

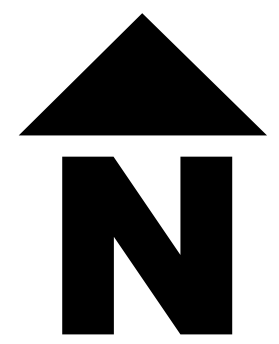
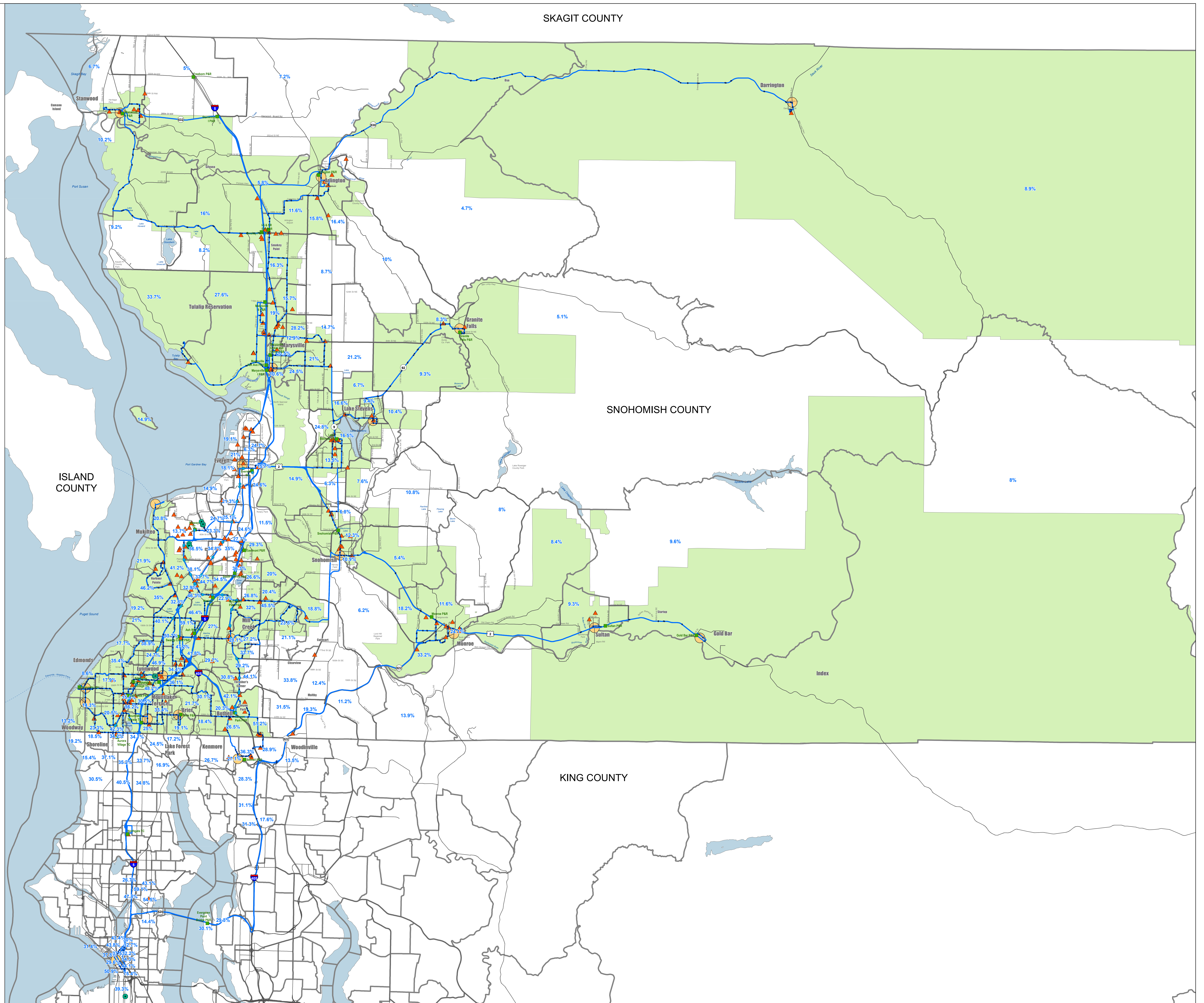
**Appendix A:  
Map 1a, Chapter IV-8  
Racial/Ethnic Minority  
Population &  
Community Transit  
Service Area**

2010 U.S. Census Tracts  
2015-2019 American  
Community Survey  
Snohomish County

Minority population is calculated as percentage of  
population that self-identified as non-white and/or  
hispanic.

**Legend**

- Public Transportation Benefit Area
- ▲ School, College, Hospital, Employment or Shopping Center
- Downtown Centers
- Park & Rides (P&R) / Transit Centers (TC)
- Transit Operating/Admin Facilities
- Swift BRT Stations
- Bus Stops
- Bus Routes



0 5 Miles

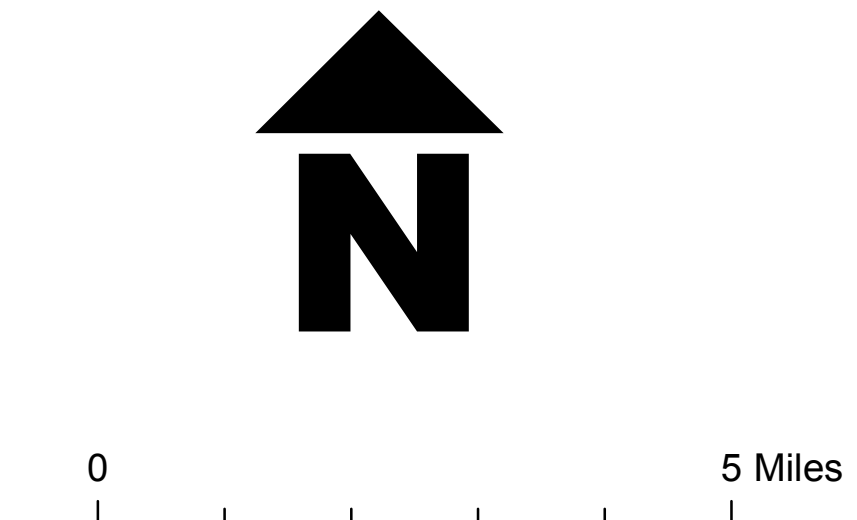
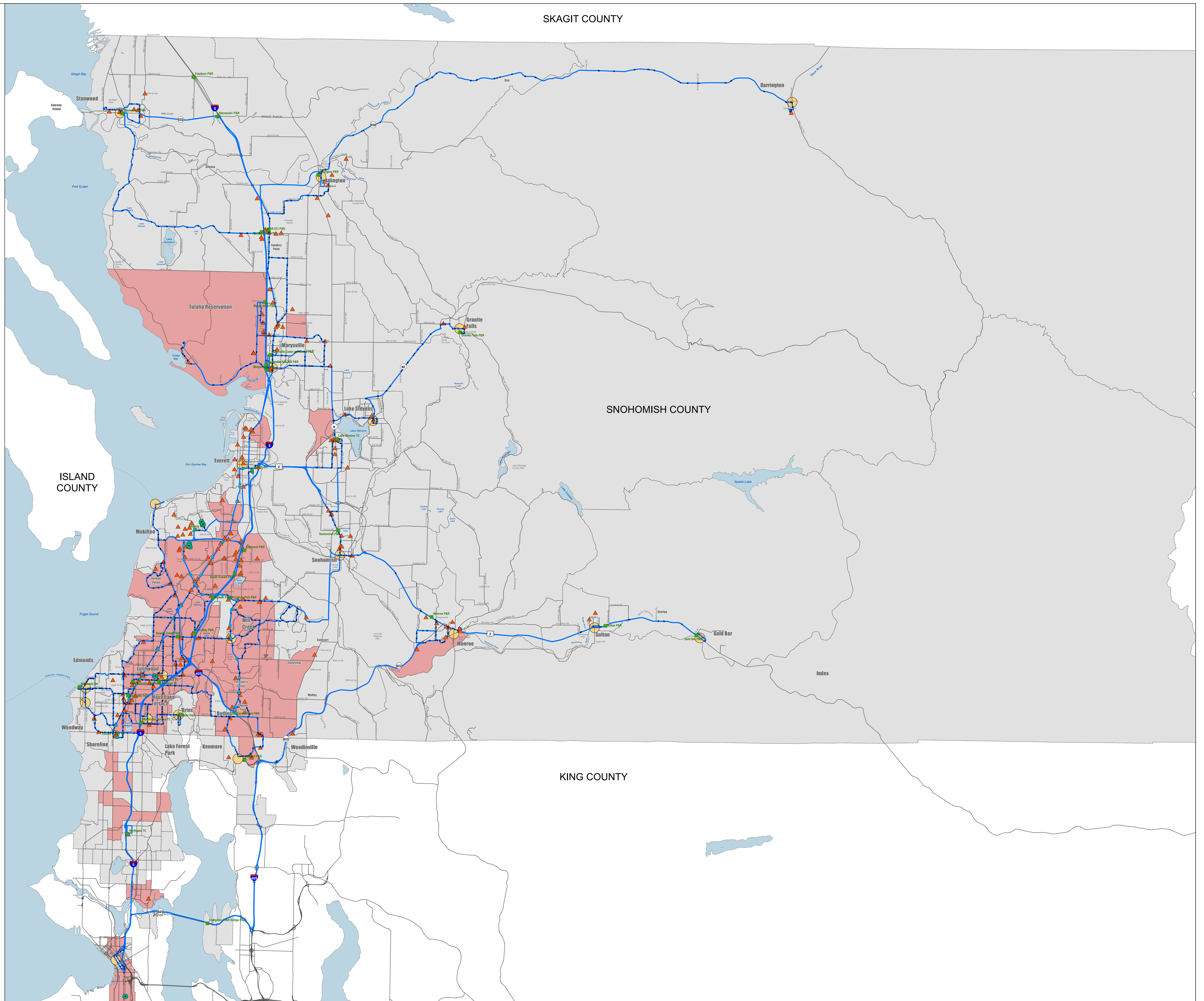
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Racial/Ethnic Minority  
Population &  
Community Transit Service**

2010 U.S. Census Tracts  
2015-2019 American  
Community Survey  
Snohomish County

County Average  
Minority Population = 24.6%

**Legend**

- 2010 Census Tracts with 2019 ACS Minority Population**
- Lower-Than-Average Minority Population (Included in Analysis)
  - Higher-Than-Average Minority Population (Included in Analysis)
  - School, College, Hospital, Employment or Shopping Center
  - Downtown Centers
  - Transit Operating/Admin Facilities
  - Park & Rides (P&R) / Transit Centers (TC)
  - Swift BRT Stations
  - Bus Stops
  - Bus Routes







**Community Transit 2017  
On-Board Survey  
Summary Report**

**February 2018**

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# Executive Summary

## Purpose

This document summarizes an on-board survey effort conducted by Community Transit between October 31<sup>st</sup> and November 15<sup>th</sup>, 2017. The survey sampling plan was designed to collect a sufficient number of responses to allow for statistically significant comparison by Service Group<sup>1</sup>. Using a carefully designed survey instrument, this report covers a wide variety of information from Community Transit riders, including transit experience, trip characteristics, rider characteristics, and rider priorities. In total, 6,376 surveys were collected, resulting in a 1% margin of error at a 95% confidence interval. This report and data will help inform Community Transit policy and programming decisions.

## History

Community Transit has partnered with Nelson\Nygaard for a statistically significant on-board survey in 2010, 2013 and again in 2017. For instances where survey questions were asked in previous surveys, a time-series chart and analysis is included with the 2017 question to enrich the information. Time-series comparison questions include: Service Improvement Priorities, Willingness to Wait, Ridership Tenure, Ridership Frequency, Age, Ethnicity, Primary Language Spoken at Home, Household Income, and Household Size. These comparisons provide meaningful data on how Community Transit's ridership is changing over time.

## 2017 Survey Overview

Weekday sampling goals were set to achieve a 95% confidence level at a 5% margin of error by Service Group. Saturday and Sunday sampling goals were set to achieve a 95% confidence level at a 5% margin of error by Service Group for Bus Rapid Transit, Core Trunk, and Community Feeder. Due to low ridership on Community Rural routes, Saturday and Sunday sampling goals acknowledged that a higher margin of error would be likely. Sampling goals were achieved and allow for a meaningful comparison to produce salient analysis for Community Transit.

The Weekday Service Group Commuter was further split by destination market (Downtown, In-County, and University District) for a finer-grained rider analysis. Service Subgroups for Weekday Commuter service include: Downtown Seattle Commuter, In-County Commuter, and University

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<sup>1</sup> Service Groups and Subgroups were informed by Community Transit 2017-2022 Transit Development Plan and conversations with agency staff.

District Commuter. Weekday Service Subgroups comparing average Weekday boardings<sup>2</sup>, estimated unique riders, Weekday surveys collected, and margin of error can be found in Chapter 1: Introduction.

## Key Findings

The following are the key findings of the 2017 Community Transit On-Board Survey. Detailed survey results are presented in Chapter 3 Transit Experience, Chapter 4 Trip Characteristics, and Chapter 5 Rider Characteristics. All data are weighted by how the Community Transit route relates to the system's boardings by day<sup>3</sup>. In general, survey results varied more between commuter and non-commuter routes than they did between service days.

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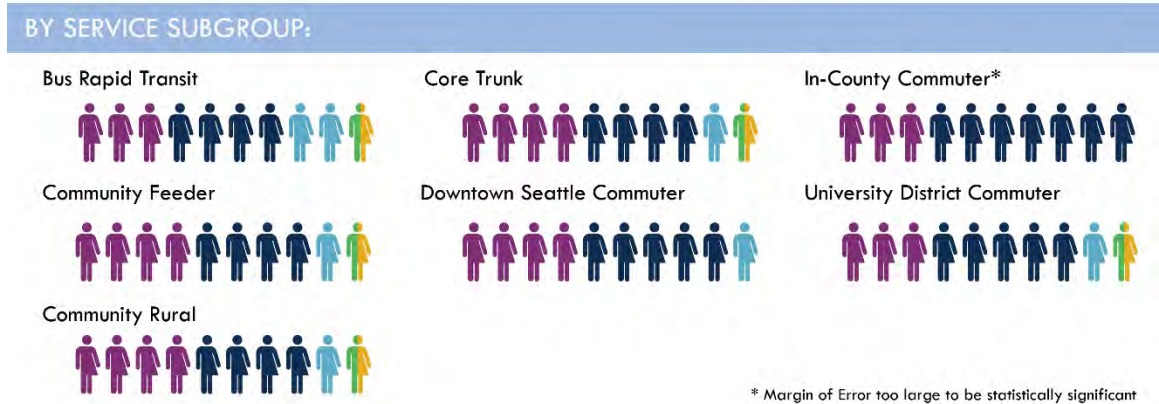
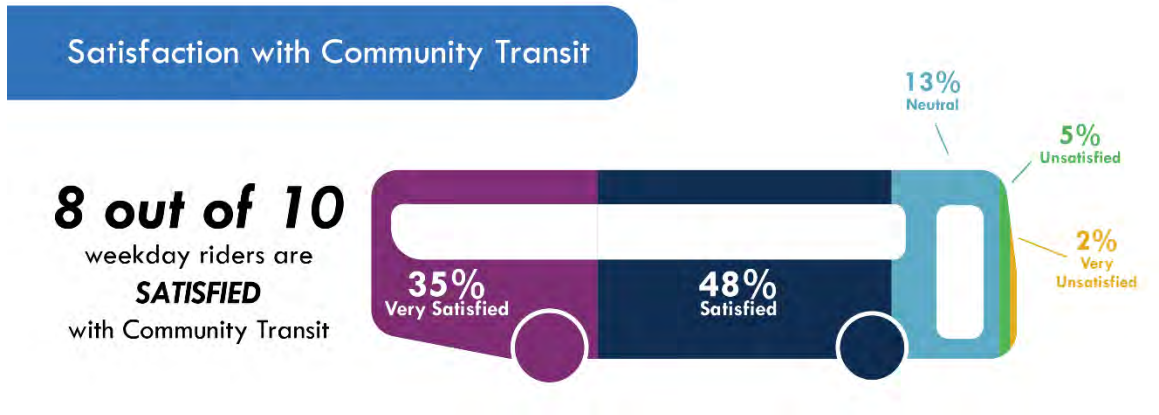
<sup>2</sup> Average Weekday, Saturday, and Sunday Boardings by Service Subgroup data source is Community Transit's 2017 Request for Proposal 69-15 On-Call Planning Services, which included average Weekday, Saturday, and Sunday boardings by route from October 2016.

<sup>3</sup> Average Weekday, Saturday, and Sunday Boardings by Service Subgroup data source is Community Transit's 2017 Request for Proposal 69-15 On-Call Planning Services, which included average Weekday, Saturday, and Sunday boardings by route from October 2016.



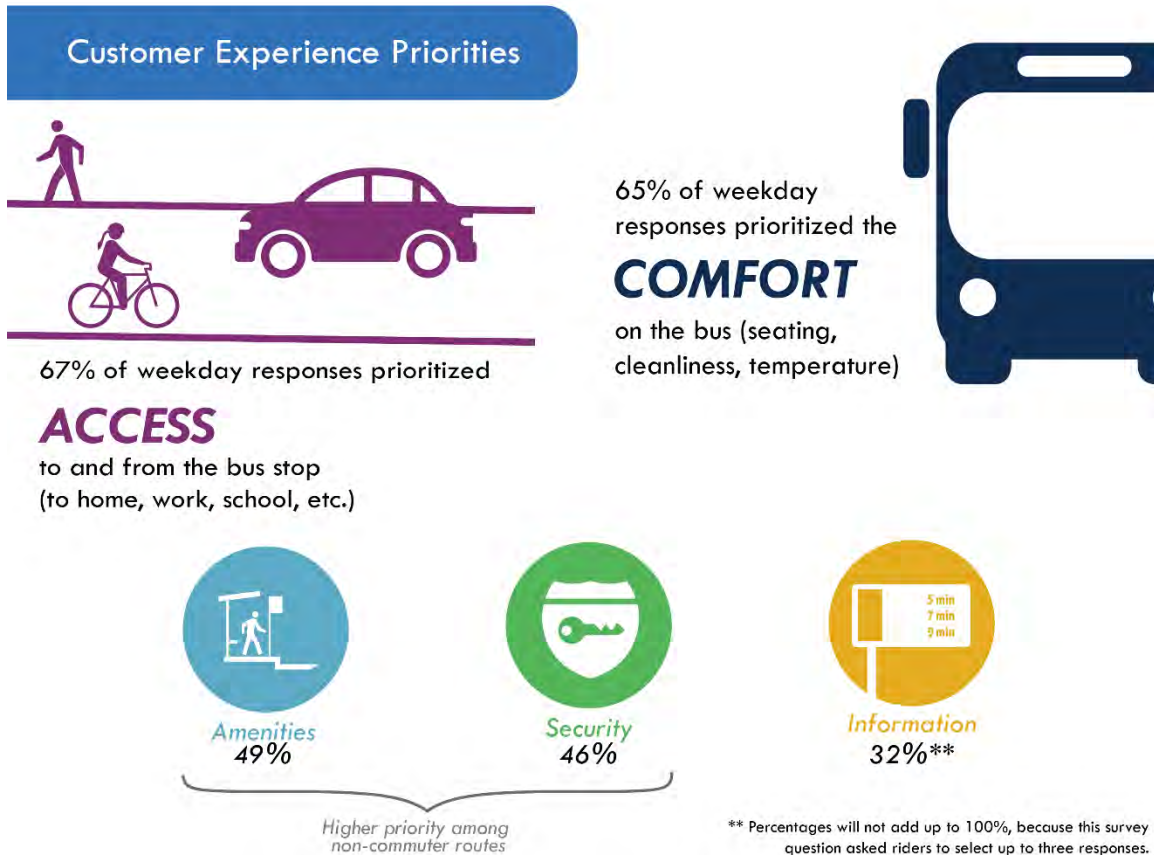
## Overall Satisfaction

Overall, satisfaction with the agency is very high with 83% of weekday riders are “Very Satisfied” or “Satisfied” with Community Transit. Satisfaction varies slightly by Service Subgroup, and University District Commuters reported the highest levels of satisfaction.



## Customer Experience Priorities

Access and Comfort on the bus are the two highest Customer Experience Priorities of weekday riders. Amenities (improved bus waiting area, seating, shelters, quality of facility) and Security (Improved lighting, security camera, increased transit police presence) are rated higher by non-commuter riders than commuter riders. Information is a lower priority for riders.



## Service Improvement Priorities

Top Service Improvements are more frequent peak service (top priority for commuter routes) and later bus service (valued by riders on all routes). Additionally, later bus service increased by 7 percentage points from the 2013 survey to 2017.

The next tier priority for service improvements include: More Sunday service, more frequent midday service, and more Saturday service. Sunday service is a top priority for Core Trunk riders, frequent midday service is important for commuters, and more Saturday service is desired by all non-commuter subgroups (Bus Rapid Transit, Community Feeder, Community Rural, and Core Trunk).

### Service Improvement Priorities



**More frequent and later service** top priority for commuter routes

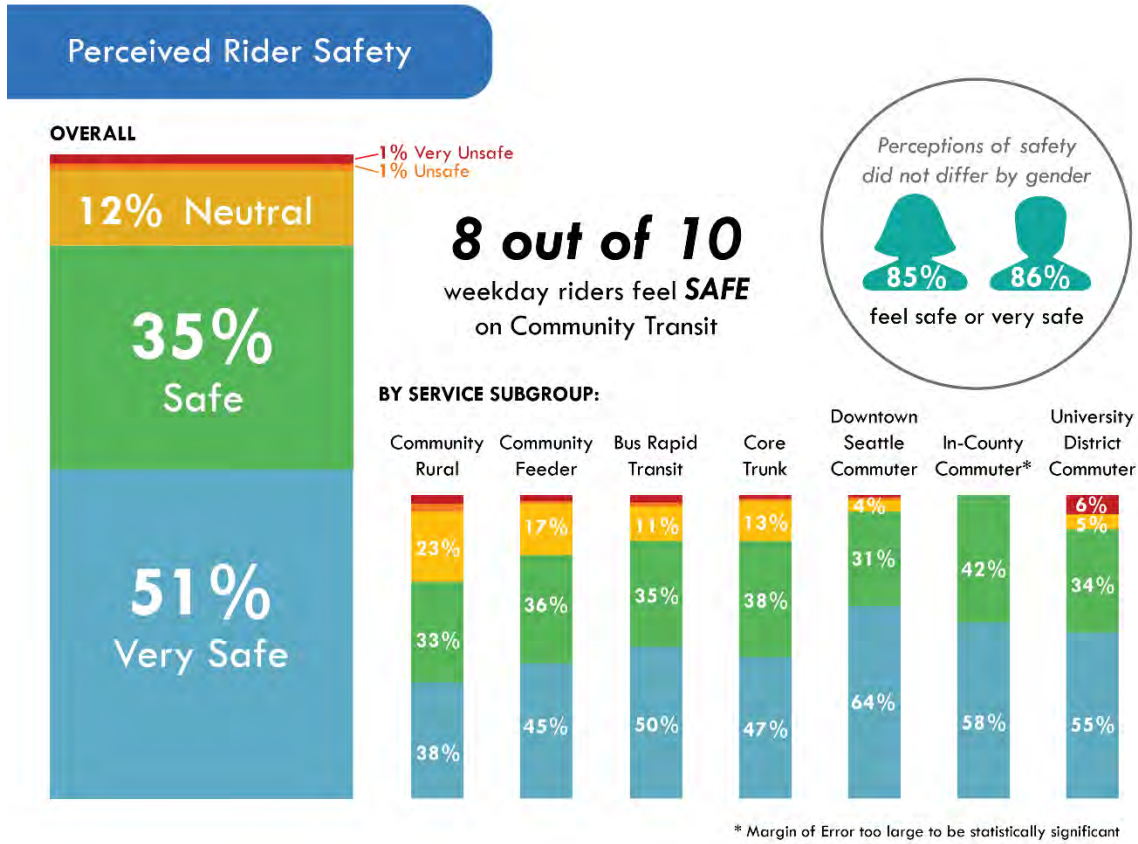
**High interest in weekend service** from riders *without a vehicle*

\* Sunday service did not exist at the time of the 2013 survey  
\*\* Fewer Transfers only an option on 2017 survey  
Note: Percentages will not add up to 100% because riders were asked to select up to three responses

Weekday Priority	2017	2013
More Frequent Peak Service	48%	50%
Later Service	47%	40%
More Sunday Service*	33%	53%
More Midday Service	33%	22%
More Saturday Service	32%	29%
Earlier Service	25%	14%
Fewer Transfers**	17%	-

## Overall Safety

Overall, more than 8 out of 10 riders feel “Very Safe” or “Safe” on Community Transit. Perceptions of safety did not vary by gender. Only 2% of riders feel “Unsafe” or “Very Unsafe” while riding Community Transit. Notably, while most University District Commuter riders report high feelings of safety, those routes also have the highest proportion of riders that reported “Very Unsafe.”










## Trip Planning

The majority of riders are using digital methods to plan their Community Transit trip. Slightly more Saturday and Sunday riders use non-digital methods than weekday riders. Across all age groups, the Community Transit website is the most popular way to find trip information.

### How riders plan their trips

The majority of riders use  
**DIGITAL METHODS**  
to plan their trips

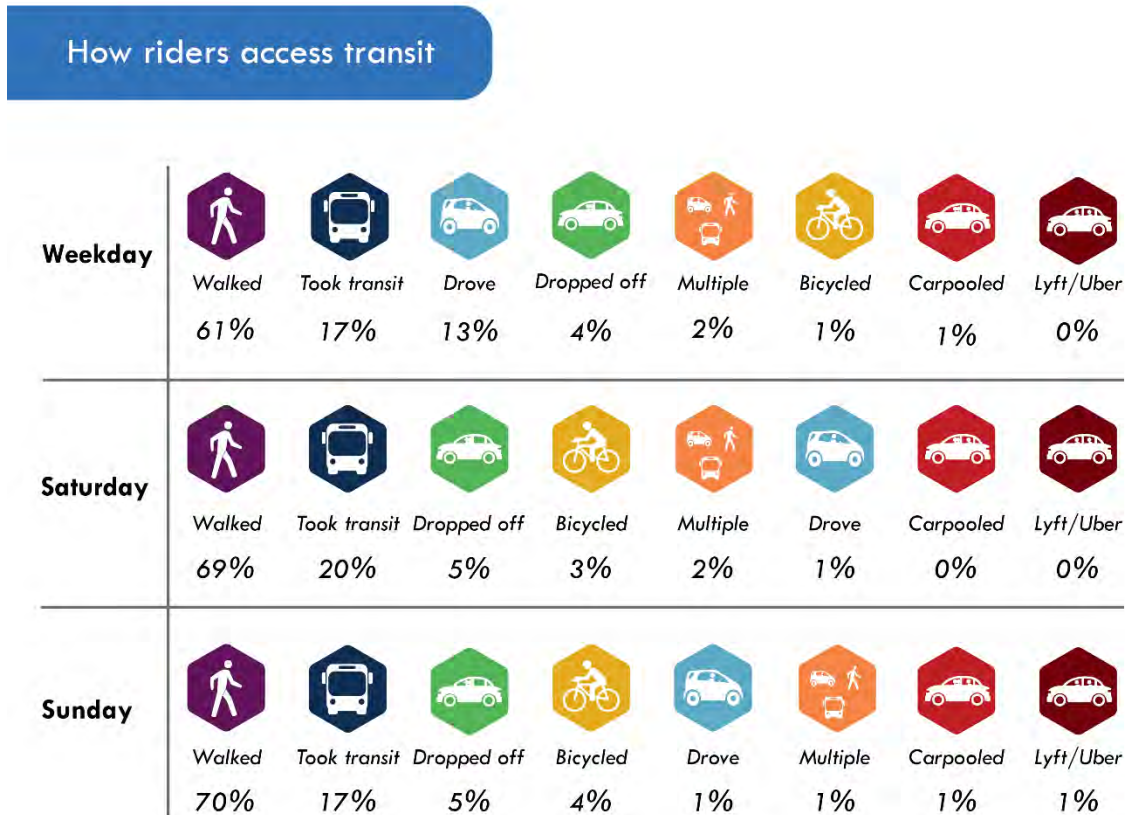
	Weekday	Saturday	Sunday
<b>Digital methods</b>  CT website schedules & maps  CT Trip Planner  One Bus Away app  Google Maps	79%	69%	66%
<b>Traditional methods</b>  Schedule at bus stop  Bus Plus Book  Call Community Transit	28%	43%	42%

\*\* Percentages will not add up to 100% because riders were asked to select up to three responses



## Access Mode

The majority of riders are accessing transit by walking, with 61% of weekday riders, 69% of Saturday riders, and 70% of Sunday riders. Weekday riders had the highest proportion of access through use a private vehicle (driving alone, getting dropped off, or carpooling). The highest proportion of riders accessing transit by bicycling is on Sunday and Saturday with 4% and 3% respectively. Very few riders are using Transportation Network Companies (TNCs) to access Community Transit.



## Trip Purpose

More than half of weekday riders (54%) are using transit to get to work. Thirty-seven percent of Saturday riders and 33% of Sunday riders are using Community Transit to get to work. Sixteen percent of weekday riders are commuting to college or other school. The highest proportion of home-based other trips occur on the weekends with 46% of Saturday riders and 48% of Sunday riders.

### Where riders are going



Home-based work trips



Home-based other trips



Home-based college/other school trips



Non-home based trips

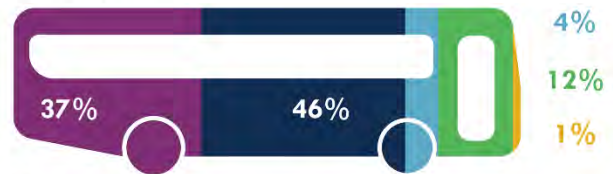


Multiple origins and destinations

#### Weekday



#### Saturday



#### Sunday



## Rider Characteristics

Community Transit ridership is becoming more diverse. A larger proportion of weekday riders speak languages other than English in 2017 (28%), as compared to the 2013 On-Board Survey (13%). More than 80% of riders on Community Transit commuter routes are choice riders, or people that have access to a vehicle, but choose to take transit. Conversely, the majority of riders on non-commuter routes are dependent riders (80%), or people that do not have access to a vehicle. Overall, the majority of weekday riders (71%) do not use TNCs, such as Lyft or Uber. Fourteen percent of weekday riders use TNCs once or twice a week, and 1% of riders use it five or more times per week.

### Who is riding Community Transit

The proportion of weekday riders that speak **LANGUAGES OTHER THAN ENGLISH** has doubled since 2013

Primary Language	2017	2013
English	72%	87%
Non-English	28%	13%
Spanish	8%	5%
Two or more	3%	-
Other	16%	8%



**8 out of 10**

riders on Commuter routes are **CHOICE RIDERS** (have access to a vehicle)



**8 out of 10** riders on non-commuter routes are **DEPENDENT RIDERS** (do not have access to a vehicle)

The majority of weekday riders do not use **TRANSPORTATION NETWORK COMPANIES (TNCs)**



# 1 Introduction

## Introduction

This document summarizes an on-board survey effort conducted by Community Transit between October 19<sup>th</sup> and November 15<sup>th</sup>, 2017. The summary report is divided into the following chapters:

- Executive Summary
- Chapter 1: Introduction
- Chapter 2: Transit Experience
- Chapter 3: Trip Characteristics
- Chapter 4: Rider Characteristics
- Chapter 5: Data Collection and Database Summary
- Appendix A: Survey Instruments
- Appendix B: Weighting Tables and Data Dictionary

The survey instrument was designed to collect a wide variety of information from Community Transit riders, including transit experience, trip characteristics, rider characteristics, and rider priorities. The English and Spanish survey instruments can be found in Appendix A.

In total, 6,376 surveys were collected, resulting in a 1% margin of error at a 95% confidence interval.

The survey sampling plan was designed to collect a sufficient number of responses to allow for statistically significant comparison by Service Group<sup>1</sup>. Weekday sampling goals were set to achieve a 95% confidence level at a 5% margin of error by Service Group. Saturday and Sunday sampling goals were set to achieve a 95% confidence level at a 5% margin of error by Service Group for Bus Rapid Transit, Core Trunk, and Community Feeder. Due to low ridership on Community Rural routes, Saturday and Sunday sampling goals acknowledged that a higher margin of error would be likely. Sampling goals were achieved and allow for a meaningful comparison to produce salient analysis for Community Transit.

The Weekday Service Group Commuter was further split by destination market (Downtown, In-County, and University District) for a finer-grained rider analysis. Service Subgroups for Weekday Commuter service include: Downtown Seattle Commuter, In-County Commuter, and University

---

<sup>1</sup> Service Groups and Subgroups were informed by Community Transit 2017-2022 Transit Development Plan and conversations with agency staff.

**2017 ON-BOARD SURVEY | SUMMARY REPORT**  
Community Transit

District Commuter. Weekday Service Subgroups comparing average Weekday boardings<sup>2</sup>, estimated unique riders, Weekday surveys collected, and margin of error can be found in Figure 1-1. A comparison of Saturday and Sunday Service Subgroups can be found in Figure 1-2 and Figure 1-3.

Detailed findings of the survey can be found in Chapters 3, 4, and 5.

**Figure 1-1 Weekday Route Comparison and Margin of Error by Service Subgroup**

Weekday Service Subgroup	Average Weekday Boardings	Estimated Unique Riders	Weekday Surveys Collected	Margin of Error
<b>Bus Rapid Transit</b>	5,542	3,167	390	5%
<b>Community Feeder</b>	5,650	3,228	629	4%
<b>Community Rural</b>	1,048	599	235	5%
<b>Core Trunk</b>	9,878	5,645	644	4%
<b>Commuter</b>	12,308	6,312	2,069	2%
<i>Downtown Seattle Commuter</i>	8,552	4,386	1,502	2%
<i>In-County Commuter</i>	209	107	34	14%
<i>University District Commuter</i>	3,548	1,819	533	4%
<b>Total</b>	34,466	18,974	3,967	1%

**Figure 1-2 Saturday Route Comparison and Margin of Error by Service Subgroup**

Saturday Service Subgroup	Average Saturday Boardings	Estimated Saturday Unique Riders	Saturday Surveys Collected	Margin of Error
<b>Bus Rapid Transit</b>	3,679	2,102	321	5%
<b>Community Feeder</b>	2,674	1,528	458	4%
<b>Community Rural</b>	477	273	129	6%
<b>Core Trunk</b>	4,261	2,435	367	5%
<b>Total</b>	11,091	6,337	1,275	2%

<sup>2</sup> See Appendix B. Average Weekday, Saturday, and Sunday Boardings by Service Subgroup data source is Community Transit's 2017 Request for Proposal 69-15 On-Call Planning Services, which included average Weekday, Saturday, and Sunday boardings by route from October 2016.



**Figure 1-3 Sunday Route Comparison and Margin of Error by Service Subgroup**

<b>Sunday Service Subgroup</b>	<b>Average Sunday Boardings</b>	<b>Estimated Sunday Unique Riders</b>	<b>Sunday Surveys Collected</b>	<b>Margin of Error</b>
<b>Bus Rapid Transit</b>	2,580	1,475	365	4%
<b>Community Feeder</b>	1,929	1,102	370	4%
<b>Community Rural</b>	291	166	63	10%
<b>Core Trunk</b>	2,578	1,473	336	5%
<b>Total</b>	7,378	4,216	1,134	2%

# 2 Transit Experience

## Introduction

Riders were asked about their Transit Experience, including:

- Satisfaction
- Customer Experience Priorities
- Potential Service Improvement Priorities
- Safety
- Why do you ride?
- Wait vs. Stand
- Willingness to wait between transfers

This chapter reports detailed Weekday responses and then provides Saturday and Sunday responses for comparison. All data are weighted by how the Community Transit route relates to the system's boardings by day (see Appendix B for weight tables). Additionally, the n value in each chart refers to the number of respondents. In general, Transit Experience did not vary much between Weekend service and their Weekday rider counterparts<sup>1</sup>.

## Weekday

### Introduction

In general, Weekday riders:

- Were satisfied with Community Transit with 83% of Weekday riders responding "Very Satisfied" (35%) or "Satisfied" (48%),
- Selected Access (67%), Comfort (65%), and Amenities (49%) as Customer Experience Priorities,
- Prioritized more frequent peak service on weekdays (48%) and later bus service (46%) as Service Improvement Priorities. More Sunday bus service (33%), more frequent

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<sup>1</sup> Weekend riders were compared to a subset of Weekday riders, including: Bus Rapid Transit, Community Feeder, Community Rural, and Core Trunk riders. It excludes the commuter routes: Downtown Seattle Commuter, In-County Commuter, and University District Commuter, as commuter routes do not operate on weekends.

midday service on weekdays (32%), and more Saturday bus service (32%) were also important priorities,

- Felt safe on Community Transit routes with 86% of riders selected “Very Safe” (51%) or “Safe” (35%),
- Prefer to stand on the bus rather than wait for a later trip that might allow a seat (80% of Weekday riders),
- Prefer to wait between 5 and 10 minutes for next bus while making a transfer (42% of Weekday riders),

Responses to the Transit Experience questions did not vary much between subgroups except for responses to Service Improvement Priorities and Safety. Non-commuter subgroups emphasized later bus service and weekend bus service more than more frequent weekday peak service as Service Improvement Priorities. Additionally, Bus Rapid Transit riders (29%), had twice the proportion of riders responding “Neutral,” “Unsafe,” and “Very Unsafe,” compared to approximately 14% of all Weekday riders, as seen in Figure 2-10 and Figure 2-11.

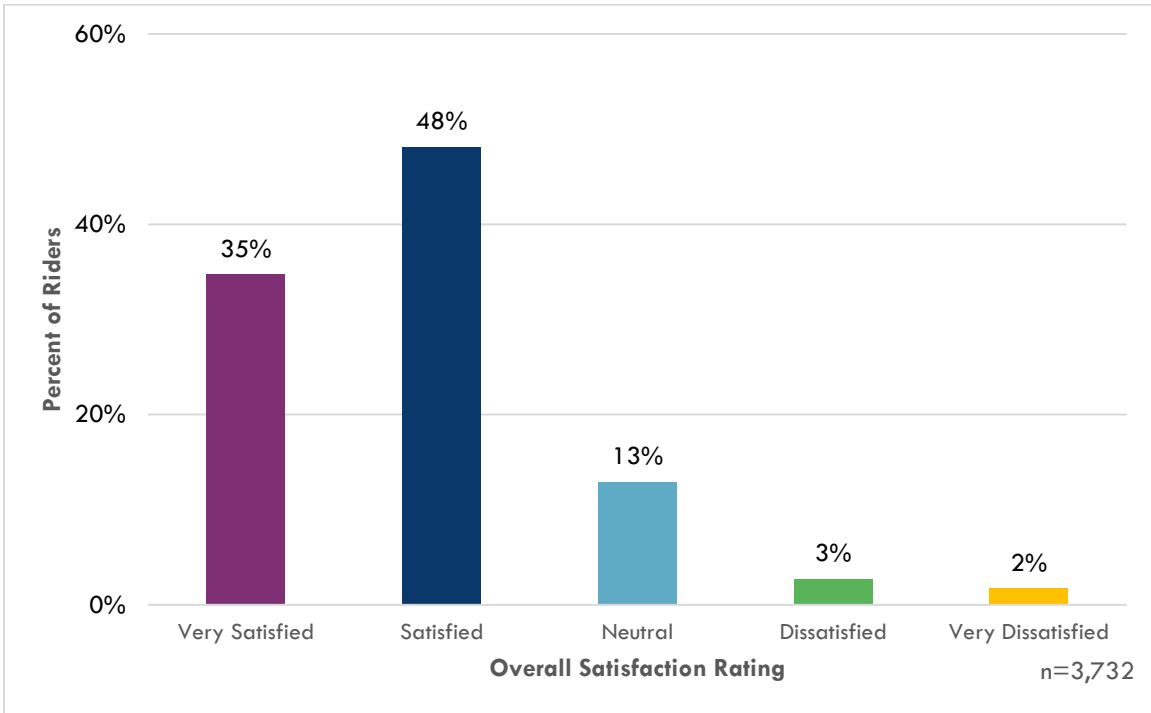
Detailed descriptions of Weekday rider responses are provided in the section below.

## **Satisfaction**

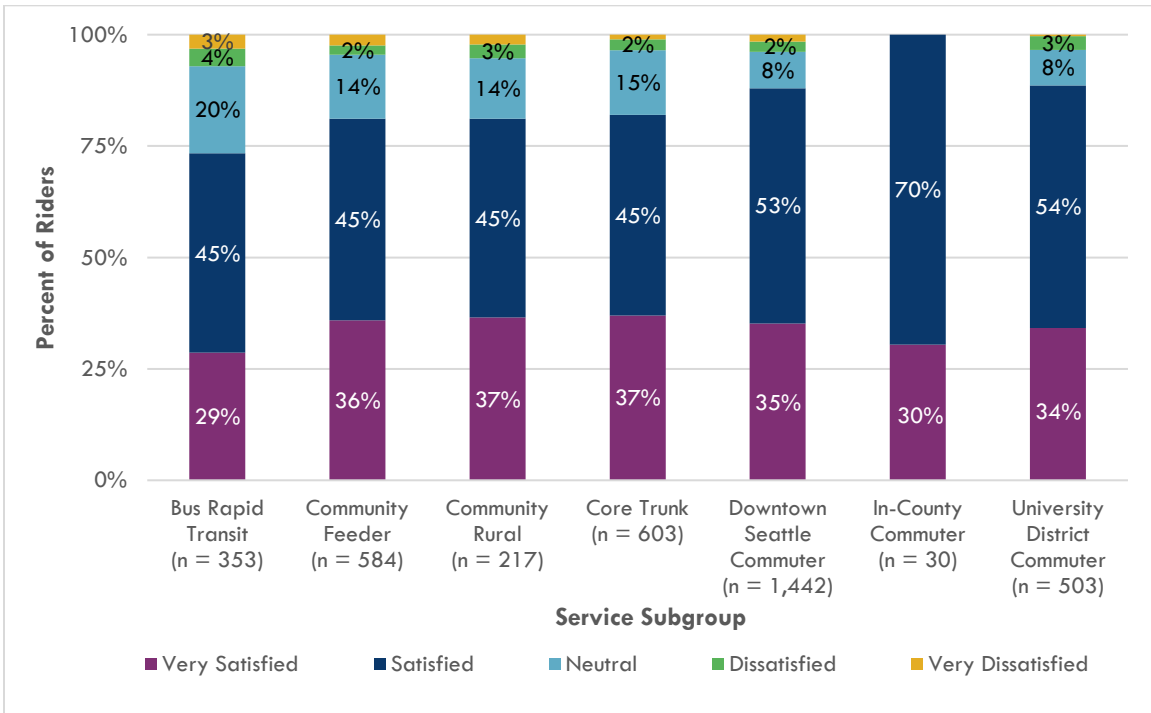
Overall satisfaction with Community Transit is very high with 83% of weekday riders rating satisfaction as “Very Satisfied” or “Satisfied,” with the agency, as seen in Figure 2-1. Overall satisfaction with Community Transit by Service Subgroup is also very high (Figure 2-2) with Downtown Seattle and University District Commuters reporting the highest levels of satisfaction. Bus Rapid Transit has the highest percent of riders rating the agency as “Very Dissatisfied” or “Dissatisfied,” at 7%.



**Figure 2-1 Overall Satisfaction with Community Transit - Weekday**



**Figure 2-2 Overall Satisfaction with Community Transit by Service Subgroup - Weekday**



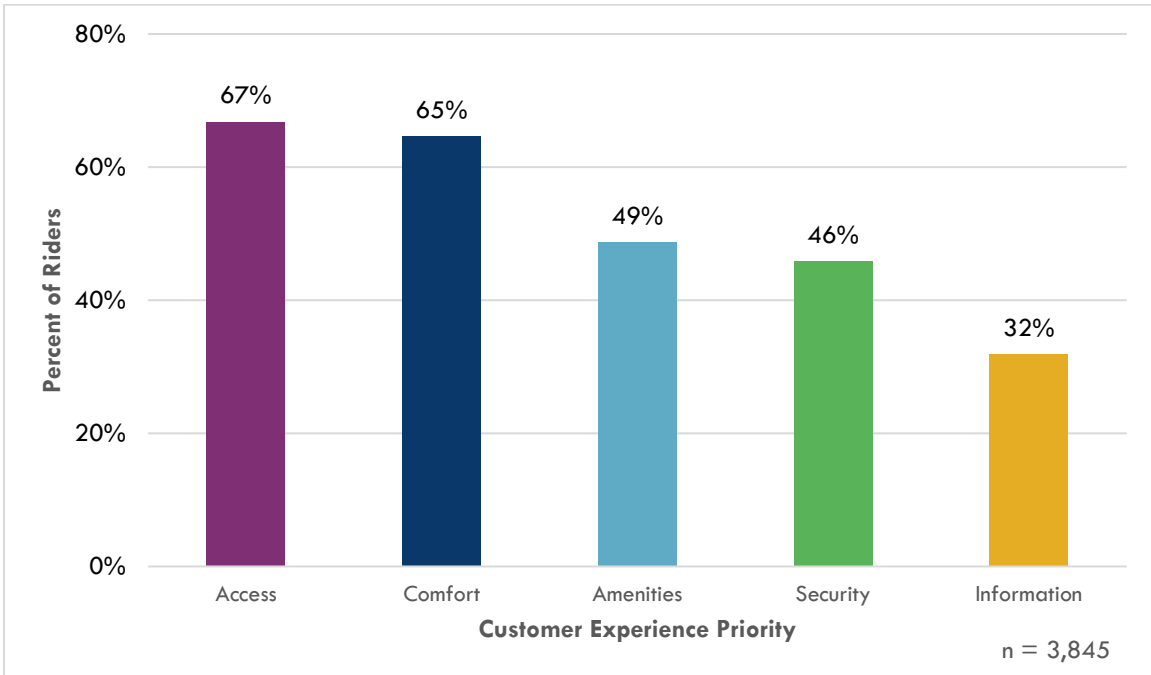
## Customer Experience Priorities

Riders were asked to consider customer experience priorities and select up to three that are the most important. The two most important priorities to respondents are Access (proximity of bus service to home, work, school, etc.), and Comfort on the bus (seating, cleanliness, temperature). Approximately two-thirds of riders selected Access (66%) and Comfort on the bus (64%), respectively, as seen in Figure 2-3. Amenities (improved bus waiting area, seating, shelters, quality of facility) and Security (Improved lighting, security camera, increased transit police presence) were selected by approximately half of respondents (48% and 45%). The priority with the lowest percent (31%) of respondents selecting it was Information (at-stations, apps, website, social media, rider alerts).

Figure 2-4 shows the customer experience priorities by service subgroup. The priorities of riders are relatively consistent across route types. Notably, riders on the commuter routes value Access and Comfort slightly more than their non-commuter counterparts, and place less value on Amenities.

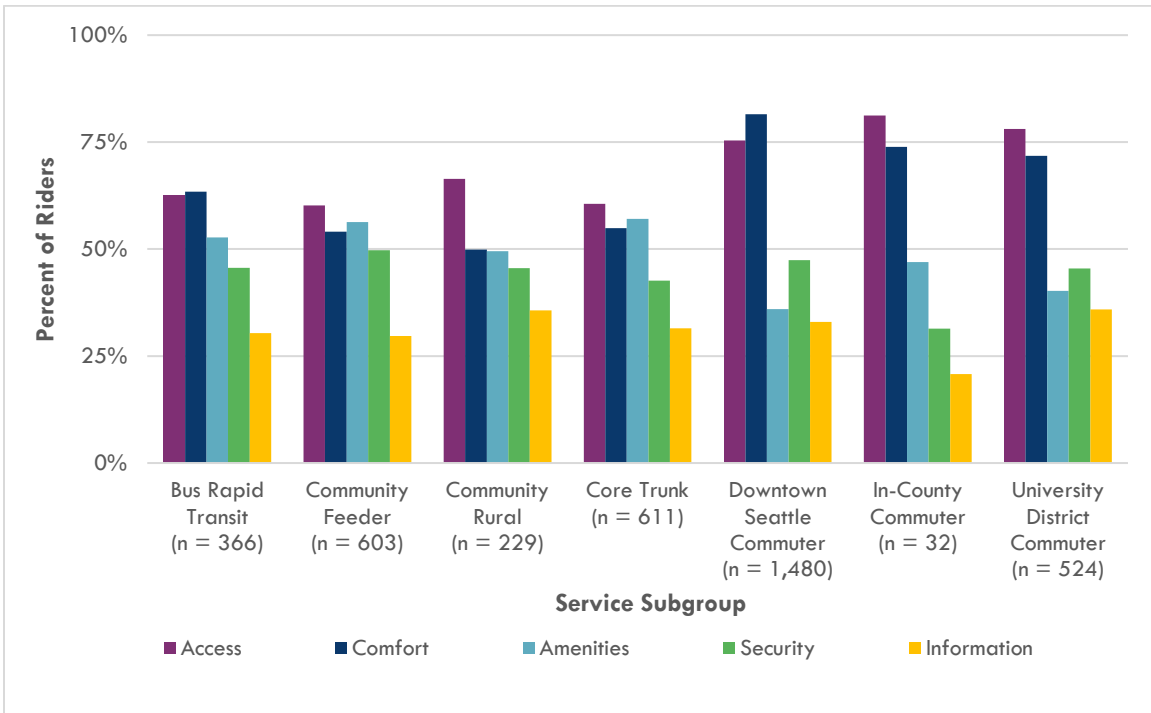
Customer experience priorities were also compared between riders who have access to a vehicle and who are transit-dependent. To categorize riders who are transit-dependent, all of the options that included not having access to a vehicle were combined (do not own a car, do not have a car available, and am unable to drive). Figure 2-5 shows that customer services vary by access to a vehicle. Riders that have access to a vehicle significantly prefer Access (74%) and Comfort (74%) over other customer experience priorities. Riders that are transit-dependent are more evenly distributed in preferring Access (62%), Comfort (58%), and Amenities (55%). The two groups show the most difference when it comes to Comfort, with riders that have access to a vehicle preferring Comfort more than those who do not. Conversely, more riders that are transit-dependent (55%) prefer Amenities, as compared to riders with access to a vehicle (42%).

**Figure 2-3 Customer Experience Priorities - Weekday**



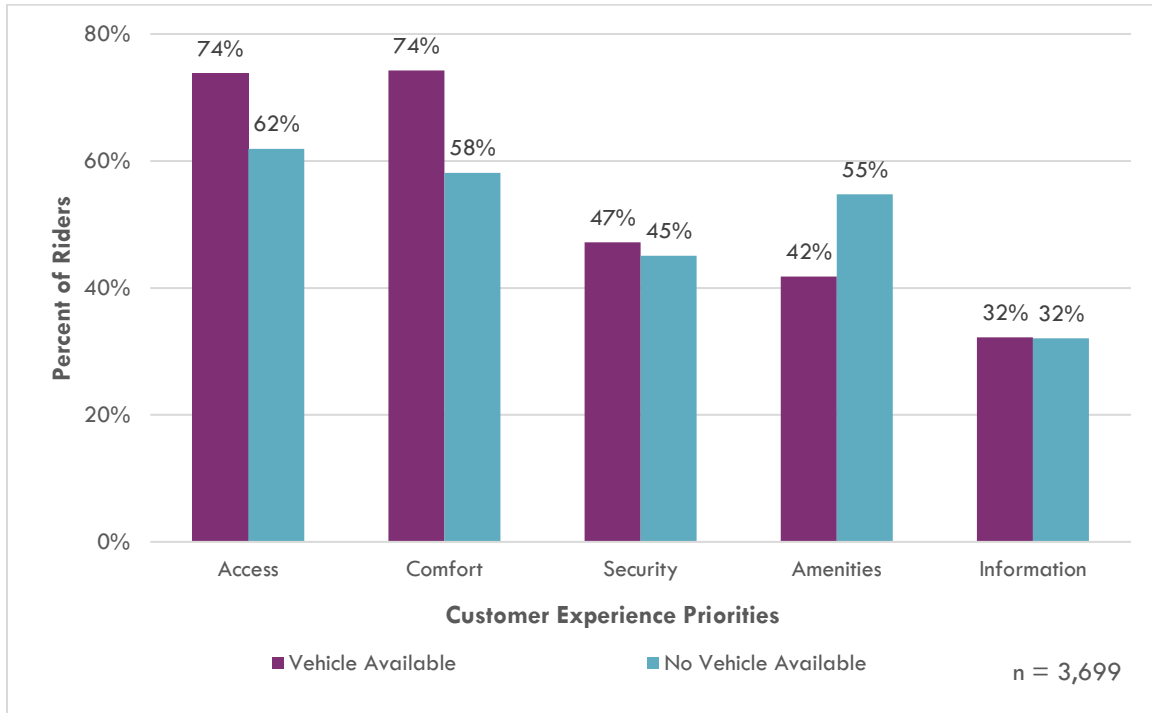
\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

**Figure 2-4 Customer Experience Priorities by Service Subgroup – Weekday**



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

Figure 2-5 Customer Experience Priorities by Vehicle Availability - Weekday



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

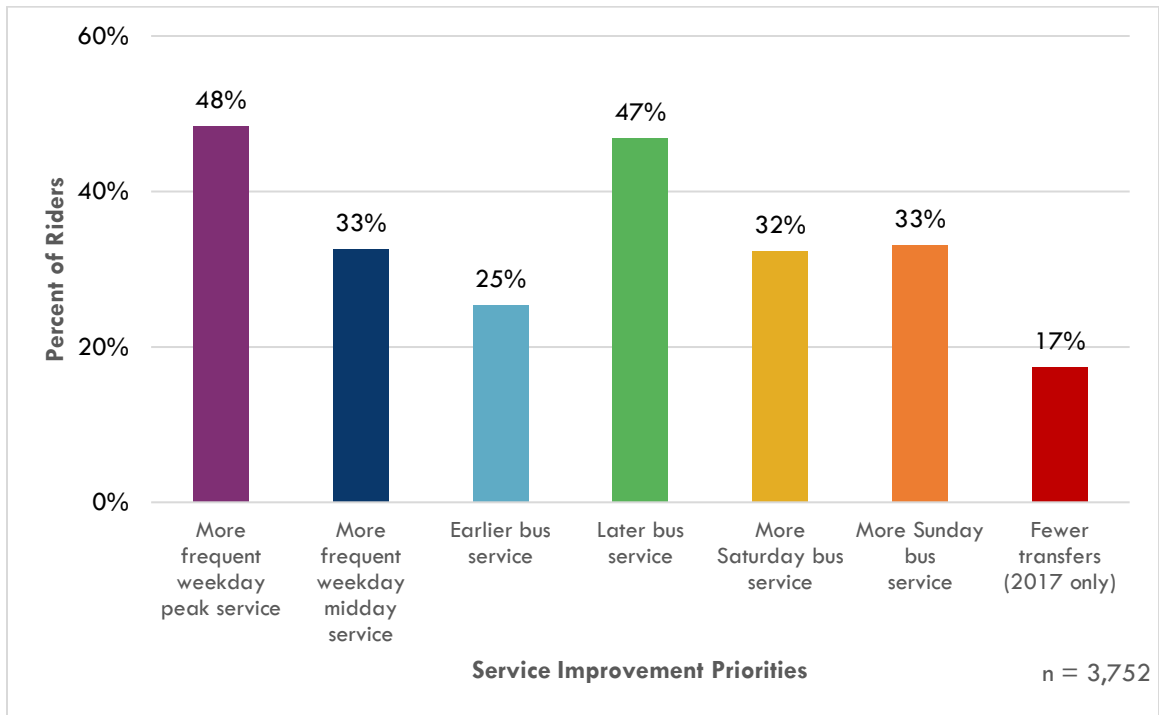
## Service Improvement Priorities

Similar to the Customer Experience Priorities, riders were asked to prioritize three service improvements that they find most important. Of all Weekday riders, nearly half would like to see more frequent peak service on weekdays (48%) and later bus service (47%), as seen in Figure 2-6. By Service Subgroup, as seen in Figure 2-7, the commuter route riders are more likely to prioritize more frequent peak and midday service on weekdays. Non-commuter riders were more likely to prioritize weekend service. Figure 2-8 shows a comparison of rider opinion from 2017 to 2013. In both years, the Service Improvement Priorities were relatively consistent with slightly more people valuing increased Saturday and Sunday service in 2013. This shift can likely be attributed to the increase in weekend service between 2013 and 2017, including the reintroduction of Sunday service in 2015.

Service Improvement Priorities were also compared between riders who have access to a vehicle and who are transit-dependent. To categorize riders who are transit-dependent, all of the options that included not having access to a vehicle were combined (do not own a car, do not have a car available, and am unable to drive). \*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses. At the time of the 2013 On-Board Survey, Community Transit did not offer Sunday service. Sunday service was restored in June 2015.

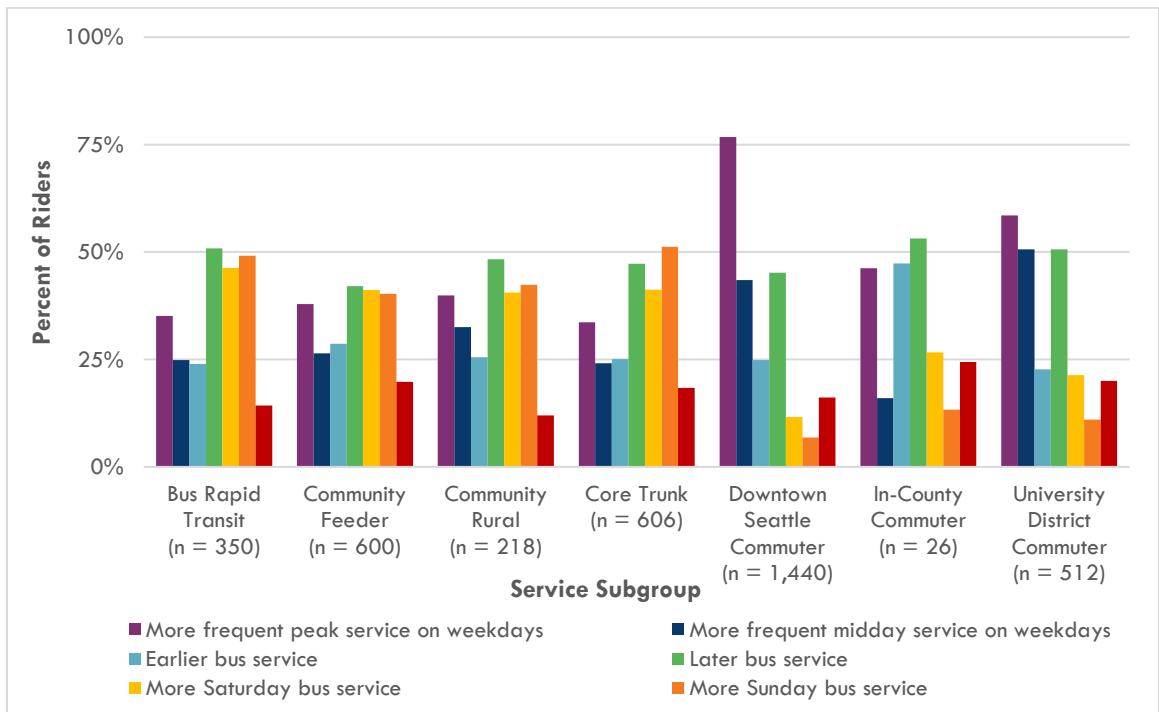
Figure 2-9 shows service improvements by vehicle availability. Riders who are transit-dependent prefer more Saturday and Sunday bus service by large margins. Conversely, Riders who have access to a vehicle prefer more frequent peak and midday service on weekdays.

**Figure 2-6 Service Improvement Priorities - Weekday**



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

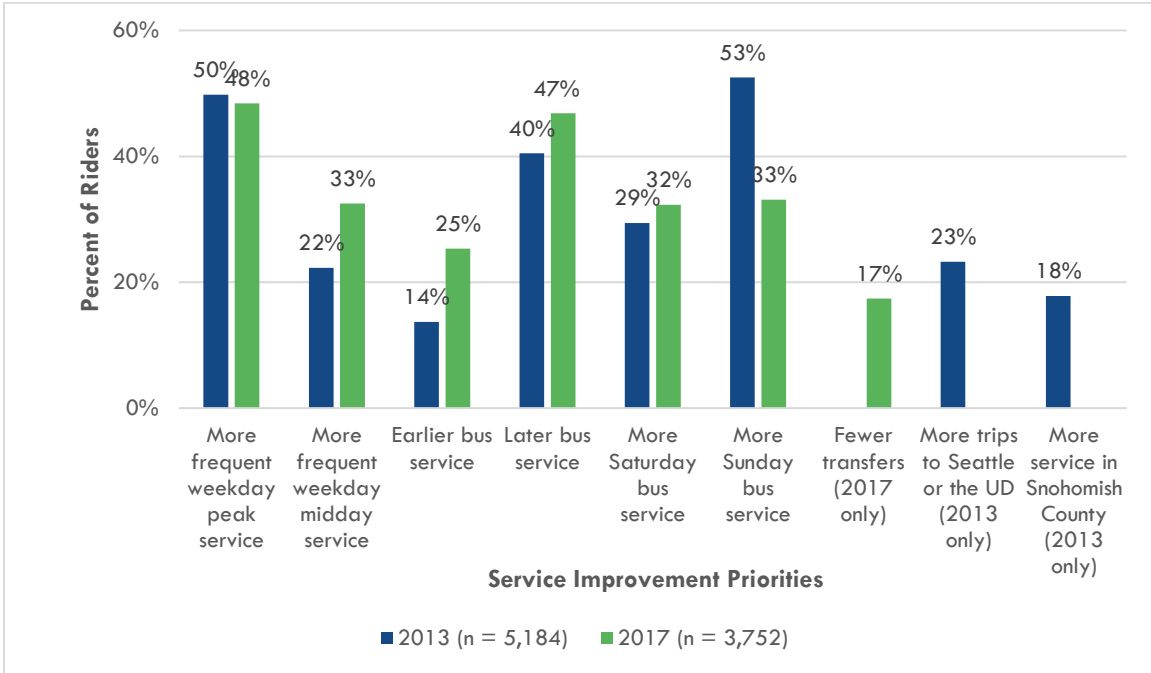
**Figure 2-7 Service Improvement Priorities by Service Subgroup – Weekday**



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

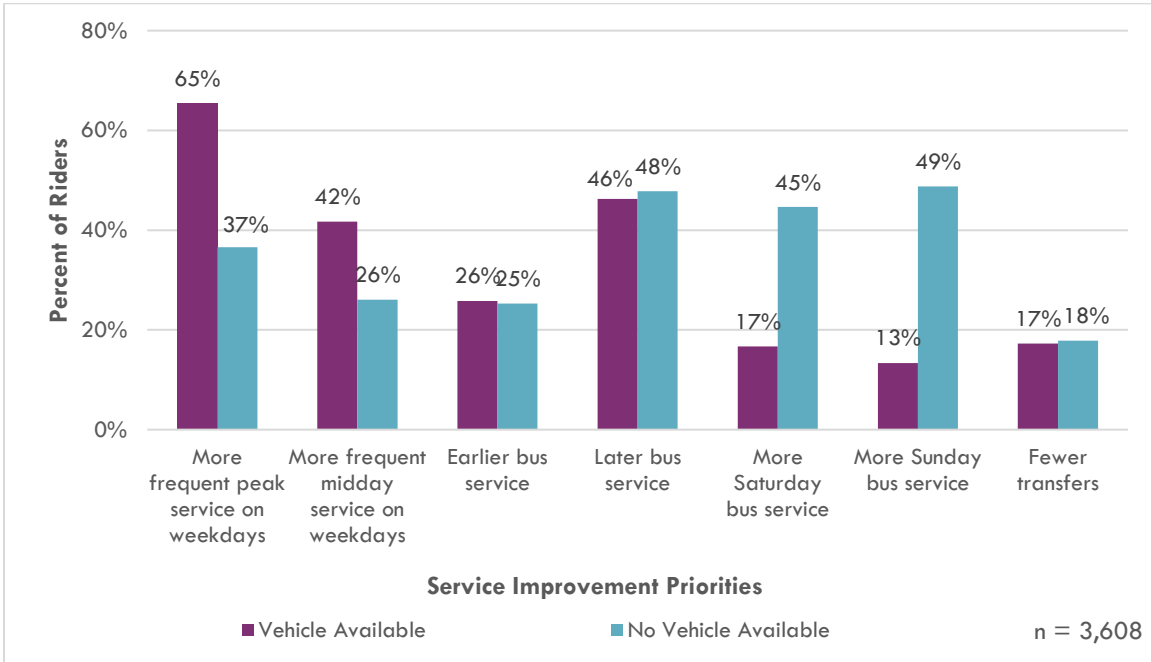


**Figure 2-8 Service Improvement Priorities Time Series Analysis - Weekday**



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses. At the time of the 2013 On-Board Survey, Community Transit did not offer Sunday service. Sunday service was restored in June 2015.

**Figure 2-9 Service Improvement Priorities by Vehicle Availability – Weekday**



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

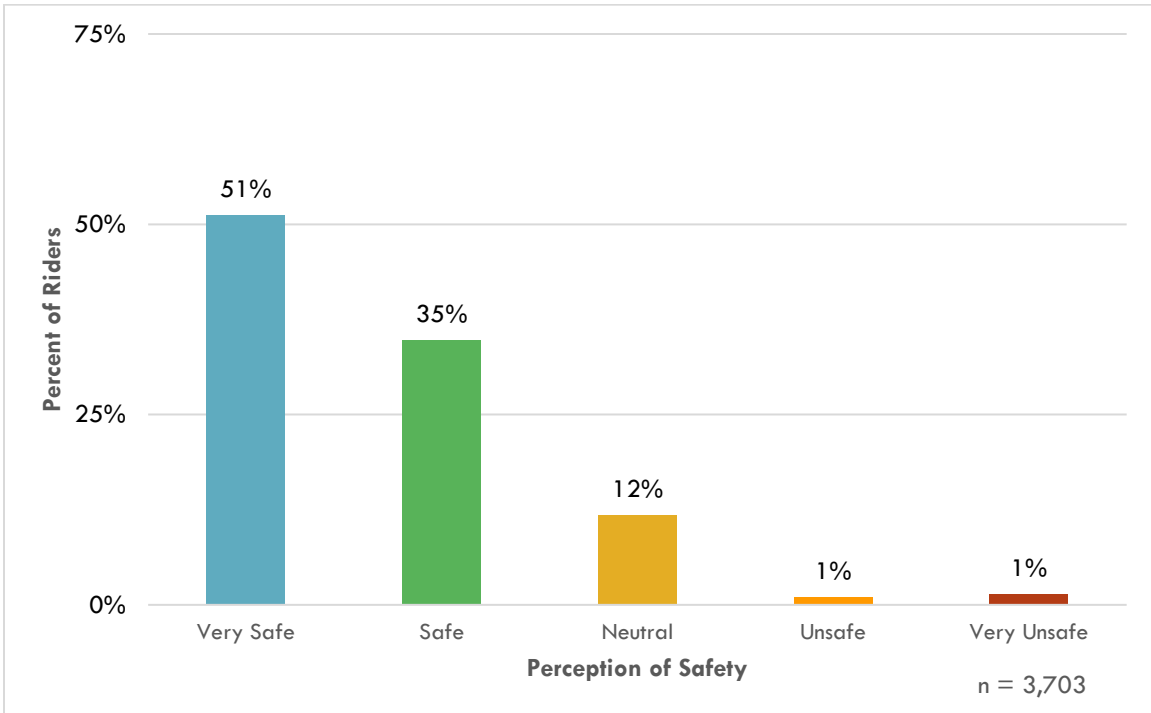


## Perceptions of Safety

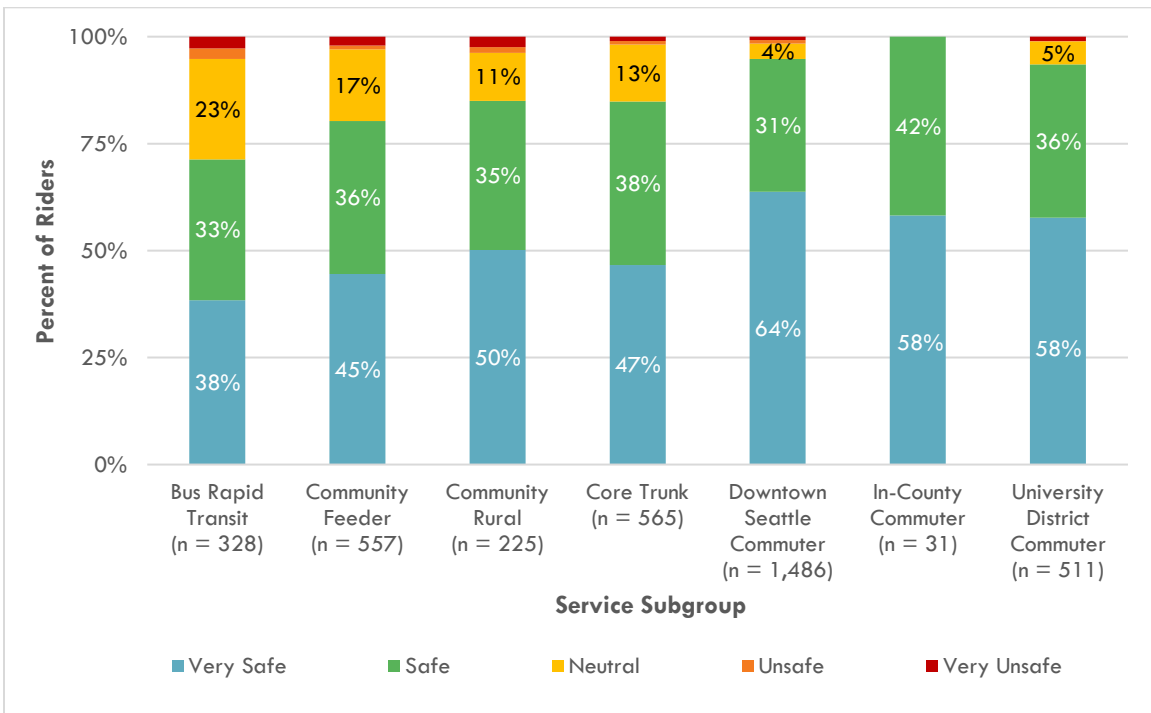
Overall, riders report that they feel safe using Community Transit. In Figure 2-10, 86% of riders feel “Very Safe” or “Safe” on the system, with only 2% reporting “Unsafe” or “Very Unsafe.” Downtown Seattle and University District Commuters reported the greatest perceptions of safety, while Bus Rapid Transit had the largest proportion of riders who reported “Neutral” to “Very Unsafe” (Figure 2-11).

Figure 2-12 shows how the perception of safety differs across age groups. Reports of “Safe” and “Very Safe” were highest between ages 25-64. Riders under 18 were most likely to report “Neutral” feelings of safety. Perceptions of safety did not differ by gender, as seen in Figure 2-13.

**Figure 2-10 Perceptions of Safety – Weekday**

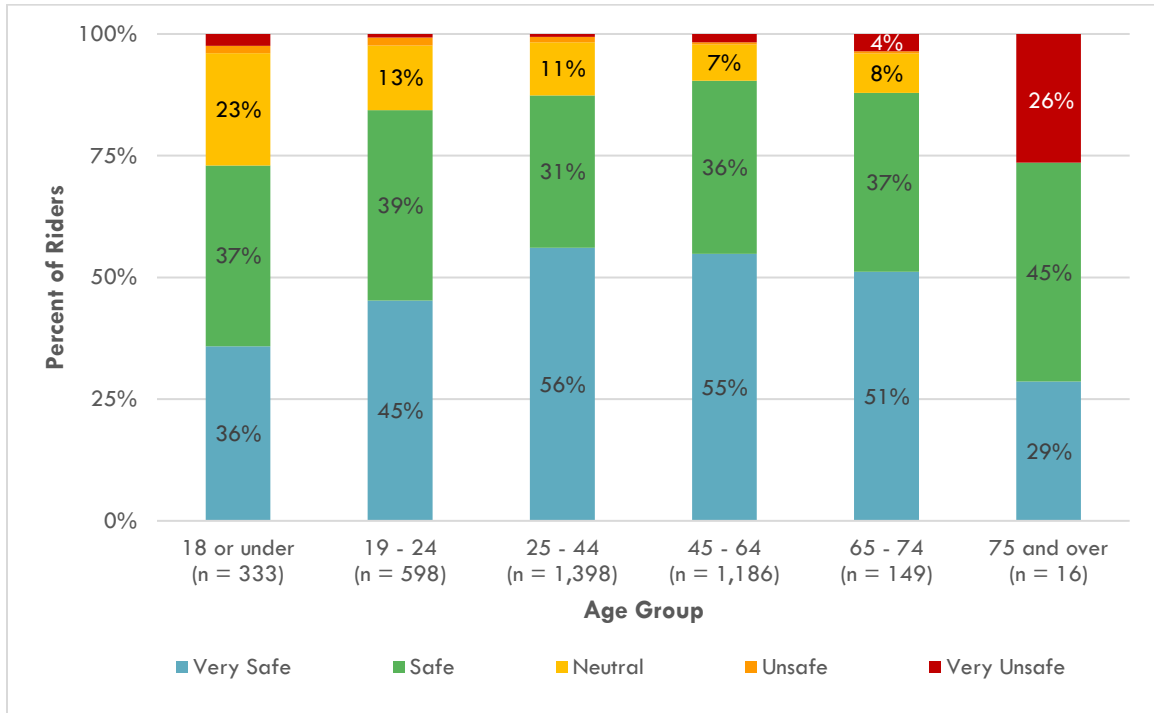


**Figure 2-11 Perceptions of Safety by Service Subgroup - Weekday**

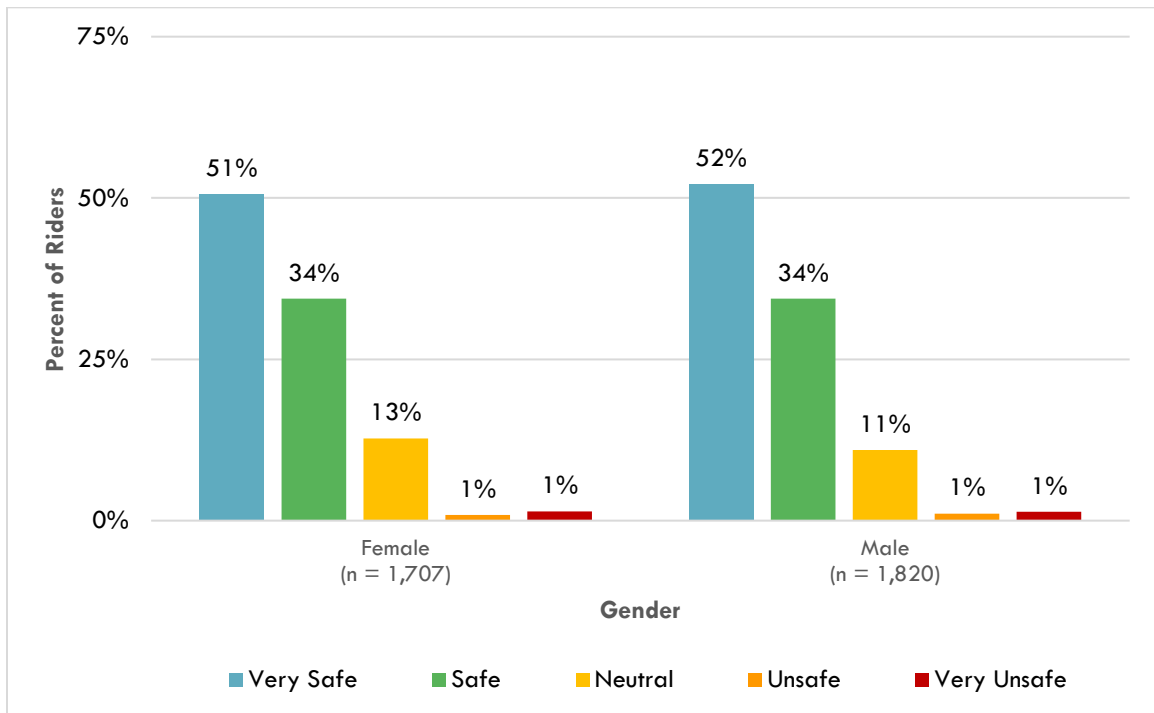




**Figure 2-12 Perceptions of Safety by Age - Weekday**



**Figure 2-13 Perceptions of Safety by Gender - Weekday**



## Why do you ride?

The last question of the survey asked riders to answer an open-ended question, “Why do you ride Community Transit?” A word cloud of all weekday open-ended answers can be found in Figure 2-14. Weekday surveys included a total of 3,250 open-ended answers<sup>2</sup>. Many answers listed more than one reason, and some of the most popular general reasons included: do not drive, does not have access to a vehicle, commute to work or school, enjoy taking transit, convenience, environmental consideration, transit is good value, and parking or driving is expensive. A few notable direct quotes are included below:

- “It is for one, a way for me to travel as someone without a driver’s license because I choose not to drive. Thus it is better for the environment compared to cars. I also enjoy the feeling of riding transit buses.”
- “It is more reliable than waiting for someone to drive me where I have to go or that is not [with]in walking distance.”
- “It’s easier and cheaper than driving.”
- “I believe it to be efficient and less pollution (CO2). However, I often get stuck in Smoky Point because last bus is at 7:30 p.m.”
- “Because you guys are the Best! Thank you!”

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<sup>2</sup> A total of 4,920 open-ended answers over weekday, Saturday and Sunday were collected in response to the last survey question, “Why do you ride Community Transit?”



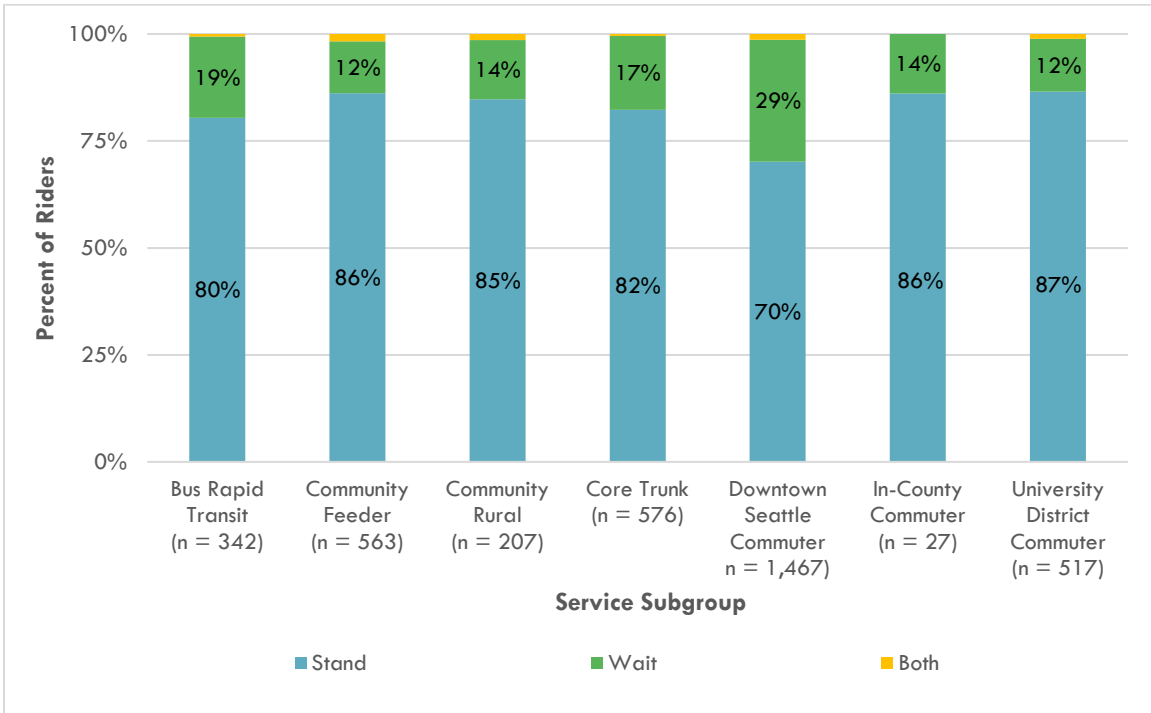
## Wait or Stand Preference

Riders were asked if they were more likely to stand on the bus or wait for the next bus when the buses were crowded. There was a strong preference to stand on the bus with 80% of riders indicating that they would rather stand on the bus than wait for another trip that would allow them to be seated. This is similar to 2013 preferences where 82% of riders preferred to stand on the bus than wait. Preference for standing on the bus did not differ much across Service Subgroups, as seen in Figure 2-15. Downtown Seattle Commuters showed the highest proportion of respondents who would rather wait for the next bus, presumably due to short headways and the length of the trip. Across time of day<sup>3</sup>, as seen in Figure 2-16, riders in the AM and PM peaks are slightly more likely to be willing to wait for the next bus.

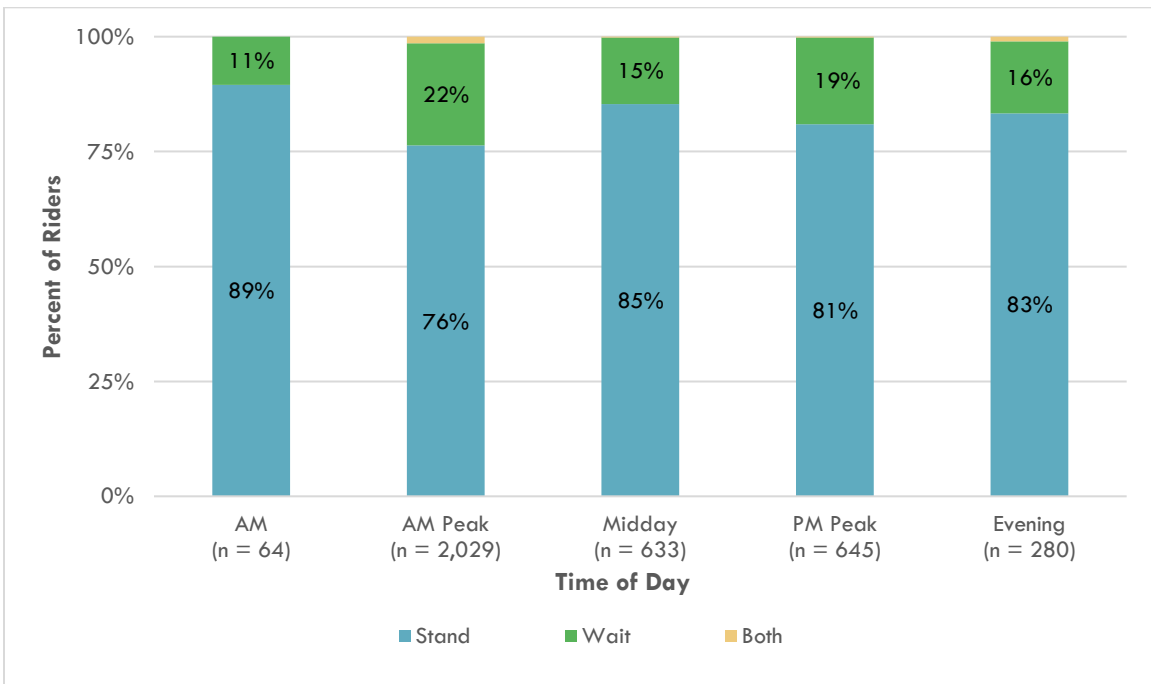
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<sup>3</sup> There are five time periods: AM: 12AM – 4:59AM; AM Peak: 5AM – 8:59AM; Midday: 9am – 2:59PM; PM Peak: 3pm – 6:59PM; and Evening: 7pm – 11:49PM.

**Figure 2-15 Wait or Stand Preference by Service Subgroup - Weekday**



**Figure 2-16 Wait or Stand Preference by Time of Day - Weekday**



## Willingness to Wait

Riders were asked how long they would be willing to wait between buses when making a transfer. More than half (54%) of riders were only willing to wait up to 10 minutes between transfers while an additional 31% were willing to wait up to 20 minutes (Figure 2-17). Downtown Seattle and University District Commuter routes have the highest proportion of riders willing to wait no more than 20 minutes while making a transfer, with 95% and 93%, respectively (Figure 2-18). Of the subgroups, riders on Community Feeder and Community Rural routes have the largest proportion of riders who are willing to wait for longer than 20 minutes, Midday and PM peak riders are more willing to wait longer between transfers, while the large majority of AM and AM peak riders are only willing to wait 20 minutes (Figure 2-19). Compared to 2013, as shown in Figure 2-20, riders are somewhat less likely to wait 11-20 minutes while a larger proportion are only willing to wait 0-5 minutes.



Figure 2-17 Willingness to Wait - Weekday

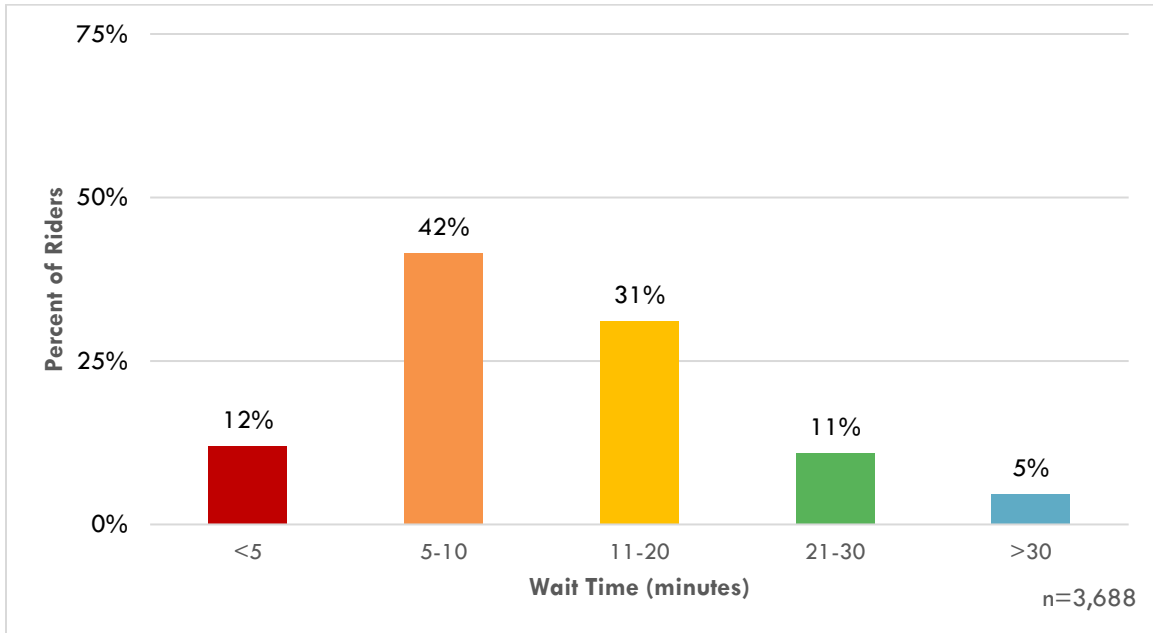
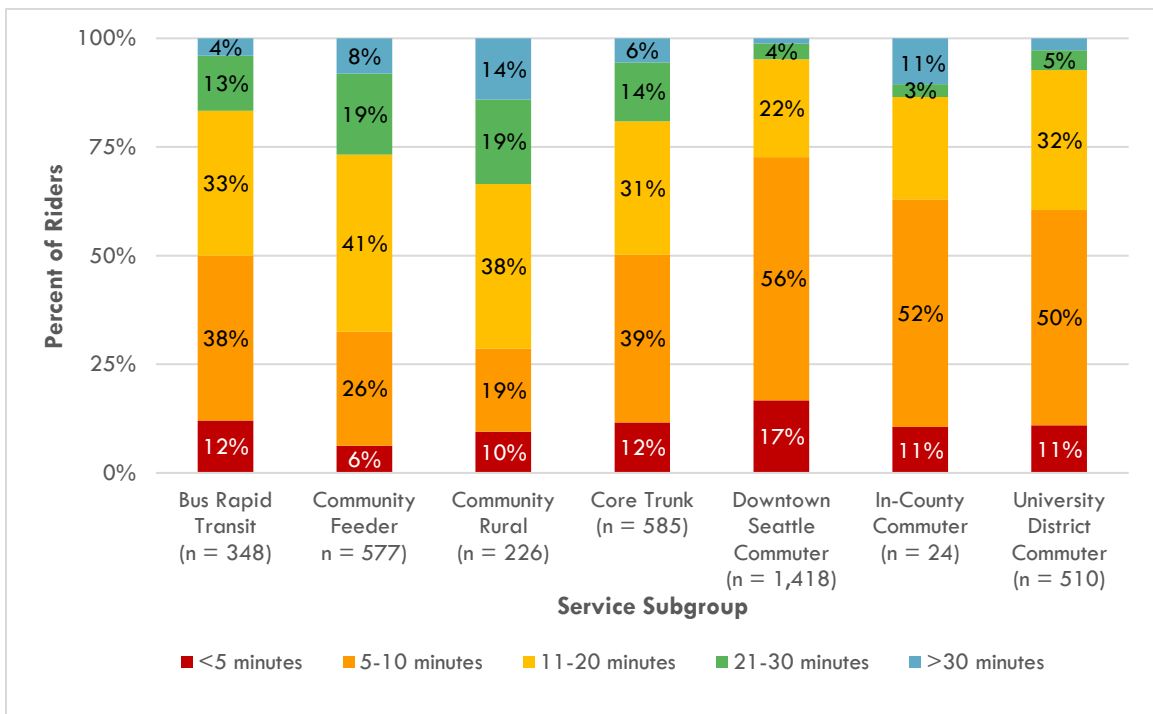
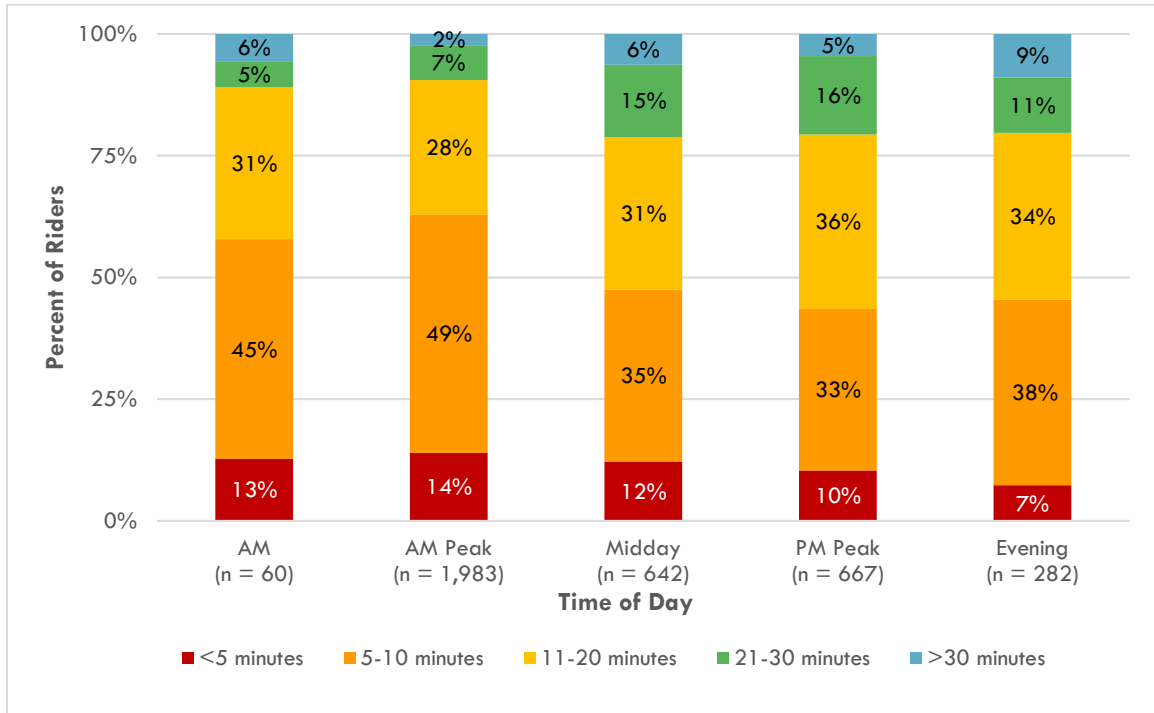


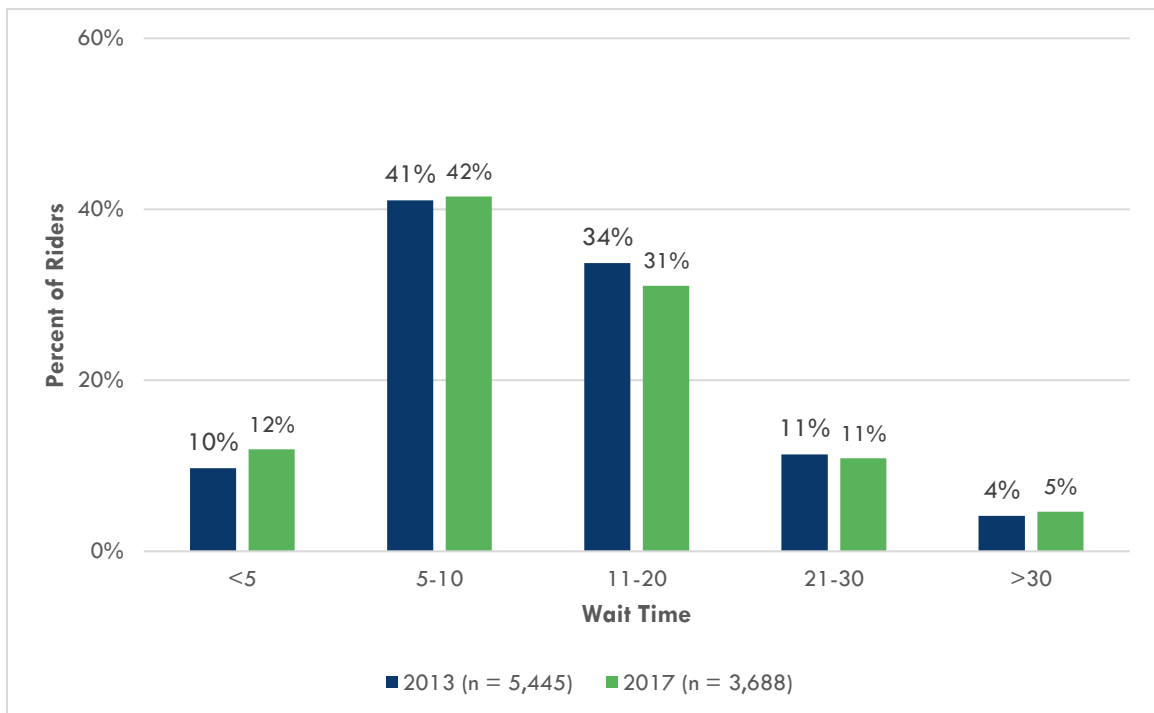
Figure 2-18 Willingness to Wait by Service Subgroup - Weekday



**Figure 2-19 Willingness to Wait by Time of Day - Weekday**



**Figure 2-20 Willingness to Wait Time Series Analysis - Weekday**





## Saturday

### Introduction

Overall Saturday riders had similar transit experience perspectives as their Weekday rider counterparts,<sup>4</sup> however there were a few differences compared to Weekday commuter riders<sup>5</sup> (see figures below). Similar to Weekday riders, Saturday riders:

- Were satisfied with Community Transit with 79% of Saturday riders answered “Very Satisfied” or “Satisfied” compared to 80% on weekdays (Figure 2-21 and Figure 2-22),
- Selected Access, Comfort, and Amenities similar to Weekday riders’ Customer Experience Priorities (Figure 2-23 and Figure 2-24),
- Prioritized more Sunday bus service (56%), more Saturday bus service (55%), and later bus service (48%) as service improvement priorities, similar to Weekday riders who prioritized more Sunday bus service (47%), more Saturday bus service (42%), and later bus service (47%) (Figure 2-26 and Figure 2-27),
- However, Service Improvement Priorities appeared to vary more by type of service (commuter vs non-commuter) than by day, Saturday riders and their Weekday rider counterparts selected different Service Improvement Priorities, such as more Sunday and Saturday service while Weekday commuter riders selected more frequent peak service on weekdays (71%) and more frequent midday service on weekdays (45%). Both selected later bus service as a priority,
- Felt Safe with 79% of Saturday riders selecting “Very Safe” or “Safe” as compared to 80% of Weekday riders (Figure 2-29, Figure 2-30, Figure 2-31, and Figure 2-32). However, Weekday commuter riders tended to feel slightly more safe at 95% of commuter riders feeling “Very Safe” or “Safe”,
- Preferred to stand on the bus rather than wait for a later trip that might allow a seat (Figure 2-34 and Figure 2-35). Eighty-three percent of Saturday riders would prefer to stand (same as 83% of Weekday riders), and
- Preferred to wait between buses between 5 and 20 minutes (Figure 2-36, Figure 2-37, and Figure 2-38).

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<sup>4</sup> Weekend riders were compared to a subset of Weekday riders, including: Bus Rapid Transit, Community Feeder, Community Rural, and Core Trunk riders. It excludes the commuter routes: Downtown Seattle Commuter, In-County Commuter, and University District Commuter, as commuter routes do not operate on weekends.

<sup>5</sup> Weekday commuter riders include: Downtown Seattle Commuter, In-County Commuter, and University District Commuter.

## Satisfaction

Figure 2-21 Overall Satisfaction with Community Transit – Saturday

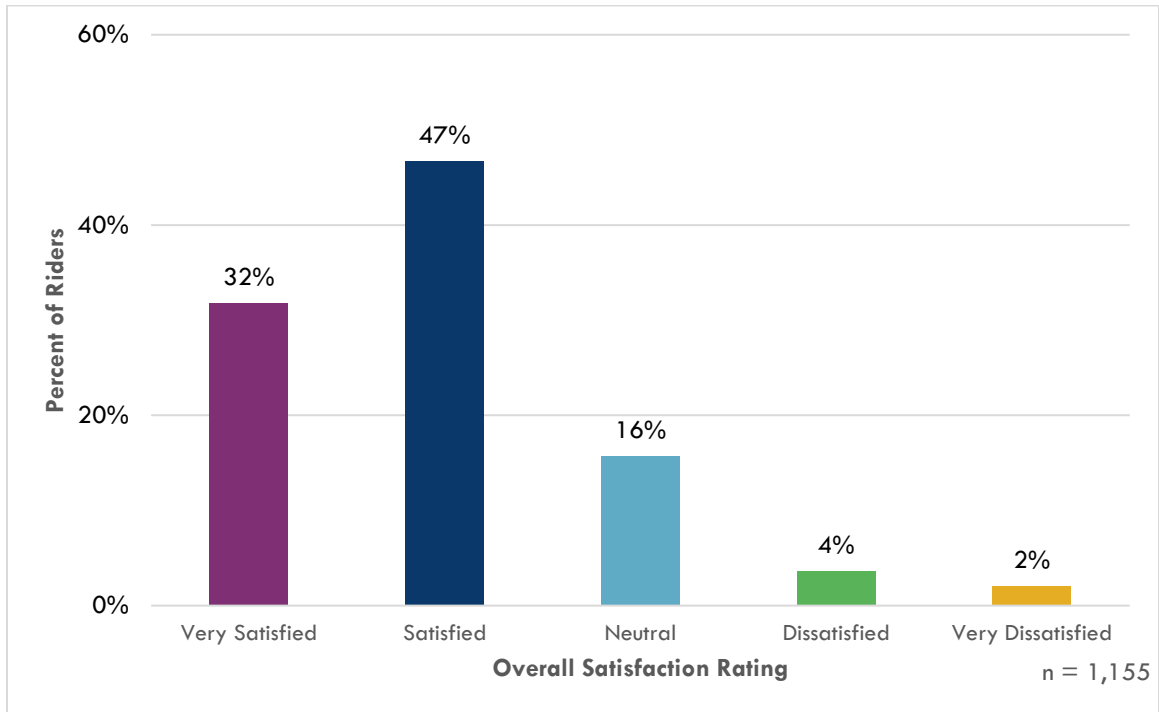
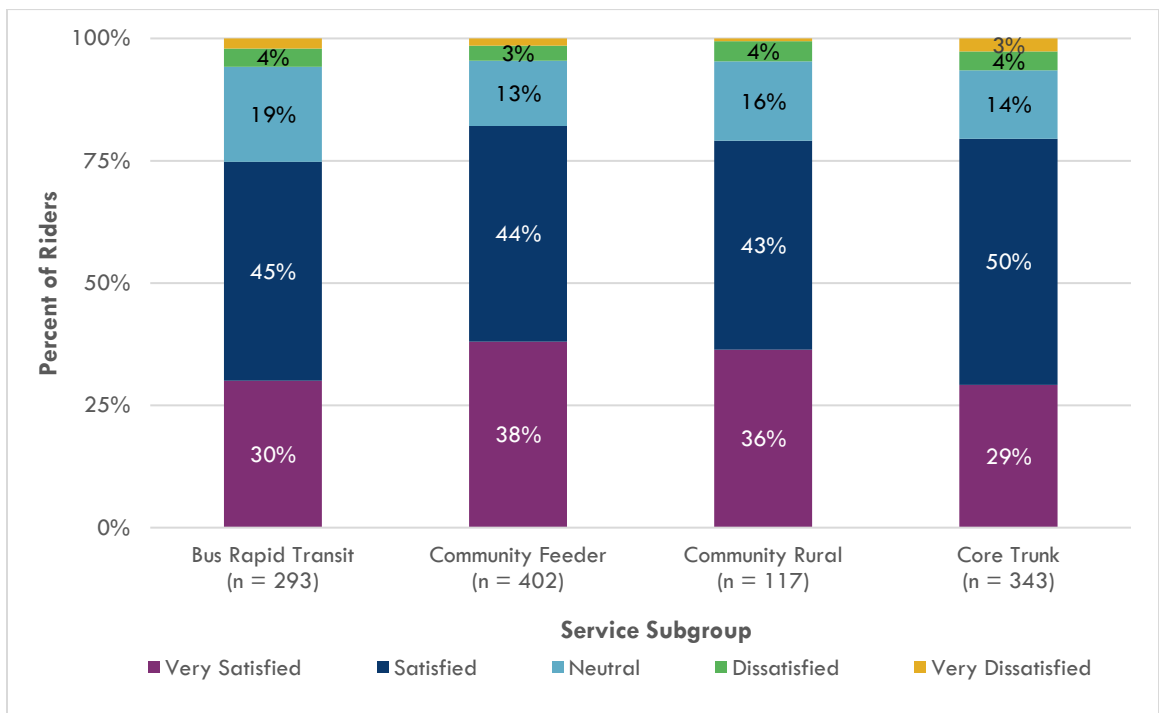
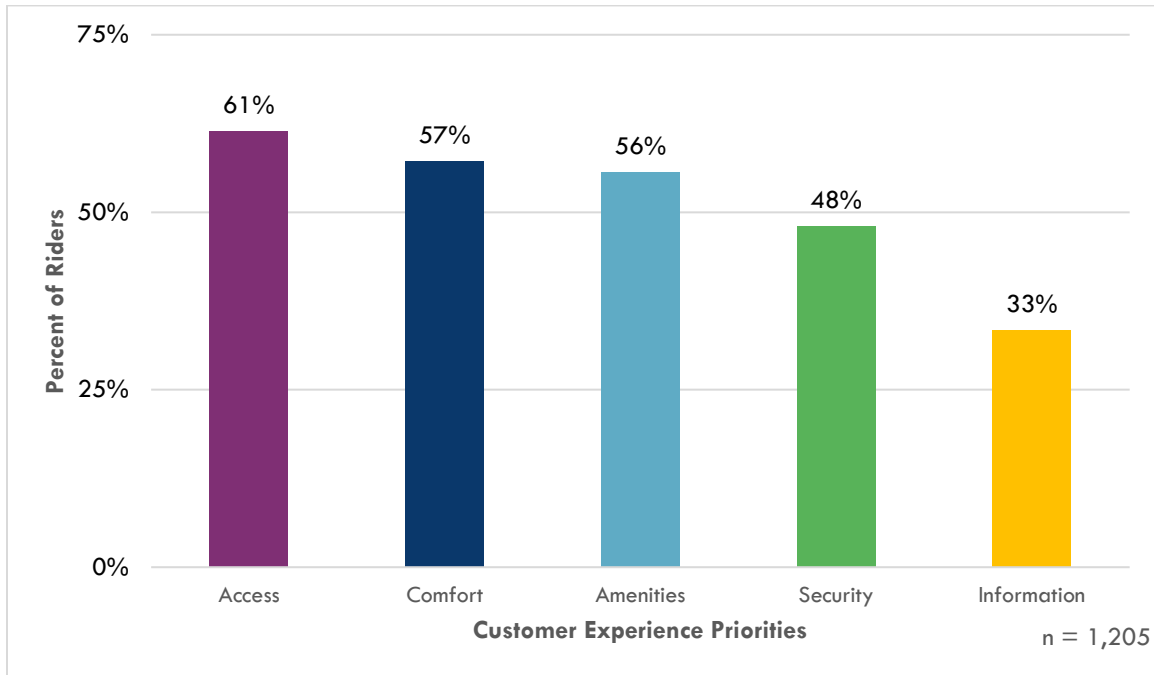


Figure 2-22 Overall Satisfaction with Community Transit by Service Subgroup - Saturday



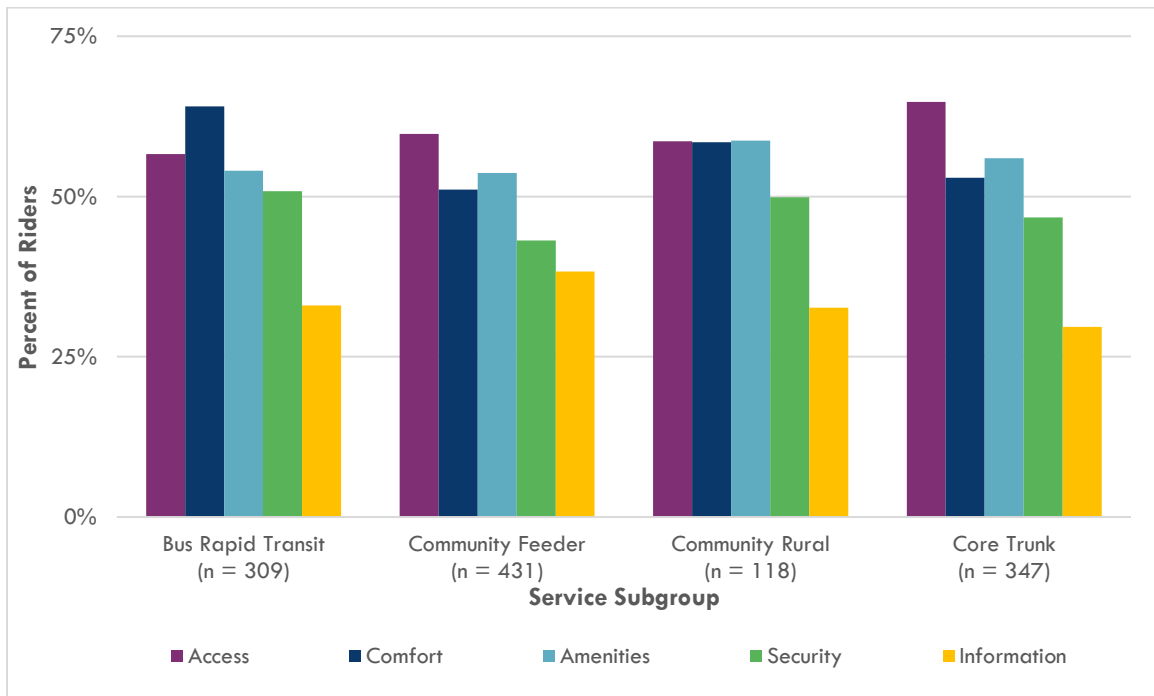
### Customer Experience Priorities

Figure 2-23 Customer Experience Priorities - Saturday



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

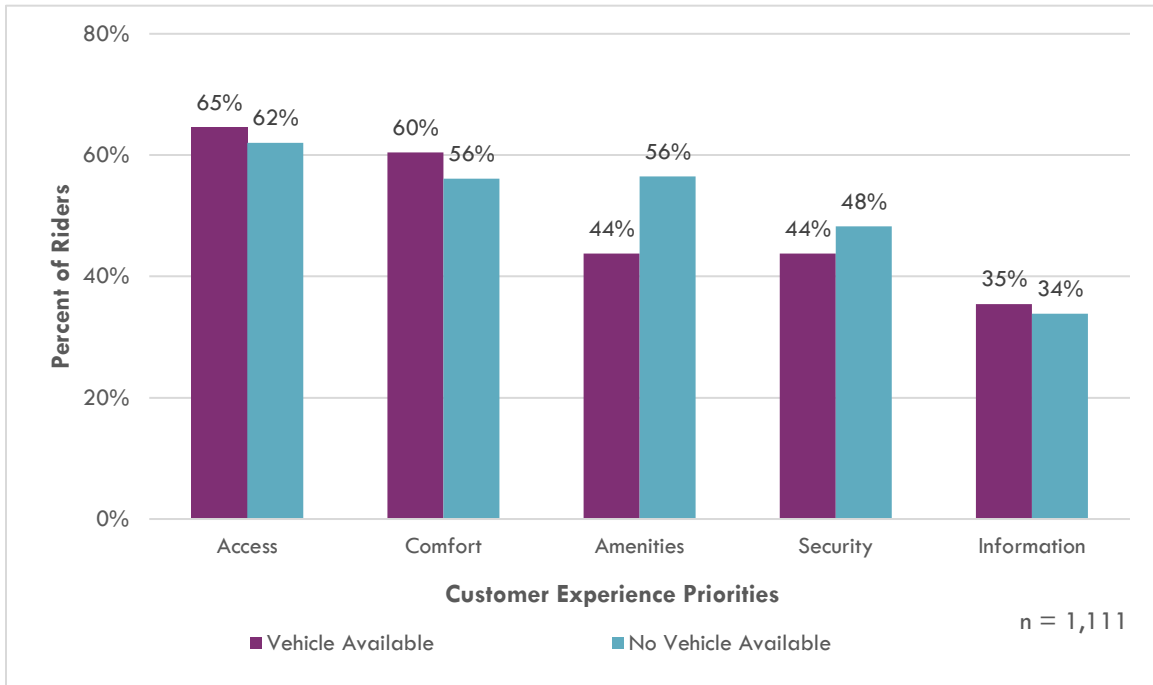
Figure 2-24 Customer Experience Priorities by Service Subgroup - Saturday



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.



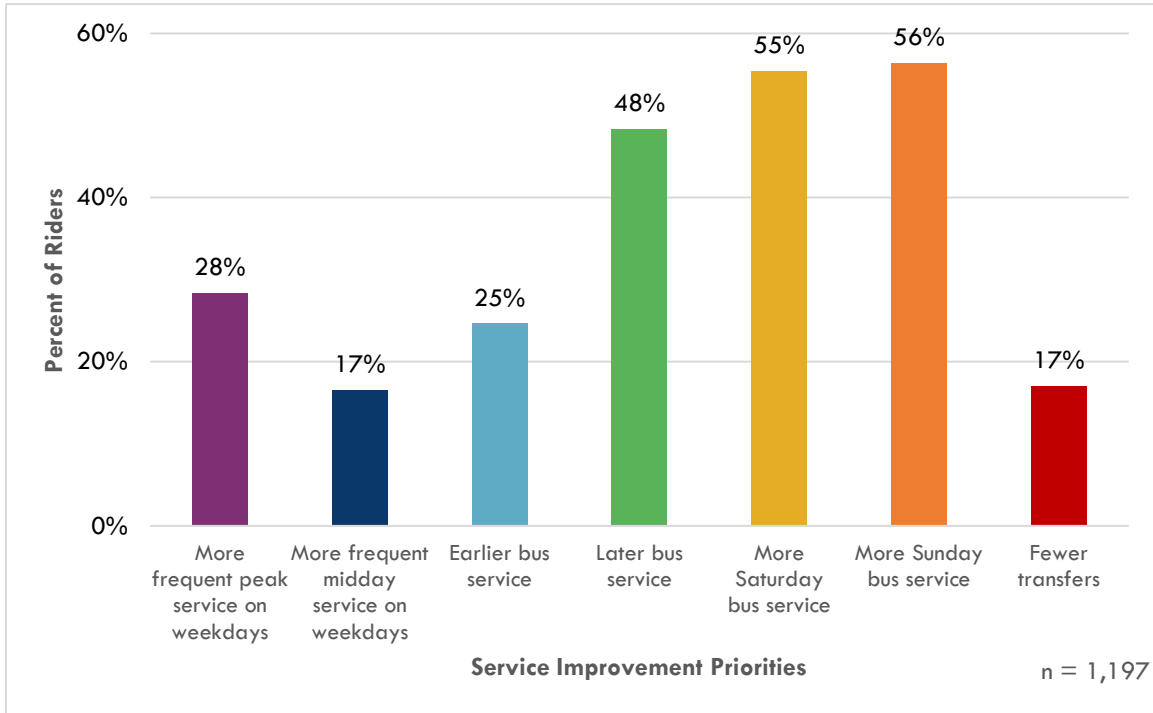
Figure 2-25 Customer Experience Priorities by Vehicle Availability - Saturday



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

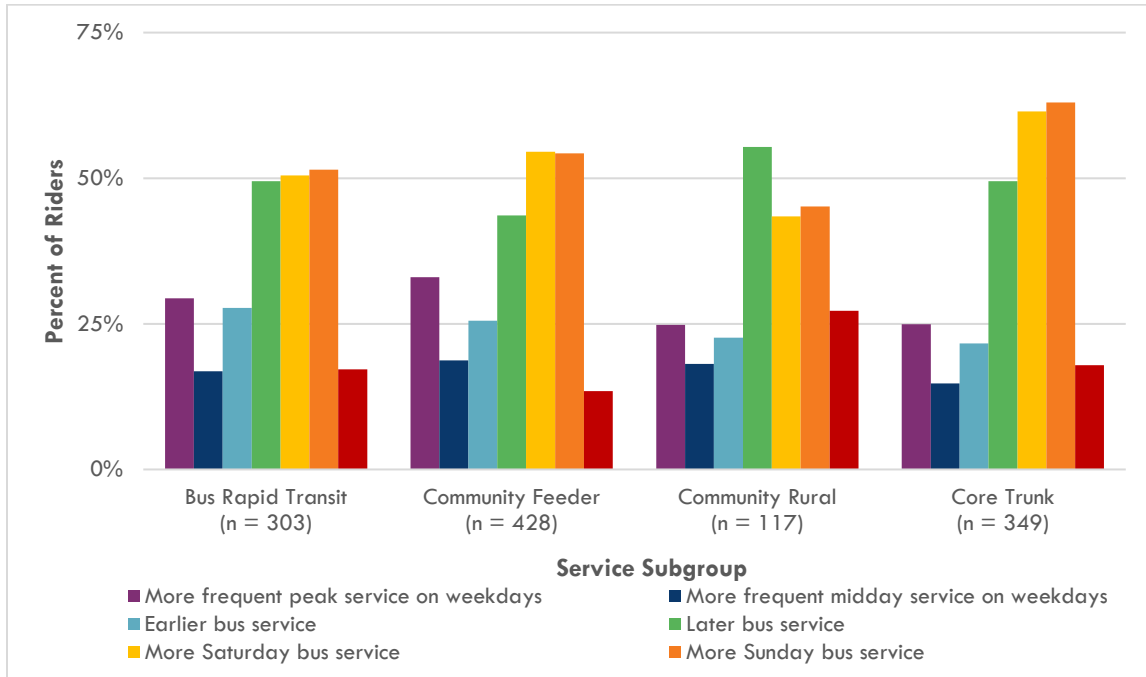
### Service Improvement Priorities

Figure 2-26 Service Improvement Priorities – Saturday



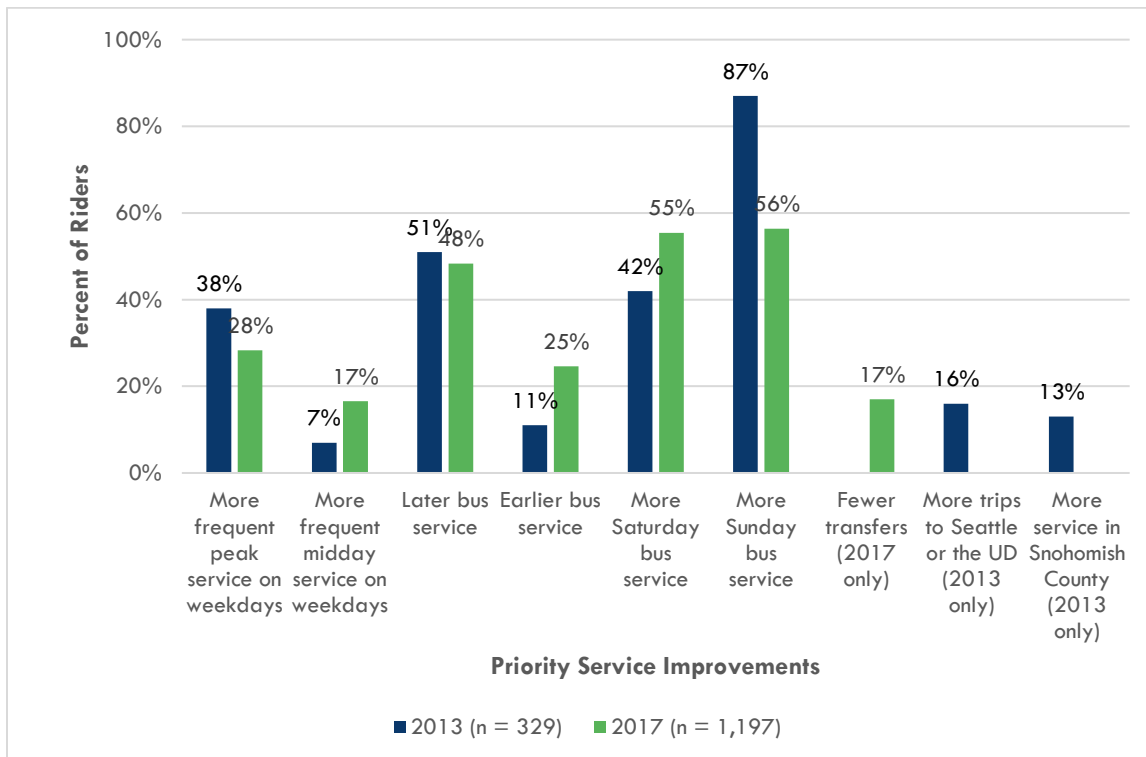
\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

**Figure 2-27 Service Improvement Priorities by Service Subgroup – Saturday**



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

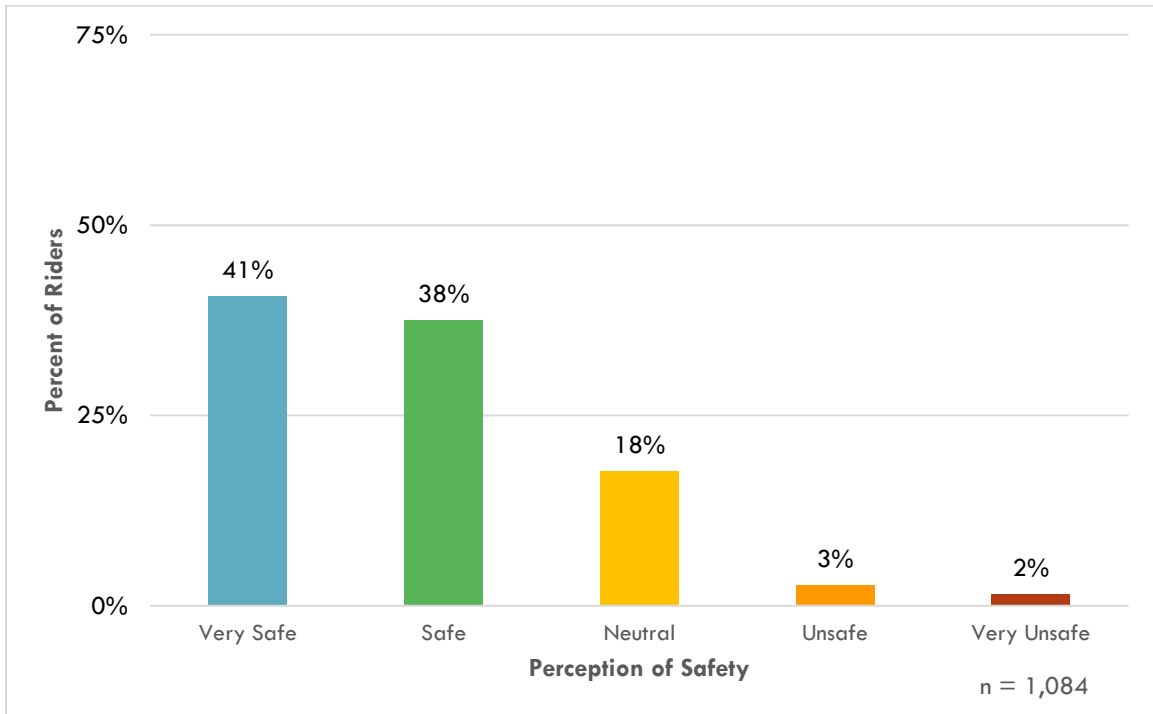
**Figure 2-28 Service Improvement Priorities Time Series Analysis – Saturday**



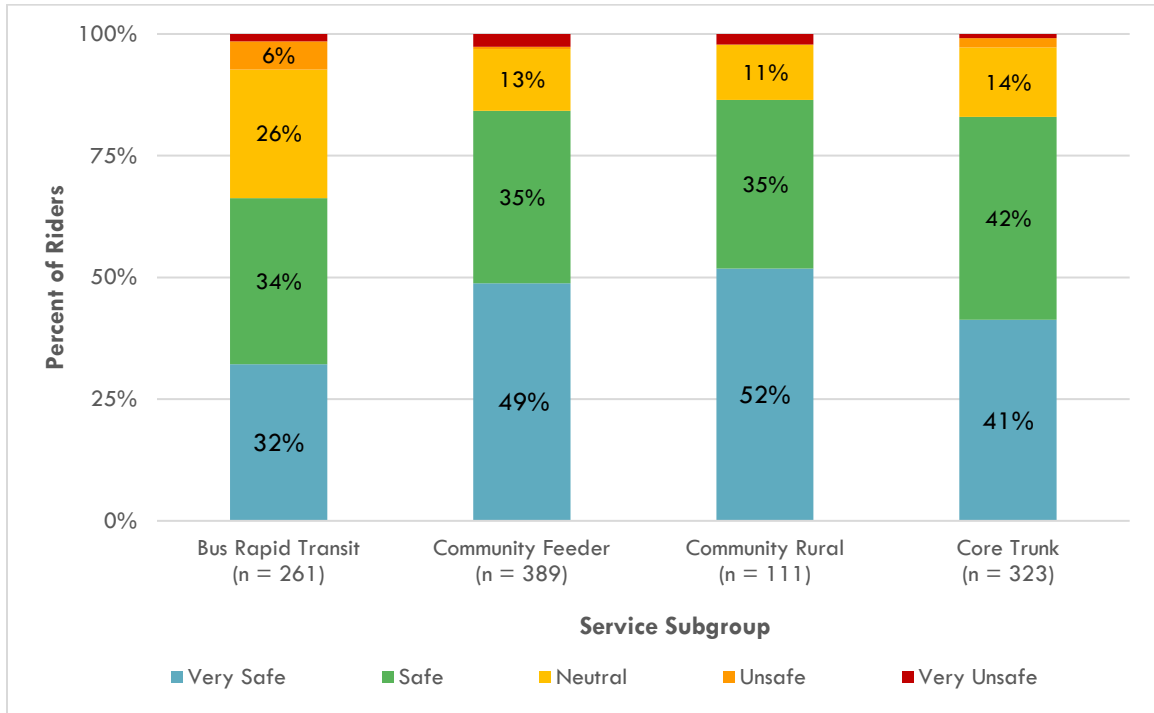
\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses. At the time of the 2013 On-Board Survey, Community Transit did not offer Sunday service. Sunday service was restored in June 2015.

## Perceptions of Safety

Figure 2-29 Perceptions of Safety – Saturday



**Figure 2-30 Perceptions of Safety by Service Subgroup – Saturday**



**Figure 2-31 Perceptions of Safety by Age – Saturday**

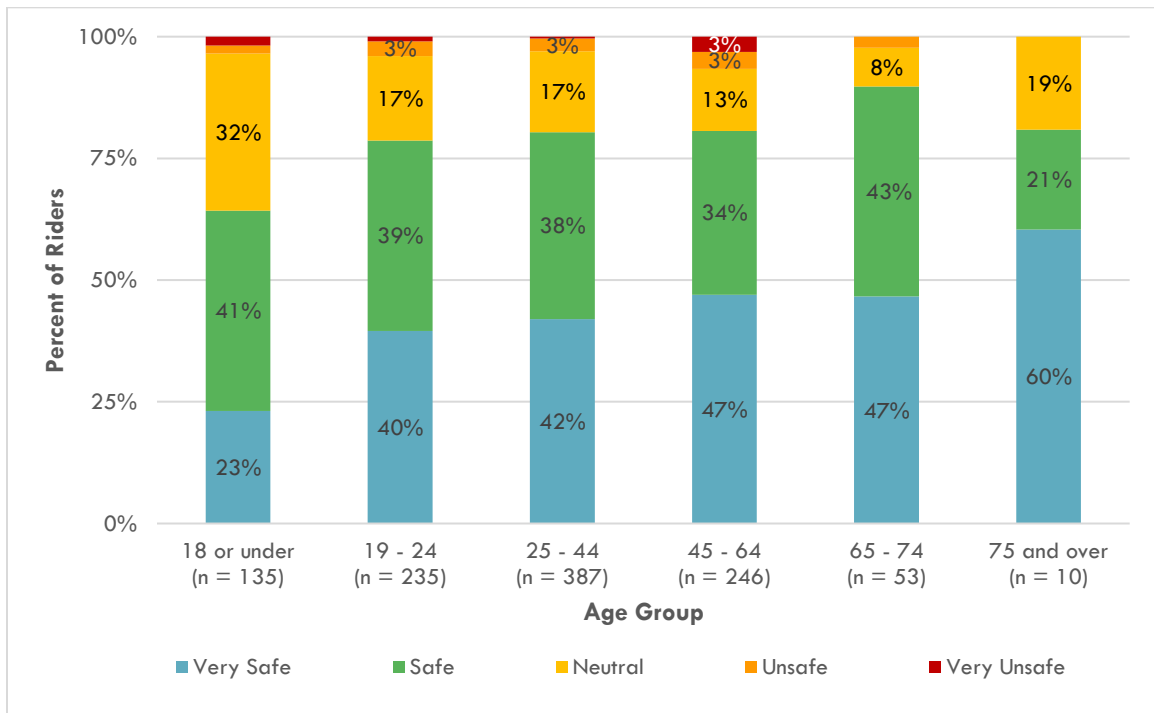
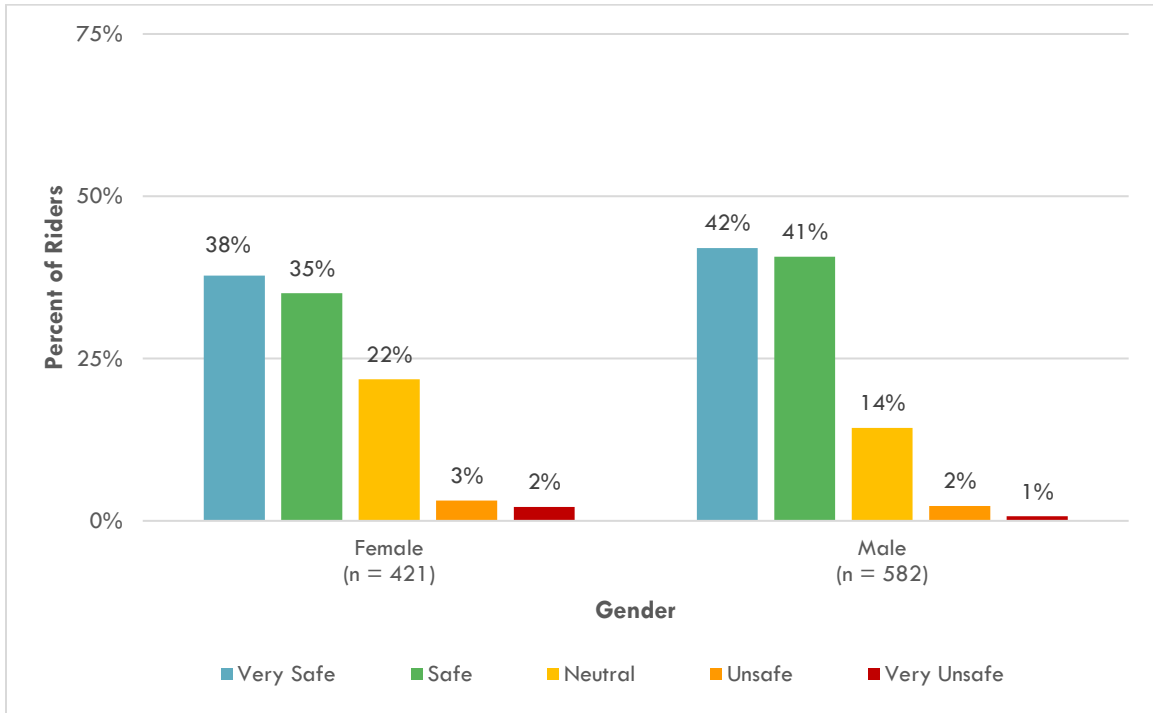




Figure 2-32 Perceptions of Safety by Gender - Saturday



### Why do you ride?

Open-ended comment quotes from Saturday survey responses, included 895 detailing reasons why riders take Community Transit, and are used in the word cloud in Figure 2-33<sup>6</sup>. Some notable examples include:

- “Good reliable service.”
- “I live far away from work and need a way to get to and from. One thing I find annoying as that the 280 route no longer makes the full trip it used to. The Aurora transit station should have bathrooms available for passengers.”
- “Cheap, I have a free orca pass/U-Pass through UW.”
- “It’s covered by my tuition fees. It’s often easily accessible everywhere. Cleaner than other bus agencies and good mode of alternative transportation.”
- “No car, saves the environment, no auto accidents or insurance to pay.”

<sup>6</sup> A total of 4,920 open-ended answers over weekday, Saturday and Sunday were collected in response to the last survey question, “Why do you ride Community Transit?”.



### Wait or Stand Preference

Figure 2-34 Wait or Stand Preference by Service Subgroup – Saturday

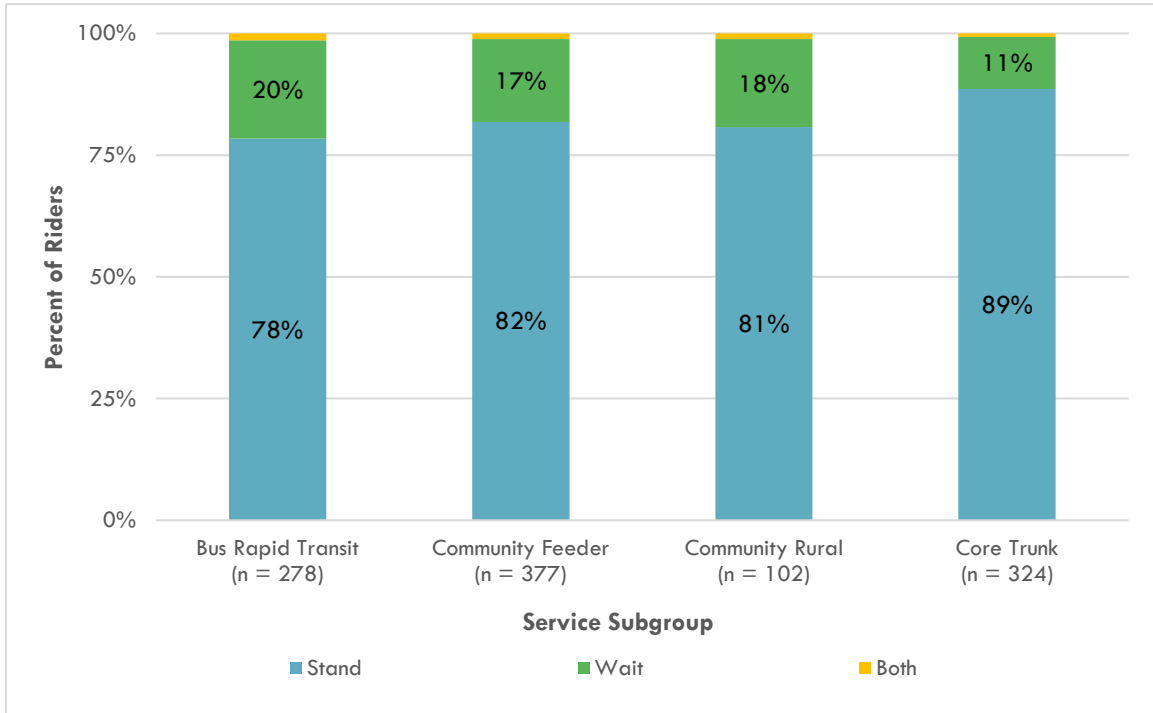
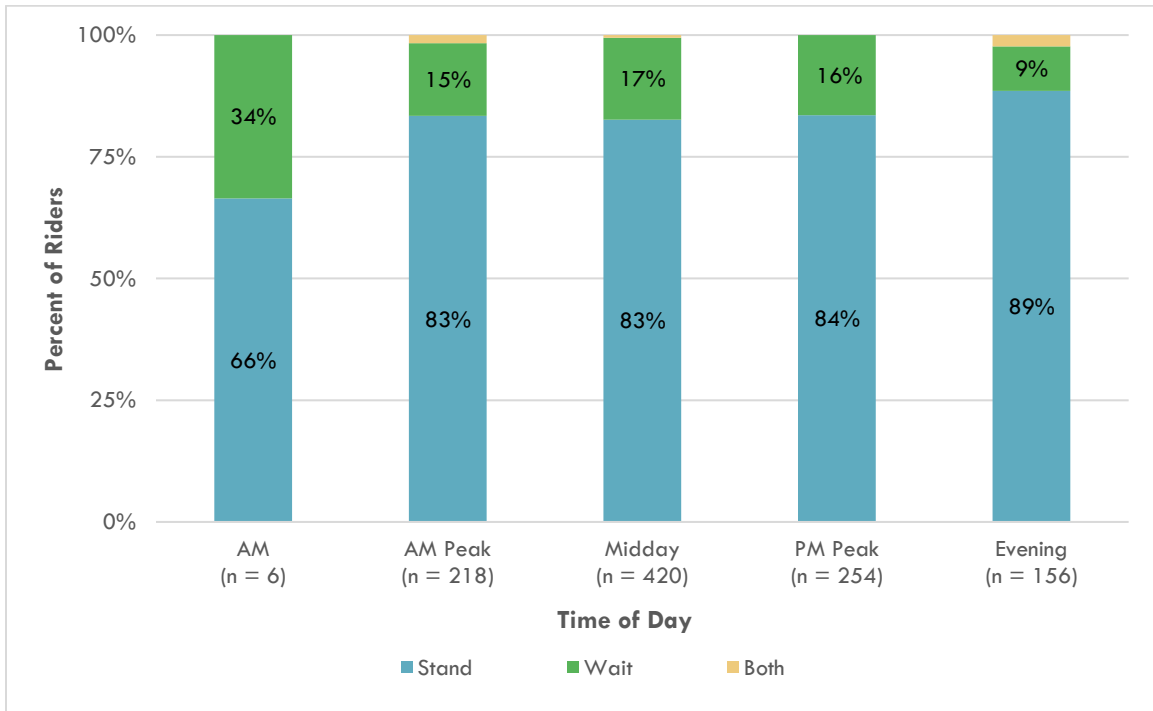


Figure 2-35 Wait or Stand Preference by Time of Day – Saturday



## Willingness to Wait

Figure 2-36 Willingness to Wait – Saturday

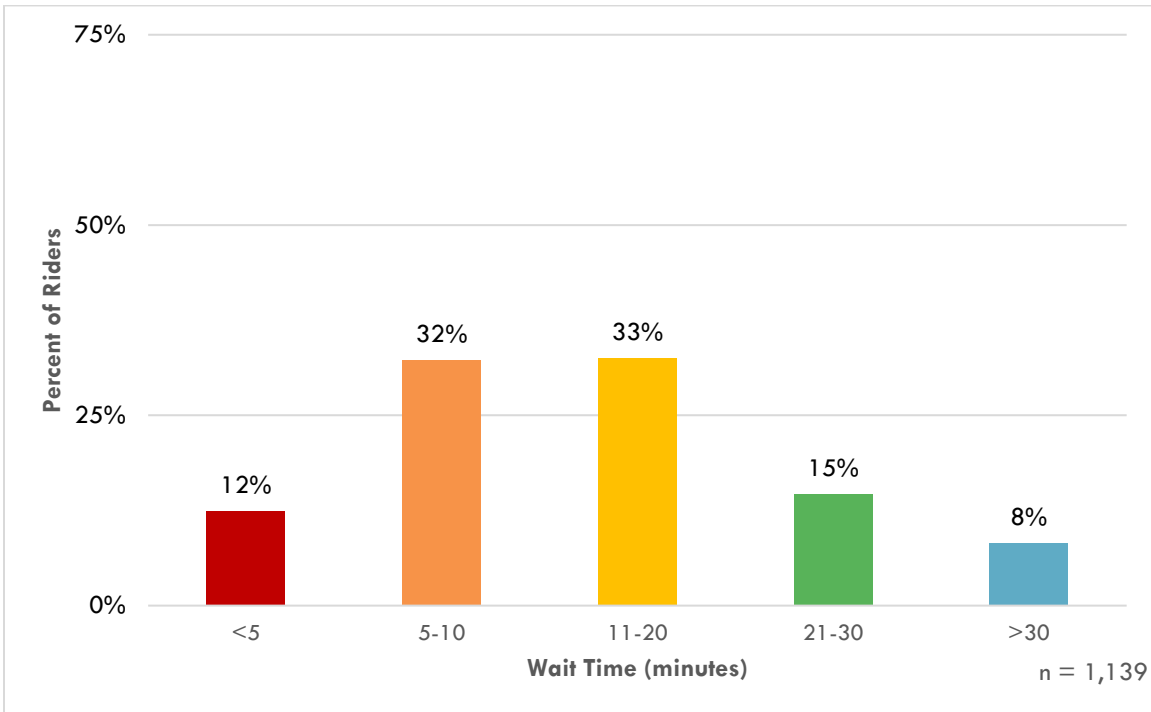


Figure 2-37 Willingness to Wait by Service Subgroup – Saturday

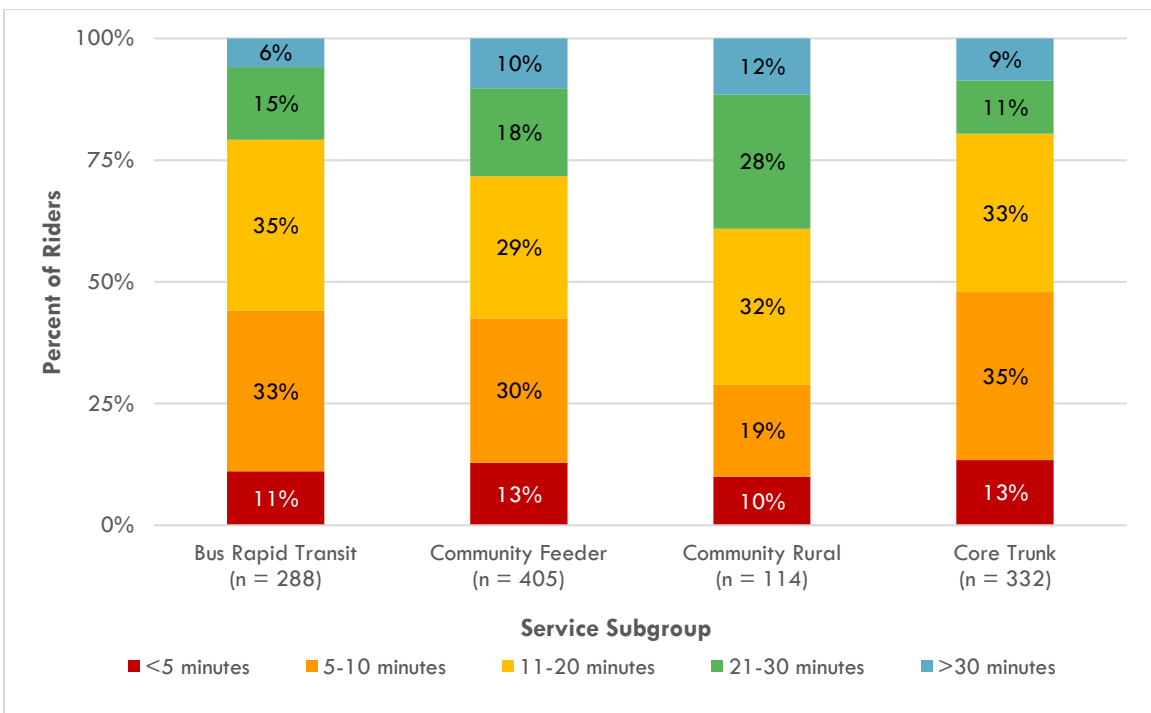
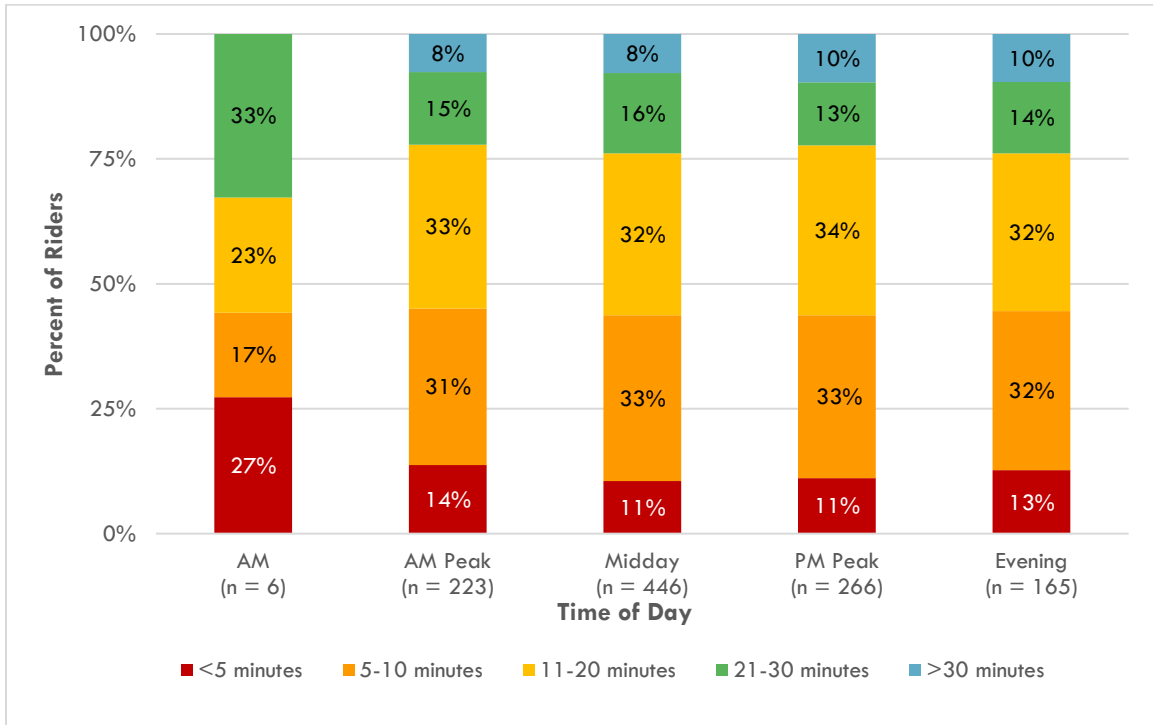


Figure 2-38 Willingness to Wait by Time of Day - Saturday



## Sunday

### Introduction

Overall Sunday riders had similar transit experience perspectives as their Weekday rider counterparts,<sup>7</sup> however there were a few differences compared to Weekday commuter riders<sup>8</sup> (see figures below). Similar to Weekday riders, Sunday riders:

- Were satisfied with Community Transit with 83% of Sunday riders answered “Very Satisfied” or “Satisfied” compared to 80% on weekdays (Figure 2-39 and Figure 2-40),
- Prioritized Access, Comfort, and Amenities (Figure 2-41 and Figure 2-42). For Sunday rider, these top three priorities were nearly equal,
- Prioritized more Sunday bus service (66%), later bus service (46%), and more Saturday bus service (46%) as Service Improvement Priorities, similar to Weekday riders who prioritized more Sunday bus service (47%), later bus service (47%), and more Saturday bus service (42%) (Figure 2-44 and Figure 2-45),
- However, Service Improvement Priorities appeared to vary more by type of service (commuter vs non-commuter) than by day, Sunday riders and their Weekday rider counterparts selected different Service Improvement Priorities, such as more Sunday and Saturday service while Weekday commuter riders selected more frequent peak service on weekdays (71%) and more frequent midday service on weekdays (45%). Both selected later bus service as a priority,
- Felt safe on Community Transit routes. Eighty-two percent of Sunday riders selected “Very Safe” or “Safe” as compared to 80% of Weekday riders (Figure 2-46, Figure 2-47, Figure 2-48, and Figure 2-49). However, Weekday commuter riders tended to feel slightly more safe with 95% of commuter riders,
- Preferred to stand on the bus rather than wait for a later trip that might allow a seat. Eighty-one percent of Sunday riders would prefer to stand compared to 83% of Weekday riders (Figure 2-51 and Figure 2-52), and
- Preferred to wait between buses between 5 and 20 minutes, slightly longer than Weekday riders (Figure 2-53, Figure 2-54, and Figure 2-55).

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<sup>7</sup> Weekend riders were compared to a subset of Weekday riders, including: Bus Rapid Transit, Community Feeder, Community Rural, and Core Trunk riders. It excludes the commuter routes: Downtown Seattle Commuter, In-County Commuter, and University District Commuter, as commuter routes do not operate on weekends.

<sup>8</sup> Weekday commuter riders include: Downtown Seattle Commuter, In-County Commuter, and University District Commuter.

## Satisfaction

Figure 2-39 Overall Satisfaction with Community Transit – Sunday

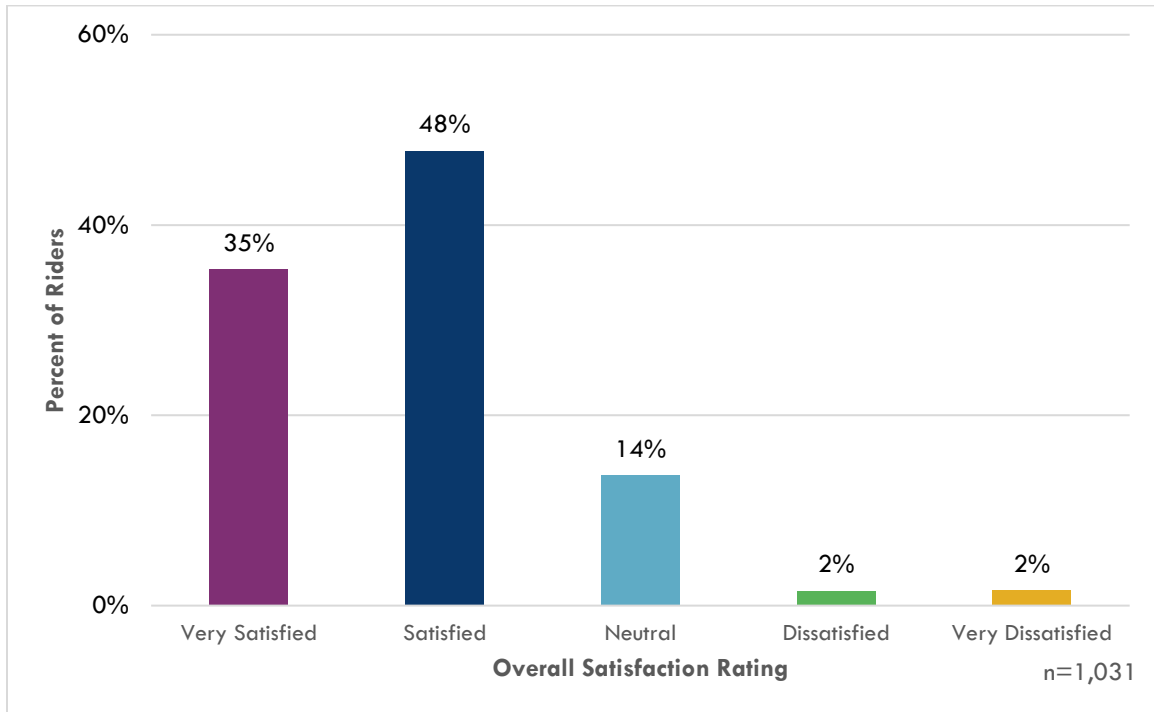
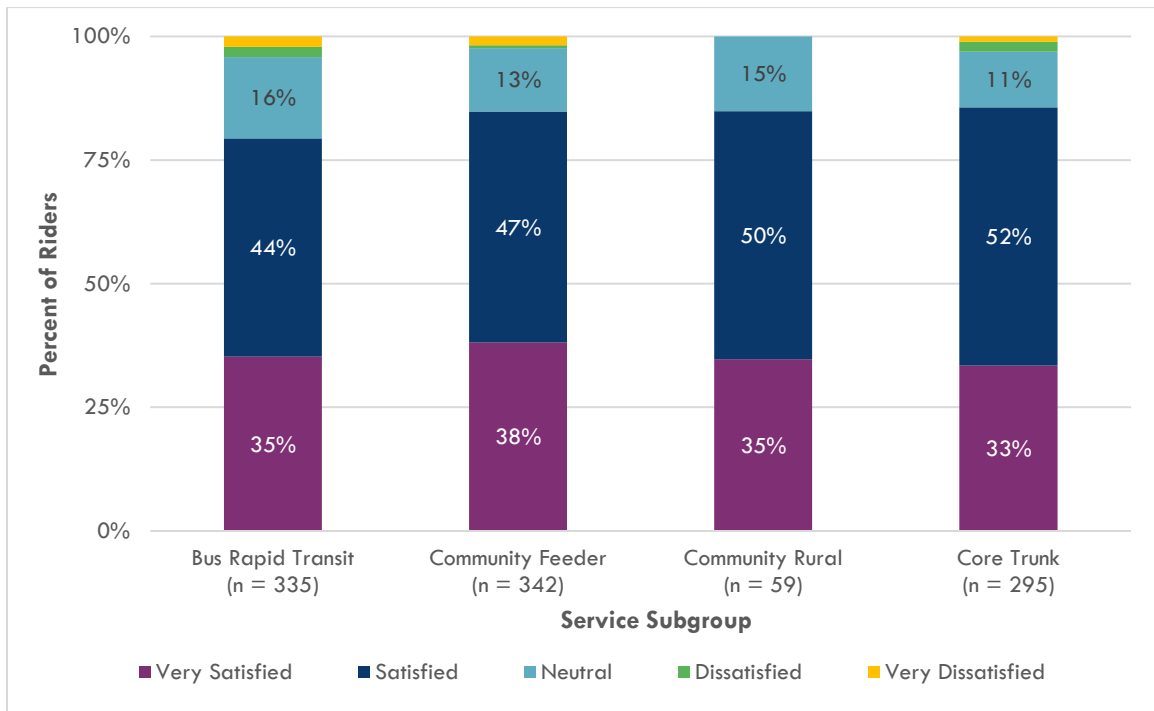
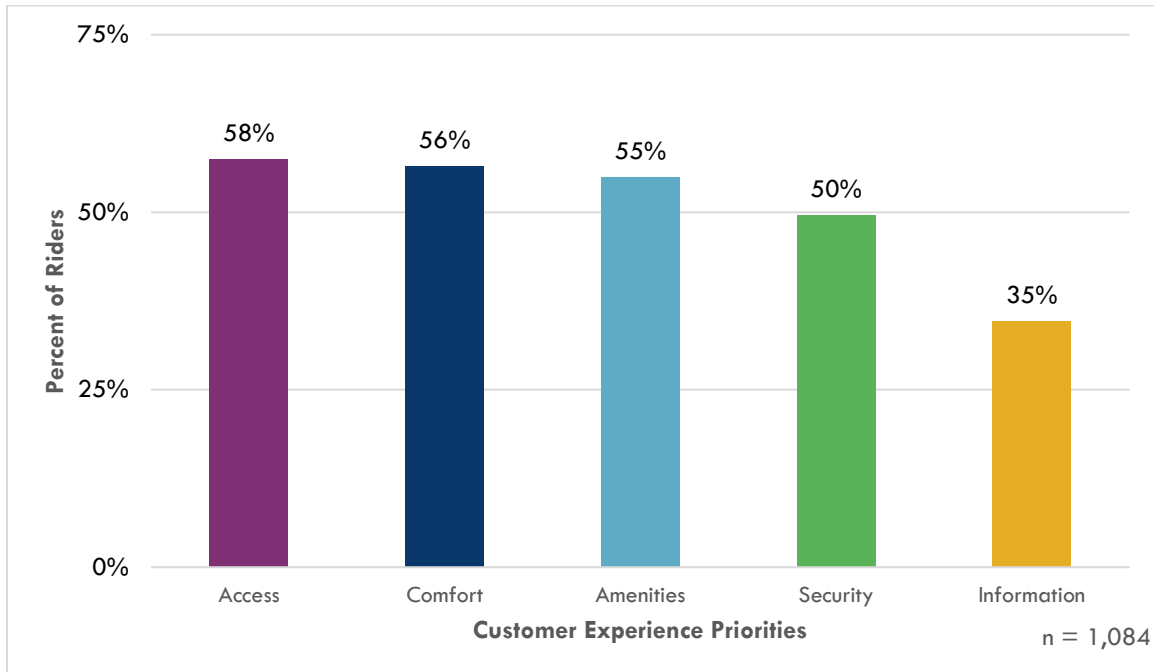


Figure 2-40 Overall Satisfaction with Community Transit by Service Subgroup - Sunday



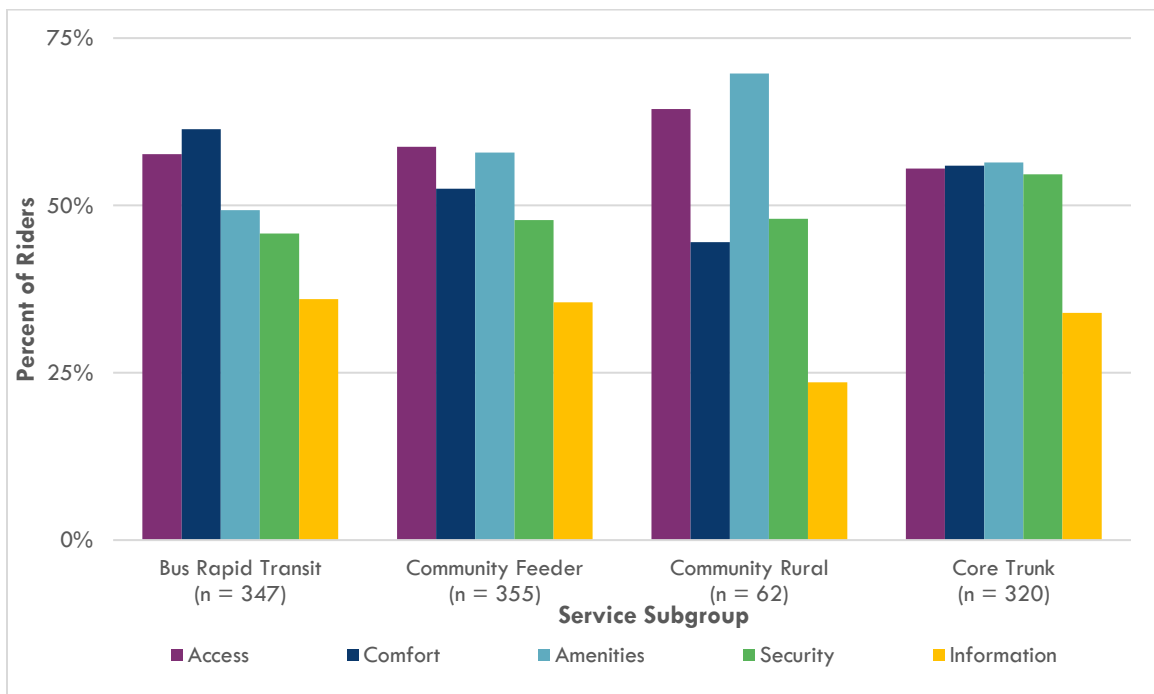
### Customer Experience Priorities

Figure 2-41 Customer Experience Priorities - Sunday



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

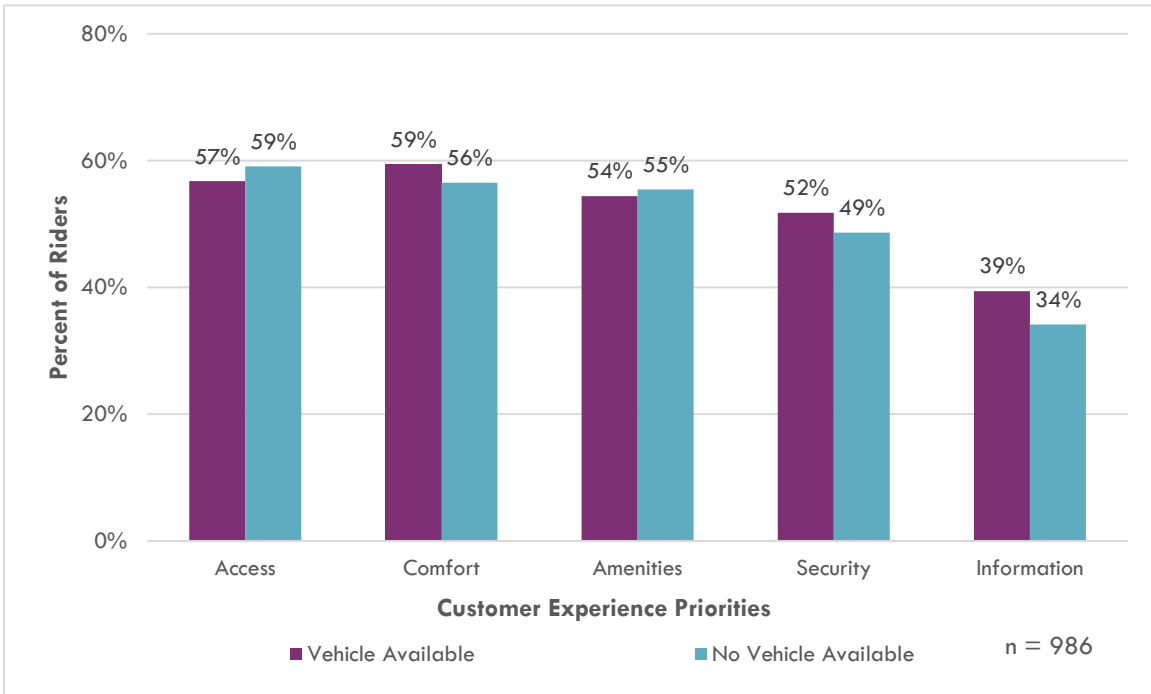
Figure 2-42 Customer Experience Priorities by Service Subgroup - Sunday



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.



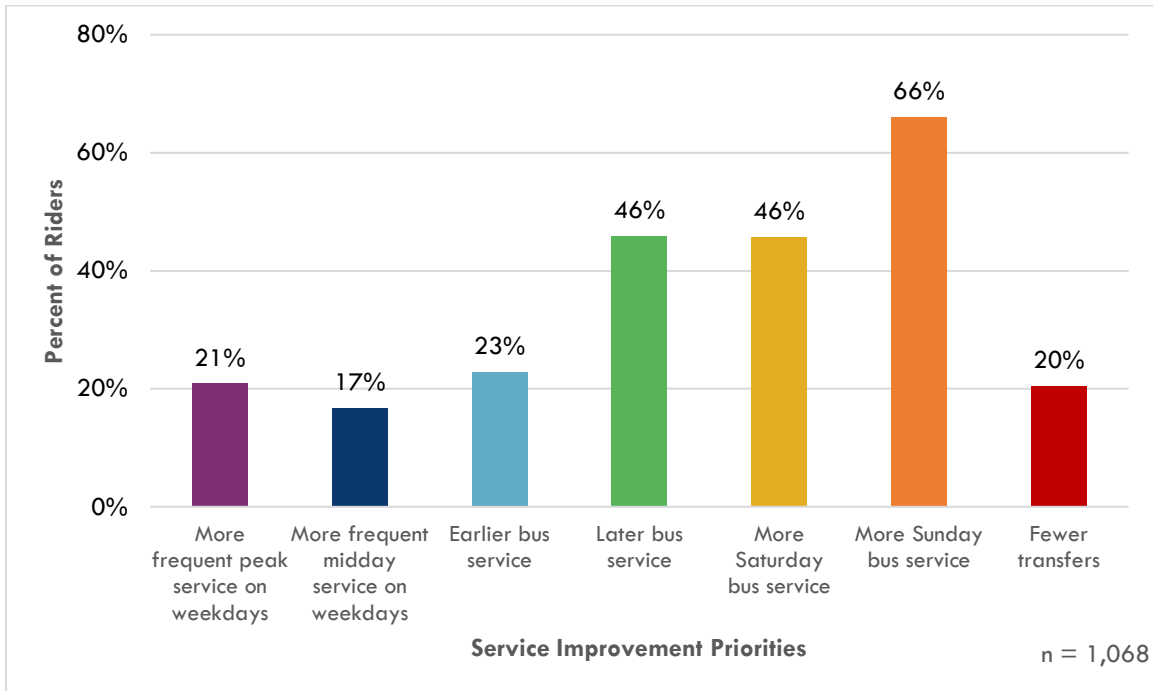
Figure 2-43 Customer Experience Priority by Vehicle Availability - Sunday



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

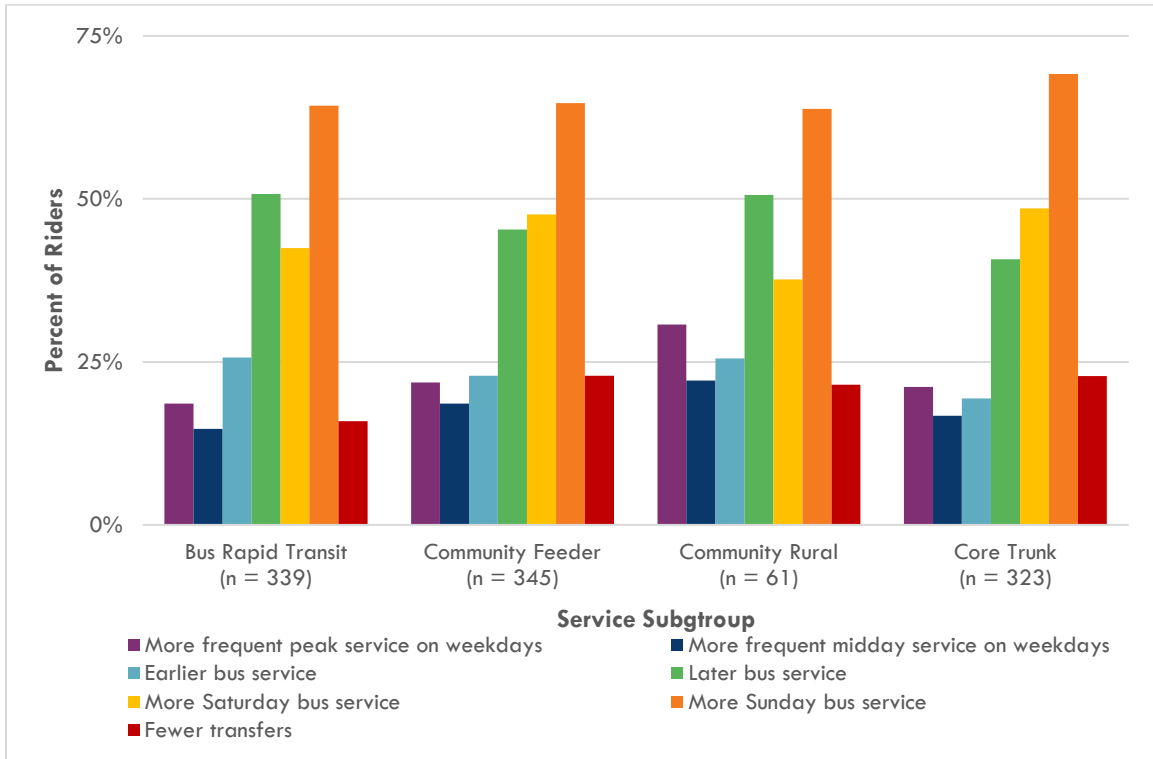
### Service Improvement Priorities

Figure 2-44 Service Improvement Priorities – Sunday



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

Figure 2-45 Service Improvement Priorities by Service Subgroup – Sunday



\*Percentages will not add up to 100%, because this survey question asked riders to select up to three responses.

### Perceptions of Safety

Figure 2-46 Perceptions of Safety – Sunday

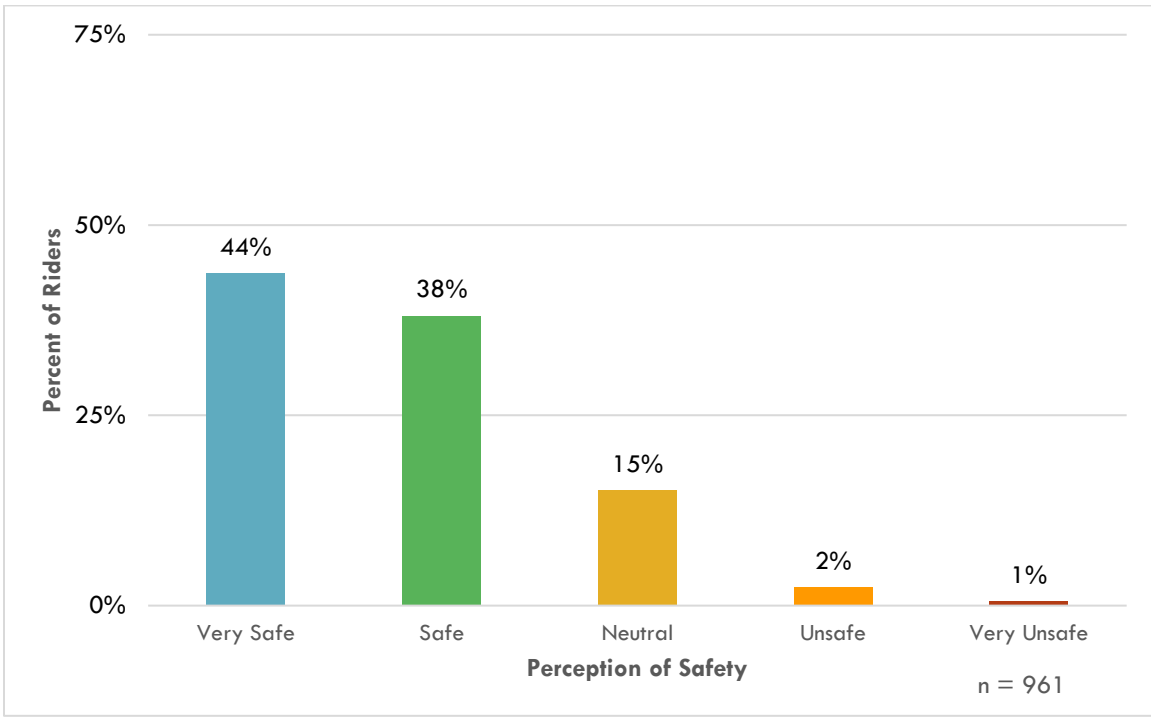
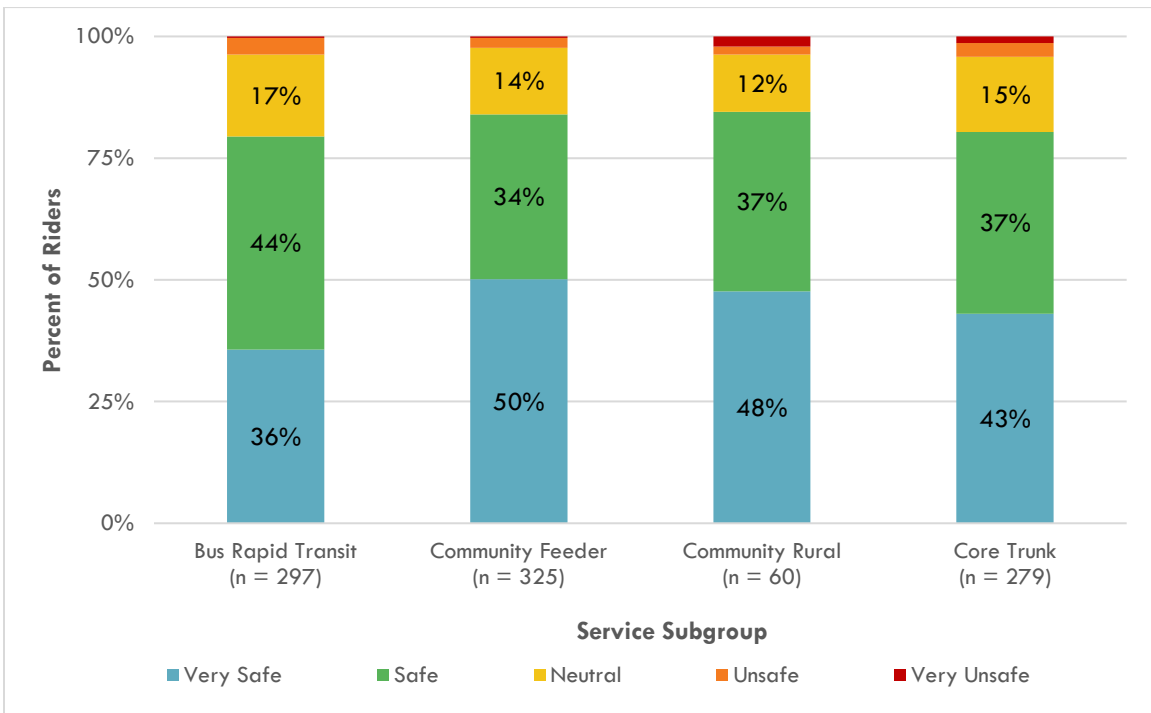
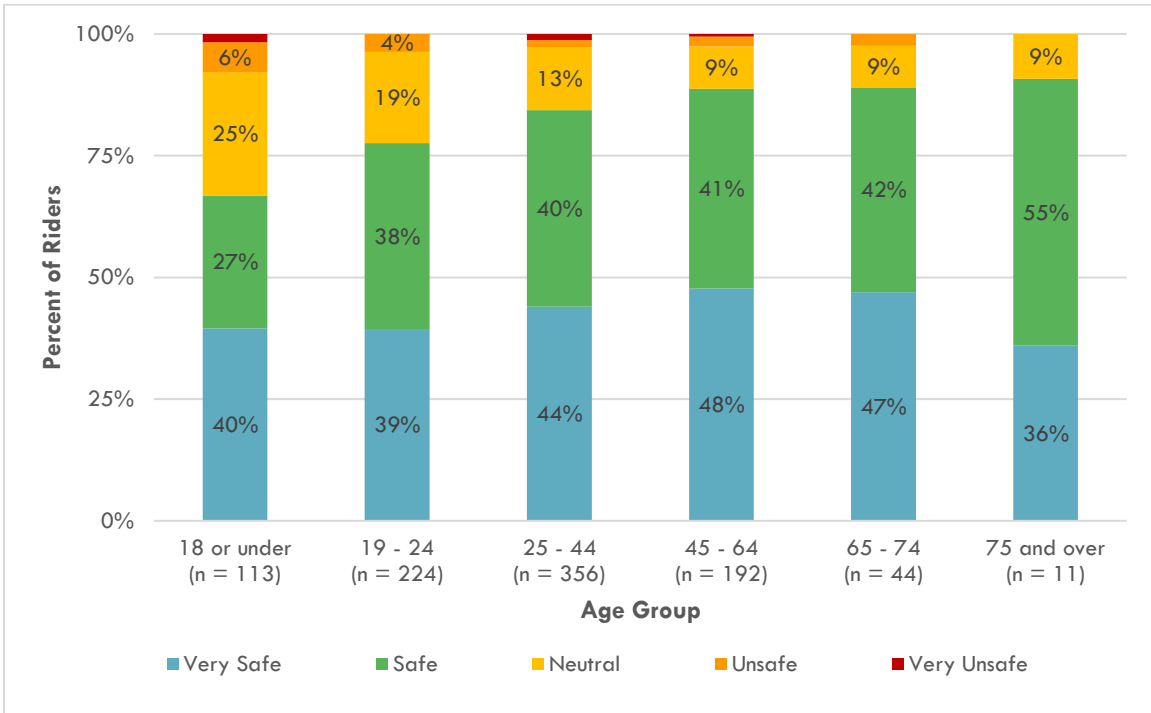


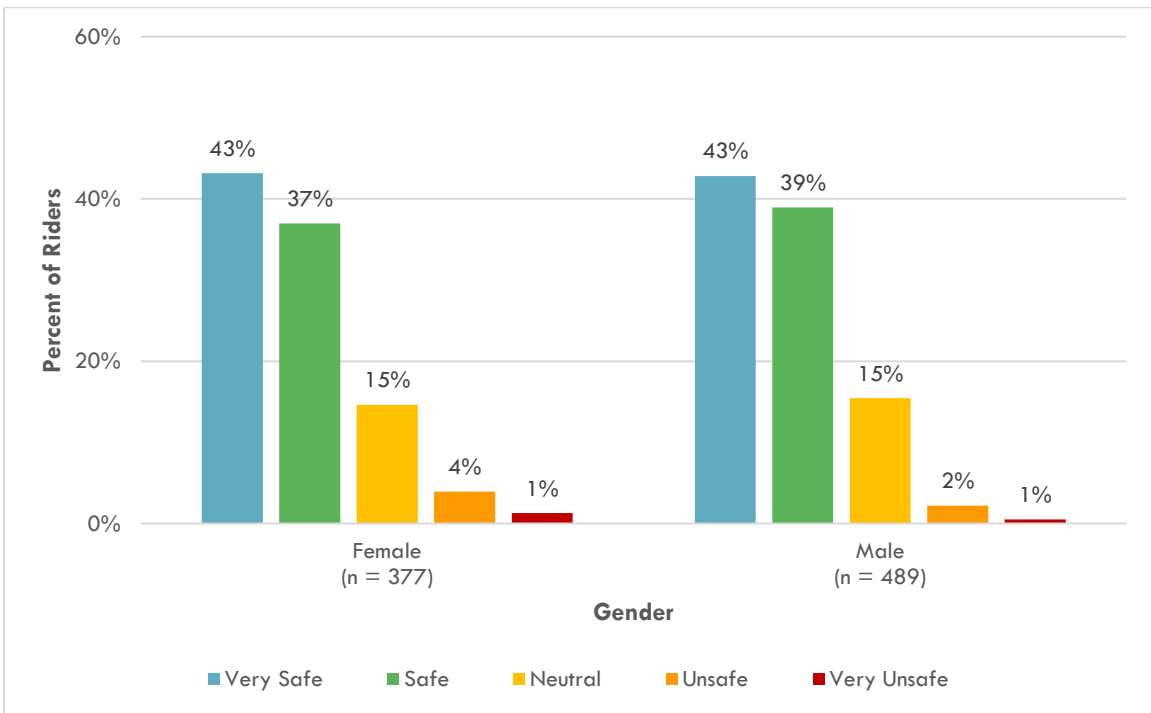
Figure 2-47 Perceptions of Safety by Service Subgroup – Sunday



**Figure 2-48 Perceptions of Safety by Age – Sunday**



**Figure 2-49 Perceptions of Safety by Gender - Sunday**



## Why do you ride?

Open-ended comment from Sunday surveys included 775 responses, which were used to create the word cloud in Figure 2-50<sup>9</sup>. Some notable Sunday responses included:

- “It is the fastest and cheaper way to get to your destination when I’m not on a time schedule.”
- “I would love to see being able to purchase a day pass for \$4.”
- “It’s occasional thing I do when I need to. It’s convenient for me and cheap.”
- “Porque no pueda manejar.” [Because I couldn’t drive.]
- “I just don’t like driving.”

Figure 2-50 Open-Ended Comment Word Cloud – Sunday



<sup>9</sup> A total of 4,920 open-ended answers over weekday, Saturday and Sunday were collected in response to the last survey question, “Why do you ride Community Transit?”.

### Wait or Stand Preference

Figure 2-51 Wait or Stand Preference by Service Subgroup – Sunday

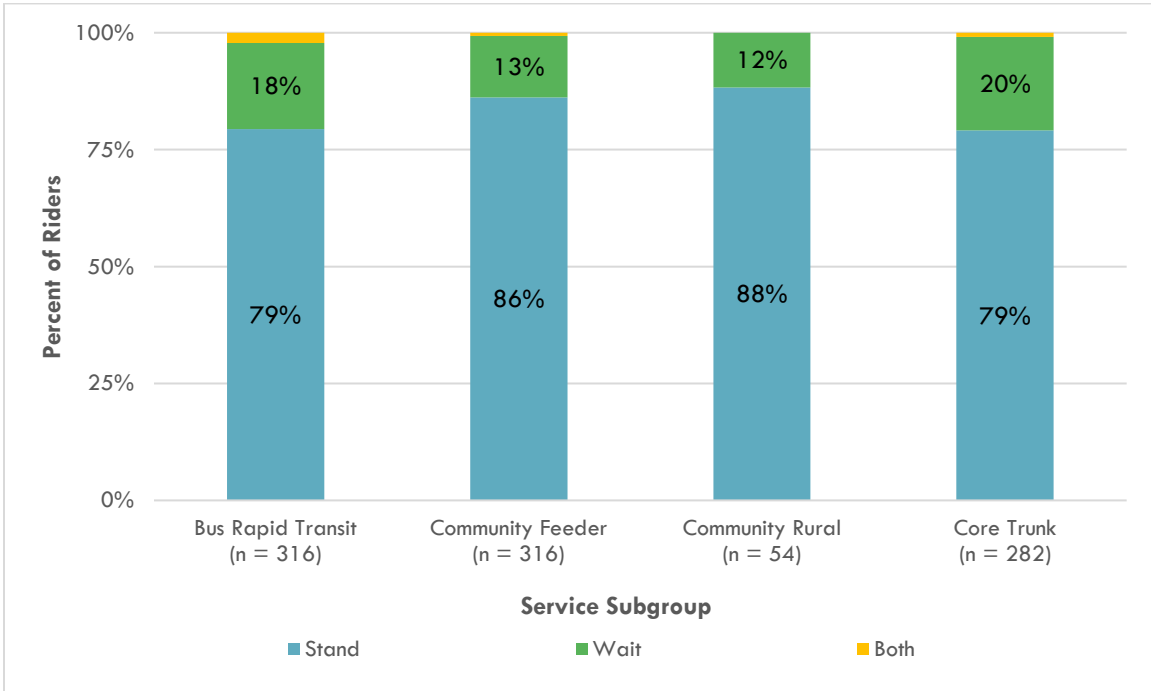
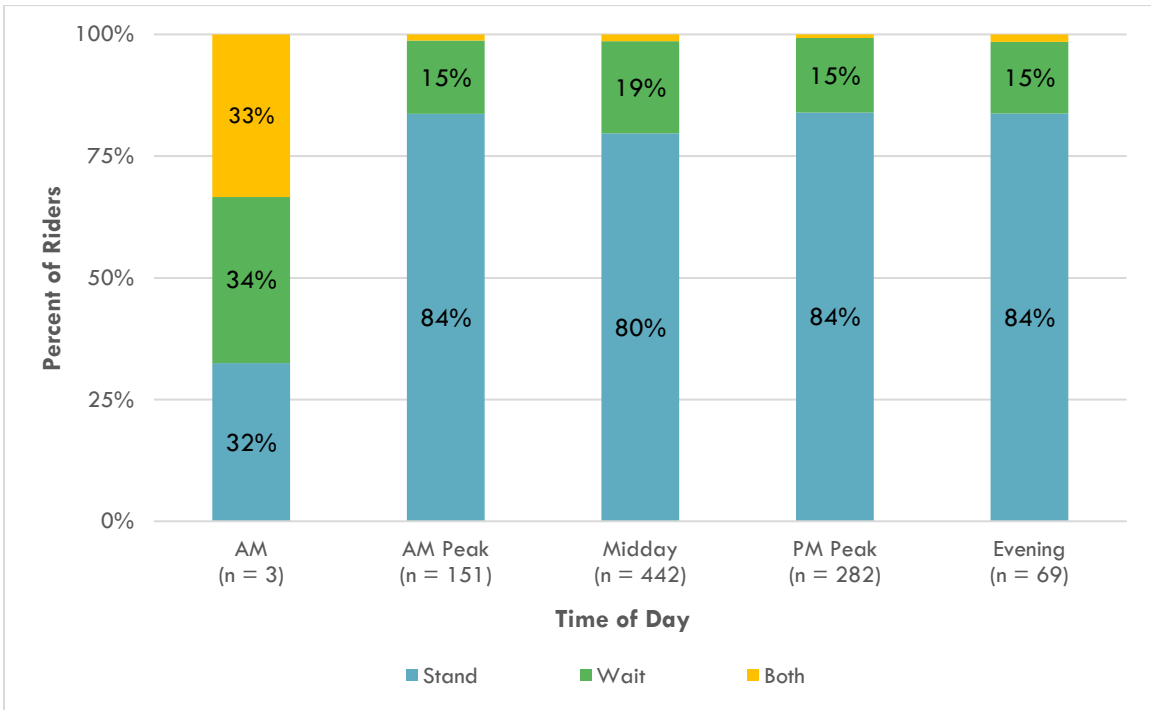


Figure 2-52 Wait or Stand Preference by Time of Day – Sunday



### Willingness to Wait

Figure 2-53 Willingness to Wait – Sunday

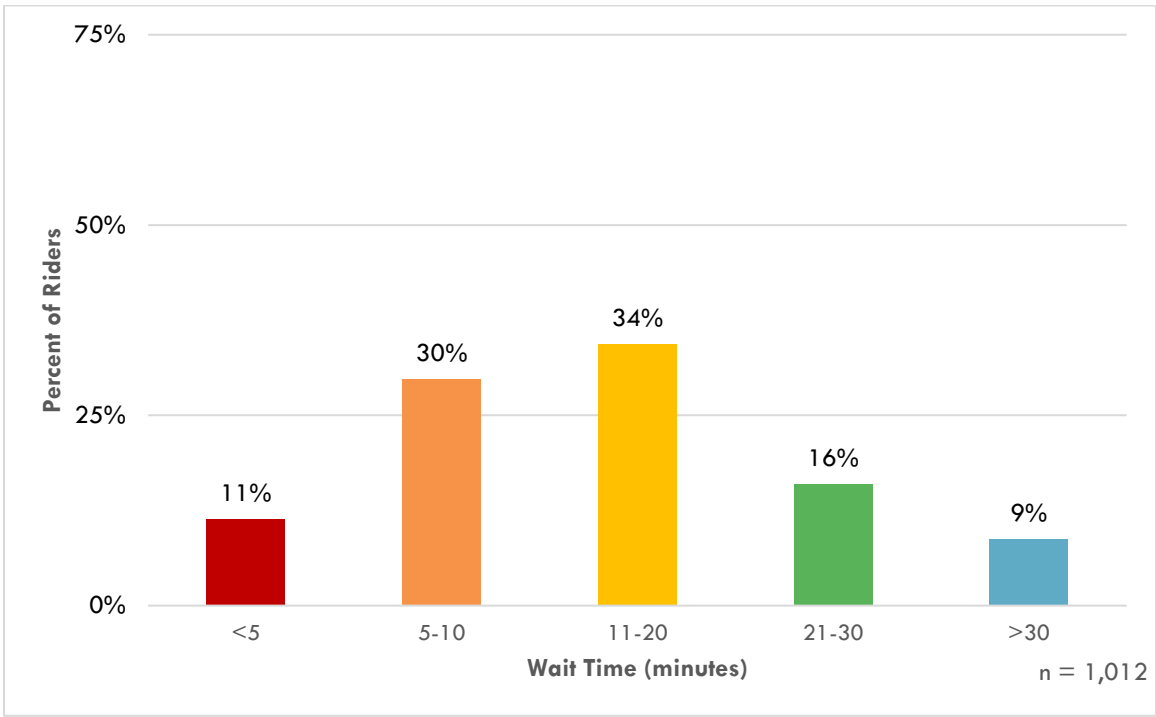


Figure 2-54 Willingness to Wait by Service Subgroup – Sunday

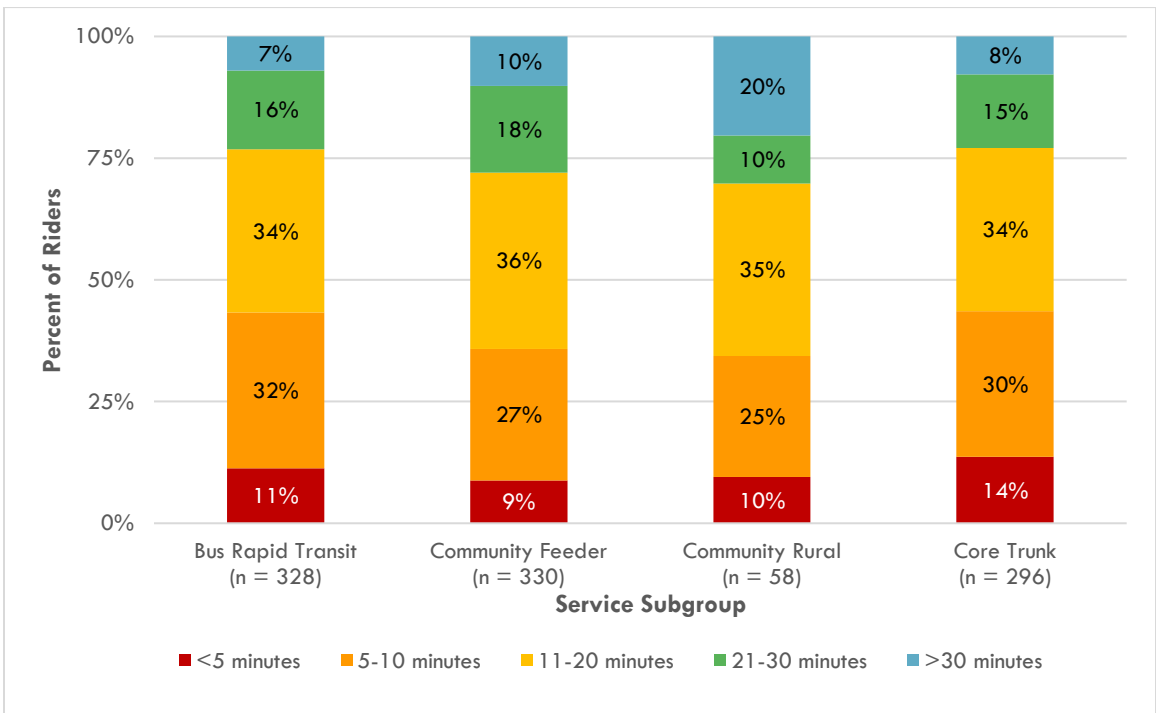
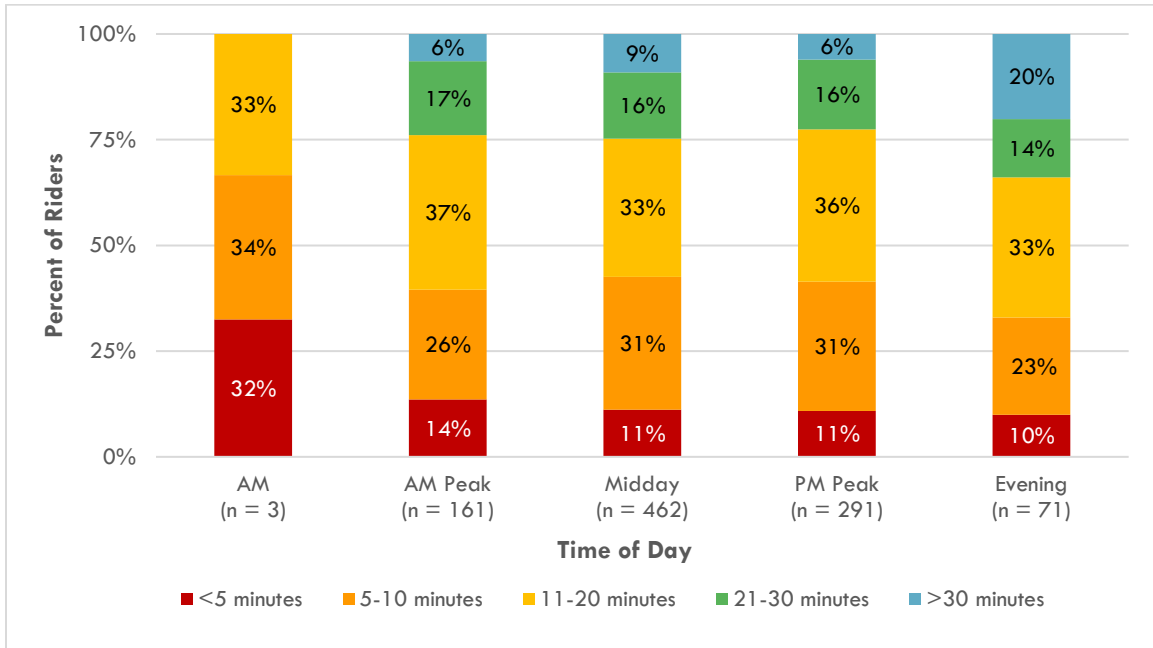




Figure 2-55 Willingness to Wait by Time of Day - Sunday



# 3 Trip Characteristics

## Introduction

Riders were asked about their Trip Characteristics, including:

- Trip Purpose
- Access Mode
- Trip Planning
- Vehicle Availability

This chapter reports detailed Weekday responses and then provides Saturday and Sunday responses for comparison. All data are weighted by how the Community Transit route relates to the system’s boardings by day (see Appendix B for weight tables). Additionally, the n value in each chart refers to the number of respondents. There were clear differences between Weekday commuter and non-commuter routes. Saturday and Sunday riders had similar Trip Characteristics to one another. Compared to their Weekday rider counterparts<sup>1</sup>, trip purpose varied the most by day.

## Weekday

### Introduction

Most Weekday riders:

- Make home-based work trips (54%), see Figure 3-1 and Figure 3-2,
- Walk to or from the bus (61%), see Figure 3-3, and
- Use digital mediums, in particular the Community Transit website schedules/maps, trip planner, and the One Bus Away app (72%), for trip planning, see Figure 3-10.

Vehicle availability was more varied with 45% of riders having access to a vehicle and 54% of riders not owning a vehicle, have no access to a vehicle, or are unable to drive, see Figure 3-13.

Responses to the Trip Characteristic questions varied between Service Subgroups, particularly between commuter and non-commuter subgroups. Commuter riders primarily made home-based work trips (83%), walked (51%) or drove (33%) to/from the bus, and had access to a vehicle

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<sup>1</sup> Weekend riders were compared to a subset of Weekday riders, including: Bus Rapid Transit, Community Feeder, Community Rural, and Core Trunk riders. It excludes the commuter routes: Downtown Seattle Commuter, In-County Commuter, and University District Commuter, as commuter routes do not operate on weekends.

(88%). Non-commuter riders had more diversity of trip purposes, primarily walked to/from the bus (67%), and 60% of non-commuter riders did not own a car.

Detailed descriptions of Weekday rider responses are provided in the section below.

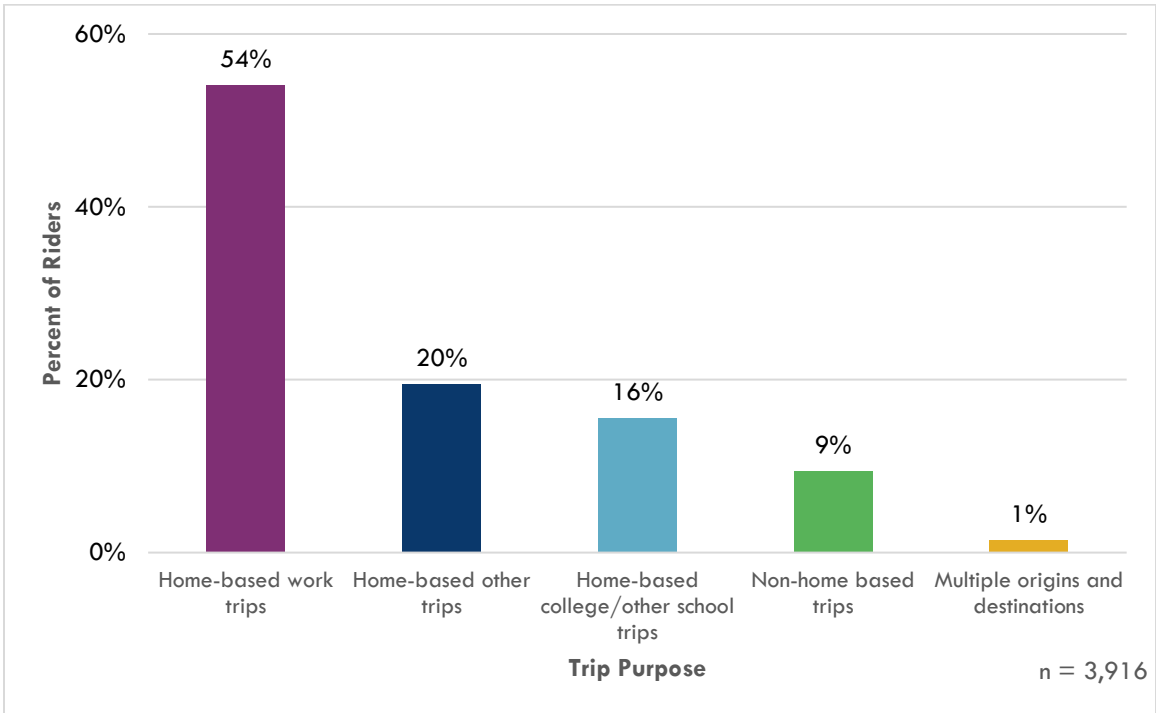
### **Trip Purpose**

Riders were asked where they came from before they got on the bus and where they were headed to after their trip on the bus. These origins and destinations, in relation to the purpose of their trip, were combined into trip purpose in Figure 3-1. Over half (54%) of all the trips are home-based work trips, with home and work at opposite ends of the trip. The other most common responses are home-based trips with destinations other than work (20% of trips) and home-based college or school trips (16%). This shows that the majority of Community Transit riders are work and school commuters (70%), with 30% riders using the system for non-commute trips.

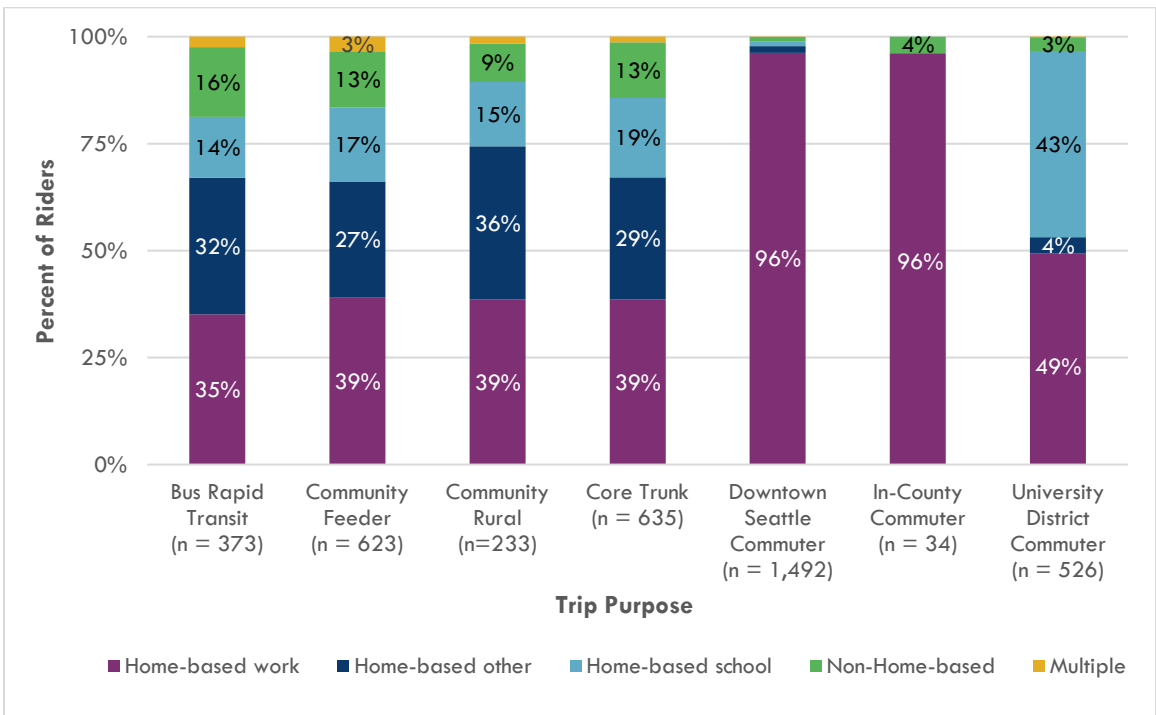
Unsurprisingly, riders on the three commuter subgroups, Downtown Seattle, University District, and In-County, are most likely to be commuting for work (Figure 3-2). University District Commuter routes have the greatest proportion of school commuters with 43%. Community Rural and Bus Rapid Transit routes have the greatest proportion of non-commute trips, with 48% and 45%, respectively.



**Figure 3-1 Trip Purpose – Weekday**



**Figure 3-2 Trip Purpose by Service Subgroup - Weekday**



## Access Mode

Riders were asked how they traveled to and from the bus and to record their travel time for walking and bicycling to and from the bus stop. The majority walk<sup>2</sup> to and from the bus stop, with 61% of weekday riders accessing transit by walking, Figure 3-3. Seventeen percent of riders get dropped off to take transit, and 13% drove to transit.

Nineteen percent of origin trips and 16% of destination trips are made through transit transfers (Figure 3-4). Of those who transfer, the large majority transfer to and from another Community Transit bus (Figure 3-7). King County Metro is the second most common transfer agency with 34% of riders transferring to and 18% transferring from King County Metro.

Walking to or from the bus is the most common access mode both overall and by Service Subgroup, see Figure 3-8. The three commuter subgroups have the highest proportions of riders driving themselves to and from the bus. Eight percent of University District Commuters transfer to and from transit during their trips, the highest of all the subgroups.

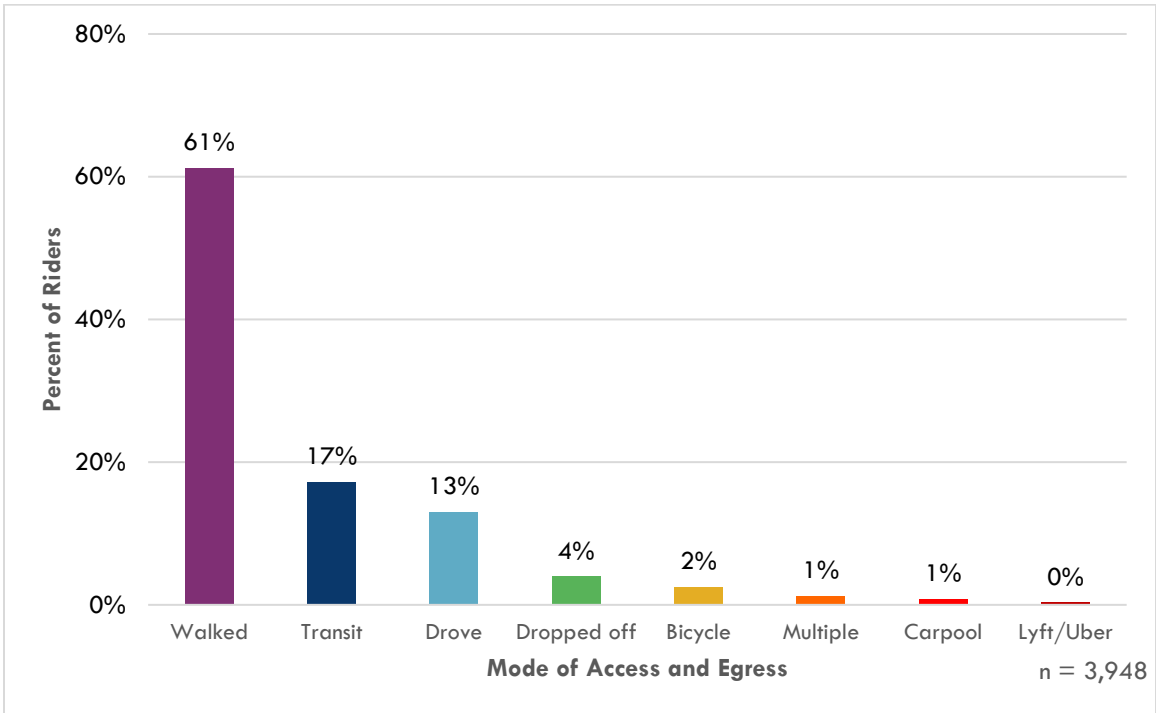
Figure 3-9 shows bus access mode by time of day. Across all times of day, walking was the most popular way to get to and from the bus stop. Midday and Evening riders showed the highest rates of walking, with 68% and 70%, respectively. A higher percentage of riders drove to transit in the AM Peak (23%), as compared to the PM Peak (8%), see Figure 3-9. A slightly higher percentage of riders took transit in the PM Peak (23%), as compared to the AM Peak (14%), also shown in Figure 3-9. The differences in modal access in the AM and PM Peaks illustrate that riders are likely trip-chaining and may combine errands or have other responsibilities before after their transit trip.

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<sup>2</sup> Riders that reported using a mobility aid or a wheelchair to walk or roll to the transit stop were included in the walk category.



**Figure 3-3 Overall Access Mode - Weekday**



**Figure 3-4 Access Mode To and From Bus – Weekday**

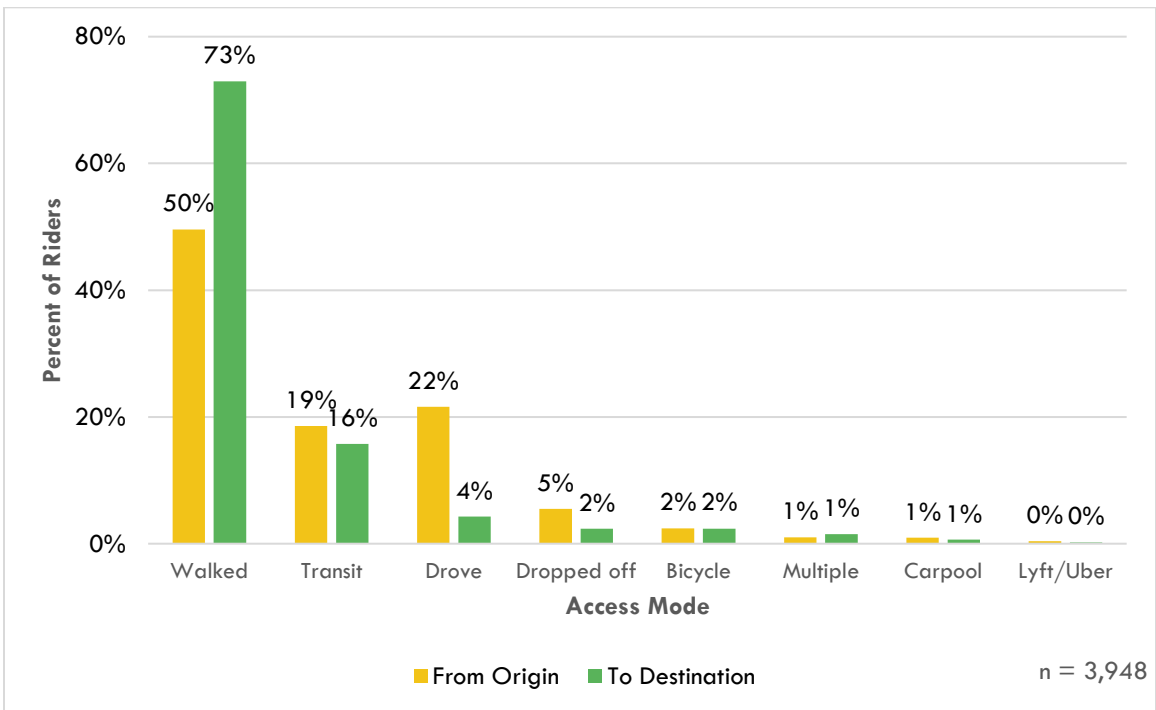


Figure 3-5 Walk Time to Bus Stop - Weekday

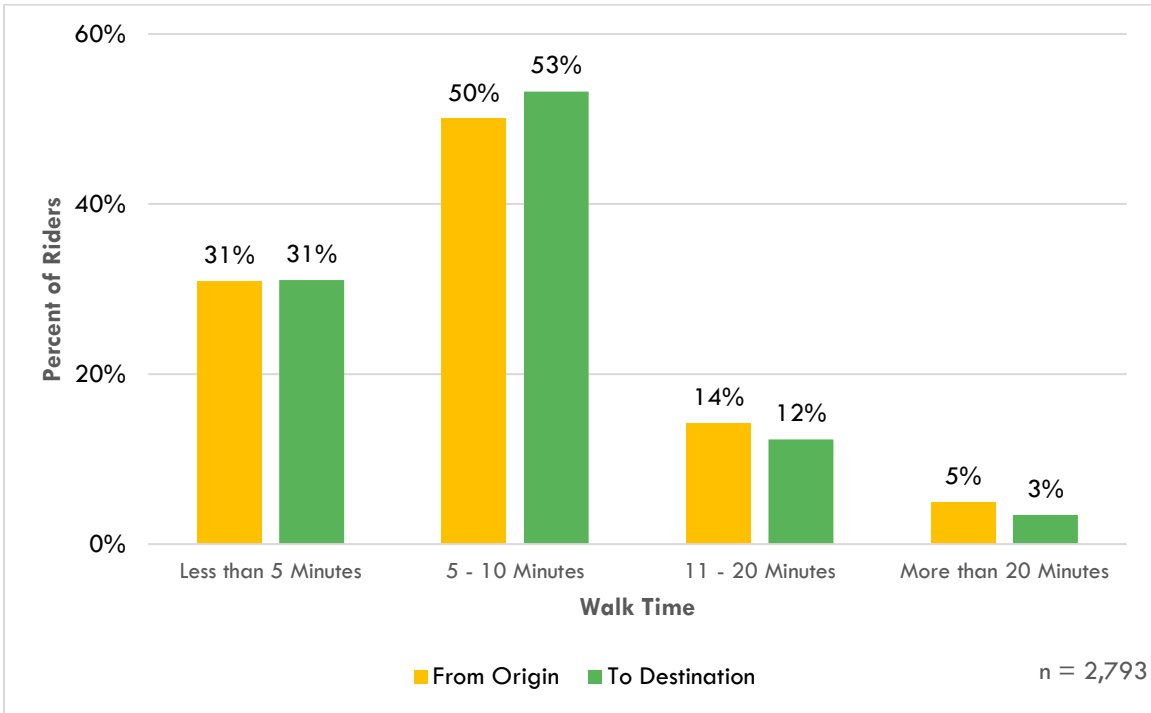
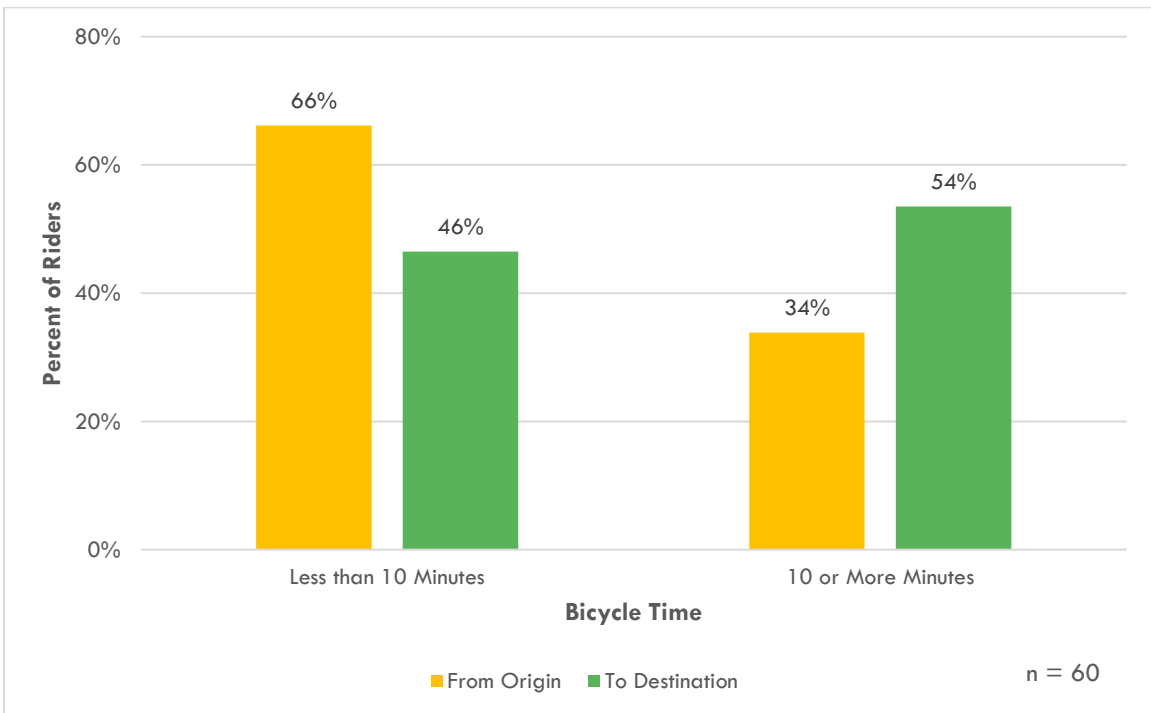
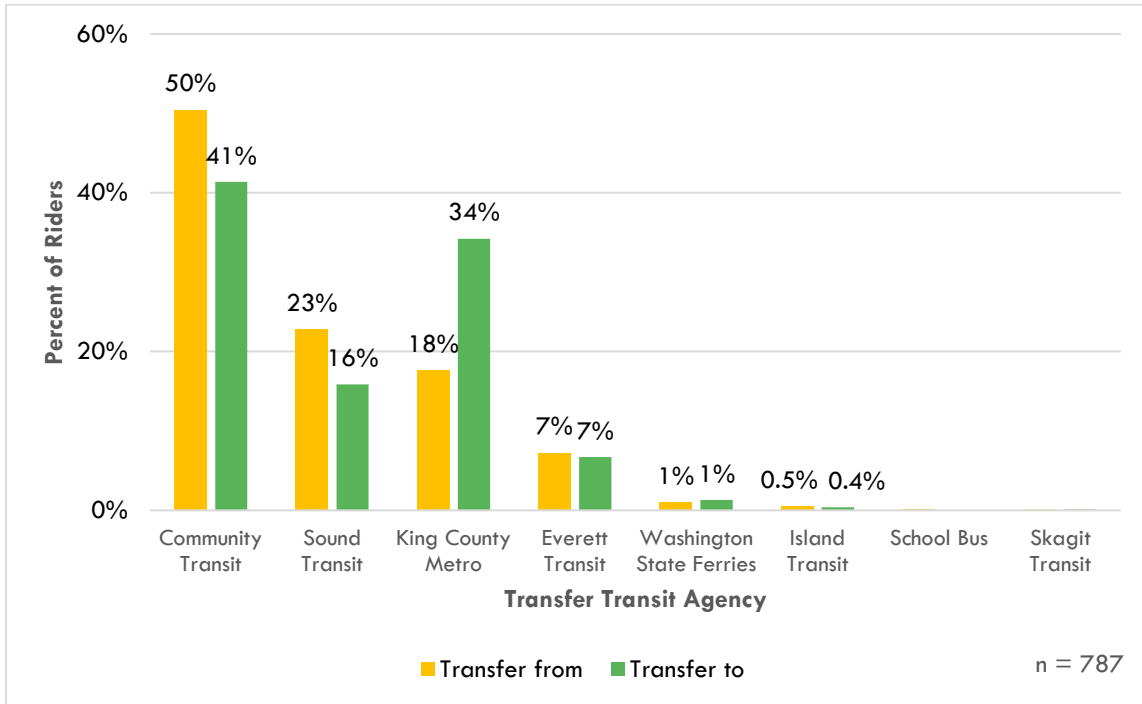


Figure 3-6 Bicycle Time to Bus Stop - Weekday



**Figure 3-7 Transfer To/From Transit Agency**



**Figure 3-8 Access Mode To and From Bus Stop by Service Subgroup – Weekday**

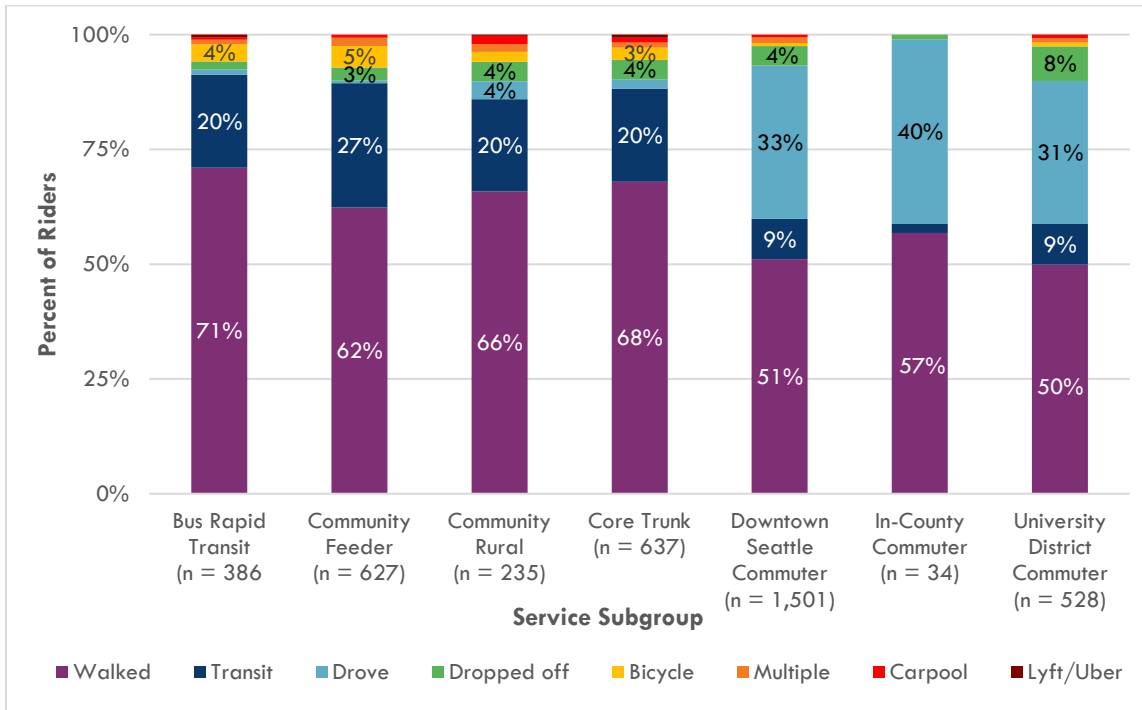
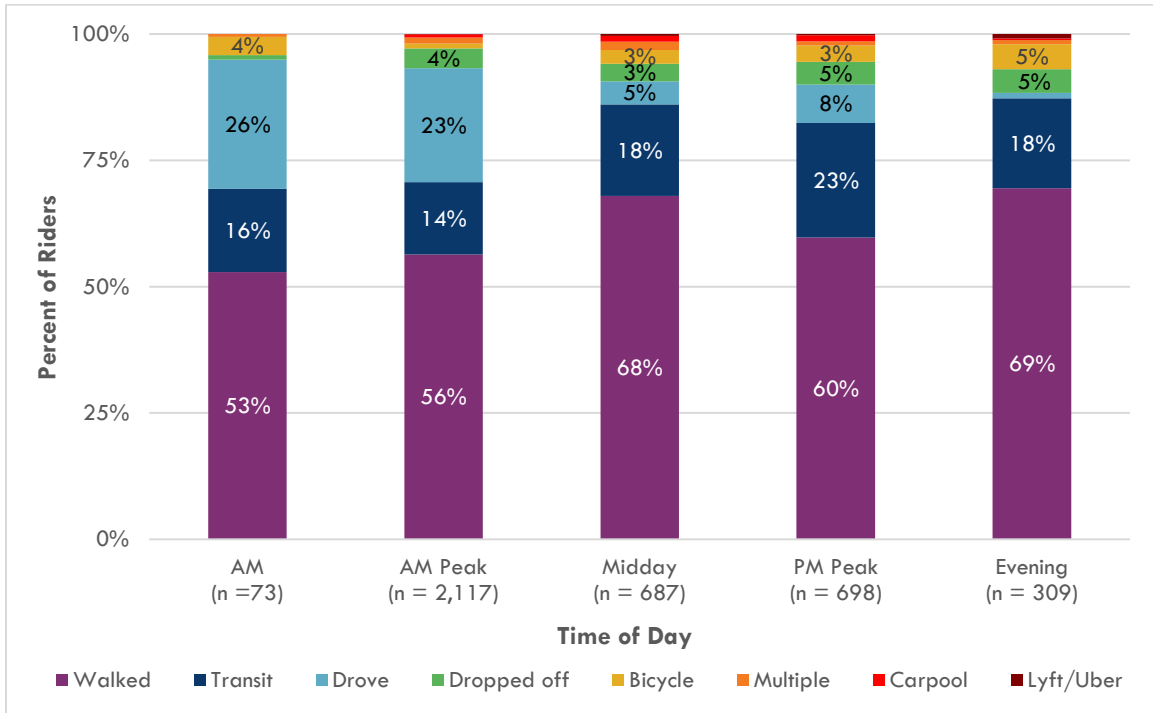




Figure 3-9 Access Mode To and From Bus by Time of Day – Weekday



## Trip Planning

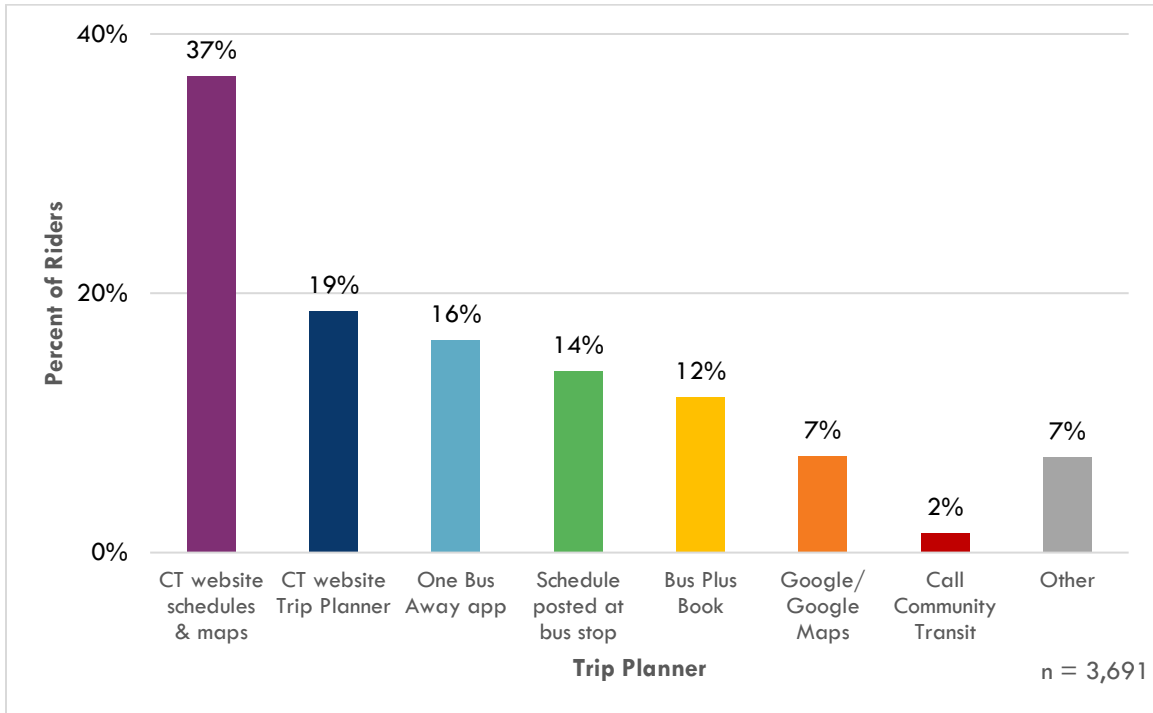
Riders were asked what type of media they use to plan a trip or check a schedule. Overall, 56% of riders use the Community Transit website for their trip planning, 37% through the schedules and maps and 19% through the Trip Planner (Figure 3-10). Figure 3-11 shows the trip planning media by Service Subgroup. The most common method for all subgroups is the Community Transit website. The One Bus Away app is used across all subgroups, particularly on the University District Commuter routes where nearly a quarter of riders use this method. The Bus Plus Book and schedules posted at bus stops are used most often by riders on the Bus Rapid Transit, Community Feeder, Community Rural, and Core Trunk routes.

By age, the Community Transit website is used by the majority of riders across all age groups (Figure 3-12). The One Bus Away app and Google Maps are used mostly by riders under 18 to 44, while the Bus Plus Book is popular among riders aged 45 and up.

Additionally, 79% of weekday riders report using digital media most often to plan their trip, Figure 3-10.

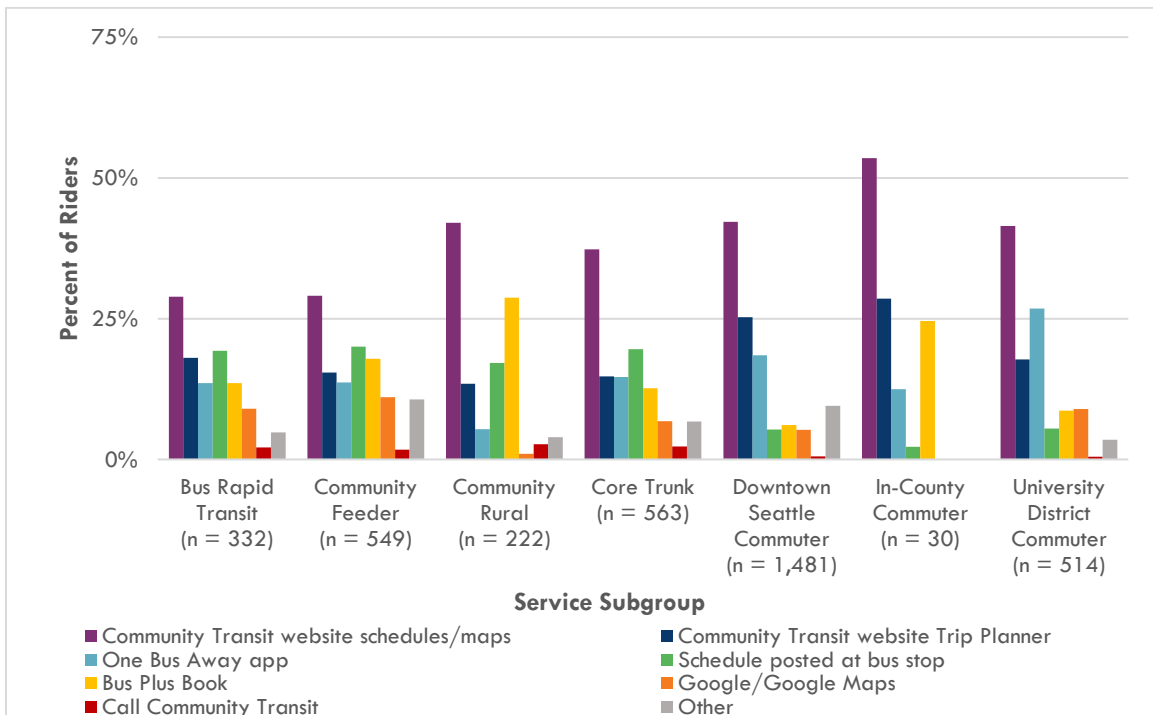


Figure 3-10 Trip Planning Method – Weekday



\*Figures do not add up to 100% as multiple responses from riders were included.

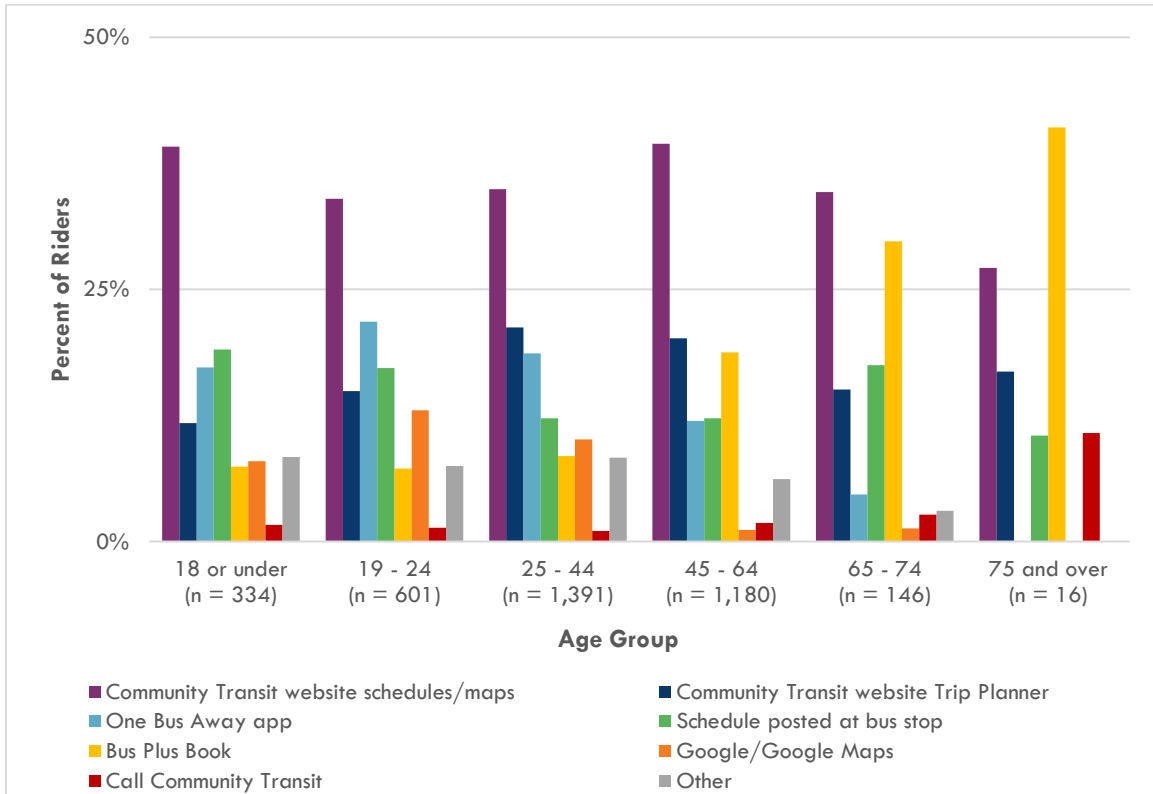
Figure 3-11 Trip Planning by Service Subgroup – Weekday



\*Figures do not add up to 100% as multiple responses from riders were included.



Figure 3-12 Trip Planning by Age – Weekday



\*Figures do not add up to 100% as multiple responses from riders were included.



## Access to a Vehicle

To explore if riders could have made their trip on the bus with a personal vehicle, riders were asked if they own a car, have access to a vehicle but do not own a car, are unable to drive, or have access to a vehicle but choose to take transit. Figure 3-13 shows the overall distribution of vehicle access for all weekday riders. Notably, nearly half of riders (45%) have access to a vehicle but choose to take transit, and 54% do not have access to a vehicle (including all reasons) and are transit-dependent. A large proportion of riders (39%) do not own a car. Across the Service Subgroups, the majority of riders in the non-commuter routes are transit-dependent, as seen in Figure 3-14. About 20% of riders on the Bus Rapid Transit, Community Feeder, Community Rural, and Core Trunk routes had access to a vehicle but chose to take transit. On the other hand, the large majority of riders on the Downtown Seattle Commuter (91%), In-County Commuter (82%), and University District Commuter (80%) routes have access to a vehicle but choose to take transit.

Access to a vehicle increases along with the rider's household income (Figure 3-15). Less than 20% of riders whose households earn less than \$30,000 have access to a vehicle, while over 80% of riders whose households earn more than \$80,000 have access to vehicle but choose to take transit.



Figure 3-13 Access to a Vehicle – Weekday

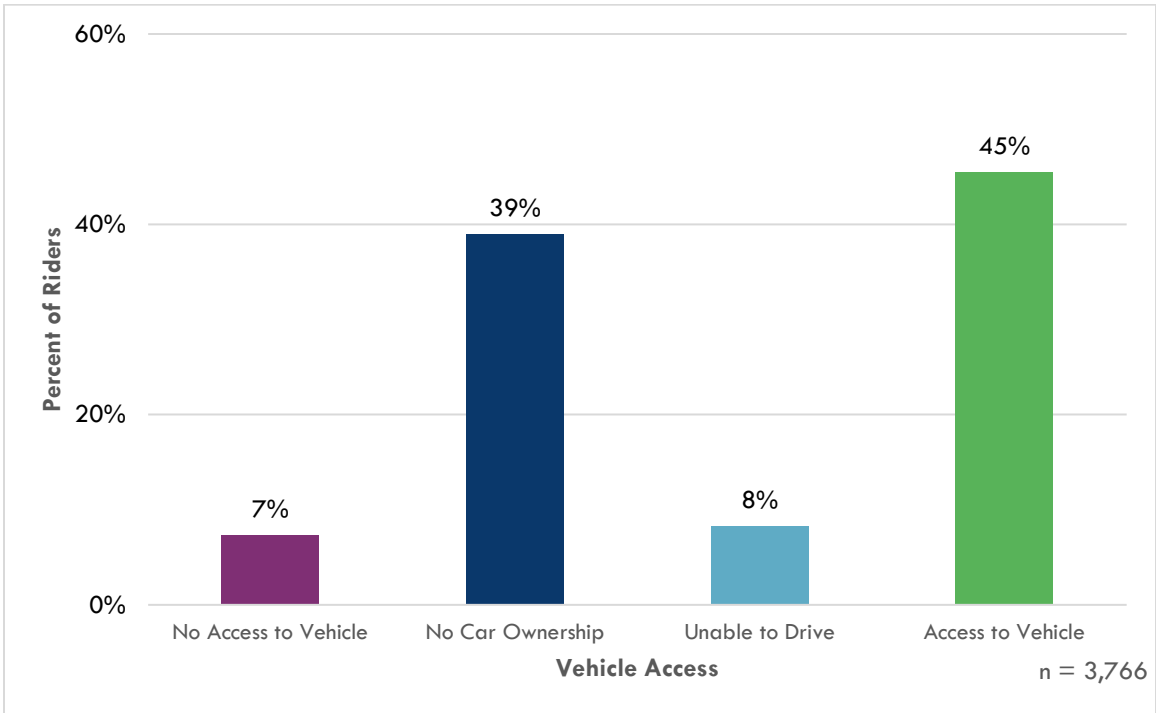


Figure 3-14 Access to a Vehicle by Service Subgroup – Weekday

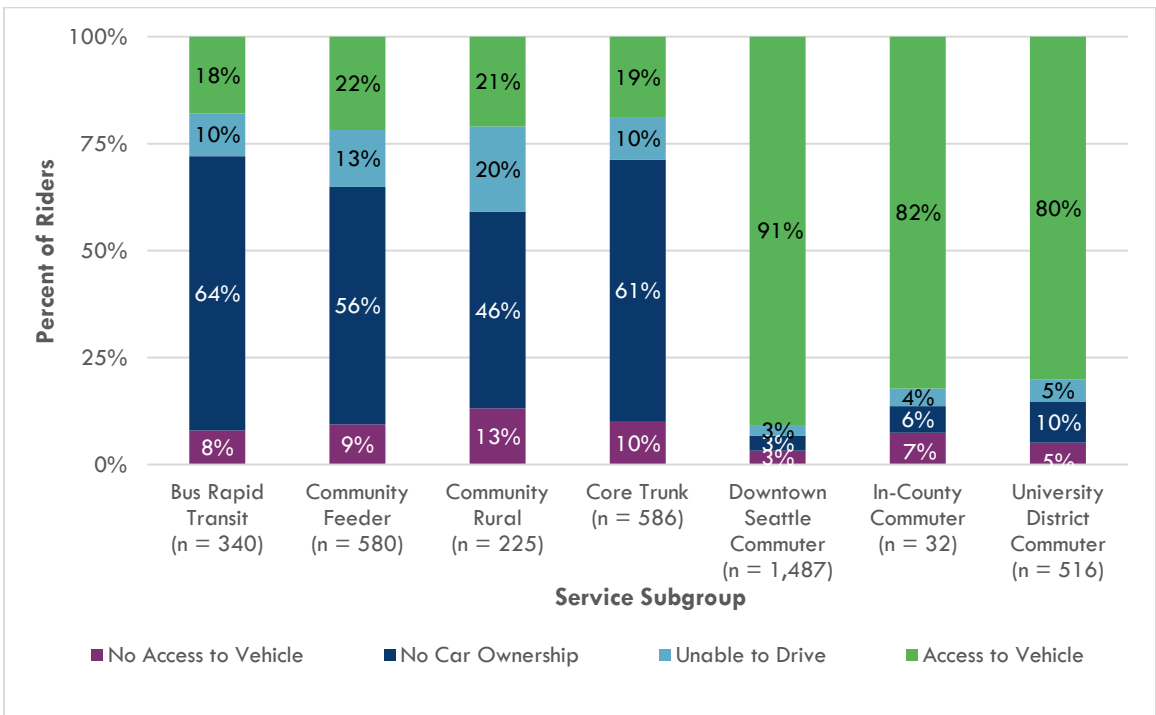
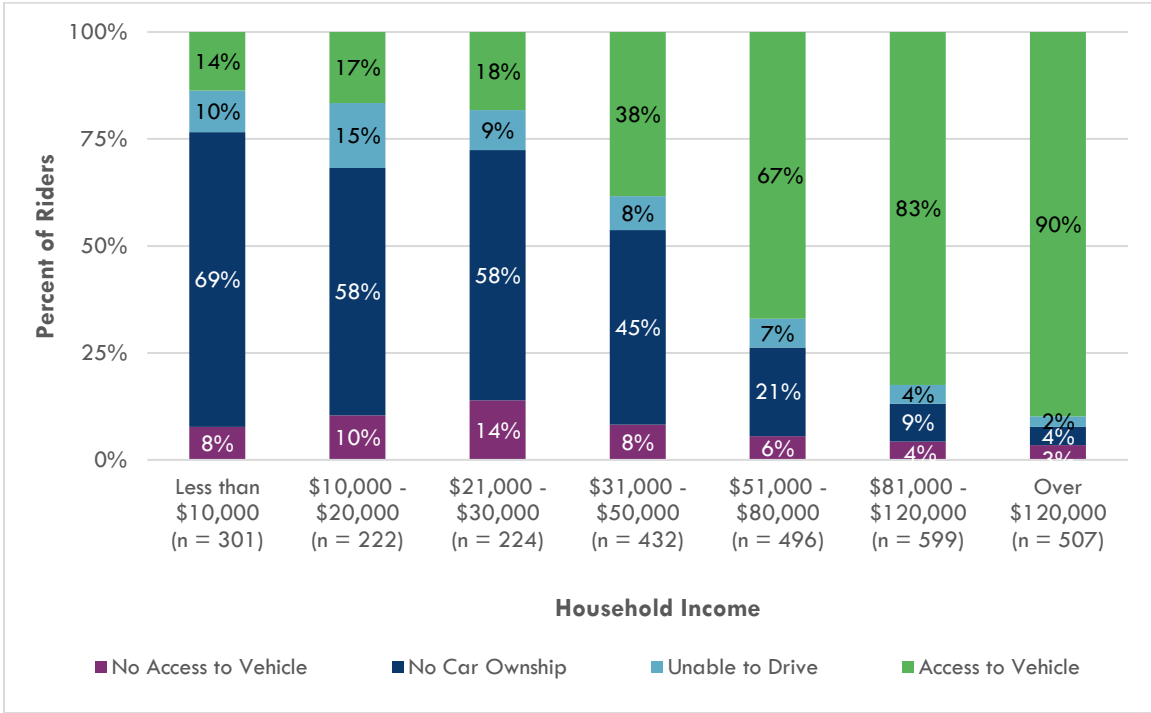


Figure 3-15 Access to a Vehicle by Income – Weekday



## Saturday

### Introduction

Saturday riders had similar Trip Characteristics to their Weekday rider counterparts<sup>3</sup>, however there were some differences in access mode compared to Weekday commuter riders<sup>4</sup> (see figures below):

- 45% of Saturday riders make home-based other trips as compared to 29% of Weekday riders (Figure 3-16 and Figure 3-17),
- The majority of Saturday riders (69%) walk to or from the bus as compared to 67% of Weekday riders. However, only 1% of Saturday riders drove while 33% of Weekday commuter riders drove as their access mode (Figure 3-18, Figure 3-20, Figure 3-21, Figure 3-22, Figure 3-23, and Figure 3-24),
- The top three trip planning resources for Saturday riders include Community Transit website schedules/maps (30%), the Bus Plus Book (20%), and the schedule posted at the bus stop (20%) as compared to Weekday riders where 33% selected Community Transit website schedules/maps, 15% selected the Bus Plus Book, and 19% selected the schedule posted at the bus stop (20%) (Figure 3-25, Figure 3-26, and Figure 3-27), and
- The majority (63%) of Saturday riders do not own a car as compared to 60% of Weekday riders (Figure 3-29 and Figure 3-30).

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<sup>3</sup> Weekend riders were compared to a subset of Weekday riders, including: Bus Rapid Transit, Community Feeder, Community Rural, and Core Trunk riders. It excludes the commuter routes: Downtown Seattle Commuter, In-County Commuter, and University District Commuter, as commuter routes do not operate on weekends.

<sup>4</sup> Weekday commuter riders include: Downtown Seattle Commuter, In-County Commuter, and University District Commuter.





### Trip Purpose

Figure 3-16 Trip Purpose – Saturday

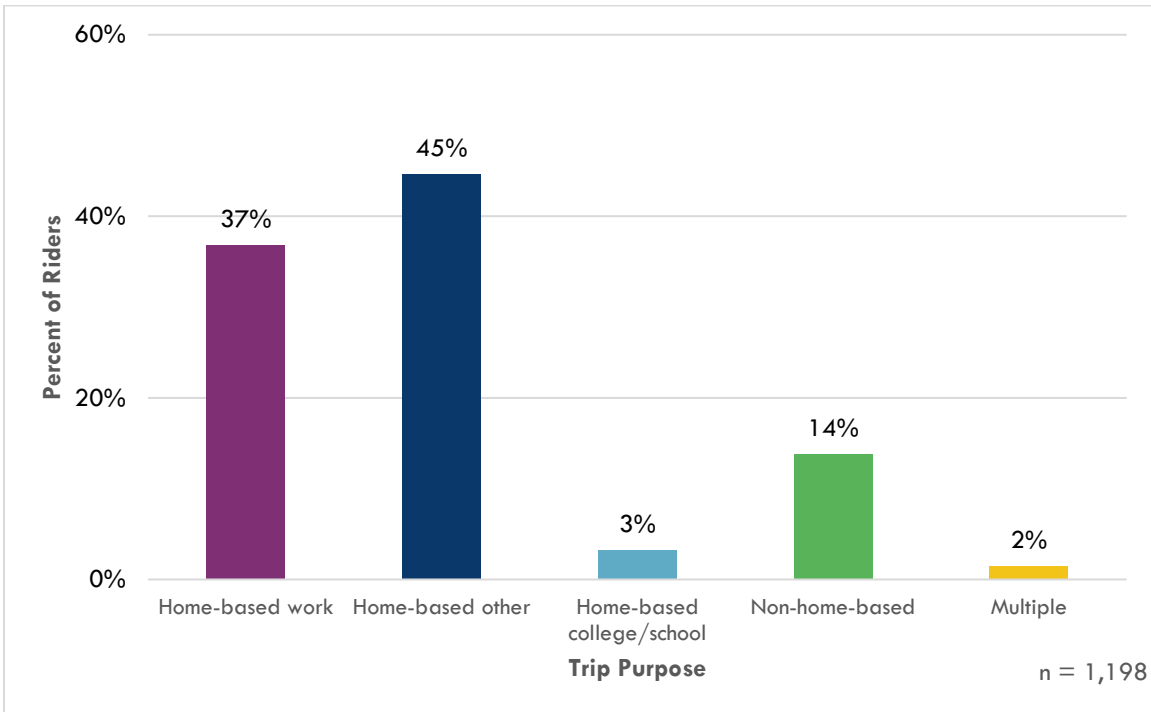
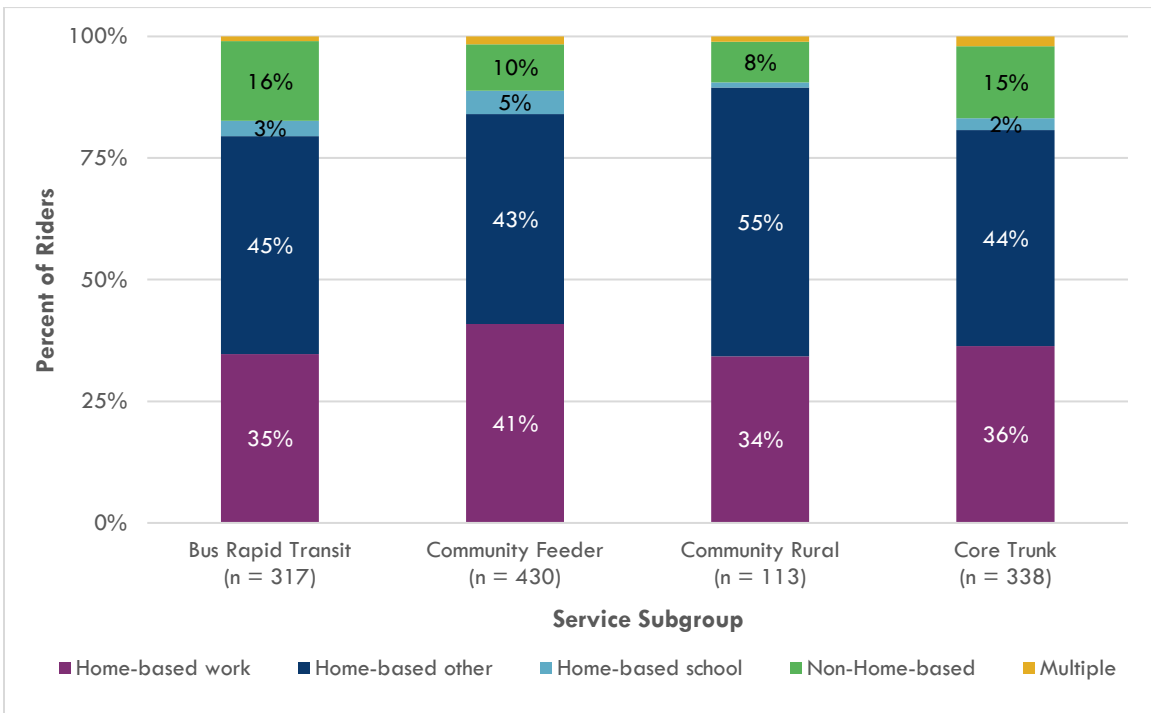


Figure 3-17 Trip Purpose by Service Subgroup – Saturday



### Access Mode

Figure 3-18 Overall Access Mode – Saturday

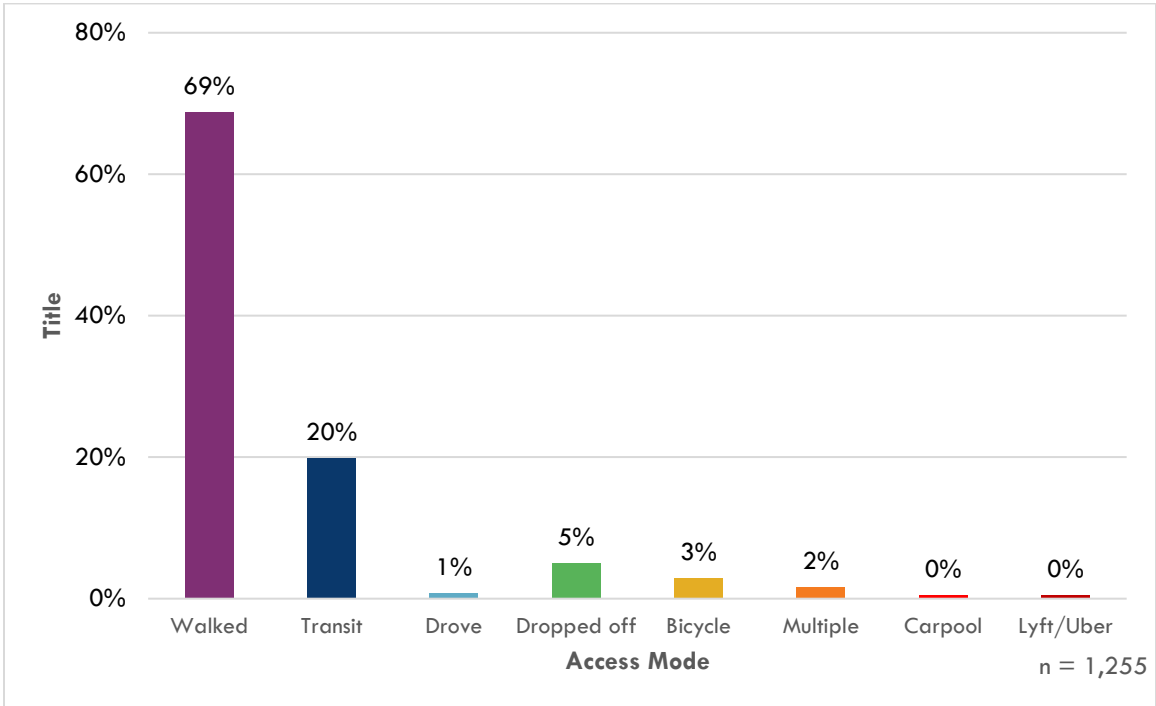


Figure 3-19 Access Mode To and From Bus – Saturday

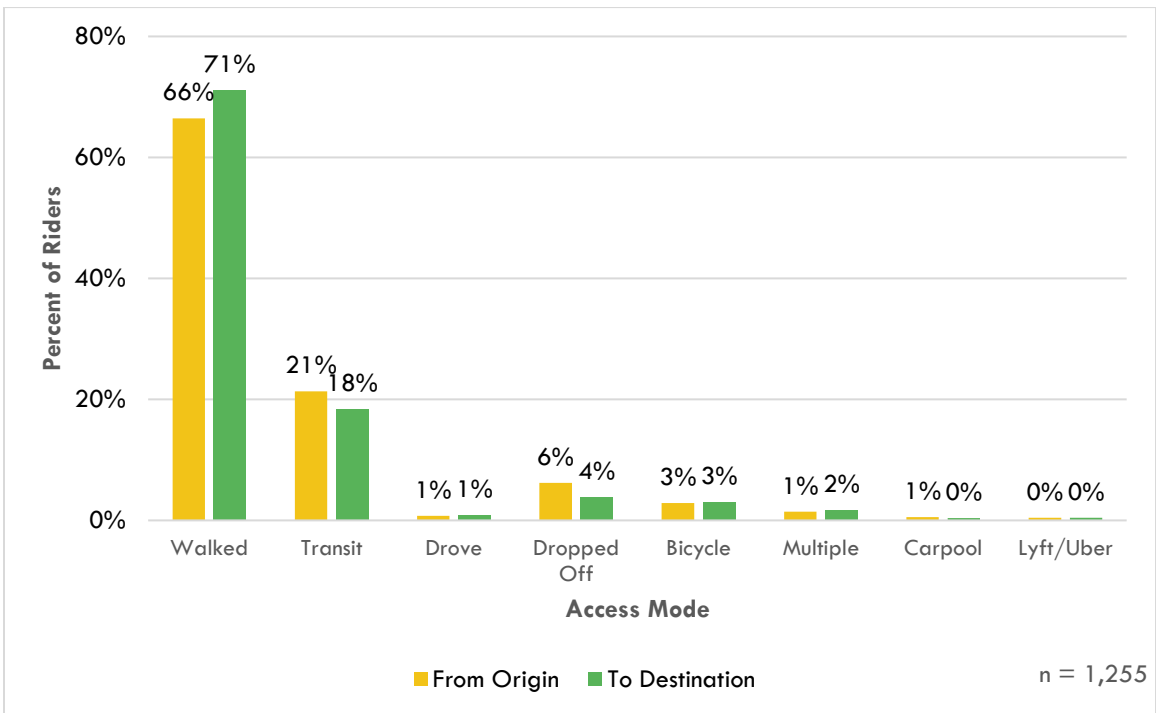


Figure 3-20 Walk Time to Bus Stop – Saturday

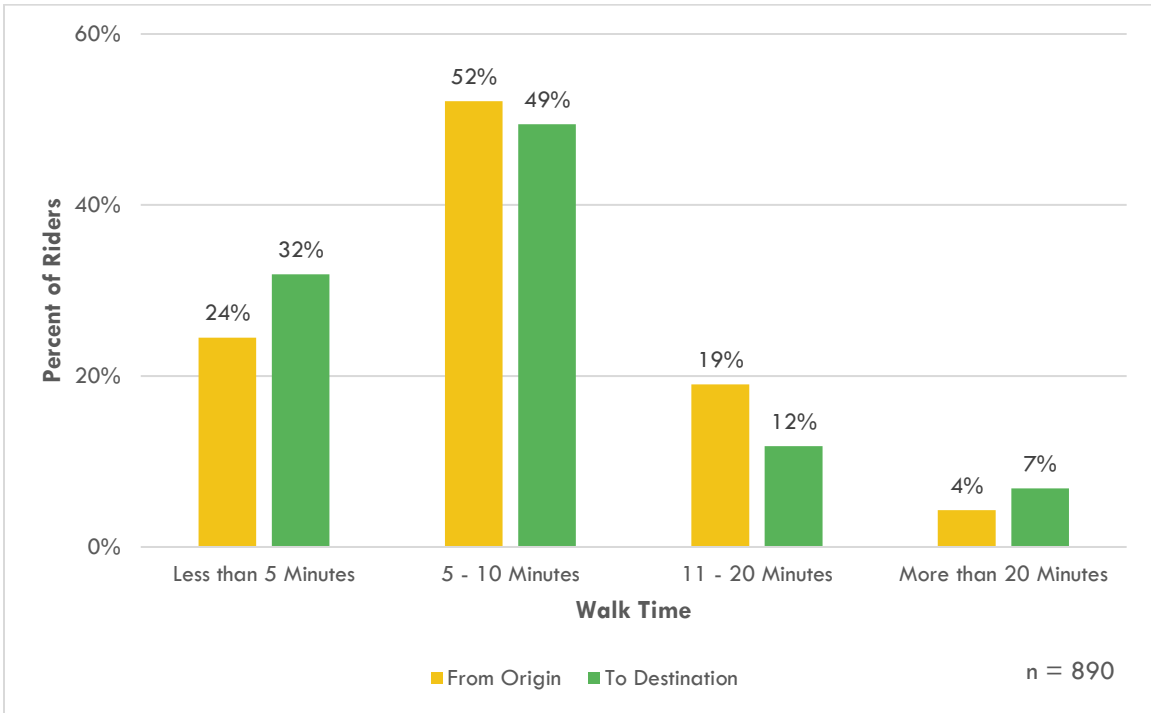
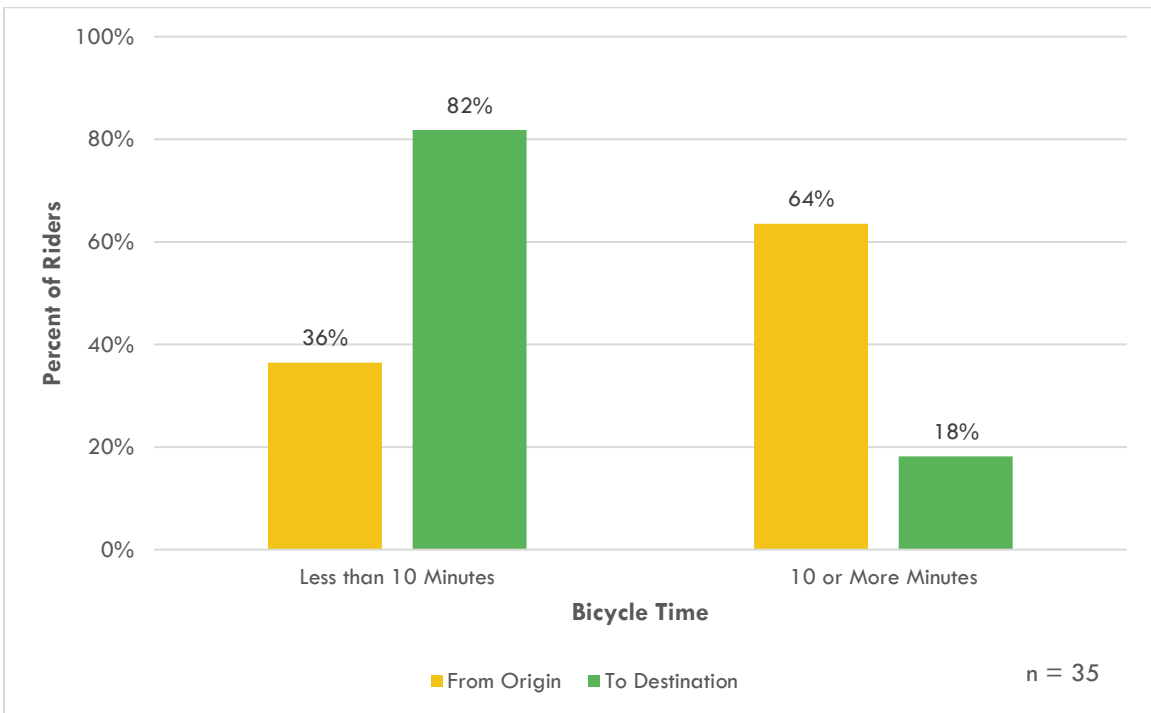
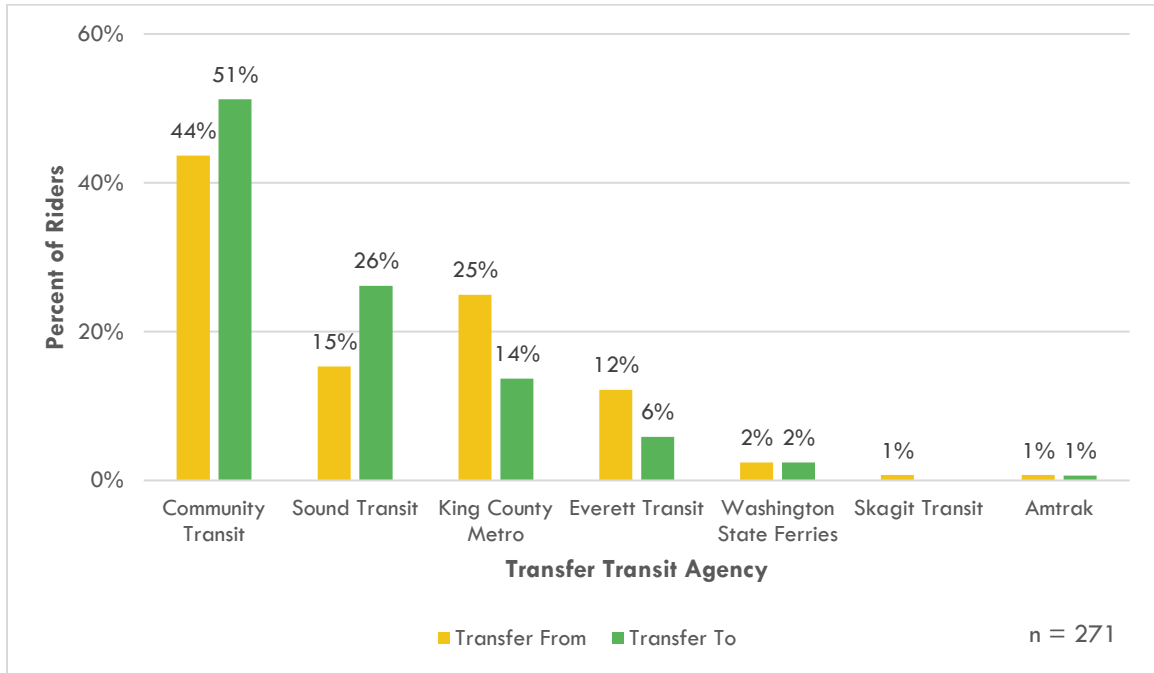


Figure 3-21 Bicycle Time to Bus Stop – Saturday



**Figure 3-22 Transfer To/From Transit Agency – Saturday**



**Figure 3-23 Access Mode To and From Bus Stop by Service Subgroup – Saturday**

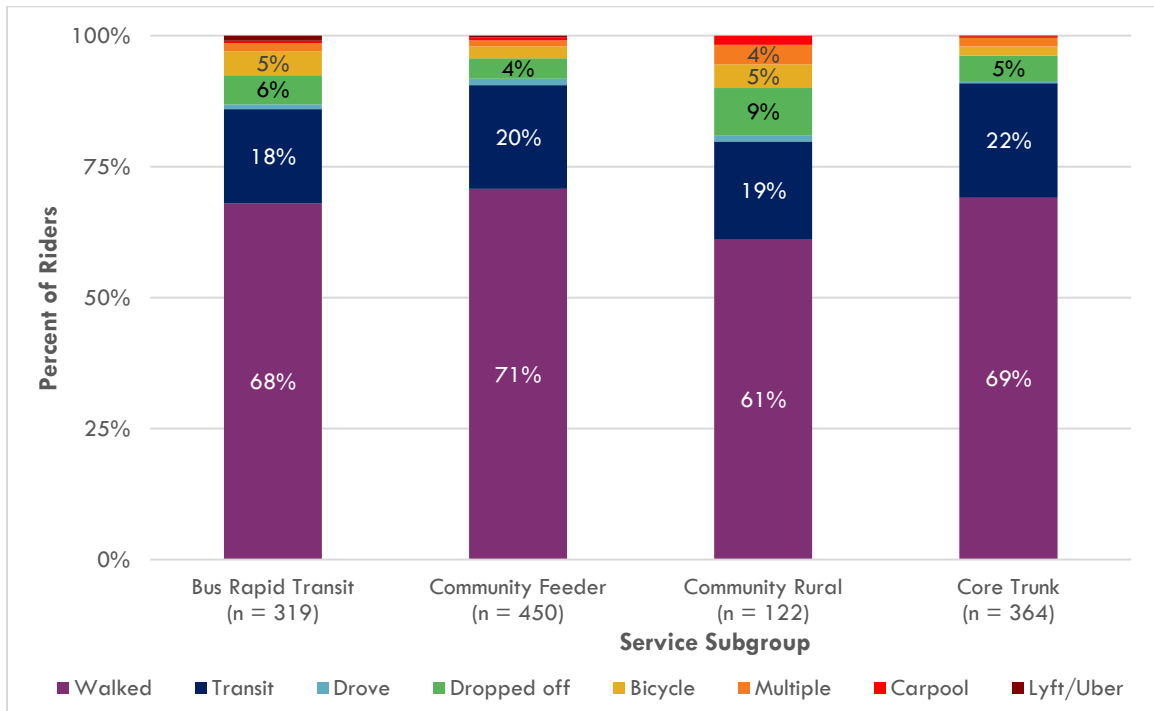
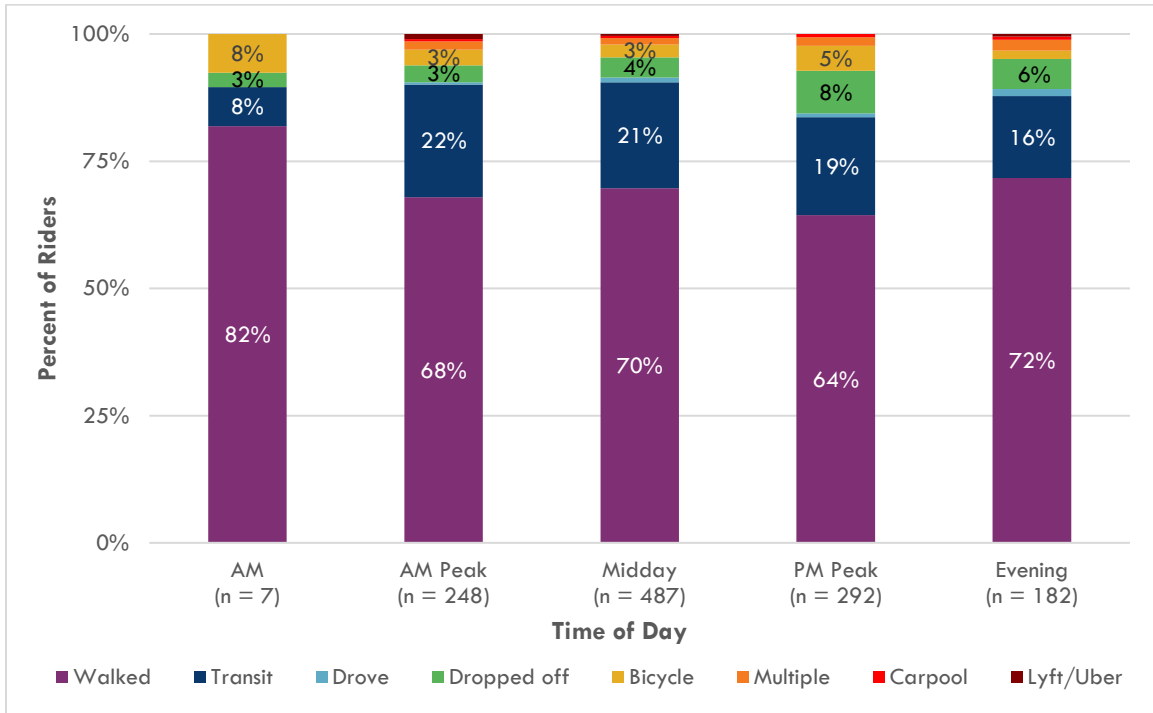
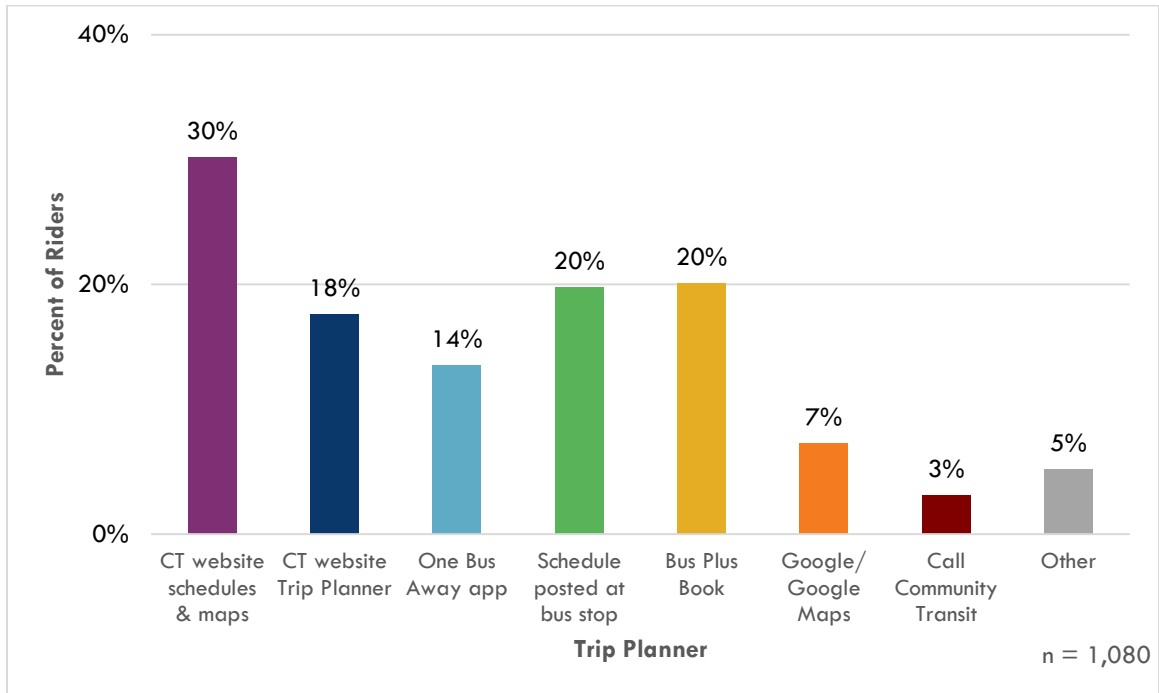


Figure 3-24 Access Mode To and From Bus Stop by Time of Day – Saturday



## Trip Planning

Figure 3-25 Trip Planning Method – Saturday



\*Figures do not add up to 100% as multiple responses from riders were included.

Figure 3-26 Trip Planning by Service Subgroup – Saturday

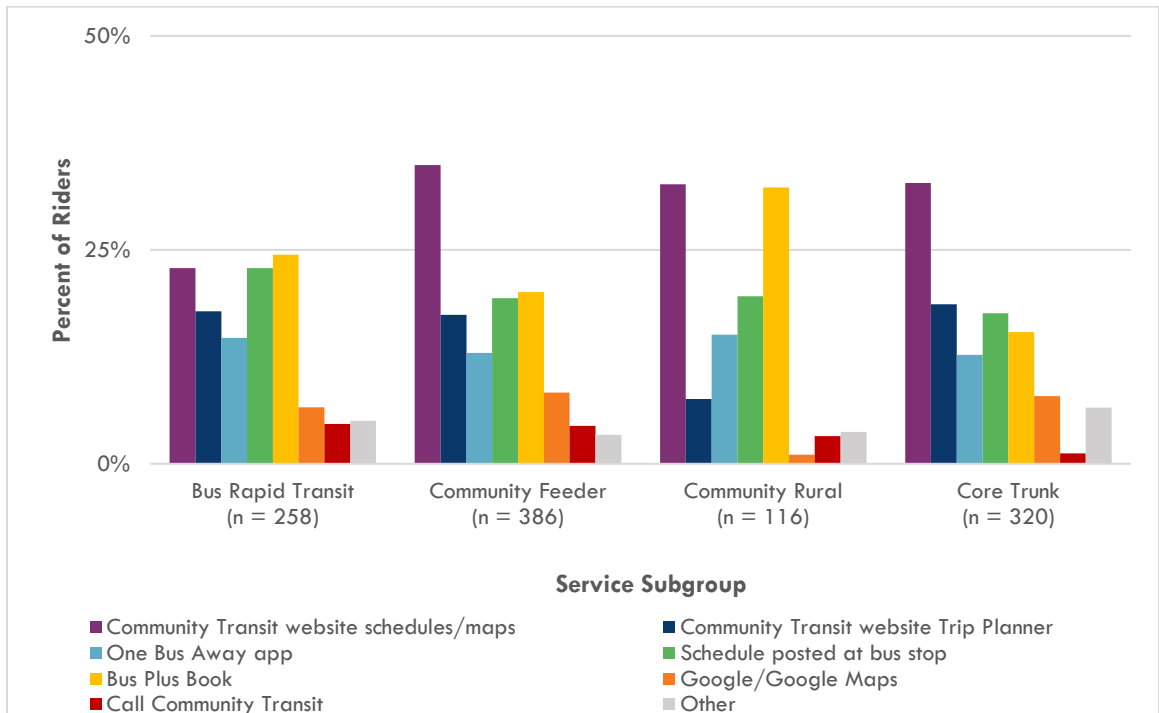
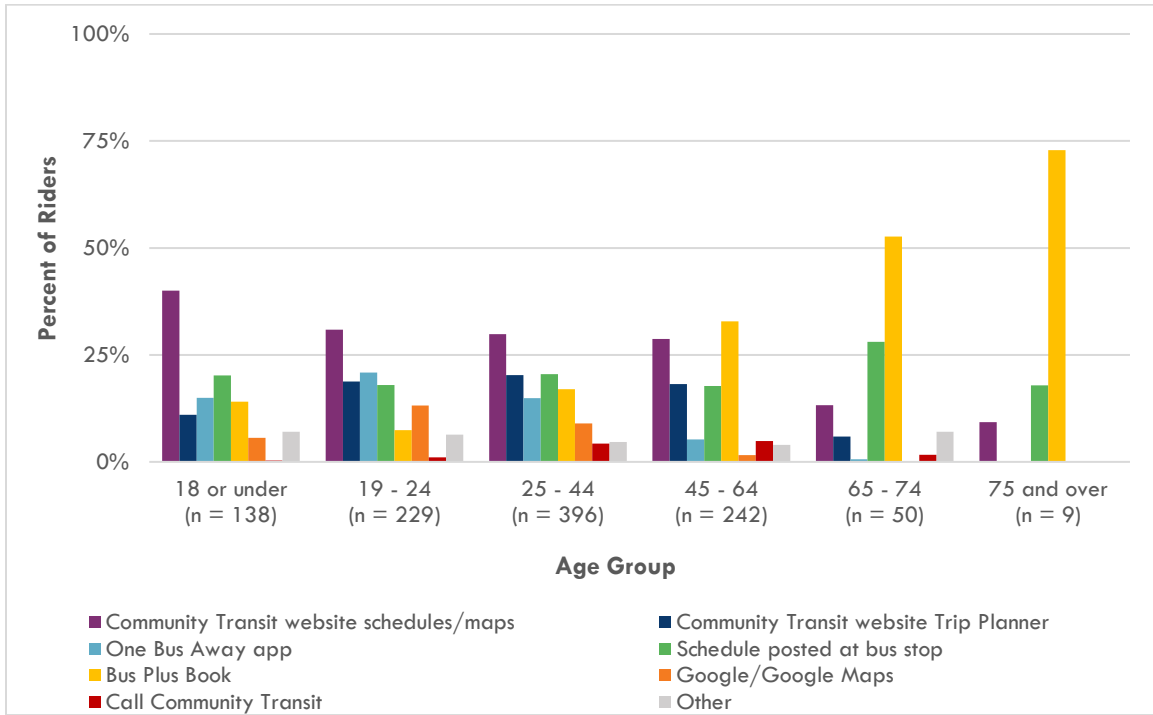


Figure 3-27 Trip Planning by Age – Saturday



### Access to a Vehicle

Figure 3-28 Access to a Vehicle – Saturday

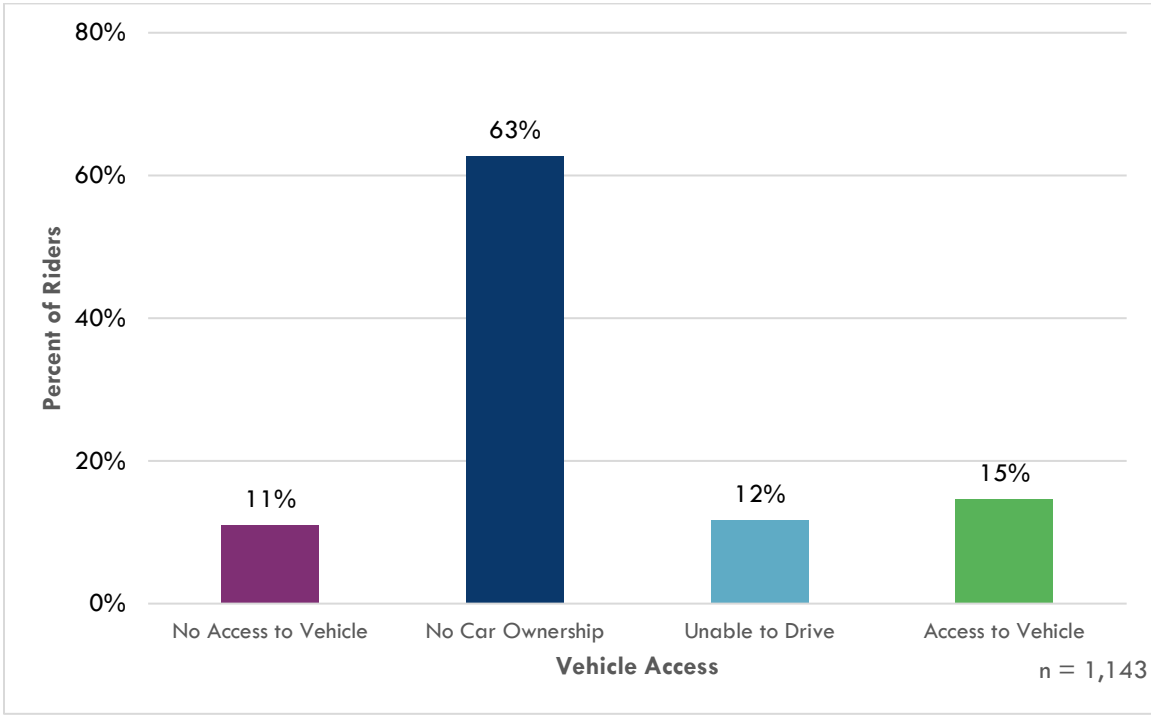


Figure 3-29 Access to a Vehicle by Service Subgroup – Saturday

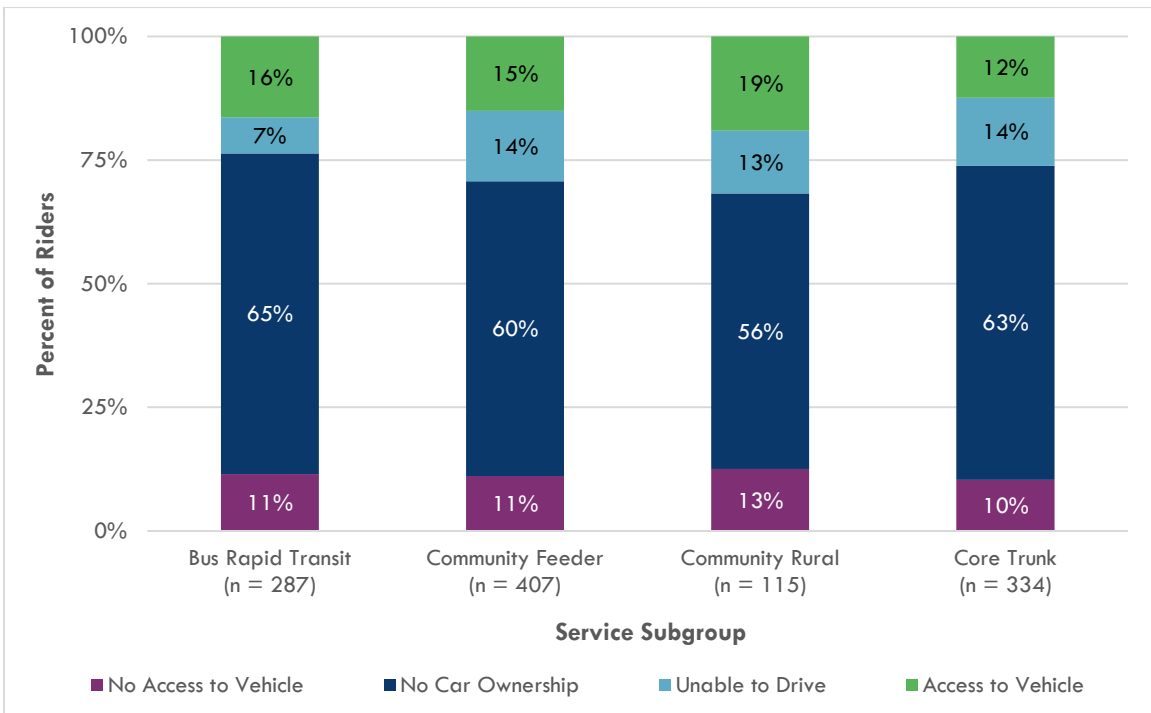
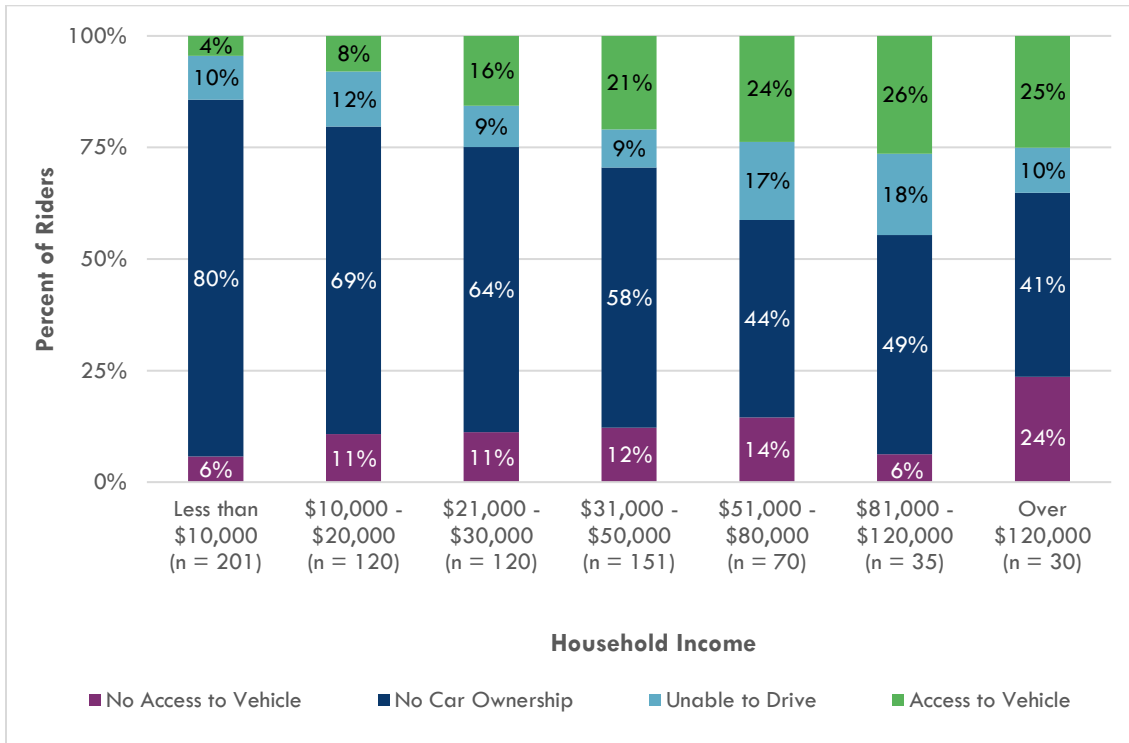




Figure 3-30 Access to a Vehicle by Income – Saturday



## Sunday

Sunday riders had similar Trip Characteristics to their Weekday rider counterparts<sup>5</sup>, however there were some differences in access mode compared to Weekday commuter riders<sup>6</sup> (see figures below):

- 48% of Sunday riders make home-based other trips as compared to 29% of Weekday riders (Figure 3-31 and Figure 3-32),
- 70% of Sunday riders walk to or from the bus as compared to 67% of Weekday riders. However, only 1% of Sunday riders drove while 33% of Weekday commuter riders drove as their access mode (Figure 3-34, Figure 3-35, Figure 3-36, Figure 3-37, Figure 3-38, and Figure 3-39),
- The top three trip planning resources for Sunday riders include Community Transit website schedules/maps (32%), the Bus Plus Book (21%), and the schedule posted at the bus stop (19%) (Figure 3-40, Figure 3-41, and Figure 3-42), and
- The majority (63%) of Sunday riders do not own a car as compared to 60% of Weekday riders (Figure 3-43, Figure 3-44, and Figure 3-45).

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<sup>5</sup> Weekend riders were compared to a subset of Weekday riders, including: Bus Rapid Transit, Community Feeder, Community Rural, and Core Trunk riders. It excludes the commuter routes: Downtown Seattle Commuter, In-County Commuter, and University District Commuter, as commuter routes do not operate on weekends.

<sup>6</sup> Weekday commuter riders include: Downtown Seattle Commuter, In-County Commuter, and University District Commuter.



### Trip Purpose

Figure 3-31 Trip Purpose – Sunday

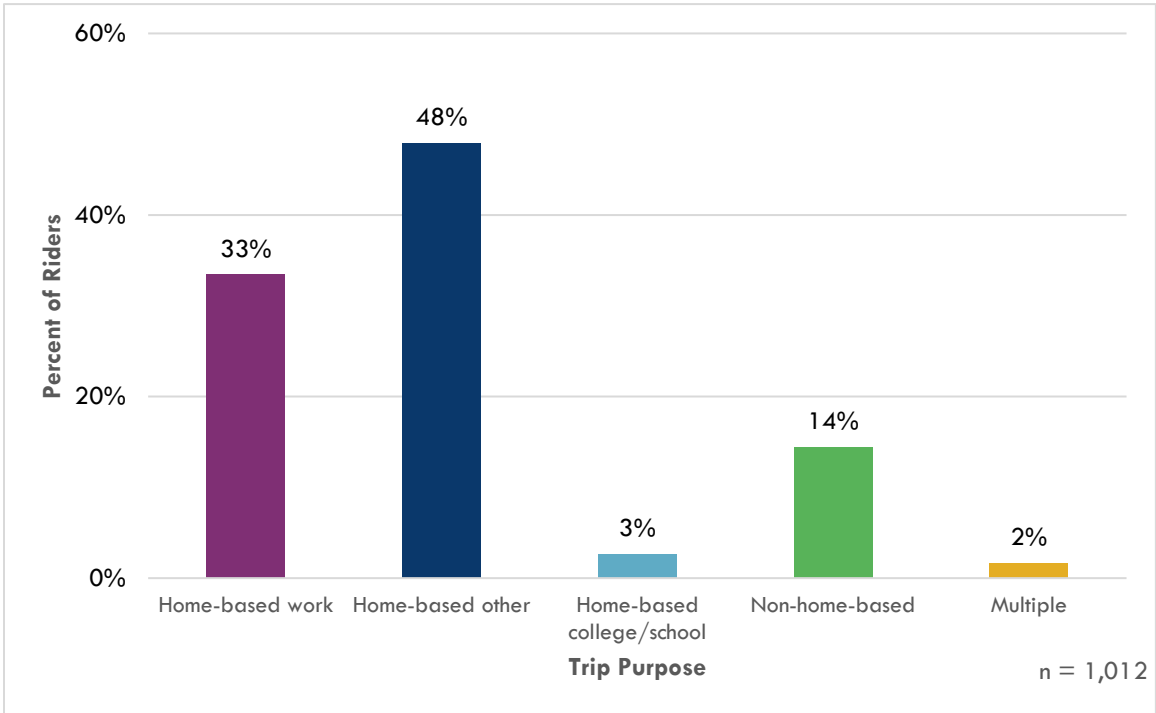


Figure 3-32 Trip Purpose by Service Subgroup – Sunday

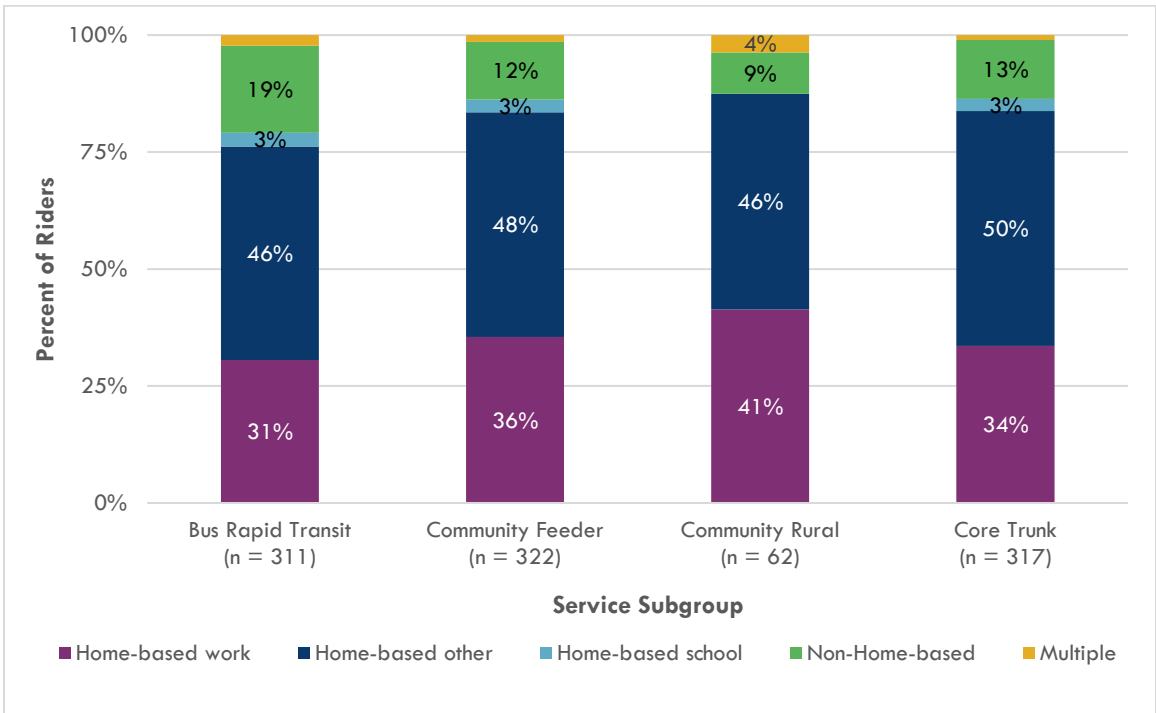
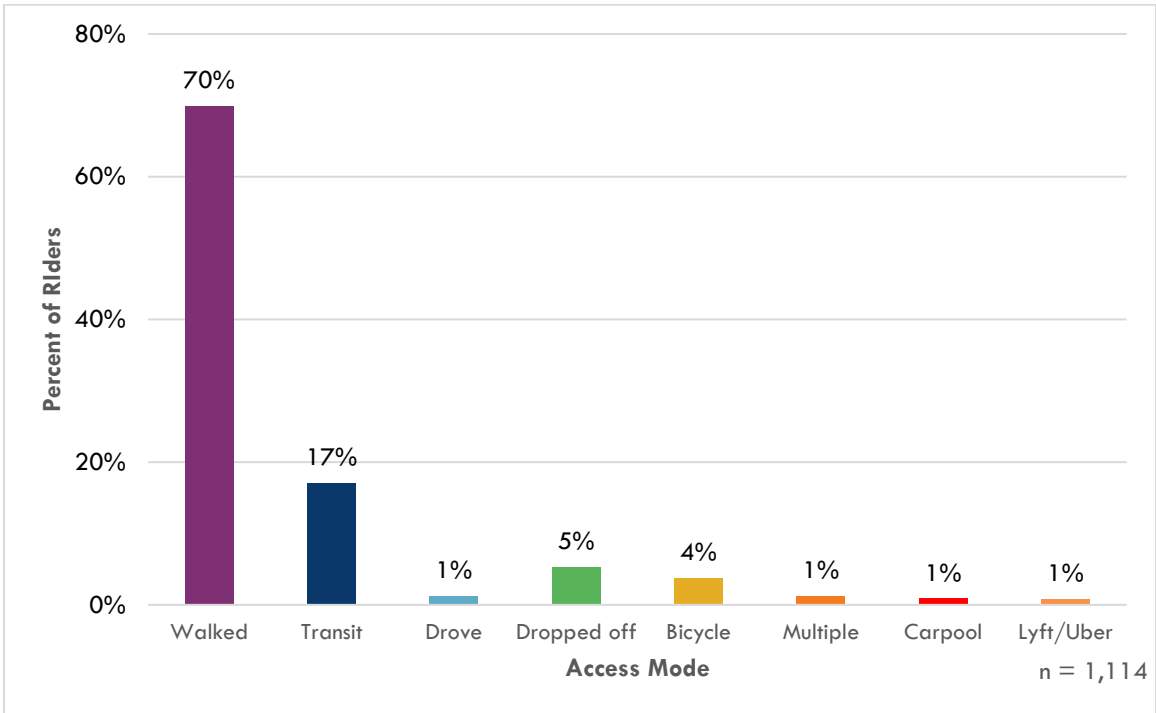


Figure 3-33 Overall Access Mode – Sunday



### Access Mode

Figure 3-34 Access Mode To and From Bus – Sunday

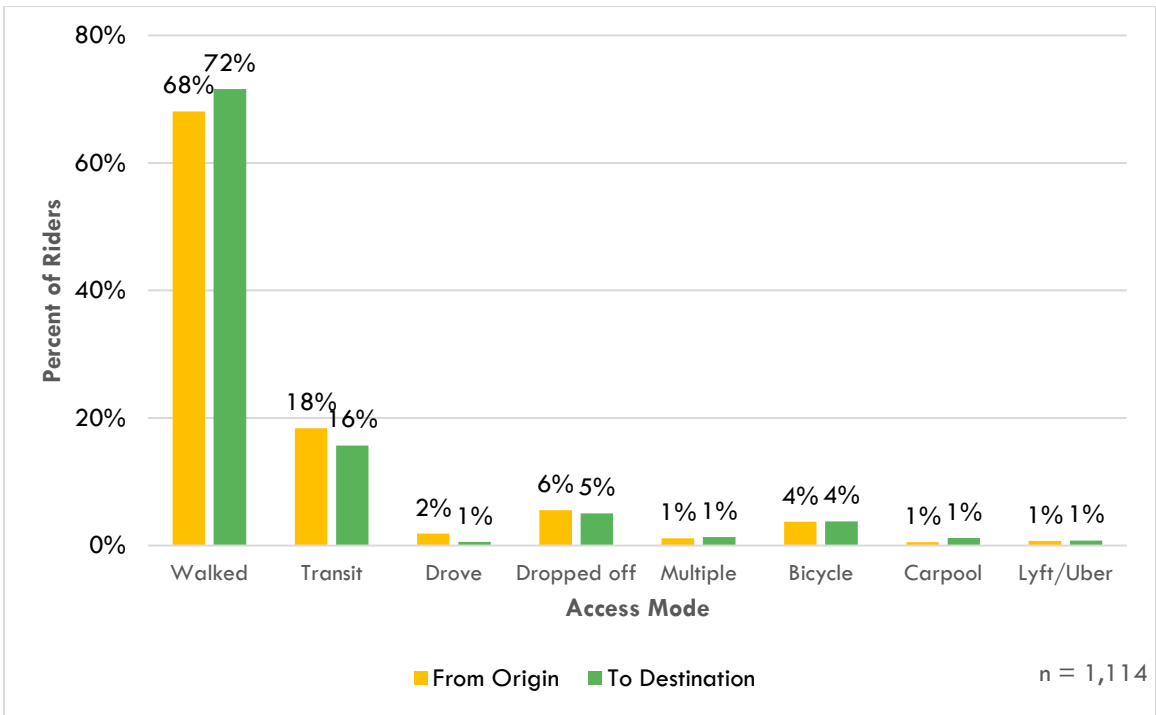


Figure 3-35 Walk Time to Bus Stop – Sunday

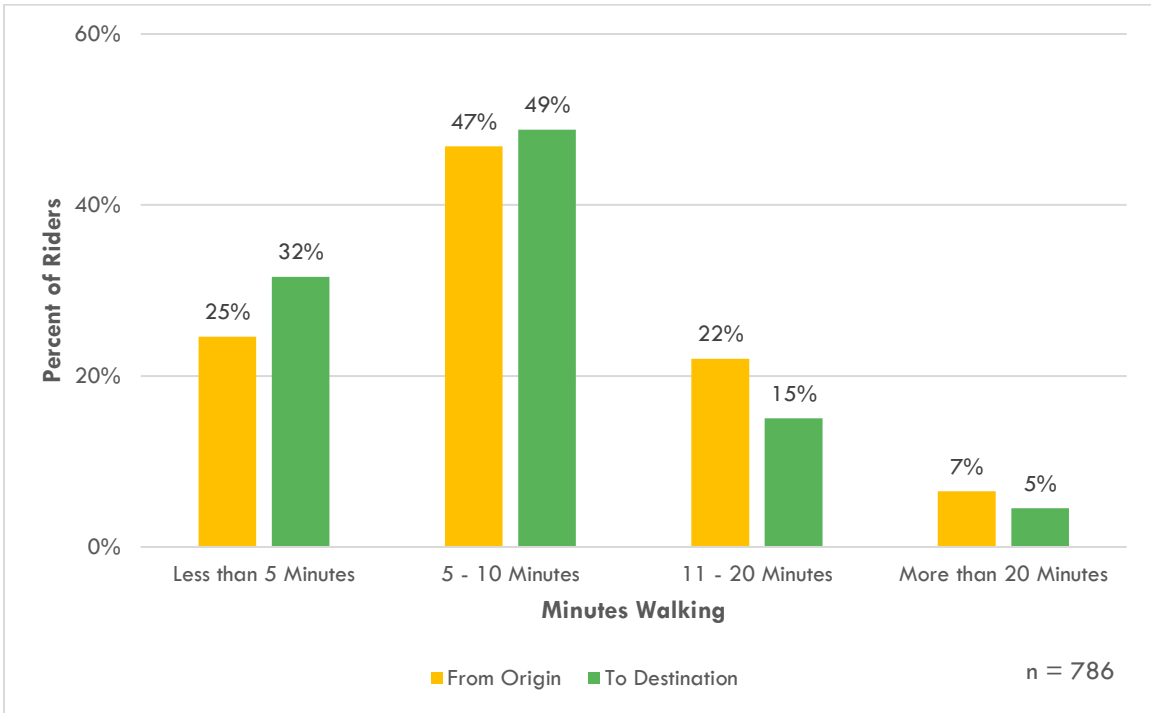


Figure 3-36 Bicycle Time to Bus Stop – Sunday

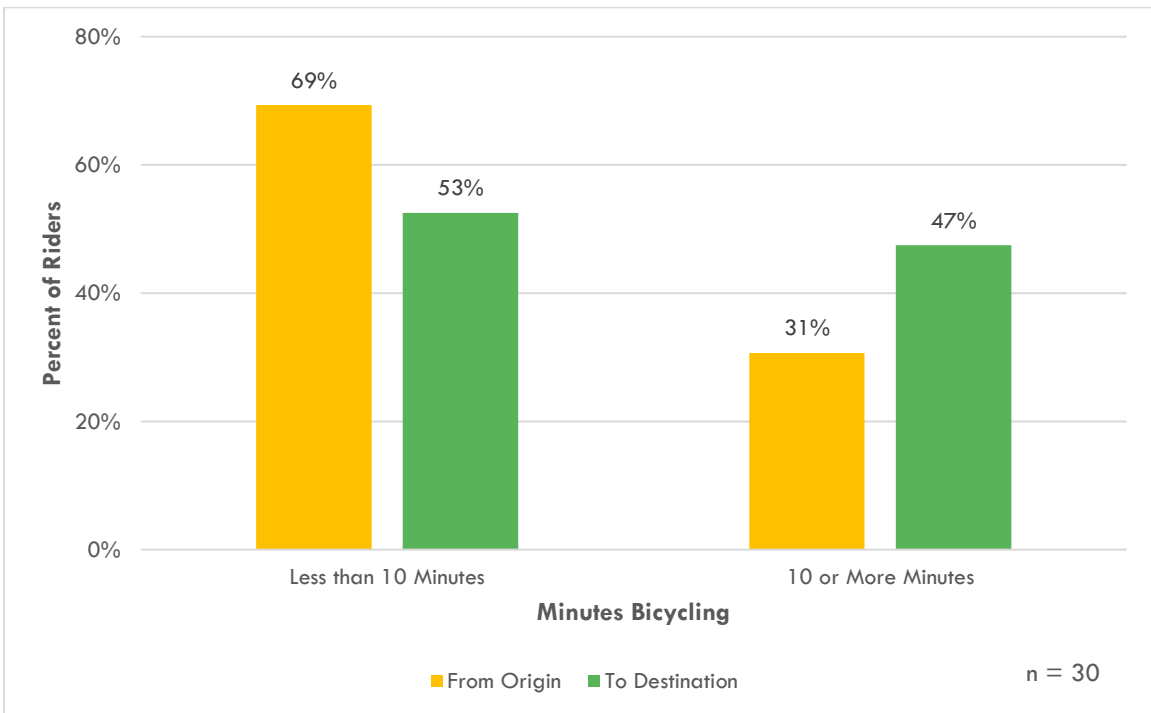


Figure 3-37 Transfer To/From Transit Agency – Sunday

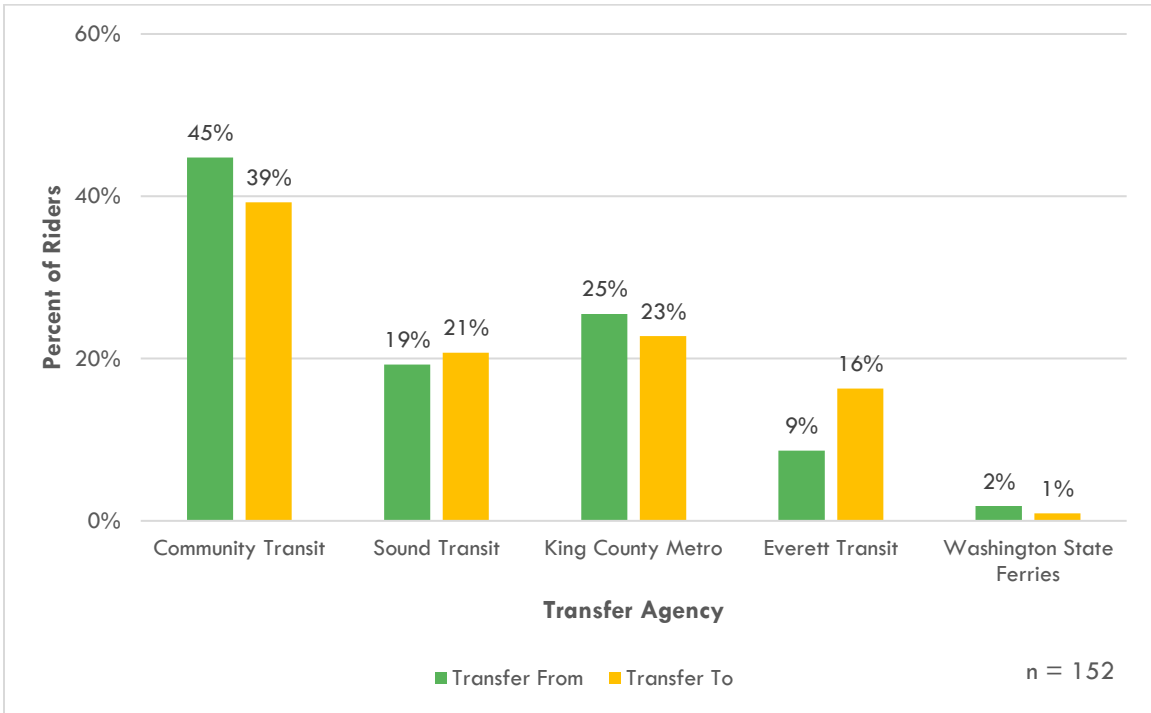


Figure 3-38 Access Mode To and From Bus Stop by Service Subgroup – Sunday

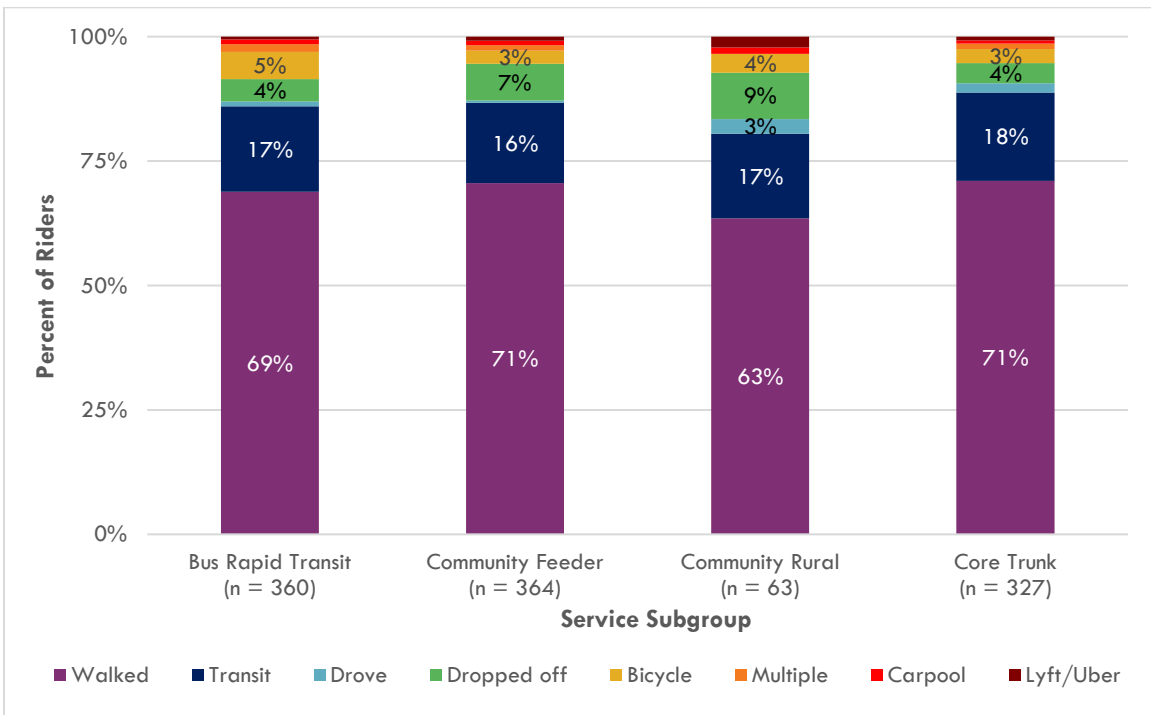
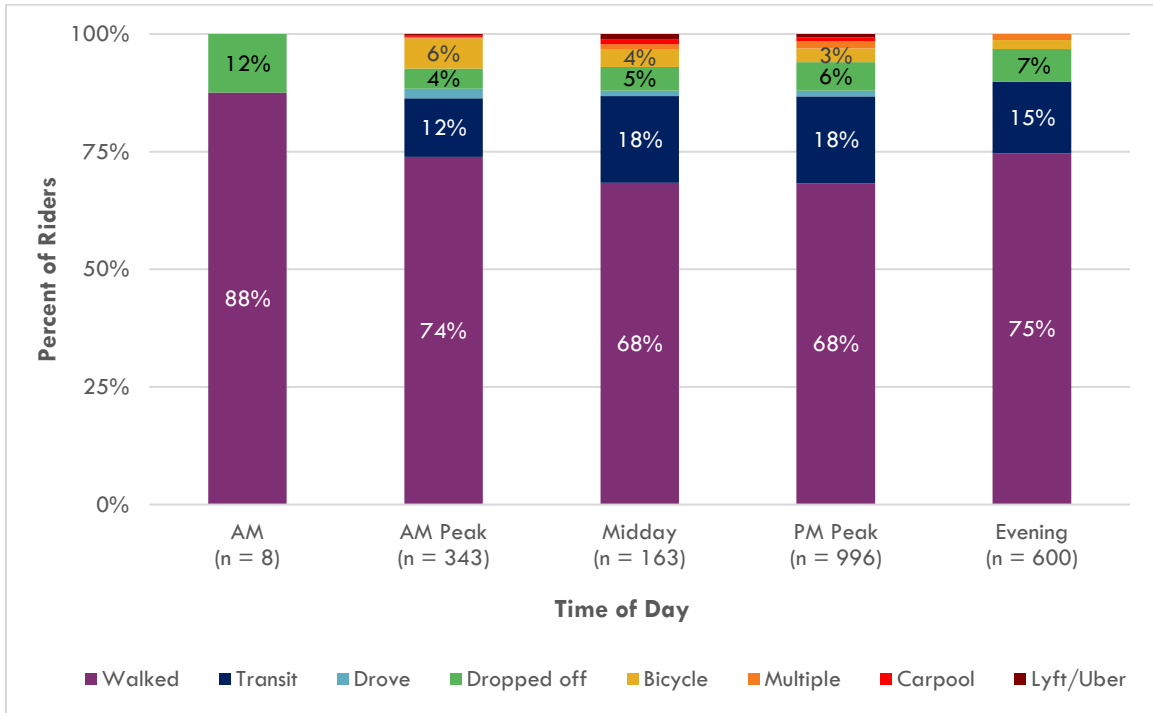
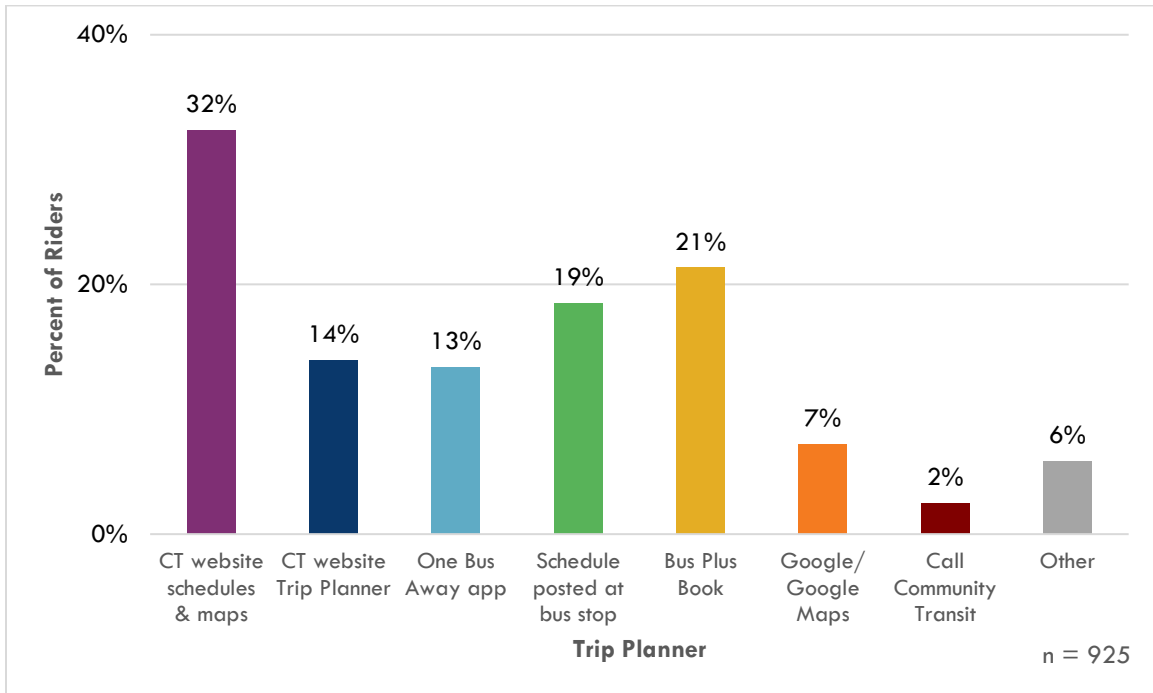


Figure 3-39 Access Mode To and From Bus by Time of Day – Sunday



## Trip Planning

Figure 3-40 Trip Planning Method – Sunday



\*Figures do not add up to 100% as multiple responses from riders were included.

Figure 3-41 Trip Planning by Service Subgroup – Sunday

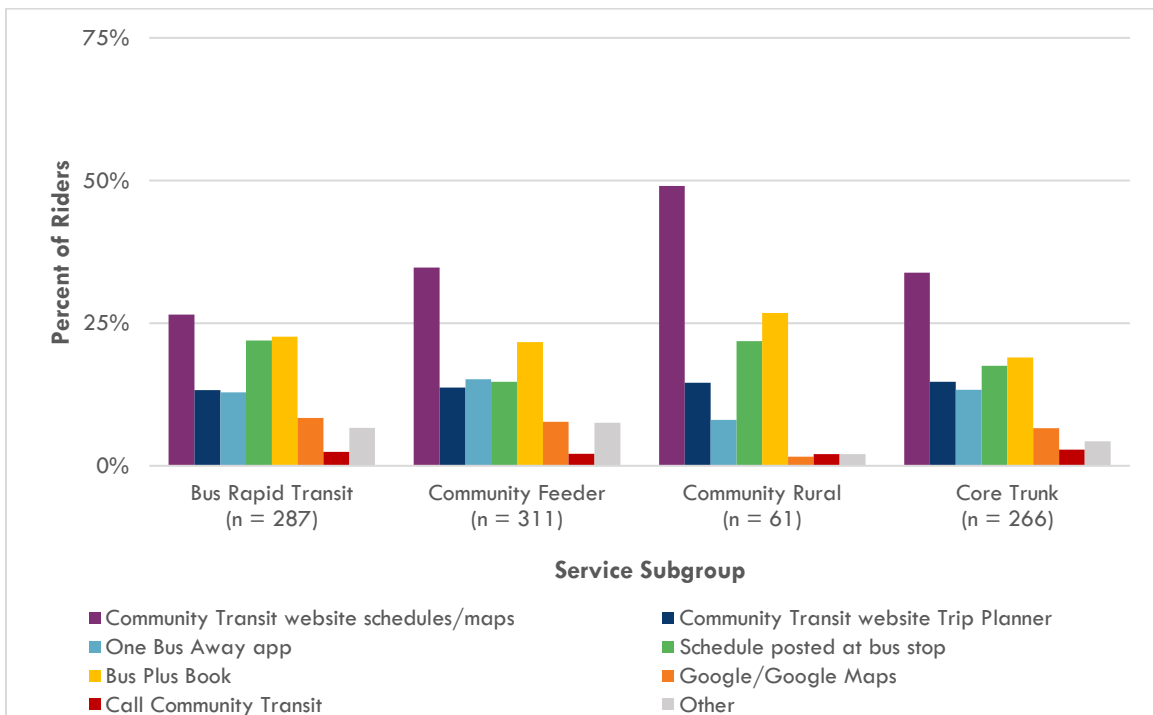
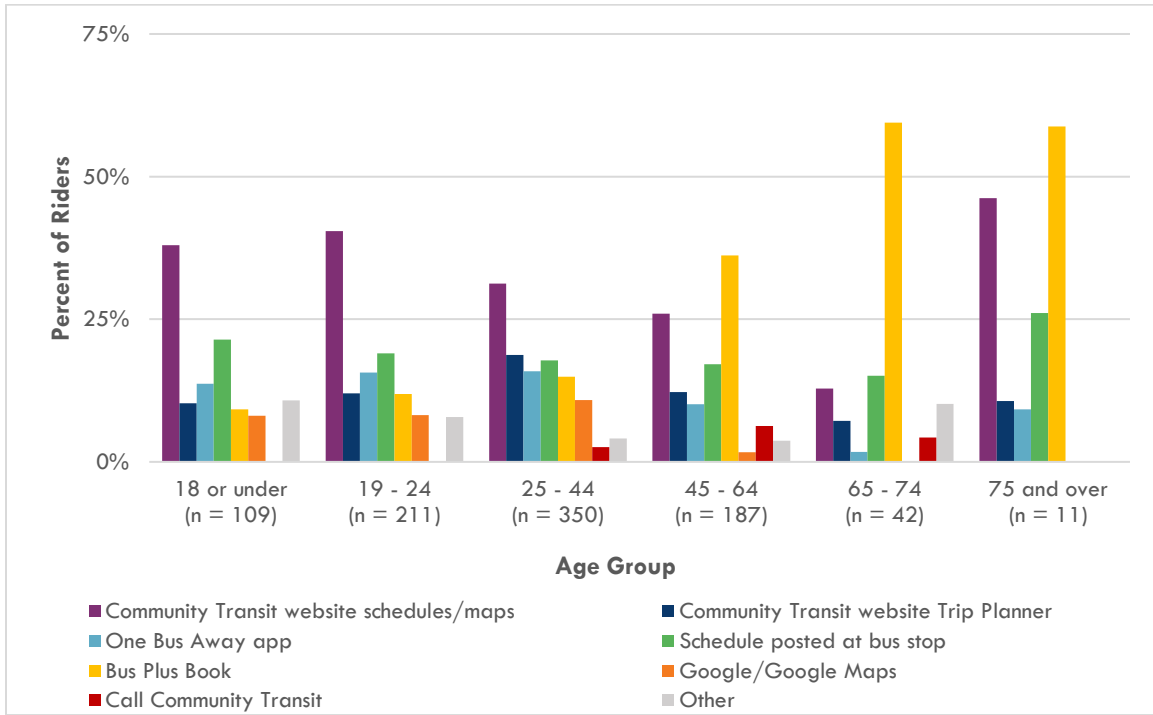




Figure 3-42 Trip Planning by Age – Sunday



### Access to a Vehicle

Figure 3-43 Access to a Vehicle – Sunday

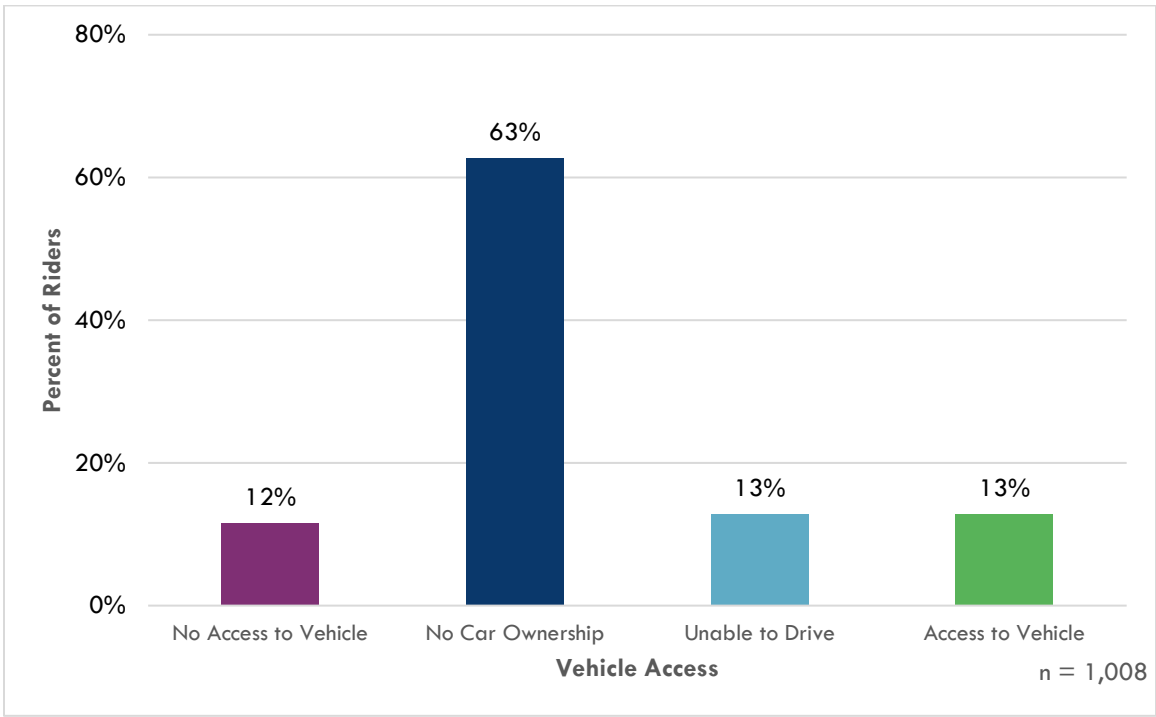


Figure 3-44 Access to a Vehicle by Service Subgroup – Sunday

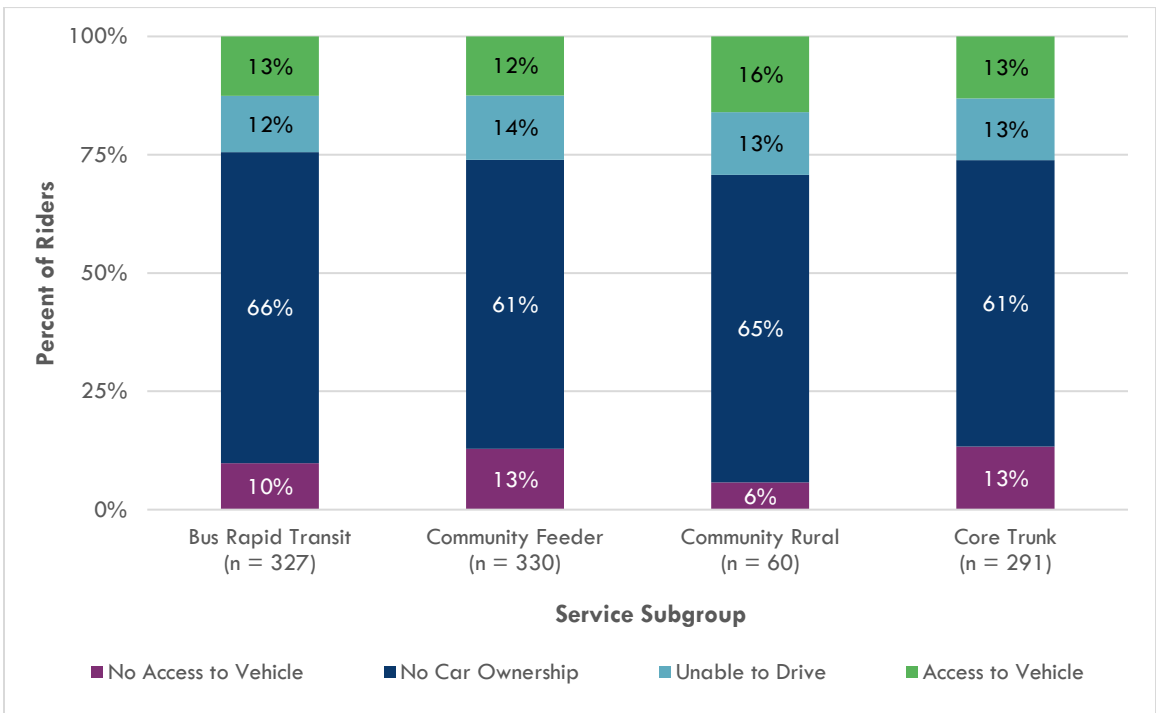
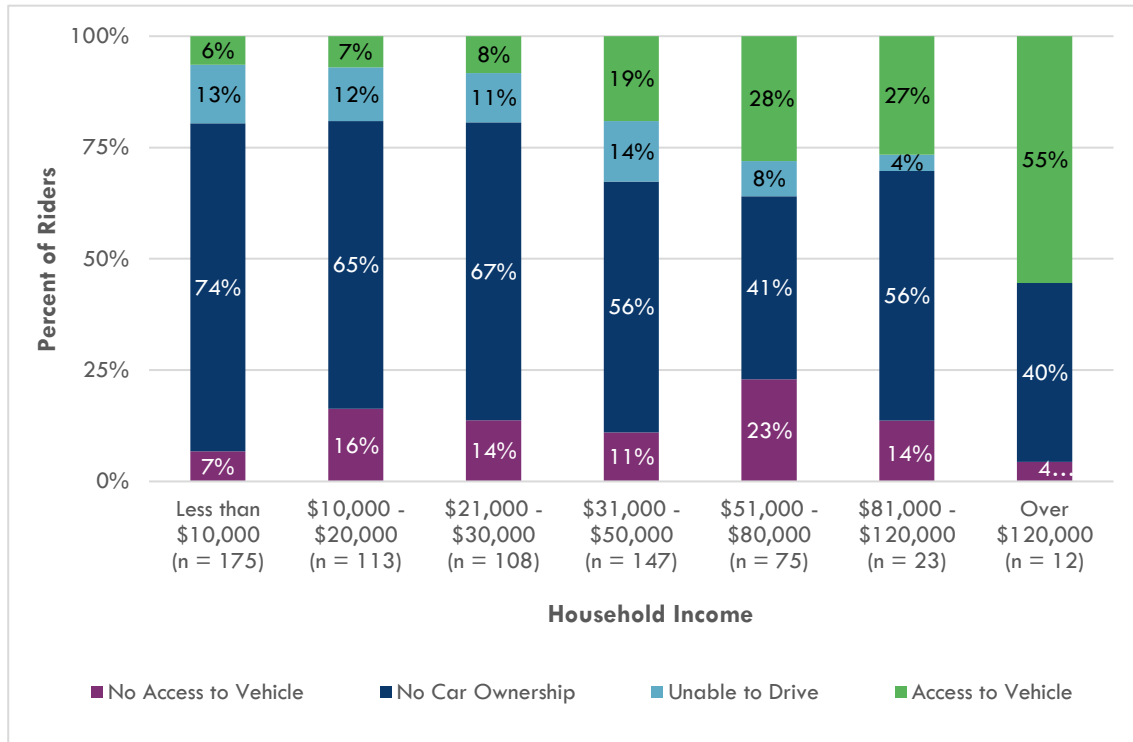


Figure 3-45 Access to a Vehicle by Income - Sunday



# 4 Rider Characteristics

## Introduction

This chapter reports Rider Characteristics, including:

- Fare Type
- Fare Media
- Tenure
- Trip Frequency
- Age
- Gender
- Ethnicity
- Language
- Income
- Household Size
- Transportation network company (TNC)<sup>1</sup> Usage

This chapter reports detailed Weekday responses and then provides Saturday and Sunday responses for comparison. All data are weighted by how the Community Transit route relates to the system's boardings by day (see Appendix B for weight tables). Additionally, the n value in each chart refers to the number of respondents.

## Weekday

### Introduction

Most Weekday riders:

- Pay adult fare (81%),
- Use an ORCA Card (81%). Sixty-three percent of riders use either an ORCA Pass from an Employer/School or the ORCA E-Purse,
- Have been riding Community Transit for over a year (76%),

---

<sup>1</sup> Ride-hailing companies are classified as TNCs, such as Lyft or Uber.

- Board Community Transit buses less than 11 times per week (82%),
- Are between the ages of 25 and 64 (67%),
- Are male (53%),
- Are White/Caucasian (56%) and there has been a growth in diversity,
- Speak English (72%), and
- Do not use Lyft/Uber (71%).

Responses to the Rider Characteristic questions were similar across Service Subgroups, however commuter riders tended to be of higher income than non-commuter riders. Riders in 2017 are slightly more diverse than riders of 2013 or 2010 surveys, with the proportion of white riders decreasing over time.

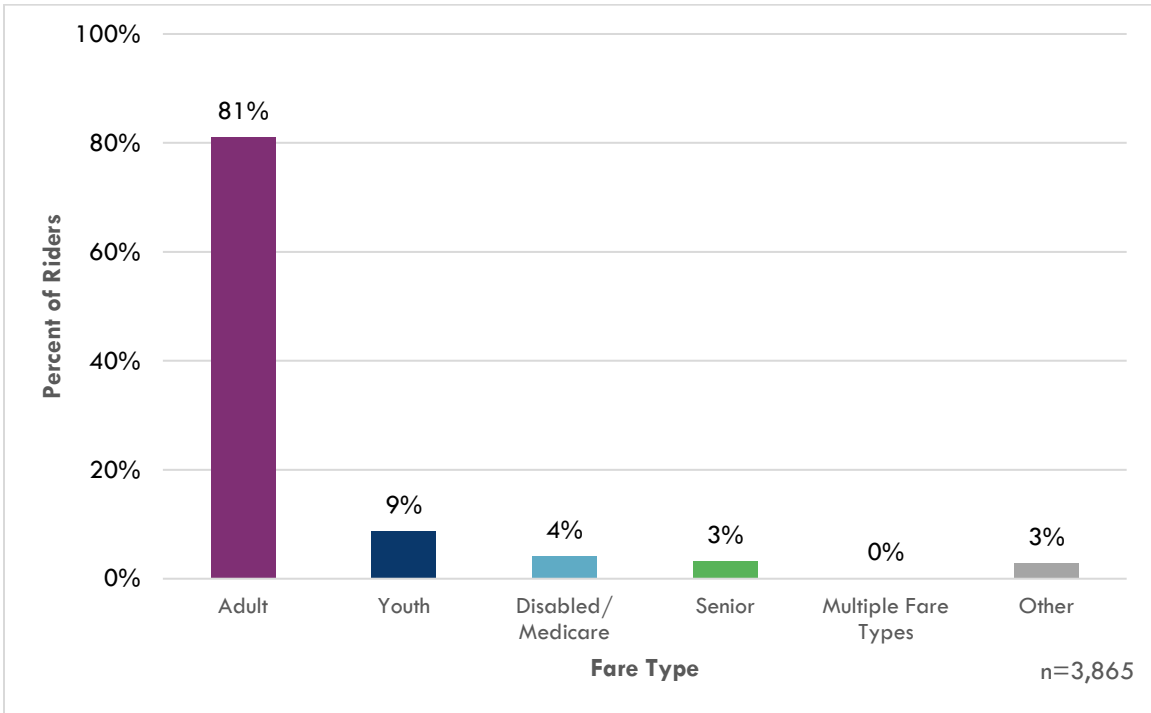
Detailed descriptions of Weekday rider responses are provided in the section below.

### **Fare Type**

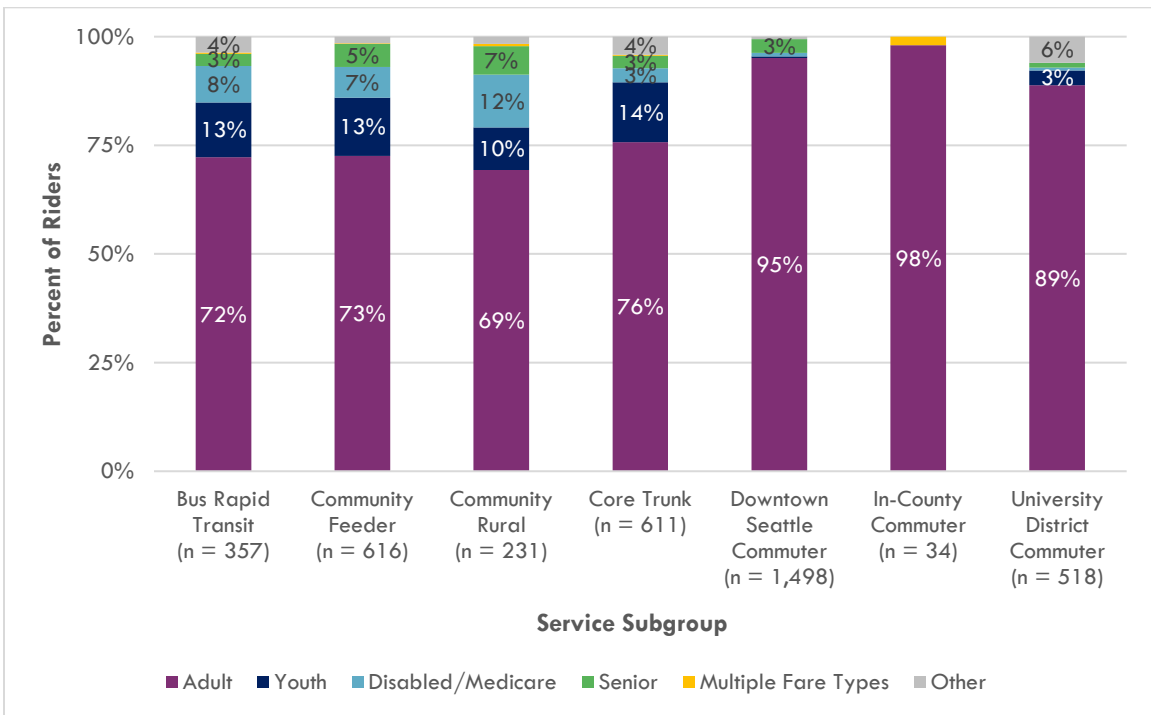
Riders were asked to report which type of fare they paid on their bus trip. Overall, 81% of riders on all routes paid an adult fare, followed by youth fare (9%), disabled/Medicare fare (4%), senior fare (3%), and other fares (3%). Other fares included riding for free. Non-commuter routes, particularly Community Rural, tended to have more fare types than commuter routes. Figure 4-2 shows the type of fare paid by Service Subgroup. Thirteen percent of riders on the non-commuter routes paid a youth fare and 3% paid a youth fare on the University District Commuter routes.



**Figure 4-1 Fare Type – Weekday**



**Figure 4-2 Fare Type by Service Subgroup – Weekday**



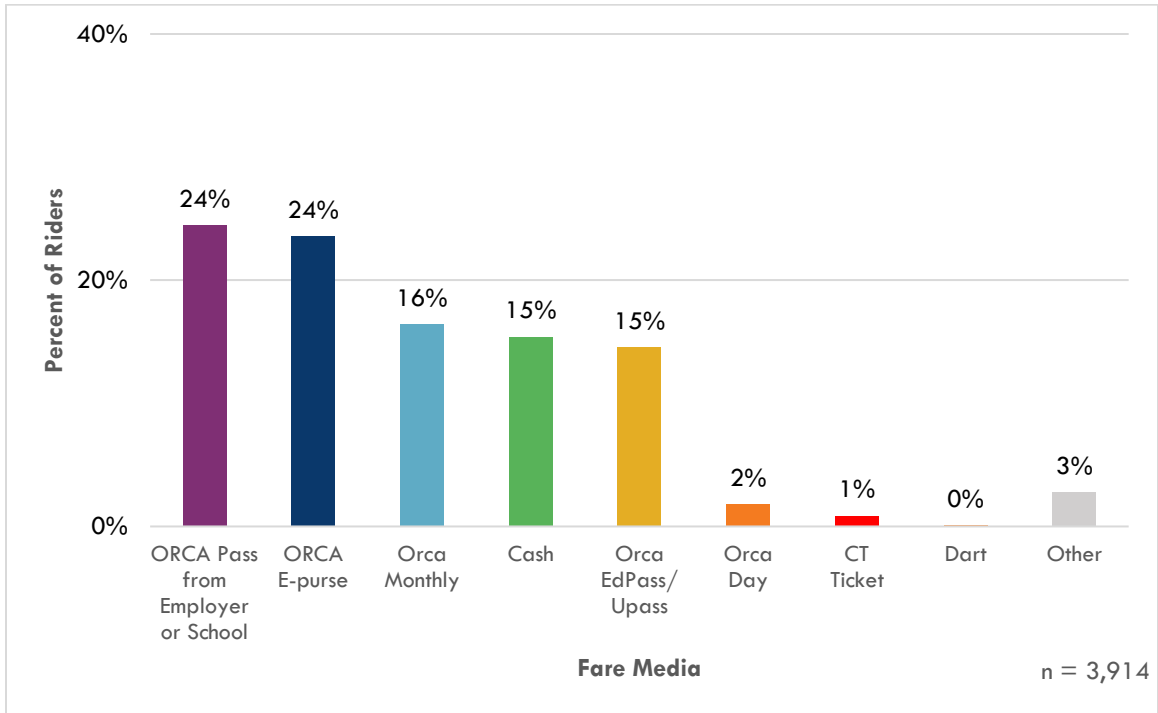
## Fare Media

In addition to fare type, riders were asked how they paid for their trip. Overall, 81% of weekday riders used an ORCA card to pay their fare, followed by cash (15%) as shown in Figure 4-3. Sixty-three percent of riders either receive an ORCA pass from an employer or school or use an ORCA E-purse. The fare media was varied across the Service Subgroups, notably with differences between the commuter and non-commuter routes. Twenty-four percent of non-commuter route riders pay cash as compared to 1% of commuter route riders. Differences between each Service Subgroup are shown in Figure 4-4. On the commuter routes, riders are split between Orca E-purse, ORCA monthly, ORCA passes from employers or school, and the ORCA EdPass/UPass. On the Downtown Seattle Commuter Routes, 54% of riders use an ORCA pass from their employer or school and on University District Commuter routes, 59% use an ORCA EdPass/UPass.

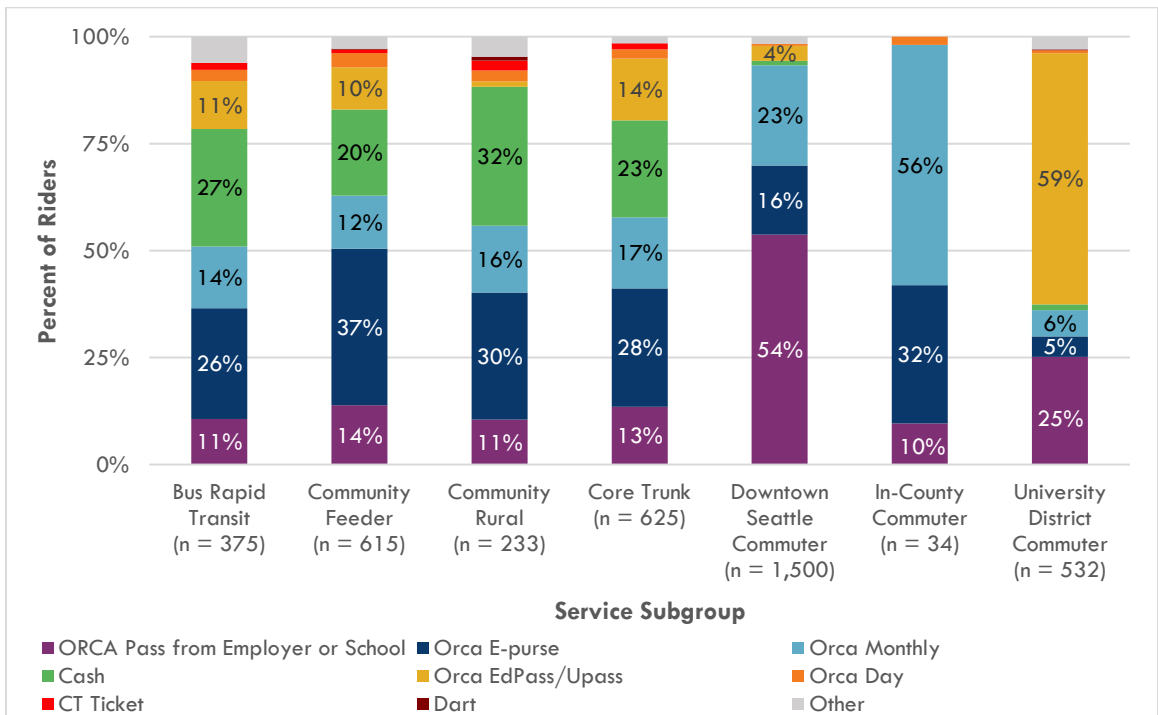


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Community Transit

**Figure 4-3 Fare Media – Weekday**



**Figure 4-4 Fare Media by Service Subgroup – Weekday**



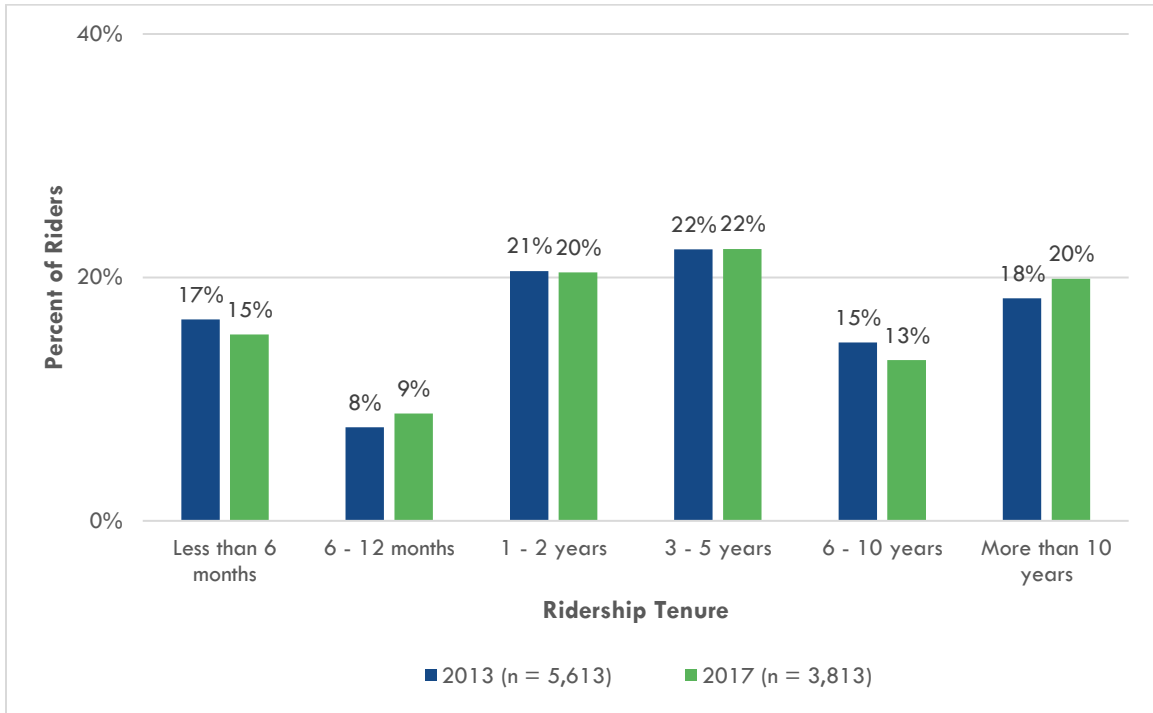


## Ridership Tenure

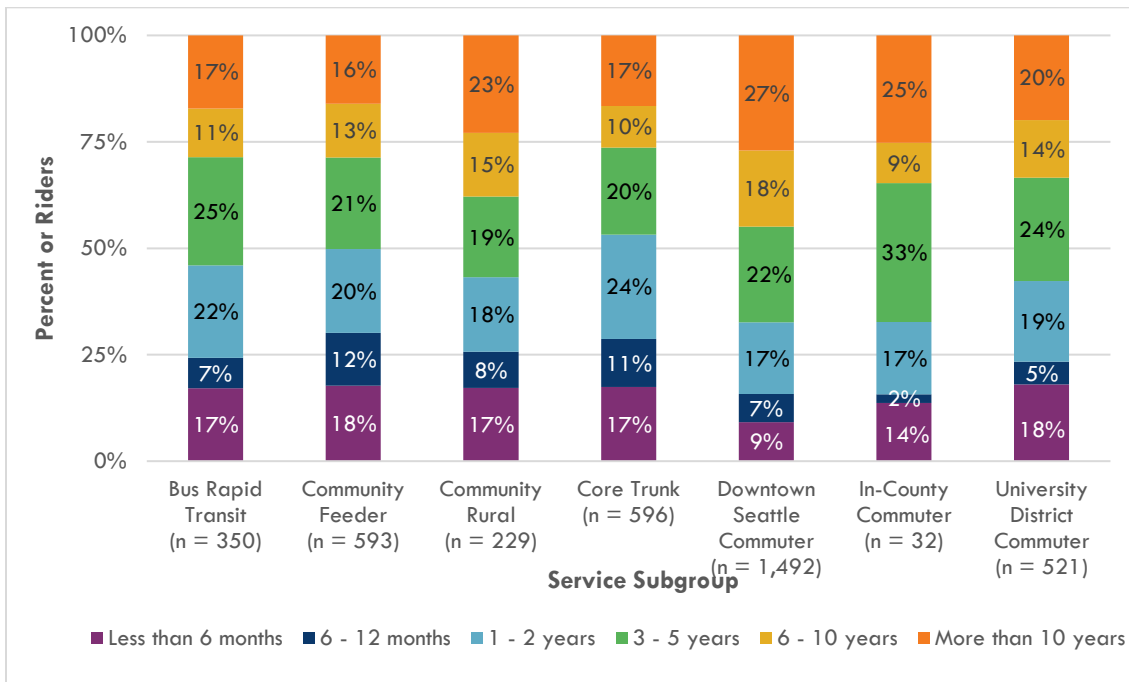
Riders were asked how long they had been riding Community Transit. Roughly a quarter (24%) of 2017 weekday riders have started riding Community Transit within the past year, see Figure 4-5. The Community Feeder Subgroup has the highest proportion of new riders, with 30% of riders new to Community Transit in the last year, see Figure 4-6. Compared to the results from 2013, as shown in Figure 4-5, tenure has stayed relatively consistent. Figure 4-6 shows ridership tenure is relatively consistent across subgroups. Core Trunk routes have a slightly more recent ridership base (52% under 2 years) and the Downtown Seattle Commuters have the most riders with tenure over 3 years (67%).



**Figure 4-5 Ridership Tenure Time Series Analysis – Weekday**



**Figure 4-6 Ridership Tenure by Service Subgroup – Weekday**

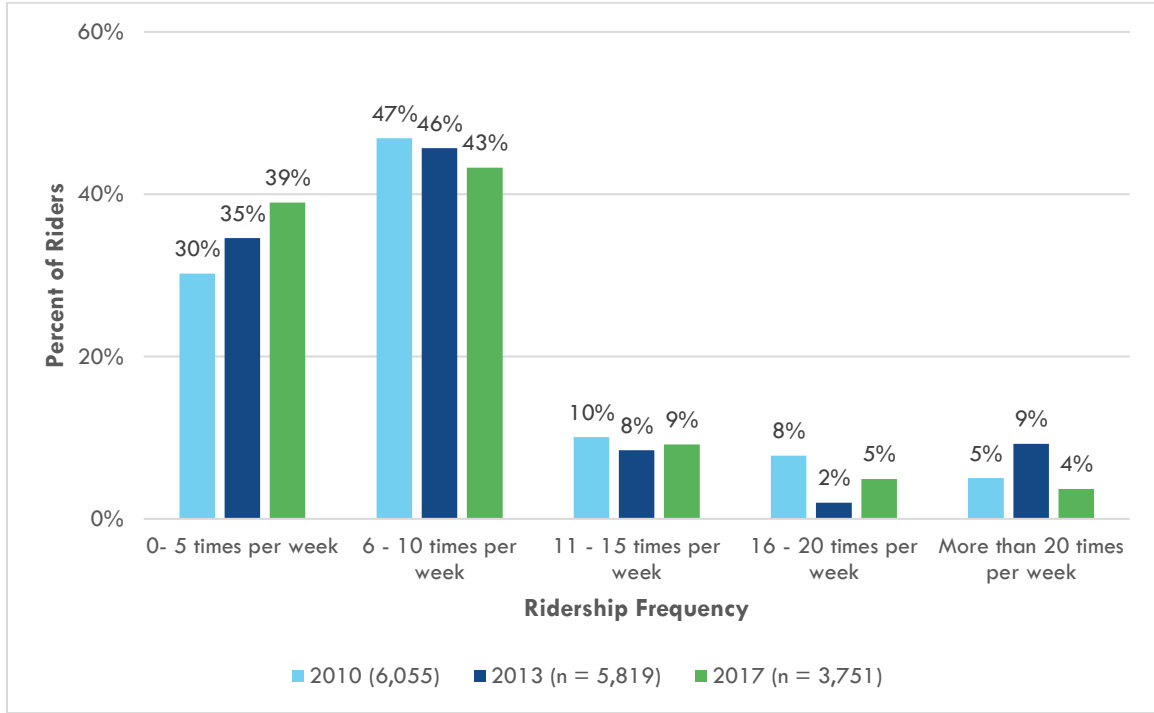


## Ridership Frequency

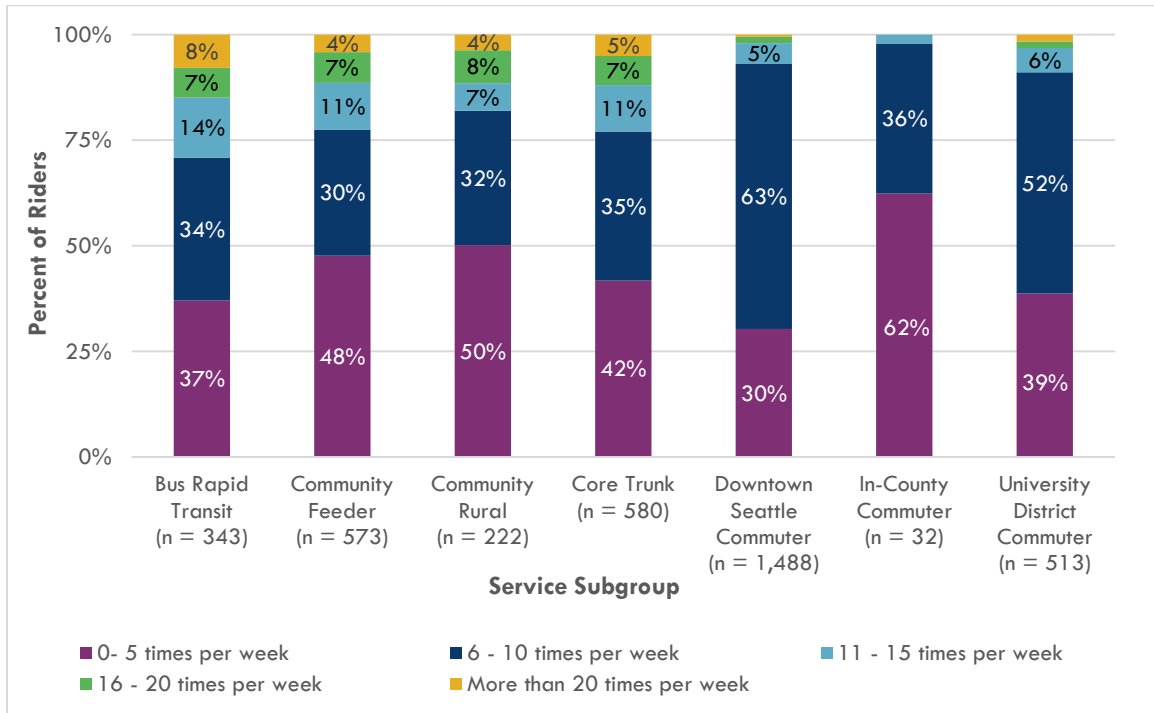
Riders were asked how often they ride Community Transit. Figure 4-7 compares ridership frequency across the 2017, 2013, and 2010 surveys. In 2017, people are riding slightly less frequently than in past years, with more people riding 0-5 times per week than in years past. Eighty-two percent of 2017 Community Transit riders ride less than 11 times per week. The majority of riders across Service Subgroup ride up to 10 times per week (Figure 4-8). Of the Service Subgroups, Bus Rapid Transit riders have the largest proportion of riders boarding 11 or more times per week (29%). Fourteen percent of Bus Rapid Transit riders use the system 11-15 times per week, 7% 16-20 times per week, and 8% more than 20 times per week.



**Figure 4-7 Trip Frequency Time Series Analysis – Weekday**



**Figure 4-8 Trip Frequency by Service Subgroup – Weekday**

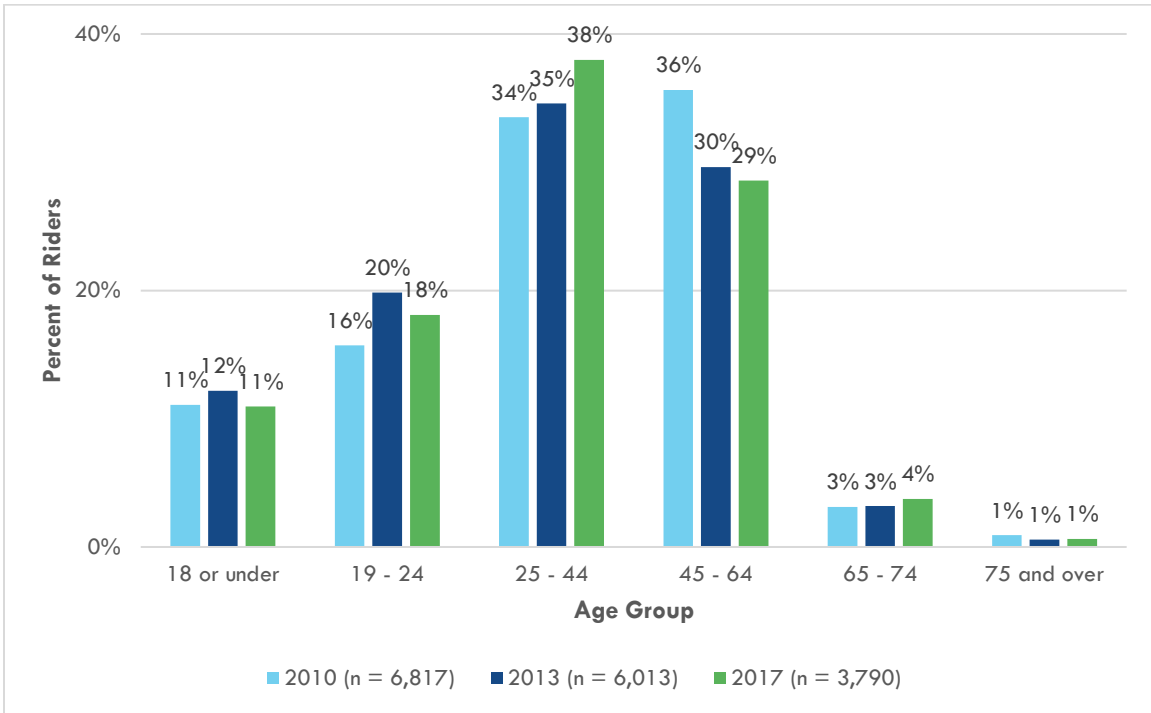


## Age of Rider

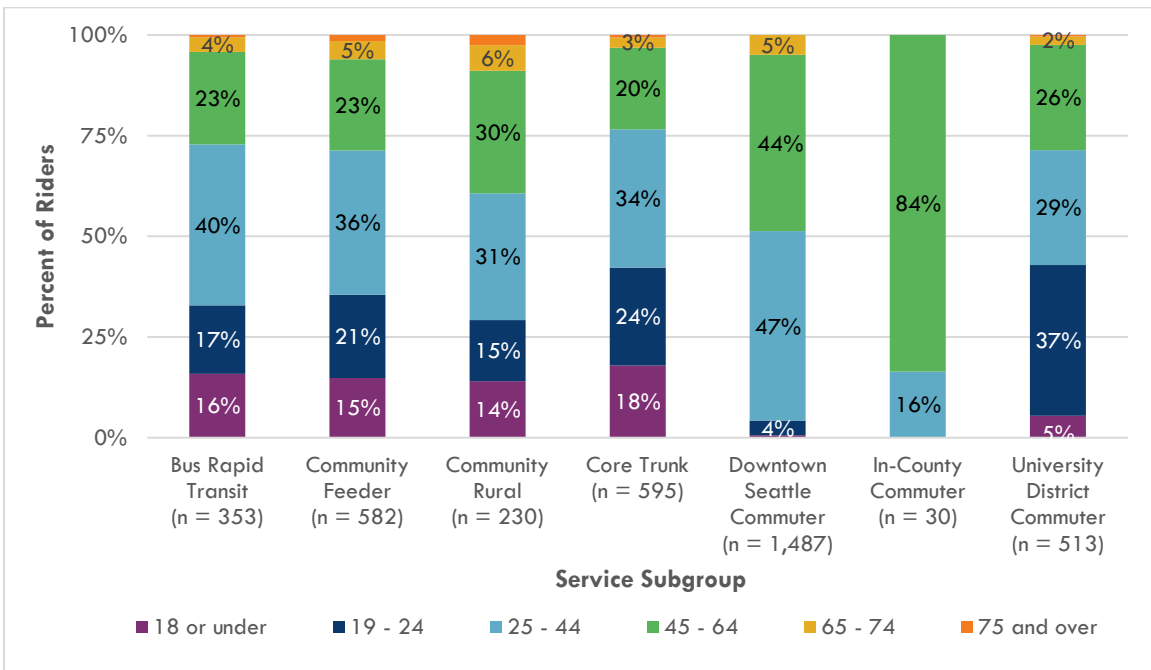
Riders were asked to report their age group in the survey. Figure 4-9 shows the age of Community Transit riders across the 2017, 2013, and 2010 surveys. Overall, two-thirds of riders are between the ages of 25 and 64. This working age group is slightly younger than in the past study periods, with a growing 25-44 age group and a shrinking 45-64 age group. On the non-commuter routes, the age distribution is consistent across service subgroups, with a slightly older ridership base on Community Rural routes and slightly younger riders on Core Trunk routes (Figure 4-10). For the commuter-routes, the Downtown Seattle Commuter has the highest proportion of riders between 25-44 (93%). The University District Commuter subgroup has the highest proportion of 19-24 riders (37%).



**Figure 4-9 Age of Rider Time Series Analysis – Weekday**



**Figure 4-10 Age of Rider by Service Subgroup – Weekday**

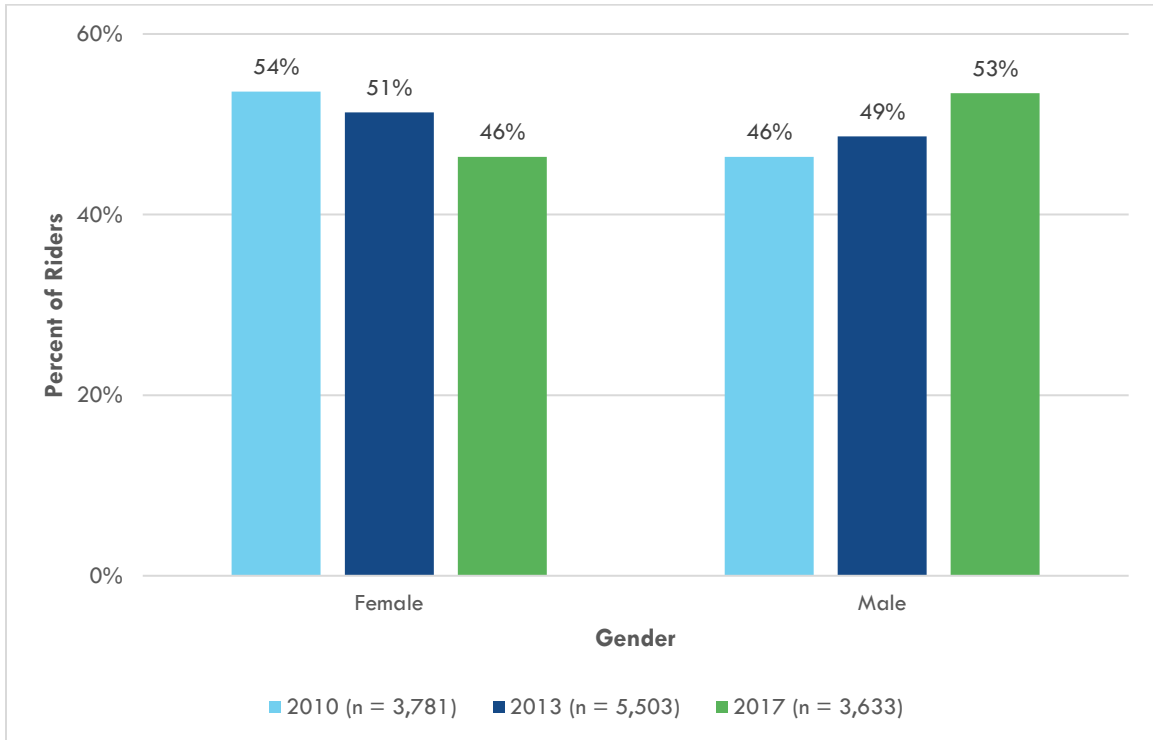


## **Gender of Rider**

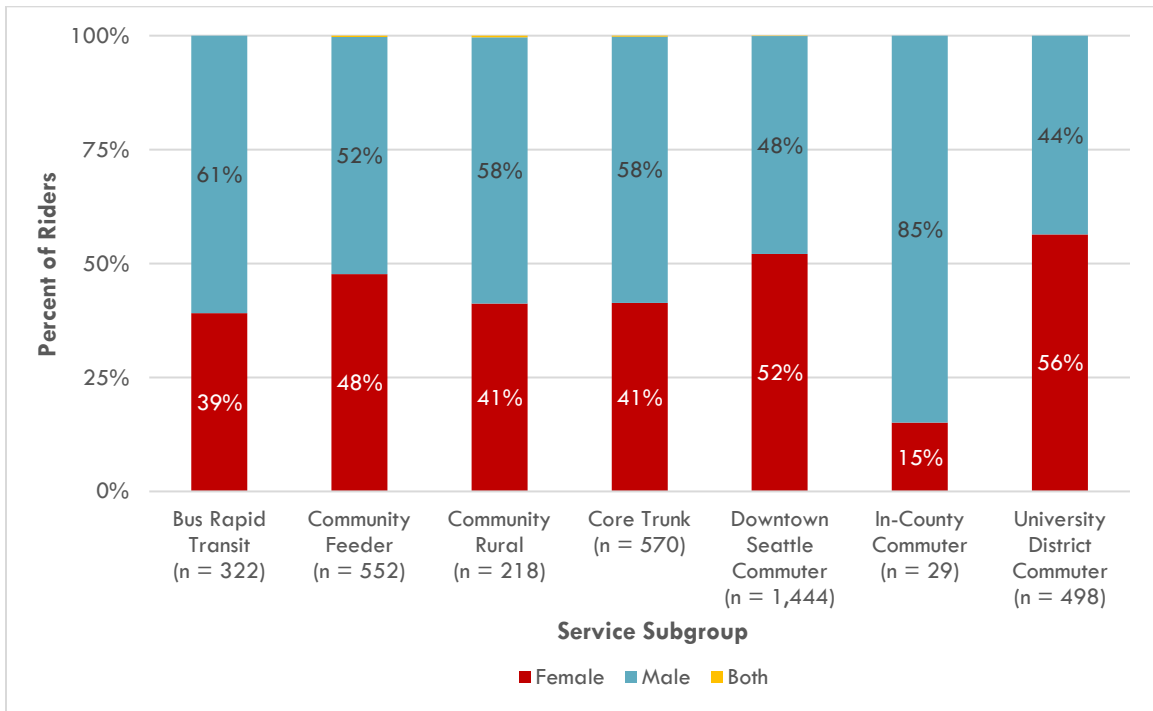
Riders were asked to identify their gender. Figure 4-11 shows the gender split across the three survey years. Over time, Community Transit Ridership has shifted from majority female (54% in 2010) to majority male (53% in 2017). Across Service Subgroup, as seen in Figure 4-12, the male majority is represented on the non-commuter routes. On the commuter routes (with the exception of the In-County Commuter routes with a small sample of 29), riders are majority female.



**Figure 4-11 Gender of Rider Time Series Analysis – Weekday**



**Figure 4-12 Gender of Rider by Service Subgroup – Weekday**



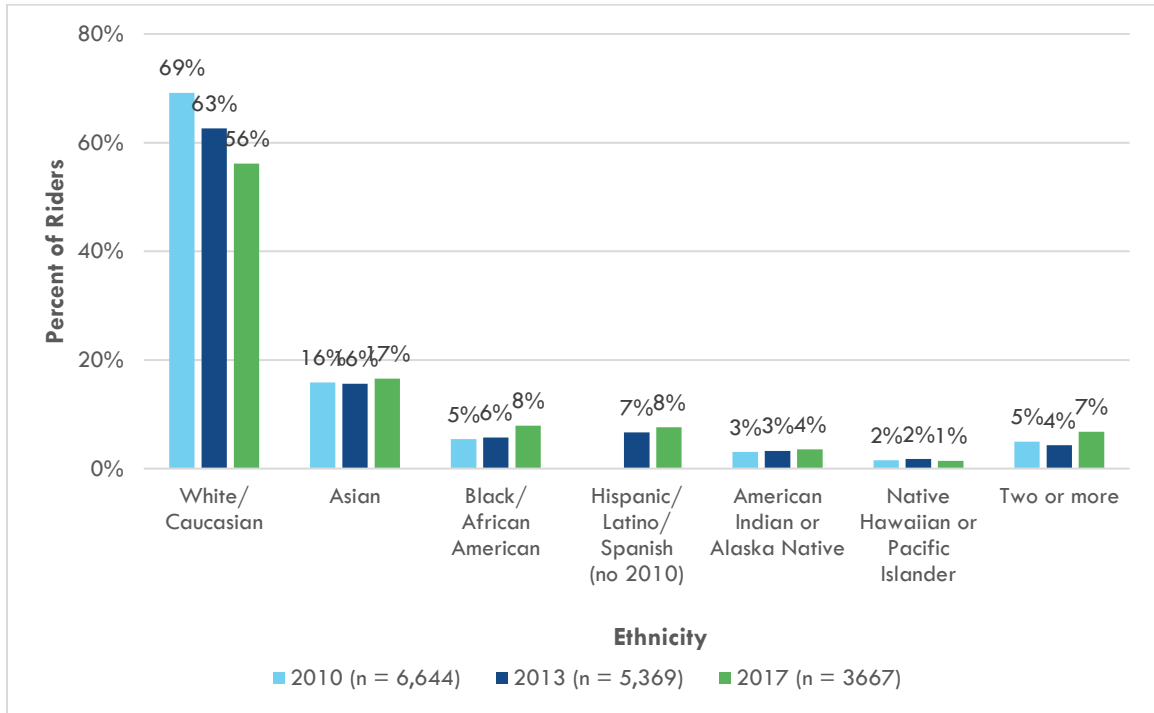


## Ethnicity of Rider

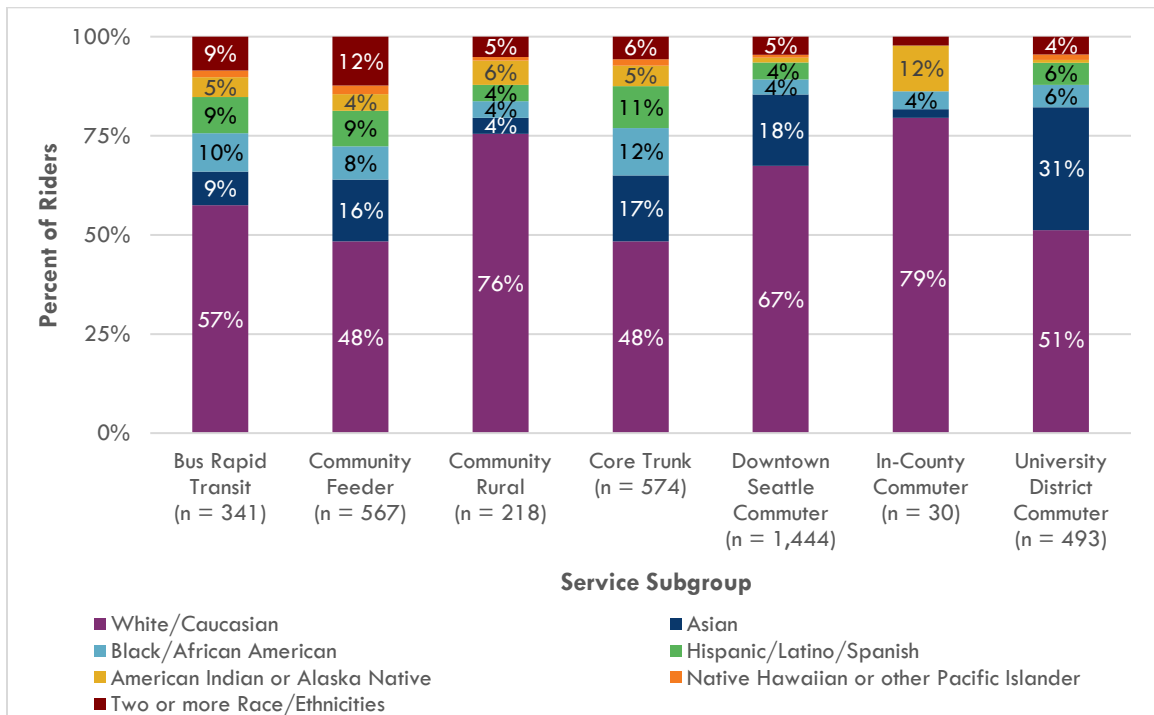
Riders were asked to identify their ethnicity. Figure 4-13 shows the results from the 2017, 2013, and 2010 surveys. Community Transit riders have become slightly more diverse over the three study periods, with the proportion of white riders decreasing by 13 percentage points between 2010 and 2017. Across Service Subgroups, White/Caucasian is the most represented ethnic group, particularly on Community Rural (76%) and In-County Commuter (79%) routes, as seen in Figure 4-14. The second highest represented ethnicity was Asian, particularly among the Downtown Seattle (18%) and University District (31%) Commuter routes. Core Trunk had the highest proportion of Hispanic/Latino/Spanish speaking riders with 11%, followed by Bus Rapid Transit and Community Feeder, both with 9% of riders.



**Figure 4-13 Ethnicity of Rider Time Series Analysis – Weekday**



**Figure 4-14 Ethnicity of Rider by Service Subgroup – Weekday**

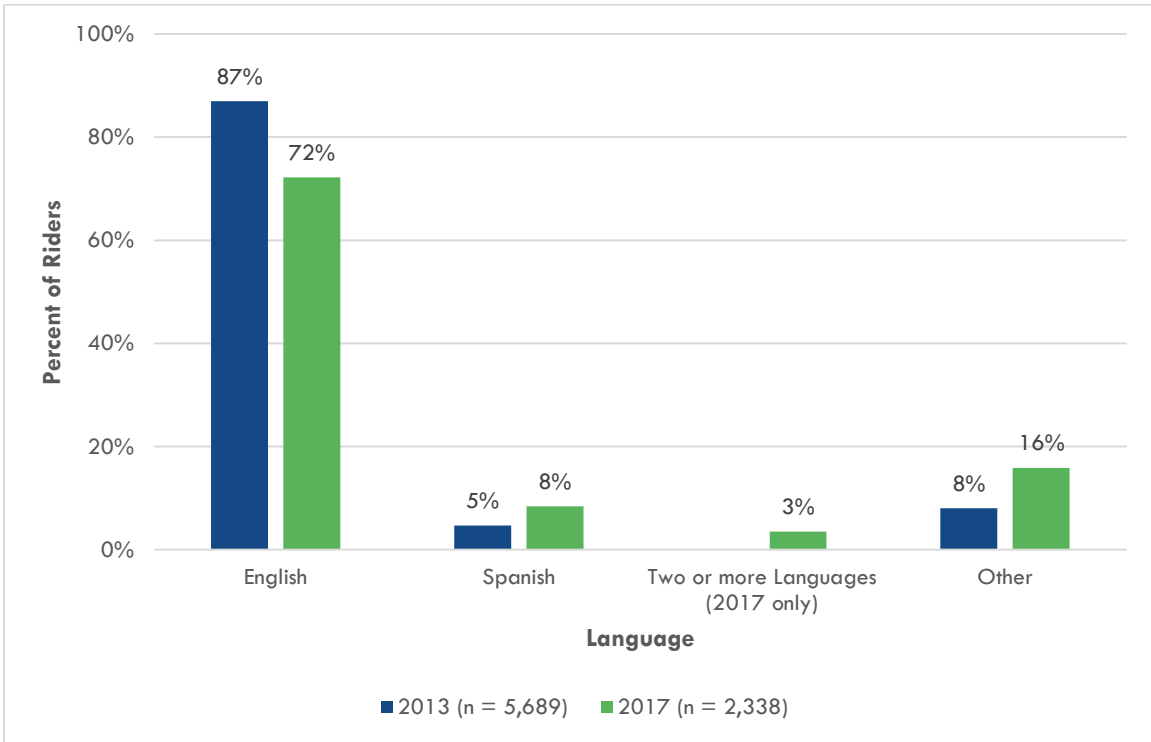


## Primary Language Spoken by Rider

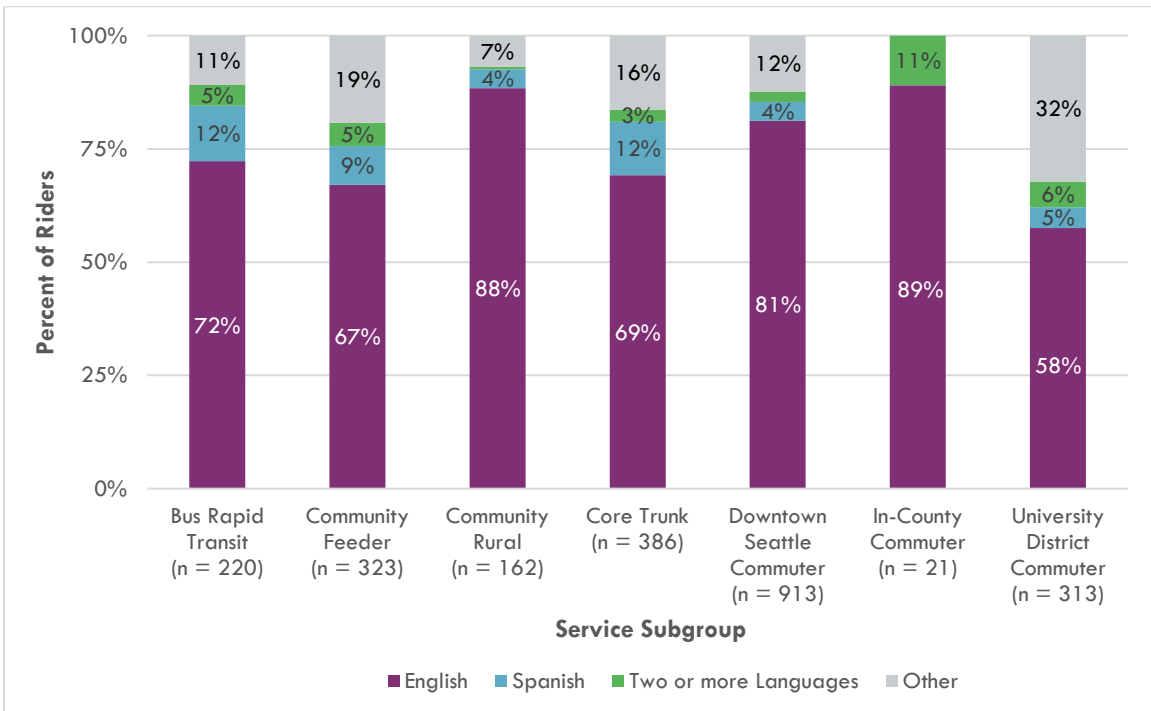
Riders were asked to report their primary spoken language. Figure 4-15 compares primary language of riders from the 2017 and 2013 surveys. English is still the primary language, however, the proportion has dropped 15 percentage points since 2013 with Spanish and Other languages growing in magnitude in the most recent survey. The vast majority speak English across all Service Subgroups, as seen in Figure 4-16. About 10% of riders on Bus Rapid Transit, Community Feeder, Core Trunk routes speak Spanish. Languages comprising the “Other” language category include Arabic, Chinese, Danish, Hindi, Indonesian, Japanese, Korean, Russian, Tagalog, Thai, and Vietnamese.



**Figure 4-15 Primary Language Spoken by Rider Time Series Analysis – Weekday**



**Figure 4-16 Primary Language Spoken by Rider by Service Subgroup – Weekday**



## Household Income of Rider

Riders were asked to report their household income. Figure 4-17 compares income of riders across 2017, 2013, and 2010, however there is no adjustment for inflation. Notably, the proportion of riders whose households make between \$31,000-\$120,000 has dropped since 2010. The household incomes of riders of non-commuter and commuter routes varied significantly, as seen in Figure 4-18. On the non-commuter routes, 39% of riders have a household income of less than \$30,000 as compared to 6% of commuter riders. Bus Rapid Transit has the highest proportion of lower income riders, with 23% earning less than \$10,000, 13% earning \$10,000-\$20,000, and 12% earning \$20,000-\$30,000. On the commuter routes, a large proportion of riders have a household income of more than \$80,000 while very few make less than \$30,000. Of the Downtown Seattle Commuters' households, 27% earn \$80,000-\$120,000 and 30% earn more than \$120,000.



Figure 4-17 Household Income Time Series Analysis – Weekday

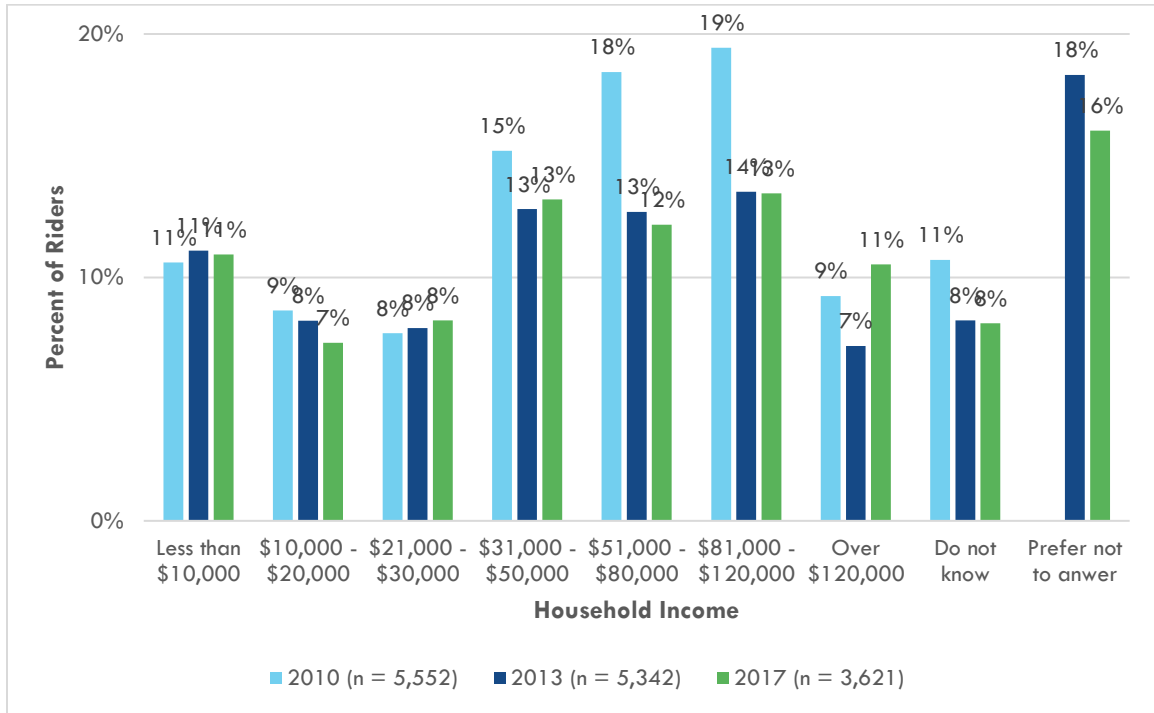
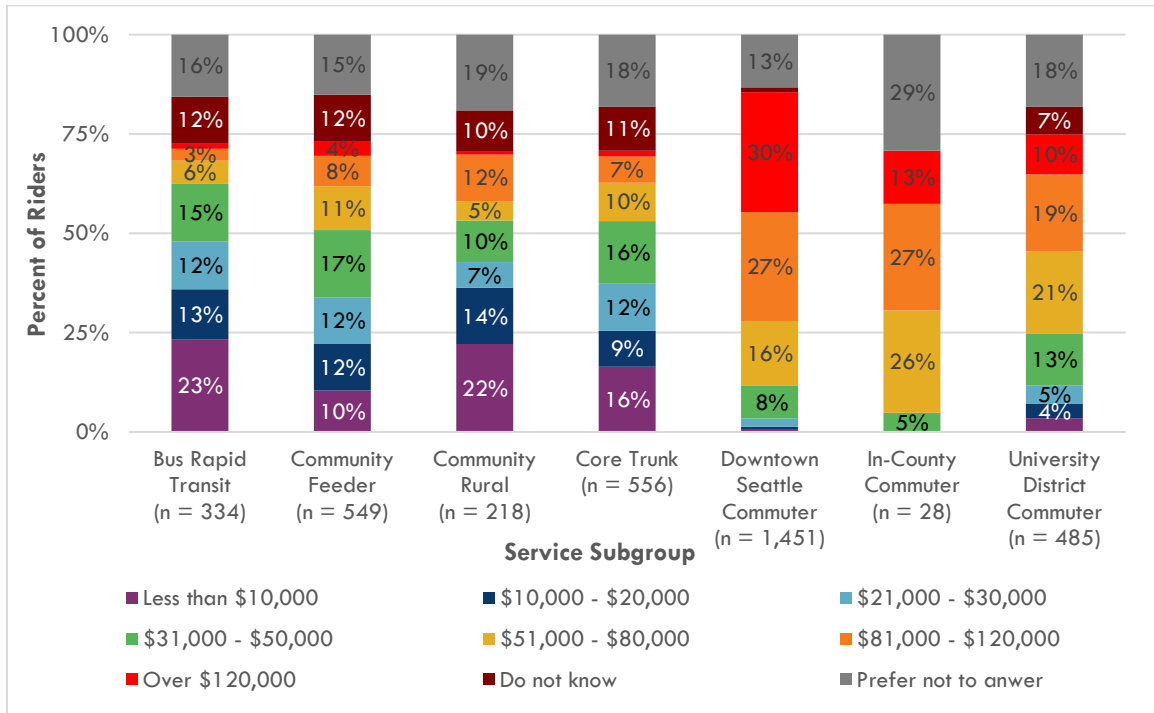


Figure 4-18 Household Income of Rider by Service Subgroup – Weekday

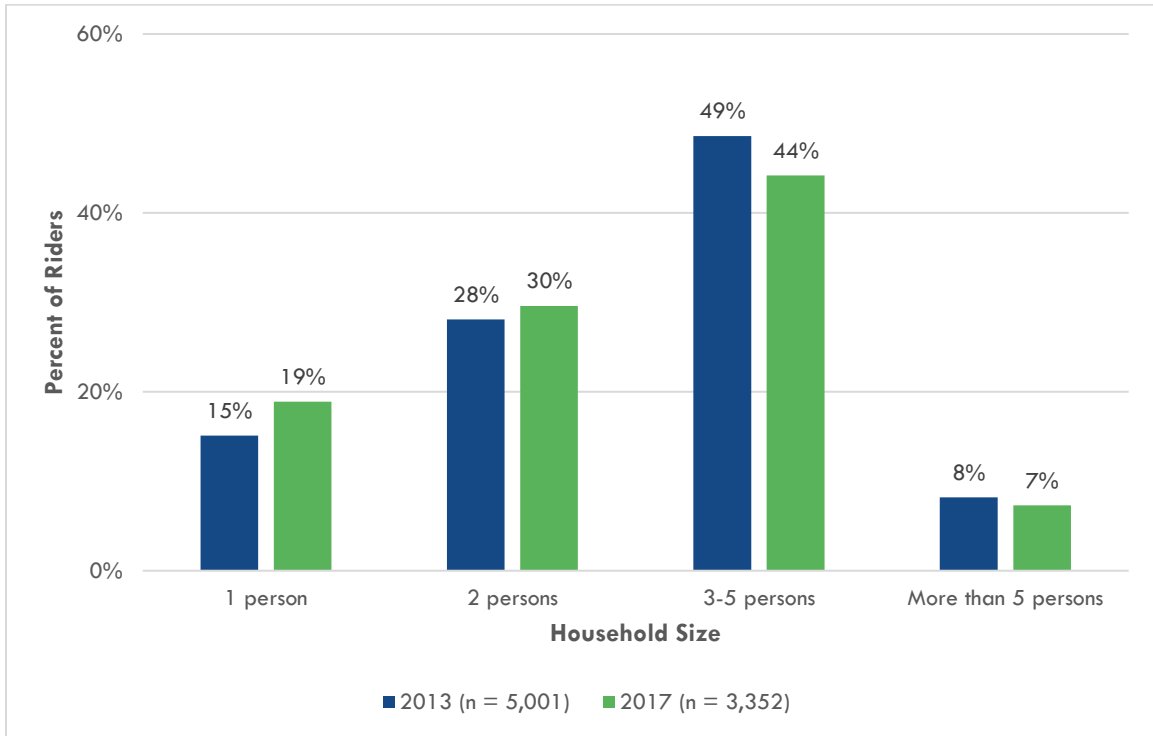


## Household Size of Rider

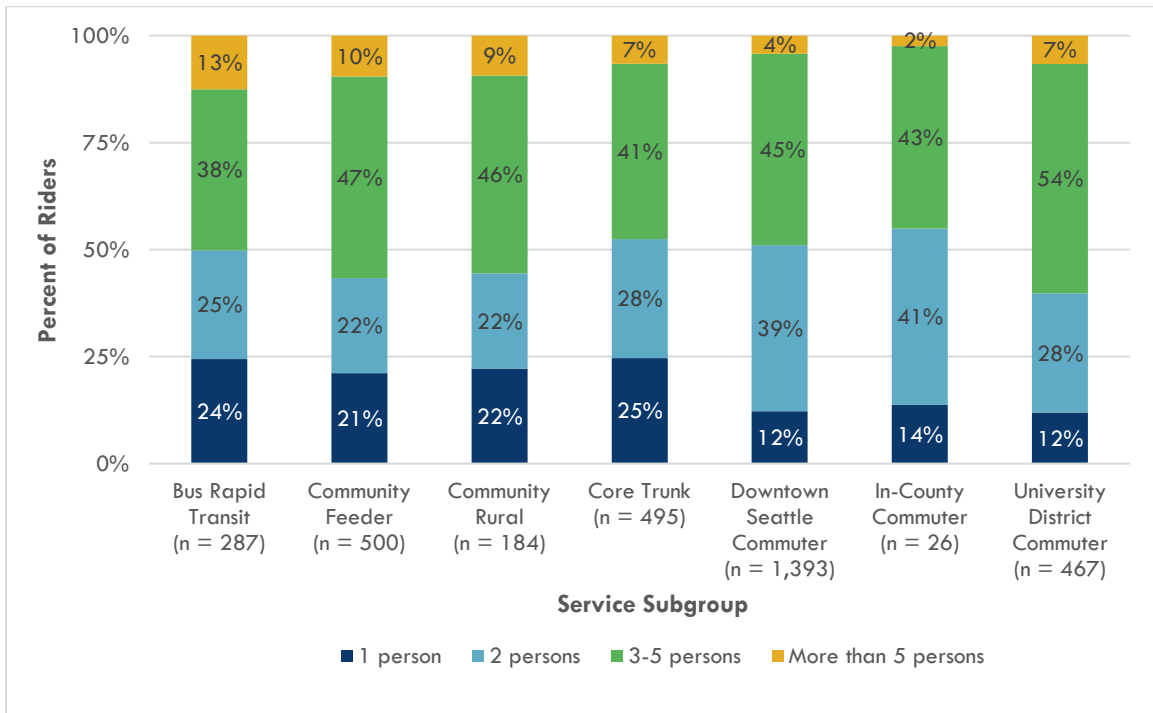
Riders were asked to state how many people were in their household. In Figure 4-19, the longitudinal comparison of household size is compared across the 2017 and 2013 surveys. Overall, the household size of Community Transit riders has gotten smaller between study periods, with less 3-5+ person households and more 1-2 person households. In 2017, the largest proportion of households are 3-5 persons (44%). Figure 4-20 shows the distribution of number of people in the riders' households is similar across Service Subgroups. Approximately half of Downtown Seattle Commuter riders and Bus Rapid Transit riders live in one or two person households.



**Figure 4-19 Household Size of Rider Time Series Analysis – Weekday**



**Figure 4-20 Household Size of Rider by Service Subgroup – Weekday**



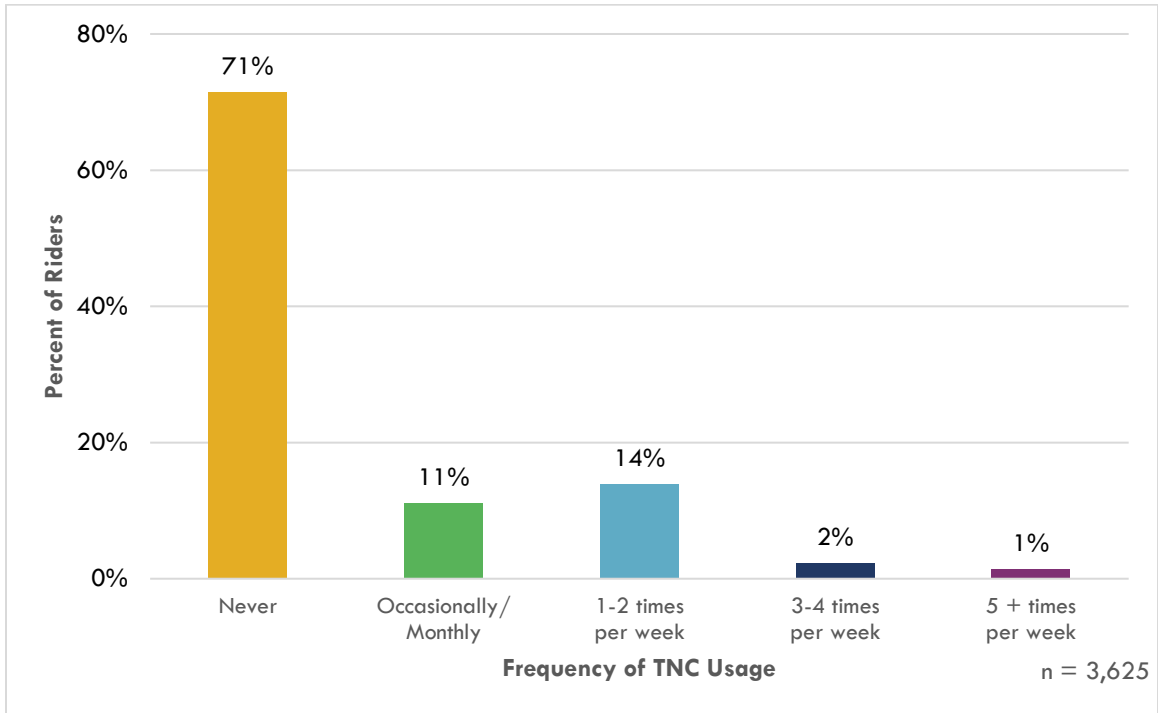


## Transportation Network Company Usage

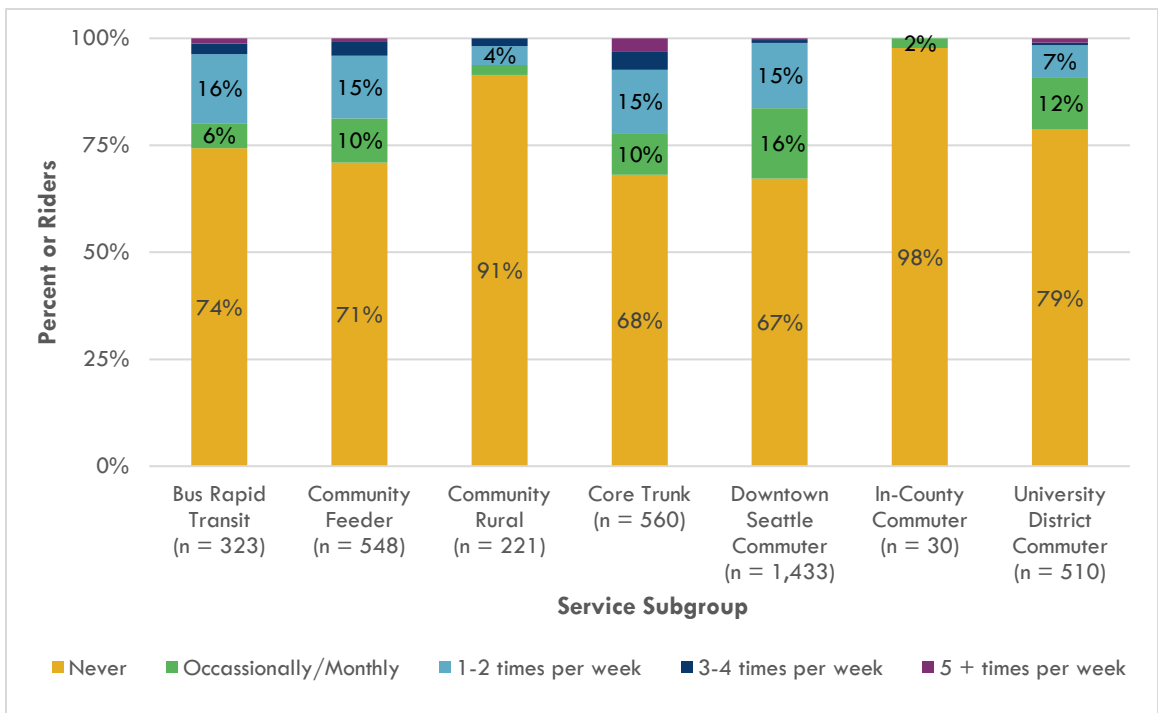
Riders were asked how often they used transportation network companies (TNCs), such as Lyft and Uber. Overall, 71% of Community Transit Riders do not use Lyft/Uber (Figure 4-21). Across Service Subgroups, as seen in Figure 4-22, the large majority of Community Transit riders do not utilize TNCs. The largest proportion of riders use TNCs occasionally up to 2 times per week on Downtown Seattle Commuter (31%).



**Figure 4-21 Transportation Network Company Usage – Weekday**



**Figure 4-22 Transportation Network Company Usage by Service Subgroup – Weekday**



## Saturday

### Introduction

Similar to Weekday riders, most Saturday riders:

- Pay adult fare (71%),
- Use an ORCA Card (66%). However, nearly one-third of Saturday riders pay cash,
- Have been riding Community Transit for over a year (73%),
- Board Community Transit buses less than 11 times per week (78%),
- Are between the ages of 25 and 64 (61%),
- Are male (58%),
- Are White/Caucasian (54%) and there has been a growth in diversity,
- Speak English (72%),
- Have a household income of \$50,000 or less (58%), and
- Do not use Lyft/Uber (70%).



## Fare Type

Figure 4-23 Fare Type – Saturday

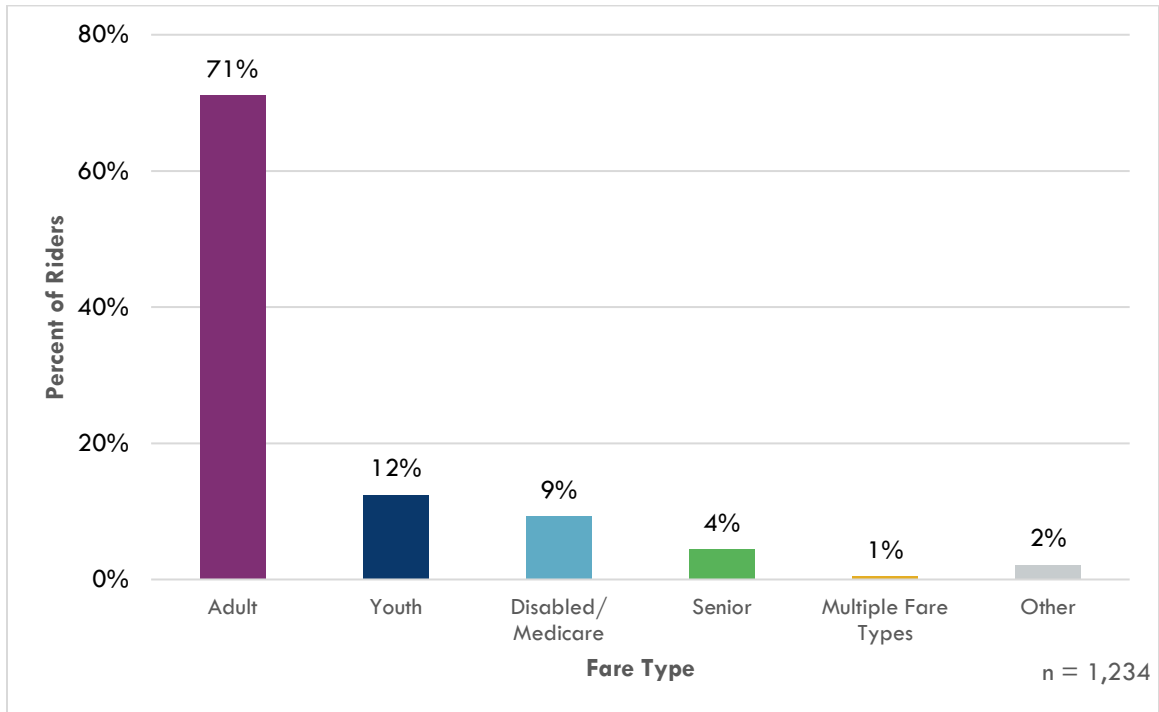
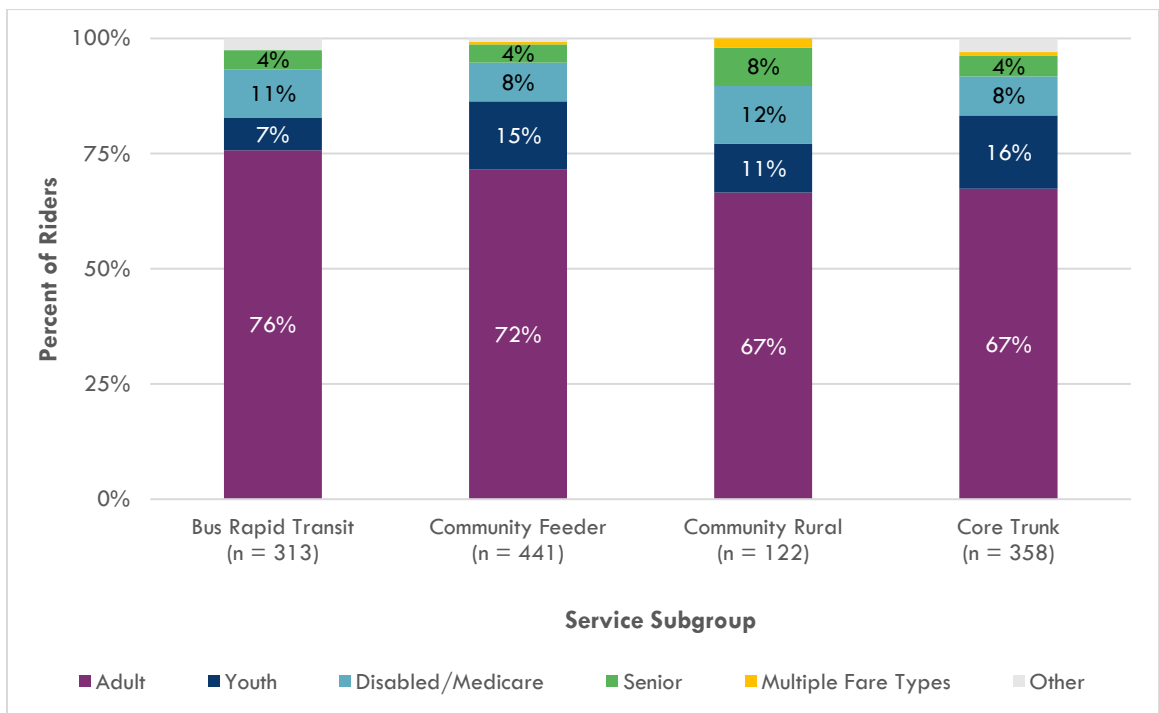


Figure 4-24 Fare Type by Service Subgroup – Saturday



## Fare Media

Figure 4-25 Fare Media – Saturday

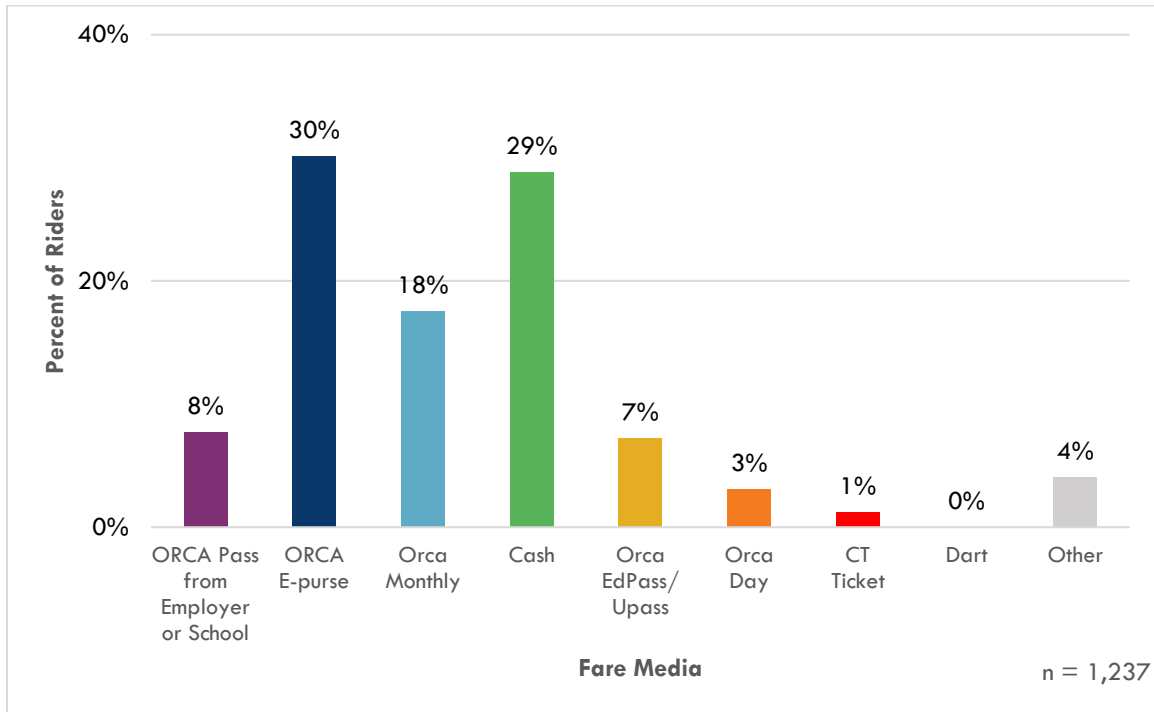
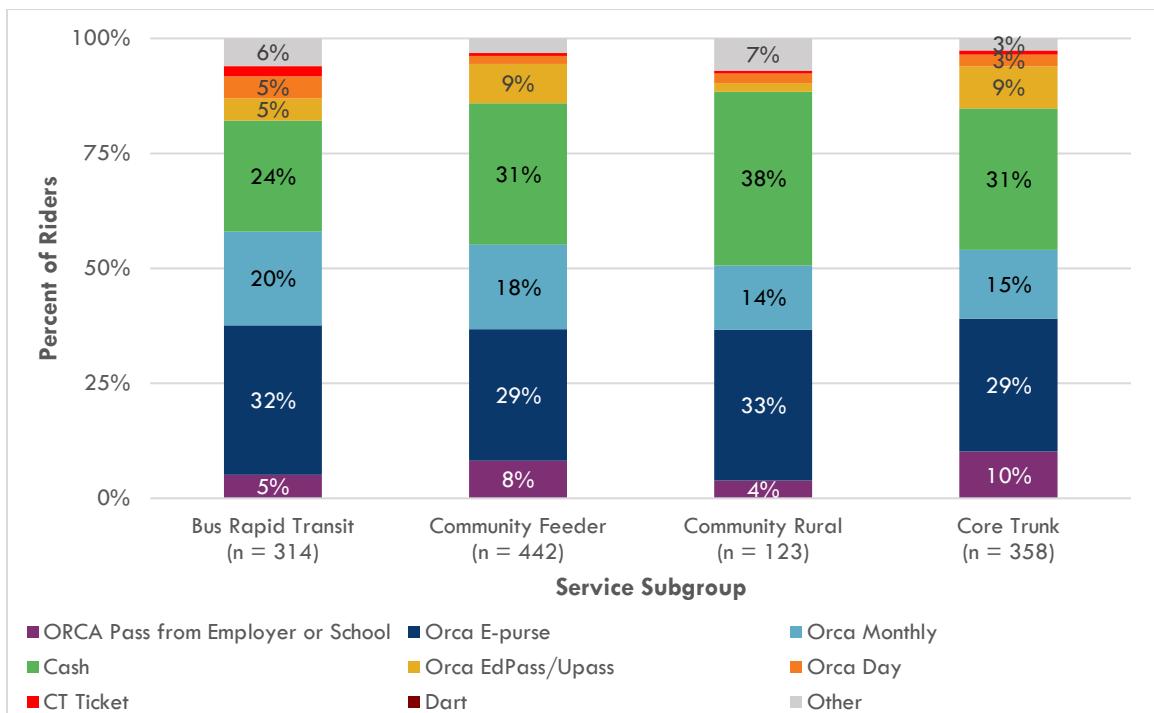


Figure 4-26 Fare Media by Service Subgroup – Saturday



## Ridership Tenure

Figure 4-27 Ridership Tenure Time Series Analysis – Saturday

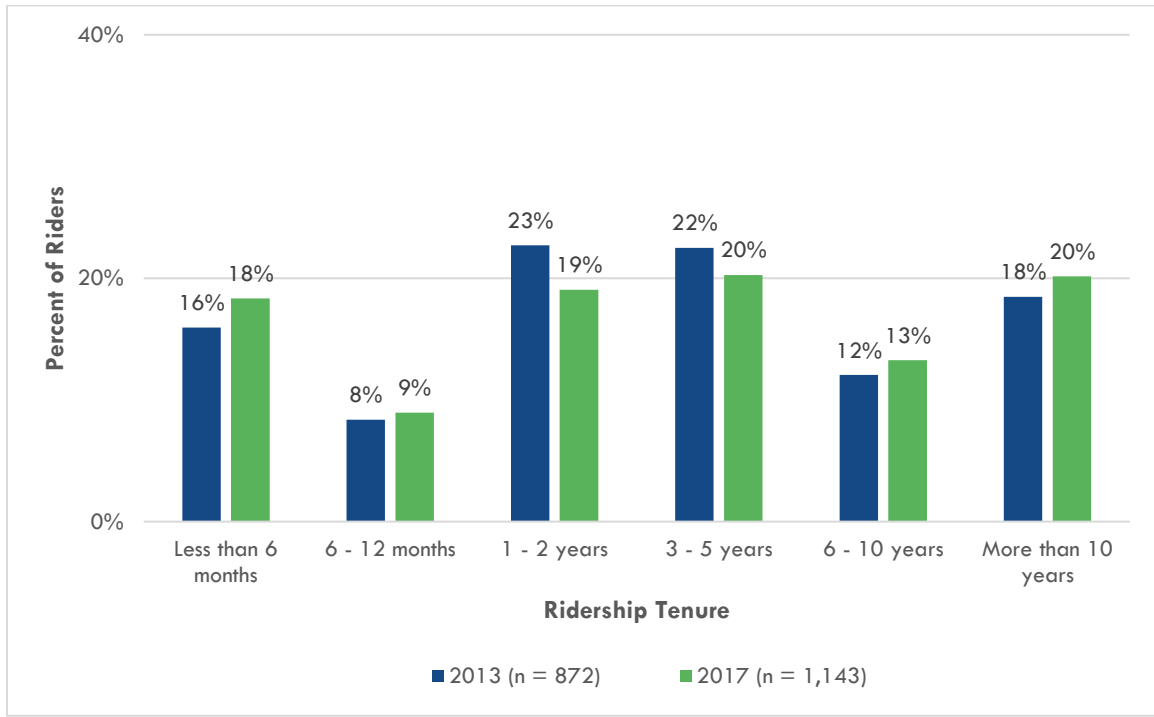
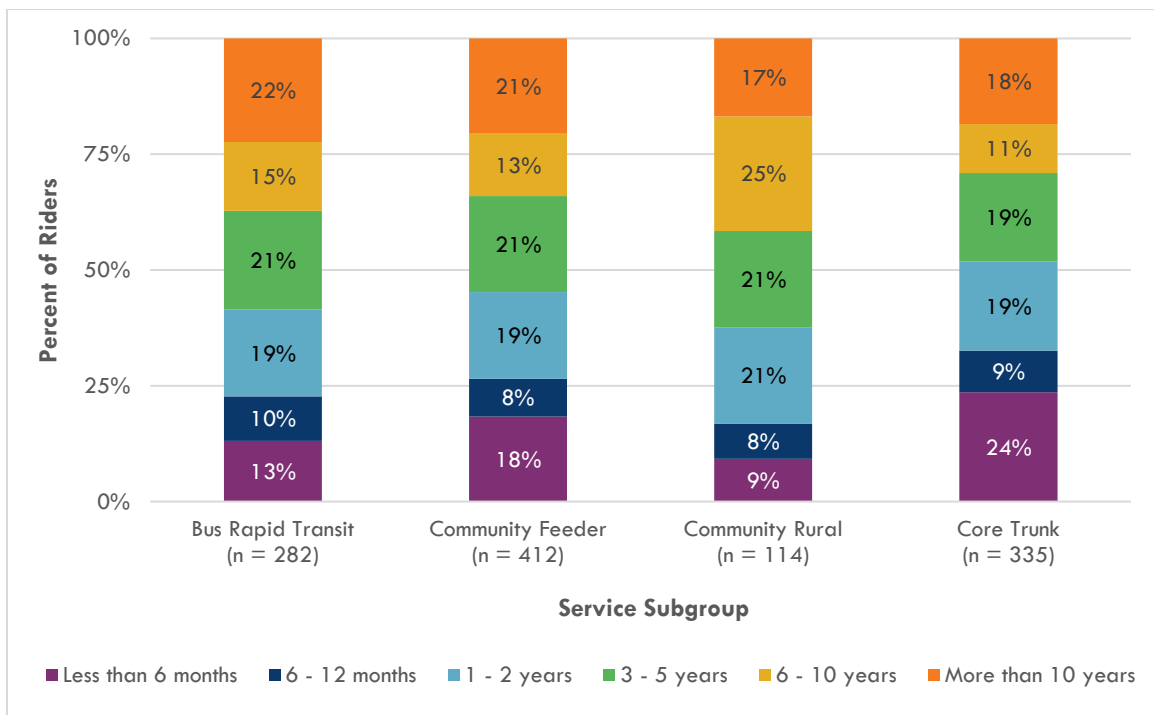


Figure 4-28 Ridership Tenure by Service Subgroup – Saturday



### Trip Frequency

Figure 4-29 Trip Frequency – Saturday

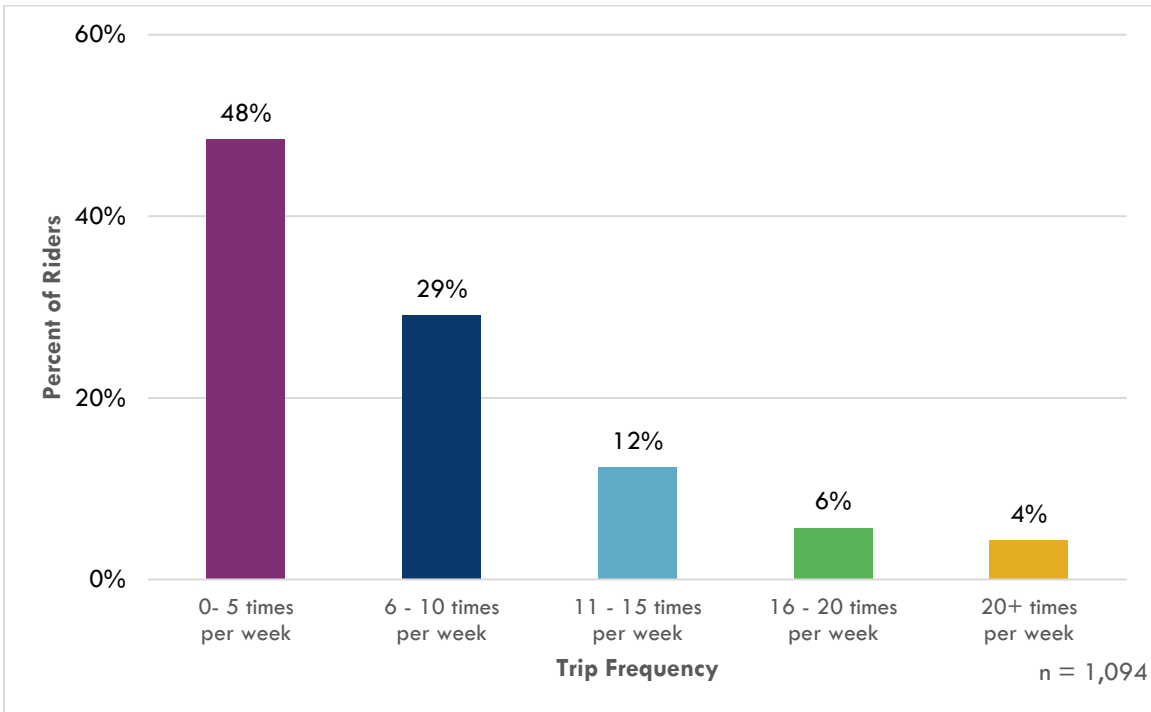
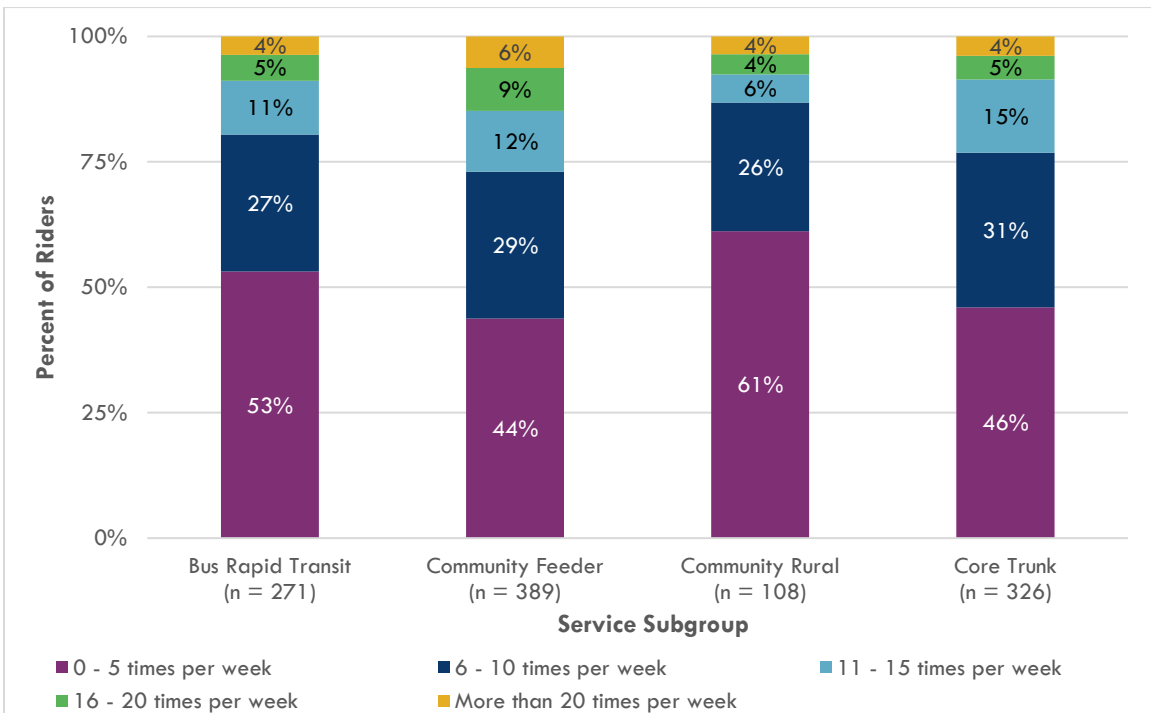


Figure 4-30 Trip Frequency by Service Subgroup – Saturday



## Age of Rider

Figure 4-31 Age of Rider Time Series Analysis – Saturday

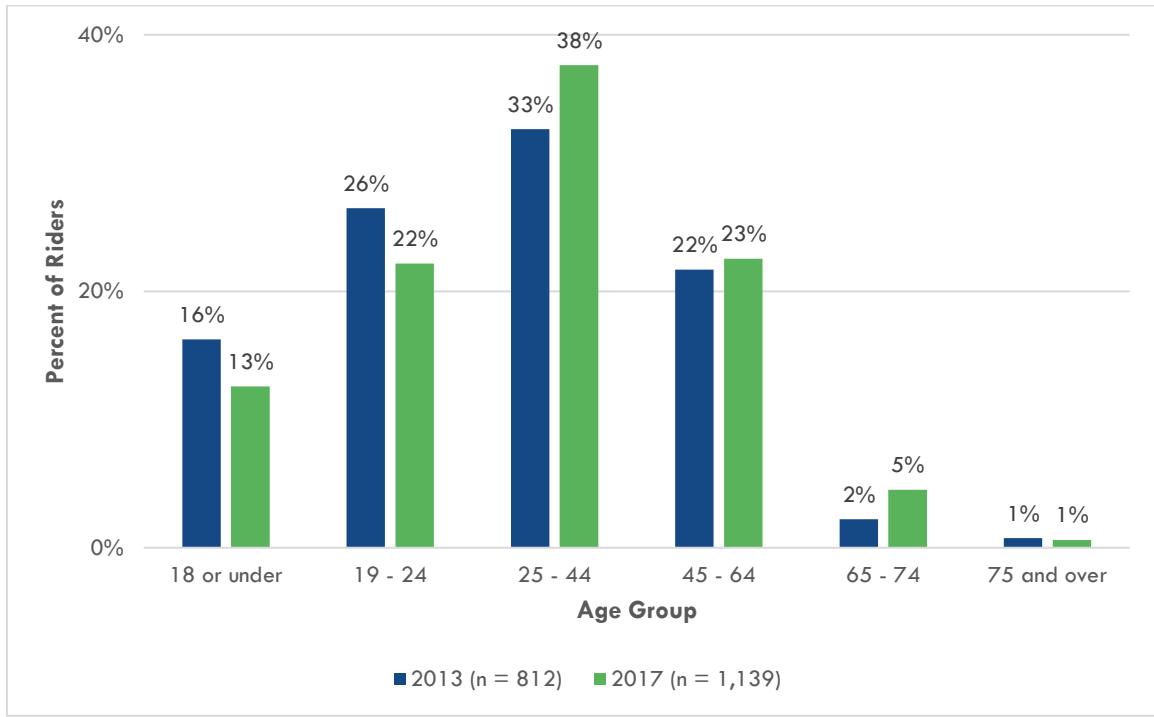
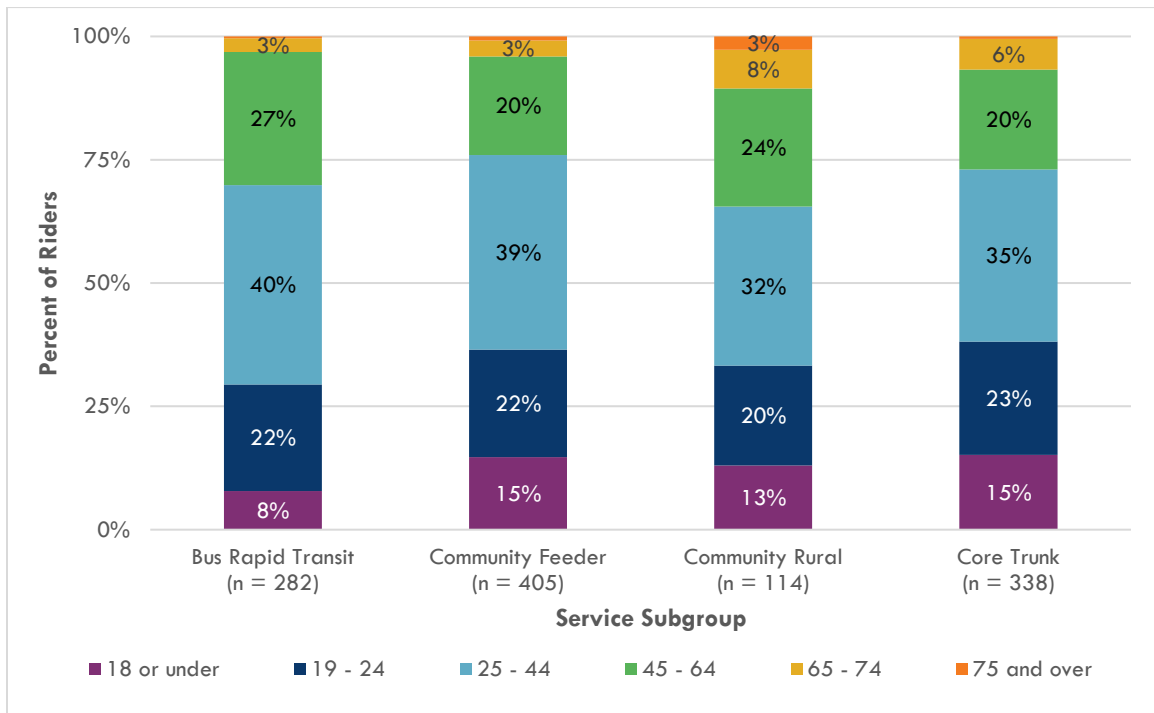


Figure 4-32 Age of Rider by Service Subgroup – Saturday





## Gender of Rider

Figure 4-33 Gender of Rider Time Series Analysis – Saturday

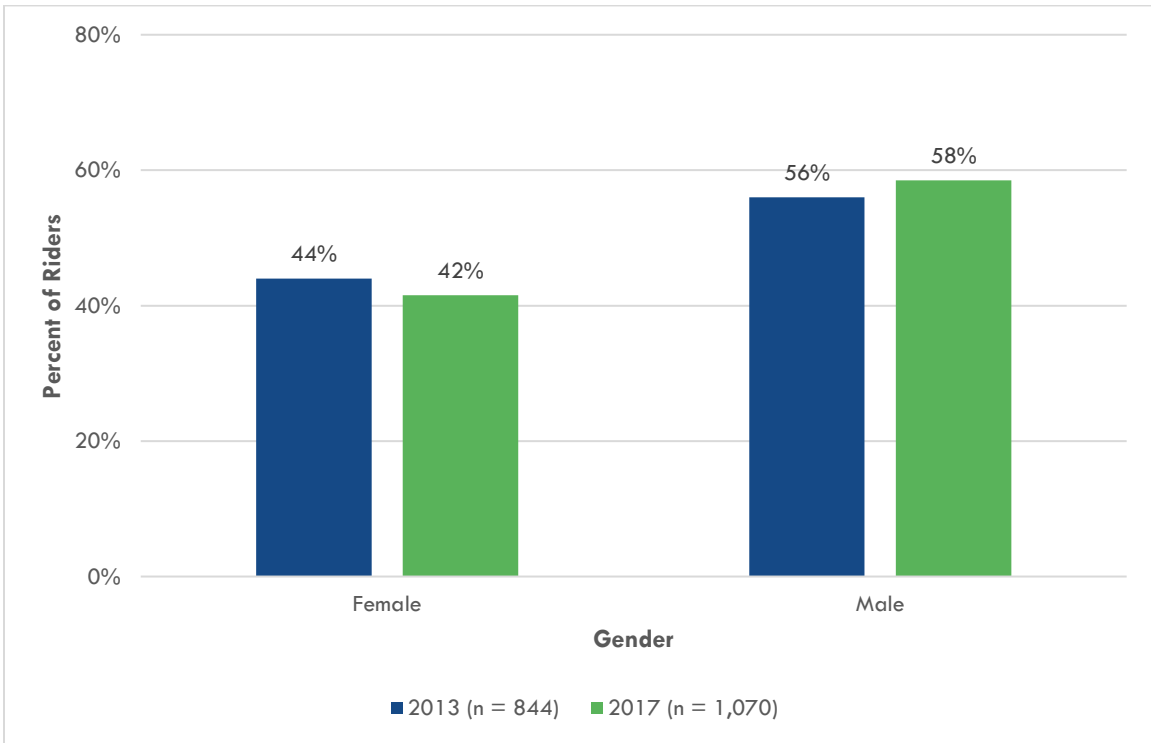
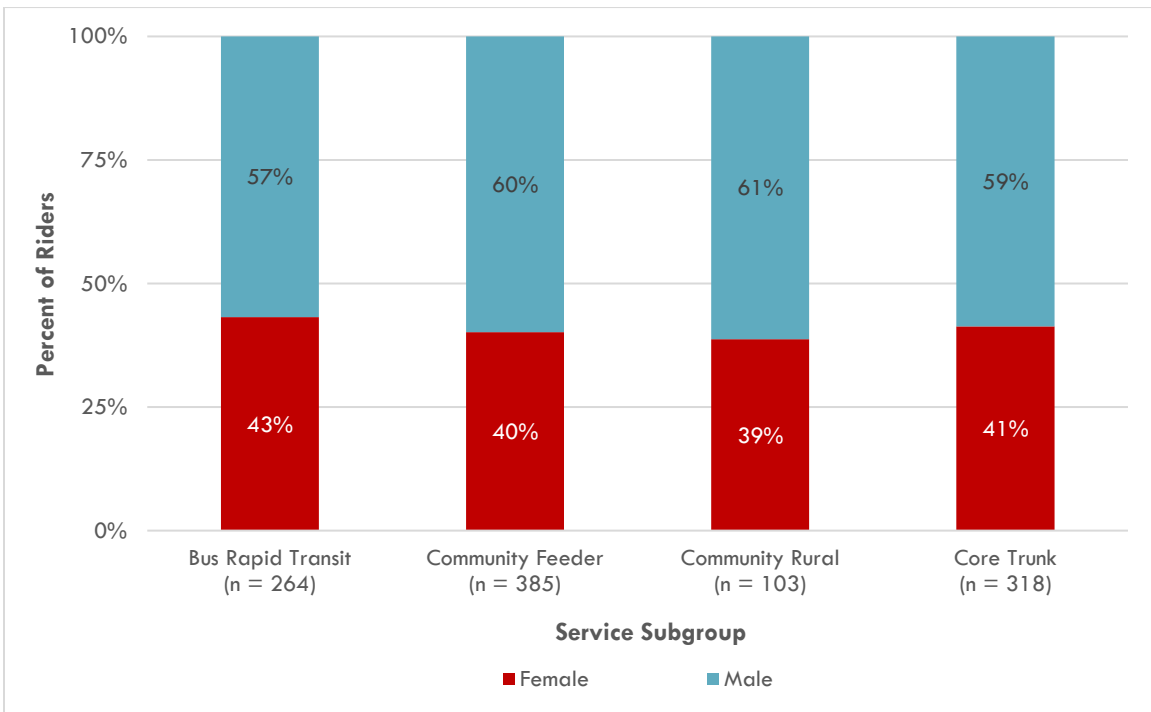


Figure 4-34 Gender of Rider by Service Subgroup – Saturday



### Ethnicity of Rider

Figure 4-35 Ethnicity of Rider Time Series Analysis – Saturday

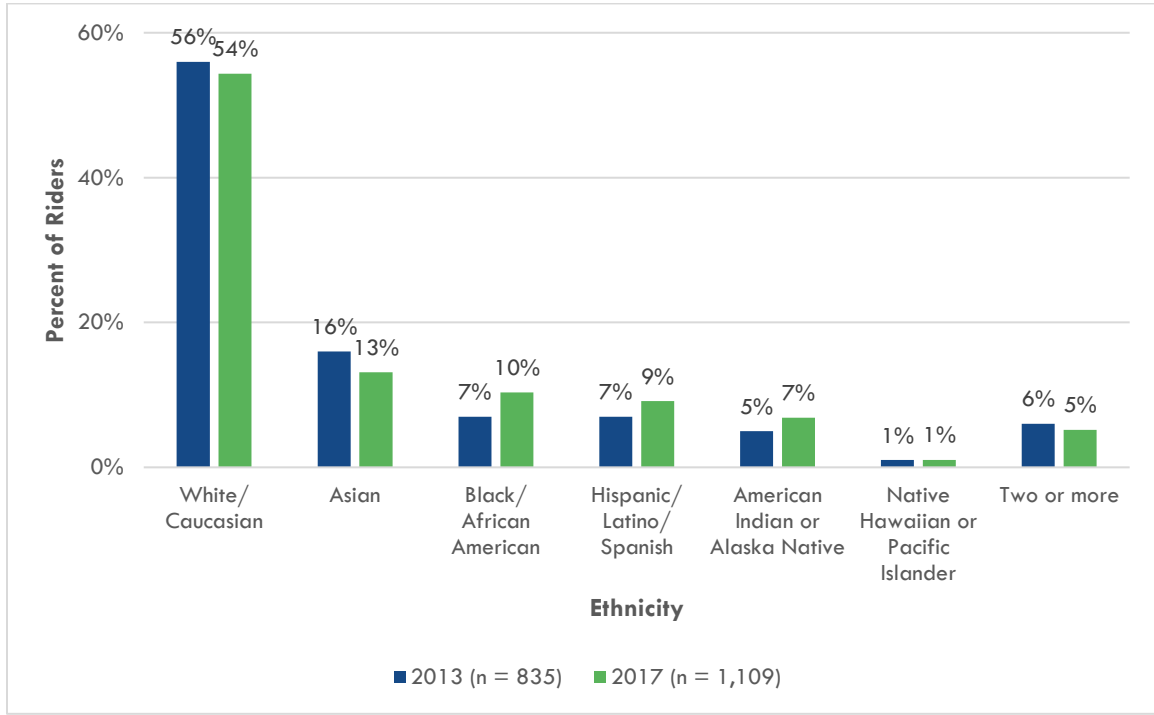
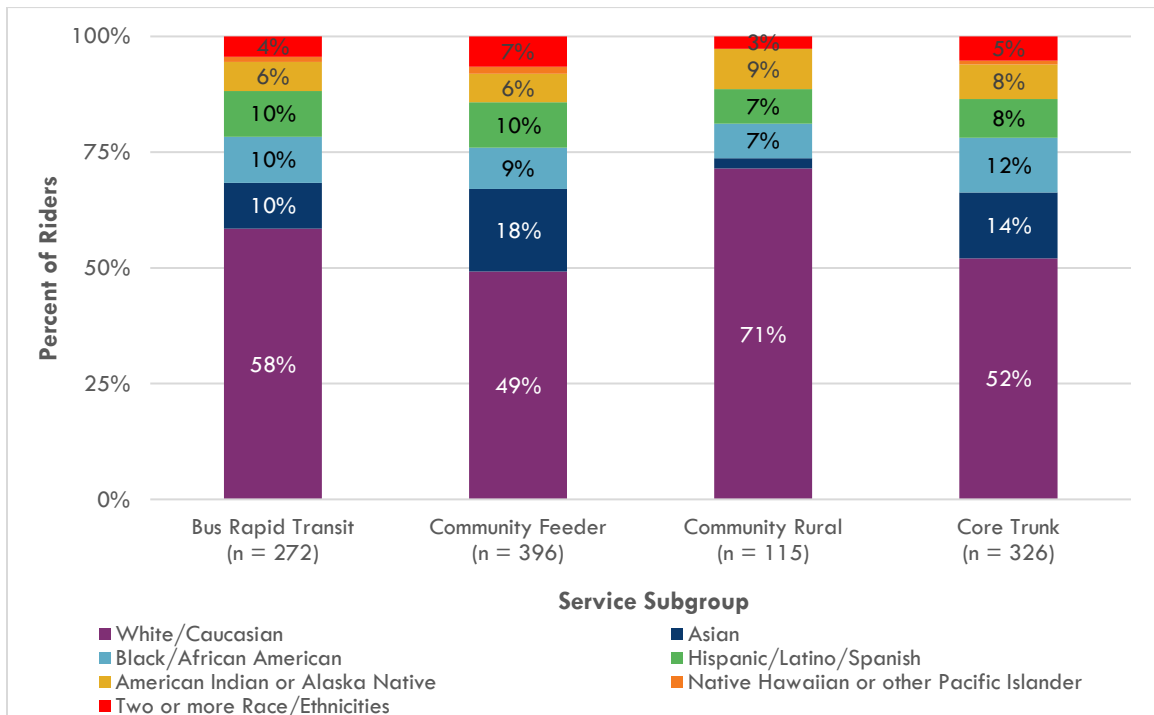


Figure 4-36 Ethnicity of Rider by Service Subgroup – Saturday



### Primary Language Spoken by Rider

Figure 4-37 Primary Language Spoken by Rider Time Series Analysis – Saturday

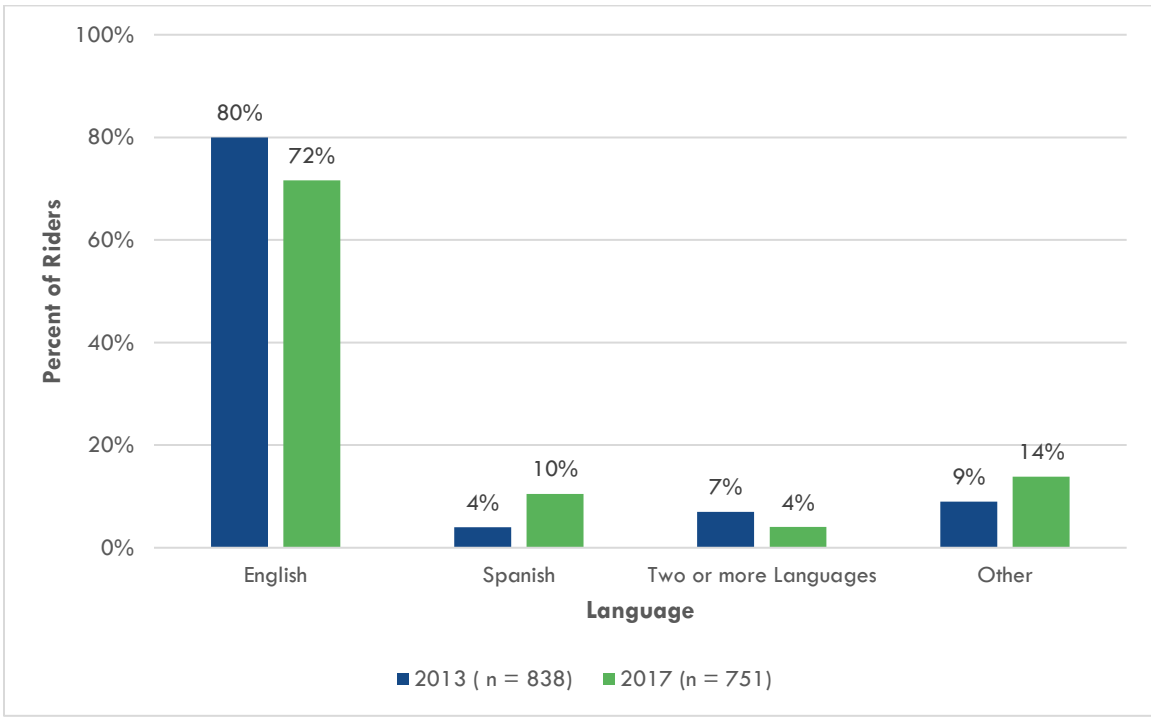
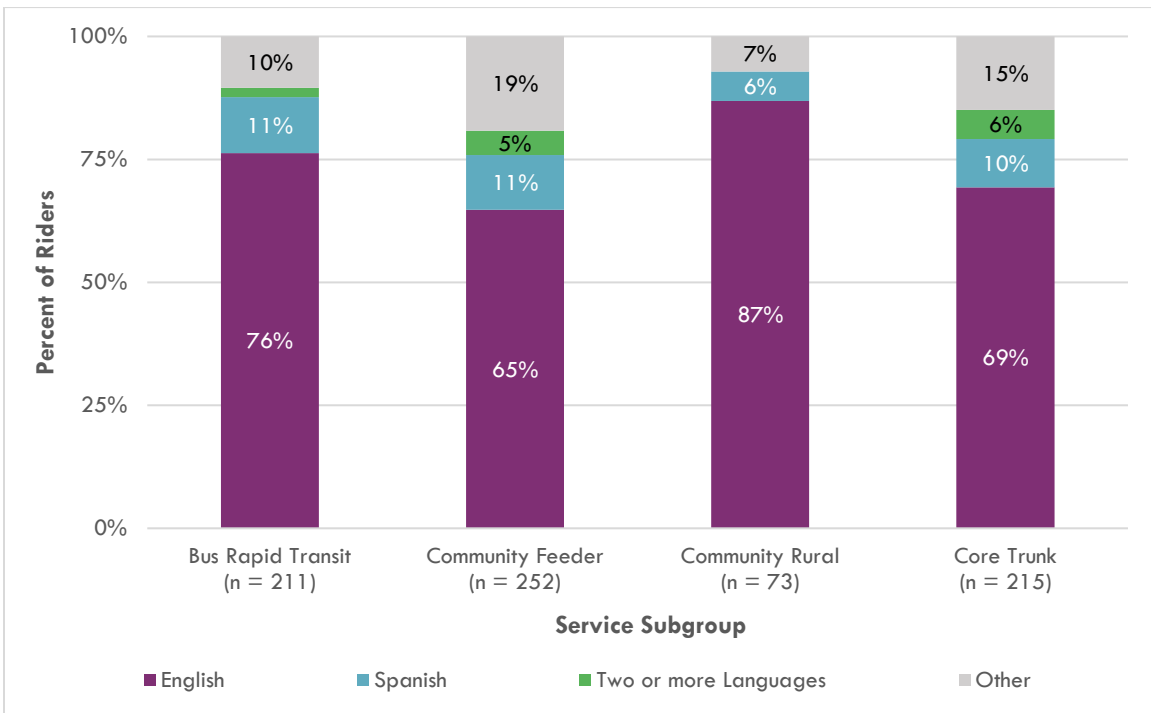


Figure 4-38 Primary Language Spoken by Rider by Service Subgroup – Saturday



### Household Income of Rider

Figure 4-39 Household Income of Rider Time Series Analysis – Saturday

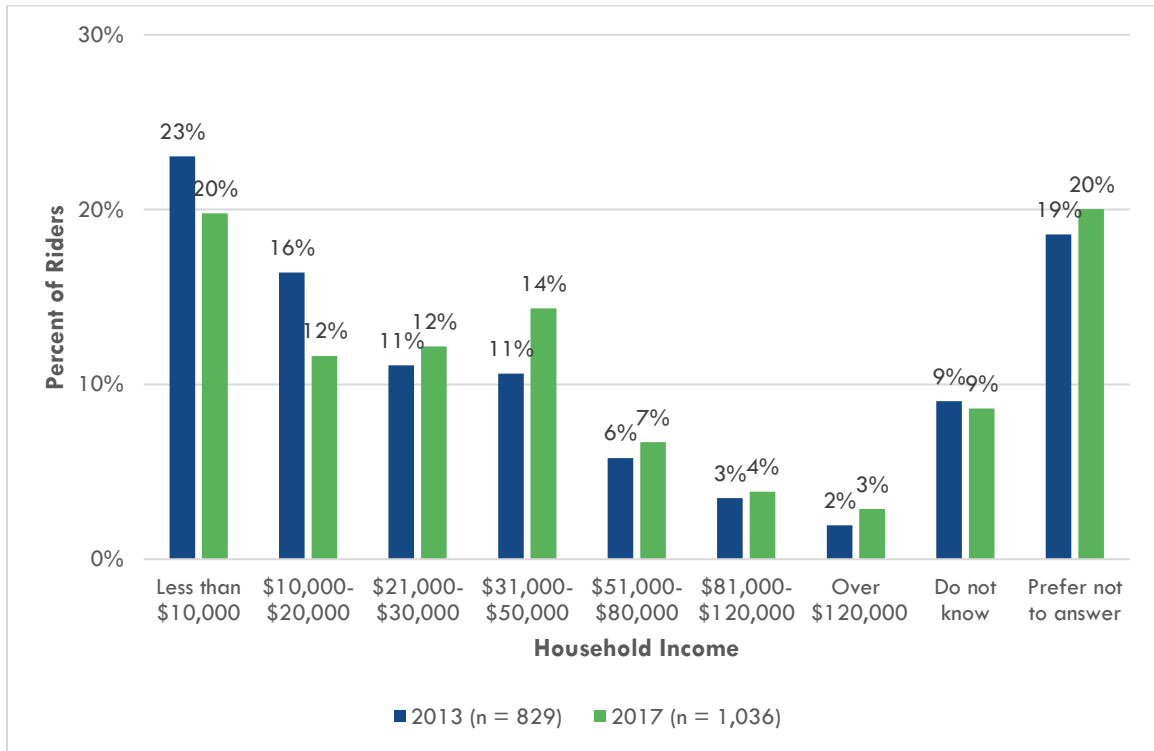
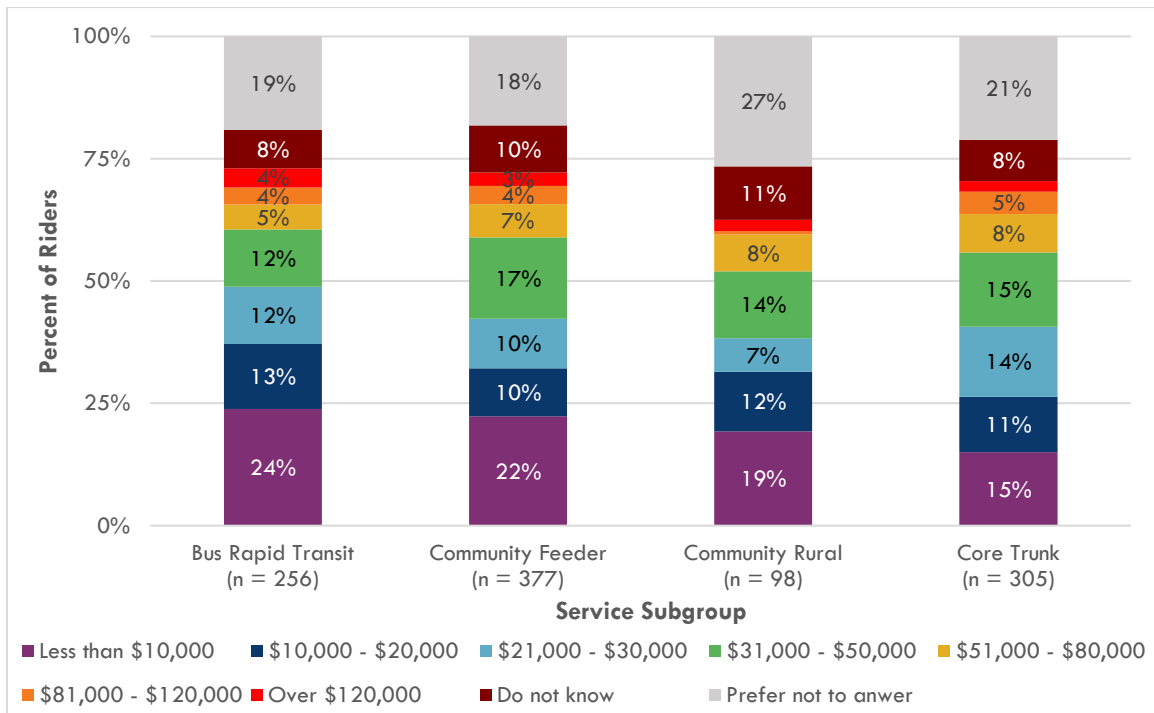


Figure 4-40 Household Income of Rider by Service Subgroup – Saturday



### Household Size of Rider

Figure 4-41 Household Size of Rider Time Series Analysis – Saturday

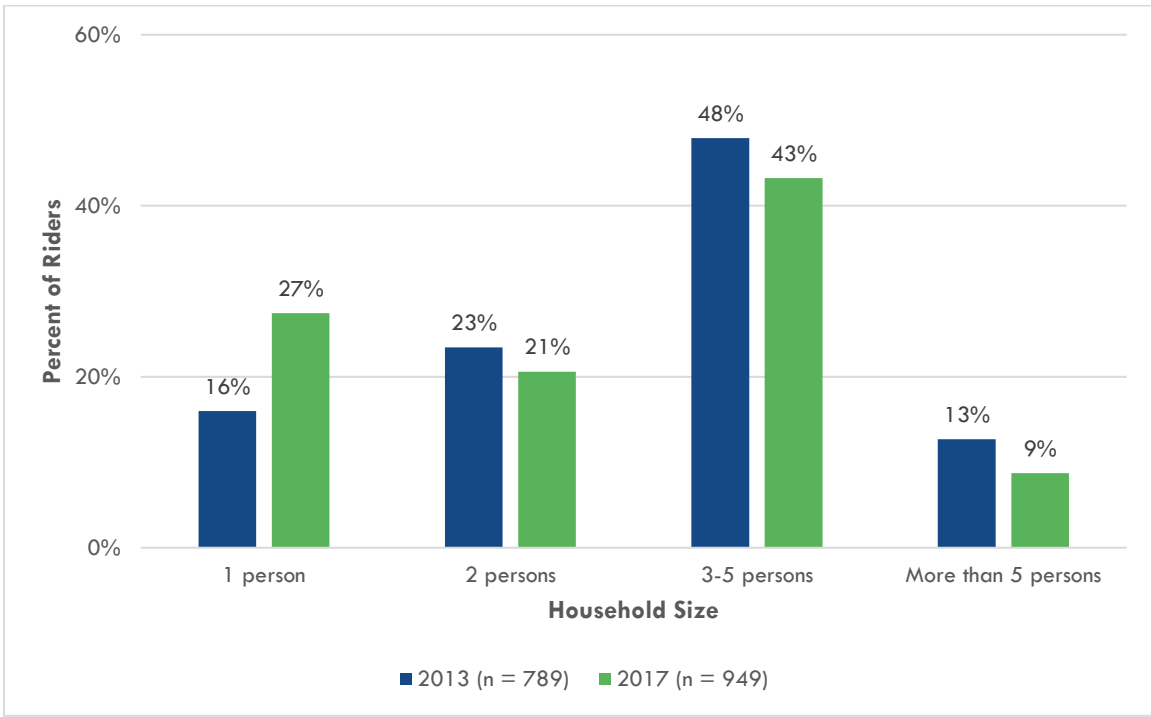
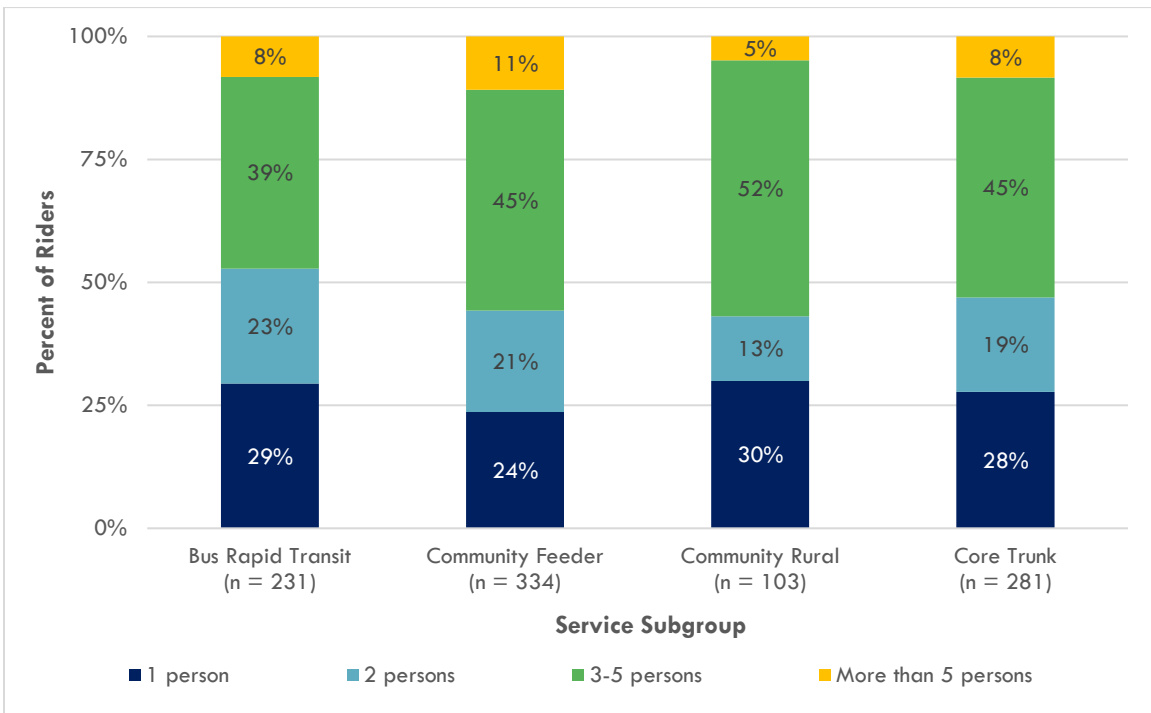


Figure 4-42 Household Size of Rider by Service Subgroup – Saturday



### Transportation Network Company Usage

Figure 4-43 Transportation Network Company Usage – Saturday

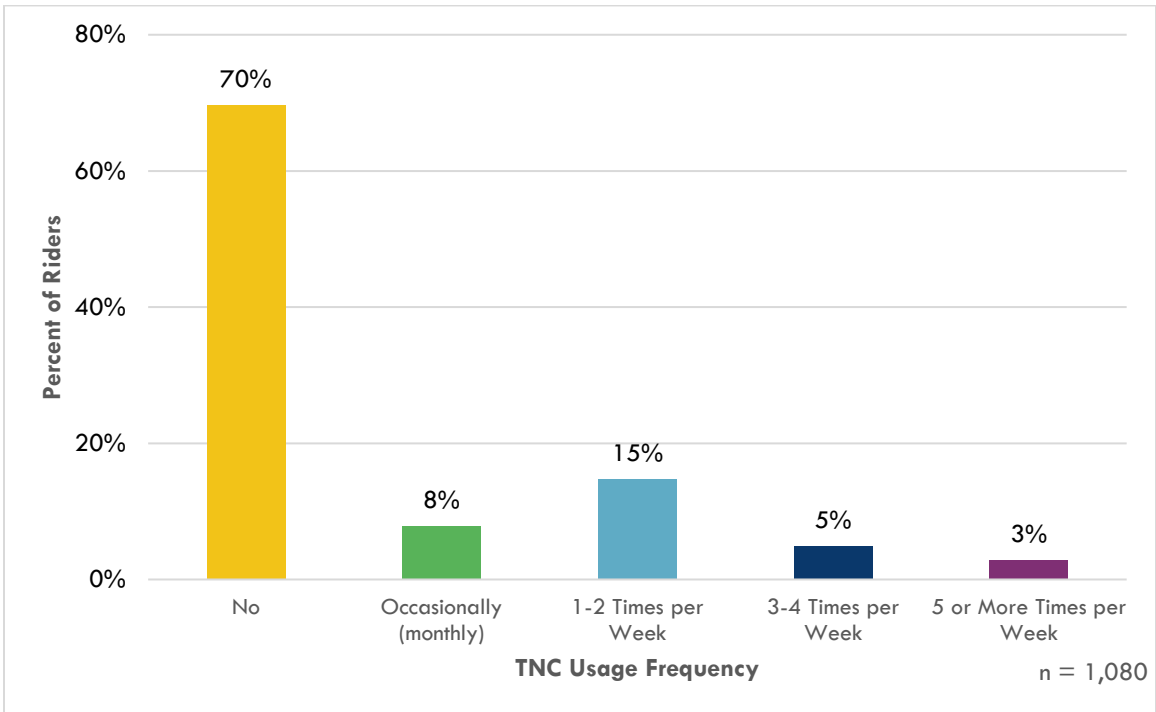
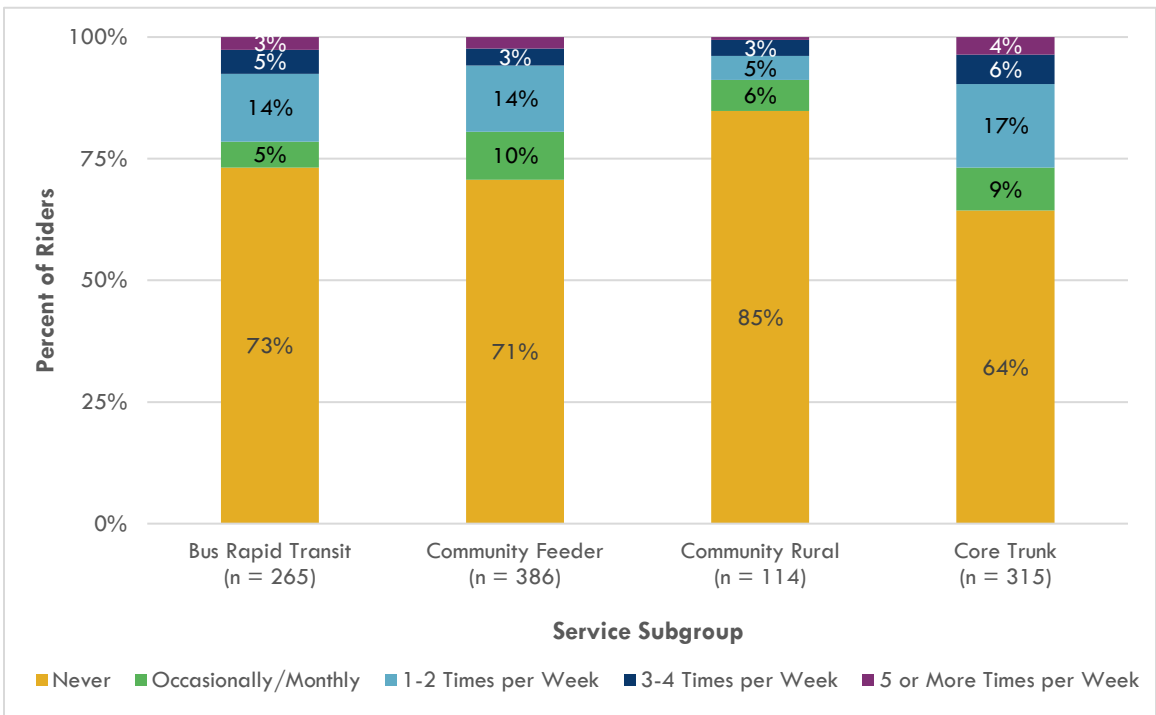


Figure 4-44 Transportation Network Company Usage by Service Subgroup – Saturday



## Sunday

### Introduction

Similar to Weekday riders, most Sunday<sup>2</sup> riders:

- Pay adult fare (75%),
- Use an ORCA Card (63%). However, about one-third of Sunday riders pay cash,
- Have been riding Community Transit for over a year (74%),
- Board Community Transit buses less than 11 times per week (79%),
- Are between the ages of 25 and 64 (58%). However, approximately one-quarter of Sunday riders are between the ages of 19 and 24,
- Are male (58%),
- Are White/Caucasian (52%),
- Speak English (71%),
- Have a household income of \$50,000 or less (61%), and
- Do not use Lyft/Uber (70%).

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<sup>2</sup> There was no Sunday service provided in 2013, therefore no time series analysis was conducted for Sunday riders.



## Fare Type

Figure 4-45 Fare Type – Sunday

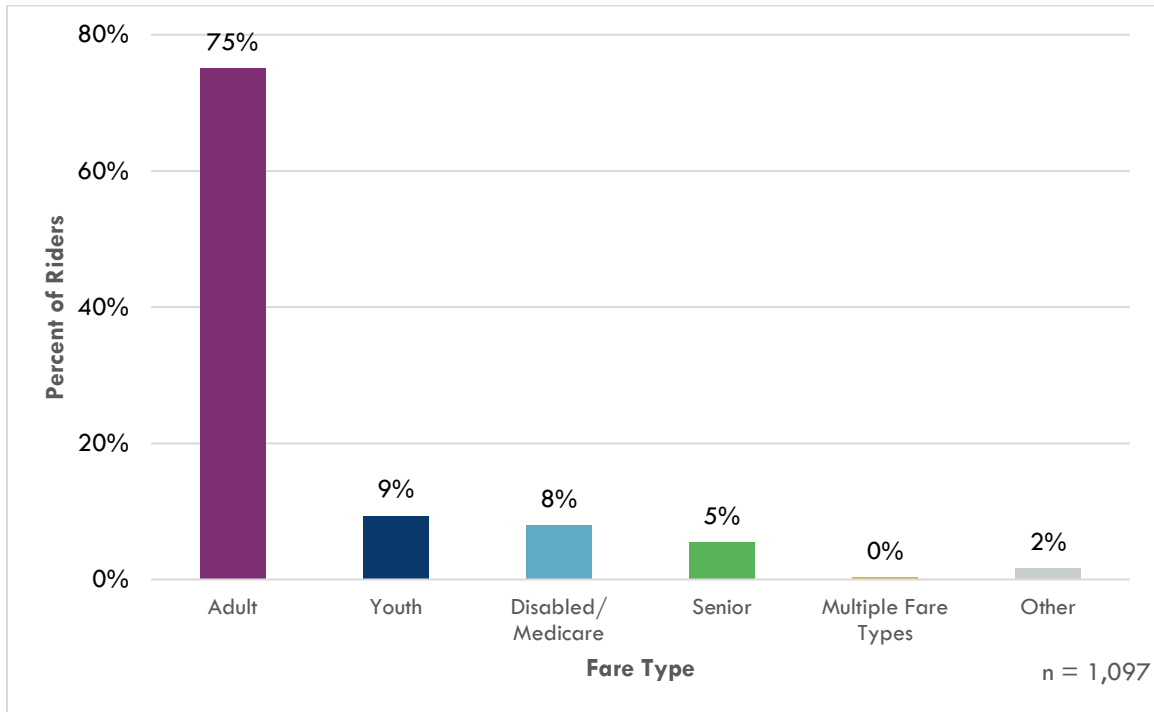
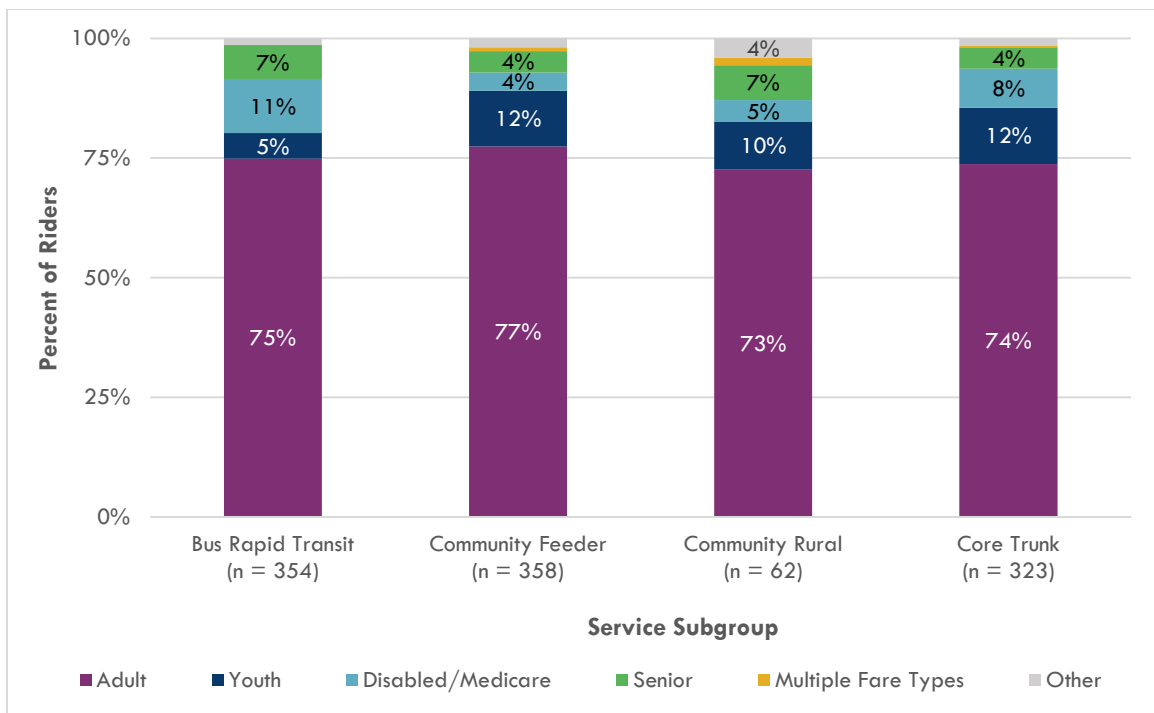


Figure 4-46 Fare Type by Service Subgroup – Sunday





## Fare Media

Figure 4-47 Fare Media – Sunday

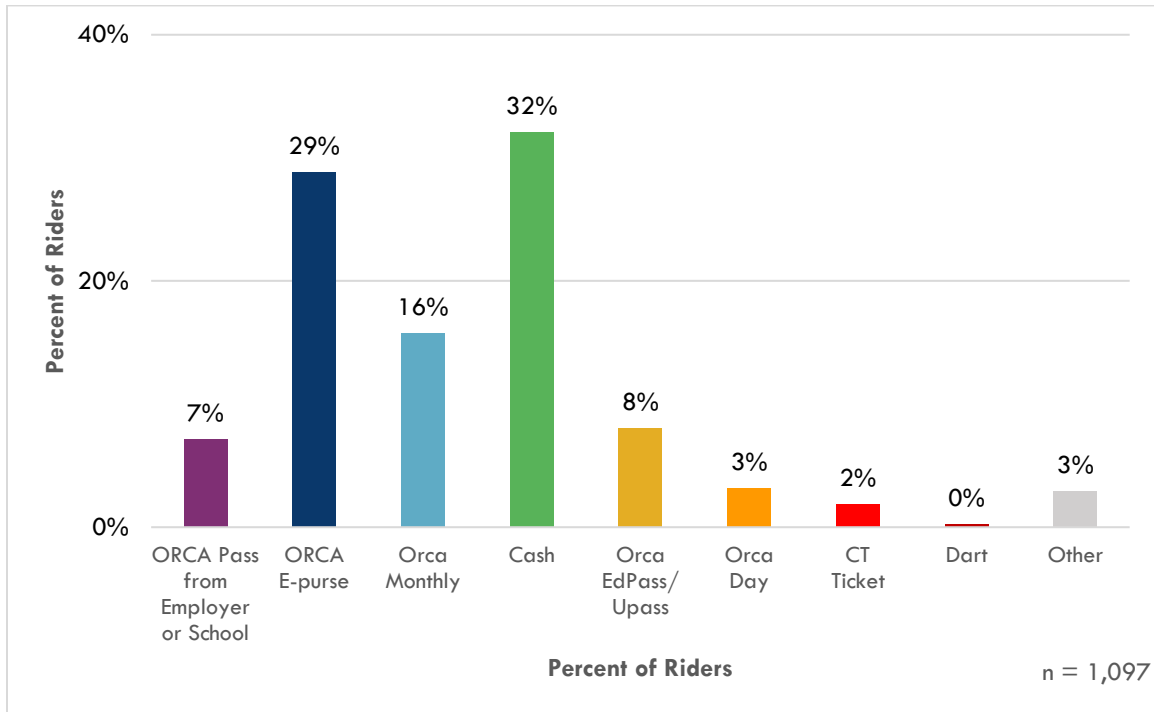
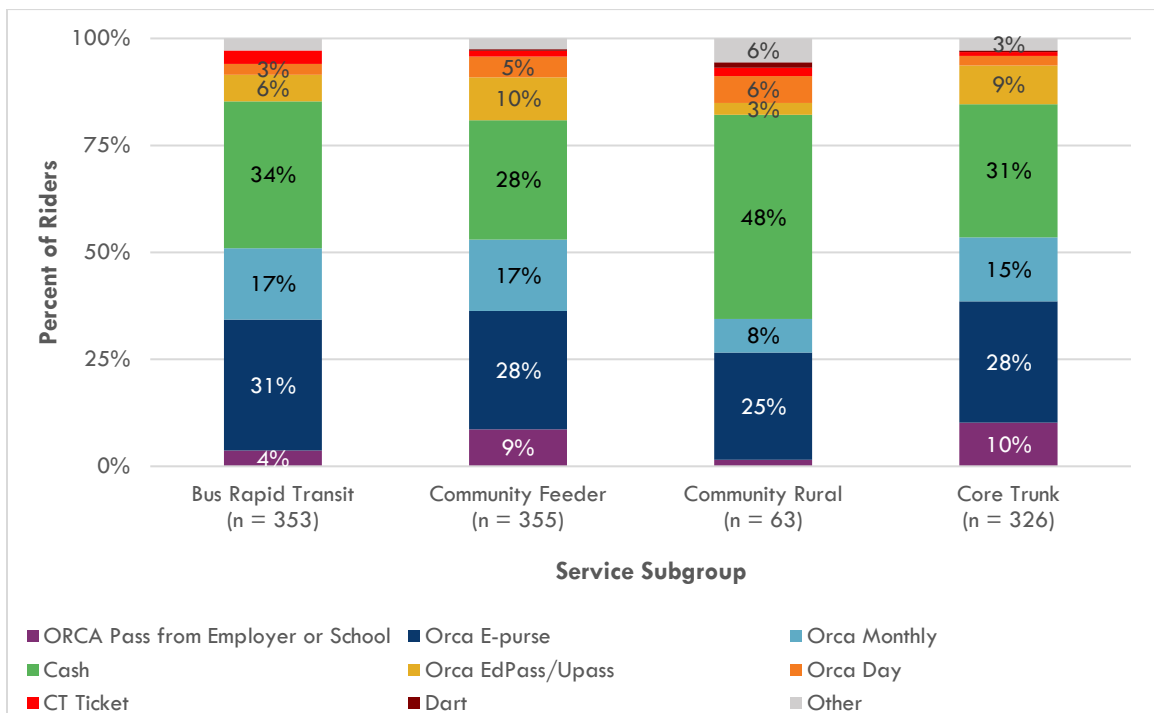


Figure 4-48 Fare Media by Service Subgroup – Sunday



## Ridership Tenure

Figure 4-49 Ridership Tenure – Sunday

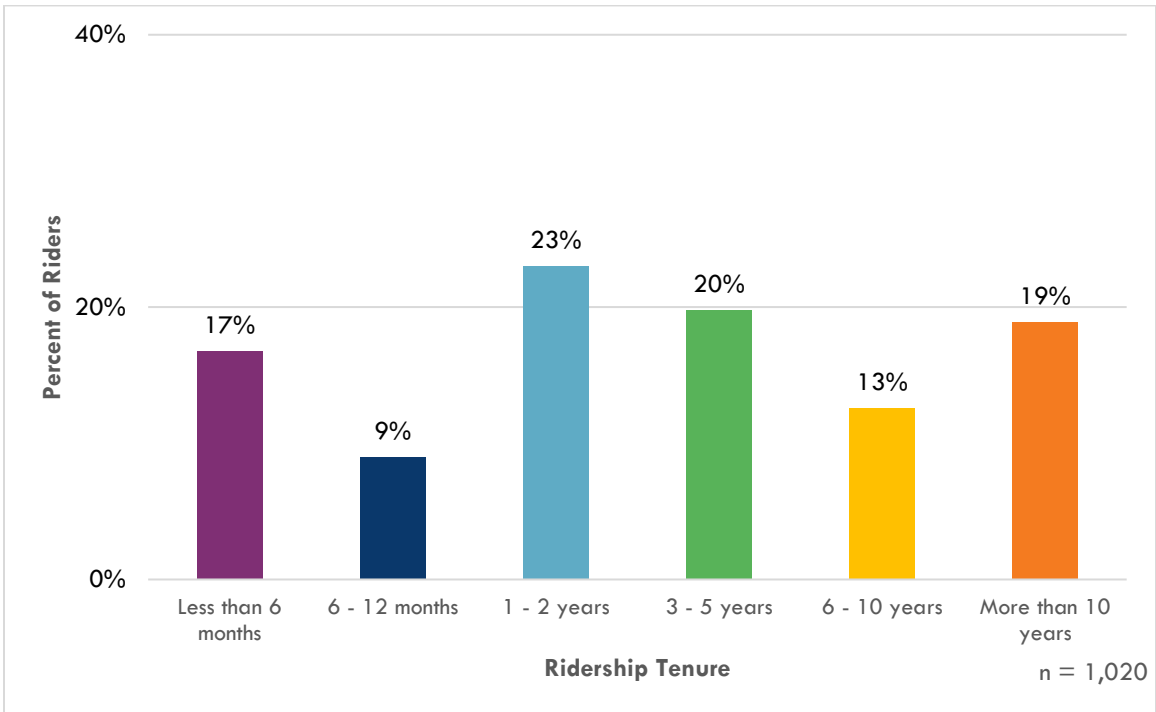
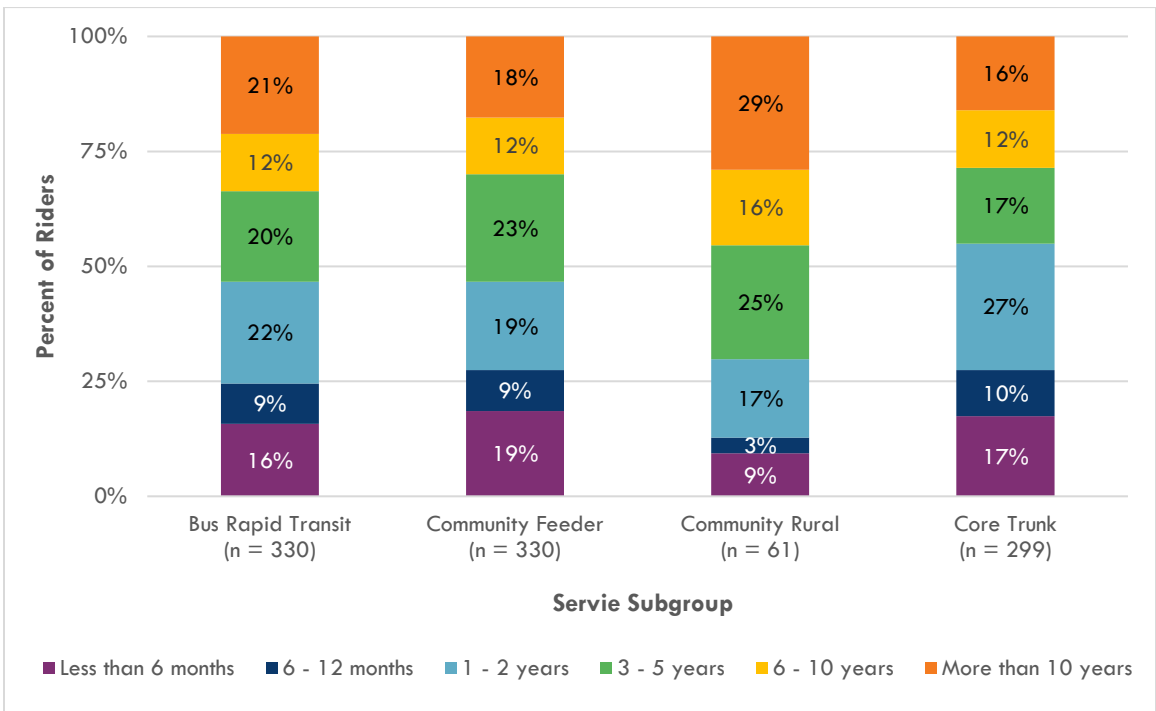


Figure 4-50 Ridership Tenure by Service Subgroup – Sunday



### Trip Frequency

Figure 4-51 Trip Frequency – Sunday

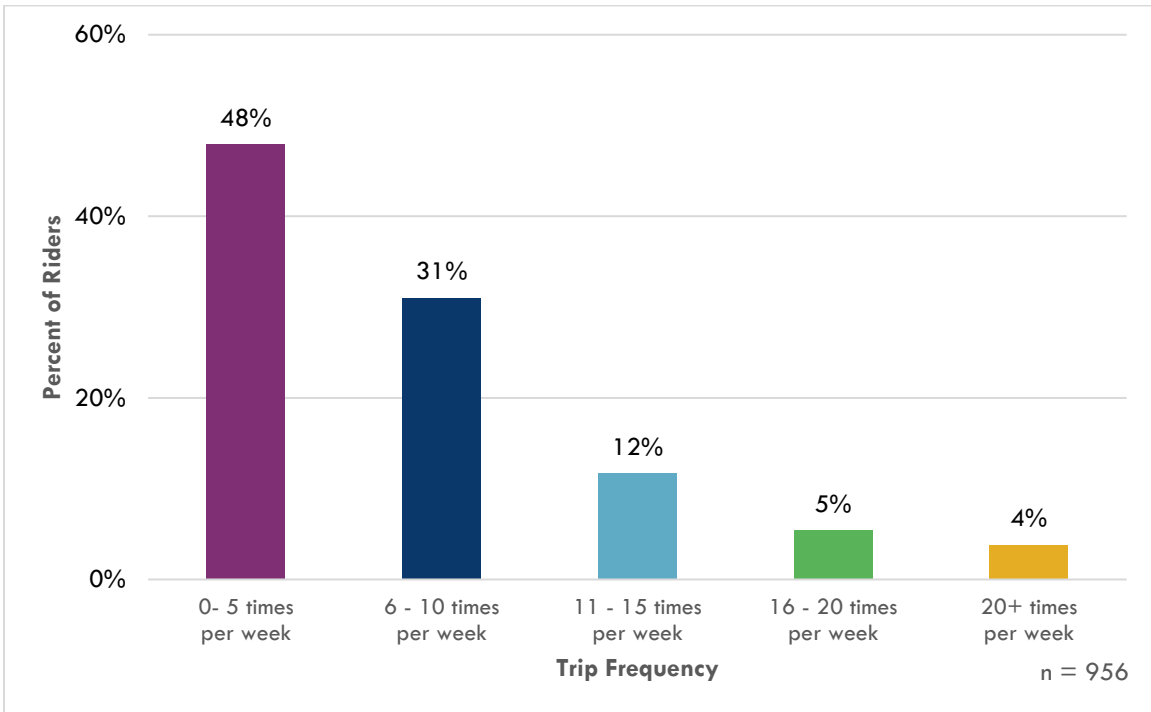
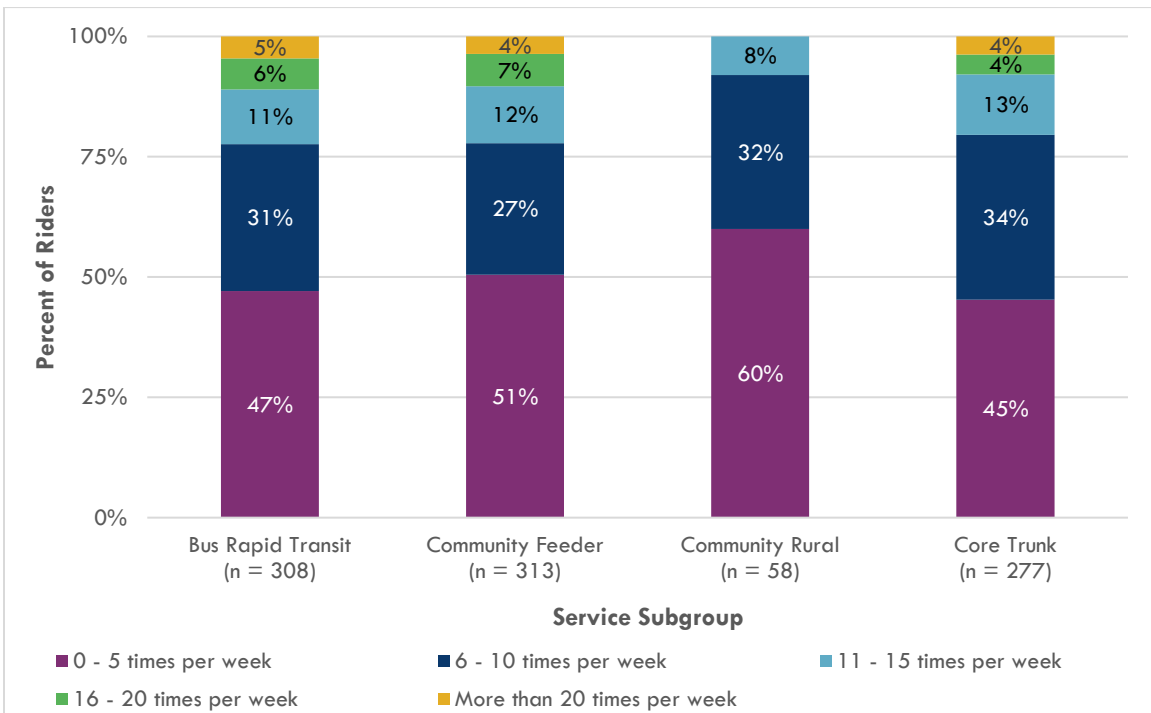


Figure 4-52 Trip Frequency by Service Subgroup – Sunday



## Age of Rider

Figure 4-53 Age of Rider – Sunday

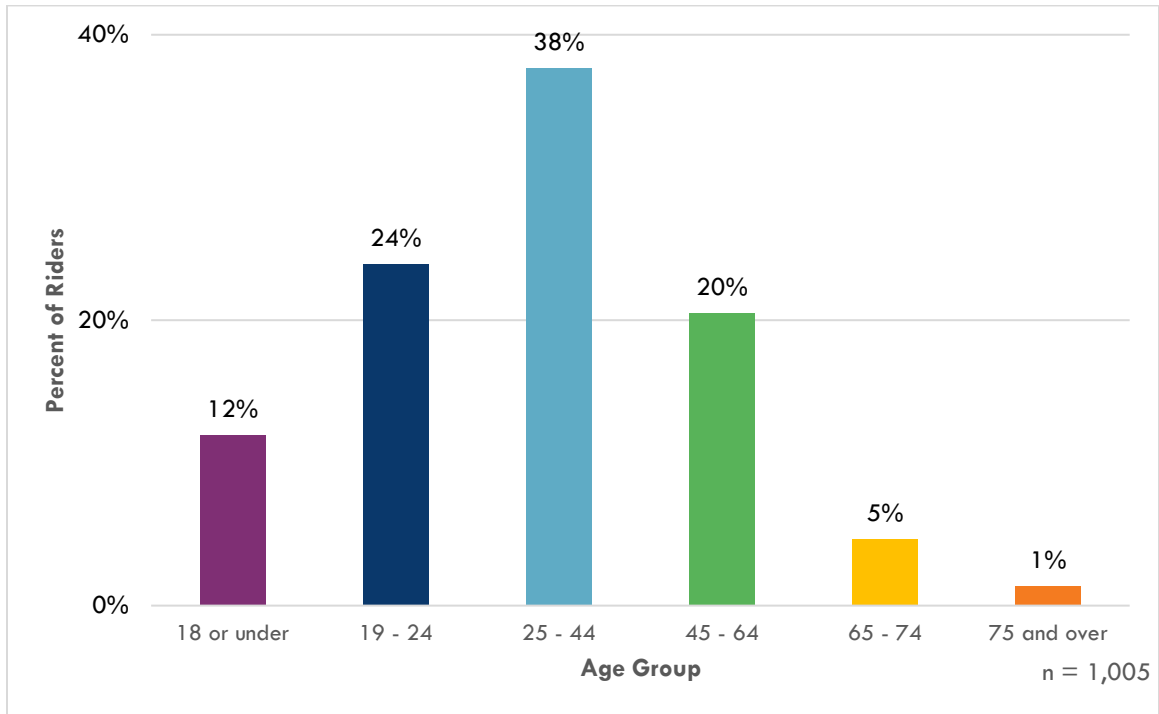
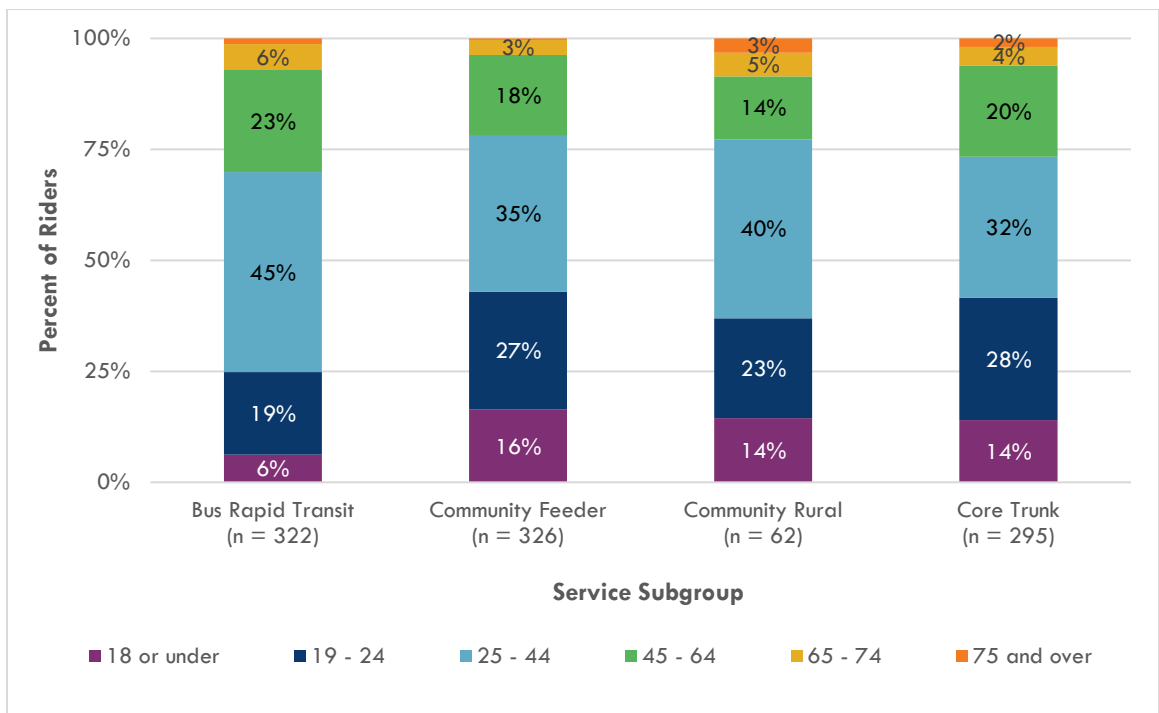


Figure 4-54 Age of Rider by Service Subgroup – Sunday



## Gender of Rider

Figure 4-55 Gender of Rider – Sunday

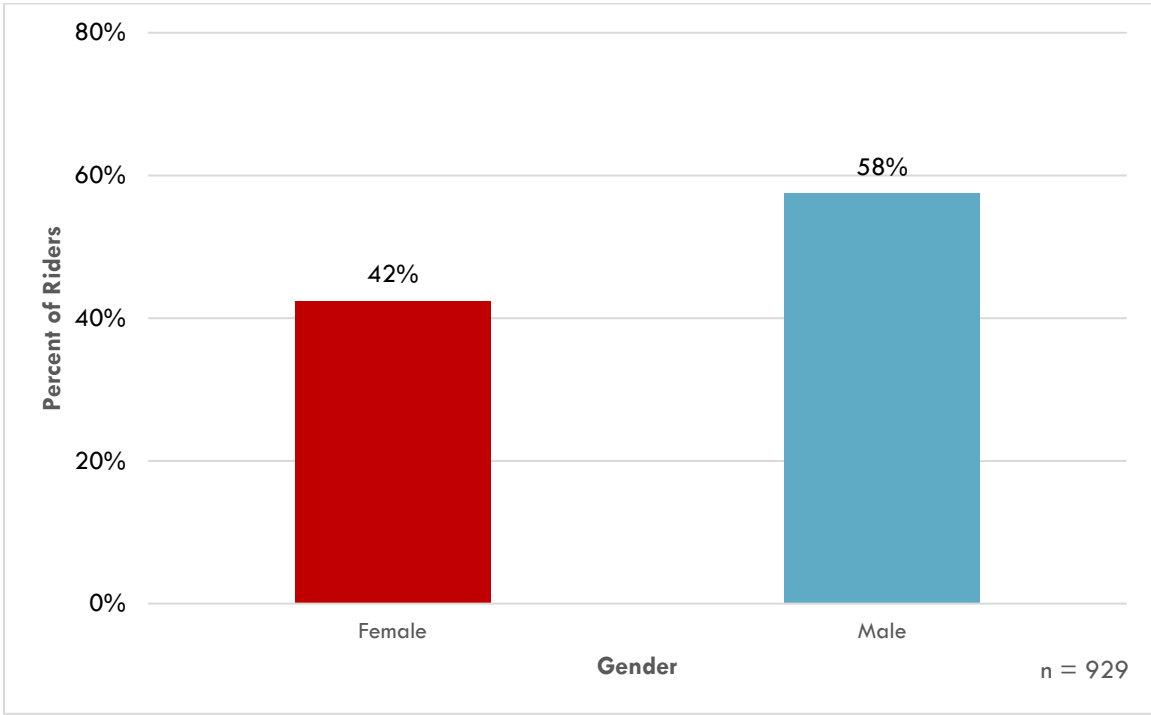
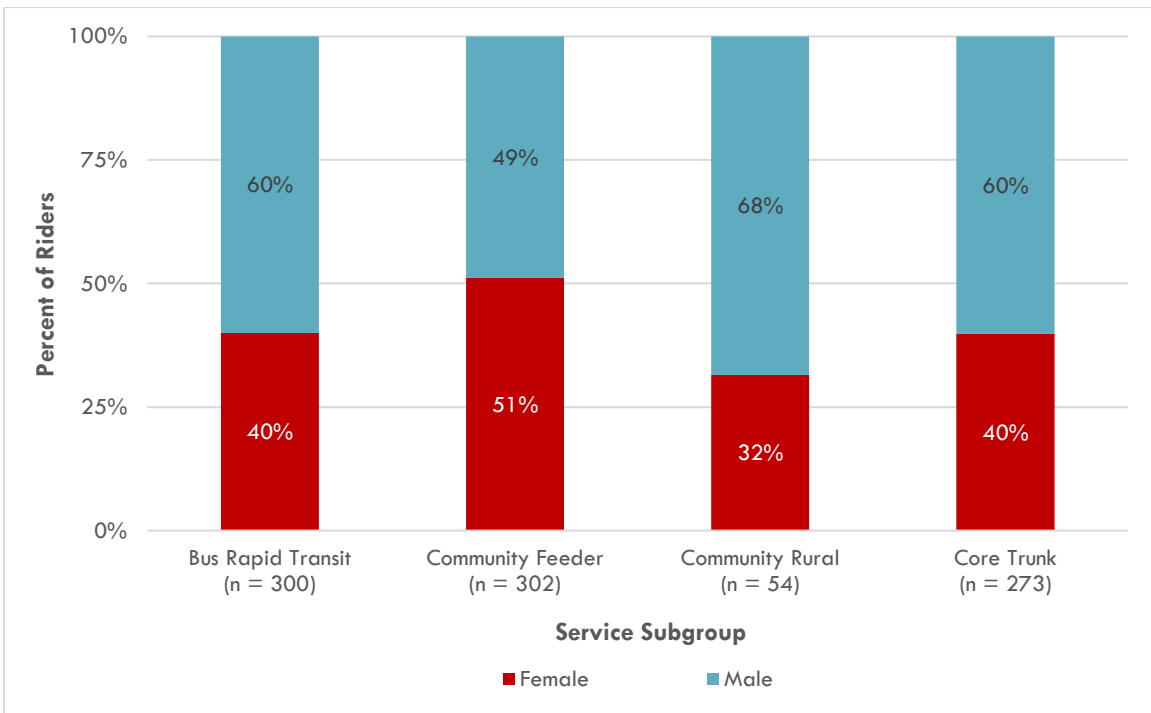


Figure 4-56 Gender of Rider by Service Subgroup – Sunday



### Ethnicity of Rider

Figure 4-57 Ethnicity of Rider – Sunday

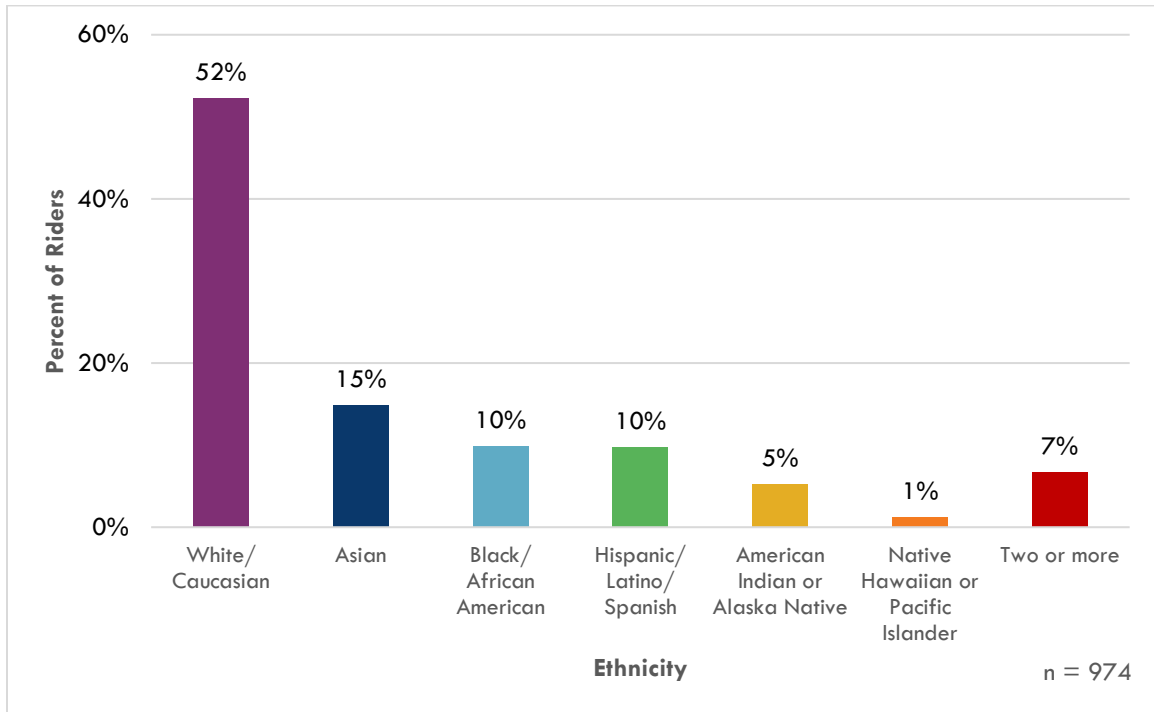
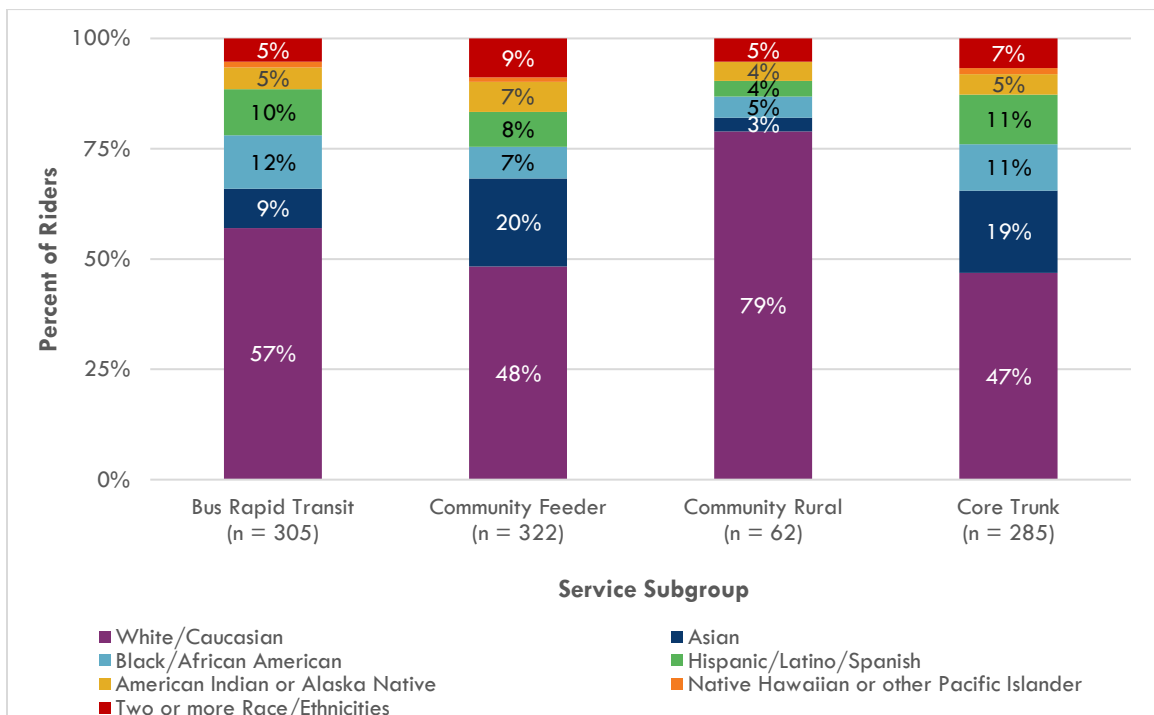


Figure 4-58 Ethnicity of Rider by Service Subgroup – Sunday



### Primary Language Spoken by Rider

Figure 4-59 Primary Language Spoken by Rider – Sunday

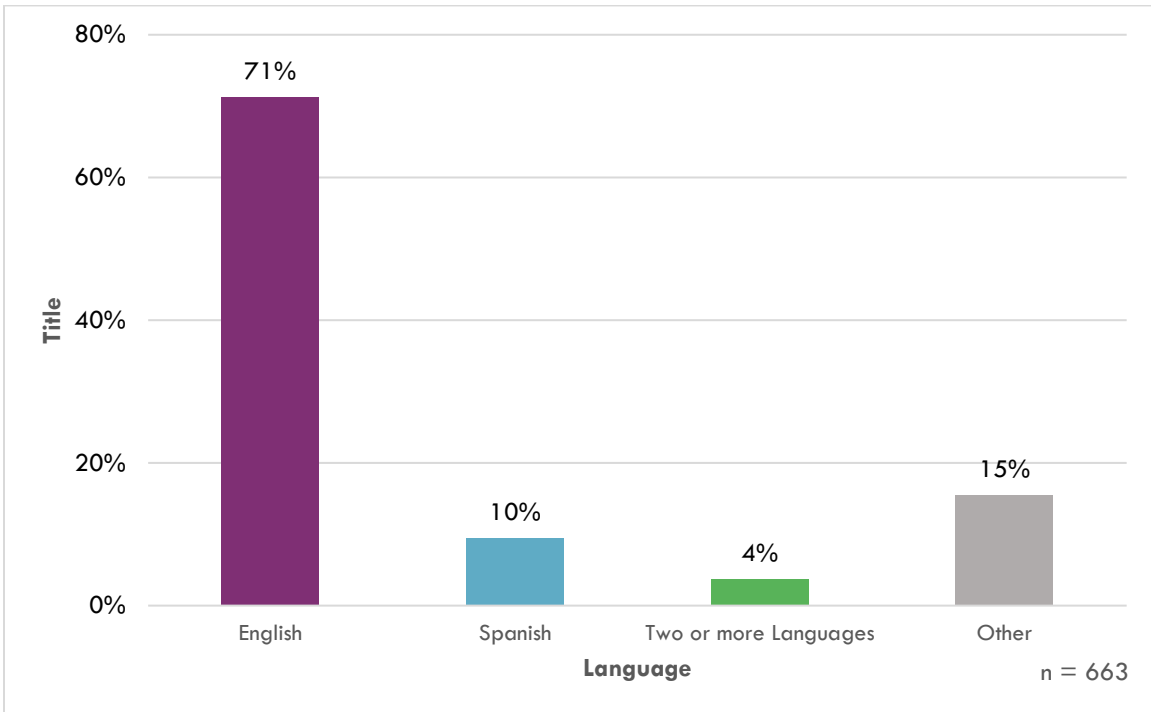
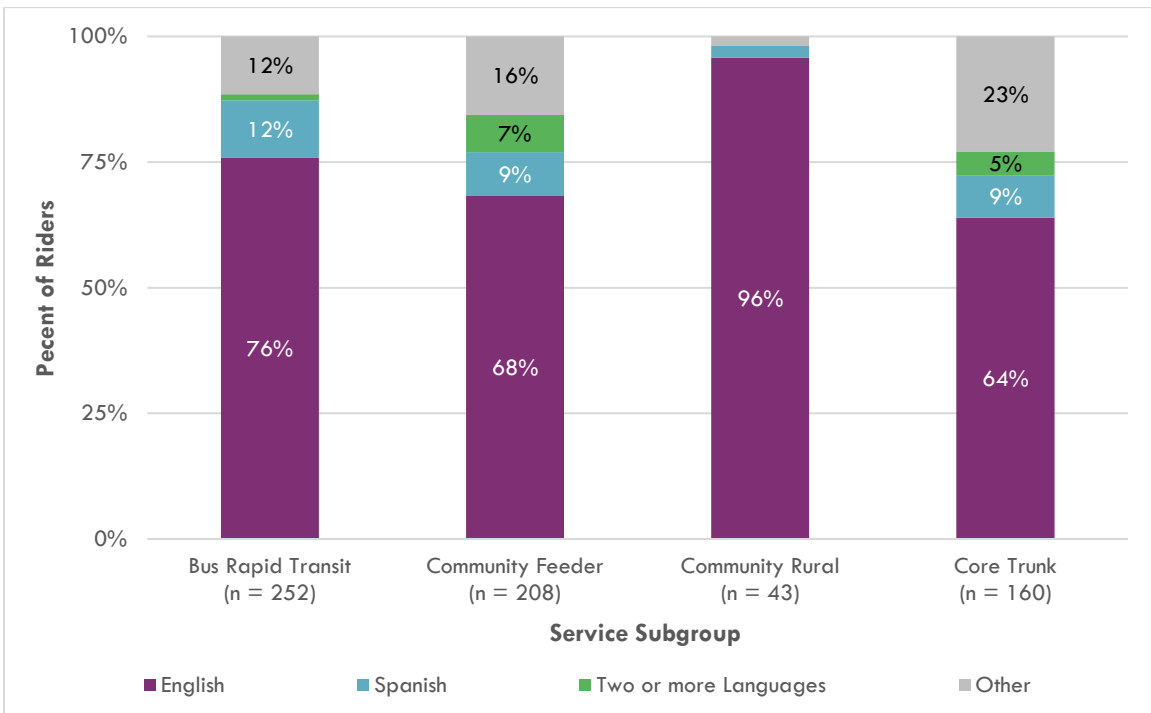


Figure 4-60 Primary Language Spoken by Rider by Service Subgroup – Sunday



### Household Income of Rider

Figure 4-61 Household Income of Rider – Sunday

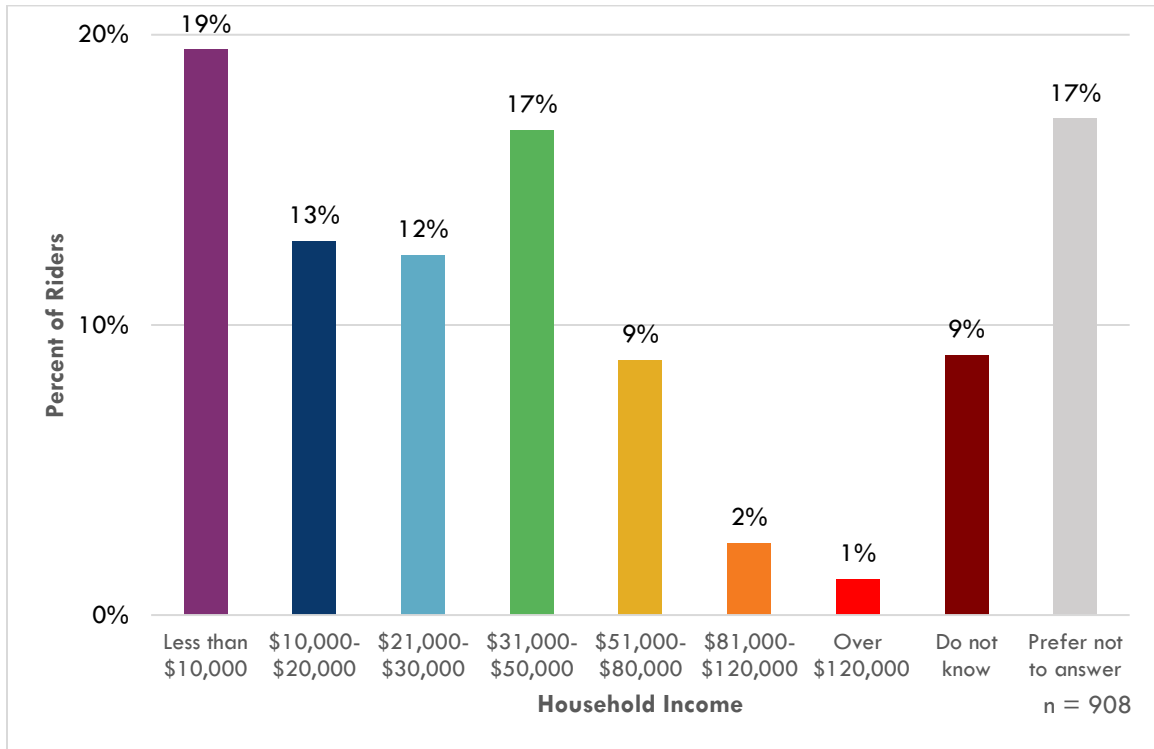
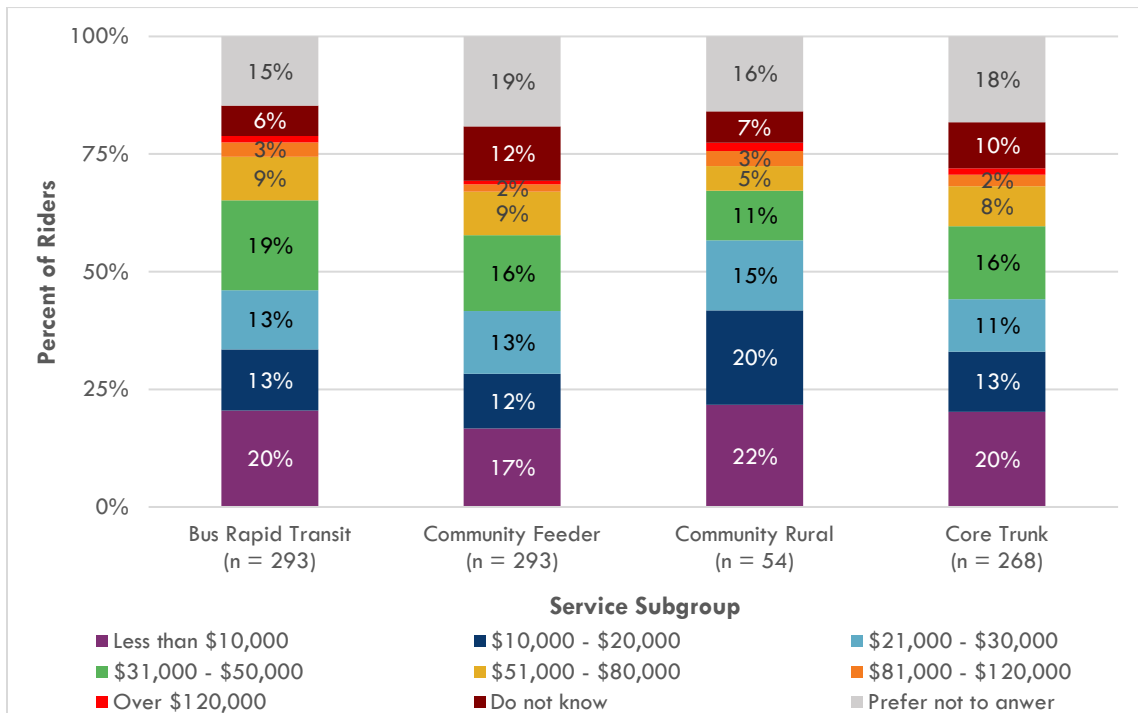


Figure 4-62 Household Income of Rider by Service Subgroup – Sunday





## Household Size of Rider

Figure 4-63 Household Size of Rider – Sunday

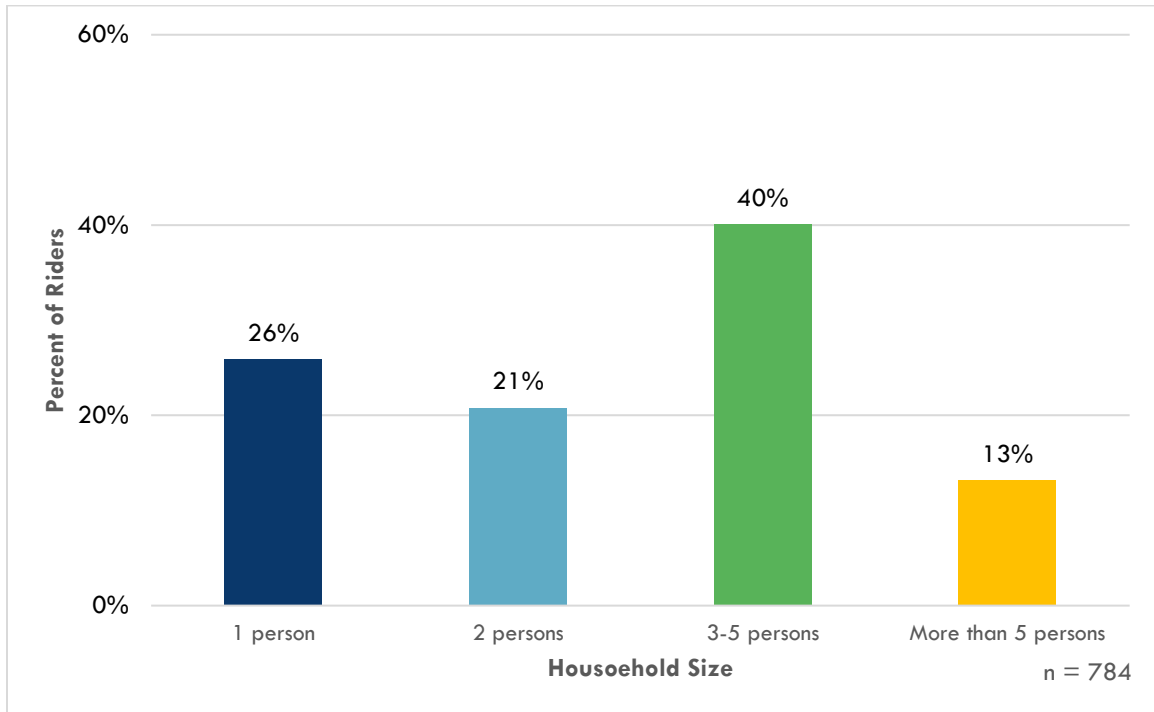
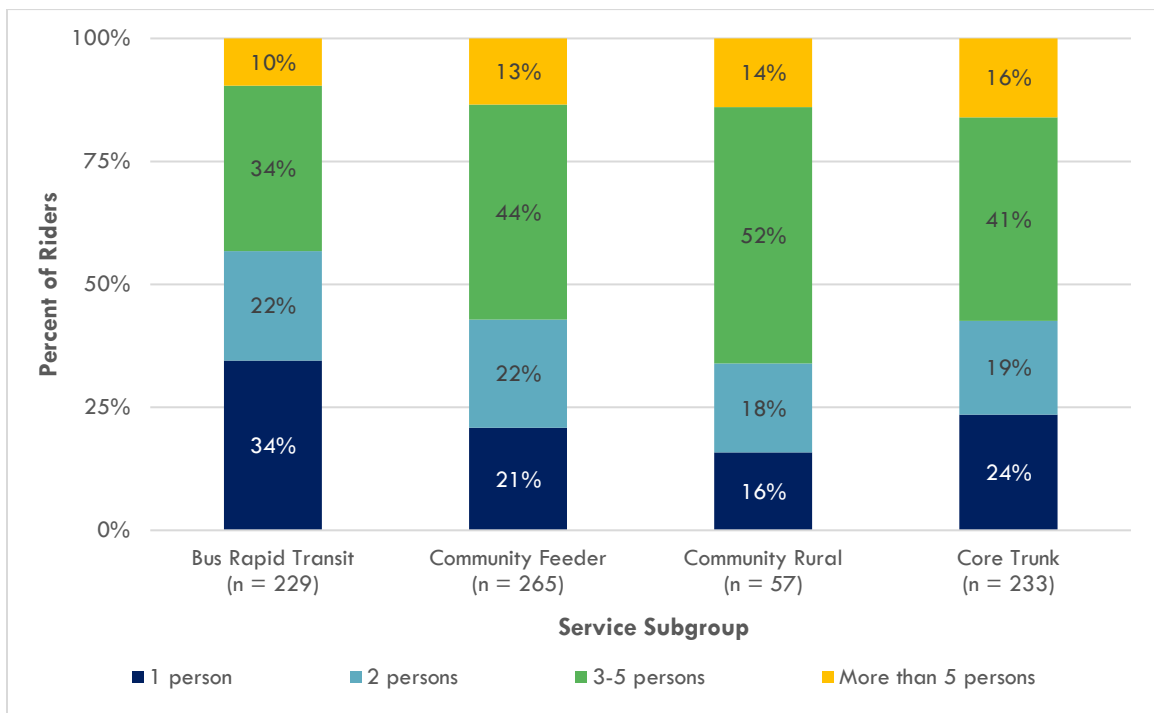


Figure 4-64 Household Size of Rider by Service Subgroup – Sunday



### Transportation Network Company Usage

Figure 4-65 Transportation Network Company Usage – Sunday

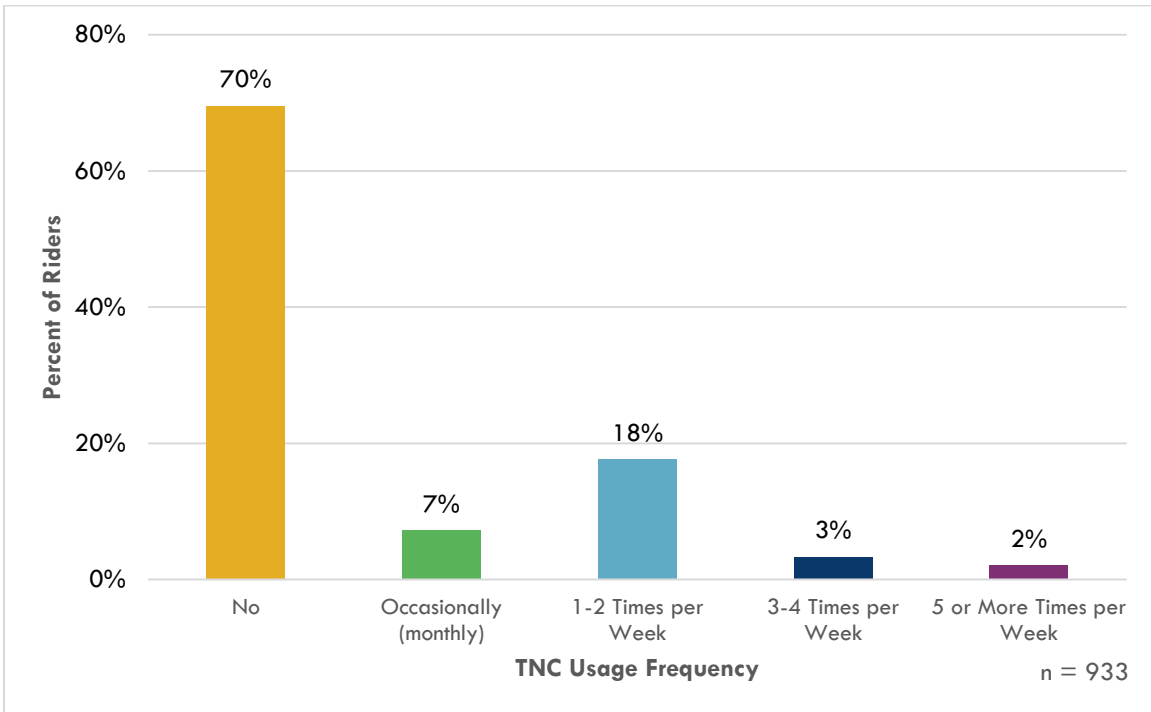
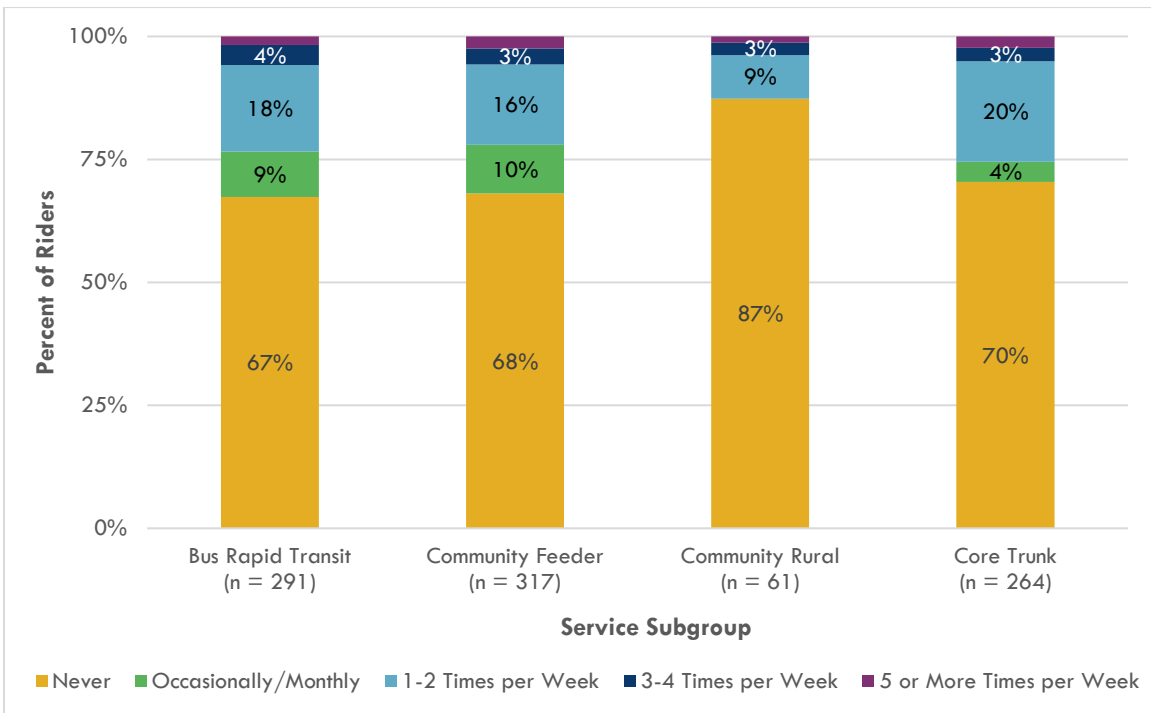


Figure 4-66 Transportation Network Company Usage by Service Subgroup – Sunday



# 5 Data Collection and Database Summary

## Data Collection and Sampling Plan

### Methods

The paper survey and business cards, with a link to take the survey online, were administered between October 31<sup>th</sup> and November 15<sup>th</sup>, 2017.

The survey sampling plan was designed to collect a sufficient number of responses to allow for statistically significant comparison by Service Group<sup>1</sup>. Weekday sampling goals were set to achieve a 95% confidence level at a 5% margin of error by Service Group: Bus Rapid Transit, Core Trunk, Community Feeder, Community Rural, and County Commuter. Saturday and Sunday sampling goals were set to achieve a 95% confidence level at a 5% margin of error by Service Group for Bus Rapid Transit, Core Trunk, and Community Feeder. Due to low ridership on Community Rural routes, Saturday and Sunday sampling goals acknowledged that a higher margin of error would be likely. Sampling goals were achieved and allow for a meaningful comparison to produce salient analysis for Community Transit.

The Weekday Service Group County Commuter was further split by destination market (Downtown, In-County, and University District) for a finer-grained rider analysis. Service Subgroups for Weekday County Commuter service include: Downtown Seattle Commuter, In-County Commuter, and University District Commuter.

In total, 6,376 surveys were collected, resulting in a 1% margin of error at a 95% confidence interval.

This sampling plan, as seen in Figure 5-1, Figure 5-2, and Figure 5-3, focused on directly operated bus routes leaving Community Transit's Merrill Creek Base and took into account average weekday boardings<sup>2</sup>, estimated unique riders, and response rate from the 2010 and 2013 surveys. Additional sampling of contracted commuter routes to Downtown Seattle and University District Commuter routes was achieved by First Transit drivers distributing paper surveys and online survey business cards on the buses and at high boarding areas, Ash Way and

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<sup>1</sup> Service Groups and Subgroups were informed by Community Transit 2017-2022 Transit Development Plan and conversations with agency staff.

<sup>2</sup> Average Weekday, Saturday, and Sunday Boardings by Service Subgroup data source is Community Transit's 2017 Request for Proposal 69-15 On-Call Planning Services, which included average Weekday, Saturday, and Sunday boardings by route from October 2016.

**2017 ON-BOARD SURVEY | SUMMARY REPORT**  
Community Transit

Lynnwood Transit Center, Community Transit Marketing and Outreach staff handed surveys and business cards to customers as they boarded the bus.

A team of temporary associates were vetted and trained by Nelson\Nygaard and Robert Half – Office Team to collect paper survey responses on directly operated Community Transit routes operating out of the Merrill Creek base . A list of candidates went through a background check, screened with a job description, and participated in a training session which lasted about three hours, prior to admission to the data collection team. The final selection resulted in a team of about fifty individuals, who completed the weekday, Saturday and Sunday data collection. Temporary associates checked in and out of their shift by Nelson\Nygaard staff at Merrill Creek base and monitored with random check-ins at transit centers.

**Figure 5-1 Weekday Sampling Plan and Results**

Group	Weekday Boardings	Estimated Unique Riders	Projected Surveys at 100% of Trips	Percentage of Trips to Survey	Target # of Surveys for 95%/5% of Rider Responses	Surveys Collected	Percent to Goal
Core - BRT	5,541	3,167	1,267	40%	343	390	114%
Core - trunk	9,878	5,645	2,258	25%	360	644	179%
In-County & Inter-county Commuter	12,308	6,312	2,840	25%	362	2,069*	572%*
Community – feeder	5,649	3,229	1,291	40%	343	629	183%
Community – rural	1,047	599	239	100%	234	235	100%

\*Includes Downtown Seattle, University District, and In-County Commuter surveys collected on Kasch Park based routes

**Figure 5-2 Saturday Sampling Plan and Results**

Group	Saturday Boardings	Estimated Unique Riders	Projected Surveys at 100% of Trips	Percentage of Trips to Survey	Target # of Surveys for 95%/5% of Rider Responses	Surveys Collected	Percent to Goal
Core - BRT	3,678	2,102	841	50%	325	321	99%
Core - trunk	4,261	2,435	974	50%	332	367	111%
In-County & Inter-county Commuter	-	-	-	-	-	-	-
Community – feeder	2,673	1,528	611	70%	307	458	149%
Community – rural	477	273	109	100%	160	370	231%



**Figure 5-3 Sunday Sampling Plan and Results**

Group	Sunday Boardings	Estimated Unique Riders	Projected Surveys at 100% of Trips	Percentage of Trips to Survey	Target # of Surveys for 95%/5% of Rider Responses	Surveys Collected	Percent to Goal
Core - BRT	2,580	1,475	590	80%	305	365	120%
Core - trunk	2,577	1,473	589	80%	305	336	110%
In-County & Inter-county Commuter	-	-	-	-	-	-	-
Community – feeder	1,928	1,102	441	100%	285	370	130%
Community – rural	290	166	66	100%	116	63	54%

## Data Processing

### Data Entry

A second team of temporary associates were vetted and trained for data entry. Data entry staff entered blank and completed surveys into a Microsoft Access database using a custom form. The data entry staff were trained and provided guidance on how to code responses in the database. For some multiple selection – single response questions, multiple answers were sometimes provided. For example, on Question 25, some riders indicated that they use multiple sources to plan a bus trip. When this occurred, data entry staff entered the multiple answers into the “other” field of the same question with the numbers separated by asterisks. In this example, the data entry person would have entered the answer as “1” in the responses box and “2\*3” in the “other” box.

### Data Cleaning

After data entry, the data table was moved into a Microsoft Excel workbook for data cleaning. Each column was checked to ensure that it included only valid responses. If invalid responses were found, the surveys were checked to determine if the response had been incorrectly entered. If the invalid response was found to be caused by a data entry error, the entry was corrected. Any invalid responses on the original survey were deleted from the survey entry.

In Question 5 and 7 (trip purpose), respondents occasionally provided multiple responses. In these cases, the respondents’ answers to 5 and 7 were compared to one another. If they had the same answer for 5 and 7, then the different multiple answer was selected. If a single answer could not be determined, multiple responses were recoded to be “multiple locations.”

In Questions 6 and 8 (access mode), respondents occasionally recorded the transit agency and route number of the bus they reported in Question 3. In these instances, the transit agency and route were removed from Question 6 or 8 if transit was the only mode reported. If multiple modes



were reported, the non-transit mode was reported. Additionally, if routes were provided and no transit agency, the route was matched to the transit agency when possible.

## Data Coding

After data cleaning, a number of new variables were created for the analysis. A “Day” field was created to distinguish weekday, Saturday, and Sunday surveys. A “Survey Language” field was created to indicate whether the rider completed the English-language or Spanish-language version of the survey.

For columns that contained a response for “other”, such as question 20 (primary language spoken at home) new codes were generally created for written responses that occurred more than 10 times. The original code for “other” was then replaced with the new code. If nothing was written on the “other” response or the response was not legible, the response was not recoded and remained coded as “other”.

In some instances, riders provided multiple responses for questions that permitted only one response. In some cases, such as Questions 6 and 8, these responses were re-coded as “multiple” for purposes of analysis. However, Question 25, which was designed as a multiple choice single response question, was analyzed as a multiple choice multiple response question.

## Weighting

The number of surveys returned for each route was compared to the average daily boardings for each route to determine if the responses were representative. If a rider listed multiple routes, the first route listed was used. For the weekday surveys, the weighting was calculated by dividing the percentage of weekday boardings<sup>3</sup> by the percentage of completed surveys. For example, on weekdays Route 101 accounts for 4% of weekday boardings, but only 1.3% of returned surveys, resulting in a weighting factor of 3.13. Surveys that did not have a valid Community Transit route number were assigned a weight of 0. Saturday and Sunday surveys were weighted by Saturday and Sunday boardings, respectively. Data analysis and weights were applied using R statistical software. Weights by route and a data dictionary of the database can be found in Appendix B.

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<sup>3</sup> Average Weekday, Saturday, and Sunday Boardings by Service Subgroup data source is Community Transit’s 2017 Request for Proposal 69-15 On-Call Planning Services, which included average Weekday, Saturday, and Sunday boardings by route from October 2016.



# Appendix A: Survey Instruments



**2017 ON-BOARD SURVEY | SUMMARY REPORT**  
Community Transit



**COMMUNITY TRANSIT LISTENS  
RIDER SURVEY**

1000301

Help improve Community Transit by completing this survey. The information you provide is anonymous (data cannot be linked to specific individuals). You will not be contacted by Community Transit about this survey. You can also take this survey online at <https://www.surveymonkey.com/r/CTlistens>. Thank you for riding Community Transit!

1.  Check this box if you completed this survey on another trip.

2. Overall, how satisfied are you with Community Transit?

Very Dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied	
1	2	3	4	5	6	7	8	9	10

**TRIP DETAILS**

3. Route number/name of this bus?  
Route \_\_\_\_\_ (Example: Swift, 201)

4. At what time did you get on this bus, roughly?  
\_\_\_\_\_ : \_\_\_\_\_  AM /  PM

5. Where did you come from before you got on THIS bus? (Choose only one)

<input type="checkbox"/> Home	<input type="checkbox"/> Personal business
<input type="checkbox"/> Work/work-related	<input type="checkbox"/> Religious worship
<input type="checkbox"/> College/other school	<input type="checkbox"/> Social/entertainment
<input type="checkbox"/> Shopping	<input type="checkbox"/> Medical services
	<input type="checkbox"/> Other _____

6. How did you get from there to THIS bus?

<input type="checkbox"/> Walked (# of minutes: _____)	<input type="checkbox"/> Drove my car
<input type="checkbox"/> Dropped off by someone	<input type="checkbox"/> Rode a bicycle
<input type="checkbox"/> Rode in carpool/vanpool with someone (# of minutes: _____)	<input type="checkbox"/> Used a mobility aid
<input type="checkbox"/> Rode a bus/train/ferry:	<input type="checkbox"/> Lyft/Uber
Transit Agency _____ Route # _____	
(Example: Community Transit, Everett Transit, Sound Transit, King County Metro, WA State Ferries)	

7. Where are you going now? (Choose only one)

<input type="checkbox"/> Home	<input type="checkbox"/> Personal business
<input type="checkbox"/> Work/work-related	<input type="checkbox"/> Religious worship
<input type="checkbox"/> College/other school	<input type="checkbox"/> Social/entertainment
<input type="checkbox"/> Shopping	<input type="checkbox"/> Medical services
	<input type="checkbox"/> Other _____

<p>Transit help in any language • (425) 353-7433 • (800) 562-1375 <a href="http://www.communitytransit.org/howtonde">www.communitytransit.org/howtonde</a></p> <p>Para obtener más información en su idioma, por favor llame al (425) 353-7433 o (800) 562-1375.</p> <p>가려이 언어로 된 정보를 얻으려면 (425) 353-7433번 또는 (800) 562-1375번으로 전화하십시오.</p> <p>За дальнейшей информацией на нашем языке обращайтесь по телефону (425) 353-7433 или (800) 562-1375.</p> <p>如需获取您所需语言的更多信息，请拨打 (425) 353-7433 或 (800) 562-1375。</p>
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8. How will you get to there from THIS bus?

<input type="checkbox"/> Walk (# of minutes: _____)	<input type="checkbox"/> Drive my car
<input type="checkbox"/> Picked off by someone	<input type="checkbox"/> Ride a bicycle
<input type="checkbox"/> Ride in carpool/vanpool with someone (# of minutes: _____)	<input type="checkbox"/> Use a mobility aid
<input type="checkbox"/> Ride a bus/train/ferry:	<input type="checkbox"/> Lyft/Uber
Transit Agency _____ Route # _____	
(Example: Community Transit, Everett Transit, Sound Transit, King County Metro, WA State Ferries)	

**CUSTOMER EXPERIENCE PRIORITIES**

9. Please consider the following customer experience items and select up to THREE that are most important to you:

<input type="checkbox"/> Amenities (Improved bus waiting area, seating, shelters, quality of facility)
<input type="checkbox"/> Security (Improved lighting, security cameras, increased transit police presence)
<input type="checkbox"/> Comfort on the bus (seating, cleanliness, temperature)
<input type="checkbox"/> Information (at-stations, apps, website, social media, rider alerts)
<input type="checkbox"/> Access (proximity of bus service to home, work, school etc.)

**SERVICE PRIORITIES**

10. Please consider the potential service improvements shown below and select up to THREE that are most important to you.

<input type="checkbox"/> More frequent peak service on weekdays	<input type="checkbox"/> More Saturday bus service
<input type="checkbox"/> More frequent midday service on weekdays	<input type="checkbox"/> More Sunday bus service
<input type="checkbox"/> Earlier bus service	<input type="checkbox"/> Fewer transfers
<input type="checkbox"/> Later bus service	

**HOW YOU USE TRANSIT**

11. Which type of fare did you pay?

<input type="checkbox"/> Adult	<input type="checkbox"/> Disabled/Medicare card holder
<input type="checkbox"/> Senior (Riders 65+)	<input type="checkbox"/> Other _____
<input type="checkbox"/> Youth (Riders 6-18 years)	

12. How did you pay for this trip?

<input type="checkbox"/> Cash	<input type="checkbox"/> Community Transit Ticket
<input type="checkbox"/> ORCA E-purse	<input type="checkbox"/> Community Transit Free Ride Ticket
<input type="checkbox"/> ORCA Day Pass	<input type="checkbox"/> DART Ticket
<input type="checkbox"/> ORCA Monthly Pass	<input type="checkbox"/> DART Monthly Pass
<input type="checkbox"/> ORCA EdPass/U-Pass	<input type="checkbox"/> Other _____
<input type="checkbox"/> ORCA Pass provided by Employer or School	

Please complete the next page









**COMMUNITY TRANSIT ESCUCHA**  
**ENCUESTA PARA PASAJEROS**

1000301

Llene esta encuesta para ayudarnos mejorar Community Transit. La información que proporciona es anónima (los datos no pueden ser ligados a individuos). Community Transit no va a contactar con Ud. sobre esta encuesta. También se puede tomar esta encuesta por la red a <https://www.surveymonkey.com/fr/CTIstems>. ¡Gracias por viajar con Community Transit!

1.  Marque esta casilla si ya cumplió esta encuesta durante otro viaje.

2. En general, ¿qué tan contento está con Community Transit?

Muy descontento		Descontento		Neutro		Contento		Muy contento	
1	2	3	4	5	6	7	8	9	10

**DETALLES DE VIAJE**

3. ¿El número de la ruta/nombre de este autobús?  
La ruta \_\_\_\_\_ (Por ejemplo: Swift, 202)

4. ¿A qué hora abordó a este autobús, más o menos? \_\_\_\_\_: \_\_\_\_\_  AM /  PM

5. ¿De dónde vino antes de abordar a ESTE autobús? (Escoge sólo uno)

- |   |   |
|---|---|
| <input type="checkbox"/> De mi hogar              | <input type="checkbox"/> Motivos Personales               |
| <input type="checkbox"/> De mi empleo             | <input type="checkbox"/> Servicio religioso               |
| <input type="checkbox"/> Universidad/otro colegio | <input type="checkbox"/> Algo social / el entretenimiento |
| <input type="checkbox"/> Ir de compras            | <input type="checkbox"/> Cita médica                      |
|   | <input type="checkbox"/> Otro _____                       |

6. ¿Cómo viajó de aquí a ESTE autobús?  
(Escoge todos que aplican)

- |   |  |
|---|--|
| <input type="checkbox"/> Caminé (# de minutos: _____)                       | <input type="checkbox"/> Conduje un coche            |
| <input type="checkbox"/> Alguien me dejó                                    | <input type="checkbox"/> Monté a bicicleta           |
| <input type="checkbox"/> Viajé por auto compartido (# de minutos: _____)    |  |
| <input type="checkbox"/> Viajé por el autobús / el tren / el transbordador: | <input type="checkbox"/> Usé ayuda para la movilidad |
|   | <input type="checkbox"/> Lyft/Uber                   |

La agencia de tránsito \_\_\_\_\_ La(s) ruta(s) # \_\_\_\_\_  
(Por ejemplo: Community Transit, Everett Transit, Sound Transit, King County Metro, WA State Ferries)

7. ¿Adónde vas ahora? (Escoge sólo uno)

- |   |   |
|---|---|
| <input type="checkbox"/> De mi hogar              | <input type="checkbox"/> Motivos Personales               |
| <input type="checkbox"/> De mi empleo             | <input type="checkbox"/> Servicio religioso               |
| <input type="checkbox"/> Universidad/otro colegio | <input type="checkbox"/> Algo social / el entretenimiento |
| <input type="checkbox"/> Ir de compras            | <input type="checkbox"/> Cita médica                      |
|   | <input type="checkbox"/> Otro _____                       |

Transit help in any language • (425) 353-7433 • (800) 562-1375  
[www.communitytransit.org/howto ride](http://www.communitytransit.org/howto ride)

Pera obtener más información en su idioma, por favor llame al (425) 353-7433 o (800) 562-1375.

귀하의 언어로 된 정보를 얻으려면 (425) 353-7433번 또는 (800) 562-1375번으로 전화하시기 바랍니다.

За дальнейшей информацией на вашем языке обращайтесь по телефону (425) 353-7433 или (800) 562-1375.

如需瞭解您的母國語言的更多信息，請撥打：(425) 353-7433 或 (800) 562-1375。

8. ¿Cómo llegará aquí desde este autobús?  
(Escoge todos que aplican)

- |   |  |
|---|--|
| <input type="checkbox"/> Caminaré (# de minutos: _____)                       | <input type="checkbox"/> Conduciré un coche            |
| <input type="checkbox"/> Alguien me dejará                                    | <input type="checkbox"/> Montaré a bicicleta           |
| <input type="checkbox"/> Viajaré por auto compartido (# de minutos: _____)    |  |
| <input type="checkbox"/> Viajaré por el autobús / el tren / el transbordador: | <input type="checkbox"/> Usaré ayuda para la movilidad |
|   | <input type="checkbox"/> Lyft/Uber                     |

La agencia de tránsito \_\_\_\_\_ La(s) ruta(s) # \_\_\_\_\_  
(Por ejemplo: Community Transit, Everett Transit, Sound Transit, King County Metro, WA State Ferries)

**PRIORIDADES DE LA EXPERIENCIA DE LOS PASAJEROS**

9. Por favor, prioriza las siguientes opciones sobre Community Transit, y escoge hasta TRES que le importan lo más:

- |   |
|---|
| <input type="checkbox"/> Las comodidades (el área mejorada para esperar el autobús, los asientos, el cobertizo, la calidad de la facilidad) |
| <input type="checkbox"/> La seguridad (el alumbrado mejorado, las cámaras de seguridad, una aumentada presencia de policía de tránsito)     |
| <input type="checkbox"/> La comodidad del autobús (los asientos, la limpieza, la temperatura)   |
| <input type="checkbox"/> La información (en las estaciones, las apps, en el sitio web, las redes sociales, las alertas de pasajeros)        |
| <input type="checkbox"/> El acceso (la proximidad de servicio de autobus a casa, a mi empleo, a la escuela, etcetera)                       |

**PRIORIDADES DE SERVICIO**

10. Por favor, considere las mejoras de servicio potenciales listados abajo, y escoge hasta TRES que le importan lo más.

- |   |   |
|---|---|
| <input type="checkbox"/> El servicio más frecuente a horas pico los días laborales        |   |
| <input type="checkbox"/> El servicio más frecuente al mediodía durante los días laborales |   |
| <input type="checkbox"/> Servicio más temprano  | <input type="checkbox"/> Más servicio de autobus el sábado  |
| <input type="checkbox"/> Servicio más tarde   | <input type="checkbox"/> Más servicio de autobus el domingo |
| <input type="checkbox"/> Menos transbordos  |   |

**CÓMO SE USA EL TRÁNSITO**

11. ¿Qué tipo de tarifa pagó?

- |   |   |
|---|---|
| <input type="checkbox"/> Adulto                         | <input type="checkbox"/> Discapacitado/Tarjethabiente |
| <input type="checkbox"/> Mayor (Pasajeros de 65+)       | de Medicare   |
| <input type="checkbox"/> Joven (Pasajeros de 6-18 años) | <input type="checkbox"/> Otro _____                   |

12. ¿Cómo pagó para esta viaje?

- |  |  |
|--|--|
| <input type="checkbox"/> El dinero en efectivo                         | <input type="checkbox"/> Boleto de Community Transit           |
| <input type="checkbox"/> ORCA E-purse                                  | <input type="checkbox"/> Boleto de Community Transit Free Ride |
| <input type="checkbox"/> ORCA Pase de día                              | <input type="checkbox"/> Boleto de DART                        |
| <input type="checkbox"/> ORCA Pase de mes                              | <input type="checkbox"/> DART Pase de mes                      |
| <input type="checkbox"/> ORCA EdPass/U-Pass                            | <input type="checkbox"/> Otro _____                            |
| <input type="checkbox"/> ORCA Pase proveído por mi empleo / mi escuela |  |

Por favor complete la siguiente página



# Appendix B: Weighting Tables and Data Dictionary



## Weekday Weight Table

Route	Weekday Boardings	Weekday Surveys Collected	Percent of Boardings	Percent of Collected Surveys	Weekday Weight
101	1,386.48	51	4.0%	1.3%	3.13
105	1,056.76	142	3.1%	3.6%	0.86
106	208.19	43	0.6%	1.1%	0.56
107	0	2	0.0%	0.1%	1.00
109	250.57	46	0.7%	1.2%	0.63
111	27.24	9	0.1%	0.2%	0.35
112	762.81	128	2.2%	3.2%	0.69
113	1,174.76	77	3.4%	1.9%	1.76
115	2,021.52	25	5.9%	0.6%	9.31
116	1,881.14	98	5.5%	2.5%	2.21
119	578.05	133	1.7%	3.4%	0.50
120	740.81	19	2.1%	0.5%	4.49
130	972.19	50	2.8%	1.3%	2.24
196	548.95	50	1.6%	1.3%	1.26
201	1502	146	4.4%	3.7%	1.18
202	1,481.62	132	4.3%	3.3%	1.29
209	182.76	20	0.5%	0.5%	1.05
220	165.86	35	0.5%	0.9%	0.55
222	269.71	51	0.8%	1.3%	0.61
227	96	22	0.3%	0.6%	0.50
230	25.9	7	0.1%	0.2%	0.43
240	178.48	43	0.5%	1.1%	0.48
247	112.81	10	0.3%	0.3%	1.30



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Route	Weekday Boardings	Weekday Surveys Collected	Percent of Boardings	Percent of Collected Surveys	Weekday Weight
270	189.24	35	0.5%	0.9%	0.62
271	482.86	53	1.4%	1.3%	1.05
280	488.29	115	1.4%	2.9%	0.49
402	1,393.86	156	4.0%	3.9%	1.03
405	244.1	91	0.7%	2.3%	0.31
410	539.52	119	1.6%	3.0%	0.52
412	939.33	91	2.7%	2.3%	1.19
413	1,675.33	314	4.9%	7.9%	0.61
415	1,308.52	225	3.8%	5.7%	0.67
416	238	77	0.7%	1.9%	0.36
417	250.9	80	0.7%	2.0%	0.36
421	773.81	204	2.2%	5.1%	0.44
422	169	31	0.5%	0.8%	0.63
424	164.71	39	0.5%	1.0%	0.49
425	298.67	52	0.9%	1.3%	0.66
435	556.05	23	1.6%	0.6%	2.78
701	5,541.71	390	16.1%	9.8%	1.64
810	358.67	49	1.0%	1.2%	0.84
821	240.19	19	0.7%	0.5%	1.46
855	648.95	160	1.9%	4.0%	0.47
860	897.67	161	2.6%	4.1%	0.64
871	727.95	93	2.1%	2.3%	0.90
880	674.33	51	2.0%	1.3%	1.52



## Saturday Weight Table

Route	Saturday Boardings	Saturday Surveys Collected	Percent of Boardings	Percent of Collected Surveys	Saturday Weight
101	577.6	21	5.2%	1.6%	3.16
105	362.6	28	3.3%	2.2%	1.49
109	129	31	1.2%	2.4%	0.48
112	318.2	45	2.9%	3.5%	0.81
113	575.6	56	5.2%	4.4%	1.18
115	868	38	7.8%	3.0%	2.63
116	686	79	6.2%	6.2%	1.00
119	245.6	39	2.2%	3.1%	0.72
120	267	85	2.4%	6.7%	0.36
130	385.8	37	3.5%	2.9%	1.20
196	302.8	71	2.7%	5.6%	0.49
201	668.6	52	6.0%	4.1%	1.48
202	795.6	78	7.2%	6.1%	1.17
209	164.6	47	1.5%	3.7%	0.40
220	120.8	28	1.1%	2.2%	0.50
222	225.8	15	2.0%	1.2%	1.73
240	117.6	45	1.1%	3.5%	0.30
271	362	103	3.3%	8.1%	0.40
280	238.8	53	2.2%	4.2%	0.52
701	3,678.6	321	33.2%	25.2%	1.32



## Sunday Weight Table

Route	Sunday Boardings	Sunday Collected	Percent of Boardings	Percent of Collected Surveys	Sunday Weight
101	556.2	77	7.5%	6.8%	1.11
105	326.6	61	4.4%	5.4%	0.82
109	113.8	22	1.5%	1.9%	0.80
112	194.4	23	2.6%	2.0%	1.30
113	427	74	5.8%	6.5%	0.89
115	0	1	0.0%	0.1%	1.00
116	704	86	9.5%	7.6%	1.26
119	173	30	2.3%	2.6%	0.89
120	240.2	59	3.3%	5.2%	0.63
130	279.4	58	3.8%	5.1%	0.74
196	212.6	63	2.9%	5.6%	0.52
202	778.2	48	10.5%	4.2%	2.49
209	114.4	14	1.6%	1.2%	1.26
220	86	14	1.2%	1.2%	0.94
222	185.8	27	2.5%	2.4%	1.06
240	57.2	15	0.8%	1.3%	0.59
270	0	3	0.0%	0.3%	1.00
271	200.8	63	2.7%	5.6%	0.49
280	147.6	31	2.0%	2.7%	0.73
701	2,580.4	365	35.0%	32.2%	1.09





## Data Dictionary

Field Name	Description	Detail
Serial	Serial Number	Serial Number printed on paper survey. For online survey, respondent ID was used.
Weekday Weight	Weekday Weight	Weight calculated by dividing the percentage of weekday boardings by the percentage of completed weekday surveys
Saturday Weight	Saturday Weight	Weight calculated by dividing the percentage of Saturday boardings by the percentage of completed Saturday surveys
Sunday Weight	Sunday Weight	Weight calculated by dividing the percentage of Sunday boardings by the percentage of completed Sunday surveys
Language	Language	Identifies if the survey was taken in English (0) or Spanish (1).
Repeat	Check this box if you completed this survey on another trip.	Repeat survey = 1
Route	Route number/name of this bus?	Route number from Question 3.
	0	Unknown or Non-Community Transit Route
Day	Date	Date Survey was taken. For online surveys, the date in Question 4 was used.
	Weekday	10/19, 10/27, 10/30, 10/31, 11/1, 11/2, 11/3, 11/6, 11/7, 11/9, 11/13, 11/15
	Saturday	11/4, 11/11
	Sunday	11/5, 11/12
Group	Route Service Group	Service Group used for statistical significance calculation.
	Bus Rapid Transit	
	Community Feeder	
	Community Rural	
	Core Trunk	
	County Commuter	
Subgroup	Route Service Subgroup	Subgrouping of Route Service Group.
	Bus Rapid Transit	
	Community Feeder	
	Community Rural	
	Core Trunk	
	In-County Commuter	
	Downtown Seattle Commuter	

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Field Name	Description	Detail
	University District Commuter	
Q4 Time	At what time did you get on this bus, roughly?	Time from Question 4.
Time	At what time did you get on this bus, roughly?	Time from Question 4.
	AM	12 AM - 4:59 AM
	AM Peak	5 AM - 8:59 AM
	Midday	9 AM - 2:59 PM
	PM Peak	3 PM - 6:59 PM
	Evening	7 PM - 11:49 PM
Q2 Satisfied	Overall, how satisfied are you with Community Transit?	Question 2: Multiple Choice - Single Selection; 1 (very dissatisfied) - 10 (very satisfied)
Q2 Satisfied Grouped	Overall, how satisfied are you with Community Transit?	Question 2: Multiple Choice - Single Selection
	1	Very Dissatisfied (1-2)
	2	Dissatisfied (3-4)
	3	Neutral (5-6)
	4	Satisfied (7-8)
	5	Very Satisfied (9-10)
Trip Purpose		Combination of Questions 5 and 7
	1	Home-based work trips
	2	Home-based college/other school trips
	3	Home-based other trips
	4	Non-home based trips
	5	Multiple origins and destinations
Q5 From	Where did you come from before you got on THIS bus? (Choose only one)	Question 5: Multiple Choice - Single Selection
	1	Home
	2	Work/work-related
	3	College/other school
	4	Shopping
	5	Personal business
	6	Religious worship
	7	Social/Entertainment
	8	Medical services
	9	Other
	10	Multiple Locations
	11	Another bus/transit mode
	12	Library



**2017 ON-BOARD SURVEY | SUMMARY REPORT**  
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Field Name	Description	Detail
Q5 From2	Where did you come from before you got on THIS bus? (Choose only one)	Question 5: Multiple Choice - Single Selection
	1	Home
	2	Work/work-related
	3	College/other school
	4	Shopping
	5	Personal business
	7	Social/Entertainment
	8	Medical services
Q5 From: Other		Text response for "other" responses
Q6 Mode From	How did you get from there to THIS bus? (Choose all that apply)	Question 6: Multiple Choice - Multiple Selection
	1	Walked
	2	Dropped off by someone
	3	Rode in carpool/vanpool
	4	Rode a bus/train/ferry
	5	Drive car
	6	Rode bicycle
	7	Used a mobility aid
	8	Lyft/Uber
9	Multiple Modes	
Q6 Mode From2	How did you get from there to THIS bus? (Choose all that apply)	Question 6: Multiple Choice - Multiple Selection
	1	Walked (including used a mobility aid)
	2	Dropped off by someone
	3	Rode in carpool/vanpool
	4	Rode a bus/train/ferry
	5	Drive car
	6	Rode bicycle
	8	Lyft/Uber
9	Multiple Modes	
Q6 Mode From: Walk	1	Walked
Q6 Mode From: Drop	2	Dropped off by someone



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Field Name	Description	Detail
Q6 Mode From: Carpool	3	Rode in carpool/vanpool
Q6 Mode From: Transit	4	Rode a bus/train/ferry
Q6 Mode From: Drove	5	Drive car
Q6 Mode From: Bike	6	Rode bicycle
Q6 Mode From: Aid	7	Used a mobility aid
Q6 Mode From: TNC	8	Lyft/Uber
Q6 Mode From: Multiple	9	Multiple Modes
Q6 Mode From: Minutes Walking		Range from 1- 120 minutes walking
	1	Less than 5 Minutes
	2	5 - 10 Minutes
	3	11 - 20 Minutes
	4	More than 20 Minutes
Q6 Mode From: Minutes Biking		Range from 1- 45 minutes biking
	1	Less than 10 Minutes
	2	10 or More Minutes
Q6 Mode From: Agency		Reported Transit Agency
		Amtrak
		Community Transit
		Everett Transit
		Island Transit
		King County Metro
		School Bus
		Skagit Transit
		Sound Transit
		Washington State Ferries
Q6 Mode From: Route		
Q7 Going To	Where are you going now? (Choose only one)	Question 7: Multiple Choice - Single Selection
	1	Home



**2017 ON-BOARD SURVEY | SUMMARY REPORT**  
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Field Name	Description	Detail
	2	Work/work-related
	3	College/other school
	4	Shopping
	5	Personal business
	6	Religious worship
	7	Social/Entertainment
	8	Medical services
	9	Other
	10	Multiple Locations
	Q7 Going To2	Where are you going now? (Choose only one)
1		Home
2		Work/work-related
3		College/other school
4		Shopping
5		Personal business
7		Social/Entertainment
8		Medical services
9		Other (including religious worship and multiple locations)
Q7 Going To: Other		Text response for "other" responses
Q8 Mode To	How will you get there from THIS bus? (Choose all that apply)	Question 8: Multiple Choice - Multiple Selection
	1	Walked
	2	Dropped off by someone
	3	Rode in carpool/vanpool
	4	Rode a bus/train/ferry
	5	Drive car
	6	Rode bicycle
	7	Used a mobility aid
	8	Lyft/Uber
9	Multiple Modes	
Q8 Mode To2	How will you get there from THIS bus? (Choose all that apply)	Question 8: Multiple Choice - Multiple Selection
	1	Walked (including used a mobility aid)
	2	Dropped off by someone
	3	Rode in carpool/vanpool
	4	Rode a bus/train/ferry
	5	Drive car



**2017 ON-BOARD SURVEY | SUMMARY REPORT**  
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Field Name	Description	Detail
	6	Rode bicycle
	8	Lyft/Uber
	9	Multiple Modes
Q8 Mode To: Walk	1	Walked
Q8 Mode To: Drop	2	Dropped off by someone
Q8 Mode To: Carpool	3	Rode in carpool/vanpool
Q8 Mode To: Transit	4	Rode a bus/train/ferry
Q8 Mode To: Drove	5	Drive car
Q8 Mode To: Bike	6	Rode bicycle
Q8 Mode To: Aid	7	Used a mobility aid
Q8 Mode To: TNC	8	Lyft/Uber
Q8 Mode To: Multiple	9	Multiple Modes
		Range from 1- 120 minutes walking
Q8 Mode To: Minutes Walking	1	Less than 5 Minutes
	2	5 - 10 Minutes
	3	11 - 20 Minutes
	4	More than 20 Minutes
		Range from 1- 45 minutes biking
Q8 Mode To: Minutes Biking	1	Less than 10 Minutes
	2	10 or More Minutes
		Reported Transit Agency
		Amtrak
		Community Transit
		Everett Transit
		Island Transit
		King County Metro
		Skagit Transit
		Sound Transit
		Washington State Ferries
Q8 Mode To: Route		



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<b>Field Name</b>	<b>Description</b>	<b>Detail</b>
Q9 Amenities	Please prioritize the following items about Community Transit, and select up to THREE that are most important to you:	Responded Amenities
Q9 Security	Please prioritize the following items about Community Transit, and select up to THREE that are most important to you:	Responded Security
Q9 Comfort	Please prioritize the following items about Community Transit, and select up to THREE that are most important to you:	Responded Comfort
Q9 Information	Please prioritize the following items about Community Transit, and select up to THREE that are most important to you:	Responded Information
Q9 Access	Please prioritize the following items about Community Transit, and select up to THREE that are most important to you:	Responded Access
Q10 Weekday Peak	Please consider the potential service improvements shown below and select up to THREE that are most important to you.	Responded more frequent peak service on weekdays
Q10 Weekday Mid	Please consider the potential service improvements shown below and select up to THREE that are most important to you.	Responded more frequent midday service on weekdays
Q10 Earlier	Please consider the potential service improvements shown below and select up to THREE that are most important to you.	Responded earlier bus service
Q10 Later	Please consider the potential service improvements shown below and select up to THREE that are most important to you.	Responded later bus service
Q10 Transfers	Please consider the potential service improvements shown below and select up to THREE that are most important to you.	Responded fewer transfers
Q10 Saturday	Please consider the potential service improvements shown below and select up to THREE that are most important to you.	Responded more Saturday bus service
Q10 Sunday	Please consider the potential service improvements shown below and select up to THREE that are most important to you.	Responded more Sunday bus service
Q11 Fare	Which type of fare did you pay?	Question 11: Multiple Choice - Single Selection



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Field Name	Description	Detail
	1	Adult
	2	Senior (Riders 65+ years)
	3	Youth (Riders 6-18 years)
	4	Disabled/Medicare card holder
	5	Other
	6	Multiple Fare Types
Q11 Fare Other		Text response for "other" responses
Q12 Pay	How did you pay for this trip?	Question 12: Multiple Choice - Single Selection
	1	Cash
	2	ORCA E-purse
	3	ORCA Day Pass
	4	ORCA Monthly Pass
	5	ORCA EdPass/U-pass
	6	ORCA Pass provided by Employer or School
	7	Community Transit Ticket
	8	Community Transit Free Ride Ticket
	9	DART Ticket
	10	DART Monthly Pass
	11	Other
Q12 Pay2	How did you pay for this trip?	Question 12: Multiple Choice - Single Selection
	1	Cash
	2	ORCA E-purse
	3	ORCA Day Pass
	4	ORCA Monthly Pass
	5	ORCA EdPass/U-pass
	6	ORCA Pass provided by Employer or School
	7	Community Transit Ticket (including Free Ride Ticket)
	9	DART Ticket or DART Monthly Pass
	11	Other (including multiple payment methods)
Q12 Pay3	How did you pay for this trip?	Question 12: Multiple Choice - Single Selection
	1	Cash
	2	ORCA





**2017 ON-BOARD SURVEY | SUMMARY REPORT**  
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Field Name	Description	Detail
	11	Other
Q12 Pay Other		Text response for "other" responses
Q13 Boarding	On average, how often do you get onboard a Community Transit bus? (Count each boarding)	Question 13: Multiple Choice - Single Selection; Boardings in times per week
Q13 Boarding Grouped	On average, how often do you get onboard a Community Transit bus? (Count each boarding)	Question 13: Multiple Choice - Single Selection
	1	0- 5 times per week
	2	6 - 10 times per week
	3	11 - 15 times per week
	4	16 - 20 times per week
	5	More than 20 times per week
Q14 Riding	How long have you been riding Community Transit?	Question 14: Multiple Choice - Single Selection
	1	Less than 6 months
	2	6 - 12 months
	3	1 - 2 years
	4	3 - 5 years
	5	6 - 10 years
	6	More than 10 years
Q15 Crowded	During times when buses are very crowded, do you prefer to:	Question 15: Multiple Choice - Single Selection
	1	Wait for a later trip that might allow you to be seated
	2	Stand on the bus for your trip
	3	Both
Q16 Waiting	How long are you willing to wait between buses when making a transfer?	Question 16: Multiple Choice - Single Selection
	1	5 minutes or less
	2	6 - 10 minutes
	3	11 - 20 minutes
	4	21 - 30 minutes
	5	More than 30 minutes
Q17 Vehicle	Could you have made this trip with a vehicle? (Choose only one)	Question 17: Multiple Choice - Single Selection
	1	No, I do not own a car
	2	No, I do not have a car available to me
	3	No, I am unable to drive
	4	Yes, I have a vehicle available for my use but I choose to take transit



**2017 ON-BOARD SURVEY | SUMMARY REPORT**  
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Field Name	Description	Detail
Q17 Vehicle Grouped	1	Vehicle Available
	2	No Vehicle Available
Q18 Age	What is your age?	Question 18: Multiple Choice - Single Selection
	1	18 or under
	2	19 - 24
	3	25 - 44
	4	45 - 64
	5	65 - 74
Q19 Gender	6	75 and over
	Are you?	Question 19: Multiple Choice - Single Selection
	1	Female
	2	Male
Q20 Race Grouped	3	Both
	Do you consider yourself (make one or more boxes):	Question 20: Multiple Choice - Multiple Selection
	1	American Indian or Alaska Native
	2	Black/African American
	3	Native Hawaiian or other Pacific Islander
	4	Asian
	5	Hispanic/Latino/Spanish
	6	White/Caucasian
7	Two or more Race/Ethnicities	
Q20 AIAN	1	American Indian or Alaska Native
Q20 Black	2	Black/African American
Q20 NHPI	3	Native Hawaiian or other Pacific Islander
Q20 Asian	4	Asian
Q20 Latino	5	Hispanic/Latino/Spanish
Q20 White	6	White/Caucasian
Q21 Language	What is the primary language you speak at home?	Question 21: Multiple Choice - Single Selection
	1	English
	2	Korean
	3	Russian
	4	Spanish
	5	Chinese
6	Vietnamese	



**2017 ON-BOARD SURVEY | SUMMARY REPORT**  
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Field Name	Description	Detail
	7	Tagalog
	8	Other
	9	Two or more Languages
	10	Arabic
	11	Danish
	12	Hindi
	13	Indonesian
	14	Japanese
	15	Thai
Q21 Language 2	What is the primary language you speak at home?	Question 21: Multiple Choice - Single Selection
	1	English
	4	Spanish
	8	Other
	9	Two or more Languages
Q21 Language Other		Text response for "other" responses
Q22 Income	What was the total income for your household last year?	Question 22: Multiple Choice - Single Selection
	1	Less than \$10,000
	2	\$10,000 - \$20,000
	3	\$21,000 - \$30,000
	4	\$31,000 - \$50,000
	5	\$51,000 - \$80,000
	6	\$81,000 - \$120,000
	7	Over \$120,000
	8	Do not know
	9	Prefer not to answer
Q23 Household	How many people (total) are in your household?	Question 23: Multiple Choice - Single Selection
Q23 Household Grouped	How many people (total) are in your household?	Question 23: Multiple Choice - Single Selection
	1	1 person
	2	2 persons
	3	3-5 persons
	4	More than 5 persons
Q24 Safety	How safe do you feel riding this route?	Question 24: Multiple Choice - Single Selection; 1 (very unsafe) - 10 (very safe)



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Field Name	Description	Detail
Q24 Safety Grouped	How safe do you feel riding this route?	Question 24: Multiple Choice - Single Selection
	1	Very Unsafe (1-2)
	2	Unsafe (3-4)
	3	Neutral (5-6)
	4	Safe (7-8)
	5	Very Safe (9-10)
Q25 CT Schedules	When you plan a trip or check a schedule, which do you use most often? (Choose only one)	Community Transit website schedules/maps
Q25 CT Trip Planner	When you plan a trip or check a schedule, which do you use most often? (Choose only one)	Community Transit website Trip Planner
Q25 Posted Schedule	When you plan a trip or check a schedule, which do you use most often? (Choose only one)	Schedule posted at bus stop
Q25 Call CT	When you plan a trip or check a schedule, which do you use most often? (Choose only one)	Call Community Transit
Q25 One Bus Away	When you plan a trip or check a schedule, which do you use most often? (Choose only one)	One Bus Away app
Q25 Bus Plus Book	When you plan a trip or check a schedule, which do you use most often? (Choose only one)	Bus Plus Book
Q25 Other	When you plan a trip or check a schedule, which do you use most often? (Choose only one)	Other
Q25 Google	When you plan a trip or check a schedule, which do you use most often? (Choose only one)	Google/Google Maps
Q25 Plan Other		Text response for "other" responses
Q26 TNC	Do you use Lyft and/or Uber?	Question 26: Multiple Choice - Single Selection; TNC usage in times per week
Q26 TNC No	No	No
Q26 TNC Weekly	Yes, ___ times per week	Times per Week
Q26 TNC Monthly	Yes, ___ times per month	Times per Week
Q26 TNC Grouped	Do you use Lyft and/or Uber?	Question 26: Multiple Choice - Single Selection
	0	No
	1	Occasionally (monthly)
	2	1-2 Times per Week



**2017 ON-BOARD SURVEY | SUMMARY REPORT**  
Community Transit

Field Name	Description	Detail
		3 3-4 Times per Week
		4 5 or More Times per Week
Q27 Why Ride Original	Why do you ride Community Transit?	Open Response
Q27 Why Ride English	Why do you ride Community Transit?	Open Response



Route	Low-Income Population %* (for Census Tracts within 1/4 mile of the Route)	Title VI Low-income Route**	Percent of Route Miles in Minority Census Tracts (with 1/4 mile buffer)	Title VI Minority Route***	Route
101	23.7%	Yes	97.1%	Yes	101
105	19.8%	Yes	91.6%	Yes	105
106	14.5%	No	97.8%	Yes	106
107	22.5%	Yes	97.6%	Yes	107
109	15.6%	No	39.1%	Yes	109
111	14.5%	No	51.8%	Yes	111
112	23.3%	Yes	98.1%	Yes	112
113	23.0%	Yes	84.0%	Yes	113
115	19.9%	Yes	81.7%	Yes	115
116	18.3%	No	69.2%	Yes	116
119	21.2%	Yes	73.1%	Yes	119
120	18.5%	No	82.8%	Yes	120
130	18.8%	No	65.5%	Yes	130
196	23.2%	Yes	66.1%	Yes	196
201	24.2%	Yes	40.1%	Yes	201
202	23.8%	Yes	37.9%	Yes	202
209	17.0%	No	32.9%	No	209
220	18.5%	No	0.0%	No	220
222	21.7%	Yes	54.2%	Yes	222
227	21.3%	Yes	19.3%	No	227
230	18.3%	No	0.0%	No	230
240	16.3%	No	0.0%	No	240
247	16.9%	No	7.9%	No	247
270	20.8%	Yes	0.0%	No	270
271	20.6%	Yes	13.1%	No	271
280	18.3%	No	2.4%	No	280
701	28.6%	Yes	76.9%	Yes	701
702	20.5%	Yes	91.7%	Yes	702
402	24.2%	Yes	62.3%	Yes	402
405	22.7%	Yes	72.0%	Yes	405
410	22.3%	Yes	83.5%	Yes	410
412	17.8%	No	52.6%	Yes	412
413	23.2%	Yes	75.9%	Yes	413
415	24.1%	Yes	83.4%	Yes	415
416	20.0%	Yes	45.1%	Yes	416
417	22.1%	Yes	59.6%	Yes	417
421	25.2%	Yes	64.4%	Yes	421
422	22.4%	Yes	30.5%	No	422
424	19.3%	Yes	33.0%	No	424
425	22.4%	Yes	54.6%	Yes	425
435	17.7%	No	88.7%	Yes	435
810	22.2%	Yes	81.3%	Yes	810
821	28.1%	Yes	54.7%	Yes	821
860	22.1%	Yes	69.0%	Yes	860
871	22.1%	Yes	59.2%	Yes	871
880	22.2%	Yes	70.9%	Yes	880

Title VI Pops ACS 2015-2019  
 Total Pop w Poverty  
 poverty  
 Total Pop w Race  
 minority  
 County

Snohomish County Summary	Total	Share
Total Population with Poverty Stat	787,169	
Population under 200% of the Federal Poverty Level	148,627	18.9%
Total Population with Race Statist	798,808	
Minority Population	196,893	24.6%

TitleVI Pops ACS 2015-2019

- \* under 200% of the Federal Poverty Level
- \*\* Route low-income percentage is greater than county average.
- \*\*\* More than 1/3 of the route miles are in areas with a minority percentage greater

Sources: 2010 U.S. Census Tracts  
2015-2019 American Community Survey Data

Route	Low-Income Population %* (for Census Tracts within 1/4 mile of the Route)	Title VI Low-income Route**	Percent of Route Miles in Minority Census Tracts (with 1/4 mile buffer)	Title VI Minority Route***	Route
101	22.5%	Yes	97.1%	Yes	101
105	20.3%	Yes	93.4%	Yes	105
106	20.1%	Yes	97.8%	Yes	106
107	22.9%	Yes	97.6%	Yes	107
109	19.9%	Yes	39.1%	Yes	109
111	17.2%	No	51.8%	Yes	111
112	18.4%	No	98.1%	Yes	112
113	19.6%	Yes	84.0%	Yes	113
115	19.3%	Yes	81.7%	Yes	115
116	17.7%	No	69.2%	Yes	116
119	18.6%	No	73.1%	Yes	119
120	16.6%	No	82.8%	Yes	120
130	17.3%	No	65.5%	Yes	130
196	19.1%	Yes	66.1%	Yes	196
201	23.3%	Yes	40.1%	Yes	201
202	23.2%	Yes	37.9%	Yes	202
209	16.2%	No	32.9%	No	209
220	18.5%	No	0.0%	No	220
222	21.7%	Yes	54.2%	Yes	222
227	23.6%	Yes	19.3%	No	227
230	18.3%	No	0.0%	No	230
240	16.3%	No	0.0%	No	240
247	24.6%	Yes	7.9%	No	247
270	25.4%	Yes	0.0%	No	270
271	25.4%	Yes	11.2%	No	271
280	24.5%	Yes	1.3%	No	280
701	25.4%	Yes	76.9%	Yes	701
702	20.5%	Yes	91.7%	Yes	702
402	21.3%	Yes	62.3%	Yes	402
405	21.1%	Yes	72.0%	Yes	405
410	22.3%	Yes	83.5%	Yes	410
412	21.2%	Yes	52.6%	Yes	412
413	20.0%	Yes	75.9%	Yes	413
415	20.0%	Yes	83.4%	Yes	415
416	20.1%	Yes	45.1%	Yes	416
417	23.0%	Yes	59.6%	Yes	417
421	21.2%	Yes	64.4%	Yes	421
422	20.9%	Yes	30.5%	No	422
424	18.0%	No	33.0%	No	424
425	19.7%	Yes	54.6%	Yes	425
435	17.7%	No	88.7%	Yes	435
810	21.5%	Yes	81.3%	Yes	810
821	25.0%	Yes	54.7%	Yes	821
860	21.5%	Yes	69.0%	Yes	860
871	23.1%	Yes	59.2%	Yes	871
880	21.8%	Yes	70.9%	Yes	880

<b>Snohomish County Summary</b>	Total	Share
Population under 200% of the Federal Poverty Level	148,627	18.9%
Minority Population	196,893	24.6%

- \* under 200% of the Federal Poverty Level
- \*\* Route low-income percentage is greater than county average.
- \*\*\* More than 1/3 of the route miles are in areas with a minority percentage greater

Sources: 2010 U.S. Census Tracts  
2015-2019 American Community Survey Data



**2022-2025 Title VI Program - Service Performance**

Service Performance, Minority vs Non-Minority Routes, 2021

		Span (Minutes)	Average Headway (Minutes)					Average Load Factor				
			AM Early	AM Peak	Mid Day	PM Peak	PM Late	AM Early	AM Peak	Mid Day	PM Peak	PM Late
Weekday	Minority	594	16	27	30	28	41	14%	14%	17%	17%	16%
	Non-Minority	582	42	58	59	59	61	11%	12%	14%	14%	12%
	Minority vs Non-Minority	102%	-62%	-54%	-49%	-53%	-33%	<i>All Load Factors Meet Standard</i>				
		<i>Minority Span Greater Than Non-Minority</i>	<i>Minority Headway Better Than Non-Minority</i>	<i>Minority Headway Better Than Non-Minority</i>	<i>Minority Headway Better Than Non-Minority</i>	<i>Minority Headway Better Than Non-Minority</i>	<i>Minority Headway Better Than Non-Minority</i>					
Saturday	Minority	947		43	46	45	47		15%	19%	19%	15%
	Non-Minority	801		60	60	60	59		11%	13%	13%	11%
	Minority vs Non-Minority	118%		-28%	-24%	-24%	-21%	<i>All Load Factors Meet Standard</i>				
		<i>Minority Span Greater Than Non-Minority</i>		<i>Minority Headway Better Than Non-Minority</i>	<i>Minority Headway Better Than Non-Minority</i>	<i>Minority Headway Better Than Non-Minority</i>	<i>Minority Headway Better Than Non-Minority</i>					
Sunday	Minority	828		41	47	47	47		15%	17%	18%	15%
	Non-Minority	770		59	60	60	60		11%	12%	13%	11%
	Minority vs Non-Minority	108%		-30%	-21%	-21%	-23%	<i>All Load Factors Meet Standard</i>				
		<i>Minority Span Greater Than Non-Minority</i>		<i>Minority Headway Better Than Non-Minority</i>	<i>Minority Headway Better Than Non-Minority</i>	<i>Minority Headway Better Than Non-Minority</i>	<i>Minority Headway Better Than Non-Minority</i>					

On Time Performance		
	Departure	Arrival
Minority	97.5%	97.3%
Non-Minority	96.8%	94.1%
Difference	0.7%	3.2%
<i>Less Than 20% Difference</i>		



# Title VI Complaint Form

Appendix C-1

If you believe you have been discriminated against on the basis of race, color or national origin by Community Transit, you may file a Title VI complaint by completing and submitting this Title VI Complaint Form. **Complaints must be filed within 180 days of the alleged discriminatory act.** If you require assistance in completing this form contact Customer Service at (425) 353-RIDE (7433).

## Section 1—Contact Information

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_

Email: \_\_\_\_\_

Accessible Format Requirements:  Language Assistance  Large Print  Other

Are you filing this complaint on your own behalf?  Yes  No

If NO, provide the name and relationship to the person for whom you are filing the complaint:

\_\_\_\_\_

## Section 2—Alleged Discrimination Information

I believe the discrimination I experienced was based on:

Race  Color  National Origin

Date of Alleged Discrimination (Month/Day/Year): \_\_\_\_\_

Location of Alleged Discrimination: \_\_\_\_\_

If the alleged discrimination occurred on a bus, please provide the route, direction of travel, and bus number (if available): \_\_\_\_\_

\_\_\_\_\_

Explain the events that happened and why you believe you were discriminated against. Please include the names, titles and descriptions of the Community Transit employees involved, witnesses, and their contact information. For additional space, you may attach any written materials.

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**Section 3—Complaint Information**

Have you previously filed a Title VI complaint with Community Transit?  Yes  No

Have you filed this complaint with other Federal, State or Local Agencies?  Yes  No

If YES, list the agency/agencies and contact information below:

Agency: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_ City/State/Zip Code: \_\_\_\_\_

Contact Number: \_\_\_\_\_

**Section 4—Signature**

You may attach any written materials or other information relevant to your complaint.

**Please sign and date.**

\_\_\_\_\_  
Name Date

**Mail to:**  
**Community Transit**  
**2312 W CASINO RD**  
**EVERETT, WA 98204**  
**ATTN: Title VI Officer**

# Summary of Title VI Complaints

Appendix C-2

January 1, 2018 – January 10, 2022

Included in this document are Title VI complaints from January 1, 2018 - January 10, 2022. Formal complaints must be received in writing by completing, signing, and submitting the agency Title VI complaint form. Information on how to file a Title VI complaint is posted on our agency's website at <https://www.communitytransit.org/about/nondiscrimination>, in our Schedule and [Route Map book "Bus Plus"](#), in public areas of our agency including reception desks, the Ridestore, agency Board Room and on our buses, vanpool vans and paratransit vehicles. Complainants may download our Title VI complaint form off the agency website or request a form be sent to them from our Customer Service Department.

Once a Title VI Complaint form is received by Community Transit, the Title VI Officer begins the Title VI Complaint Procedures. When the investigation is complete the results are entered into the customer comment database and a letter of finding is issued. All reports are logged and tracked for progress by the Title VI Officer.

## **2018 Activity**

**Community Transit received one formal written Title VI complaint in April 2018. The initial investigation was completed in April 2018, and no evidence was found of a Title VI violation. The complainant changed their complaint to an ADA complaint and an additional investigation took place. No evidence was found of an ADA violation.**

### Time period 01/01/18 - 12/31/18

Community Transit received (6) Title VI related discrimination allegation comments/inquiries:

- (1) was based on color.
- (5) were based on race.

Four (4) of the above complaints were on Sound Transit service. These comments/inquiries were recorded in the Customer Comment database and resolved.

## **2019 Activity**

**Community Transit did not receive any formal written Title VI complaints in 2019.**

### Time period 01/01/19 - 12/31/19

Community Transit received (5) Title VI related discrimination allegation comments/inquiries:

- (3) were based on color.
- (2) were based on race.

Three (3) of the above complaints were on Sound Transit service. These comments/inquiries were recorded in the Customer Comment database and resolved.

### **2020 Activity**

**Community Transit received two formal Title VI complaints in 2020.**

**The first was received in February and was abandoned by the customer. There was not enough information to investigate the case. When the customer did not respond to outreach by phone and email the request was considered abandoned and closed.**

**The second complaint was received in December 2020 and the investigation was completed February 2021. No evidence was found of a Title VI violation.**

**Time period 01/01/20 - 12/31/20**

Community Transit received (6) Title VI related discrimination allegation comments/inquiries:

- (6) were based on race.

Three (3) of the above complaints were on Sound Transit service. These comments/inquiries were recorded in the Customer Comment database and resolved.

### **2021 Activity**

**Community Transit did not receive any formal Title VI complaints in 2021.**

**Time period 01/01/21- 12/31/21**

Community Transit received (4) Title VI related discrimination allegation comments/inquiries:

- (1) was based on color.
- (2) were based on race.
- (1) was unknown

No complaints were on Sound Transit service. These comments/inquiries were recorded in the Customer Comment database and are resolved.

### **2022 Activity**

**No formal written complaints were submitted as of January 10, 2022.**

**Time period 01/01/22 – 01/12/22**

No Title VI related discrimination allegation comment/inquiry were received for this period.



## Appendix D

# 2022-2025 Title VI Program Public Engagement Process

Community Transit Staff began meeting in January 2022 to plan the 2022-2025 Title VI Program public engagement process. Coordination was done with Planning, Communications & Public Affairs, Marketing, and Customer Service. Demographic data was reviewed to provide information on the best places to have our Community Meetings as well as how to advertise and get information out about our program update. The Executive Leadership Team for Community Transit which includes our CEO and department Directors as well as our Strategic Alignment and Capital Development Committee (a committee comprised of Board of Director representatives) were briefed prior to implementation. Our public process included an informational rack card on the buses with the dates/times of the community meetings and how to provide comment, newspaper ads to English speaking and non-English speaking populations, social media, our agency website, agency blog, notices from our Commute Trip Reduction staff and word of mouth from Community Transit Staff.

**Described below is the comprehensive timeline for this outreach process:**

### **Public Outreach**

- Public Hearing Newspaper Ads
  - el Siete Dias
  - Herald
- Electronic Notifications
  - Social Media
  - Website
  - Blog
- Outreach to Community-Based Organizations
- Electronic and Posted Rider Alert
  - Transit Centers
  - Park and Ride (select locations)
- DART Letter
- Set-up email address, [title6@commtrans.org](mailto:title6@commtrans.org)

### **Public Meetings**

- Public Meetings
  - Community Transit Live interactive webcast on April 12, 2022
  - Board Meeting May 5, 2022

### **Public Hearing**

- Board of Directors Meeting May 5, 2022 Community Transit Board Room

## **Public Comment Period**

April 5, 2022 to May 7, 2022

Comments can be submitted in the following ways:

- Email comments to [title6@commtrans.org](mailto:title6@commtrans.org).
- Mail comments to Community Transit at 7100 Hardeson Rd., Everett, WA 98203.
- Call in comments by phone at (425) 353-7433.
- Post comments on social media, including Facebook, during Community Transit Live, the agency's live webcast, or on Twitter, where comments should be tagged with @MyCommTrans
- Share comments in person by virtually attending a Community Meeting

**2019-2022 Title VI Program Public Outreach Timeline**

Month	Day	Activity	Responsible
<b>January</b>			
	24	Program development check-in meeting	Planning
<b>February</b>			
	15	Preliminary due date for Title VI Plan	All
<b>March</b>			
	14	Program development final meeting. Draft to working group for review.	Planning
	18	Final draft of Title VI Plan and Appendices complete	All
		Copy to Design for ads (La Raza, Herald, others) Outreach meeting	Planning
		Presentation to SACDC Draft Plan complete Space reserved for newspaper	
		Copy due to Lia for 3/27 issue of Community Times Interact Presentation to SACDC Draft Plan complete Draft to working group for review	
		Newspaper ads out Set up Title VI comment email address Copy due to Lia for 3/27 issue of Community Times Interact Draft Plan complete Space reserved for newspaper ads	
		Ad to newspapers Newspaper ads out Set up Title VI comment email address Presentation to SACDC Draft Plan complete	
		Community Times Interact article out to employees Ad to newspapers Newspaper ads out Copy due to Lia for 3/27 issue of Community Times Interact Presentation to SACDC	
		Copy due to Cathy Jackson for 4/3 Behind the Wheel (cc First Transit)Community Times Interact article out to employees Ad to newspapers Set up Title VI comment email address Copy due to Lia for 3/27 issue of Community	



		Times Interact	
<b>April</b>			
		Community Times Interact article out to employees Ad to newspapers	
		Behind the Wheel article out to employees Community Times Interact article out to employees	
		FAQ to Customer Care Behind the Wheel article out to employees	
		<b>Presentation and draft plan to Board of Directors</b> FAQ to Customer Care Behind the Wheel article out to employees	
		AFTER Board Mtg – Facebook, blog, and email alerts and press release out <b>Presentation and draft plan to Board of Directors</b> FAQ to Customer Care	
		Send DART letter AFTER Board Mtg – Web info up AFTER Board Mtg – Facebook, blog, and email alerts and press release out FAQ to Customer Care Behind the Wheel article out to employees	
		Public outreach/comment process begins (4/5 – 5/7)	
		Rider Alerts distributed Public outreach/comment process begins (4/5 – 5/7) AFTER Board Mtg – Web info up AFTER Board Mtg – Facebook, blog, and email alerts and press release out	
		TDM notify employers Rider Alerts distributed AFTER Board Mtg – Web info up	
		Community Transit Live TDM notify employers Rider Alerts distributed Public outreach/comment process begins (4/5 – 5/7)	
		Briefing to SACDC on public outreach effort	
		Outreach to CBOs Briefing to SACDC on public outreach effort Community Transit Live TDM notify employers Rider Alerts	

		distributed	
		Public notice for Public Hearing Public meeting Outreach to CBOs Briefing to SACDC on public outreach effort Community Transit Live TDM notify employers	
<b>May</b>			
		<b>Public Hearing/Board Meeting</b> Public notice for Public Hearing Briefing to SACDC on public outreach effort	
		Public outreach/comment process ends (4/5 – 5/7) <b>Public Hearing/Board Meeting</b> Public meeting at	
		Recommend approval of Title VI Program from SACDC <b>Public Hearing/Board Meeting</b> Public notice for Public Hearing Public meeting Outreach to CBOs Briefing to SACDC on public outreach effort	
<b>June</b>		Recommend approval of Title VI Program from SACDC <b>Public Hearing/Board Meeting</b> Public notice for Public Hearing	
		<b>Board Approval 6/2 Meeting</b>	
		Submit Title VI Program to FTA AFTER Board approval: Facebook, blog, and email alerts <b>Board Approval</b> Recommend approval of Title VI Program from SACDC	



## Community Transit – Public Participation Plan Summary October 2021 Service Change – Northgate Station bus-light rail integration

### **Purpose:**

The purpose of Community Transit’s public participation plan is to strive for an equitable and proactive public involvement process. The plan will allow the opportunity for the public to be involved in all phases of the engagement process by providing complete information, timely public notice, opportunities for making comments, and full access to final decisions.

It is necessary to establish procedures that allow for, encourage, and monitor participation of all stakeholders in the Community Transit service area, including but not limited to low income and minority individuals, and those with Limited English Proficiency.

### **Goals and Objectives:**

#### **Goal:**

The goal of the public participation plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

#### **Objectives:**

To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.

To provide general notification of meetings, online and in-person forums for public input, in a manner that is understandable to all populations in the area.

To hold engagement opportunities in locations which are accessible to all area stakeholders, including but not limited to, low-income, senior, disabled and minority members of the public.

To provide methods for two-way communication and information and input from populations which are not likely to attend meetings.

To convey the information in various formats to reach all key stakeholder groups.

### **October 2021 Proposed Service Changes**

In October 2021, Sound Transit opened three new light rail stations with the northernmost being at Northgate Station. Starting in 2019, Community Transit and Sound Transit initiated a joint public engagement program to figure out how the agencies could best integrate bus services from Snohomish



County with the new light rail services. This work included two rounds of public engagement as well as an outreach and education campaign prior to service integration.

## **Phase I: Proposed / Public Comment**

### **1. Public Notice**

- a. Official announcements of meetings, hearings, or other significant events was distributed through media and communications channels.

### **2. Communication methods**

- a. Agency Communication Plan outlining key communication milestones, timeline, and key agency messages.
- b. Website- Community Transit maintained a dedicated webpage containing project-related information regarding the outreach effort.
- c. Social media: Facebook, Twitter and blog-information regarding the outreach effort was posted on our social media channels.
- d. Live Video: project details were discussed during Community Transit Live.
- e. Print advertisements in English and Spanish were placed in newspapers with information about the proposed changes with methods to provide input and/or attend a community meeting.
- f. Rider Alerts on-board buses and at bus shelters.
- g. Electronic alerts were sent system wide to subscribers.
- h. Press Releases were issued.
- i. Group presentations to key stakeholders.
- j. Newsletters to employers.

### **3. Visualization**

- a. Informational presentation boards and brochures were present at the community meetings to explain the proposed changes and how people could provide feedback.
- b. PowerPoint presentations to key stakeholder groups and jurisdictional audiences.
- c. Maps, charts, and graphs outlined key information and affected areas.

### **4. Publications**

- a. A proposed Northgate Service Integration brochure outlining proposed changes was produced and distributed to stakeholders (as listed below). Limited copies were translated into multiple languages and all brochures contained a language block for Limited English Proficiency audiences.



#### **5. Distribution of Information and materials:**

- a. On-board buses
- b. Bus shelters
- c. Transit Center and Park & Ride facilities
- d. Human Services Agencies
- e. Public Libraries and key transit distribution outlets
- f. Chamber of Commerce offices

#### **6. Strategies for engaging individuals with Limited English Proficiency**

- a. Language Line
- b. Print Advertisements

#### **7. Public Participation Process/Outreach Effort**

##### **Public Outreach: Two Phases – October 2019 through May 2020**

Outreach included online and print materials and was made available in multiple languages. Communications and outreach work was conducted digitally, as well as at transit centers, park and rides, and some community spaces. The first round of outreach asked riders about their values and priorities for connecting buses to light rail. This feedback was used to develop a service integration proposal, which we presented during the second phase of public engagement.

Public feedback helped Community Transit and Sound Transit decide which routes would connect to light rail, as well as what times of day to increase service to minimize waiting times when transferring.

##### **Public Comment**

Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.

Comments were accepted via email, phone, by survey or by sending a letter to Community Transit.

##### **Implementation: Outreach and education**

**Staff implemented a comprehensive implementation strategy to notify all stakeholders of Board approved service changes, and teach riders how to use them:**

#### **1. Public Notice**

- a. Official notification of meetings, hearings or other significant events was placed in the newspapers.

#### **2. Communication methods**

- a. Internal Agency Communication Plan outlining key communication milestones, timeline, and key agency messages
- b. Website- Community Transit maintained a dedicated webpage containing project-related information regarding the outreach effort.
- c. Social media: Facebook, Twitter, and blog- information regarding the outreach effort was posted on all social media channels.
- d. An in-the-field video series was made to help educated riders about how to use the new services.
- e. Print advertisements were placed in newspapers, and commercials run on various platforms to disseminate information about the changes and where to learn more information.
- f. Rider Alerts on-board buses and at bus shelters
- g. Electronic alerts were sent system wide to subscribers.
- h. Press Releases were issued
- i. Group Presentations to key stakeholders
- j. Newsletters to employers

### **3. Visualization**

- a. Informational presentations and maps were present at the virtual community meetings to explain the changes
- b. PowerPoint presentations to key stakeholder groups and jurisdictional audiences
- c. Maps, charts, and graphs outlined key information and affected areas

### **4. Publications**

- a. A "New Transit Connections" brochure outlining changes was produced and distributed to all stakeholders. The brochure contained a language block for Limited English Proficiency audiences.

### **5. Distribution of Information and materials:**

- a. On-board buses
- b. Bus shelters
- c. Transit Center and Park & Ride facilities
- d. Human Services Agencies
- e. Public Libraries and key transit distribution outlets

### **6. Strategies for engaging individuals with Limited English Proficiency**

- a. Language Line
- b. Print Advertisements
- c. LEP Brochure

# Summary of Public Engagement Projects

January 16, 2018-January 15, 2022

Included in this document are major Public Engagement projects conducted by the agency from January 16, 2018 through January 15, 2022. Major projects may have focused on topics such as planning and service development, fares, customer sentiments, and other topics. Information on goals of the agency's Public Engagement work around Title VI can be found in [chapter 5 of the Title VI Program](#).

## 2018 Projects

### **Fall 2018/Spring 2019 Service Proposal**

- Sought public comment on service increases for Fall 2018 and Spring 2019.
- Sent news release to local media, sent alert to rider alert subscribers, posted notice on CT Facebook and Twitter accounts and discussed proposed changes on Community Transit Live video on Facebook, all in English. Posted Rider Alert on buses with four-language text box referring riders to call our Language Line for translation, if needed.

### **Fare Change Proposal/Fare Policy Change (outreach done March 2018)**

- Sought public comment on proposed fixed-route bus fare increase and vanpool rate increase, as well as fare policy change charging commuter fares on all commuter trips to go into effect Oct. 1, 2018.
- Sent news release to local media, sent alert to rider alert subscribers, posted notice on CT Facebook and Twitter accounts and discussed proposed changes on Community Transit Live video on Facebook, all in English. Posted Rider Alert on buses with four-language text box referring riders to call our Language Line for translation, if needed.

### **Fare increase and fare policy change go into effect Oct. 1, 2018**

- Sent news release to local media, sent alert to rider alert subscribers, posted notice on social media accounts and discussed proposed changes on Community Transit Live video on Facebook, all in English. Posted Rider Alert on buses with four-language text box referring riders to call our Language Line for translation, if needed.
- <https://www.communitytransit.org/news/community-transit-news/2018/09/18/local-bus-dart-paratransit-fares-rising-25-cents-on-oct.-1>

## 2019 Projects

### **FTA Title VI Program Update**

- Sought public comment on update to FTA Title VI three-year plan.

- Sent news release to local media, sent alert to rider alert subscribers, posted notice on social media accounts and discussed proposed changes on Community Transit Live video on Facebook, all in English. Posted Rider Alert on buses with four-language text box referring riders to call our Language Line for translation, if needed. Held in-person community meeting at Everett Station.

### **Swift Orange Line Open House**

- Educated local community about proposed new bus rapid transit line.  
<https://www.communitytransit.org/news/community-transit-news/2019/10/22/learn-about-swift-orange-line-at-open-house-oct.-24>
- Sent news release to local media, sent alert to rider alert subscribers, posted notice on social media accounts and discussed proposed changes on Community Transit Live video on Facebook, all in English. Held Open House at Lynnwood Library Oct. 24, 2019.

### **Northgate bus-light rail integration (Phase 1)**

- This project focused on restructuring bus services that previously went to the University of Washington and connecting them to Sound Transit's Link light rail at Northgate Station, which provides service to the university.
- Outreach included online and print materials and was made available in multiple languages. Communications and outreach work was conducted digitally, as well as at transit centers, park and rides, and some community spaces.



Moving you to  and beyond

# Link Connections

## NORTHGATE



### Connecting buses to Link light rail in 2021

Sound Transit and Community Transit are working together to adjust some bus routes so that Snohomish County riders can connect to Link light rail at Northgate starting in 2021. There's room for change as we design routes, and we want your feedback! Here's what we're thinking:

#### Community Transit



##### University of Washington

Bus routes **810, 821, 855, 860, 871** and **880** would connect to Link at Northgate instead.



##### Downtown Seattle

There will be no changes to **400-series\*** bus routes.

#### Sound Transit



##### Downtown Seattle

ST Express routes **510, 511, 512** and **513** would connect to Link at Northgate instead.

Outreach for ST Express Route **522** will happen in coordination with King County Metro in January 2020.

#### King County Metro



King County Metro will also restructure its service to provide connections to the University of Washington campus and nearby areas.

\* 400-series refers to bus routes 402, 403, 410, 412, 413, 415, 416, 417, 421, 422, 424, 425 and 435.

We need your feedback by December 31, 2019

 [northgate.participate.online](http://northgate.participate.online)

## **2020 Projects**

### **Northgate bus-light rail integration (Phase 2)**

- This project focused on restructuring bus services that previously went to the University of Washington and connecting them to Sound Transit's Link light rail at Northgate Station, which provides service to the university.
- Outreach included online and print materials, and was made available in multiple languages. Communications and outreach work was conducted digitally, as well as at transit centers, park and rides, and some community spaces.

### **Pulse Survey #1**

- Early in the COVID-19 pandemic Community Transit wanted to better understand how riders, or stopped riders, were perceiving transit, as well as how much riders knew about what the agency was doing to address health and safety during the pandemic.
- Outreach was primarily done online in accordance with COVID-19 guidelines that recommended against in-person engagement. The survey was provided in English only.

## **2021 Projects**

### **Pulse Survey #2**

- Approximately one year into the COVID-19 pandemic the agency wanted to reassess rider and public perceptions of transit and knowledge around health and safety measures implemented by the agency. Additionally, this survey asked participants to share key barriers to transit usage.
- Outreach was done in-person through partnerships with community-based organizations and online through materials available in both English and Spanish. Focus was placed on partnering with groups that served Spanish-speaking populations and communities of color.

### **Lynnwood Pilot Solutions**

- The Lynnwood Pilot Project is implementing a microtransit solution within a portion of the City of Lynnwood. This survey was to help evaluate service area options, as well as a possible Community Van program.
- Outreach was done in-person through partnerships with community-based organizations as well as with flyers and a bi-lingual (English and Spanish) print mailer. Additional outreach was done online.



**LYNNWOOD RESIDENTS**

# Tell us what you think for a chance to win \$100

Community Transit and the City of Lynnwood are partnering on new ways to get around our busy community.

---

**RESIDENTES DE LYNNWOOD**

## *Cuéntanos lo que opinas para tener la oportunidad de ganar \$100*

*Community Transit y la ciudad de Lynnwood están trabajando para mejorar la movilidad en nuestra ciudad.*



**2024 Network Redesign (Phase 1)**

- In 2024 light rail will reach Snohomish County and Community Transit has the opportunity to redesign our transit network to focus on more local bus service. This is a multi-stage project with at least two full phases of public engagement across the county.
- Outreach was done in-person through partnerships with community-based organizations and at transit centers and park and rides. Digital engagement included live virtual forums and materials fully translated into the agency’s top-five Title VI languages.

For questions or more information:

Website: [transit2024.participate.online](https://transit2024.participate.online)

Email: [CT2024@communitytransit.org](mailto:CT2024@communitytransit.org)

Phone: (425) 353-RIDE (7433)

(800) 562-1375, TTY Relay: Dial 711



# Transit in 2024:

Help us plan your future Snohomish County transit network

Visit our website and take the survey by December 17, 2021 to help shape the future of transit in Snohomish County.



Visite nuestro sitio web y responda la encuesta antes del 17 de diciembre de 2021 para ayudar a dar forma al futuro del transporte público en el Condado de Snohomish. Disponible en Español.

스노호미시 카운티(Snohomish County)의 미래 교통 상황을 파악하기 위해 저희 웹 사이트를 방문하셔서 2021년 12월 17일까지 설문 조사에 참여하세요. 한국어로 제공됩니다.

Посетите наш веб-сайт и пройдите опрос до 17 декабря 2021 года, чтобы помочь сформировать будущее общественного транспорта в округе Снохомиш (Snohomish). Доступно на русском.

请于2021年12月17日前访问参加我们网站上的民意调查，以帮助我们塑造斯诺霍米什县(Snohomish County)未来的交通便利。有中文版。



Learn more and take our survey here:

[transit2024.participate.online](https://transit2024.participate.online)

# Title VI Program Four Factor Analysis

## **Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.**

### Recent Census Data

Snohomish County is Washington State's third most populous county, with 827,957 residents as per 2020 Census data. Community Transit serves every city in the county, though the largest city, Everett, is outside our official service area and has its own transit agency.

The 2015-2019 American Community Survey (5-Year Estimates) showed that Snohomish County's population was 77% white alone, while 23% was a racial or ethnic minority. Among the minority groups, Asian and Hispanic populations were the largest, with each group individually representing approximately 11% of the county's total population. The Asian population is very diverse, with no clear dominant language represented.

According to the 2015-2019 American Community Survey (5-Year Estimates), 16.3% of county residents are foreign born and 21.4% speak a language other than English at home. 7.3% of Snohomish County residents report they speak English less than "very well".

Snohomish County is home to several federally-recognized Native American tribes, though limited English is not an issue for members. Native Americans make up 1% of our population.

### Community Transit Data

In 2004 Community Transit hired a consultant to conduct an extensive review of our communications ("Communications Audit for Community Transit," June 14, 2004 prepared by APCO Worldwide). They conducted a rider intercept survey weighted to reflect the ridership characteristics of Community Transit.

"Approximately 1 out of 5 respondents (18%) spoke English as a second language. Of those, 24% spoke Spanish, 12% Korean, 11% Japanese, 10% Chinese, 7% Russian, 7% Tagalog, 5% Cambodian, 3% Ukrainian, 3% Vietnamese, 1% Laotian. The remaining 18% spoke other languages."

The consultant followed up by contacting the local library system and the Snohomish County Refugee and Immigrant Forum (located in Everett) to make a recommendation on what languages to translate for high priority items. Those agencies focus on Spanish, Russian and Vietnamese.

However, subsequent follow-up by Community Transit staff who met with the Refugee Forum staff clarified that the organization, located in Everett, worked with a different population mix than our riders. In particular, there is a relatively large population of Korean immigrants in south Snohomish County, as well as many Chinese speakers. The Russian population tends to be centered in north Everett.

The Refugee Forum staff also stated that Tagalog speakers frequently also spoke English, and were not generally isolated by their native language.

The 2017 Community Transit On Board Survey (conducted in English and Spanish with 6,470 total responses) asked what language riders spoke at home. The response, in descending order, was:

- 71.9% English
- 9% Spanish
- 3.6% Two or more
- 2.2% Tagalog
- 2.1% Korean
- 2% Vietnamese
- 1.8% Chinese
- 1% Japanese

## Community Factors

### Tribes

Snohomish County is home to several federally-recognized Native American tribes, though limited English is not an issue for members. Native Americans make up 1% of our population.

- Tulalip Tribes – the largest population (4,800 members) with about 2,600 members residing on the 22,000 acre Tulalip Indian Reservation located north of Everett and the Snohomish River and west of Marysville, Washington.. Their resort, casino and shopping attract many local and international visitors
- Stillaguamish Tribe – small reservation and casino located outside Arlington (and outside our service area), 237 enrolled tribal members; the Indigenous population living on or near the reservation is 487.
- Sauk-Suiattle Tribe – smallest of all (200 members), located near Darrington (reservation is outside our service area).

### Schools

Community Transit provides service across 13 school districts. District enrollment in bilingual education programs ranges from .48% to 20.89% in these districts.

Racial and cultural diversity can also be measured by the number of public school students that report English learners (EL). In the 2020-2021 school year, Snohomish County school

## Appendix F

### Four Factor Analysis

### Community Transit 2022-2025 Title VI Program

districts reported 26,188 EL students speaking 144 different languages. This represented 12.04% of the public school population. The top five languages spoken in Snohomish County schools are: Spanish, Russian, Arabic, Vietnamese, and Ukrainian. The remaining EL students are spread among 139 other languages, many that are not familiar to most Americans such as Hmong, Tigrinya, and Farsi.

A significant source of Community Transit riders is Edmonds Community College, which has a strong international student program as well as a bus pass program. About 10,400 students attend Edmonds Community College annually. Of these, about 900 are international students from over 60 different countries. There are also approximately 1,000 students attending Edmonds Community College as English Learners.

Community Transit also has special service and a bus pass program with the University of Washington in Seattle, resulting in a higher level of diverse riders on that service, particularly Asian-language speakers.

## Media

- El Mundo – largest Spanish language paper in the state, published out of Bellevue (King County) and distributed in Snohomish County
- Korea Daily News – published in Korean in King County, with substantial circulation in south Snohomish County
- Seattle Chinese Times – publishes in English and Chinese
- Seattle Chinese Post – Chinese language publication
- Northwest Asian Weekly – English language paper out of Seattle
- Northwest Vietnamese News – published twice a week in Seattle
- Radio Hankook – broadcasts in Korean in Snohomish County at 1230 AM.
- Television: all local stations are broadcast out of Seattle. KUNS serves Western Washington with Spanish-language programming, and AAT TV provides broadcast programming in Mandarin, Cantonese, and Taiwanese

## **Factor 2: The Frequency with Which LEP Individuals Come into Contact with your programs, activities, and services**

Community Transit provides public bus, paratransit, vanpool and employer and residential outreach services for Transportation Demand Management in Snohomish County. Because we are a significant provider of transportation, limited-English customers access our services daily.

Customers interact with us in many ways:

- On buses – with bus drivers
- Bus Plus schedule books
- Bus stop posters and kiosk information

## Appendix F

### Four Factor Analysis

### Community Transit 2022-2025 Title VI Program

- Website
- Social media – primarily Facebook and Twitter
- Paratransit eligibility and scheduling
- Vanpool program
- Customer Information phones
- RideStore – pass sales, lost & found, customer information
- *Swift* Ambassadors – staff who check fare payment on bus rapid transit
- Rider Forums/Street teams during regular and special outreach events

## Language Line

Community Transit subscribes to a language translation service, which offers translation over the telephone in more than 100 languages. The language line is used primarily by our Customer Information staff, but has also been used by the RideStore and by Outreach staff when working with the public or with employees at large businesses (through our Transportation Demand Management program).

The availability of the language line is promoted in English, Spanish, Korean, Mandarin and Russian inside the cover of our Bus Plus schedule book.

It is also promoted on bus interior cards, on bus stop posters, at our *Swift* bus rapid transit stations, on our website and with service change information.

In 2021 the number of calls to the language line broke down as follows:

- Spanish: 42
- Korean: 9
- Russian: 5
- Mandarin: 4
- French: 3
- Amharic: 2
- Cantonese: 2
- Arabic: 1
- Farsi: 1
- Punjabi: 1
- Vietnamese: 1

It is possible that demand for the language line is driven by the languages in which it is promoted, which were in turn selected based partially on past language line usage, creating a positive feedback loop.



## Website

From January 2019 to January 2022, the “**How to Ride**” page of our website was accessed:

- 217 times in Spanish
- 208 times in Chinese
- 63 times in Korean

Based on the preferred language of visitors to the website 2016-2018 (noted in user browser settings), in the top are:

- English (1.8 million visitors)
- Chinese (Taiwanese, Mandarin and simplified Mandarin, 16,194 visitors)
- Spanish (14,125 visitors)
- Japanese (3,334 visitors)
- Korean (3,329 visitors)
- Czech (1,780 visitors)
- Russian (1,534 visitors)
- French (1,318 visitors)
- Vietnamese (1,318 visitors)

In 2021, Community Transit’s outreach effort for 2024 planning provided a website translated in five languages that were identified in Community Transit’s 2019-2022 Title VI Program: English, Spanish, Korean, Chinese, and Russian. Social media posts were also translated to Spanish to reach Spanish-speaking communities in the agency’s service area.

## Social Media

Community Transit Communications staff communicate with customers regularly on Facebook and Twitter. All posts are in English, but Facebook makes it possible for its users to select their primary language to view content. Facebook can translate more than 70 languages, including all languages that customers have accessed via Language Line, with the exception of Marshallese.

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

Transportation is essential to access work, school, medical care, recreation and retail services. Community Transit has an established network of fixed route bus service. The local network is mirrored by paratransit services and supplemented by our vanpool program.

Major bus service changes, both to the span of service and to the routes and communities we serve, as well as fare changes, are assumed to impact LEP people. To reach them, we implement our Public Outreach and Language Assistance Plans.

We also know that DART paratransit is an essential service. When major changes to local bus routes impact DART, we have a practice of sending letters directly to DART customers and service providers as well as posting Rider Alerts and brochures on DART buses. The brochures - produced as part of our overall outreach – contain multi-lingual information.

#### **Factor 4: The Resources Available to the Recipient and Costs**

The Customer Relations Department has budget items dedicated to serving limited-English people.

- Language Line:
  - Community Transit averages about 30 Language Line calls each month.
- Translation Services:
  - We also spend money on printing (as part of larger printing projects and budget) and on interpreters when needed.

Community Transit Outreach staff participate in many events such as community festivals and National Night Out events that bring us into contact with diverse communities. Beginning in 2014 our Contracted Services Mobility Specialist has taken on some of this work as well, as part of our Travel Training program.

#### Translated Materials

Community Transit includes a prominent block of text promoting the Language Line in three or four languages in all important publications:

- Bus Plus schedule book
- Guides to Service Change
- Transportation Options booklet
- Community mailings

More complete translations, equal to their English-language counterparts, are rare due to budget limitations. We do have a full page of our Bus Plus schedule book describing “Como Viajar” in Spanish.

Community Transit’s *Swift* service has a diverse ridership. As a result, we have made efforts to reach LEP customers by translating instructions on ticket vending machines and providing multilingual *Swift* fare enforcement cards.



**BOARD OF DIRECTORS'**  
**MEETING AGENDA**  
 Snohomish County Public Transportation Benefit Area Corporation

Thursday  
 May 5, 2022  
 3:00 PM

**Board Meeting\***

Zoom Webinar: <https://us02web.zoom.us/j/87858511746?pwd=UVZwc3doeW41L0pRSFBZbVBVVVWhQT09>  
 Webinar ID: 878 5851 1746      Passcode: 433505      Phone: 1-253-215-8782

**Watch Live on YouTube**

Livestream Channel: <https://bit.ly/CTPublicMtgsYouTube>

**1. CALL TO ORDER**

**2. ROLL CALL**

**3. PUBLIC HEARING: 2022-2025 Title VI Program**

- a. Title VI Plan Update; [www.communitytransit.org/title6](http://www.communitytransit.org/title6) – Chris Simmons \*\*\*
- b. Open Public Hearing
- c. Public Comment\*\*

*Verbal Comment:* Sign up to speak by completing this [Sign Up Form](#). Please provide by 5pm May 4.

*Written Comment:* Email comments to [title6@commtrans.org](mailto:title6@commtrans.org).\*\*

- d. Close Public Hearing.

**4. PUBLIC COMMENT\*\***

*Verbal Comment:* Sign up to speak by completing this [Sign Up Form](#). Please provide by 5pm May 4.

*Written Comment:* Email comments to [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org).\*\*

**5. PRESENTATIONS**

- a. Employee Service Awards – CEO Ilgenfritz
- b. 2024 Phase 2 Outreach: [www.transit2024.participate.online](http://www.transit2024.participate.online) – Chris Simmons
- c. Construction Market Analysis – Director Beardsley

**6. CHIEF EXECUTIVE OFFICER'S REPORT**

**7. COMMITTEE REPORTS**

- a. Executive Committee – Chair Marine
- b. Strategic Alignment & Capital Development Committee – Council Member Merrill
- c. Finance, Performance, & Oversight Committee – Council Member Schuette

**8. CONSENT ITEMS\*\*\***

- a.** Approve minutes of the April 7, 2022, Board of Directors' Meeting.
- b.** Approve minutes of the April 21, 2022, Board of Directors' Quarterly Workshop.
- c.** Approve Resolution No. 07-22, Revising the Claims and Damages Agent Address.
- d.** Approve Resolution No. 09-22, Revising the Schedule and Location of Board Meetings.
- e.** Adopt the Revised Agency Safety Plan.
- f.** Award Job Order 2021-027-B4, Lake Stevens Transit Center Road Surface Refresh.

\*Due to the Governor's Stay Home-Stay Healthy order, Proclamation 20-28, Open Public Meeting Act, this meeting will be remote.

\*\*Advance sign up for verbal public comments is not required but requested to support meeting administration. Written public comments are requested by 5pm 5/4 to be distributed to the Board of Directors in advance of the meeting.

\*\*\*Indicates attachment

- g. Award RFQ 2017-079, Task Order for Vehicle Storage & Training Facility Construction Project – Construction Management Services.
- h. Approve vouchers dated March 04, 2022 in the amount of \$4,196,021.47.
- i. Approve vouchers dated March 11, 2022 in the amount of \$3,732,512.75.
- j. Approve vouchers dated March 18, 2022 in the amount of \$2,992,432.78.
- k. Approve vouchers dated March 25, 2022 in the amount of \$3,625,873.77.
- l. Approve March 2022 Payroll:
  - i. Direct Deposits Issued, #411833-413233 in the amount of \$3,304,992.03.
  - ii. Paychecks Issued, #108372-108421 in the amount of \$51,259.72.
  - iii. Employer Payroll Tax Deposits in the amount of \$378,154.10.
  - iv. Employer Deferred Compensation for IAM in the amount of \$7,698.38.

**9. ACTION ITEMS\*\*\***

- a. Award ITB 2022-001, MCADMIN Building Improvements – Greg Stamatiou
- b. Award RFP 2021-105, Wayside Digital Signage – Jay Heim
- c. Award RFP 2021-095, Microtransit Service: Lynnwood Pilot Project – Jennifer Hass
- d. Approve Resolution No. 08-22, 2022 Mid-year Budget Amendment – Mary Albert

**10. CHAIR’S REPORT**

**11. BOARD COMMUNICATION**

**12. EXECUTIVE SESSION**

**13. OTHER BUSINESS**

**14. ADJOURN**

Board materials are available at [www.communitytransit.org/meetings](http://www.communitytransit.org/meetings). In compliance with the Americans with Disabilities Act, those requiring accommodation for meetings should notify the executive office at least 24 hours prior to the meeting at 425-348-7100 (TTY Relay 711) or [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org).

# **Consent Agenda**

**Board of Directors' Meeting  
Thursday, April 7, 2022  
Remote Meeting\*  
3:00 p.m.**

**Board Members Present**

Council Member Kim Daughtry	City of Lake Stevens
Mayor Christine Frizzell	City of Lynnwood
Mayor Joe Marine	City of Mukilteo
Council Member Jared Mead	Snohomish County
Council Member Tom Merrill	City of Snohomish
Mayor Jon Nehring	City of Marysville
Lance Norton	Labor Representative, non-voting
Mayor Sid Roberts	City of Stanwood
Council Member Jan Schuette	City of Arlington

**Board Members Absent**

Council Member Stephanie Wright	Snohomish County
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**Others Present\*\*\***

Erik Ashlie-Vinke	Sound Transit
Geri Beardsley	CT-Director of Administration
Roland Behee	CT-Director of Planning & Development
Tim Chrobuck	CT-Chief Technology Officer
Sherri Longanecker Daley	CT-Coach Operator
Robert Gaines	CT-Coach Operator
Mike Gallagher	City of Brier, Alternate
Davor Gjurasic	CT-State Lobbyist
Al Hendricks	CT-Legal Counsel
Mark Holmes	CT-Chief Operating Officer
Ric Ilgenfritz	CT-CEO
Kurt Krueger	CT-Sales & Distribution Specialist
Joe Kunzler	Self
Mary Beth Lowell	CT-Director of Comm. & Public Affairs
Molly Marsicek	CT-Director of Customer Experience
Ann Martin	CT-NOC & Service Operations Manager
Kyoko Matsumoto Wright	City of Mountlake Terrace, Alternate
Deb Osborne	CT-Chief of Staff
Susan Paine	City of Edmonds, Alternate
Jacob Peltier	CT-Manager of Security & Emergency Mgmt.
Cesar Portillo	CT-Director of Employee Engagement
Peter Rogoff	Sound Transit, CEO
Juanita Shuler	CT-Exec. Support/Records Mgmt. Specialist
Jim Williams	CT-Deputy Director of Transportation
Rachel Woods	CT-Executive Board Administrator

\*In response to COVID-19 and per the Governor's Proclamation 20-28 Open Public Meetings Act, the meeting was held remotely.

\*\* Joined meeting in progress.

\*\*\*Names of those who were confirmed as attendees are included, others who attended remotely without submitting their names are not included.

### **Call to Order**

Chair Marine called to order the April 7, 2022, Board of Directors' remote meeting to order at 3:00 p.m. The Chair noted the meeting was recorded and livestreamed.

### **Roll Call of Members**

The Executive Board Administrator called roll. Attendance was as noted above. **A quorum was present.**

### **Public Comment**

Two written comments, from Mr. Wade Mahala and Mr. Joe Kunzler, were received and provided to the Board in advance of the meeting.

Joe Kunzler summarized his written comments regarding safety. He thanked staff and stated that transit was a safe mode to travel.

Sherri Longanecker Daley, Coach Operator, thanked the Board for listening to coach operator safety concerns in the field. She had observed an increased presence and improvements.

### **Presentations**

#### **2021 Employee Excellence Awards**

CEO Ilgenfritz, recognized the recipients of the 2021 employee service awards. The 2021 CEO Award was presented to Robert Gaines, Coach Operator. Robert was known for supporting his peers, his positive and upbeat personality, and for the mentorship he provided new employees.

Council Member Daughtry, presented the 2021 Chair Award to Kurt Krueger, Sales & Distribution Specialist at the Lynnwood RideStore. Kurt was instrumental in ensuring federal mask mandate signage was posted at Swift stations. He was known for going above and beyond and for excellent customer service.

#### **System Safety & Security**

After a look at conditions in the field, CEO Ilgenfritz, shared that the approach for enhanced system safety and security included a combination of interim actions and longer-term strategies. Such efforts were led and coordinated by Don Burr, Manager of Safety, Security & Compliance, and his team, in collaboration with transportation operations.

Jacob Peltier, Manager of Security & Emergency Management, presented current conditions and data from the field as well as actions the agency was taking in the interim and long term. Data collection was a primary focus and employees were encouraged to increase reporting. Field supervisor observations showed on-board conduct issues and drug use on particular bus routes and certain times of day. Interim actions included presence in the field and physical improvements including brighter lighting and design modifications currently under evaluation for the Airport & Hwy 99 station.

A focused effort was underway on the Swift Blue line. This was a collaborative effort between service ambassadors, supervisors, and transit police with the goal of increasing safety. Increased staff and transit police presence would continue into 2022. Additional actions included implementing rider rules of conduct and a social worker program. A monthly report would be provided at the Finance, Performance and Oversight committee.

Mayor Nehring supported the work the agency was taking and the addition of two additional deputies.

Mayor Marine asked about the increases in incident reports in January. Staff shared that it was due in part to increased coach operator reporting.

Council Member Daughtry was interested in seeing the cost of these efforts. He expressed support for the expenses. He also asked if the efforts were just transferring the issues to another location. Staff shared they would provide costs and also cover any movement of issues to other locations.

Council Member Schuette was impressed with the report and speed in which the agency reacted.

#### Sound Transit Update & Everett Link Extension

CEO Ilgenfritz introduced Peter Rogoff, CEO, Sound Transit, to provide an update on Sound Transit activities including ridership trends and current construction projects. Mr. Rogoff stated the partnership with Community Transit was a great collaboration.

#### **Chief Executive Officer's Report**

CEO Ilgenfritz provided the following report:

On March 29, ridership reached its highest level (19,225 boardings) in over two years.

The state audit entrance conference was scheduled for April 12 and was an open public meeting. The Federal Transit Administration triennial review was complete and no deficiencies were identified. This was a high achievement and staff were recognized for their effort.

A COVID employee case count update was provided. The federal mask mandate on public transit was set to expire April 18.

The move to the Cascade Administrative building was underway and staff would move in a phased approach starting mid-April. June 2 was tentatively targeted as the first Board meeting in the new building, with a remote participation option. The Swift Orange Line groundbreaking event would be held April 19 and included a notable attendee list.

The state legislative session report was prepared by Davor Gjurasic, State Lobbyist, and provided in the Board packet. Transit 2024 city council presentations were underway. The Everett/Community Transit Joint Policy Steering Committee would meet the following week.

The Board Workshop on April 21 would include presentations by project consultants on the Zero-Emissions Study and 2050 Long Range Plan.

Every three years the federal; Title VI program was revised. On April 7, the public comment period opened for the 2022-2025 Title VI Program.

#### **Committee Reports**

##### Executive Committee

Chair Marine reported on the March 17, 2022, meeting. The CEO provided a summary of the system safety & security measures and the CEO Report. The next Executive Committee meeting was scheduled for April 21, 2022, at 11:30 a.m.



Finance, Performance, and Oversight Committee

Council Member Schuette reported on the March 17, 2022, meeting. The Committee reviewed and forwarded one item to the action agenda, RFP 2016-098, Microsoft Software Licensing. The Committee reviewed and forwarded the February 2022 payroll and monthly expenditures to the consent agenda. The Committee reviewed the February diesel fuel update & report, February sales tax report, and diesel fuel contract memo. The Committee received a Transit Safety & Security update and the 2021 4<sup>th</sup> Quarter Financial report. The next meeting was scheduled for April 21, 2022, at 2:00 p.m.

**Consent Calendar**

**Mayor Nehring moved to approve items A through F on the consent calendar.**

Mayor Frizzell noted the March 3, 2022 minutes did not reflect her attendance and requested the minutes be amended to reflect her presence. Mayor Frizzell noted voucher listings d. February 18 and e. February 25 on the agenda were for the same dollar amount, \$2,245,059.91. The February vouchers and payroll were pulled from the consent agenda for further evaluation

**Council Member Daughtry moved to approve the consent agenda with the March 3, 2022 minutes amended to reflect Mayor Frizzell's attendance. The motion was seconded by Council Member Merrill and passed unanimously.**

**Action Items**

Award RFP #2016-098, Microsoft Enterprise Software Licensing  
Tim Chrobuck, Chief Technology Officer, provided an overview of the RFP.

**Mayor Nehring moved to approve that the Board of Directors authorize the Chief Executive Officer to negotiate and award a three-year contract to Software House International in an amount not to exceed \$1,000,000 for Microsoft Enterprise Software Licensing under State Contract #06016 (RFP #2016-098), which includes up to \$300,000 for year one and up to \$350,000 for each of years two and three. The motion was seconded by Council Member Daughtry and passed unanimously.**

**Chair's Report**

Chair Marine shared he was planning to do a bus ride-along the following week and that Board meetings would return to the Board room shortly.

**February 2022 Vouchers & Payroll**

CEO Ilgenfritz confirmed the correct vouchers were distributed in the Board packet. The dollar amount duplication on the meeting agenda was a mistype. **Motion made by Council Member Daughtry to approve vouchers as presented in the Board packet. Motion was seconded by Mayor Roberts and passed unanimously.**

Approve vouchers dated	February 07, 2022 in the amount of	\$3,676,495.12.
Approve vouchers dated	February 14, 2022 in the amount of	\$828,652.41.
Approve vouchers dated	February 18, 2022 in the amount of	\$2,245,059.91.
Approve vouchers dated	February 25, 2022 in the amount of	\$3,986,439.48.

Approve February 2022 Payroll:

- i. Direct Deposits Issued, #410437-411832 in the amount of \$3,728,377.05.
- ii. Paychecks Issued, #107908-108371 in the amount of \$441,698.88.

- iii. Employer Payroll Tax Deposits in the amount of \$430,599.40.
- iv. Employer Deferred Compensation for IAM in the amount of \$8,288.15.

**Other Business**

The next regular Board meeting was scheduled for May 5, 2022, at 3:00 p.m. and a Board Workshop was scheduled for April 21, 2022 at 3:00 p.m.

**Adjourn**

The meeting adjourned at 4:50 p.m.



Rachel Woods  
Executive Board Administrator

**Board of Directors' Workshop  
Thursday, April 21, 2022  
Remote Meeting\*  
3:00 p.m.**

**Board Members Present**

Council Member Kim Daughtry	City of Lake Stevens
Mayor Christine Frizzell	City of Lynnwood
Mayor Joe Marine	City of Mukilteo
Council Member Jared Mead**	Snohomish County
Council Member Tom Merrill	City of Snohomish
Mayor Jon Nehring	City of Marysville
Lance Norton	Labor Representative, non-voting
Mayor Sid Roberts	City of Stanwood
Council Member Jan Schuette	City of Arlington
Council Member Stephanie Wright**	Snohomish County

**Others Present\*\*\***

Geri Beardsley	CT-Director of Administration
Roland Behee	CT-Director of Planning & Development
Tim Chrobuck	CT-Chief Technology Officer
Aaron Gooze	Fehr & Peers
Al Hendricks	CT-Legal Counsel
Matt Hendricks	CT-Legal Counsel
Cliff Henke	WSP
Mark Holmes	CT-Chief Operating Officer
Ric Ilgenfritz	CT-CEO
Mary Beth Lowell	CT-Director of Comm. & Public Affairs
Sophie Luthin	CT-Long Range Planning Manager
Molly Marsicek	CT-Director of Customer Experience
Deb Osborne	CT-Chief of Staff
Susan Paine	City of Edmonds, Alternate
Cesar Portillo	CT-Director of Employee Engagement
Juanita Shuler	CT-Exec. Support/Records Mgmt. Specialist
Peter Stackpole	WSP
De Tapia	CT-Transit Technology Manager
Thomas Tumola	CT-Manager of Planning
Rachel Woods	CT-Executive Board Administrator

**Call to Order**

Chair Marine called to order the April 21, 2022, Board of Directors' remote workshop to order at 3:00 p.m. The Chair noted the meeting was recorded and livestreamed.

**Roll Call of Members**

The Executive Board Administrator called roll. Attendance was as noted above. **A quorum was present.**

\*In response to COVID-19 and per the Governor's Proclamation 20-28 Open Public Meetings Act, the meeting was held remotely.

\*\* Joined meeting in progress.

\*\*\*Names of those who were confirmed as attendees are included, others who attended remotely without submitting their names are not included.

## **Public Comment**

One written comment, from Mr. Joe Kunzler, was routed to the Board in advance of the meeting.

Council Member Mead arrived at 3:02 pm.

## **Chief Executive Officer's Report**

CEO Ilgenfritz reported that the April 19 Orange Swift Line groundbreaking event was well attended and a celebratory milestone. The federal TSA mask mandate ended earlier in the week making masks on buses optional. Community Transit worked in coordination with regional transit agencies for a unified approach in communication and implementation. Staff was in the process of moving to the new Cascade building, making room for the renovation of the Merrill Creek Operations Base where work was underway.

## **Presentations**

### **Zero Emission Technology Feasibility Study**

CEO Ilgenfritz introduced De Tapia, Transit Technology Manager, as the project lead. Cliff Henke, consultant from WSP, presented. The project schedule was reviewed with the final report and recommendation scheduled for Spring 2023. WSP held project working team meetings and from those conversations, themes were emerging.

Technology options included fuel cell and battery electric buses. Charging technologies included base charging and opportunity charging. Charts showing vehicle performance and cost comparison metrics were reviewed. Vehicle and support infrastructure comparisons showed costs and implementation times for the various technologies. Each technology had pros & cons and interoperability to consider.

Board members were asked for input throughout the presentation and, specifically, what was important to them regarding transition to a zero-emission fleet and how it might impact the agency. Board comments were collected and would be further evaluated during the study.

Council Member Wright arrived at 3:33 p.m.

Federal and state funding opportunities were reviewed. State programs often included partnership arrangements.

Mr. Henke highlighted agency impacts. There were charging implications and impacts to facilities, workforce, training, and procurement to name a few. Zero emission vehicles impacted service planning, IT, community relations and marketing, budgets, policies, and strategic planning. Zero emissions technology was a policy decision. Facilities, not the fleet, was the critical path. The Board asked questions. Ms. Tapia reviewed project next steps. It was expected the Board would have another update this summer.

### **Long Range Plan: Journey 2050**

CEO Ilgenfritz said this plan looked out to 2050, to the time after the arrival of light rail to Everett. The objective was to review the data collected from a community survey and to provide guidance as the project moved from phase 1 to phase 2.

Aaron Gooze, of Fehr & Peers, presented. The project was currently in phase 2 of 3. The long range plan looked to identify specific goals for the next 20-30 years. A recap of the community survey looked at mission/vision/values and the priorities for the role of the agency in 2050. The survey found the community

was looking for high-quality transit, quality of life improved by transit, adding investments, and investing in new priorities, such as a zero-emissions fleet. The Board provided input and ask questions.

Components of the scenario analysis were reviewed. Growth assumptions included double service hours and triple boardings by 2050. Draft scenarios included areas to emphasize growth, and how resources might be allocated by transit type. The Board provided input and ask questions.

Phase 2 public outreach was just starting. One goal was to see an increase in non-rider survey participation. The Board asked questions and requested more detailed survey results and offered to help get the word out about these surveys.

### **Chair's Report**

Chair Marine reflected on his recent Swift line ride and the Swift Orange Line groundbreaking event.

### **Board Communication**

There were no Board comments.

### **Other Business**

The next regular Board meeting was scheduled for May 5, 2022, at 3:00 p.m.

### **Adjourn**

The meeting adjourned at 4:57 p.m.



Rachel Woods  
Executive Board Administrator

**To: Board of Directors**

**From: Rachel Woods, Executive Board Administrator**

**Date: May 5, 2022**

**Subject: Resolution No. 07-22: Revising the Claims and Damages Agent Address**

### **BACKGROUND**

Washington State law (RCW 4.96.010 and 4.96.020) states that the Board of Directors must appoint an agent to receive claims for damages directed to Community Transit. The identity of the agent and address where they may be reached during normal business hours must be included. In 2018, the Board of Directors approved Resolution No. 02-18, establishing the agent as the Chief Executive Officer or Executive Board Administrator. The agent is recorded with the county auditor.

A claim is deemed presented when the claim form is delivered in person or is received by the agent by regular mail, registered mail, or certified mail, with return receipt requested, to the agent or other person designated to accept delivery at the agent's office.

### **STATUS**

As of May 2, 2022, the location and address of the Community Transit Administration office changes to 2312 W Casino Road Everett, WA 98204. This resolution updates the location and address for claims and damages to be presented.

The Executive Committee reviewed this item at their April 21, 2022, regular meeting and recommended placement on the consent agenda for Board approval at the May 5, 2022, Board of Directors' meeting.

### **BUDGET IMPACT**

There is no budget impact.

### **RECOMMENDATION**

That the Board of the Directors approve Resolution No. 07-22, revising the claims and damages agent address.

**RESOLUTION NO. 07-22**

A RESOLUTION of the Board of Directors of the Snohomish County Public Transportation Benefit Area Corporation (hereafter referred to as Community Transit) revising and superseding Board Resolution No. 02-18, regarding the agent for the receipt of claims for damages directed to Community Transit pursuant to RCW 4.96.010 and 4.96.020

WHEREAS, RCW 4.96.010 and 4.96.020 require the Board of Directors of Community Transit to appoint an agent for the receipt of claims for damages directed at Community Transit; and

WHEREAS, Resolution No. 02-18 named the Chief Executive Officer or Executive Board Administrator the agents for the receipt of claims for damages; and

WHEREAS, the address of the Community Transit Administration Building has changed to 2312 W Casino Road, Everett, Washington 98204 as of May 2, 2022;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of Community Transit that it hereby designates claims for damages directed to Community Transit shall be presented to the Chief Executive Officer or Executive Board Administrator during normal business hours at the Community Transit Administration Building located at 2312 W Casino Road, Everett, Washington 98204.

RESOLVED FURTHER, that a copy of this resolution shall be filed with the Snohomish County auditor's office.

APPROVED AND PASSED THIS \_\_\_\_\_ day of \_\_\_\_\_, 2022.

\_\_\_\_\_  
Mayor Joe Marine, Chair

ATTEST:

APPROVED AS TO FORM

\_\_\_\_\_  
Council Member Tom Merrill, Secretary

\_\_\_\_\_  
Allen J. Hendricks, Attorney

**To: Board of Directors**

**From: Rachel Woods, Executive Board Administrator**

**Date: May 5, 2022**

**Subject: Resolution No. 09-22: Revising the Schedule and Location of Board Meetings**

### **BACKGROUND**

Washington State law (RCW 42.30.070) states that the governing body of a public agency must provide the time for holding regular meetings by ordinance, resolution, bylaw, or business rule.

Board Resolution No. 16-98, established that regular Board meetings are held the first Thursday of each month at 3:00 pm and quarterly workshops on the third Thursday at 3:00 p.m. during the months of January, April, July and October. The meeting location is noted as the Merrill Creek Administration Building, 7100 Hardeson Road, Everett, WA 98203.

### **STATUS**

As of May 2, 2022, the location and address of the Community Transit Administration office and Board room changes to 2312 W Casino Road Everett, WA 98204. This resolution updates the location for regular Board meetings and quarterly Board workshops and will replace and supersede Resolution No. 16-98.

In addition, this resolution updates the date of the October Board workshop from the third to the fourth Thursday of October. This timing allows the Finance, Performance, and Oversight Committee to preview the annual budget at their meeting on the third Thursday of the month and for staff to make any final adjustments prior to the full Board's review at the October Board Workshop.

The Executive Committee reviewed this item at their April 21, 2022, regular meeting and recommended placement on the consent agenda for Board approval at the May 5, 2022 Board of Directors' meeting.

### **BUDGET IMPACT**

There is no budget impact.

### **RECOMMENDATION**

That Board of the Directors approve Resolution No. 09-22, revising the schedule and location of Community Transit Board meetings.



**RESOLUTION NO. 09-22**

A RESOLUTION of the Board of Directors of the Snohomish County Public Transportation Benefit Area Corporation (hereafter referred to as Community Transit) revising and superseding Board Resolution No. 16-98, revising the schedule and location of the regular meetings of the Board of Directors.

WHEREAS, RCW 42.30.070 states that the governing body of a public agency must provide the time for holding regular meetings by ordinance, resolution, bylaw, or business rule;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of Community Transit as follows:

Section 1. Regular meetings of the Board of Directors shall be held as follows:

Date: First Thursday of Each Month  
Time: 3:00 p.m.  
Location: Cascade Administration Building  
2312 W Casino Road  
Everett, WA 98204

Section 2. Quarterly Board workshops shall be held as follows:

Date: Third Thursday of January, April, July  
Fourth Thursday of October  
Time: 3:00 p.m.  
Location: Cascade Administration Building  
2312 W Casino Road  
Everett, WA 98204

Section 3. Special meetings may be called in accordance with provisions of RCW Chapter 42.30, Open Public Meetings Act.

Section 4. This Resolution supersedes all prior resolutions which may be in conflict with this Resolution.

APPROVED AND PASSED THIS \_\_\_\_\_ day of \_\_\_\_\_, 2022.

\_\_\_\_\_  
Mayor Joe Marine, Chair

ATTEST:

APPROVED AS TO FORM

\_\_\_\_\_  
Council Member Tom Merrill, Secretary

\_\_\_\_\_  
Allen J. Hendricks, Attorney

**To:** Board of Directors

**From:** Geri Beardsley, Director of Administration  
Don Burr, Manager of Safety, Security & Compliance  
Barb Fuller, Manager of Environmental, Health & Safety

**Date:** May 5, 2022

**Subject:** Updated Agency Safety Plan

### **BACKGROUND**

Community Transit has always placed a high priority on the safety of our customers, employees, and the communities we serve. An integral part of ensuring a high standard is having programs, plans and procedures in place. For years, Community Transit has maintained programs and plans that meet, and in many cases exceed, industry standards and best practices.

On July 19, 2018, the Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP or ASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement a Safety Management System (SMS). As a recipient of these funds, Community Transit is required to certify that there is an Agency Safety Plan in place and that the plan is adopted by the Board of Directors. Community Transit's original Agency Safety Plan was adopted by the Board of Directors on December 3, 2020.

Included in the Agency Safety Plan is the process for annual reviews and periodic updates, some requiring review and adoption by the Board of Directors.

### **STATUS**

Included in the latest version of the Agency Safety Plan are significant changes that requires review and adoption by the Board of Directors. These changes include the following:

- Section 5.1 Safety Risk Management Process is revised to be more descriptive of the process for managing safety risk and adopts the military standard for system safety. The updated process also better aligns with our regional transit partners.
- Figure 5-1 is revised to define catastrophic for *People*, as the death of any one individual. The previous version defined catastrophic for *People* to be several deaths.
- Figure 5-3 is revised to include a category for *Eliminated* which aligns with the military standard and regional transit partners.

In February 2022, the Safety, Security, and Emergency Management Executive Steering Committee reviewed and approved these revisions to Agency Safety Plan.

The Finance, Performance and Oversight Committee reviewed this item at their April 21, 2022 regular meeting and recommended placement on the consent agenda for Board approval at the May 5, 2022 Board of Directors' meeting.

**BUDGET IMPACT**

There are no budget impacts.

**RECOMMENDATION**

That the Board of Directors adopt by motion the revised Agency Safety Plan.



# Agency Safety Plan

## January 2022



Community Transit  
2312 W Casino Road  
Everett, WA 98204

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# Community Transit

## Agency Safety Plan

Version 2, Issued January 2022

### 1. Transit Agency Information

<b>Transit Agency Name</b>	Community Transit		
<b>Transit Agency Address</b>	2312 W Casino Road Everett, WA 98204		
<b>Name and Title of Accountable Executive</b>	Ric Ilgenfritz Chief Executive Officer		
<b>Name of Chief Safety Officer</b>	Don Burr Manager of Safety, Security & Compliance		
<b>Mode(s) of Service Covered by This Plan</b>	Fixed Route Bus – Directly Operated  Vanpool – Directly Operated	<b>List All FTA Funding Types (e.g., 5307, 5337, 5339)</b>	5307 5337 5339 5309
<b>Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)</b>	<p>Fixed Route Bus – Directly Operated</p> <p>Vanpool – Directly Operated</p> <p>Commuter Bus – Contracted Service through an external service provider (covered under a separate Agency Safety Plan identified in the Additional Information section of this plan)</p> <p>Demand Response – Contracted Service through an external service provider (covered under a separate Agency Safety Plan identified in the Additional Information section of this plan)</p> <p><i>Note: Contractors maintain a separate Agency Safety Plan (ASP) on file at the contractor’s office and overseen by Community Transit’s Manager of Contracted Transportation Services and staff through monthly reporting and scheduled and unscheduled audits and reviews.</i></p>		

<b>Does the agency provide transit services on behalf of another transit agency or entity?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<b>Description of Arrangement(s)</b>	Through an Interagency Agreement between Community Transit and Sound Transit, Community Transit operates the portion of Sound Transit's regional express bus service (ST Express Bus Service) that originates in Snohomish County.
<b>Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided</b>	Central Puget Sound Regional Transit Authority "Sound Transit" 401 South Jackson Street Seattle, Washington 98104-2826			

## 2. Plan Development, Approval, and Updates

<b>Name of Person Who Drafted This Plan</b>	Don Burr, Manager of Safety, Security and Compliance and Chief Safety Officer, Community Transit Barbara Fuller, Manager of Environmental, Health and Safety, Community Transit	
<b>Signature by the CEO (Accountable Executive)</b>	<b>Signature of CEO (Accountable Executive)</b>	<b>Date of Signature</b>
		TBD
<b>Approval by the Board of Directors</b>	<b>Community Transit Board of Directors</b>	<b>Date of Approval</b>
	ASP adopted by Board motion	TBD
	<b>Relevant Documentation (Title and Location)</b>	
	Minutes from the Community Transit Board of Directors' meeting held TBD, approving the plan, are available for view from Community Transit's Executive Department.	
<b>Certification of Compliance</b>	<b>Name of Individual That Certified This Plan</b>	<b>Date of Certification</b>
	Ric Ilgenfritz, CEO / Accountable Executive	
	<b>Relevant Documentation (Title and Location)</b>	
	The Agency Safety Plan was certified through the FTA's TrAMS system on TBD. Reference: FY2020 Certifications & Assurances Recertified - 2578	

### 2.1 Version Number and Updates

*Record the complete history of successive versions of this plan.*

Version Number	Section/Pages Affected	Reason for Change	Date Issued
1		2020 - New Document	12/17/2020

1.1	None	Reviewed, no changes	7/23/2021
2	All	Changes to Hazard Risk Index and severity definition. Administrative changes	1/6/2022

## 2.2 Annual Review and Update of the Agency Safety Plan

*Describe the process and timeline for conducting an annual review and update of the ASP.*

With the effective date of the Agency Safety Plan, the plan will be reviewed annually and updated as needed.

Regular cycle: Beginning in **July** of every year, the Chief Safety Officer (CSO / SMS Executive) will be responsible to ensure this task is completed by updating the plan as needed. In early **August** the plan will be reviewed for completeness by the Safety, Security & Emergency Management Executive Steering Committee. By **September**, the plan will be presented to the Chief Executive Officer (Accountable Executive) for their signature. Changes, excluding nominal administrative changes, will then be presented to the Board of Directors for adoption.

Special cycle: Significant updates may be included in the Agency Safety Plan on an off-cycle basis to reflect changes in practice or policy. The process will be the same as followed during the regular cycle.

During the update during the Chief Safety Officer (CSO / SMS Executive) will request input from all departments. Departments may also recommend changes during the year. Any Community Transit employee may submit proposed Agency Safety Plan changes to their department manager. Managers will submit proposed changes to the Chief Safety Officer (CSO / SMS Executive). The Agency Safety Plan has incorporated portions of other agency plans as they exist or references to other plans and programs, and as they are updated in the future it may require updating of the Agency Safety Plan.

## 3. Safety Performance Targets

### Safety Performance Targets

*Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.*

To reflect the broad and varied nature of public transportation, FTA's NSP relies on safety performance measures (SPMs) that: (1) can be applied to all modes of public transportation and (2) are based on data currently submitted to the National Transit Database (NTD). Transit providers and State DOTs report this data following the NTD [Safety and Security Policy Manual](#).

As described in the NSP, transit providers must establish by mode seven safety performance targets (SPTs) in four categories:



Fatalities: Total number of fatalities reported to NTD and rate per total vehicle revenue miles (VRM) by mode.

Injuries: Total number of injuries reported to NTD and rate per total VRM by mode.

Safety Events: Total number of safety events reported to NTD and rate per total VRM by mode.

System Reliability: Mean distance between major mechanical failures by mode.

The seven SPTs established by Community Transit outlined below with the established reduction target for calendar year 2022. These SPTs are based on our review of the last five (5) years of safety performance data, VRM, and major mechanical system failures reported to the NTD.

### 2022 Safety Performance Targets

Mode of Transit Service	Fatalities (Total)	Fatalities (per 100k VRM)	Injuries (Total)	Injuries (per 100k VRM)	Safety Events (Total)	Safety Events (per 100k VRM)	System Reliability (failures/100k VRM)
Fixed Route Bus - Directly Operated	0	0	<15	<0.22	<18	<0.27	<8
Vanpool – Directly Operated	0	0	<3	<0.08	<4	<0.10	0
Commuter Bus – Contracted Service	0	0	<2	<0.17	<2	<0.22	<8
Demand Response – Contracted Service	0	0	0	0	0	0	<4

### 3.1 Safety Performance Target Coordination

*Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.*

We have regional meetings that are hosted by the Puget Sound Regional Council (MPO) and attended by the Washington State Department of Transportation. These meetings are also attended by regional transit agencies and transportation services providers. These meetings are used to discuss and coordinate safety planning and safety performance targets for the Puget Sound region.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	Washington State Department of Transportation	TBD
Targets Transmitted to the Metropolitan Planning Organization	Metropolitan Planning Organization Name	Date Targets Transmitted
	Puget Sound Regional Council	TBD

## 4. Safety Management Policy

### 4.1 Safety Management Policy Statement

*Use the written statement of safety management policy, including safety objectives.*

The management of safety is one of our core business functions. Community Transit is committed to developing, implementing, maintaining, and constantly improving processes to ensure that all our transit service delivery activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting established standards.

All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Chief Executive Officer (Accountable Executive).

Community Transit commits to:

- Support the management of safety through the provision of appropriate resources, that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results as that of the other management systems of the organization;
- Integrate the management of safety among the primary responsibilities of all managers and employees;
- Clearly define for all staff, managers, and employees, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our Safety Management System;
- Establish and operate hazard identification and analysis, and safety risk assessment activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification, to eliminate or mitigate the safety risk of the consequences of hazards resulting from our operations or activities to a point which is consistent with our acceptable level of safety performance;
- Ensure that no action will be taken against any employee for disclosing a safety concern;
- Comply with, and wherever possible exceed, legislative and regulatory requirements and standards;
- Ensure that sufficiently skilled and trained human resources are available to implement safety management processes;
- Ensure that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;

- Establish and measure our safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- Continually improve our safety performance through management processes that ensure that appropriate safety management action is taken and is effective; and
- Ensure externally supplied systems and services to support our operations are delivered meeting our safety performance standards.

## 4.2 Safety Management Policy Communication

*Describe how the safety management policy is communicated throughout the agency. Include dates where applicable.*

This Safety Management Policy Statement will be communicated, with visible endorsement by the Chief Executive Officer (Accountable Executive), throughout the organization.

## 4.3 Authorities, Accountabilities, and Responsibilities

*Describe the role of the following individuals for the development and management of the transit agency's Safety Management System (SMS).*

<p><b><u>Accountable Executive</u></b> (see Section 8.2 Definitions)</p>	<p>The Chief Executive Officer will act as the Accountable Executive and is accountable for the agency's safety performance and SMS, has the authority to make policy and resource decisions and determine the organization's priorities, sets the expectations for SMS implementation roles and responsibilities, and allocates SMS resources.</p>
<p><b><u>Chief Safety Officer or SMS Executive</u></b> (see Section 8.2 Definitions)</p>	<p>The Manager of Safety, Security and Compliance will act as the Chief Safety Officer / Safety Management System Executive and is responsible for the following two oversight roles:</p> <ol style="list-style-type: none"> <li>I. Oversight of Community Transit's safety function. Responsibilities may include:             <ol style="list-style-type: none"> <li>a. Overseeing hazard management practices.</li> <li>b. Overseeing agency accident investigations.</li> <li>c. Communicating with executive leadership and the Board of Directors.</li> <li>d. Overseeing the agency's safety certification.</li> <li>e. Managing internal safety audit programs.</li> </ol> </li> </ol>

	<p>II. Management of the agency's SMS function during SMS implementation. Responsibilities may include:</p> <ul style="list-style-type: none"> <li>a. Serving as the agency's SMS Subject Matter Expert.</li> <li>b. Coordinating key staff to support SMS implementation.</li> <li>c. Facilitating the development, implementation, and continuous improvement of the SMS processes and activities.</li> <li>d. Socializing SMS activities with agency executives and staff as necessary.</li> <li>e. Communicating SMS implementation progress and challenges.</li> </ul> <p>Community Transit's Manager of Safety, Security and Compliance has the responsibility and authority to manage and implement the elements of this policy, including developing and/or implementing agency-wide programs, plans, procedures, training and tasks.</p>
<p><b>Agency Leadership and Executive Management</b></p>	<p>Community Transit has an executive leadership team that reports directly to the Chief Executive Officer (Accountable Executive) and consists of the following:</p> <ul style="list-style-type: none"> <li>• Chief Operating Officer (Transportation and Maintenance)</li> <li>• Chief of Staff</li> <li>• Chief Technology Officer</li> <li>• Director of Administration</li> <li>• Director of Planning &amp; Development</li> <li>• Director of Communications &amp; Public Affairs</li> <li>• Director of Customer Experience</li> <li>• Director of Employee Engagement</li> </ul> <p>Executive management will lead the development of an organizational culture that promotes safe operations and provides appropriate resources to supporting this core management function by fostering and ensuring safe practices, improving safety when needed, and encouraging effective employee safety reporting and communication. Community Transit will hold executives, managers, and employees accountable for safety performance.</p> <p>All levels of management are responsible for ensuring the performance of Community Transit's Safety Management System. Managers must take an</p>

	<p>active role in the safety risk management process and ensure that safety assurance functions are adequately supported. Managers also are responsible for ensuring that safety risk management is being performed in their operational areas of control so that safety risk associated with safety hazards is assessed and mitigated. Safety performance targets will be an important part of performance evaluations for Community Transit managers and employees. All employees and contractors will support safety management by ensuring that safety concerns are identified and reported.</p>
<p><b>Key Staff</b></p>	<p><b>Key Staff Positions</b></p> <p>Community Transit's Key Staff includes those positions that directly oversee Community Transit's Operating and Maintenance Departments, as well as Employee Engagement, Training and Risk Divisions. Specific authorities, responsibilities and accountabilities for Key Staff under this plan include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Complying with SMS programs and processes;</li> <li>• Supporting development, implementation, and operation of Community Transit's SMS;</li> <li>• Maintaining documents that support SMS implementation;</li> <li>• Reviewing and investigating employee reports, in coordination with the Chief Safety Officer and documenting results in Community Transit's reporting system;</li> <li>• Providing subject matter expertise to support implementation of Community Transit's SMS; and</li> <li>• Verifying compliance with safety requirements and reporting deviations to the Risk Management Division</li> </ul> <p><b>Key Staff Committees</b></p> <p>Community Transit has committees that support SMS implementation:</p> <ul style="list-style-type: none"> <li>• Executive Steering Committee on Safety, Security and Emergency Management</li> <li>• Safety Committee</li> <li>• Transportation Department Safety Team</li> </ul> <p>Each of these committees is briefly described below.</p> <p><b>Executive steering committee on Safety, Security &amp; Emergency Management</b></p>

**Purpose:**

The Safety, Security and Emergency Management Steering Committee provides governance on items that require policy level review and decision making, including:

- Input on preparation, implementation, evaluation and revisions of Safety, Security and Emergency Management Programs
- Input on Safety, Security and Emergency Management Strategic Plan & Policies
- Input on Safety, Physical Security, and Emergency Management Building Design Standards

**Participants:**

- Director of Administration
- Chief of Staff
- Chief Technology Officer
- Chief Operating Officer
- Director of Communications and Public Affairs
- Director of Customer Experience
- Director of Planning & Development

**Reporting:**

Report through Director of Administration to CEO and Executive Leadership Team

**Meetings:**

Meetings shall be as needed. Meetings and activities will be coordinated by the Safety, Security and Emergency Management Program.

**Community Transit Safety Committee**

**Mission:**

Our mission is to improve two-way communication on safety issues at Community Transit.

**Philosophy:**

All safety issues are either related to Equipment, Facilities, Training, Policies, or Procedures. Imminent safety items are handled immediately by the Risk Management Division. All other items related to safety will be researched and reviewed with at least one employee representative and one action officer. Recommendations for improvement will be made to the committee. Committee consensus will determine which items the Manager of Safety, Security & Compliance will recommend for improvement with supporting facts.

The Safety Committee will consist of eight (8) employee representatives and eight (8) alternates as well as department management representatives. They shall be elected or appointed as follows:

Elected Members:

4 Employee representatives from ATU to represent:

- ATU\* – Training
- ATU\* – Facilities
- ATU\* – CIS/Ride Store
- ATU\* – Dispatch

\*All ATU members also represent Coach Operators

2 Employees to represent Administrative Employees from CAB, MCOB and KPOB

1 Employee to represent IAM Transportation Supervisors

1 Employee to represent IAM Mechanics

Management Appointed Members:

1 representative each from the following departments:

- Maintenance
- Facilities Maintenance
- Training
- Employee Engagement
- Transportation

The Manager of Safety, Security & Compliance, or designee, functions in an advisory capacity to the committee.

A chairperson shall be elected from the Safety Committee members at the November meeting each year (when the newly elected committee members start). Minutes will be recorded and made available company wide and preserved for one year.

The Core Agenda each month will consist of:

- Incident review in executive summary format
- Conduct and review safety & health inspections
- Unfinished business,
- New business
  - Training
  - Facilities
  - Policy & Procedures
  - Equipment

**Transportation Department Safety Team**

**Purpose and Responsibilities**

Sponsored by the Deputy Director of Transportation

1. Communicate concerns to department
  - a. Address safety concerns from suggestion box

	<ol style="list-style-type: none"> <li>2. Communicate solutions to department through presentations or articles in department publications</li> <li>3. Conduct safety assessments for identified safety issues within Transportation department</li> <li>4. Create a near miss culture: <ol style="list-style-type: none"> <li>a. A near-miss is a leading indicator to an accident that, if scrutinized and used correctly, can prevent injuries and damages.</li> <li>b. Collecting near-miss reports helps create a culture that seeks to identify and control hazards, which will reduce risks and the potential for harm.</li> </ol> </li> </ol> <p><b>Membership</b></p> <ul style="list-style-type: none"> <li>• 4 Coach Operators and 3 alternates</li> <li>• Field Supervisor and 1 alternate</li> <li>• Dispatcher and 1 alternate</li> <li>• Assistant Manager</li> <li>• Administrative Assistant II</li> </ul> <p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>1. Variety of years of service</li> <li>2. Proof of great attendance</li> <li>3. Training/familiarization on root cause and risk assessments (receive once on the team)</li> </ol>
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<b>All Staff</b>	<p>All levels of management and all employees are accountable for the delivery of the highest level of safety performance, starting with the Chief Executive Officer (Accountable Executive). Community Transit will integrate the management of safety among the primary responsibilities of all managers and employees, as defined in all Community Transit job descriptions.</p>
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**4.4 Employee Safety Reporting Program**

*Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).*

Community Transit has instituted the following methods for the reporting of unsafe conditions or practices within its system. It is recommended, though not required that employees use the methods beginning at the top of the list and working down as needed. They are:

1. Report to their immediate supervisor. This can be done verbally or in writing, though written form is recommended. Coach Operators and other frontline staff can report any safety concerns directly to dispatch over the radio.
2. Report to Risk Management. Also, can be done verbally or in writing, with written form recommended.
3. Obtain a First Report of Safety Issue Form from Employee Engagement. This is a written form and should be returned to Employee Engagement when completed.



4. Report to the Safety Committee. Employees can obtain a Safety Committee Meeting Request for Agenda Item Form from the intranet or at dispatch. This gets sent to the Risk Management Division when completed for inclusion in the next Safety Committee Meeting.
5. The Transportation Department maintains an employee suggestion box which can be used to report safety concerns.

Safety Reporting via any of the above methods or with a State / Federal Labor Organization or the Department of Occupational Safety and Health is a protected activity under our policies and State Law.

An employee may not be terminated or have disciplinary action taken against them solely because they have taken part in protected activities such as those described above.

If an employee is confronted with a hazardous condition that places them in imminent danger of death or serious physical harm, they must:

- First, inform the company about the hazard and request that it be corrected where possible.
- Second, ask for and accept alternate assignments.

## 5. Safety Risk Management

### 5.1 Safety Risk Management Process

*Describe the Safety Risk Management process, including:*

- *Safety Hazard Identification: The methods or processes to identify hazards and consequences of the hazards.*
- *Safety Risk Assessment: The methods or processes to assess the safety risks associated with identified safety hazards.*
- *Safety Risk Mitigation: The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

Community Transit's Safety Risk Management (SRM) process includes the activities and tools needed to identify and analyze hazards and assess safety risk. Community Transit uses its SRM process to proactively manage safety hazards and their associated safety risk, with the intent to mitigate the safety risk in our transit system to a point that is as low as reasonably practicable (ALARP). The results of Community Transit's SRM process are documented in the Safety Risk Register.

Community Transit's Chief Safety Officer leads the Community Transit's SRM process, with support from Community Transit's Risk Management Division and ensures that trained safety personnel work with Community Transit's subject matter experts to identify hazards and consequences, assess the safety risk of the consequences of hazards, and mitigate safety risk, as necessary. In carrying out its

SRM process, Community Transit uses the Department of Defense, Standard Practice, System Safety MIL-STD-882F as a reference.

Community Transit's SRM process applies to:

- Existing Community Transit operations and maintenance procedures;
- Changes to Community Transit's public transportation system; and
- Design of new Community Transit public transportation service, vehicles, equipment, and capital projects.

Key terms used in our SRM process include:

- **Event:** Any accident, incident, or occurrence.
- **Hazard:** Any real or potential condition that can cause injury, illness, or death; damage to or loss of facilities, equipment, rolling stock, or infrastructure belonging to Community Transit; or damage to the environment.
- **Risk:** Composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk Mitigation:** Method(s) to eliminate or reduce the effects of hazards.
- **Consequence:** An effect of a hazard involving injury, illness, death, or damage to Community Transit property or the environment.

### **Safety Hazard Identification**

The identification of hazards can be derived from:

- Employee reports through Employee Safety Reporting Program
- Safety Committee meetings
- Customer comments
- Inspections and audits
- Pre-trip and post-trip vehicle condition reports that identify bus safety concerns
- Results of routine observations of the workplace by management personnel
- Results of condition assessments undertaken for the Transit Asset Management plan
- Capital project design team experience
- Safety Security Management Plan for capital projects
- Community Transit accident/incident data and experience
- Accident/incident data
- After Action Review reports following an emergency event or exercise
- Development of hazard scenarios
- Applicable industry standards
- Design data and drawings
- FTA and other oversight authorities

Community Transit's contract service providers are contractually obligated to have a formal SRM process and to identify hazards and consequences.

### **Safety Risk Assessment**

Community Transit assesses safety risk associated with identified safety hazards and their consequences using its safety risk assessment process. This process follows MIL-STD-882F. This process includes an assessment of the likelihood and severity of the consequences of hazards, including existing mitigations, and prioritizing hazards based on safety risk.

To conduct the assessment, the SRM Lead may assemble a small team of subject matter experts based on their knowledge of the factors and potential consequences of a hazard and its potential consequence(s) under assessment. Additionally, Community Transit may use outside resources with specialized expertise in the safety risk assessment process or a transit technical discipline.

The severity category and probability level of the potential consequences of each hazard is assessed using the definitions in Figure 5-1 and Figure 5-2.

### Hazard Severity

The hazard severity rating is adapted from the definitions in MIL-STD-882-F. It is a qualitative determination of the worst likely case that could be anticipated to result from human error, design inadequacies, component failure or malfunction. The ratings are illustrated in Figure 5-1.

Figure 5-1. Severity Definition

Severity	Characteristics			
	People	Equipment/ Services	Financial	Reputational
Catastrophic 1	Death, permanent total disability	Total loss of equipment or system interruption, requiring months to repair	Estimated loss from the incident in excess of \$5 million	Ongoing media coverage, irreparable reputational damage, government intervention (weeks – months)
Critical 2	Permanent partial disability, Hospitalization	Significant loss of equipment or system interruption, requiring weeks to repair	Estimated loss from the incident in the range of \$500,000 to \$5 million	Prolonged media campaign, serious reputational damage, sustained government involvement (days - weeks)
Moderate 3	Injuries or illnesses resulting in lost workdays	Some loss of equipment or system interruption, requiring seven or less days to repair	Estimated loss in the range of \$50,000 to \$500,000	Adverse media coverage, reputational damage, government involvement
Marginal 4	Recordable injury	Some loss of equipment, no system interruption, less than 24 hours to repair	Estimated losses are relatively minor, in the range of \$1,000 to \$49,999	Local media coverage and some reputational damage
Insignificant 5	First aid or no injury	Minor damage to equipment no system interruption, no immediate repair necessary	Estimated loss from the incident are likely less than \$1,000	No adverse media coverage or reputational damage

The categorization of hazards is consistent with risk-based criteria for severity and reflects the principle that not all hazards pose an equal amount of risk.

### Hazard Likelihood

The likelihood rating of a particular event or specific hazard may be defined by the number of times the event or hazard is likely to occur over a period of time. The hazard likelihood is derived from Community Transit safety data, historical safety data, system performance, industry data and from subject matter expert opinion. Figure 5-2 is a summary of the Hazard Likelihood categories.

Figure 5-2. Hazard Probability Categories

Likelihood Level	Specific Individual Event	Fleet or Inventory	Frequency
Frequent A	Likely to occur frequently in the life of a system	Continuously experienced	> 1 event / 2 weeks
Probable B	Will occur often in the system's lifecycle	Will occur frequently in the system	> 1 event / month; < 24 events / year
Occasional C	Likely to occur sometime in the life of an item	Will occur several times	>1 event / year; < 5 during 5 years
Remote D	Unlikely, but possible to occur in the life of an item	Unlikely, but can be expected to occur	> 1 event / 5 years; < 10 during 10 years
Improbable E	So unlikely, it can be assumed occurrence may not be experienced	Unlikely to occur, but possible	< 1 event during 20 years
Eliminated F	Incapable of occurrence.	Incapable of occurrence	None

### Safety Risk Assessment

Assessed risks are expressed as a Hazard Risk Index (HRI) which is a combination of one severity category and one probability level. Figure 5-3 assigns a risk level of High, Serious, Medium or Low for each HRI. Each level of risk requires a specific level of action.

Figure 5-3. Safety Risk Assessment Matrix

HAZARD RISK INDEX					
Frequency of Occurrence	Hazard Category				
	1 Catastrophic	2 Critical	3 Major	4 Marginal	5 Insignificant
(A) Frequent	1A	2A	3A	4A	5A
(B) Probable	1B	2B	3B	4B	5B
(C) Occasional	1C	2C	3C	4C	5C
(D) Remote	1D	2D	3D	4D	5D
(E) Improbable	1E	2E	3E	4E	5E
(F) Eliminated	Eliminated				

Figure 5-4 represents the decision authority for each category. Managers can use the matrix to prioritize hazardous conditions and focus available resources on the most serious hazards requiring resolution while effectively managing the available resources.

Figure 5-4. Hazard Decision Matrix

SAFETY RISK INDEX		RISK DECISION CRITERIA
1A, 1B, 1C, 2A, 2B, 3A		Unacceptable (UN) or Highly Undesirable (HUN) AE concurrence required
1D, 2C, 2D, 3B, 3C, 4A, 4B, 5A		Undesirable (UD) SSEM concurrence required
1E, 2E, 3D, 3E, 4C, 4D, 5B, 5C		Acceptable with CSO review (AR)
4E, 5D, 5E		Acceptable without further review (AC)

Acronym Definitions:

AE – Accountable Executive

SSEM – Safety, Security & Emergency Management Executive Steering Committee

CSO – Chief Safety Officer

## Safety Risk Mitigation and Control

Based on the results of the safety risk assessment, the safety risk associated with the worst credible potential consequences of identified hazards will be resolved through the development and implementation of mitigations. Mitigations may:

- Eliminate the safety risk of a hazard;
- Reduce the likelihood of the potential consequences of a hazard; and/or
- Reduce the severity of the potential consequences of a hazard.

The Safety Risk Mitigation and Control process involves the analysis and corrective action taken to reduce the HRI associated with an identified hazard to ALARP.

Concurrence by the accountable executive, Safety, Security and Emergency Management Executive Steering Committee, and the Chief Safety Officer ensures that individual risks deemed to ALARP are within Community Transit's acceptable risk.<sup>1</sup>

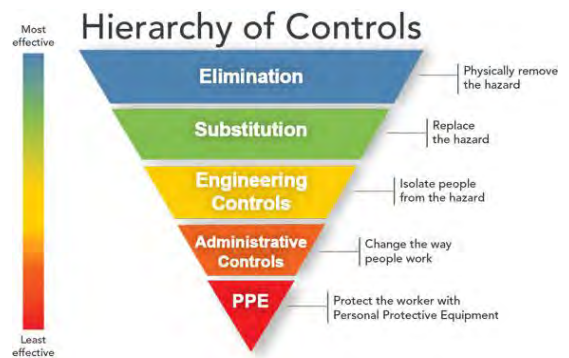
The order of precedence for satisfying system safety requirements and resolving the identified hazards is as follows:

- Eliminate hazards through design selection. Ideally, the hazard should be eliminated by selecting a design or material alternative that removes the hazard altogether. In other words, the hazard no longer exists in the design.
- Reduce risk through design alteration. Consider design changes that reduce the severity and/or the probability of the potential consequence caused by the hazard.
- Incorporate engineered features or devices. If control of the risk through design alteration is not feasible, reduce the severity or the probability of the potential consequence caused by the hazard using engineered features or devices. Engineered features actively interrupt the consequence sequence and devices reduce the risk of the consequence.
- Provide warning devices. Include detection and warning systems to alert personnel to the presence of a hazardous condition or occurrence of a hazardous event.
- Incorporate signage, procedures, training, and personal protective equipment (PPE). Signage includes placards, labels, signs, or other visual graphics. Procedures and training should include appropriate warnings and cautions. Procedures may prescribe the use of PPE.

Frequently, acceptable hazard resolution will require a combination of the methods of control.

Additional analysis may be required to assess safety hazards. Additional analysis that may be used include:

- Subsystem or fault hazard analyses
- Operating hazard analyses
- Interface hazard analysis
- Fault tree analyses
- Failure mode effects analysis or failure mode effects and criticality analysis
- Review of maintenance, inspection, accident, and other records



- Verbal surveys by division management
- Inspections of fleet samples (e.g., 10%)
- Inspections of components installed on buses or in stock
- Failure analysis
- Destructive and non-destructive testing
- Contacts with manufacturers and other transit properties
- Use of consultants

The following reference sources, and others, may be used during the evaluation:

- Community Transit bus specifications
- APTA Standard Bus Procurement Guidelines
- WSTIP best practices and guidance documents
- Diagrams, schematics, and maintenance manuals
- Community Transit job procedures
- Operations SOP
- Maintenance directives
- Federal Motor Vehicle Safety Standards (FMVSS)
- Society of Automotive Engineers (SAE)
- American National Standards Institute (ANSI)
- National Fire Protection Association (NFPA)
- American Society for Testing and Materials (ASTM)
- Safety Data Sheets (SDS)

#### Documenting Assessment Results

The Chief Safety Officer ensures that all assessment results are documented in the safety risk register. Information contained in the register will include the hazard, hazard type, identification source and date, and the hazard's consequences, including the worst credible potential consequence(s), and the existing mitigations (hard and soft) that address the worst credible potential consequence(s), assessments regarding severity and likelihood of the worst credible potential consequence(s), and any related or supporting documentation. Required management reviews and approvals will also be documented in the register.

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<sup>1</sup> A risk that has a catastrophic severity may be an acceptable risk with Accountable Executive concurrence. For example: A suicidal individual walking in front of a bus would likely be catastrophic, but Community Transit may not be able to reduce the severity of this risk.

## 6. Safety Assurance

### 6.1 Safety Performance Monitoring and Measurement

*Describe activities to monitor the system for compliance with procedures for operations and maintenance.*

Community Transit uses Safety Performance Monitoring and Measurement to evaluate our compliance with operations and maintenance procedures and to determine whether our existing rules and procedures are sufficient to control our safety risk. Community Transit also uses Safety Performance Monitoring and Measurement to assess the effectiveness of safety risk mitigations and to make sure the mitigations are appropriate and implemented as intended. Safety Performance Monitoring and Measurement activities also include investigating safety events to identify causal factors and analyzing the information from safety reporting, including data about safety failures, defects, and conditions.

#### **Compliance with and Sufficiency of Operations and Maintenance Procedures**

Community Transit operations are governed by bulletins, rules, notices, and standard operating procedures (SOPs). Bulletins are global in nature and provide direction to all employees; rules govern the daily operations; and SOPs provide detailed information and instructions for performing specific tasks.

Community Transit vehicle maintenance is governed by maintenance manuals, instructions, bulletins and vendor information.

To ensure compliance with and sufficiency of operations and maintenance procedures, Community Transit carries out the following activities:

#### **Transportation Department**

- Coach Operators
  - Have Standard Operating Procedures for reporting events and safety concerns while in the performance of their duties.
  - Participate in annual driver evaluations and refresher training
- Transportation Field Supervisors
  - Field Supervisors observe and report issues with compliance
  - Field monitoring to include:
    - Lidar testing of speed compliance by coach operators
    - Pre-trip inspection audits of coach operator staff
    - Following distance checks and general driving compliance using agency approved defensive driving techniques



- Assistant Transportation Manager
  - Reviews and takes action through the following:
    - All incidents on a weekly basis through Workforce Management (electronic tracking)
    - Meets with operators over performance concerns related to safety, coaches, counsels and issues progressive discipline if necessary.
    - Meets with probationary employees every 30 days during the 6-month probation and reviews record and safety compliance

## **Maintenance Department**

### **Safety Inspections**

Management and employees conduct regular inspections of facilities, vehicles and equipment to ensure a safe and healthy workplace. Inspections are documented with appropriate checklists and kept on file. Discrepancies are noted and followed up on to ensure correction.

### **Department Shift/Safety Meetings**

Regular safety meetings are held and Maintenance safety items discussed at shift meetings. Safety meeting topics include results of the latest safety inspection, may include a discussion of Company Safety Committee items relevant maintenance, any accidents, injuries or near misses in the shop, a review of open items from prior meetings and an open discussion period for employees to raise safety concerns.

### **Quality Control**

The intent of the Vehicle Maintenance Quality Control Program is to ensure that safe and reliable equipment is provided to our customers and employees. The program is established with three distinct elements. First, we train and certify mechanics in the safety sensitive repairs they are required to perform. Second, we evaluate the quality of work performed. The third element is an evaluation of the overall maintenance process by comparing performance of both the equipment and our procedures against established standards. This approach injects a measure of Quality Control in all facets of maintenance Operations. It is also consistent with our capabilities that are constrained by the realities of the staffing and funding levels of the Maintenance Department.

Chapter 5 - Vehicle Maintenance Program

### **Mechanic Training and Qualifications**

The Mechanic Training and Qualification Program is designed to ensure all mechanics are trained and certified to work on all Safety Sensitive items on the coach. For all areas designated as a safety item, there will be an established repair standard. The mechanic is evaluated to ensure they are qualified and capable to perform repairs in accordance with each standard. Once successfully demonstrated, the mechanic is certified on that particular repair and will be authorized to perform repairs on that component of the coach. New mechanics must be certified on the repair of safety sensitive components before they are authorized to conduct unsupervised repairs. It is our goal have all new mechanics certified in all safety areas within six months of hire. Details of the entire Training and Certification Program are provided in Chapter 9 of the Vehicle Maintenance Plan.

### **Quality Control Inspections**

#### **Main and Automotive Shops**

**Work Order Review:** Upon completion of all work orders, the Lead Mechanic is required to review the document to ensure each task code has either been completed, cancelled, or delayed. This ensures

that all work required has been performed and that no repairs involving the Safety or mechanical reliability of the vehicle have been left incomplete.

**Quality Inspections:** The shop lead will inspect actual repairs performed on the vehicle as a Quality Control Inspection. This inspection will confirm that the repairs were completed correctly and in accordance with standards. Once conducted, the Lead will document on this on the work order, using Task Code "QCI". This will be used as the historical documentation of the Quality Control Inspection. This inspection is applied to the work order in the EAM System. Leads will perform a QCI on 10 percent of the repair work orders accomplished in their shop. **Program Evaluation:** On a quarterly basis or more frequently as needed, the maintenance manager or assistant manager will determine if the goals of the program are being achieved. This may include the percentage of work orders with QCI task code, conducting their own inspection of repairs or other assessments as required.

### **Component Rebuild**

**Engines and Transmissions:** All rebuilds will be tested on the equipment dynamometer prior to their return to the parts department. Testing is to ensure there are no deficiencies in workmanship and that the equipment meets appropriate specifications. Records of testing are to be maintained by the Component Rebuild section.

### **Subcontracted Maintenance**

Community Transit subcontracts maintenance and operation of our Paratransit and Commuter fleets. The Federal Transit Agency (FTA) stipulates that a contractor "stand in the shoes of" a federally funded grantee as far as maintenance requirements are concerned. As such, it is our responsibility to ensure the contractor follows acceptable maintenance standards. Our program of maintenance oversight consists of the following:

#### **Vehicle Inspection**

Subcontracted vehicles will be inspected for safety, mechanical reliability and proper maintenance by Community Transit on a regular basis.

**Transit Coaches:** These coaches will be inspected by having the sub-contractor deliver three (3) coaches per week, (Monday-Friday) to the Merrill Creek Maintenance Facility.

**Paratransit Vehicles:** These vehicles will be inspected by having the sub-contractor deliver two (2) vehicles per week to the Kasch Park Automotive Maintenance Facility.

The vehicles will have a complete inspection, as would be performed on a 5,000 or 6,000-mile service as appropriate. A copy of the inspection will be provided to the sub-contractor. Any deficiency relating to safety or mechanical reliability will be corrected by the sub-contractor prior to the vehicle returning to service.

#### **Maintenance Reporting**

The subcontractors will provide a monthly Preventive Maintenance Compliance Report to the Community Transit Director of Maintenance. The report will contain all PMs performed by individual coach and if the service was completed within required parameters.

#### **Agency Inspections**

Community Transit will inspect the regulations, business practices and maintenance procedures for each subcontractor annually. The inspection and standards will be the same as are required for FTA

inspections of our Agency. A written report of inspection findings will be provided to both the subcontractor and to the Community Transit Contracted Services Manager.

Maintenance Department additional references:

- Maintenance system compliance is monitored through in person inspections and reporting from our Enterprise Asset Management (EAM) software.
- Maintenance Activities to monitor system compliance are captured in Section 5 of the Vehicle Maintenance Plan.
- Vehicle Mileage is monitored by Lead Mechanics. Preventative Maintenance Services are scheduled based on time or mileage (Vehicle Maintenance Plan)
- PM Compliance is tracked by EAM reporting and communicated to the Department monthly (at a minimum) via a Dashboard report (Vehicle Maintenance Plan)
- Trips Missed for Mechanical Reasons are tracked by Operations, and communicated to Maintenance on a weekly basis. Report is analyzed for trends and opportunities for improvement (Vehicle Maintenance Plan)
- Road Failures are tracked on a regular basis and reported on monthly Dashboard (Vehicle Maintenance Plan).
- Quality Control Inspections are accomplished by work order review and physical inspection of repair activity (Vehicle Maintenance Plan)

## 6.2 Monitoring Operations to Identify Safety Risk Mitigations

*Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.*

Community Transit monitors safety risk mitigations to determine if they may be ineffective, inappropriate, or not implemented as intended. Community Transit develops mitigation monitoring plans for mitigations implemented through Community Transit's SRM process. The Safety Security & Emergency Management Executive Steering Committee approves mitigation monitoring plans and track them through the Safety Risk Register.

Mitigations found to be ineffective, inappropriate, or not implemented, as intended, must go through the SRM process. Risk oversees and tracks the assignment of responsibilities and timelines for implementing new mitigations and eliminating mitigations that are no longer necessary or effective.

To measure the effectiveness of existing safety risk mitigations, which may not have been assessed yet through Community Transit's SRM process, Community Transit's Risk Division and Safety Security & Emergency Management Executive Steering Committee also:

- Review results from safety event investigations;
- Monitor employee safety reporting;
- Monitor the service delivery and operational environment;
- Monitor operational functions to verify that operations activities are carried out in accordance with standard operating procedures (SOPs);
- Monitor maintenance functions to verify that maintenance activities are carried out in accordance with SOPs;
- Review results of internal safety audits and inspections;
- Review results of safety inspections by external entities; and
- Analyze operational and safety data to identify emerging safety concerns.

During Safety Security & Emergency Management Executive Steering Committee meetings, a standing agenda item focuses on the results of these reviews and monitoring activity. Based on its assessment of the situation, the Safety Security & Emergency Management Executive Steering Committee and the Chief Safety Officer will determine whether additional investigation and/or monitoring is required, or if the specific issue or condition needs to be addressed through Community Transit's SRM process.

The Risk Division ensures that Community Transit carries out and documents all monitoring activities. The Risk Division reports the results to the Accountable Executive and/or executive management as directed by the Accountable Executive or Safety Security & Emergency Management Executive Steering Committee.

### **Accident Review Committee (ARC)**

The ARC is an internal process for reviewing a preventable accident determination and associate accident points.

The ARC Chair presents all appeals for review and advises the committee members on the National Safety Council (NSC) guidelines.

Either the employee or the ARC Chair may appeal the ARC's decision about an event's preventability to the NSC. All appeals must be in writing and received by the ARC Chair within **fourteen (14)** calendar days of the ARC's decision. (PRO-AD-1005-D, *Appealing Accident Review Committee's Decision to National Safety Council*)

## 6.3 Investigations of Safety Events

*Describe activities to conduct investigations of safety events, including the identification of causal factors.*

Community Transit maintains documented procedures for conducting investigations of safety events (accidents, incidents, and occurrences, as defined in 49 CFR Part 673) to find causal and contributing factors and review the existing mitigations in place at the time of the safety event. Community Transit's policy #POL\_AD\_1005 and the associated documents contains specific procedures for conducting safety investigations.

Local law enforcement also may respond to any Community Transit safety event. Community Transit will coordinate its investigation process with local law enforcement.

Employees are required to report any accident or incident that occurs on or around a Community Transit vehicle to dispatch from the time and place of occurrence. Requests for assistance shall be made through dispatch by use of the radio or by telephone. Once notification is received, it is forwarded to a supervisor and the on-call Transportation Assistant Manager.

Supervisors are responsible for conducting on-scene investigations of accidents. Depending on the severity and nature of the event, various mechanisms are used for collecting transient evidence. These may include photography, measurements, interviews, and observations. In instances where coach video is involved, video is tagged for pull and completed with a goal of a 48-hour turnaround.

The driver and investigating supervisor complete a Vehicle Condition Report (B/O Slip) and an Incident/Accident Event Report immediately after any accident. The Event Report is then delivered to Risk Management. A copy of the Event Report is included as Appendix A-1 in the Vehicle Maintenance Plan.

The Risk Management Division will determine if an investigation needs to be done. An investigation can be started at request of a law enforcement, insurance agency, or by internal requirements.

All events are evaluated to determine the event classification and if loss occurred. (PRO-AD-1005-B, *Determining Event Preventability & Classification*). Events are classified as Incident, Accident, Unsubstantiated or No Action. In most cases the event classification is determined within seven (7) calendar days from the event. Additional investigation or other unusual or extenuating circumstances may result in the event needing additional evaluation time.

All events are reviewed, and any additional investigation or analysis is conducted to determine the preventability of an event for that driver. (PRO-AD-1005-B, *Determining Event Preventability & Classification*). In most cases the preventability determination is made within **seven (7)** calendar days after the event classification is completed. Additional investigation or other unusual or extenuating circumstances may result in the event needing additional evaluation time.

## 6.4 Internal Safety Reporting Programs

*Describe activities to monitor information reported through internal safety reporting programs.*

The Chief Safety Officer and Safety Security & Emergency Management Executive Steering Committee routinely review safety data and information captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the SMS Executive and Safety Security & Emergency Management Executive Steering Committee ensure that the issues and concerns are investigated or analyzed through Community Transit’s SRM process.

The Chief Safety Officer and Safety Security & Emergency Management Executive Steering Committee also review internal and external reviews, including audits and assessments, compliance with operations and maintenance procedures, and the effectiveness of safety risk mitigations. The Chief Safety Officer discusses relevant safety issues and concerns with the Accountable Executive and executive management.

## 6.5 Management of Change

*Describe the process for identifying and assessing changes that may introduce new hazards or impact safety performance.*

Proposed modifications often result from system observations, inspections, data analyses, hazard reports, accident investigations, and internal or external audits. Modifications may be proposed as a means of improving a system's efficiency and performance or in order to eliminate or control hazards. However, changes to any system must be controlled.

### **Configuration Management**

Proposed system modifications are evaluated for their potential effect on safety. This process involves various evaluation techniques including reviews of regulation and specifications, testing, etc.

System modifications are carefully evaluated and considered from concept to design and implementation to determine how the change might affect the safety of the system. Community Transit evaluates the proposed modification for its potential to create additional hazards or reduce the effectiveness of existing hazard controls. Community Transit coordinates the integration of new equipment, system expansion, system modification, and system rehabilitation from the design and procurement effort through construction, inspection, testing, and start-up.

Configuration management (CM) is a systems engineering process for establishing and maintaining consistency of a product's performance, functional and physical attributes with its requirements, design and operational information throughout its life. The lack of CM, or its ineffectual implementation, can be very expensive and sometimes can have such catastrophic consequences such as failure of equipment or loss of life. At Community Transit, CM emphasizes the functional relation between vehicles, subsystems and parts for effectively controlling system change. It helps to verify that proposed changes are systematically considered to minimize adverse effects.

The CM process for vehicle systems comprises five distinct disciplines.

A. CM Planning and Management, which consists primarily of this policy and the CM Steering Committee.

B. Configuration Identification (CI), which are documents that define baseline vehicles and their systems and any changes to them.

C. Configuration Control, which is the administrative mechanism to evaluate all change requests and proposals, and their subsequent approval or disapproval.

D. Configuration Status Accounting, which is the process of recording and reporting configuration item descriptions (e.g., parts, software, firmware, etc.) and all departures from the baseline during the lifecycle of the vehicles.

E. Configuration Verification and Audit, which is an independent review of the current vehicle configuration for the purpose of assessing compliance with established performance requirements, appropriate standards, and functional baselines.



## **CM Planning and Management**

The Vehicle Maintenance Manager has primary responsibility for configuration management on vehicles. Specific duties include:

- Maintaining this policy
- Convening the Configuration Management Steering Committee
- Maintaining documents related to Configuration Identification
- Administering the Configuration Control process
- Ensuring that Configuration Status Accounting is carried out
- Arranging for and responding to Configuration Verification Audits

The Configuration Management Steering Committee consists of:

- Vehicle Maintenance Manager
- Manager of Environmental, Health and Safety
- Assistant Manager of Programs and Projects
- Assistant Maintenance Managers
- Vehicle Maintenance Technical Lead
- Parts Inventory Manager
- Maintenance Trainers

Representatives from Transportation, Procurement, Information Technology, Technical Services, Training or other departments will be included depending on potential impact of any change proposals being considered.

### **Configuration Identification (CI)**

Vehicle systems can be identified as vertical or horizontal. Vertical systems are generally considered subfleets of vehicles with identical configurations. Horizontal systems are vehicle subsystems that are similar across multiple subfleets such as radios or surveillance systems. Both types of systems have an impact on equipment operation, parts inventory, training, shop equipment and maintenance practices.

Each system will have baselines documented which define the system, subsystems and components. These will form the basis by which changes to any part of a system are identified, documented, and later tracked throughout the system's lifecycle. Examples of configuration baselines are:

- Procurement RFP/ITB specifications and successful vendor's response
- Best and final offer letters if applicable
- Change order documentation
- Pre-production approval drawings
- As-built documentation including service manuals
- Bus production inspection reports
- "Birth certificates" or line-setting tickets documenting subsystem configuration
- Firmware and software versions
- System setting profiles

### **Configuration Control**

All changes and requests or proposals to change system configurations, including those recommended by the manufacturer, must be evaluated and approved prior to implementation.

Procedures for evaluation and approval are as follows:

- Requests or proposals for changes will be recorded on an email attaching the form Configuration Change Proposal and Approval (CCPA). Supporting documents such as drawings or manufacturer's recommendation will be attached. The CCPA will be sent to the Vehicle Maintenance Manager or designee for review.
- The Vehicle Maintenance Manager or designee will determine if the change should be evaluated by the Configuration Management Steering Committee. If not, the proposal will be approved or disapproved and kept on record for the affected system.
- If referred to the Configuration Management Steering Committee it may be reviewed at a regular scheduled meeting, a special meeting can be convened, or the proposal can be relayed by email to members for consideration.
- The Committee can approve the proposal, disapprove it, request more information, or approve for limited testing only.
- If other than disapproved, the Vehicle Maintenance Manager will take the following actions:
  - Inform all concerned of the change
  - Follow up with any reports required by the Committee
  - Coordinate actions listed under Configuration Status Accounting, below

### **Configuration Status Accounting**

Configuration Status Accounting is the process of recording and reporting configuration item changes. No information about the baseline configuration (as the system was delivered) and any subsequent changes will be deleted or altered during the recording. This is in case of suspected problems, the baseline configuration and approved modifications can be quickly determined.

Each approved configuration change will require the following documents affected by the change to be annotated with the new information and date of the change. The Vehicle Maintenance Manager will work with the indicated offices to affect the document annotations.

- Multi-unit Project or Multi-Asset Work Order - *Technical Lead or appropriate shop lead*
- As-built documents - *Assistant Manager for Programs and Projects*
- Parts lists - *Parts Inventory Manager*
- Training manuals - *Training Division*
- Service manuals - *Technical Lead*
- Warranty coverage, terms and expiration - *Fleet Systems Coordinator*
- Inspection and preventive maintenance schedules - *Fleet Systems Coordinator*
- Inspection and preventive maintenance checklists - *Technical Lead*
- Operation manuals - *Transportation*
- Software, firmware versions and system settings - *Technical Lead*

### **Configuration Verification and Audit**

Configuration verification and audit is an independent review to assess compliance with established performance requirements, industry standards and product baselines for Community Transit's equipment. Configuration audits verify the system and subsystem configuration documentation complies with the functional and physical characteristics of the equipment or software at the time of the audit.

Requirements and procedures for verification and audit will be established by the Configuration Management Steering Committee.

## 6.6 Continuous Improvement

*Describe the process for assessing safety performance. Describe the process for developing and carrying out plans to address identified safety deficiencies.*

Community Transit uses a continuous improvement process to monitor and improve our SMS and safety performance. Community Transit conducts an annual safety performance assessment at the beginning of each fiscal year. If we identify any deficiencies as part of the safety performance assessment, we develop and carry out, under the direction of the Accountable Executive, a plan to address the identified safety deficiencies.

Community Transit's process for assessing its safety performance includes:

- Monitoring the achievement of safety objectives and safety performance indicators and targets.
- Reviewing the effectiveness of:
  - Hazard identification, safety risk assessment, safety risk mitigation development, and management of change activities;
  - Operations and maintenance procedure monitoring activities;
  - Safety risk mitigation monitoring activities; Safety investigation activities;
  - Safety competencies and training efforts; and
  - Safety communication.

The Risk Division is responsible for assessing Community Transit's safety performance because of its safety expertise and functional independence from operations and maintenance. Risk Division strategies for assessing safety performance and the effectiveness of Community Transit's SMS operations include but are not limited to the following:

- Reviewing safety data, including data related to safety objectives and safety performance indicators and targets;
- Using audit checklists to identify how well the processes, activities, and tools within the SMS are performing;
- Attending safety committee meetings and safety meetings;
- Conducting field observations;
- Auditing regulatory compliance; and
- Reviewing SMS documentation.

Community Transit may choose to use an outside independent auditor to assist in its safety performance assessment activities.

Community Transit supports continuous improvement by addressing deficiencies it discovers during assessments of safety performance and SMS operations assessments. Community Transit uses corrective action plans to address safety deficiencies and substandard performance of SMS operation to drive the continuous improvement effort. Community Transit may choose to use outside expertise to assist in addressing safety deficiencies. These corrective action plans are carried out under the direction of the Accountable Executive and Community Transit's Chief Safety Officer reports on the status of these corrective action plans to the Accountable Executive.

## 7. Safety Promotion

### 7.1 Competencies and Training

*Describe the safety training program for all agency employees and contractors directly responsible for safety.*

Safety promotion ensures that Community Transit employees and contractors are aware of policies and procedures related to the safety of agency operations, and specifically as related to their areas of work. Community Transit's comprehensive safety training program applies to all Community Transit employees directly responsible for safety, including:

- Transit Coach Operators,
- Dispatchers,
- Vehicle and Facilities Maintenance staff,
- Managers and supervisors,
- Agency Leadership and Executive Leadership Team
- Chief Safety Officer and Risk Division, and
- Accountable Executive.

Training has been developed for each designated position throughout the agency, appropriate to the position's individual safety-related job responsibilities and role in the SMS. This training includes instruction and testing to verify initial competency, as well as refresher training and recertification requirements to ensure employees remain current on the agency's policies and procedures.

Operations safety-related skill training includes the following:

- New hire Coach Operator classroom and hands-on skill training;
- Coach Operator refresher training;
- Coach Operator retraining (recertification or return to work);
- Skill training for painting and body-shop personnel;
- Classroom and on-the-job training for dispatchers;
- Classroom and on-the-job training for operations supervisors;
- SMS initial and refresher training on basic SMS principles; and
- Safety event investigation training, including the Transportation Safety Institute (TSI) Fundamentals of Bus Collision Investigation and on-the-job training.

Vehicle maintenance safety-related skill training includes the following:

- Vehicle maintenance technician skill training;
- Skill training for vehicle maintenance supervisors;
- Safety event investigation training for vehicle maintenance supervisors;
- SMS initial and refresher training on basic SMS principles; and
- Hazardous material training for vehicle maintenance technicians and supervisors.

Facility maintenance safety-related skill training includes the following:

- Facilities Maintenance technician skill training;
- Skill training for facility maintenance supervisors;
- Hazardous material training for Facilities Maintenance technicians and supervisors;
- SMS initial and refresher training on basic SMS principles; and
- Fire prevention training for Facility Maintenance technicians and supervisors.

For the Risk Division, Community Transit participates in the Voluntary Bus Safety Training Program outlined in FTA's Public Transportation Safety Certification Training Program regulation, 49 CFR Part 672. Community Transit's designated Risk personnel will complete the following curricula:

- SMS Awareness;
- Safety Assurance;
- SMS Principles for Transit;
- Transit Safety and Security Audit Course;
- Transit System Security;
- Effectively Managing Transit Emergencies;
- Transit Bus System Safety; and
- Fundamentals of Bus Collision Investigation.

Designated Risk personnel will complete the courses necessary to obtain the Transit Safety and Security Program (TSSP) Certificate.



Following the conclusion of this training, designated personnel will complete refresher training that includes, at a minimum, one hour of safety oversight training.

Agency leadership, Executive Leadership Team and the Accountable Executive may complete the following:

- SMS Awareness;
- Safety Assurance; and
- SMS Principles for Transit.

## 7.2 Safety Communication

*Describe processes and activities to communicate safety and safety performance information throughout the organization.*

Community Transit actively encourages the open sharing of information on all safety issues throughout our organization. To ensure effective communication throughout the agency, Community Transit has established formal processes and approaches, including:

- Dissemination of safety and safety performance information throughout the agency.
- Communication of information on hazards and safety risk relevant to employees' roles and responsibilities throughout the agency.

- Explaining actions taken in response to employee reporting.

**Publications and materials with safety related information**

Interact - Agency wide electronic bulletin board that has various topics, including information on safety and safety performance data.

Behind the Wheel – Transportation Department bi-weekly publication that contains safety topics and safety performance data.

Driver Alerts – Transportation Department publication that communicates specific information, some of it safety related, to coach operators about information that can be system wide, area specific or route specific. Driver Alerts are published as needed.

Safety Committee bulletin board – Information on Safety Committee activities is updated monthly on a bulletin board for all employees to see. Posted items include agenda items, meeting minutes and safety project status updates.

Emergency Response Flip Chart – a flip chart that will be hung on the walls throughout employee occupied facilities that will allow for people to easily identify and following procedures in an emergency. Content shows Before, During and After action for different types of incidents.

## 8. Additional Information

### 8.1 Supporting Documentation

*Include or reference documentation used to implement and carry out the ASP that are not included elsewhere in this Plan.*

Community Transit and its contractors will maintain documentation related to the implementation of its Safety Management System; the programs, policies, and procedures used to carry out this Agency Safety Plan; and the results from its Safety Management System processes and activities for three (3) years after creation. This documentation will be available to the Federal Transit Administration or other Federal or oversight entity upon request.

**Plans referenced**

Maintenance Administrative Operating Procedures (2020)

Transit Asset Management Plan (2018)

Transit Development Plan (2021-2026)

Vehicle Maintenance Plan (2019)

**Contracted Service Providers**

First Transit Agency Safety Plan (*version, Final October, 2021*) - Plan submitted by a contracted external service provider that covers a portion of the Commuter Bus mode on behalf of Community Transit.

Transdev Bus Safety Plan (*version, Final November, 2020*) - Plan submitted by a contracted external service provider that delivers the Demand Response mode on behalf of Community Transit.

## 8.2 Definitions of Special Terms Used in the ASP

Term	Definition
Accountable Executive	Accountable for the agency's safety performance and SMS, has the authority to make policy and resource decisions and determine the organization's priorities, sets the expectation for SMS implementation roles and responsibilities, and allocates SMS resources. Community Transit has designated the Chief Executive Officer as the Accountable Executive. Reference, FTA <a href="#">Accountable Executive at §673.5</a> and <a href="#">§673.23(d)(1)</a> .
Chief Safety Officer / Safety Management System Executive	An adequately trained individual who has responsibility for managing the safety function, as well as SMS implementation, and has a direct line of communication to the Accountable Executive. Community Transit has designated the Manager of Safety, Security and Compliance as the Chief Safety Officer / SMS Executive. Reference, FTA <a href="#">§673.5</a> and <a href="#">§673.23(d)(2)</a> .
Public Transit Agency Safety Plan (PTASP or ASP)	The documented comprehensive agency safety plan for a transit agency that is required by 49 C.F.R. Part 673. The FTA now refers to this as the Agency Safety Plan (ASP).
Safety	Freedom from unintentional conditions that cause death, injury, occupational illness, damage to or loss of equipment or property, or damage to the environment.
Safety Management System	Is the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of safety risk controls. It includes systematic procedures, practices, and policies for the management of safety risk.

## 8.3 List of Acronyms Used in the ASP

Acronym	Word or Phrase
ALARP	As Low As Reasonably Practicable
APTA	American Public Transportation Association
ASP	Agency Safety Plan
ATU	Amalgamated Transit Union
CAB	Cascade Administration Building

CSO	Chief Safety Officer
FTA	Federal Transportation Administration
IAM	International Association of Machinists
KPOB	Kasch Park Operations Base
LMS	Learning Management System
MCOB	Merrill Creek Operations Base
PTASP	Public Transit Agency Safety Plan
SMS	Safety Management System
WISHA	Washington Industrial Safety and Health Act
WSTIP	Washington State Transit Insurance Pool



**To:** Board of Directors

**From:** Greg Stamatiou, PMP, CCM, Capital Development Program Manager  
Tate Johnson, Senior Capital Project Manager  
Kristin Bruington, Procurement & SBE/DBE Specialist

**Date:** May 5, 2022

**Subject:** AWARD: Job Order #2021-027-B4, Lake Stevens Transit Center Road Surface Refresh

### **BACKGROUND**

Community Transit serves 29 Park & Rides and Transit Centers in Snohomish and King County. Of those 29, Community Transit is responsible for the maintenance and upkeep of 20. As part of the State of Good Repair program, these transit facilities are maintained by monitoring its utilization and actual condition. The goal of the Lake Stevens Transit Center Road Surface Refresh is to repair broken and failing horizontal surfaces to eliminate pedestrian trip hazards and to protect vehicles from damage. Project Scope includes removal and replacement of broken concrete road surfaces, repair and seal the asphalt parking lot, new parking stall striping, and pressure washing concrete walk areas including areas of passenger loading. Refreshing structures and passenger shelters is excluded at this time.

In 2021, Community Transit established an Interlocal Agreement with Port of Everett to utilize their Job Order Contract (JOC) for facilities maintenance. With JOC we can accomplish many small projects with a single, competitively-bid master contract tied to an indexed price list. JOC provides faster project delivery, assurance of cost reasonableness, and supports local small business participation.

The Port's JOC contract was awarded to two contractors, Burton Construction Inc and Forma Construction. Community Transit further established a method of awarding work between the two contractors based on availability and performance.

### **STATUS**

Per JOC procedures, Community Transit requested a detailed scope and itemized pricing from Burton Construction, Inc. The scope of work involved:

1. Providing all labor, materials, and equipment to remove and replace failing concrete panels, curbs, catch basins then seal coat and stripe entire parking lot.
2. Contractor is to secure all necessary permits to complete the project.

The Independent Government Cost Estimate (IGCE) developed by Planning and Development for this work was \$390,830. Burton submitted a price offer of \$339,085, which is below the IGCE, hence fair and reasonable.

The Strategic Alignment and Capital Development Committee reviewed this item at their regular meeting on April 20, 2022. The item was recommended for placement on the consent agenda for Board approval at the May 5, 2022, Board of Directors' Meeting.

*(Cont.)*

**BUDGET IMPACT**

The cost for this project is included in the 2022 approved budget, in Project #2202.

**RECOMMENDATION**

That the Board of Directors authorize the Chief Executive Officer to negotiate and award Job Order #2021-027-B4 Lake Stevens Transit Center Road Surface Refresh to Burton Construction Inc. in the amount of \$339,085.

**To: Board of Directors**

**From: Greg Stamatiou, PMP, CCM, Capital Development Program Manager  
Tate Johnson, Sr. Capital Project Manager  
Rhonda Wahlgren, CPPB, Sr. Procurement & SBE/DBE Specialist**

**Date: May 5, 2022**

**Subject: AWARD: RFQ #2017-079 Task Order for Vehicle Storage & Training Facility Construction Project – Construction Management Services**

### **BACKGROUND**

On August 5, 2021, the Board of Directors awarded a Task Order to Land Development Consultants, Inc. (LDC) for designing the Vehicle Storage & Training Facility Construction project. This is Phase 5 of the Facilities Master Plan (FMP-5) that supports Transportation Operations.

This Task Order will provide Construction Management Services (CMS) to support Community Transit staff and LDC's design team during project construction including, but not limited to, project and document compliance oversight; resolving issues; reviewing, processing, and tracking construction documents (i.e., Submittals, RFIs, Change Orders, etc.); reviewing and approving payment applications; and coordinating all project communications, meetings, inspections, reports, etc.

### **STATUS**

In accordance with Contract #2017-079, Qualified Vendor List (QVL) for Architectural and Engineering (A&E) Services, staff selected four firms to interview. KBA, Inc. was determined the firm most qualified to perform Construction Management Services for this project.

The Independent Governmental Cost Estimate is \$374,761.20. KBA's original cost proposal was \$429,160.00. After negotiations and adjustments, the Cost-Plus-Fixed-Fee Task Order amount of \$406,209.33 is determined to be fair and reasonable.

The award amount includes \$25,000 to go towards Small Business Enterprises (SBE). This will result in 6.15% SBE utilization.

The Strategic Alignment and Capital Development Committee reviewed this item at their regular meeting on April 20, 2022. The item was recommended for placement on the consent agenda for Board approval at the May 5, 2022, Board of Directors' Meeting.

### **BUDGET IMPACT**

The 2022 Budget includes adequate funds for this Task Order under Project #2017.

### **RECOMMENDATION**

That the Board of Directors authorize the Chief Executive Officer to negotiate and award a Task Order under RFQ #2017-079 to KBA, Inc. for a not-to-exceed amount of \$406,209.33 for Construction Management Services for the Vehicle Storage & Training Facility Construction Project.

# Action Items

**To: Board of Directors**

**From: Greg Stamatou, PMP, CCM, Capital Development Program Manager  
Dan Jerome, Capital Project Manager, Assoc. AIA  
Rhonda Wahlgren, CPPB, Sr. Procurement & SBE/DBE Specialist**

**Date: May 5, 2022**

**Subject: AWARD: ITB #2022-001 MCADMIN Building Improvements**

**BACKGROUND**

The design Task Order for Community Transit’s Facilities Master Plan (FMP) Phase 2, for the Merrill Creek Administration (MCADMIN) Building Improvements Project, was awarded to Otak, Inc. in May 2020 to develop final Plans and Specifications for bidding purposes. FMP Phase 2 will renovate and expand the Merrill Creek Administration Building to become a new Transportation Operations headquarters for the agency. The Project provides for selective demolition and remodel to the existing building, including new additions. Close coordination between the Contractor and Community Transit will be required for all portions of the Work to ensure minimal disruption to on-going activities, contractor coordination, and Owner access and use of the Work Area.

**STATUS**

The Invitation To Bid (ITB) was published February 1, 2022. Bid Documents were downloaded from our website by 76 Vendors. A Pre-Bid Meeting & Site Visit was held on February 8, 2022, with representatives from 21 companies in attendance. Bids were received from five contractors on February 28, 2022. Final bid results are:

	<b>Bidder</b>	<b>Total Bid Price</b>	
1	FORMA Construction Company	\$16,252,802.00	Lowest Bid
2	Faber Construction Corporation	\$16,685,424.44	
3	Kassel & Associates, Inc.	\$16,775,146.00	
4	Colacurcio Brothers, Inc.	\$17,897,302.00	
5	Western Ventures Construction, Inc.	\$21,961,000.00	

The Independent Government Cost Estimate for construction is \$13,367,775.00. After reviewing all bids, staff determined that FORMA Construction Company is the lowest responsive and responsible bidder. Although 21.58% above the Engineer’s Estimate, the total bid price is considered fair and reasonable as the variance from estimate is consistent with an analysis of regional market conditions, and most bidders were within a competitive range.

The Strategic Alignment and Capital Development Committee reviewed this item at their regular meeting on April 20, 2022. The item was recommended for placement on the action agenda for Board approval at the May 5, 2022, Board of Directors’ Meeting.

**BUDGET IMPACT**

The 2022 Budget includes adequate funds for this construction work under Project #2002.

**RECOMMENDATION**

That the Board of Directors authorize the Chief Executive Officer to execute a contract with FORMA Construction Company for a not-to-exceed amount of \$16,252,802.00.

**To:** Board of Directors

**From:** Jay Heim, Sr. Program Manager  
Christopher Silveira, Bus Rapid Transit Program Manager  
Chad Jorissen, CPPB, Procurement and SBE/DBE Supervisor

**Date:** May 5, 2022

**Subject:** AWARD: RFP #2021-105, Wayside Digital Signage

### **BACKGROUND**

Community Transit utilizes Passenger Information Display (PID) technology as a subcomponent to our Bus Rapid Transit Swift lines to provide passengers with real-time departure information. Existing technology is at end of life, difficult to source replacements, and supports only a single line of information, limiting its ability to display key information to riders. We are in need of next generation signage, which is expected to provide modern-day capabilities in the form of variable messaging, system integrations, open communication and data support, and robust, full-color content management. Digital signage improves equity, bringing robust digital information to riders that would otherwise require personal devices, such as laptops or smart phones, in order to use our service to its fullest potential. This type of information currently includes real-time bus departures, and in the future will include real-time service alerts (including delays, cancellations, and detours), campaign-level communications (health/safety reminders, upcoming changes to service, etc.), and schedule information.

In 2020 and 2021, the Transit Information Program completed a series of limited technology pilots focused on evaluation of emerging market options to determine if suitable replacement technology was available to meet our needs. Significant technological improvements have been made since our original PID implementation; the team concluded that piloted options would fulfill both the replacement need and provide flexibility with future growth.

The agency has invested significantly in systems to produce, monitor, and disseminate schedule and real-time data, and wishes to leverage these systems to provide customers with an improved real-time ridership experience. We have immediate signage needs for the upcoming Swift Orange Line and retrofits for our existing lines, as well as future Swift expansions and possibly other stop locations.

### **STATUS**

Community Transit issued a Request for Proposals (RFP) on December 30, 2021 to solicit vendors for PIDs. The solicitation was advertised through our website and targeted notices were emailed. Forty-eight vendors downloaded the RFP documents. Community Transit received four proposals on January 27, 2022.

Community Transit's evaluation team reviewed and evaluated proposals from the four vendors based on their qualifications, pricing, and other criteria in the RFP. The evaluation team determined that Message Point Media of Alabama would provide the best value to Community Transit, as their personnel possess a high degree of experience and qualifications in providing these types of signage. Message Point Media of Alabama has provided similar pilot program products and service to Community Transit in the past with excellent results. Proposed pricing is very competitive compared with the other proposals.

The Strategic Alignment and Capital Development Committee reviewed this item at their regular meeting on April 20, 2022. The item was recommended for placement on the action agenda for Board approval at the May 5, 2022, Board of Directors' Meeting.

**BUDGET IMPACT**

The 2022 capital budget for the Swift Blue Line Construction and the Swift Orange Line Program contain sufficient budget authority to cover the initial signage needs for the Orange Line and replacement signage for the Blue Line. The IT Infrastructure Replacement Reserve will be utilized to cover future additional signage replacement. The total 10-year contract cost for this project is \$5,000,000.

**RECOMMENDATION**

That the Board of Directors authorize the Chief Executive Officer to negotiate and award RFP #2021-105, Wayside Digital Signage, to Message Point Media of Alabama, in the amount not to exceed \$5,000,000 for the full contract term of four years with three (3) two-year renewal options.

**To: Board of Directors**

**From: Jennifer Hass, Community Programs Manager  
Michelle O'Donnell, Procurement & SBE DBE Specialist**

**Date: May 5, 2022**

**Subject: AWARD: RFP #2021-095, Microtransit Service: Lynnwood Pilot Project**

**BACKGROUND**

The goal of the Lynnwood Pilot Project is to learn about the travel behavior of people in Lynnwood and test an appropriate transportation service to meet their needs. This project aligns with Community Transit’s vision of making travel easy for all. Lynnwood was selected for this pilot because of the opportunity to improve local mobility as well as connect to future transit services such as Link Light Rail and the Swift Orange Line.

Potential transportation solutions were proposed to the community through an extensive needs assessment and outreach process over the past year. Microtransit was selected as the preferred transportation option to test. This project is included in the agency’s Transit Development Plan and is a priority in the 2022 budget.

**STATUS**

RFP #2021-095 was issued on December 17, 2021. Nine prime contractors and about 33 other interested parties downloaded the RFP documents. On January 31, 2022, proposals were received from two firms, Medstar Transportation and Transdev Services, Inc.

An evaluation committee consisting of diverse staff members evaluated the two proposals, based on published requirements and criteria in the RFP. Virtual interviews and demonstration of software capability were conducted with both proposers. Both firms were invited to submit best and final offers.

The committee determined that Medstar Transportation would provide best value to Community Transit and the community served by this contract, based on Medstar’s proposal, and their overall qualification and experience with microtransit services at other transit agencies. Salient differentiating factors favoring selection of Medstar over its competition were their qualifications, extensive and current experience of their proposed General Manager, utilization of microtransit application software, and their price offer for microtransit revenue services was lower by \$555,823 compared to the final competition, over the twelve-month pilot service contract period.

The price of the contract for the Microtransit Service is:

Contract Year	Period of Performance	Ann. Rev Hrs. (ARH)	Cost Per Revenue Hour	Variable Cost	Fixed Cost	Total
1	05/12/22 – 12/31/23 (or sooner, upon conclusion of the 12-month service pilot)	15,000	\$59.85	\$393,741	\$504,009	<b>\$897,750</b>
<b>Start-Up Not-to-Exceed Cost:</b>						<b>\$115,180</b>
<b>Total Contract Amount:</b>						<b>\$1,012,930</b>



The total cost of this contract over the contract period is \$1,012,930 which is fair and reasonable, and it was the lowest offer amongst the firms.

The contract period includes start-up time prior to deployment, and the 12-month pilot operations.

Award of RFP #2021-095, Microtransit Services was reviewed by the Strategic Alignment & Capital Development Committee on April 20, 2022. The Committee moved this item for action at the May 5, 2022, Board of Directors' Meeting.

### **BUDGET IMPACT**

There is sufficient budget authority in the 2022 budget to cover the cost of this contract. One of the fund sources is a \$1,000,000 federal Congestion Mitigation and Air Quality (CMAQ) grant that was secured for this project.

### **RECOMMENDATION**

That the Board of Directors authorize the Chief Executive Officer to negotiate and award a contract to Medstar Transportation in an amount not-to-exceed \$1,012,930 to operate Microtransit services for the twelve-month pilot period.

**To: Board of Directors**

**From: Mary Albert, Budget Manager**

**Date: May 5, 2022**

**Subject: Resolution No. 08-22, Approving the 2022 Mid-year Budget Amendment**

### **BACKGROUND**

On December 2, 2021, the Board of Directors approved the 2022 budget. The Board historically amends the annual budget at least twice a year to reflect activities which have occurred during the first and second halves of each year. This is the first of potentially two mid-year budget amendments. This budget amendment updates the 2022 budget for several projects and other costs that were not known at the time the 2022 budget was adopted.

### **STATUS**

Resolution No. 08-22 amends the adopted 2022 budget for revenues and expenditures for the following reasons:

#### **Operating Revenues:**

1. To adjust the budget for additional sales tax revenues collected during the period of January through March, in the amount of **\$2,899,925**, which represents the sales tax received in excess of the budget for the first quarter of the year.

#### **Operating Expenditures:**

1. To increase the 2022 fuel budget by **\$3,285,248** in response to higher fuel rates in 2022. This increase covers diesel, gasoline and oils and lubricants, all of which have been affected by the high cost of crude oil.
2. To provide expenditure authority in the amount of **\$172,000** for increased employment costs, including recruiting firm costs and drug and alcohol testing services.

#### **Capital Projects:**

1. To provide expenditure authority in the Local Capital Project fund 46 in the amount of **\$312,000** for the Data Program Support project. This project supports the agency's analytic and data requirements to allow data-driven decisions, business reporting and software integration.
2. To provide expenditure authority in the Local Capital Project fund 46 in the amount of **\$244,580** for the Secure Equipment, Key & Access Badge Lockers project. This project provides accountability, control and security for Community Transit's vehicle keys, LIDAR devices, portable VoIP equipment, and other equipment.
3. To provide expenditure authority in the Local Capital Project fund 46 in the amount of **\$229,308** for the *Swift* Station Security Modifications.

**Other Amendment Items:**

1. This amendment updates beginning cash balances from those forecasted in the 2022 adopted budget to reflect actual year-end 2021 cash. This represents a favorable adjustment of **\$37,565,039**. This adjustment is high for the second year in a row, as a result of additional federal funds that include CRRSAA stimulus funds and an Orange Line grant, as well as higher sales tax revenues than forecasted. It also carries forward unexpended capital project budgets for all funds.

**BUDGET IMPACT**

	<b>2022 Original Budget</b>	<b>2022 Amended Budget as of May 5, 2022</b>	<b>Difference -- Adopted to Proposed Amended 2022 Budget</b>
<b>Revenues</b>			
General Fund	\$ 263,066,969	\$ 265,966,894	\$ 2,899,925
All Other Funds	\$ 68,040,822	\$ 67,400,959	\$ (639,863)
<b>Total Revenues</b>	<b>\$ 331,107,791</b>	<b>\$ 333,367,853</b>	<b>\$ 2,260,062</b>
<b>Expenditures</b>			
General Fund	\$ 171,860,886	\$ 175,318,134	\$ 3,457,248
All Other Funds	\$ 195,566,992	\$ 214,282,865	\$ 18,715,873
<b>Total Expenditures</b>	<b>\$ 367,427,878</b>	<b>\$ 389,600,999</b>	<b>\$ 22,173,121</b>
<b>Ending Cash</b>	<b>\$ 288,499,090</b>	<b>\$ 306,151,070</b>	<b>\$ 17,651,980</b>
<i>Reserves, or funds reserved for projects (subset of ending cash)</i>	<i>\$ 98,145,430</i>	<i>\$ 227,120,519</i>	<i>\$ 128,975,089</i>

The Finance, Performance and Oversight Committee reviewed this resolution at their April 21, 2022 regular meeting and recommended placement on the action item agenda for Board approval at the May 5, 2022 Board of Directors' meeting.

**RECOMMENDATION**

That the Board of Directors approve the proposed amendments to the 2022 budget as presented in Resolution No. 08-22.

**RESOLUTION NO. 08-22**

A RESOLUTION of the Board of Directors of the Snohomish County Public Transportation Benefit Area Corporation (SCPTBAC, hereafter referred to as Community Transit) to make the following budget adjustments during the 2022 budget year.

WHEREAS, Budget adjustments are necessary for the budget year 2022;

NOW, THEREFORE, BE IT RESOLVED, That the Board of Directors of Community Transit amends the 2022 budget according to the 2022 budget adjustments set forth in Exhibits A and B which are attached hereto and incorporated herein by this reference.

APPROVED and PASSED this \_\_\_\_\_ day of \_\_\_\_\_ 2022.

\_\_\_\_\_  
Mayor Joe Marine, Chair

ATTEST:

APPROVED AS TO FORM

\_\_\_\_\_  
Council Member Tom Merrill, Secretary

\_\_\_\_\_  
Allen J. Hendricks, Attorney

**Resolution No. 08-22, Exhibit A**  
 Community Transit  
 2022 Amended Budget Revenue Summary

<b>Fund</b>	<b>Fund Name</b>	<b>Budgeted Beginning Cash</b>	<b>Revenue</b>	<b>Interfund Transfers</b>	<b>Total Budget</b>
40	General Fund	\$ 205,068,318	\$ 265,966,894	\$ -	\$ 471,035,212
41	Replacement Reserve	44,315,177	507,663	1,560,000	46,382,840
42	Infrastructure Preservation	13,674,946	0	19,750,000	33,424,946
43	Workers' Compensation	6,246,301	50,000	3,000,000	9,296,301
44	State Capital Projects Fund	0	3,780,000	2,945,000	6,725,000
45	FTA Capital Projects	7,643,721	62,961,846	14,119,277	84,724,844
46	Local Capital Projects	16,730,922	101,450	15,380,422	32,212,794
47	Bond Capital Projects	0	0	0	0
48	Facilities and Technology Fund	68,107,400	0	111,771,363	179,878,763
50	Bond Debt Service	597,431	0	1,431,292	2,028,723
	<b>Total Budget</b>	<b>\$ 362,384,216</b>	<b>\$ 333,367,853</b>	<b>\$ 169,957,354</b>	<b>\$ 865,709,423</b>

**Resolution No. 08-22, Exhibit B**  
 Community Transit  
 2022 Amended Budget Expenditure Summary

<b>Fund</b>	<b>Fund Name</b>	<b>Expenditures</b>	<b>Interfund Transfers</b>	<b>Ending Cash</b>	<b>Total Budget</b>
40	General Fund	\$ 175,318,134	\$ 169,957,354	\$ 125,759,724	\$ 471,035,212
41	Replacement Reserve	3,947,895	0	42,434,945	46,382,840
42	Infrastructure Preservation	6,229,424	0	27,195,522	33,424,946
43	Workers' Compensation	2,895,097	0	6,401,204	9,296,301
44	State Capital Projects Fund	6,725,000	0	0	6,725,000
45	FTA Capital Projects	80,731,177	0	3,993,667	84,724,844
46	Local Capital Projects	32,212,794	0	0	32,212,794
47	Bond Capital Projects	0	0	0	0
48	Facilities and Technology Fund	80,108,728	0	99,770,035	179,878,763
50	Bond Debt Service	1,432,750	0	595,973	2,028,723
	<b>Total Budget</b>	<b>\$ 389,600,999</b>	<b>\$ 169,957,354</b>	<b>\$ 306,151,070</b>	<b>\$ 865,709,423</b>

**Supporting Schedule of Revenues and Expenses by Fund for Resolution No. 08-22**

<i>Fund No.</i>	<i>Date of Board Action</i>	<i>Fund Name/Adjustment</i>	<i>Revenues</i>	<i>Interfund Transfers In</i>	<i>Expenditures</i>	<i>Interfund Transfers Out</i>
<b>40</b>		<b>General Fund</b>				
	12/2/21	Original Budget	\$ 263,066,969	\$	\$ 171,860,886	\$ 169,171,466
	5/5/22	Sales Tax Revenue	2,899,925			
	5/5/22	Fuel			\$ 3,285,248	
	5/5/22	Recruiting, Drug/Alcohol Testing			\$ 172,000	
	5/5/22	Interfund Transfer to Fund 46				785,888
	5/5/22					
	5/5/22					
	5/5/22					
	5/5/22	<b>Amended Mid-Year Budget</b>	\$ 265,966,894	\$	\$ 175,318,134	\$ 169,957,354
<b>41</b>		<b>Replacement Reserve</b>				
	12/2/21	<b>Original Budget</b>	\$ 507,663	\$ 1,560,000	\$ 3,947,895	\$
	3/31/22	Capital project carryover from prior year				
	5/5/22	<b>Amended Mid-Year Budget</b>	\$ 507,663	\$ 1,560,000	\$ 3,947,895	\$
<b>42</b>		<b>Infrastructure Preservation</b>				
	12/2/21	<b>Original Budget</b>	\$	\$ 19,750,000	\$ 5,651,444	\$
	3/31/22	Capital project carryover from prior year			577,980	
	5/5/22	<b>Amended Mid-Year Budget</b>	\$	\$ 19,750,000	\$ 6,229,424	\$
<b>43</b>		<b>Workers' Compensation</b>				
	12/2/21	<b>Original Budget</b>	\$ 50,000	\$ 3,000,000	\$ 2,895,097	\$

**Supporting Schedule of Revenues and Expenses by Fund for Resolution No. 08-22**

<i>Fund No.</i>	<i>Date of Board Action</i>	<i>Fund Name/Adjustment</i>	<i>Revenues</i>	<i>Interfund Transfers In</i>	<i>Expenditures</i>	<i>Interfund Transfers Out</i>
	5/5/22	<b>Amended Mid-Year Budget</b>	\$ 50,000	\$ 3,000,000	\$ 2,895,097	\$
<b>44</b>		<b>State Capital Projects</b>				
	12/2/21	<b>Original Budget</b>	\$ 3,780,000	\$ 2,945,000	\$ 6,725,000	\$
	5/5/22	<b>Amended Mid-Year Budget</b>	\$ 3,780,000	\$ 2,945,000	\$ 6,725,000	\$
<b>45</b>		<b>FTA Capital Projects</b>				
	12/2/21	<b>Original Budget</b>	\$ 63,601,709	\$ 14,119,277	\$ 79,906,121	\$
	3/31/22	Capital project carryover from prior year	(639,863)		825,056	
	5/5/22					
	5/5/22					
	5/5/22	<b>Amended Mid-Year Budget</b>	\$ 62,961,846	\$ 14,119,277	\$ 80,731,177	\$
<b>46</b>		<b>Local Capital Projects</b>				
	12/2/21	<b>Original Budget</b>	\$ 101,450	\$ 14,594,534	\$ 28,149,750	\$
	3/31/22	Capital project carryover from prior year			2,944,888	
	3/31/22	Department equipment cost pool (carryover of minor capital budget)			332,268	
	5/5/22	Data Program Support project			312,000	
	5/5/22	Secure Equipment, Key & Access Badge Lockers			244,580	
	5/5/22	Swift Station Security Modifications Project			229,308	
	5/5/22	Transfer from General Fund		785,888		
	5/5/22					
	5/5/22	Transfer from General Fund				

**Supporting Schedule of Revenues and Expenses by Fund for Resolution No. 08-22**

<i>Fund No.</i>	<i>Date of Board Action</i>	<i>Fund Name/Adjustment</i>	<i>Revenues</i>	<i>Interfund Transfers In</i>	<i>Expenditures</i>	<i>Interfund Transfers Out</i>
	5/5/22	<b>Amended Mid-Year Budget</b>	\$ 101,450	\$ 15,380,422	\$ 32,212,794	\$
<b>47</b>		<b>Bond Capital Projects</b>				
	12/2/21	<b>Original Budget</b>	\$	\$	\$	\$
	5/5/22	<b>Amended Mid-Year Budget</b>	\$	\$	\$	\$
<b>48</b>		<b>Facilities and Technology Fund</b>				
	12/2/21	<b>Original Budget</b>	\$	\$ 111,771,363	\$ 66,858,935	\$
	3/31/22	Capital project carryover from prior year			13,249,793	
	5/5/22					
	5/5/22					
	5/5/22					
	5/5/22	<b>Amended Mid-Year Budget</b>	\$	\$ 111,771,363	\$ 80,108,728	\$
<b>50</b>		<b>Bond Debt Service</b>				
	12/2/21	<b>Original Budget</b>	\$	\$ 1,431,292	\$ 1,432,750	\$
	5/5/22	<b>Amended Mid-Year Budget</b>	\$	\$ 1,431,292	\$ 1,432,750	\$
		<b>Total Budget</b>	\$ 333,367,853	\$ 169,957,354	\$ 389,600,999	\$ 169,957,354
		<b>Beginning Cash</b>	362,384,216			
		<b>Ending Cash</b>			306,151,070	
		<b>Totals</b>	\$ 695,752,069	\$ 169,957,354	\$ 695,752,069	\$ 169,957,354



# Miscellaneous

# Board of Directors' Calendar of Events

May – July 2022

**Thursday, May 5**  
Wednesday, May 18  
Thursday, May 19  
Thursday, May 19

**Board Meeting – 3 p.m.**  
Strategic Alignment & Capital Development Committee – 2 p.m.  
Executive Committee – 11:30 a.m.  
Finance, Performance & Oversight Committee – 2 p.m.

**Thursday, June 2**  
Wednesday, June 16  
Thursday, June 17  
Thursday, June 17

**Board Meeting – 3 p.m.**  
Strategic Alignment & Capital Development Committee – 2 p.m.  
Executive Committee – 11:30 a.m.  
Finance, Performance & Oversight Committee – 2 p.m.

**Thursday, July 7**  
Wednesday, July 20  
Thursday, July 21  
Thursday, July 21  
**Thursday, July 21**

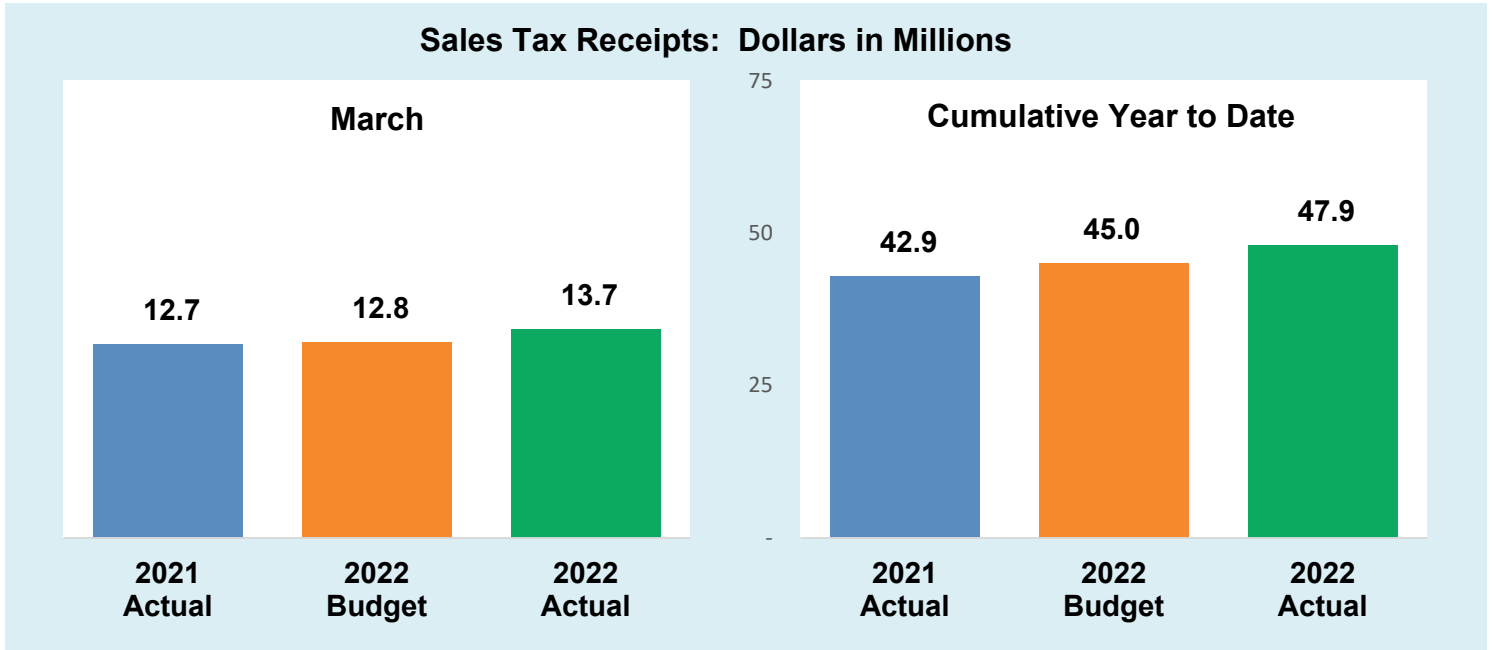
**Board Meeting – 3 p.m.**  
Strategic Alignment & Capital Development Committee – 2 p.m.  
Executive Committee – 11:30 a.m.  
Finance, Performance & Oversight Committee – 2 p.m.  
**Quarterly Board Workshop – 3 p.m.**

Other Events  
Tuesday, May 10

Employee Open House (see Rachel for details)

[Online Meetings Calendar](#)

# Community Transit Sales Tax Report for March 2022



## March 2022 Results

March 2021 Actuals	\$ 12,671,052
March 2022 Budget	\$ 12,824,418
March 2022 Actuals	\$ 13,671,265

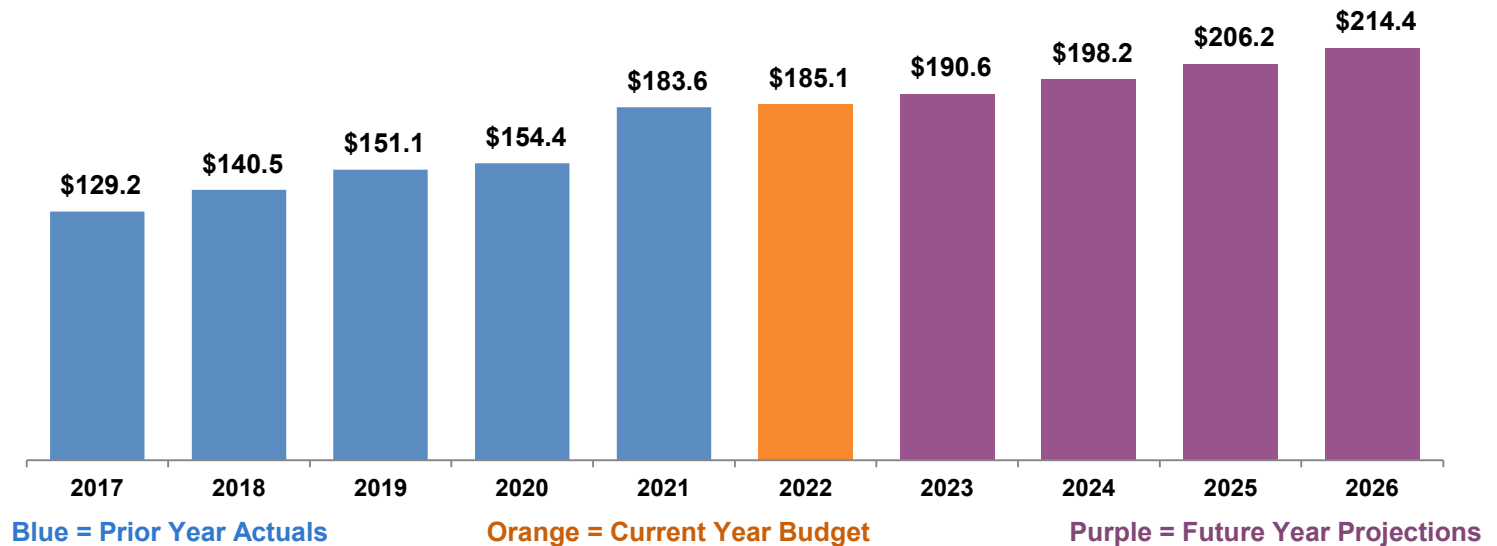
## Cumulative Results

2021 Actuals	\$ 42,940,294
2022 Original Budget	\$ 45,010,321
2022 Year to Date	\$ 47,910,246

### Comments:

- \* Sales tax receipts reported for the month of March 2022 reflect purchases made in January 2022.
- \* The growth rate for March 2022 as compared to March 2021 is 7.9%.
- \* The growth rate for year to date vs. prior year to date is 11.6%.

## Sales Tax: Actual, Budget, and Future Year Projections



**Board of Directors' Meeting  
Thursday, May 5, 2022  
Remote Meeting\*  
3:00 p.m.**

**Board Members Present**

Council Member Kim Daughtry	City of Lake Stevens
Mayor Christine Frizzell	City of Lynnwood
Mayor Joe Marine	City of Mukilteo
Council Member Jared Mead	Snohomish County
Council Member Tom Merrill	City of Snohomish
Mayor Jon Nehring	City of Marysville
Lance Norton	Labor Representative, non-voting
Mayor Sid Roberts	City of Stanwood
Council Member Jan Schuette	City of Arlington
Council Member Stephanie Wright	Snohomish County

**Others Present\*\***

Mary Albert	CT-Budget Manager
Geri Beardsley	CT-Director of Administration
Roland Behee	CT-Director of Planning & Development
Tim Chrobuck	CT-Chief Technology Officer
Doug Ewing	Self
Mike Gallagher	City of Brier, Alternate
Jennifer Hass	CT-Community Programs Manager
Jay Heim	CT-Sr. Program Manager, IT
Al Hendricks	CT-Legal Counsel
Mark Holmes	CT-Chief Operating Officer
Ric Ilgenfritz	CT-CEO
Mary Beth Lowell	CT-Director of Comm. & Public Affairs
Molly Marsicek	CT-Director of Customer Experience
Kyoko Matsumoto Wright	City of Mountlake Terrace, Board Alternate
Deb Osborne	CT-Chief of Staff
Susan Paine	City of Edmonds, Board Alternate
Cesar Portillo	CT-Director of Employee Engagement
Juanita Shuler	CT-Exec. Support/Records Mgmt. Specialist
Chris Simmons	CT-Manager of System Planning
Greg Stamatiou	CT-Capital Development Program Manager
Rachel Woods	CT-Executive Board Administrator

**Call to Order**

Chair Marine called to order the May 5, 2022, Board of Directors' remote meeting to order at 3:00 p.m. The Chair noted the meeting was recorded and livestreamed. The Chair would need to leave early at which time the Vice-Chair would serve as meeting Chair.

**Roll Call of Members**

The Executive Board Administrator called roll. Attendance was as noted above. **A quorum was present.**

\*In response to COVID-19 and per the Governor's Proclamation 20-28 Open Public Meetings Act, the meeting was held remotely.  
\*\*Names of those who were confirmed as attendees are included, others who attended remotely without submitting their names are not included.

**Public Hearing: 2022-2025 Title VI Program**

Chris Simmons, Manager of System Planning, provided a federal Title VI program update. The process staff used to update the program and the project schedule was reviewed. Program revisions were minor. With approval from the FTA, the 2019 onboard survey was used given the next onboard survey was not scheduled until Fall 2022. The item was scheduled to go to the Board for approval at the June Board meeting. The Board asked questions.

**The public hearing opened at 3:09 p.m.**

Mr. Doug Ewing requested the agency not sponsor or participate in Christian community events.

**The public hearing closed at 3:13 p.m.**

**Public Comment**

Two written comments, from Mr. Doug Ewing and Mr. Joe Kunzler, were received and provided to the Board in advance of the meeting.

**Presentations**

**2024 Phase 2 Outreach**

Chris Simmons presented an informational briefing on the 2024 network redesign project and provided an overview of the draft 2024 network. The draft network included 35 total routes and 21 new and altered routes. Service was reviewed by Snohomish County quadrants, Northwest, Northeast, Southwest and Southeast. Key bus routes and the recommended changes were outlined. The project was in Phase two, external outreach. The online public survey was currently open for public comment would be open through May 31. The survey was available in five languages. Project next steps were covered and included a tentative Board adoption date of December 1, 2022. The Board asked questions and requested the survey link be shared with them to help get the word out.

**Construction Market Analysis**

Geri Beardsley, Director of Administration, provided an analysis of the 2022 construction market. Public works contracts in the Puget Sound region were experiencing bid estimate variance due to competition, inflation, local strikes, and material availability & shortages. Data was collected from local government agencies including the City of Seattle, Port of Everett, Shoreline and WSDOT. Bid estimating variances were consistent with partner agencies and were expected to be a long-term trend.

At 3:47 p.m., Chair Marine left the meeting and Council Member Schuette assumed the role of Chair.

**Chief Executive Officer's Report**

CEO Ilgenfritz provided the following report:

The 2024 network restructure project was hearing great response in the community. Innovative work included the Lynnwood microtransit pilot project, developed through input from the city and its residents.

The ORCA next generation platform would launch May 16 and included many enhanced functionalities for transit users. The new platform would be released in phases.

The City of Everett/Community Transit Joint Policy Committee met mid-April and looked at foundational elements. The next meeting was early June.

Regarding safety and security in the field, there was another Swift Blue line emphasis and employee focus groups were underway. Early data showed a good response.

An employee COVID case update was provided. Administrative Employees recently completed the move to the new Cascade Administration building and vacated the Merrill Creek building so construction for the operations expansion could begin.

### **Committee Reports**

#### **Executive Committee**

Chair Marine reported on the April 21, 2022, meeting. The Committee reviewed and recommended two items for the consent agenda: Resolution No. 07-22, Revising Claims and Damages Agent Address and Resolution No. 09-22, Revising Schedule and Location of Regular Board Meetings. The CEO provided his report. The next Executive Committee meeting was scheduled for May 19, 2022, at 11:30 a.m.

#### **Strategic Alignment and Capital Development Committee**

Council Member Merrill reported on the April 20, 2022, meeting. The Committee reviewed and forwarded three items to the action agenda: Award of ITB 2022-001, MC Admin Building Improvements, Award of RFP 2021-105, Wayside Digital Signage, and Award of RFP 2021-095, Microtransit Service: Lynnwood Pilot Project. The Committee reviewed and forwarded two items to the consent agenda: Job Order 2021-027-B4, Lake Stevens Transit Center Road Surface Refresh and RFQ 2017-079, Task Order for Vehicle Storage & Training Facility Construction Project Construction Management Services. The Committee forwarded three informational presentations to the Board: Construction Market Analysis, Title VI Program Plan Update for 2022-2025 and the 2024 Draft Network & Phase 2 Public Outreach. The next meeting was scheduled for May 18, 2022, at 2:00 p.m.

#### **Finance, Performance, and Oversight Committee**

Council Member Schuette reported on the April 21, 2022, meeting. The Committee reviewed and forwarded one item to the action agenda, Resolution No. 08-22, Mid-year Budget Amendment. The Committee reviewed and forwarded two items to the consent agenda: March 2022 monthly expenditures & payroll and the revised Agency Safety Plan. The Committee received briefings on the March 2022 sales tax and diesel fuel reports. The next meeting was scheduled for May 19, 2022, at 2:00 p.m.

### **Consent Calendar**

#### **Mayor Nehring moved to approve items A through L on the consent calendar.**

- a. Approve minutes of the April 7, 2022, Board of Directors' Meeting.
- b. Approve minutes of the April 21, 2022, Board of Directors' Quarterly Workshop.
- c. Approve Resolution No. 07-22, Revising the Claims and Damages Agent Address.
- d. Approve Resolution No. 09-22, Revising the Schedule and Location of Board Meetings.
- e. Adopt the Revised Agency Safety Plan.
- f. Award Job Order 2021-027-B4, Lake Stevens Transit Center Road Surface Refresh.
- g. Award RFQ 2017-079, Task Order for Vehicle Storage & Training Facility Construction Project – Construction Management Services.
- h. Approve vouchers dated March 04, 2022, in the amount of \$4,196,021.47.
- i. Approve vouchers dated March 11, 2022, in the amount of \$3,732,512.75.
- j. Approve vouchers dated March 18, 2022, in the amount of \$2,992,432.78.
- k. Approve vouchers dated March 25, 2022, in the amount of \$3,625,873.77.

- I. Approve March 2022 Payroll:
  - i. Direct Deposits Issued, #411833-413233 in the amount of \$3,304,992.03.
  - ii. Paychecks Issued, #108372-108421 in the amount of \$51,259.72.
  - iii. Employer Payroll Tax Deposits in the amount of \$378,154.10.
  - iv. Employer Deferred Compensation for IAM in the amount of \$7,698.38.

**The motion was seconded by Council Member Merrill and passed unanimously.**

At 4:13 p.m., Mayor Nehring departed the meeting.

### **Action Items**

#### **ITB #022-001 MCADMIN Building Improvements**

Greg Stamatiou, Capital Development Program Manager, presented. The Merrill Creek Administration (MCADMIN) Building Improvements project remodeled the existing building. Bids were received by five contracts and the bid from FORMA Construction was determined the lowest responsive and responsible bid. The 2022 budget included adequate funds for the construction work.

**Council Member Daughtry moved to approve that the Board of Directors authorize the Chief Executive Officer to execute a contract with FORMA Construction Company for a not-to-exceed amount of \$16,252,802.00. The motion was seconded by Council Member Merrill and passed unanimously.**

#### **RFP 2021-105, Wayside Digital Signage**

Jay Heim, Sr. Program Manager, IT, presented. Existing Passenger Information Display (PID) technology was at end of life and next generation signage with modern-day capabilities was needed. In 2020 and 2021, the Transit Information Program completed a series of pilots to identify a suitable technology. The agency received four proposals and after review by the evaluation team, it was determined that Message Point Media would provide the best value. The 2022 capital budget for the Swift Blue Line Construction and the Swift Orange Line Program contained sufficient budget authority to cover the initial signage needs for the Orange Line and replacement signage for the Blue Line. The IT Infrastructure Replacement Reserve will be utilized to cover future additional signage replacement.

**Council Member Merrill moved to approve that the Board of Directors authorize the Chief Executive Officer to negotiate and award RFP #2021-105, Wayside Digital Signage, to Message Point Media of Alabama, in the amount not to exceed \$5,000,000 for the full contract term of four years with three (3) two-year renewal options. The motion was seconded by Council Member Daughtry and passed unanimously.**

#### **RFP 2021-095, Microtransit Service: Lynnwood Pilot Project**

Jennifer Hass, Community Programs Manager, provided an overview of the Lynnwood Pilot Project. Potential transportation solutions were proposed to the community through an extensive needs assessment and outreach process over the past year. Microtransit was selected as the preferred transportation option to test. The project was included in the agency's Transit Development Plan and in the 2022 budget. An evaluation committee reviewed the two proposals received and determined that MedStar Transportation would provide the best value. Medstar was an experienced microtransit service provider. There was sufficient budget authority in the 2022 budget to cover the cost. One of the fund sources included a \$1,000,000 federal Congestion Mitigation and Air Quality (CMAQ) grant.

Council member Daughtry asked about determining microtransit routes and Labor Representative Norton asked about the other Transdev proposal.

**Mayor Frizzell moved to approve that the Board of Directors authorize the Chief Executive Officer to negotiate and award a contract to Medstar Transportation in an amount not-to-exceed \$1,012,930 to operate Microtransit services for the twelve-month pilot period. The motion was seconded by Council Member Wright and passed unanimously.**

Resolution No. 08-22, Approving the 2022 Mid-year Budget Amendment

Mary Albert, Budget Manager, provided an overview 2022 budget amendment. The amendment updated the budget for several projects and costs that were not known at the time the 2022 budget was adopted in December 2021. The changes included additional sales tax revenue and an increase to operating expenditures and capital projects.

**Mayor Roberts moved to approve that the Board of Directors approve the proposed amendments to the 2022 budget as presented in Resolution No. 08-22. The motion was seconded by Mayor Frizzell and passed unanimously.**

Chair's Report

Chair Schuette was supportive of the agency's safety plan and recommended Board members share that report with their jurisdictions.

Board Communication

There was no Board communication.

Executive Session

**An executive session was called for labor negotiations (RCW 42.30.140(4)(a)) at 4:45 p.m. for 10 minutes. At 4:55 p.m., the session was extended by 5 minutes. At 5:00 p.m. the executive session concluded, and the regular meeting resumed.**

Other Business

The next regular Board meeting was scheduled for June 2, 2022, at 3:00 p.m.

Adjourn

The meeting adjourned at 5:01 p.m.



Rachel Woods  
Executive Board Administrator





**Community Transit Board Room & Zoom Platform**

As of June 2022, Board meetings will be hybrid offering both remote and in-person participation. Given the new Board room's technology is under construction, the public & employees are encouraged to join via Zoom for the best experience. Proof of vaccination is required for in-person attendees to go mask free.

**Board Meeting**

Zoom Webinar: <https://us02web.zoom.us/j/87858511746?pwd=UVZwc3doeW41L0pRSFBZbVBVVWihQT09>  
Webinar ID: 878 5851 1746      Passcode: 433505      Phone: 1-253-215-8782

**Watch Live**

Livestream: <https://bit.ly/CTPublicMtgsYouTube>

**Board Room Address: 2312 W Casino Road, Everett, WA 98204**

**1. CALL TO ORDER**

**2. ROLL CALL**

**3. PUBLIC COMMENT\***

Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 5pm June 1.

Written Comment: Email comments to [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org). Requested by 5pm June 1.

**4. PRESENTATIONS**

- a. Employee Service Awards – CEO Ilgenfritz
- b. Safety Award – Tracey Christianson, Washington State Transit Insurance Pool

**5. CHIEF EXECUTIVE OFFICER'S REPORT**

**6. COMMITTEE REPORTS**

- a. Executive Committee – Chair Marine
- b. Strategic Alignment & Capital Development Committee – Council Member Merrill
- c. Finance, Performance, & Oversight Committee – Mayor Roberts

**7. CONSENT ITEMS\*\***

- a. Approve minutes of the May 5, 2022, Board of Directors' Meeting.
- b. Approve Resolution No. 10-22, WSDOT Limited Access Rights at Lake Stevens Transit Center.
- c. Approve vouchers dated April 01, 2022 in the amount of \$822,871.83.
- d. Approve vouchers dated April 08, 2022 in the amount of \$770,709.39.
- e. Approve vouchers dated April 15, 2022 in the amount of \$2,919,492.28.
- f. Approve vouchers dated April 20, 2022 in the amount of \$1,647,923.89.
- g. Approve April 2022 Payroll:
  - i. Direct Deposits Issued, #413234-414639 in the amount of \$3,309,415.49.

\*Advance sign up for verbal public comments is not required but requested to support meeting administration. Written public comments received by 5pm 6/1 will be distributed to the Board in advance of the meeting.

\*\*Indicates attachment

- ii. Paychecks Issued, #108422-108471 in the amount of \$56,009.04.
- iii. Employer Payroll Tax Deposits in the amount of \$378,154.34.
- iv. Employer Deferred Compensation for IAM in the amount of \$7,719.83.

**8. ACTION ITEMS\*\***

- a.** Award RFP #16-11, Extension of Commuter Bus Service Contract – Director Behee
- b.** Approve Title VI Program 2022-2025 – Chris Simmons
- c.** Approve Resolution No. 13-22, IAM Supervisors & Instructors Contract – Carla Freeman

**9. CHAIR’S REPORT**

**10. BOARD COMMUNICATION**

**11. EXECUTIVE SESSION**

**12. OTHER BUSINESS**

**13. ADJOURN**

Board materials are available at [www.communitytransit.org/meetings](http://www.communitytransit.org/meetings). In compliance with the Americans with Disabilities Act, those requiring accommodation for meetings should notify the executive office at least 24 hours prior to the meeting at 425-348-7100 (TTY Relay 711) or [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org).

# **Consent Agenda**

**Board of Directors' Meeting  
Thursday, May 5, 2022  
Remote Meeting\*  
3:00 p.m.**

**Board Members Present**

Council Member Kim Daughtry	City of Lake Stevens
Mayor Christine Frizzell	City of Lynnwood
Mayor Joe Marine	City of Mukilteo
Council Member Jared Mead	Snohomish County
Council Member Tom Merrill	City of Snohomish
Mayor Jon Nehring	City of Marysville
Lance Norton	Labor Representative, non-voting
Mayor Sid Roberts	City of Stanwood
Council Member Jan Schuette	City of Arlington
Council Member Stephanie Wright	Snohomish County

**Others Present\*\***

Mary Albert	CT-Budget Manager
Geri Beardsley	CT-Director of Administration
Roland Behee	CT-Director of Planning & Development
Tim Chrobuck	CT-Chief Technology Officer
Doug Ewing	Self
Mike Gallagher	City of Brier, Alternate
Jennifer Hass	CT-Community Programs Manager
Jay Heim	CT-Sr. Program Manager, IT
Al Hendricks	CT-Legal Counsel
Mark Holmes	CT-Chief Operating Officer
Ric Ilgenfritz	CT-CEO
Mary Beth Lowell	CT-Director of Comm. & Public Affairs
Molly Marsicek	CT-Director of Customer Experience
Kyoko Matsumoto Wright	City of Mountlake Terrace, Board Alternate
Deb Osborne	CT-Chief of Staff
Susan Paine	City of Edmonds, Board Alternate
Cesar Portillo	CT-Director of Employee Engagement
Juanita Shuler	CT-Exec. Support/Records Mgmt. Specialist
Chris Simmons	CT-Manager of System Planning
Greg Stamatiou	CT-Capital Development Program Manager
Rachel Woods	CT-Executive Board Administrator

**Call to Order**

Chair Marine called to order the May 5, 2022, Board of Directors' remote meeting to order at 3:00 p.m. The Chair noted the meeting was recorded and livestreamed. The Chair would need to leave early at which time the Vice-Chair would serve as meeting Chair.

**Roll Call of Members**

The Executive Board Administrator called roll. Attendance was as noted above. **A quorum was present.**

\*In response to COVID-19 and per the Governor's Proclamation 20-28 Open Public Meetings Act, the meeting was held remotely.  
\*\*Names of those who were confirmed as attendees are included, others who attended remotely without submitting their names are not included.

**Public Hearing: 2022-2025 Title VI Program**

Chris Simmons, Manager of System Planning, provided a federal Title VI program update. The process staff used to update the program and the project schedule was reviewed. Program revisions were minor. With approval from the FTA, the 2019 onboard survey was used given the next onboard survey was not scheduled until Fall 2022. The item was scheduled to go to the Board for approval at the June Board meeting. The Board asked questions.

**The public hearing opened at 3:09 p.m.**

Mr. Doug Ewing requested the agency not sponsor or participate in Christian community events.

**The public hearing closed at 3:13 p.m.**

**Public Comment**

Two written comments, from Mr. Doug Ewing and Mr. Joe Kunzler, were received and provided to the Board in advance of the meeting.

**Presentations**

**2024 Phase 2 Outreach**

Chris Simmons presented an informational briefing on the 2024 network redesign project and provided an overview of the draft 2024 network. The draft network included 35 total routes and 21 new and altered routes. Service was reviewed by Snohomish County quadrants, Northwest, Northeast, Southwest and Southeast. Key bus routes and the recommended changes were outlined. The project was in Phase two, external outreach. The online public survey was currently open for public comment would be open through May 31. The survey was available in five languages. Project next steps were covered and included a tentative Board adoption date of December 1, 2022. The Board asked questions and requested the survey link be shared with them to help get the word out.

**Construction Market Analysis**

Geri Beardsley, Director of Administration, provided an analysis of the 2022 construction market. Public works contracts in the Puget Sound region were experiencing bid estimate variance due to competition, inflation, local strikes, and material availability & shortages. Data was collected from local government agencies including the City of Seattle, Port of Everett, Shoreline and WSDOT. Bid estimating variances were consistent with partner agencies and were expected to be a long-term trend.

At 3:47 p.m., Chair Marine left the meeting and Council Member Schuette assumed the role of Chair.

**Chief Executive Officer's Report**

CEO Ilgenfritz provided the following report:

The 2024 network restructure project was hearing great response in the community. Innovative work included the Lynnwood microtransit pilot project, developed through input from the city and its residents.

The ORCA next generation platform would launch May 16 and included many enhanced functionalities for transit users. The new platform would be released in phases.

The City of Everett/Community Transit Joint Policy Committee met mid-April and looked at foundational elements. The next meeting was early June.

Regarding safety and security in the field, there was another Swift Blue line emphasis and employee focus groups were underway. Early data showed a good response.

An employee COVID case update was provided. Administrative Employees recently completed the move to the new Cascade Administration building and vacated the Merrill Creek building so construction for the operations expansion could begin.

### **Committee Reports**

#### **Executive Committee**

Chair Marine reported on the April 21, 2022, meeting. The Committee reviewed and recommended two items for the consent agenda: Resolution No. 07-22, Revising Claims and Damages Agent Address and Resolution No. 09-22, Revising Schedule and Location of Regular Board Meetings. The CEO provided his report. The next Executive Committee meeting was scheduled for May 19, 2022, at 11:30 a.m.

#### **Strategic Alignment and Capital Development Committee**

Council Member Merrill reported on the April 20, 2022, meeting. The Committee reviewed and forwarded three items to the action agenda: Award of ITB 2022-001, MC Admin Building Improvements, Award of RFP 2021-105, Wayside Digital Signage, and Award of RFP 2021-095, Microtransit Service: Lynnwood Pilot Project. The Committee reviewed and forwarded two items to the consent agenda: Job Order 2021-027-B4, Lake Stevens Transit Center Road Surface Refresh and RFQ 2017-079, Task Order for Vehicle Storage & Training Facility Construction Project Construction Management Services. The Committee forwarded three informational presentations to the Board: Construction Market Analysis, Title VI Program Plan Update for 2022-2025 and the 2024 Draft Network & Phase 2 Public Outreach. The next meeting was scheduled for May 18, 2022, at 2:00 p.m.

#### **Finance, Performance, and Oversight Committee**

Council Member Schuette reported on the April 21, 2022, meeting. The Committee reviewed and forwarded one item to the action agenda, Resolution No. 08-22, Mid-year Budget Amendment. The Committee reviewed and forwarded two items to the consent agenda: March 2022 monthly expenditures & payroll and the revised Agency Safety Plan. The Committee received briefings on the March 2022 sales tax and diesel fuel reports. The next meeting was scheduled for May 19, 2022, at 2:00 p.m.

### **Consent Calendar**

#### **Mayor Nehring moved to approve items A through L on the consent calendar.**

- a. Approve minutes of the April 7, 2022, Board of Directors' Meeting.
- b. Approve minutes of the April 21, 2022, Board of Directors' Quarterly Workshop.
- c. Approve Resolution No. 07-22, Revising the Claims and Damages Agent Address.
- d. Approve Resolution No. 09-22, Revising the Schedule and Location of Board Meetings.
- e. Adopt the Revised Agency Safety Plan.
- f. Award Job Order 2021-027-B4, Lake Stevens Transit Center Road Surface Refresh.
- g. Award RFQ 2017-079, Task Order for Vehicle Storage & Training Facility Construction Project – Construction Management Services.
- h. Approve vouchers dated March 04, 2022, in the amount of \$4,196,021.47.
- i. Approve vouchers dated March 11, 2022, in the amount of \$3,732,512.75.
- j. Approve vouchers dated March 18, 2022, in the amount of \$2,992,432.78.
- k. Approve vouchers dated March 25, 2022, in the amount of \$3,625,873.77.

- I. Approve March 2022 Payroll:
  - i. Direct Deposits Issued, #411833-413233 in the amount of \$3,304,992.03.
  - ii. Paychecks Issued, #108372-108421 in the amount of \$51,259.72.
  - iii. Employer Payroll Tax Deposits in the amount of \$378,154.10.
  - iv. Employer Deferred Compensation for IAM in the amount of \$7,698.38.

**The motion was seconded by Council Member Merrill and passed unanimously.**

At 4:13 p.m., Mayor Nehring departed the meeting.

### **Action Items**

#### **ITB #022-001 MCADMIN Building Improvements**

Greg Stamatiou, Capital Development Program Manager, presented. The Merrill Creek Administration (MCADMIN) Building Improvements project remodeled the existing building. Bids were received by five contracts and the bid from FORMA Construction was determined the lowest responsive and responsible bid. The 2022 budget included adequate funds for the construction work.

**Council Member Daughtry moved to approve that the Board of Directors authorize the Chief Executive Officer to execute a contract with FORMA Construction Company for a not-to-exceed amount of \$16,252,802.00. The motion was seconded by Council Member Merrill and passed unanimously.**

#### **RFP 2021-105, Wayside Digital Signage**

Jay Heim, Sr. Program Manager, IT, presented. Existing Passenger Information Display (PID) technology was at end of life and next generation signage with modern-day capabilities was needed. In 2020 and 2021, the Transit Information Program completed a series of pilots to identify a suitable technology. The agency received four proposals and after review by the evaluation team, it was determined that Message Point Media would provide the best value. The 2022 capital budget for the Swift Blue Line Construction and the Swift Orange Line Program contained sufficient budget authority to cover the initial signage needs for the Orange Line and replacement signage for the Blue Line. The IT Infrastructure Replacement Reserve will be utilized to cover future additional signage replacement.

**Council Member Merrill moved to approve that the Board of Directors authorize the Chief Executive Officer to negotiate and award RFP #2021-105, Wayside Digital Signage, to Message Point Media of Alabama, in the amount not to exceed \$5,000,000 for the full contract term of four years with three (3) two-year renewal options. The motion was seconded by Council Member Daughtry and passed unanimously.**

#### **RFP 2021-095, Microtransit Service: Lynnwood Pilot Project**

Jennifer Hass, Community Programs Manager, provided an overview of the Lynnwood Pilot Project. Potential transportation solutions were proposed to the community through an extensive needs assessment and outreach process over the past year. Microtransit was selected as the preferred transportation option to test. The project was included in the agency's Transit Development Plan and in the 2022 budget. An evaluation committee reviewed the two proposals received and determined that MedStar Transportation would provide the best value. Medstar was an experienced microtransit service provider. There was sufficient budget authority in the 2022 budget to cover the cost. One of the fund sources included a \$1,000,000 federal Congestion Mitigation and Air Quality (CMAQ) grant.

Council member Daughtry asked about determining microtransit routes and Labor Representative Norton asked about the other Transdev proposal.

**Mayor Frizzell moved to approve that the Board of Directors authorize the Chief Executive Officer to negotiate and award a contract to Medstar Transportation in an amount not-to-exceed \$1,012,930 to operate Microtransit services for the twelve-month pilot period. The motion was seconded by Council Member Wright and passed unanimously.**

Resolution No. 08-22, Approving the 2022 Mid-year Budget Amendment

Mary Albert, Budget Manager, provided an overview 2022 budget amendment. The amendment updated the budget for several projects and costs that were not known at the time the 2022 budget was adopted in December 2021. The changes included additional sales tax revenue and an increase to operating expenditures and capital projects.

**Mayor Roberts moved to approve that the Board of Directors approve the proposed amendments to the 2022 budget as presented in Resolution No. 08-22. The motion was seconded by Mayor Frizzell and passed unanimously.**

Chair's Report

Chair Schuette was supportive of the agency's safety plan and recommended Board members share that report with their jurisdictions.

Board Communication

There was no Board communication.

Executive Session

**An executive session was called for labor negotiations (RCW 42.30.140(4)(a)) at 4:45 p.m. for 10 minutes. At 4:55 p.m., the session was extended by 5 minutes. At 5:00 p.m. the executive session concluded, and the regular meeting resumed.**

Other Business

The next regular Board meeting was scheduled for June 2, 2022, at 3:00 p.m.

Adjourn

The meeting adjourned at 5:01 p.m.



Rachel Woods  
Executive Board Administrator



**To: Board of Directors**

**From: Roland Behee, Director of Planning & Development**

**Date: June 2, 2022**

**Subject: Resolution No. 10-22, WSDOT Limited Access Rights at Lake Stevens Transit Center - Authority to Sign**

### **BACKGROUND**

The Washington State Department of Transportation (WSDOT) is undertaking a widening project of State Route 9 in proximity to the Lake Stevens Transit Center, which is owned by Community Transit. State statute requires that WSDOT obtain Limited Access Rights within 300 feet of a State Highway. Approximately 45 feet of the northwest boundary of Community Transit's property along 4<sup>th</sup> Street lies within the WSDOT area of impact.

### **STATUS**

WSDOT and Community Transit have negotiated the transfer of Limited Access Rights for the area of impact (as shown on the attached map) for the sum of \$500. The area is west of the existing entry/exit access points for the Lake Stevens Transit Center and no property is being exchanged; Community Transit is granting that access will not be extended to this area in the future.

Further, WSDOT real estate transfers require that the Board grant authorization specific to this transaction in order to complete the transfer. For that reason, Resolution No. 10-22 grants the Chief Executive Officer authority to sign and complete all documents associated with this matter.

This item was reviewed by the Strategic Alignment and Capital Development Committee at their regular meeting on May 18, 2022. The Committee moved the item to the Consent Agenda at the June 2, 2022 Board of Directors' Meeting.

### **BUDGET IMPACT**

Community Transit will receive the sum of \$500 plus attorney fees for the Limited Access Rights.

### **RECOMMENDATION**

That the Board of Directors approve Resolution No. 10-22, authorizing the CEO to transfer Limited Access Rights at the Lake Stevens Transit Center to the Washington State Department of Transportation.

*(Cont.)*



**RESOLUTION NO. 10-22**

A RESOLUTION of the Board of Directors of the Snohomish County Public Transportation Benefit Area Corporation dba Community Transit (hereafter referred to as "Community Transit") to grant Community Transit's Chief Executive Officer authorization to transfer real estate Limited Access Rights associated with the Lake Stevens Transit Center to the Washington State Department of Transportation.

WHEREAS, Community Transit is the owner of record of property located at 9414 4<sup>th</sup> Street NE, Lake Stevens, WA, commonly known as the Lake Stevens Transit Center (APN#004934-004-001-03); and

WHEREAS, The Washington State Department of Transportation (WSDOT) is undertaking a widening project of State Route 9 in proximity to the Lake Stevens Transit Center; and

WHEREAS, State Statute requires WSDOT obtain Limited Access Rights within 300 feet of a State Highway; and

WHEREAS, a small portion along the north west boundary of Community Transit's property lies within the 300 feet WSDOT Limited Access boundary (as shown on Exhibit A); and

WHEREAS, Community Transit and WSDOT have negotiated a settlement amount of \$500 to grant Limited Access to WSDOT for the property identified;

NOW, THEREFORE, BE IT RESOLVED, That the Board of Directors of Community Transit hereby authorizes the Chief Executive Officer, or designee, to execute the Warranty Deed for Access Rights or such other legal documents to effect the transfer of Access rights as set forth in Exhibit B hereto.

APPROVED AND PASSED THIS \_\_\_\_\_ day of \_\_\_\_\_, 2022.

\_\_\_\_\_  
Mayor Joe Marine, Chair

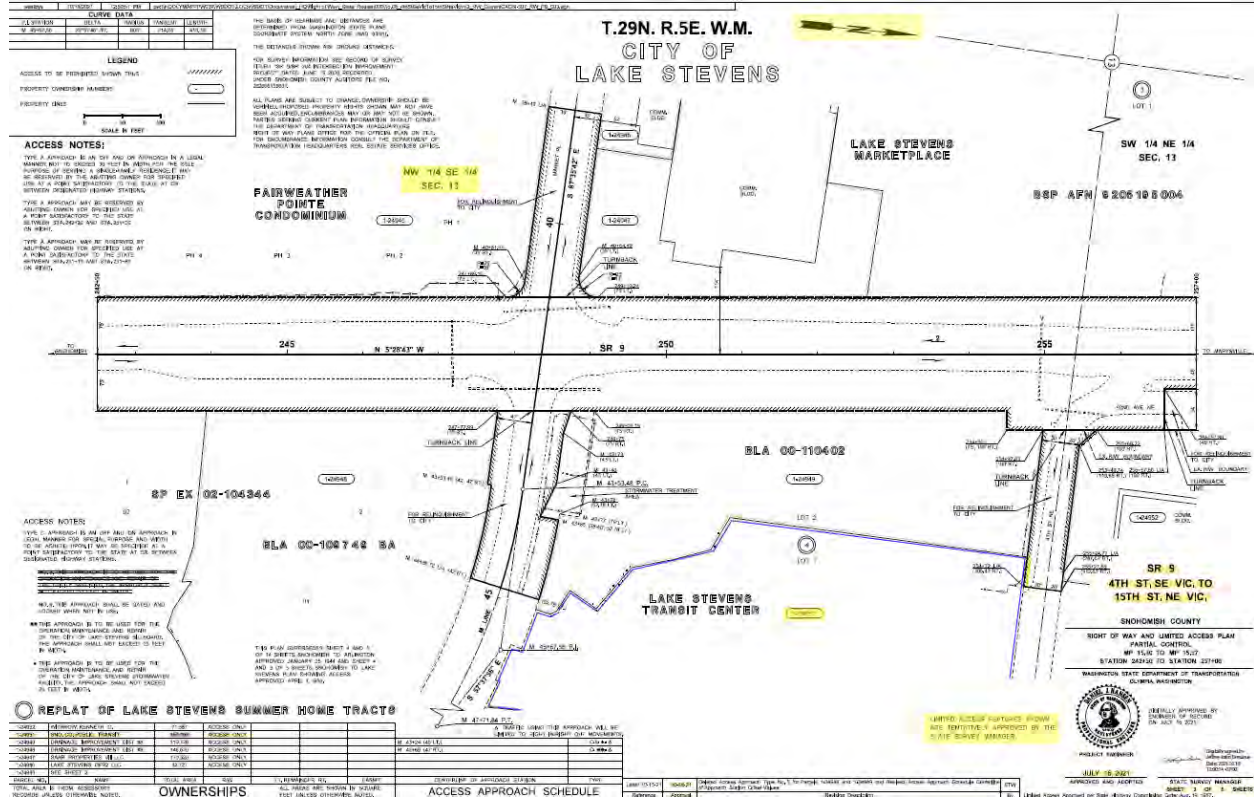
ATTEST:

APPROVED AS TO FORM:

\_\_\_\_\_  
Councilman Tom Merrill, Secretary

\_\_\_\_\_  
Allen J. Hendricks, Attorney

# Exhibit A



## Exhibit B

*Document Title: Warranty Deed (Access Rights Only)*

*Reference Number of Related Document: N/A*

*Grantor(s): SNOHOMISH COUNTY PUBLIC TRANSPORTATION BENEFIT AREA CORPORATION, dba COMMUNITY TRANSIT.*

*Grantee(s): State of Washington, Department of Transportation*

*Legal Description: Ptn Lots 1 and 2, Blk 4, Replat of Lake Stevens Summer Home Tracts, Excepting Blk 1, 2, 8, 9, 14 and 15, Vol. 9, P. 66, Snohomish County*

*Additional Legal Description is on Pages 4 and 5 of Document*

*Assessor's Tax Parcel Number: Ptn 00493400400103*

### **WARRANTY DEED (ACCESS RIGHTS ONLY)**

State Route 9, 4<sup>th</sup> St. SE Vic. To 15<sup>th</sup> St. NE Vic.

The Grantor, SNOHOMISH COUNTY PUBLIC TRANSPORTATION BENEFIT AREA CORPORATION dba COMMUNITY TRANSIT, a Washington municipal corporation, for and in consideration of the sum of TEN AND NO/100 (\$10.00) Dollars, and other valuable consideration, hereby conveys and warrants to the **State of Washington, by and through its Department of Transportation**, Grantee, all rights of ingress and egress (including all existing, future or potential easements of access, light, view and air) to, from and between State Route 9, 4<sup>th</sup> St. SE Vic. To 15<sup>th</sup> St. NE Vic., and the following described property abutting thereon, situated in Snohomish, County, Washington, under the imminent threat of the Grantee's exercise of its rights of Eminent Domain:

For legal description and additional conditions  
See Exhibit A attached hereto and made a part hereof.

Provided, however, nothing herein conveys to grantee the right to physically access the real property of grantor described in Exhibit A.

It is expressly intended that these covenants, burdens and restrictions shall run with the described land and shall forever bind the grantor, its successors and assigns.

It is understood and agreed that delivery of this deed is hereby tendered and that the terms and obligations hereof shall not become binding upon the State of Washington unless and until accepted and approved hereon in writing for the State of Washington, by and through its Department of Transportation, by its authorized agent.

Dated: \_\_\_\_\_, 2022

SNOHOMISH COUNTY PUBLIC TRANSPORTATION BENEFIT AREA CORPORATION, dba  
COMMUNITY TRANSIT, a Washington municipal corporation.

By: \_\_\_\_\_

Print Name: Ric Ilgenfritz

Title: Chief Executive Officer

Accepted and Approved

STATE OF WASHINGTON

Department of Transportation

By: \_\_\_\_\_

Synthia Armstrong, Northwest Region

Acting Real Estate Services Manager,  
Authorized Agent

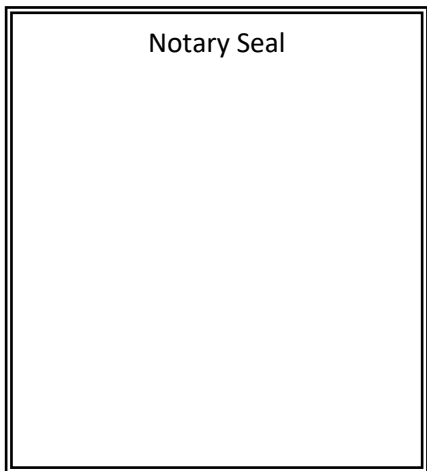
Date: \_\_\_\_\_

STATE OF WASHINGTON

County of \_\_\_\_\_

On this day of \_\_\_\_\_, 2022 before me personally appeared Ric Ilgenfritz, to me known to be the Chief Executive Officer of the corporation that executed the within and foregoing instrument, and acknowledged said instrument to be the free and voluntary act and deed of said corporation, for the uses and purposes therein mentioned, and on oath stated that he was authorized to execute said instrument.

In Witness Whereof I have hereunto set my hand and affixed my official seal the day and year first above written.



\_\_\_\_\_

Notary (print name) \_\_\_\_\_

Notary Public in and for the State of Washington,

residing at \_\_\_\_\_

My commission expires \_\_\_\_\_

EXHIBIT A

Parcel A:

Lot 1 of Boundary Line Adjustment No. 00-110401 as recorded under Snohomish County Recording No. 200101080668, being a portion of Lot(s) 1 and 2, Block 4, Replat of Lake Stevens Summer Home Tracts, excepting Blocks 1, 2, 8, 9, 14 and 15, according to the plat thereof recorded in Volume 9 of Plats, page(s) 66, records of Snohomish County, Washington.

Parcel B:

Lot 1 of Boundary Line Adjustment No. 00-110402 as recorded under Snohomish County Recording No. 200101080669, being a portion of Lot(s) 1 and 2, Block 4, Replat of Lake Stevens Summer Home Tracts, excepting Blocks 1, 2, 8, 9, 14 and 15, according to the plat thereof recorded in Volume 9 of Plats, page(s) 66, records of Snohomish County, Washington.

Parcel C:

Lot 1 of Boundary Line Adjustment No. 00-110400 as recorded under Snohomish County Recording No. 200101080667, being a portion of Lot(s) 1 and 2, Block 4, Replat of Lake Stevens Summer Home Tracts, excepting Blocks 1, 2, 8, 9, 14 and 15, according to the plat thereof recorded in Volume 9 of Plats, page(s) 66, records of Snohomish County, Washington.

EXCEPT that the Grantor herein does not convey any rights of ingress and egress (including all existing, future or potential easements of access, light, view and air) being conveyed easterly of Highway Engineer's Station 254+72 L/A on the SR 9 line survey of SR 9, 4<sup>th</sup> St. SE Vic. To 15<sup>th</sup> St. NE Vic. and 306.43 feet easterly therefrom.

The specific details concerning all of which are to be found on sheet 3 of that certain plan entitled SR 9, 4<sup>th</sup> St. SE Vic. To 15<sup>th</sup> St. NE Vic., now of record and on file in the office of the Secretary of Transportation at Olympia, and bearing date of approval July 16, 2021, revised October 18, 2021.

Grantor's Initials
--------------------



# Action Items

**To: Board of Directors**

**From: Roland Behee, Director of Planning & Development  
Kunjan Dayal, Procurement & Contracts Manager**

**Date: June 2, 2022**

**Subject: Award: RFP #16-11 Extension of Commuter Bus Service Contract**

## **BACKGROUND**

Community Transit's Commuter Bus service is currently delivered by First Transit, Inc. The contract was awarded in 2012, for 5-years with an additional 5-year option ending on December 31, 2022. The contract value for 2022 is \$22.7 million (\$7M for Community Transit service; \$15M for Sound Transit service).

On November 17, 2021, the Strategic Alignment & Capital Development Committee received a briefing on the status of the Commuter Bus service contract and the plan to defer the issuance of a new Request for Proposals (RFP) for the commuter bus service due to the overall effects of the pandemic, combined with the unpredictable impacts that Link light rail service would bring. Trying to accurately establish the commuter service levels for 2024 and beyond would be impossible. Per the November committee briefing, the agency has moved forward to pursue a one-year, non-competitive extension of the contract to continue to provide commuter bus service under the existing contract terms and conditions.

## **STATUS**

In December 2021, Community Transit began negotiations with First Transit for the one-year contract extension period. On April 19, 2022, First Transit submitted their best and final offer. The negotiated contract price for the period January 1, 2023, through December 31, 2023, is \$22,640,916 based on cost of \$188.67 per revenue hour. The cost per revenue hour has increased due to First Transit experiencing higher-than-expected insurance costs as well as an increase in labor costs compared to the pricing provided in 2018 for the 01/01/2022 – 12/31/2022 contract period. These costs are fair and reasonable.

<u>PRICE CATEGORY</u>	<u>CONTRACT PERIOD:</u>	<u>1/1/2022 - 12/31/2022</u>	<u>1/1/2023 - 12/31/2023</u>
Cost Per Revenue Hour		\$ 156.65	\$ 188.67
Anticipated Revenue Hours (rounded)		145,000	120,000*
Total Operating Cost		\$ 22,757,486	\$ 22,640,916

\* Reduced due to service changes for both Sound Transit and Community Transit

This item was reviewed by the Strategic Alignment and Capital Development Committee at their regular meeting on May 18, 2022. The Committee moved this item for action at the June 2, 2022 Board of Directors' Meeting.

## **BUDGET IMPACT**

There is no impact to the 2022 Operating Budget. The updated pricing will be incorporated into 2023 Budget development for consideration by the Board later this year.

(cont.)

**RECOMMENDATION**

That the Board of Directors authorize the Chief Executive Officer to negotiate and award a twelve-month contract extension starting January 1, 2023, to First Transit, Inc., in an amount not-to-exceed \$22,641,000 (rounded) to operate Commuter Bus services.

**To: Board of Directors**

**From: Chris Simmons, Manager of System Planning**

**Date: June 2, 2022**

**Subject: Adoption of 2022-2025 Title VI Program**

### **BACKGROUND**

Title VI of the Civil Rights Act of 1964 states that, “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The Federal Transit Administration distributes circular 4701.1B which outlines the requirements that public transit agencies must follow to comply with the Civil Rights Act, Title VI.

Community Transit’s updated 2022-2025 Title VI Program contains the results of refined analyses used to assess the distribution of benefits and impacts throughout the Community Transit service area. It describes how Community Transit promotes the engagement of minority, low income, and limited-English proficiency populations in service-related decisions and documents maintained for compliance with Title VI provisions.

### **STATUS**

A working group of staff have completed the analysis and revisions needed for the 2022-2025 Title VI Program. The proposed draft and appendices are finalized and available for board adoption.

### **PUBLIC COMMENTS**

Public comments were accepted from April 5 through May 7, 2022. The comments can be summarized as follows:

- A concern that the term “Latinx” could be offensive to the named community, as well as concerns that audio messaging on coaches is not multi-language.
- A concern that agency sponsorship of local Easter events is the celebration of a religious event and therefore discriminatory.
- A request for additional outreach staffing and contracting with Community Based Organizations (CBOs) for outreach to marginalized or non-English speaking communities.
- A request to include broader categories within the Title VI program, including income, disability, veteran-status, immigrant-status, and environmental justice factors.

### **STAFF RESPONSE**

Staff has taken the following actions in response to these comments:

- The agency has adopted the Associated Press stylebook in agency documents for the use in identifying racial or ethnic communities. The term “Latinx” is an accepted, gender-neutral method of identifying individuals who have Spanish-speaking ancestry under this stylebook. No action has been taken in the program documents in response to this comment.

- The plain language of Title VI of the Civil Rights Act of 1964 (as amended) and its application through FTA Circular 4702.1B does not include religious communities under the aegis of the program. Therefore, while there may be other considerations by the agency with this comment, it is not applicable within the Title VI Program and no edits have been made.
- Section 5 of the Title VI Program outlines the Public Engagement Plan of the agency, including the identification of CBOs and specifically partnering with them to conduct outreach to limited-English communities. This was a specific change within this program update, and upon review, appears sufficient to incorporate the commenters' concern.
- The Title VI Program, by design, sets a minimum standard for all activities within its coverage. The agency can, and regularly does, exceed these standards in public engagement and consideration. Additionally, some of the consideration for the broader categories requested here are covered under other requirements of transit agencies, such as long range planning requirements, state planning requirements, and requirements in the use of federal and state funding for various projects. Therefore, staff has not altered the document in response to the commenters' concern.

## **PROGRAM CONTENTS**

The 2022-2025 Title VI Program is revised and updated from the Program that was adopted in 2019. The revisions are as follows:

- No major changes to policies
- Updates to Public Engagement to match current practices
- Minor grammar and language changes
- Updated demographic and operations data

The following sections of the Appendices were updated with new information using the most recent demographic data available as well as operations data for the period of 2019 to 2022. These changes are completed as part of the Federally required monitoring of operations in relation to Title VI protected communities.

- Demographic Maps
- Route Performance Data
- Title VI Protected Routes List
- Updated Complaint Form with Cascade address
- Title VI Complaints summary for 2019 through January 2022
- Outreach Summary for 2019 through January 2022
- Four Factor Language Analysis

The On-board survey has not been updated as of the date of this memo. Staff received an exception from Region X of the FTA to postpone the data collection due to the COVID-19 Pandemic. It is planned to be conducted in Fall 2022.

The Strategic Alignment and Capital Development Committee reviewed the 2022-2025 Title VI Program at their regular meeting on May 18, 2022. The item was moved for action at the June 2, 2022 Board of Directors' Meeting.

## **RECOMMENDATION**

That the Board of Directors adopt Community Transit's 2022-2025 Title VI Program.

**To:** Board of Directors

**From:** Carla Freeman, HR Manager

**Date:** June 2, 2022

**Subject:** Authorization for a three-year labor contract between Community Transit and the International Association of Machinists District Lodge 160 Representing Supervisors and Instructors

### **BACKGROUND**

The labor agreement between Community Transit and International Association of Machinists (IAM) District 160 representing supervisors and instructors expired April 30, 2019. Due to challenges caused by the COVID-19 pandemic, mutual agreement was reached to increase the general wage by 3% and extend the contract through April 30, 2020. The same offer of a 3% general wage increase was made to the unit ahead of the expiration of the extension in 2021. The negotiating team did not accept the offer.

### **STATUS**

The parties began bargaining a successor contract in June 2021. The parties met on three occasions but remained far apart in their positions. Ultimately mediation was determined to be the best path forward.

Mediation was held on May 3, 2022 with the Public Employment Relations Commission (PERC). The parties reached mutual agreement that day for a three-year contract that includes the following:

- 2021 6% lump sum with no increase to the base wage
- 2022 3% increase to the base wage and a 1.75% lump sum payment
- 2023 3% increase to base wage
- \$3,000 retention award
- Incorporate the following MOUs into the contract
  - Continuity of Work for In-House Supervisors
  - Amending Article 18 – Health Insurance
  - Implementation of WPSL & Elimination of Reliability Award
  - VOIP GPS Monitoring MOU

The Board of Directors received an update on labor negotiations during executive session at their May 5, 2022 meeting. On May 22, 2022, the unit voted to approve the tentative agreement.

### **BUDGET IMPACT**

Funds were included in the 2021 and 2022 adopted budgets.

### **RECOMMENDATION**

That the Board of Directors approve Resolution No. 13-22, authorizing the Chief Executive Officer to execute and implement a three-year labor contract between Community Transit and the International Association of Machinists District 160 Representing Supervisors and Instructors.

**RESOLUTION NO. 13-22**

A RESOLUTION of the Board of Directors of the Snohomish County Public Transportation Benefit Area dba Community Transit (hereafter referred to as "Community Transit") authorizing the Chief Executive Officer to execute and implement a labor contract extension between Community Transit and the International Association of Machinists District Lodge No. 160 representing Transportation Supervisors and Operations Instructor employees.

WHEREAS, Community Transit recognizes that certain employees are represented under union labor contract agreements; and

WHEREAS, the International Association of Machinists District Lodge No. 160 represents Transportation Supervisors and Operation Instructor employees; and

WHEREAS, the current contract between Community Transit and the International Association of Machinists District Lodge No. 160 expired April 30, 2021; and

WHEREAS, Community Transit and the International Association of Machinists District Lodge No. 160 have come to agreement on a new contract for Community Transit Transportation Supervisors and Operation Instructor employees;

NOW, THEREFORE, BE IT RESOLVED,

1. That the Board of Directors of Community Transit authorize the Chief Executive Officer to execute and implement a new labor contract with the International Association of Machinists District Lodge No. 160 representing Transportation Supervisors and Operation Instructor employees; and
2. That the term of said contract extension will be retroactive to May 1, 2021 and expire on April 30, 2023.

APPROVED AND PASSED THIS \_\_\_\_\_ day of \_\_\_\_\_, 2022.

\_\_\_\_\_  
Mayor Joe Marine, Chair

ATTEST:

APPROVED AS TO FORM

\_\_\_\_\_  
Councilmember Tom Merrill, Secretary

\_\_\_\_\_  
Allen J. Hendricks, Attorney

# Miscellaneous



# Board of Directors' Calendar of Events

June – August 2022

## **Thursday, June 2**

Wednesday, June 16

Thursday, June 17

Thursday, June 17

## **Board Meeting – 3 p.m.**

Strategic Alignment & Capital Development Committee – 2 p.m.

Executive Committee – 11:30 a.m.

Finance, Performance & Oversight Committee – 2 p.m.

## **Thursday, July 7**

Wednesday, July 20

Thursday, July 21

Thursday, July 21

**Thursday, July 21**

## **Board Meeting – 3 p.m.**

Strategic Alignment & Capital Development Committee – 2 p.m.

Executive Committee – 11:30 a.m.

Finance, Performance & Oversight Committee – 2 p.m.

## **Quarterly Board Workshop – 3 p.m.**

## **Thursday, August 4**

Wednesday, August 17

Thursday, August 18

Thursday, August 18

## **Board Meeting – 3 p.m.**

Strategic Alignment & Capital Development Committee – 2 p.m.

Executive Committee – 11:30 a.m.

Finance, Performance & Oversight Committee – 2 p.m.

## Other Events

July 30 – August 2

APTA Transit Board Members Seminar

[Online Meetings Calendar](#)



## Transit Police Report First Quarter, 2022

### Unit News

Transit Police initiated an ongoing operation at the intersection of Airport Road and Highway 99, Everett. The purpose of this operation is to address the people who are infringing on Community Transit property with no intent to ride the buses. The operation is being staffed with a combination of on duty and overtime personnel. The operation is having an effect. People are staying away from the bus stops, but remaining in the general area. MPD Taylor took the lead and coordinated an operation in conjunction with the Snohomish County Regional Drug Task Force (SRDTF). This involved undercover law enforcement riding the buses and observing illegal activities. These observations were relayed to uniformed personnel, who contacted the suspected law breakers. This operation will likely continue in the second quarter.

Fare evasion will rarely be enforced until the Washington State Supreme Court rules on a recent case involving fare evasion and enforcement.

Calls for service slightly increased over last year. Self-initiated activity decreased.

Staffing continues to be an issue. CT is authorized to have eighteen commissioned law enforcement positions. Two CT Deputies retired in the first quarter of 2022. One of those positions was filled. That left the CT Unit with three vacancies. One deputy is anticipated to retire in the second quarter. At least one deputy is expected to be on long term FMLA. I don't anticipate either of these positions being filled.

Deputy Borees Kargopoltsev is the latest deputy to join CT. He has been with the Sheriff's Office for a couple years. He grew up in Snohomish County and joins us from the Patrol Division.

### Quarterly Data

Activity*	1Q	2Q	3Q	4Q	YTD 2022	YTD 2021**
Calls for Service	719				719	594
Self-Initiated Calls	5359				5359	7069
Motor Vehicle Thefts	23				23	22
Fare Evasion - Warnings	92				92	430
Fare Evasion - Citations	1				1	127
Unlawful Transit Conduct	7				7	110
Exclusions	84				84	87
Criminal Trespass	93				93	102
Arrests	135				135	152

\*Definitions below

\*\*Previous year for same reporting period

## **Definitions**

**Calls for Service:** A call received by the Transit Police Unit and initiated by someone in the Community Transit service area that resulted in a deputy responding to the call and rendering assistance.

**Self-Initiated Call:** Through the process of patrolling and/or observation, a Transit Police deputy witnessed something that caused them to take action.

**Motor Vehicle Theft:** The theft of any motor vehicle, to include automobiles, trucks, buses, motorcycles and motor scooters from our transit centers and park & ride lots.

**Fare Evasion – Warning:** A warning given to someone who has knowingly failed to pay their fare or failed to show proof of payment. Warnings are documented and further violations could lead to a citation.

**Fare Evasion – Citation:** A citation given to someone who has failed to pay their fare or show proof of payment. This is a civil infraction under RCW 36.57A.230. Fines are currently set at \$124 under Board Resolution No. 7-09.

**Unlawful Transit Conduct (UTC):** Any violation of RCW 9.91.025 Unlawful Transit Conduct is a misdemeanor crime. Examples of Unlawful Transit Conduct include smoking, littering, loud obnoxious behavior, spitting, open alcohol containers, obstructing transit vehicles, skating or skateboarding, etc.

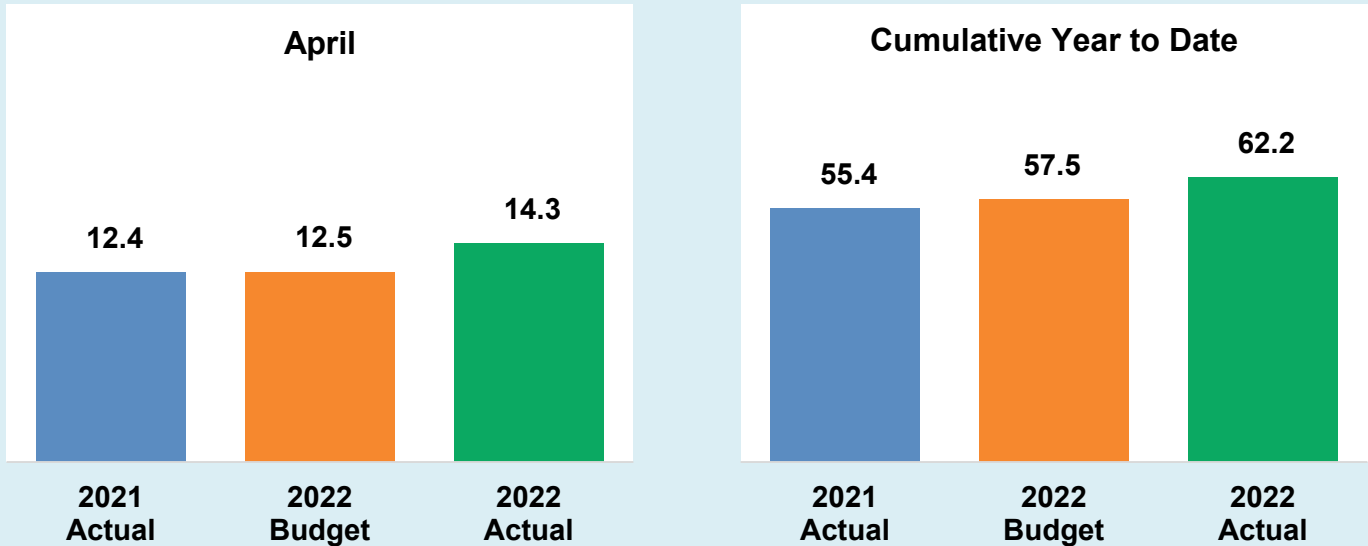
**Exclusion:** A civil process where Transit Police prohibit someone from being on Community Transit property or using its services. Anyone violating a notification of exclusion commits the crime of criminal trespass.

**Criminal Trespass:** Anyone who violates a notification of exclusion and knowingly enters or remains unlawfully in or upon Community Transit premises. This results in a charge of criminal trespass in the second degree and is a misdemeanor crime.

**Arrests:** The arrest of an individual for a crime instigated in the Community Transit service area. This could include someone that is arrested for an outstanding warrant.

## Community Transit Sales Tax Report for April 2022

### Sales Tax Receipts: Dollars in Millions



#### April 2022 Results

April 2021 Actuals	\$ 12,429,553
April 2022 Budget	\$ 12,458,356
April 2022 Actuals	\$ 14,335,689

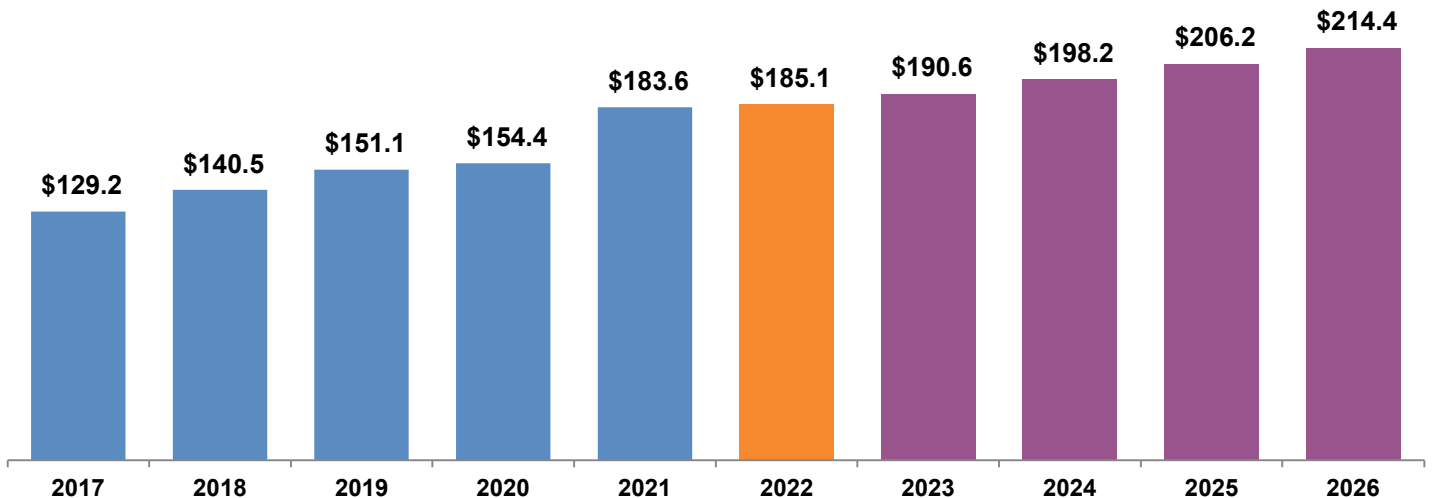
#### Cumulative Results

2021 Actuals	\$ 55,369,847
2022 Original Budget	\$ 57,468,677
2022 Year to Date	\$ 62,245,934

#### Comments:

- \* Sales tax receipts reported for the month of April 2022 reflect purchases made in February 2022.
- \* The growth rate for April 2022 as compared to April 2021 is 15.3%.
- \* The growth rate for year to date vs. prior year to date is 12.4%.

### Sales Tax: Actual, Budget, and Future Year Projections



Blue = Prior Year Actuals

Orange = Current Year Budget

Purple = Future Year Projections

**Board of Directors' Meeting  
Thursday, June 2, 2022  
Hybrid Meeting  
3:00 p.m.**

**Board Members Present**

Council Member Kim Daughtry	City of Lake Stevens
Mayor Christine Frizzell*	City of Lynnwood
Mayor Joe Marine*	City of Mukilteo
Council Member Tom Merrill*	City of Snohomish
Mayor Jon Nehring	City of Marysville
Lance Norton	Labor Representative, non-voting
Mayor Sid Roberts	City of Stanwood
Council Member Jan Schuette	City of Arlington
Council Member Stephanie Wright*	Snohomish County

**Board Members Absent**

Council Member Jared Mead	Snohomish County
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**Others Present\*\***

Melinda April*	Self
Sabina Araya*	Self
Roland Behee	CT-Director of Planning & Development
Tim Chrobuck	CT-Chief Technology Officer
Carla Freeman	CT-HR Manager
Mike Gallagher	City of Brier, Alternate
Al Hendricks	CT-Legal Counsel
Ric Ilgenfritz	CT-CEO
Joe Kunzler*	Self
Mary Beth Lowell	CT-Director of Comm. & Public Affairs
Molly Marsicek	CT-Director of Customer Experience
Kyoko Matsumoto Wright*	City of Mountlake Terrace, Board Alternate
Peter Majkut*	CT-Coach Operator
Deb Osborne	CT-Chief of Staff
Steve Oss*	Self
Susan Paine*	City of Edmonds, Board Alternate
Cesar Portillo	CT-Director of Employee Engagement
Juanita Shuler*	CT-Exec. Support/Records Mgmt. Specialist
Chris Simmons	CT-Manager of System Planning
Shelly Schweigert*	Self
Rachel Woods	CT-Executive Board Administrator

**Call to Order**

Chair Marine called to order the June 2, 2022, Board of Directors' meeting to order at 3:00 p.m. The meeting was held in-person at 2312 W Casino Road, Everett, WA 98204 and by Zoom. The Chair noted the meeting was recorded and livestreamed.

\*Attended meeting remotely

\*\*Names of those who were confirmed as attendees are included, others who attended remotely without submitting their names are not included.

### **Roll Call of Members**

The Executive Board Administrator called roll. Attendance was as noted above. **A quorum was present.**

### **Public Comment**

A written comment from Joe Kunzler was received and provided to the Board in advance of the meeting.

Shelly Schweigert commented on the agency COVID vaccination policy and requested employees who were let go for not being vaccinated be rehired.

Melinda April was a retired coach operator and did not support the vaccine mandate.

Sabina Araya supported drivers and mechanics and requested the vaccine policy be rescinded.

Peter Majkut, Coach Operator, commented about driver moral, lost trips and concern for the staffing levels needed to support future bus lines.

Joe Kunzler supported the vaccine mandate and the goal of public health.

### **Presentations**

#### Employee Service Awards

CEO Ilgenfritz recognized Kathleen Custer, ATU President, on her 25-year anniversary. Kathleen supported collaboration between Community Transit and the ATU leadership.

#### Safety Award

Tracey Christianson, Executive Director of the Washington State Transit Insurance Pool (WSTIP), presented the large agency Safety Stars Award for stable safety records and consistently performing well in terms of auto liability losses.

### **Chief Executive Officer's Report**

CEO Ilgenfritz provided the following report:

The Next Generation ORCA system successfully launched May 16.

The Move Ahead Washington package required zero youth fare policy be approved by October 1, 2022, to be eligible for certain state funding. The Board would be briefed at the July meeting on policy revisions, operations/implementation, timing, and validation needs to align with the region for an easy youth rider experience.

The Board would receive the draft 2022-2027 Transit Development Plan at the July meeting.

The scoping study for the Swift Gold line was underway. The project schedule spanned five years with revenue service beginning in 2027. The Gold line was a good candidate for zero emission buses and the project had been submitted for grant funding which was currently with the Puget Sound Regional Council Transportation Policy Board for approval.

A COVID-19 update was provided.

Ridership continued to rise slowly. A Swift safety initiative was completed the following week. A coach operator and mechanic position focused recruitment effort recently launched.

## **Committee Reports**

### **Executive Committee**

Chair Marine reported on the May 19, 2022, meeting. The Committee supported Board member attendance at the upcoming APTA Transit Board Members Seminar in Salt Lake City. The CEO report was provided, and an executive session was called for labor negotiations. The next Executive Committee meeting was scheduled for June 16, 2022, at 11:30 a.m.

### **Strategic Alignment and Capital Development Committee**

Council Member Merrill reported on the May 18, 2022, meeting. The Committee reviewed and forwarded two Action items to the Board, Award of RFP #16-11, Extension of Commuter Bus Service Contract and Approval of the 2022-2025 Title VI Program. The Committee reviewed and forwarded one Consent item to the Board, Approval of Resolution No. 10-22, WSDOT Limited Access Rights at Lake Stevens Transit Center. The Committee heard a brief update, on the agency's Zero Emission Technology project. The next meeting was scheduled for June 15, 2022, at 2:00 p.m.

### **Finance, Performance, and Oversight Committee**

Mayor Roberts reported on the May 19, 2022, meeting. The Committee reviewed and forwarded one item to the consent agenda: April 2022 monthly expenditures & payroll. The Committee received briefings on the April 2022 sales tax, April 2022 diesel fuel reports and Agency Safety & Security. The next meeting was scheduled for June 16, 2022, at 2:00 p.m.

## **Consent Calendar**

**Council Member Daughtry moved to approve items A through G on the consent calendar.**

- a. Approve minutes of the May 5, 2022, Board of Directors' Meeting.
- b. Approve Resolution No. 10-22, WSDOT Limited Access Rights at Lake Stevens Transit Center.
- c. Approve vouchers dated April 01, 2022, in the amount of \$822,871.83.
- d. Approve vouchers dated April 08, 2022, in the amount of \$770,709.39.
- e. Approve vouchers dated April 15, 2022, in the amount of \$2,919,492.28.
- f. Approve vouchers dated April 20, 2022, in the amount of \$1,647,923.89.
- g. Approve April 2022 Payroll:
  - i. Direct Deposits Issued, #413234-414639 in the amount of \$3,309,415.49.
  - ii. Paychecks Issued, #108422-108471 in the amount of \$56,009.04.
  - iii. Employer Payroll Tax Deposits in the amount of \$378,154.34.
  - iv. Employer Deferred Compensation for IAM in the amount of \$7,719.83.

**The motion was seconded by Council Member Merrill and passed unanimously.**

Mayor Frizzell departed at 3:54 p.m. and Council Member Wright departed at 3:57 p.m.

## **Action Items**

### **Award RFP #16-11, Extension of Commuter Bus Service Contract**

Roland Behee, Director of Planning and Development, presented. Community Transit's commuter bus services was currently delivered by First Transit with a contract end date of December 31, 2022. Given the

unknowns of the commuter service levels for 2024 and beyond, a one-year, non-competitive contract extension was recommended. The costs were fair and reasonable.

**Council Member Merrill moved to approve that the Board of Directors authorize the Chief Executive Officer to negotiate and award a twelve-month contract extension starting January 1, 2023, to First Transit, Inc., in an amount not-to-exceed \$22,641,000 (rounded) to operate Commuter Bus services. The motion was seconded by Council Member Schuette and passed unanimously.**

#### Approve Title VI Program 2022-2025

Chris Simmons, Manager of System Planning, presented. The 2022-2025 Title VI Program described how Community Transit promoted the engagement of minority, low income, and limited-English proficiency populations in service-related decisions and documents maintained for compliance with Title VI provisions. A program revision was required every three years. This revision included updates to public engagement, minor grammar and language changes, and updated demographic and operations data. Public comments from the one-month public comment period were summarized in the accompanying Board memo.

**Mayor Roberts moved to approve that the Board of Directors adopt Community Transit's 2022-2025 Title VI Program. The motion was seconded by Council Member Merrill and passed unanimously.**

#### Approve Resolution No. 13-22, IAM Supervisors & Instructors Contract

Carla Freeman, HR Manager, presented the three-year labor contract between Community Transit and International Association of Machinists (IAM) District 160 representing supervisors and instructors.

**Mayor Nehring moved to approve that the Board of Directors approve Resolution No. 13-22, authorizing the Chief Executive Officer to execute and implement a three-year labor contract between Community Transit and the International Association of Machinists District 160 Representing Supervisors and Instructors. The motion was seconded by Council Member Daughtry and passed unanimously.**

#### Chair's Report

Chair Marine thanked the public commenters.

#### Board Communication

Council Member Merrill looked forward to Community Transit attending an upcoming Snohomish City Council meeting and presentation on Transit 2024.

Mayor Nehring commented that it was great to be in the new Cascade building and congratulated Kathleen Custer on her service award.

Lance Norton recommended the Board read the recent opinion article in the Herald.

Mayor Roberts thanked those that provided comments regarding the vaccine mandate and suggested the Board discuss.

Council Member Schuette shared about a recent city of Arlington retreat.



**Public Comment**

Steve Oss provided comments in support of prioritizing bus service. He did not support the vaccine.

**Other Business**

The next regular Board meeting was scheduled for July 7, 2022, at 3:00 p.m.

**Adjourn**

The meeting adjourned at 4:13 p.m.



Rachel Woods  
Executive Board Administrator



## Memorandum

**To:** Planning & Capital Projects Committee, Board of Directors

**From:** Roland Behee, Strategic Planning Unit Manager

**Date:** February 6, 2018

**Subject:** Information: Title VI Analysis, 2018-2019 Service Proposals

**BACKGROUND**

Title VI policy requires analysis of proposed service changes to identify disparate or disproportionate impacts to minority and low-income populations. A disparate impact is defined as the adverse effect of a practice or standard that is neutral and non-discriminatory in its intention but, nonetheless, disproportionately affects individuals belonging to a particular group based on their age, ethnicity, gender or disability. If any such impacts exceed adopted thresholds, Title VI policy requires justification for the impacts, evaluation of lower impact alternatives and/or mitigation. The analysis is subject to public review and becomes part of the record to be considered by decision makers in approving the proposed changes.

**STATUS**

Staff has completed a Title VI analysis of the proposed September 2018 and March 2019 service change. Overall, the proposed changes would add approximately **48,000** service hours and **70,000** trips to annual service levels.

**ANALYSIS**

The September 2018 and March 2019 service changes propose service growth – a positive impact. The Title VI analysis evaluates whether new services are allocated in a way that results in a disparate negative impact or disproportionate burden for minority and low-income populations. Since this is a service increase, the analysis must evaluate whether the level of new service provided to minority populations is within the required policy ratio of new service provided to non-minority populations. The policy goal is to prevent distribution of new service in a way that is unfair to minority populations.

	Summary of Changes by Category			
	Annual Trips Added		Annual Service Hours Added	
Minority Bus Routes	69,267	(98.5%)	48,037	(99.5%)
Non-Minority Bus Routes	1,020	(1.5%)	245	(0.5%)
Low-Income Bus Routes	65,442	(93.1%)	44,771	(92.7%)
Non-Low Income Bus Routes	4,845	(6.9%)	3,511	(7.3%)

As shown in the table, the overall benefit of the proposed service changes is at a substantially higher rate for minority and low-income bus routes. The conclusion of the analysis is that the planned service level changes would not create a disparate impact or disproportionate burden.

**RECOMMENDATION**

Information item. Analysis is available for public review and Board consideration.



## PROCLAMATION BY THE GOVERNOR

20-05

**WHEREAS**, On January 21, 2020, the Washington State Department of Health confirmed the first case of the novel coronavirus (COVID-19) in the United States in Snohomish County, Washington, and local health departments and the Washington State Department of Health have since that time worked to identify, contact, and test others in Washington State potentially exposed to COVID-19 in coordination with the United States Centers for Disease Control and Prevention (CDC); and

**WHEREAS**, COVID-19, a respiratory disease that can result in serious illness or death, is caused by the SARS-CoV-2 virus, which is a new strain of coronavirus that had not been previously identified in humans and can easily spread from person to person; and

**WHEREAS**, The CDC identifies the potential public health threat posed by COVID-19 both globally and in the United States as “high”, and has advised that person-to-person spread of COVID-19 will continue to occur globally, including within the United States; and

**WHEREAS**, On January 31, 2020, the United States Department of Health and Human Services Secretary Alex Azar declared a public health emergency for COVID-19, beginning on January 27, 2020; and

**WHEREAS**, The CDC currently indicates there are 85,688 confirmed cases of COVID-19 worldwide with 66 of those cases in the United States, and the Washington State Department of Health has now confirmed localized person-to-person spread of COVID-19 in Washington State, significantly increasing the risk of exposure and infection to Washington State’s general public and creating an extreme public health risk that may spread quickly; and

**WHEREAS**, The Washington State Department of Health has instituted a Public Health Incident Management Team to manage the public health aspects of the incident; and

**WHEREAS**, The Washington State Military Department, State Emergency Operations Center, is coordinating resources across state government to support the Department of Health and local officials in alleviating the impacts to people, property, and infrastructure, and is assessing the magnitude and long-term effects of the incident with the Washington State Department of Health; and

**WHEREAS,** The worldwide outbreak of COVID-19 and the effects of its extreme risk of person-to-person transmission throughout the United States and Washington State significantly impacts the life and health of our people, as well as the economy of Washington State, and is a public disaster that affects life, health, property or the public peace.

**NOW, THEREFORE,** I, Jay Inslee, Governor of the state of Washington, as a result of the above-noted situation, and under Chapters 38.08, 38.52 and 43.06 RCW, do hereby proclaim that a State of Emergency exists in all counties in the state of Washington, and direct the plans and procedures of the Washington State Comprehensive Emergency Management Plan be implemented. State agencies and departments are directed to utilize state resources and to do everything reasonably possible to assist affected political subdivisions in an effort to respond to and recover from the outbreak.

As a result of this event, I also hereby order into active state service the organized militia of Washington State to include the National Guard and the State Guard, or such part thereof as may be necessary in the opinion of The Adjutant General to address the circumstances described above, to perform such duties as directed by competent authority of the Washington State Military Department in addressing the outbreak. Additionally, I direct the Washington State Department of Health, the Washington State Military Department Emergency Management Division, and other agencies to identify and provide appropriate personnel for conducting necessary and ongoing incident related assessments.

Signed and sealed with the official seal of the state of Washington this 29th day of February, A.D., Two Thousand and Twenty at Olympia, Washington.

By:

\_\_\_\_\_  
/s/  
Jay Inslee, Governor

BY THE GOVERNOR:

\_\_\_\_\_  
/s/  
Secretary of State

## HEALTH OFFICER'S ORDER NO. 20-056

March 4, 2020

RE: Declaration of Public Health Emergency and Suspension of Formal Bidding Requirements

WHEREAS, COVID-19, a respiratory disease that can result in serious illness or death, is caused by the SARS-CoV-2 virus, which is a new strain of coronavirus that had not been previously identified in humans and can easily spread from person to person; and

WHEREAS, the CDC identifies the potential public health threat posed by COVID-19 both globally and in the United States as “high” and has advised that person-to-person spread of COVID-19 will continue to occur globally, including within the United States and Snohomish County; and

WHEREAS, the CDC currently indicates there are over 85,000 confirmed cases of COVID-19 worldwide with multiple cases in the United States, and the Washington State Department of Health confirmed localized person-to-person spread of COVID-19 in Washington State, significantly increasing the risk of exposure and infection to Washington State’s general public creating an extreme public health risk that may spread quickly; and

WHEREAS, Snohomish County has had 8 cases of COVID-19, including 1 confirmed fatality, and 28 Persons Under Investigation (PUIs); and

WHEREAS, under RCW 70.05.070, the Health Officer has broad authority to take action to control and prevent the spread of any dangerous, contagious, or infectious diseases that may occur within his or her jurisdiction; and

WHEREAS, on January 20, 2020, the Snohomish Health District activated its District Operations Center to manage their response to the nation’s first case of COVID-19; and

WHEREAS, on January 31, 2020, the United States Department of Health and Human Services Secretary Alex Azar declared a public health emergency for COVID-19, beginning January 27, 2020; and

WHEREAS, on February 29, 2020, Washington Governor Jay Inslee declared a state of emergency in response to the continued and growing threat presented by COVID-19; and

WHEREAS, on March 2, 2020, the Snohomish County Department of Emergency Management, Snohomish County Emergency Coordination Center, began coordinating information and resources across county government to support the Snohomish Health District in alleviating the impacts to people, property, and infrastructure, and is assessing the magnitude and long-term effects of the incident with the Snohomish Health District; and

WHEREAS, this emergency could result in a pandemic; and

WHEREAS, a declaration of emergency provides access to funding and services necessary to combat epidemics; and

WHEREAS, under Snohomish Health District Purchasing Policy dated 11/9/11, in the event of an emergency, the Health Officer has the ability to waive formal purchasing and bidding requirements, where delay may increase the risk to public health; and

WHEREAS, the Snohomish Health District is experiencing a rapid increase in the demands created by COVID-19, both financially and from a personnel perspective; and


WHEREAS, suspension and waiver of formal purchasing and bidding requirements is appropriate in light of the circumstances.

NOW, THEREFORE, it is hereby DECLARED and ORDERED as follows:

1. The spread of COVID-19 and the effort to combat it and suppress its impacts to persons in Snohomish County requires extraordinary measures and constitutes a public health emergency. A public health emergency is hereby DECLARED to exist.
2. It is further ORDERED that formal purchasing and bidding requirements and public notice requirements for purchase of supplies, equipment, or personal services are hereby suspended and waived for expenditures related to COVID-19.

This order shall remain in effect until terminated by subsequent order.

  
\_\_\_\_\_  
Christopher Spitters, MD, MPH  
Interim Health Officer

  
\_\_\_\_\_  
Date

**Board of Directors' Meeting  
Thursday, March 5, 2020  
Community Transit Board Room  
3:00 p.m.**

**Board Members Present**

Council Member Kim Daughtry	City of Lake Stevens
Mayor Leonard Kelley	City of Stanwood
Council Member Tom Merrill	City of Snohomish
Mayor Jon Nehring	City of Marysville
Lance Norton	Labor Representative, non-voting
Council Member Jan Schuette	City of Arlington
Mayor Nicola Smith	City of Lynnwood
Council Member Mike Todd	City of Mill Creek

**Board Members Absent**

Council Member Nate Nehring	Snohomish County
Council Member Stephanie Wright	Snohomish County

**Others Present**

Sabina Araya	CT-Manager of System Planning
Geri Beardsley	CT-Director of Administration
Roland Behee	CT-Director of Planning & Development
Valeriy Cherkassikh	CT-Coach Operator
June DeVoll	CT-Manager of Regional Programs & Projects
Mike Gallagher	City of Burien, Board alternate
Steve Hanks	CT-Vehicle Maintenance Manager
Emmett Heath	CT-CEO
Alt Hendricks	CT-Legal Counsel
Stacy Hupp	CT-Procurement and SBE/DBE Supervisor
Laura Johnson	City of Edmonds, Board alternate
Steve Kim	CT-Director of Transportation
Mary Beth Lowell	CT-Director of Comms & Public Affairs
Pete Majkut	CT-Coach Operator
Molly Marsicek	CT-Director of Customer Experience
Laurel McJannet	CT-Digital Content Specialist
Deb Osborne	CT-Chief of Staff
Jacob Peltier	CT- Manager of Security & Emergency Mgmt.
Cesar Portillo	CT-Director of Employee Engagement
Mark Proud	CT-Coach Operator
Dave Richards	CT-Director of Maintenance
Juanita Shuler	CT-Exec. Support/Records Mgmt. Specialist
Barb Taylor	CT-Transit Police
Steve Winecoff	Homage Senior Services
Rachel Woods	CT-Executive Board Administrator
Uriel Ybarra	CT-Government Relations Manager

### **Call to Order**

Mayor Jon Nehring, Chair, called to order the March 5, 2020 Board of Directors' regular meeting at 3:00 p.m. at the Community Transit Board Room, Everett, Washington.

### **Roll Call of Members**

The Executive Board Administrator called roll. Attendance was as noted above. **A quorum was present.**

### **Public Comments**

There were no public comments.

### **Presentations**

#### **Service Awards**

Emmett Heath, CEO, congratulated Cesar Portillo on his new role as Director of Employee Engagement.

Emmett recognized Valeriy Cherkasskikh, Coach Operator, for this 20 years of service to Community Transit. He was known for his friendly personality, dedication to customers, and work ethic.

Emmett recognized Mark Proud, Coach Operator, for this 20 years of service to Community Transit. He was a dependable employee known for his hard work and commitment to his job and customers.

#### **September 2020 & March 2021 Service Change Proposals**

Sabina Araya, Manager of System Planning, reviewed the service change proposals for Fall 2020 and Spring 2021. Many of the changes were part of a phased implementation in preparation for Link light rail arriving to Snohomish County in 2024. Service hours and trips would expand. The Title VI impacts were positive. Public outreach to review these changes and collect input would take place March 5 to April 2.

### **Committee Reports**

#### **Executive Committee**

Mayor Jon Nehring reported on the February 20, 2020 Executive Committee meeting. The Committee approved a new meeting time of 11:30 a.m. The Board Chair would confirm the appointment of the Community Transit's Puget Sound Regional Council (PSRC) Transportation Board member and Board alternate at the March Board Meeting. The CEO reported on his activities and would provide an update later in the meeting. The next meeting was scheduled for March 19, 2020 at 11:30 a.m.

#### **Finance, Performance & Oversight Committee**

Council Member Mike Todd reported on the February 20, 2020 Finance, Performance & Oversight Committee meeting. Staff provided an overview of the Committee's objectives and processes. The Committee recommended approval of the January payroll and monthly expenditures on the consent agenda. The Committee reviewed the January sales tax and diesel fuel reports. The next meeting was scheduled for March 19, 2020 at 2:00 p.m.

#### **Strategic Alignment & Capital Development Committee**

Mayor Leonard Kelley reported on the February 19, 2020 Strategic Alignment & Capital Development Committee. The Committee reviewed and recommended two items for the consent agenda; Approval of RFP #03-16, Option to Purchase Sixteen 60-foot Heavy Duty Buses and Approval of RFP #03-16, Option to Purchase Twenty-two 40-foot Heavy Duty Buses. The Committee was briefed on the following items: March 2020 Service Change; September 2020 and March 2021 Service Change proposals; Sound



Transit's Link light rail construction activity; and Link Connections Northgate. The Committee approved a new meeting time of 2:00 p.m. The next meeting was scheduled for March 18, 2020 at 2:00 p.m.

### **Consent Calendar**

**Mayor Leonard Kelley moved to approve items A through J.**

- A. Approval of minutes of the February 6, 2020, Board of Directors' Meeting.
- B. Approval of RFP #03-16, Option to Purchase Sixteen 60-foot Heavy Duty Buses.
- C. Approval of RFP #03-16, Option to Purchase Twenty-two 40-foot Heavy Duty Buses.
- D. Approval of vouchers dated January 6, 2020, in the amount of \$892,246.79.
- E. Approval of vouchers dated January 10, 2020, in the amount of \$1,012,774.55.
- F. Approval of vouchers dated January 16, 2020, in the amount of \$1,918,898.59.
- G. Approval of vouchers dated January 22, 2020, in the amount of \$3,563,583.10.
- H. Approval of vouchers dated January 28, 2020, in the amount of \$3,640,644.57.
- I. Approval of vouchers dated January 30, 2020, in the amount of \$955,590.55.
- J. Approval of January 2020 Payroll:
  - 1. Direct Deposits Issued, #s 367660 – 370040 in the amount of \$5,149,243.82.
  - 2. Paychecks Issued, #s 104617 – 104831 in the amount of \$125,291.13.
  - 3. Employer Payroll Tax Deposits in the amount of \$588,910.56.
  - 4. Employer Deferred Compensation for IAM in the amount of \$14,354.44.

**The motion was seconded by Council Member Mike Todd and passed unanimously.**

### **Action Items**

Approval of Resolution No. 01-20, Providing the CEO Authority for Emergency Management During an Emergency or Disaster.

Emmett Heath presented the item. With the Chair's approval, this item was brought directly to the Board given the COVID-19 pandemic circumstance. It broadened the CEO's authority during an emergency or disaster to allow for greater decision making authority. The details of the authority granted were reviewed. It granted temporary authority to the CEO and allowed for the CEO to update the Board at each regularly scheduled Board meeting while Emergency Management functions are being exercised.

Emmett clarified the CEO's authority to declare an emergency.

A Board discussion was held.

Emmett provided an example; that of an employee leave policy change the CEO may take in these circumstances.

**Council Member Mike Todd moved to amend Resolution No. 01-20, and insert a new sentence at the end of section 2: "At the next meeting of the Board, the Board will explicitly affirm or rescind the declaration of a state of emergency."**

A Board discussion was held.

Emmett stated that this resolution provided temporary CEO authority so the agency could act immediately. The Board would have the ability to review each judgement. He clarified that the Board could confirm or rescind the state of emergency at their next Board meeting.

**Council Member Kim Daughtry seconded the motion on the floor.**

**Council Member Mike Todd repeated the amendment to the motion and recommended an additional amendment to Section No. 1 by adding the words “declaring a state of emergency under which the CEO may authorize; authorizing mutual aid agreements, etc.” A vote was taken on the amendments and failed with a vote of two in favor and five opposed.**

**Motion made by Mayor Leonard Kelley to approve Resolution No. 01-20, Providing the CEO Authority for Emergency Management During an Emergency or Disaster as written. The motion was seconded by Council Member Kim Daughtry and passed unanimously.**

### **Chair’s Report**

#### Puget Sound Regional Council Appointments

The Puget Sound Regional Council (PSRC) requested Community Transit appoint one Board member and one Board alternate to the Transportation Policy Board. Chair Nehring recommended Council Member Mike Todd to the position of Board member and Council Member Kim Daughtry to the position of Board alternate.

**Motion made by Mayor Nicola Smith to appoint Council Member Mike Todd to the position of Board member and Council Member Kim Daughtry to the position of Board alternate on the PSRC Transportation Policy Board. The motion was seconded by Mayor Leonard Kelley and passed unanimously.**

### **Chief Executive Officer’s Report**

Emmett Heath reported the following items:

#### Partnership and Advocacy

The State House and Senate budget proposals were released and Community Transit’s funding was kept whole.

#### Employee Engagement

Emmett shared a thank you card he received from an employee who was grateful to the agency for the bereavement leave benefit as it had greatly helped their family.

#### Miscellaneous

Emmett shared that all new Board members and alternates attended the New Board Orientation and thanked them for their participation.

#### COVID-19 Update

Emmett provided an update on the agency’s emergency operations planning work related to COVID-19. The Snohomish County Health District’s guidelines were being followed and the agency was working closely with regional transit partners and regional leaders. Coaches were disinfected daily and coach operators were outfitted with information and supplies. No trips were canceled this week due to staffing levels and ridership levels were decreased. Chair Nehring thanked staff for their efforts.

**Board Communication**

Labor Representative Lance Norton thanked staff for their COVID-19 work. He was pleased to see the recent million mile coach operators recognized in the Everett Herald.

Council Member Tom Merrill thanked staff for the recent New Board Member Orientation training.

Council Member Mike Todd provided background on the PSRC Board. He explained how agency staff prepared the representative for each meeting. While riding the bus, he met a coach operator celebrating her last day with the agency before retiring.

Mayor Leonard Kelley congratulated Mayor Nehring on the arrival of his new grandchild.

Mayor Nicola Smith thanked staff for the Board Orientation and for the planned Lynnwood bus route expansion. The Mayor would be absent for next month's Board meeting and Laura Johnson, Board alternate, would fill the seat for large cities.

Council Member Jan Schuette shared that she was elected to the PSRC Transportation Policy Board representing the cities & towns in Snohomish County.

**Executive Session**

There was no executive session.

**Adjourn**

The meeting adjourned at 4:07 p.m.



Rachel Woods,  
Executive Board Administrator

**RESOLUTION NO. 01-20**

A RESOLUTION of the Board of Directors of Snohomish County Public Transportation Benefit Area Corporation (SCPTBAC, dba Community Transit), providing the Chief Executive Officer (CEO) authority for Emergency Management during an emergency or disaster.

WHEREAS, Community Transit is committed to keeping people and property safe during existing or impending emergencies and disasters, and ensuring continuity of operations and essential functions; and

WHEREAS, Emergency Management is defined as carrying out all emergency functions, including, preparation, prevention, protection, mitigation, response to, and recovery from emergencies and disasters whether natural, technological, health-related or human-caused; and

WHEREAS, the Board of Directors wishes to authorize the CEO to take any and all reasonably necessary measures to provide appropriate Emergency Management in a timely manner, particularly when operating under a state of emergency; and

WHEREAS, this resolution shall be read in conjunction with Resolution No. 05-11 and any revisions thereto as it pertains to emergency purchases;

NOW, THEREFORE, BE IT RESOLVED,

1. That the CEO or designee is authorized to take any and all reasonable actions to respond to a recognized emergency or disaster, including, but not limited to: declaring a state of emergency; authorizing mutual aid agreements; authorizing inter-local agreements; authorizing expenditures of funds beyond those appropriated in the current year Board adopted budget and including transfers between Funds; modifying personnel policies and practices, including employer paid benefits for the duration of the emergency or disaster; adopting, amending or rescinding policies, rules, and regulations; implementing temporary modifications to routes and schedules, closure of facilities, fare modifications, or curtailment of services; and administering any other measures reasonably necessary to respond to an emergency or disaster.
2. The CEO or designee will provide updates to the Board of Directors at least each regularly scheduled Board Meeting while Emergency Management functions are being exercised and at such other times as requested by the Board.

APPROVED AND PASSED THIS 5<sup>th</sup> day of March 2020.

  
\_\_\_\_\_  
Mayor Jon Nehring, Board Chair

ATTEST

  
\_\_\_\_\_  
Council Member Kim Daughtry, Secretary

APPROVED AS TO FORM

  
\_\_\_\_\_  
Allen J. Hendricks, Attorney

**SNOHOMISH COUNTY PUBLIC TRANSPORTATION BENEFIT AREA CORPORATION**

**Resolution Voting Record**

**Date:** March 5, 2020

Resolution # 01-20

	<u>Ayes</u>	<u>Nays</u>	<u>Absent</u>
Councilmember Kim Daughtry	✓	_____	_____
Mayor Leonard Kelley	✓	_____	_____
Council Member Tom Merrill	✓	_____	_____
Council Member Nate Nehring	_____	_____	✓
Mayor Jon Nehring	✓	_____	_____
Council Member Jan Schuette	✓	_____	_____
Mayor Nicola Smith	✓	_____	_____
Council Member Mike Todd	✓	_____	_____
Council Member Stephanie Wright	_____	_____	✓
<u>Alternates:</u>			
Council Member Mike Gallagher	_____	_____	_____
Council Member Laura Johnson	_____	_____	_____
Council Member Joe Marine	_____	_____	_____
Council Member James McNeal	_____	_____	_____

**Motion introduced by:** Mayor Leonard Kelley

**Motion seconded by:** Council Member Kim Daughtry

**To:** Community Transit Board of Directors

**From:** Sabina Araya, Manager of System Planning

**Date:** March 5, 2020

**Subject:** September 2020 & March 2021 Service Change Proposal - Title VI Analysis

## **BACKGROUND**

In compliance with federal regulations, Community Transit evaluates service change proposals for disparate or disproportional impacts to ethnic minorities and low-income populations. If impacts exceed adopted thresholds, Title VI policy requires justification for the impacts, evaluation of lower impact alternatives, and/or mitigation. The analysis is subject to public review and becomes part of the record to be considered by decision makers in approving the proposed changes. Board policy (Resolution #04-12) requires this impact analysis for service changes that alter 25 percent or more of a route's geography or service hours, and for service changes that call for elimination of a route. Service changes that meet this threshold are considered "major service changes."

## **STATUS**

Staff conducted the standard analysis for the September 2020/March 2021 service change proposals in regard to Title VI minority and low-income populations and have determined that it qualifies as a major service change. The proposed changes would add over 14,500 service hours and close to 20,500 trips to annual service levels.

## **ANALYSIS RESULTS**

The September 2020/March 2021 service proposal shows growth in service levels on the following routes: 107, 109, 111, 112, and 435. The Title VI analysis evaluates whether new service is allocated in such a way that the amount of new service provided to Title VI populations is within the required policy ratio of new service provided to non-Title VI populations.

Based on 2010 Census demographics and 2013-2017 American Community Survey Data, all routes in this proposed service change have been designated Title VI minority routes.

Routes 107 and 112 are also designated as Title VI low-income routes. In its proposed new configuration, Route 111 would also become a designated Title VI low-income route, so it is included in this analysis as such.

Summary of Changes by Category				
	Annual Trips Added		Annual Service Hours Added	
Minority Bus Routes	20,477	100%	14,518	100%
Non-Minority Bus Routes	0	0%	0	0%
Low-Income Bus Routes	20,222	98.8%	12,918	89%
Non-Low-Income Bus Routes	255	1.2%	1,600	11%

- Net change for Title VI Minority Routes: Added 14,518 hours, added 20,477 trips.
- Net change for Other Routes: Added 0 hours, added 0 trips.
- Net change for Title VI Low Income Routes: Added 12,918 hours, added 20,222 trips.
- Net change for Other Routes: Added 1,600 hours, added 255 trips.

The proposed service changes provide benefits to minority and low-income bus routes at a higher rate than to non-minority/non-low-income bus routes. It was determined that the package of route change proposals would not create a disparate impact on minority populations or a disproportionate higher burden on low-income populations.

**RECOMMENDATION**

Information only. Title VI analysis is provided to Board of Directors per Community Transit’s adopted policy as required background information for service change decisions.

## Technical Summary and Maps

### Evaluation and Qualification Results

The following table summarizes the evaluation of proposed Weekday route changes:

Route	>= 25% Change in Service Hours?	>= 25% Change in Service Pathway?	Qualifies as "Major Service Change"?
<b>107</b>	Y (+150%)	Y (if change is combined) (9.95% removed; 31.7% added)	Y
<b>109</b>	N (+9%)	Y (if change is combined) (14.7% removed; 17.4% added)	Y
<b>111</b>	Y (+1092%)	Y (55%)	Y
<b>112</b>	Y (+50%)	N (0%)	Y
<b>435</b>	N (+7%)	N (0%)	N

The following table summarizes the evaluation of proposed Saturday route changes:

Route	>= 25% Change in Service Hours?	>= 25% Change in Service Pathway?	Qualifies as "Major Service Change"?
<b>111</b>	Y (100%)	Y (55%)	Y

### Impacts

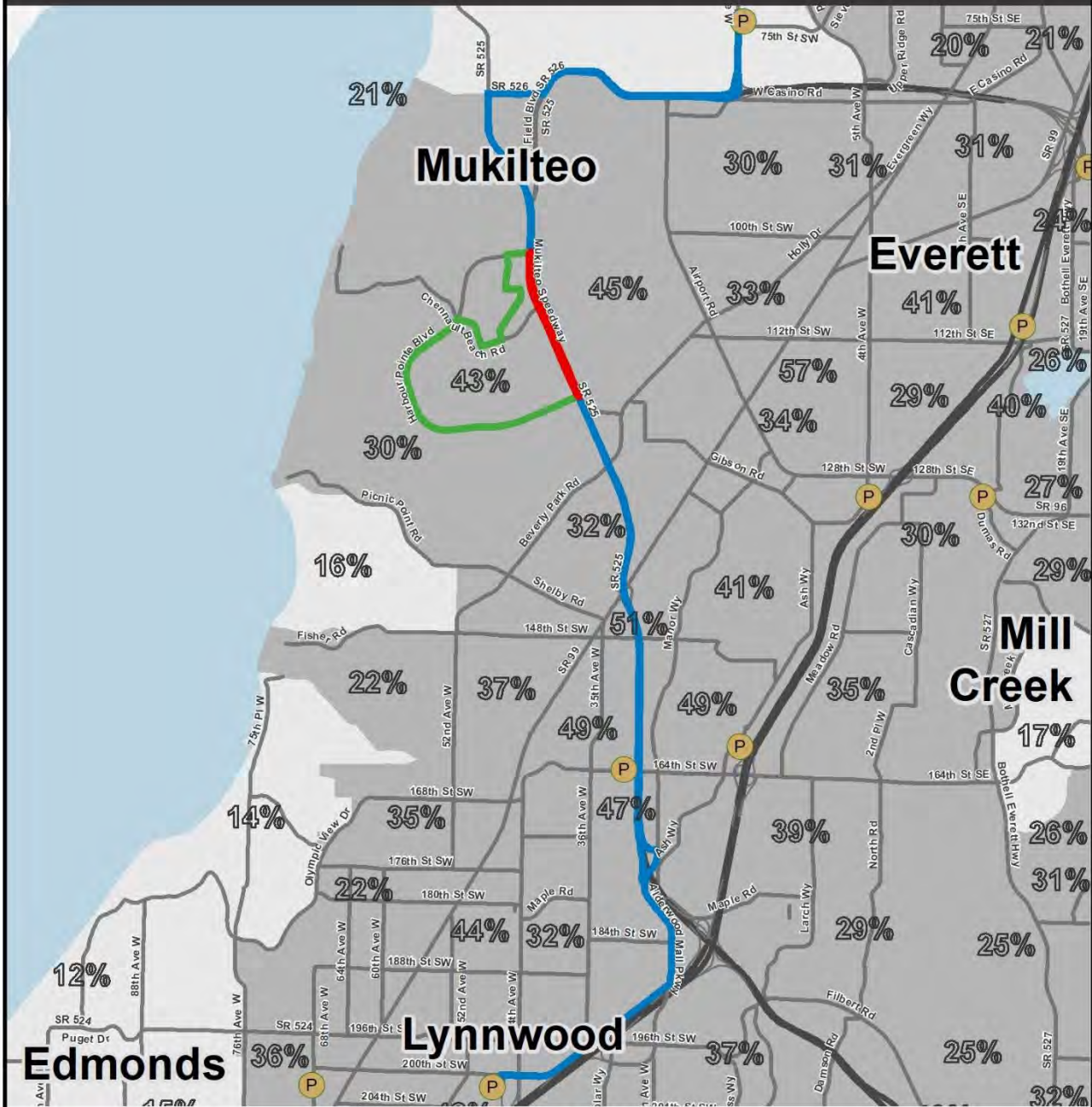
Route	Change	Positive	Negative
<b>107</b>	Modifying path to include the Harbor Pointe Loop. Add 8 weekday trips.	Add coverage. New path covers 75% more residential population than current path.	Loss of service portion of route.
<b>109</b>	Reroute a portion of the route to serve Meadow Rd instead of Ash Way.	Add coverage in an area not currently served.	New route would not serve Mariner P & R.  New route would not serve Ash Way between Mariner P&R and Ash Way P&R.  <i>(Mariner P&amp;R to Ash Way P&amp;R via Ash Way continues to have 15-min service on Routes 201/202)</i>



Route	Change	Positive	Negative
<b>111</b>	Extend route from 44 <sup>th</sup> Ave, Mountlake Terrace TC to Melody Hill (Premera), 216 <sup>th</sup> <i>Swift</i> Blue Line Station, Swedish Hospital, Edmonds CC, 188 <sup>th</sup> St., Lynnwood Civic Center and Alderwood Mall. Add 30 weekday and 26 weekend trips.	<p>Improve coverage and connections between major regional transit transfer points, employers, education institutions and retail centers.</p> <p>This route becomes a bi-directional route with all day service instead of peak-only. Add Saturday service.</p>	
<b>112</b>	Add 36 weekday trips to increase peak frequency to 15 minutes.	More trips on high ridership route.	
<b>435</b>	Add 1 trip northbound.	Relieve overcrowding on first trip northbound in the afternoon.	

# Route 107, Segment Modification

## Minority Population



- Route 107 Segment Addition ( 31.7% Change In Pathway )
- Route 107 Segment Removal ( 9.95% Change In Pathway )
- Route 107 Existing Routing
- Park & Ride Lots

**Higher Than Average Minority Population**

YES NO

0 1 2 3 Miles

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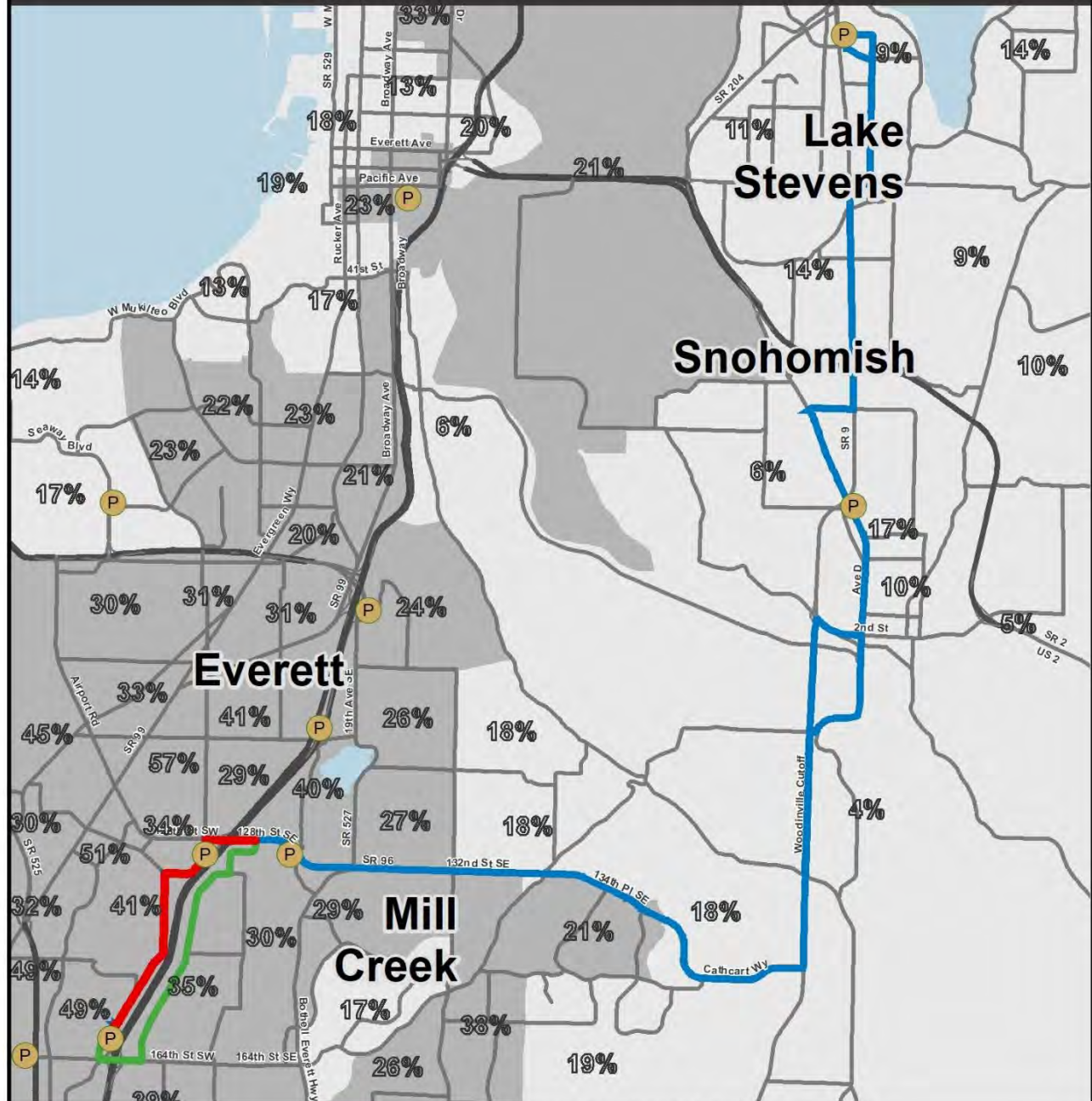
Map Plotted: March 2020





# Route 109, Segment Modification

## Minority Population



- Route 109 Segment Addition ( 17.4% Change In Pathway )
  - Route 109 Segment Removal ( 14.7% Change In Pathway )
  - Route 109 Existing Routing
  - P Park & Ride Lots
- Higher Than Average Minority Population**
- YES
  - NO



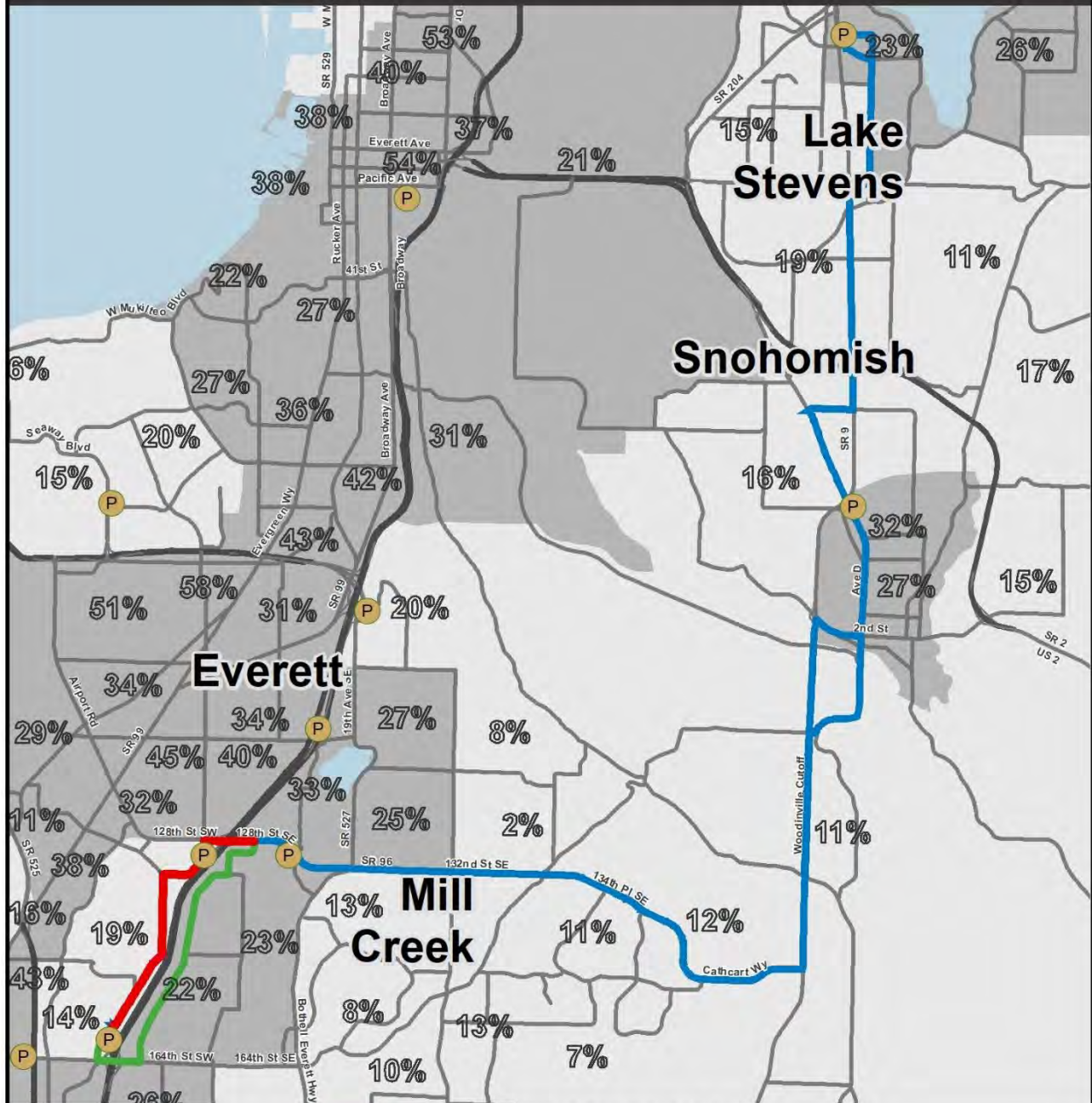
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**Map Plotted: March 2020**



# Route 109, Segment Modification

## Low-Income Population



- Route 109 Segment Addition ( 17.4% Change In Pathway )
  - Route 109 Segment Removal ( 14.7% Change In Pathway )
  - Route 109 Existing Routing
  - Park & Ride Lots
- Residents With Income Less Than 200% Of Federal Poverty Level**
- YES
  - NO



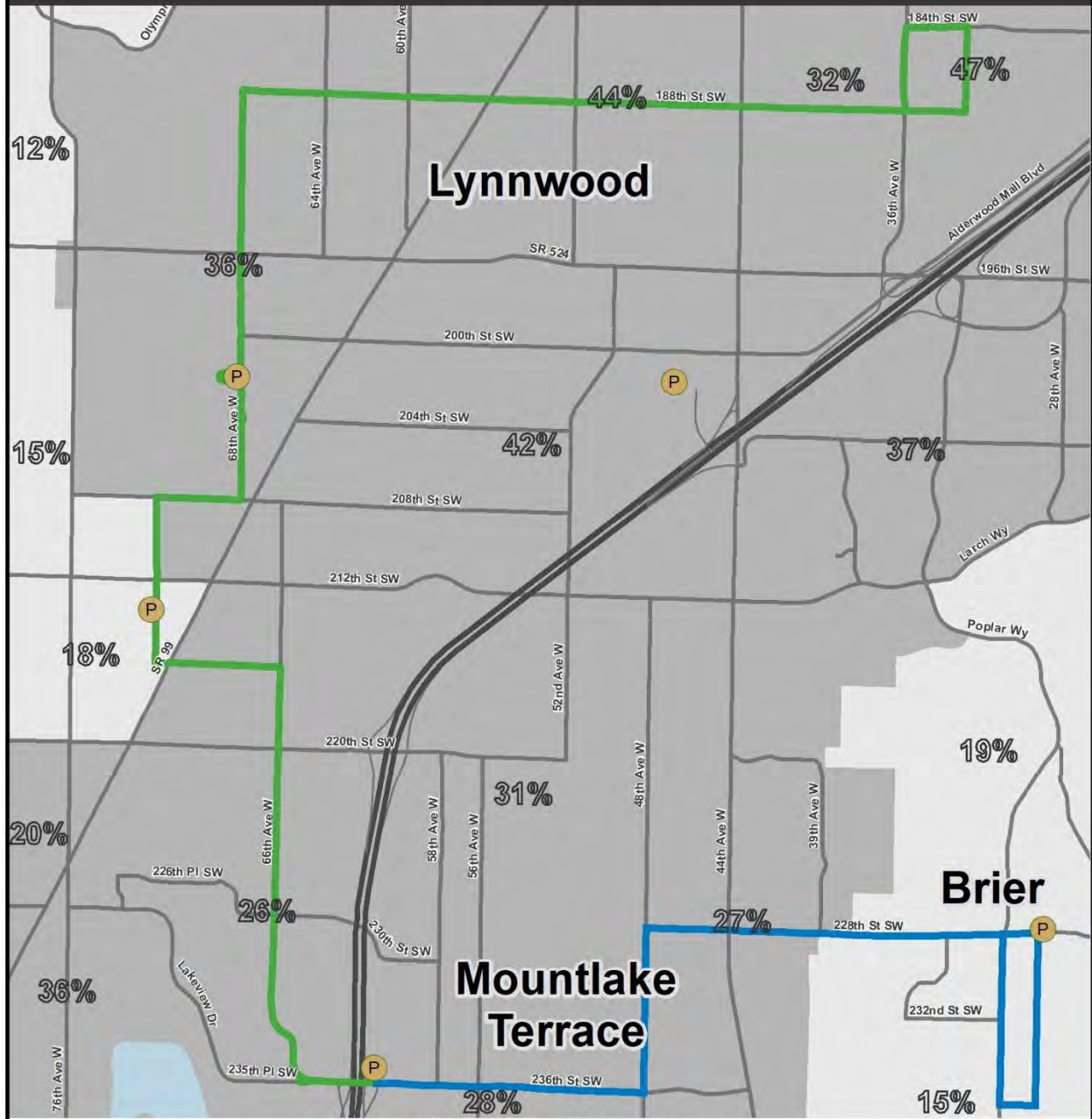
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Map Plotted: March 2020

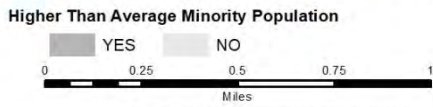


# Route 111, Segment Addition

## Minority Population



— Route 111 Proposed Addition ( 55% Change In Pathway )  
— Route 111 Existing Routing    **P** Park & Ride Lots



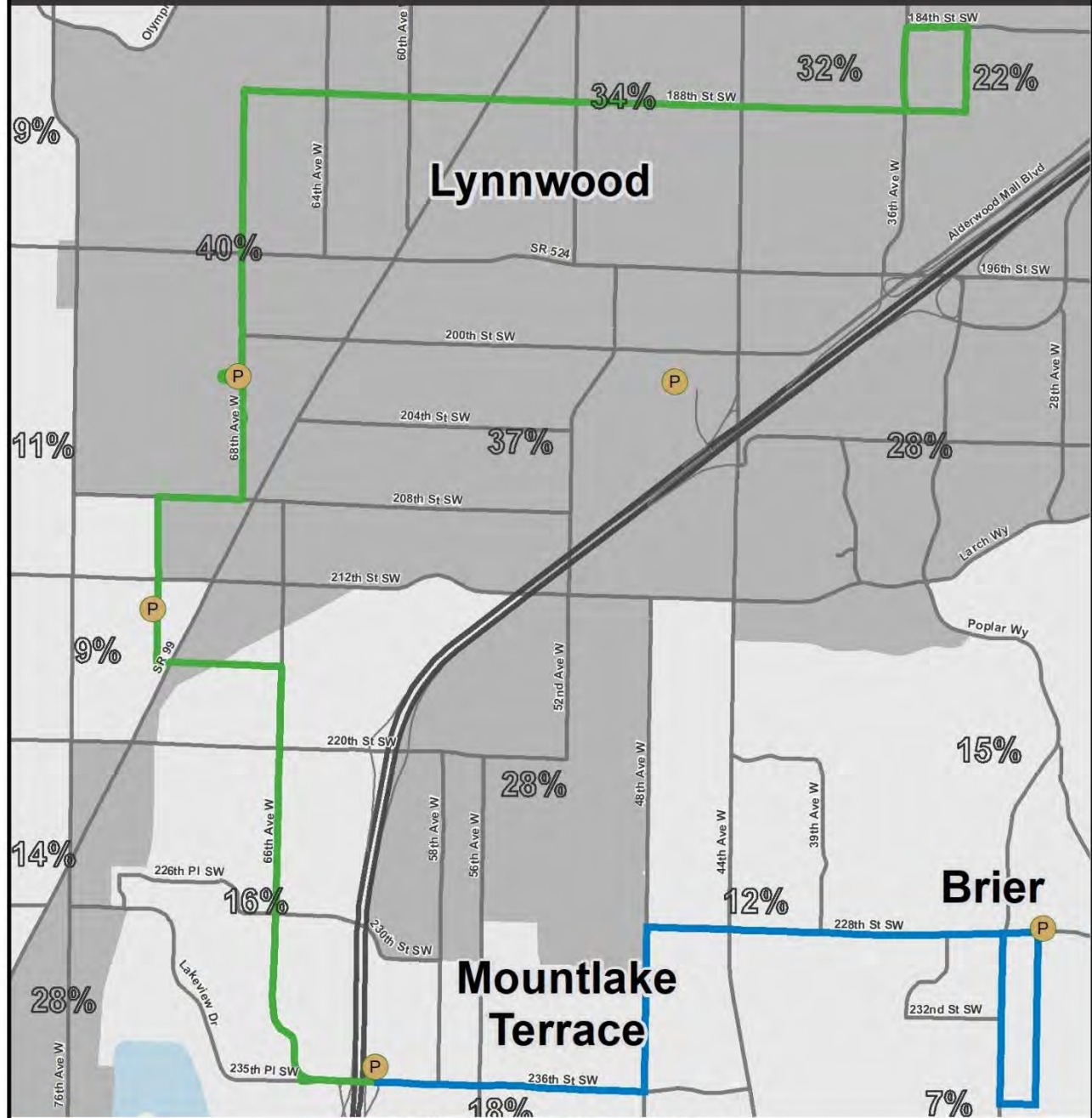
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Map Plotted: March 2020



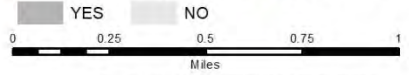
# Route 111, Segment Addition

## Low-Income Population



— Route 111 Proposed Addition ( 55% Change In Pathway )  
— Route 111 Existing Routing P Park & Ride Lots

**Residents With Income Less Than 200% Of Federal Poverty Level**



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Map Plotted: March 2020





STATE OF WASHINGTON  
OFFICE OF THE GOVERNOR

P.O. Box 40002 • Olympia, Washington 98504-0002 • (360) 902-4111 • [www.governor.wa.gov](http://www.governor.wa.gov)

**PROCLAMATION BY THE GOVERNOR  
AMENDING PROCLAMATIONS 20-05 AND 20-06**

**20-07**

**WHEREAS**, on February 29, 2020, I issued Proclamation 20-05, proclaiming a State of Emergency for all counties throughout the state of Washington as a result of the coronavirus disease 2019 (COVID-19) outbreak in the United States and confirmed person-to-person spread of COVID-19 in Washington State; and

**WHEREAS**, on March 10, 2020, as a result of significant risks from COVID-19 to persons living in congregate care settings, I issued Proclamation 20-06 amending Proclamation 20-05 by prohibiting certain activities and waiving and suspending specified laws and regulations; and

**WHEREAS**, COVID-19, a respiratory disease that spreads easily from person to person and may result in serious illness or death, has been confirmed in 9 counties of Washington State resulting in 24 deaths, with significant community spread in King, Pierce, and Snohomish counties; and

**WHEREAS**, to reduce spread of COVID-19, the United States Centers for Disease Control and Prevention and the Washington State Department of Health (DOH) recommend implementation of community mitigation strategies to increase containment of the virus, including cancellation of large gatherings and social distancing in smaller gatherings; and

**WHEREAS**, implementation of limitations on large gatherings and use of social distancing prevent initial exposure and secondary transmission to our most vulnerable populations, and are especially important for people who are over 60 years old and those with chronic health conditions due to the higher risk of severe illness and death from COVID-19; and

**WHEREAS**, the worldwide outbreak of COVID-19 and the resulting epidemic in Washington State continue to threaten the life and health of our people as well as the economy of Washington State, and remains a public disaster affecting life, health, property and the public peace; and

**WHEREAS**, the DOH continues to maintain a Public Health Incident Management Team in coordination with the State Emergency Operations Center and other supporting state agencies to manage the public health aspects of the incident; and

**WHEREAS**, the Washington State Military Department Emergency Management Division, through the State Emergency Operations Center, continues coordinating resources across state government to support the DOH and local health officials in alleviating the impacts to people, property, and infrastructure, and continues coordinating with the DOH in assessing the impacts and long-term effects of the incident on Washington State and its people.

**NOW, THEREFORE**, I, Jay Inslee, Governor of the state of Washington, as a result of the above-noted situation, and under Chapters 38.08, 38.52 and 43.06 RCW, do hereby proclaim that Proclamations 20-05 and 20-06 remain in effect and are amended to impose restrictions on large gatherings in King, Pierce, and



Snohomish counties as provided herein, and that a State of Emergency continues to exist in all counties of Washington State. I again direct that the plans and procedures of the *Washington State Comprehensive Emergency Management Plan* be implemented throughout state government. State agencies and departments are directed to continue utilizing state resources and doing everything reasonably possible to support implementation of the *Washington State Comprehensive Emergency Management Plan* and to assist affected political subdivisions in an effort to respond to and recover from the COVID-19 epidemic.

As a result of this event, I continue to order into active state service the organized militia of Washington State to include the National Guard and the State Guard, or such part thereof as may be necessary in the opinion of The Adjutant General to address the circumstances described above, to perform such duties as directed by competent authority of the Washington State Military Department in addressing the outbreak. Additionally, I continue to direct the DOH, the Washington State Military Department Emergency Management Division, and other agencies to identify and provide appropriate personnel for conducting necessary and ongoing incident related assessments.

**FURTHERMORE**, based on the above situation and under the provisions of RCW 43.06.220(1)(b) and RCW 43.06.220(1)(h), to help preserve and maintain life, health, property or the public peace, I hereby prohibit the following activities in King, Pierce and Snohomish counties related to social, spiritual, and recreational gatherings, which restrictions shall remain in effect until midnight on March 31, 2020, unless extended beyond that date:

Gatherings of 250 people or more for social, spiritual and recreational activities including, but not limited to, community, civic, public, leisure, faith-based, or sporting events; parades; concerts; festivals; conventions; fundraisers; and similar activities.

Violators of this of this order may be subject to criminal penalties pursuant to RCW 43.06.220(5).

Signed and sealed with the official seal of the state of Washington on this 11th day of March, A.D., Two Thousand and Twenty at Olympia, Washington.

By:

\_\_\_\_\_  
/s/  
Jay Inslee, Governor

BY THE GOVERNOR:

\_\_\_\_\_  
/s/  
Secretary of State



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**EMERGENCY EXECUTIVE ORDER NO. 20-01**

**ORDER REGARDING ADDITIONAL MEASURES IN RESPONSE TO COVID-19**

**PURPOSE:**

- I. To protect persons living in congregate care settings against significant risks from COVID-19.
- II. To reduce community spread of COVID-19 by implementing community mitigation strategies relating to large and small events.

**DISCUSSION:**

- I. On January 21, 2020, the Washington State Department of Health confirmed the first case of the novel coronavirus (COVID-19) in the United States in Snohomish County, Washington. COVID-19, a respiratory disease that can result in serious illness or death, is caused by the SARS-CoV-2 virus, which is a new strain of coronavirus that had not been previously identified in humans and can easily spread from person to person.
- II. The Washington State Department of Health has since confirmed localized person-to-person spread of COVID-19 in Washington State, significantly increasing the risk of exposure and infection to Washington State's general public and creating an extreme public health risk that COVID-19 may spread quickly. Nearly two dozen cases of COVID-19 already exist in Snohomish County, and COVID-19 already caused the death of one Snohomish County resident.
- III. On January 31, 2020, the United States Department of Health and Human Services secretary Alex Azar declared a public health emergency for COVID-19, beginning January 27, 2020. On February 29, 2020, Washington State Governor Jay Inslee proclaimed a public health emergency for COVID-19. On March 4, 2020, the Snohomish County Health Officer proclaimed a countywide public health emergency for COVID-19. On March 4, 2020, Executive Dave Somers issued a "Local Proclamation of Emergency Snohomish County" for COVID-19 (the "Emergency").

- IV. There is an increased risk of rapid spread of COVID-19 among persons who are living in congregate care settings, including but not limited to, long-term care facilities. Most residents of long-term care facilities are at increased risk of severe COVID-19, up to and including death.
- V. To reduce the spread of COVID-19, the United States Centers for Disease Control and Prevention (CDC) and the Washington State Department of Health (DOH) recommend implementation of community mitigation strategies to increase containment of the virus, including cancellation of large gatherings and social distancing in smaller gatherings. Implementation of limitations on large gatherings and use of social distancing prevent initial exposure and secondary transmission to our most vulnerable populations, and are especially important for people who are over 60 years old and those with chronic health conditions due to the higher risk of severe illness and death from COVID-19.
- VI. Many Snohomish County schools are experiencing significant student and staff absences, resulting in some schools having difficulty providing adequate staffing.
- VII. Pursuant to chapter 38.52 RCW and SCC 2.36, Executive Somers has broad authority to issue, amend, and rescind orders on matters reasonably related to the protection of life and property as affected by COVID-19.

**ACTION:**

- I. The following restrictions apply to nursing homes licensed under RCW 18.51 and assisted living facilities licensed under RCW 18.20 (collectively referred to as "Long-Term Care Facilities") located in Snohomish County:
  - a. Owners, administrators, operators, staff, contractors, and volunteers of Long-Term Care Facilities are prohibited from allowing a person to enter the facility and visit a resident unless that person is an adult, the resident has not already had a visitor that day, and the visit takes place in the resident's room. This prohibition does not apply to end of life situations.
  - b. No person is allowed to visit a resident of a Long-Term Care Facilities unless they have been screened prior to entry for signs or symptoms of COVID-19, including fever of 100.4 or higher, cough, or difficulty breathing, or contact with a person with a confirmed diagnosis of COVID-19 in the last 14 days, or are under investigation for COVID-19. Precautionary measures may include, but are not limited to, wearing personal protective equipment, social distancing, or visiting in designated locations.

- c. No person is allowed to visit a resident of a Long-Term Care Facilities unless they show identification, sign into a visitor's log that includes date, time in and time out, and provide their name and contact information, including phone number or email address if available.
  - d. Operators and staff of Long-Term Care Facilities are prohibited from destroying each day's visitor log for thirty (30) days.
  - e. Owners, administrators, and operators of Long-Term Care Facilities are prohibited from allowing a person to work or volunteer in the facility unless the person has been screened at the start of every shift and does not show any symptoms associated with COVID-19, including fever of 100.4 or higher, cough, or difficulty breathing.
  - f. Residents of Long-Term Care Facilities that have one or more residents, staff, contractors, or volunteers subject to a Washington State Department of Health or Snohomish Health District recommendation or order of isolation or quarantine for COVID-19 need to be isolated in their rooms away from other people. A resident can choose to discharge from a facility at any time.
  - g. Owners, administrators, operators, staff, and volunteers of Long-Term Care Facilities are prohibited from disclosing protected and confidential health information except as otherwise provided by law or with consent from the resident.
  - h. Long-Term Care Facilities subject to these prohibitions are strongly encouraged to explore, adopt, and implement reasonable alternative methods to provide access for residents to mitigate the impacts of these prohibitions.
- II. The following restrictions apply to events in Snohomish County as follows:
- a. Events of 250 people are prohibited.
  - b. Events with fewer than 250 people are prohibited unless event organizers take the following steps to minimize risk:
    - i. Older adults and individuals (including both attendees and employees) with underlying medical conditions that may increase the risk of serious COVID-19 are encouraged not to attend.
    - ii. Social distancing, including six (6) feet from any other person at all times (aside from momentary or minimal contact at closer distances when absolutely necessary).
    - iii. Screening of employees for coronavirus symptoms each day, and exclusion of all symptomatic employees.
    - iv. Provision of readily available proper hand hygiene and sanitation to all attendees and employees.
    - v. Implementation of environmental cleaning guidelines from the CDC, including cleaning and disinfection of high-touch surfaces daily or more frequently.
  - c. For purposes of this Emergency Order, "event" is defined as a gathering for business, social, spiritual, and recreational activities including, but not

limited to, community, civic, public, leisure, faith-based, or sporting events; parades; concerts; festivals; conventions; fundraisers; and similar activities. An event does not include normal school, healthcare facility, or other public safety and critical infrastructure operations.

- III. The following restrictions apply to schools in Snohomish County:
- a. Each public school district, charter school, and private school in Snohomish County is prohibited from conducting in-person educational, recreational, and other K-12 programming using their school facilities.
  - b. The Washington Center for Deaf and Hard of Hearing Youth, the Washington School for the Deaf, and the Washington State School for the Blind are prohibited from conducting student educational and outreach services in Snohomish County.
  - c. Nothing in this emergency order shall be construed as precluding a public school district, charter school, or private school in Snohomish County from using their school facilities to provide childcare, nutrition programs, and other social services necessary to preserve and maintain life, health, property, or the public peace.
  - d. Nothing in this emergency order shall be construed as precluding a public school district, charter school, or private school in Snohomish County from providing supports to students necessary to meet course and credit requirements for high school graduation.

**CANCELLATION:**

This Emergency Executive Order will remain in effect until cancelled, suspended, or upon the Executive's issuance of a proclamation declaring an end to the Emergency, whichever shall occur first.

Dated this 13<sup>th</sup> day of March, 2020.

APPROVED:



Dave Somers  
Snohomish County Executive



STATE OF WASHINGTON  
OFFICE OF THE GOVERNOR

P.O. Box 40002 • Olympia, Washington 98504-0002 • (360) 902-4111 • [www.governor.wa.gov](http://www.governor.wa.gov)

**PROCLAMATION BY THE GOVERNOR  
AMENDING PROCLAMATION 20-05**

**20-25**

**STAY HOME – STAY HEALTHY**

**WHEREAS**, on February 29, 2020, I issued Proclamation 20-05, proclaiming a State of Emergency for all counties throughout the state of Washington as a result of the coronavirus disease 2019 (COVID-19) outbreak in the United States and confirmed person-to-person spread of COVID-19 in Washington State; and

**WHEREAS**, as a result of the continued worldwide spread of COVID-19, its significant progression in Washington State, and the high risk it poses to our most vulnerable populations, I have subsequently issued amendatory Proclamations 20-06, 20-07, 20-08, 20-09, 20-10, 20-11, 20-12, 20-13, 20-14, 20-15, 20-16, 20-17, 20-18, 20-19, 20-20, 20-21, 20-22, 20-23, and 20-24, exercising my emergency powers under RCW 43.06.220 by prohibiting certain activities and waiving and suspending specified laws and regulations; and

**WHEREAS**, the COVID-19 disease, caused by a virus that spreads easily from person to person which may result in serious illness or death and has been classified by the World Health Organization as a worldwide pandemic, has broadly spread throughout Washington State, significantly increasing the threat of serious associated health risks statewide; and

**WHEREAS**, there are currently at least 2,221 cases of COVID-19 in Washington State and, tragically, 110 deaths of Washingtonians associated with COVID-19; and

**WHEREAS**, models predict that many hospitals in Washington State will reach capacity or become overwhelmed with COVID-19 patients within the next several weeks unless we substantially slow down the spread of COVID-19 throughout the state; and

**WHEREAS**, hospitalizations for COVID-19 like illnesses are significantly elevated in all adults, and a sharply increasing trend in COVID-19 like illness hospitalizations has been observed for the past three (3) weeks; and

**WHEREAS**, the worldwide COVID-19 pandemic and its progression in Washington State continues to threaten the life and health of our people as well as the economy of Washington State, and remains a public disaster affecting life, health, property or the public peace; and

**WHEREAS**, the Washington State Department of Health continues to maintain a Public Health Incident Management Team in coordination with the State Emergency Operations Center and other supporting state agencies to manage the public health aspects of the incident; and

**WHEREAS**, the Washington State Military Department Emergency Management Division, through the State Emergency Operations Center, continues coordinating resources across state government to support the Department of Health and local health officials in alleviating the impacts to people, property, and infrastructure, and continues coordinating with the Department of Health in assessing the impacts and long-term effects of the incident on Washington State and its people.

**NOW, THEREFORE**, I, Jay Inslee, Governor of the state of Washington, as a result of the above-noted situation, and under Chapters 38.08, 38.52 and 43.06 RCW, do hereby proclaim: that a State of Emergency continues to exist in all counties of Washington State; that Proclamation 20-05 and all amendments thereto remain in effect as otherwise amended; and that Proclamations 20-05, 20-07, 20-11, 20-13, and 20-14 are amended and superseded by this Proclamation to impose a Stay Home – Stay Healthy Order throughout Washington State by prohibiting all people in Washington State from leaving their homes or participating in social, spiritual and recreational gatherings of any kind regardless of the number of participants, and all non-essential businesses in Washington State from conducting business, within the limitations provided herein.

I again direct that the plans and procedures of the Washington State Comprehensive Emergency Management Plan be implemented throughout state government. State agencies and departments are directed to continue utilizing state resources and doing everything reasonably possible to support implementation of the Washington State Comprehensive Emergency Management Plan and to assist affected political subdivisions in an effort to respond to and recover from the COVID-19 pandemic.

I continue to order into active state service the organized militia of Washington State to include the National Guard and the State Guard, or such part thereof as may be necessary in the opinion of The Adjutant General to address the circumstances described above, to perform such duties as directed by competent authority of the Washington State Military Department in addressing the outbreak. Additionally, I continue to direct the Department of Health, the Washington State Military Department Emergency Management Division, and other agencies to identify and provide appropriate personnel for conducting necessary and ongoing incident related assessments.

**FURTHERMORE**, based on the above situation and under the provisions of RCW 43.06.220(1)(h), to help preserve and maintain life, health, property or the public peace, and to implement the Stay Home—Stay Healthy Order described above, I hereby impose the following necessary restrictions on participation by all people in Washington State by prohibiting each of the following activities by all people and businesses throughout

Washington State, which prohibitions shall remain in effect until midnight on April 6, 2020, unless extended beyond that date:

1. **All people in Washington State shall immediately cease leaving their home or place of residence except: (1) to conduct or participate in essential activities, and/or (2) for employment in essential business services.** This prohibition shall remain in effect until midnight on April 6, 2020, unless extended beyond that date.

**To implement this mandate, I hereby order** that all people in Washington State are immediately prohibited from leaving their home or place of residence except to conduct or participate in (1) essential activities, and/or (2) employment in providing essential business services:

- a. **Essential activities** permitted under this Proclamation are limited to the following:
  - 1) **Obtaining necessary supplies and services** for family or household members and pets, such as groceries, food and supplies for household consumption and use, supplies and equipment needed to work from home, and products necessary to maintain safety, sanitation and essential maintenance of the home or residence.
  - 2) **Engaging in activities essential for the health and safety** of family, household members and pets, including things such as seeking medical or behavioral health or emergency services and obtaining medical supplies or medication.
  - 3) **Caring for** a family member, friend, or pet in another household or residence, and to transport a family member, friend or their pet for essential health and safety activities, and to obtain necessary supplies and services.
  - 4) **Engaging in outdoor exercise activities**, such as walking, hiking, running or biking, but only if appropriate social distancing practices are used.
- b. **Employment in essential business services** means an essential employee performing work for an essential business as identified in the "[Essential Critical Infrastructure Workers](#)" list, or carrying out minimum basic operations (as defined in Section 3(d) of this Order) for a non-essential business.
- c. **This prohibition shall not apply to** individuals whose homes or residences are unsafe or become unsafe, such as victims of domestic violence. These individuals are permitted and urged to leave their homes or residences and stay at a safe alternate location.
- d. **This prohibition also shall not apply to** individuals experiencing homelessness, but they are urged to obtain shelter, and governmental and other entities are strongly encouraged to make such shelter available as soon as possible and to the maximum extent practicable.



- e. For purposes of this Proclamation, homes or residences include hotels, motels, shared rental units, shelters, and similar facilities.
2. **All people in Washington State shall immediately cease participating in all public and private gatherings and multi-person activities for social, spiritual and recreational purposes, regardless of the number of people involved, except as specifically identified herein.** Such activity includes, but is not limited to, community, civic, public, leisure, faith-based, or sporting events; parades; concerts; festivals; conventions; fundraisers; and similar activities. This prohibition also applies to planned wedding and funeral events. This prohibition shall remain in effect until midnight on April 6, 2020, unless extended beyond that date.

**To implement this mandate, I hereby order** that all people in Washington State are immediately prohibited from participating in public and private gatherings of any number of people for social, spiritual and recreational purposes. **This prohibition shall not apply to** activities and gatherings solely including those people who are part of a single household or residential living unit.

3. **Effective midnight on March 25, 2020, all non-essential businesses in Washington State shall cease operations except for performing basic minimum operations. All essential businesses are encouraged to remain open and maintain operations, but must establish and implement social distancing and sanitation measures established by the United States Department of Labor or the Washington State Department of Health Guidelines.** This prohibition shall remain in effect until midnight on April 8, 2020, unless extended beyond that date.

**To implement this mandate, I hereby order** that, effective midnight on March 25, 2020, all non-essential businesses in Washington State are prohibited from conducting all activities and operations except minimum basic operations.

- a. **Non-essential businesses** are strongly encouraged to immediately cease operations other than performance of basic minimum operations, but must do so no later than midnight on March 25, 2020.
- b. **Essential businesses** are prohibited from operating under this Proclamation unless they establish and implement social distancing and sanitation measures established by the United States Department of Labor's Guidance on Preparing Workplaces for COVID-19 at <https://www.osha.gov/Publications/OSHA3990.pdf> and the Washington State Department of Health Workplace and Employer Resources & Recommendations at <https://www.doh.wa.gov/Coronavirus/workplace>.
- c. **This prohibition does not apply to** businesses consisting exclusively of employees or contractors performing business activities at their home or residence, and who do not engage in in-person contact with clients.





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**EMERGENCY EXECUTIVE ORDER NO. 20-04**

**ORDER AMENDING EMERGENCY EXECUTIVE ORDER NO. 20-01 AND PRIORITIZING RESOURCES FOR ESSENTIAL CRITICAL INFRASTRUCTURE WORKERS IN RESPONSE TO THE COVID-19 EMERGENCY**

**PURPOSE:**

- I. To amend and align Emergency Executive Order No. 20-01 with the “Proclamation by the Governor Amending Proclamation 20-05 Stay Home-Stay Healthy.”
- II. To establish guidelines for prioritizing medical and childcare resources in support of some Essential Critical Infrastructure Workers in response to the COVID-19 declared emergency.

**DISCUSSION:**

- I. On January 21, 2020, the Washington State Department of Health confirmed the first case of the novel coronavirus (COVID-19) in the United States in Snohomish County, Washington. COVID-19, a respiratory disease that can result in serious illness or death, is caused by the SARS-CoV-2 virus, which is a new strain of coronavirus that had not been previously identified in humans and can easily spread from person to person.
- II. The Washington State Department of Health has since confirmed localized person-to-person spread of COVID-19 in Washington State, significantly increasing the risk of exposure and infection to Washington State’s general public and creating an extreme public health risk that COVID-19 may spread quickly. The number of COVID-19 cases in Snohomish County grow exponentially on a daily level, and COVID-19 has already caused the deaths of Snohomish County residents.
- III. On January 31, 2020, the United States Department of Health and Human Services secretary Alex Azar declared a public health emergency for COVID-19, beginning January 27, 2020. On February 29, 2020, Washington State Governor Jay Inslee proclaimed a public health emergency for COVID-19. On March 4, 2020, the Snohomish County Health Officer proclaimed a countywide public health emergency for COVID-19. On March 4, 2020, Executive Dave Somers issued a “Local Proclamation of Emergency Snohomish County” for COVID-19 (the “Emergency”). On March 13, 2020, the President of the United States of America declared COVID-19 a National Emergency.
- IV. On March 13, 2020, Executive Dave Somers issued Emergency Executive Order No. 20-01, regarding additional measures in response to COVID-19. This Emergency Executive Order No. 20-01 adopted restrictions on nursing homes licensed under RCW 18.51 and assisted living facilities licensed under RCW 18.20; restrictions on events in Snohomish County; and restrictions on schools in Snohomish County, all commensurate with Gov. Inslee’s proclaimed

public health emergency for COVID-19, as subsequently amended by Gov. Inslee's proclamations 20-06, 20-07, and 20-08.

- V. On March 23, 2020, Washington State Governor Jay Inslee issued "Proclamation by the Governor Amending Proclamation No. 20-05 Stay Home-Stay Healthy," wherein Gov. Inslee (1) immediately directed all people in Washington State to shelter-in-place except to conduct or participate in essential activities or perform essential business services, and (2) directed all non-essential businesses to cease operations effective midnight March 25, 2020 (the "Stay Home-Stay Healthy Proclamation"). The Stay Home-Stay Healthy Proclamation applies to all persons in Washington, supersedes all county and city orders or directives, and expires midnight April 6, 2020, unless further extended. The Stay Home-Stay Healthy Proclamation incorporates by reference the "Essential Critical Infrastructure Workers" list, which identifies the categories of essential employees performing essential business services who are exempt from the shelter-in-place provisions of the Stay Home-Stay Healthy Proclamation.
- VI. Essential Critical Infrastructure Workers play a vital role in maintaining Snohomish County's standard of living, delivering public health and safety services, and supporting the community's economic well-being. Essential Critical Infrastructure Workers support operations needed to maintain utilities, supply chains, transportation systems, food supply, communications, emergency services, medical systems, and other activities on which Snohomish County citizens depend on daily and which are critical to a pandemic response.
- VII. As medical and childcare resources dwindle, Essential Critical Infrastructure Workers must have access, subject to prioritization for those performing the most critical functions, to testing, childcare, and emergency services in order to continue performing their critical tasks.
- VIII. Pursuant to chapter 38.52 RCW and chapter 2.36 SCC, Executive Somers has broad authority to issue, amend, and rescind orders on matters reasonably related to the protection of life and property as affected by COVID-19.

**ACTION:**

- I. Emergency Executive Order No. 20-01 remains in effect except as amended and superseded by this Emergency Executive Order No. 20-04.
- II. Commensurate with the Stay Home-Stay Healthy Proclamation issued by Gov. Inslee and as provided therein, all people in Snohomish County shall immediately cease leaving their home or place or residence except: (1) to conduct or participate in essential activities, and/or (2) for employment in essential business services.
- III. Commensurate with the Stay Home-Stay Healthy Proclamation issued by Gov. Inslee and as provided therein, all people in Snohomish County shall immediately cease participating in all public and private gatherings and multi-person activities for social, spiritual and recreational purposes, regardless of the number of people involved.
- IV. Commensurate with the Stay Home-Stay Healthy Proclamation issued by Gov. Inslee and as provided therein, effective midnight on March 25, 2020, all non-essential businesses in Snohomish County shall cease operations except for performing minimum operations. All essential businesses are encouraged to remain open and maintain operations, but must establish and implement social distancing and sanitation measures established by the United States Department of Labor or the Washington State Department of Health Guidelines.
- V. The subset of Essential Critical Infrastructure Workers highlighted in yellow in Attachment A, which is a copy of the "Essential Critical Infrastructure Workers" list referenced in Gov. Inslee's Stay Home-Stay Healthy Proclamation, shall receive priority access to testing, childcare, and

other emergency response services. Prioritization of access to said services shall be established by, or in consultation with, the Health Officer through separate order.

**CANCELLATION:**

This Emergency Executive Order will remain in effect until cancelled, suspended, or upon the Executive's issuance of a proclamation declaring an end to the Emergency, whichever shall occur first.

Dated this 24<sup>th</sup> day of March, 2020.

APPROVED:



Dave Somers  
Snohomish County Executive

**To:** Community Transit Board of Directors

**From:** Sara Hayden, Transportation Service Planner

**Date:** April 2, 2020

**Subject:** Northgate Link Service Restructure Proposal - Title VI Analysis

### **BACKGROUND**

In compliance with federal regulations, Community Transit evaluates service change proposals for disparate or disproportionate impacts to ethnic minorities and low-income populations. If disproportionate impacts exceed adopted thresholds, Title VI policy requires justification for the impacts, evaluation of lower impact alternatives, and/or mitigation. The analysis is subject to public review and becomes part of the record to be considered by decision makers in approving the proposed changes. Board policy (Resolution #04-12) requires this impact analysis for service changes that alter 25 percent or more of a route's geography or service hours, and for service changes that call for elimination of a route. Service changes that meet this threshold are considered "major service changes."

### **STATUS**

Staff has conducted the standard analysis on the proposal to restructure service around Northgate Link light rail and has determined that the proposals for routes 810, 821, 855, and 871 qualify as major service changes. Since changes are proposed to all 800-series routes and they currently serve the same commuter market to University of Washington campus, routes 860 and 880 are also included in the Title VI analysis.

### **ANALYSIS RESULTS**

The Northgate Link service restructure proposal shows changes in service levels for routes 810, 821, 860, 871 and 880, and the elimination of Route 855. This Title VI analysis evaluates the allocation of the service increases and decreases to ensure that Title VI populations are neither disproportionately burdened nor insufficiently benefited by the proposals.

Based on 2010 Census demographics and 2013-2017 American Community Survey Data, all 800-series routes in this proposal have been designated as Title VI low-income and minority routes. A summary of the service changes based on these route designations can be found in the table below.

**SERVICE CHANGE SUMMARY**

Category	Change in Hours (Annual)	Change in Trips (Annual)	Change in Route Length (%)
810	680.85	2,550	Net -27.6%
821	3,524.1	4,335	Net -13.9%
855	-3,141.6	-4,590	-100%
860	-331.5	2,040	Net -22.9%
871	-701.25	1,785	Net -32.9%
880	660.45	2,040	Net -21.3%
Total Title VI Minority Routes	691	8,160	
Other Routes	0	0	
Total Title VI Low-Income Routes	691	8,160	
Other Routes	0	0	

With the exception of Route 855, the same segment (from Northgate to University of Washington) is eliminated from each route (-5.73 miles per trip) and replaced with the pathway to the Northgate Station (+1.05 miles per trip), where the routes connect with Link light rail service. Although the distance is the same for all routes, it represents a different percentage change for each route, according to the route’s overall length.

As shown in the table, the proposed service restructure to the 800-series routes provides overall significant benefits, adding 691 service hours and 8,160 trips annually to minority and low-income bus routes, while non-minority and non-low-income bus routes remain unchanged in this proposal.

The reductions in route miles do represent a loss to customers. These losses are mitigated as detailed below:

- Pathway between Northgate and the University of Washington (routes 810, 821, 860, 871, 880)  
 At over five miles in length, this pathway is entirely in King County, so the elimination results in no change to Snohomish County residents’ access to transit. It is also among the most congested pathways in the Community Transit system. Under the proposal, this segment is replaced with service on Link light rail, which will provide a faster, more dependable trip. With trips every six minutes during the peak and every 10-15 minutes during the off-peak, Link light rail will provide service much more frequently and for a longer span than existing Community Transit bus routes.
- Route 855  
 Route 855 currently provides service from Lynnwood Transit Center to the University of Washington. Under the proposal, Route 855 is eliminated, but the service is replaced with significantly increased service on Route 821, which also stops at Lynnwood Transit Center. Sound Transit is also proposing a restructure to their service in the I-5 corridor, which would result in peak service from Lynnwood Transit Center to Northgate Station at six-minute headways and off-peak headways of 10-15 minutes. These service proposals represent a substantial improvement in service available to current 855 riders.

- Route 810: Stop at Lynnwood Transit Center

Route 810 currently provides off-peak service from multiple park & rides in Snohomish County to the University of Washington. Eliminating the stop at Lynnwood Transit Center will improve travel times for customers boarding at park & rides north of Lynnwood. Riders at Lynnwood Transit Center will have access to proposed Sound Transit service departing every six to fifteen minutes, a large improvement over the current 30-minute headways operated by Route 810.

Based on the above analysis, it was determined that the package of route change proposals would not create a disparate impact or a disproportionate burden to minority and low-income populations, and that any negative impacts are mitigated by the substantial improvements to service.

**RECOMMENDATION**

Information only. Title VI analysis is provided to Board of Directors per Community Transit's adopted policy as required background information for service change decisions.



## TECHNICAL SUMMARY & MAPS

### EVALUATION AND QUALIFICATION RESULTS

The following table summarizes the evaluation of proposed **Weekday** route changes:

Route	>= 25% Service Hr Change?	>= 25% Service Pathway Change?	Qualifies as "Major Service Change"?
<b>810</b>	Y (27%)	N (-27.6% net change*; -32.09% & +4.89%**)	Y
<b>821</b>	Y (147%)	N (-13.9% net change*; -17% & +3.1%**)	Y
<b>855</b>	Y (-100%)	Y (-100%)	Y
<b>860</b>	N (-6%)	N (-22.9% net change*; -28% & +5.12%**)	N
<b>871</b>	N (-14%)	Y (-32.9% net change*; -40% & +7.33%**)	Y
<b>880</b>	N (12%)	N (-21.3% net change*; -22.3% & +4.1%**)	N

\*See table below for details

\*\*See route maps for details

Route	Current Length	Proposed Length	Net % Eliminated	Current Rev Hrs.	Proposed Weekday Rev Hrs.	% Change	Meets Title VI?
810	23.03	16.67	27.6%	9.9	12.57	27%	Y
821	33.75	29.06	13.9%	9.43	23.25	147%	Y
855	13.61	0	100%	12.32	0	-100%	Y
860	20.4	15.72	22.9%	20.67	19.37	-6%	N
871	14.26	9.57	32.9%	20.15	17.40	-14%	Y
880	25.69	21	21.3%	21.23	23.82	12%	N

### IMPACTS

Route	Change	Positive	Negative
<b>810</b>	Terminate at Northgate Station. Remove stop at Lynnwood Transit Center. Add 10 trips per day.	Faster trips for riders north of Lynnwood. Improved span and frequency. Access to new destinations.	Transfer to Link light rail to reach University of Washington.
<b>821</b>	Terminate at Northgate Station. Add 17 trips per day.	Improved span and frequency. Access to new destinations.	Transfer to Link light rail to reach University of Washington.

<b>855</b>	Eliminate route.	Improved service available on Route 821 and Sound Transit routes 511/512/513.	Transfer to Link light rail to reach University of Washington.
<b>860</b>	Terminate at Northgate Station. Add 8 trips per day.	Improved span and frequency. Access to new destinations.	Transfer to Link light rail to reach University of Washington.
<b>871</b>	Terminate at Northgate Station. Add 7 trips per day.	Improved span and frequency. Access to new destinations.	Transfer to Link light rail to reach University of Washington.
<b>880</b>	Terminate at Northgate Station. Add 8 trips per day.	Improved span and frequency. Access to new destinations.	Transfer to Link light rail to reach University of Washington.

**TITLE VI DESIGNATIONS**

Route designations can be found in Community Transit’s 2019 Title VI Program Update Appendix B2, and are based on route geography versus ridership characteristics for the purposes of this analysis.

The FTA recent guidance (Feb. 27 & 28<sup>th</sup>, 2020 NTI training, Seattle WA) is that the status of each route as a Title VI affected route should be determined by the characteristics of each route’s riders. This data is available from Community Transit’s 2017 On-Board Survey, comparing the percentage of each route’s minority and low-income riders to that of system riders. However, the sample size for each route from the survey is insufficient to be statistically representative.

As an alternative, the route designations from Community Transit’s 2019 Title VI Program Update Appendix B2 were used. Based on route geography rather than ridership characteristics, all affected routes are both Title VI minority and low-income routes.

# Route 810, Segment Modification

## Low-Income Population



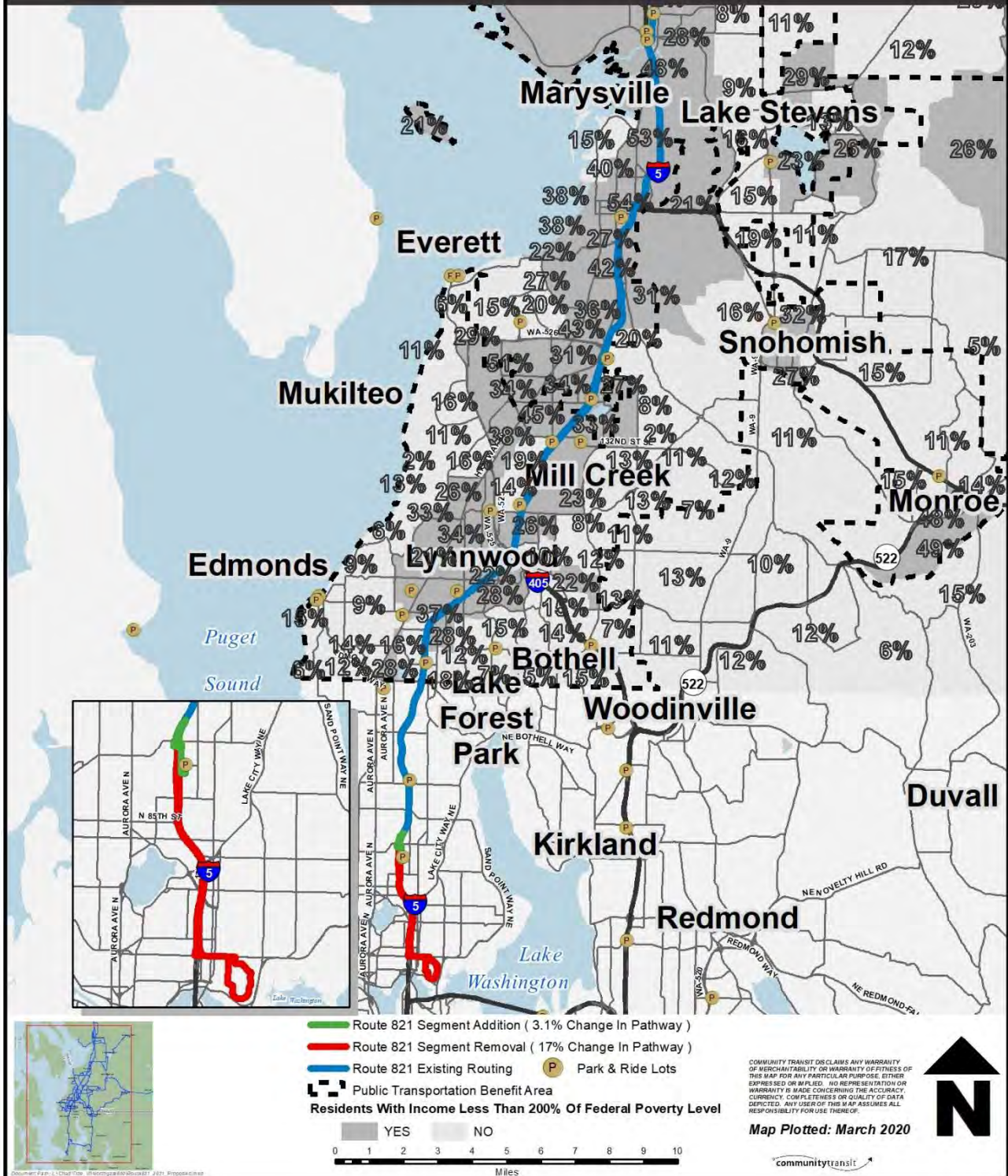
# Route 810, Segment Modification

## Minority Population



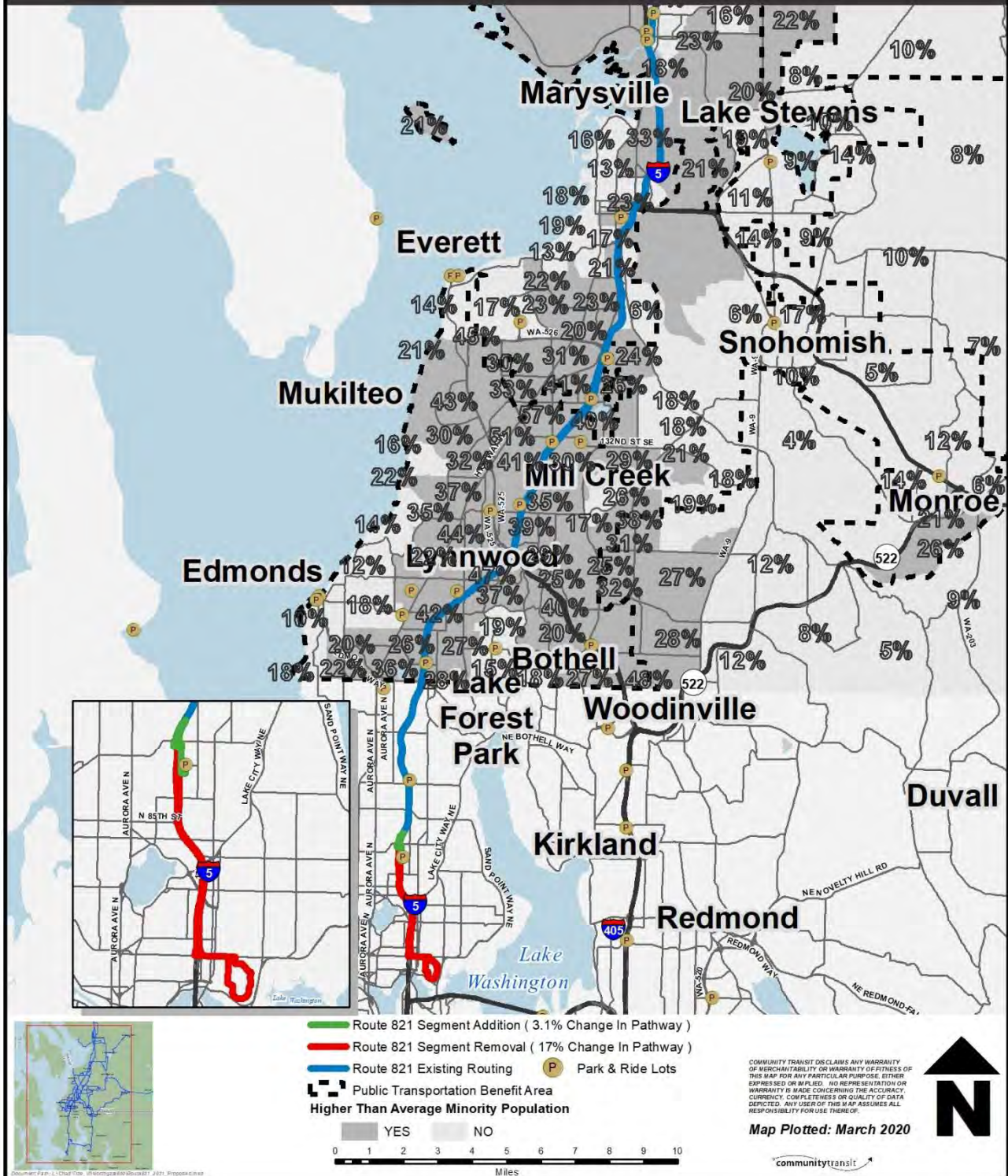
# Route 821, Segment Modification

## Low-Income Population



# Route 821, Segment Modification

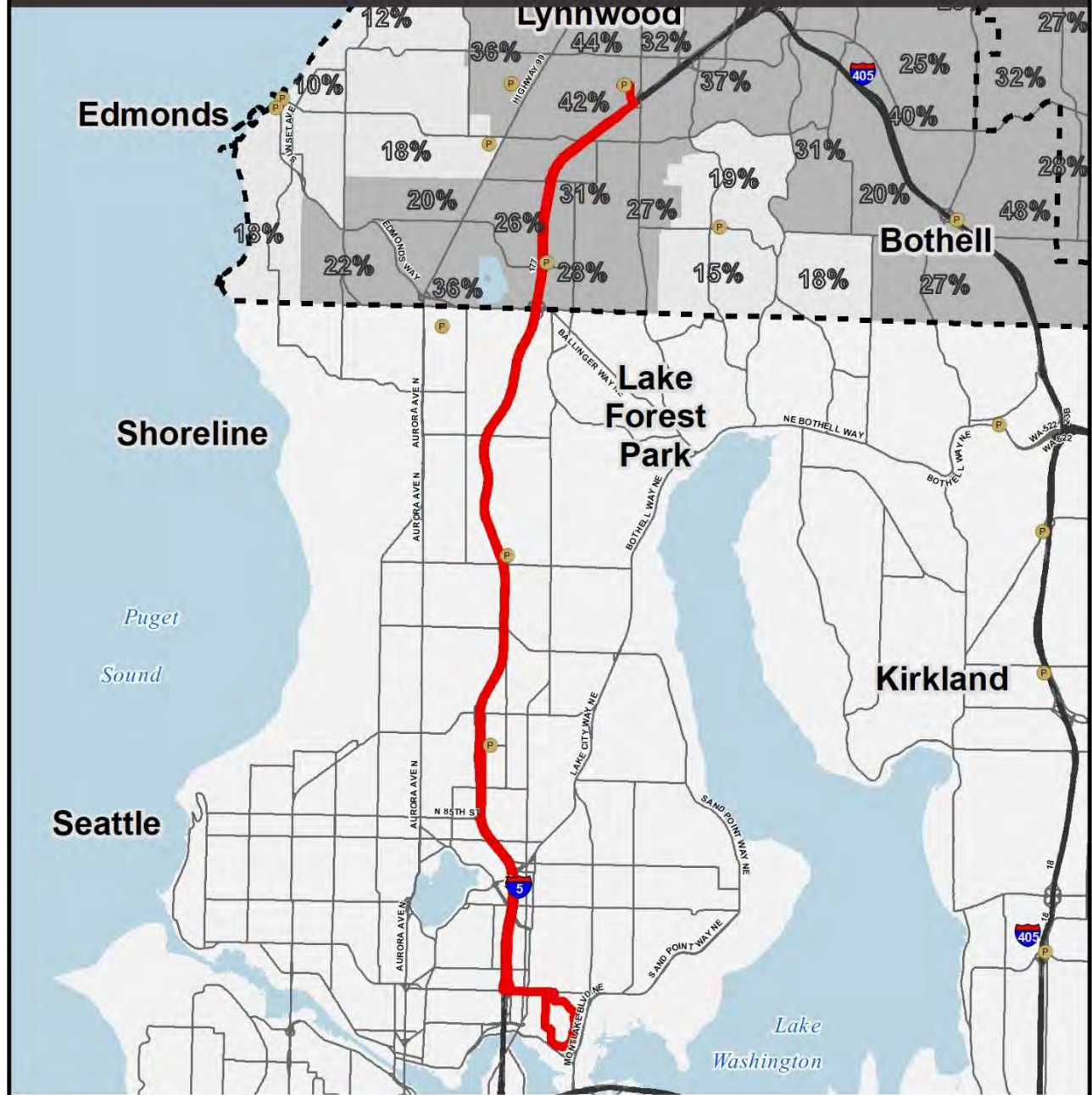
## Minority Population





# Route 855, Proposed for Elimination

## Minority Population



- Route 855 Segment Removal ( 100% Change In Pathway )
- P Park & Ride Lots
- Public Transportation Benefit Area
- Higher Than Average Minority Population**
- YES
- NO



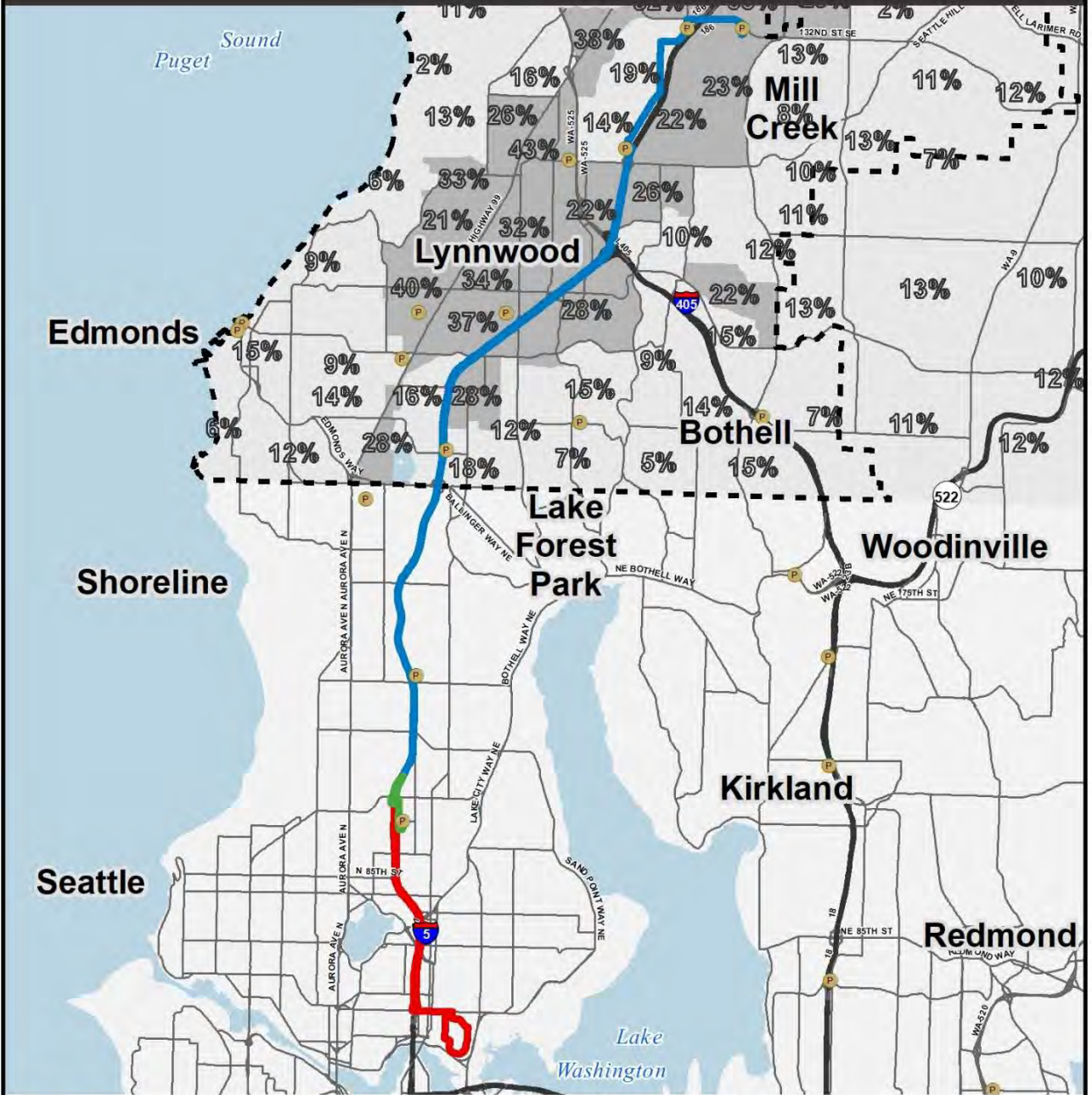
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Map Plotted: March 2020





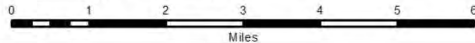
# Route 860 Proposed, Segment Modification Low-Income Population



- Route 860 Segment Addition ( 5.12% Change In Pathway )
- Route 860 Segment Removal ( 28% Change In Pathway )
- Route 860 Existing Routing
- P Park & Ride Lots
- Public Transportation Benefit Area
- Residents With Income Less Than 200% Of Federal Poverty Level**
- YES
- NO

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**Map Plotted: March 2020**



# Route 860 Proposed, Segment Modification

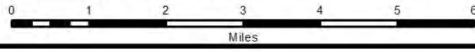
## Minority Population



- Route 860 Segment Addition ( 5.12% Change In Pathway )
- Route 860 Segment Removal ( 28% Change In Pathway )
- Route 860 Existing Routing
- P Park & Ride Lots
- Public Transportation Benefit Area
- Higher Than Average Minority Population**
- YES
- NO

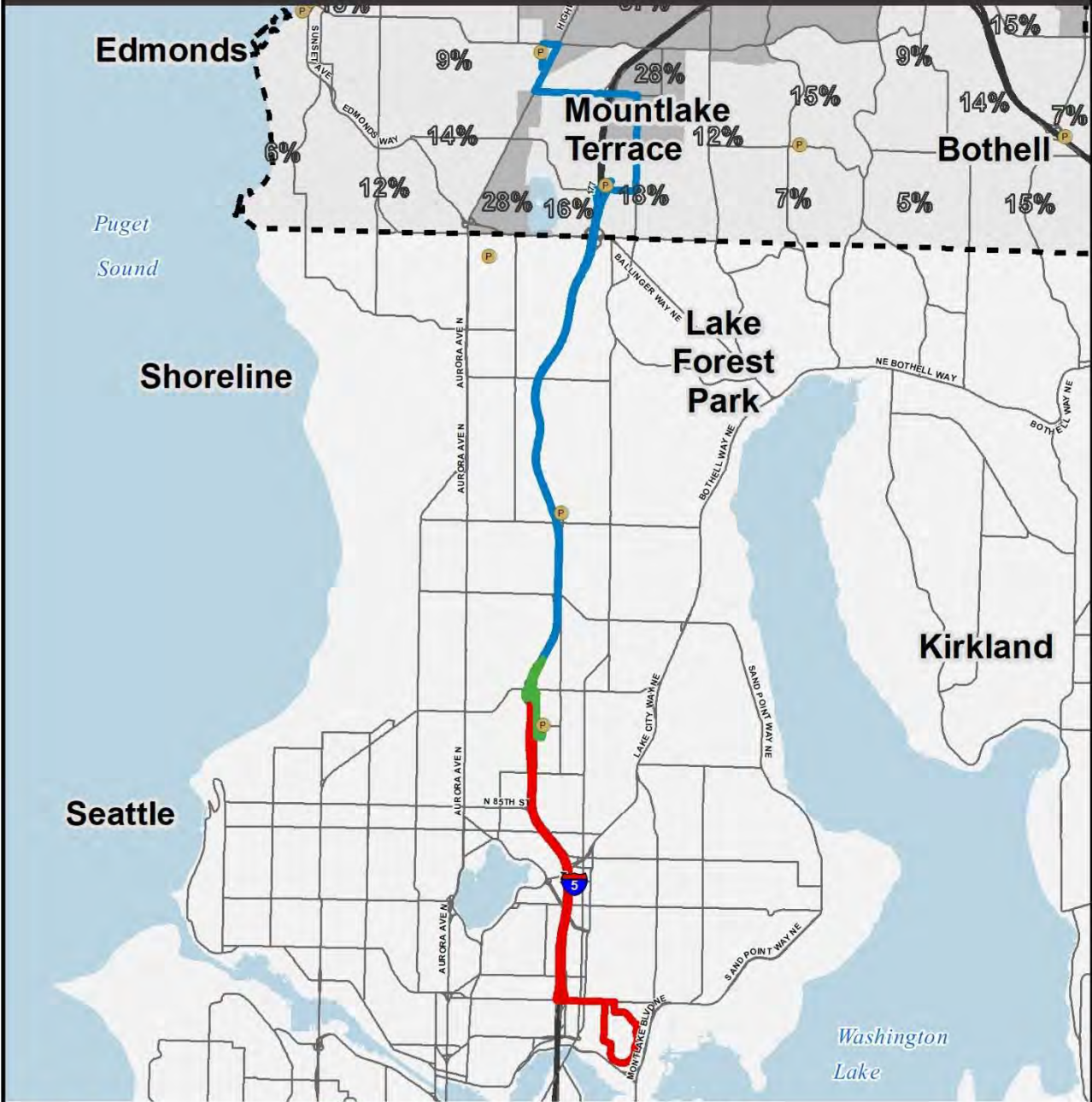
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**Map Plotted: March 2020**

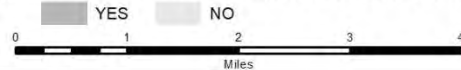


# Route 871 Proposed, Segment Modification

## Low-Income Population



- Route 871 Segment Addition ( 7.33% Change In Pathway )
- Route 871 Segment Removal ( 40.2% Change In Pathway )
- Route 871 Existing Routing    **P** Park & Ride Lots
- Public Transportation Benefit Area
- Residents With Income Less Than 200% Of Federal Poverty Level**
- YES     NO



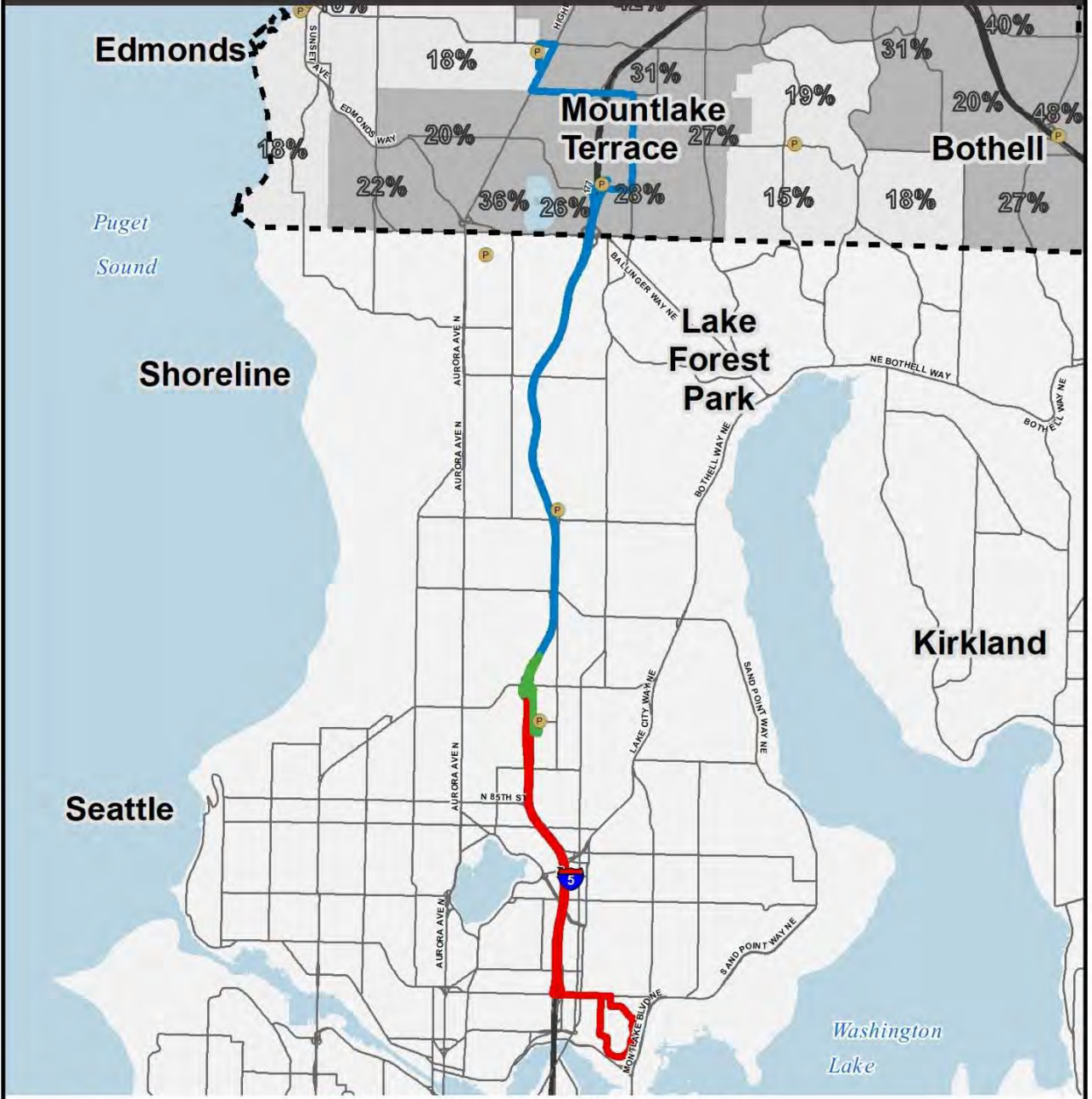
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Map Plotted: March 2020



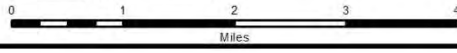
# Route 871 Proposed, Segment Modification

## Minority Population



- Route 871 Segment Addition ( 7.33% Change in Pathway )
- Route 871 Segment Removal ( 40.2% Change in Pathway )
- Route 871 Existing Routing
- P Park & Ride Lots
- Public Transportation Benefit Area
- Higher Than Average Minority Population**

YES
  NO



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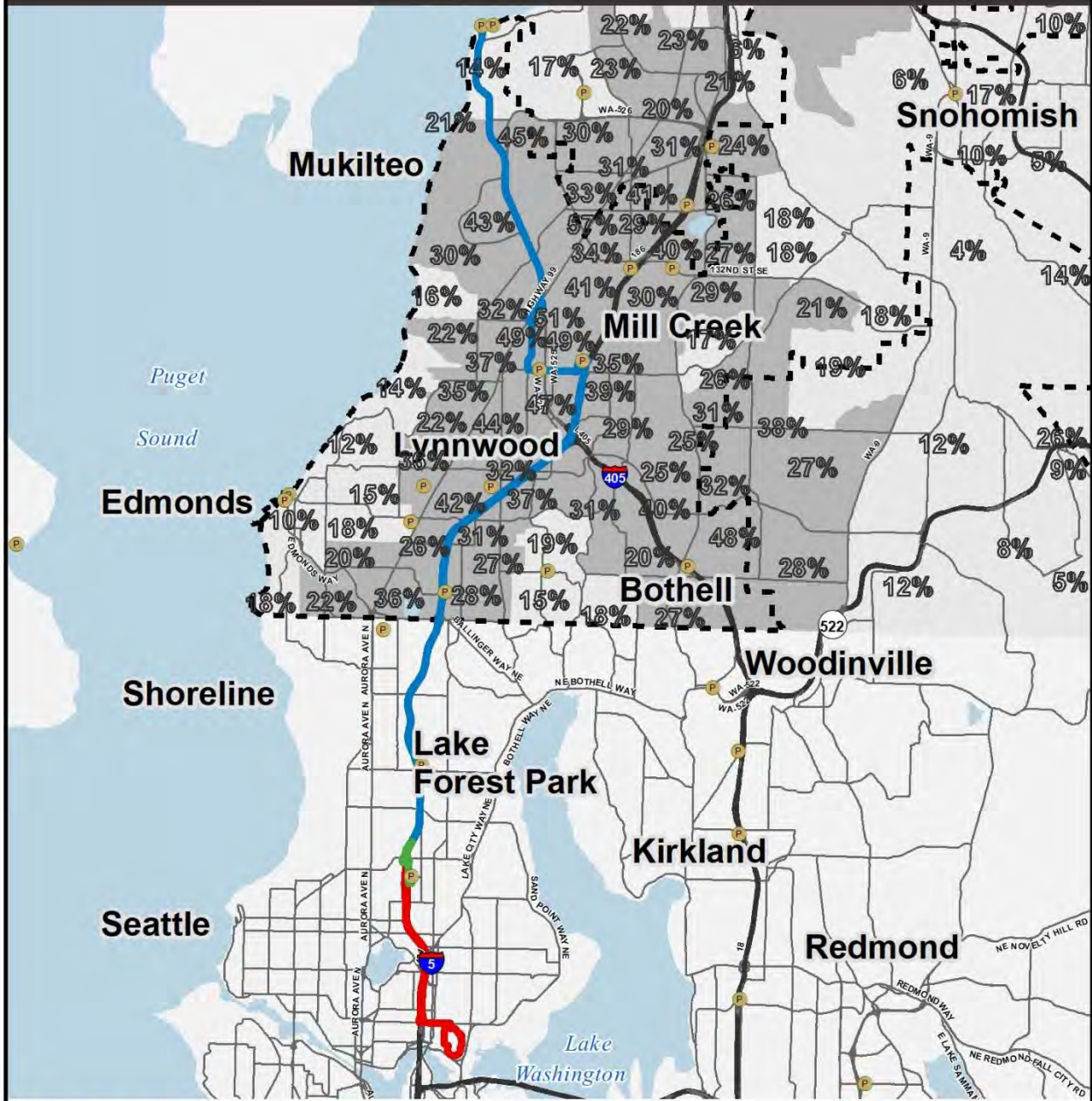
Map Plotted: March 2020



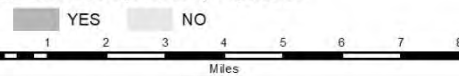


# Route 880 Proposal, Segment Modification

## Minority Population



- Route 880 Segment Addition ( 4.1% Change In Pathway )
- Route 880 Segment Removal ( 22.3% Change In Pathway )
- Route 880 Existing Routing
- P Park & Ride Lots
- Public Transportation Benefit Area
- Higher Than Average Minority Population**



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Map Plotted: March 2020



**To:** Board of Directors

**From:** Thomas Tumola, Manager of Planning

**Date:** November 4, 2021

**Subject:** Recognition of Community Transit's New Baseline Service Level

### **BACKGROUND**

As required by the Federal Transit Administration, the *Title VI Analysis & March 2022 Service* memo presented to the Board of Directors on September 2, 2021 (Exhibit A) established the September 2020 service change as Community Transit's new baseline service level for purposes of Title VI equity impact analysis and provided an equity evaluation of service changes subsequently implemented in March 2021 and planned for October 2021 and March 2022.

The equity evaluation concluded that bus service changes implemented in March 2021, and planned service changes in October 2021 and March 2022 did not result in a disparate impact to Title VI routes, as identified in Community Transit's Title VI Program.

### **STATUS**

To ensure public knowledge and input on Community Transit's new baseline service level described in the *Title VI Analysis & March 2022 Service* memo, staff conducted public outreach through a variety of media and platforms beginning September 3, 2021 through October 7, 2021. A summary of this outreach is attached as Exhibit B.

At the conclusion of the public comment period, no comments were received by email, Customer Care, social media posts, or online. Additionally, no comments were received at the public hearing held at the Board of Directors meeting on October 7, 2021.

The Strategic Alignment and Capital Development Committee reviewed this item on October 20, 2021. The Committee moved the item for action at the November 4, 2021 Board of Directors' Meeting.

### **BUDGET IMPACT**

None.

### **RECOMMENDATION**

That the Board of Directors recognize the September 2020 baseline service level as Community Transit's new baseline service level for Title VI analysis.

### **ATTACHMENTS:**

- Exhibit A – Memo: Baseline Service Level – Title VI Analysis & March 2022 Service, September 2, 2021
- Exhibit B – Summary of Public Outreach

**EXHIBIT A**

**To: Board of Directors**  
**From: Thomas Tumola, Manager of Planning**  
**Date: September 2, 2021**  
**Subject: Baseline Service Level – Title VI Analysis & March 2022 Service**

**BACKGROUND**

In compliance with federal regulations, Community Transit evaluates service change proposals for disparate or disproportionate impacts to ethnic minorities and low-income populations. If disproportionate impacts exceed adopted thresholds, Title VI policy requires justification for the impacts, evaluation of lower impact alternatives, and/or mitigation. The analysis is subject to public review and becomes part of the record to be considered by decision makers in approving the proposed changes. Board policy (Resolution 04-12) requires an impact analysis and public hearing for service changes that alter 25 percent or more of a route's geography or service hours, and for service changes that call for elimination of a route. Service changes that meet this threshold are considered "major service changes."

**STATUS**

As with many transit agencies nationally, Community Transit's service levels between March 22, 2020 and September 20, 2020 were changing rapidly due to the emergency response related to the COVID-19 pandemic. Resolution 01-20 granted the CEO emergency authority to make temporary changes to routes and schedules without the public process and board approval requirements outlined in Resolution 04-12. In consultation with Federal Transit Administration (FTA) staff, all service changes since September 2020 will be reevaluated and formalized as Community Transit's new **baseline service level**. In compliance with this guidance, the agency is completing a Title VI analysis and will conduct a public process establishing the new baseline service level as a formal step marking transition from changes made during the pandemic back to our regular service change process.

This memorandum establishes the September 2020 service change as Community Transit's new baseline service level for purposes of Title VI impact analysis, and provides an equity evaluation of service changes subsequently implemented in March 2021, approved for October 2021, and anticipated for March 2022. Changes to the 800 series bus routes planned for October 2021 were evaluated for Title VI separately and that analysis was reviewed by the Board of Directors in their November 2020 approval of the Northgate Station Service Plan.

This agenda item was presented to the Strategic Alignment and Capital Development Committee on August 18, 2021. Staff will follow-up with a briefing to the Board of Directors on September 2, 2021.

**ANALYSIS**

The Transit Development Plan allocates 7,000 annual service hours for service improvements at the March 2022 service change. This comprises approximately a 2% increase over the service operated by Community Transit cumulatively since September 2020, including recent changes in March 2021 and changes planned for October 2021. Table 1 illustrates the historically unprecedented, rapid reduction and incremental restoration of service between March 2020 and March 2022 in response to the COVID-19 pandemic.



Table 1: Annualized Bus Service Hours, 2020-2022	
Service Implementation Date	Service Level (vs. Pre-COVID March 2020 Service)
March 22, 2020 (pre-COVID)	100% (468,304 Annual Hours)
March 30, 2020	79% (372,254)
April 13, 2020	72% (336,647)
July 5, 2020	80% (376,640)
September 20, 2020 (new baseline)	87% (410,237)
March 21, 2021	87% (409,450)
October 3, 2021	90% (420,503)
March 20, 2022	92% (427,468)

Current pandemic-related transit ridership impacts and the potential for travel pattern changes related to the 800-series route restructure at Northgate Station in October 2021 have put ridership forecasts in a place of uncertainty. In response, Service Planning has developed a range of proposals for both local and commuter route groups that can be scaled and balanced to best accommodate the needs and demand that arise after the October 2021 service change.

Table 2 shows service hour change for September 2020 against October 2021. As scenarios are still being evaluated, this table does not include the March 2022 anticipated changes. A final Title VI analysis will be made available when the March 2022 service change proposal is presented to Committee in October and the Board in November 2021.

Each category in the table has the total number of annualized bus service hours and % change from 2020 to 2021. Staff notes that Route 270 was the only local route to undergo a greater than 25% change in service. The change was for an increase of 45%, from 1,050 to 1,517 annual hours, and an increase of 3 trips from 4 in 2020 to 7 in 2021. The increase of 3 trips was made to meet essential trip demand as Route 270 was showing regular overcrowding due to pandemic capacity restrictions. This increase does not warrant further analysis as this was not a disparate impact to Title VI protected populations.

Staff has evaluated the full range of March 2022 potential service proposals and has determined that none of the scenarios will qualify as a major service change and there will be no anticipated disparate impact on Title VI protected populations. Final count of annual hours will be computed after one of the three March 2022 service scenarios is selected for implementation.

**Per this analysis, summarized in Table 2, staff have concluded that bus service changes implemented in March 2021, the approved service changes in October 2021, and anticipated service changes in March 2022 do not result in a disparate impact to Title VI routes, as identified in Community Transit’s Title VI Program.**

<b>Table 2: Title VI Impact Analysis Summary</b>				
<b>Route Type</b>	<b>September 2020 Annual Hours</b>	<b>October 2021 Annual Hours</b>	<b>March 2022 Annual hours</b>	<b>% Change</b>
800 Series	20,489	26,699	TBD**	30%
Non-Title VI	14,348	14,289	TBD**	0%
Title VI	375,399	379,515	TBD**	1%
<b>Totals</b>	<b>410,237</b>	<b>420,503</b>	<b>TBD**</b>	<b>3%</b>

### **MARCH 2022 SERVICE SCENARIO DESCRIPTIONS**

Scenario 1 invests approximately 7,000 hours in local service. Route 115 would receive new service on Sunday, matching service span and frequency that is currently offered on Saturday. The remaining routes will receive trip restorations that were reduced in 2020. This scenario does not include any changes to routing.

Scenario 2 includes approximately 4,000 hours of trip additions to commuter service, Sunday service on Route 115, and restoration of trips on 4 local routes. This scenario does not include any changes to routing.

Scenario 3 includes approximately 7,000 hours of trip additions to commuter service by adding additional trips. This scenario does not include any changes to routing.

These scenarios are provided as information at this time. The final March 2022 service plan will be shared with the Board in November.

### **RECOMMENDATION**

Information only at this time. A public comment period on Community Transit's new baseline service level and this Title VI analysis will be held from September 3, 2021, through October 7, 2021. A public hearing will be scheduled at the October 7, 2021, Board of Director's meeting, after which the Board will formally recognize the new baseline service level.

## **EXHIBIT B**

### ***Summary Of Public Outreach***

Public hearing notices for the October 7, 2021 Board of Directors Meeting included details on how to participate at the public hearing and where to access website information on the *Title VI Analysis & March 2022 Service Change*. Notices were published in the following newspapers:

- The Herald Newspaper (English language) printed on September 23 and 30, 2021.
- El Siete Dias (Spanish language, monthly paper) digitally on September 16 and in print on October 7, 2021.

On September 3, 2021 a copy of the *Title VI Impact Analysis: March 2022 Service Change* memo was made available on the Community Transit News Service website at:

- <https://www.communitytransit.org/newservice>

On September 9, 2021 a public news release was published on the Community Transit's website detailing the contents of the *Title VI Impact Analysis: March 2022 Service Change* at:

- <https://www.communitytransit.org/news/community-transit-news/2021/09/09/community-transit-establishes-new-baseline-for-bus-service-levels>

Outreach was also conducted on the social media platform Twitter. Outreach on this platform appeared 970 times on viewer feeds with 24 interactions by viewers. Posts were made on the following dates:

- Tweeted on September 16, 2021
  - Appeared 341 times with 4 interactions
- Wall post on September 16, 2021
  - Appeared 418 times with 17 interactions
- Tweeted on September 30, 2021
  - Appeared 211 times with 3 interactions

On October 5, 2021 an additional notice of the Board's Public Hearing for the *Title VI Analysis & March 2022 Service Change* memo was published to the following address:

- <https://www.communitytransit.org/news/community-transit-news/2021/10/05/community-transit-board-meeting-and-public-hearing-october-7>

**Board of Directors' Meeting  
Thursday, November 4, 2021  
Remote Meeting\*  
3:00 p.m.**

**Board Members Present**

Council Member Kim Daughtry	City of Lake Stevens
Mayor Kyoko Matsumoto Wright	City of Mountlake Terrace, Alternate
Council Member Tom Merrill	City of Snohomish
Lance Norton	Labor Representative, non-voting
Council Member Sid Roberts	City of Stanwood
Council Member Jan Schuette	City of Arlington
Mayor Nicola Smith	City of Lynnwood

**Board Members Absent**

Council Member Joe Marine	City of Mukilteo
Council Member Jared Mead	Snohomish County
Mayor Jon Nehring	City of Marysville
Council Member Stephanie Wright	Snohomish County

**Others Present\*\***

Geri Beardsley	CT-Director of Administration
Roland Behee	CT-Director of Planning & Development
Melissa Cauley	CT-Manager of Regional Programs & Projects
Tim Chrobuck	CT-Chief Technology Officer
Mike Gallagher	City of Brier, Alternate
Jennifer Hass	CT-Community Programs Manager
Al Hendricks	CT-Legal Counsel
Ric Ilgenfritz	CT-CEO
Mary Beth Lowell	CT-Director of Comm. & Public Affairs
Molly Marsicek	CT-Director of Customer Experience
Deb Osborne	CT-Chief of Staff
Cesar Portillo	CT-Director of Employee Engagement
Greg Stamatiou	CT-Capital Development Program Manager
Juanita Shuler	CT-Exec. Support/Records Mgmt. Specialist
Jim Williams	CT-Interim Director of Transportation
Rachel Woods	CT-Executive Board Administrator

**Call to Order**

Chair Daughtry called to order the November 4, 2021, Board of Directors' remote meeting at 3:00 p.m. The Chair noted the meeting was recorded and livestreamed.

**Roll Call of Members**

The Executive Board Administrator called roll. Attendance was as noted above. **A quorum was present.**

\*In response to COVID-19 and per the Governor's Proclamation 20-28 Open Public Meetings Act, the meeting was held remotely.

\*\*Names of those who were confirmed as attendees are included, others who attended remotely without submitting their names are not included.

**Public Hearing: 2022 Proposed Budget**

The public hearing on the 2022 Proposed Budget opened at 3:02 p.m.

Mr. Joe Kunzler requested funds be dedicated to employee retention and recruitment. He requested funds be used to encourage ferry terminal passengers to walk on and leave their cars behind and that youth riders receive a promotional ORCA card in 2022.

The public hearing closed at 3:06 p.m.

**Public Comment**

Mr. John Bermani, Snow Goose Transit, requested a 12-passenger bus with wheelchair ramp be donated to their program. The program's mission was to provide flexible transit for disabled riders in the Camano-Stanwood area.

Ms. Debora Kilgore, Edmonds School District Board Chair, advocated for a youth ride free program. If youth rode free, Ms. Kilgore stated the school district could offer more services and programs for their students.

Mr. Kunzler supported a free youth bus pass and strong vaccine mandate for public health.

**Presentations**

**Swift Bus Rapid Transit Program Update**

Melissa Cauley, Manager of Regional Programs and Projects, presented a Swift Bus Rapid Transit Program six-month outlook. The Swift Network vision and buildout was reviewed. The Swift Airport & SR 99 pilot project would evaluate upcoming station modifications. The Swift orange line project components and new and existing procurement contracts were reviewed. The project budget was \$80 million. New Swift stations would be built at the Edmonds and Lynnwood Transit Centers. Future Swift bus purchases, upcoming Board action items and Swift orange line project timeline were provided. The Board asked questions.

**Chief Executive Officer's Report**

CEO Ilgenfritz provided the following report:

An update on employee COVID cases was provided with one positive case so far in November. The current employee vaccination rate was at 81.5%. A memorandum of understating was reached earlier that day with the ATU. Kathleen Custer and her leadership team were thanked. An agreement with the IAM was expected soon.

The federal government released the OSHA rules regarding COVID. The next step was to wait and see if the state would alter the guidelines.

Employees raised over \$21,000 for the United Way workplace giving campaign. Volunteer committee members were thanked.

The Board was congratulated on their recent election successes.

CEO Ilgenfritz met with legislators to review state agency priorities. Ride-alongs were planned with legislators.

The 2024 transit planning project was kicked off a few months ago with the Board and now outreach was beginning with local jurisdictions. They would be informed of the project and asked to be involved in providing feedback.

The Joint Study Framework between the City of Everett and Community Transit to evaluate Everett's "growth through consolidation" alternative was moving forward and an action item to start the project was expected for the December Board meeting.

Jennifer Hass, Community Programs Manager, presented the Lynnwood Pilot Project goals and status. The two micro-transit service area option maps were reviewed. Survey participation was strong with 1300 submissions. Ms. Hass reported that both service options were valued by the Lynnwood community, but Alderwood was slightly preferred. The recommendation was to revisit the implementation of the Community Van option later. The goal was to launch service in 2022. The Board asked questions and provided comments.

The next Board Selection meeting was scheduled for January 20, 2022 and materials would be sent shortly to all jurisdictions in Community Transit Public Benefit Area.

## **Committee Reports**

### **Executive Committee**

Chair Daughtry reported on the October 21, 2021, Executive Committee meeting. The CEO provided his report including an update on COVID-19 impacts, the City of Everett and Community Transit joint study process, plans for the Northgate rail station opening, and the draft 2022 state legislative session priorities. The next Executive Committee meeting was scheduled for November 16, at 11:30 a.m.

### **Finance, Performance, and Oversight Committee**

Council Member Schuette reported on the October 21, 2021, Finance, Performance and Oversight Committee meeting. The 2022 proposed budget was presented and was also presented to the Board at the October 28 Quarterly Board Workshop. The Committee was briefed on administrative pay plan changes included in the 2022 proposed budget. The September 2021 sales tax and diesel fuel reports were included in their materials. The Committee reviewed and recommended approval of the September 2021 payroll and monthly expenditures. The next meeting was scheduled for November 18, 2021, at 2:00 p.m.

### **Strategic Alignment and Capital Development Committee**

Council Member Merrill reported on the October 20, 2021, Strategic Alignment and Capital Development Committee meeting. The Committee reviewed and recommended one action item for the agenda, the recommendation of the New Baseline Service Level for Title VI Analysis. The Committee reviewed and forwarded one item for consent, RFQ #2017-079 Task Order for Lynnwood RideStore Design. The Committee received an update on the Swift Bus Rapid Transit Program and a briefing on the 2022 proposed budget. The next meeting was scheduled for November 17, at 2:00 p.m.

## **Consent Calendar**

**Council Member Schuette moved to approve items A through G on the consent calendar.**

- a. Approve minutes of the October 7, 2021, Board of Directors' Meeting.
- b. Approve RFQ #2017-079 Task Order for Lynnwood RideStore Design.
- c. Approve vouchers dated September 7, 2021 in the amount of \$833,557.11
- d. Approve vouchers dated September 10, 2021 in the amount of \$1,578,051.04

- e. Approve vouchers dated September 17, 2021 in the amount of \$1,010,976.22
- f. Approve vouchers dated September 24, 2021 in the amount of \$2,980,275.37
- g. Approve vouchers dated September 30, 2021 in the amount of \$6,339,882.35
- h. Approve September 2021 Payroll:
  - i. Direct Deposits Issued, #402189-403705 in the amount of \$3,471,784.04.
  - ii. Paychecks Issued, #107577-107629 in the amount of \$56,414.74.
  - iii. Employer Payroll Tax Deposits in the amount of \$388,767.33.
  - iv. Employer Deferred Compensation for IAM in the amount of \$9,228.97.

**The motion was seconded by Council Member Roberts and passed unanimously.**

**Action Items**

Baseline Service Level – Title VI Analysis & March 2022 Service

Director Behee presented. The September 2020 service level was determined as the new service level. The public outreach process was complete and no comments were received on the process.

**Motion made by Council Member Merrill that the Board of Directors recognize the September 2020 baseline service level as Community Transit's new baseline service level for Title VI analysis. The motion was seconded by Council Member Schuette and passed unanimously.**

**Chair's Report**

The Chair congratulated Board Members and Board Alternates on their re-elections and the continuation of their elected official careers. He also thanked those retiring for their service.

**Board Communications**

Mayor Smith requested the next Lynnwood Mayor be considered for the Board.

Council Member Roberts also supported seeing Lynnwood represented on the Board the next term.

**Executive Session**

An executive session was called for performance of a public employee, RCW 42.30.110(1)(g), at 4:22 p.m. for ten minutes. No action was expected following executive session. The executive session concluded and returned to the regular meeting at 4:32 pm.

**Other Business**

The next regular Board meeting was scheduled for December 2, 2021, at 3:00 p.m.

**Adjourn**

The meeting adjourned at 4:32 pm.



Rachel Woods  
Executive Board Administrator