to help employees work with LEP customers. Agency operator training now includes sensitivity training in multi-cultural awareness, including language. However, as noted above, few LEP customers are actually encountered on a monthly basis. IT continues to provide training for front line staff and how they can communicate or ask for assistance for non-English speaking customers.

Factor 3: Importance of LEP Persons to your program, activities and services

IT’s “most critical services” fall within Fares, Routes and Schedule, and Safety and Security. These areas have been identified because of the more immediate needs that language barriers could have on a customer by:

1. Limiting a person’s ability to gain full benefit from services, or
2. Placing a person in physical danger and impacting their safety and security.

In an on-going effort to improve access to public transportation services, Agency staff

participates in the interagency Regional Coordinated Public Transit & Human Services Transportation Committee as well as the regional efforts of the Agency Council on Coordinated Transportation (state sponsored coordination efforts at the local level).

Through the efforts of these coordination programs, a “Human Service Transportation Forum,” convened through the regional MPO, continues to meet every two to three years. Much of their discussions consider ways of improving the efforts of these groups and their program objectives of reaching out to the communities being served. This includes around fifty (50) community based entities that help monitor and quantify the “who, what, where, why and how” of service needs and provisions in the region. The Forum also facilitates a series of focus groups with clients, including local welfare rights group, residents of low-income housing areas and youth groups to identify issues and work toward common goals. The Forum has continued to pursue these efforts over the past 14 years and their plan and goals are updated every three years as part of the Thurston Regional Planning Council’s (TRPC) efforts to maintain this forum.

While LEP is a recognized component of the needs in the region, it represents a small fraction of actual residential population. However, a couple of items stand out:

- IT frontline staff report that the occasional LEP customer does experience similar issues that other IT customers face, such as: late buses, transfers, fares and ‘pass-ups.’ While there is staff fluent in Spanish and some Asian languages that assist when available, language barriers can inhibit more of an immediate resolution to these customer issues.
- LEP customers who do not understand or speak English very well often rely on family, friends and trusted community organizations to help them adapt. When utilizing public transportation they are typically accompanied by someone that understands English.

Conclusions and Recommendations

1. Transit agency staff can now use the Language Line for translation services in any language needed. This feature is invaluable and releases Transit agency staff from having to translate or be multi-lingual. Monitoring of the Language Line will provide statistics on who needs access to the services and in what language(s). As needed, transit agency staff also assist LEP customers one-to-one.
2. For LEP customers, resolving customer concerns can be hindered by language barriers between them and agency personnel.
3. Reliance on trusted community sources for information underlies the growing importance of maintaining personal relationships within the LEP communities.

Factor 4: Resources Available to the Recipient and Costs

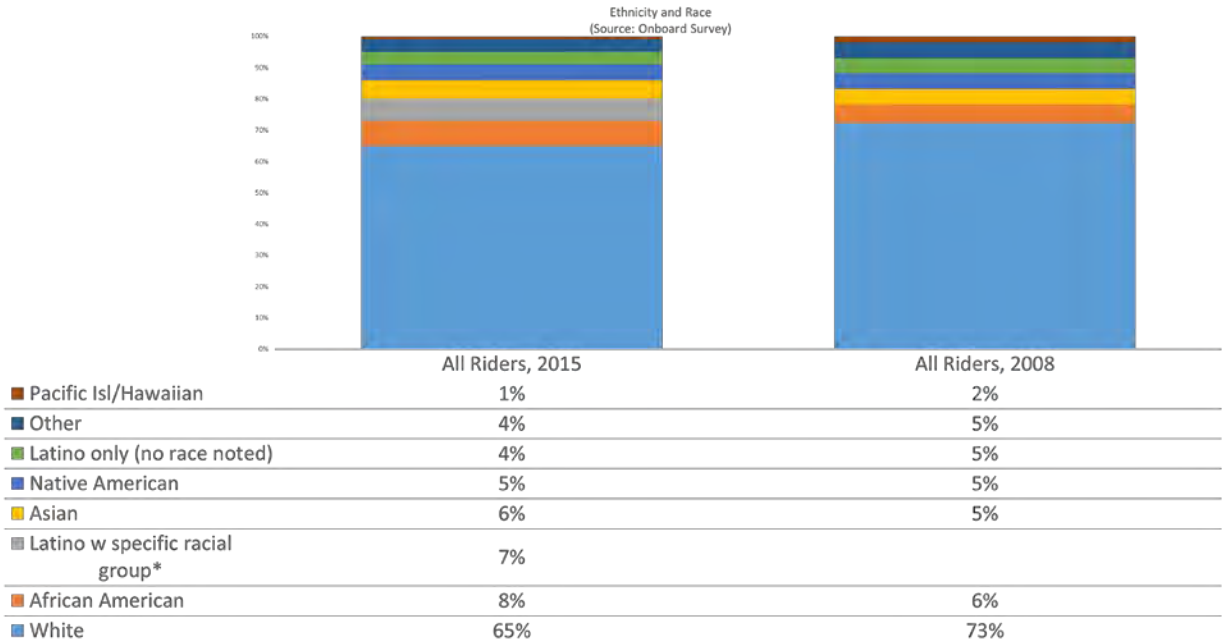
Resources available for language assistance services are identified in the chart below. It should be noted that the need for language assistance for LEP customers is low and only an occasional occurrence. Translation for Spanish speaking customers only occurs a few times a month. While this remains a minimal amount, IT understands the importance for having provisions in place for improving communications with LEP customers, which we anticipate will slowly increase.

Item	Translation Cost	Print Quantity	Print/ Production Cost
Translate webpages	Free web services such as Google provide this.	N/A	N/A
Language Link	@\$3/ call	N/A	N/A
Translations of Vanpool promotions (Spanish and Vietnamese)	TBD	100	Internal printing

Conclusions and Recommendations

1. Transit agency staff will continue to proactively seek ways to assist LEP customers as the need arises. While the current need is low, a budget that is inclusive of maintaining current efforts will remain. We also anticipate that LEP customer base will eventually increase over the next several years. The LEP effort and services the agency currently provides, to some extent informally, will become more important as we see an increase in LEP customers using our services.
2. To continue to improve LEP initiatives, the agency will need to direct efforts that deal more directly with the changing ridership demographics. However, little has changed over the past few years, but the region does anticipate and project steady population growth over the next 20 years and will likely see a small rise of LEP customers.

3. To grow the program, new sources of funding may be needed and/or efforts to integrate LEP initiatives into internal processes will need additional support from the agency’s management team. As an example, the current cost to have Intercity Transit’s webpage ADA compliancy assessed is \$150/ hour.
4. An on-board customer satisfaction survey was conducted in 2015. Specific demographic questions for Title VI requirements were included. The following table shows Ethnicity and Race, as reported in the 2015 IT Customer Satisfaction Survey:



*Categories have evolved since 2008. As in the Decennial Census, Hispanic is no longer treated as an exclusive "racial" category.

LEP Access Plan Implementation Calendar

The LEP Plan was initially implemented in 2008. Efforts to update and put into place LEP program components continue to be assessed. The original Plan was based on ‘best practices’ of larger more metropolitan service areas. Now, with a better understanding of what the LEP community is locally, we remain committed to maintaining the LEP program and expanding our agency and staff’s ability to serve LEP customers.

Capital Projects & Facilities

ITEM	Ongoing (year started)
Assess the LEP population in areas affected by any capital facilities: Code businesses and residents who are LEP along a project. Develop an outreach plan targeting LEP residents and businesses in construction areas.	FY09→
Use of in-person interpreter services upon request for public meetings and important events (Marketing and Customer Service staff provide notification to the community about availability of interpretive services).	FY12→
Translate vital documents.	FY12→
Provide notice of language assistance, at no cost, on non-vital yet important outreach documents.	FY12→

Legal/ Human Resources

ITEM	Ongoing (year started)
Develop/review contract language to ensure all contractors providing goods and services are in compliance with Title VI regulations (Title VI of the Civil Rights Act of 1964, “Nondiscrimination under Programs Receiving Federal Financial Assistance through the U.S. Department of Transportation”).	FY12→
Determine which documents meet the definition of “vital documents”; stay aware of new documents that may be considered “vital”.	FY08→
Develop curriculum and train frontline and other key staff in: <ul style="list-style-type: none"> • awareness of type of language services available • how staff and/or LEP customers can obtain these services • how to respond to LEP callers • how to respond to correspondence from LEPs • how to respond to LEPs in person • how to document LEP needs 	FY08→

• how to respond to civil rights complaints	
Incorporate LEP plan information into updated Employee Orientation Handbook.	FY08→

Marketing/Communications/Outreach and Customer Services

ITEM	Ongoing (year started)
Provide telephone interpretation for basic transit questions and trip planning assistance in virtually any language.	FY12→
Add a question to the On-board Survey to assess respondents' English proficiency and primary spoken language.	FY08→
Establish an agency-wide workflow whereby all written translation requests are routed through and managed by Marketing Division to ensure consistency.	FY12→
Translate vital documents identified by Legal Counsel, including: signage that communicates hazardous pedestrian access in areas of high LEP concentration signage that indicates prohibited behavior in areas of high LEP concentration	FY09→
Place a notice of language assistance, at no cost, on important outreach documents and on website.	FY12→
Develop formal procedures for documenting the number of requests by LEPs for ticket/pass purchases. Provide information about complaint process	FY08→
Enable web content to be viewable on desktops, tablets and mobile phones in multiple languages.	FY08→

Operations

ITEM	Ongoing (year started)
Provide training to operators and other frontline employees in LEP policies and procedures.	FY09→
Coordinate training with Human Resources department and Training staff	FY09→

Planning

ITEM	Ongoing (year started)
Identify areas within the service district that have high concentrations of LEP individuals.	FY12→
Conduct an evaluation of LEP plan to gauge its effectiveness and determine if updates are needed every two years. assess whether existing language assistance services are meeting the needs of clients with LEP assess whether staff members understand LEP policies and procedures, how to carry them out, and whether language assistance resources and arrangements for those resources are still current and accessible seek feedback from LEP communities, including customers and community organizations, about the effectiveness of Intercity Transit's LEP plan	FY09→ FY09→ FY09→
Provide information online about IT's LEP services	FY09→
Provide one-on-one and group travel training to LEPs by working through an interpreter and Travel Trainer.	FY09→
Establish partnerships and work closely with community organizations that serve LEP populations.	FY12→
Identify routes serving areas with high concentrations of LEP individuals.	FY12→
Identify service changes affecting areas with high concentrations of LEP individuals and develop mitigation strategies.	FY09→
Survey Intercity Transit staff to determine existing bilingual resources.	FY12→
Utilize Internet Translation Applications(s) to assist with LEP Customers (Language Link)	FY17→

Performance Guidelines and Standards

Intercity Transit initially adopted a list of eighteen (18) guidelines in 2001-2002 as part of a *Strategic Plan* to assist in setting policy direction. A major part of that policy direction was the adoption of service standards that would define the design, development, operation and evaluation of system services. The guidelines though change over time. The most recent version (below) of the Service Design Guidelines, was adopted in late 2014 as part of the annual update of Intercity Transit's Strategic Plan, which includes a public review process, hearing and adoption by the Transit Authority.

In order to measure the effectiveness of the Guidelines, Service Standards have also been developed to monitor system performance. These are divided into a number of categories and sub-categories and as outlined below, under Section 1.2.

1. Service Design Guidelines

In developing recommendations for the public transportation system in Thurston County, Intercity Transit identified seven general design principles of service. These principles help guide development of a public transportation system appropriate for Thurston County today and over the next six years. These principles provided guidance to the development of a Short and Long-Range Service Plan completed in early 2006, and for the updated service plan presented to the Authority in 2008 and updated in 2010. They will be revisited in the update of the Short and Long-Range Service Plan to be completed in 2016.

Design Principle #1

Operate a range of services, each designed to meet the needs and capabilities of the neighborhoods it serves.

Intercity Transit traditionally employed a route classification scheme that matches service levels to the characteristics of the neighborhoods being served. In the past, local fixed-route services were divided into five general groups – trunk, primary, secondary, rural, and circulator routes. Circulator routes are those routes designed to serve major activity centers or downtown areas such as the “Dash,” which serves downtown Olympia and the Capitol Campus.

Design Principle #2

Strengthen service operating along major corridors.

Over two-thirds of Intercity Transit’s fixed-route patronage is recorded on the system’s seven trunk routes. This fact reflects the high concentrations of housing, employment and commercial activity along the corridors they serve. Our goal is to provide more frequent service, later night service and expanded weekend service along the key corridors. This is designed to make transit easy and convenient to use, and competitive with automobile usage when traveling in the major corridors.

Design Principle #3

Reduce customer travel times.

It is very difficult for public transportation to compete with auto travel times. Whether they ride local fixed-route service or use vanpools or express buses, patrons must typically go to a centralized pickup point, wait for a prearranged departure time, and are then further delayed whenever other patrons get on or off. This all affects the competitiveness of public transportation.

Strategies to reduce travel time include:

- Express services;
- Priority treatments for transit vehicles;
- More direct services linking major points of origin and destination; and,
- Fare policies that speed boarding times.

Each is a valid strategy for reducing public transportation's travel time disadvantage.

Design Principle #4

Keep pace with development.

New development is taking place outside Intercity Transit's core of urban services. Developments in the Hawks Prairie, South Tumwater, Briggs Nursery and Kaiser Road areas hold special challenges for Intercity Transit, because bus travel times tend to be long and service levels are low. If Intercity Transit does not effectively serve these major developments, we will reduce the number of Thurston County residents who can realistically use public transportation. Intercity Transit should continue to support quality infill projects, and the strengthening of existing downtown and employment areas that take advantage of existing public transportation services. At the same time, system plans should provide for new services that reach out to major new developments outside our traditional service area. To date, lack of equipment and operating funds have limited our ability to provide service.

Design Principle #5

Expand regional express routes.

Thurston County is becoming more closely linked to the Central Puget Sound region. Citizens increasingly suggest commuter rail service be established between Tacoma and Thurston County, or Thurston County join the Central Puget Sound Regional Transit Authority (Sound Transit). While both projects are outside the six-year timeframe of this plan, Intercity Transit still recognizes the increasing need to improve inter-county travel opportunities.

Design Principle #6

Support a range of transportation alternatives.

Because fixed-route transit services consume the largest part of Intercity Transit's budget, they receive the most attention in agency plans. At the same time, they represent only one part of Intercity Transit's overall product mix. Greater opportunities to use alternative transportation helps Intercity Transit provide better public transportation services by offering more means for customers to reach its routes and facilities. Increased use of transportation alternatives also serves two of the major purposes of public transportation, reducing traffic congestion and air pollution. Three initiatives are proposed to continue:

- Intercity Transit will continue to expand its active vanpool and ridesharing programs. Together, these services already support significant reductions in travel by single-occupant vehicles at a modest public cost per passenger trip.
- Intercity Transit will continue to promote bicycling, walking, ridesharing and telecommuting as alternatives to driving alone. All of these modes complement public transportation use and can help Intercity Transit pursue its mission.
- Intercity Transit should support public and private sector initiatives that encourage alternate mode usage. Intercity Transit should continue to review and comment on community plans and proposed

developments, highlighting ways both can better support alternative transportation modes. IT should also support ongoing Commute Trip Reduction and Transportation Demand Management efforts being pursued by the state and local jurisdictions. Additionally, Intercity Transit should demonstrate its commitment to these efforts by advocating the importance of commute trip reduction to our own employees.

Design Principle #7

Provide fixed facilities and equipment that support the region’s public transit infrastructure.

Effective public transportation demands an investment in capital facilities that promotes customer comfort, speeds travel and increases safety. To succeed, express services needs adequate park-and-ride capacity, equipment and technology that allow integration with regional transit systems, local services need shelters and customer information, and the entire system needs reliable equipment.

2. Service Standards

In order to assure the continued cost-effective, productive and efficient operation of Intercity Transit services, a series of service standards were adopted and followed since 2006. These standards govern operations in a number of operating categories, including ridership and productivity, maintenance of vehicles and facilities, route and service design, community integration, and jurisdictional coordination.

2.1 Definitions

Since many of the service standards are defined on the basis of service types, we need to define the classes of service to which the standards are designed to apply. The following table defined the various service classes.

Class	Type of Community Served	Orientation	Roadway Operated	Res. /Empl. Density (per sq. mi)	Bus Stop Spacing (per mile)
Trunk	Urbanized	Regional, commercial	Major arterial	>5,000	6
Primary	Urbanized	Commercial, neighborhood	Arterial	>4,000	4
Secondary	Suburban	Neighborhood	Arterial, local	>2,500	4
Rural	Rural, suburban (outside UGA)	Neighborhood	Arterial, local	1,500 to 2,500	4 or fewer
Express	Urban center, Park & ride	Commercial, employment	Major highway, freeway	Variable	Only at ends
Commuter	Urban center	Major employment generators	Major highway, freeway	Variable	Only at ends

2.2 Service Delivery.

The following section discusses standards and guidelines pertaining to the delivery of services by Intercity Transit.

2.2.1 Span of Service

Differing service types are designed to operate during differing time periods. For example, commuter services generally operate only during peak periods, while other services can operate during variable time periods. The following are minimum policy service spans:

Type	Weekday Peak	Weekday Midday	Evening, Night	Saturday	Sunday
Trunk	x	x	x	x	x
Primary	x	x	x	x	x
Secondary	x	x		x	
Rural	x	x			
Express	x	x			
Commuter	x				

2.2.2 Frequency of Service

In general, service types serving the more densely developed service areas should provide the greatest levels of service. In following this policy, it should be borne in mind that service frequencies less than one trip per hour in each direction have little likelihood of generating sufficient ridership to satisfy productivity standards. The table shows minimum policy service frequencies.

Service frequencies can exceed policy levels if ridership and productivity permit. If routes cannot meet productivity standards at these recommended levels, they should be considered for elimination.

Type	Directional trips per hour				
	Weekday Peak	Weekday Midday	Evening, Night	Saturday	Sunday
Trunk	2	2	1	1	
Primary	2	1	1	1	
Secondary	1	1	1	1	
Rural	1	1			
Express	2	1			

2.2.3 Enhanced Frequency of Service

Policy headways reflect current service and funding conditions. Should additional operating resources become available, enhanced frequencies of service are recommended for certain classes of service, whenever these frequencies can be supported by documented demand. Those enhanced service frequency recommendations are summarized in the table below.

Type	Directional trips per hour				
	Weekday Peak	Weekday Midday	Evening, Night	Saturday	Sunday
Trunk	4	2	1	2	1
Primary	2	2	1	2	1
Secondary	2	1	1	1	
Rural	1	1			
Express	2	1		1	
Commuter	2				

2.2.4 Schedule Guidelines

Schedule criteria relate to the way in which the system sets up and operates its service schedule. Insufficient running time conditions often develop on many routes. The following guidelines should be observed when writing and publishing schedules:

- ❖ At least 10% of route running time should be allowed whenever possible as recovery time at the outer ends of routes on all trips not destined for the garage. Where unsatisfactory rates of late operation occur, additional recovery time should be provided.
- ❖ The inconvenience to through riders shall be primary consideration in the determination of the location at which the recovery time is to be taken.
- ❖ Not less than five minutes dwell time should be provided for all routes passing through a transit center for the purpose of ensuring safe, reliable and convenient transfers between routes.
- ❖ Routes passing through a transit center should be interlined or connected to better serve trip desires and to reduce the need for a transfer.
- ❖ Additional running time should be provided on routes passing through congested areas, particularly during commute hours, to reflect the slower and more unpredictable operating speeds frequently in effect during that time period.
- ❖ Annual running time checks should be performed on all routes and schedule adjustments should be made accordingly.

2.2.5 Service Reliability

Service reliability is a major determinant of ridership and overall system effectiveness.

Intercity Transit seeks to maximize the reliability of transit service by minimizing the number of missed trips and by optimizing on-time service. Intercity Transit's own schedule adherence surveys should provide the basis for evaluating service reliability.

Operating Period	Headways	
	30 minutes or less	More than 30 minutes
Peak	85%	95%
Off-Peak	95%	95%
Eve/Weekend	95%	95%

Service reliability is often dictated by factors over which Intercity Transit has little control, such as emergencies, changing traffic conditions and inclement weather. Intercity Transit does, however, have significant control over mechanical performance and schedule development. Intercity Transit should strive to optimize schedule adherence by periodically developing and revising schedules to reflect street traffic conditions which vary seasonally, by day of week, and by time of day.

During peak periods, traffic congestion often results in late operation. Where service is frequent, transfer times are correspondingly short and detrimental side effects of late operations are minimized. In such cases, Intercity Transit may relax on-time performance standards somewhat because of the higher cost and reduced adverse effects of enforcing that performance under such conditions. During other periods, or where service frequencies are reduced, transfer dysfunction may be significantly aggravated by off-schedule

performance and a stricter standard needs to be enforced. The following table suggests the *minimum* percentage of all trips that should operate on-time, defined as operating between 0 and 5 minutes behind scheduled time, for a combination of service headways and operating periods for the fixed-route system.

2.3 Ridership

The following pertains to the expectations Intercity Transit has concerning the usage of provided transit services.

2.3.1 Route Ridership

Service ridership performance is periodically and frequently measured. Ridership performance has historically been measured by riders per revenue hour. However, increasing traffic congestion and slower operating speeds can require additional service hour investments with no increase in service frequencies, unfairly penalizing route productivity declines not related to diminished use.

Productivity standards based on both riders per revenue hour and riders per revenue mile (or per trip for commuter and express modes) rather than the traditional single riders per hour standard.

Standard	Trunk	Primary	Secondary	Rural	Commuter	Express
Riders per Hour						
Exceeds standard	>40	>30	>25	>20		
Satisfactory	25-40	20-30	15-25	12-20		
Marginal	20-24	15-19	10-14	9-11		
Unsatisfactory	<20	<15	<10	<9		
Riders per Mile						
Exceeds standard	> 3.0	>2.5	>2.0	>1.5		
Satisfactory	2.0 to 2.9	1.7 to 2.4	1.2 to 1.9	1.1 to 1.4		
Marginal	1.5 to 1.9	1.1 to 1.7	0.8 to 1.2	0.7 to 1.0		
Unsatisfactory	<1.5	<1.1	<0.8	<0.7		
Riders per Trip						
Exceeds standard					25 or more	25 or more
Satisfactory					15.0 to 24.9	15.0 to 24.9
Marginal					10.0 to 14.9	10.0 to 14.9
Unsatisfactory					Less than 10	Less than 10

2.3.2 Individual Trip Ridership

Individual peak hour, midday, night and weekend trips will be evaluated according to the number of riders they carry each revenue mile as the service standard for the time period in which they operate. Trips that do not meet the minimum standard may be considered for modification or elimination. Unsatisfactory trips may be retained for service span or schedule consistency purposes, even though they fail the standard for minimum ridership.

2.3.3 New Route Ridership

New bus routes will be given a grace period to bring their productivities up to standard. New routes should be monitored at a minimum once every six months to assess their performance and improvement. New services should be given a minimum of eighteen months to meet full conformance with standards for their type and time period, according to the following schedule.

Time after implementation	Minimum percent of standard
< 4 months	25%
4 to 6 months	33%
6 to 12 months	60%
12 to 18 months	80%
> 18 months	100%

2.3.4 Low Ridership Guidelines

Maintaining routes with low ridership may prevent the application of scarce service resources to the areas of greatest need, thereby incurring operating costs while failing to generate needed fare box revenues.

Remedial actions in such instances generally follow one of two approaches: 1) attempts to increase the demand for existing underutilized services or 2) reducing the passenger capacity of provided services. This second approach is itself generally accomplished in one of two ways: A) operating vehicles with smaller passenger capacities to improve the image to the public and to free up seating capacity needed on other routes or B) reducing the level of service being provided. Specific approaches can include, but need not necessarily be restricted to the following:

2.3.4.1 Improving Demand

- ❖ Adjusting the route alignment or schedule to increase the desirability of the service.
- ❖ Increase marketing efforts.

2.3.4.2 Reducing Passenger Capacity

- ❖ Reducing the size of revenue vehicles assigned to the route.
- ❖ Instituting an alternative mode of service, such as demand-response.
- ❖ Reducing the level of service provided to the route or route segment exhibiting low productivity.
- ❖ In extreme cases, eliminating service in its entirety.

2.3.5 Overcrowding

Services that are consistently overcrowded are undesirable because of the increased potential for injury to passengers and for ridership declines due to the uncomfortable and unattractive nature of the overcrowded conditions as perceived by the rider. Typically, a route or scheduled trip has reached a decision point for some type of remedial action based upon overcrowding wherever it violates one or more of the following:

The route as a whole is consistently operated at more than 95% of rated seated capacity during a given time period (this level of ridership generally results in multiple instances of trips with standees),

The route consistently operates with standees comprising more than 15% of total passengers on one or more trips,

The route receives persistent complaints from riders concerning its overcrowded condition, or The route is consistently in the top 15% of routes in its service class in terms of riders per hour or riders per mile and offers greater than 30-minute service headways. Given the high productivity of routes in this class, service levels of less than 2 trips per hour are inadequate.

Remedial actions in such instances generally follow one of two paths. In cases of single trip overcrowding, attempts should be made to redistribute passenger loads more equitably among trips by rescheduling arrival and leave times of one or more trips.

Where overcrowding is more widespread, two other approaches can be taken:

- add additional trips to affected routes to provide additional seated capacity or
- increase the passenger capacity of vehicles assigned to service, (e.g., assigning larger vehicles to service, if possible).

In some cases, where two or more routes serve the same general area, route modifications may be made to one or more routes in order to distribute total demand among routes. If walk access distances to the offending route are significant, adding a new route may be another alternative.

2.3.6 Additional Ridership Considerations

When taking remedial action on either high- or low- productivity thresholds, the following considerations, in addition to a quantitative ridership analysis, should also be taken into account:

- The relationship between the perceived problem and the seated capacity of vehicles serving the affected area, (is it a capacity problem or a scheduling problem?)
- The operating cost consequences of each alternative course of action. (Which approach is the most cost effective?)
- The suitability of each alternative action to the environment in which service is, or is to be, provided, (e.g., is the operation of larger vehicles in residential areas desirable from a public relations point of view, even in areas where overcrowding is taking place?)
- The potential for future transit use due to the implementation of the preferred strategy (will the strategy exacerbate the existing problem in the long term?)

- The inadvisability of establishing a standard for remedial action that precludes the application of professional judgment and the determination of merit based upon the circumstances of individual cases.
- The possibility that non-quantifiable social needs are being met which preclude the taking of significant remedial action.
- The efficiency of a transit system is a measure of its ability to provide services with minimal expenditure of financial resources. Effectiveness relates the cost of providing service to the ridership productivity of that service.

Transit system ridership reflects the ability to provide mobility for both by-choice and transit dependent riders and to meet other goals established for the transit system. Minimum levels of ridership system-wide are necessary to promote financial and overall efficiency of the transit system. Ridership on individual routes is a determinant of that route's ability to provide service and generate revenue and is a measure of the relative allocation of scarce service resources.

Ridership on a particular route will vary depending on type of service, passenger cost of service, time of day and day of week. Ridership is measured in terms of revenue passengers per mile, per trip and/or per hour. In conformance with system goals, routes which serve highly transit dependent areas may be permitted lower levels of ridership.

Express routes and other services for which a premium is paid by the passenger, or subsidized by an independent organization that desires to support the service, may be permitted lower levels of ridership. Ridership productivity and service effectiveness are predominant concerns of this decision.

2.3.7 Rider Data Collection

Adoption of productivity criteria for service evaluation purposes presupposes the collection, aggregation and analysis of ridership and operating data sufficient to serve as the basis of service policy decisions. This section describes recommended minimum requirements for that data collection and analysis program.

Route ridership data consists of many different levels of information. Because of cost constraints, the more detailed the information, the less frequently it can be collected. For that reason, decisions must often be based upon the more frequently-gathered, generalized information, inferring the more specific information based upon previously established correlation between the two informational databases.

The following easily-gathered data should be collected at least once per month:

- Total ridership by route, including paratransit ("Dial-A-Lift") services.
- Total system ridership
- On-time performance at all transit centers and major transfer points
- More detailed, aggregated data may be collected at more infrequent intervals, reflecting the higher cost of collection and the time required to gather and input such data in a usable database format. Intercity Transit should strive to collect the following data at least once per quarter:

- Route ridership by trip
- On-time performance at each time point for each route.
- The following data collection efforts should be conducted once every two to three years:
 - Transfer survey identifying origin and destination routes for all transferring passenger.
 - Pass holder survey, identifying trip-making characteristics of all current pass holders, including frequently-made transfer connections.
 - With the deployment of automatic passenger counters as part of the CAD/AVL project (implemented in 2007) the collection of stop by stop data by boarding and alighting count is now available on an almost daily basis.

2.4 User Information

For the system to continually provide effective service to both transit dependent and by-choice riders, it must continuously seek to attract new riders and keep current riders informed of service changes.

Effective public information concerning provided service should be readily available to users and potential users in a convenient and easily understood form by a variety of means. Public timetables should be provided which show current route and schedules, including route maps, and which indicate a sufficient number of time points so that intermediate arrival and departure times can be easily estimated. Public timetables should be available on each bus, at the main business office, at selected stores, banks, offices building, and employment centers, and by mail. The availability of information to the public via the Internet and other 'social media' outlets has also been developed and will be updated on a regular if not daily basis.

Route information should also be available by telephone during all hours of service operation from a customer service information center. Buses should be clearly marked to identify the route name and/or number, in front, on the curb side and the rear.

2.5 Design Standards

If the system appears too complicated, many persons may never use transit. However, some complications are often necessary to provide cost-efficient operations that offer coverage to as many service area residents as possible. Generally, the overall industry urban service coverage guideline is to have a route within a quarter mile of at least 95 percent of the service area population. However, the popular "service coverage" guideline becomes counter-productive if the routes on a transit system map represent bus services provided only a few times a day. Care should also be taken to avoid meandering alignments that take riders on a circuitous tour rather than directly to their desired destination.

Bus service becomes even less attractive and advantageous when the route is adjusted without adequately notifying passengers, when service is unreliable, when buses arrive late or early, or becomes inconvenient because service is not offered when customers need to travel. The industry "service coverage" guideline should be applied in combination with other service design guidelines.

2.5.4 Alignment and Schedule Design

Consistent route planning techniques should be used by Intercity Transit to maintain optimum service coverage while providing the most efficient transit operation possible. In some cases, the service design of an individual route may be made primarily to optimize the utilization of limited equipment and personnel. However, this may not represent the most efficient use of resources to maximize ridership. Nor will it necessarily serve the best long-range interests of the system.

When routes and services are assembled into a complete network, they should convey a public transportation service that operates effectively as a system. Different route design techniques should not be used in different corridors. The following are the route design guidelines that are recommended for use in the development and maintenance of Intercity Transit's fixed route system:

Loops	should be included only at the ends of a route and only under the following conditions: they should be anchored by a time point at the beginning of the loop, and the total elapsed time to complete the loop should not exceed five minutes.
Branches	may be included at the ends of a route. Branches should be anchored by a time point at the common juncture of the two branches. Only one branch should be served on each trip, typically resulting in branch service headways significantly greater than trunk headways.
Turnbacks	should be used when possible to increase service frequency on trunk portions of a route where the majority of the route's boardings occur. Turnbacks typically occur at or before the midpoint of a route, but may be utilized anywhere along the trunk portion of the route. The location of the turnback should also be a time point.
Route Alignment	the coefficient of directness (one-way route mileage divided by the most direct roadway distance between the two terminal points) should never exceed 1.2 and more properly should remain below 1.1.
Route Deviations	should only be provided if the number of average daily boardings exceed ten, if the deviation does not exceed five minutes in length, if the average number of on-board passengers being inconvenienced by the deviation does not exceed the number of boardings served by the deviation, and if the deviation serves at least 10% of the total number of boardings on the route.

Route Designations	branches should be given a different route name and number to avoid confusion.
Round Trip Cycle Times	should be in 15 minute increments including recovery time to allow for interlining and pulse scheduling at transit centers.
Interlining	routes should be interlined where possible to better serve trip desires and to reduce transfer volumes and operating costs.
Bus Stops	should be provided on the average every 600 to 900 feet in contiguous urban development areas. Spacing will be more frequent in high density areas and less frequent in outlying areas.
Shelters	passenger shelters should be provided at all locations having 15 or more boardings per day. Given local weather conditions Intercity Transit should participate with any neighborhood request for a passenger shelter when private or other public funds are contributed regardless of passenger boarding activity. The degree of support should be discretionary based upon the level of commitment from the neighborhood or commercial enterprise.

2.5.5 Accessibility

Transit service must be reasonably accessible to existing and potential users within the public transit service area in order to provide mobility for the transit dependent as well as the by-choice rider.

Dwelling Units per Acre	Maximum Distance to Transit Route*
More than 7.0	0.25 mile
3.0 to 6.0	*0.50 mile
Less than 3.0	*1.00 mile

Access to Intercity Transit’s fixed route system by the general population is defined by the distance from the place of residence to the closest (local route) transit line, as well as by the proximity of transit lines to major activity centers. Residential areas of higher population densities typically have bus lines in closer proximity than areas of moderate or low densities. The following table shows criteria for measuring Intercity Transit’s performance in the area of ensuring that transit service is accessible.

These criteria are developed with the recognition that the cost of providing superior geographic service coverage, as compared with the resulting ridership returns, may be prohibitive in areas of low developmental density. For this reason, Intercity Transit may force longer walk distances on intending riders in those areas. In areas of higher developmental

density, the ridership returns on the investment in improved geographic coverage are much higher. As a result, Intercity Transit will strive to provide a much higher quality of geographic coverage in those areas.

**Alternative service modes may be appropriate*

The most applicable current data should be used in determining residential densities and activity centers. Census data may be used within a reasonable time period from the decennial census or census updates (American Community Census). During other time periods, planning analysis zone population and employment data estimates, when available from the city, county or MPO, may be more appropriate.

Number of Employees	Maximum Distance to Transit Route*
Over 100	0.25 mile
50 to 100	0.50 mile
25 to 49	1.00 mile

2.5.6 Equity

Equitable transit service is necessary to meet the goals of public transportation, as well as to comply with Title VI, Section 601 of the 1964 Civil Rights Act, as amended, which states that:

“No person in the United States shall, on the ground of race, color or national origin, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Equitable service involves the issue of equal transit service availability to all segments of the population, as well as the price they must pay for transit services. Transit service must comply with Title VI requirements as determined by FTA and notification of compliance is made to the operator.

Determination of transit service equity can be based on numerous factors. The following policies demonstrate guidelines for establishing equitable transit service.

Transit service must be provided on an equal basis to minority and non-minority areas. Routes offering express services with significant time advantages may assess a fare surcharge appropriate to those time savings.

Fare rate discrepancies should reflect only the quality of service or the service cost characteristics of the service area.

Transit requirements and concerns expressed by valid citizen and public groups shall be addressed.

Demographic information for determination of service equity is based on census data and periodic ridership surveys.

2.6 General Service Policies

The following general service policy statements are designed as guidelines to be used in the development, maintenance and operation of Intercity Transit in providing service to the public on its fixed route bus network:

Service on any route alignment should be operated a minimum of one year without major modification in order to allow ridership to develop. Both during and after that period, a rigorous and continuous program of ridership monitoring and service evaluation should be maintained.

All new services should be aggressively and continuously marketed to the public.

Routes operated exclusively during peak commute hours should provide a minimum of three peak directional trips during both AM and PM peak periods, at intervals of no more than 30 minutes unless specific conditions render such level of service unnecessary or undesirable. Provisions should be made to allow riders of these routes to return to their point of origin during non-peak periods for emergency purposes.

2.7 Bus Stop Guidelines

To provide effective, convenient and safe transit service, bus stops should be appropriately spaced, properly located, of required length, and with necessary passenger conveniences. Bus stop spacing influences both vehicle speed and rider convenience.

Closely spaced bus stops along a route allow improved passenger access and alleviate confusion. Widely-spaced bus stops permit greater route operating speeds, often making the system more attractive to riders. Actual bus stop spacing, therefore, reflects desired vehicle speeds as well as passenger boardings. Areas of high population or commercial density, and consequently high boarding levels, should have shorter distances between stops, while less dense areas typically exhibit greater average distances between stops.

Bus stops that serve local bus lines should be located at all major trip generators, major intersections and locations where two or more bus lines intersect. Whenever possible, bus stops should be located on the far side of street intersections to reduce the space required for the bus stop and to minimize conflicts between buses re-entering the traffic stream and vehicles making right turns onto cross streets.

To provide greater passenger, pedestrian and vehicular safety, bus stops should be of adequate length to allow the vehicle to clear crosswalks and not obstruct traffic. The bus capacity at a stop (i.e., number of bus bays) should be increased with the rate of bus arrivals and passenger boardings.

In rural areas, having densities of less than 5 to 6 dwelling units per acre, a “flag stop” (allowing buses to be flagged down by intending riders in the absence of designated bus stops), can be considered. Where marked bus stops are provided in rural areas, they should be placed no closer than 0.2 mile apart.

Bus stops within the Intercity Transit service area should, whenever possible, all be identified with an approved bus stop sign (flag) bearing Intercity Transit’s name and logo. If possible it should

Stop Placement/Intersection Bus Stop	Length of
Near-side stop	110 ft. plus 65 ft. for each additional bus
Far side stop	80 ft. plus 65 ft. for each additional bus
Mid-block stop	130 ft. plus 65 ft. for each additional bus

include a telephone number for customer service. Signs should also indicate route designations and where possible, display schedule information, too.

In general, it is preferable and safer to stop only at marked bus zones. This policy allows a more thorough determination of safety considerations relating to passenger interchange locations.

If and where ‘flag stops’ are permitted, the following guidelines should be followed:

- Buses should stop at the far side of most intersections, thereby minimizing auto-pedestrian conflicts at poor-visibility locations and minimizing right turns in front of buses attempting to re-enter traffic.
- Buses should minimize mid-block stops except in cases of exceptionally long blocks or at entrances to major traffic generators in order to minimize the number of stops each bus is required to make and to improve average operating speeds.

(Additional details, see Appendix A - Transit Amenities)

Appendix A

Vehicle Assignment Guideline

Fixed route coaches, all low floor with air conditioning, are assigned by route type and load factor (ridership), which includes variations in weekday and weekend assignments. These are matched to the operating characteristics of the route. In addition, coaches are rotated based on accumulated mileage to help equal out vehicle use. Larger 40’ coaches are assigned to Trunk and Express routes, which carry the highest number of riders, and 35’ coaches typically go to secondary routes. The 29’ coaches are assigned to circulator routes or smaller neighborhood secondary routes where a larger coach cannot navigate or turn along smaller, narrower streets. Maintenance of vehicles also requires adjustments in vehicle assignments, which is monitored on a daily basis.

Vehicle Load Standards:

Average Passenger Capacities

Coach Size: all Low Floor (year purchased)	Seated	Max Standing	Total	Maximum
				Load Factor
40’ (2007, ‘10, ‘12, ‘14)	38	40	78	2.1
35’ (2004, ‘05, ‘07)	32	45	77	2.4
35’ (2004)	31	45	76	2.4
29’ (2005, ‘07)	23	35	58	2.5

The average of all loads during the operating period should not exceed the vehicles’ achievable capacities, which are listed in the table.

Vehicle Headway Standards:

Trunk Route: 8 that operate 7 days a week, early morning to late evening. Most run on 30-minute headways and are combined with other Trunk Routes to provide 15-minute or better service along major or key corridors.

Secondary Route: 10 that operate 6 – 7 days a week, morning to early evening serving neighborhoods and secondary street corridors. Routes typically provide 30-minute headways during peak periods and 60-minute headways during off-peak, including weekends (if route is in service).

Express Route: 4 on weekdays and 1 on weekends, limited stops, and commuter service to larger metropolitan area 35 miles away. Composite schedule provides 30-minute service in each direction during the peak and 60 minute service during midday and early evening. Weekend headways are typically 60 - 90 minutes.

Circulator Route: 3 small specific routes. One high frequency central business district, one focused on serving isolated county correction facilities and the other late night/weekend focused on serving a college campus.

Route Type	Headways by Route Type				
	Weekday Peak	Weekday Midday	Evening, Late Night	Saturday	Sun/Hol
Trunk	30	30	30	30	30.0
Secondary	30	60	60	60	60.0
Express	30	60	---	60/90	60/90
Circulator	Variable	Variable	Variable	Variable	Variable

AM Peak: 6:30 AM - 8:30 AM, PM Peak: 3:30 PM - 6:00 PM, Evening: 7:30 – 11:50 PM, Late Night: 12 - 3:30 AM

Updated September 23, 2017 to reflect service changes.

Route Type	Route - Destination	Headways				
		Weekday Peak	Weekday Mid	Weekday Night	Sat	Sun/Hol
Secondary	12-W. Tumwater	30	30	30	30	45
Trunk	13-E. Tumwater	15	15	60	60	60
Secondary	21-N. Bethel	30	60	---	60	60
Trunk	41-TESC	15	30	30	30	30
Circulator	42-Family Court	30	30	---	---	---
Secondary	45-Conger/Cap. Mall	30	60	---	60	---
Secondary	47-Capital Mall/CMC	30	30	---	60	60
Trunk	48-Capital Mall/TESC	30	30	30	30	---
Trunk	49-Capital Mall	---	---	---	---	30
Secondary	60-Lilly/Panorama	30	60	---	60	60
Trunk	62A-Martin/Meridian	30	30	60	30	60
Trunk	62B-Martin/Meadows	30	30	60	30	60
Secondary	64-College/Amtrak	30	60	---	60	60
Trunk	66-Ruddell	30	30	60	30	30
Secondary	67-Tri-Lakes	60	60	---	60	---
Secondary	68-LTC/ Capital Mall	30	30	30	30	50
Secondary	94-Yelm	30/60	30/60	---	75	150
Circulator	101-Dash	12/15	12/15	---	10	---
Circulator	411-NightLine/college	---	---	60 (Fri)	60	60
Express	612-Oly/Tacoma	15	90	---	---	---
Express	620-Oly/Tacoma Mall	---	---	---	60/90	60/90

Transit Amenities

“A ride on a bus starts before you get on it.”

Given the nature of operating in a small urban area, with many areas still rural, providing customer amenities at a stop not only improves pedestrian accessibility, safety and appearance it also helps to improve the use of the stop as well as public perception of transit.

The Intercity Transit Authority has made improving “ADA accessibility” at bus stops a top priority. This process is overseen by the Planning Department that reviews potential impacts from local or regional road projects and takes an active role in reviewing and commenting on proposed land use developments received through the local jurisdictional review process, including potential impacts to existing or future fixed route service. The Planning Manager also provides regular updates to the Transit Authority.

1) Selection for Improvements: Weighting Criteria

Bus stops are reviewed for improvements based on criteria approved by the Transit Authority. Scores are assigned to each stop that prioritize the improvements and construction and/or installation of improvements. This is reflective of available funding through a combination of grants or local funds as they become available.

Each stop is scored on criteria, briefly described below, to provide a comparison and recommendation for each location:

❖ Passenger Volume (0-5 pts)

Passenger volume is the number of persons boarding or alighting at a bus stop during a single day of service based on collecting data through a fleet wide use of automated passenger counters (APC). A daily average is determined over the course of each year.

Where a new or redevelopment of land is being proposed, potential trip generation and consideration of passenger volumes reflective of local zoning is considered as well.

❖ Transit Dependent Riders (0-3 pts)

A precise level of ‘transit dependence’ among particular groups or individuals is difficult to determine. However, it is known that the elderly, persons with disabilities, low-income individuals, and students often have limited transportation alternatives. Therefore, a stop that is near a facility or an area of town identified through census demographics, by social service agencies and/or by customers and coach operators as having limited transportation alternatives is assumed to be frequented by transit dependent riders. Examples of locating or improving a bus stop include but are not limited to: hospitals; residences or activity centers for the elderly, persons with disabilities, ADA accessibility of the stop, low-income residential neighborhoods, isolated areas, social service facilities and schools (both public and private).

❖ Trip Generation (0-4 pts)

The actual or potential number of passenger trips generated by a site determines a ‘trip generation’ level. A stop that is adjacent or near to a site that generates a large number of trips has a high trip generation level. Examples of these locations include: major employment sites; major retail or

commercial sites; apartment complexes and other large and/or dense residential sites; schools; and/or large medical, social, and recreational facilities.

❖ *Frequency of Service (0-2 pts)*

Service frequency at a bus stop is measured by headway. If a stop serves more than one bus route, then a combined headway will be determined by the total number of trips of all buses each hour.

❖ *Prominent Location (0-1 pt)*

Prominent stops are situated in highly visible areas. The prominence of a site is a subjective determination. It is assumed that placing shelters at conspicuous stops will enhance the image of transit and encourage ridership.

❖ *6. Other Factors (0-3 pts)*

Coach operators, IT travel trainers, transit customers comments are also tracked and considered during each review and scoring process. Cost considerations, traffic engineering concerns, incompatibility with surrounding land use, and the potential for roadway expansion/changes in the future are factors that can increase or decrease the likely hood of an improvement being needed.

Stop Amenities:

Landing Pads/Stop Improvements: based on improving ADA accessibility, pedestrian and/or operational safety. Requires local jurisdictional approval and permitting.

Shelter: consideration of adding a shelter is based on the average boardings at a location, currently set at 10 per day or higher. Size of shelter varies by site and/or boardings. Many new Land use developments, through local jurisdictional permitting process, typically are requested to provide this amenity to help mitigate project impact. A local business, service organization, etc. are also allowed to 'sponsor' a shelter. All shelter installations require local jurisdiction approval and permitting. All shelters are fitted with a trash receptacle, information display panel and bench. All shelter placements must meet ADA accessibility requirements.

Solar lighting/shelters: only available where solar can effectively work. Each shelter site is pre-screened at night to establish a level of existing luminosity and to gage exposure to sunlight.

Stop pole seats: specialty seating product that can accommodate two people. These are installed on a request basis from customers, bus operator or near a sites that may not meet shelter.

Bicycle rack: on an as needed basis. If on public right-of-way, requires jurisdictional approval.

APPENDIX C TRANSIT ADVISORY BOARDS

Intercity Transit's Community Advisory Committee (CAC) was established in 2000 and consists of a maximum of 20 members who are appointed by the Intercity Transit Authority (ITA). The purpose of the CAC is to advise the ITA concerning transportation issues, to advocate for transportation choices, and to represent the public in accomplishing Intercity Transit's mission and goals. Membership terms are 3 years for adult and 1 year for youth.

The membership is reflective of Intercity Transit's service area and includes:

- Senior Citizen
- Persons with Disabilities
- Local College Students
- Chambers of Commerce
- Business Representation (Large and Small)
- Service User (Fixed Route, Vanpool, Dial-A-Lift, Star Pass)
- City/State Transportation Demand Coordinator
- Social Service Agencies
- Medical Community
- Neighborhood Associations
- Rural Community
- Citizen-At-Large
- Native American
- Environmentalist
- Bicyclist
- Youth (15- 19)

The CAC meets the third Monday of each month from 5:30 pm – 7:30 pm at Intercity Transit's business office, 526 Pattison ST SE, Olympia. The meetings are open to the public and conducted under the Open Public Meetings Act RCW 42.30.

An annual recruitment is held in the fall to fill vacancies. Currently Intercity Transit is recruiting for four (4) vacancies. Special recruitments are done as necessary and as directed by the ITA.

Intercity Transit values ethnic and cultural diversity and as such seeks to extend the CAC opportunity to interested individuals of underrepresented ethnic groups. Intercity Transit's outreach efforts include:

- Paid and free notices in local media, including print, radio, and social media;
- Outreach to Human Services organizations;
- Publishing in the on-board 'Rider News" available free to ridership on all coaches and Dial-A-Lift vehicles;
- Advertising on exterior bus boards on coaches;

- Posting on Intercity Transit’s website including a fillable form submitted electronically;
- Electronic distribution to Washington State Employee Transportation Coordinators at all State agencies;
- Distributed to 12 local area high school career centers;
- Electronic distribution through Dial-A-Lift department, and Village Vans;
- Sharing via local municipalities websites;
- TCTV public service announcement;
- United Way electronic distribution; and
- Leadership Thurston County electronic distribution.

The racial breakdown of the CAC is provided below:

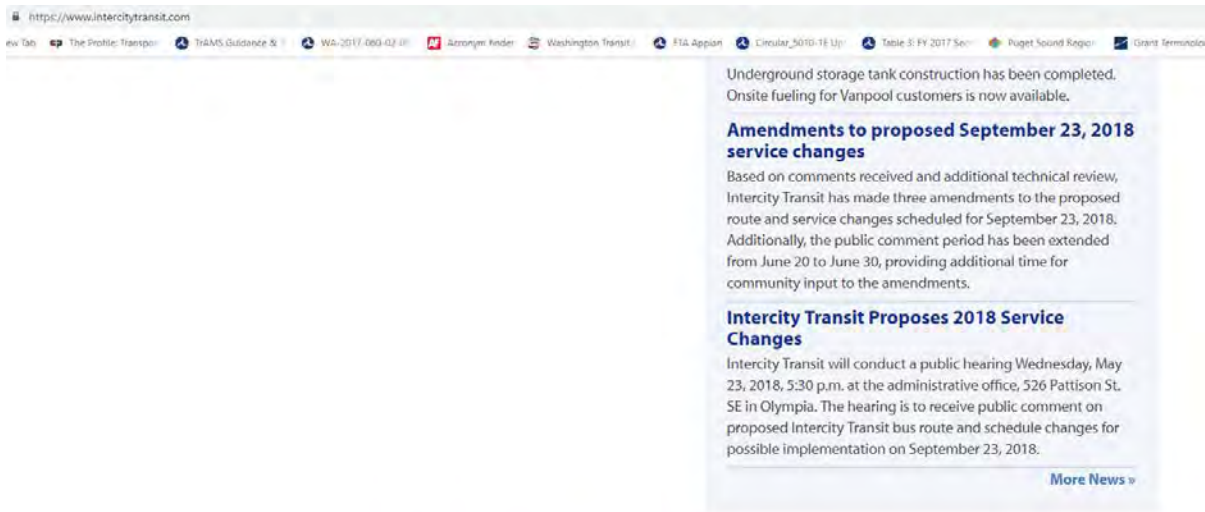
	PTBA	CAC
Approved CAC Membership Positions		20
Filled Membership Position		16
Members Completing Survey		10
African American or Black		
	3.4%	
American Indian or Alaska Native		
	1.8%	
Asian		
	6.1%	
Caucasian or White		
	82.2%	10
Hispanic or Latino		
	9.0%	
Native Hawaiian or Other Pacific Islander		
	1.0%	
Two or More Races		
	5.5%	

Source: Data used from US Census and based off of Thurston County since PTBA data not available:
<https://www.census.gov/quickfacts/fact/table/thurstoncountywashington,US/RHI125217#viewtop>

APPENDIX D

WEBSITE PAGE PRINTOUTS

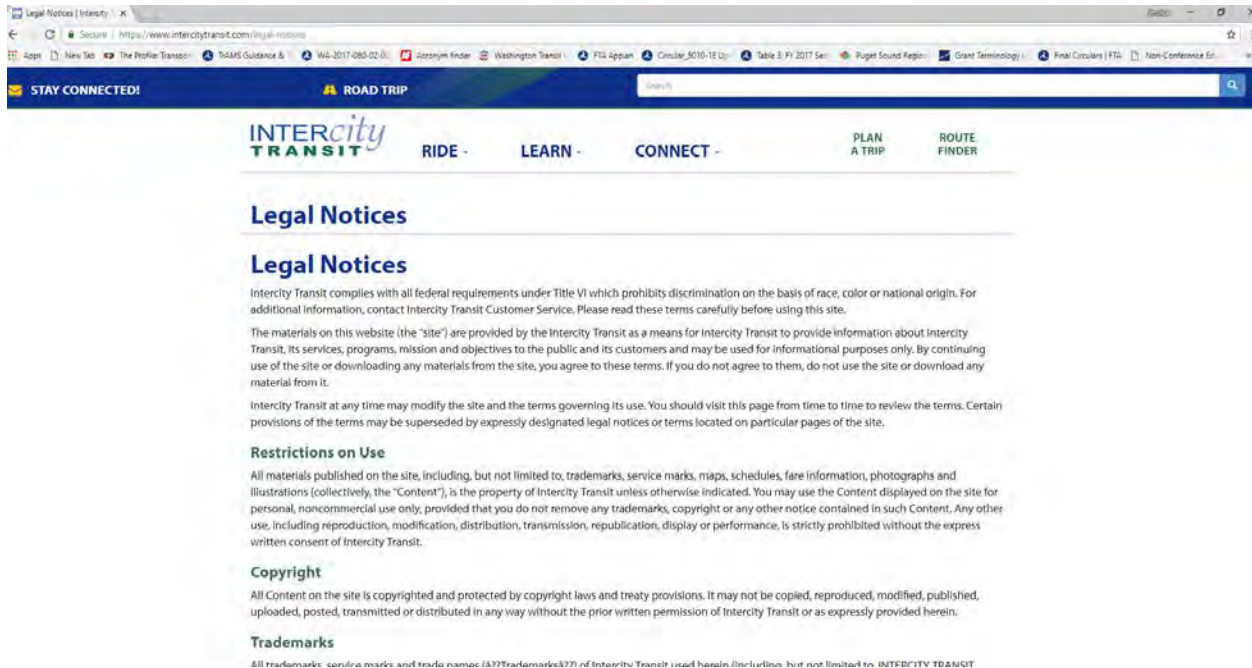
1. Home Page Title VI Reference at www.intercitytransit.com



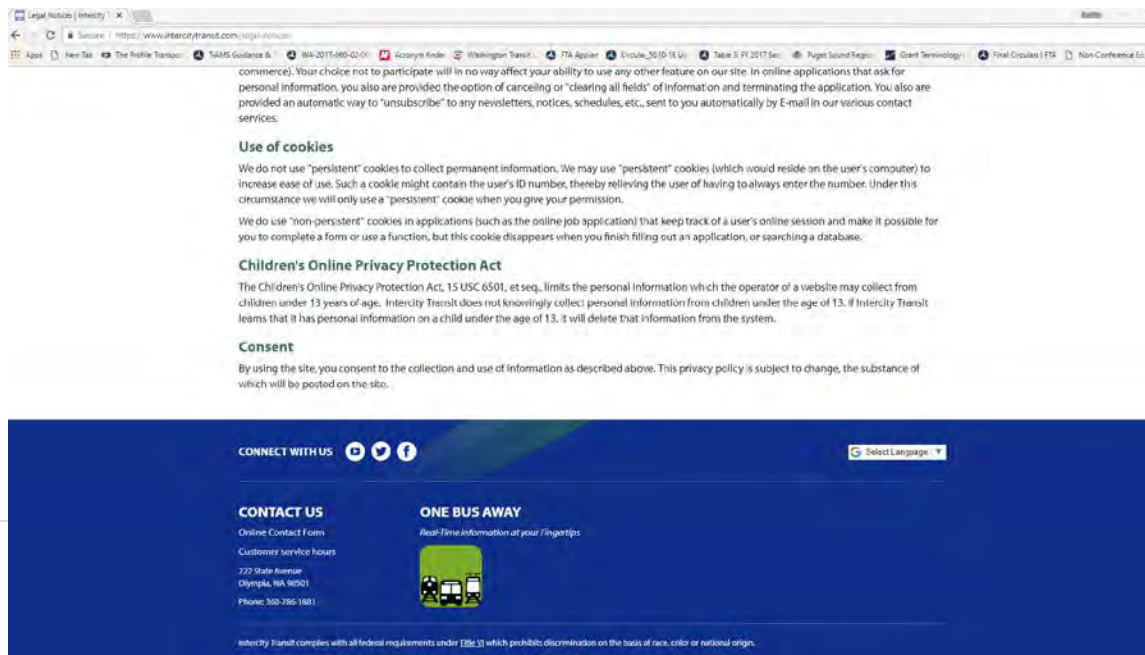
2. Title VI web page at <http://www.intercitytransit.com/business/civil-rights-title-vi>



3. Legal notices at <https://www.intercitytransit.com/legal-notices>



4. Contact information provided at the bottom of all IT web pages:



APPENDIX E
TITLE VI COMPLAINT PROCEDURE & FORM

What is Title VI of the Civil Rights Act of 1964?

Title VI of the Civil Rights Act of 1964 (<https://www.transit.dot.gov/title6>) prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance.

Intercity Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI – (see Federal Transit Administration (FTA) Circular 4702 [Title VI Requirements and Guidelines for Federal Transit Administration Recipients](https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit) (<https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit>)). If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

How do I file a Title VI Complaint?

You may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant or important.

The complaint may be filed in writing with Intercity Transit at the following address:

Intercity Transit
Title VI Coordinator
PO Box 659
Olympia, WA 98507
By phone: 360-786-8585 (Business Office) or 360-786-1881 (Customer Service)
By Facsimile: 360-357-6184

NOTE: Intercity Transit encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from

the alleged date of discrimination.

What happens to my complaint after it is submitted to Intercity Transit?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by Intercity Transit will be directly addressed by Intercity Transit. Intercity Transit shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Intercity Transit shall make every effort to address all complaints in an expeditious and thorough manner.

In instances where additional information is needed for investigation of the complaint, Intercity Transit will contact the complainant in writing. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

Once sufficient information for investigating the complaint is received by Intercity Transit, a written response will be drafted subject to review by the transit's attorney. If appropriate, Intercity Transit's attorney may administratively close the complaint. In this case, Intercity Transit will notify the complainant of the action as soon as possible.

How will I be notified of the outcome of my complaint?

Intercity Transit will send a final written response to the complainant and advise the complainant of his or her right to:

- 1) Appeal within 7 calendar days of receipt of the final written decision from Intercity Transit, and/or
- 2) File a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

Can I file a complaint with another agency or organization?

In addition to the complaint process described above, you may file a Title VI complaint with the following offices:

Federal Transit Administration
Region X Office of Civil Rights
Attention: Title VI Program Coordinator
915 Second Avenue, Suite 3142
Seattle, WA 98174



TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires 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.” If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and send it to:

Intercity Transit
Title VI Coordinator PO
Box 659
Olympia, WA 98501
360-786-8585
360-357-6184 (fax)

Please print clearly or type your response. Thank you

You may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination.

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____(home) _____(cell) _____(msg)

Person discriminated against: _____

Address of person discriminated against: _____

City, State, Zip Code: _____

What type of corrective action would you like to see taken?

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Coordinator at the address listed on page 1 of this document.

Your signature

Print your name

Date