

# INTERCITY TRANSIT

## Title VI Program Update

2021 - 2024



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# Intercity Transit overview

**Mission:** To provide and promote public transportation choices that support an accessible, sustainable, livable, healthy, and prosperous community.

**Vision:** To be a leading transit system in the country recognized for our well-trained, highly motivated, customer-focused, community-minded employees committed to enhancing the quality of life for citizens.

Located in Olympia, Washington, Intercity Transit is a nationally recognized, small urban transit system serving the urbanized area of Thurston County for 40 years. 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 and urban growth areas 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.

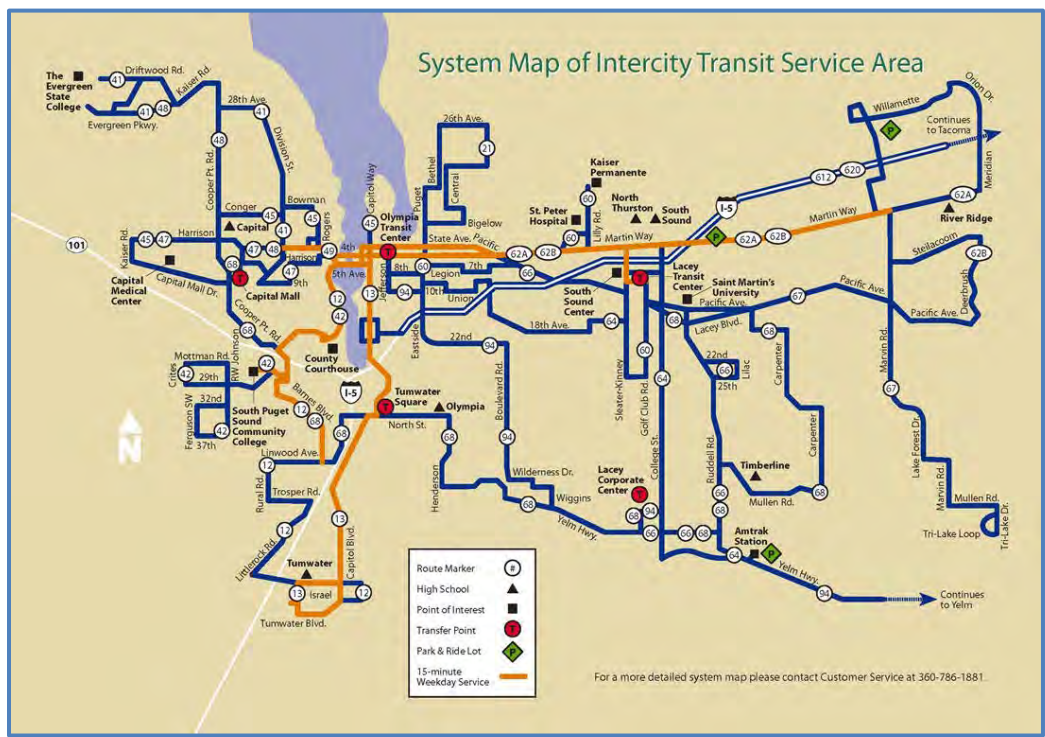


FIGURE 1 SYSTEM MAP OF IT SERVICE AREA

Intercity Transit is a growing organization having successfully engaged the public in a two-year visioning project which resulted in adoption of a new long-range plan following a successful ballot measure in November 2018. Intercity Transit increased service significantly between December 2018 and early 2020, adding span, frequency, and new services with 21 fixed routes and complementary paratransit services. Other services include specialty van transportation, travel training and programs to promote active transportation through walking and cycling.



FIGURE 2 WALK N ROLL GRAND OPENING

In January 2020, IT implemented a 5-year zero fare demonstration project which has gained national and international attention. Intercity Transit also completed the expansion of its main passenger bus transfer station, the Olympia Transit Center, and is in-the-midst of expanding and renovating the agencies Maintenance, Operations and Administrative facility. IT is actively pursuing high-capacity transit service to serve regionally designated corridors. Other projects which support access to public transportation and service expansion include, Transit Signal Prioritization, and implementation of a new CAD/AVL system, planning for sustainable zero emission technologies, and exploring other innovative transportation solutions to serve the needs of the community.



FIGURE 3 CURRENT IT BRANDING

Intercity Transit is governed by a nine-member Authority. The members consist of five elected officials, selected by their respective jurisdiction, three Citizen Representatives who are appointed by the Authority, and one non-voting labor representative.



FIGURE 4 COMMUNITY ADVISORY COMMITTEE 2020

Intercity Transit also has a 20-member Community Advisory Committee (CAC) that provides input to the Authority on local public transportation issues such as: paratransit (Dial-A-Lift) policies, service changes, strategic plans, consumer issues, the budget, fare policies and changes, transit amenities and other issues. The Community Advisory Committee members serve three-year terms, and the youth position serves a one-year term. Members are selected to achieve diversity and geographical representation in the Public Transportation Benefit Area. The group includes senior citizens, youth, people with disabilities, college students, business owners, social service agency representatives, neighborhood associations, the medical

community, environmentalists, and bicyclists. At least one member of the Intercity Transit Authority attends each Community Advisory Committee meeting.



FIGURE 5 MASKS REQUIRED MANDATE

As of the time of this update the long-term effects of the Covid-19 pandemic on transit are still unknown. Though Covid-19 has affected nearly all aspects of transit and our daily lives, it has not impacted Intercity Transit’s commitment to uphold the contents of our Title IV Plan.

### 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).

### Inclusive Public Participation Practices

IT's public communications are focused on a broad social, ethnic, age, and economic spectrum that makes up the population of our service area. IT routinely uses a variety of communication tools that: a) include a direct reference to the agency's adherence to Title VI requirements; and b) 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 marketplace for vendor product and services, but also are tools that are intentionally non-exclusionary in any way. Agency communication tools that serve the purpose of maximizing public engagement include the following:

#### Intercity Transit's Website

Examples of relevant, specific website pages under [www.intercitytransit.com](http://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 2021, we reviewed all printed and web page materials for Title VI compliance and made updates as needed.

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 can be found at:  
<https://www.intercitytransit.com/business/civil-rights-title-vi>



Examples of relevant, specific non-website communication tools that encourage all-inclusive public participation and identify active communication opportunities including the following:

- IT General Public Comment Form available at transit facilities, onboard buses, at Board meetings and referenced on Board agendas. These forms allow for voluntary disclosure of demographic information.
- IT’s Transit Guide is available by Braille on request and currently available in print on buses, at Customer Service, IT business office, and the following locations:

Intercity Transit Schedule Outlets/ Transit Guides

<b>OLYMPIA</b>
All Safeway stores carry Transit Guides at the Customer Service Counter
Community Center
Olympia Food Coop
Farmer’s Market
Kaiser
BHR Rec Services
Olympia Department of Health
Ralph’s Thriftway
City of Olympia
Olympia Regional Learning Academy
Olympia Municipal Court
Olympia Library
OTC
Salvation Army
Bayview Thriftway
Prov St Peter Hospital
<b>WEST OLYMPIA</b>
Capital Mall
Capital Medical Center
Chamber of Commerce
NW Resources

Safeway Westside
SPSCC
Capital High School
Sea Mar Com. Health 3030 Limited Ln NW
T.C. Courthouse
T.C. Drug Court
TESC Bookstore
TESC Parking Services
Exceptional Forester International
TRPC
Work Source
<b>LACEY</b>
Amtrak Station
Chamber of Commerce
City of Lacey
Image Barber Shop
Lacey Library
Lacey Senior Center
Lacey Transit Center
North Thurston HS
Panorama City
River Ridge HS
St. Martin's University
SPSCC
South Sound HS
Timberline HS
<b>TUMWATER</b>
BHR Rec Services
City Of Tumwater

New Market Center
Olympia High School
Parks & Recreation
Safeway Tumwater
SEA Mar Dental
SEA Mar Health
Tumwater High School
Tumwater Inn & Suite
Tumwater Library
<b>YELM</b>
Safeway
Tim's Pharmacy
Yelm High School
Yelm Library
Yelm Chamber Office
Yelm Senior Center
Yelm City Hall
Nisqually Tribal Center

- IT Rider News and Alerts are posted on buses, at transit centers, Customer Service, 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, online, by phone, and through email. Intercity Transit encourages public comment formally as well as informally. The example below shows options provided for public review of 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](mailto:tellus@intercitytransit.com), or
    - By calling Intercity Transit's comment line, 360-705-5852



FIGURE 6 SEPTEMBER 2021 RIDER NEWS

Opportunity for communicating and engaging with low-income workers in 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 regularly planned market research and surveys. 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 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 into 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.

FIGURE 7 GRAPHIC ON ALL TRANSIT SHELTERS

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 on July 17, 2018. As of August 2021, at least 11,092 people have signed up for notifications. The categories are all opt in and include many topics that are not route or service specific such as Public Hearings (1,504 subscribers), Project Updates (1,606 subscribers), and News Releases (4,893 subscribers).

Though messages are currently available only in English, they can quickly 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 written information 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](mailto: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.

## 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 addressed. IT has most recently programmed federal funding for bus procurements, bus stop enhancements, and the Pattison MOA Rehabilitation, Expansion & Modernization project, all of which are currently underway.

In all projects, IT determines whether SEPA and/or NEPA pertains. Currently, the Pattison MOA Rehabilitation, Expansion & Modernization project received a categorical exclusion (CE) concurrence from FTA. On all FTA funded projects, IT dialogues with our FTA Program Manager on the NEPA process. The complexity and potential service impacts of projects like the Pattison MOA Rehabilitation, Expansion & Modernization project requires coordination with the City of Olympia and the public including project updates for our riders, notices provided to adjacent property owners, SEPA notices, public hearing notices, and permit notices and timelines related to our facilities and projects, so we are sensitive to the public’s role participating in the planning process.

## List of Title VI Investigations, Complaints or Lawsuits

Intercity Transit has no Title VI investigations, complaints, or lawsuits to report since our last submitted Title VI program, submitted October 1, 2018. All Title VI complaints or those complaints that may be elevated to a Title VI complaint are compiled by the Title VI Officer. A list of incidents that rose to review with outside agencies are summarized below. Incidents are all followed up on by either the Title VI Officer or the Operations Director and the complaint resolution is documented internally.

Intercity Transit has a process for tracking all comments/complaints, including those that might be elevated or comments/complaints that we need to confirm are not Title VI issues. Resolved comments that

don't fall into the category of a Title VI investigation, complaint or lawsuit are tracked as through our customer comment database.

The Title VI Officer may request follow-up by staff on an as-needed basis when complaints may have a Title VI component to verify resolution.

<b>Summary of Title VI external review requests since last Program update (2018)</b>	
<b>Date</b>	<b>Outcome</b>
8/18/2020	External agency contact (FTA). Customer complaint brought forward and reviewed by FTA (Susan Fletcher) and IT (Eric Phillips). On 8/21/2020, verification of complaint resolved from FTA with no Title VI finding. No further action was deemed necessary by external agency.
3/29/2021	External agency contact (WSDOT). Customer complaint brought forward and reviewed by WSDOT (Elizabeth Safsten) and IT (Eric Phillips). On 4/9/2021, verification of complaint resolved from WSDOT with no Title VI finding. No further action was deemed necessary by external agency.

#### General Title VI Contacts, Complaint Process and Notice of Rights under Title VI

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 659

Olympia, WA 98507-0659

360-705-5857

[ephillips@intercitytransit.com](mailto: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 their 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



[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. 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.

## **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 Proficiency (LEP) guidance on an implementation plan:

1. Identification of persons who will implement the plan.
2. Notice of language assistance services.
3. Staff training on policies and procedures.
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**

Intercity Transit researched quantitative and qualitative information regarding LEP populations based on 2015 - 2019 American Community Survey with the assistance of the Thurston Regional Planning Council (TRPC) — the 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, the estimated LEP population county-wide (n= 11,326 households) represents 4.1% of the total population.

- LEP Map (Figure 8): Using data from the 2015- 2019 American Community Survey data, TRPC produced a map that displays, by census tract, LEP concentrations within Intercity Transit’s service area. The county’s census tracts with the highest percentage of LEP populations are within the IT Public Transportation Benefit Area (PTBA), near transit routes.

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.

- In the service area's limited English-speaking households, the most common languages spoken are Spanish and Asian and Pacific Island languages.

#### **Conclusions and Recommendations**

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

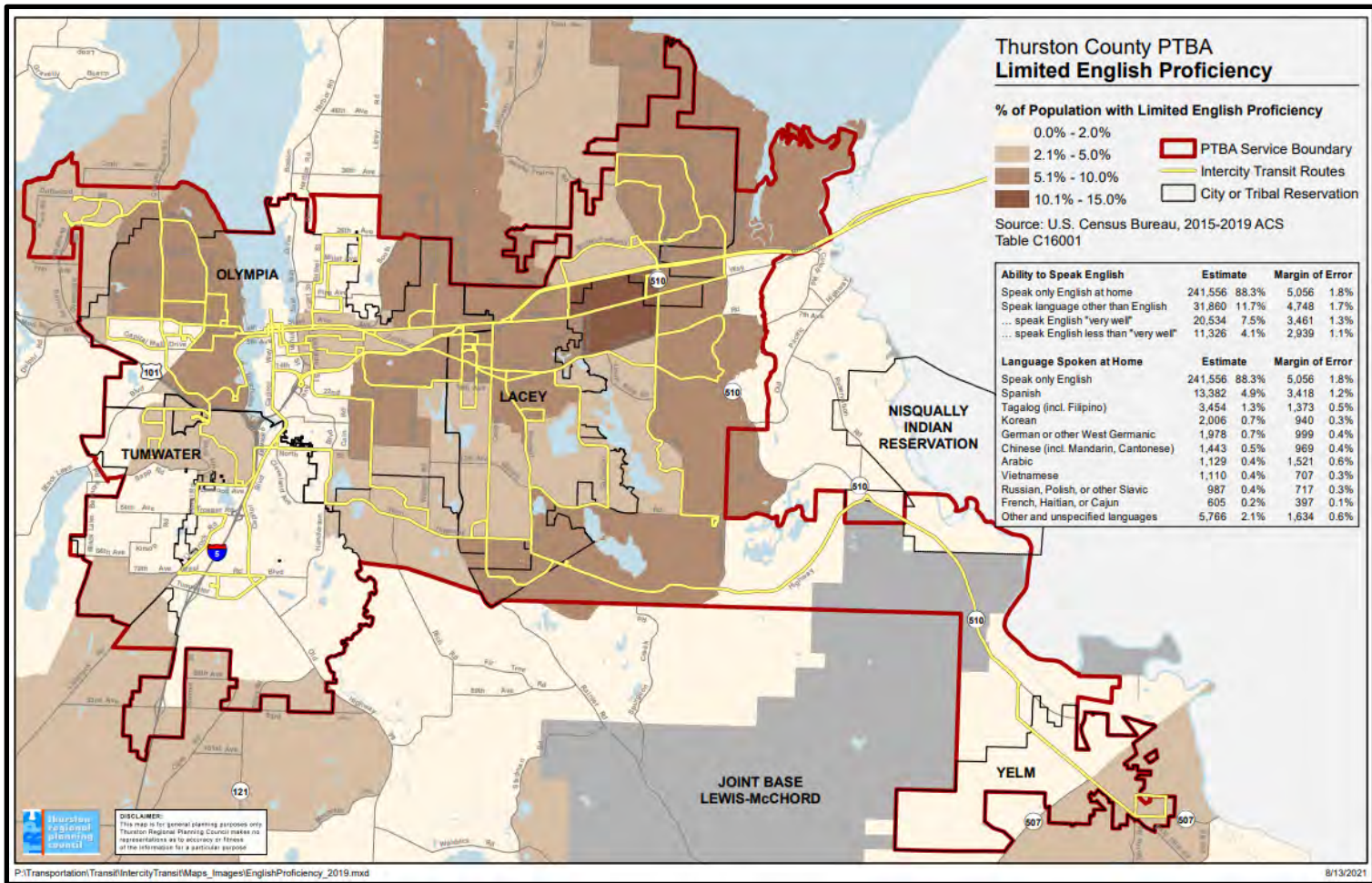


FIGURE 8 THURSTON COUNTY PTBA LIMITED ENGLISH PROFICIENCY

**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. These are the means by which transit customers and general public use or inquire about transit services and programs.

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.

**Methods to Capture Frequency of LEP Interactions**

<b>LEP 2021 Information Audit</b>				
<b>Data Sources</b>	<b>Ethnicity/ Race</b>	<b>LEP Status</b>	<b>Frequency of Contact</b>	<b>Trip Purpose</b>
<b>RIDERSHIP</b>				
Automatic Passenger Counters	No	No	No	No
Dial-A-Lift records (paratransit)	No	No	Yes	Yes
Survey Research	Yes	Yes	Yes	Yes
<b>FARES*</b>				
On bus	No	No	No	No
Outlet Sales	No	No	No	No
Pass-by-Mail	No	No	No	No
<b>CUSTOMER INFORMATION</b>				
Customer service issues	No	Yes	No	No
Trip planning assistance	No	Yes	Yes	No

*\*In January 2020, IT implemented a “zero-fare” demonstration project that eliminated fare collection and the need for riders to pay bus fares on-board buses or via mailed passes.*

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

2021 Monthly Requests			
Call Center	Average Calls per month*	Language Assistance Requests	Language
Customer Service	2,000	1	Spanish
Dial-A-Lift (paratransit)	5,791	0	N/A
Village Vans	367	0	N/A
Total	8,158	1	

\*The average number of calls (past 18 months) has been greatly affected by Covid-19 and is below historic call levels.

### Conclusions and Recommendations

1. Using the new Language Line statistics that can be accessed as needed, IT monitors trends and deficiencies along with needs for translation for vital documents and/ or critical services. This service provides 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 limited English proficiency. 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 our 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 coordinate through the regional planning process on updates to and implementation of Thurston Regional Planning Council's - Coordinated Human Services Transportation Plan.

Through the efforts of these coordination programs, a "Human Service Transportation Forum," convened through the regional metropolitan planning organization, 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 17 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 front-line 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 IT staff members fluent in Spanish and some Asian languages 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 who understands English.

All Operators receive training on aiding LEP customers who may need to access the Language Line to get information that they need to access services. The slide here is excerpted from the Operator Training and instructs Operator's to direct LEP customers to Customer Service to connect to the Language Link line.

# INCLUSION


## No Cost Interpretation & Translation Services with Language Link

Need help? Call Customer Service at 360-786-1881  
An interpreter will be provided at no cost to you.

<b>Arabic:</b> أحتاج المساعدة في اللغة العربية أحتاج المساعدة في اللغة العربية	<b>Japanese:</b> あなたの言語を選択してください。 通訳を提供できます。
<b>Burmese:</b> မြန်မာဘာသာဖြင့် အကူအညီလိုအပ်ပါသလား။ မြန်မာဘာသာဖြင့် အကူအညီလိုအပ်ပါသလား။	<b>Korean:</b> 외국어 통역 서비스 Zarywanngi (Yuryuwari) seonyeongim
<b>Chinese:</b> 請為您提供免費的語言服務。 我們會為您提供免費的語言服務。	<b>Portuguese:</b> Idioma seu idioma Você terá acesso a um intérprete sem custos.
<b>Farsi:</b> به زبان خود شماره کنید. یک مترجم رایگان به صورت آنلاین برایتان قرار خواهد داد.	<b>Russian:</b> Нужна помощь в другом языке? Нужна помощь в другом языке?
<b>Hindi:</b> अदखुल मडलर अणुणु. ऑन वुडर कुऑरुऑर ऑर अदखुलर ऑर अदखुलर.	<b>Spanish:</b> Necesitamos ayuda en otro idioma. Traducción libre! ¡Sin costo para el cliente!
<b>Hebrew:</b> מוזמנים להשתמש בשירות זה. ייתכן כי יישום זה יישום זה יישום זה.	<b>Tamil:</b> தேவையான மொழியைத் தேர்வு செய்து உங்கள் மொழியை எழுதுக.
<b>Thai:</b> ต้องการความช่วยเหลือหรือไม่? เราสามารถให้บริการแปลฟรีได้	<b>Tagalog:</b> Kailangan ng tulungan sa ibang wika? Kailangan ng tulungan sa ibang wika?
<b>Vietnamese:</b> Cần sự trợ giúp ngôn ngữ không? Chúng tôi có dịch vụ thông dịch miễn phí.	<b>Indonesian:</b> Butuh bantuan bahasa? Kami menyediakan layanan terjemahan gratis.

If a customer needs assistance in another language, please contact Customer Service at 360-786-1881.

### Language Link



需要提供母語協助? 我們可以提供口譯服務。請撥打360-786-1881與客戶服務人員, 以獲得此項服務。  
 Нужна помощь на вашем родном языке? Наша служба переводов может вам помочь.  
 Necesita ayuda en su lengua materna? Nuestro servicio de intérpretes puede ayudarle. Por favor, contacte con el Servicio de Atención al Cliente al 360-786-1881 para utilizar este servicio.  
 Kailangan ng tulungan sa ibang wika? Makailatulong ang aming serbisyong nagpapalitan sa wika. Mangyaring malipag usapay sa aming Customer Service sa 360-786-1881 upang gamitin ang serbisyong ito.  
 Quý vị cần trợ giúp bằng tiếng mẹ đẻ của mình? Chúng tôi có dịch vụ thông dịch miễn phí.  
 Cần sự trợ giúp ngôn ngữ không? Chúng tôi có dịch vụ thông dịch miễn phí.

FIGURE 9 SLIDE EXCERPT FROM OPERATOR TRAINING

### 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 provides 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 occurs only 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 increase slowly.

Item	Translation Cost	Print Quantity	Print/ Production Cost
Translate webpages	Free web services provide this.	N/A	N/A
Language Link	Approximately \$3/ call	N/A	N/A
Translation of Vanpool promotional material (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 are also preparing for a possible transition to a Large UZA in 2022. If that designation occurs, IT is looking forward and preparing in anticipation of those additional requirements.
2. LEP customer base is most likely to 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 experience an increase in LEP customers using our services.
3. To continue to improve LEP initiatives, the agency will need to lead efforts that deal more directly with the changing ridership demographics. The region does anticipate and project steady population growth over the next 20 years and its likely we will see will likely see a proportionate rise of LEP customers.
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:



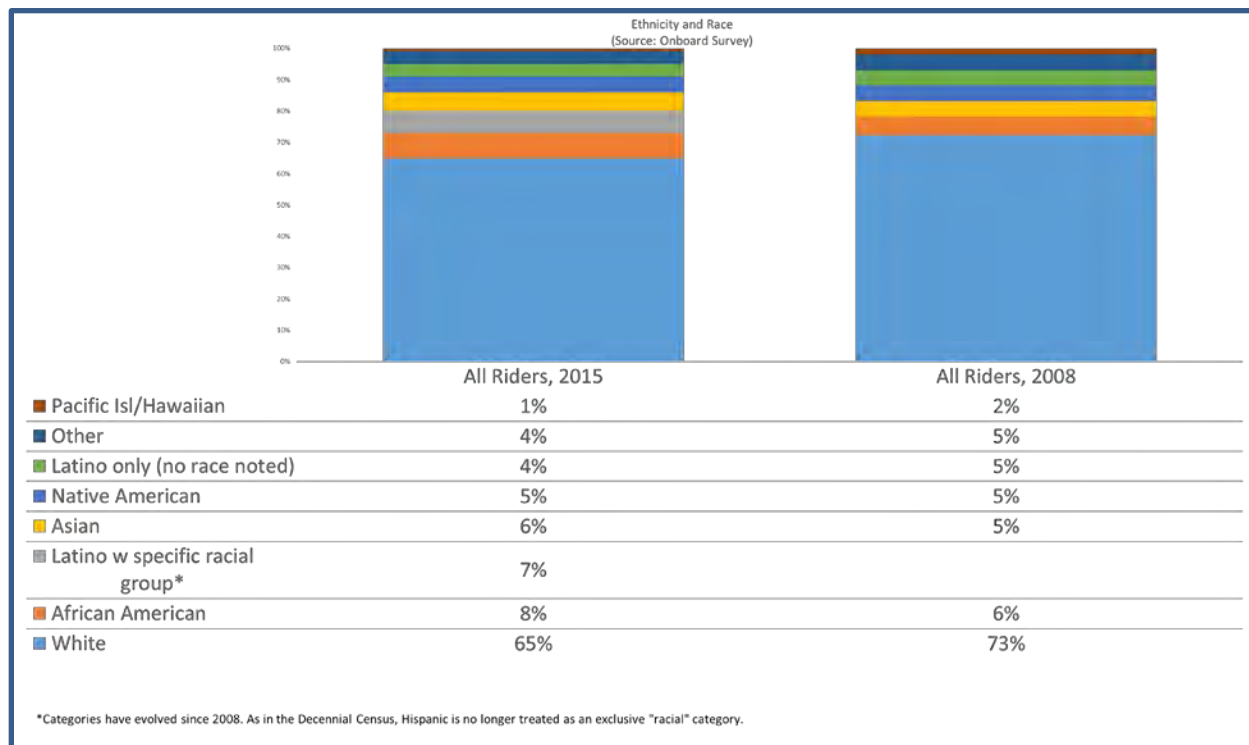


FIGURE 10 CUSTOMER SATISFACTION SURVEY COMPARISON

The next customer satisfaction survey is expected to take place in 2022 and will provide valuable demographic information on current customers.

### 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 and Facilities	
Item	Year started

Make in-person interpreter services available upon request for public hearings or meetings	FY12
Upon request, translate vital documents at no cost	FY12
Provide notice of language assistance, at no cost, on non-vital yet important outreach documents.	FY12

<b>Legal / Administration Services</b>	
<b>Item</b>	<b>Year started</b>
Develop/review contract language to ensure all contractors providing goods and services are following 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
Assist departments in developing curriculum and training frontline and other key staff in: <ul style="list-style-type: none"> <li>• awareness of type of language services available</li> <li>• how staff and/or LEP customers can obtain these services</li> <li>• how to respond to LEP callers</li> <li>• how to respond to correspondence from LEPs</li> <li>• how to respond to LEPs in person</li> <li>• how to document LEP needs</li> <li>• how to respond to civil rights complaints</li> </ul>	FY08

<b>Marketing/ Communications/ Outreach and Customer Services</b>	
<b>Item</b>	<b>Year started</b>
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
All written translation requests are routed through and managed by Marketing Division to ensure consistency.	FY12
Place a notice of language assistance, at no cost, on important outreach documents and on website.	FY12

Provide information about complaint process.	FY08
Enable web content to be viewable on desktops, tablets, and mobile phones in multiple languages.	FY08

<b>Operations</b>	
<b>Item</b>	<b>Year started</b>
Provide training to operators and other frontline employees in LEP policies and procedures.	FY09
Coordinate training with Administration Services Department.	FY09

<b>Planning</b>	
<b>Item</b>	<b>Year started</b>
Identify areas within the service district that have high concentrations of LEP individuals.	FY12
Identify routes serving areas with high concentrations of LEP individuals.	FY12
Identify service changes affecting areas with high concentrations of LEP individuals.	FY09

## 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 have changed over time. The most recent version (below) of the Service Design Principles, were adopted in late 2020 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 as outlined below.

### 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 have been integrated into IT's 2021-2026 Strategic Plan.

#### 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. In late 2019, IT launched a bus rapid transit demonstration project (The One) in 2019 along a major east-west corridor (Martin Way-Harrison Avenue) to provide faster and more frequent transit service for riders through areas with some of the highest percentages of LEP populations. This service is consistent with Design principles 2 and 3 (below).

#### 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, the Agency 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.

#### 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 of the three-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, including greenhouse gas emissions.

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.
- Intercity Transit will monitor potential benefits and risks associated with ride share programs, autonomous vehicles and other changing technology that could impact ridership or provide new opportunities for implementing first and last-mile strategies.
- Intercity Transit will work diligently to remove barriers to transit access and encourage use. This includes offering faster service in high-density corridors, increasing frequency on high-use routes, adding service to growing neighborhoods and employment centers, simplifying the fare structure, and other measures as appropriate.

## 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 need 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.

## Service Standards

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

### **1.1 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 defines the various service classes.

SERVICE CLASSES					
Class	Type of Community Served	Orientation	Roadway Operated	Res /Employ 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
Commuter	Urban center, Park & ride	Commercial, employment	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.

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			
Commuter	x	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, service frequencies of less than one trip per hour in each direction have little likelihood of generating sufficient ridership to satisfy productivity standards. The following 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.

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

Directional trips per hour					
Type	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			
Commuter	2	1		1	

#### 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.

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.

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

## 2.3 Ridership

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

### 2.3.1 Route Ridership

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.

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.

	Trunk	Primary	Secondary	Rural	Commuter
<b>Standard Riders per Hour</b>					
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	

<b>Riders per Mile</b>					
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	
<b>Riders per Trip</b>					
Exceeds standard					25 or more
Satisfactory					15.0 to 24.9
Marginal					10.0 to 14.9
Unsatisfactory					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

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
- Increasing marketing efforts.

#### 2.3.4.2 Reducing Passenger Capacity

- 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 is a commuter route that frequently has standing room only for passengers. 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 two 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 may be taken:

- Add additional trips to affected routes to provide additional seated capacity
- Redistribute the passenger loads among existing buses
- 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 considered:

- 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 that 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 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 that serve highly transit-dependent areas may be permitted lower levels of ridership.

Commuter routes and other services that provide critical transportation links (e.g., commuter links between Olympia and Central Puget Sound) 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 on an ongoing basis and reported at least once per month to the Federal Transit Administration:

- 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 passengers
- 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 that show current route and schedules, including route maps, and that 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 employment centers, and by mail. The availability of information to the public via the internet (e.g., IT website, One Bus Away app) is updated on a regular basis.

Route information is 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. Some complications are often necessary to provide cost-efficient operations that offer coverage to as many service area residents as possible. 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.

## **2.6 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:

<b>Loops</b>	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.
<b>Branches</b>	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.
<b>Turnback's</b>	Should be used, when possible, to increase service frequency on trunk portions of a route where the majority of the route's boardings occur. Turnback's typically occur at or before the midpoint of a route, but they may be utilized anywhere along the trunk portion of the route. The location of the turnback should also be a time point.
<b>Route Alignment</b>	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.
<b>Route Deviations</b>	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.

<b>Route Designations</b>	Branches should be given a different route name and number to avoid confusion.
<b>Round-Trip Cycle Times</b>	Should be in 15-minute increments including recovery time to allow for interlining and pulse scheduling at transit centers.
<b>Interlining</b>	Routes should be interlined where possible to better serve trip desires and to reduce transfer volumes and operating costs.
<b>Bus Stops</b>	Should be provided on the average every 1,000 feet in contiguous urban development areas. Spacing will be more frequent in high-density areas and less frequent in outlying areas.
<b>Shelters</b>	Generally, passenger shelters should be provided at all locations having 10 or more boardings per day. Qualitative considerations that also should be factored into whether a shelter is warranted at a given bus stop include prevailing weather patterns, available space, and surrounding density and land uses.

**2.6.4 Accessibility**

*\*Alternative service modes may be appropriate for the transit-dependent as well as the by-choice rider.*

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

Transit service must be reasonably accessible to existing and potential users within the public transit service area in order to provide mobility. 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 density. For this reason, Intercity Transit may force longer walk distances on intending riders in those areas. In areas of higher 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 Survey). During other time periods, planning analysis zone population and employment data estimates, when available from the city, county, or metropolitan planning organization (TRPC), may be more appropriate.

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

### **2.6.5 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. At a local level, the 2040 Regional Transportation Plan (RTP), adopted in 2020 with IT's input, incorporates equity into its Barrier-Free Transportation goal:

*“Ensure transportation system investments support the special travel needs of youth, elders, people with disabilities, literacy, or language barriers, those with low incomes, and other affected groups.”*

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. 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.

As noted earlier in the document, Intercity Transit in January 2020 adopted a zero-fare policy for a five-year demonstration period. The policy, which eliminated fare collection aboard IT buses and reduces a financial barrier for riders, helps achieve the RTP's Barrier-Free Transportation goal.

## **2.7 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.

## 2.8 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. The following table, adapted from [TCRP Report 19](#), describes transit industry standards for spacing bus stops and provides local examples for context:

Environment	Spacing Range	Local Example
Central Core	300-1,000 feet	Downtown Olympia
Urban Area	500-1,200 feet	Tumwater Square
Suburban Area	600-2,500 feet	Northeast Lacey
Rural Area	650-2,640 feet	Unincorporated Thurston County

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.

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 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.

**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. Maintenance of vehicles also requires adjustments in vehicle assignments, which is monitored on a daily basis. As a transit agency, IT is moving toward having all routes utilize a 40’ bus. This enables efficient blocking of trips and heavier ridership loads.

**Vehicle Load Standards:**

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

Bus Length	Model Year	Vehicle count	Seated Passenger Capacity	Max Standing Passenger Capacity	Total Passenger Capacity	Maximum Load Factor
35 foot	2007	5	32	55	87	2.7
35 foot	2019	8	31	63	94	3.0
35 foot	2020	16	27	66	93	3.4
35 foot	2021	7	27	67	94	3.5
40 foot	2007	5	37	44	81	2.2
40 foot	2010	6	37	30	67	1.8

40 foot	2012	7	37	30	67	1.8
40 foot	2014	10	37	26	63	1.7
40 foot	2019	16	36	51	87	2.4
40 foot	2021	6	34	52	86	2.5

### 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.

#### 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. The shelter size selected 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, which are noted in IT’s publicly available Bus Stop Standards and codified in local development codes and transportation engineering standards.

*Solar lighting/shelters:* This amenity is available where sunlight is sufficient to generate enough power. Each shelter site is pre-screened to establish a level of existing luminosity during the nighttime and to gauge exposure to sunlight during the daytime.

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

*Bicycle rack:* Bicycle racks are placed on as-needed basis. If the bicycle rack is within the public right-of-way, the amenity requires jurisdictional approval.

## **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. 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.

Racial breakdown of non-elected advisory boards

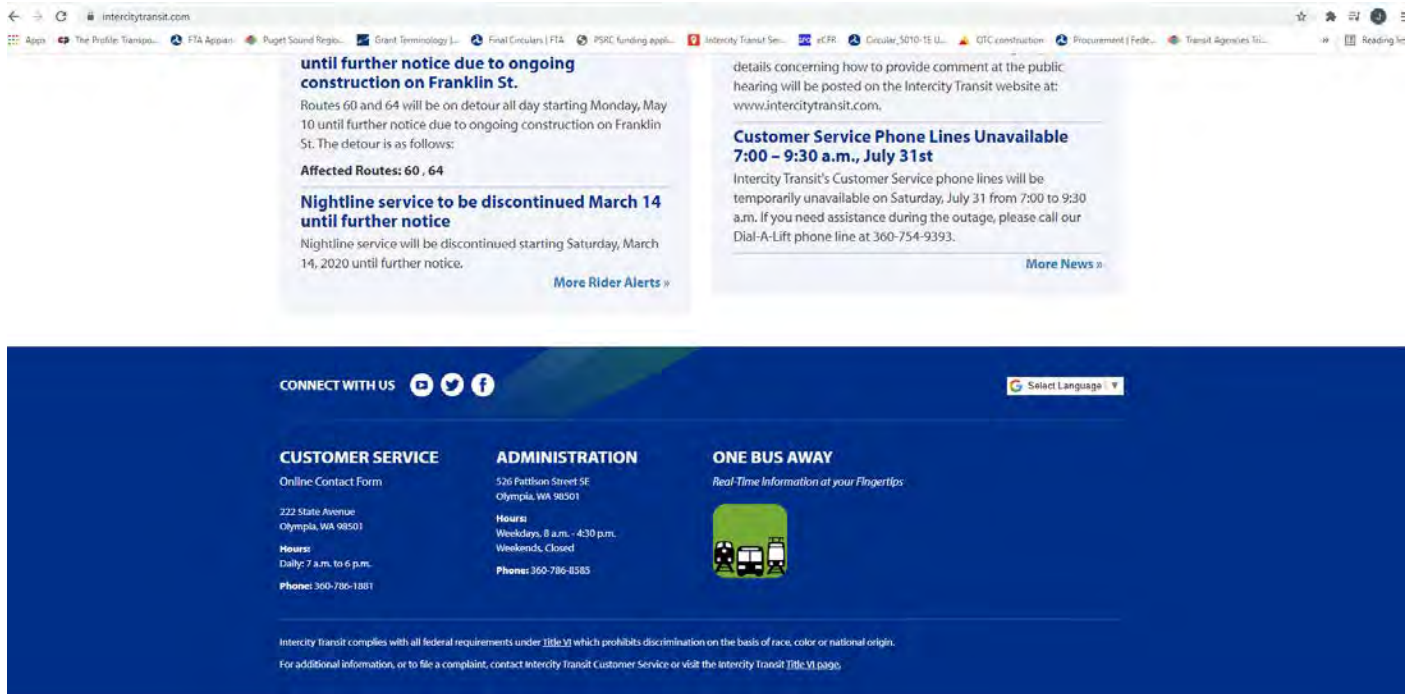
The racial breakdown of the CAC is provided below:

	PTBA	CAC
<b>Approved CAC Membership Positions</b>		20
<b>Filled Membership Position</b>		19
<b>Members Completing Survey</b>		1
<b>African American or Black</b>	3.6%	1
<b>American Indian or Alaska Native</b>	1.8%	
<b>Asian</b>	6.3%	1
<b>Caucasian or White</b>	81.5%	17
<b>Hispanic or Latino</b>	9.4%	
<b>Native Hawaiian or Other Pacific Islander</b>	1.0%	
<b>Two or More Races</b>	5.8%	

**Source:** Data used from [US Census](#) and based off of Thurston County since PTBA specific data not available.

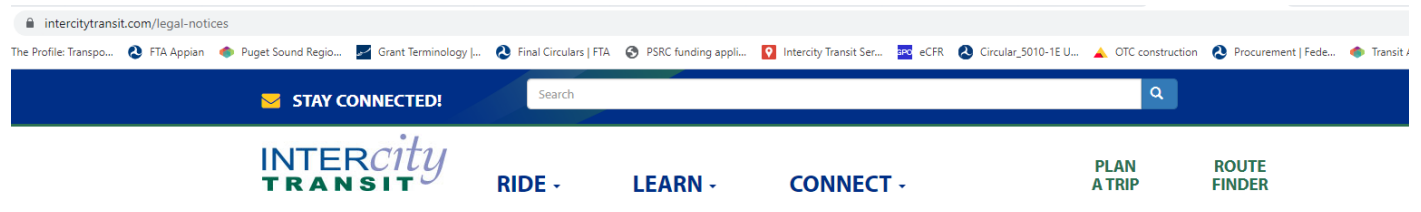
# Website Page Printouts

Home Page Title VI Reference at [www.intercitytransit.com](http://www.intercitytransit.com)



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

The screenshot shows the Intercity Transit website. At the top, there is a navigation bar with the Intercity Transit logo and menu items: RIDE, LEARN, CONNECT, PLAN A TRIP, and ROUTE FINDER. Below the navigation bar is a search bar and a "STAY CONNECTED!" button. The main content area is titled "Civil Rights Title VI" and includes a breadcrumb trail: Business / Civil Rights Title VI. The text on the page states: "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." It also mentions that Intercity Transit includes Title VI language in all written agreements and will monitor for compliance. A paragraph states: "Any person who believes that their 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:" followed by contact information for the Title VI Coordinator: Intercity Transit, Title VI Coordinator, P.O. Box 659, Olympia, WA 98507-0659. Contact details include: By phone: 360-786-8585 (Business Office) and 360-786-1881 (Customer Service); By fax: 360-357-6184; Email: [ntrail@intercitytransit.com](mailto:ntrail@intercitytransit.com). A link for "Title VI Complaint Form" is provided. The page concludes with: "In addition to the Title VI process at Intercity Transit, Title VI complaints may be filed with the Federal Transit Administration, Office of Civil Rights, Region X, 915 Second Avenue, Suite 3142, Seattle, WA 98174."



## Legal Notices

### Legal Notices

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, contact Intercity Transit Customer Service. Please read these terms carefully before using this site.

The materials on this website (the "site") are provided by the Intercity Transit as a means for Intercity Transit to provide information about Intercity Transit, its services, programs, mission and objectives to the public and its customers and may be used for informational purposes only. By continuing use of the site or downloading any materials from the site, you agree to these terms. If you do not agree to them, do not use the site or download any material from it.

Intercity Transit at any time may modify the site and the terms governing its use. You should visit this page from time to time to review the terms. Certain provisions of the terms may be superseded by expressly designated legal notices or terms located on particular pages of the site.

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

The screenshot shows a web browser window with the URL [intercitytransit.com/legal-notice](http://intercitytransit.com/legal-notice). The page content includes:

- Text: "to increase ease of use. Such a cookie might contain the user's ID number, thereby relieving the user of having to always enter the number. Under this circumstance we will only use a "persistent" cookie when you give your permission."
- Text: "We do use "non-persistent" cookies in applications (such as the online job application) that keep track of a user's online session and make it possible for you to complete a form or use a function, but this cookie disappears when you finish filling out an application, or searching a database."
- Children's Online Privacy Protection Act**  
Text: "The Children's Online Privacy Protection Act, 15 USC 6501, et seq., limits the personal information which the operator of a website may collect from children under 13 years of age. Intercity Transit does not knowingly collect personal information from children under the age of 13. If Intercity Transit learns that it has personal information on a child under the age of 13, it will delete that information from the system."
- Consent**  
Text: "By using the site, you consent to the collection and use of information as described above. This privacy policy is subject to change, the substance of which will be posted on the site."

The footer of the page is a dark blue banner with the following elements:

- CONNECT WITH US** with social media icons for YouTube, Twitter, and Facebook.
- Select Language** dropdown menu.
- CUSTOMER SERVICE**  
Online Contact Form  
222 State Avenue  
Olympia, WA 98501  
**Hours:**  
Daily: 7 a.m. to 6 p.m.  
**Phone:** 360-786-1881
- ADMINISTRATION**  
526 Pattison Street SE  
Olympia, WA 98501  
**Hours:**  
Weekdays, 8 a.m. - 4:30 p.m.  
Weekends, Closed  
**Phone:** 360-786-8385
- ONE BUS AWAY**  
*Real-Time Information at your Fingertips*  


At the bottom of the banner, it states: "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."

## TITLE VI COMPLAINT PROCEDURE & FORM

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

The [Title VI of the Civil Rights Act of 1964](#) 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 4702.1B [Title VI Requirements and Guidelines for Federal Transit Administration Recipients](#). If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

Notice of Rights under Title VI

### 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 their 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: \_\_\_\_\_

Please indicate why you believe the discrimination occurred:

- \_\_\_\_\_ Race
- \_\_\_\_\_ Color
- \_\_\_\_\_ National origin

What was the date of the alleged discrimination? \_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_

Please describe the circumstances as you saw it:

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Please list any and all witnesses' names and phone numbers:

NAME	PHONE

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

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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