



# CENTER FOR ECONOMIC AND BUSINESS RESEARCH



## Intercity Transit Project Passenger Title IV Survey Report



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## About the Authors

The Center for Economic and Business Research is an outreach center at Western Washington University located within the College of Business and Economics. In addition to publishing the Puget Sound Economic Forecaster, the Center connects the resources found throughout the University to assist for-profit, non-profit, government agencies, quasi-government entities, and tribal communities in gathering and analyzing data to respond to specific questions. We use a collaborative approach to help inform our clients so that they are better able to hold policy discussions and craft decisions.

The Center employs students, staff, and faculty from across the University as well as outside resources to meet the individual needs of those we work with. Our work is based on academic approaches and rigor that not only provide a neutral analytical perspective but also provide applied learning opportunities. We focus on developing collaborative relationships with our clients and not simply delivering an end product.

The approaches we utilize are insightful, useful, and are all a part of the debate surrounding the topics we explore; however, none are fail-safe. Data, by nature, is challenged by how it is collected and how it is leveraged with other data sources. Following only one approach without deviation is ill-advised. We provide a variety of insights within our work – not only on the topic at hand but also on the resources (data) that inform that topic.

We are always seeking opportunities to bring the strengths of Western Washington University to fruition within our region. If you are looking for analysis work or have comments on this report, we encourage you to contact us at 360-650-3909 or by email at [cebr@wwu.edu](mailto:cebr@wwu.edu).

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## Overview

The 2023 Passenger Title IV Survey is a collaboration between Intercity Transit and the Center for Economic and Business Research (CEBR) at Western Washington University to collect feedback and information about bus passengers and their travel needs. To achieve this objective, field staff were recruited and trained by CEBR and deployed from 6 am Monday November 13, 2023, through 7 pm Sunday November 19, 2023, to collect responses from bus riders on the bus routes and at key transit centers. Intercity Transit staff also conducted two “pop-up” table events at Olympia Transit Center and Lacey Transit Center to get the word out early in the survey week.

After the data collection was completed, the center conducted rigorous data cleaning and validation exercises to ensure the accuracy and consistency of the data collected. Statistical tools were used to analyze data, and the results are presented in tables and graphs, followed by comprehensive discussions of the findings.

## About the Survey

The Center for Economic and Business Research, located within the College of Business and Economics at Western Washington University, conducted the survey and analysis for this project.

This survey seeks feedback and information from Intercity Transit bus riders. A combination of multiple choice and open-ended questions aims to gather information from respondents on ethnicity, income, language, their trip with Intercity Transit, and items related to the respondents, such as disability status and availability of technology. Respondents were offered a \$5 Starbucks gift card for their participation (while supplies lasted).

The survey was distributed by trained field staff to bus riders by paper, targeting a minimum of 500 on-board and self-administered responses. In addition to the survey being offered in English, the survey was also translated into Spanish, German, Korean, and Vietnamese. These languages were determined to be the most frequently spoken non-English languages in the Olympia, Lacey, and Tumwater area per the Census Bureau American Community Survey (ACS). According to the ACS, 4.46% of the area population speak Spanish, 1.47% speak Vietnamese, 1.36% speak German, and 1.01% speak Korean which was basically a tie with Tagalog (including Filipino).

The English survey was mainly self-administered, while the data collection team translated the survey from English to the mentioned four other languages to facilitate data collection from riders who are Limited English Proficiency (LEP), which is defined as individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand the English language. Of the four other language surveys, there were only respondents with the Spanish survey. As such, the results will be summarized in terms of English survey responses and Spanish survey responses.

The Appendix to this report shows the actual English survey as well as the surveys that were translated into Spanish, German, Korean, and Vietnamese available to respondents. As noted previously, surveyors did not have any German, Korean, or Vietnamese survey requests but translations were available per the Federal Transit Administration (FTA) 4702.1B Circular guidance.



## Executive Summary

The Passenger Title IV survey was met with an overall positive response, and respondents were generally willing to participate in the survey. The survey was available in English, Spanish, German, Korean, and Vietnamese, with most respondents opting to respond to the English version. There were five respondents requesting the Spanish language survey.

Within the English survey population, we see shifts in the number of responses for each question, which are labeled on each table below. Response counts to individual questions range from a low of 311 responses to a high of 554 responses. The Spanish survey results range from four to five responses per question. These ranges are due to the fact that not every respondent answered each question. Survey respondents were asked to complete the survey while either waiting for or traveling on the bus, and this might have affected response rates if their bus arrived, or they were getting close to their stop and they were not able to complete the survey. Additionally, respondents might have chosen not to answer a question if they felt it was too personal (such as household income) or a burden (such as the free-response questions).

The sample size of the Passenger Title IV survey is more than adequate for the purpose of drawing conclusions from the responses. With a minimum of 311 responses to each question, we feel confident that the survey sample is representative of the transit-riding population. Also, the answers to the demographic questions tell us that we captured a diverse range of perspectives from the standpoints of race/ethnicity and gender identity. As there were only five respondents to the Spanish version of the survey, the Spanish responses should not be interpreted on their own due to the small sample size. However, when combined with the results of the English survey the sample size is large enough to be representative.

## Survey Results

### Section 1: Ethnicity, Income, and Language

#### General Ethnic Identification (553 respondents)

A majority of respondents to this question identified as Caucasian (64.1% of survey respondents). The second-highest majority of bus riders identified as African American (11.5%), with Hispanic or Latino/Latina being the 3rd highest at 10.8% of the survey respondents. All other racial and ethnic identities comprised less than 10% of the survey population.

Survey respondents have reported a wide variety of different ethnic backgrounds, including 11.5% African American, 8.4% American Indian/Alaskan Native, 4.6% Asian, 64.10% Caucasian, 10.8% Hispanic or Latina/Latino, 2.7% Native Hawaiian, and 8.6% other. 100% of Spanish survey respondents identified as Hispanic or Latina/Latino.

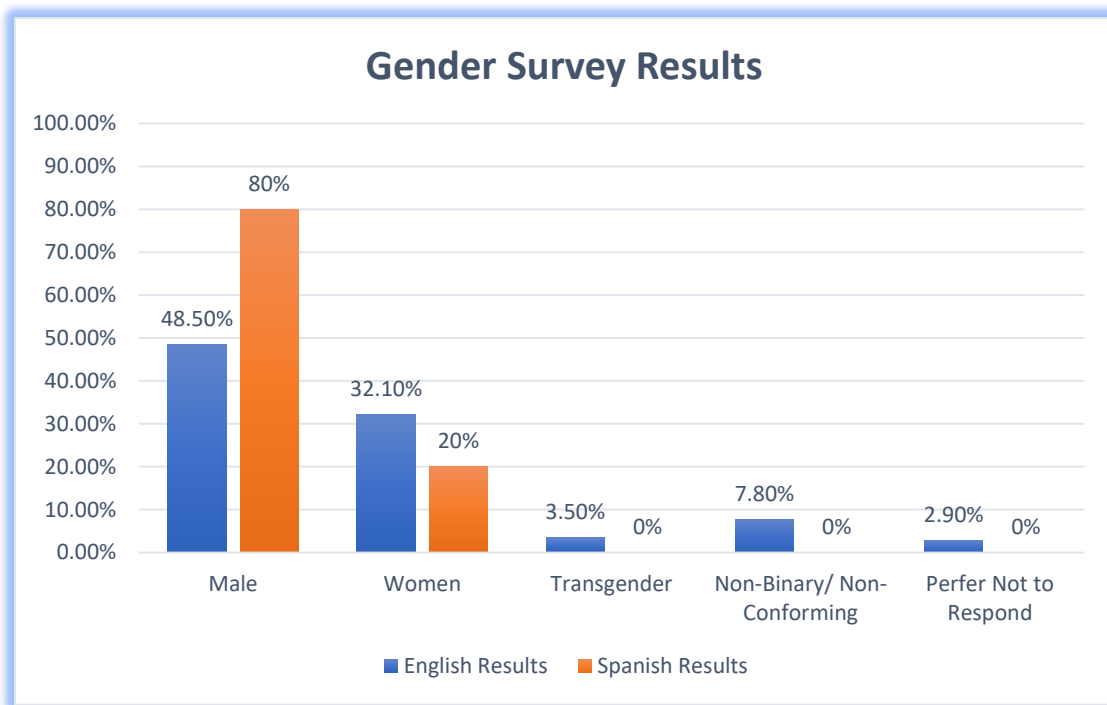
Race/ Ethnic Identity	English Results	Spanish Results
African American	11.50%	0%
American Indian/Alaskan Native	8.40%	0%
Asian	4.60%	0%
Caucasian	64.10%	0%
Hispanic or Latina/Latino	10.80%	100%
Native Hawaiian/Pacific Islander	2.70%	0%
Other	8.60%	0%
<b>Total Responses</b>	<b>553</b>	<b>5</b>

The findings of this question correlate with 2020 census data, with the Olympia-Lacey-Tumwater metropolitan area being composed of approximately 70% who identify as White/Caucasian.

## Gender (553 respondents)

From the responses to this question, we observed that most respondents identified as Male.

The English survey results reveal a noticeable range in respondents' genders. Of Intercity Transit bus riders who responded, 48.5% identified as Male, 32.1% identified as Female, 3.5% identified as Transgender, 7.8% identified as Non-Binary, and 2.9% preferred not to respond. The Spanish survey shows that 80% of respondents identify as Male and 20% identify as Female.



The gender distribution of respondents to the survey differs from that of the 2020 census in the Olympia-Lacey-Tumwater area, with the population of women (51%) rising slightly over that of men (49%) according to the census. One theory as to why our survey population doesn't fit the census demographics include men being more likely to work outside the home than women and therefore being more likely to commute.

## People in Household

### Q: How many people are in your household (including yourself)? (411 respondents)

The results show that most English survey respondents live in a one-person household, closely followed by respondents who live in a two-person household. Specifically, for the English survey results, 35% of the respondents reside in households alone, 27.3% live in a two-person household, and 12.10% live in a four-person household.

The English survey population (406 respondents) was composed of 35% single-person households, 27.3% two-person households, 17% three-person households, 12.1% four-person households, 4.2% five-person households, and 4.4% with six or more people living in a household. As for the Spanish survey results (five respondents), 20% reside in a single-person household, 20% reside in a three-person household, 40% reside in a four-person household, and 20% reside in a household with six or more individuals.

People in Household	English Results	Spanish Results
One	35.00%	20%
Two	27.30%	0%
Three	17.00%	20%
Four	12.10%	40%
Five	4.20%	0%
Six or More	4.40%	20%
<b>Total Responses</b>	<b>406</b>	<b>5</b>

In the data for the Olympia-Lacey-Tumwater area in the 2020 Census, the median number of people in a household is about 2.5 persons. This survey shows similar results, with respondents more likely to come from a three-person and below household, with approximately 79.3% of respondents living in a one, two, or three-person household.



## Household Income

### Q: What is your household income per year before taxes? (483 respondents)

In both the Spanish and English survey results, there is a large majority of those whose household income falls below \$16,000. A little over half of the English survey respondents reported earning less than \$16,000 in annual gross income (50.1%). The smallest percentage of respondents reported earning a household income ranging from \$85,000 to \$94,999 (0.6% of the survey population).

Data from the English survey showed varying incomes from respondents including 9.4% with a household income of \$16,000 to \$24,999, 5.2% with a household income of \$25,000 to \$34,999, 15.40% with a household income of \$35,000 to \$44,999, 5.2% with a household income of \$45,000 to \$54,999, 1.9% with a household income of \$55,000 to \$64,999, 3.5% with a household income of \$65,000 to \$74,999, 2.3% with a household income of \$75,000 to \$84,999, 0.6% with a household income of \$85,000 to \$94,999, 1.9% with a household income of \$95,000 to \$104,999, and 4.4% with a household income of \$105,000 or more.

As for the Spanish survey respondents, 75% reported a household income of less than \$16,000, and 25% reported a household income of \$35,000 to \$44,999.

Household Income	English Results	Spanish Results
Less than \$16,000	50.10%	75%
\$16,000 to \$24,999	9.40%	0%
\$25,000 to \$34,999	5.20%	0%
\$35,000 to \$44,999	15.40%	25%
\$45,000 to \$54,999	5.20%	0%
\$55,000 to \$64,999	1.90%	0%
\$65,000 to \$74,999	3.50%	0%
\$75,000 to \$84,999	2.30%	0%
\$85,000 to \$94,999	0.60%	0%
\$95,000 to \$104,999	1.90%	0%
\$105,000 or more	4.40%	0%
<b>Total Responses</b>	<b>479</b>	<b>4</b>

Data from the U.S. Department of Housing and Urban Development shows that the median family income for Olympia-Tumwater is \$102,500, which includes all family sizes. With only 4.4% of household incomes larger than \$105,000, this median income is unlikely to fit survey respondents. The household incomes of most survey respondents are lower than \$102,500. According to the Housing Authority of Thurston County website updated May 15, 2023, Low-Income households (Family Size of 4) are those that make 80% of the median income or \$82,000, Very Low-Income households make 50% of the median income or \$51,250, and Extremely Low-Income households make 30% of the median income or \$30,750. Applying these definitions to the survey responses for this question, a majority of respondents come from Extremely Low-Income households.

## Ability to Speak English

### Q: How well would you describe your ability to speak English? (452 respondents)

Respondents of the survey reported a variety of language proficiencies, including 89.3% who speak English very well, 8.9% who speak English well, 1.3% who speak English not well, and 0.4% who do not speak English. The results also reveal that 40% of the Spanish survey respondents do not speak English well, and 60% do not speak English at all.



## Primary Language

### Q: What Primary Language do you speak at home? (467 respondents)

Survey results showed a large majority of Intercity Transit riders speak English primarily at home with Spanish being the next language most frequently used at home.

Survey respondents reported a variety of primary languages being spoken at home, including 95.7% English speakers, 1.9% Spanish speakers, 0.2% Russian speakers, 0.4% Vietnamese speakers, 0.2% Chinese speakers, and 1.5% whose primary language is other than those listed on the survey. 75% of Spanish survey respondents were Spanish speakers, and 25% speak other languages.

Primary Language	English Results	Spanish Results
English	95.70%	0%
Spanish	1.90%	75%
Korean	0.00%	0%
Russian	0.20%	0%
German	0.00%	0%
Vietnamese	0.40%	0%
Chinese	0.20%	0%
Other	1.50%	25%
<b>Total Responses</b>	<b>463</b>	<b>4</b>

## Section 2: Tell Us About Your Intercity Transit Trip

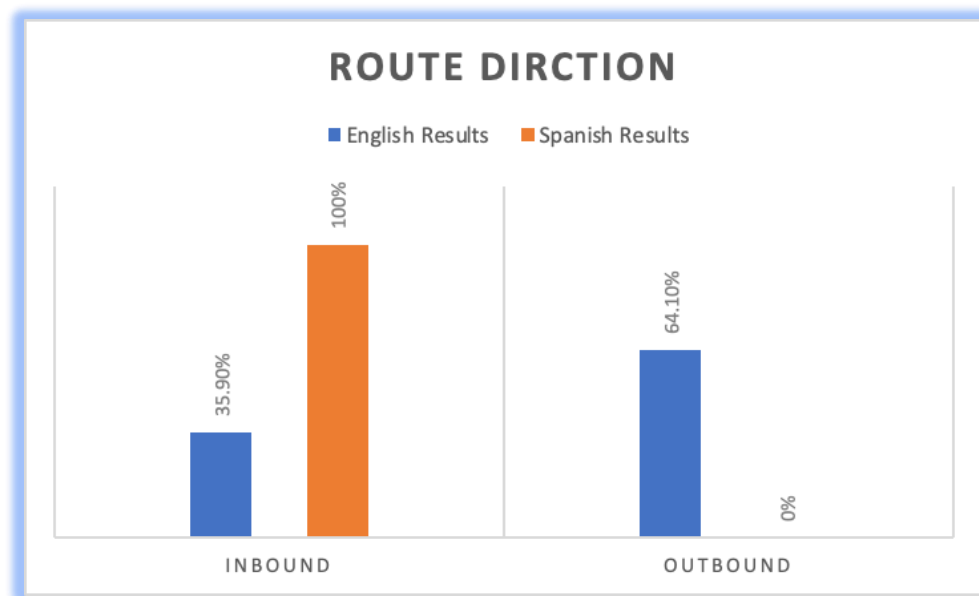
### Route Information

#### Q: What is the route direction (outbound/inbound)? (441 respondents)

In this question, the outbound route direction typically indicates that the bus is moving away from a transit center. The inbound route direction typically indicates that it is moving towards a transit center.

The survey data shows that of the English respondents, over half were heading outbound from a transit center. In contrast, the Spanish survey data shows that all were heading inbound to a transit center.

The results of the English survey showed that 35.9% were traveling inbound and 64.1% were traveling outbound. The entire Spanish survey population (four respondents), representing 100% of the respondents, were heading in the inbound direction.



## Location Before Beginning Trip

### Q: Where did you come from to board this specific bus? (427 respondents)

From the data collected, a majority of respondents came from their homes. However, these responses show no connection to time of day and day of the week.

Of those who responded to the English survey, 44.8% came to the bus stop from their home, 10.4% came to the bus stop from their workplace, 5.5% came to the bus stop from their school, 26.8% came to the bus stop from running errands, 0.2% came to the bus stop from a special event, and 8.8% came to the bus stop from a location not listed on the survey such as a friend or relative's house.

Results of the Spanish survey revealed that 40% of respondents came from their homes, 40% came to the bus stop from work, and 20% came from running errands.

Where did you come from to board the bus?	English Results	Spanish Results
Home	44.80%	40%
Work	10.40%	40%
School	5.50%	0%
Errands	26.80%	20%
Visting family/friends	3.60%	0%
Attending a special event	0.20%	0%
Other	8.80%	0%
<b>Total Responses</b>	<b>422</b>	<b>5</b>

## Travel to Bus Stop

### Q: How did you get to the bus stop to board this bus? (486 respondents)

The data shows a majority of riders walk to the bus stop to board the bus.

Those who responded to the English survey composed of 80.2% who walked to the bus stop, 2.7% who biked to the bus stop, 0.2% who carpooled and parked to get to the bus stop, 3.1% who were dropped off at the bus stop, 10.2% who transferred from another Intercity Transit route, 0.8% who drove to an area park & ride, 1.5% who transferred from a non-Intercity Transit route, and 1.2% who responded to the survey question with “other”.

Five Spanish survey respondents indicated that they walked to the bus stop (80%), and 20% were dropped off at the bus stop.

Travel to Bus Stop	English Results	Spanish Results
Walked	80.20%	80%
Biked	2.70%	0%
Carpooled & Parked	0.20%	0%
I was dropped off	3.10%	20%
Transferred from IT Route	10.20%	0%
Drove to an area Park & Ride	0.80%	0%
Transferred from a non-IT Route	1.50%	0%
Other	1.20%	0%
<b>Total Responses</b>	<b>481</b>	<b>5</b>



## End Destination

### Q: Where are you going now? (483 respondents)

According to the survey responses, a majority of respondents were traveling home.

The English survey results indicate that from the bus stop, 37.9% of the respondents were traveling home, 14% were commuting to work, 5.4% were going to school, 28.2% were running errands, 6.5% were going to visit family/friends, 1.3% were on their way to a special event, and 6.7% responded that they were going somewhere other than those listed. For this question, the English Survey had 478 respondents. Of the five Spanish survey respondents, 40% were traveling home, and 60% were running errands.

Where are you going now?	English Results	Spanish Results
Home	37.90%	40%
Work	14.00%	0%
School	5.40%	0%
Errands (Shopping, appointment, etc.)	28.20%	60%
Visiting family/friends	6.50%	0%
Attending a special event	1.30%	0%
Other	6.70%	0%
<b>Total Responses</b>	<b>478</b>	<b>5</b>

## Method of Transportation to Final Destination

### Q: How will you get to your final destination? (473 respondents)

The survey data shows a range of responses to how respondents will get to their final destinations. Over half of the respondents in both surveys indicated that they would walk to their final destinations.

Within the English survey population, 67.7% reported that they planned to walk to reach their final destination, 3.2% planned to bike to their final destination, 23.9% expected to transfer to another route, 0.6% were going to use Uber/Lyft to get to their final destination, 2.1% planned to get a ride from someone else to reach their destination, and 2.4% responded that they would reach their final destination with another option not listed.

The Spanish survey found that 60% were going to walk to reach their final destination, and 40% would transfer to another route to reach their final destination.

How will you get to your final destination?	English Results	Spanish Results
I will walk	67.70%	60%
I will bike	3.20%	0%
I will transfer to another route	23.90%	40%
Uber/Lyft	0.60%	0%
I will get a ride from someone	2.10%	0%
Other	2.40%	0%
<b>Total Responses</b>	<b>468</b>	<b>5</b>

## Length of Time until Final Destination

**Q: How long will your trip take from start to finish including all parts of the trip (walking, biking, etc.)? (465 respondents)**

For a majority of respondents (26.30%), the trip to their final destination takes approximately 30 minutes to an hour to complete. However, respondents' answers vary widely within the English survey data, with all answers coming close to capturing at least 10% of the survey population.

Data from the English survey suggests that 21.7% of respondents would take less than 15 minutes to reach their final destinations. For 25.2%, it would take 15 to 30 minutes; for 26.3%, it would take 30 to 60 minutes; for 17.4%, it would take one to two hours; and for 9.3% of respondents, it would take over two hours to reach their final destination.

As for the Spanish survey, 40% of respondents reported an expected trip time of 15 to 30 minutes, while the remaining 60% said it would take 30 to 60 minutes.

Overall, Intercity Transit's bus service is working well with 47% of rider trips taking less than 15 minutes to 30 minutes. However, there is room for improvement in that 53% of rider trips take 30 minutes to over two hours.

Length of Time Until Final Destination	English Results	Spanish Results
Less than 15 minutes	21.70%	0%
15 to 30 minutes	25.20%	40%
30 to 60 minutes (1 hour)	26.30%	60%
1 hour to 2 hours	17.40%	0%
More than 2 hours	9.30%	0%
<b>Total Responses</b>	<b>460</b>	<b>5</b>

## Intercity Transit Bus Usage (per month)

### Q: In a typical month, how often do you use an Intercity Transit bus? (491 respondents)

From the data collected, most of those who responded to the survey question ride Intercity Transit buses six to seven days per week. The data shows most survey respondents are regular Intercity Transit users, with 94.8% of respondents riding the bus at least once a week.

Regarding the English survey population (487 respondents), 55.4% ride Intercity Transit buses six to seven days per week, 28.5% ride buses four to five days per week, 10.9% ride buses one to two days per week, 2.9% ride buses less than ten days per month, and 2.3% rarely utilize Intercity Transit fixed-route service.

Results from the Spanish survey show that 50% ride Intercity Transit buses six to seven days per week, 25% ride buses four to five days per week, and 25% ride buses 1-3 days per week.

Intercity Transit Bus Usage (per month)	English Results	Spanish Results
6-7 days per week	55.40%	50%
4-5 days per week	28.50%	25%
1-3 days per week	10.90%	25%
Less than 10 days per month	2.90%	0%
I rarely ride	2.30%	0%
<b>Total Responses</b>	<b>487</b>	<b>4</b>

## Length of Intercity Transit Bus Usage

### Q: How long have you been riding Intercity Transit? (463 respondents)

Responses to this question were relatively evenly divided among the possible answers. The highest percentage of respondents (21.4%) has been riding with Intercity Transit for more than a decade.

Regarding the English respondents, 19.2% reported riding Intercity Transit buses less than six months, 11.3% have been riding buses between six to 12 months, 15% have been riding buses between one to two years, 18.3% have been riding buses for three to five years, 14.8% have been riding buses for six to 10 years, and 21.4% have been riding the bus for over 10 years.

Of the four people who participated in the Spanish survey, 25% have been riding the Intercity Transit buses for less than six months, 25% have been riding buses for six to 12 months, 25% have been riding the buses for three to five years, and 25% have been riding the buses for six to 10 years.

Length of Intercity Transit Bus Usage	English Results	Spanish Results
Less than 6 months	19.20%	25%
6-12 months	11.30%	25%
1-2 years	15.00%	0%
3-5 years	18.30%	25%
6-10 years	14.80%	25%
More than 10 years	21.40%	0%
<b>Total Responses</b>	<b>459</b>	<b>4</b>

## Best Way to Receive Information about Intercity Transit

### Q: What is the best way to get you information about Intercity Transit? (315 respondents)

Of those who responded to the survey question, a majority of respondents reported that the Intercity Transit website provides the best method for them to receive information about bus routes and news related to Intercity Transit. According to bus riders, the next best method is signs and announcements within the buses themselves.

The English survey results show that of the 311 respondents, 48.2% noted that the best way to receive information on Intercity Transit is through the website, 5.5% find rider alerts to be the best method to receive information, 0.3% find a GovDelivery subscription the best method to receive information. 9.3% find customer service the best method to receive information, 4.5% find friends/others on the bus to be the best method to receive information, 6.4% find in-person Customer Service at Olympia Transit Center to be the best method to receive information, 9.6% believe that signs/announcements placed inside the buses to be the best method for them to receive information, 8.4% find the bus driver to be the best method to receive information, 1.6% find social media the best method to receive information, and 6.10% find that a method other than those stated would be the best method for them to receive information.

The Spanish survey found that 25% find rider alerts the best method for them to receive information on Intercity Transit, 25% find Customer Service to be the best method for them to receive information, 25% find friends/others on the bus to be the best method for them to receive information, and 25% see social media the best method for them to receive information. A total of four people answered this question on the Spanish survey.

For this question, we see the least number of responses, only receiving a collective 315 responses across both versions of the survey of the original 554 possible responses. One possible reason for this lower response rate is that transit riders who don't own a cell phone might have declined to answer this question if they felt it didn't pertain to them. The next question on the survey asks about cell phone ownership, leading to some insight on this topic. Another potential reason is simply that the question requires more thought to be put into the answer than some of the other questions in the survey, which can lead to lower response rates.

Best Way to Receive Information about Intercity Transit	English Results	Spanish Results
Intercity Transit Website	48.20%	0%
Rider Alerts (email/text/posted on bus stops)	5.50%	25%
GovDelivery subscription	0.30%	0%
Customer Service	9.30%	25%
Friends/others on the bus	4.50%	25%
Olympia Transit Center (OTC) in person Customer Service	6.40%	0%
Signs posted inside buses and/or announcements	9.60%	0%
Bus Drivers	8.40%	0%
Social Media (Facebook, Instagram, etc.)	1.60%	25%
Other	6.10%	0%
<b>Total Responses</b>	<b>311</b>	<b>4</b>

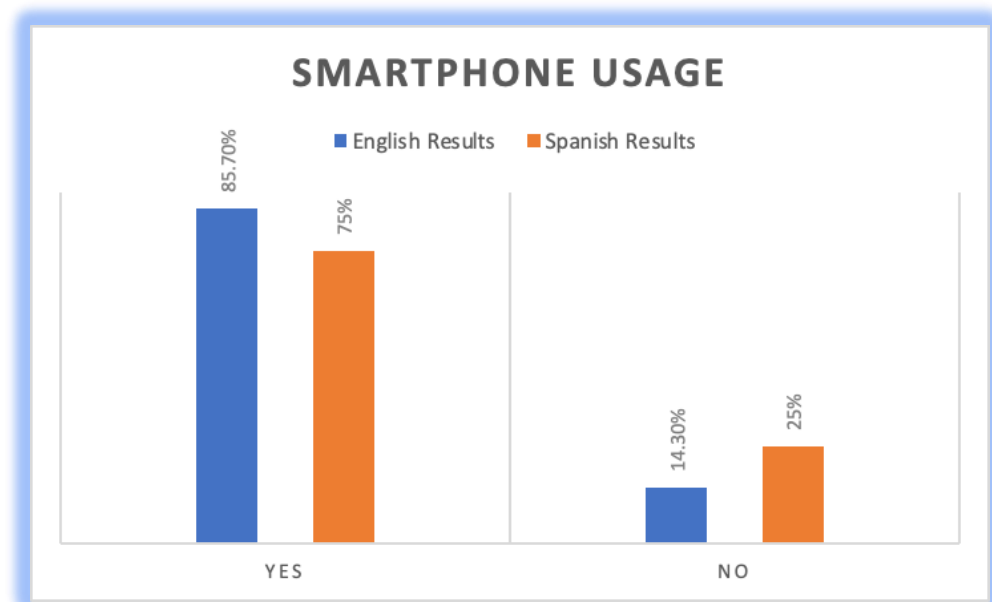


## Smartphone Usage

### Q: Do you use a smartphone? (430 respondents)

This question provides information that can help with the previous question within the survey (Q: What is the best way to get you information about Intercity Transit?). For instance, if most Intercity Transit bus riders have smartphones, it gives us a perspective on how many bus riders have access to social media or rider alerts connected to smartphone usage. This also grants the perspective that online information may only work for some bus riders, and the need for online and offline information for bus riders is necessary to include all bus riders.

Of English survey respondents, 85.7% use a smartphone, and 14.3% do not. Of those who responded to the Spanish survey, 75% of respondents use a smartphone, and 25% of respondents do not.



## Current Work Status

### Q: What best describes your current work status? (448 respondents)

Survey results showed most respondents work from outside the home followed by those unemployed or not currently working.

Of the English respondents, we find that 6.3% work from home, 34.5% work from outside the home, 10.4% are students, 21.4% are unemployed or not working, 8.8% are retired or semi-retired, 12.6% are unable to work, 2.7% are not working for pay or are not currently looking for employment, and 3.4% describe their current work status as “other than the options listed”.

The Spanish survey found that 50% work outside the home and 50% are currently unemployed.

As of December 2023, the U.S. Bureau of Labor Statistics reports that the current unemployment rate in the Olympia-Lacey area is 4.7%. This corresponds to the data showing a large unemployment percentage for Intercity Transit bus riders.

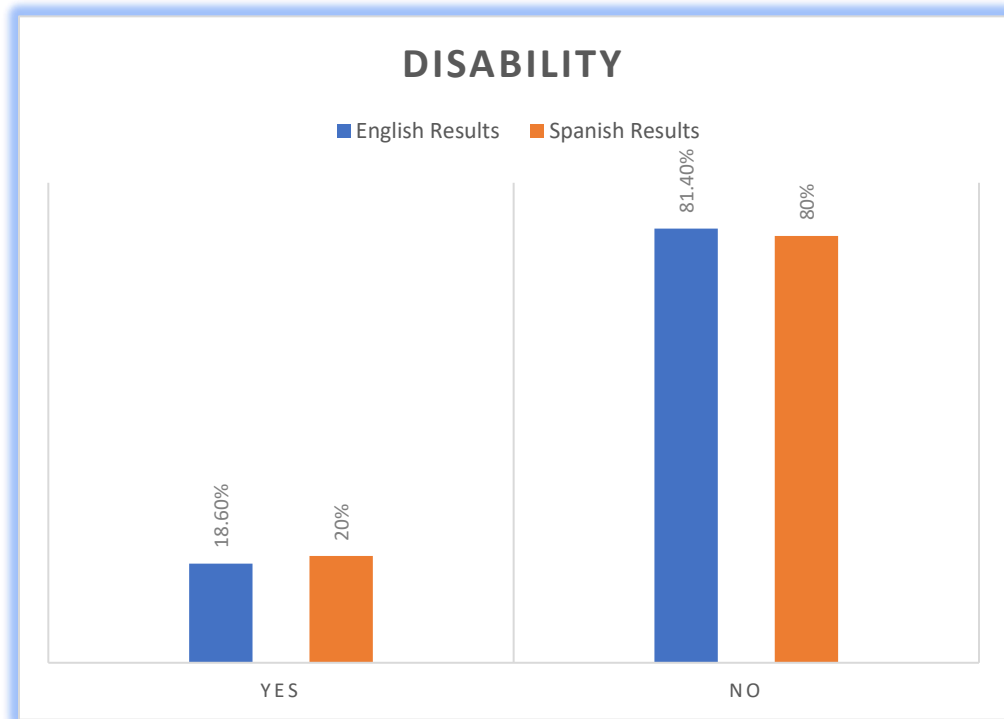
Current Work Status	English Results	Spanish Results
Work from home	6.30%	0%
Work outside the home	34.50%	50%
Student (full or part time)	10.40%	0%
Unemployed or not working	21.40%	50%
Retired or semi-retired	8.80%	0%
Unable to work	12.60%	0%
Not working for pay or not looking for employment	2.70%	0%
Other	3.40%	0%
<b>Total Responses</b>	<b>444</b>	<b>4</b>

## Disabilities

### Q: Do you have any disabilities that impact how you use the bus? (467 respondents)

A majority of survey respondents reported that they do not have a disability that impacts how they can use Intercity Transit buses.

Analysis of the English survey revealed that 81.4% of respondents do not have a disability, and 18.6% do have a disability that affects how they use Intercity Transit. Of the five people who responded to the Spanish survey, 80% do not have a disability, and 20% do have a disability that affects how they use Intercity Transit.

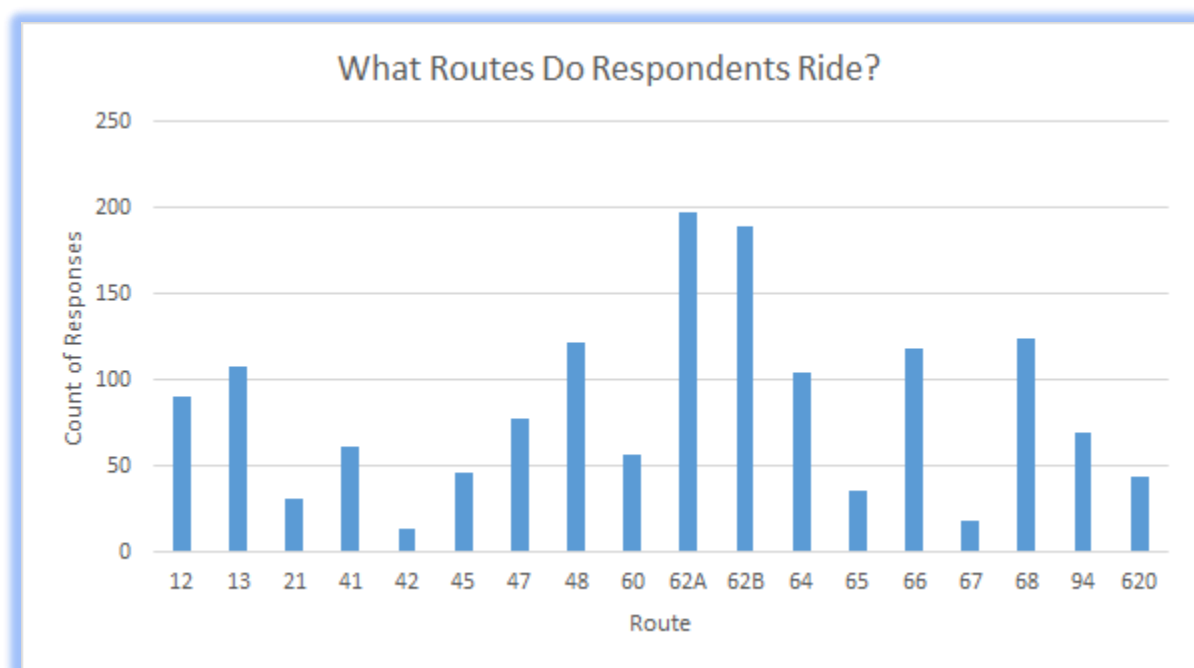


## Free Response Question Analysis

### Q: What route are you on now and which routes do you generally ride?

Survey respondents reported riding a large variety of routes and stated what routes they generally ride. The most common routes being reported were Route 62A Martin Way/NE Lacey, which travels between the Olympia Transit Center (OTC) and Orion at Willamette, and Route 62B Martin Way/The Meadows, which travels between the Olympia Transit Center and Pacific Highway at Rockcress. This makes sense since both routes combined offer 15-minute frequency between OTC and Martin Way at Marvin Road in Lacey. Other common routes included Routes 41, 45, 48, 64, 66, 68, 94, and 620. These routes serve Capitol Mall (Route 45), Evergreen State College (Routes 41 and 48), Amtrak Station (Route 64), Lacey Corporate Center (Route 66), Yelm Walmart (Route 94), and 512 Park and Ride (Route 620).

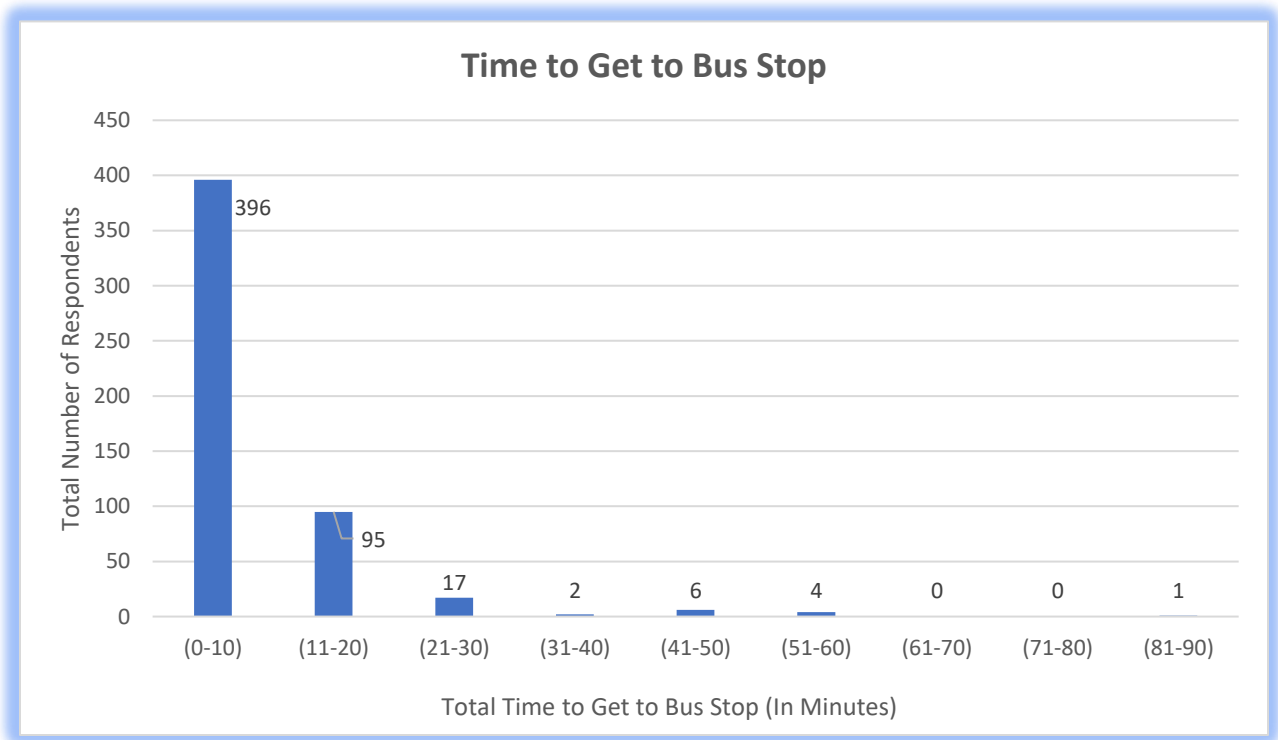
There are many factors that impact a rider's experience such as direction of travel, speed of the route, where the route travels, convenience of the schedule including frequency, and transfer impacts (whether they must transfer to another route to reach their destination and how long they must wait to make the transfer). The survey did not offer a chance to elaborate on factors such as these. This was intentional because the survey needed to be short and concise.



**Q: How many minutes did it take you to get to the bus stop? (521 respondents)**

Survey respondents reported a wide variety of times it takes them to access bus service, ranging from one minute to 90 minutes. The research found that approximately 75% of respondents reported it takes one to 10 minutes to reach their intended bus stop, meaning that for most respondents, transit service is very easy to access.

Overall, 396 respondents take one to 10 minutes to reach the bus stop, 95 respondents take 11-20 minutes to get to the bus stop, 17 respondents take 21-30 minutes to reach the bus stop, two respondents take 31-40 minutes to reach the bus stop, six respondents take 41-50 minutes to reach the bus stop, four respondents take 51-60 minutes to get the bus stop, and one respondent takes 90 minutes to reach the bus stop.



Although not captured in this study, information about how the respondents get to the bus stop would have provided further details on why it may take the respondents' varying amounts of time. For example, if two respondents are traveling to the same bus stop from very close starting places, we would be able to tell if one is getting to the bus stop faster than the other due to them driving a car instead of walking.

## Cross-Tab Analysis

To better understand the factors that influence a respondent's decisions surrounding their bus trip, we performed a cross-tab analysis on the basis of race/ethnicity and gender identity. This kind of analysis, which compares the results for one or more variables with the results of another variable, enables us to compare responses among demographic groups and identify areas that might disproportionately affect one group over another. Examples of questions a cross-tab analysis enables us to answer are:

- How do methods of traveling to the bus stop differ between Asians and African Americans?
- How do expected total bus trip times differ between men and women?

We decided to perform the cross-tab analysis on three questions from the Intercity Transit Title VI survey:

- 1) *How did you get to the bus stop to board this bus?*
- 2) *How will you get to your final destination?* and
- 3) *How long will your trip take from start to finish including all parts of the trip?*

The demographic groups we used in the analysis were answers by respondents to questions of race/ethnicity and gender identity. Results are detailed in the tables below each question.



## Travel to Bus Stop

### Q: How did you get to the bus stop to board this bus?

	All Respondents	African American	American Indian/ Alaskan Native	Asian	Caucasian	Hispanic or Latina/Latino	Native Hawaiian/ Pacific Islander	Man	Woman	Transgender	Non-binary/non- conforming
<b>Walked</b>	80.2%	78.9%	87.2%	81.8%	79.2%	84.0%	76.9%	80.4%	81.8%	76.5%	73.2%
<b>Biked</b>	2.7%	3.5%	0.0%	0.0%	3.2%	4.0%	0.0%	3.8%	1.9%	5.9%	2.4%
<b>Carpooled &amp; Parked</b>	0.2%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%
<b>I was dropped off</b>	3.1%	7.0%	5.1%	9.1%	1.3%	2.0%	7.7%	3.8%	3.9%	5.9%	0.0%
<b>Transferred from IT Route</b>	10.2%	3.5%	5.1%	4.5%	12.5%	8.0%	7.7%	8.5%	9.1%	11.8%	14.6%
<b>Drove to an area Park &amp; Ride</b>	0.8%	3.5%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	1.3%	0.0%	4.9%
<b>Transferred from a non-IT Route</b>	1.5%	3.5%	2.6%	4.5%	1.3%	0.0%	7.7%	2.6%	0.0%	0.0%	2.4%
<b>Other</b>	1.2%	0.0%	0.0%	0.0%	1.6%	2.0%	0.0%	0.9%	1.9%	0.0%	0.0%

*The table above can be interpreted as “78.9% of African American respondents walked to the bus stop, compared to 80.2% of all respondents.”*

Consistent across all demographic lines was that most respondents walked to the bus stop. However, there are still some differences in the size of this percentage. The demographic group with the highest percentage of walking respondents was American Indian/Alaska Native, with 87.2% of respondents having walked to the bus stop. On the other end of the scale, non-binary/non-conforming respondents were the least likely to have walked to the bus stop, with 73.2% of responses.

Other notable aspects of the table include:

- Transgender respondents were more likely to bike or get dropped off at the bus stop than the rest of the survey population.
- African Americans, Asians, and Native Hawaiian/Pacific Islanders are more likely to have transferred from a non-IT route, suggesting further travelling times from areas where Intercity Transit doesn't operate.
- Non-binary/non-conforming respondents are the most likely to have carpooled to the bus stop.
- Caucasians are more likely than any other racial or ethnic group to have transferred from another IT route.

## Method of Transportation to Final Destination

**Q: How will you get to your final destination?**

	All Respondents	African American	American Indian/ Alaskan Native	Asian	Caucasian	Hispanic or Latina/Latino	Native Hawaiian/ Pacific Islander	Man	Woman	Transgender	Non-binary/non- conforming
<b>Walked</b>	67.7%	63.5%	87.5%	85.0%	65.8%	68.5%	80.0%	65.8%	68.0%	86.7%	75.0%
<b>Biked</b>	3.2%	1.9%	0.0%	0.0%	4.3%	5.6%	0.0%	3.1%	3.3%	0.0%	2.5%
<b>Transfer to another route</b>	23.9%	28.8%	10.0%	10.0%	25.6%	22.2%	20.0%	26.8%	23.5%	6.7%	20.0%
<b>Uber/Lyft</b>	0.6%	3.8%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
<b>Get a ride from someone</b>	2.1%	1.9%	0.0%	5.0%	2.3%	1.9%	0.0%	1.8%	2.6%	6.7%	2.5%
<b>Other</b>	2.4%	0.0%	2.5%	0.0%	1.7%	1.9%	0.0%	2.6%	2.0%	0.0%	0.0%

*The table above can be interpreted as “63.5% of African American respondents expect to walk to their final destination, compared to 67.7% of all respondents.”*

Differences between demographic groups are most notable in answer categories that have a high percentage of respondents. Looking at the “walk” answer choice in the table above, we can see a higher percentage of American Indian/Alaskan Native respondents than any other racial or ethnic group. African American and Caucasian responses show that these groups anticipate walking to their final destination at a lower-than-average rate. More generally, women are more inclined to walk to their final destination than men, although Transgender and Non-binary/non-conforming respondents had the highest rates of walking out of the gender-identity demographic groups.

Other notable aspects of the table include:

- Very few respondents (0.6%) plan to take an Uber or Lyft to their final destination, but those that do are more likely to be African American.
- African Americans reported being the most likely to transfer to another route, possibly indicating further travel distances.
- Respondents who are Transgender were the least likely to bike and the most likely to get a ride from someone.
- The responses of women align closely with the average response to this question.
- Men were the most likely group to respond that they would use an “other” form of transportation to reach their final destination.

## Length of Time until Final Destination

**Q: How long will your trip take from start to finish including all parts of the trip (walking, biking, etc.)?**

	All Respondents	African American	American Indian/ Alaskan Native	Asian	Caucasian	Hispanic or Latina/Latino	Native Hawaiian/ Pacific Islander	Man	Woman	Transgender	Non-binary/non- conforming
Less than 15 minutes	21.7%	22.9%	31.6%	16.7%	23.8%	18.9%	18.2%	22.9%	21.1%	0.0%	23.8%
15-30 minutes	25.2%	16.7%	23.7%	27.8%	21.8%	37.7%	18.2%	26.5%	23.1%	38.9%	31.0%
30-60 minutes	26.3%	31.3%	18.4%	38.9%	27.7%	30.2%	27.3%	22.9%	30.6%	33.3%	31.0%
1-2 hours	17.4%	18.8%	15.8%	5.6%	17.8%	7.5%	18.2%	17.5%	17.7%	16.7%	11.9%
More than 2 hours	9.3%	10.4%	10.5%	11.1%	8.9%	5.7%	18.2%	10.3%	7.5%	11.1%	2.4%

*The table above can be interpreted as “22.9% of African American respondents anticipated their trip taking less than 15 minutes, compared to 21.7% of all respondents.”*


Perhaps the most interesting question analyzed in the cross-tab analysis, these responses highlight some notable discrepancies between demographic groups. African Americans and Native Hawaiian/Pacific Islanders are most likely to report longer expected trip times, having some of the highest percentages in the *1-2 hours* and *more than 2 hours* categories. American Indian/Alaska Natives apparently are most likely to take short trips, capturing the highest percentage for the *less than 15 minutes* response.

It is important to note that while we can make inferences from the cross-tab analysis tables, they are not to be used as hard scientific evidence of any applicable phenomenon. Instead, they give a good indication of where further research is needed to understand why there are discrepancies in transit times and methods between racial/ethnic and gender identity demographic groups. Small sample populations and potential response bias means that any reported statistic from these tables should include the caveat “of the sampled population.”

Other notable aspects of the table include:

- Zero transgender respondents reported taking a trip shorter than 15 minutes compared to 21.7% of total respondents.
- Non-binary/non-conforming respondents were the least likely to take a long trip (more than 2 hours).
- Men are more likely than women to both take shorter and longer trips, with women being more likely to take medium-length trips.

## English Survey

Class Climate	English	SCANTRON.
Western Washington University	Intercity Transit	
CEBR	IT-Form	

Mark as shown: ☐ ☒ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ☒ ☐ ☒ Please follow the examples shown on the left hand side to help optimize the reading results.

## 1. Route Information

1.1 What route are you on now and which routes do you generally ride?

\_\_\_\_\_ , \_\_\_\_\_ , \_\_\_\_\_ , \_\_\_\_\_ , \_\_\_\_\_

1.2 Time and Date (HH:MM AM/PM - MM/DD/YYYY)

□□ : □□ - □□ / □□ / □□

1.3 What is the route direction (outbound/inbound): ☐ Inbound ☐ Outbound

## 2. Ethnicity, Income and Language

## Title VI Survey

As part of Intercity Transit's Title VI Nondiscrimination Program requirements, we are requesting riders to complete a short demographic questionnaire. The information collected will be used to update our next Title VI Program update in 2024. You will not be contacted by Intercity Transit about this survey. **The questionnaire is voluntary. You are not required to disclose information. Thank you for riding!!!**

**2.1 General Ethnic Identification (check as many as apply):**

- ☐ African American
 ☐ American Indian/Alaskan Native
 ☐ Asian  
☐ Caucasian
 ☐ Hispanic or Latina/Latino
 ☐ Native Hawaiian/Pacific Islander  
☐ Other

2.2 Gender (select all that apply):

- ☐ Man ☐ Woman ☐ Transgender
- ☐ Non-binary/non-conforming ☐ Prefer not to respond

2.3 How many people are in your household (including yourself)?

- ☐ One                      ☐ Two                      ☐ Three  
☐ Four                    ☐ Five                    ☐ Six or More

2.4 What is your household income per year before taxes?

- What is your household income per year before taxes?
- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Less than \$16,000    | <input type="checkbox"/> \$16,000 to \$24,999 | <input type="checkbox"/> \$25,000 to \$34,999 |
| <input type="checkbox"/> \$35,000 to \$44,999  | <input type="checkbox"/> \$45,000 to \$54,999 | <input type="checkbox"/> \$55,000 to \$64,999 |
| <input type="checkbox"/> \$65,000 to \$74,999  | <input type="checkbox"/> \$75,000 to \$84,999 | <input type="checkbox"/> \$85,000 to \$94,999 |
| <input type="checkbox"/> \$95,000 to \$104,999 | <input type="checkbox"/> \$105,000 or more    |   |

2.5 How well would you describe your ability to speak English?

- ☐ Very Well      ☐ Well      ☐ Not Well

2.6 What Primary Language do you speak at home?

- ☐ English
 ☐ Spanish
 ☐ Korean
- ☐ Russian
 ☐ German
 ☐ Vietnamese
- ☐ Chinese
 ☐ Other

### 3. Tell Us About Your Intercity Transit Trip

3.1 Where did you come from to board this specific bus?

- ☐ Home ☐ Work ☐ School
- ☐ Errands (shopping, medical appointment, etc.) ☐ Visiting family/friends ☐ Attending a special event
- ☐ Other

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**3. Tell Us About Your Intercity Transit Trip [Continue]****3.2 How did you get to the bus stop to board this bus?**☐ Walked☐ Biked☐ Carpooled & parked☐ I was dropped off☐ Transferred from IT Route☐ Drove to an area Park & Ride☐ Transferred from a non-IT Route☐ Other**3.3 How many minutes did it take you to get to the bus stop?**


**3.4 Where are you going now?**☐ Home☐ Work☐ School☐ Errands (shopping, appointment, etc.)☐ Visiting family/ friends☐ Attending a special event☐ Other**3.5 How will you get to your final destination?**☐ I will walk☐ I will bike☐ I will transfer to another route☐ Uber/Lyft☐ I will get a ride from someone☐ Other**3.6 How long will your trip take from start to finish including all parts of the trip (walking, biking, etc.)**☐ Less than 15 minutes☐ 15 to 30 minutes☐ 30 minutes to 60 minutes (1 hour)☐ 1 hour to 2 hours☐ More than 2 hours**4. General Questions****4.1 In a typical month, how often do you use an Intercity Transit bus?**☐ 6-7 days per week☐ 4-5 days per week☐ 1-3 days per week☐ less than 10 days per month☐ I rarely ride**4.2 How long have you been riding Intercity Transit?**☐ Less than 6 months☐ 6-12 months☐ 1-2 years☐ 3-5 years☐ 6-10 years☐ More than 10 years**4.3 What is the best way to get you information about Intercity Transit?**☐ Intercity Transit Website☐ Rider Alerts (email/text/posted on bus stops)☐ GovDelivery subscription☐ Customer service (360) 786-1881☐ Friends/others on bus☐ Olympia Transit Center (OTC) in person Customer Service☐ Signs posted inside buses and/or announcements☐ Bus Drivers☐ Social Media (Facebook, Instagram, etc.)☐ Other**4.4 Do you use a smartphone?**☐ Yes☐ No**4.5 What best describes your current work status?**☐ Work from home☐ Work outside the home (employed full or part-time, self-employed)☐ Student (full or part time)☐ Unemployed or not working☐ Retired or semi-retired☐ Unable to work (for example, due to disability or caregiver role)☐ Not working for pay (volunteer work) or not looking for employment☐ Other**4.6 Do you have any disabilities that impact how you use the bus?**☐ Yes☐ No**Thank you for your participation!**

If information is needed in another language, contact (360) 786-8585.

For more information on Title VI, visit Intercity Transit's website at:

<https://www.intercitytransit.com/business/civil-rights-title-vi> or visit the Federal Transit Administration's website at: <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit>



## 3. Cuéntenos sobre su experiencia con Intercity Transit [Continue]

- 3.2 ¿Cómo llegó a la parada del autobús para utilizar este servicio?
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> A pie   | <input type="checkbox"/> En bicicleta                      | <input type="checkbox"/> Compartí un vehículo          |
| <input type="checkbox"/> Me vinieron a dejar                             | <input type="checkbox"/> Hice combinación de la ruta de IT | <input type="checkbox"/> Conduje a un área Park & Ride |
| <input type="checkbox"/> Hice combinación desde una ruta que no es de IT | <input type="checkbox"/> Otro                              |  |

3.3 ¿Cuántos minutos te llevó llegar a la parada del autobús?

- 3.4 ¿A dónde se dirige?
- |                                   |   |  |
|-----------------------------------|---|--|
| <input type="checkbox"/> Casa     | <input type="checkbox"/> Trabajo                    | <input type="checkbox"/> Escuela                         |
| <input type="checkbox"/> Mandados | <input type="checkbox"/> Visita a familiares/amigos | <input type="checkbox"/> Asistencia a un evento especial |
| <input type="checkbox"/> Otro     |   |  |
- 3.5 ¿Cómo llegará a su destino final?
- |                                    |   |   |
|------------------------------------|---|---|
| <input type="checkbox"/> Caminaré  | <input type="checkbox"/> Usaré una bicicleta            | <input type="checkbox"/> Haré combinación a otra ruta |
| <input type="checkbox"/> Uber/Lyft | <input type="checkbox"/> Alguien me llevará en vehículo | <input type="checkbox"/> Otro                         |
- 3.6 ¿Cuánto demorará su viaje desde el punto de partida hasta el destino final? Incluya todas las partes del viaje (caminar, andar en bicicleta, etc.).
- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Menos de 15 minutos | <input type="checkbox"/> Entre 15 y 30 minutos | <input type="checkbox"/> Entre 30 minutos y 60 minutos (1 hora) |
| <input type="checkbox"/> Entre 1 y 2 horas   | <input type="checkbox"/> Más de 2 horas        |   |

## 4. Preguntas generales


- 4.1 En un mes normal, ¿con qué frecuencia usa un autobús de Intercity Transit?
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Entre 6 y 7 días a la semana | <input type="checkbox"/> Entre 4 y 5 días a la semana | <input type="checkbox"/> Entre 1 y 3 días a la semana |
| <input type="checkbox"/> Menos de 10 días al mes      | <input type="checkbox"/> Rara vez viajo               |   |
- 4.2 ¿Hace cuánto que viaja con Intercity Transit?
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Menos de 6 meses | <input type="checkbox"/> Entre 6 y 12 meses | <input type="checkbox"/> Entre 1 y 2 años |
| <input type="checkbox"/> Entre 3 y 5 años | <input type="checkbox"/> Entre 6 y 10 años  | <input type="checkbox"/> Más de 10 años   |
- 4.3 ¿Cuál es la mejor manera de que obtenga información sobre Intercity Transit?
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Sitio web de Intercity Transit                         | <input type="checkbox"/> Alertas para pasajeros (correo electrónico/mensaje de texto/publicación en las paradas de autobuses) | <input type="checkbox"/> Suscripción a GovDelivery  |
| <input type="checkbox"/> Servicio al Cliente: (360) 786-1881                    | <input type="checkbox"/> Amigos/otras personas en el autobús  | <input type="checkbox"/> Servicio de Atención al Cliente en persona de Olympia Transit Center (OTC) |
| <input type="checkbox"/> Letreros publicados dentro de los autobuses o anuncios | <input type="checkbox"/> Conductor de autobús   | <input type="checkbox"/> Redes sociales (Facebook, Instagram, etc.)                                 |
| <input type="checkbox"/> Otro   |   |   |
- 4.4 ¿Usa un teléfono inteligente?
- |                             |                             |
|-----------------------------|-----------------------------|
| <input type="checkbox"/> Sí | <input type="checkbox"/> No |
|-----------------------------|-----------------------------|
- 4.5 ¿Qué es lo que mejor describe su estado laboral actual?
- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Trabaja desde casa                                      | <input type="checkbox"/> Trabaja fuera de casa (empleado de tiempo completo o tiempo parcial, independiente) | <input type="checkbox"/> Estudiante (de tiempo completo o parcial)                                |
| <input type="checkbox"/> Desempleado o no trabaja                                | <input type="checkbox"/> Jubilado o parcialmente jubilado  | <input type="checkbox"/> No puede trabajar (por ejemplo, por una discapacidad o por ser cuidador) |
| <input type="checkbox"/> No trabaja por salario (voluntariado) o no busca empleo | <input type="checkbox"/> Otro  |   |
- 4.6 ¿Tiene alguna discapacidad que afecte la forma en que usa el autobús?
- |                             |                             |
|-----------------------------|-----------------------------|
| <input type="checkbox"/> Sí | <input type="checkbox"/> No |
|-----------------------------|-----------------------------|

¡Gracias por participar!

Si necesita información en otro idioma, comuníquese al (360) 786-8585. Para obtener más información sobre el Title VI, visite el sitio web de Intercity Transit en [www.intercitytransit.com/business/civil-rights-title-vi](http://www.intercitytransit.com/business/civil-rights-title-vi) o visite el sitio web de la Administración Federal de Transporte en [www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit](http://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit).





Class Climate	German	SCANTRON.
Western Washington University	Intercity Transit	
CEBR	IT-Form	

Mark as shown: ☐ ☒ ☐ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ☒ ☐ ☒ ☐ Please follow the examples shown on the left hand side to help optimize the reading results.

## 1. Routeninformationen

1.1 Auf welcher Strecke bist du gerade unterwegs und welche Strecken fährst du generell?

## 1.2 Uhrzeit und Datum (HH:MM AM/PM - MM/DD/YYYY)

□ □ : □ □ - □ / / □ □

1.3 Was ist die Routenrichtung (stadtauswärts/stadteinwärts): ☐ stadtauswärts ☐ stadteinwärts

## 2. Ethnische Zugehörigkeit, Einkommen und Sprache

Umfrage gemäß „Titel VI“ Im Rahmen der Anforderungen des Antidiskriminierungsprogramms nach Titel VI von Intercity Transit bitten wir die Fahrgäste, einen kurzen demografischen Fragebogen auszufüllen. Die in dieser Umfrage erhobenen Daten werden für die nächste Aktualisierung des Programms nach Titel VI im Jahr 2024 verwendet. Intercity Transit wird Sie bezüglich dieser Umfrage nicht wieder kontaktieren. Die Teilnahme an der Umfrage ist freiwillig. Sie sind nicht verpflichtet, diesen Fragebogen auszufüllen. Vielen Dank, dass Sie Intercity Transit nutzen!

2.1 Allgemeine ethnische Zugehörigkeit (Mehrfachnennungen möglich):

- ☐ Afroamerikanisch
 ☐ Indigen (Amerika/Alaska)
 ☐ Asiatisch  
☐ Kaukasisch
 ☐ Hispanisch (Latina/Latino)
 ☐ Indigen (Hawaii oder Pazifische Inseln)  
☐ Sonstiges

2.2 Geschlecht (Mehrfachnennungen möglich):

- ☐ Männlich ☐ Weiblich ☐ Transgender  
☐ Nicht-binär ☐ Keine Angabe

2.3 Wie viele Personen leben in Ihrem Haushalt (Sie selbst inbegriffen)?

- ☐ Eine                      ☐ Zwei                      ☐ Drei  
☐ Vier                      ☐ Fünf                      ☐ Sechs oder mehr

2.4 Wie hoch ist das Jahreseinkommen Ihres Haushalts vor Steuern?

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Unter 16.000 USD           | <input type="checkbox"/> 16.000 bis 24.999 USD     | <input type="checkbox"/> 25.000 bis 34.999 USD |
| <input type="checkbox"/> 35.000 USD bis 44.999 USD  | <input type="checkbox"/> 45.000 USD bis 54.999 USD | <input type="checkbox"/> 55.000 bis 64.999 USD |
| <input type="checkbox"/> 65.000 USD bis 74.999 USD  | <input type="checkbox"/> 75.000 USD bis 84.999 USD | <input type="checkbox"/> 85.000 bis 94.999 USD |
| <input type="checkbox"/> 95.000 USD bis 104.999 USD | <input type="checkbox"/> 105.000 USD oder mehr     |  |

## 2.5 Wie gut sprechen Sie Englisch?

- ☐ Sehr gut      ☐ Gut      ☐ Nicht gut  
☐ Überhaupt nicht

2.6 Welche Sprache wird in Ihrem Haushalt hauptsächlich gesprochen?

- ☐ Englisch
 ☐ Spanisch
 ☐ Koreanisch  
☐ Russisch
 ☐ Deutsch
 ☐ Vietnamesisch  
☐ Chinesisch
 ☐ Sonstiges

### 3. Einzelheiten zu Ihrer Nutzung von Intercity Transit

3.1 Wo waren Sie, bevor Sie heute in diesen Bus gestiegen sind?

- ☐ Zuhause  
☐ Habe etwas erledigt (Einkaufen, Arzttermin usw.)  
☐ Sonstiges

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### 3. Einzelheiten zu Ihrer Nutzung von Intercity Transit [Continue]

- 3.2 Wie sind Sie zur Bushaltestelle für diesen Bus gekommen?
- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Zu Fuß   | <input type="checkbox"/> Mit dem Fahrrad                     | <input type="checkbox"/> Mit Fahrgemeinschaft (das Auto wurde geparkt) |
| <input type="checkbox"/> Ich wurde hingefahren  | <input type="checkbox"/> Umstieg von Intercity-Transit-Linie | <input type="checkbox"/> Bin zu einem Park & Ride-Parkplatz gefahren   |
| <input type="checkbox"/> Umstieg von einem anderen Netz (nicht Intercity Transit) Linie | <input type="checkbox"/> Sonstiges                           |  |

3.3 Wie viele Minuten haben Sie gebraucht, um zur Bushaltestelle zu gelangen?

- 3.4 Wo gehen Sie jetzt hin?
- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Zuhause  | <input type="checkbox"/> Bei der Arbeit           | <input type="checkbox"/> Schule/Hochschule       |
| <input type="checkbox"/> Habe etwas erledigt (Einkaufen, Arzttermin usw.) | <input type="checkbox"/> Bei Bekannten/Verwandten | <input type="checkbox"/> Auf einer Veranstaltung |
| <input type="checkbox"/> Sonstiges  |   |  |
- 3.5 Wie gelangen Sie zu Ihrem letztendlichen Ziel?
- |                                    |   |  |
|------------------------------------|---|--|
| <input type="checkbox"/> Zu Fuß    | <input type="checkbox"/> Mit dem Fahrrad    | <input type="checkbox"/> Umstieg auf eine andere Linie |
| <input type="checkbox"/> Uber/Lyft | <input type="checkbox"/> Ich werde abgeholt | <input type="checkbox"/> Sonstiges                     |
- 3.6 Wie lange werden Sie insgesamt unterwegs sein (einschließlich Fußweg, Fahrt mit dem Fahrrad usw.)
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Weniger als 15 Minuten | <input type="checkbox"/> 15 bis 30 Minuten  | <input type="checkbox"/> 30 bis 60 Minuten (1 Stunde) |
| <input type="checkbox"/> 1 bis 2 Stunden        | <input type="checkbox"/> Mehr als 2 Stunden |   |

### 4. Allgemeine Fragen

- 4.1 Wie oft fahren Sie mit einem Bus von Intercity Transit in einem typischen Monat?
- |  |   |   |
|--|---|---|
| <input type="checkbox"/> 6-7 Tage pro Woche            | <input type="checkbox"/> 4-5 Tage pro Woche       | <input type="checkbox"/> 1-3 Tage pro Woche |
| <input type="checkbox"/> Weniger als 10 Tage pro Monat | <input type="checkbox"/> Ich nehme selten den Bus |   |
- 4.2 Seit wie lange nutzen Sie Intercity Transit?
- |   |                                      |  |
|---|--------------------------------------|--|
| <input type="checkbox"/> Weniger als 6 Monate | <input type="checkbox"/> 6-12 Monate | <input type="checkbox"/> 1-2 Jahre               |
| <input type="checkbox"/> 3-5 Jahre            | <input type="checkbox"/> 6-10 Jahre  | <input type="checkbox"/> Seit mehr als 10 Jahren |
- 4.3 Was ist für Sie die beste Methode, um sich über Intercity Transit zu informieren?
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Website von Intercity Transit             | <input type="checkbox"/> Hinweise für Fahrgäste (per E-Mail, SMS oder Aushang an der Bushaltestelle) | <input type="checkbox"/> Abonnement mit GovDelivery                                    |
| <input type="checkbox"/> Kundenservice (360) 786-1881              | <input type="checkbox"/> Freunde/Andere Fahrgäste im Bus   | <input type="checkbox"/> Persönlich beim Kundenservice im Olympia Transit Center (OTC) |
| <input type="checkbox"/> Schilder im Bus und/oder Bekanntmachungen | <input type="checkbox"/> Busfahrer(in)   | <input type="checkbox"/> Soziale Netzwerke (Facebook, Instagram usw.)                  |
| <input type="checkbox"/> Sonstiges                                 |  |  |
- 4.4 Verwenden Sie ein Smartphone?
- |                             |                               |
|-----------------------------|-------------------------------|
| <input type="checkbox"/> Ja | <input type="checkbox"/> Nein |
|-----------------------------|-------------------------------|
- 4.5 Was beschreibt Ihren derzeitigen Beschäftigungsstatus am besten?
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Ich arbeite im Homeoffice   | <input type="checkbox"/> Ich arbeite nicht im Homeoffice (vollzeit- oder teilzeitbeschäftigt, selbstständig) | <input type="checkbox"/> Schüler(in)/Student(in) (vollzeit oder teilzeit)                                  |
| <input type="checkbox"/> Arbeitslos oder nicht erwerbstätig                                | <input type="checkbox"/> Im Ruhestand oder Teil-Ruhestand  | <input type="checkbox"/> Nicht erwerbsfähig (wegen Behinderung oder Pflege/Betreuung von Angehörigen usw.) |
| <input type="checkbox"/> Ich arbeite ehrenamtlich oder bin nicht auf der Suche nach Arbeit | <input type="checkbox"/> Sonstiges   |  |
- 4.6 Haben Sie eine Behinderung, die Sie Ihre Nutzung des Busses einschränkt?
- |                             |                               |
|-----------------------------|-------------------------------|
| <input type="checkbox"/> Ja | <input type="checkbox"/> Nein |
|-----------------------------|-------------------------------|

Vielen Dank für Ihre Mitwirkung! Wenn Sie Hilfe in einer anderen Sprache brauchen, rufen Sie bitte (360) 786-8585. Weitere Informationen über Title VI finden Sie auf der Website von Intercity Transit auf: <https://www.intercitytransit.com/business/civil-rights-title-vi> oder auf der Website der Federal Transit Administration auf: <https://www.transit.dot.gov/regulations-andguidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit>

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Mark as shown: ☐ ☒ ☐ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ☒ ☐ ☒ ☐ Please follow the examples shown on the left hand side to help optimize the reading results.

1.1 Hiện tại bạn đang đi trên tuyến đường nào và bạn thường đi tuyến đường nào?

$$\frac{1}{2} \times \frac{1}{2} = \frac{1}{4}$$
☐ hướng tới                      ☐ đi ra ngoài

## Khảo Sát Tiêu đề VI

Theo yêu cầu của Chương trình Không Phân Biệt Đối Xử theo Tiêu Đề VI của Intercity Transit, chúng tôi yêu cầu khách đi xe hoàn thành một bảng câu hỏi ngắn về nhân khẩu học. Thông tin thu thập được sẽ dành để cập nhật vào bản cập nhật Chương trình Tiêu Đề VI tiếp theo của chúng tôi vào năm 2024. Intercity Transit sẽ không liên lạc với quý vị về khảo sát này. Việc trả lời bảng câu hỏi này là tự nguyện. Quý vị không bắt buộc phải chia sẻ thông tin. Cảm ơn quý vị đã tham gia giao thông!!!

☐ Người Mỹ gốc Phi ☐ Người Mỹ da đỏ/Người Alaska bản địa ☐ Người Châu Á  
☐ Người gốc Âu ☐ Người Tây Ban Nha/Bồ Đào Nha ☐ Người Hawaii bản địa

☐ Khác

☐ Nam ☐ Nữ ☐ Transgender  
☐ Phi nhi nguyên giới ☐ Không muốn chia sẻ

☐ Một ☐ Hai ☐ Ba  
☐ Bốn ☐ Năm ☐ Sáu người trở lên

☐ Dưới \$16,000      ☐ \$16,000 đến \$24,999      ☐ \$25,000 đến \$34,999  
☐ \$35,000 đến \$44,999      ☐ \$45,000 đến \$54,999      ☐ \$55,000 đến \$64,999  
☐ \$65,000 đến \$74,999      ☐ \$75,000 đến \$84,999      ☐ \$85,000 đến \$94,999  
☐ \$95,000 đến \$104,999      ☐ \$105,000 trở lên

☐ Rất tốt                      ☐ Tốt                      ☐ Không tốt

☐ Tiếng Anh      ☐ Tiếng Tây Ban Nha      ☐ Tiếng Hàn  
☐ Tiếng Nga      ☐ Tiếng Đức      ☐ Tiếng Việt  
☐ Tiếng Trung      ☐ Khác

3.1 Quý vị đi từ đâu đến để bắt xe bus này?

☐ Nhà ☐ Nơi làm việc ☐ Trường học  
☐ Việc lật vật (đi mua sắm, đi thăm khám y tế, v.v.) ☐ Đi thăm gia đình/ bạn bè ☐ Đến dự một sự kiện đặc biệt  
☐ Khác

### 3. Hãy Cho Chúng Tôi Biết về Chuyến Xe Intercity Transit của Quý Vị [Continue]

- 3.2 Quý vị đi bằng phương tiện nào đến điểm dừng để lên xe bus này?
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Đi bộ                                  | <input type="checkbox"/> Đi xe đạp          | <input type="checkbox"/> Đi chung xe và đỗ xe |
| <input type="checkbox"/> Tôi bắt xe khác đến                    | <input type="checkbox"/> Chuyển từ Tuyến IT | <input type="checkbox"/> Lái xe đến khu Đỗ xe |
| <input type="checkbox"/> Chuyển từ Tuyến xe không phải Tuyến IT | <input type="checkbox"/> Khác               |   |

3.3 Bạn mất bao nhiêu phút để đến bến xe buýt?

- 3.4 Bây giờ quý vị định đi đâu?
- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Nhà  | <input type="checkbox"/> Nơi làm việc             | <input type="checkbox"/> Trường học                  |
| <input type="checkbox"/> Việc vặt (đi mua sắm, đi thăm khám y tế, v.v.) | <input type="checkbox"/> Đi thăm gia đình/ bạn bè | <input type="checkbox"/> Đến dự một sự kiện đặc biệt |
| <input type="checkbox"/> Khác   |   |  |

- 3.5 Quý vị sẽ đến địa điểm cuối cùng bằng cách nào?
- |                                       |  |   |
|---------------------------------------|--|---|
| <input type="checkbox"/> Tôi sẽ đi bộ | <input type="checkbox"/> Tôi sẽ đi xe đạp          | <input type="checkbox"/> Tôi sẽ chuyển sang tuyến xe khác |
| <input type="checkbox"/> Uber/Lyft    | <input type="checkbox"/> Tôi sẽ nhờ người khác chở | <input type="checkbox"/> Khác                             |

- 3.6 Từ đầu đến cuối, bao gồm tất cả các phần của chuyến đi (đi bộ, đi xe đạp, v.v.), chuyến đi của quý vị sẽ mất bao lâu?
- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Chưa đến 15 phút | <input type="checkbox"/> 15 đến 30 phút | <input type="checkbox"/> 30 phút đến 60 phút (1 giờ) |
| <input type="checkbox"/> 1 giờ đến 2 giờ  | <input type="checkbox"/> Hơn 2 giờ      |  |

### 4. Câu Hỏi Chung

- 4.1 Thông thường, trong một tháng quý vị đi xe bus của Intercity Transit mấy lần?
- |   |  |  |
|---|--|--|
| <input type="checkbox"/> 6-7 ngày một tuần      | <input type="checkbox"/> 4-5 ngày một tuần | <input type="checkbox"/> 1-3 ngày một tuần |
| <input type="checkbox"/> dưới 10 ngày một tháng | <input type="checkbox"/> Tôi hiếm khi đi   |  |

- 4.2 Quý vị đã sử dụng Intercity Transit được bao lâu?
- |   |                                     |                                     |
|---|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Chưa đến 6 tháng | <input type="checkbox"/> 6-12 tháng | <input type="checkbox"/> 1-2 năm    |
| <input type="checkbox"/> 3-5 năm          | <input type="checkbox"/> 6-10 năm   | <input type="checkbox"/> Hơn 10 năm |

- 4.3 Đây là cách dễ dàng nhất với quý vị để biết thông tin về Intercity Transit?
- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Trang web của Intercity Transit                          | <input type="checkbox"/> Thông Báo cho Khách Đi Xe Rider Alerts (email/tin nhắn/tờ đăng ở điểm dừng) | <input type="checkbox"/> Đăng ký GovDelivery   |
| <input type="checkbox"/> Dịch vụ khách hàng (360) 786-1881                        | <input type="checkbox"/> Bạn bè/những người trên xe bus  | <input type="checkbox"/> Gặp trực tiếp bộ phận Dịch Vụ Khách Hàng của Olympia Transit Center (OTC) |
| <input type="checkbox"/> Các biển báo được dán trong xe bus và/hoặc các thông báo | <input type="checkbox"/> Tài xế xe bus   | <input type="checkbox"/> Phương Tiện Truyền Thông Xã Hội (Facebook, Instagram, v.v.)               |
| <input type="checkbox"/> Khác   |  |  |

- 4.4 Quý vị có sử dụng điện thoại thông minh không? ☐ Có ☐ Không

- 4.5 Mô tả phù hợp nhất về tình trạng công việc hiện tại của quý vị là gì?
- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Làm việc tại nhà  | <input type="checkbox"/> Làm việc bên ngoài (làm việc toàn thời gian hoặc bán thời gian, tự kinh doanh) | <input type="checkbox"/> Sinh viên (toàn thời gian hoặc bán thời gian)                           |
| <input type="checkbox"/> Thất nghiệp hoặc không làm việc                                     | <input type="checkbox"/> Đã nghỉ hưu hoặc nghỉ hưu nhưng vẫn làm thêm                                   | <input type="checkbox"/> Không thể làm việc (ví dụ: do khuyết tật hoặc phải chăm sóc người khác) |
| <input type="checkbox"/> Làm việc không được trả lương (tình nguyện) hoặc không tìm việc làm | <input type="checkbox"/> Khác   |  |

- 4.6 Quý vị có bất kỳ khuyết tật nào ảnh hưởng đến việc đi xe bus không? ☐ Có ☐ Không

Cảm ơn quý vị đã tham gia! Nếu quý vị cần thông tin bằng ngôn ngữ khác, hãy liên hệ (360) 786-8585. Để biết thêm thông tin về Tiêu Đề VI, hãy truy cập trang web của Intercity Transit tại: <https://www.intercitytransit.com/business/civil-rights-title-vi> hoặc truy cập trang web của Cơ Quan Quản Lý Giao Thông Công Cộng Liên Bang (Federal Transit Administration) tại: <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit>



## Korean Survey

귀하가 있는 경로는 어디인가요:	시간:	날짜:
경로 방향은 어떻게 되나요(아웃바운드/인바운드):		

### Title VI 설문조사

Intercity Transit 의 Title VI 차별금지 프로그램 요건 일부로서 승객들에게 간단한 인구 통계 설문지 작성을 요청하고 있습니다. 수집된 정보는 2024 년 다음 Title VI 프로그램 업데이트에 사용될 예정입니다. 이 설문조사와 관련하여 Intercity Transit 에서는 연락하지 않습니다.

설문조사는 자발적인 참여입니다.

귀하의 정보 공개를 요구하지 않습니다. 이용해주셔서 감사합니다!!!

#### 섹션 1: 민족, 소득 및 언어

일반적인 민족 확인 (해당 사항에 모두 체크):

☐ 아프리카계 미국인      ☐ 아메리칸 인디언/알래스카 원주민      ☐ 아시아인      ☐ 코카서스계      ☐ 히스패닉 또는 라틴계  
☐ 하와이 원주민/태평양 섬 주민      ☐ 기타(구체적으로 작성): \_\_\_\_\_

성별 (해당 사항 모두 선택)

☐ 남성      ☐ 여성      ☐ 논바이너리      ☐ 직접 설명하길 선호: \_\_\_\_\_      ☐ 답변하고 싶지 않음

귀하의 가정에 몇 명이 있습니까(본인 포함)?

☐ 1 명      ☐ 2 명      ☐ 3 명      ☐ 4 명      ☐ 5 명      ☐ 6 명 이상

귀하의 연간 세전 가계 소득은 얼마입니까?

☐ \$16,000 이하      ☐ \$35,000~\$44,999      ☐ \$65,000~\$74,999      ☐ \$95,000~\$104,999  
☐ \$16,000~\$24,999      ☐ \$45,000~\$54,999      ☐ \$75,000~\$84,999      ☐ \$105,000 이상  
☐ \$25,000~\$34,999      ☐ \$55,000~\$64,999      ☐ \$85,000~\$94,999

귀하의 영어 말하기 능력은 어느 정도입니까?

☐ 매우 잘함      ☐ 잘함      ☐ 못함      ☐ 전혀 못 함

귀하가 가정에서 사용하는 주 언어는 무엇입니까?

☐ 영어      ☐ 스페인어      ☐ 한국어      ☐ 러시아어      ☐ 독일어  
☐ 베트남어      ☐ 중국어      ☐ 기타 (구체적으로 작성): \_\_\_\_\_

#### 섹션 2: 귀하의 Intercity Transit Trip 에 대해 말해주십시오

이러한 특정 버스에 타기 위해 어디에서 오셨습니까?

☐ 집      ☐ 직장      ☐ 학교      ☐ 특정 용무 (쇼핑, 진료 예약 등)  
☐ 가족/친구 방문      ☐ 특별한 이벤트 참석  
☐ 기타 (구체적으로 작성): \_\_\_\_\_

이 버스를 타기 위해 버스 정류장까지 어떻게 오셨습니까?

☐ 걷기 (\_\_\_ # 분)      ☐ 자전거 (\_\_\_ # 분)      ☐ 카풀 및 주차      ☐ 차로 내려줌      ☐ IT Route # \_\_\_\_\_ 에서 환승  
☐ Park & Ride 장소로 운전      ☐ 비 IT Route # \_\_\_\_\_ 에서 환승      ☐ 기타 (구체적으로 작성): \_\_\_\_\_

<p><b>현재 어디로 가십니까?</b></p> <p><input type="checkbox"/> 집    <input type="checkbox"/> 직장    <input type="checkbox"/> 학교    <input type="checkbox"/> 특정 용무 (쇼핑, 진료 예약 등) <input type="checkbox"/> 가족/친구 방문    <input type="checkbox"/> 특별한 이벤트 참석</p> <p><input type="checkbox"/> 기타 (구체적으로 작성): _____</p>
<p><b>최종 목적지까지 어떻게 갈 예정입니까?</b></p> <p><input type="checkbox"/> 걷기: (# 분 _____) <input type="checkbox"/> 자전거: (# 분 _____) <input type="checkbox"/> 다른 노선으로 환승 (구체적으로 작성): _____ <input type="checkbox"/> 우버/리프트: _____</p> <p><input type="checkbox"/> 다른 사람의 차 탑승    <input type="checkbox"/> 기타 (구체적으로 작성): _____</p>
<p><b>모든 부분(걷기, 자전거 등)을 포함하여 이동 시 처음부터 끝까지 얼마나 걸립니까?</b></p> <p><input type="checkbox"/> 15 분 이하    <input type="checkbox"/> 15 분~30 분    <input type="checkbox"/> 30 분~60 분(1 시간)</p> <p><input type="checkbox"/> 1 시간~2 시간    <input type="checkbox"/> 2 시간 이상</p>
<p><b>섹션 3: 일반적인 질문</b></p>
<p><b>보통 한 달에 Intercity Transit 버스를 얼마나 자주 이용하십니까?</b></p> <p><input type="checkbox"/> 일주일에 6~7 일    <input type="checkbox"/> 일주일에 4~5 일    <input type="checkbox"/> 일주일에 1~3 일</p> <p><input type="checkbox"/> 한 달에 10 일 이하    <input type="checkbox"/> 거의 타지 않지만 다음과 같은 이유로 오늘 탑승: _____</p>
<p><b>Intercity Transit 를 이용한 지 얼마나 됐습니까?</b></p> <p><input type="checkbox"/> 6 개월 이하    <input type="checkbox"/> 6 개월~12 개월    <input type="checkbox"/> 1 년~2 년    <input type="checkbox"/> 3 년~5 년    <input type="checkbox"/> 6~10 년    <input type="checkbox"/> 10 년 이상</p>
<p><b>Intercity Transit 에 대한 정보를 얻기 위한 가장 좋은 방법은 무엇입니까?</b></p> <p><input type="checkbox"/> Intercity Transit 웹사이트    <input type="checkbox"/> 탑승자 알림 (이메일/텍스트 메시지/버스 정류장의 게시글)</p> <p><input type="checkbox"/> GovDelivery 구독    <input type="checkbox"/> 고객 서비스 (360) 786-1881    <input type="checkbox"/> 버스의 친구/그 밖의 사람</p> <p><input type="checkbox"/> Olympia Transit Center(OTC) 대면 고객 서비스    <input type="checkbox"/> 버스 및/또는 고지에 게시된 표시    <input type="checkbox"/> 버스 기사    <input type="checkbox"/> 소셜 미디어 (페이스북, 인스타그램 등) 기타 (구체적으로 작성): _____</p>
<p><b>스마트폰을 사용하십니까?</b>    <input type="checkbox"/> 예    <input type="checkbox"/> 아니오</p>
<p><b>현재 근무 상태를 가장 잘 설명하는 것은 무엇입니까?</b></p> <p><input type="checkbox"/> 집에서 근무    <input type="checkbox"/> 집밖에서 근무 (정규직 또는 시간제 근로자, 자영업)    <input type="checkbox"/> 학생 (정규 또는 시간제)    <input type="checkbox"/> 실직 또는 미취업</p> <p><input type="checkbox"/> 은퇴 또는 거의 은퇴함    <input type="checkbox"/> 일을 할 수 없음 (예: 장애 또는 간병)    <input type="checkbox"/> 급여를 받지 않고 일함(자원봉사) 또는 구직 활동을 하지 않음    <input type="checkbox"/> 기타 (구체적으로 작성): _____</p>
<p><b>버스 이용에 영향을 주는 장애가 있습니까?</b>    <input type="checkbox"/> 예    <input type="checkbox"/> 아니오</p>

**참여해 주셔서 감사합니다!**

다른 언어로 된 정보가 필요하시면 (360) 786-8585로 문의하십시오.

Title VI 에 대한 자세한 내용은 Intercity Transit 웹사이트인

<https://www.intercitytransit.com/business/civil-rights-title-vi> 를 방문하시거나 연방 대중교통국 웹사이트인 <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit> 를 방문해주시오.